

Tenant Satisfaction Survey 2022

Full Survey Report

MIDLOTHIAN COUNCIL HOUSING SERVICE

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CONTENTS

Summary of key satisfaction results	Page 1
Executive summary	Page 2-6
Introduction	Page 7-10
Overall tenant satisfaction	Page 11-15
Housing quality satisfaction	Page 16-19
Repair service	Page 20-23
Information, participation, and contact	Page 24-26
Rent value for money	Page 27-30
Neighbourhood management satisfaction	Page 31-33
Annex 1 to 4	Page 34-46

TABLE A - SUMMARY OF KEY SATISFACTION RESULTS FROM TENANT SATISFACTION SURVEY 2022

<u>ARC indicator number</u>	<u>Measure</u>	<u>% tenants very and fairly satisfied 2019 (700 cases)</u>	<u>% tenants very and fairly satisfied 2022 (750 cases)</u>	<u>Council housing average since April 2020¹</u>
<u>Indicator</u>	<u>Survey method</u>	<u>Face to face</u>	<u>Face to face</u>	<u>Mixed methods</u>
Indicator 1	Satisfaction with Midlothian Council's overall service	84.4%	81.5%	79.6%
Indicator 2	Satisfaction with being kept informed about services and decisions	85.0%	80.1%	80.8%
Indicator 5	Satisfaction with opportunities to participate in decision making	81.6%	77.9%	74.8%
Indicator 7	Satisfaction with quality of home	83.7%	83.9%	77.2%
Indicator 12	Satisfaction with repairs in last year	82.4%	72.4%	91.2% ²
Indicator 13	Satisfaction with contribution of Midlothian Council to management of neighbourhood	81.1%	85.5%	77.3%
Indicator 25	Rating of rent as very good or fairly good value for money	84.4%	80.8%	79.1%

¹ Based on a sample of approx. 20,000 council tenants surveyed across 18 Landlords since April 2020 - weighted average (source SHR)

² Includes transactional repairs satisfaction data which is generally more positive than TSS data

Executive Summary

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Midlothian Council's Housing Service (the Council) using an interviewer led face to face questionnaire. The survey was administered between August 3rd 2022 and September 17th 2022 and by the conclusion of the survey period, 750 tenants had completed a survey, representing 41.6% of all sampled tenants.

Overall satisfaction

- Taking everything into account, 81.5% of Council tenants are satisfied with services overall in 2022 whilst 11.7% are dissatisfied. In 2019, 84.4% of tenants were satisfied overall whilst the Scottish council social housing average is currently 79.6%³.
- Analysis of the responses for overall tenant satisfaction by property style illustrates some degree of variation, e.g. 92.1% of tenants living in amenity homes are satisfied overall, which contrasts with the views of those living in four in a block, where 77.8% are satisfied overall.
- Tenant satisfaction by household size and composition shows that smaller households (86.5% satisfied), and those who do not have children at home (83.1%) tend to be more satisfied overall than larger households (78.2% satisfied), and those that do have children in the home (76.5%).
- Amongst the most positive tenants in terms of overall satisfaction are those who are aged 65 plus (89.9% satisfied), tenants who are retired (89.9%), or those who receive full rent payment (84.5%). Conversely, the tenants who are least satisfied include younger tenants e.g., those aged 16-34 (76.6% satisfied) or tenants who are 'other not working'⁴ (69.7%).
- Although we cannot say for certain that this scenario applies to the Council's result for overall satisfaction we have observed in other recent tenant satisfaction surveys that a tenant's experience of service delivery and support during lockdown has a bearing on how they respond to the question of overall satisfaction i.e. where the tenant said they were satisfied with lockdown service delivery/support, an above average proportion of these tenants were also satisfied with housing services overall; the opposite applies in the case of tenants who were dissatisfied with services and support during lockdown. This lockdown effect may be one explanation for the 3% point reduction in the Council's overall satisfaction figure compared to 2019.

Housing quality

- Most tenants (83.9%) are satisfied with housing quality (8.3% are dissatisfied). The 2022 figure for satisfaction is very similar to 2019 (83.7% satisfied) but is ahead of the sector average (77.2%).
- In relation to tenant profile, satisfaction with housing quality is highest amongst tenants who are aged 65 plus or retired (both 91.6% satisfied) or within single person households (87.6%). Conversely, satisfaction is lowest amongst households containing children (77.5%), tenants aged 35 to 44 (76.5%), and those who are 'other not working' (75.0%).
- There is some amount variation in satisfaction with housing quality by property type i.e. amenity/wheelchair (89.4% satisfied) and semi/detached (86.6%), compared to four in a block (81.6%), and flats (77.4%).
- Housing quality satisfaction is highest for tenants living in smaller homes, e.g., 1 bed properties (92.8% satisfied), and lowest for those living 4 or more bed homes (69.2%)
- Around six in ten tenants (64.4%) said that their home was energy efficient whereas 25.9% said this was not the case and 9.7% did not know. In relation to heating, approx. half of tenants (50.9%) said they could afford to heat

³ Based on a sample of approx. 20,000 tenants surveyed across 18 Landlords since April 2020 - weighted average (source SHR)

⁴ Carers, job seekers, stay at home parents and those in education/training

their home whilst more than one in four (26.4%) said they could not afford to heat their home (22.7% said 'don't know').

- Analysis of the impact of 'heating the home' on tenants' views of housing quality illustrates that where a tenant can afford to heat their home, 92.4% are satisfied with housing quality whereas in the case of tenants who cannot afford to heat their home, housing quality drops to 66.7%.
- Tenants who found it difficult to afford to heat their home said that their landlord could assist them by improving windows (42.9%), improving doors (30.3%), and by better insulating their home (23.2%).

Repairs service

- Amongst tenants whose homes have been repaired in the last year, 72.4% are satisfied with the last repair whilst 19.3% are dissatisfied. In 2019, satisfaction with repairs was 82.4%, whilst the sector average (which includes landlords' transactional repairs data) is 91.2%.
- In terms of property type, the most satisfied tenants by property type are those living in four in a block house formats (85.9%) whilst satisfaction for those living in flats is much lower at 65.0%.
- Assessing repair service satisfaction by the tenant's economic status indicates that the most satisfied tenants in terms of repairs carried out in the last year are those who are unable to work (77.8% satisfied), or retired (77.5%), whilst the least satisfied tenants are those who are working (66.6%).
- Analysis of repair service satisfaction by period (within the last year) shows that tenants with repairs that were completed up to two months ago are more satisfied (75.9%) than those whose homes have received repairs in an earlier period. This may suggest that repair service satisfaction has been improving across the Council during the last 12 months.

Information, participation, and committee awareness

- In 2022, 80.1% of tenants rated 'being kept informed' as good, whilst 13.1% said that Council was poor on this measure (and 6.8% replied 'neither good nor poor'). Tenant satisfaction with being kept informed is somewhat lower than the 2019 survey (85.0% saying good). The council sector average for this figure in 2022 is 80.8%.
- Approx. eight in ten tenants (77.9%) are satisfied with opportunities to participate whilst 12.3% are dissatisfied on this measure. In 2019, 81.6% were satisfied whilst the current sector average for tenant participation is 74.8%.
- Satisfaction on the participation aspect of the housing service varies by tenant profile ranging from 85.1% for tenants who are retired to 66.0% for tenants aged 16-34. Lower satisfaction amongst the Council's younger tenants may indicate a lack of awareness/interest in this aspect of the Council's housing service i.e., 16.5% of tenants aged 16-34 answered 'neither satisfied nor dissatisfied' for this question.
- Most tenants (55.5%) are not particularly interested in getting involved in giving their views to their landlord. Where tenants do wish to give their views, use of surveys is the most popular method.

Contact and communication

- Tenants' preferences for contacting Council in the future are principally telephone i.e. mobile (63.9%) and landline (29.1%). Digital methods e.g. email (14.1%) and text (10.9%) are also popular with tenants as ways of contacting Council. Most tenants prefer to be kept informed by their landlord by means of letter (58.8%), telephone (43.7%), email (21.5%), and letter (19.5%).

Rent

- Eight in ten tenants (80.8%) rate rent as good value for money, whilst 5.4% say that rent is poor value (and 13.9% answered 'neither good nor poor' value). In 2019, 84.4% rated rent as good value, whilst the 2022 Council sector average is 79.1%.
- Analysis by property size shows that tenants living in one bed homes are the most positive on this measure (87.6% say rent is good value), whilst the least positive are those tenants who live in four or more bed homes (76.9%).
- In relation to property type, those living in amenity/wheelchair adapted homes (92.1% say 'good value') are the most likely to say that rent is good value for money whilst the least likely to rate rent value as good are tenants living in four in a block properties (75.2%).
- Considering tenant profile, amongst the most positive tenants on rent value are those who can afford to heat their home (88.5% say rent is good value), and tenants who are aged 65 plus or retired (both 87.7%). The least positive on this measure are households who cannot afford to heat their home (66.1% say rent is good value), those who are neutral⁵ on this question (61.0%) and tenants who said their housing quality was poor (46.8%).

Neighbourhoods

- Most tenants, (85.5%) are satisfied with neighbourhood management whilst 6.5% are dissatisfied. In 2019, 81.1% of tenants were satisfied with 'neighbourhood management' whilst the sector average in 2022 is 77.3%. We observe that neighbourhood management is the only comparable ARC indicator where the council's 2022 survey score is higher than it was in the previous survey.

Conclusions

The 2022 tenant satisfaction survey indicates that the majority of tenants (81.5%) are satisfied with the overall service they receive from their landlord but that satisfaction in general has declined since 2019, and that some of this decline is likely in part to be explained by the enduring effect of lockdown service delivery on the views of a minority of tenants.

Possible areas for further investigation

Whilst a majority of tenants have expressed satisfaction with the housing service they receive from the Council, a minority have identified some dissatisfaction and based on the tenant feedback in these and other areas, we would propose the following as having potential for further investigation.

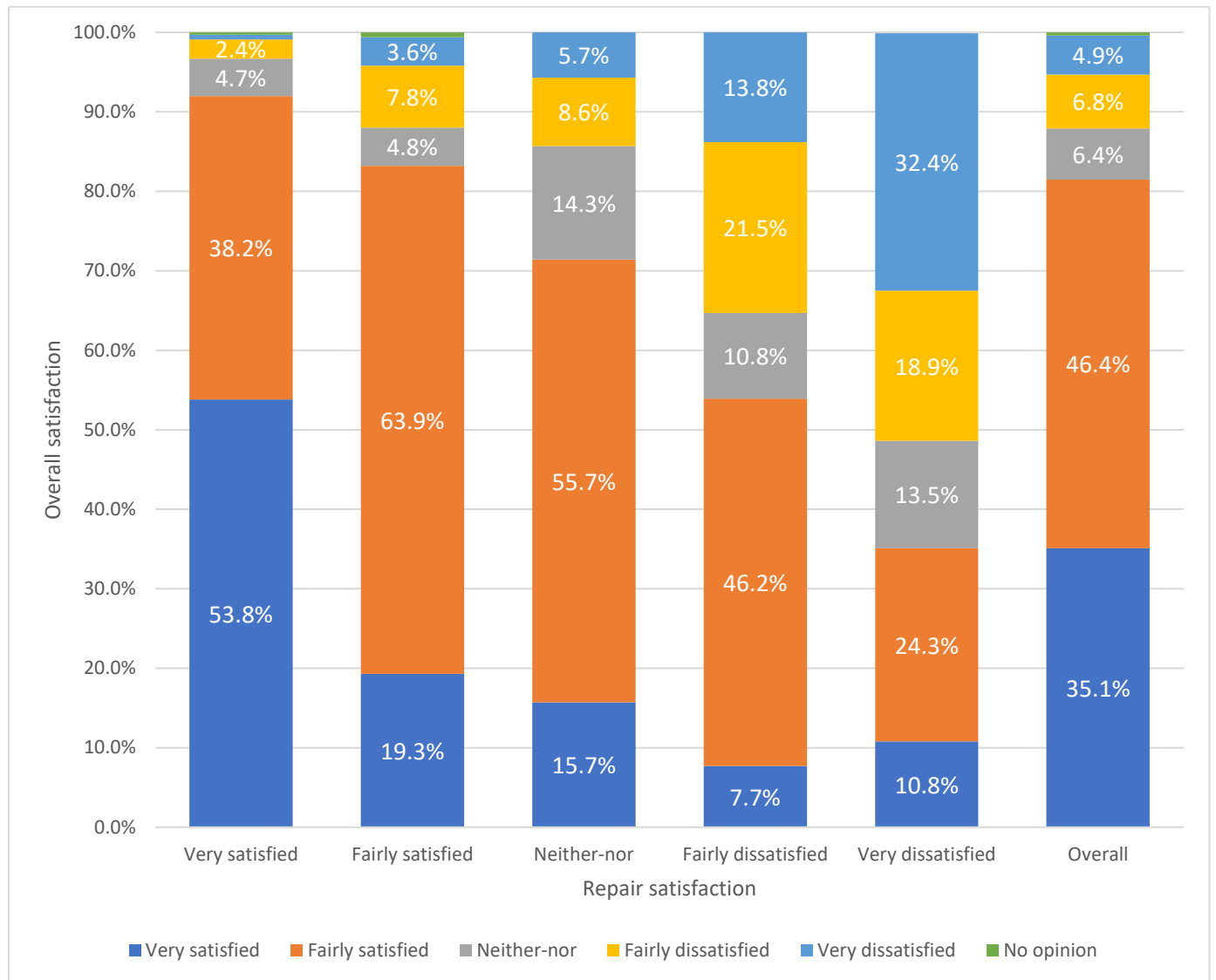
- Considering what actions might improve the Council's **service overall**, the three main improvements are:
 - Providing a better repair service (20.0% of all tenants)
 - Improving the inside of the home (12.3%)
 - Improving communication (6.5%).
- On improving **housing quality**, the three main improvement items are:
 - Improving windows (14.8% of all tenants)
 - Improving the bathroom (14.5%)

⁵ Responded 'neither satisfied nor dissatisfied' on housing quality

- Improving the kitchen (12.9%) .
- Additionally, on the matter of housing quality, making it easier for tenants to **heat their home** by improving windows, improving doors, and providing better internal insulation.
- From the perspective of **property repairs**, the three main areas for improvement are:
 - Reducing the time it takes to start a repair (23.2% of all tenants)
 - Reducing the time it takes to complete a repair (18.1%)
 - Make it easier to report a repair (12.2%).
- Considering **rent value for money**, the three main suggestions for improving rent value are:
 - Providing a better repair service (13.7% of all tenants)
 - Reducing the level of rent increases (13.7%)
 - Improving the inside of the home (11.9%).
- In relation to **keeping tenants informed** on services and decisions, we note that more than one in ten tenants (13.1%) rate this aspect of services as poor and that this is a higher level of dissatisfaction than the Scottish Council average (10.0% in 2022). We consider that part of the reason for this outcome is dissatisfaction around repairs or upgrades communication/information i.e. for those tenants who were dissatisfied with their last property repair, more than one in three (35.7%) said that being kept informed was poor. We also detect in the comments that tenants made about overall improvement that there is some dissatisfaction relating to a lack of follow up information when dealing with the service.
- The three main improvements that tenants are seeking in relation to **neighbourhood management** are:
 - Deal better with problem neighbours (9.5% of all tenants)
 - Tackling dog fouling (7.2%)
 - Maintaining trees, shrubs, and grass areas (6.5%).
- Finally, we observe that the **repair service** features in a number of improvement areas e.g. as an improvement item relating to overall service, as a value for money improvement, as an element of dissatisfaction with information provision, and as part of the comments made by tenants in relation to housing quality improvement.
- Figure A below shows the association between satisfaction with the maintenance service and overall satisfaction i.e. as repairs/maintenance service satisfaction moves from very satisfied to very dissatisfied so the satisfaction with the Council's overall housing service declines i.e., in the case of those tenants who were very satisfied with their last property repair, 92.0% were also satisfied with the housing service overall. In contrast, where the tenant is dissatisfied with their last property repair, overall satisfaction with the housing service is 35.1%. In figure A, those tenants who are dissatisfied with their last property repair represent 15.1% of all the tenants shown, and therefore, the impact of their view on overall satisfaction with the housing service is fairly significant.

Figure A – all repairs

Q- Overall satisfaction with housing services compared to satisfaction with last property repair



Introduction

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Midlothian Council's Housing Service (the Council) using an interviewer led face to face questionnaire. The survey was administered between August 3rd 2022 and September 17th 2022.

Survey sampling and survey response

The survey sampling frame comprised a stratified random sample of 1,875 tenant properties drawn from a population comprising all housing units (being 6,536 properties). Face to face (door to door) interviewing took place using a proportionate sampling method whereby interviews were administered according to factors such as location, number of bedrooms, property type etc. The adjusted survey response rate based on completing 750 interviews is 41.6%; this excludes 72 tenants who asked to be withdrawn from the interview process at the pre-survey stage⁶.

Property and location profile

Property type

As illustrated in table B, most interviews were carried out with tenants living in mid-terraced homes (22.8%); this compares to 23.6% of all tenants living in this type of property.

