

ANGUS COUNCIL

COMMUNITIES COMMITTEE

13 November 2018

SCOTTISH SOCIAL HOUSING CHARTER RETURN: RESULTS

1. BACKGROUND

The Scottish Social Housing Charter came into force in April 2012, and since then we have reported our performance through the set of indicators in the Annual Return on the Charter (ARC). The purpose of this annual return is to monitor performance to ensure quality and value for money for tenants and customers for the services they receive. The results are published annually for all Local Authorities (LAs) and Registered Social Landlords (RSLs) in Scotland which helps us to compare our performance and make improvements within our own services by adopting good practice of other landlords.

Our Housing Improvement Teams (HITs) have been set up to identify areas for improvement and put in place plans to deliver these improvements. There are four HITs, each made up of a core group of Communities staff and subgroups where required. For each HIT the core group agrees an action plan, based on current understanding of performance in each area as well as any legislative changes and good practice guidance. Housing Improvement Teams have been set up with an aim to make improvements in service and performance through staff and customer involvement, and to tackle legislative, regulatory and audit requirements.

The four HITs are:

1. Income Management
2. Maintaining & Improving Homes
3. Housing Options
4. Homes & Communities

These HITs correspond with the Charter outcomes and the indicators which form the ARC. An important section of the Charter includes satisfaction indicators which show how housing service customers view the services provided to them.

In order to produce the number of returns desired to give a good indication of customer views, we was decided to contract with an external service provider – Knowledge Partnership. 1,003 face to face interviews were carried out during January and February 2017, which represents 15% of all tenants. The full survey report is attached as Appendix 1. As is permitted in the ARC, the data from the survey was used for two years in a row, and the Tenant Steering Group agreed that this was a good decision in terms of cost-saving. This means that there is no change in performance for the satisfaction indicators in 2017/18.

2. DETAIL

Income Management

The remit of the Income Management HIT consists of achieving good value from rents and service charges, including arrears and voids.	Angus 2016/17	Scottish Average 2016/17	Angus 2017/18	Scottish Average 2017/18
All Arrears as a % of Gross Rent	7.74%	6.10%	7.66%	6.36%
% Rent Loss due to Empty Properties	1.16%	0.80%	0.76%	0.84%
% Rent Collected in the Year	99.37%	99.4%	99.97%	99.21%
Average Time (Days) Taken to Re-let all Properties	41.96 days	33.6 days	31.49 days	32.04 days
% of Tenants Satisfied that our Rent Represents Value for Money	80.26%	80.08%	80.26%	80.6%

The service redesign and new escalation policy from last year are now fully in place, and our indicators in the Income Management section have improved this year as a result. The arrears in particular have been successfully reduced, despite concerns that Universal Credit would cause arrears to increase.

There has been continued focus through HIT work, and advertising empty properties through the Immediate to Let section of the Council website which has been beneficial for our void loss and re-let times. This year, our teams have been successful in improving performance in these indicators so that we are now performing better than the Scottish average.

Maintaining & Improving Homes

The Maintaining & Improving Homes HIT ensures that properties are well-maintained, that any repairs are completed to a high standard, and that tenants are kept informed about when repairs will be carried out. This HIT includes five main indicators.

	Angus 2016/17	Scottish Average 2016/17	Angus 2017/18	Scottish Average 2017/18
% of Repairs Completed First Time	98.78%	92.60%	98.17%	92.87%
% of Repair Appointments Kept	99.85%	95.90%	99.93%	96.09%
Total % of Stock Meeting SHQS	93.38%	94.2%	93.17%	94.39%
% Satisfaction with the Repair Service	82.36%	88.90%	82.36%	90.81%
% Satisfaction with Quality of Home	85.74%	84.60%	85.74%	84.60%

Over the last few years there have been significant improvements in the repair indicators, which have been maintained this year. The stock meeting SHQS has dropped slightly, due to Open Market Acquisition properties which often need improvement work to meet the required SHQS levels.

We commissioned an independent satisfaction survey for our Repair Service on a monthly basis for 2017-18, which was then scrutinised by our Maintaining & Improving Homes HIT to look at ways of improving the service from the comments coming back. Results for 2017-18 were as follows:

Area	Percentage
Overall Satisfaction With Repairs Reporting	92%
Contacted To Make Appointment	67%
Repair Completed First Time	78%
Overall Satisfaction With Contractor	91%

Housing Options

The Housing Options HIT aims to ensure that there is a consistent approach in the delivery of the Housing Options Service in line with current legislation, policies and procedures. The service provides advice to anyone who needs it to help them find, keep and maintain their home.

	Angus 2016/17	Scottish Average 2016/17	Angus 2017/18	Scottish Average 2017/18
% of Tenancies Sustained more than 1 year	87.10%	89.70%	91.63%	89.03
Average time spent in Temporary Accommodation	152.09 days	108.67 days	131.74 days	103.15 days

Tenancy Sustainment has improved this year. We are now performing better than the Scottish average. This is down to activities to improve prevention of homelessness, which has resulted in some good levels of engagement in the past, and we are following the Scottish Government guidance to take a consistent approach across all teams.

We don't use hostels or private sector temporary accommodation, and try to use Bed & Breakfast as a last resort. This year the average days spent in temporary accommodation has reduced, although we are not performing as well as the Scottish average.

Homes & Communities

The Homes & Communities HIT encompasses tenancy management, estate management, gypsy travellers and anti-social behaviour. The main indicators for this HIT look at the level of tenant satisfaction with the management of their home, and the number of ASB cases reported and resolved.

	Angus 2016/17	Scottish Average 2016/17	Angus 2017/18	Scottish Average 2017/18
% of Tenants that were Satisfied with the Management of their Home	81.66%	84.50%	81.66%	83.83%
% of Anti-Social Behaviour cases reported in the last year which were resolved	96.29%	87.50%	99.30%	88.49%
% Satisfaction with being Kept Informed about services and decisions	79.66%	84.30%	79.66%	84.65%
% Satisfaction with Opportunities to Participate	62.11%	75.40%	62.11%	76.92%

We have successfully increased our resolution of ASB cases again this year and have continued to be above the Scottish average. The Council resolves ASB in a number of ways, and follows a well-structured set of guidelines, and we will continue to develop methods of dealing with cases.

The satisfaction indicators were taken from the 2017 survey, so there has been no change in performance. We found younger tenants were most likely to say they are dissatisfied with participation. We will continue to develop our communication methods which will hopefully ensure tenants are well-informed and equipped to participate, influence housing policies and make informed choices.

3. CONCLUSIONS

This year there have been several positive changes in the performance levels.. There has been significant work to continue to improve performance despite changing legislation including Welfare Reform which brings with it new ways of dealing with the services.

Contact for further information:
John Morrow, Service Manager - Housing
Email: morrowj@angus.gov.uk.

Tenant Satisfaction Survey 2017

Final Survey Report

ANGUS COUNCIL HOUSING SERVICES

March 27, 2017

Authored by: Alan Kennedy, Knowledge Partnership

CONTENTS

Summary of key satisfaction results	Page 1
Executive summary	Page 2-3
Introduction	Page 4-6
Overall tenant satisfaction	Page 7-11
Housing quality satisfaction	Page 12-15
Repairs satisfaction	Page 16-17
Value for money	Page 18-19
Neighbourhood management	Page 20-21
Participation and information	Page 22-24
Other changes or service improvements	Page 25
Annex 1 to 7	Page 26-64

TABLE A - SUMMARY OF KEY SATISFACTION RESULTS FROM TENANT SATISFACTION SURVEY 2017

<u>Measure (Indicator)</u>	% tenants very and fairly satisfied 2015 (online & telephone survey)	% tenants very and fairly satisfied 2016 (face-face survey)	% tenants very and fairly satisfied 2017 (face-face survey)	<u>Council average 2015-16 (source ARC)</u>
Satisfaction with Angus Council Housing Service's overall service (Indicator 1)	78%	83%	83%	82%
Satisfaction with repairs service (Indicator 16)	97%	82%	82%	90%
Satisfaction with quality of home (Indicator 10)	69%	87%	86%	82%
Satisfaction with re-let standard of home (Indicator 9)	81%	84%	79%	87%
Rating of rent as very good or fairly good value for money (Indicator 29)	74%	80%	80%	79%
Satisfaction with management of neighbourhood by Angus Council Housing Service (Indicator 17)	70%	82%	82%	79%
Satisfaction with being kept informed about services and decision (Indicator 3)	76%	77%	80%	79%
Satisfaction with opportunities to participate in decision making (Indicator 6)	62%	64%	62%	71%

Executive Summary

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Angus Council Housing Services (Housing Service) during January and February 2017. A total of 1,003 tenants were surveyed, representing 15% of all 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 is equivalent to the 2016 survey result but represents a 5% point improvement on the 2015 survey. Housing Service's result for overall satisfaction in 2017 is also now better than the Scottish Council average (82%).

In 2017, there are several aspects of the housing service which are shown to be performing more positively than the Scottish Council average, namely:

- Housing quality, where 87% of tenants are satisfied with their home (Scottish average 82%)
- Value for money of rents (80% in 2017, compared with the Scottish average of 79%)
- Neighbourhood management (82% for Housing Services contrasted with 79% across Scotland)
- Keeping tenants informed where satisfaction is now 80% compared to an average of 79%.

Compared with the 2015 position, the tenant satisfaction survey results for 2017 continue to show an improvement in key areas of service. Comparing 2017 and the last survey in 2016, most indicators are broadly similar (if not the same) although there has been an improvement in 2017 in the extent to which tenants feel informed about Housing Services (80% in 2017 compared with 77% in 2016). A new survey question posed in 2017 asked tenants if they were satisfied with the housing application process, and 77% of tenants said that they were satisfied on this measure.

The Charter indicator which has reduced most in 2017 (in terms of tenant satisfaction) is 'the standard of the home when moving in' which has declined from 84% satisfied in 2016 to 79%, although we would caution that these two sets of figures are based on small sub-groups of tenants and not the entire survey sample of 1,003 households¹.

Improvement areas

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

- Whilst service level satisfaction at 83% has increased to above the Scottish Council average, single parent households, households with children, tenants who are employed or job seekers, or who live in tenements are all less likely to say that they are satisfied overall e.g. 79% of tenants living in tenements are satisfied with the housing service overall. These differences point to the challenge of satisfying tenants who are at different life stages or who live in properties that might exhibit lesser degrees of housing quality.
- In relation to improving overall tenant satisfaction with the housing service, tenant feedback has indicated that there is some scope for the Housing Service to be more responsive to customer enquiries, including providing faster response times for repairs. In relation to the repairs service, a minority of tenants also suggest that there would be scope to improve communications and service quality, as well as speed of response of the service.
- Although 86% of tenants said they were satisfied with housing quality (a figure that is 4% points better than the all Council average), a substantial minority identified possible improvements to their home particularly in

¹ The estimated margin of error for the indicator 9, 're-let standards' is +/-8% which means that the population result for this figure in 2017 could be between 71% and 87% satisfied

terms of the condition of windows, bathrooms and heating. Some tenants also have concerns that their property has damp, or lacks adequate insulation.

- As already noted, satisfaction with re-let housing conditions has deteriorated slightly in 2017 (from 84% to 79%), and this aspect of service may require further investigation. However, it would also be relevant to confirm – prior to conducting any further investigations - that the tenants answering this survey question had in fact lived in their property for 1 year or less, and were not reflecting on a more historic experience of re-let standards.
- Considering the area of tenant participation, satisfaction with this aspect of service has very slightly declined in 2017 to 62%, which is the same as the figure recorded in 2015 (but is 2% points behind the 2016 result of 64% satisfied). Younger tenants are the group who are most likely to say they are dissatisfied with participation and this may require further engagement with these tenants to explore how they would prefer to participate.
- In relation to neighbourhood management, most 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: providing better upkeep of communal areas; a review of parking facilities; addressing dog fouling; and tackling anti-social behaviour.

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 during January 2017 and February 2017. By the end of the survey period, a total of 1,003 Housing Service tenants had been surveyed comprising approx. 15% of all available Council tenants².

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 1,003 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 1,003 surveys by district is in line with the overall profile of Housing Service stock by area. Annex 7 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 1,003)

District	% all surveys	% all stock
Arbroath	29%	29%
Brechin	11%	13%
Carnoustie	7%	7%
Forfar	22%	24%
Kirriemuir	9%	7%
Monifieth	3%	3%
Montrose	18%	17%
Total (count)	1,003	6,528

Table C illustrates the achieved surveys (sample %) by customer type and shows for example that 93% of all interviews took place with tenants who are described as general needs customers compared with 92% of the available tenant population that fits into this description.

Table C – Survey sample by customer type (base 1,003)

Customer	Sample %	Population %	Customer	Sample %	Population %
General needs	93%	92%	Sheltered/supported	7%	8%

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. 15% of the population are aged 75 plus compared to 17% within the sample.

² The total population of stock is 7,528. However, we removed from this number the 1,000 households who were surveyed in 2016 leaving an available tenant population of 6,528. We have used the data for this latter figure for sampling comparisons

Table D –Survey sample by age group (base 1,003)

<u>Age band</u>	<u>Sample %</u>	<u>Age band</u>	<u>Sample %</u>	<u>Age band</u>	<u>Sample %</u>
16 to 24	6%	45 to 54	16%	75 plus	17%
25 to 34	16%	55 to 64	14%	Declined	<1%
35 to 44	14%	65 to 74	16%		

Table E illustrates the break-down of survey responses by household size/composition. This shows a wide range of household types for example, 19% of all surveyed households comprised one adult under 60 years of age, 27% comprised one adult aged 60 and over etc. Households containing children represent 30% of all Housing Service households.

Table E –Survey sample by household size/composition (base 1,003)

<u>Household size/composition</u>	<u>Sample %</u>	<u>Household size/composition</u>	<u>Sample %</u>
One adult aged under 60	19%	One adult with children	13%
One adult aged 60 and over	27%	Two or more adults with children	17%
Two adults under 60	8%	Three or more adults (no children)	5%
Two adults at least one aged 60 and over	11%		

Ethnic origin

Most tenants surveyed were white, with 89% declaring themselves to be ‘White Scottish’. Six percent (6%) of those surveyed were ‘White Other British’ whilst 2% said they were ‘White Polish’. All other ethnic groups made up 3% of the survey sample.

Disability

Just over half (52%) of tenants said that a member of their household had a long term illness, or health problem that limited their daily activities; 47% disagreed that this was the case; 1% declined to answer. Amongst all tenants (not just those with a disability), 31% have mobility problems, 5% have sight and vision difficulties and 26% have another health problem (not specified).

