

# Tenant Satisfaction Survey 2016

## Final Survey Report

**ANGUS COUNCIL HOUSING SERVICES**

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Authored by: Alan Kennedy, Knowledge Partnership

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**TABLE A - SUMMARY OF KEY SATISFACTION RESULTS FROM TENANT SATISFACTION SURVEY 2016**

<u>Measure ('A' denotes ARC measure)</u>	<u>% tenants very and fairly satisfied 2016 (face-face survey)</u>	<u>% tenants very and fairly satisfied 2015 (online &amp; telephone survey)</u>	<u>Council average 2014-15 (source ARC)</u>
Satisfaction with Angus Council Housing Service's overall service (A)	83%	78%	84%
Satisfaction with repairs service (A)	82%	97%	90%
Satisfaction with quality of home (A)	87%	69%	84%
Satisfaction with re-let standard of home (A)	84%	81%	84%
Rating of rent as very good or fairly good value for money (A)	80%	74%	77%
Satisfaction with management of neighbourhood by Angus Council Housing Service (A)	82%	70%	82%
Satisfaction with being kept informed about services and decision (A)	77%	76%	80%
Satisfaction with opportunities to participate in decision making (A)	64%	62%	69%

## Executive Summary

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Angus Council Housing Services (Housing Service) during March and April 2016. A total of 1,000 tenants were surveyed, representing 14% of all available tenants. Tenants were interviewed in their homes by means of a face to face administered questionnaire.

### Key results

Taking everything into account, 83% of tenants are very or fairly satisfied with the service provided by the Housing Service. This figure represents a 5% point improvement on the 2015 survey results and brings the Housing Service into line with the 'all Council' Scottish average (84% satisfied).

In 2016, there are several aspects of the housing service which are shown to be performing more positively when measured in terms of tenant satisfaction and compared with 2015; these items are:

- Housing quality, where 87% of tenants are satisfied with their home (69% in 2015)
- Value for money of rents (80% in 2016, compared with 74% in 2015)
- Re-let housing condition (84%, up from 81% in 2015)
- Neighbourhood management, which now stands at 82% satisfied compared to 70% in 2015. This result for 2016 brings Housing Services into line with the all Council average
- Keeping tenants informed, where satisfaction has increased very slightly from 76% in 2015 to 77% in 2016
- Opportunities for participating (64% satisfaction in 2016, compared to 62% in 2015).

Amongst the key variables measured by the 2016 survey, the service which has declined in terms of tenant satisfaction and is also furthest behind the all Council average is repairs. Eighty two percent (82%) of tenants were satisfied with this service in 2016, contrasted with 97% in 2015 and an average figure of 90%. Although these variances may be connected with the use of different data collection methods for repairs satisfaction, there is some feedback from tenants elsewhere in the survey that the repairs service may have some room for improvement.

### Improvement areas

Areas for investigation or possible further improvement are focused on the following:

- Whilst service level satisfaction has increased to 82% overall, single parent households, households with children, and tenants who live in tenements are much less likely to say that they are satisfied overall e.g. 75% of single parents are satisfied overall. These differences point to the challenge of satisfying tenants at different life stages or who take a 'non-standard' view based on their housing condition e.g. possible overcrowding, poor quality housing etc.
- At various stages of the survey, tenants who made suggestions for improving the Housing Service also made mention of the repairs service and specifically of the need to improve the responsiveness and speed of delivery of this service. In terms of statistics, more than one in ten tenants said that there could be issues with the speed of work completion, the time taken before work started and the overall quality of works. There were linked tenant comments on this theme referring to delays to repairs taking place and sometimes a lack of follow up in relation to repairs. Tenants who were in employment could sometimes be more affected by these issues than other groups.
- Although 87% of tenants said they were satisfied with their housing quality (which is in line with the all Council average), a substantial minority identified possible improvements to their home particularly in terms of the condition of windows, bathrooms and heating. Some tenants also have concerns that their property

has damp, or lacks adequate insulation. There were some criticisms too of the slow progress around property upgrades.

- In the Arbroath district specifically, satisfaction with re-let housing conditions (75%) is somewhat lower than the average for the all re-let tenants i.e. 84%, although it should also be noted that tenants living in the Arbroath district often rated their satisfaction lower on other measures when compared to other districts.
- Considering tenant participation, whilst Housing Services (64% of tenants satisfied) scores similarly to other Scottish local authorities on this measure, nearly a third of tenants have rated the participation question as 'neither satisfied nor dissatisfied' which we would interpret as a signal that tenants may not always be aware of what opportunities exist for them to participate in Housing Service's decision making. When asked what participation methods they were aware of 18% of tenants indicated that they had knowledge of methods such as the Steering Group, Rent Setting Group etc. On the basis of this feedback there would appear opportunities to further engage with tenants in the work of participating.
- In relation to neighbourhood management, eight out of ten tenants were satisfied with the role played by the Housing Service in managing their local area. However, there are a number of issues that could require to be addressed under the heading 'neighbourhood improvements' which include: tackling drug use; addressing problem neighbours; tackling rubbish/litter and dog fouling; car parking (lack of) and matters of soft landscaping such as grass cutting.

## Introduction

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Angus Council Housing Services (Housing Service) using a face to face questionnaire. The survey was administered to a sample of Housing Service tenants between March 2016 and April 2016. By the end of the survey period, a total of 1,000 Housing Service tenants had been surveyed comprising approx. 14% of all Council tenants.

### Survey Responses - Demographics

A profile of the demographic characteristics of the survey responses is presented below, beginning with the local housing district (District, table B). Table B illustrates the proportion of all interviews that were carried out (% all surveys) across each of the Housing Service districts and compares this with the stock profile. For example, across 1,000 interviews in total, 29% were carried out in the Arbroath district compared to 29% of tenants that live in this district. In broad terms, the breakdown of the 1,000 surveys by district is in line with the overall profile of Housing Service stock by area. Annex 6 provides a more detailed geographic breakdown showing the number of interviews completed across each of Housing Service's 39 letting areas.

Table B – Survey sample by district (base 1,000)

District	% all surveys	% all stock
Arbroath	29%	29%
Brechin	15%	13%
Carnoustie	7%	7%
Forfar	24%	24%
Kirriemuir	6%	7%
Monifieth	3%	3%
Montrose	16%	17%
<b>Total (count)</b>	<b>1,000</b>	<b>7,358</b>

Table C illustrates the achieved surveys (sample %) by customer type and shows for example that 90% of all interviews took place with tenants who are described as general needs customers compared with 91% of the tenant population that fits into this description.

Table C – Survey sample by customer type (base 1,000)

Customer	Sample %	Population %	Customer	Sample %	Population %
Mainstream	90%	91%	Sheltered/supported	10%	9%

Table D shows the tenant age groups surveyed. We have compared the survey data presented in table B with the Housing Service's customer data and we would observe that the sample is slightly more inclusive of older tenants e.g. 18% of the population are aged 75 plus compared to 20% within the sample. Analysis of the data by weighting would indicate that this variation does not have a material effect on the survey results.

Table D – Survey sample by age group (base 1,000)

Age band	Sample %	Age band	Sample %	Age band	Sample %
16 to 24	6%	45 to 54	15%	75 plus	20%
25 to 34	15%	55 to 64	13%		
35 to 44	13%	65 to 74	17%		

Table E illustrates the break-down of survey responses by household size. This shows a wide range of household types for example, 20% of all surveyed households comprised one adult under 60 years of age, 32% comprised one adult aged 60 and over etc. Households containing children represent 26% of all Housing Service households.

Table E –Survey sample by household size/composition (base 1,000)

<u>Household size</u>	<u>Sample %</u>	<u>Household size</u>	<u>Sample %</u>
One adult aged under 60	20%	One adult with children	11%
One adult aged 60 and over	32%	Two or more adults with children	15%
Two adults under 60	8%	Three or more adults (no children)	3%
Two adults at least one aged 60 and over	12%		

#### Ethnic origin

Most tenants surveyed were white, with 87% declaring themselves to be ‘White Scottish’. Six percent (6%) of those surveyed were ‘White Other British’ whilst 3% said they were ‘White Polish’. All other ethnic groups made up 4% of the survey sample.

#### Disability

Just over half (55%) of tenants said that a member of their household had a long term illness, or health problem that limited their daily activities; 44% disagreed that this was the case; 1% declined to answer. Amongst all tenants (not just those with a disability), 29% have mobility problems, 6% have sight and vision difficulties and 27% have another health problem (not specified).

#### Economic status

Table F –Survey sample by economic status (base 1,000)

<u>Economic status</u>	<u>Sample %</u>	<u>Economic status</u>	<u>Sample %</u>
Working full time or part time	30%	Unable to work	14%
Retired	41%	Carer or not seeking work	10%
Job seeker	4%	Other e.g. student	1%

As highlighted in table F, 30% of respondents were in employment, 14% were unable to work and one in four (41%) were retired.

#### Property formats

Tables G and H present property format comparisons for the survey sample (% all surveys) and all Housing Service’s stock and shows e.g. that 76% of surveys took place with tenants living in stock that has been improved more than 5 years ago compared with 78% of all stock that was improved > 5 years (table G).

Table G – Survey sample by build details (base 1,000)

<u>Build details</u>	<u>% all surveys</u>	<u>% all stock</u>	<u>Property factor</u>	<u>% all surveys</u>	<u>% all stock</u>
New build	3%	2%	1 bedroom	40%	39%
Improved > 5 years	76%	78%	2 bedroom	41%	43%
Improved < 5 years	18%	16%	3 bedroom	15%	15%
Traditional	91%	91%	4 bedroom	2%	1%
Non-traditional	3%	2%	5 plus and bedsit	2%	2%

Table H illustrates a comparison of property format information for the survey sample (% all surveys) and for all stock and shows a close match between the survey sample and all stock on this measure, e.g. 3% of all surveys were within deck access properties and 3% of all stock is in this format.

Table H – Survey sample by property format (base 1,000)

<b>Property format</b>	<b>% all surveys</b>	<b>% all stock</b>
Deck access	3%	3%
Detached	1%	1%
End Terrace	12%	13%
Mid Terrace	19%	22%
Own Door	28%	26%
Semi Detached	10%	10%
Tenement	27%	25%

#### Data accuracy and level of analysis

It is possible to estimate the accuracy of the tenant survey data with reference to a statistic called ‘margin of error’. The margin of error is the amount by which the quoted survey statistics could vary from the population statistics if a census (as opposed to a survey) had been carried out. On the basis of a response level of 1,000 questionnaires, and assuming an available tenant population of approx. 7,100, the margin of error for the data quoted in this report is +/- 2.9%. This level of error is well within the limits set by the SHR i.e. +/-5%.

#### Weighting

The data presented in this report is un-weighted because as this section indicates, the sample demographic profile is a close match with the actual tenant profile across a wide range of characteristics. As part of a trial process, we have reweighted the survey data by age of respondent (effectively reducing the proportion of sampled tenants aged 65+ in favour of other age categories) and this produces data that is either identical or within 1% point of the unweighted data. For this reason, we have reported here on unweighted data for the survey<sup>1</sup>.

#### Report layout

This report initially sets out the Scottish Social Housing Charter (Annual Return on the Charter-ARC) survey feedback and then presents data for the other questions that were posed in the survey. For each question, figures are provided alongside the relevant commentary. The tenant questionnaire contained a number of follow on questions where the respondent was asked to comment on a service. As the comments made by tenants could be quite extensive, we have only referred to the principal items in the body of the report, but have listed the full comments in the annexes. Throughout the report we have made comparisons where possible with Housing Service’s last tenant survey completed in March 2015 and with the local authority averages reported in the 2014-15 ARC submissions.

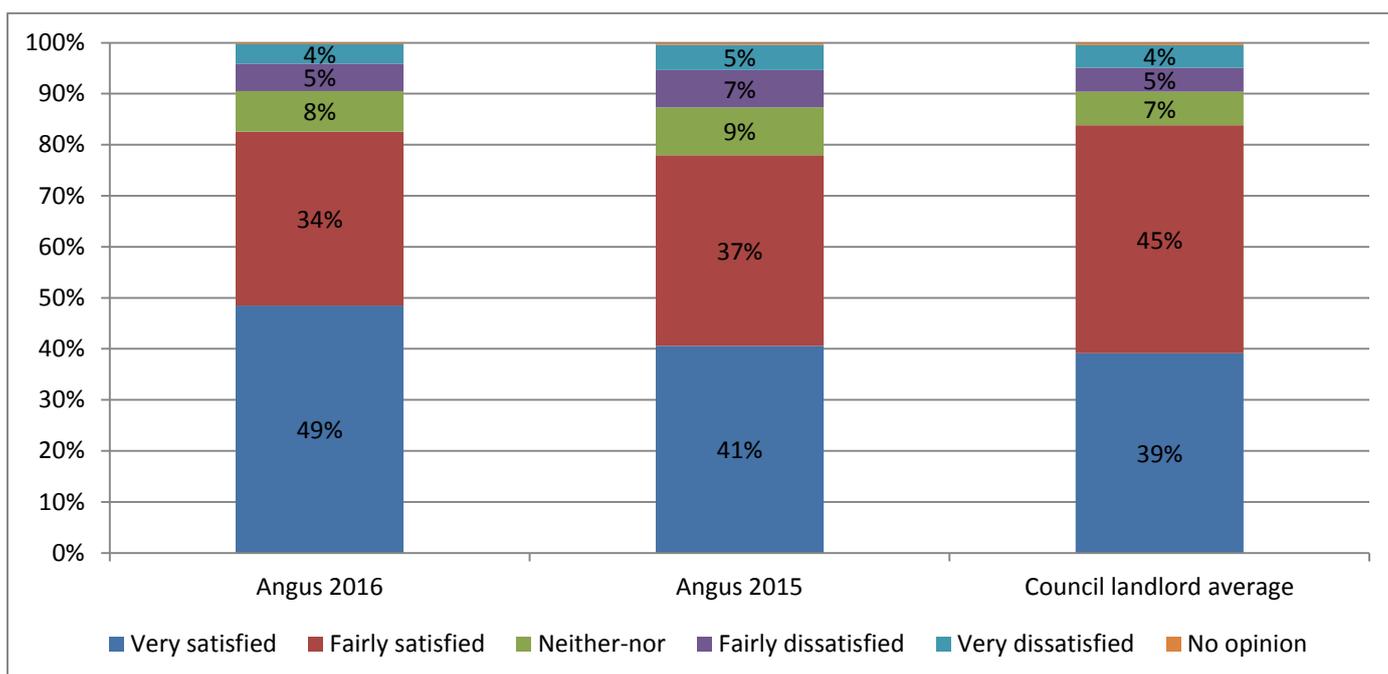
<sup>1</sup> Generally, the 1% point change will be downwards e.g. from 87% to 86% satisfied with housing quality because older tenants tend to be more satisfied than younger tenants

## Overall Tenant Satisfaction

Figure 1 sets out the level of tenant satisfaction with the overall service provided by Angus Council Housing Service (Housing Services) and illustrates that 83% of tenants are satisfied in 2016. The comparable Housing Service satisfaction figure for 2015 was 78%. Amongst all Councils submitting data to the Annual Return on the Charter (ARC) for 2014-15, the average satisfaction level recorded was 84%. On comparative basis, Housing Service is therefore performing close to the sector as a whole but 5% points better than 2015 on the measure of overall tenant satisfaction.

Figure 1 –Satisfaction with the service provided by Housing Service overall (base 1,000)

*Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Angus Council's Housing Service?*



### Overall satisfaction by household type

Analysis of the responses for overall satisfaction by household type (figure 2) illustrates that the most satisfied tenants are older i.e. 60 years of age (single or couple households), whilst the least satisfied household group are those containing children, especially single adult households with children, where 75% of tenants said they are satisfied, a figure which is 8% points behind the survey average for this measure.

Tenant satisfaction by respondent age is shown in figure 3 and highlights a fairly strong (but typical) association between age group and satisfaction i.e. older tenants are likely to be more satisfied than younger tenants. Figure 3 shows for example that 73% of tenants aged 16 to 24 are very/fairly satisfied compared with 92% satisfaction amongst tenants who are 75 years and older.

Figure 2 –Satisfaction with the service provided by Housing Service by household type (base 1,000)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Angus Council's Housing Service?

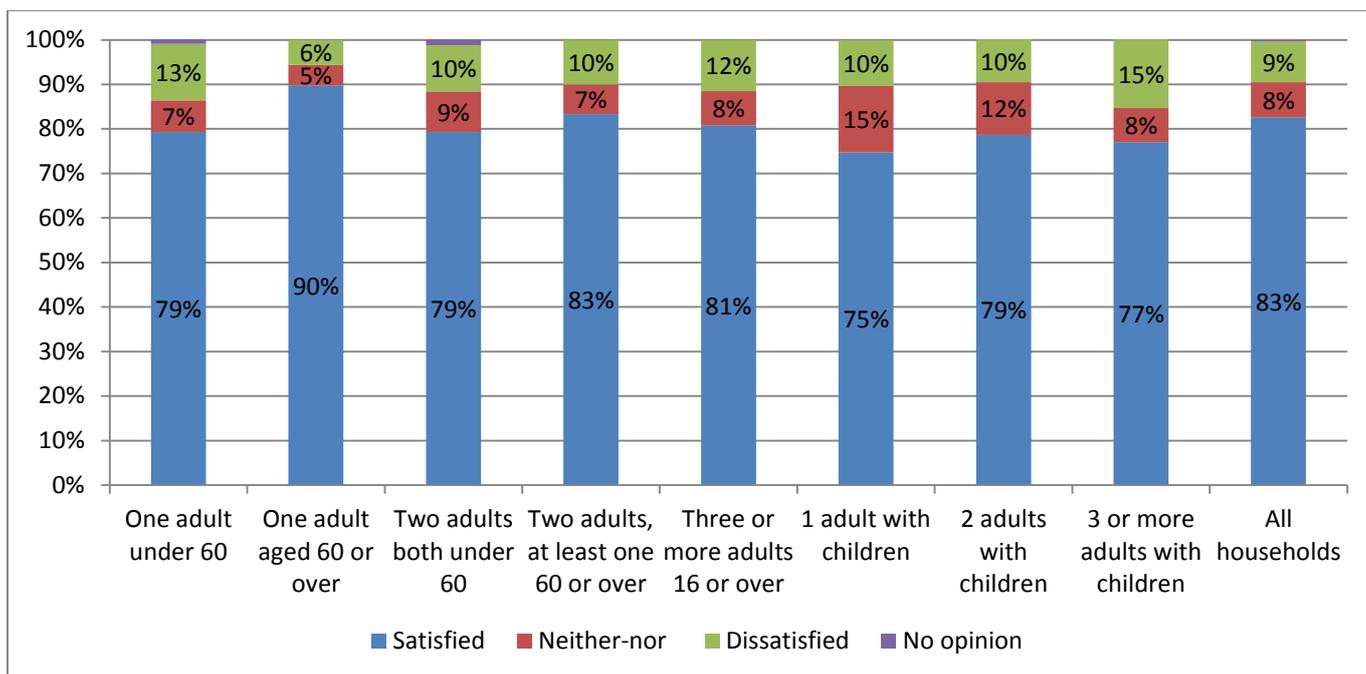


Figure 3 –Satisfaction with the service provided by Housing Service by age of tenant (base 1,000)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Angus Council's Housing Service?

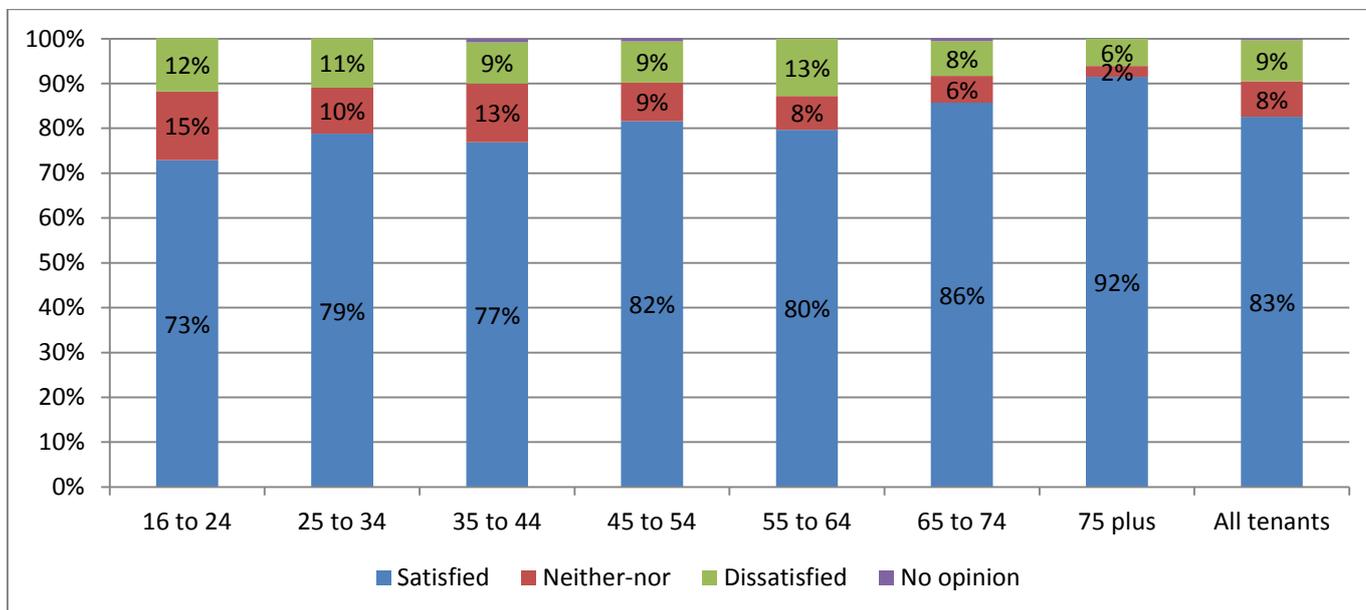
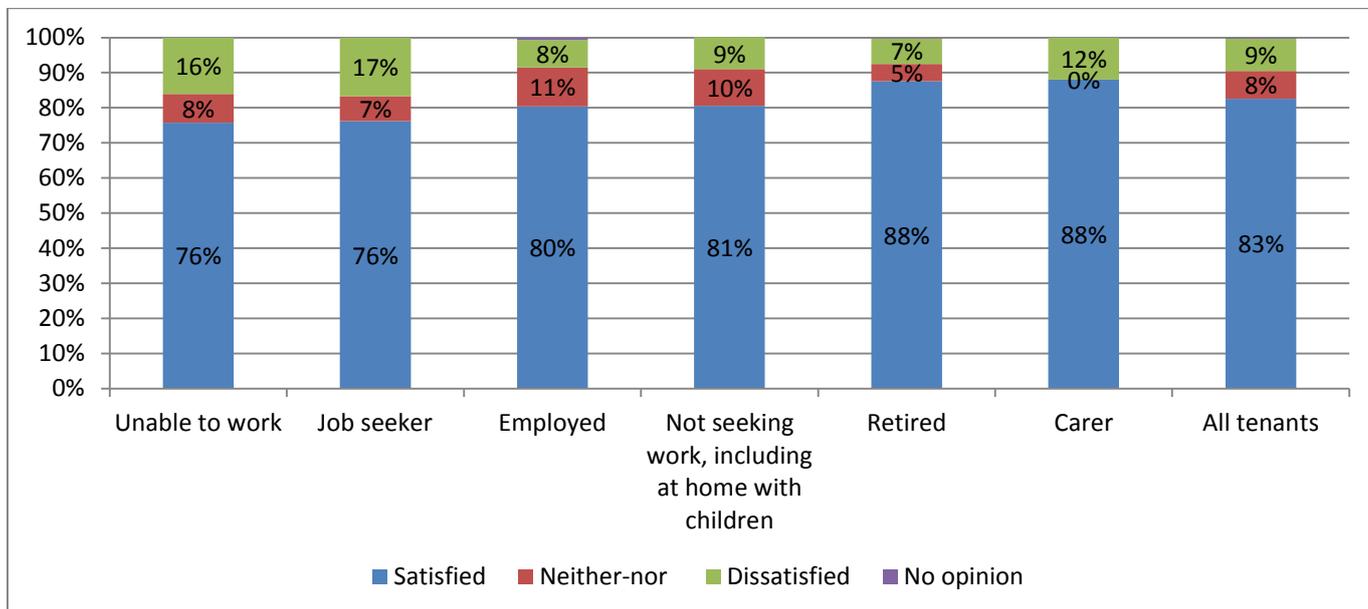


Figure 4 compares levels of satisfaction by a tenants' employment status and shows that the most satisfied tenants are those who are retired or who are carers (88% satisfied), whilst the least satisfied are tenants who are unable to work or those who are job seekers (76%).

