

# Tenant Satisfaction Survey 2022

## Survey Report

**MIDLOTHIAN COUNCIL HOUSING SERVICE**

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Authored by: Alan Kennedy, Knowledge Partnership

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**TABLE A - SUMMARY OF KEY SATISFACTION RESULTS FROM TENANT SATISFACTION SURVEY 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 2020<sup>1</sup></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%	<b>81.5%</b>	79.6%
Indicator 2	Satisfaction with being kept informed about services and decisions	85.0%	<b>80.1%</b>	80.8%
Indicator 5	Satisfaction with opportunities to participate in decision making	81.6%	<b>77.9%</b>	74.8%
Indicator 7	Satisfaction with quality of home	83.7%	<b>83.9%</b>	77.2%
Indicator 12	Satisfaction with repairs in last year	82.4%	<b>72.4%</b>	91.2% <sup>2</sup>
Indicator 13	Satisfaction with contribution of Midlothian Council to management of neighbourhood	81.1%	<b>85.5%</b>	77.3%
Indicator 25	Rating of rent as very good or fairly good value for money	84.4%	<b>80.8%</b>	79.1%

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

<sup>2</sup> 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%<sup>3</sup>.
- 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'<sup>4</sup> (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

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

<sup>4</sup> 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 neutral<sup>5</sup> 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%)

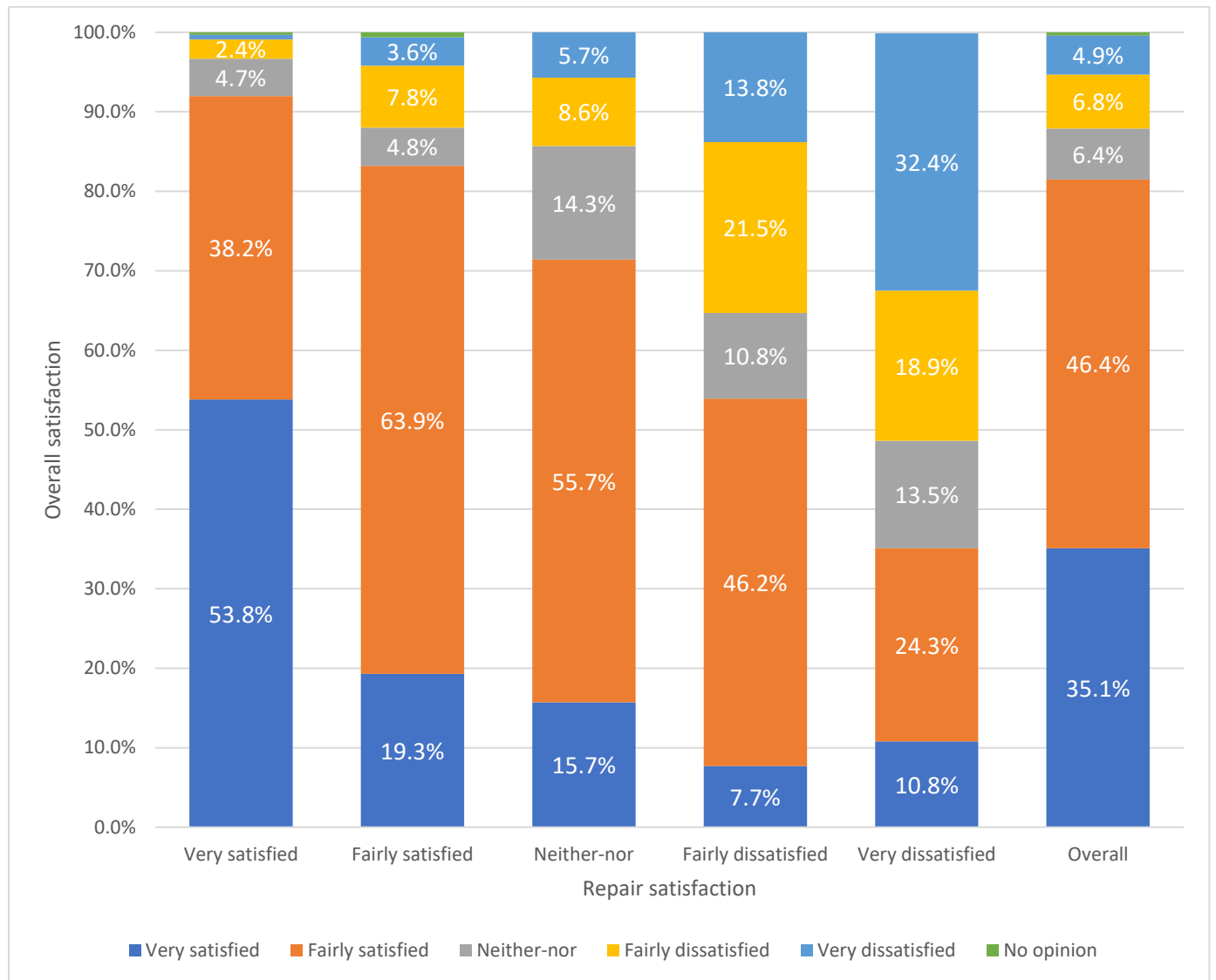
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<sup>5</sup> Responded 'neither satisfied nor dissatisfied' on housing quality

- 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 3<sup>rd</sup> 2022 and September 17<sup>th</sup> 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 stage<sup>6</sup>.