Economic status

As highlighted in table F, 30% of respondents were in employment, 21% were unable to work and one in three (34%) were retired.

Table F –Survey sample by economic status (base 1,003)

<u>Economic status</u>	<u>Sample %</u>	<u>Economic status</u>	<u>Sample %</u>
Working full time or part time	30%	Unable to work	21%
Retired	34%	Carer or not seeking work	10%
Job seeker	5%	Other e.g. student	<1%

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 78% of surveys took place with tenants living in stock that has been improved more than 5 years ago compared with 77% of all stock that was improved > 5 years (table G).

Table G – Survey sample by build details (base 1,003)³

<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	36%	39%
Improved > 5 years	78%	77%	2 bedroom	43%	43%
Improved < 5 years	17%	17%	3 bedroom	17%	15%
Traditional	90%	91%	4 bedroom	2%	1%
Non-traditional	2%	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 available 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 1,003)

<u>Property format</u>	<u>% all surveys</u>	<u>% all stock</u>
Deck access	3%	3%
Detached	1%	1%
End Terrace	12%	11%
Mid Terrace	21%	18%
Own Door	27%	29%
Semi Detached	10%	10%
Tenement	27%	28%

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 1,003 questionnaires, 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 and rounding

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. Note that as a result of rounding, some figures in the charts and tables contained within this report may not add exactly to 100%.

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. 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 two tenant surveys completed in 2015 and 2016 as well as with the local authority averages reported in the 2015-16 ARC submissions. Note we use weighted local authority averages and not the simple averages reported by SHR in its performance reports.

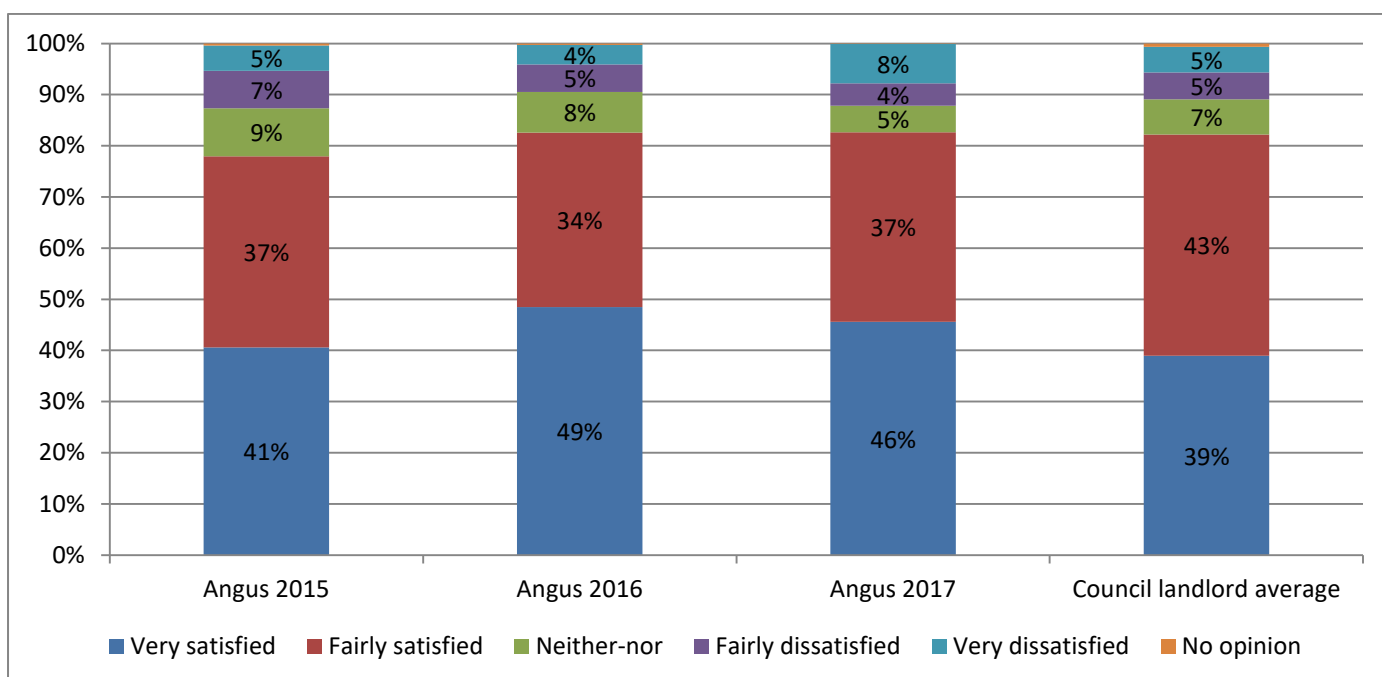
³ Reminder - in using the word ‘stock’ we are referring to an available tenant population of 6,528 i.e. all stock minus the 1,000 tenants who were surveyed in 2016.

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 2017 which is the same proportion as 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 2015-16, the average satisfaction level recorded was 82%. On comparative basis, Housing Service is therefore performing better than the sector as a whole and is 5% points ahead of the 2015 measure of overall tenant satisfaction.

Figure 1 –Satisfaction with the service provided by Housing Service overall (base 1,003)

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 tend to be single person households, whilst the least satisfied household groups are those containing children, especially larger households with children, e.g. 73% of 2 adult households with children say they are satisfied, a figure which is 10% 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 80% of tenants aged 16 to 24 are very/fairly satisfied compared with 89% satisfaction amongst tenants who are 75 years and older.

Figure 2 –Satisfaction with the service provided by Housing Service by household type (base 1,003)

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

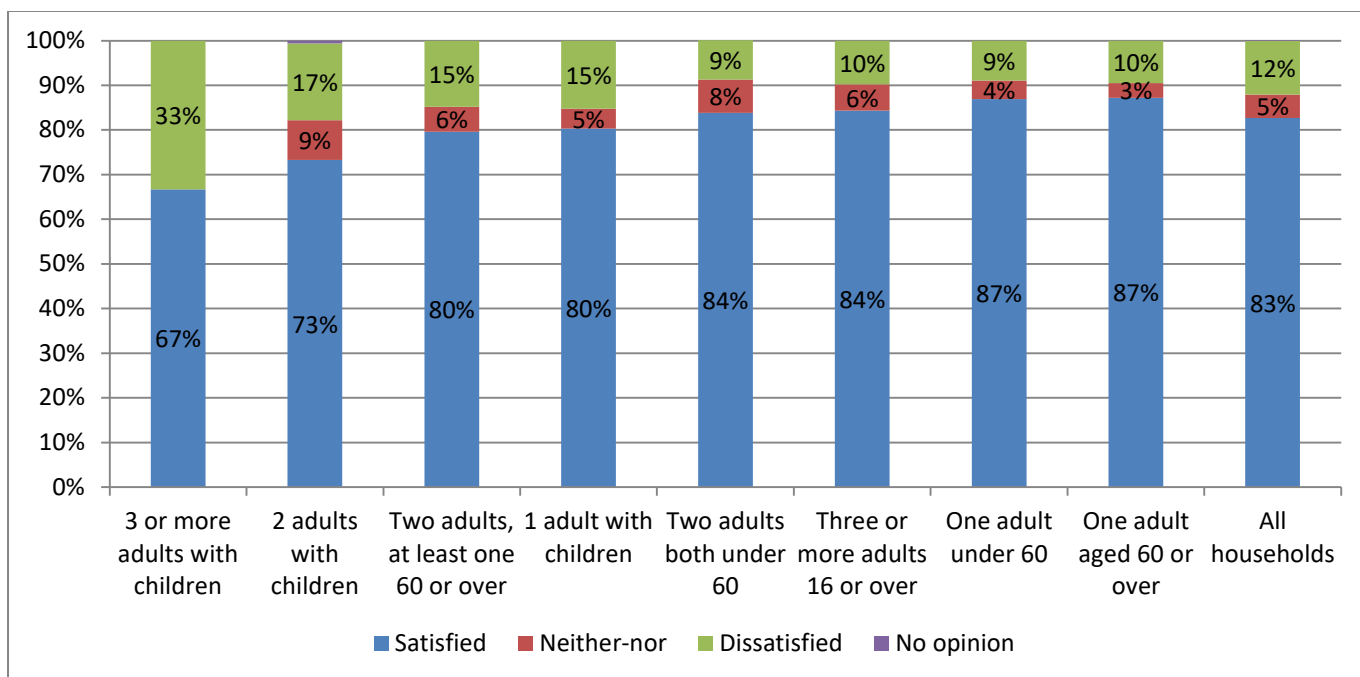


Figure 3 –Satisfaction with the service provided by Housing Service by age of tenant (base 1,003)

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

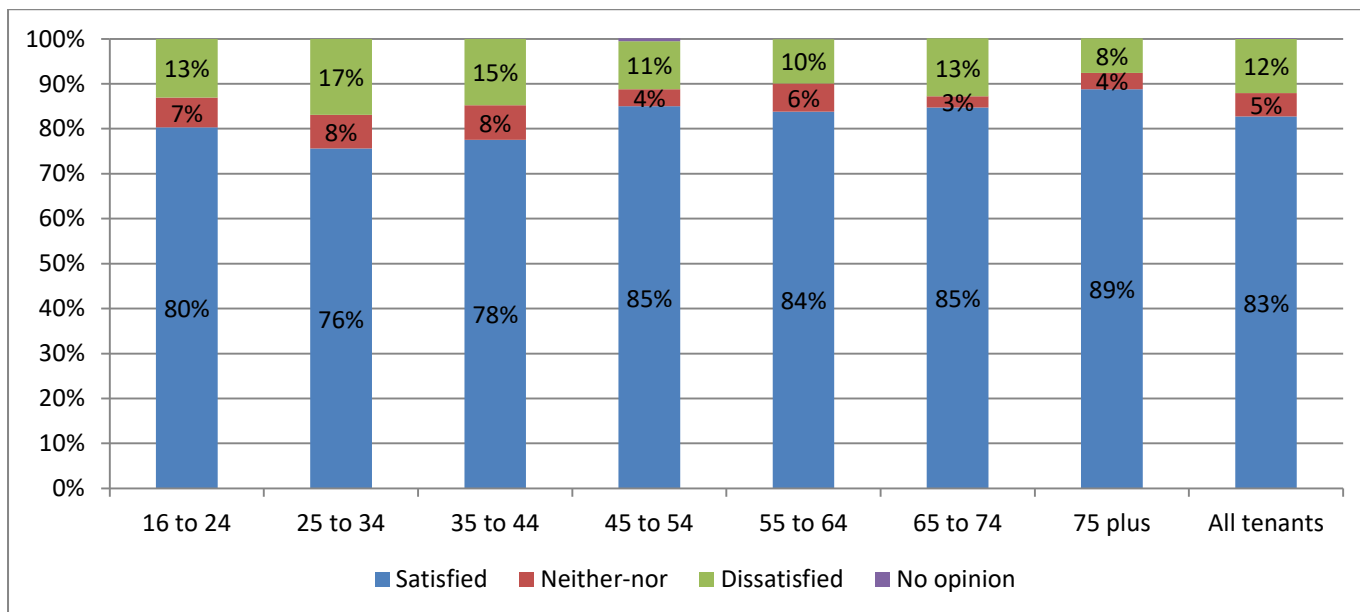
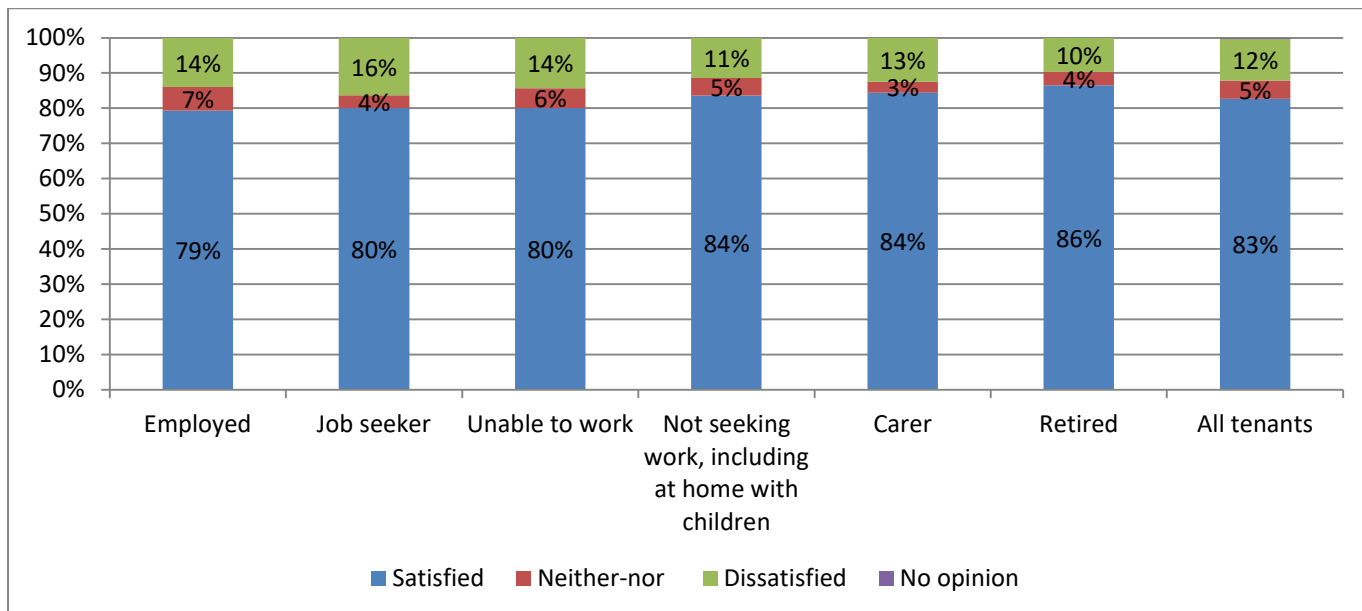


Figure 4 compares levels of satisfaction by a tenants' employment status and shows that the most satisfied tenants are those who are carers or retired (86% satisfied), whilst the least satisfied are tenants who are unable to work or those who are in employment (79%).