Figure 4 –Satisfaction with the service provided by Housing Service by employment status (base 1,000)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Angus Council's Housing Service?

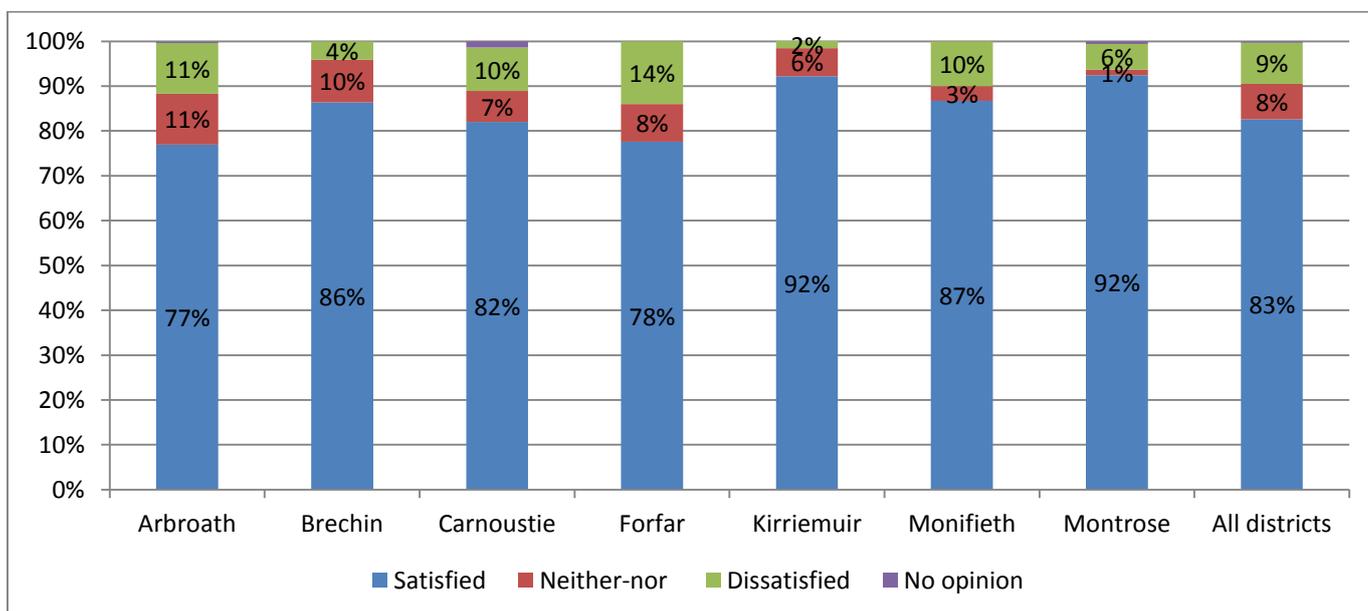


Overall satisfaction by district

Satisfaction with services by district is set out in figure 5 and highlights some degree of variation e.g. 92% overall satisfaction in Montrose contrasted with 77% in Arbroath and 78% in Forfar (Arbroath and Forfar are also the 2 areas with the greatest levels of overall dissatisfaction).

Figure 5 –Satisfaction with the service provided by Housing Service by district (base 1,000)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Angus Council's Housing Service?

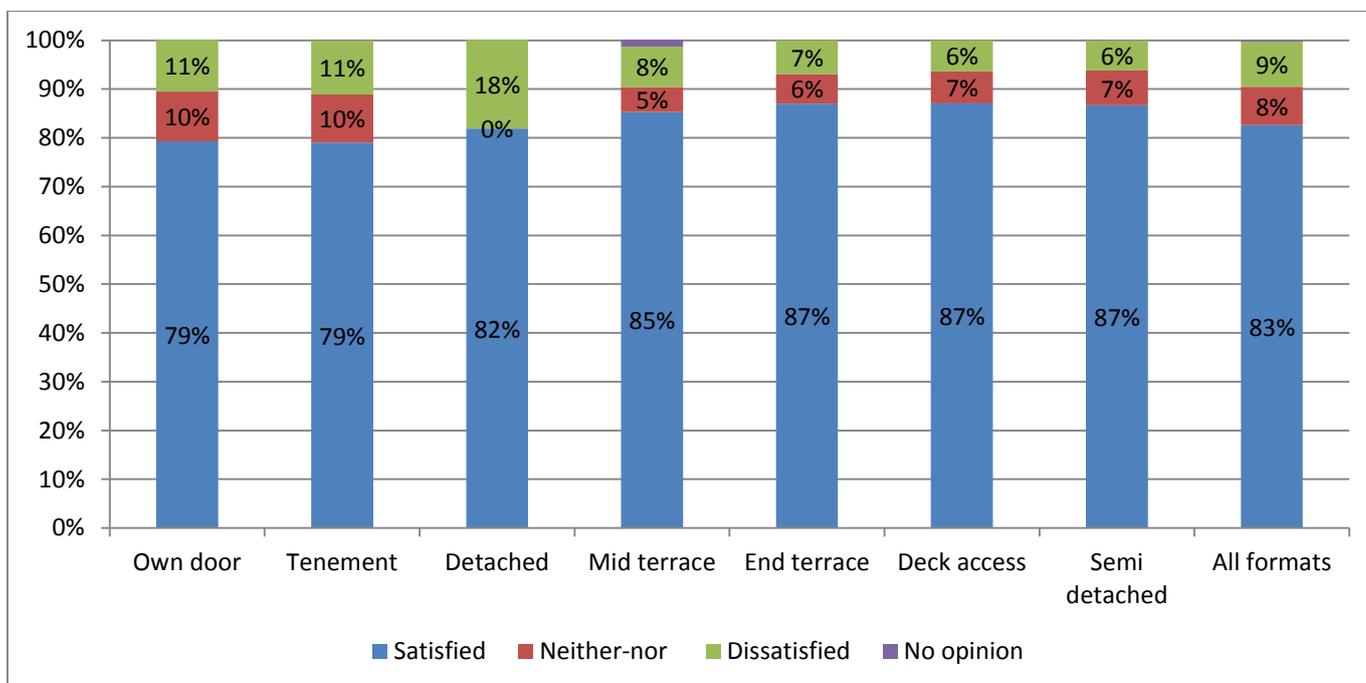


## Overall satisfaction by format

Satisfaction with services by property format shows the lowest level of satisfaction for own door properties and tenement style homes, with higher than average satisfaction expressed by those living in end terrace, deck access and semi-detached properties.

Figure 6 –Satisfaction with the service provided by Housing Service by property format (base 1,000)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Angus Council's Housing Service?



## Improving the housing service

Three hundred and eighty seven tenants (39%) made comments in relation to the overall housing service that represented complaints about the service or potential improvements to the service.

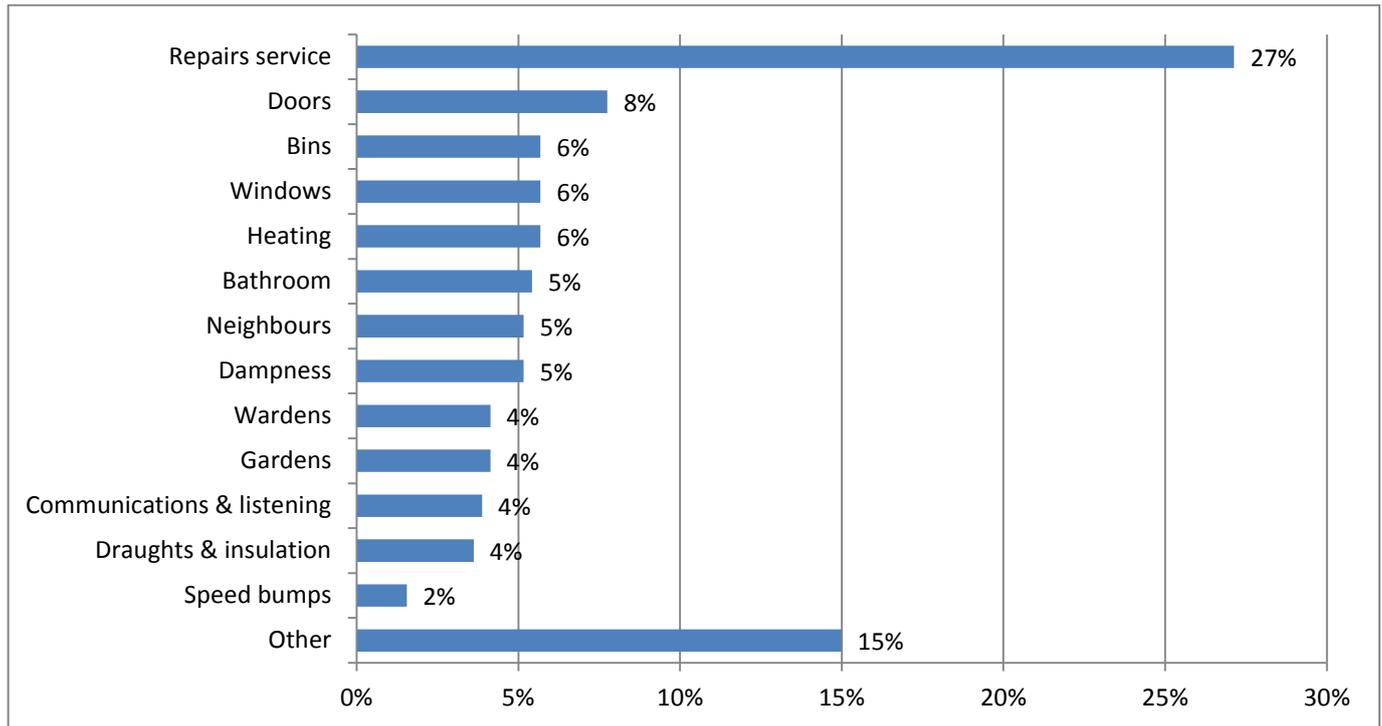
The detailed comments made are shown in annex 1 by district. We have summarised the comments that tenants made in figure 7. As illustrated a number of these comments (27%) related to an aspect of the repair service, e.g.

- ✓ *'Better response time when repairs needed'*
- ✓ *Need more efficiency at repairing things. WRB gas incompetent. Boiler had water leaking and boiler broke down. Left with no heating hot water for 1 1/2 half weeks'*
- ✓ *'I had a repair needing done and reported it twice-both times they forgot to log it. Plaster fell off wall and was left for week'.*

In general, many tenants who commented in this section of the survey agreed that the service could be improved by increasing responsiveness, including within the non-urgent repairs, and by upgrading properties, including tackling examples of dampness. Several tenants would like the service to improve by following up on 'complaints' more efficiently and by having their phone calls returned.

Figure 7 – Areas for improvement in the service provided by the Housing Service (base 387)

Q- What would increase your satisfaction with the housing service you receive?



Note the balance of respondents for this question indicated that they were either satisfied with the service and were not aware of any pressing need for improvements, or did not know what specific improvements they required.

## Housing Quality Satisfaction

Overall tenant satisfaction with the quality of housing is set out in figure 8 and reveals that 87% of tenants are satisfied with their home whilst 7% are dissatisfied in 2016. The current year figures for this measure are very much better than those recorded by the Housing Service in 2015 (69% satisfied), and are also better by 3% points than the sector average (84% satisfied). Figure 9 sets out the results for housing quality satisfaction by property format and highlights lower than average satisfaction for tenants living in own door and tenement style homes and higher satisfaction amongst those living in end terrace and detached properties.

Figure 8 –Satisfaction with housing quality overall (base 1,000)

Q- Overall, how satisfied or dissatisfied are you with the quality of your home?

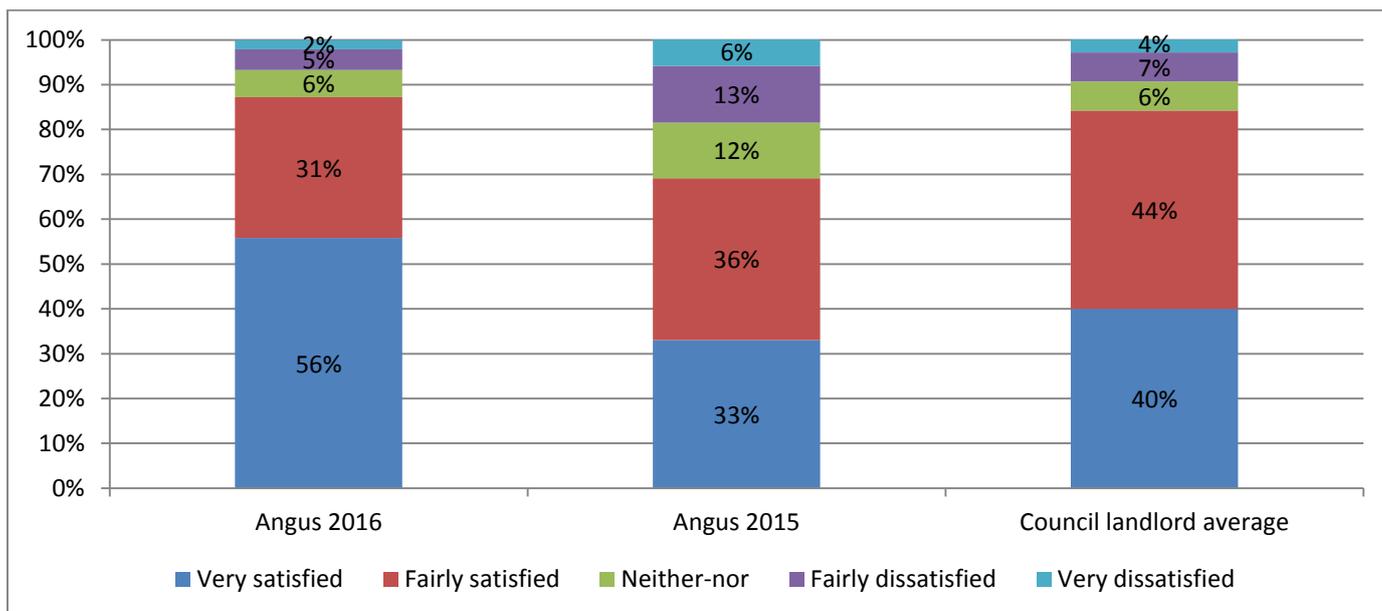


Figure 9–Satisfaction with housing quality by format (base 1,000)

Q- Overall, how satisfied or dissatisfied are you with the quality of your home?

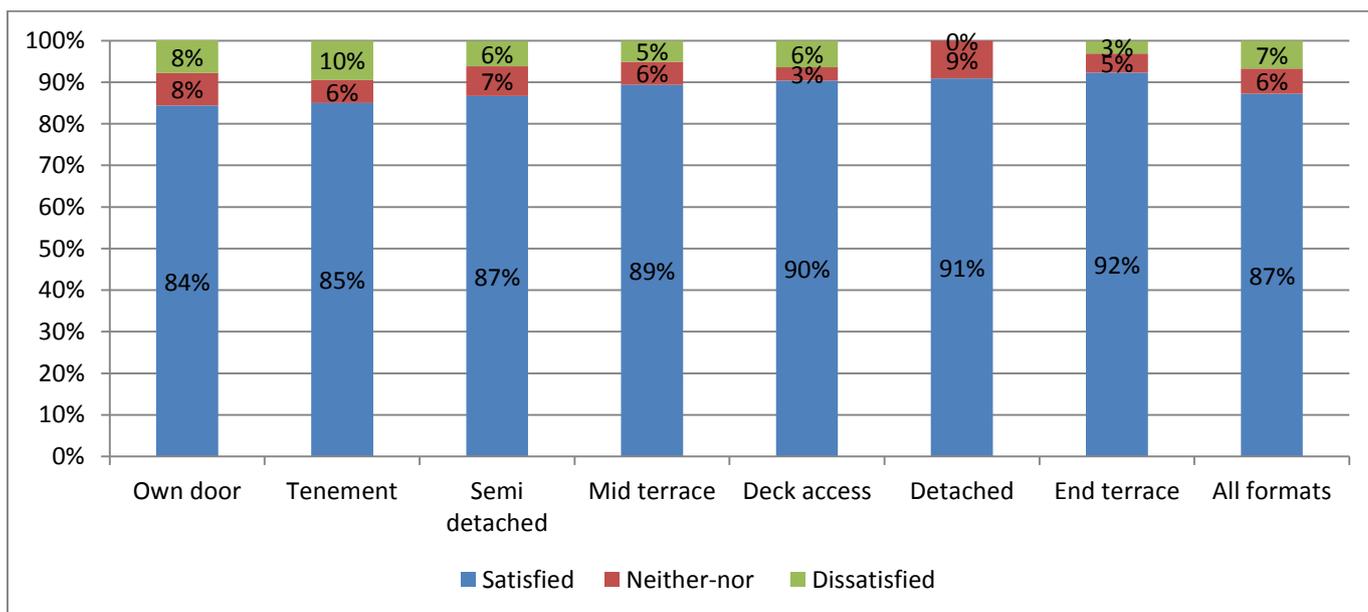


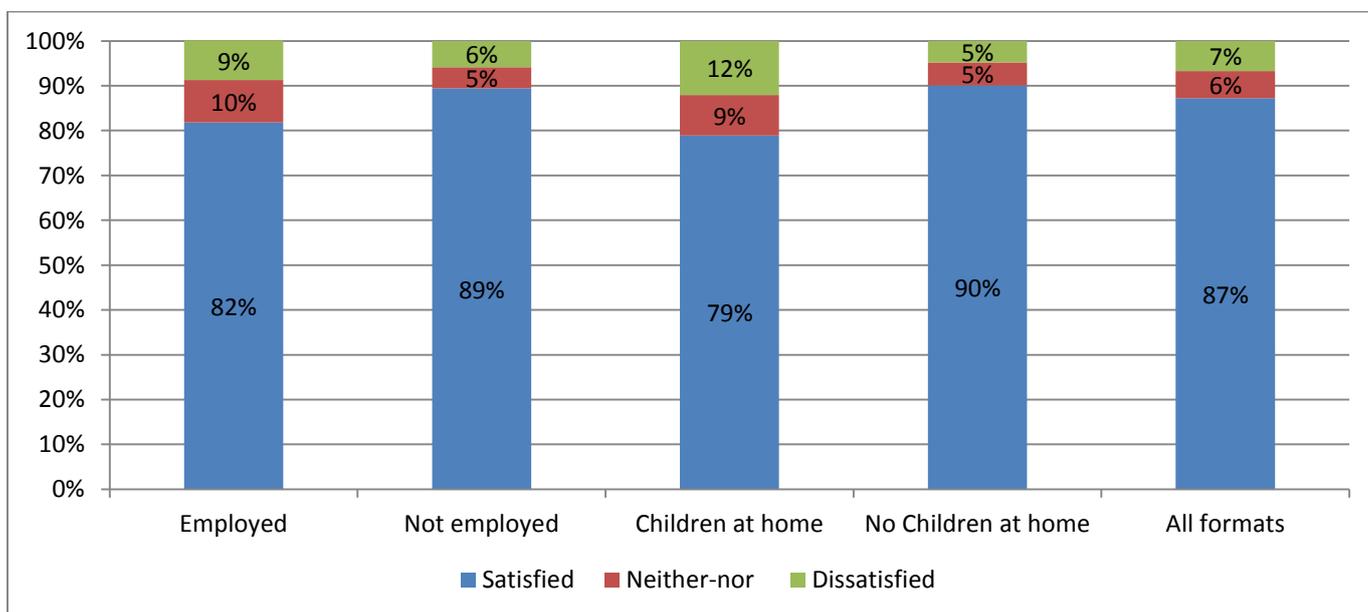
Table 1 highlights housing quality perceptions by district, and shows that tenants living in Brechin, Forfar and Kirriemuir are slightly more likely to say they are ‘very satisfied’ with their homes whilst the district most likely to be dissatisfied with housing quality is Carnoustie. Based on other feedback from Carnoustie, there is a possibility that housing quality dissatisfaction is being influenced by changes being proposed to the sheltered housing warden arrangements. Figure 10 illustrates that households with children (79% satisfied) and employed tenants (82%) are somewhat less satisfied than average on the measure of housing quality. This may highlight issues with overcrowding for families and perceptions of value for money amongst working people (80% of whom do not receiving any assistance with housing costs).

Table 1 – Housing quality by district (base 1,000)

District	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Arbroath	53%	30%	6%	6%	4%
Brechin	58%	33%	6%	3%	-
Carnoustie	51%	33%	3%	8%	4%
Forfar	59%	30%	7%	4%	1%
Kirriemuir	59%	31%	6%	2%	2%
Monifieth	57%	33%	7%	3%	-
Montrose	54%	34%	6%	4%	2%
<b>All districts</b>	<b>56%</b>	<b>31%</b>	<b>6%</b>	<b>5%</b>	<b>2%</b>

Figure 10–Satisfaction with housing quality by household size and working status (base 1,000)

Q- Overall, how satisfied or dissatisfied are you with the quality of your home?

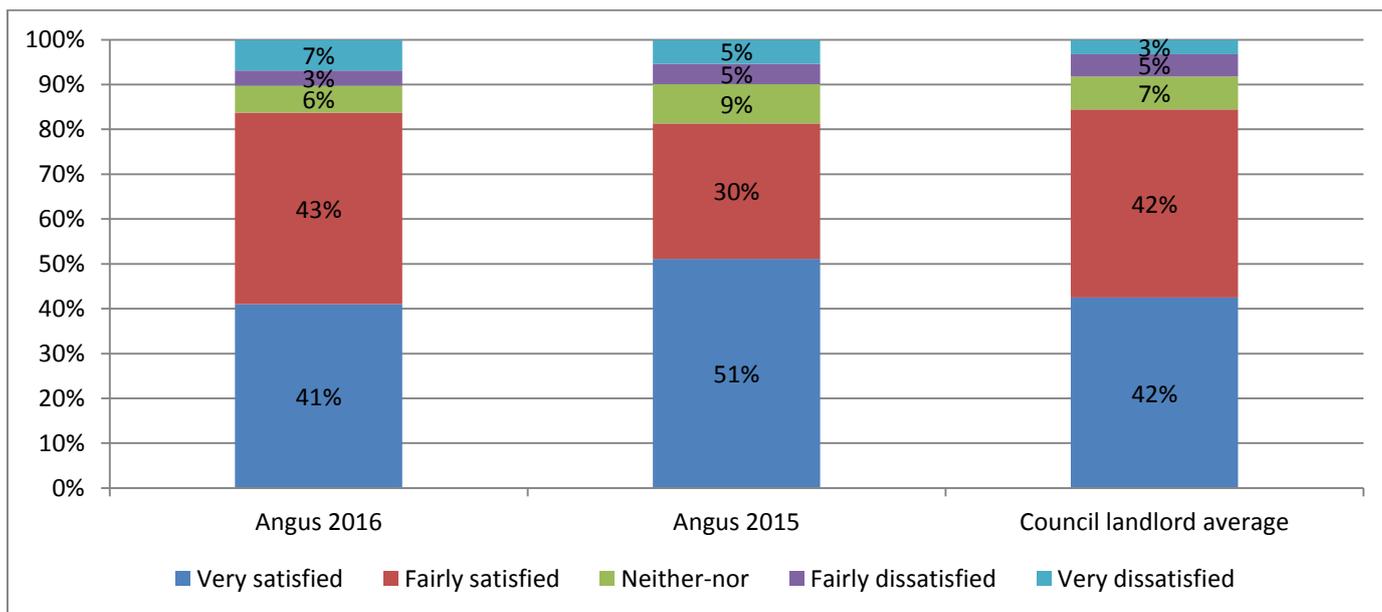


### Re-let standards

Approx. 12% of tenants said that they had moved into their current home within the last year, and this cohort was asked to comment on their satisfaction with the standard of their new home. Figure 11 shows that 84% of these tenants were satisfied with re-let standard which is a 3% point improvement on the 2015 figure, and represents the same level of satisfaction achieved across the sector on this measure. The tenants who were least likely to say they were satisfied with re-let condition were based in Montrose (80% satisfied) and Arbroath (75%).