### 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%
<b>Total</b>	<b>750</b>	<b>100.0%</b>	<b>Total</b>	<b>6,536</b>	<b>100.0%</b>

#### 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 .

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<sup>6</sup> 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%
<b>Totals</b>	<b>750</b>	<b>100.0%</b>	<b>Total</b>	<b>6,536</b>	<b>100.0%</b>

#### 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%
<b>Total</b>	<b>750</b>	<b>100.0%</b>	<b>Total</b>	<b>6,536</b>	<b>100.0%</b>

#### **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%
<b>Total</b>	<b>750</b>	<b>100.0%</b>	<b>Total</b>	<b>6,536</b>	<b>100.0%</b>

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%	<b>Totals</b>	<b>100.0%</b>

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).

### Verbatim comments

Any verbatim comments made by tenants are summarised in this report. Annexes containing the full list of comments are provided in a separate report.

### 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

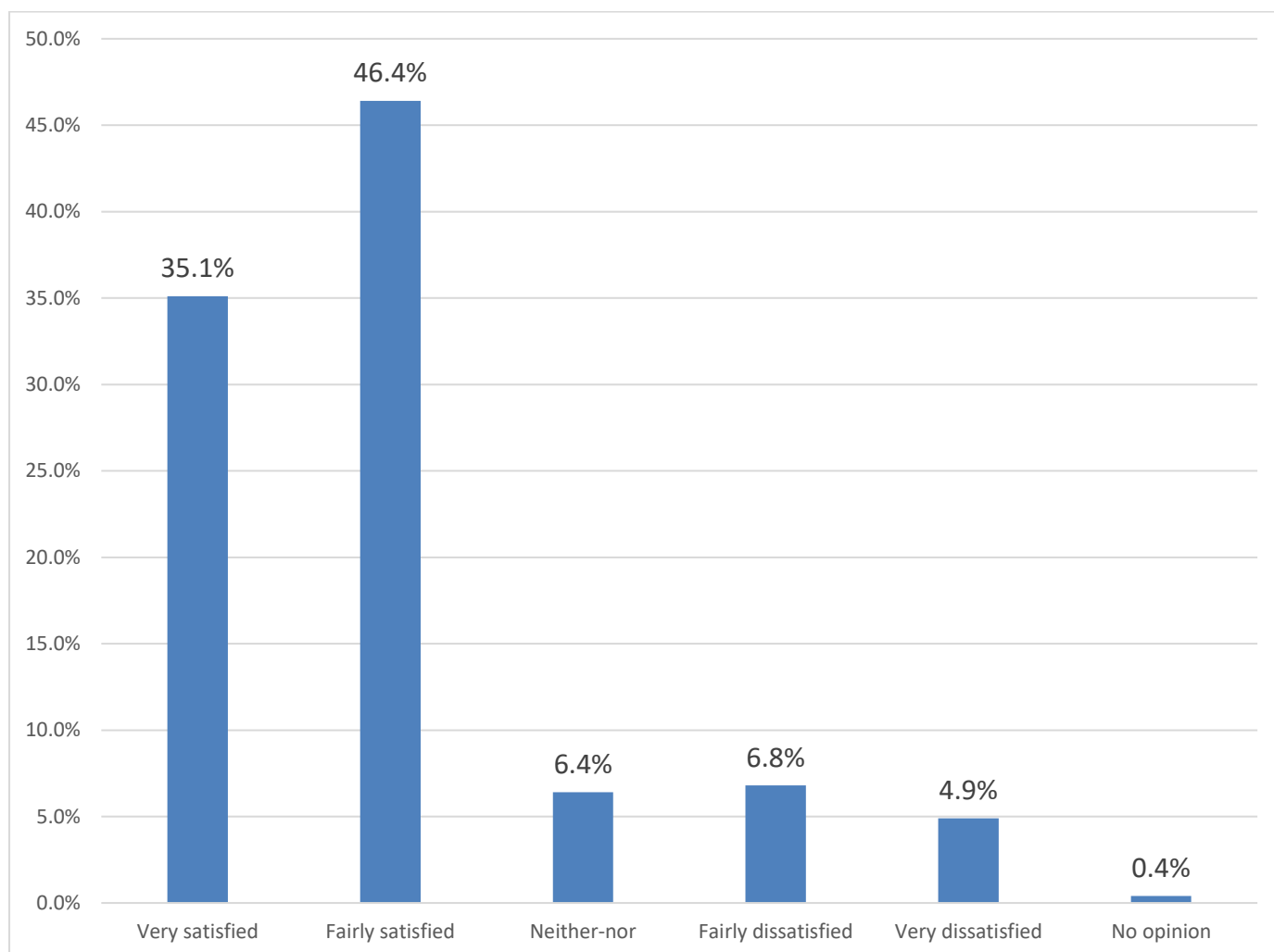
Based on an available population of 1,803 households, and a response rate of 750 completed surveys, the margin of error for the data contained in this survey is  $\pm 2.7\%$ .