Figure 4 –Satisfaction with the service provided by Housing Service by employment status (base 1,003)

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

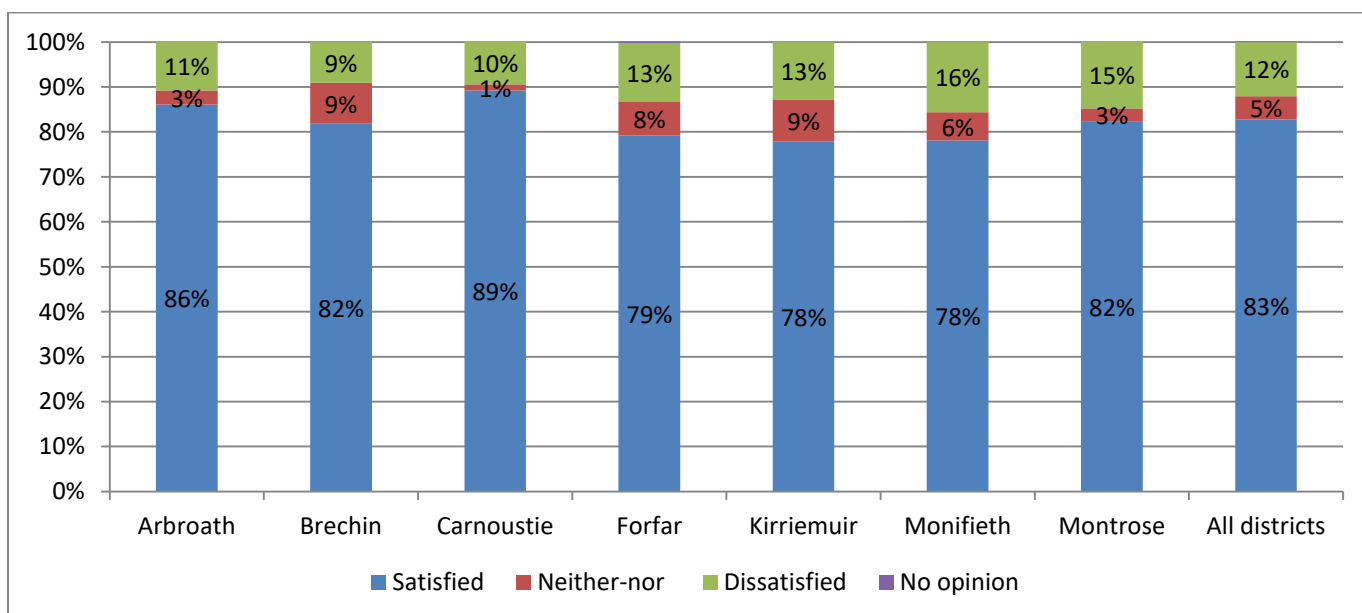


Overall satisfaction by district

Satisfaction with services by district is set out in figure 5 and highlights some degree of variation e.g. 89% overall satisfaction in Carnoustie contrasted with 78% in Monifieth and Kirriemuir.

Figure 5 –Satisfaction with the service provided by Housing Service by district (base 1,003)

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

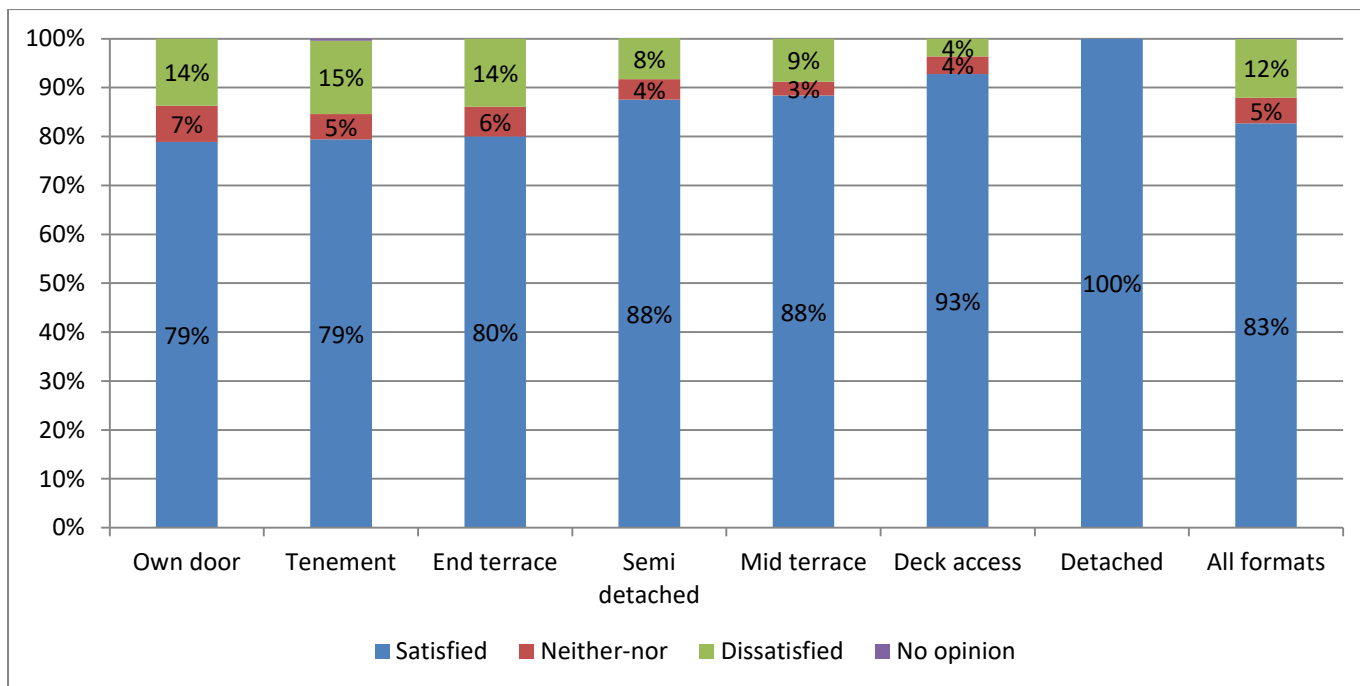


Overall satisfaction by format

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 mid terrace, deck access and detached properties.

Figure 6 –Satisfaction with the service provided by Housing Service by property format (base 1,003)

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

Four hundred and seven tenants (41%) made one or more comment in relation to the overall housing service that represented potential improvements to the service.

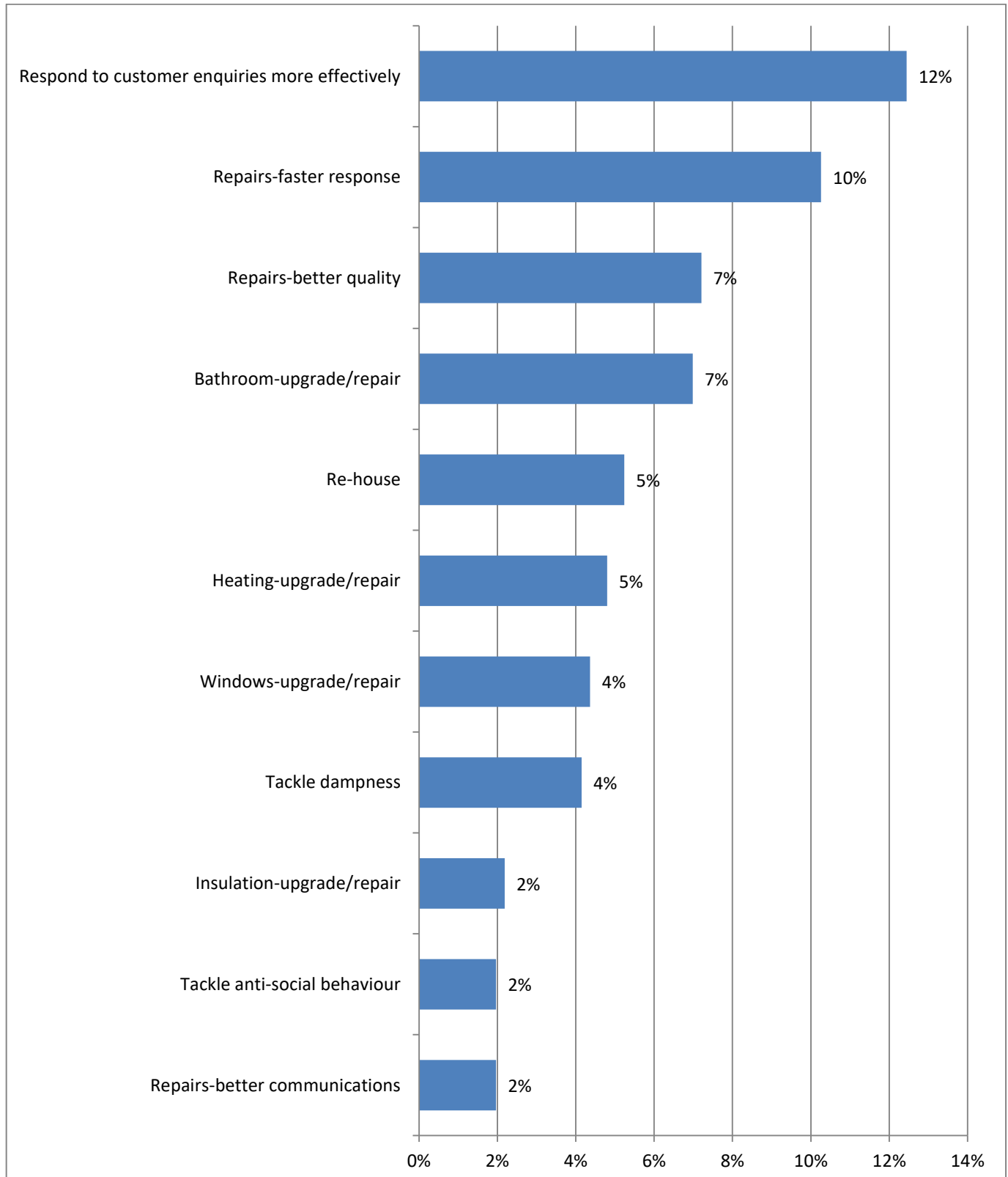
The comments made are shown in annex 1 by district. We have summarised the comments that tenants made in figure 7. As illustrated a number of these comments related to service responsiveness overall (12%) and the speed (10%) and quality of the repairs service (7%). Examples of comments made under the heading 'customer responsiveness' include:

- ✓ *'Listen to what people say and do what is asked - be available'*
- ✓ *'A little disappointing when making enquires as they don't act upon it'*
- ✓ *'If they take notice of complaints that are sent in'*
- ✓ *'More communication and interaction needed'*
- ✓ *'If they would do what they say they will. Waited 2 years for an outside light to be done - still waiting.'*
- ✓ *'Should be able to get through to Access office when phoning'*

In general, many tenants who commented in this section of the survey agreed that the service could be improved by providing a better response to customer enquiries and delivering a better repair service (two issues that may overlap to some extent).

Figure 7 – Areas for improvement in the service provided by the Housing Service (base 407)

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



Note the balance of respondents for this question (59%) 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 86% of tenants are satisfied with their home whilst 9% are dissatisfied in 2017. The current year figures for this measure are close to those recorded in 2016 (87% satisfied) but very much better than those recorded by the Housing Service in 2015 (69% satisfied). The 2017 figures are also above the Council average (82% 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 1,003)

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

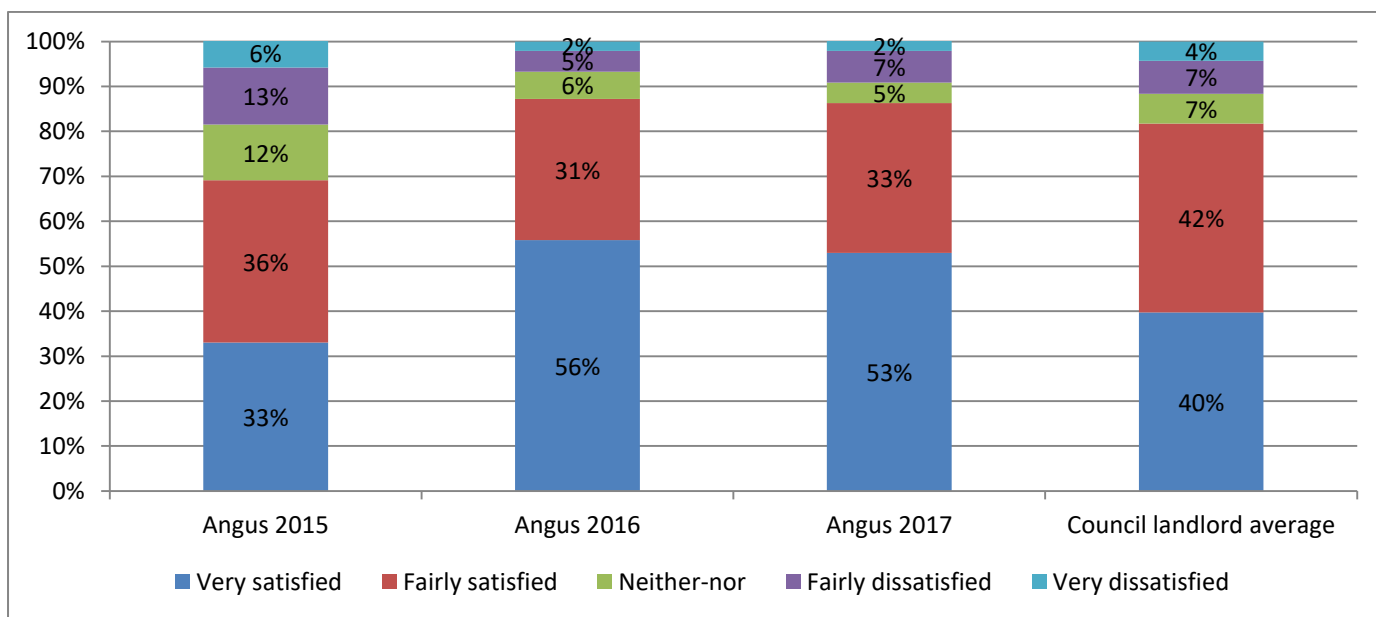


Figure 9–Satisfaction with housing quality by format (base 1,003)