Figure 11 –Satisfaction with re-let standards (base 117)

Q- Overall, how satisfied or dissatisfied are you with the quality of your home?

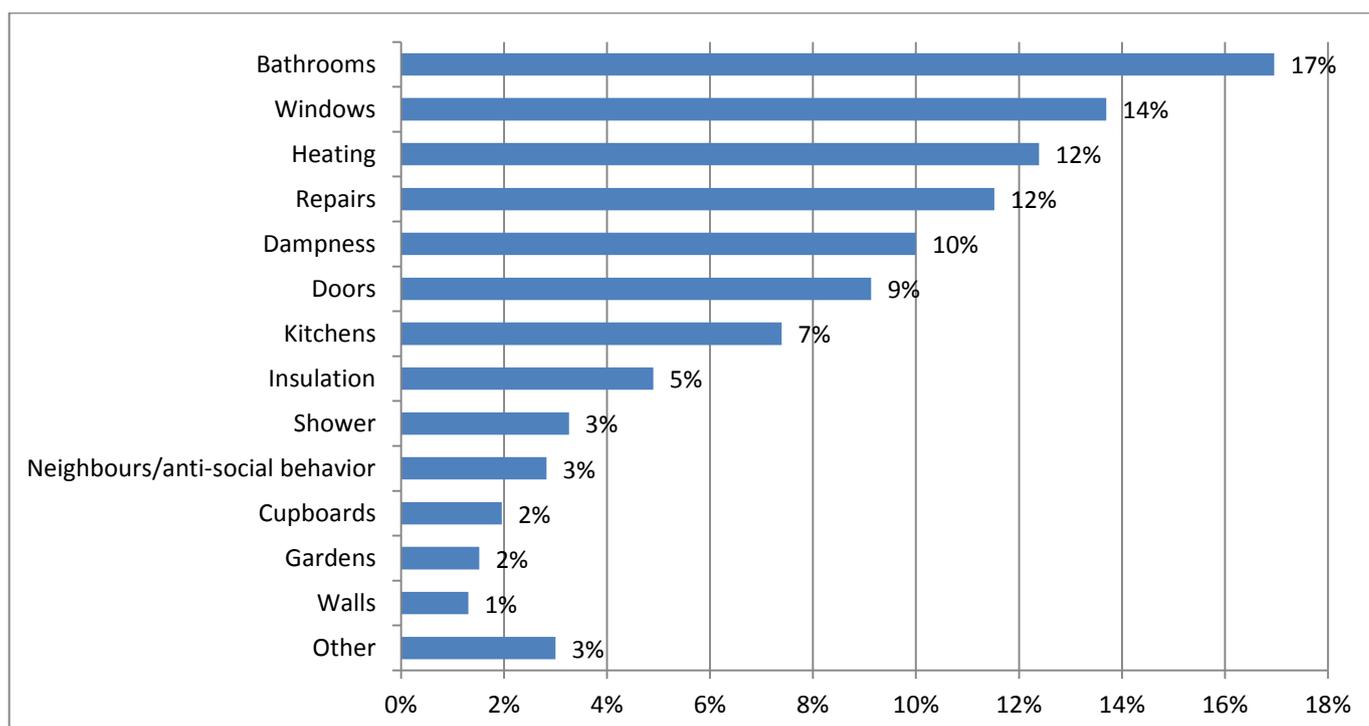


Improving housing quality

Four hundred and sixty tenants (46%) made comments about improving housing quality and the condition of any shared areas, and a summary of the main observations made are set out in figure 12. Figure 12 shows e.g. 17% of tenants citing improvements to bathrooms being required. Annex 2 provides a detailed breakdown of the ‘housing improvement’ comments made by district and includes some references to the perceived long wait for upgrades (and some repairs), and the need to tackle concerns over dampness/condensation.

Figure 9: Key aspects of housing requiring improvement (base 460)

Q- What would increase your satisfaction with the quality of your home?



## Repairs Service

Tenant perspectives on the repairs service are shown in figure 13 and reveal that in 2016, 82% of tenants are very/fairly satisfied with the service whilst 13% are dissatisfied. Comparing Housing Service's results for the current period with the figure for 2015 indicates that satisfaction has declined from 97% to 82%, a drop of 15% points. We would note that part of the explanation for this change may be connected with the use of different data collection methods over the 2 periods. Compared with the Council average (90% satisfied), Housing Service's repairs satisfaction is somewhat lower the sector 'norm'.

Figure 13 –Repairs service satisfaction (base 602-repair last year only)

Q- Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by the Council's Housing Service?

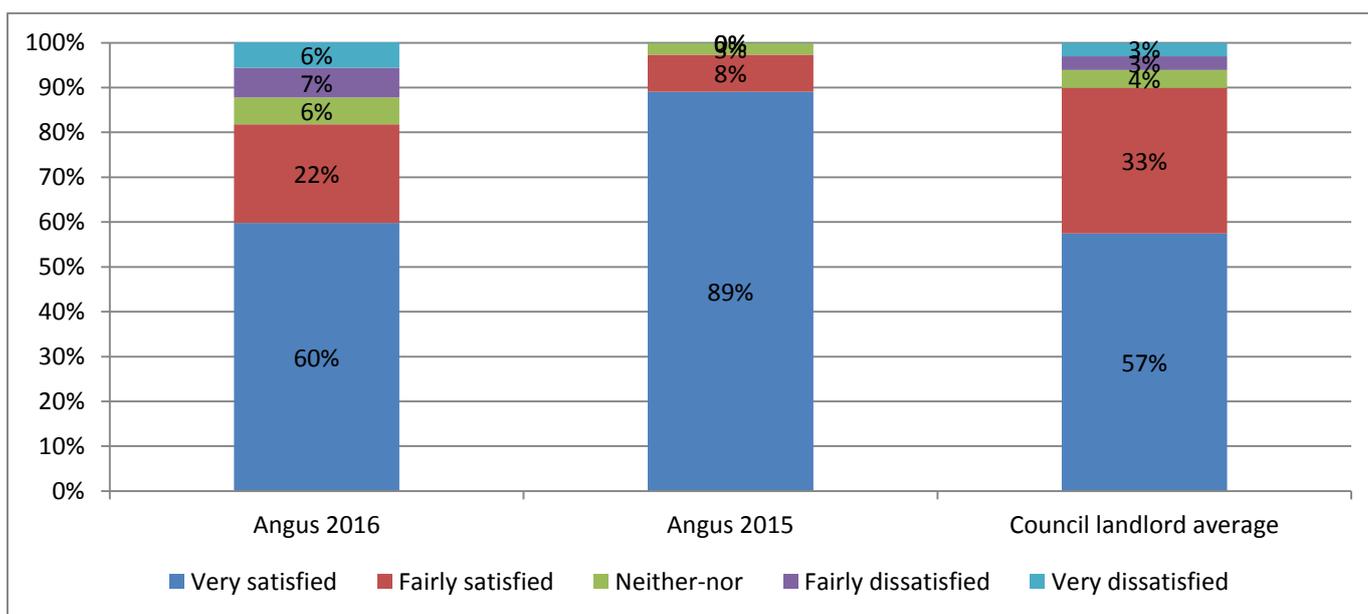


Table 2 illustrates repairs service satisfaction by district and highlights where tenants are more likely than average to dissatisfied i.e. Arbroath (15% dissatisfied), Forfar (12%), Kirriemuir (16%) and Montrose (15%).

Table 2 – Repairs satisfaction by activity (base 602)

District	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Arbroath	54%	26%	6%	7%	8%
Brechin	67%	20%	9%	2%	2%
Carnoustie	77%	12%	2%	5%	5%
Forfar	61%	20%	5%	6%	6%
Kirriemuir	49%	36%	0%	13%	3%
Monifieth	73%	13%	7%	7%	0%
Montrose	59%	23%	3%	9%	6%
<b>All districts</b>	<b>60%</b>	<b>22%</b>	<b>6%</b>	<b>7%</b>	<b>6%</b>

All tenants were asked to comment on their last repair (which could be more than 1 year ago) in terms of their satisfaction or dissatisfaction with elements of that repair. Table 2 sets out the results of this enquiry and indicates that tenants are satisfied with most aspects of their last repair, but that some dissatisfaction is expressed with: the speed of completion of the work (9% dissatisfied); the time taken before work is started (9%) and the overall quality of work (8%).

Table 3 – Repairs satisfaction by district (base 1,000)

<u>Repair activity</u>	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither-nor</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>	<b>Don't know</b>
The attitude of workers	68%	19%	4%	1%	1%	7%
Keeping dirt and mess to minimum	65%	20%	4%	2%	2%	7%
How easy it was to make an appointment for a repair	62%	22%	5%	3%	3%	7%
Being told when workers would call	62%	20%	6%	3%	3%	6%
The contractors doing the job you expected	62%	19%	5%	4%	4%	7%
The speed of completion of the work	62%	19%	4%	5%	4%	6%
The overall quality of work	62%	18%	6%	4%	4%	7%
Time taken before work started	57%	23%	5%	4%	5%	6%
<b>Average</b>	<b>63%</b>	<b>20%</b>	<b>5%</b>	<b>3%</b>	<b>3%</b>	<b>7%</b>

The tenants who are more likely than others to be dissatisfied with 'time taken, speed and quality' are those in full time employment e.g. 12% of this cohort are dissatisfied with time taken compared to 4% of retired people, and tenants with children at home, e.g. 11% of this cohort are dissatisfied with the speed of repair and 9% are dissatisfied with repair quality.

In the comments that tenants made in relation to improving the housing service, the repairs service was often mentioned with some feeling that the service was slow to respond for day-day repairs, and could sometimes make mistakes in logging of repairs which meant they were not attended to:

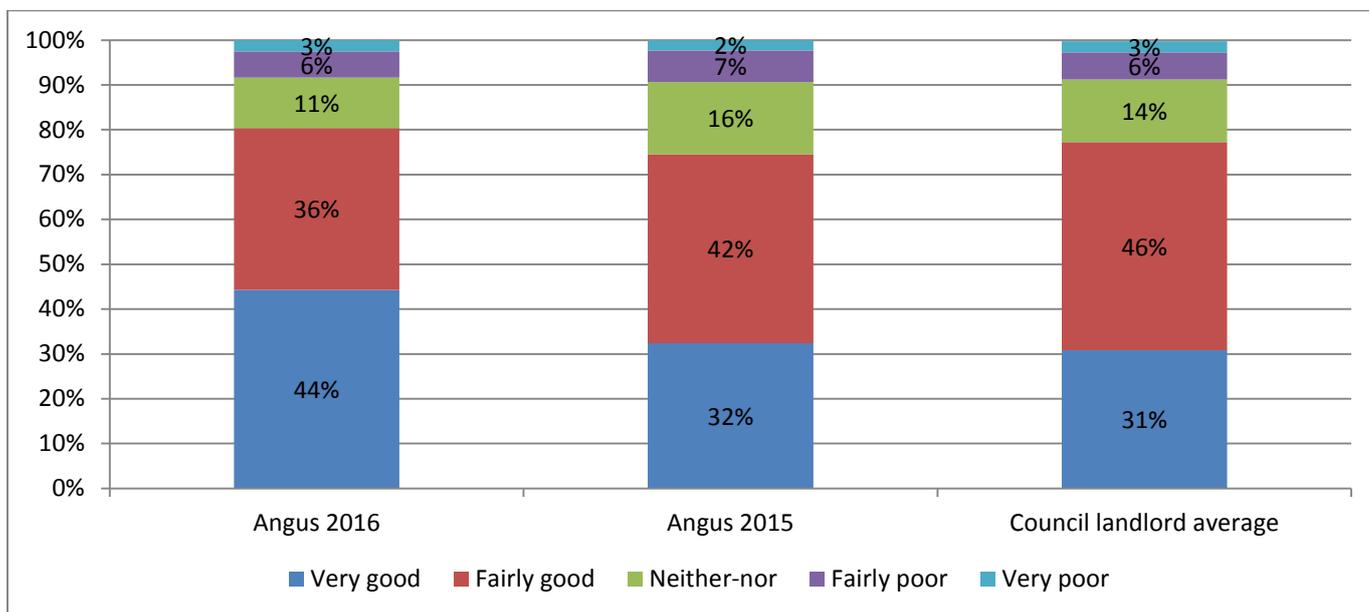
- ✓ *If we missed rent they would be on our backs - if we need a repair they do nothing. Have to keep reporting repairs. The Council using excuses to not do work and the people who answer phone do not log the report.*

## Value for Money

Tenant perspectives on value for money are shown in figure 14 and reveal that in 2016, 80% of tenants rate value for money of rents as either very or fairly good. Comparing the results for this question for 2015 with the current period shows that in 2016, 5% of tenants have moved their opinion of rent value from 'neither good nor poor' to 'good'; note, this may in part reflect the change in survey methodology, as well as an underlying view that rent is now seen as better value. The Council average figure for value for money is 77% and Housing Service's figure is 3% points above this level, indicating that the Service's tenants feel rent is slightly more value. This may reflect the combination of absolute rent levels being lower and satisfaction with housing quality (note, analysis shows that for Housing Services, quality of housing is the survey item that has the strongest association with rental value).

Figure 14 – Rent value for money (base 1,000)

Q- Taking into account the accommodation and services the Housing Service provides, do you think the rent for this property represents good or poor value for money? Is it...?



On balance, tenants who do not receive housing benefit are less likely to say that rent is value for money (77% of this group think that rent is good value), compared with 82% of tenants who receive full or part assistance with housing costs. Tenants with children at home also tend to be less satisfied with rent, with 75% of this cohort rating rent as good value (although we would note that 54% of this group receives no help with housing costs).

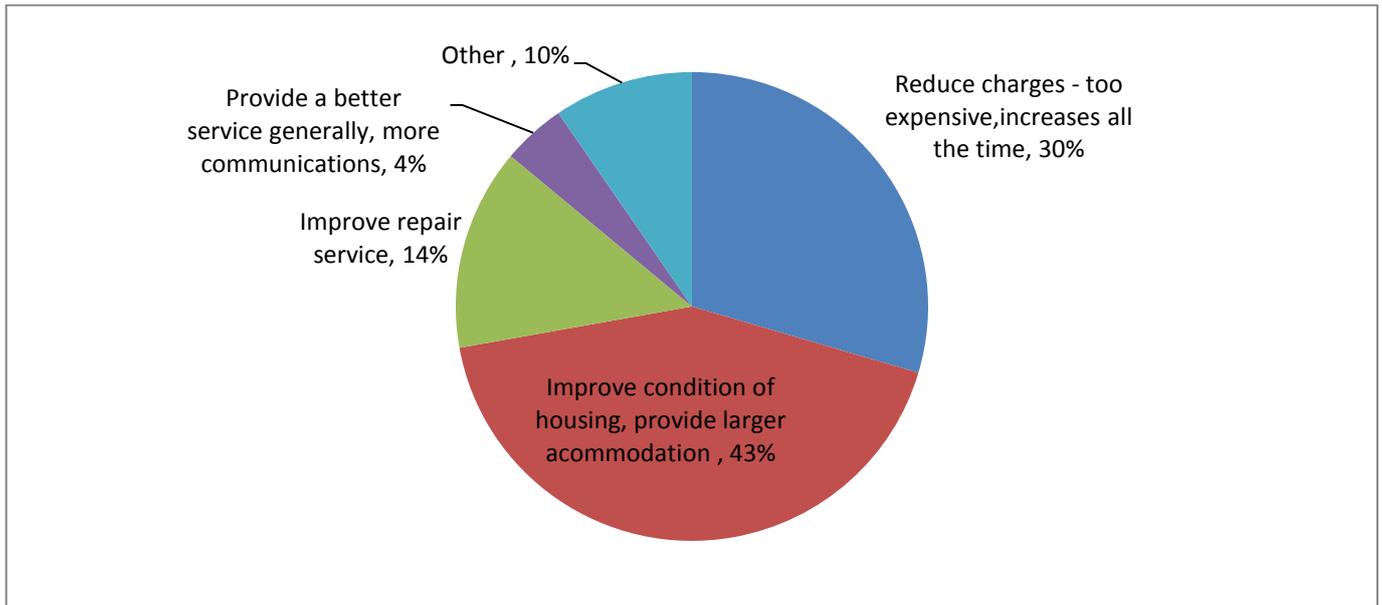
### Making rents better value

One hundred and fifteen tenants (12%) made a comment describing how rent could be better value, and the results of this enquiry are shown in figure 15, e.g. 43% of these 115 tenants thought providing better quality homes or larger homes would make rent better value. All comments on this item are set out in annex 5 by district:

- ✓ *'Initial rent was £14 per week; now £56 per week and no improvements. I have cotton wool at windows due to draughts for 12 years'*
- ✓ *'If they updated the accommodation it would be better value'*
- ✓ *Just too high for 1 bedroom; £65 a week for 1 bed?*

Figure 15 – Making rent better value for money (base 115)

Q- If you said rent was poor value for money, what would improve the value for money of rents?

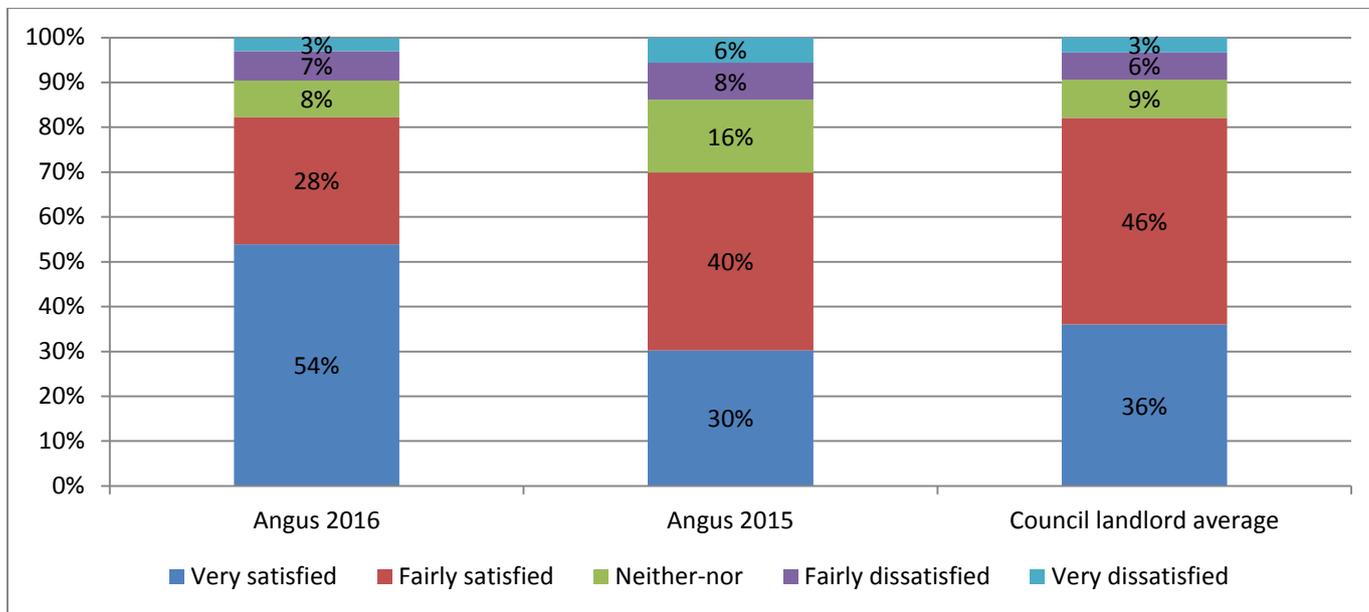


## Neighbourhood Management

Figure 16 illustrates that in 2016, 82% of tenants were satisfied with the management of their neighbourhood by the Housing Service, whilst 10% were dissatisfied. The figure reported in 2016 is 12% points improved on that recorded during the 2015 survey and is identical to the all Council average (82% satisfied).

Figure 16 – Neighbourhood management (base 1,000)

Q- Overall how satisfied or dissatisfied are you with Housing Service’s management of the neighbourhood you live in?

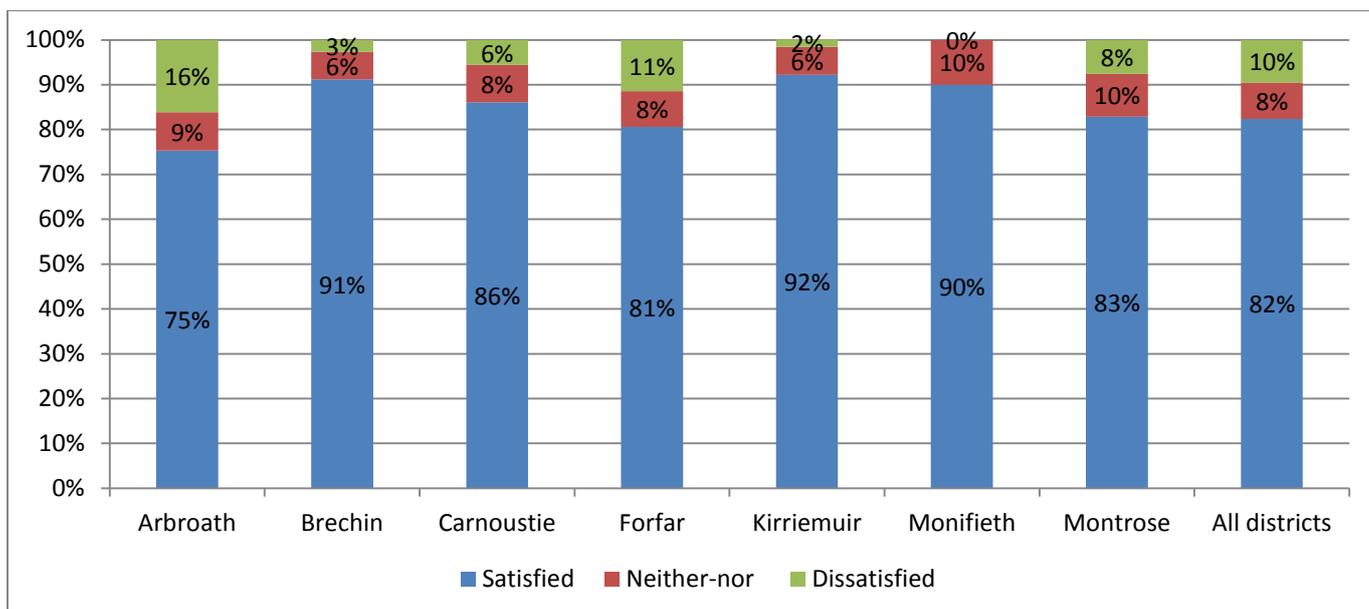


### Neighbourhood management satisfaction by district

Satisfaction with services by district is set out in figure 17 and highlights some degree of variation e.g. 91% overall satisfaction in Brechin contrasted with 75% in Arbroath and 81% in Forfar.