## 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%.<sup>7</sup>

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.

<sup>7</sup> 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 <sup>8</sup>	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%
<b>All types</b>	<b>35.1%</b>	<b>46.4%</b>	<b>6.4%</b>	<b>6.8%</b>	<b>4.9%</b>	<b>0.4%</b>

### 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%
<b>All tenants</b>	<b>35.1%</b>	<b>46.4%</b>	<b>6.4%</b>	<b>6.8%</b>	<b>4.9%</b>	<b>0.4%</b>

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 working<sup>9</sup> (69.7%).

<sup>8</sup> Includes wheelchair properties

<sup>9</sup> 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%
<b>All tenants</b>	<b>35.1%</b>	<b>46.4%</b>	<b>6.4%</b>	<b>6.8%</b>	<b>4.9%</b>	<b>0.4%</b>

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%
<b>All tenants</b>	<b>35.1%</b>	<b>46.4%</b>	<b>6.4%</b>	<b>6.8%</b>	<b>4.9%</b>	<b>0.4%</b>

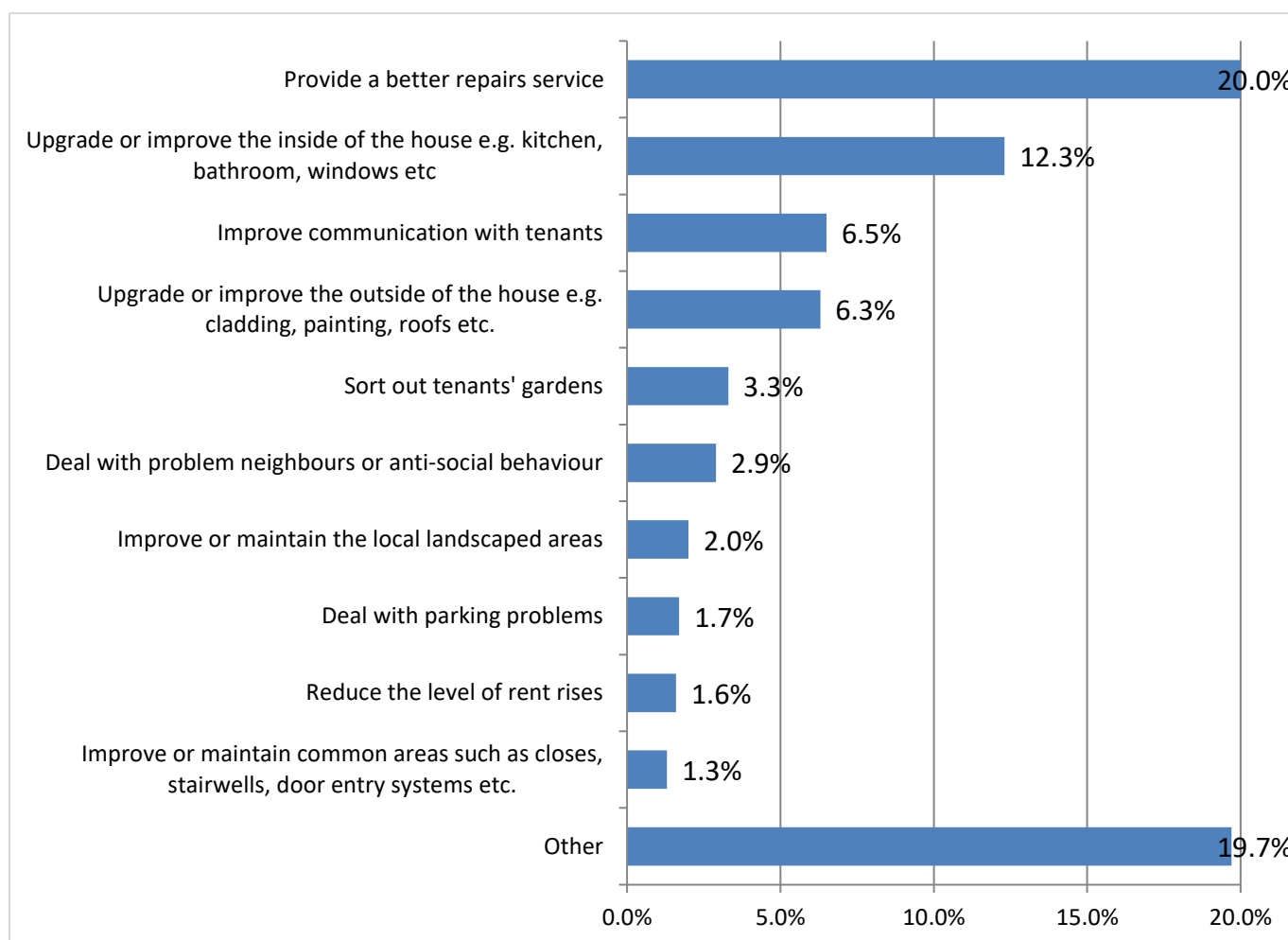
## Service improvements

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 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

