

WEST DUNBARTONSHIRE COUNCIL

Report by the Executive Director of Housing, Environmental and Economic Development

**Housing, Environment and Economic Development Committee:
8 December 2010**

Subject: Tenant Satisfaction Survey

1. Purpose

- 1.1** The purpose of this report is to provide Members with information about the Council's Tenant Satisfaction Survey carried out in September and October 2010. The report provides an indication of the survey results and explains how results will be used to contribute to improvement planning and provide benchmarks for the future measurement of performance.

2. Background

- 2.1** Within the Housing Inspection Improvement Plan (HIIP), the Council set out its commitment to conduct a comprehensive tenant satisfaction survey; to collect and report on tenant satisfaction levels on housing management services bi annually and to use these results to act as a baseline to gauge future performance in all aspects of the housing service.
- 2.2** In September 2010 the Council commissioned an independent research company, Research Resource to undertake the tenant satisfaction survey.
- 2.3** In order to ensure that the survey was as comprehensive as possible and that all our tenants had an opportunity to take part; a postal survey was selected as the preferred option. The survey mailing was sent to 10,330 tenants and because the return rate was lower than expected it was topped up with 100 questionnaire interviews carried out by telephone.
- 2.4** A total of 1,641 completed questionnaires were received, representing an overall response rate of 16%. Despite a target return of 30% the return is statistically robust and can be used to assess tenant satisfaction.
- 2.5** Percentage response rates by area are representative (Alexandria 16.2%, Clydebank 15.7%, Dumbarton 15.7% and Old Kilpatrick with 16.2%) as are response rates across the various property types.
- 2.6** Over half the respondents are aged 60 and over, over half are female (54%), 97% of respondents are of White British ethnicity and over half stated that either they or a member of their household (54%) consider themselves to have a long term illness, health condition or disability which limits their daily activities.

3. Main Issues

- 3.1** The key findings below are taken from the Executive Summary from the Tenant Satisfaction Survey Research Report 2010. The body of the report provides more detailed analysis (across population area, property type and using demographic information) than is represented by the top line results below.

Becoming a West Dunbartonshire Council Tenant
Over half of the respondents stated they have been a tenant for 21 years or more
Over half have lived in their current home for 11 years or more
Housing and Services
65% said that they are satisfied with the overall service received from West Dunbartonshire Council, 16% didn't express a view and 19% are dissatisfied Of those who expressed a view 77% are satisfied
71% said that they are satisfied with the overall quality of their home, a further 14% did not express a view and 16% are dissatisfied Of those tenants who expressed a view 82% are satisfied
62% are satisfied with the general condition of their property, 15% did not express a view and a further 24% are dissatisfied Of those tenants who expressed a view 72% are satisfied
71% are satisfied with their neighbourhood as a place to live, 12% did not express a view and 16% are dissatisfied Of those tenants who expressed a view 82% are satisfied
62% are satisfied with the value for money they receive in rent, 20% did not express a view and 18% are dissatisfied Of those tenants who expressed a view 77% are satisfied
Repairs and maintenance is considered the most important service with over 6 in 10 tenants (61%) stating this is the service they consider most important, 2 nd most important or 3 rd most important
Contact with Your Landlord
69% of respondents said they have been in contact with the Council within the last 12 months about a housing issue. The majority of these have telephoned the Council (80%). The main reason tenants get in touch is to 'report a repair' (72%)
Repairs and maintenance
59% are satisfied with the way we deal with repairs and maintenance, 13% did not express a view and 27% are dissatisfied Of those that expressed a view 69% are satisfied
Information and Consultation
66% of tenants think that the Council is good at keeping them informed, 21% did not have a view and 13% thought that the Council is poor Of those that expressed a view 83% are satisfied
Half of tenants stated that they were satisfied that the Council took account of their views, 30% did not express a view and 19% are dissatisfied

Of those tenants of expressed a view 72% are satisfied
Community Safety and Anti-social behaviour
76% of tenants feel safe when walking in their area during the day, 14% did not state that they felt safe or unsafe and 10% stated that they did not feel safe Of those tenants who expressed a view 88% feel safe
Biggest concerns for tenants are dog fouling (60%), rubbish or litter (38%), drug use or dealing (38%), car parking (38%)
Complaints
1 in 4 tenants stated they have made a complaint to the Council about a housing or housing related matter in the last 12 months. Of these respondents, the majority stated they have reported a service complaint (47%) or a complaint regarding anti social behaviour or anti social neighbours (45%).

- 3.2** Feedback to all tenants about the survey results and how the Council will use the results will be provided to all tenants using the Housing Matters newsletter in December and the Council's website.
- 3.3** The survey advertised four home improvement vouchers as an incentive. These will be selected and awarded to winning tenants.
- 3.4** The survey results will be compared to other local authorities such as Renfrewshire, East Dunbartonshire, Inverclyde, South and North Lanarkshire to allow the Council to start to benchmark its performance against other local authorities
- 3.5** Survey findings will be discussed with tenant organisations and examined in detail by officers. An action plan will be drawn up by officers before 31st December which will demonstrate how the findings and analysis will contribute to improvement planning.

4. People Implications

- 4.1** There are no issues relating to this report.

5. Financial Implications

- 5.1** There are no financial issues relating to this report.

6. Risk Analysis

- 6.1** There is a risk that failure to follow up and act on the outcome of the tenant satisfaction survey would compromise the improvements in the delivery of housing services, attract an adverse reaction from the Scottish Housing Regulator, which could have wider consequences for the Council in the context of Best Value.

7. Equalities Impact

- 7.1** No significant issues were identified in a screening for potential equality impact of this report.

8. Conclusions and Recommendations

- 8.1** The outcomes of the Tenant Satisfaction Survey will contribute to improvement planning and a progress report will be provided to future HEED Committee. The survey will be carried out bi-annually and results will be used to gauge future performance and identify areas for improvement.
- 8.2** It is recommended that the Committee note the progress of the Tenant Satisfaction Survey.

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Date: 12 November 2010

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Appendix:	None
Background Papers:	None
Wards Affected:	All