Figure 17 –Satisfaction with the service provided by Housing Service by district (base 1,000)

Q- Overall how satisfied or dissatisfied are you with Housing Service’s management of the neighbourhood you live in?

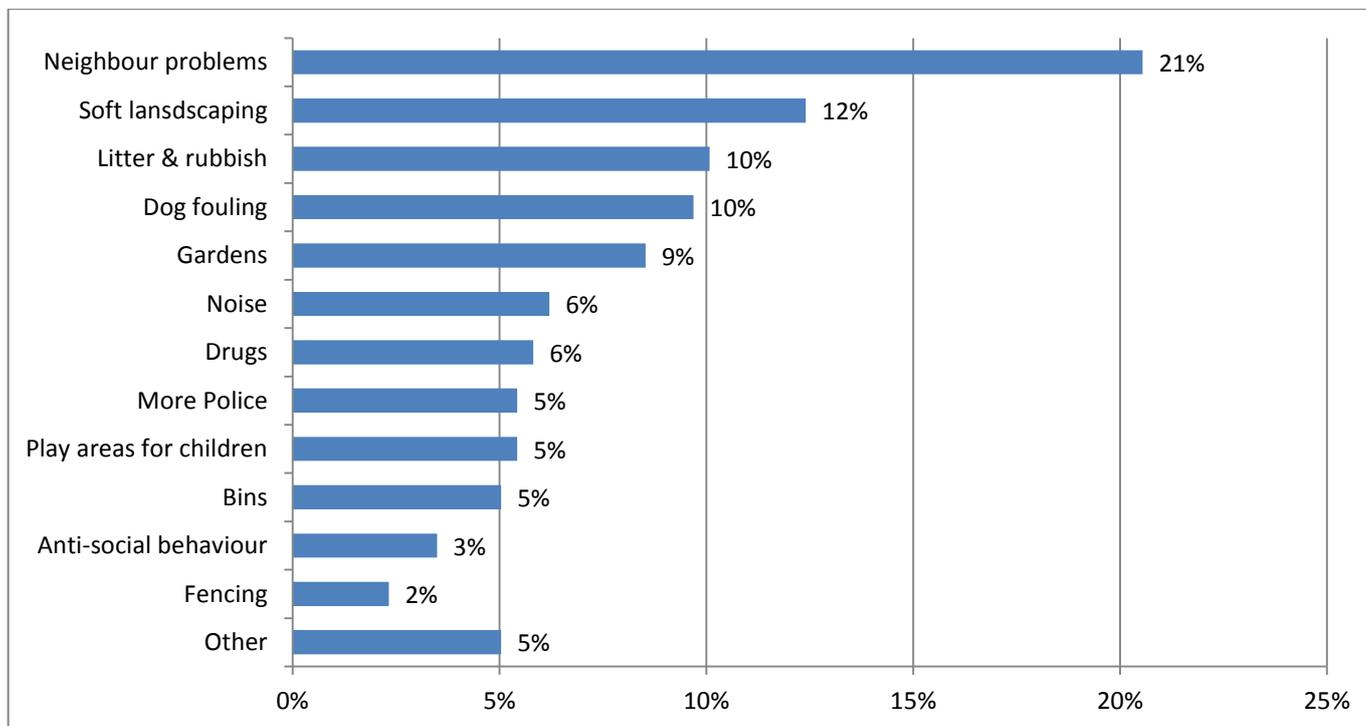


## Neighbourhood management improvement

Twenty six percent of tenants commented on aspects of their neighbourhood that could be improved and a summary of the main topics raised is shown in figure 18, e.g. 21% of respondents identified as problems with neighbours as something they would like to see improved. The full list of 258 comments made on this item by tenants is set out by district in annex 3.

Figure 18: Key aspects of neighbourhood improvement (base 258)

Q- What would increase your satisfaction with the quality of your home?



Several tenants who commented in this section raised concerns about drug activities taking place in their area, and the effect this was having on the quality of the neighbourhood.

Q-What would increase your satisfaction with neighbourhood management?

*'Noise, drugs and rowdy behaviour. Dealt with these; don't just 'watch and wait.'*

*'Flats within 4 in a block - 3 bedrooms should be used for families not homeless ex-jail known drug users '*

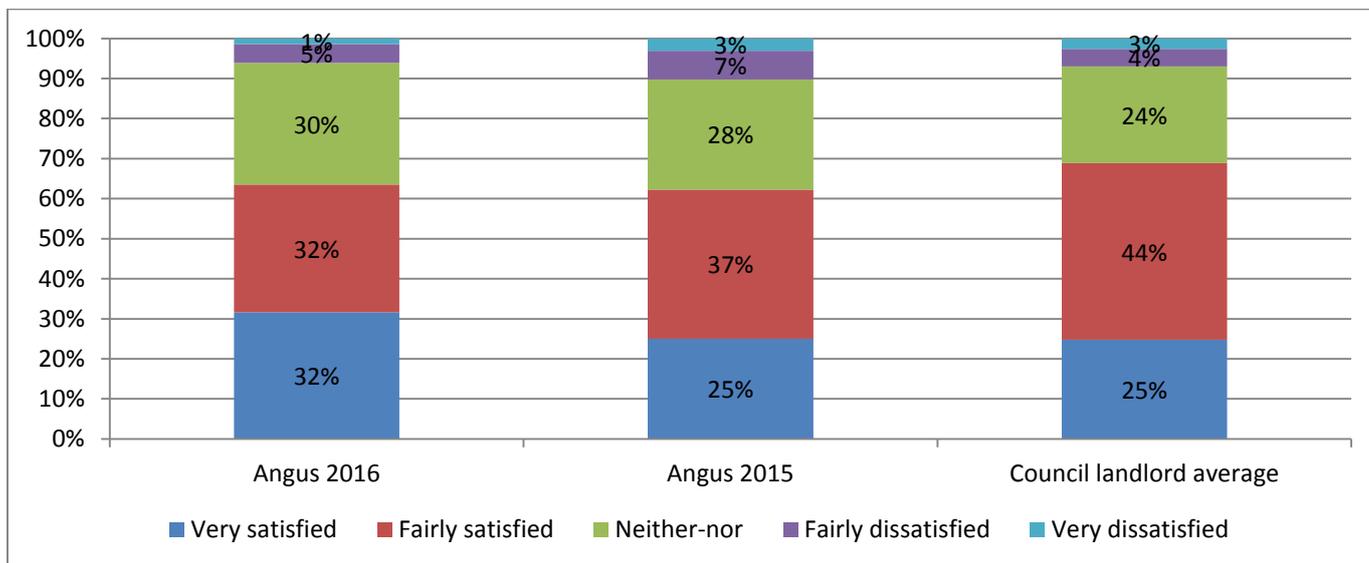
Other tenants commented anti-social neighbours, the changes to rubbish collection procedures, the lack of parking, failure to up-lift grass cuttings and dog fouling as matters they would like to have addressed by way of improving their satisfaction with neighbourhood management.

## Participation and Information

In 2016, 64% of tenants were satisfied with opportunities to participate whilst 6% were dissatisfied (and 30% replied 'neither satisfied nor dissatisfied'). Tenant satisfaction on this measure has increased by 2% points when compared to the 2015 survey (62% satisfied, figure 19), but is 5% points behind the Council average (69%).

Figure 19 –Participation (base 1,000)

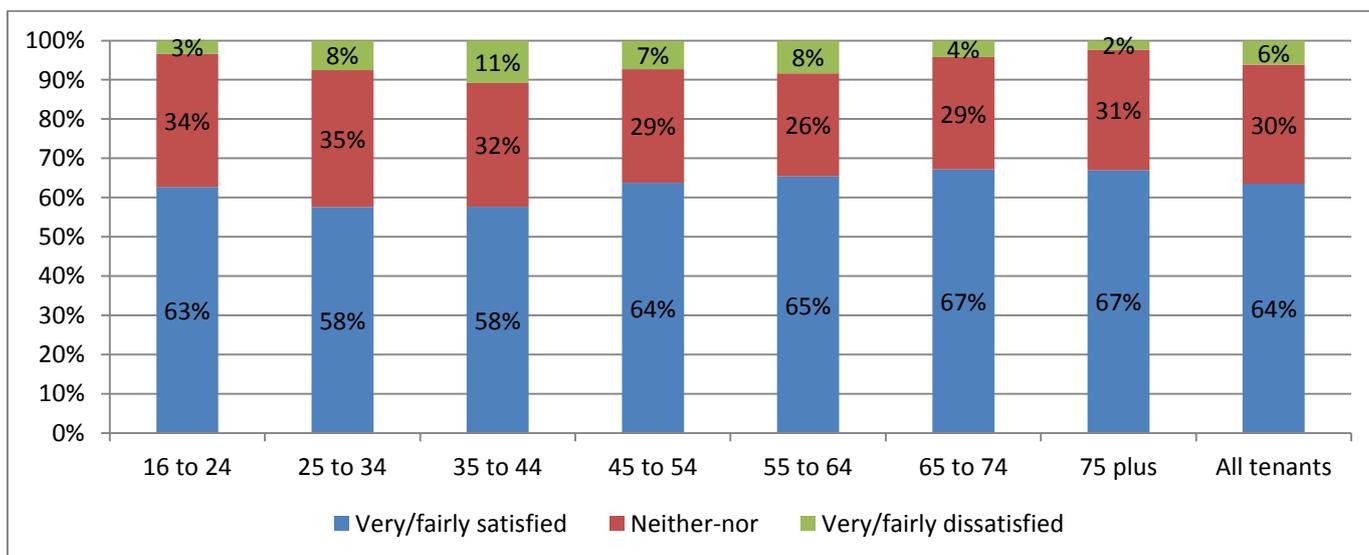
Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Housing Service's decision making process?



Tenant satisfaction with participation varies a little by age as illustrated by figure 20 which shows that tenants aged 16-34 are somewhat more likely to rate this service as 'neither-nor' which may indicate less of an understanding amongst this age band of the opportunities that exist to participate.

Figure 20 –Participation by age (base 1,000)

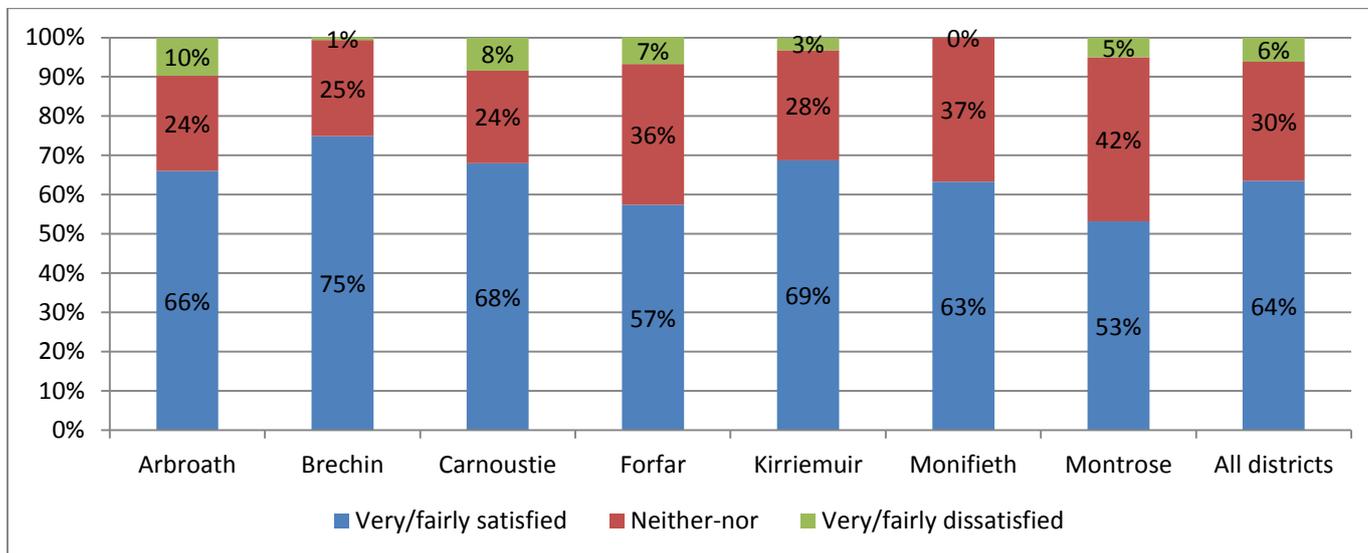
Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Housing Service's decision making process?



Satisfaction with participation by district is shown in figure 21 and indicates some element of variation with tenants in Forfar and Montrose less likely to be satisfied (and more likely to respond 'neither-nor') when compared with some other areas.

Figure 21 –Participation by district (base 1,000)

Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Housing Service's decision making process?



Tenants' awareness of Housing Services participation methods are set out below by district (table 4) and working status (figure 22). Overall, 18% of tenants on average are aware of the individual participation methods provided by Housing Services; 82% however say they are not aware of any methods. It is worthy of note that tenants in Monifieth seem to be more aware than others of the various participation methods that are available. This result may be accounted for by the fact that none of the Monifieth sample had lived in their home for less than 1 year, and therefore, this sample may have been more aware than other districts (where new tenants were part of the sample) of participation related activities. Figure 22 contrasts the level of awareness of participation methods according to how long the tenant has lived in the current home.

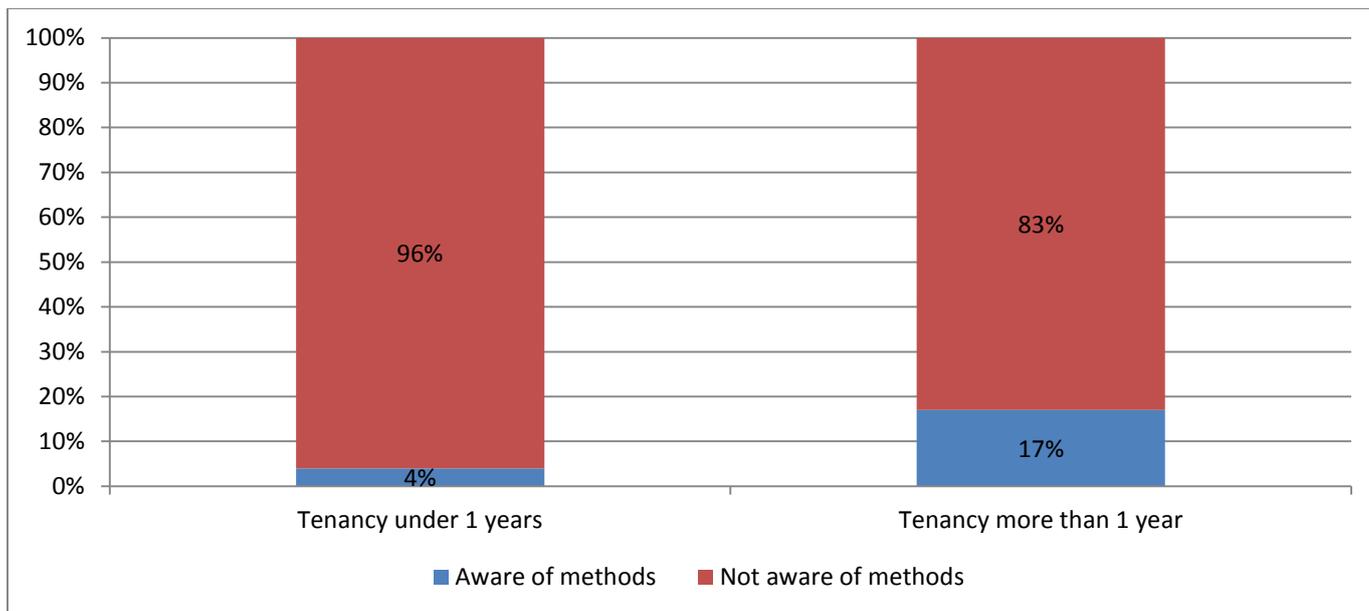
Table 4 – District level awareness of participation methods (base 1,000)

Q - Still thinking about participating in the decisions of Housing Services, are you aware of any of the following participation methods?

District and method	Steering Group	Audit & Scrutiny Group	Rent Setting Group	Scrutineers (Repairs)	None of these
Arbroath	4%	3%	5%	3%	88%
Brechin	5%	1%	19%	1%	79%
Carnoustie	9%	7%	9%	4%	80%
Forfar	13%	7%	9%	9%	75%
Kirriemuir	6%	5%	6%	5%	85%
Monifieth	15%	13%	15%	13%	59%
Montrose	5%	3%	6%	1%	90%
<b>All districts</b>	<b>7%</b>	<b>5%</b>	<b>9%</b>	<b>4%</b>	<b>82%</b>

Figure 22 – Awareness of participation activities by length of tenancy (base 1,000)

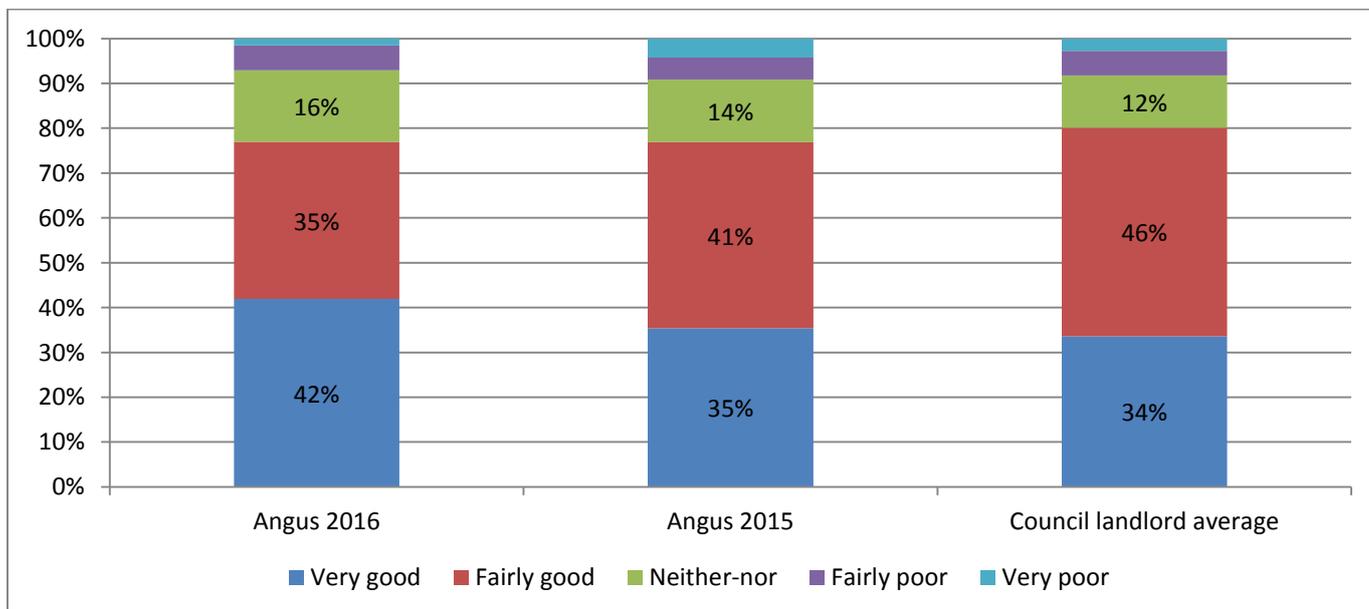
Q- Still thinking about participating in the decisions of Housing Services, are you aware of any of the following participation methods?



Tenants were also asked for their views on Housing Service’s information provision and these are set out in figure 23. Figure 23 shows that in 2016, 77% of tenants were satisfied on this measure. This result is very similar to the one achieved in 2015 (76% satisfied) but is slightly below the sector average (80%) for this measure.

Figure 23 – Information on services and decisions (base 1,000)

Q- How good or poor do you feel the Council’s Housing Service is at keeping you informed about their services and decisions?



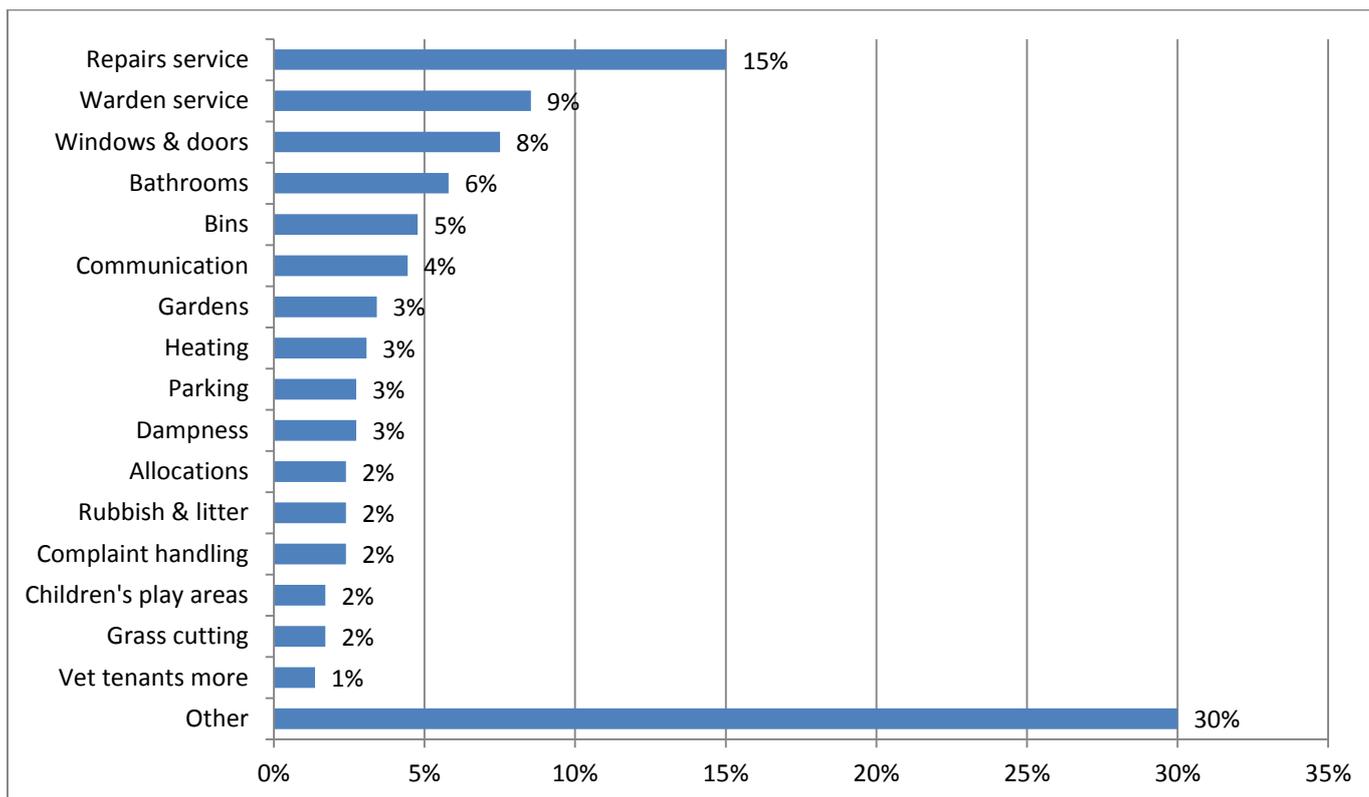
## Other Changes or Service Improvements

At the conclusion of the satisfaction survey, tenants were asked: 'And finally, are there any changes or improvements would you like the Council's Housing Service to make to the service it currently provides'?

Two hundred and ninety six tenants (30%) made a comment at this part of the survey, and their summarised feedback is set out in figure 24, and indicates that 15% of observations related to the repairs service. The specific tenant comments made have been set out in annex 4.