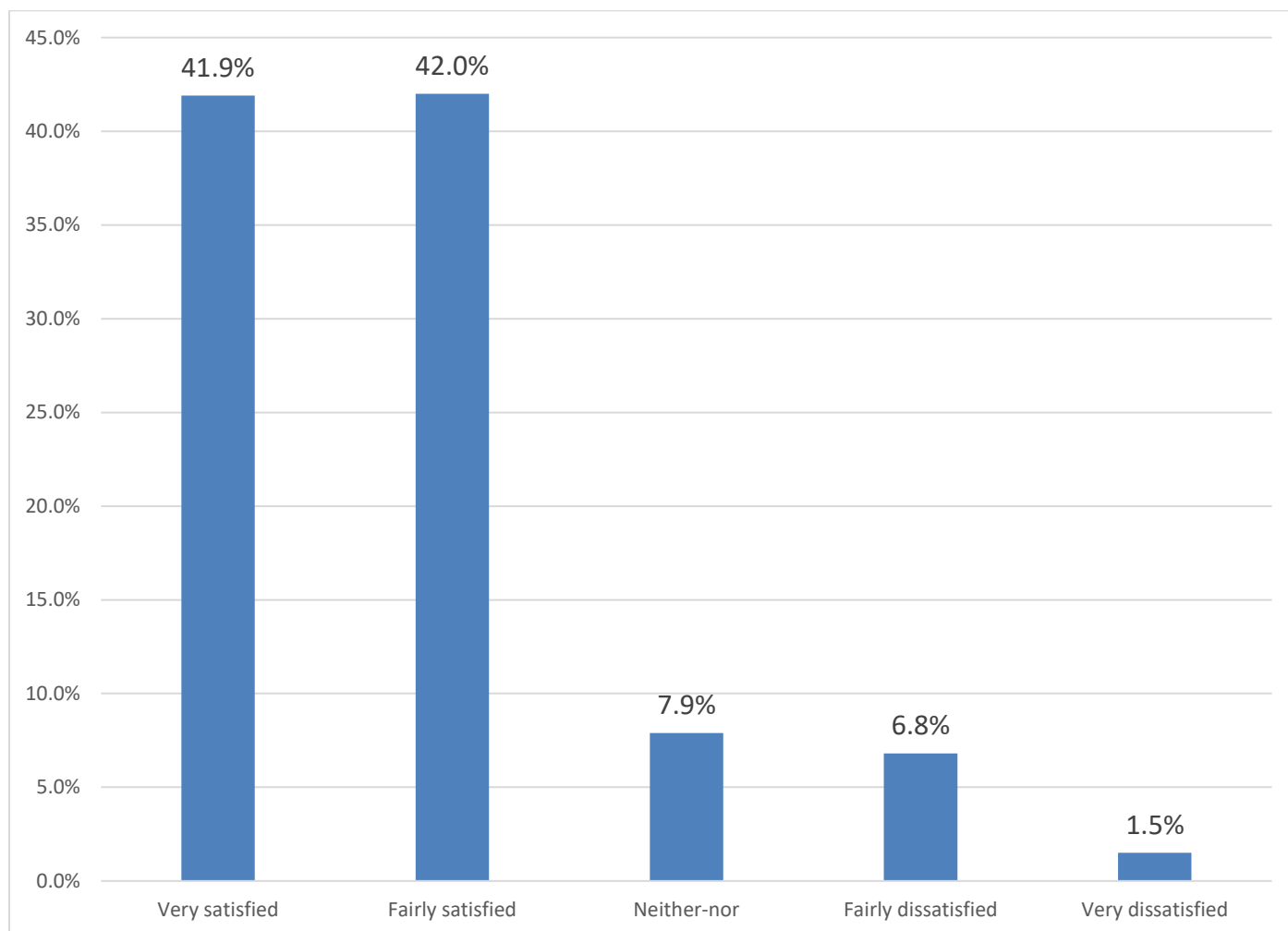
- ✓ Had a repair done a couple of times to the seal of my bath but it has not worked. Seal has broken again so obviously not done properly
- ✓ Improve the surrounding gardens
- ✓ Make it easier to move house
- ✓ The guttering is a safety concern as it's hanging off the bracket. We got new windows a year 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%
<b>All sizes</b>	<b>41.9%</b>	<b>42.0%</b>	<b>7.9%</b>	<b>6.8%</b>	<b>1.5%</b>

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%
<b>All types</b>	<b>41.9%</b>	<b>42.0%</b>	<b>7.9%</b>	<b>6.8%</b>	<b>1.5%</b>

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%
<b>All profiles</b>	<b>41.9%</b>	<b>42.0%</b>	<b>7.9%</b>	<b>6.8%</b>	<b>1.5%</b>