Table B – Survey sample by property type

<u>Property type</u>	<u>Interviews</u>	<u>% interviews</u>	<u>Property type</u>	<u>Stock</u>	<u>% stock</u>
House Mid Terrace	171	22.8%	House Mid Terrace	1,541	23.6%
House End Terrace	123	16.4%	House End Terrace	1,106	16.9%
House Semi Detached	117	15.6%	House Semi Detached	1,039	15.9%
Four In Block Upper	94	12.5%	Four In Block Upper	731	11.2%
Four In Block Ground	91	12.1%	Four In Block Ground	797	12.2%
Flat - Stair Ground	43	5.7%	Flat - Stair Ground	326	5.0%
Flat - Stair 1St Flr	40	5.3%	Flat - Stair 1St Flr	356	5.4%
House Amenity	33	4.4%	House Amenity	282	4.3%
Flat - Stair 2Nd Flr	22	2.9%	Flat - Stair 2Nd Flr	196	3.0%
House Detached	9	1.2%	House Detached	77	1.2%
House Wheelchair	5	0.7%	House Wheelchair	53	0.8%
Flat - Stair 3Rd Flr	1	0.1%	Flat - Stair 3Rd Flr	9	0.1%
House Bungalow	1	0.1%	House Bungalow	16	0.2%
Other formats	-	0.0%	Other formats e.g., studio	7	0.1%
Total	750	100.0%	Total	6,536	100.0%

Property size

As set out in table C, across a total of 750 completed surveys, there was a close match between the proportion of 'completes' by number of bedrooms and the 'all stock' percentages e.g. 54.1% of all interviews were completed with tenants living in 2 bed homes compared to 54.5% of all tenants who live in this size of property .

⁶ Effective sample was 1,803; note that 12 tenants asked to be surveyed by phone

Table C – Survey sample by number of bedrooms

<u>Beds</u>	<u>Interviews</u>	<u>% interviews</u>	<u>Beds</u>	<u>Stock</u>	<u>% stock</u>
1 bed	97	12.9%	1 bed	836	12.8%
2 bed	406	54.1%	2 bed	3,561	54.5%
3 bed	208	27.7%	3 bed	1,825	27.9%
4 or more	39	5.1%	4 or more	314	4.9%
Totals	750	100.0%	Total	6,536	100.0%

Location

Table D considers the breakdown of completed surveys by location. This shows a close match between the locations that were surveyed and the spread of these areas within the Council's population e.g., 19.1% of surveys were completed with tenants living in Dalkeith which compares to 19.7% of all tenants living within this location.

Table D - Survey sample by location

<u>Interview location</u>	<u>Interviews</u>	<u>% interviews</u>	<u>Stock location</u>	<u>stock</u>	<u>% stock</u>
Dalkeith	143	19.1%	Dalkeith	1,288	19.7%
Penicuik	126	16.8%	Penicuik	1,057	16.2%
Bonnyrigg	121	16.1%	Bonnyrigg	1,031	15.8%
Gorebridge	82	10.9%	Gorebridge	702	10.7%
Mayfield	72	9.6%	Mayfield	593	9.1%
Loanhead	71	9.5%	Loanhead	562	8.6%
Danderhall	37	4.9%	Danderhall	308	4.7%
Newtongrange	25	3.3%	Newtongrange	253	3.9%
Pathhead	14	1.9%	Pathhead	124	1.9%
Poltonhall	12	1.6%	Poltonhall	99	1.5%
Rosewell	11	1.5%	Rosewell	92	1.4%
Gowkshill	10	1.3%	Gowkshill	96	1.5%
Bilston	8	1.1%	Bilston	112	1.7%
Easthouses	7	0.9%	Easthouses	57	0.9%
Roslin	5	0.7%	Roslin	58	0.9%
Auchendinny	3	0.4%	Auchendinny	19	0.3%
Other Areas e.g., Lasswade etc.	3	0.4%	Other areas e.g., Lasswade etc.	85	1.3%
Total	750	100.0%	Total	6,536	100.0%

Person profile

As illustrated in table E, a wide range of tenant ages took part in the survey e.g., 11.6% of respondents were aged 25 to 34. Note in the case of table E comparisons between the survey interviews and stock percentages should be treated with care as a large proportion of stock ages in the Council's stock database have not been reported (11.1%).

Table E - Survey sample age break

<u>Age</u>	<u>Interviews</u>	<u>% interviews</u>	<u>Age</u>	<u>Stock</u>	<u>% stock</u>
16 to 24	16	2.1%	16 to 24	125	1.9%
25 to 34	87	11.6%	25 to 34	844	12.9%
35 to 44	115	15.3%	35 to 44	1,149	17.6%
45 to 54	144	19.2%	45 to 54	1,204	18.4%
55 to 64	144	19.2%	55 to 64	1,185	18.1%
65 to 74	130	17.3%	65 to 74	753	11.5%
75 plus	106	14.1%	75 plus	551	8.4%
Rather not say	8	1.1%	Rather not say	725	11.1%
Total	750	100.0%	Total	6,536	100.0%

Table F illustrates the break-down of survey responses by household size/type. This shows a wide range of households for example, 14.8% of all surveyed households comprised one adult under 60 years of age, 22.8% comprised one adult aged 60 and over etc. Households containing children represent 26.7% of all households that were surveyed.

Table F –Survey sample by household size/composition (base 750)

<u>Household size/composition</u>	<u>% all surveys</u>	<u>Household size/composition</u>	<u>% all surveys</u>
One adult under 60	14.8%	1 adult with children	12.0%
One adult aged 60 or over	22.8%	2 adults with children	11.5%
Two adults both under 60	9.2%	3 or more adults with children	3.2%
Two adults, at least one 60 or over	17.2%	Declined	0.8%
Three or more adults 16 or over	8.5%	Totals	100.0%

As set out in table G, most surveyed tenants were either or working (37.2%), retired (31.7%), or unable to work (16.1%). This table will add to more than 100% because tenants may have chosen more than one status e.g. part time work and student.

Table G –Survey sample by tenant status (base 750)

<u>Status</u>	<u>% all surveys</u>	<u>Status</u>	<u>% all surveys</u>
Full time/part time work	37.2%	Job seeker	4.8%
Retired	31.7%	Carer	4.7%
Unable to work	16.1%	Student/training	1.0%
Not seeking work/at home with children	5.7%	Declined	1.3%

Ethnic origin

Most tenants surveyed were white, e.g. 91.7% declared themselves to be 'White Scottish', 6.1% said they were 'White British'.

Housing benefit status

Just over five in ten tenants (54.9%) received government assistance to pay their rent whilst 42.3% were in not in receipt of any government help to pay their rent. A small proportion of tenants did not know or declined to answer this question (2.8%).

Report layout and weighting

This report sets out tenant feedback on the questions that were posed in the survey. For each section, figures are provided alongside the relevant commentary. We have set out in the data tables an analysis of the survey results by characteristics such as property size etc. The survey data is unweighted because as illustrated in the preceding tables, there is reasonable match between the tenants, locations and properties that were surveyed and the wider tenant population on these measures.

Comparisons

Throughout the report we have made comparisons where possible with the Council's previous tenant satisfaction survey (2019).

Rounding

Note that as a result of the way Excel deals with rounding (rounding up all data), some figures in the charts and tables contained within this report may not sum to exactly 100%.

Small data sets

To make it easier to read the Excel charts, any figures of 2% or less have been excluded from the chart displays.

Margin of error

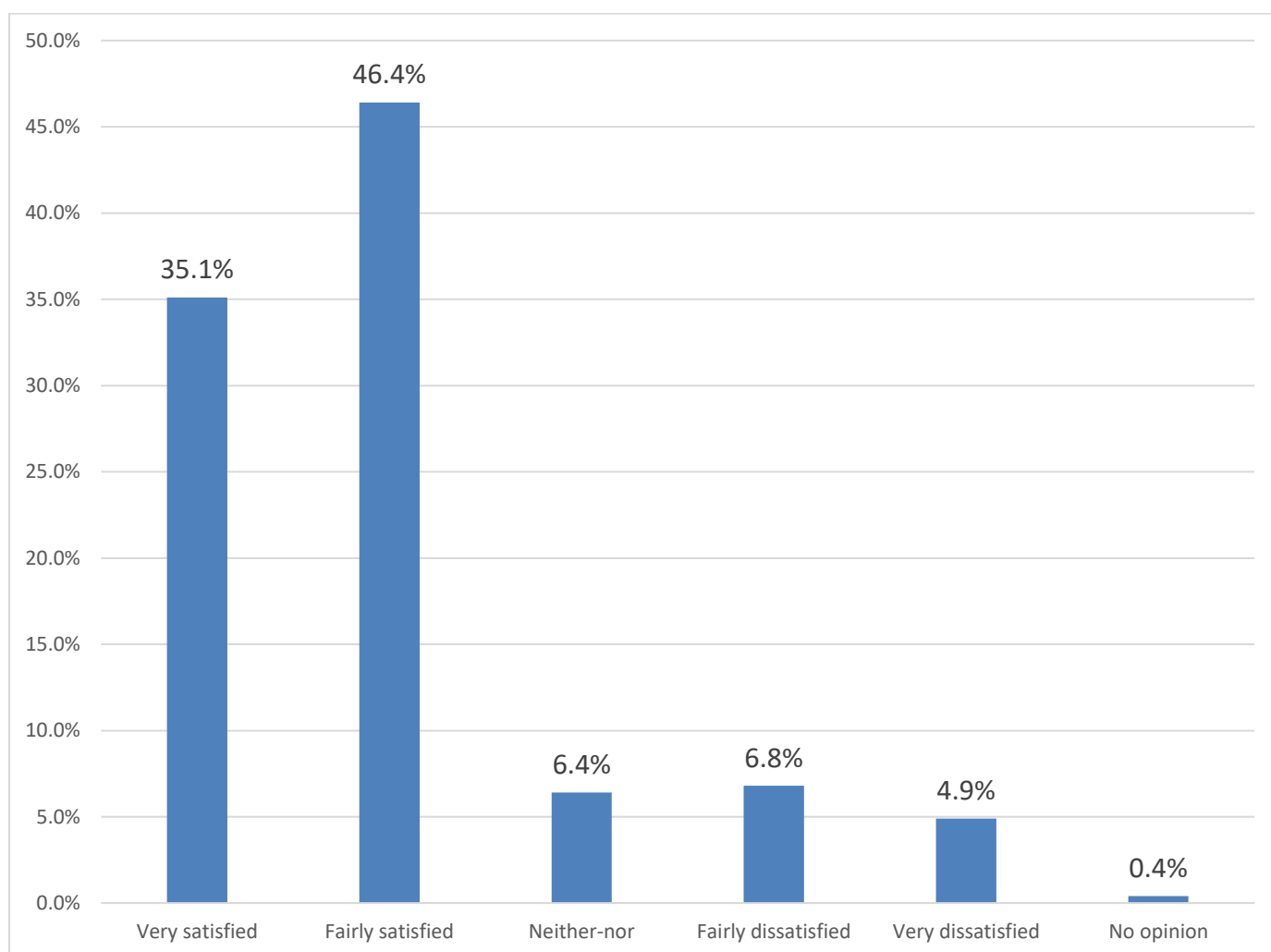
Based on an available population of 1,803 households, and a response rate of 750 completed surveys, the margin of error for the data contained in this survey is $\pm 2.7\%$.

Overall tenant satisfaction

Figure 1 sets out the level of tenant satisfaction with the overall service provided by Midlothian Council (the Council) and illustrates that 81.5% of tenants are satisfied in 2022. Approx. one in ten tenants (11.7%) are dissatisfied with the Council's service overall. The comparable Council satisfaction figure for 2019 was 84.4% whilst the Scottish social housing average satisfaction level for councils is currently 79.6%.⁷

Figure 1 –Satisfaction with the overall service provided by the Council (base 750)

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



Impact of lockdown

Although we cannot say for certain that this scenario applies to the Council's result for overall satisfaction we have observed in other recent tenant satisfaction surveys that a tenant's experience of service delivery and support during lockdown has a bearing on how they respond to the question of overall satisfaction i.e. where the tenant said they were satisfied with lockdown service delivery/support, an above average proportion of these tenants were also satisfied with services overall; the opposite applies in the case of tenants who were dissatisfied with services and support during lockdown. This lockdown effect may be one explanation for the 3% point reduction in the Council's overall satisfaction figure compared to 2019.

⁷ Based on a sample of approx. 20,000 tenants surveyed across 18 landlords since April 2020 - weighted average (source SHR)

Property size

Considering overall tenant satisfaction by property size (as measured by number of beds), satisfaction ranges from 89.7% satisfied for tenants living in 1 bed homes through 82.2% (2 bed), to 76.9% for 3 and 4 bed plus homes.

Property style

Analysis of the responses for overall tenant satisfaction by property style (table 1) illustrates some degree of variation, e.g. 92.1% of tenants living in amenity homes are satisfied overall, which contrasts with the views of those living in four in a block, where 77.8% are satisfied overall.

Table 1 - Overall satisfaction by property type (base 750)

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

<u>Type</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
Amenity ⁸	47.4%	44.7%	-	5.3%	2.6%	-
Semi/detached	36.2%	46.5%	5.5%	7.9%	3.9%	-
Terraced	31.0%	51.4%	8.2%	5.8%	3.7%	-
Flat	38.7%	41.5%	5.7%	8.5%	4.7%	0.9%
Four in a block	36.2%	41.6%	5.9%	7.0%	8.1%	1.1%
All types	35.1%	46.4%	6.4%	6.8%	4.9%	0.4%

Tenant profile

Table 2 illustrates tenant satisfaction by household size and composition and shows that smaller households (86.5% satisfied), and those who do not have children in the household (83.1%) tend to be more satisfied overall than larger households (78.2% satisfied), and those that have children in the home (76.5%).

Table 2 - Overall satisfaction by tenant profile (base 750)

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

<u>Tenant profile</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
Single person household	40.4%	46.1%	2.8%	6.0%	3.9%	0.7%
Two or more-person household	32.3%	45.9%	8.7%	7.4%	5.6%	0.2%
No children in household	37.5%	45.6%	5.7%	6.4%	4.4%	0.4%
Children in household	29.5%	47.0%	8.5%	8.0%	6.5%	0.5%
All tenants	35.1%	46.4%	6.4%	6.8%	4.9%	0.4%

As illustrated in table 3, amongst the most positive tenants in terms of overall satisfaction are those who are aged 65 plus (89.9% satisfied), tenants who are retired (89.9%), or those who receive full rent payment (84.5%). Conversely, the tenants who are least satisfied include younger tenants e.g., those aged 16-34 (76.6% satisfied) or tenants who are other not working⁹ (69.7%).

⁸ Includes wheelchair properties

⁹ Comprising stay at home parents, job seekers, carers and those in training

Table 3 - Overall satisfaction by tenant profile (base 750)

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

<u>Tenant profile</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
65 plus	46.2%	43.6%	4.2%	3.4%	2.5%	-
Retired	44.5%	45.3%	4.2%	2.5%	3.4%	-
Yes, all of my rent is covered by benefits	40.1%	44.4%	4.7%	4.7%	5.4%	0.7%
Unable to work	39.1%	42.6%	0.9%	10.4%	6.1%	0.9%
55 to 64	31.3%	50.0%	2.1%	7.6%	9.0%	
No, we pay full rent	33.8%	46.4%	6.9%	7.9%	4.7%	0.3%
Employed	29.2%	50.2%	8.3%	6.9%	5.1%	0.4%
35 to 44	27.0%	50.4%	7.8%	7.8%	6.1%	0.9%
Yes, part of my rent is covered by benefits	27.8%	49.6%	8.7%	9.6%	4.3%	-
16 to 34	23.3%	53.4%	5.8%	8.7%	6.8%	1.9%
45 to 54	36.1%	37.5%	13.9%	9.7%	2.8%	
Other not working	28.6%	41.1%	10.7%	11.6%	7.1%	0.9%
All tenants	35.1%	46.4%	6.4%	6.8%	4.9%	0.4%

Tenant satisfaction by location is shown in table 4 and illustrates some degree of variation e.g. 87.3% overall satisfaction in Loanhead compared to 77.0% in Dalkeith.

The variation between high and low satisfaction levels by town may partly reflect the demographic of the survey sample in these locations e.g. Dalkeith has a lower than average proportion of tenants aged 65 plus (28.0%); this compares to 36.6% in Loanhead. In addition, Dalkeith has a smaller proportion of tenants who are retired (28.6%); this compares to 38.0% in Loanhead. Also relevant here could be the property types that were sampled in each location e.g. in Dalkeith, 0.7% of the survey sample was amenity tenants compared to 4.2% in Loanhead. In the case of the other highest performing stock type i.e., semi/detached, the sample proportions were once again lower in Dalkeith (2.8%) than they were in Loanhead (16.9%).