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

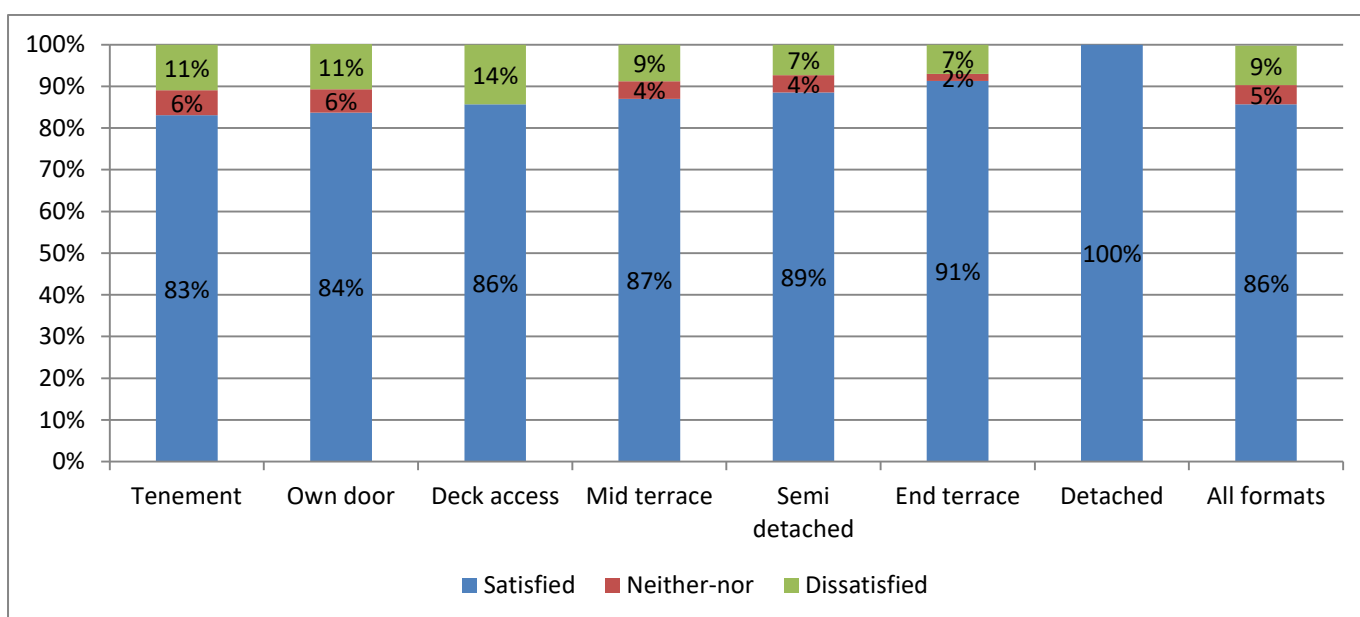


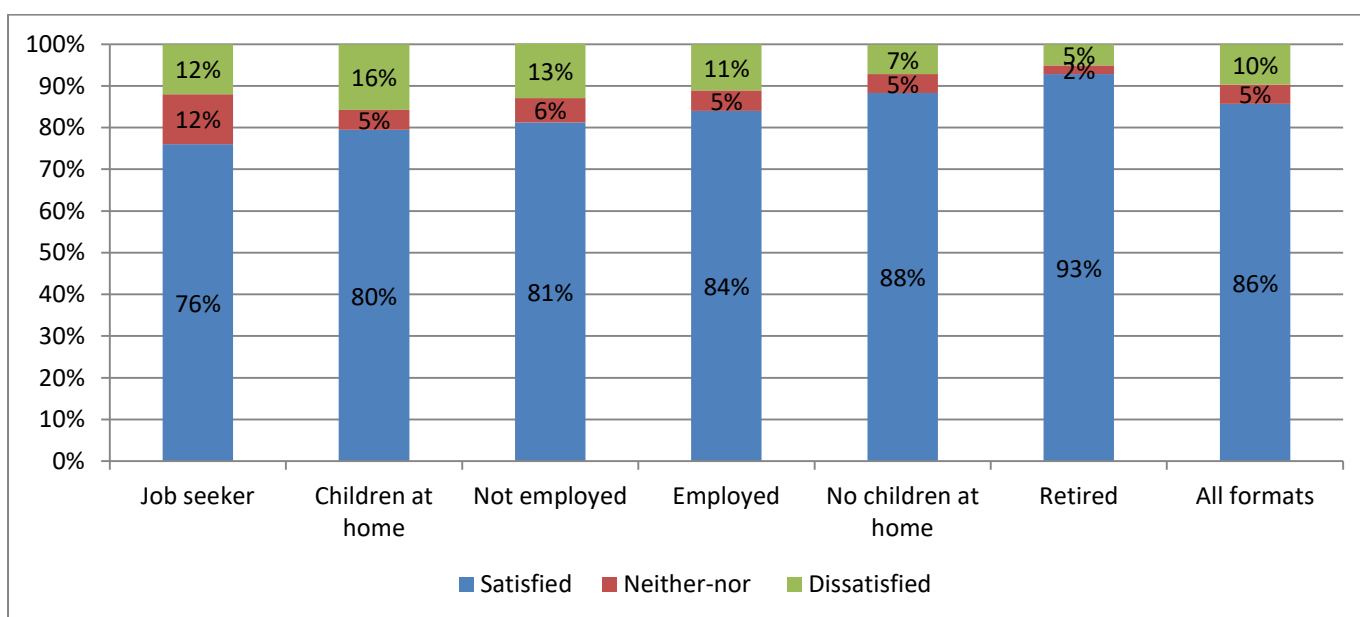
Table 1 highlights housing quality perceptions by district, and shows that tenants living in Brechin, Montrose and Monifieth are slightly more likely to say they are ‘very satisfied’ with their homes whilst the district most likely to be dissatisfied with housing quality is Kirriemuir. Figure 10 meanwhile illustrates that households with children (80% satisfied) and job seeking tenants (76%) are somewhat less satisfied when compared with tenants who are retired (93%) or tenants with no children living at home (88%).

Table 1 – Housing quality by district (base 1,003)

District	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Arbroath	45%	41%	6%	7%	1%
Brechin	61%	28%	2%	6%	3%
Carnoustie	54%	32%	1%	8%	4%
Forfar	44%	39%	6%	8%	3%
Kirriemuir	41%	41%	6%	12%	1%
Monifieth	59%	28%	6%	6%	-
Montrose	74%	16%	2%	6%	4%
All districts	52%	33%	5%	8%	2%

Figure 10–Satisfaction with housing quality by household size and working status (base 1,003)

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 79% of these tenants were satisfied with re-let standard which is a 5% point reduction on the 2016 figure (84% satisfied)⁴. The tenants who were least likely to say they were satisfied with re-let condition were based in Monifieth (50% satisfied) and Carnoustie (70%).

⁴ There is a large margin of error around this figure because of the small sample size – of the order of +8%. Housing Services may wish to compare this survey figure with transactional data in this area of service

Figure 11 –Satisfaction with re-let standards (base 122)

Q- Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?

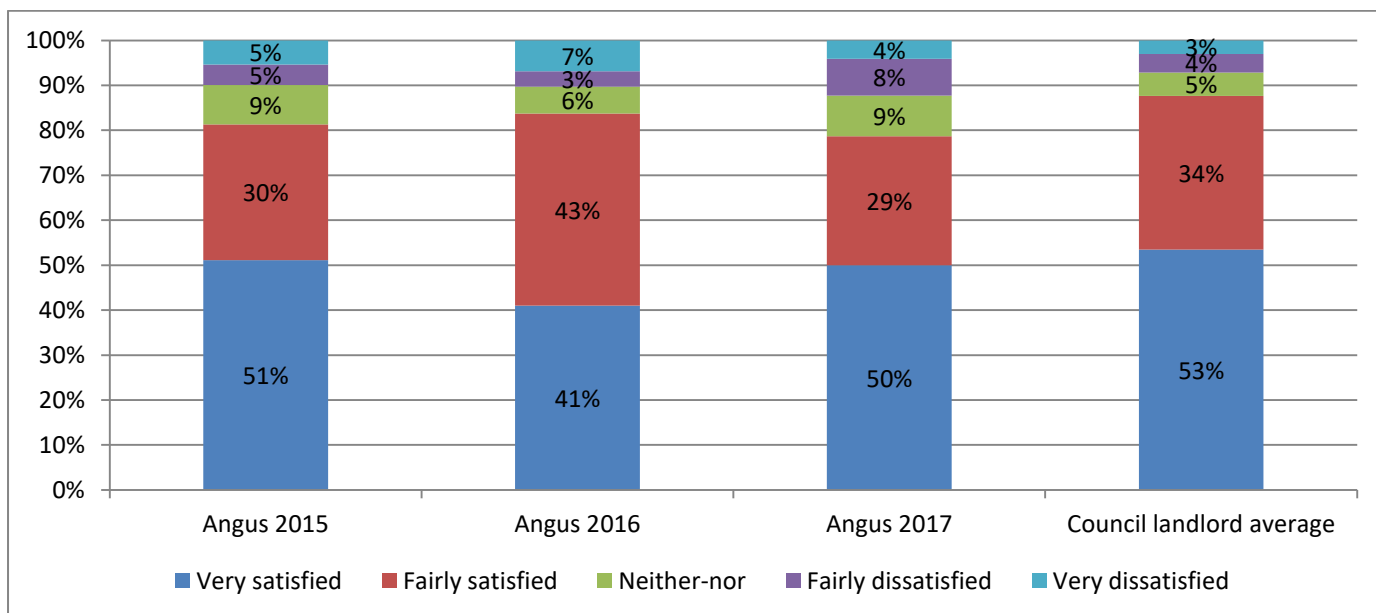


Table 2 shows tenant responses to a question about the ease or otherwise of applying for a property with Angus Housing and shows that three quarters of tenants (77%) were satisfied with the ease of applying for housing whilst 14% were dissatisfied.

Table 2 – Housing quality by district (base 122)

Q - And thinking about when you applied to Angus Council for housing, how easy or difficult did you find the housing application process?

Very easy	Fairly easy	Neither-nor	Fairly difficult	Very difficult
54%	23%	9%	7%	7%

Improvements to application process

Tenants who had moved into their property in the last year were asked if there was anything that could be done to improve the housing application process. Eight tenants said that they had been very happy with the application process e.g. 'I was pleased with the process and got a suitable house quickly'. Thirty three tenants however indicated that some improvements were required to the applications process (although some of these comments encompassed the allocation process more widely). A sample of suggested improvements is set out below with the full list provided at annex 2 by district.

Q - Is there anything that you think could be improved about the Council's housing application process?

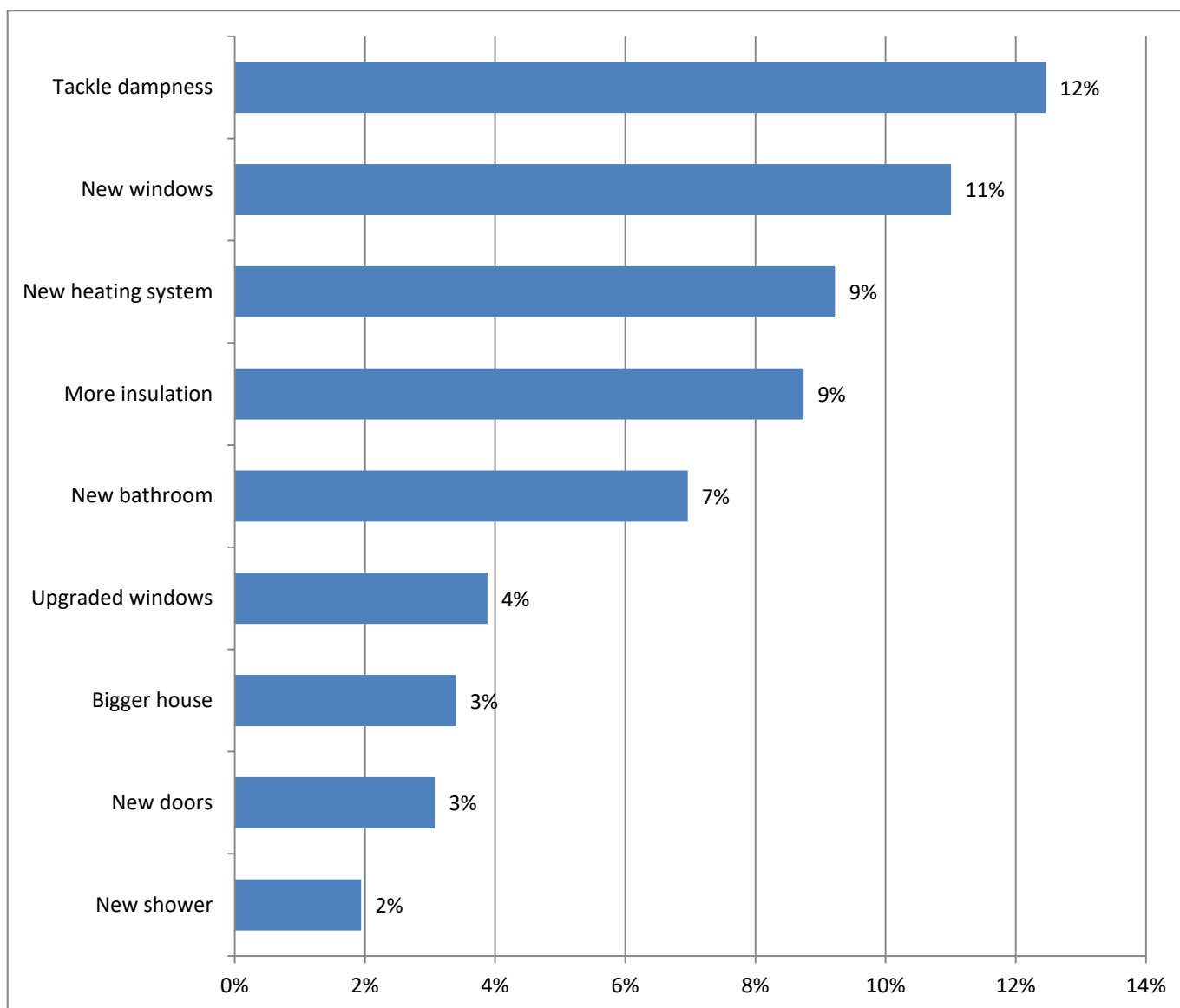
- ✓ 'A quicker application process as I was between houses'
- ✓ 'The application form needs broken down into sections'
- ✓ 'Should be better communication after allocation'
- ✓ 'The housing services application process does not fit all individual circumstances -should be more people centred'
- ✓ 'Show a bit more compassion following a bereavement; and I was pregnant'.

Improving housing quality

Four hundred and eighty tenants (48%) made one or more 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 the leading aspects that tenants would consider could be improved about housing quality, e.g. 12% indicate that tackling dampness would improve housing quality whilst 11% suggest new windows as being required. Annex 3 provides a detailed breakdown of the 'housing improvement' comments made by district.

Figure 12: Key aspects of housing requiring improvement (base 488)

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 11% are dissatisfied. Comparing Housing Service's results for the current period with the figure for 2016 indicates that satisfaction has remained consistent across the two survey periods (82% satisfied in 2016). We note the drop of 15% points in repairs satisfaction compared to the 2015 survey but would observe 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 than the sector 'norm'.

Figure 13 –Repairs service satisfaction (base 567-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?