Figure 24 – Main comments relating to improving/changing the Housing Service (base 296)

*Q- And finally, are there any changes or improvements would you like the Council's Housing Service to make to the service it currently provides?*



As set out in annex 4, the improvement suggestions made as part of this question covered a range of themes. However, tenants who commented did return fairly frequently to matters of Council communication, responsiveness and the need to be quicker to deal with 'complaints'. The repairs service was also commented on several times particularly in relation to providing a quicker service. Reference was also made to items such as the lack of car parking, misuse of bins, and the need for property upgrades (such as window and bathroom improvement).

## Annex 1 – Improving the housing service overall

Q2 - What would increase your satisfaction with the housing service you receive?

Improvement item	District
2 years ago 2 handles on window broke and fixed. Now other handles breaking - more sensible to get all changed. Leak from toilet. 3 visits before fixed, worried it would leak on downstairs.	Arbroath
A bit more help when you report a problem. Have to report problems a few times. If I don't have credit on mobile, I have to go to office and they tell you to phone. It's expensive to phone.	Arbroath
Back garden - dangerous. No repairs since I've been here.	Arbroath
Backdoor replaced.	Arbroath
Bath leak - seal leaks. Took up carpet and didn't relay properly.	Arbroath
Bathroom - renewed.	Arbroath
Better communication between me and the Council and also within the Council.	Arbroath
Better communication e.g. Council put new kitchen in 2 years ago, other people got £149 but I did not.	Arbroath
Better response time when repairs needed.	Arbroath
Bin collection too infrequent (twice weekly better)	Arbroath
Bins mix-up / need a smaller bin. Boiler leaking - waiting of return back to repair.	Arbroath
Bins- bigger grey; food bin - don't have one key. Sent for repair not received back.	Arbroath
Change heating - gas.	Arbroath
Change neighbours.	Arbroath
Communication between myself and the Council.	Arbroath
Community alarm price has kept going up in price. Steep increases.	Arbroath
Council doesn't do anything anyway.	Arbroath
Couple of things been asked to do: heaters that work; been asking for a shed key and still not been done	Arbroath
Damp - they were supposed to fix it; they put up damp-proof wallpaper and it didn't work; it peeled off wall (baby eleven weeks old); supposed to fit new kitchen, but waiting four years; all rooms damp; sons taken to hospital due to damp.	Arbroath
Dampness and condensation.	Arbroath
Dampness in the bathroom; step at entry / root in path; asked Council, done nothing about it; Periwinkle needs cut in (taken out) in front garden.	Arbroath
Dampness on outside front wall; grass leave mess behind; half uncut grass.	Arbroath
Delay in people getting back to you; trying to buy house, looking for information.	Arbroath
Door don't feel safe; can kick door in - need solid doors.	Arbroath
Doors, keys instead of a fob.	Arbroath
Draughty house after new windows.	Arbroath
Efficiency at repairing things. WRB gas incompetent. Boiler water leaking and boiler broke down. Left with no heating hot water for 1 1/2 half weeks. House needed asbestos survey.	Arbroath
External doors don't fit; rain comes in; rubber in doors needing replaced; frame not right; windows needing replaced; air vents don't open; draughty.	Arbroath
Failed to report non-working direct debit before allowing arrears to accumulate.	Arbroath
Faulty sprinklers - no checking on build - repair awaited - notes issued - still waiting.	Arbroath

<b>Improvement item</b>	<b>District</b>
Fine; at the moment everything fixed now. When we moved a lot of things needed to be done.	Arbroath
Fix drain at back.	Arbroath
Front door very draughty. Back door very draughty. Both need to be sealed.	Arbroath
Front steps need repaired.	Arbroath
Gas boiler breaks down; loses pressure Spring/Summer & Autumn/Winter	Arbroath
Gas central heating; entry tidied up; painted and cleaned.	Arbroath
Get bed/bathroom done by Council.	Arbroath
Get rid of next door neighbour - disturbs me in middle of night; help with garden.	Arbroath
Getting a house - It's temporary accommodation.	Arbroath
Getting me out of this flat. Want out of here.	Arbroath
Getting my bathroom upgraded.	Arbroath
Getting repairs done takes a time; wardrobe door has been off for 5 months.	Arbroath
Go to meetings and things are spoken about but nothing is ever done. The dust bin area really needs protection from the wind as bins blow over and rubbish scatters.	Arbroath
Going to give me a ramp and they are coming out to measure for it. Need the windows in the kitchen replaced as can't open window as handle is too high up.	Arbroath
Had hassle with the junkies they put upstairs. Out the back is an atrocious mess. A few days after Council cleaned it up, a mess again.	Arbroath
Have to pay for disposal of garden rubbish now. Going to cause problems in area as people won't pay. Problem was flood after work, but not workmen's fault.	Arbroath
Having sound proofing and a cleaner area.	Arbroath
Having the housing officer come round more often and having the things done I have asked to get done.	Arbroath
Heating - gas preferred.	Arbroath
Heating; upgrade to gas heating	Arbroath
Help to get in / out of bath	Arbroath
House damp and mouldy.	Arbroath
House needs plenty heating.	Arbroath
House with a garden without dog mess.	Arbroath
Housing too small; had to move due to bedroom tax.	Arbroath
I do not like neighbours. I have mental health problems. I applied for house when in prison and this is what I get. If I play music, I get Police to my door.	Arbroath
I had a repair needing done and reported twice-both times they forgot to log-plaster fell off wall and left for weeks.	Arbroath
I have been in house 3-4 years and still waiting for repairs to be done. A social worker, [name removed] has been trying to get things done but when they did the repair they did more damage -very depressed.	Arbroath
I have complained a few times since July-someone coming tomorrow. Complained-downstairs too noisy-refused to repair sink-blamed me, but didn't break it-no heating for a week.	Arbroath
I know they take long time to come for repairs but they do eventually. They have been fine at letting me do things myself. They kept patching toilet when leaking - so I paid for new toilet.	Arbroath
If I could get through to get to the right person. When they do come out just saying it's just condensation doesn't help.	Arbroath
It would be better /if they allocated their houses properly/I have a disabled child so	Arbroath

<b>Improvement item</b>	<b>District</b>
waiting for a ground floor flat for a year.	
If they did repairs quicker after reported.	Arbroath
If they fixed things quicker.	Arbroath
If they listened more/I have been waiting ages to get a bathroom repaired-they keep saying no fault /every time I/kids have bath it floods warden downstairs.	Arbroath
If they removed the £12.99 a week for the lounge downstairs, wash machine, carpets.	Arbroath
If they would pick up the grass when they cut it. Hillcrest cut it and pick up theirs.	Arbroath
If we missed rent they would be on our backs/if we need a repair they do nothing-have to keep reporting/Council using excuses to not do work/people who answer phone do not log report.	Arbroath
In this area litter, hedges not being cut, grass not being cut. The general appearance.	Arbroath
Instead of going to my door about the rubbish they should go to everyone else's door. Problem with rubbish lying in the close.	Arbroath
Insufficient parking for motorcycles	Arbroath
Interior & security doors faulty; Council viewed but zero work done.	Arbroath
Jobs done quicker. Clerk of works coming to see a job what needs to be done?	Arbroath
Just if I need to fix something, usually two-three weeks to get fixed. After flood from neighbours - took a few different visits to fix.	Arbroath
Kids play area, small fenced area possible. 1000 signature petition to get play area as Police called on kids playing.	Arbroath
Letter saying they were coming to put gas in recently. They refused and we paid for it ourselves for health reasons. I think I should be refunded. Asked for gas when we moved in..	Arbroath
Letterbox not working; rone pipe dripping.	Arbroath
Lift grass when cut.	Arbroath
Looking for a bungalow; heating and better insulation.	Arbroath
Looking for a larger house.	Arbroath
More maintenance work. My windows and doors have not been painted for years. Grouting needs doing, asap; been there for years.	Arbroath
Moved to another area because of trouble with neighbours; they got moved I don't; takes time for Council to deal with matters.	Arbroath
My bathroom is very old-needs upgrade.	Arbroath
Need a two bedroom house; Council not helping me.	Arbroath
Neighbours - drug taking.	Arbroath
Neighbour's hedge needs cutting. Disabled parking bay markings absent.	Arbroath
New bathroom.	Arbroath
New bathroom.	Arbroath
New bathrooms.	Arbroath
New bathrooms.	Arbroath
New internal doors.	Arbroath
New latches - waiting on.	Arbroath
New toilet sink and bath. Did go to see them when we moved in but nothing happened.	Arbroath
New windows.	Arbroath
New windows, current draughty, no sound proofing, windows 20 years old.	Arbroath
No complaints. Only problem is heating in bathroom needs upgraded.	Arbroath

<b>Improvement item</b>	<b>District</b>
No follow up on phone complaints/enquiries.	Arbroath
Not being ignored and lied to on phone. Council passing on confidential information about our property to neighbours. Have been waiting over 2 years for repairs. Damp in house for over 2 years. Gable end wall needs repaired. They have done patch up jobs. Builders should have been this week.	Arbroath
Okay for an emergency. I've been trying to get an inspection as very draughty at doors and windows. Waiting over 3 months and really cold.	Arbroath
Parking a problem; bathroom too small. Shower room / wet room.	Arbroath
Payments, garage up the road.	Arbroath
Plumber attended after leaks, no action; had scrubbed leak under toilet, still leaking.	Arbroath
Prefer bigger bins.	Arbroath
Problem with dampness. Housing Officer came to check and coming back; knew I should have heard back in 10 days. Had to phone 3 times. Waited 2 weeks, phoned again.	Arbroath
Prompt visits when promised; awaiting housing officer for 2 years.	Arbroath
Put in for another house. Still waiting for an answer.	Arbroath
Quicker repairs service.	Arbroath
Reduce rent.	Arbroath
Refuse collection; collection schedule inadequate.	Arbroath
Renew bathroom.	Arbroath
Repair front door step.	Arbroath
Repair pipes / guttering always leaking. Radiator bathroom rusted.	Arbroath
Repairs can take a long time to get sorted unless in an emergency.	Arbroath
Repairs needing done; won't come to look at them.	Arbroath
Repairs service poor &/or unresponsive.	Arbroath
Repairs service poor &/or unresponsive.	Arbroath
Repairs service poor &/or unresponsive.	Arbroath
Repairs service poor &/or unresponsive. Don't give advance schedule notice.	Arbroath
Repairs service poor &/or unresponsive. No follow up.	Arbroath
Replace chunk out of wall at door.	Arbroath
Safety hazard needing attention in garden.	Arbroath
Some poor service. I'm 80 and problem getting appointment. I've been here 21 years and did a lot to house. It was good they put in shower after I had stroke 13 years ago.	Arbroath
Sound insulation.	Arbroath
Spend money; bathroom upgrade.	Arbroath
State of house, amount of rubbish, lots of things to do.	Arbroath
Still waiting on boiler since July.	Arbroath
Storage heater, prefer gas central heating.	Arbroath
Take a long time to respond, bins unemptied.	Arbroath
That they actually deal with complaints properly and also deal with neighbours with problems (drugs).	Arbroath
The bins could be emptied more often (weekly). General waste.	Arbroath
The heating - gas preferred - electricity expensive.	Arbroath
The path at the back step at the back is too high and been refused to give up lower the step.	Arbroath

<b>Improvement item</b>	<b>District</b>
The speed at which they deal with repairs applications.	Arbroath
Thermostat still doesn't work properly since repair. I think there is a problem with heating, not just thermostat.	Arbroath
Things done to house; new doors & windows let in draughts.	Arbroath
To get repairs done correctly first time. Needed a new pump in boiler - 6 months old- had to get them back 4 times to fix and still mould on wall going through.	Arbroath
To respond to complaints that are reported/I have 2 windows that do not open (I have been reporting for 12 years) bathroom light not working. Here since 1994 - bathroom never renovated I have to glue pipe at back of toilet/sink - next door has had 3 bathrooms for each tenant.	Arbroath
Trouble in dealing with neighbourhood problems.	Arbroath
Two bedroom houses preferred.	Arbroath
Usually okay - windows and handle worn and needing renewed.	Arbroath
Vents blown away, repairers came when absent, internal look, no repairs, heating too expensive; more than neighbours fuel & old heating	Arbroath
Waiting for work to be done for a child's bedroom.	Arbroath
Warmer insulation. The windows are cold.	Arbroath
We have a problem with a hole in the garden-it stinks of sewage-Council will not fix and cannot let children play in garden/can smell upstairs in house.	Arbroath
We have reported the damp. We have reported 3-4 times. They said wash it with bleach. No difference. Damp is affecting everyone. Reported slates off roof - water in loft. We found slates in the garden.	Arbroath
When I first moved in they said they would replace window. It's warped and doesn't lock.	Arbroath
When repairs need - do it properly/toilet leaking - been repaired and still leaking.	Arbroath
When repairs needed easier if you could phone Arbroath. Gutters need clearing.	Arbroath
When something needs done, they do eventually.	Arbroath
Why are they paying for a survey? Charge for removing garden rubbish? Don't charge them for doing the garden.	Arbroath
Window sticks; repairer from Ireland!	Arbroath
Windows and door replaced.	Arbroath
Windows need replacement; draughty; can see daylight through doors.	Arbroath
Access to top level management: would be good if management made site visits; saw the accommodation and were generally more approachable.	Brechin
Complaints not dealt with properly.	Brechin
Decision making often seems to favour others areas of Angus and Brechin gets left behind.	Brechin
Goalposts changed with regards to eligibility for walk-in showers - should take into account people's individual needs.	Brechin
More prompt dealing with noisy neighbours.	Brechin
Not always kept informed of neighbour disputes.	Brechin
Ongoing problem with neighbours - dealt with a bit quicker.	Brechin
Quicker movements on planned works - things seem to take a long time to action.	Brechin
Quicker repairs service.	Brechin
Quicker timely repairs service.	Brechin
Rent too expensive.	Brechin
Repairs not always done promptly. Long waits, need to speed up reaction times.	Brechin
Security of door to block - doesn't close properly.	Brechin

<b>Improvement item</b>	<b>District</b>
Speed-up transfer requests to another property.	Brechin
System of transferring to another property should be made easier for existing long term tenants who often seem to be at the bottom of the pile.	Brechin
Waiting for GCH - should make a big difference.	Brechin
A new bathroom would be nice.	Carnoustie
A wee bit slow in responding at times.	Carnoustie
Age mismatch: need young/amongst old	Carnoustie
Because still waiting on repairs being done and it's been months.	Carnoustie
Because they are not upgrading things or meeting standards.	Carnoustie
Better repair service. Can be slow and the job they do can be half-hearted.	Carnoustie
Better service advice at access office in Carnoustie.	Carnoustie
Care for wife's needs not satisfactory.	Carnoustie
Cupboard space is a bit lacking in house.	Carnoustie
Don't have enough space for privacy for kids.	Carnoustie
Double glazing in house would be welcome.	Carnoustie
Double glazing needed; door to kitchen pending replacement	Carnoustie
Going to start charging to take rubbish in green bins; black bin waste is too big to put in. Skip in Carnoustie is closer/nearest.	Carnoustie
Had problems with dampness. Leaks on roof. Neighbour's dogs.	Carnoustie
How they allocate the houses. Elderly people used to be common, but now there's an excess of young men as tenants.	Carnoustie
I wish they listened a bit more to complaints.	Carnoustie
Maintenance for garden is needed.	Carnoustie
More communication from housing services.	Carnoustie
Need upgrade done to house, windows and bathroom.	Carnoustie
Repairs on house not done. Gas issues. Non-responsive staff.	Carnoustie
Repairs service poor &/or unresponsive.	Carnoustie
Seeking alternative housing.	Carnoustie
Shower fitted.	Carnoustie
Stuff needs done to house.	Carnoustie
Warmer better insulated home.	Carnoustie
When phoning for maintenance, no one turns up.	Carnoustie
Whirling clothes dryer stiff to open because of the locking system.	Carnoustie
A home in Kirrie with an extra bedroom.	Forfar
A low access shower would be better.	Forfar
ACHS inflexible about choice of heating for tenants - awaiting repair of fire. Too many visits from inspectors - no action.	Forfar
After heating put in, waiting 6 months for things.	Forfar
Always have to report things, they should inspect things.	Forfar
Am deaf - need braille letters/audio.	Forfar
Awaiting rehoming	Forfar
Better comms; listen to access advice; pass across advice to workman.	Forfar
Better maintenance & comms; security door often faulty and unlocked; quicker timely	Forfar

<b>Improvement item</b>	<b>District</b>
repairs service.	
Better management when they sell properties.	Forfar
Better repairs service.	Forfar
Better tenants' association	Forfar
Boiler and meter has caused problems.	Forfar
Can't access water switch?	Forfar
Carry out repairs as appropriate.	Forfar
Carry out repairs as appropriate.	Forfar
Dampness and condensation. Noisy neighbours	Forfar
Dampness and condensation.	Forfar
Don't do their job right; they have paid for surveys to be done, but claim they have no money.	Forfar
Don't get a lot done. Money kept for town.	Forfar
Don't want the proposed changes (sheltered housing). They worry me.	Forfar
Exterior fences.	Forfar
Front door floods on pavement.	Forfar
Garden maintenance is unsatisfactory.	Forfar
Get back to tenants quicker and clean up litter.	Forfar
Get bathroom done.	Forfar
Get lagging on front.	Forfar
Get rid of the junkies.	Forfar
Getting more repairs done.	Forfar
Had terrible problems trying to get a boiler; jobs not done properly.	Forfar
Have been asking for something to be done re flooding the garden but nothing gets done.	Forfar
Have had no information regarding what is happening with the wardens.	Forfar
Have tried to get wall at back to provide shelter. Still waiting to hear about roofing repairs.	Forfar
Heating system awful and expensive.	Forfar
Home appears to be cold since solar panels installed.	Forfar
House people who need homes.	Forfar
Housing allocation. Have taken me off the housing list.	Forfar
Improve drainage service.	Forfar
Keep the wardens - I was happy until this weekend.	Forfar
Keep the wardens - they are a lifeline to us.	Forfar
Less damp - took four months to repair	Forfar
Less wait when reporting faults.	Forfar
Letters should be plainly stated; housing benefit needs glossary; poor quality plumbing repair work.	Forfar
Long time to address repair and improvement; house has damp issue, front door damaged, infant in house.	Forfar
Maintenance of area, more attention to tenant makeup of household.	Forfar
More illumination all round.	Forfar
Need hole in wall sorted; damp problem.	Forfar

<b>Improvement item</b>	<b>District</b>
Need shower door sorted.	Forfar
Never react to complaints or repair requests.	Forfar
New back fence; doors and windows full of draught.	Forfar
No garden here; not happy with neighbours - I get verbal abuse.	Forfar
Noisy neighbours. Quicker timely repairs service. Warden retention is vital.	Forfar
Not looking forward to the changes.	Forfar
Poor quality double glazing. Quicker timely repairs service. Poor insulation in walls.	Forfar
Quality of response to queries.	Forfar
Quicker response to requests to clean close and outside.	Forfar
Quicker timely repairs service.	Forfar
Quicker timely repairs service.	Forfar
Quicker timely repairs service.	Forfar
Quicker timely repairs service. Repairs service poor.	Forfar
Quicker timely repairs service. Dampness and condensation.	Forfar
Quicker timely repairs service. Dampness and condensation.	Forfar
Quicker timely repairs service. Improve bath.	Forfar
Quicker timely repairs service. Privacy in garden layout.	Forfar
Quicker timely repairs service. Quality.	Forfar
Quicker timely repairs service. Repairs service poor. Poor communication.	Forfar
Quicker timely repairs service. Windows need replacement.	Forfar
Repairs needing done; won't come to look at them.	Forfar
Repairs needing done; won't come to look at them.	Forfar
Repairs service poor &/or unresponsive.	Forfar
Repairs service poor &/or unresponsive.	Forfar
Repairs service poor.	Forfar
Repairs service poor.	Forfar
Reported bathroom problem but no action.	Forfar
Reported repair three months ago, called every week, no action.	Forfar
Security doors do not function. Long time to wait (8 months) to finish bathroom job. Difficult to contact - no-one taking responsibility. Keys lost and all locks to be changed.	Forfar
Separate storage for bins; fly tipping.	Forfar
Service could be improved; didn't bill us for garage.	Forfar
Slow to respond to requests for garden maintenance - important due to impaired mobility.	Forfar
Sort out damp problems.	Forfar
Sort out repair job, porch leaking.	Forfar
Speed of repairs, neighbour problems.	Forfar
Spend their money wisely.	Forfar
Takes a wee while to do things.	Forfar
The security doors do not work; sick of phoning - they don't care.	Forfar
They could act on complaints quicker.	Forfar
They don't do what they say they will or repairs.	Forfar

<b>Improvement item</b>	<b>District</b>
Toilet needs repaired.	Forfar
Too much change of personnel. Less tripping hazards. Less scalding potential. Don't listen to comments.	Forfar
Tradesmen incompetent.	Forfar
Uneven path being attended to; raised drain; poor mobility.	Forfar
Waiting for response. Have reported missing shower curtain.	Forfar
Waited 7 years to sort window plus internal repairs still needing done. Heating system failed.	Forfar
We need to pick up the grass after it has been cut - too much for people in sheltered (housing) to do that.	Forfar
Windows draughty. Not efficient - making flat difficult to heat. No gas fire; awaiting re-instatement.	Forfar
Wish they would listen more to complaints.	Forfar
Would like shower over bath; low access shower. Injured and mobility difficult.	Forfar
Would like to hear about complaints that I make.	Forfar
Would prefer gas heating.	Forfar
Deal with dogs barking.	Kirriemuir
Deal with queries instead of keeping passing them on through different calls/ Spoke to two different telephone operators and was still no further forward.	Kirriemuir
Heating poor - cold house. Toilet has been sorted.	Kirriemuir
House swap. Repairs completion quality poor. Repairs service poor &/or unresponsive.	Kirriemuir
Keep the wardens.	Kirriemuir
Kitchen needs replacement or upgrade. Repairs service poor &/or unresponsive.	Kirriemuir
Quicker repairs service.	Kirriemuir
Quicker repairs.	Kirriemuir
Repairs needing done.	Kirriemuir
Repairs service poor &/or unresponsive. Dog barking/fouling is a problem.	Kirriemuir
Repairs service poor &/or unresponsive. Refuse bins overflowing.	Kirriemuir
Repairs service poor &/or unresponsive. Repairs completion quality poor.	Kirriemuir
Repairs service poor &/or unresponsive. Repairs service contact difficult.	Kirriemuir
Requested installation of fence in rear garden; refused; communal garden.	Kirriemuir
Waste bins overflowing - need bigger capacity.	Kirriemuir
Wheelchair access from rear required.	Kirriemuir
Administration of rent payments; Angus Council have caused a problem and not helpful to rectify.	Monifieth
Better attention to repairs; availability of more suitable accommodation; better administration.	Monifieth
Dampness issue raised - not dealt with completely; aside from this issue - fairly satisfied.	Monifieth
Easier access when telephoning; would prefer human contact to computer response.	Monifieth
Faster response & calls to be returned. Difficult to have questions and answers re upgrades/repairs.	Monifieth
For at least two years there has been the need for shed repair / replacement. It has been examined twice and photographs taken with no action. Painters reported unable to paint shed as it is in too poor an order.	Monifieth
Have required walk in shower, due to age and mobility.	Monifieth