Table 4 - Overall satisfaction by town (base 750)

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

<u>Town</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
Loanhead	35.2%	52.1%	4.2%	5.6%	2.8%	-
Bonnyrigg	52.9%	33.1%	5.0%	8.3%	0.8%	-
Penicuik	35.7%	47.6%	8.7%	2.4%	4.8%	0.8%
Mayfield	16.7%	65.3%	8.3%	4.2%	5.6%	-
Other town	28.9%	50.4%	6.7%	5.2%	8.9%	-
Gorebridge	32.9%	45.1%	3.7%	17.1%	1.2%	-
Dalkeith	35.7%	41.3%	7.0%	7.0%	7.7%	1.4%
All tenants	35.1%	46.4%	6.4%	6.8%	4.9%	0.4%

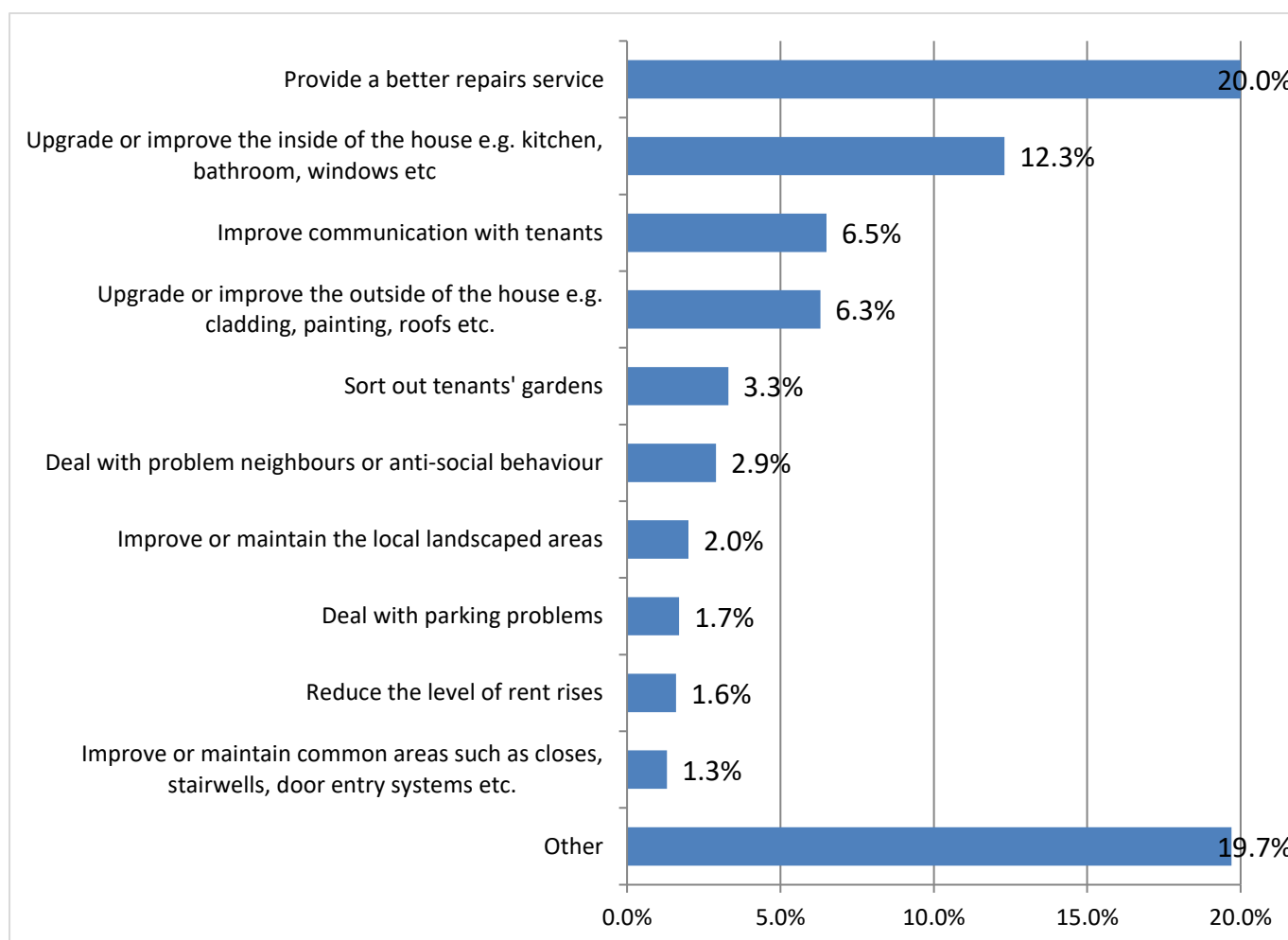
Service improvements

All tenants were asked to say how the Council could improve its overall service.

The results of this enquiry are set out in figure 2 and indicate that providing a better repair service (20.0% of all tenants), improving the inside of the house (12.3%), improving communications (6.5%), and upgrading the external parts of the home (6.3%) are the four main improvement actions in terms of overall satisfaction. We observe that 50.0% of tenants said that nothing needed to be improved about the service whilst 4.7% replied 'don't know'.

Figure 2 – Service improvements (base 750)

Q- What if anything should your landlord do to improve its overall service?



Other comments/suggestions

One hundred and forty eight tenants (19.7%) made a comment relating to an improvement or suggested another change and these are listed in annex 1 by town. Some examples of the comments made are provided below:

Q- What if anything should your landlord do to improve its overall service? (other/comments)

- ✓ It's a nightmare to get repairs done. Better maintenance service needed
- ✓ Back fence is falling down and steps in pathway needs repairing
- ✓ They don't maintain the houses properly. They give you a nice new boiler, but they don't give new radiators
- ✓ Come when I ask them to (repairs); offer a quicker response time
- ✓ Make it easier to get a hold of them. When you phone no one answers, and an email is not replied to

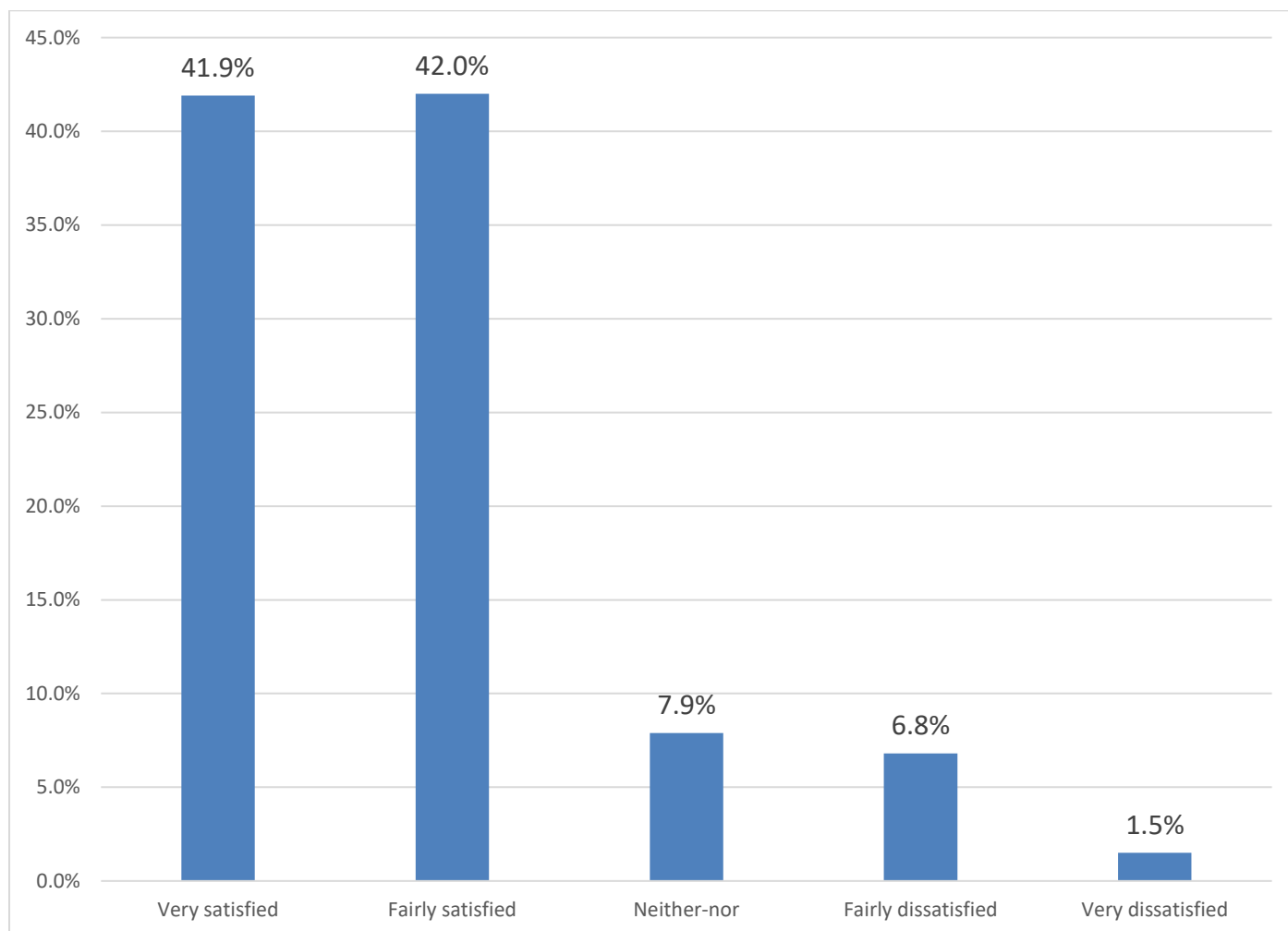
- ✓ Had a repair done a couple of times to the seal of my bath but it has not worked. Seal has broken again so obviously not done properly
- ✓ Improve the surrounding gardens
- ✓ Make it easier to move house
- ✓ The guttering is a safety concern as it's hanging off the bracket. We got new windows a year ago and they're not sealed properly; have called in about this but still waiting to hear back. Why do upgrades on doors and windows when they don't need replaced? Stop hiding behind Covid and provide a service.

Housing quality satisfaction

Overall tenant satisfaction with the quality of housing is set out in figure 3 and reveals that 83.9% of tenants are satisfied with their home whilst 8.3% are dissatisfied in 2022. The current year figure for satisfaction on this measure is similar to that found during the 2019 survey (83.7% satisfied) but is ahead of the Scottish Council average (77.2%).

Figure 3 –Satisfaction with housing quality overall (base 750)

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



Housing quality satisfaction is highest for tenants living in smaller homes, e.g., 1 bed properties (92.8% satisfied), and lowest for those living 4 or more bed, homes (69.2%) - (table 5).

Table 5 - Satisfaction with housing quality by property size (base 750)

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

<u>Bedrooms</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
1 bed	55.7%	37.1%	3.1%	3.1%	1.0%
2 beds	38.9%	42.6%	10.6%	6.7%	1.2%
3 beds	41.3%	45.7%	4.3%	7.2%	1.4%
4 plus beds	41.0%	28.2%	10.3%	15.4%	5.1%
All sizes	41.9%	42.0%	7.9%	6.8%	1.5%

Table 6 illustrates a small amount variation in satisfaction with housing quality by property type i.e. amenity/wheelchair (89.4% satisfied) and semi/detached (86.6%), compared to four in a block (81.6%), and flats (77.4%).

Table 6 - Satisfaction with housing quality by property type (base 750)

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

<u>Property type</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Amenity/wheelchair	52.6%	36.8%	5.3%	5.3%	
Semi/detached	44.9%	41.7%	5.5%	6.3%	1.6%
Terraced	39.5%	46.3%	8.5%	5.1%	0.7%
Four in a block	43.2%	38.4%	5.9%	9.2%	3.2%
Flat	38.7%	38.7%	13.2%	8.5%	0.9%
All types	41.9%	42.0%	7.9%	6.8%	1.5%

In relation to tenant profile, table 7 illustrates that satisfaction with housing quality is highest amongst tenants who are aged 65 plus or retired (both 91.6% satisfied) or single person households (87.6%). Conversely, satisfaction is lowest amongst households containing children (77.5%), tenants aged 35 to 44 (76.5%), and those who are 'other not working' (75.0%).

Table 7 - Satisfaction with housing quality by tenant profile (base 750)

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

<u>Tenant profile</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
65 plus	60.2%	31.4%	3.8%	3.8%	0.8%
Retired	58.1%	33.5%	4.7%	3.0%	0.8%
Single person household	52.8%	34.8%	6.4%	5.0%	1.1%
No children in household	47.8%	38.6%	7.2%	5.3%	1.1%
55 to 64	38.9%	44.4%	12.5%	2.8%	1.4%
45 to 54	36.1%	46.5%	6.9%	9.0%	1.4%
Employed	34.7%	47.7%	7.9%	9.4%	0.4%
Two or more-person household	35.7%	46.1%	8.4%	8.0%	1.7%
Unable to work	42.6%	39.1%	8.7%	6.1%	3.5%
16 to 34	20.4%	57.3%	10.7%	9.7%	1.9%
Children in household	27.0%	50.5%	9.0%	11.0%	2.5%
35 to 44	36.5%	40.0%	7.8%	13.0%	2.6%
Other not working	28.6%	46.4%	12.5%	8.9%	3.6%
All profiles	41.9%	42.0%	7.9%	6.8%	1.5%

Energy efficiency and heating the home

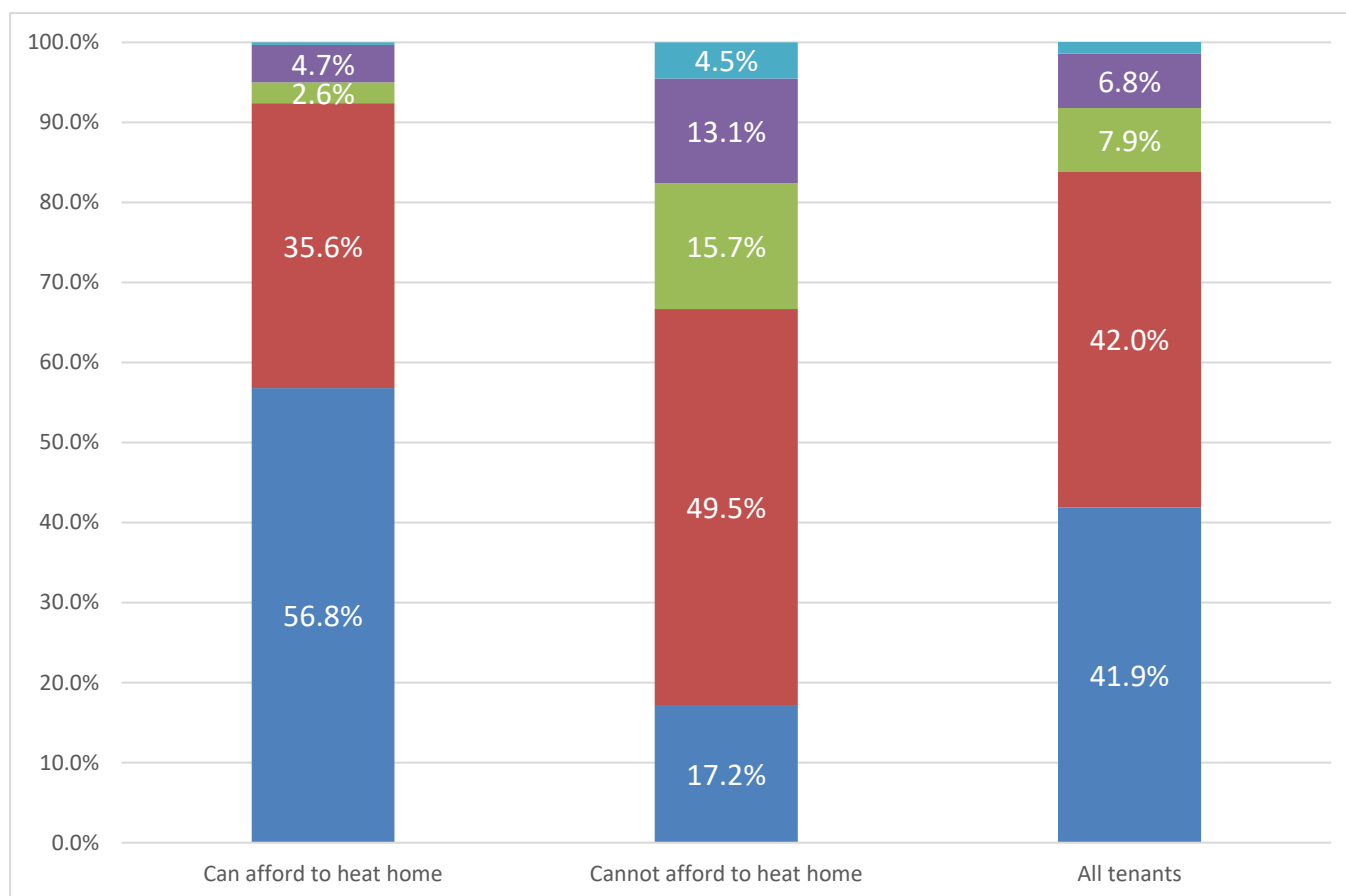
Around six in ten tenants (64.4%) said that their home was energy efficient whereas 25.9% said this was not the case and 9.7% did not know

In relation to heating, approx. half of tenants (50.9%) said they could afford to heat their home whilst more than one in four (26.4%) said they could not afford to heat their home (22.70% said 'don't know').

Figure 4 shows the impact of ‘heating the home’ on tenants’ views of housing quality and illustrates that where a tenant can afford to heat their home, 92.4% are satisfied with housing quality whereas in the case of tenants who cannot afford to heat their home, housing quality drops to 66.7%.

Figure 4 – Heating the home v housing quality (base 750)

Q- Can you afford to heat your home v. housing quality?



Making it easier to heat the home

Tenants who said that they found it difficult to afford to heat their home were asked to say what their landlord could do to help them heat their home more easily. The results of this enquiry are shown in table 8 and illustrate that improving windows (42.9%), improving doors (30.3%), and better internal insulation of the home (23.2%) are the three main ways in which the Council could help tenants heat their home more easily. Twenty five tenants added a comment about this item (other 12.6%), and these comments are set out in annex 5.