### Energy efficiency and heating the home

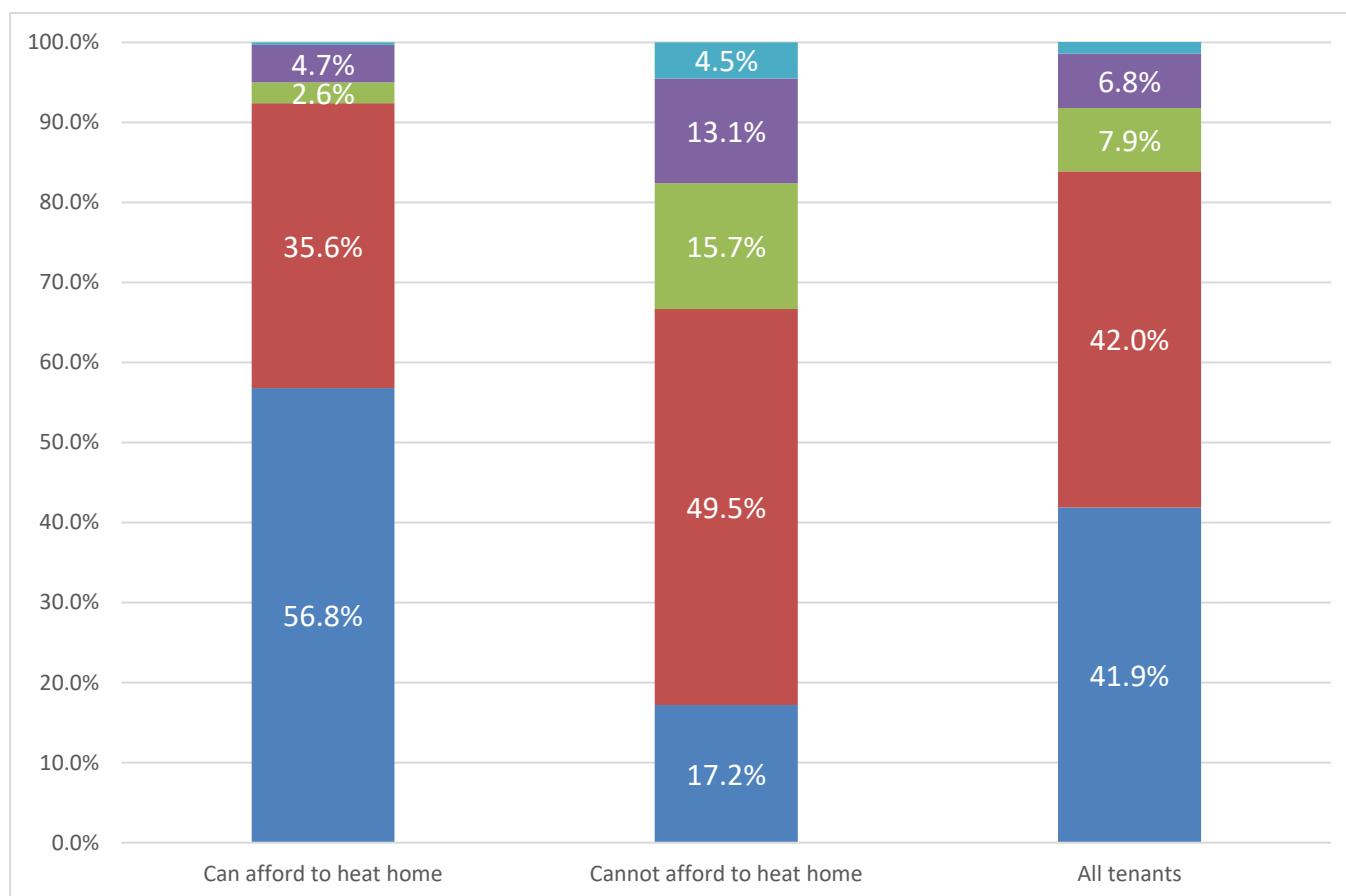
Around six in ten tenants (64.4%) said that their home was energy efficient whereas 25.9% said this was not the case and 9.7% did not know

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%).