<b>Improvement item</b>	<b>District</b>
Home could be better insulated.	Monifieth
Improve communication re having work done and speed of responses.	Monifieth
Moss on roof and accommodation (accumulation) of leaves could be better dealt with.	Monifieth
Repair to shower not satisfactory.	Monifieth
Repairs undertaken outside.	Monifieth
Return phone call or feedback on application to install shower.	Monifieth
Time taken to respond to damp issue.	Monifieth
Twelve months before damp problems were looked at; quicker action would improve tenant satisfaction.	Monifieth
Warden retention would help.	Monifieth
A better heating system, which I believe is in the pipeline.	Montrose
As relative new-builds facilities and fittings very shoddy requiring the services of Council employees to fix them.	Montrose
Badly in need of a disabled toilet as recommended by the OT but too expensive for the Council. Recommended sheltered housing which I do not want.	Montrose
Better double glazing - cold gets in and noise from traffic; have asked but nothing has been done.	Montrose
Better response to repair complaints.	Montrose
Better response to request for repairs.	Montrose
Competent tradesmen: one call / one fix.	Montrose
Complaints ignored > wait 2 years > no action.	Montrose
Contractors to the Council not good at keeping appointments for work to be done which can be very inconvenient and time wasting on client's side.	Montrose
Could wish the service they provide was a bit quicker otherwise satisfactory staff always helpful.	Montrose
Council repairs are not up to standard i.e. paper coming off ceiling; I'm expected to make good myself.	Montrose
Cupboards in kitchen are too high, they were okay until kitchen was renewed - need them lowered, can only just reach bottom shelf. Keep the wardens.	Montrose
Feedback from Council re complaints is very poor	Montrose
Fix wall at the back - it's falling down and a demolition has been pledged without result.	Montrose
Gate reported as broken; 1st time reported 9th Dec, but nothing has been done about it - fix it! Slabs need replaced, again! Very disappointed with everything.	Montrose
Get things done quicker.	Montrose
Get work done properly first time so it lasts.	Montrose
Haven't asked for anything, as I do my own repairs, and therefore they are done competently.	Montrose
Housing service is adequate with the funds available.	Montrose
If someone could come and inspect the building. Nobody else cleans the staircase and hall. Tiles in outside hallway need replaced.	Montrose
If they actually did something about problems and complaints.	Montrose
If they came round to see if we needed anything done.	Montrose
If they did something about "her" that keeps feeding the seagulls everything would be fine.	Montrose
Improvements to the home.	Montrose
Insulation. Repair plaster. New windows - these ones are draughty. Sound proofing.	Montrose

<b>Improvement item</b>	<b>District</b>
Keep the wardens.	Montrose
Kept clean and well serviced.	Montrose
Larger bins required - overflowing	Montrose
Listen and take action on tenants' complaints no matter how minor.	Montrose
Listen to complaints more.	Montrose
Listen to individual situations more.	Montrose
Listen to my needs - Wheelchair access necessary and the vacant house that would be suitable for me has been given to a more mobile person.	Montrose
More attention to calibre of tenants.	Montrose
More compassionate and understanding approach.	Montrose
More prompt attention with problems.	Montrose
Moved into flat Sep '15, requests for repairs ignored or passed on, nothing having been done to date. Incorrect billing for last Council property not rectified.	Montrose
Needing a new kitchen fitted only about 7 years ago but not good.	Montrose
Never thought about it.	Montrose
Noisy neighbours.	Montrose
Phoned a few times and got no answer so somebody answer the phone.	Montrose
Quicker repairs service; waiting on repairs to door.	Montrose
Quicker response from them if you report a fault.	Montrose
Quicker timely repairs service.	Montrose
Quicker timely repairs service. Warden retention is vital. Council slow.	Montrose
Repairs needing done; won't come to look at them.	Montrose
Repairs needing done; won't come to look at them.	Montrose
Repairs needing done; won't come to look at them.	Montrose
Repairs needing done; won't come to look at them.	Montrose
Speed up repairs service - door glass broken end of year and still not fixed.	Montrose
Staff common sense lacking in crisis	Montrose
That work to be done was completed in the time scale stated, i.e. new heating	Montrose
The Council more open re the future of the warden staying in the residence.	Montrose
Very worried about the future of the warden service.	Montrose
Warden retention is vital - absence = burden on NHS for immobile.	Montrose
Warden retention is vital.	Montrose
Warden retention is vital.	Montrose
Worried about the future of the warden service; one thinks one is secure in twilight years and possibility of the warden leaving is very unsettling.	Montrose
Would like to know if work has actually been carried out. Problem with chimney cap, somebody came but was it repaired? Used to get a letter telling us what had happened.	Montrose

## Annex 2 – Improving housing quality satisfaction

Q4 - What would increase your satisfaction with the quality of your home?

Improvement to housing/common area	District
A better area, trying to get move to Montrose.	Arbroath
A few cracks/air vents constant in bedroom/bed can only be under vent.	Arbroath
A hole in two walls repaired; hot water boiler is temperamental. Storage heater not always working. Toilet outdated.	Arbroath
A house instead of a flat.	Arbroath
A larger house and more bedrooms. Make it easier to report repairs needed to have them done quicker.	Arbroath
A new bathroom suite or shower.	Arbroath
A new carpet.	Arbroath
A new modern bathroom. House built in 1957 and bathroom not replaced since.	Arbroath
A shower or toilet downstairs.	Arbroath
Access to windows in kitchen - must stand on worktops to open windows.	Arbroath
Address the dampness in the bathroom and put in an extractor fan. New bathroom suite needs to be put in please.	Arbroath
All the walls need re-plastered.	Arbroath
Another bedroom.	Arbroath
At the moment waiting for a shower to be fitted. Partner applied to be joint tenant and applied for shower 6 months ago. Now found out have to be tenant.	Arbroath
Back door sticks in the winter time.	Arbroath
Back doors, whirly clothes drier is beside the bins and can touch.	Arbroath
Backdoor needing replaced.	Arbroath
Backdoor washing pole sticking out.	Arbroath
Bathroom needs modernisation/toilet leaks/sink needs replaced-original since house built/bedroom very cold	Arbroath
Bathroom not done after ten years waiting.	Arbroath
Bathroom replaced.	Arbroath
Bathroom replaced.	Arbroath
Bathroom upgrade needed.	Arbroath
Bedroom door difficult to open.	Arbroath
Better bathroom. New one would be handy.	Arbroath
Better insulation which would involve upgrading the windows.	Arbroath
Better kitchen design, better front doors - have to slam door.	Arbroath
Better windows.	Arbroath
Can be noisy.	Arbroath
Cannot bend down so a thermostat positioned higher up for radiator control would be helpful.	Arbroath
Cat problems, dog mess in the pavement. Noisy neighbours.	Arbroath
Central heating broken. Phoned gas board and answering machine and press no - no use for elderly disabled.	Arbroath
Change neighbours.	Arbroath
Change neighbours.	Arbroath

<b>Improvement to housing/common area</b>	<b>District</b>
Coal shed wasted space; should know through and make bathroom bigger size.	Arbroath
Condensation and damp.	Arbroath
Crack in sink bathroom.	Arbroath
Damp in bedroom, reported in '15; Council static.	Arbroath
Damp-mainly in bedrooms/1 bedroom repaired but damp just comes back/told us it was much in room damp.	Arbroath
Dampness - hoping to be moved. Daughter 4 and suffers asthma. Damp bedrooms make it worse.	Arbroath
Dampness in bathroom; new neighbours.	Arbroath
Door draughty and ill fitting.	Arbroath
Doors and windows replaced.	Arbroath
Doors replaced.	Arbroath
Doors, windows.	Arbroath
Drains clog up at the back of the house every year; drains too narrow.	Arbroath
Draughts at windows at kitchen.	Arbroath
Fencing metal so everyone can see in garden. Wooden fences need maintenance. We were supposed to get a wooden fence.	Arbroath
Filtration of the smell from the open kitchen	Arbroath
Fine. Some modernisation needed; now 17 years since built.	Arbroath
Fix leak/inside good/too much rubbish in garden-had to clear garden for 30 mins before cutting grass today.	Arbroath
Garden at back - too much of a slope onto a road.	Arbroath
Gas central heating.	Arbroath
Gas central heating and fire.	Arbroath
Gas central heating needed.	Arbroath
Gas central heating, visit promised on this?	Arbroath
Gas central heating; damp; better bathroom	Arbroath
Gas fire.	Arbroath
Gas heating.	Arbroath
Gas repair pending, due in Jan – delayed.	Arbroath
Get allocated a house we need a ground floor / system is wrong.	Arbroath
Get rid of the £12.99 a week (service charge).	Arbroath
Getting bathroom repaired.	Arbroath
Getting minor repairs done quickly.	Arbroath
Getting new windows, old windows installed, flats need replacement, damp.	Arbroath
Graffiti on walls; extant when moving in.	Arbroath
Have lost over £1000 of furniture due to damp carpets and cot had to be disposed of. Have to bleach wall daily.	Arbroath
Having repairs done that I have asked.	Arbroath
Heater installation.	Arbroath
Heating needs modernised after 17 years.	Arbroath
Heating system - boiler - replaced has to be bled every day; cold house.	Arbroath
Heating: awaiting gas central heating, electric expensive.	Arbroath

<b>Improvement to housing/common area</b>	<b>District</b>
House too small.	Arbroath
I would like a bath.	Arbroath
If fence and hole in garden fixed, son could play in garden; fence and gate broken when electricity repaired; Council refused budget for fence repair.	Arbroath
If I could move out of here.	Arbroath
If they came out, and did work required. We have been complaining for over a year and not even come to check what needs to be done.	Arbroath
If they could help with a decoration grant; have to pay it myself.	Arbroath
If they would do more repairs before moving in.	Arbroath
If things were not broken and I lived in a flat that was big enough.	Arbroath
If we were able to sort damp issue; some bedrooms damp. Both damp / have mentioned and nothing done.	Arbroath
Insulation.	Arbroath
Internal doors; gap in front door between wall water coming through door.	Arbroath
It is 3 years old and the walls are so thin they are made out of cardboard. Hear all noise next door/I can hear even door outside close/airflow system and already getting damp.	Arbroath
It is an old home; sound insulation - it is very poor; hear people and odours from downstairs.	Arbroath
It was terrible when I moved in; heating wasn't working. I had to decorate everywhere.	Arbroath
It's falling apart; not happy with bathroom, windows and inside door, so old they are warped.	Arbroath
Loads of things wrong, electric, boiler, windows.	Arbroath
Massive crack in bathroom. Gutters out front overgrown and causing dampness.	Arbroath
More cupboard space.	Arbroath
More modern heating. Old storage heaters here.	Arbroath
More space needed for family.	Arbroath
Needs a new bathroom - other houses get new bathroom when new tenants move in.	Arbroath
Needs back door repaired. A one off grass cut – tenants' responsibility - but grass at back needs tidying - had no heating before.	Arbroath
Neighbours have a puppy but don't remove waste (Council told). I tidy my gardens (and neighbours?) but dog digs up bulbs.	Arbroath
New bathroom.	Arbroath
New bathroom; house doesn't retain heat.	Arbroath
New bathrooms.	Arbroath
New doors and windows.	Arbroath
New heating; kitchen light.	Arbroath
New heating; problem with condensation at window.	Arbroath
New house.	Arbroath
New interior doors needed; horrible doors.	Arbroath
New latches.	Arbroath

<b>Improvement to housing/common area</b>	<b>District</b>
New windows & doors.	Arbroath
New windows and doors.	Arbroath
New windows; condensation between the panes.	Arbroath
New windows; draught at back door and front door.	Arbroath
No window cleaner coming for over a year to clean the entrance windows and doors.	Arbroath
Nothing wrong. Glass patio to garden would be nice so I could get out to it in wheelchair.	Arbroath
Outside repaired	Arbroath
Paint home.	Arbroath
Parking for disabled ; more private back door ; too open	Arbroath
Pick up cut grass. Paint upright clothes poles. A fence separating us from flats- gate rusted and needs painted.	Arbroath
Plastic skirting boards and pipes and electric cables left behind. Stop making everything a quick fix.	Arbroath
Play area.	Arbroath
Problem dampness in all bedrooms and water in attic.	Arbroath
Problem with plumbing in kitchen. Plumbing in kitchen a mess. New dishwasher can't be plumbed in.	Arbroath
Problems - too many anti-socials in area and noisy at night.	Arbroath
Quite a lot still to be done since I moved. Council knows about wires hanging down.	Arbroath
Radiators faulty repairs service poor &/or unresponsive.	Arbroath
Removed polyester tiles from ceiling.	Arbroath
Repair gable end properly. What was repaired was dangerous. Damp problem urgent. My son and I have asthma.	Arbroath
Repair the damp but I want out of here. A new house but we have anti-social neighbours.	Arbroath
Repairs service poor &/or unresponsive.	Arbroath
Repairs service poor &/or unresponsive.	Arbroath
Repairs service poor &/or unresponsive.	Arbroath
Repairs service poor &/or unresponsive; half-finished.	Arbroath
Repairs-units in kitchen fell off 2/3 months to fix/wardrobe-5 months & still waiting.	Arbroath
Replace main door, it's too heavy to open, have arthritis.	Arbroath
Safer access to front door; a metal edge and have tripped and lost tooth.	Arbroath
Sound insulation.	Arbroath
Staircase replaced.	Arbroath
Steep driveway at lounge window; remove & it could be grass.	Arbroath
Still a problem with windows when windy; have to use towels to mop up. I got approval for getting taken gas out; taking too much money.	Arbroath
Still need repairs- damp has ruined possessions. Wish I hadn't accepted the flat.	Arbroath
Surrounded by junkies, noisy dogs, broken windows.	Arbroath
Taping in the ceiling.	Arbroath
The bathroom being updated. The windows could be updated. The seals and the condensation and mould.	Arbroath
The bathroom, a new one.	Arbroath
The size of the kitchen, small space. Design of the house.	Arbroath

<b>Improvement to housing/common area</b>	<b>District</b>
The windows and the front door; it's leaking cold air and water is coming in.	Arbroath
The windows - they steam up between the panes; it's the seal.	Arbroath
To repair the sink/previous owner stood on it to fix blinds/reported when I moved in but not fixed & I am blamed now.	Arbroath
Toilet modernised. Not practicable, need new bath - dampness in bathroom.	Arbroath
Upgrade bathroom.	Arbroath
Upgrade property.	Arbroath
Waiting to be assessed for work to be done.	Arbroath
We had done a swap from Hillcrest. They checked house we left. Council did not check and a lot to be done. We had to pay. Electric faults etc - Council faults. Dampness problem.	Arbroath
We have good low bills for heating as house is so warm. Area not so nice.	Arbroath
When repair done to door - it won't open over mat.	Arbroath
Windows - I do not think there was a good job of double glazing; when a windy day draughts at window.	Arbroath
Windows needing replaced.	Arbroath
Windows sealed; back-door seal.	Arbroath
With windows closed still draughty, curtains/draught through kitchen cupboard.	Arbroath
Backstops too high - need lower.	Brechin
Bath too high - would like a walk in bath/shower.	Brechin
Bathroom refurb.	Brechin
Bathroom refurbishment.	Brechin
Bathroom repaired; general upgrading.	Brechin
Bathroom shower would be a bonus.	Brechin
Bathroom too cold at present; porch covered in at front of house to preserve energy.	Brechin
Bathroom upgrade.	Brechin
Bathroom upgrade. Not enough insulation in property. Condensation and damp in bedrooms.	Brechin
Bathroom upgrade. Re-wiring and gas central heating.	Brechin
Bathroom upgrade; kitchen needs finishing and extra units.	Brechin
Bathroom upgrade; leaks, damp, roof repair.	Brechin
Bathroom upgrading; heating system upgraded to gas.	Brechin
Bigger kitchen.	Brechin
Ceiling repair unsightly.	Brechin
Cleaner windows.	Brechin
Door at front needs repair.	Brechin

<b>Improvement to housing/common area</b>	<b>District</b>
Doors outside need repair.	Brechin
Electric light in kitchen replaced.	Brechin
Gas central heating.	Brechin
Gas central heating.	Brechin
Gas central heating - current system expensive to run.	Brechin
Gas central heating installed.	Brechin
Gas central heating.	Brechin
Gas central heating.	Brechin
Gas heating installed.	Brechin
Heating system changed to gas.	Brechin
Heating system needs updating - too expensive.	Brechin
Improved conditions inside property - water leak in kitchen.	Brechin
Kitchen needs replacement or upgrade.	Brechin
Kitchen needs replacement.	Brechin
Kitchen refreshed and upgraded.	Brechin
Kitchen upgrade.	Brechin
Kitchen upgraded.	Brechin
Lights in kitchen / bathroom changed.	Brechin
More insulation.	Brechin
Mould in bathroom treated.	Brechin
Noise insulation between flats is problematic.	Brechin
Ramp at back door.	Brechin
Repair roof; bathroom damp; kitchen worktop broken.	Brechin
Roof repair to stop leaking ceiling. Heating system upgraded.	Brechin
Shower in bathroom would be good.	Brechin
Shower room would be good.	Brechin
Upgraded heating system.	Brechin
A lot of repairs not finished properly.	Carnoustie
A new kitchen. My old one is falling apart.	Carnoustie
Could do with a new bathroom.	Carnoustie
Cupboard space in house.	Carnoustie
Heating poor - cold house.	Carnoustie
Hot water not coming on properly.	Carnoustie
If it was not so draughty.	Carnoustie
Insulation in loft not adequate; done in a hurry.	Carnoustie
Just windows needed upgrading.	Carnoustie
Kitchen cupboard needs upgrading; poor workspace in kitchen.	Carnoustie
Kitchen unit repaired.	Carnoustie
Modification in bathroom needed for disability problems.	Carnoustie
More heating in house.	Carnoustie
Never do repair work; have more contact with us.	Carnoustie

<b>Improvement to housing/common area</b>	<b>District</b>
New fittings in bathroom needed.	Carnoustie
Not enough space (bedrooms) in house.	Carnoustie
Not happy with windows and heating system needs upgrading.	Carnoustie
Outside area needs attention; wood peeling.	Carnoustie
Proper look at my windows gaps in the joints.	Carnoustie
Repairs are not up to standard.	Carnoustie
Repairs service poor &/or unresponsive; repairs completion quality poor.	Carnoustie
Seeking alternative housing.	Carnoustie
Stairs need modifying because of health condition.	Carnoustie
The kitchen is badly designed; no room for big fridge.	Carnoustie
They repaired and upgraded my windows and bathroom.	Carnoustie
To be closer to shops (we have applied)	Carnoustie
Upgrade to bathroom.	Carnoustie
Water heating inadequate.	Carnoustie
Windows don't fit; damp in house.	Carnoustie
Windows insulation.	Carnoustie
Wood rotted at door; roof leaking.	Carnoustie
A lot of internal finishing work and driveway undertaken by tenant - feels Angus Council should have done more than this.	Forfar
Anti-social behaviour.	Forfar
Attention to damp.	Forfar
Back door needed; there is only one door in this house.	Forfar
Bathroom suite rotten and dated; dampness and condensation.	Forfar
Bathroom upgrade.	Forfar
Bathroom upgrade.	Forfar
Bathroom upgrade.	Forfar
Bathrooms need updated.	Forfar
Better attention to internal fittings; follow up to finalise plumbing work - restoration.	Forfar
Better double glazing.	Forfar
Better heating system.	Forfar
Better heating system.	Forfar
Better neighbourhood.	Forfar
Better neighbours.	Forfar
Better security door; windows cold and poorly sealed.	Forfar
Better sound and heat insulation; from windows and walls.	Forfar
Better tenants' association.	Forfar
Central heating & bathrooms.	Forfar
Completion of repair.	Forfar
Could do with new windows.	Forfar
Dampness and condensation.	Forfar
Dampness and condensation.	Forfar

<b>Improvement to housing/common area</b>	<b>District</b>
Dampness and condensation; quicker, more timely repairs service.	Forfar
Dampness and condensation.	Forfar
Dampness and condensation. Need gas central heating.	Forfar
Dampness in roof needs repair.	Forfar
Dampness.	Forfar
Door / front door.	Forfar
External paintwork.	Forfar
Fire exit from bedroom a concern.	Forfar
First repairs generally shoddy.	Forfar
Get bathroom done.	Forfar
Get rid of dampness in house.	Forfar
Give me an individual bit of garden.	Forfar
Heating insulation could be tidier.	Forfar
Hopefully damp problems have gone.	Forfar
House could be better heated and insulated.	Forfar
House too small.	Forfar
Improved heating system.	Forfar
It's a bit cold.	Forfar
Just deal with litter.	Forfar
Just get the job done.	Forfar
Lack of insulation in hallway.	Forfar
Large rooms difficult to meet.	Forfar
Less damp.	Forfar
Less draughty windows.	Forfar
Less noise.	Forfar
Less noise - better insulation.	Forfar
Loft insulation - lack of heating.	Forfar
Maintenance of heating system.	Forfar
Maintenance of heating system.	Forfar
Maybe hand rails for my wife.	Forfar
More and better use of storage space.	Forfar
More cupboard space.	Forfar
More power sockets.	Forfar
Need bath.	Forfar
New heating needed; new bathrooms.	Forfar
New windows.	Forfar
No cupboard space.	Forfar
No wall insulation, draughts come in through floor.	Forfar
Nothing but problems- damp problems reported but nothing done.	Forfar
Outside lagging.	Forfar
Outside needs attention.	Forfar

<b>Improvement to housing/common area</b>	<b>District</b>
Poorly insulated, damp, poor heating.	Forfar
Quieter - lack of insulation.	Forfar
Really need a bigger house	Forfar
Repair kitchen floor.	Forfar
Repairs service poor &/or unresponsive.	Forfar
Safer.	Forfar
Security doors fail; no intercom; safety concerns.	Forfar
Separate storage for bins.	Forfar
Showing its age; I need an extra bedroom.	Forfar
Sort the bathroom.	Forfar
Things need done and the Council won't do them.	Forfar
Warmer living room.	Forfar
Water ingress work being done.	Forfar
Windows.	Forfar
Windows.	Forfar
Windows need fixed; close is a mess.	Forfar
Windows need replacement.	Forfar
Windows need replacement/upgrade & are poor/draughty.	Forfar
Windows that open or close.	Forfar
Windows.	Forfar
Would like a move.	Forfar
Would prefer a move; another bedroom needed.	Forfar
All work that needs done has been reported.	Kirriemuir
An exit strategy to a superior property.	Kirriemuir
Anti-social behaviour needs corrective action; music volume.	Kirriemuir
Bathroom needs upgrade.	Kirriemuir
Dampness and condensation; repairs service poor &/or unresponsive.	Kirriemuir
Dampness in bedroom.	Kirriemuir
Dampness in hall.	Kirriemuir
Doors, windows need adapted as I have wheelchair.	Kirriemuir
External door is terrible.	Kirriemuir
Finish off repairs.	Kirriemuir
House needs done up.	Kirriemuir
In shower, out bath.	Kirriemuir
Just small repairs windows need replaced.	Kirriemuir
Kitchen needs replacement or upgrade.	Kirriemuir
Lots needing done - windows.	Kirriemuir
New windows.	Kirriemuir
Porch sorted two years ago; need new windows; shower is not working properly.	Kirriemuir
Repairs service poor &/or unresponsive; repairs service contact difficult.	Kirriemuir
Roof - it leaks.	Kirriemuir

<b>Improvement to housing/common area</b>	<b>District</b>
The window doesn't close properly - needs adjustment; other windows need replacement/upgrade & are poor/draughty.	Kirriemuir
Windows and doors are draughty.	Kirriemuir
Windows need replacement/upgrade & are poor/draughty.	Kirriemuir
Bathroom needs to be upgraded.	Monifieth
Better attention to standard of work; workmen give no attention to detail; poor administration.	Monifieth
Build-up of debris on roof.	Monifieth
Gas control heating being installed should help.	Monifieth
Gas installation would improve satisfaction; twenty-four month waiting time.	Monifieth
Interior finishes and decoration; door frames and skirtings could be better finished; build-up of moss on roofs making slippery and unsafe pavements.	Monifieth
Kitchen is cold could be better insulated.	Monifieth
Quality overall good but dampness is an issue.	Monifieth
Tackling of water ingress/repairs.	Monifieth
Work would have to be done.	Monifieth
A better heating system would improve the house.	Montrose
A better repair service.	Montrose
A bit more general maintenance getting carried out externally more than internally.	Montrose
A new bathroom, needs updating.	Montrose
A walk in shower would be easier; need new windows.	Montrose
After electrics have been renewed could wish the wires had been hidden.	Montrose
Bad sockets, bad kitchen layout, plus larger issues, i.e. if windows opened the whole fixing would fall out.	Montrose
Bathroom needs updated.	Montrose
Bathroom upgrade.	Montrose
Bathroom upgrade.	Montrose
Because of mobility would like a shower not bath; gas central heating not electric.	Montrose
Been promised new bathroom since I moved in - still waiting; the bathroom is adapted for disabled (tenants).	Montrose
Better double glazing.	Montrose
Better heating and glazing.	Montrose
Better heating system.	Montrose
Better windows - draughts come through.	Montrose
Bigger bedrooms!	Montrose
Bigger rooms.	Montrose
Ceiling & walls need replacement.	Montrose
Could do with a better window quality.	Montrose
Could wish the windows were of a better quality.	Montrose
Cupboard insulation.	Montrose
Damp on wall - would like it sorted.	Montrose
Damp proofing.	Montrose
Due to disability need new bathroom.	Montrose