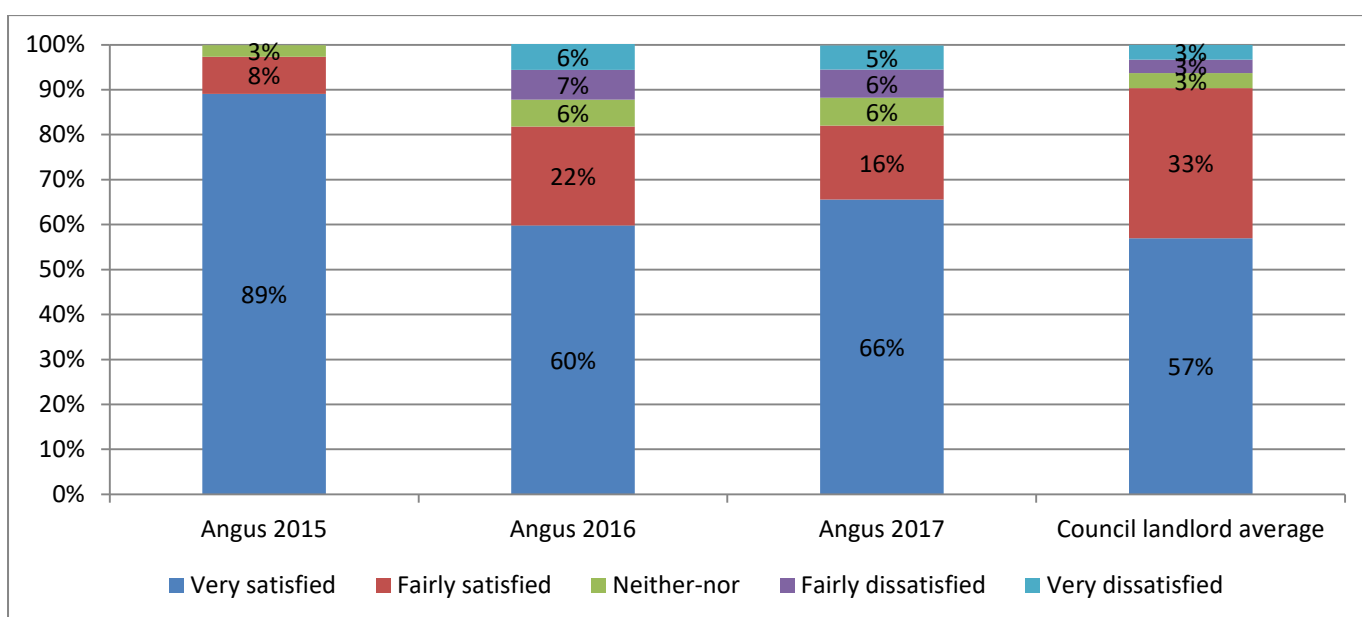


Table 3 illustrates repairs service satisfaction by district and highlights where tenants are more likely than average to say that they are dissatisfied i.e. Forfar (20% dissatisfied), Carnoustie (15%) and Monifieth (13%),

Table 3 – Repairs satisfaction by district – last year's repair only (base 567)

District	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Arbroath	71%	16%	5%	5%	3%
Brechin	69%	17%	4%	6%	4%
Carnoustie	66%	14%	6%	9%	6%
Forfar	52%	24%	5%	11%	9%
Kirriemuir	53%	24%	16%	8%	
Monifieth	61%	13%	13%	9%	4%
Montrose	82%	6%	4%	-	8%
All districts	66%	16%	6%	6%	5%

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 4 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%); the contractors doing the job you expected (10%); and the overall quality of work (12%).

Table 4 – Repairs satisfaction by process – all repairs (base 1,003)

<u>Repair activity</u>	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied	Don't know
The attitude of workers	71%	21%	4%	1%	2%	2%
How easy it was to make an appointment for a repair	65%	24%	3%	4%	3%	-
Keeping dirt and mess to minimum	70%	19%	4%	2%	3%	1%
Being told when workers would call	66%	22%	4%	4%	4%	1%
Time taken before work started	65%	22%	3%	5%	4%	1%
The speed of completion of the work	68%	20%	3%	4%	5%	1%
The contractors doing the job you expected	67%	18%	3%	5%	5%	1%
The overall quality of work	64%	20%	3%	5%	7%	1%
Average	67%	21%	3%	4%	4%	1%

In the comments that tenants made in relation to improving the housing service, the repairs service was mentioned by approx. 10% of all tenants with some feeling that the service was slow to respond for day-day repairs, and sometimes exhibited poor communications and service quality. Examples of repair service related tenant comments include:

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

Improve repair communications

‘Shower requires upgrading in - brought to attention before moved in - still not sorted, told me it was my responsibility - even though I was not yet a tenant’

‘They should respond better to requests for repairs’

‘Housing services should follow up on repairs request’

Improve repair service quality

‘Quicker administration and attention to repairs’

‘There should be more attention to detail when carrying out repairs. Tradesmen need to be better behaved and remember they are representing Angus Council housing’

‘Better attention to finishing touches from repairs work’

Improve repair service speed of response

‘Act more promptly when repairs are reported’

‘The bath is stained and had no hot water since May 2016. No one has been to seen how progress is. Window on front door smashed’

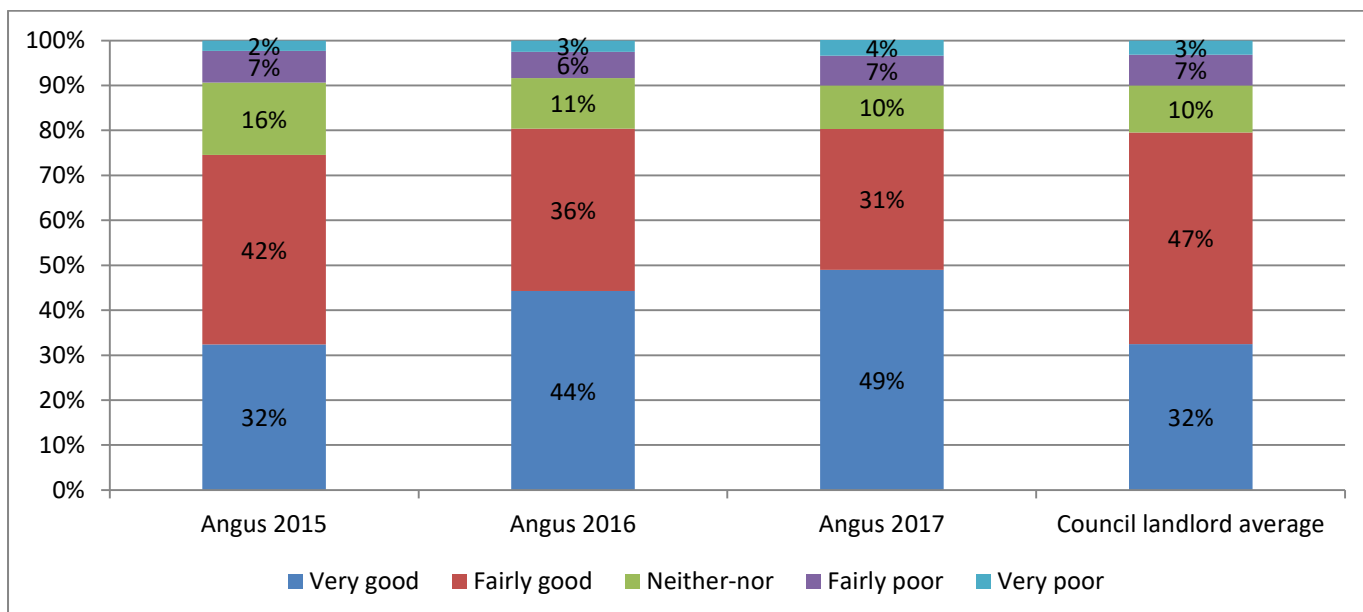
‘Quicker response to repair requests is needed’.

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 in 2017 (the same figure as 2016, although slightly more tenants are now inclined to say that rent is very good). The Council average figure for value for money is 79% and Housing Service's figure is 1% point 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 higher than average satisfaction with housing quality.

Figure 14 – Rent value for money (base 1,003)

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 or who receive only part benefit are more likely (than those in receipt of full housing benefit to say that rent is poor value) i.e. 13% of the former say rent is poor value compared with 7% of those receiving full housing benefit.

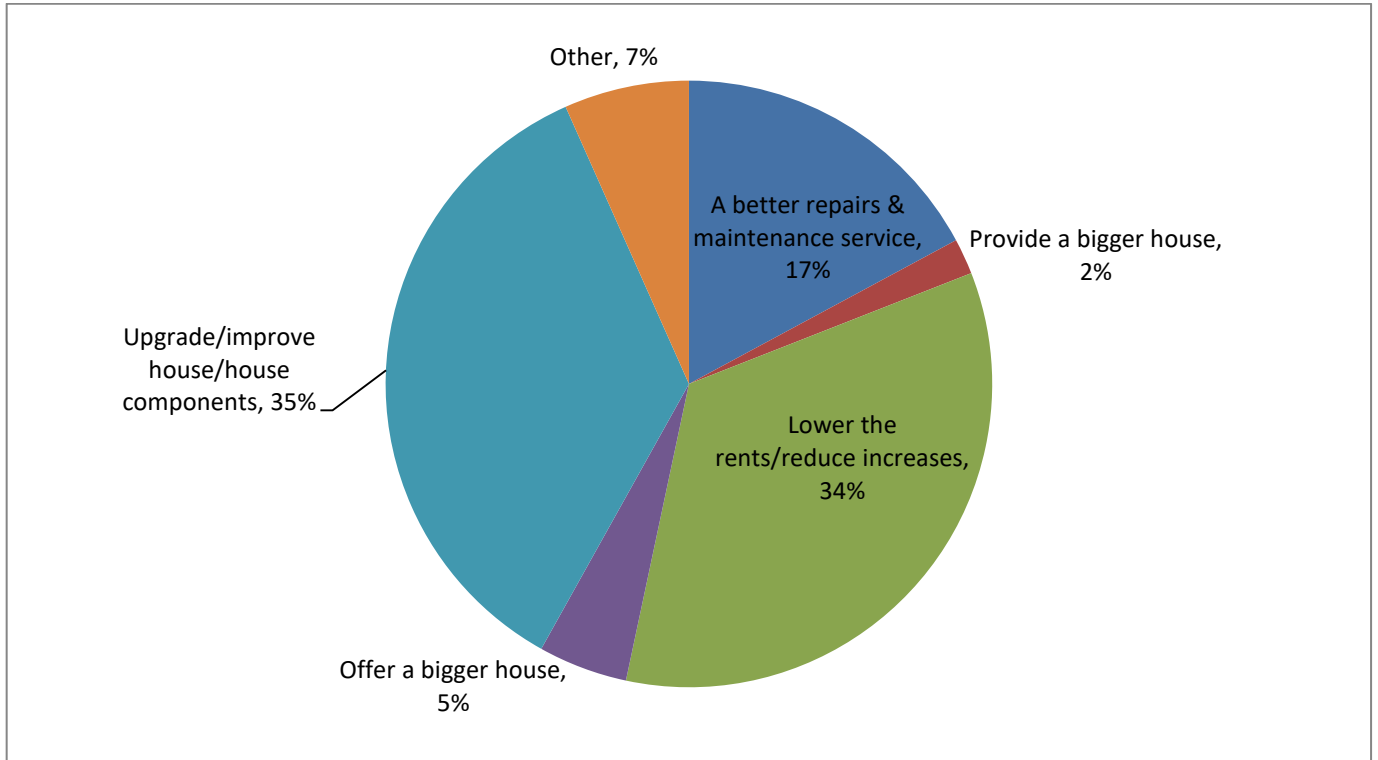
Making rents better value

One hundred and five tenants (10%) made a comment describing how rent could be better value, and the results of this enquiry are shown in figure 15, e.g. 34% of these 105 tenants thought that lower rents/reducing the levels of increase would make rent better value. All comments made on this item are set out in annex 4 by district:

- ✓ 'A bigger house for the amount of rent paid would be beneficial'
- ✓ 'If we had bigger rooms/house'
- ✓ 'A better repair service and quality of repair'
- ✓ 'If they did more building maintenance'.

Figure 15 – Making rent better value for money (base 105)

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

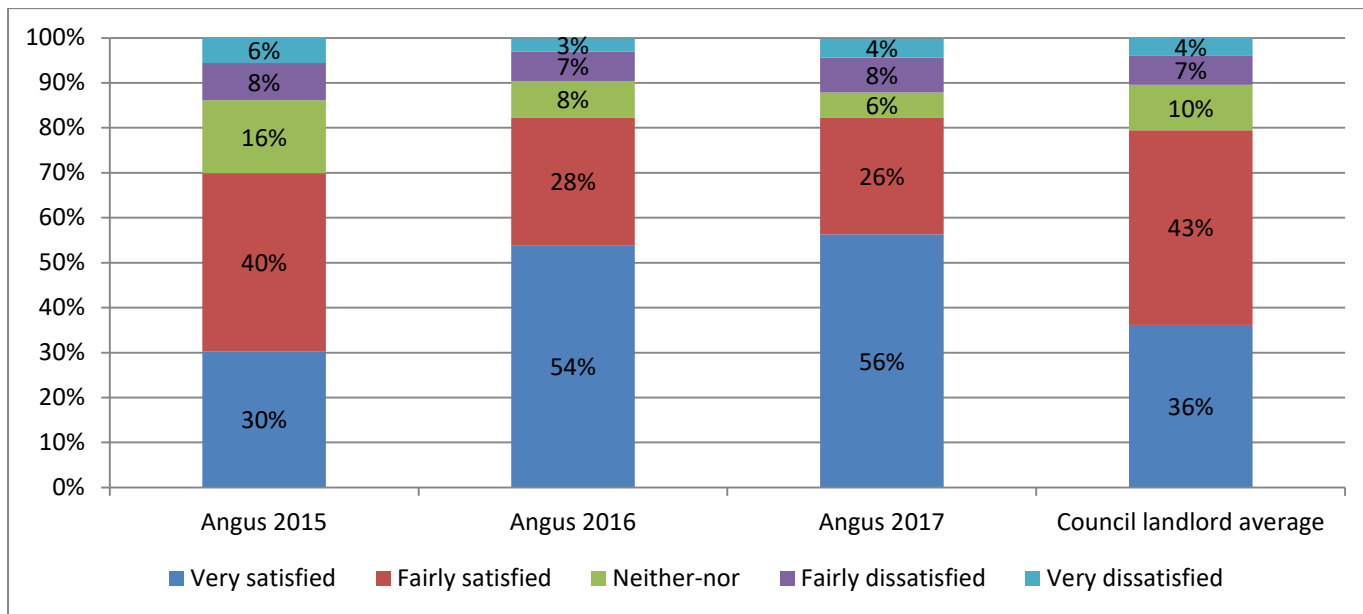


Neighbourhood Management

Figure 16 illustrates that in 2017, 82% of tenants were satisfied with the management of their neighbourhood by the Housing Service, whilst 12% were dissatisfied. The satisfaction figure reported in 2017 is broadly consistent with the one recorded during the 2016 survey but is now above the all Council average (79% satisfied).