Table 8 – Landlord help with heating costs (base 198)

Q- How could your landlord help you to heat your home more easily?

Improvement	%	Improvement	%
Improve windows (draughty)	42.9%	Offer help with changing gas/electricity supplier	4.0%
Improve doors (draughty)	30.3%	Improve boiler	3.5%
Better internal insulation of the home	23.2%	Offer energy saving tips/advice	2.5%
Better external insulation e.g., cladding	11.1%	Other	12.6%
Better heating system	11.1%		

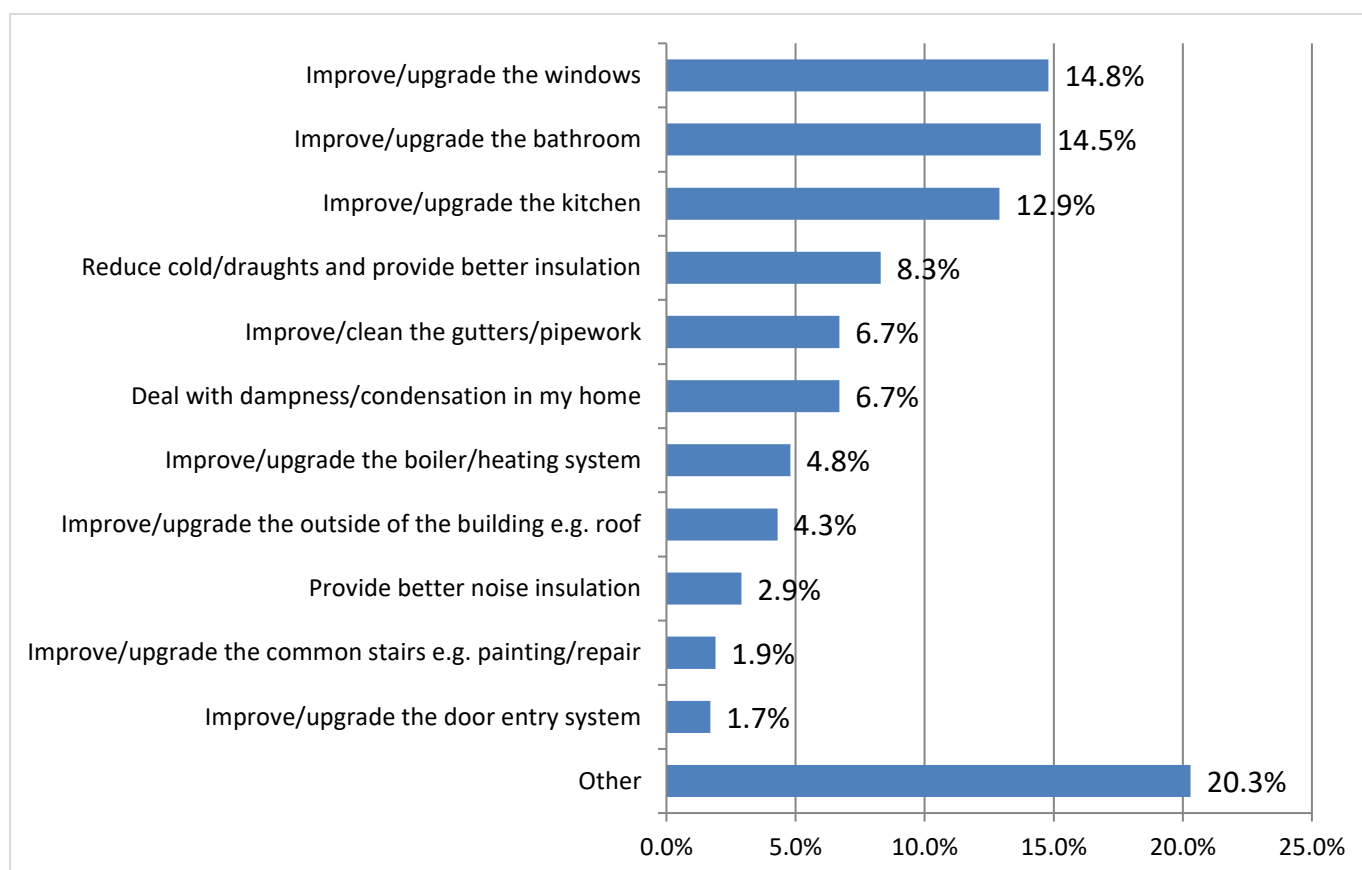
Service improvements

All tenants were asked to say how the Council could improve the quality of their home.

Figure 5 indicates that improving windows (14.8% of all tenants), improving the bathroom (14.5%), and improving the kitchen (12.9%) are the three main housing quality improvement actions required by tenants. We observe that 45.1% of tenants said that nothing needed to be improved about the quality of their home whilst 3.7% replied 'don't know'.

Figure 5 – Housing improvements (base 750)

Q- What specific improvements if any should your landlord make to provide you with a better quality home?



Other comments/suggestions

One hundred and fifty two tenants (20.3%) made a comment relating to improvement or suggested another improvement and these are listed in annex 2 by town. Some examples of the comments made are provided below:

Q- What specific improvements if any should your landlord make to provide you with a better quality home? (other/comments)

- ✓ Ceilings are all cracked. Roof has been leaking for years as roof tiles missing. Windows have been an issue since they were replaced
- ✓ Doors need adjusted and have mould in bedrooms
- ✓ Floorboards needs replaced
- ✓ I feel my house is falling to bits. I have reported several times, but nothing gets done
- ✓ Improve the external doors as water comes in the front door
- ✓ Plasterboard in rooms need replaced
- ✓ They could put in new doors.

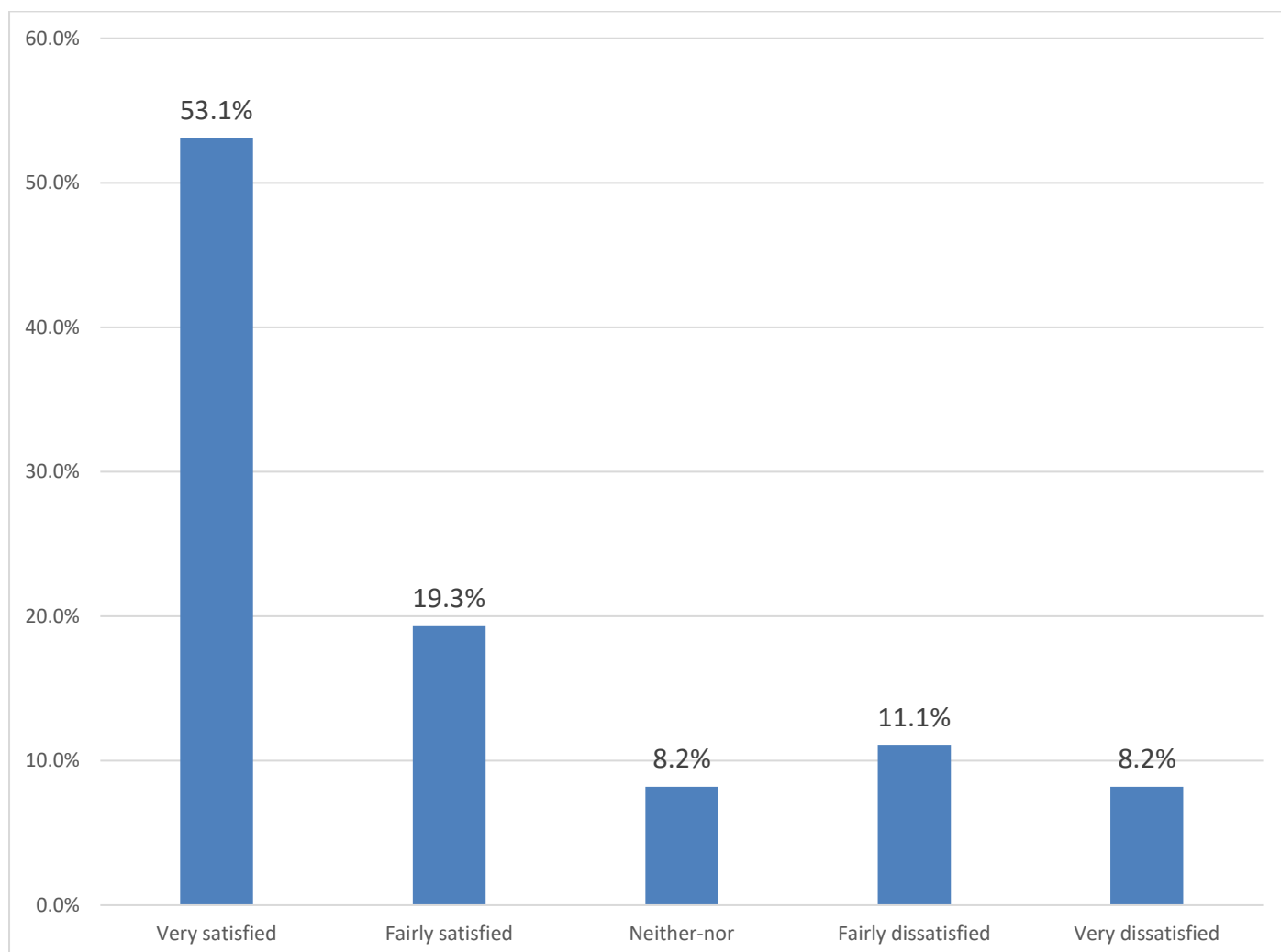
Repair service

Satisfaction with repairs

Amongst tenants whose homes have been repaired in the last year, 72.4% are satisfied with the last repair whilst 19.3% are dissatisfied (figure 6). During the 2019 survey, 82.4% of tenants were satisfied with their most recent repair (carried out within the last year). The Scottish Council housing sector average for repairs satisfaction (which includes transactional data), is 91.2%.

Figure 6 – Satisfaction with the repair service (base 243-repair in last year only)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by the Council?



Repairs satisfaction by property factors

Table 9 illustrates repairs satisfaction by property type.

This table shows that the most satisfied tenants by property type are those living in four in a block house formats (85.9%) whilst for those living in flats satisfaction is much lower at 65.0%.

Table 9 - Satisfaction with the repair service (base 243-repair in last year only)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by the Council?

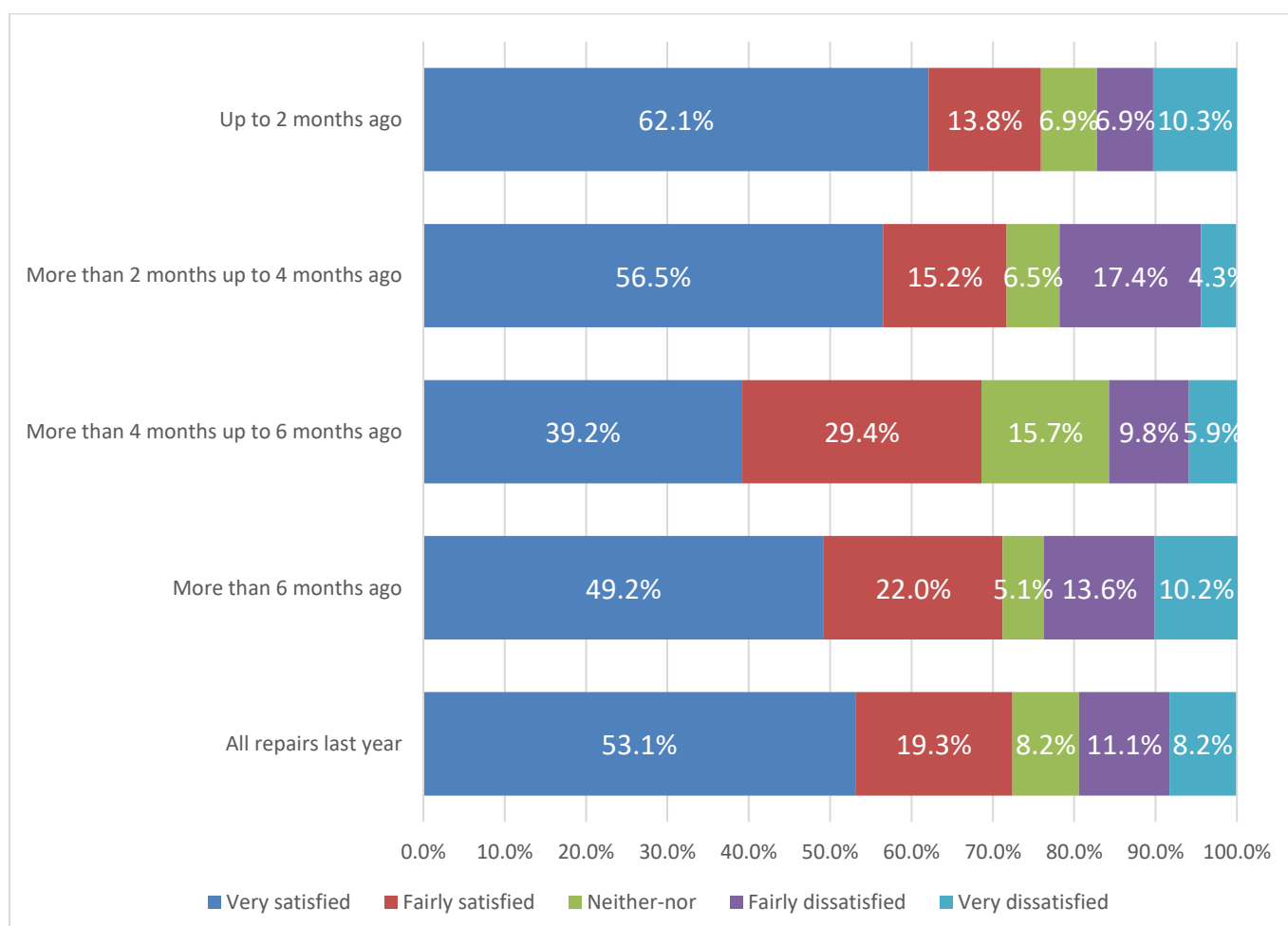
<u>Property type</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Four in a block	56.1%	29.8%	3.5%	5.3%	5.3%
Amenity/wheelchair	66.7%	8.3%	8.3%	8.3%	8.3%
Semi/detached	64.4%	8.9%	8.9%	11.1%	6.7%
Terraced	48.3%	18.0%	11.2%	11.2%	11.2%
Flat	42.5%	22.5%	7.5%	20.0%	7.5%
All types	53.1%	19.3%	8.2%	11.1%	8.2%

Repairs satisfaction by period (last year only)

Figure 7 analyses repair service satisfaction by when the repair was completed (within the last year) and shows that tenants with repairs that were completed up to two months ago are more satisfied (75.9%) than those tenants who homes have received repairs in an earlier period. This may suggest that repair service satisfaction has been improving over the last 12 months.

Figure 7 – Satisfaction with the repair service (base 243-repair in last year only)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by the Council?

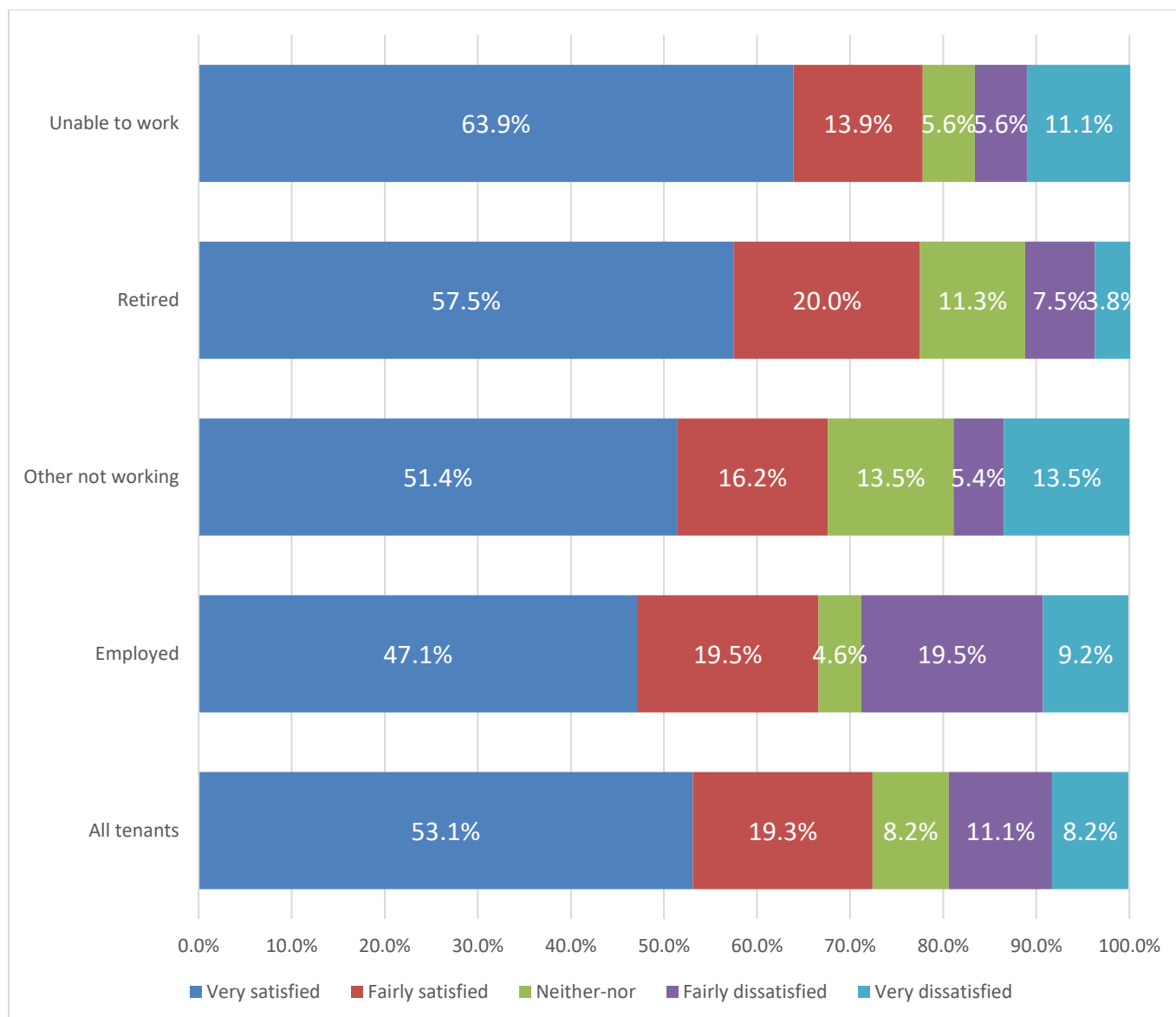


Repairs satisfaction by tenant status

Figure 8 analyses repair service satisfaction by the tenant's economic status and illustrates that the most satisfied tenants in terms of repairs carried out in the last year are those who are unable to work (77.8% satisfied), or retired (77.5%), whilst the least satisfied tenants are those who are working (66.6%).