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%		

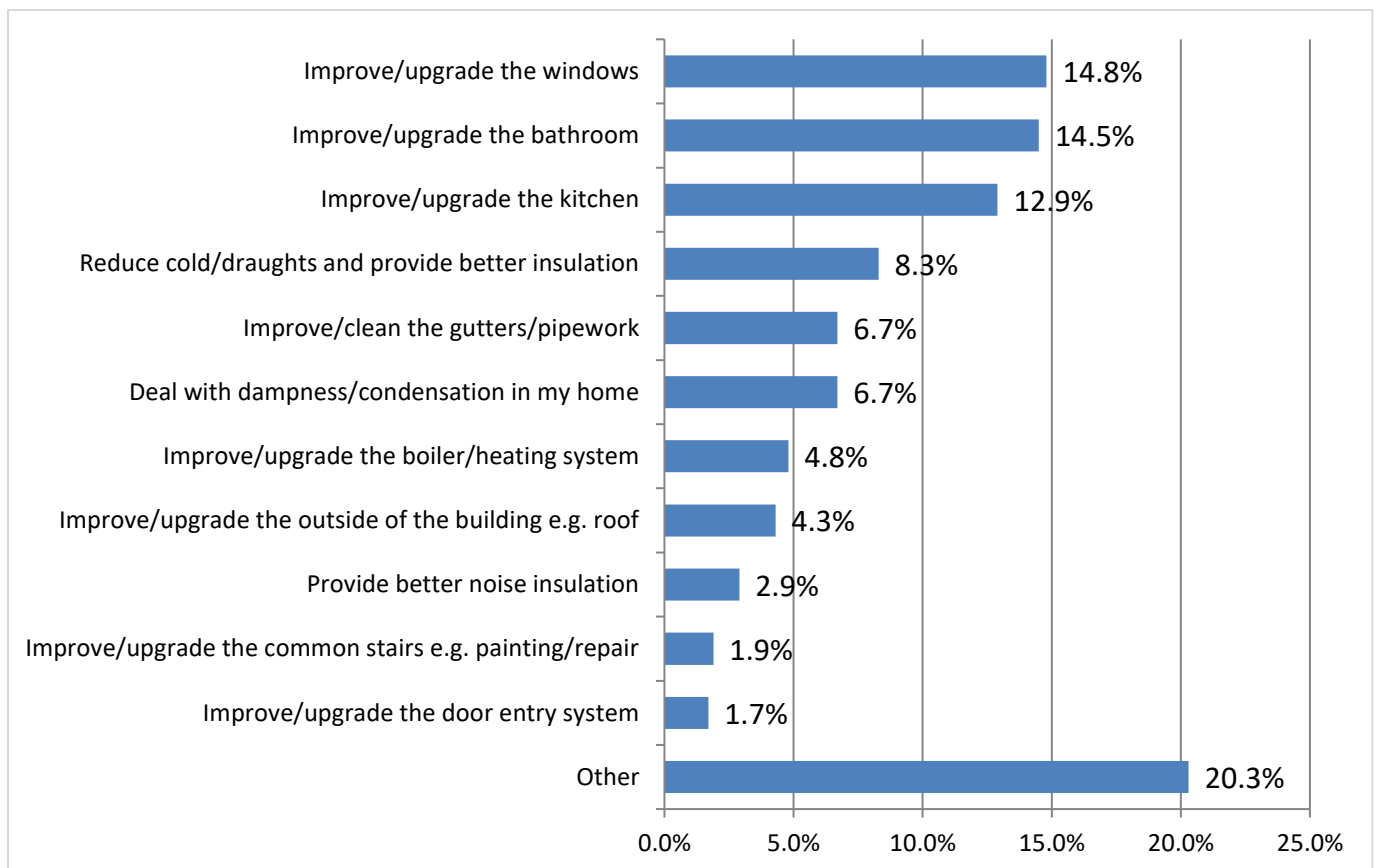
## Service improvements

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 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.