Figure 16 – Neighbourhood management (base 1,003)

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

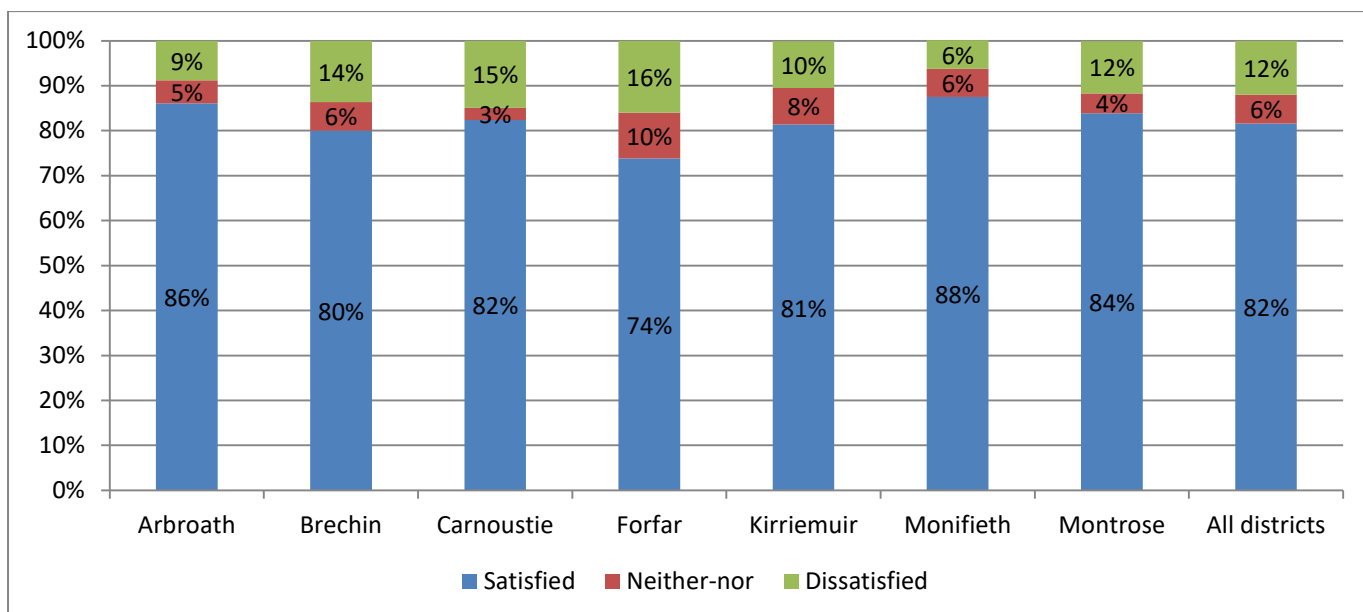


Neighbourhood management satisfaction by district

Satisfaction with neighbourhood management services by district is set out in figure 17 and highlights some degree of variation e.g. 80% overall satisfaction in Brechin contrasted with 88% in Monifieth and 86% in Arbroath.

Figure 17 –Satisfaction with the service provided by Housing Service by district (base 1,003)

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

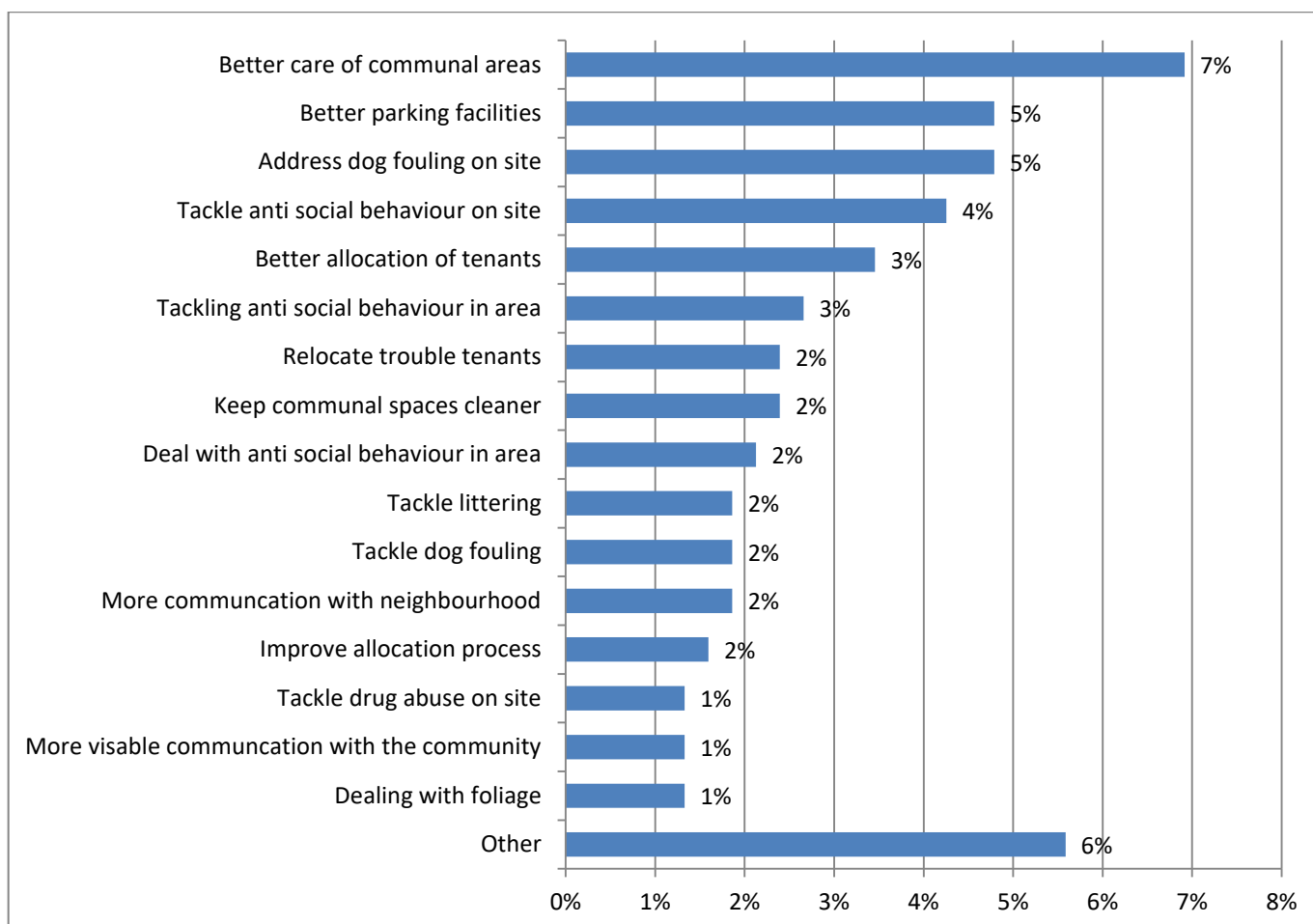


Neighbourhood management improvement

Thirty two percent (32%) 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. 7% of respondents thought that better care of communal areas would improve their neighbourhood, whilst 5% thought that dog fouling and car parking were important areas for improvement. The full list of 376 comments made on this item by tenants is set out by district in annex 5.

Figure 18: Key aspects of neighbourhood improvement (base 322)

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

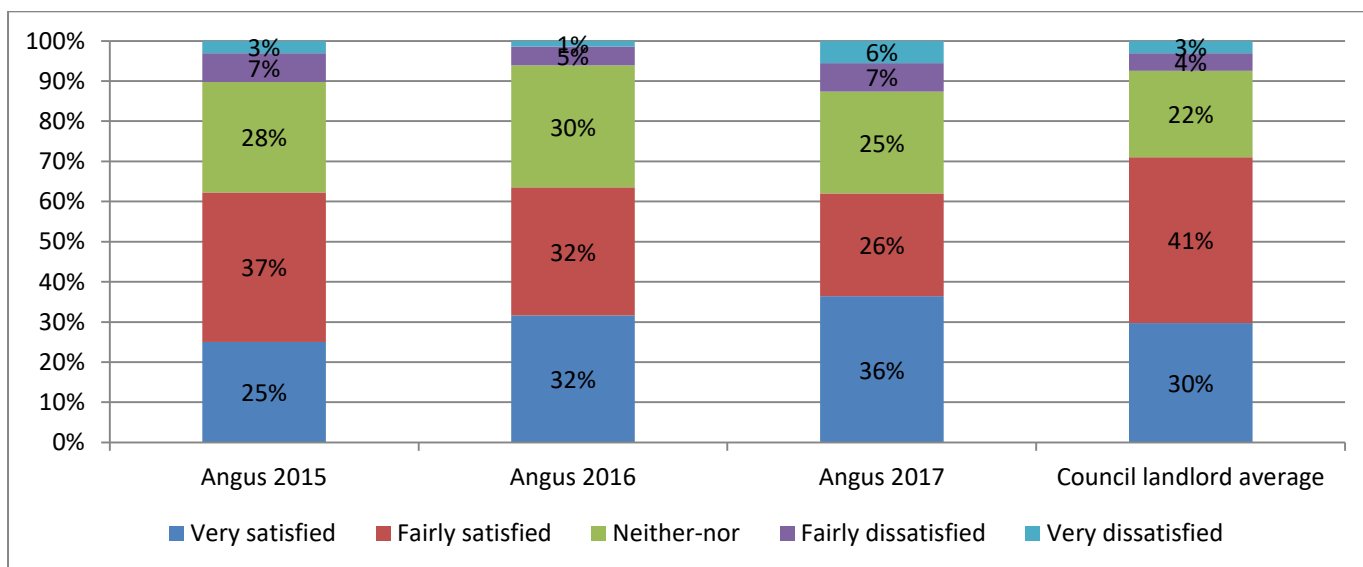


Participation and Information

In 2017, 62% of tenants were satisfied with opportunities to participate whilst 13% were dissatisfied (and 25% replied 'neither satisfied nor dissatisfied'). Tenant satisfaction on this measure has reduced by 2% points when compared to the 2016 survey (64% satisfied, figure 19), and is 9% points behind the Council average (71%).

Figure 19 –Participation (base 1,003)

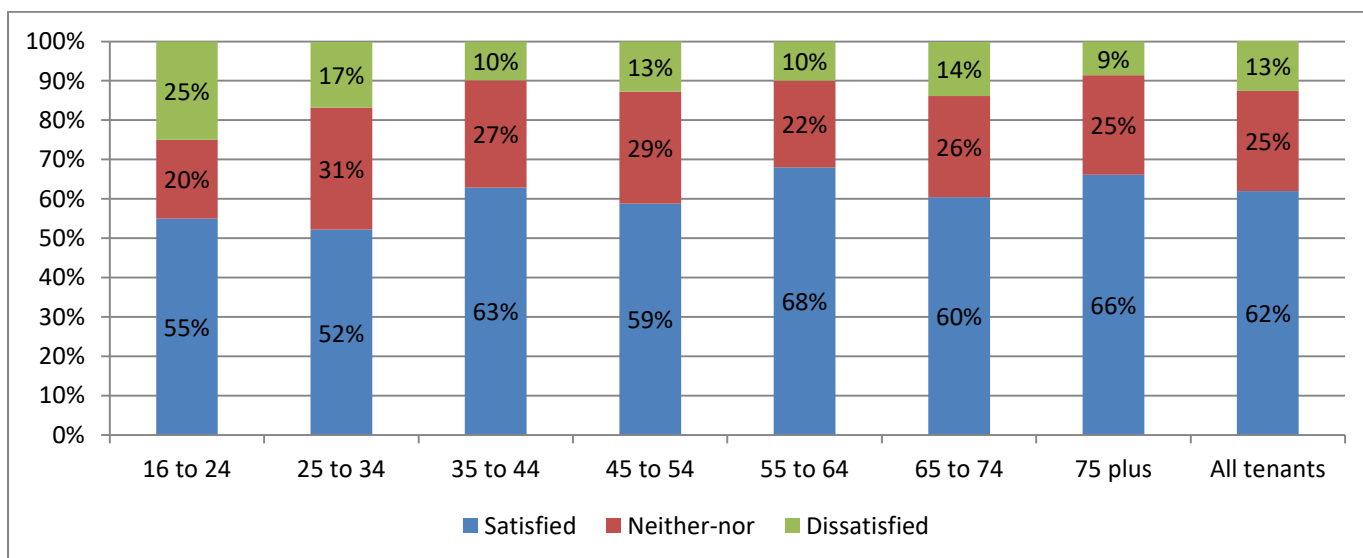
Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Housing Service's decision making process?



Tenant satisfaction with participation varies a little by age as illustrated by figure 20 which shows that tenants aged 16-34 are somewhat less likely to be satisfied when compared with older tenants e.g. 55% of tenants aged 16-24 are satisfied with participation contrasted with 66% of tenants aged 75 plus.

Figure 20 –Participation by age (base 1,003)

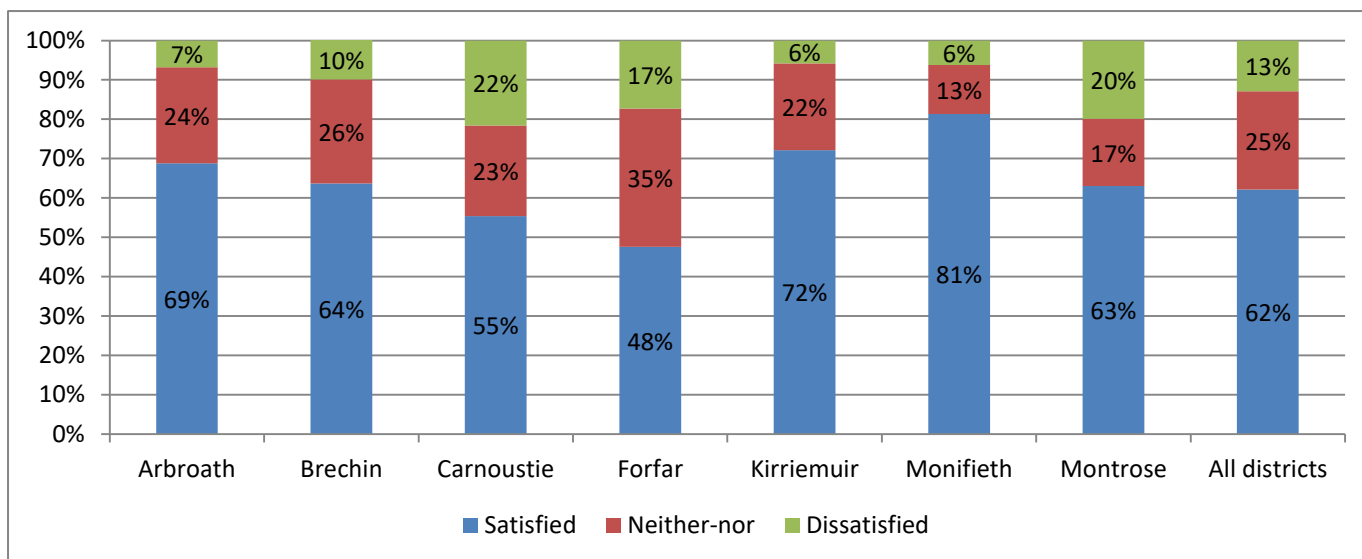
Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Housing Service's decision making process?