Figure 8 – Satisfaction with the repair service (base 243-repair in last year only)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by the Council?



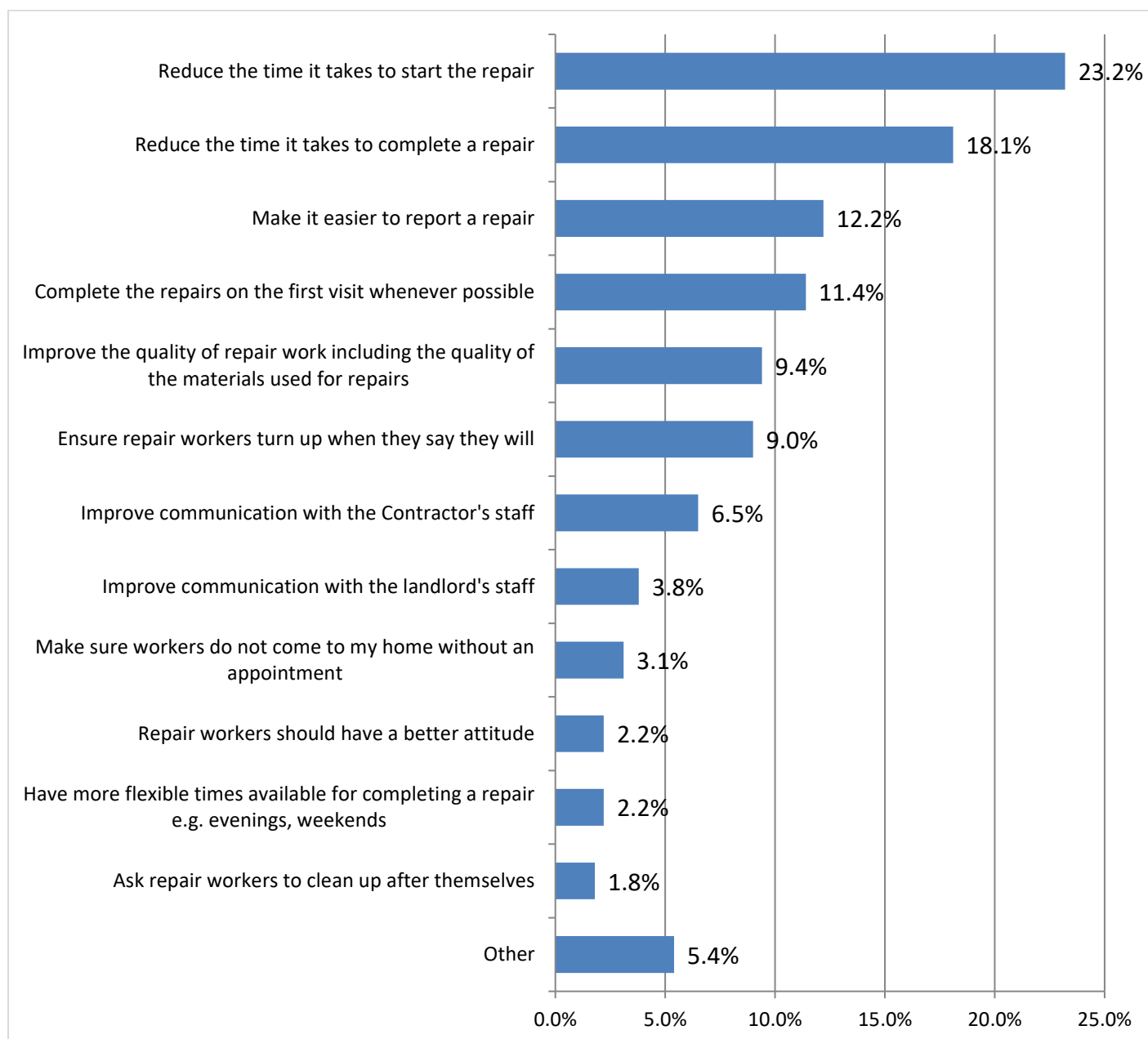
Improving the repair service

As shown in figure 9, the top six improvement suggestions for the repair service are:

1. Reduce the time it takes to start the repair (23.2% of all tenants)
2. Reduce the time it takes to complete a repair (18.1%)
3. Make it easier to report a repair (12.2%)
4. Complete the repairs on the first visit (11.4%)
5. Improve the quality of repair work (9.4%)
6. Ensure repair workers turn up (9.0%).

Figure 9 – Improving the repair service (base 678, all repairs regardless of time frame)¹⁰

Q- How if at all, do you think that your landlord should improve its repair service?



Repair service comments/suggestions

Thirty seven tenants (5.4%) made an additional comment about repair service improvement, and these are set out in annex 3 by town. Some examples of the comments made in relation to the repair service are provided below:

Q- How if at all, do you think that your landlord should improve its repair service? (other comments)

- ✓ Finish the jobs that they start
- ✓ Have a portal or online service to report repairs
- ✓ More qualified and equipped workers
- ✓ Replace items like doors as opposed to just patching up
- ✓ The list of what they say is an emergency is not what we say is an emergency (it's very limited).

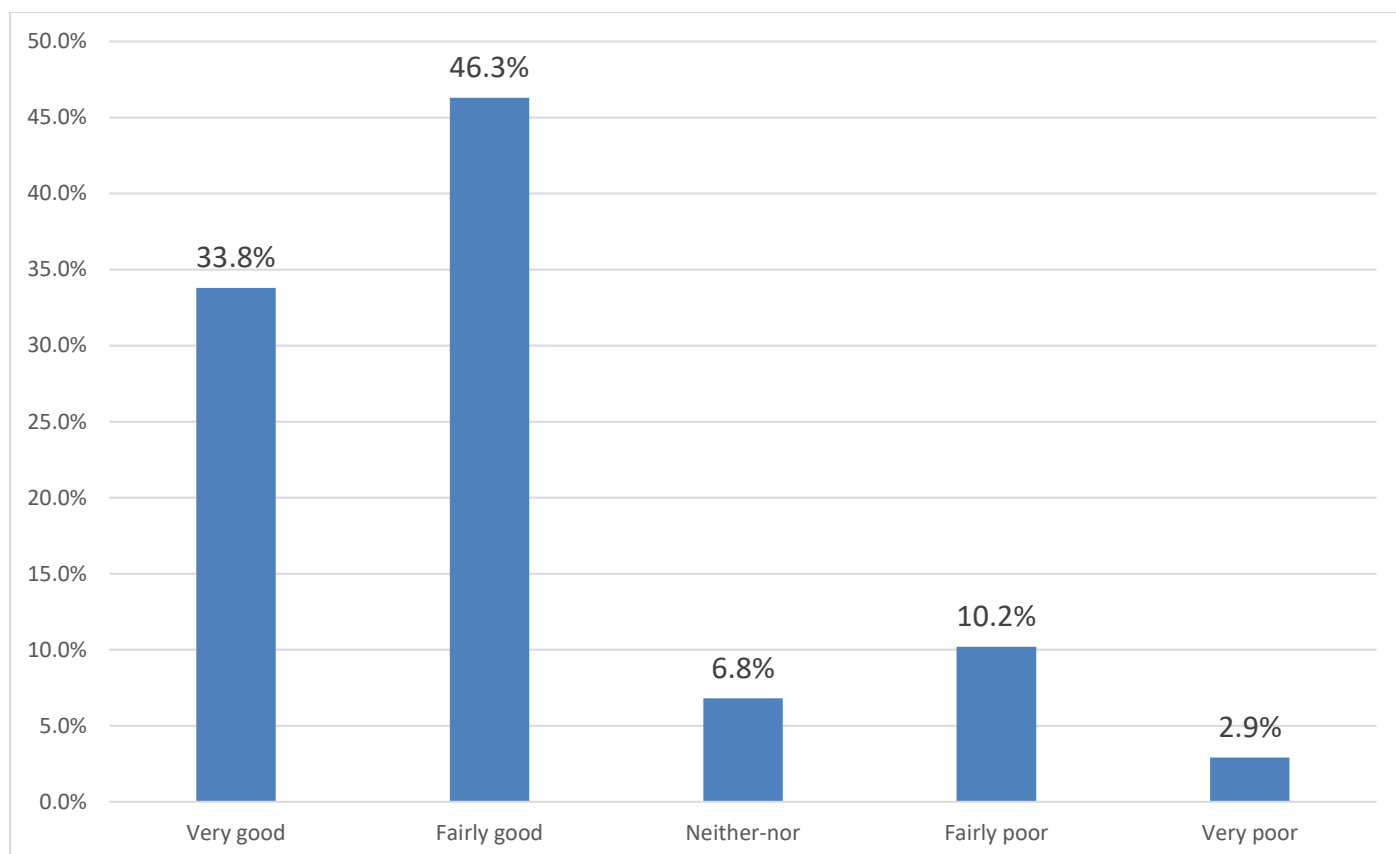
¹⁰ Excludes 'no repair'

Information, participation, and contact

In 2022, 80.1% of tenants rated 'being kept informed' as good, whilst 13.1% said that the Council was poor on this measure (and 6.8% replied 'neither good nor poor') (figure 10). Tenant satisfaction with being kept informed is somewhat lower than the 2019 survey (85.0% saying good). The sector average for this figure in 2022 is 80.8%.

Figure 10 – Information (base 750)

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



Information and repair service

We observe that there is a relationship between how tenants have responded to the question about their last repair (conducted in the last year) and how they rated the Council's information provision. This information is set out in table 10 and shows that for tenants who were dissatisfied with their last property repair, more than one in three (35.7%) said that information provision was poor (compared to 13.4% of tenants whose property repair had been satisfactory). This may indicate that an aspect of information provision which is reducing the 'good' rating of this variable is information exchange as this relates to a property repair.

Table 10 - Satisfaction with the repair service (base 243-repair in last year only) v information provision

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by the Council? v. How good or poor do you feel the Council is at keeping you informed about their services and decisions?

Rating of last repair	% saying information provision is poor
Satisfied with repair	13.4%
Dissatisfied with repair	35.7%

Tenant participation

As illustrated in table 11, approx. eight in ten tenants (77.9%) are satisfied with opportunities to participate whilst 12.3% are dissatisfied on this measure. In 2019, 81.6% were satisfied whilst the current Scottish Council sector average for tenant participation is 74.8%.

Satisfaction on this aspect of service varies by tenant profile ranging from 85.1% for tenants who are who are retired to 66.0% for tenants aged 16-34. Lower satisfaction amongst the Council's younger tenants, may indicate a lack of awareness/interest in this aspect of the Council's housing service (given that 16.5% of tenants aged 16-34 answered 'neither satisfied nor dissatisfied' for this question).

Table 11 - Satisfaction with tenant participation (750)

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

<u>Tenant profile</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Retired	34.3%	50.8%	6.8%	6.4%	1.7%
65 plus	35.2%	49.6%	6.8%	5.9%	2.5%
No children in household	30.1%	49.6%	8.8%	8.8%	2.6%
55 to 64	23.6%	55.6%	4.9%	10.4%	5.6%
Employed	24.5%	53.1%	9.7%	10.1%	2.5%
35 to 44	27.0%	50.4%	11.3%	9.6%	1.7%
45 to 54	31.9%	43.1%	12.5%	9.7%	2.8%
Unable to work	40.0%	34.8%	12.2%	7.8%	5.2%
Children in household	30.5%	42.5%	12.0%	10.5%	4.5%
Other not working	25.9%	42.9%	11.6%	14.3%	5.4%
16 to 34	30.1%	35.9%	16.5%	14.6%	2.9%
Total	30.0%	47.9%	9.9%	9.2%	3.1%

Preferred ways of offering tenant views

Most tenants (55.5%) are not particularly interested in getting involved in giving their views to their landlord. Where tenants do wish to give their views, surveys is the most popular method of participating (table 12).

Table 12 – Consultation preferences (750)

Q- How do you prefer to give your views about your landlord's activities and decisions?

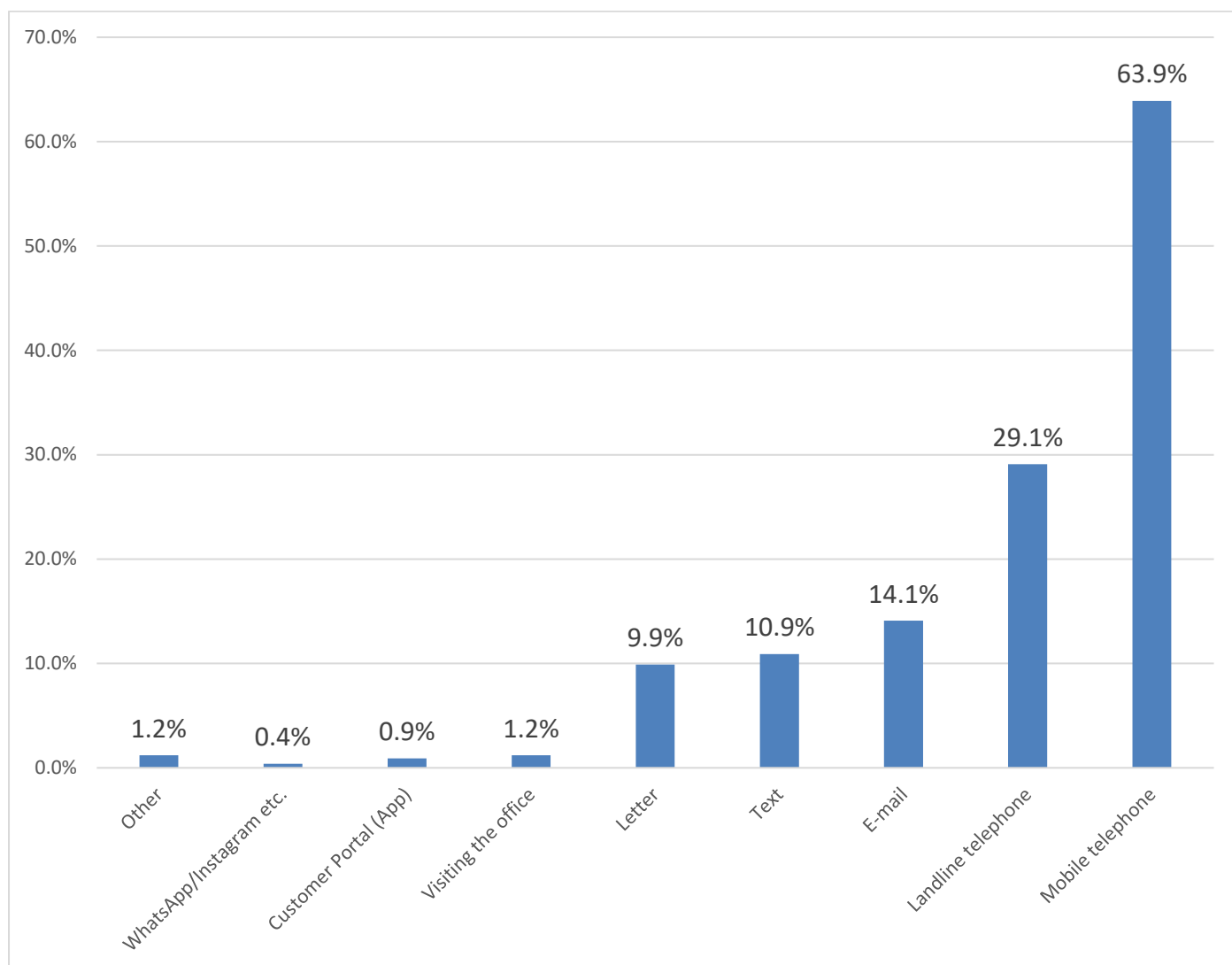
<u>Method</u>	<u>%</u>	<u>Method</u>	<u>%</u>
Through paper, online, phone surveys	43.6%	Other (mainly by letter)	4.7%
Meetings/events	2.7%	Not interested in giving any views	55.5%
Focus groups	1.9%		

Contact preferences

Tenants' preferences for contacting the Council in the future are principally telephone i.e. mobile (63.9%) and landline (29.1%). Digital methods e.g. email (14.1%) and text (10.9%) are also popular with tenants as ways of contacting Council. Other preferred methods (1.2%) comprise through another person such as a family member.