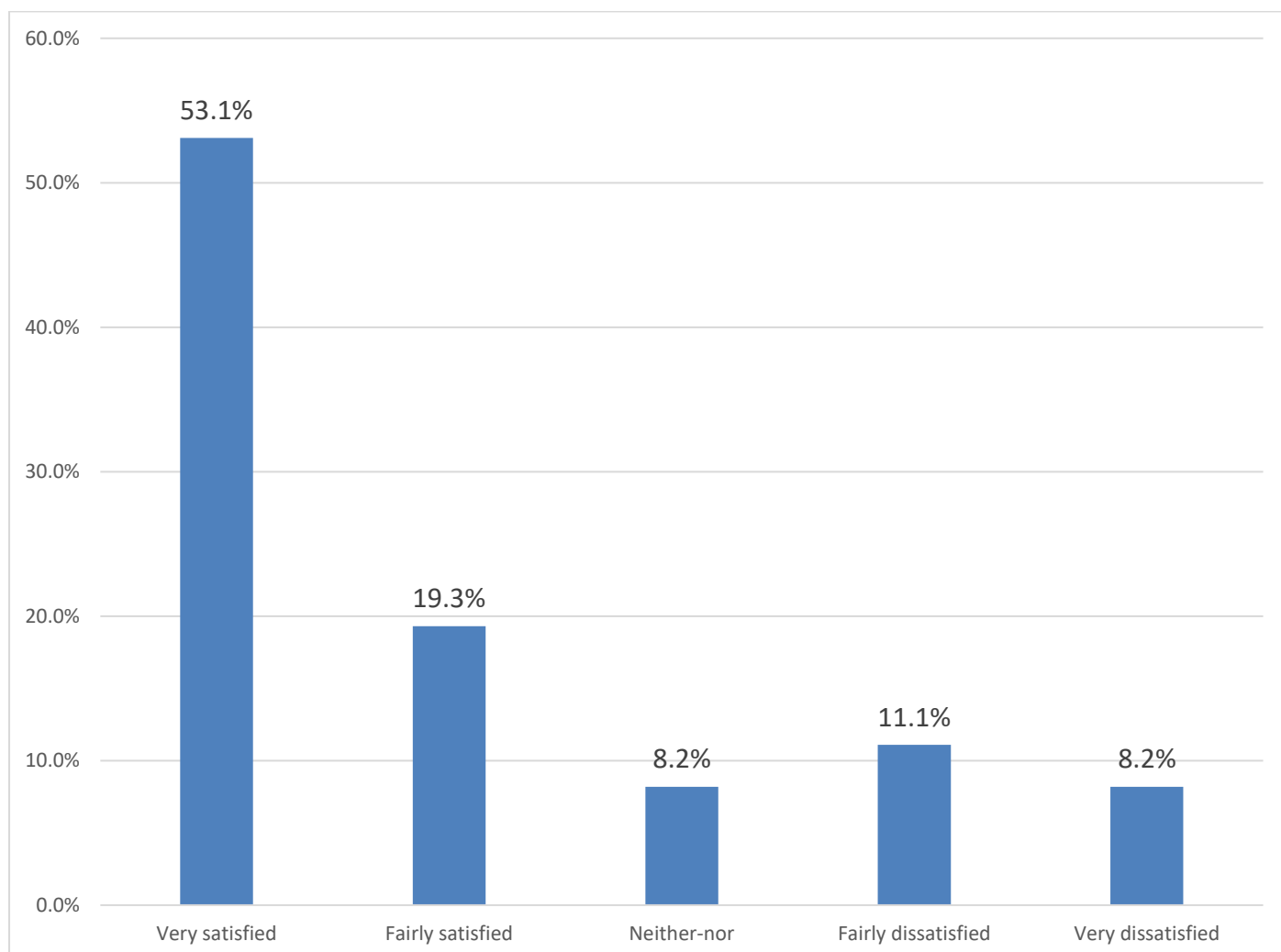
## Repair service

### 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?*

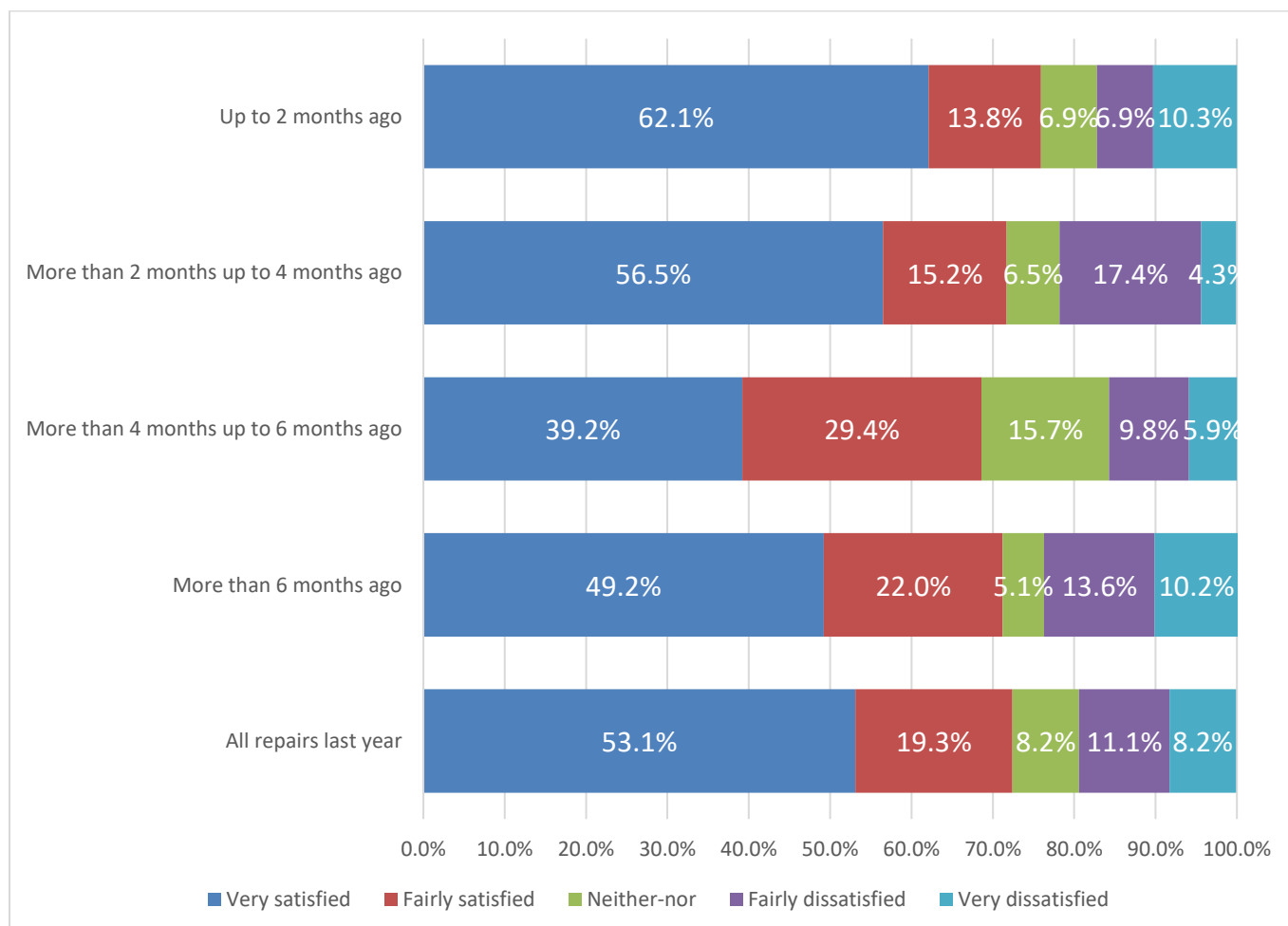
<u>Property type</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Four in a block	56.1%	29.8%	3.5%	5.3%	5.3%
Amenity/wheelchair	66.7%	8.3%	8.3%	8.3%	8.3%
Semi/detached	64.4%	8.9%	8.9%	11.1%	6.7%
Terraced	48.3%	18.0%	11.2%	11.2%	11.2%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