Satisfaction with participation by district is shown in figure 21 and indicates some element of variation with tenants in Forfar and Carnoustie less likely to be satisfied when compared with some other areas.

Figure 21 –Participation by district (base 1,003)

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 5). Overall, 16% 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 (same % as 2016). The two participatory activities that tenants are most aware of are the ‘Steering Group’ (11%) and the Rent Setting Group (11%).

Table 5 – District level awareness of participation methods (base 1,003)

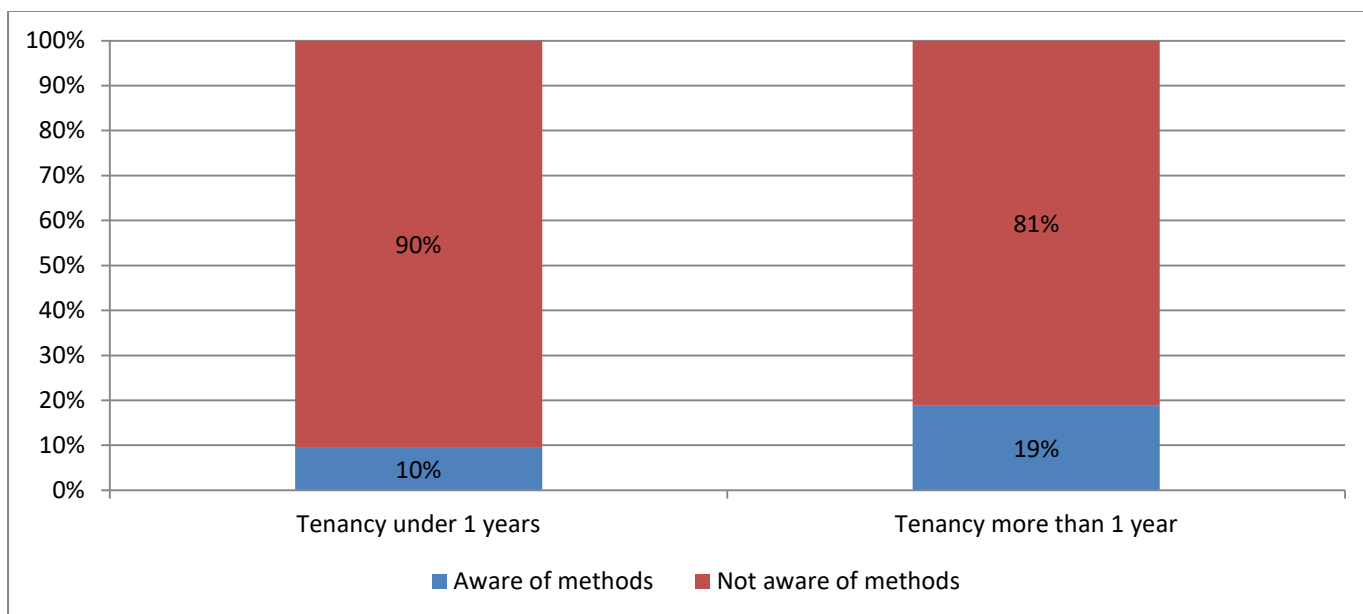
Q - Still thinking about participating in the decisions of Housing Services, are you aware of any of the following participation methods?

District and method	Steering Group	Audit & Scrutiny Group	Rent Setting Group	Scrutineers	None of these
Arbroath	16%	16%	17%	16%	72%
Brechin	10%	3%	4%	0%	88%
Carnoustie	11%	9%	12%	9%	88%
Forfar	7%	4%	11%	4%	87%
Kirriemuir	5%	3%	6%	3%	93%
Monifieth	19%	0%	6%	0%	84%
Montrose	4%	2%	7%	1%	92%
All districts	11%	7%	11%	7%	82%

Figure 22 illustrates awareness of tenant participation methods by length of tenancy and indicates that established tenants who have lived in their home for more than one year are more likely than other tenants to be aware of tenant participation methods.

Figure 22 – Awareness of participation activities by length of tenancy (base 1,003)

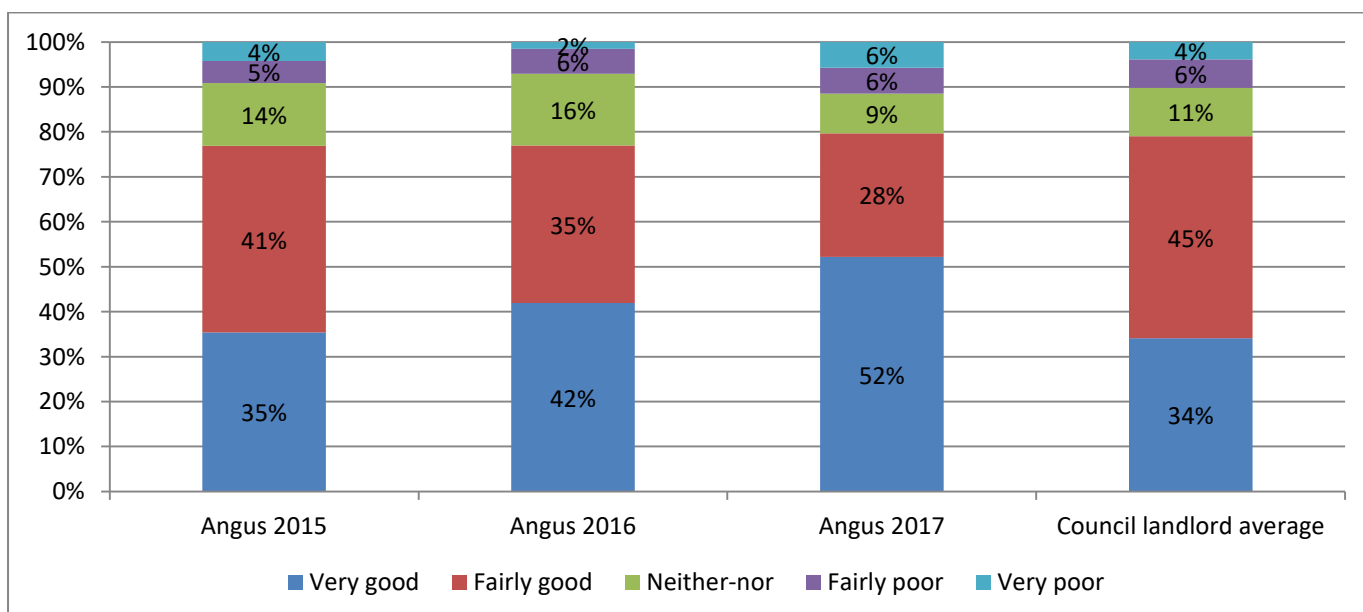
Q- Still thinking about participating in the decisions of Housing Services, are you aware of any of the following participation methods?



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, 80% of tenants were satisfied on this measure. This result is an improvement on the one achieved in 2016 (77% satisfied) and is slightly ahead of the Council sector average (79%) for this measure.

Figure 23 – Information on services and decisions (base 1,003)

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



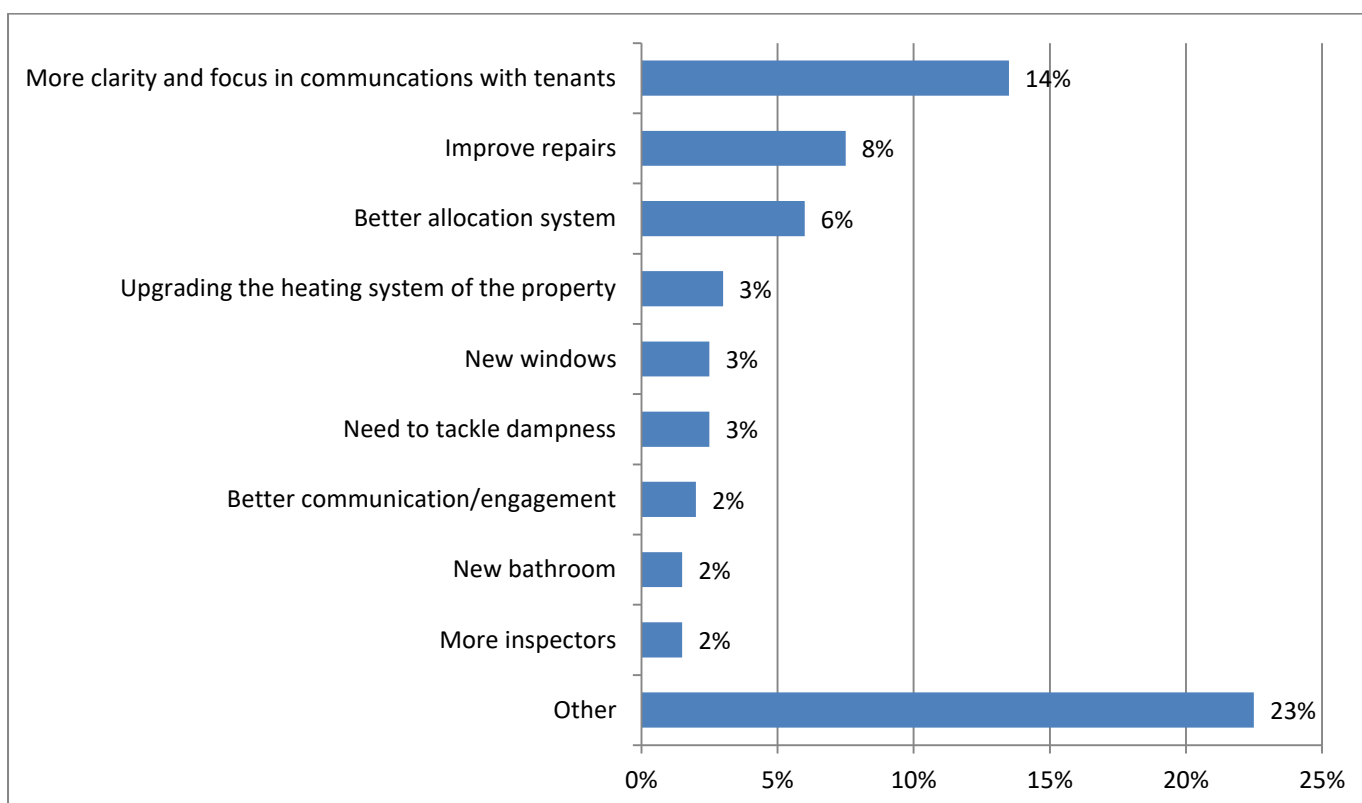
Other Changes or Service Improvements

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 tenants (20%) made one or more comments at this part of the survey, and their summarised feedback (principal comments only) is set out in figure 24. This and indicates that 14% of observations related to improved communication with tenants, whilst 8% referred to improving the repairs service. The specific tenant comments made have been set out in annex 6.

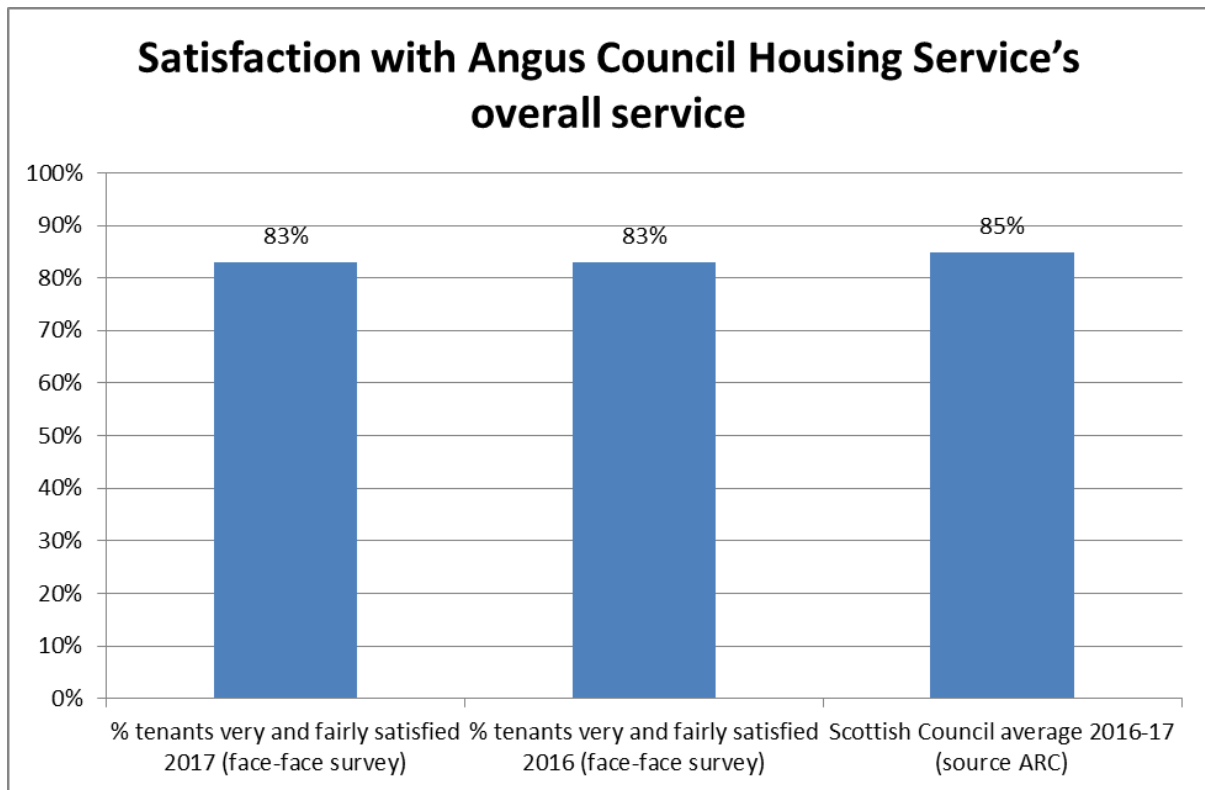
Figure 24 – Main comments relating to improving/changing the Housing Service (base 200)

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?