Figure 11 – Contacting the Council (base 750)

Q - What would be your preferred ways of contacting the Council in the future?



As illustrated in table 13, most tenants prefer to be kept informed by their landlord by means of letter (58.8%), telephone (43.7%), email (21.5%), and newsletter (19.5%).

Table 13 – Information preferences (750)

Q- And how do you prefer the Council to keep you informed about their services and decisions?

<u>Method</u>	<u>% preference</u>
Letter	58.8%
Telephone	43.7%
E-mail	21.5%
Newsletter	19.5%
Visits from housing officers	2.3%
WhatsApp/Instagram etc.	1.1%
Video conferencing e.g., Zoom	0.1%

Rent value for money

As set out in figure 13, most tenants (80.8%) rate rent as good value for money, whilst 5.4% say that rent is poor value (and 13.9% answered 'neither good nor poor' value). In 2019, 84.4% rated rent as good value, whilst the 2022 Council sector average is 79.1%.

Figure 12 – Rating of rent value for money (base 750)

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

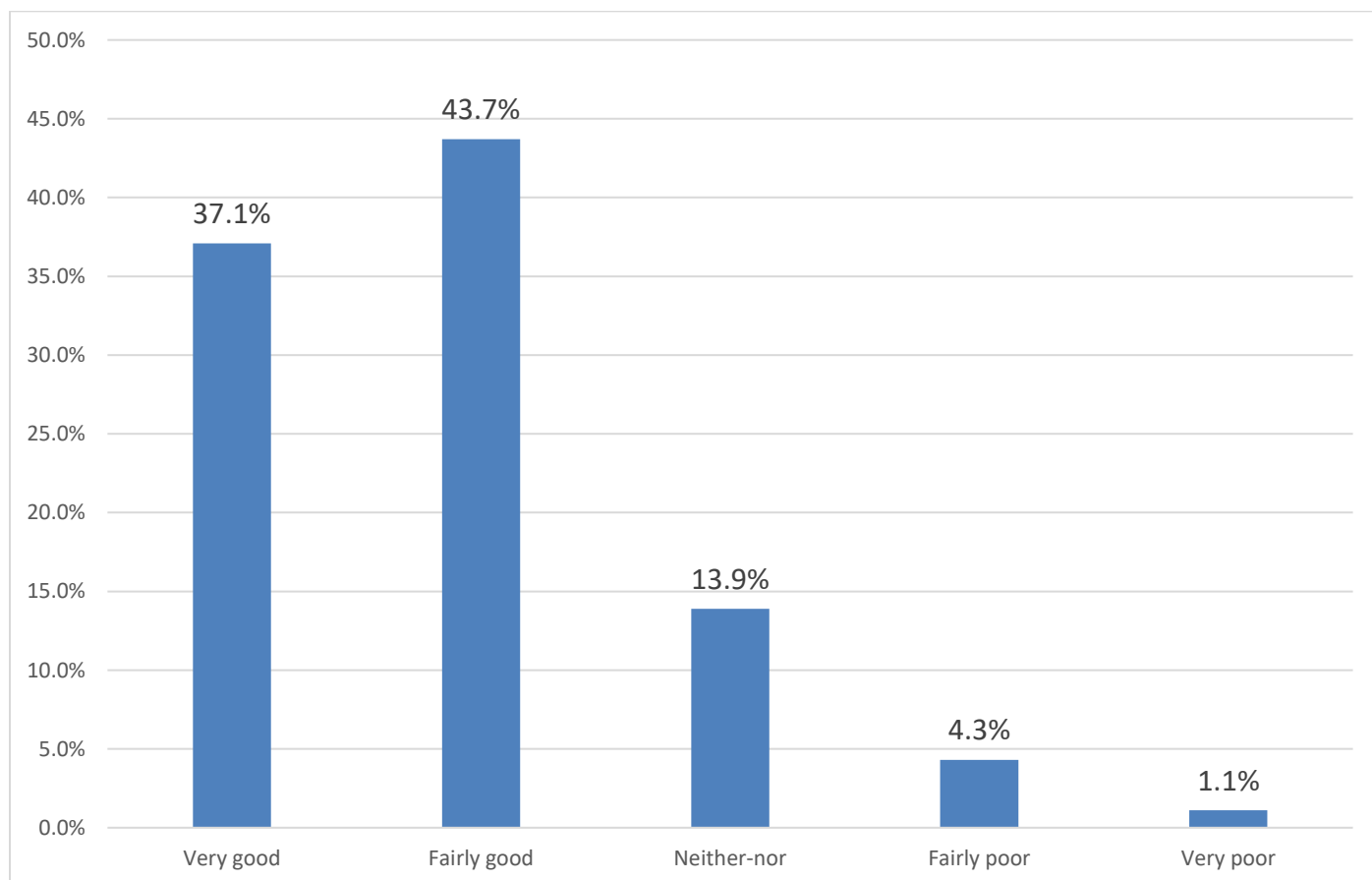


Table 14 indicates rent value by property size and shows that tenants living in one bed homes are the most positive on this measure (87.6% say rent is good value), whilst the least positive are those tenants who live in four or more bed homes (76.9%).

Table 14 - Rating of rent value for money by property size (base 750)

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

<u>Apartments</u>	<u>Very good</u>	<u>Fairly good</u>	<u>Neither-nor</u>	<u>Fairly poor</u>	<u>Very poor</u>
1 bed	40.2%	47.4%	10.3%	2.1%	-
3 beds	37.0%	46.2%	13.0%	3.4%	0.5%
2 beds	36.7%	41.6%	15.3%	5.2%	1.2%
4 plus beds	33.3%	43.6%	12.8%	5.1%	5.1%
All sizes	37.1%	43.7%	13.9%	4.3%	1.1%

In relation to property type, tenants living in amenity/wheelchair adapted homes (92.1% say 'good value') are the most likely to say that rent is good value for money whilst the least likely to rate rent value as good are tenants living in four in a block properties (75.2%) – table 15.

Table 15- Rating of rent value for money by property type (base 750)

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

<u>Property type</u>	<u>Very good</u>	<u>Fairly good</u>	<u>Neither-nor</u>	<u>Fairly poor</u>	<u>Very poor</u>
Amenity/wheelchair	34.2%	57.9%	7.9%	-	-
Terraced	37.8%	45.9%	12.6%	3.4%	0.3%
Semi/detached	32.3%	48.0%	13.4%	3.9%	2.4%
Flat	42.5%	36.8%	17.0%	3.8%	-
Four in a block	36.8%	38.4%	15.7%	7.0%	2.2%
All types	37.1%	43.7%	13.9%	4.3%	1.1%

Considering tenant profile/response (table 16), amongst the most positive tenants on rent value are those who can afford to heat their home (88.5% say rent is good value), and tenants who are aged 65 plus or retired (both 87.7%). The least positive on this measure are households who cannot afford to heat their home (66.1% say rent is good value), those who are neutral¹¹ on this question (61.0%) and tenants who said their quality of housing was poor (46.8%).

Table 16- Rating of rent value for money by tenant profile (base 750)

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

<u>Tenant profile/response</u>	<u>Very good</u>	<u>Fairly good</u>	<u>Neither-nor</u>	<u>Fairly poor</u>	<u>Very poor</u>
Can afford to heat home	45.8%	42.7%	8.9%	2.1%	0.5%
65 plus	47.0%	40.7%	8.9%	3.0%	0.4%
Retired	46.2%	41.5%	9.7%	2.5%	-
Housing quality is good	41.0%	45.0%	11.8%	1.9%	0.3%
Children in household	32.0%	50.5%	9.5%	6.0%	2.0%
Two or more-person household	35.5%	46.1%	11.5%	5.8%	1.1%
No children in household	39.3%	41.0%	15.3%	3.7%	0.7%
Single person household	40.4%	39.4%	17.4%	1.8%	1.1%
Employed	32.5%	47.3%	13.4%	6.1%	0.7%
35 to 44	34.8%	43.5%	13.0%	7.8%	0.9%
55 to 64	31.3%	46.5%	18.8%	2.1%	1.4%
16 to 34	33.0%	44.7%	16.5%	4.9%	1.0%
Unable to work	41.7%	35.7%	15.7%	3.5%	3.5%
45 to 54	32.6%	44.4%	15.3%	5.6%	2.1%
Other not working	26.8%	47.3%	19.6%	4.5%	1.8%
Cannot afford to heat home	23.7%	42.4%	20.2%	10.6%	3.0%
Housing quality (neutral)	23.7%	37.3%	33.9%	5.1%	-
Housing quality is poor	9.7%	37.1%	16.1%	27.4%	9.7%
All profiles/responses	37.1%	43.7%	13.9%	4.3%	1.1%

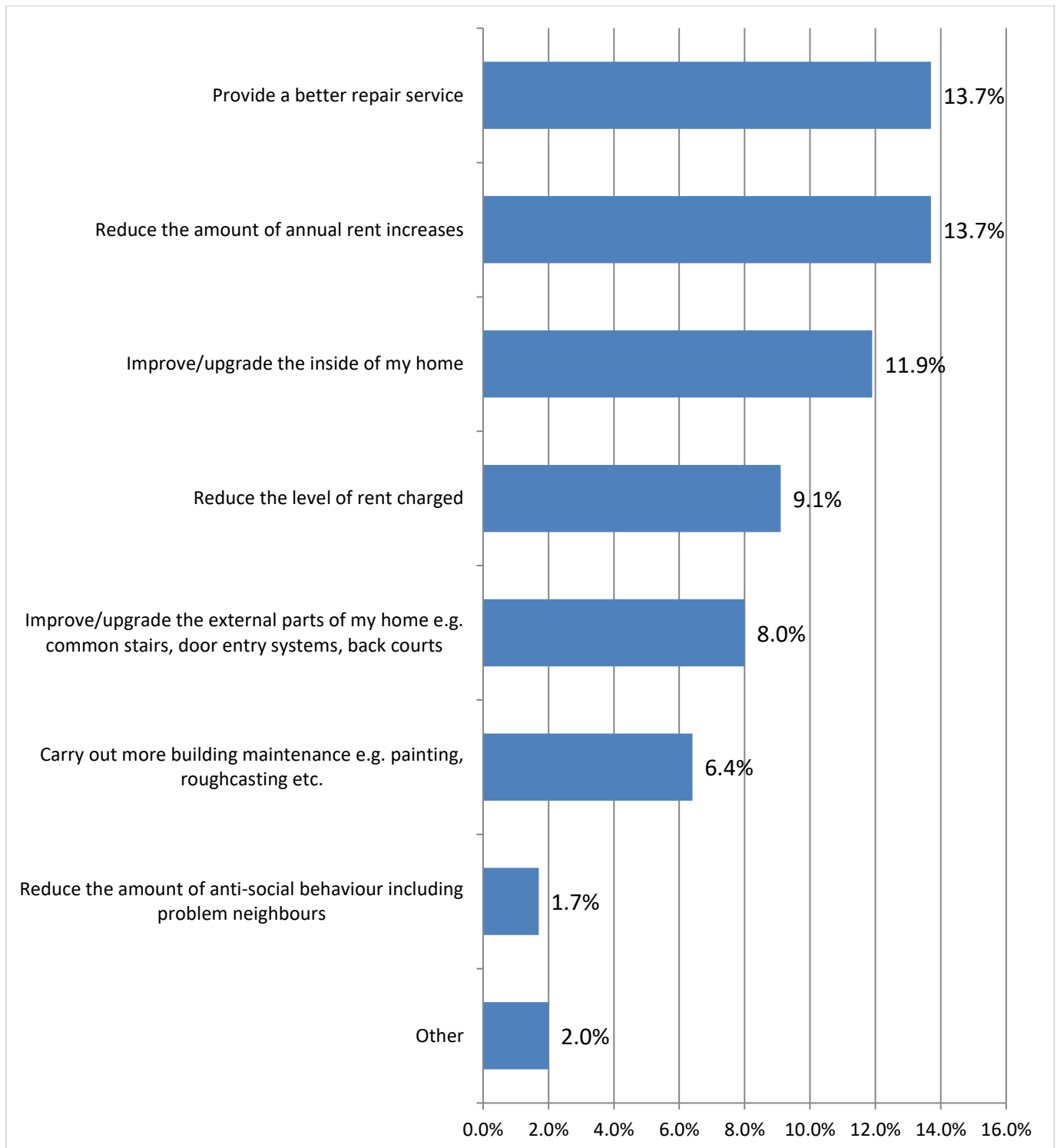
¹¹ Responded 'neither satisfied nor dissatisfied' on housing quality

Improving value for money

All tenants were asked to say what the Council should do to improve rent value. The results for this question are set out in figure 13 and show that providing a better repair service (13.7% of all tenants), reducing the level of rent increases (13.7%), and improving the inside of the home (11.9%) are the three main ways in which value for money could be improved. We would observe here that most tenants (51.1%) said that nothing needed to be improved about rent value whilst 10.8% responded 'don't know'.

Figure 13 – Improving rent value for money (base 750)

Q – What if anything should the Council do improve value for money?



Value for money - other/comments

Fifteen tenants (2.0%) made a comment about rent value or said that something else needed to be changed and these comments were somewhat varied with examples provided below:

Q – What if anything should the Council do improve value for money? (other/comments)

- ✓ Deal with draughts
- ✓ Deal with issues
- ✓ Draught proof my home
- ✓ Give me a smaller home
- ✓ Improve gates
- ✓ Just clean the gutters
- ✓ Listen to the tenants
- ✓ Make rents the same regardless of property size
- ✓ More maintenance around the area
- ✓ Provide energy saving checks
- ✓ Replace and fix things properly first time and don't just keep patching up repeatedly
- ✓ Sort gutters and deal with front door water ingress
- ✓ Would like the rent to stay same for a while.

Neighbourhood management satisfaction

Tenants were asked if they were satisfied or dissatisfied with how their landlord managed the neighbourhood they lived in. Table 17 shows that 85.5% of tenants are satisfied on this measure whilst 6.5% are dissatisfied. In 2019, 81.1% of tenants were satisfied with 'neighbourhood management' whilst the sector average in 2022 is 77.3%. We observe that neighbourhood management is the only comparable ARC indicator where the Council's survey score in 2022 is higher than it was in the previous survey.

Table 17 – Neighbourhood management (base 750)

Q- Overall, how satisfied or dissatisfied are you with the Council's contribution to the management of the neighbourhood you live in?

<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
42.6%	42.9%	8.0%	4.5%	2.0%

Neighbourhood management by town

Table 18 illustrates neighbourhood management satisfaction by town and shows a fairly similar pattern of satisfaction with the highest figure for Mayfield (88.9% satisfied) and the lowest for Dalkeith (81.9%).

Table 18 – Neighbourhood management (750)

Q – Overall, how satisfied or dissatisfied are you with the Council's contribution to the management of the neighbourhood you live in?