<b>Improvement to housing/common area</b>	<b>District</b>
Fees from prior tenants.	Montrose
Gas central heating preferred.	Montrose
General maintenance.	Montrose
Getting repairs done, they never come to repair things; I've been waiting five years to get something repaired properly.	Montrose
Glass panels at back not secure, marks on door, (drug raid previously), which should be removed.	Montrose
Have a bit of damp - if that was sorted it would be OK; bigger kitchen would be good as kitchen too small for 3 bedrooms.	Montrose
Have been told that the heating will be upgraded but no timescale given.	Montrose
Have been told the bathroom will be upgraded but no indication when.	Montrose
Have the double glazing put in the correct way.	Montrose
Home needs to be adequate for elderly needs.	Montrose
House is very dated - needs (to be) modernised.	Montrose
If the Council was more responsive.	Montrose
Inside back wall is black mould. I keep wiping it off - they should sort it out.	Montrose
Keep the warden service.	Montrose
Kitchen needs replacement or upgrade.	Montrose
Kitchens too small and no choice for power - all electric.	Montrose
Knowing that the wardens would be kept.	Montrose
More care over vital repairs.	Montrose
More cupboard space.	Montrose
More soundproofing; also very cold house and damp - did ask to get it attended to.	Montrose
Mould in kitchen and bathroom which is unresolved; damp present on walls.	Montrose
Mould on back wall from damp; they said they can't do anything with it but need it sorted.	Montrose
Moved in three years ago and the place was a mess; still trying to decorate.	Montrose
Need new floorboards but they refuse to do anything about them, they all creak.	Montrose
Need new windows - not sealed properly; they don't close properly either.	Montrose
Needs new windows.	Montrose
New bathroom.	Montrose
New bathroom.	Montrose
New door and windows plus another bedroom; the age group for separation of children of opposite sex has recently been raised to 10 years old.	Montrose
New kitchen and get other people to take their turn cleaning stairs.	Montrose
No cleaning before moved in.	Montrose
Not happy with the quality of workmanship in the build of the house, shoddy workmanship inside and out.	Montrose
Only house without gas; have been told gas will be installed but no date given.	Montrose
Prefer private wash room rather than communal launderette.	Montrose
Prefer walk-in shower rather than bath.	Montrose
Quite happy although bigger home be good.	Montrose
Reduction in service charges as use own white goods.	Montrose
Repairs needing done; won't come to look at them; excuses given.	Montrose

<b>Improvement to housing/common area</b>	<b>District</b>
Repairs service is poor.	Montrose
Sheltered housing would be preferable, no vacancies available.	Montrose
Something to help me get in and out of bed; find it quite difficult.	Montrose
Soundproofing would help.	Montrose
That the authorities would listen to my needs for repair and not find an easy alternative.	Montrose
The bathroom renewed.	Montrose
The communal front door needs sorting; no action after several requests.	Montrose
The heating system needs to be upgraded and insulation could help.	Montrose
To be given a house that is adapted to wheelchair access.	Montrose
Toilet downstairs would be helpful.	Montrose
Very little cupboard space for storage.	Montrose
Very worried about the future of the warden service.	Montrose
Waiting to get doors widened.	Montrose
Warden retention & updates is vital.	Montrose
Warden retention is vital.	Montrose
When goods installed by previous tenants, Council need flexible approach re repairs/replacement.	Montrose
When I get the gas in it will be better.	Montrose
Windows need replacement.	Montrose
Windows, kitchen, bedrooms needs replacement or upgrade.	Montrose
Would be better served with improved double glazing.	Montrose
Would like a shower; nothing has been sorted - fix windows, ledge wobbles and draughty window vibrates.	Montrose
Would like to buy, but have to sign a contract stating this service is unavailable.	Montrose
Would prefer a bath to the present shower but I would have to bear the cost which is impossible.	Montrose
Would prefer a shower to a bath.	Montrose

### Annex 3 – Improving the neighbourhood

Q13 - What would be likely to increase your satisfaction with the management of your local neighbourhood?

Neighbourhood problems	District
A new neighbourhood and new house.	Arbroath
Addicts nearby; speeding cars; waste ground opposite could be playpark.	Arbroath
Antisocial behaviour from a neighbour - drink problem - noise, Police been called, but nothing happens.	Arbroath
Better anti-social behaviour management.	Arbroath
Better communication between me and the Council. Come to your door one time and if you're not in they don't come back.	Arbroath
Bins always overflowing; rubbish lying everywhere.	Arbroath
Busy road, potholes on road.	Arbroath
Car parking inadequate.	Arbroath
Cats, dogs fouling; people going down a one way street with their car.	Arbroath
Children rowdy coming out of school.	Arbroath
Cleaning up the gardens; people dump beds and sofas in gardens.	Arbroath
Clear graffiti, clear up mess, tenant selection.	Arbroath
Close and exterior not cleaned, back fence.	Arbroath
Control in blocks; more Policing and community wardens.	Arbroath
Could do with hedge cut.	Arbroath
Council should react quicker to concerns.	Arbroath
Deal with drugs in the area. Evict them and send them to an area with other problem people.	Arbroath
Dog dirt in the neighbourhood.	Arbroath
Dog dirt to be collected. Wardens to check people collect dog dirt.	Arbroath
Dog fouling.	Arbroath
Dog mess over garden; one person doesn't pick up waste.	Arbroath
Dogs' dirt is terrible right down the street. Nobody picks it up.	Arbroath
Drug addict neighbour removed.	Arbroath
Drug addicts.	Arbroath
Drug dealer - in same stair he has been arrested before he moved for assault with a deadly weapon. Has been taken away by Police a few times. Someone died in his flat next door.	Arbroath
Drug users; safe kid's play area; warden's inept and just smoke.	Arbroath
Fencing needs repaired and damage in gardens so unsafe for a child to play in garden; furniture in gardens need to be moved.	Arbroath
Fewer drug-users.	Arbroath
Garden maintenance is unsatisfactory.	Arbroath
Get rid of some people who have been moved in. Nowhere for children's play area. Council promised there would be at the back but not materialised.	Arbroath
Going to do away with TSO: redundancy (for) the caretaker of building.	Arbroath
Grass cutting. Lift the grass off the paths. The mess, rubbish never gets lifted.	Arbroath
Gutters need cleared more often. Stuff grows out of gutters.	Arbroath
I feel I'm being victimised and singled out.	Arbroath

<b>Neighbourhood problems</b>	<b>District</b>
If they did anything. Going to a councillor to get help with drug people in area as Police did nothing.	Arbroath
Improve houses.	Arbroath
It was a really quiet street. Now too many junkies moved in. Dog dirt and no one lifts it.	Arbroath
Kids in area disrespectful/throw stones at windows and put water through letterbox.	Arbroath
Kid's playpark.	Arbroath
Kids running wild -dreadful language from them.	Arbroath
Last year or so some tenants/youngsters & gangs undesirable.	Arbroath
Litter is terrible, dropped from all the shops locally.	Arbroath
More car parking prohibitions; parking on both sides.	Arbroath
More social events. Never seen anyone around.	Arbroath
Move me to a better area; deal with problem neighbours.	Arbroath
Neighbour doesn't like me; full condom in my child's paddling pool; floods from upstairs flat.	Arbroath
Neighbourhood good. Grass cut but just left in heaps. Do edges just once a year.	Arbroath
Neighbourly respect absent.	Arbroath
Neighbours noisy.	Arbroath
Neighbours should be moved out.	Arbroath
Neighbours through wall very noisy at night.	Arbroath
Neighbours using back garden at night.	Arbroath
Neighbours.	Arbroath
Neighbours.	Arbroath
Next door neighbour causes problems.	Arbroath
No bother with anyone working. No play area for kids to go. Fences damaged. My shed at back got roof vandalized so everything in it is damaged.	Arbroath
No idea - more communication with neighbours?	Arbroath
No play areas for children.	Arbroath
Noisy neighbours.	Arbroath
Not have a temporary accommodation as the Police are often up and needs repaired all the time.	Arbroath
Not much you can do. The Police have been to anti-social neighbours and nothing seems to get done.	Arbroath
One neighbour across landing Council has to do something about.	Arbroath
One neighbour noisy / music.	Arbroath
People put bins out; clean stairs; If you don't look after it properly outside, you don't get to keep property.	Arbroath
People who come into the area.	Arbroath
Picking up the rubbish for a start. Get rid of nuisance neighbours. Improving the drying greens. Cut the grass, clean the dog poo.	Arbroath
Potholes in the road.	Arbroath
Problem is with tenant junkies upstairs.	Arbroath
Problem neighbours; Police locating one troublemaker.	Arbroath
Problem with neighbour's dog fouling in garden.	Arbroath
Put speed bumps on road - cars go too fast; people upstairs won't allow my child to play in garden.	Arbroath

<b>Neighbourhood problems</b>	<b>District</b>
Rubbish at bit / where grass area owned by Council - nothing done.	Arbroath
Rubbish from parts of scheme coming into garden as fencing does not stop litter - need speed bumps to slow cars/ petition for a play area/park in area.	Arbroath
Shopping trolleys, grass cutting and dog fouling.	Arbroath
Some of neighbours in area are a problem. Downstairs in block fine.	Arbroath
Some problem with neighbour no 2. for six months. Tenants in sheltered housing should not be getting problem neighbours.	Arbroath
Stop kids playing football at back.	Arbroath
Stop the people ringing the buzzer system in the night.	Arbroath
Take out the junk people (junkies, troublesome tenants).	Arbroath
The appearance could be better; people should be told to look after their property. The hedges need trimming and a lot of litter and rubbish is lying around.	Arbroath
The bins get filled very quickly the next day they are full. Need more uplift of rubbish.	Arbroath
Throw all the scum bags into the Georgy woods.	Arbroath
Tidy things up: Seaton Park needing attention to road due to pot holes.	Arbroath
Too many cars in street now.	Arbroath
Too much drugs in area. Lad upstairs on drugs. Police been there and his friends coming during night.	Arbroath
Varies - was a nice neighbourhood then bad guys moved in /everyone had nice gardens in past.	Arbroath
Very dissatisfied. Not enough parking. Not clean. In last 5 years neighbours gone downhill. Undesirables moved in. Would like house and hoping to buy.	Arbroath
Wardens need to be active and care for area; dog mess & rubbish everywhere.	Arbroath
Was a good neighbourhood until change of tenants; now very noisy. Neighbours have furniture in back garden area, going downhill.	Arbroath
Was neighbour who caused damage upstairs but housing visitor did nothing no matter how often reported.	Arbroath
We have Police guarding our properties as school children throwing paper and ring bells, damage flowers etc.	Arbroath
With a homeless unit next door - we have 2 children / known drug users just out of jail.	Arbroath
Workmen (Council) not clearing up after their work; neighbours leaving rubbish at doors; block entry cleaning not done; cleaning rota not correct.	Arbroath
Anti-social behaviour incidents dealt with more quickly Pub nearby - problems, late at night - noise, etc.	Brechin
Back road needs repair of potholes.	Brechin
Bushes kept trimmed at the side of house.	Brechin
Car parking can be difficult - more space needed.	Brechin
Council to grit the road in icy weather; replace damaged salt bin at side of road.	Brechin
Deal with noisy neighbours more effectively.	Brechin
Dog mess can be a problem - needs addressing.	Brechin
Dog mess in area, need better signage for dog mess bins.	Brechin
Dog mess needs controlling.	Brechin
Dropping off at the school in term time - absolute chaos; cannot move for cars, maybe restricting cars in some way.	Brechin
Encourage people to look after their gardens.	Brechin
Grass collections not done.	Brechin

<b>Neighbourhood problems</b>	<b>District</b>
Grass cutting more frequent.	Brechin
Grass cutting - not leaving grass cuttings, but pick it up using mowers with a grass collecting box.	Brechin
Grass cuttings not collected.	Brechin
Green bins need emptying more frequently - open & overflowing.	Brechin
Homeless kept to a minimum; mixed aged tenants poor idea; grass cuttings not collected.	Brechin
Insufficient parking for the number of houses. Removing areas of pavement (unused) would create more space.	Brechin
Lots of building work, traffic problems at bottom of road, but temporary whilst building is going on; road in poor condition as a result.	Brechin
Lots of rubbish lying about, street cleaners; bins needing frequent emptying.	Brechin
Neighbour problems dealt with quicker.	Brechin
Neighbour problems. Noise, drugs, rowdy behaviour. Dealt with not just 'watch and wait.'	Brechin
Neighbours leaving rubbish bags in back garden -should be made to clean it up.	Brechin
Neighbours making a noise. Not always dealt with satisfactorily.	Brechin
Never see a road sweeper.	Brechin
Noisy neighbours - deal with quicker.	Brechin
Noisy neighbours - not dealt with.	Brechin
Parking in the area is difficult - need some permit in central area perhaps.	Brechin
Parking issues in immediate vicinity of property. Would like Council to regulate this - impossible to park near property at times.	Brechin
Privately owned properties within the same block as Council tenants. Nothing is done if private owners do not take their share of stair cleaning etc. Why not?	Brechin
Problems with neighbours in flat above are not dealt with satisfactorily.	Brechin
Require speed restriction in area due to speeding; dogs running loose, dog fouling and trouble in play areas.	Brechin
Rubbish picked up more frequently instead of left lying about.	Brechin
A hedge which we have to cut - this should be done by the Council.	Carnoustie
Cleaner streets.	Carnoustie
Could do with a bit more exterior work in garden.	Carnoustie
Do the work they are supposed to do.	Carnoustie
If they did not close down things we need. Things we need in our local area for me and the children.	Carnoustie
More bin pick-ups.	Carnoustie
More litter bins for dog mess.	Carnoustie
More visits and better communication.	Carnoustie
Need to listen more carefully to complaints.	Carnoustie
Neighbour with dogs is a problem - is abusing rights as a tenant.	Carnoustie
Not enough done to remove rubbish other tenants have left in gardens.	Carnoustie
Paths could be cleaned and salted in winter. Dog mess is a problem.	Carnoustie

<b>Neighbourhood problems</b>	<b>District</b>
Pot holes in road could be dealt with.	Carnoustie
A better mix of residents would improve area; better attention to gardens; cars speeding near school - more speed bumps.	Forfar
Actually do something.	Forfar
Actually see someone.	Forfar
Anti-social behaviour needs corrective action. Litter clearance needed.	Forfar
Better allocation of housing.	Forfar
Better allocation of tenants.	Forfar
Better allocations of houses. Junkies allowed good houses.	Forfar
Better cleaning of the stairwell. Tidy up at the back and mess next door.	Forfar
Better housing allocation.	Forfar
Better neighbours.	Forfar
Better neighbours.	Forfar
Better outside maintenance at the back.	Forfar
Better people living here.	Forfar
Better tenant management.	Forfar
Better tenant management. Dog fouling. Litter.	Forfar
Better tenants.	Forfar
Bin area untidy; quicker timely repairs service.	Forfar
Bushes need trimming; houses poorly lit.	Forfar
Close and landing not always cleaned properly.	Forfar
Could clean up outside more often.	Forfar
Could do with a help tidying garden.	Forfar
Could improve neighbours' gardens; this should be enforced.	Forfar
Deal with drug problem.	Forfar
Deal with drugs.	Forfar
Dog fouling.	Forfar
Drainage in garden needs improvement.	Forfar
Ensure people return wheelie bins to correct place.	Forfar
Exterior window cleaning for complex; not cleaned in last year and despite monthly service charge.	Forfar
External painting.	Forfar
Extra security requested; housing services declined to help; community wardens could come out more.	Forfar
Fence meant to be erected 15 years ago still not done.	Forfar
Fewer dole neighbours would improve local neighbourhood.	Forfar
Full of junkies - bad area.	Forfar
Furniture abandoned. Housing services must follow up and make sure gardens kept tidy.	Forfar
Garden maintenance is unsatisfactory.	Forfar
Garden maintenance is unsatisfactory.	Forfar
Get back to tenants quicker and clean up litter.	Forfar
Going downhill; they are putting anyone into these two flats.	Forfar

<b>Neighbourhood problems</b>	<b>District</b>
House allocation.	Forfar
Housing services seem to respond to our calls but nature of flat means security is important.	Forfar
Leaves accumulate; repairs needing done; won't come to look at them.	Forfar
Local park filthy.	Forfar
Love my neighbourhood, but it's going downhill.	Forfar
Make one way system.	Forfar
More parking spaces.	Forfar
More rubbish clearance.	Forfar
Need more work on safety and security.	Forfar
Neighbourhood problems - need a warden.	Forfar
Never see anyone - hedge needs cut.	Forfar
Paths could be better maintained.	Forfar
Poor management of anti-social owners.	Forfar
Repairs needing done; won't come to look at them.	Forfar
Reported high hedge, broken fence and car park, but nothing done. Quicker timely repairs service. Poor illumination.	Forfar
Scrutinise the tenants and their visitors.	Forfar
Spoke to them about neighbour's dog fouling; not much improvement.	Forfar
Tackle nuisance neighbours and more Police.	Forfar
Too much rubbish / junkies.	Forfar
Went downhill.	Forfar
Anti-social behaviour needs corrective action.	Kirriemuir
Anti-social behaviour needs corrective action.	Kirriemuir
Anti-social behaviour needs corrective action. Police.	Kirriemuir
Dampness and condensation. Repairs service poor &/or unresponsive.	Kirriemuir
Deal with dogs barking.	Kirriemuir
Just a neighbour we have problems with.	Kirriemuir
Keep courtyards clean and tidy.	Kirriemuir
Need speed bumps on road.	Kirriemuir
Pathway at side of house has undesirables coming & going - it's upsetting!	Kirriemuir
Playground area for young children.	Kirriemuir
Street lights inverted on day/night	Kirriemuir
Feel that housing services could enforce tenant responsibilities.	Monifieth
Footpath floods sometimes.	Monifieth
Gate access at rear is too heavy to move.	Monifieth
Issue with location of bins encouraging unlawful fly tipping.	Monifieth
Leaf accumulation a problem in Autumn; house is adjacent to big tree.	Monifieth
Security doors need to be operational all the time.	Monifieth
Trees could be better managed; blocks light and causes rainwater gully to be blocked.	Monifieth
Be a bit more selective with tenants i.e. excellent area but for one.	Montrose
Better attention to washing greens; address messy neighbours.	Montrose

<b>Neighbourhood problems</b>	<b>District</b>
Better double glazing, traffic noise invasive.	Montrose
Better maintenance outside.	Montrose
Better parking facilities could do with an overflow.	Montrose
Better street cleaning.	Montrose
Better street lighting, better play areas for children of which there are many, and an overflow parking area.	Montrose
Car parking horrendous. A play area would be welcome with so many children on the estate and no dedicated play area.	Montrose
Close and stairs poorly maintained.	Montrose
Control parking; can never get my car parked. Pick up litter.	Montrose
Council absent when clean up required.	Montrose
Council should oversee how people keep front gardens. Some are a disgrace.	Montrose
Do more to follow up complaints about the blocking of general walkways by people leaving bikes, prams and wheelchairs in the way.	Montrose
Drug users and poor neighbours.	Montrose
Drug users, needles, etc	Montrose
Enforce dog fouling clean up in drying green area.	Montrose
External appearance dull - liven up please.	Montrose
External area maintenance should be better	Montrose
For surrounding area kept up to mark by Council.	Montrose
Generally quiet but sometimes doubtful tenants are moved into the area and can cause some problems, but the Council seem to step in pretty quick.	Montrose
Guy who picks up litter always misses the front of this block and we have to do it ourselves. Guy needs to pick up this litter. Skip across road taking up our parking spaces, it's been there for over a year. Needs moved.	Montrose
If they did checks on people who had complaints against them. Housing services would talk to them but not keep a check on them.	Montrose
If they got people to move their rubbish.	Montrose
Loiterers at night menacing.	Montrose
More external maintenance needed.	Montrose
Neighbour feeds birds; can't hang out washing because of bird mess. She has been told, but doesn't take any notice.	Montrose
Noisy neighbours.	Montrose
Path needs renewed - could be dangerous cracked and potholed.	Montrose
Problem tenants and Police frequent visitors: more selection on tenants.	Montrose
Received letter about feeding seagulls which someone has ignored and the mess is unbelievable. Something has to be done to stop them feeding the seagulls.	Montrose
Some neighbours could do with a visit from the authorities concerning noise and rubbish.	Montrose
Stop putting robbers & junkies in the homeless house across the street.	Montrose
The front area can be too noisy.	Montrose
Too many dogs in the block being allowed to use the drying green as a toilet & after complaints no action taken by Council.	Montrose
Too many drug users in area.	Montrose
Too much dog mess lying around and no dog poo bins in the area.	Montrose
We are not allowed to park across the road but 'they' park where they like. Sometimes	Montrose

<b>Neighbourhood problems</b>	<b>District</b>
we can' exit our drive without difficulty.	
Would benefit from brightening up external appearance.	Montrose

## Annex 4 – Improving the service (other)

Q18 - Finally, are there any changes or improvements that would you like the Council's Housing Service to make to the service it currently provides?