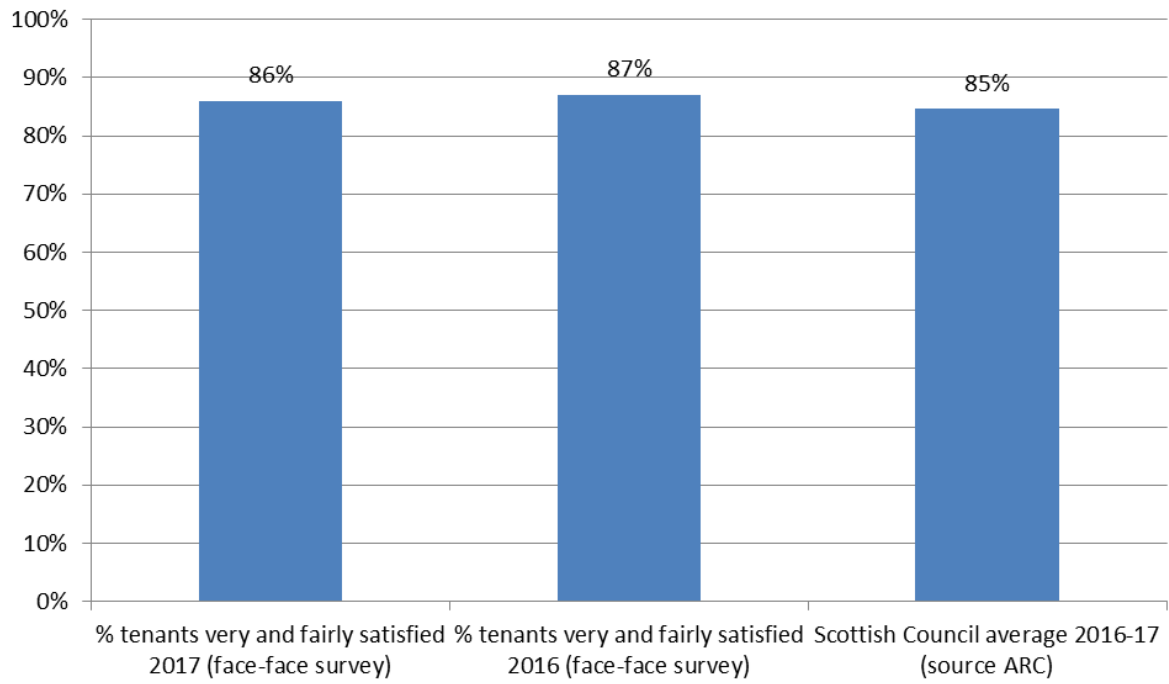


Annex 7 – List of letting areas and interview numbers

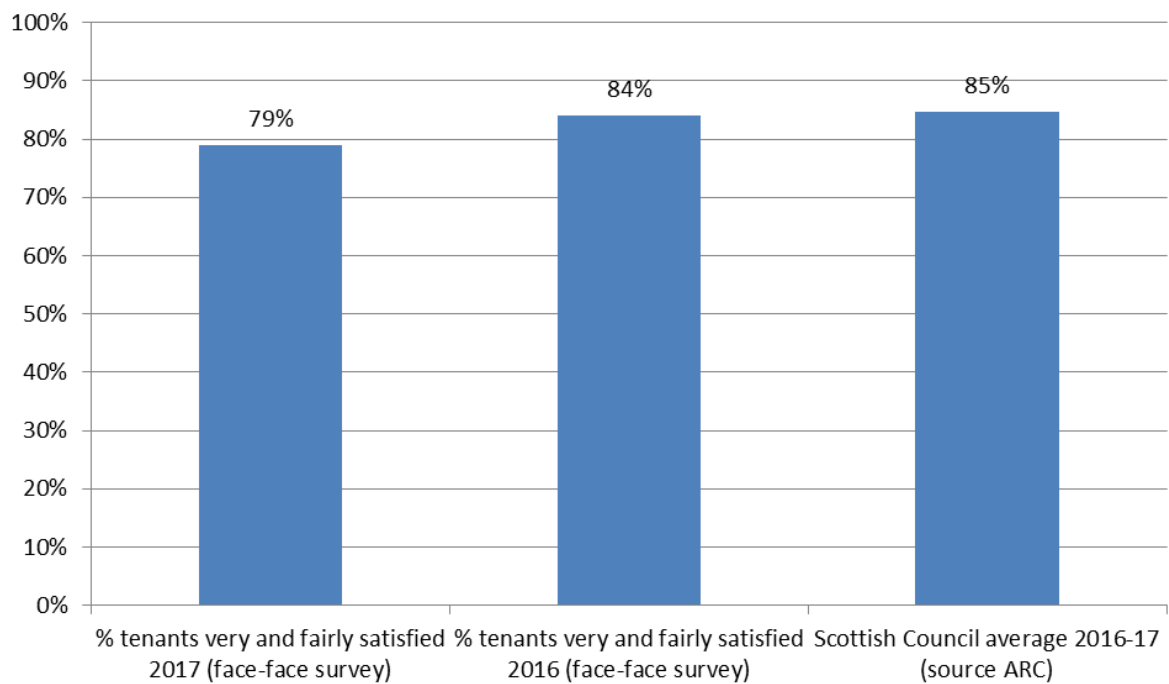
Letting Area	Count	% all interviews	Letting Area	Count	% all interviews
Arbroath Cairnie	24	2.4%	Forfar North	2	0.2%
Arbroath Central	92	9.2%	Forfar South	35	3.5%
Arbroath Clifftown	36	3.6%	Forfar West	69	6.9%
Arbroath Elms	9	0.9%	Kirriemuir Central	14	1.4%
Arbroath Hayshead	16	1.6%	Kirriemuir Knowehead	22	2.2%
Arbroath Kirkton	8	0.8%	Kirriemuir Landward	3	0.3%
Arbroath Landward	9	0.9%	Kirriemuir North	10	1.0%
Arbroath Timmergreens	60	6.0%	Kirriemuir South	38	3.8%
Arbroath Wardykes	41	4.1%	Monifieth Central	30	3.0%
Brechin Central	20	2.0%	Monifieth Landward	1	0.1%
Brechin East	11	1.1%	Montrose Barracks	29	2.9%
Brechin Landward	15	1.5%	Montrose Borrowfield	23	2.3%
Brechin North	14	1.4%	Montrose Central	36	3.6%
Brechin South	50	5.0%	Montrose Glens	41	4.1%
Carnoustie Central	26	2.6%	Montrose Landward	13	1.3%
Carnoustie East	6	0.6%	Montrose Links	17	1.7%
Carnoustie West	42	4.2%	Montrose Rossie Island	6	0.6%
Forfar Central	16	1.6%	Montrose Southesk	16	1.6%
Forfar East	67	6.7%	TOTALS	1,003	100%
Forfar Landward	36	3.6%			



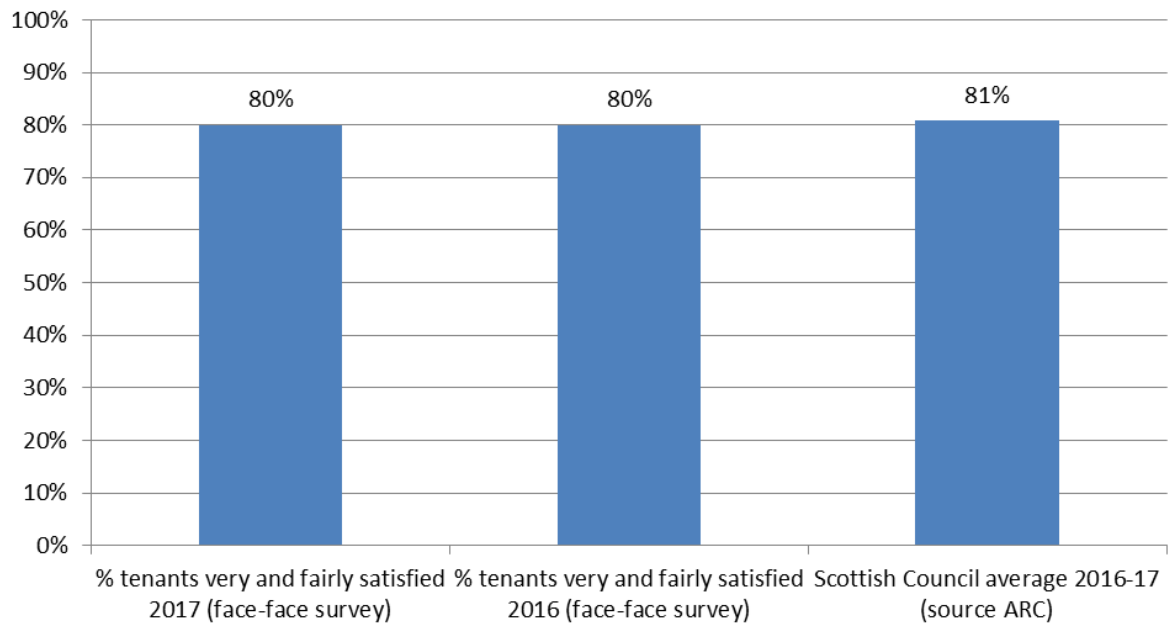
Satisfaction with quality of home



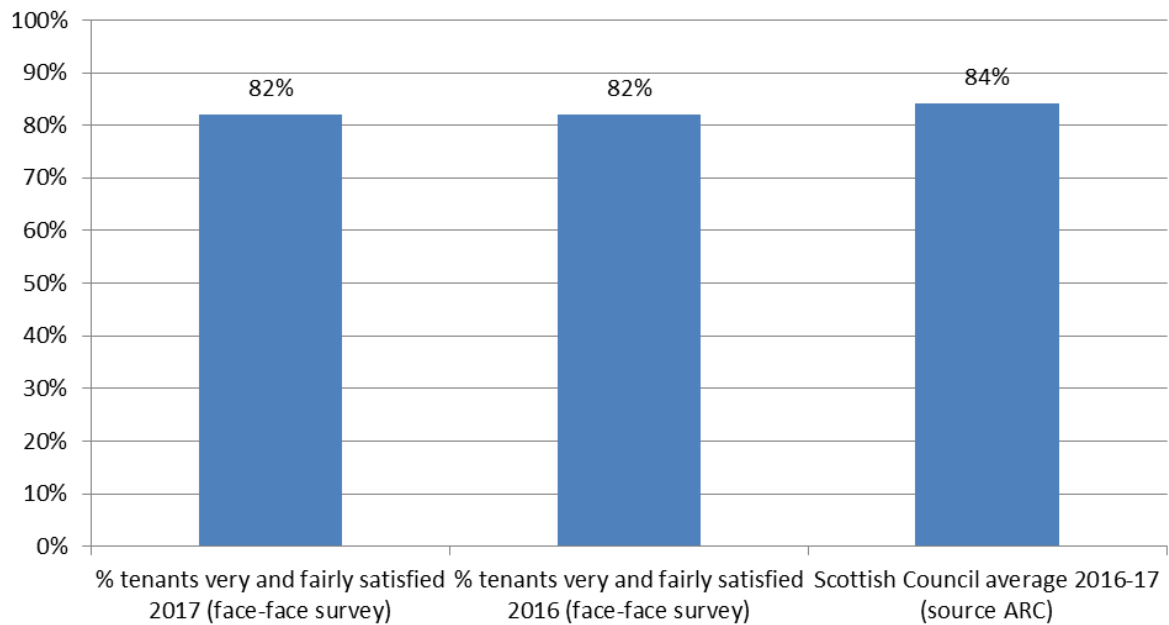
Satisfaction with re-let standard of home



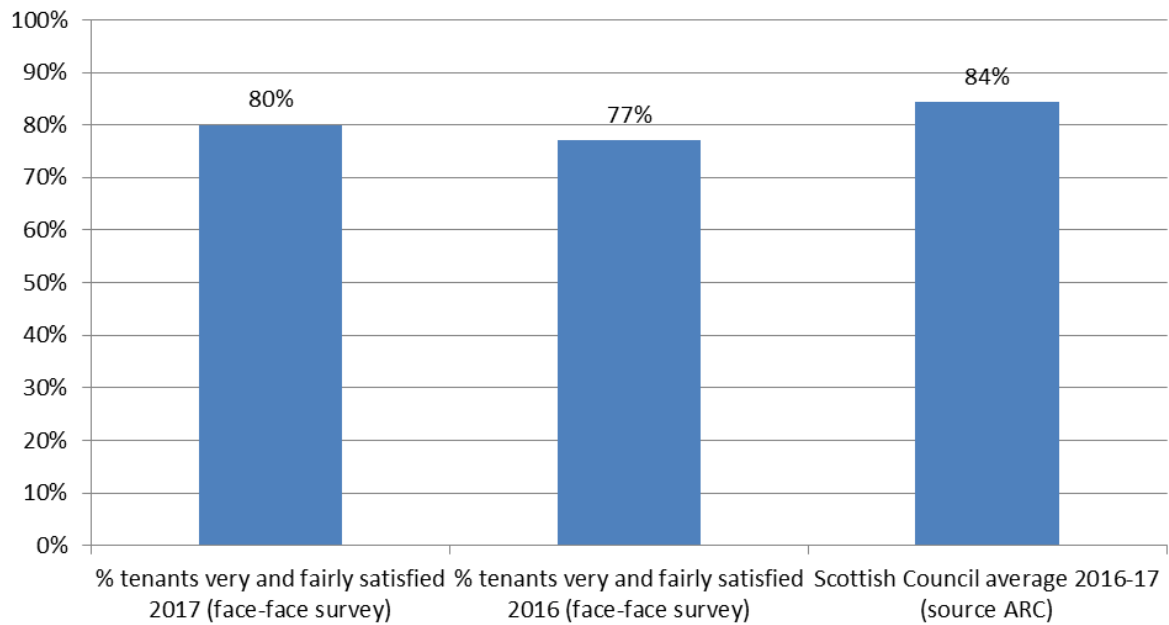
Rating of rent as very good or fairly good value for money



Satisfaction with management of neighbourhood by Angus Council Housing Service



Satisfaction with being kept informed about services and decisions



Satisfaction with opportunities to participate in decision making