<u>Town</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Mayfield	45.8%	43.1%	6.9%	4.2%	-
Penicuik	45.2%	42.9%	7.9%	1.6%	2.4%
Loanhead	32.4%	54.9%	11.3%	1.4%	-
Other towns	36.3%	49.6%	6.7%	5.2%	2.2%
Bonnyrigg	47.9%	37.2%	9.9%	4.1%	0.8%
Gorebridge	47.6%	35.4%	4.9%	8.5%	3.7%
Dalkeith	42.0%	39.9%	8.4%	6.3%	3.5%
All towns	42.6%	42.9%	8.0%	4.5%	2.0%

Improving the neighbourhood

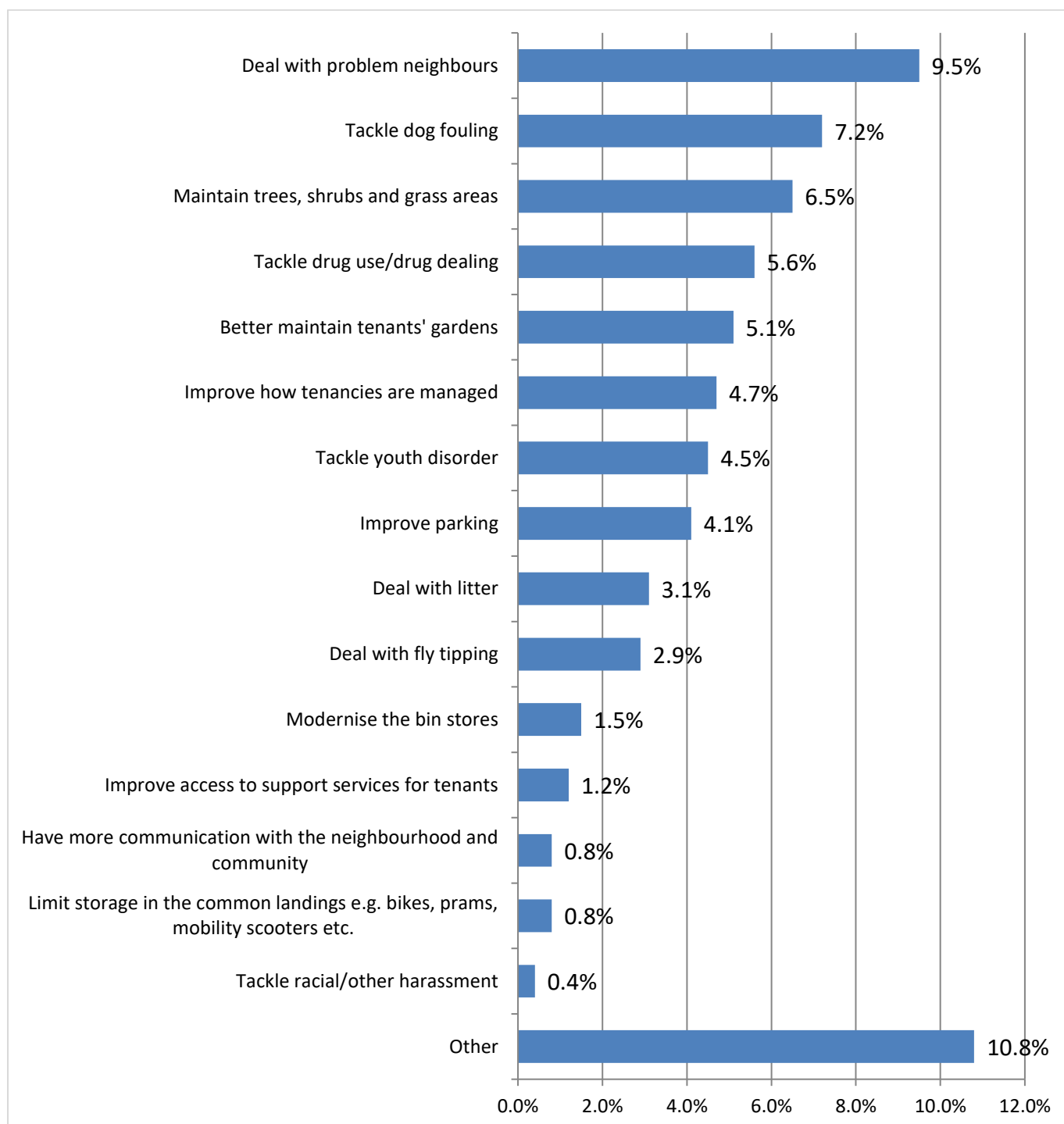
All tenants were asked to say what might improve their neighbourhood as a place to live.

As illustrated in figure 14, the top five neighbourhood improvements are dealing with problem neighbours (9.5% of all tenants), tackling dog fouling (7.2%), maintaining trees, shrubs, and grass areas (6.5%), tackling drug use/drug dealing (5.6%), maintaining tenants' gardens (5.1%).

We would note here that 4.3% of tenants answered 'don't know' to this question and approx. six in ten (58.8%) said that nothing needed to be improved about the neighbourhood.

Figure 14 – Improving the neighbourhood (base 750)

Q- In your view, what if anything, should be done to improve your neighbourhood as a place to live?



Other neighbourhood issues

Eighty one tenants (10.8%) identified another improvement to their neighbourhood and these comments and suggestions are supplied at annex 4 by town. These include for example:

Q- In your view, what if anything, needs to be done to improve your neighbourhood as a place to live?

- ✓ A permit zone for parking
- ✓ CCTV to improve lighting

- ✓ Improve parks etc
- ✓ Litter is a major problem - local shop kicks it aside rather than pick it up
- ✓ More for the kids to do
- ✓ Stop putting undesirables into the houses
- ✓ Waste ground at the side of house needs attention by owner.

Annex 1 – improving overall satisfaction and related comments

Q – What if anything should your landlord do to improve its overall service? (Other)

Improvement comment	Town
Been waiting 4 years to get a door repair. I would like to adapt the bath and pay for it out my pocket. Why are we not allowed to do this?	Bonnyrigg
Better security in doors	Bonnyrigg
Dampness in bedroom	Bonnyrigg
Don't leave it to tenants to improve things; give us the house the way you'd expect it to be. There's a kitchen door with asbestos on it	Bonnyrigg
I've not had my door number supplied and the spy hole is too high	Bonnyrigg
Improve the doors	Bonnyrigg
Improve the surrounding gardens	Bonnyrigg
Would like a move to a flat	Bonnyrigg
Potholes in the street need fixed	Bonnyrigg
Put ramp at door for my scooter	Bonnyrigg
Repair service is terrible	Bonnyrigg
Return phone calls	Bonnyrigg
The windows upstairs have not been repaired or replaced; they are blaming asbestos	Bonnyrigg
They came five years ago, did a botched repair, left it and never came back. You get sick of asking so they beat you into submission Hiding behind Covid. We get lip service then no upgrades. They just treat you like your stupid because you're a women It seems to be the chosen one that get upgrades	Bonnyrigg
They made promises about getting upgraded 3 years ago and we are still waiting. We were all measured for window and still waiting. It always takes a long time to do anything	Bonnyrigg
To have my housing officer to do my introduction meeting	Bonnyrigg
We called about a repair before the pandemic and after, but Clerk of Works never gets back to you	Bonnyrigg
Address guttering at front of property	Dalkeith
Would like them to allocate me a new house due to my disability	Dalkeith
Allocation of housing should be improved	Dalkeith
Allocation of houses needs to be based on needs	Dalkeith
Anti-social behaviour near local shops and around neighbourhood needs sorter. Bins overflowing near residence	Dalkeith
Check TV aerials are working	Dalkeith
Could do with help with maintaining my garden due to age	Dalkeith
Housing doesn't meet my family needs – move required	Dalkeith
I find it difficult to get a housing officer to get back to me about problem neighbours	Dalkeith
I will be writing to them today as I've not had any communication about my issue for 5 weeks	Dalkeith
I'm getting hounded for rent arrears and can't afford to live on minimum wage	Dalkeith
Issues with bins	Dalkeith
Urgently need house upgraded for my wife's health; it's affecting quality of life	Dalkeith
Collection of garden rubbish; now you have to pay but I don't agree with that	Dalkeith
Repairs need to be finished to a better standard	Dalkeith
Roads etc. need improved	Dalkeith
Still waiting on the cladding and not heard a thing as yet	Dalkeith
Temporary housing is a disgrace. Rather than do a disabled person's garden they'd rather collect rent. Get the volunteers to help do the gardens, rather than plant trees	Dalkeith
The guttering is a safety concern as it's hanging off the bracket. We got new windows a year ago and they're not sealed properly; have called in about this but still waiting to hear back. Why do	Dalkeith

Improvement comment	Town
upgrades on doors and windows when they don't need replaced? Stop hiding behind Covid and provide a service	
We need a handrail for the steps	Dalkeith
We're needing relocated; it's a noisy area	Dalkeith
You call the housing officer, but they don't reply. It's torture with just one neighbour, who wakes us up at all times of the day. We were told that the neighbour was evicted. Police not interested and I'm at the end of my tether; I just can't cope with it	Dalkeith
Kitchen upgrade required 4 years ago (still not done)	Gorebridge
A better maintenance service	Gorebridge
Bathroom tap needs repaired	Gorebridge
Bathroom window blown and kitchen door reported but no action in months. No letter received as indication of call and marital status has not been updated.	Gorebridge
Better maintenance	Gorebridge
Ceiling is falling down – needs repaired	Gorebridge
Changed the gas heating and destroyed a full cupboard in the kitchen. Removed floor in bedroom to see old boiler did not replace so now an open gap and have mice coming in through hole. Constant false promises of something that is never done	Gorebridge
Asked for window to be changed 2 years ago and nothing has been done	Gorebridge
Cheaper rent would be good	Gorebridge
Clean the guttering	Gorebridge
Dampness evident in bathroom ceiling	Gorebridge
Draughts and leaks from front and back doors. Clerk of works said she would have received compensation for the leak damage	Gorebridge
Draught in bedrooms and front door. Electrical fault with lighting called but no follow up	Gorebridge
Front door needs adjusted and dampness problem affecting my COPD. Said 3 years ago it would be sorted and still waiting. Wet room needs floor slanted to avoid flooding. Again, waiting on Clerk of Works visit or communication to see what's happening after plumber said it was a disaster	Gorebridge
Front door needs aligned	Gorebridge
Front door seal required	Gorebridge
Gutters are unsafe-need sorted	Gorebridge
Gutters leaking – need repaired	Gorebridge
Gutters need cleaned urgently	Gorebridge
Gutters need cleaned. Was informed that new windows would be installed after 25 yrs. now 26 yrs. and no information	Gorebridge
House is cold and has draughts	Gorebridge
Houses are falling apart. Fences are falling down, and junkies run through the gardens and that's just for starters. Full upgrade to kitchen was started in March and still not completed	Gorebridge
I've called twice to have my gutters cleaned but still waiting	Gorebridge
Infestation of woodwork in loft space for 2 years plus. I am in system since the Clerk of Work's visit but no action. Most recent reminder was call to office who said they have it flagged	Gorebridge
Had leak in kitchen for past 4 yrs.	Gorebridge
Leaking pipe at rear of house and mist builds up; now have dampness on bathroom ceiling	Gorebridge
Still waiting on new windows and door upgrade	Gorebridge
No front or rear door seals and need a replacement letterbox	Gorebridge
Plumber explained that shower over 20 yrs. old so needs upgraded, and he would need to return with an electrician. Not had any reply from Council and my carers need to help me into shower. Worried it's just going to pack in altogether soon and will have nothing to use for washing	Gorebridge
They need better funding to help us. The windows that were not put in properly by the contractor and there was a bad attitude from the tradesman	Gorebridge

Improvement comment	Town
They're blaming Covid for lots of things that have not been done and it's a lame excuse. Waiting on road to be sorted due to my disability	Gorebridge
Toilet leaks and external wall pipes; still waiting on Clerk of Works	Gorebridge
Unsafe gap at front entrance between slabs, large gap and growing. Also upturned edge on slab, dangerous trip hazard. Large gap at bottom of kitchen door (all need repaired)	Gorebridge
Water ingress through front doors; replacement door required as confirmed by Clerk of Works	Gorebridge
When you call in departments are hard to get a hold off .I put in an insurance claim in pre Covid and I am still waiting and can't get any answers	Gorebridge
Window is broken, ceiling leaks, and there are dogs in the communal garden	Gorebridge
Need new bin the lid as mine went missing so birds getting into it and making a mess	Loanhead
Fan on the ceiling not working but no-one has come to fix it. Bedroom window also loose	Loanhead
I have quite few repairs or snagging to be finished. Supervisor has been out, but they are not done yet	Loanhead
I just need a bigger house as we are very overcrowded	Loanhead
I need some help with my garden as I don't have tools or lawnmower	Loanhead
Reported repair last October and just had it fixed (nearly 12 months)	Loanhead
Street lighting needs improved	Loanhead
The only thing I have a problem with is the stair door it's very stiff and very hard to open	Loanhead
There has been a caravan parked at side of my house. People think it's mine but it's not sure what I can do about it	Loanhead
There is a lot of overgrown trees in neighbourhood; that needs some attention	Loanhead
Trees need cut back; have reported it several times	Loanhead
We moved in 20 months ago and there were a lot of things needing fixed; some have still not been done	Loanhead
It's a nightmare to get repairs done. Better maintenance service needed	Mayfield
Come when I ask them to (repairs); and offer a quicker response time	Mayfield
Deal with mouse problem	Mayfield
Do repairs on time and do basic maintenance on the houses	Mayfield
Do the jobs that they're supposed to. They come out, but so things you don't ask for	Mayfield
During lockdown repairs were slow	Mayfield
Provide an easier way to get a hold of them. When you phone no one answers, and an emails are not replied to	Mayfield
Have better records about tenants. I am completely blind, and I have to keep telling them this and they still continue to send me letters in a format that is unsuitable	Mayfield
Make it easier to move home	Mayfield
Make it easier to move house	Mayfield
A better vetting system for tenants would be good	Mayfield
Stop cutting services and be more prompt on repairs	Mayfield
The garden service and one free run to the recycling centre a year; should bring this back	Mayfield
The house just needs a good upgrading	Mayfield
They don't maintain the property. They should put PVC in instead of timber on the woodwork. Do the maintenance and clean the gutters	Mayfield
We have junkies above who are noisy. The intercom doesn't work or the front door so you can't buzz anyone in. HO is meant send out letters. You leave HO voice mails, and she never gets back to you	Mayfield
We need a bath not a wet room	Mayfield
When I got this house I had to wait a year to get the kitchen. It's as though they have no compassion, and you just don't count. The first 4 months we couldn't live in it but still had to pay rent	Mayfield

Improvement comment	Town
Big vans parked with rubbish in them and don't move for weeks. Also, the gardens around here are a disgrace	Other town
Clerk of works was here 3 months ago but had no follow up and there's a lot of the snagging to be repaired. There's a hole been dug in the car park and it's dangerous; nothing done about for ages	Other town
Fix the dampness in house	Other town
Front window and fan in kitchen have been reported but have been waiting over two years now and nothing's been done	Other town
Gutters need cleaned	Other town
Gutters need cleaned out and I reported my patio doors (rain comes in). Kitchen is falling apart and rotten so a lot that needs seen to	Other town
Had a repair done a couple of times to the seal of my bath but it has not worked. Seal has broken again so obviously not done properly	Other town
Have the gardens trimmed and keep the area kept tidy	Other town
I have been waiting ages to get my front step repaired	Other town
I need a ramp for my mobility scooter	Other town
I need my central heating upgraded but the housing officer knows and is dealing with it	Other town
When I moved in, house interior wasn't in great condition for age of house	Other town
Make house moves easier. They charged me £465 to move my furniture	Other town
Make it easier to move home	Other town
Neighbours park over my drive and I can't get out without knocking on their door and this is causing me stress	Other town
Since Covid repairs have been much slower	Other town
Some of the gardens are like Steptoe's Yard – need to be kept tidier	Other town
Stop using Covid as an excuse	Other town
The upgrade to our house is just about to start on the outside of house	Other town
Threatening me to remove tenancy when I am disabled and in an adapted house because of my grass needing to be cut. They could offer grass cutting service	Other town
Vet the tenants before housing them	Other town
We have only been in house 6 months and have been told that we can't get any repairs fixed until we have been here a year. So we have had to do all repairs ourselves	Other town
We've had dampness but it took 2 years to sort out. We were left with no hot water for two years as they wouldn't fix the boiler and needed to sort it out. We need a three bedroom house, but the council say it's acceptable for a boy and girl to share a room	Other town
When phoning you get the automated answer asking who you want to be put through to, then no one picks up the phone. Been in house 10 years. Had 3 joiners in; one made it worse, and one put a seal round it. It's as though the council doesn't care about Pathhead. They could do a lot better than they do with these houses. The house is cold it needs better insulation	Other town
A quicker repair service	Penicuik
Back fence is falling down and steps in pathway need repairing	Penicuik
They don't maintain the houses properly. They give you a nice new boiler but don't give you new radiators	Penicuik
Been waiting on new front door for 6 years. The windows were meant to be all renewed and have not been done. Should look after the properties that people pay the rent to be in	Penicuik
Stop doing cheap repairs that don't last; they don't look into what really needs done	Penicuik
Come back and finish the jobs started	Penicuik
Come out when they are asked to come out	Penicuik
Do the repairs that they're meant to do in a timely manner. Clean and look after the neighbourhood	Penicuik
Employ better companies for repairs and upgrades	Penicuik

Improvement comment	Town
Fix the stair lighting; 2 years since it's been done	Penicuik
Get better trades who turn up and do the job. We asked for the gutters to be cleaned over a year ago and still blaming Covid is an excuse	Penicuik
Have a more pro-active repair service	Penicuik
Give feedback. We had someone looking at the roof more than once as things fall off, but nothing been done	Penicuik
My hand was forced by the council. I was in private rent, and they put me into this council house when I have acute health problems. They don't look after the houses. I keep getting told there's a housing officer coming out, but no one turns up. I'm left in limbo and the house is damp	Penicuik
I got 16 slates at least missing and it's causing leaks in the roof. A sunken floorboard in the hallway is made from mdf. This house is depressing me. I've left voice mails, but no one calls back	Penicuik
I have an upstairs neighbour that needs to agree to pay to get a communal repairs done, and they will not help so I'm stuck. One of these days the window will collapse	Penicuik
I've stopped calling them out and pay to get it done myself	Penicuik
Improve the street cleaning	Penicuik
The fact that there so few rent payers in the area. My daughter lives with me and her child because she can't get a house. We are both working full time. We enquired about a few empty houses in the area and was told no and a drug addict got it	Penicuik
There's lots of stuff needing sorted	Penicuik

Annex 2 – improving housing quality satisfaction and related comments

Q – What if anything should your landlord do to provide you with a better quality home? (Other)