Improvement or changes	District
A lot, starting with the stairs; nobody cleans them.	Arbroath
Be more careful about new neighbours because a lot of people do not like young people next door - number 22 came out of a house, eggs and toilet rolls and oranges thrown at my windows. Reported myself and other neighbours complained.	Arbroath
Better bins - bigger area.	Arbroath
Better information. Being paid £149 other people got for disruption when new kitchen installed.	Arbroath
Better management. Listen to people what they are saying.	Arbroath
Better standard of people that do maintenance and repairs.	Arbroath
Blocking off my half of the back garden. I want a fence to block my neighbours.	Arbroath
Bring houses up to standard; problem with parking.	Arbroath
Carry out clauses under the lease.	Arbroath
Change bathroom for shower. 30 years bathroom done & changed last year - can't get shower.	Arbroath
Communication very poor. Have to report same fault over and over. Do repair work in shorter time. Told 48 hours of problem. 2 years.	Arbroath
Council needs to inform me more.	Arbroath
Cure damp course. Walls damp when I moved in - Told it would be fixed. Wasn't done properly. Damp coming through all the walls they strapped.	Arbroath
Cuttings from grass cut should be removed.	Arbroath
Deal with complaints quicker.	Arbroath
Do repairs that are promised when we moved in; I was told that if we didn't take this house when offered, it might be years to get another. Was told our windows and kitchen will get changed - still waiting. Son been ill in hospital few times - damp a major problem.	Arbroath
Do repairs when asked. I would have clerk of works to come and inspect, we have damp now. Need new bathroom - 20 years ago. Windows need repair / replacement.	Arbroath
Easier to contact them. I have been told to go home and phone - when I have no credit on my phone.	Arbroath
Every three months to be visited by a housing officer.	Arbroath
Failed promises, better staff, honour scheduled visit, warning letter re £200 arrears, getting housing benefit for rent, terminally ill in damp bedroom.	Arbroath
Flats within 4 in a block - 3 bedrooms should be used for families not homeless ex-jail known drug users / garden does not have proper drainage so cannot get grass cut and loads of rubbish in area.	Arbroath
Get a move from here.	Arbroath
Get another house.	Arbroath
Get rid of £12.99 a week service charge.	Arbroath
Gutters cleared and repair roof in bathroom crack.	Arbroath
Happy with things except for the bins.	Arbroath
Have houses in better condition when people move in. Kitchen here is very old and doors falling off.	Arbroath
Heating needs improved.	Arbroath
Helping people who can't manage; there are gardens where tenants are not on disability.	Arbroath
I had to spend a lot when moved in. The Council stripped paper of lounge but not bedroom or hall. We had to spend £900 decorating.	Arbroath
I want dog mess gone; improved condition of area; housing warden lives opposite/Council fail to keep area tidy.	Arbroath
I wanted a one bed house as am paying extra for 3 beds. Repairs needed to be done when I moved	Arbroath

<b>Improvement or changes</b>	<b>District</b>
in and still waiting.	
Improve fitting of windows. When Council cut grass they do not lift grass. I pay someone to tidy up and pick up grass. Council workers used to.	Arbroath
In Spring, a problem with children in gardens; swearing and fighting; don't know where children come from?	Arbroath
Inside / check tenants are cleaning their property inside / out.	Arbroath
I've applied for permission to do minor repairs myself.	Arbroath
Just modernise the heating.	Arbroath
Just speed up on repairs.	Arbroath
Kids from school drop litter.	Arbroath
Larger notice about dogs.	Arbroath
Like a shower, have a big family.	Arbroath
Litter, speed ramps on our road.	Arbroath
Make sure work is completed.	Arbroath
Maybe just do things quickly.	Arbroath
McGill worker left a plank loose in hallway; rewiring not working.	Arbroath
Meeting Angus Carers here yesterday. Wardens going and no one knows what is happening.	Arbroath
Modern house. Back door straight into lounge. Both doors draughty.	Arbroath
Modernise flat or allocate to a ground floor; others are getting allocated ahead of me.	Arbroath
Modernise houses before new tenants move in. Broken & uneven flagstones at path where bin goes out - am afraid of tripping up.	Arbroath
More bins and also more communication from the Council.	Arbroath
More car parking.	Arbroath
More parking; plenty ground at back of house; can't get anywhere with the Council to help me.	Arbroath
More people in access office on the phones.	Arbroath
Need a stairlift or ground floor flat; need a shower as cannot enter bath; difficulty with stairs.	Arbroath
New bathroom.	Arbroath
New bathroom upgrade.	Arbroath
New bathroom, doors, and windows.	Arbroath
New bathroom.	Arbroath
New doors & windows	Arbroath
New windows security door and hedge trimming and litter.	Arbroath
No, just upgrade heating.	Arbroath
Not really. Just don't bring young people in.	Arbroath
Not to charge to remove garden rubbish. I would like new tenants to be monitored, selected properly. Wardens should censure dog owners lifting dog dirt.	Arbroath
Not to leave crap on wall. To repair windows. Not to screw them closed.	Arbroath
Not to put problem tenants with existing tenants.	Arbroath
Notify if work to be done in area.	Arbroath
One person in rent office is sarcastic.	Arbroath
Park car on grass; parking an issue; outside light; dog waste bin	Arbroath
Play areas / schemes in holidays / no play park	Arbroath
Prefer writing to make an appointment (as am deaf) do not hear phone/door.	Arbroath
Prevent smoke getting through wall. I get smell of smoke from adjoining house.	Arbroath
Problems with a drug addict neighbour.	Arbroath
Put decent tenants upstairs instead of junkies. Houses fine. Tenants the problem.	Arbroath
Quicker repairs service.	Arbroath

<b>Improvement or changes</b>	<b>District</b>
Quicker repairs service.	Arbroath
Quicker repairs; quicker housing officer; waiting since January.	Arbroath
Quicker timely repairs service.	Arbroath
Refund money we have spent on gas heating - which they are now offering to put. It was put in for health reasons.	Arbroath
Regular maintenance of gutters. Roof gutters only cleared once in 20 years I have lived here.	Arbroath
Remove large household items from gardens.	Arbroath
Repair problems as soon as possible after problems reported. I only got help with flooring-some families get more help/house for disabled child in wheelchair.	Arbroath
Repair roof, loft and shed. 3 bedrooms and bathroom damp. Workmen been and said nothing wrong.	Arbroath
Rota for stair cleaning.	Arbroath
Security entry phone system required.	Arbroath
Standard of house needs improved. Damp and mould on bathroom and bedroom.	Arbroath
Standard of houses improved. Play area for children.	Arbroath
Step outside and handrail at back door.	Arbroath
Taking away green bins. What am I supposed to do? Motability car won't allow you to use car for garden waste.	Arbroath
The bathroom new one making sure that nice people move into vacant flat downstairs.	Arbroath
The communication could be better between the contractors and the Council	Arbroath
They are getting rid of support officers; only going to get voluntary - old people need support.	Arbroath
They need to be harsher to anti-social neighbours/need play park for kids and high fence.	Arbroath
Things to happen quicker; Council housing department slow.	Arbroath
Think about their tenants.	Arbroath
Tidy area and clear rubbish.	Arbroath
Tidy outside of houses and repair fences/remove large house hold items/if Council would provide a skip in area in spring then people could get rid of household items and keep area clean.	Arbroath
Tidying the place up. Lifting up litter and grass. Public toilets being all closed nowhere to go when in town.	Arbroath
Too many in area don't work and cause problems and trouble. Across road, two flats knocked into one for 6 kids and no one works.	Arbroath
Treat everyone fairly.	Arbroath
Trees cut back - no light in back path.	Arbroath
Unsafe to allow children out to play - want to move.	Arbroath
Waiting for glazier - condensation in kitchen windows.	Arbroath
Want out from here.	Arbroath
We used to get our bins out, now Council stopped. I have difficulty walking and had falls and sometimes not able to put out at end of road.	Arbroath
When walk in shower installed the sink installed is very small. Other people have normal size sink in bathrooms with shower.	Arbroath
Windows need replaced.	Arbroath
Would prefer if neighbour moved. Police at this door frequently. People banging on his door during night, kick in front door. Smell of cannabis coming in our flat. He smokes pot in the hallway when he has young children staying.	Arbroath
Better street cleaners.	Brechin
Bins; provide more frequent emptying.	Brechin
Deal with neighbour problems more quickly	Brechin
Deal with neighbour problems more quickly.	Brechin
Dealing with matters a bit speedier. Keeping tenants informed about decisions being made	Brechin

<b>Improvement or changes</b>	<b>District</b>
(reinstallation of gas).	
Employ workmen who are skillful at their jobs and respectful of people's properties; use of local tradesmen where possible.	Brechin
Improvements and upgrades to property at regular intervals.	Brechin
Include reasons why/when informing tenants decisions made regarding housing; prioritise Brechin not Forfar & Arbroath.	Brechin
Keep warden service.	Brechin
Not mixing age groups within a block - can cause problems.	Brechin
Old system of good tenants being rewarded should be reinstated. Almost impossible to get a transfer these days.	Brechin
Quicker response to queries made re gas central heating.	Brechin
Regulation of close cleaning - making sure all tenants take a turn.	Brechin
Slow at actuating planned works. Would like to see things moving quicker with tenants kept informed throughout.	Brechin
Vetting system of tenants before allocation of a flat/house should be improved.	Brechin
Warden retention is vital.	Brechin
Warden retention is vital.	Brechin
Bins - problems - not emptied.	Carnoustie
Garden house in a real mess when moved in. Needed a lot of work.	Carnoustie
Give a good repair service. We could do with new bathroom.	Carnoustie
Housing allocation.	Carnoustie
I feel quite isolated. More communication needed.	Carnoustie
Information on insulation for tenants.	Carnoustie
Just a little more speed in returning calls.	Carnoustie
More contact with tenants.	Carnoustie
More disabled parking.	Carnoustie
More involvement and care given to improvements and more information in what is my jurisdiction and what is theirs.	Carnoustie
Speed with which repairs are authorised and completed.	Carnoustie
Think they got their priorities somewhat mixed up - need to upgrade existing properties.	Carnoustie
Area is neglected.	Forfar
Better allocation of funds.	Forfar
Better communication to tenants re bins and recycling.	Forfar
Better house allocation.	Forfar
Better allocation decisions.	Forfar
Bushes need trimming; houses poorly lit.	Forfar
Come and do things when they are asked.	Forfar
Communication with repairs service difficult.	Forfar
Communication with repairs service difficult.	Forfar
Council housing services should follow up on issues raised more quickly.	Forfar
Do jobs when reported.	Forfar
Do repairs better; listen to tenants; house needs slight upgrade.	Forfar
Do repairs for people.	Forfar
Don't think I should have paid for smoke alarm!	Forfar
Druggies in area; need more Police.	Forfar
Flats nearby noisy.	Forfar
Garden maintenance is unsatisfactory.	Forfar
Give us the same cladding as others.	Forfar

<b>Improvement or changes</b>	<b>District</b>
Grit the paths leading to outdoors in the Winter - the main streets are done but for sheltered housing our paths should be done too.	Forfar
Heating insulation could be better.	Forfar
House allocations.	Forfar
Just a better environment.	Forfar
Just act more quickly.	Forfar
Just better neighbours.	Forfar
Just clean up the neighbourhood.	Forfar
Just get the jobs done, more value.	Forfar
Keep informed by wardens.	Forfar
Keep the wardens.	Forfar
Less corrupt organisation. My house would be ideal for family but can't get a smaller one.	Forfar
Make sure TSO is retained. More information needed.	Forfar
More efficient service.	Forfar
More houses for singles preferred.	Forfar
Off-road parking would improve - no spaces on road guaranteed - which restricts opportunities to go out. 12 months delay for disabled spaces.	Forfar
Online access to comms varies - need more methods to communicate.	Forfar
Poor build standard.	Forfar
Quicker repairs service.	Forfar
Quicker timely repairs service. I am a parent with child.	Forfar
Really need a bigger house	Forfar
Repairs service poor &/or unresponsive.	Forfar
Repairs service poor &/or unresponsive.	Forfar
Repairs service poor &/or unresponsive.	Forfar
Repairs service poor &/or unresponsive.	Forfar
Stop the charges.	Forfar
They need to do more to help tenants; I go to all tenant's group (meetings).	Forfar
Undesirable tenants need vetting to stop occupancy. Communication with repairs service difficult.	Forfar
Just action repair requests.	Forfar
Warden retention is vital.	Forfar
Who they put out contractors' tenders to.	Forfar
Would have liked a fireplace.	Forfar
Would just like a fence; some provision to report things anonymously.	Forfar
Would like trees cut down.	Forfar
Would like trees cut down.	Forfar
Bathroom needs upgrade.	Kirriemuir
Communication with repairs service difficult. Repairs schedule give no notice of attendance.	Kirriemuir
Just - Keep the wardens.	Kirriemuir
Keep the wardens.	Kirriemuir
More tenants and Council communication.	Kirriemuir
No - just keep area clean and tidy.	Kirriemuir
Playground area for young children. Better house build quality.	Kirriemuir
Repairs service poor &/or unresponsive.	Kirriemuir
Windows are unsafe - only open at the very top - if I had a fire I could not get out.	Kirriemuir
Faster action on repairs/upgrades. Better communication - more accessible. Return phone calls.	Monifieth
Faster process for reporting damp in house.	Monifieth

<b>Improvement or changes</b>	<b>District</b>
Mechanism for following up on repair work to make sure tenant is happy with them.	Monifieth
Overall happy with service, but would like a more personal response.	Monifieth
Overall happy. Deals with local office in Monifieth.	Monifieth
Overall, very satisfactory.	Monifieth
Quicker attention to repairs.	Monifieth
Quicker follow up to dampness problem.	Monifieth
Satisfaction survey following repairs would be a good idea. Housing benefit application is online - would prefer a paper application.	Monifieth
Security doors not always operational.	Monifieth
Would like better engagement re tree management.	Monifieth
Would like staff to be more approachable; take more time to help.	Monifieth
A better heating system installed.	Montrose
A bit more street cleaning.	Montrose
A very good, quiet clean estate - only about three years old but could do with better street lighting.	Montrose
Apart from lack of storage place, pleased with the service.	Montrose
Apart from the need for new bathrooms, the housing service does quite well.	Montrose
As showers are now more popular than baths, would wish the housing service canvas tenants and go with the majority.	Montrose
Being aware of family crisis; staff needs more sympathy.	Montrose
Being persuaded into moving to sheltered housing. Not for me.	Montrose
Being quicker in converting me to gas.	Montrose
Better communication on future of the wardens.	Montrose
Bin empties - weekly instead of fortnightly.	Montrose
Can't think of anything apart from repairs needing done and the quality of repairs.	Montrose
Clearer indicaton as to when things are happening or not - a year in advance.	Montrose
Complaint > action > completion.	Montrose
Get their repairs right.	Montrose
Green bin charges are meant to be coming into effect - would be using if this was the case.	Montrose
Have a better repair and improvement attitude instead of masking over bad faults.	Montrose
Improve the time keeping of contractors.	Montrose
Just an upgrading of the heating system.	Montrose
Just do something about the woman that feeds birds.	Montrose
Just follow up calls and checking who is actually living in the house.	Montrose
Just get repairs carried out.	Montrose
Just keep the wardens.	Montrose
Keep a check on younger tenants re: noise, drugs, etc.	Montrose
Keep cycle path especially in Winter.	Montrose
Keep the wardens.	Montrose
Keep up to date with future of the warden service.	Montrose
Keep wardens.	Montrose
Keeping of the external areas in better condition.	Montrose
Less rent for sheltered tenants that do not use shared washing room etc.	Montrose
Listen properly to complaints.	Montrose
Listen to tenants and get work done when promised.	Montrose
Listen to tenants' ideas.	Montrose
Listen to tenants, active in service provision.	Montrose

<b>Improvement or changes</b>	<b>District</b>
Longer time allotted to social services for people of a certain age.	Montrose
Lower the age limit for children of opposite sex sharing a room from 10 years old.	Montrose
More bins - regular emptying.	Montrose
More community Police controls, moving on ner-do-wells in evening.	Montrose
More maintenance personnel.	Montrose
More follow-up on complaints.	Montrose
More responsive from Council regarding complaints and repairs.	Montrose
New radiators upgrading heating and new bathrooms.	Montrose
Not paying for green bins to be emptied.	Montrose
Only a dedicated play area for children both young and older.	Montrose
Perhaps a better vetting of some tenants.	Montrose
Poor communication/could do better.	Montrose
Quicker repairs service.	Montrose
Quicker timely repairs service.	Montrose
Repairs needing done; won't come to look at them.	Montrose
Screen younger tenants.	Montrose
Selective tenancies; bad tenants > more bad tenants.	Montrose
Some improvements to the house could help.	Montrose
Speak to tenants about keeping front gardens tidy - Some spoil the appearance of the street.	Montrose
Upgrade bathrooms and check external for cleanliness & tidiness.	Montrose
Very worried at threat of withdrawal of wardens.	Montrose
Vet tenants for deviants	Montrose
Waiting for another house, have been ages but nothing ever happens.	Montrose
Warden retention is vital; payment for too many individual services, that one would normally regard as de rigueur.	Montrose
Warden retention is vital.	Montrose
Warden services – what is future?	Montrose
What would be good is if they turned the drying green at the back into a car park. Hardly gets used and parking is a problem.	Montrose
When designing new schemes make provision for more play areas for children, overflow parking areas and better street lighting.	Montrose
Wish they would listen to residents' needs.	Montrose
Worried about the future of the warden service.	Montrose

## Annex 5 – Rent comments for those saying rent is ‘poor value’

Q11 - If you said rent was ‘POOR’ value for money, what would improve the value for money of rents?

Why is rent poor/how can it be better value	District
£50 for 1 bed a week, rents should be lower; need gas central heating.	Arbroath
£64 for one bedroom house?	Arbroath
A bit dear (lower rents).	Arbroath
Because of damp; we were told when moved in damp would be fixed and new kitchen fitted but not done.	Arbroath
Better service and better value/we had to ask for permission for shed paneling and had to wait but Council did nothing. Required lots of repairs and having to do ourselves.	Arbroath
Communication with repairs could be better.	Arbroath
Different heating; no damp; better bathroom; decrease rent.	Arbroath
Expensive rent and Council tax.	Arbroath
Fine with rent if damp cured.	Arbroath
Garden a mess.	Arbroath
Getting repairs done when reported. Dampness in bathroom and condensation on most windows.	Arbroath
House a complete mess when moved in; every room had to be redecorated.	Arbroath
House badly built. Dampness in 2 rooms. Was only built 10 years ago.	Arbroath
I go to work and pay rent and have to put up with dampness; slugs a problem in the kitchen, even in cutlery drawer.	Arbroath
If houses were better built. Lots of problems with damp-Council told me to leave windows open; they won't do anything about damp and have water leaking in bedroom.	Arbroath
If it were a better area; little respect locally; stones thrown at windows & rubbish in gardens.	Arbroath
If problems were sorted it would be good value.	Arbroath
If the house was decorated by them before you move in.	Arbroath
If the property were better. Need a fence to protect my children.	Arbroath
Initial rent £14 per week; now £56 per week and no improvements. Have cotton wool at windows due to draught for 12 years.	Arbroath
Insufficient income to pay rent. Low housing benefit.	Arbroath
It is not fair. Everyone in block used to work except upstairs tenants who open windows and throw rubbish out of windows. Dog mess being put on car.	Arbroath
It was poor in terms of decoration and we paid to do house up ourselves.	Arbroath
Just high for 1 bedroom. £65 a week 1 bed.	Arbroath
Just the standard of the area now; drug users in it. Whole area has 'rubbish' dumped in it now.	Arbroath
Just updating property.	Arbroath
Lower rent. We have had to spend a lot on doing up the house.	Arbroath
Make it cheaper and a better house.	Arbroath
More cupboard space.	Arbroath
More service needed for £87 per week - I work to pay rent.	Arbroath
New heating; I use £5 every other day so £30 a week; new heating is more expensive than original system.	Arbroath
New windows and bathroom.	Arbroath
Not sure.	Arbroath
Not sure.	Arbroath
Nothing gets done.	Arbroath
Nothing.	Arbroath
People before us left it in a dreadful state inside & out.	Arbroath
Poor for the size of the property (bigger home).	Arbroath

<b>Why is rent poor/how can it be better value</b>	<b>District</b>
Proper service. Repairers attend to give support, neighbours get support, and I don't.	Arbroath
Property needs improved.	Arbroath
Reduce level of rent.	Arbroath
Reduce the rent money.	Arbroath
Removed boiler and left undecorated.	Arbroath
Rent and Council tax over £100 per week - pricey for a house.	Arbroath
Rent too expensive - freeze needed or preferably cut.	Arbroath
Repairs need to be done. Pay full rent and Council tax.	Arbroath
Repairs not done when I moved in/have to pay extra given 3 bed and only entitled to 2 bed house. Neighbour downstairs has made 2 previous tenants move.	Arbroath
The price for the house is £60 a week which is high for a bedsit.	Arbroath
Things being updated in the house. Secure entry is broken.	Arbroath
Too expensive.	Arbroath
Too high if I had to pay full rent.	Arbroath
Too many anti-social neighbours in area / many don't work and up early hours making a noise.	Arbroath
Walls were left with graffiti - Council did nothing about graffiti.	Arbroath
Expect more for rent level.	Brechin
For the size of house, quite expensive.	Brechin
Home in poor state of repair at moment for amount of rent.	Brechin
Increases not really justified. Rent goes up without any work done.	Brechin
Needs a lot of work done to bring property up to a level which would put it in 'good value' box.	Brechin
Rectify all defects in property.	Brechin
Rent high for one bed flat in my opinion.	Brechin
Rent too expensive and poor value; increases too frequent.	Brechin
Rent too expensive; no increases required.	Brechin
Size of flat - a bit expensive for a small flat. Keep increase in rent to a minimum.	Brechin
Storage heating system costs too much; rent poor value for money.	Brechin
Too expensive for what is a small flat.	Brechin
Too expensive.	Brechin
Would have rated higher if property was up to scratch internally.	Brechin
Because of state of house - dampness.	Carnoustie
Bit cheaper would be preferable.	Carnoustie
Don't know.	Carnoustie
Price way similar to a three bedroom accommodation.	Carnoustie
Cladding would improve it.	Forfar
Could be less.	Forfar
Do more repairs.	Forfar
Don't get good value. If everything was done better it would be better value.	Forfar
Don't know; more information on rebates?	Forfar
Expensive for the size of house.	Forfar
Getting expensive.	Forfar
Home not up to standard.	Forfar
House suffers from substandard works.	Forfar
If insulation was done properly would be more energy efficient.	Forfar
If they were bothered about fixing things.	Forfar
It is far too much for the service we get.	Forfar
I've paid rent all my life. I think it's too much.	Forfar

<b>Why is rent poor/how can it be better value</b>	<b>District</b>
Just a bit dear.	Forfar
Just too much.	Forfar
Keep the wardens.	Forfar
No rent increase.	Forfar
Rent keeps going up, but the pension doesn't.	Forfar
Rent poor value given poorly insulated, damp, poor heating, old bathroom.	Forfar
Rent too expensive for poor maintenance.	Forfar
Rent too expensive for property.	Forfar
Rent too expensive.	Forfar
Rent too expensive.	Forfar
Rent too expensive.	Forfar
Rent too expensive. Quicker/more timely repairs service.	Forfar
Rent/Council tax excessive	Forfar
Repairs service poor &/or unresponsive (better repairs service)	Forfar
Seem a bit high.	Forfar
Too cold, no insulation, plugs don't fit.	Forfar
Too dear.	Forfar
Used to be OK but a bit dear now.	Forfar
Getting expensive.	Kirriemuir
Rent increased by £10 per week in two years.	Kirriemuir
Like area; more attention to repairs would improve value for money.	Monifieth
Lower rent. Rent seems high for defective property. Problem with concrete beams.	Monifieth
Poor service; rents increase every year.	Monifieth
Service charge is expensive.	Monifieth
Better maintenance of the property by the Council; only do patch up repairs.	Montrose
Don't know.	Montrose
Factor lethargic; had to clean house myself on arrival.	Montrose
If they updated the accommodation (it) would be better value.	Montrose
Just bring the rent down.	Montrose
More external maintenance, including doing something about the garden which keeps flooding.	Montrose
Rent too high for size of house.	Montrose

## Annex 6 – Distribution of surveys by letting area

Letting Area	Frequency	Percent
Arbroath Cairnie	13	1%
Arbroath Central	121	12%
Arbroath Clifftown	40	4%
Arbroath Elms	9	1%
Arbroath Hayshead	24	2%
Arbroath Kirkton	4	0%
Arbroath Landward	14	1%
Arbroath Timmergreens	30	3%
Arbroath Wardykes	37	4%
Brechin Central	37	4%
Brechin East	18	2%
Brechin Landward	12	1%
Brechin North	18	2%
Brechin South	62	6%
Carnoustie Central	33	3%
Carnoustie East	2	0%
Carnoustie Landward	1	0%
Carnoustie West	36	4%
Forfar Central	19	2%
Forfar East	67	7%
Forfar Landward	46	5%
Forfar South	37	4%
Forfar West	68	7%
Kirriemuir Central	22	2%
Kirriemuir Knowehead	11	1%
Kirriemuir Landward	4	0%
Kirriemuir North	12	1%
Kirriemuir South	15	2%
Monifieth Central	27	3%
Monifieth Landward	3	0%
Montrose Barracks	15	2%
Montrose Borrowfield	24	2%
Montrose Central	46	5%
Montrose Glens	27	3%
Montrose Landward	15	2%
Montrose Links	5	1%
Montrose Rossie Island	6	1%
Montrose Southesk	20	2%
<b>TOTALS</b>	<b>1,000</b>	<b>100%</b>