Improvement comment	Town
Better repairs	Bonnyrigg
Complete the outstanding repairs on the house	Bonnyrigg
Do a better service and do not use cowboys that leave a botched housing i.e., use plastic covering when you can rattle the wall	Bonnyrigg
Doors and walls	Bonnyrigg
Doors inside house need improved	Bonnyrigg
Doors internal/ fence needs done	Bonnyrigg
Fit ramp	Bonnyrigg
Fix my front door	Bonnyrigg
Floorboards needs replaced	Bonnyrigg
Improve the floor	Bonnyrigg
Internal doors and external doors	Bonnyrigg
Loft hatch has no insulation	Bonnyrigg
Lots of plastering on the walls needs fixed	Bonnyrigg
New gates	Bonnyrigg
Outside needs improved	Bonnyrigg
Painting doors	Bonnyrigg
Problems with beetles	Bonnyrigg
Repair outside to roughcast	Bonnyrigg
The fence; they will not repair it saying it's not bad enough	Bonnyrigg
The wiring is a bit dated	Bonnyrigg
A stair lift to go up the stairs would help	Dalkeith
Another neighbour flooded us and during the pandemic and it's still not been repaired	Dalkeith
Better repairs service and reduced the time it takes to complete a repair	Dalkeith
Better standard of repairs	Dalkeith
Better storage and a better sized kitchen	Dalkeith
Bigger kitchen	Dalkeith
Building feels like it's subsiding	Dalkeith
Communal light needed	Dalkeith
Electrics keep tripping so should be rewired. Cracked window was put in and was never fixed after 2 years	Dalkeith
Fix wall damage they have left after door being replaced	Dalkeith
House should be upgraded for people with disabilities	Dalkeith
Mould unresolved and leaks in roof	Dalkeith
Need a bigger home	Dalkeith
Need new front and back steps	Dalkeith
New windows are draughty and a mess	Dalkeith
New windows aren't great at keeping draughts out	Dalkeith
New windows need fixed	Dalkeith
Plasterboard in rooms need replaced	Dalkeith
Provide handrails at gate and front door	Dalkeith
Rendering is poor	Dalkeith
Repairs still outstanding	Dalkeith
Roof needs fixed	Dalkeith

Improvement comment	Town
The shower tray leaks into the kitchen ceiling	Dalkeith
The water pipe drips making the house damp	Dalkeith
They could put in new doors	Dalkeith
They give you a shell and I've done it up by myself	Dalkeith
Unsafe fire doors	Dalkeith
Back door draughts through new door and large puddle after heavy rain. Clerk of Works said he would solve problems urgently 5 weeks ago but no communication since. Dangerous due to my health and poor mobility	Gorebridge
Better wiring as lots of sockets don't work	Gorebridge
Broken window needs repaired plus expecting new windows, but no communication	Gorebridge
Ceilings all cracked. Roof been leaking for years as roof tiles missing Windows have also been an issue since they were replaced	Gorebridge
Clean the gutters and the extension needs insulating	Gorebridge
Constant kitchen repairs and infestation. Rear door has water ingress after new door fitted. Survey after door fitted but no feedback	Gorebridge
Door needs aligned	Gorebridge
Doors need adjusted and there's mould in bedrooms	Gorebridge
Draughts sorted	Gorebridge
Floorboards need nailed down	Gorebridge
Front door	Gorebridge
Front door has condensation and needs adjusted	Gorebridge
Front door has failed glass units and back fence collapses with strong winds	Gorebridge
It's the drive; it's too steep in both directions	Gorebridge
Kitchen plus bathroom taps broken and dripping. Solar panel bangs when high winds and leaks	Gorebridge
Lack of communication from Clerk of Works. Need visit urgently to prevent further infestation	Gorebridge
Large gap at bottom of kitchen door	Gorebridge
Need draught from doors fixed	Gorebridge
Never returned with replacement doors and not replaced flooring damaged by flood from neighbour. Kitchen window seals need replaced; wasting money constantly by repairing existing seal	Gorebridge
New front and doors	Gorebridge
New front door	Gorebridge
No communication plus draughts from front and back door	Gorebridge
Poor quality walls, no sound proofing to hotel standard. Can hear neighbours talk, back door draughts	Gorebridge
Shower leaked before pandemic and still not actioned; only have bath no shower	Gorebridge
The bathroom drainage is so slow it backs up and floods. The house drainage is not good at all	Gorebridge
Toilet smell from drains; has open access at pipe in sewage system and poor water pressure in bath. Need heating adjusted as too hot and need to be able to switch off	Gorebridge
Toilet system only held in with screws into plaster board; no fixings	Gorebridge
Waited 4 yrs. People promise to return but just don't come back. Housing Officer does not reply to communication	Gorebridge
Wardrobe doors are falling off and need shower replaced. Also the floorboards need attention	Gorebridge
Water damage caused ceiling problems but still not fixed after 2 yrs. Back door seal not good; attempted repair but not any better	Gorebridge
Woodwork infestation in loft; not actioned. Loft not inspected after last tenant, so their belongings still in loft, plus no wall hanging cupboards in kitchen	Gorebridge
Front door very stiff but these are barely new house	Loanhead
Gutters need cleaned out; when it rains all the rubbish falls out	Loanhead
Have reported my floorboards sinking in place and waiting on the to replace them	Loanhead

Improvement comment	Town
I have mould in bathroom; has been reported but not fixed	Loanhead
I love my home but it's just too small	Loanhead
New homes but something's are still snagging	Loanhead
The bin store is not big enough for all the bins in stair they end up all over the street	Loanhead
Upgrade external door	Loanhead
Upgrade floors	Loanhead
Bathroom needs done	Mayfield
Do the gardens; it's their responsibility	Mayfield
Do the upgrades quicker	Mayfield
External front door	Mayfield
I've done it all the improvements myself; it was terrible when I moved	Mayfield
I've paid to get a lot repaired myself	Mayfield
New internal doors	Mayfield
New windows and doors	Mayfield
Patio doors need replaced	Mayfield
The cold comes up through the floorboards. We have slaters coming up as well	Mayfield
The guttering fell down; they came, took it away and it's not been replaced	Mayfield
The new builds seem to get priority over older buildings that need maintaining	Mayfield
Bathroom sills are coming away; this has been reported but still waiting	Other town
Bedroom is too small. No broadband signal. TV aerial doesn't work and plug sockets are all loose	Other town
Better repair service would help	Other town
Clean gutters please	Other town
Couple of outstanding repairs	Other town
Had temporary repair done to bathroom floor during Covid but they never came back	Other town
Hopefully we will be getting upgrades soon	Other town
I feel my house is falling to bits; have reported several times but nothing is done	Other town
I have phoned the council on several occasions, but they just fob you off and never come and do the repairs, so I end up doing them myself or just leaving it	Other town
I need a bigger house and one away from this area; it's all drug dealers and anti-social idiots	Other town
I think this house has asbestos in the lift. Council have been out and done nothing so am waiting on the environmental health people to come and have a look; the whole house is falling apart	Other town
I've had a new door and from day one it has not been right with a big gap at bottom. Council have been back on a number of occasions but still have a leak and wind whistling through house. I concerned for the winter	Other town
I've reported plugs not working but no one has come to fix them	Other town
Improve external doors and stop water coming in the front door	Other town
Improve the upgrades. In the loft the truss straps are coming loose; they all need fixing	Other town
Internal doors. Back garden drains	Other town
Leak needs fixed	Other town
Let me put a shower in. I applied for a shower to put that my own expense by email in October 2020, but I have had no reply	Other town
New doors needed	Other town
Not having a shared garden	Other town
Our side needs painting, plus new garden fences	Other town
Pipes outside are leaking; had Clerk of Works round but nothing happening	Other town
Previous smoker left stains and smells	Other town
Repair needed to my bathroom; workers meant to come but never heard from them	Other town

Improvement comment	Town
Reported a leak in toilet over 2 years ago and still not fixed. Toilet started to leak this January; Inspector has been out to see it but still no repair, so it is now a much bigger job, and it smells	Other town
Roof needs repair; have reported but nothing done	Other town
The snagging list needs done, and the back door hinge has popped making it a real struggle to close the door properly	Other town
There's blocked drainage in the back garden. Covid seems to be an excuse not to contact; they are very slow at returning calls	Other town
They are fairly new houses but it's just a pity that they didn't vet the tenements better can be very hectic some days	Other town
Walls are crumbling	Other town
18 years I've been complaining about the roof and still nothing done	Penicuik
Cracks in walls	Penicuik
External doors need improved	Penicuik
External doors need replaced. Back garden floods every winter. They try to repair the gutters, but the problem is the rainwater comes into the house causing dampness	Penicuik
Fix a crack in the wall and the doors and skirting need up grading	Penicuik
Fix the pitch roof	Penicuik
Front pitch needs replaced	Penicuik
Have wall units in the kitchen	Penicuik
Holes in the floor need fixed	Penicuik
Replace the porch. External drainage system needs replaced. Workmen have been out to clear the drains in my garden as they keep blocking and they have said the drains under the ground are cracked; the one under my kitchen window has already been condemned	Penicuik
Roof has been leaking for over 3 years	Penicuik
Solar panels don't work	Penicuik
The dampness has been fixed 3 times but there is still damp	Penicuik
The garden needs sorted. With my medical problems I should have no more than 2 steps into the property, and I have 6	Penicuik
The house is looking a bit tired	Penicuik
The rain is causing the windowsill to collapse. We need the walls plastered and I've waited that long because the Clerk of Works has not given the ok	Penicuik
There's a strange cupboard in the house; no reason why it's there	Penicuik
You call up and they send an email to the Clerk of Works, but nothing ever gets done	Penicuik

Annex 3 – Improvement to repair service and related comments

Q – How should your landlord improve its repair service? (other)

Improvement comment	Town
Had to complain to a manager as chasing to get work done; a month without a shower	Bonnyrigg
Listen to the public and take your time; this is my home	Bonnyrigg
The gutters all need cleaned	Bonnyrigg
Better follow up from Clerk of Works	Dalkeith
More checks could be done on the property	Dalkeith
More qualified and equipped workers	Dalkeith
Roof has been leaking for 3 years and never gets fixed properly	Dalkeith
Still waiting to get it repaired; been ongoing 3 years	Dalkeith
Boiler leaked, floor damaged and just left without comment for me to deal with	Gorebridge
Dampness and condensation in bathroom area, and bedroom wall saturation. Advice was to have air venting via loft to solve problems, but Clerk of Works advice was to keep bathroom window closed when showering; does not make sense	Gorebridge
Do the maintenance better and catch up	Gorebridge
Finish the job that they start	Gorebridge
Just better maintenance of the property needed	Gorebridge
Leak in pipe fixed on one visit but now leaking again. Called and no answer as to when visit will happen	Gorebridge
Plumber came twice about drain blockage and still not heard back from them	Gorebridge
Repaired dampness but waiting to see if returns	Gorebridge
Seal around bath didn't work	Gorebridge
Settlement issues plus poor quality extractor fan in bathroom. Poor quality grass all over and bald patches	Gorebridge
Slow to action with a repair; need to be quicker	Gorebridge
The list of what they say is an emergency is not what we say is an emergency; it's very limited	Gorebridge
We have brown doors, and one was replaced with a white one, so I had to paint the rest white	Gorebridge
Gutters need cleaned	Loanhead
Lots of things needing done; and lots of snagging still to be done	Loanhead
Be more prompt at turning up	Mayfield
Boiler broke down after 2months – repair quality	Mayfield
Just get the jobs done	Mayfield
Replace door as opposed to just patching up	Mayfield
Turn up and do them. Put a handle on the front door so you can pull it shut in the way out The shower sometimes cuts out due to water pressure	Mayfield
Use qualified tradesmen not labourers	Mayfield
Better customer service training with repair contractors; they were not friendly	Other town
Quite hard to get through to them sometimes	Other town
Sort outstanding repair; had for over a year	Other town
They didn't do all that was in the worksheet	Other town
Actually do the repairs. Come into the house; stop using Covid is an excuse	Penicuik
Don't do patch up works	Penicuik
Have a portal or online service to report repairs	Penicuik

Annex 4 – improving the neighbourhood and related comments

Q – What if anything should be done to improve your neighbourhood? (Other)

Improvement	Town
Better weeding and sort the potholes	Bonnyrigg
Cut hedges so they don't cover the pavement as I'm blind. The back roads all need fixing	Bonnyrigg
Deal with rats	Bonnyrigg
Get residents to lift the rubbish	Bonnyrigg
Get the local Police station up and running	Bonnyrigg
Improve roads	Bonnyrigg
Improve roads and pavements	Bonnyrigg
Improve traffic at lunch time	Bonnyrigg
Lamppost has been out for weeks; it needs sorted	Bonnyrigg
Lift the grass after it's been cut	Bonnyrigg
Litter from the school, barking dogs and noisy neighbours	Bonnyrigg
Potholes need repaired	Bonnyrigg
Provide dog bins for dog poo	Bonnyrigg
Rats need dealt with	Bonnyrigg
Something for the kids	Bonnyrigg
Vandalism is rife	Bonnyrigg
A permit zone for parking	Dalkeith
CCTV and improve lighting	Dalkeith
Come and do the gardens	Dalkeith
Deal with noise and parties and general antisocial behaviour	Dalkeith
Improve parks etc.	Dalkeith
Make parking in one side only. We had a road sweeper before, and it was good not know	Dalkeith
More for kids	Dalkeith
More speed bumps	Dalkeith
Put up CCTV cameras	Dalkeith
Scrap yard at end of road treats our street as his car park; unsightly and full of scrap	Dalkeith
Take out grass area and use it for parking	Dalkeith
They got rid of road sweepers; being them back	Dalkeith
Birds in roof void; should check nesting sites	Gorebridge
Dog barking	Gorebridge
Even with paying for off road parking, there's still problems as people block access	Gorebridge
Fires in nearby fields by youth and motorbikes through estate are very dangerous	Gorebridge
Kids from Caldwell estate running riot. Aged 10-15, pulling down newly planted trees and throwing dog mess at doors; total vandalism, but no action. No presence don't care. Police simply pass by. Kids taking pics of their vandalism and putting it on tick tock	Gorebridge
Litter a major problem as local shop kicks it aside rather than pick it up	Gorebridge
Local youth leave litter for us to uplift	Gorebridge
Major dog mess problem	Gorebridge
Major problem with dog mess; need bins and cameras. Plus speed bumps as traffic comes off A7 road like a racetrack; very dangerous as lots of small children playing in street	Gorebridge
More for the kids to do	Gorebridge
Need to pick up moss all over front steps from gutters which need cleaned out urgently	Gorebridge
New neighbour purchased adjoining property and put all his rubbish over fence into my garden,. Called council to witness wire sticking out of fence that was cut by neighbour as it was sticking out	Gorebridge

Improvement	Town
into the lane and dangerous but no action by Council; they don't care. Neighbour was abusive and disrespectful when I spoke to them	
People in other streets using parking spaces outside my home. Nurses cannot gain access easily with equipment; could remove some green space to replace with parking to solve problem	Gorebridge
Public deposit debris in fence at front of house	Gorebridge
Roads are bad	Gorebridge
Speeding cars; needs looked at	Gorebridge
Speeding drivers; needs sorted	Gorebridge
Streetlights need fixed	Gorebridge
Waste ground at side of house needs attention	Gorebridge
Bins sometimes don't get uplifted	Loanhead
School parking is a nightmare	Loanhead
More police patrols	Mayfield
None of the streetlights work	Mayfield
Pathways need better maintained	Mayfield
Speeding drivers; put in speed reducing measures	Mayfield
Stop putting in undesirables	Mayfield
The drains are shocking. Have to keep contacting them about the drains which block and flood. There's trees blocking the light to the house, and it blocks my sky signal	Mayfield
The road is more like a main road so it's noisy; need to slow down the drivers. Kids on dirt bikes in the area; you report it, but nothing gets done. Also, dogs barking	Mayfield
They only do things if you complain enough	Mayfield
We need dog waste bins	Mayfield
Better lighting	Other town
Better parks etc.	Other town
Clean up the weeds	Other town
Had a blocked drain on the street for ages causing floods when there's heavy rainfall	Other town
More area maintenance; just left a big hole in the road it's dangerous	Other town
More for children and teenagers. Community centres/ youth clubs	Other town
Speeding in street and concerned with small children	Other town
The way they cut the grass is poor	Other town
There's one family that have caused severe disruption to the village	Other town
Anti-social behaviour with mental health problems (should be dealt with)	Penicuik
Better lighting	Penicuik
Doing lip service but nothing gets done. Get back to normal working	Penicuik
Garden services need to do a better job	Penicuik
Get the tenants to sort their gardens	Penicuik
Improve street cleaning	Penicuik
Stop bringing the riff raff into the area; vet who's getting property	Penicuik
The alleyway is a pest with people littering in it	Penicuik
There's potholes and uneven pavements	Penicuik
Things for the youth to do	Penicuik
Things to attend e.g. hobbies, interests skills	Penicuik
Weeds in the roads and paths needs dealt with	Penicuik

Annex 5 – Making the home easier to heat and related comments

Q – How could your landlord help you heat your home more easily (other)

Comment
Allow us to have a direct debit not a pay card
Deal with dampness
Fix the solar panels
Fix whatever is causing the dampness
Help subsidise bills
Help to reduce our bills
Help lower our bills
Help with bills
Insulate the ground floors
It's the downstairs needs sorted as it's always cold
Just need financial support for bills
Need financial help
Offer financial support with bills
Provide financial support for bills
Radiators are very poor
Repair draughts from pipe work areas
Roof was leaking and it damaged insulation so this should be fixed
Sort downstairs: it is freezing
Sort out the dampness
Sort water ingress in front door and carry out window replacement
The house is damp-needs dealt with
The radiators are not energy efficient
The roof is a problem for heating
Twisted plate under boiler and boiler door broken. Man at maintenance check said he would report it, but not heard anything since
Use better quality radiators as using cheap is false economy