#### 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?*

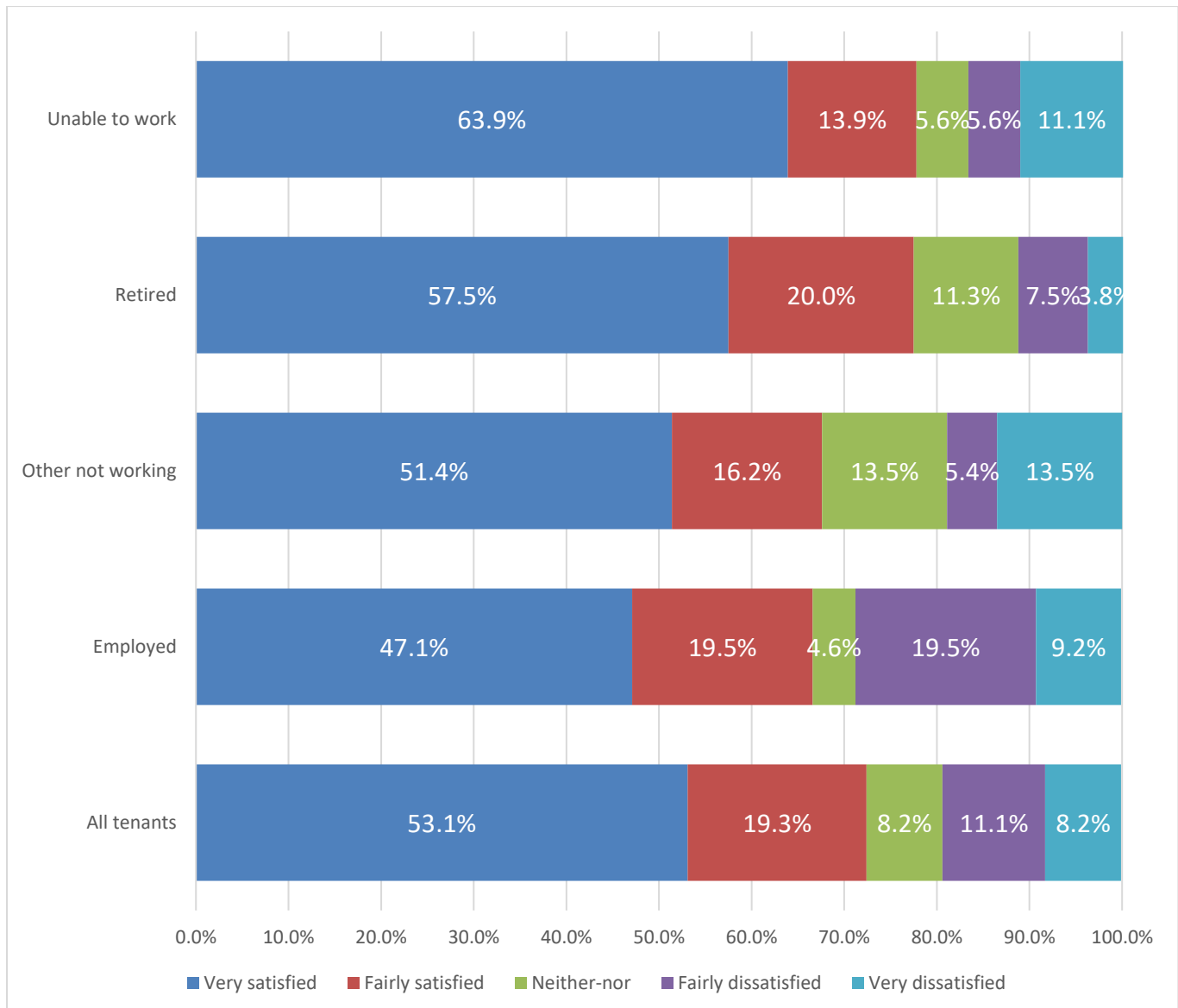


## Repairs satisfaction by tenant status

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?*



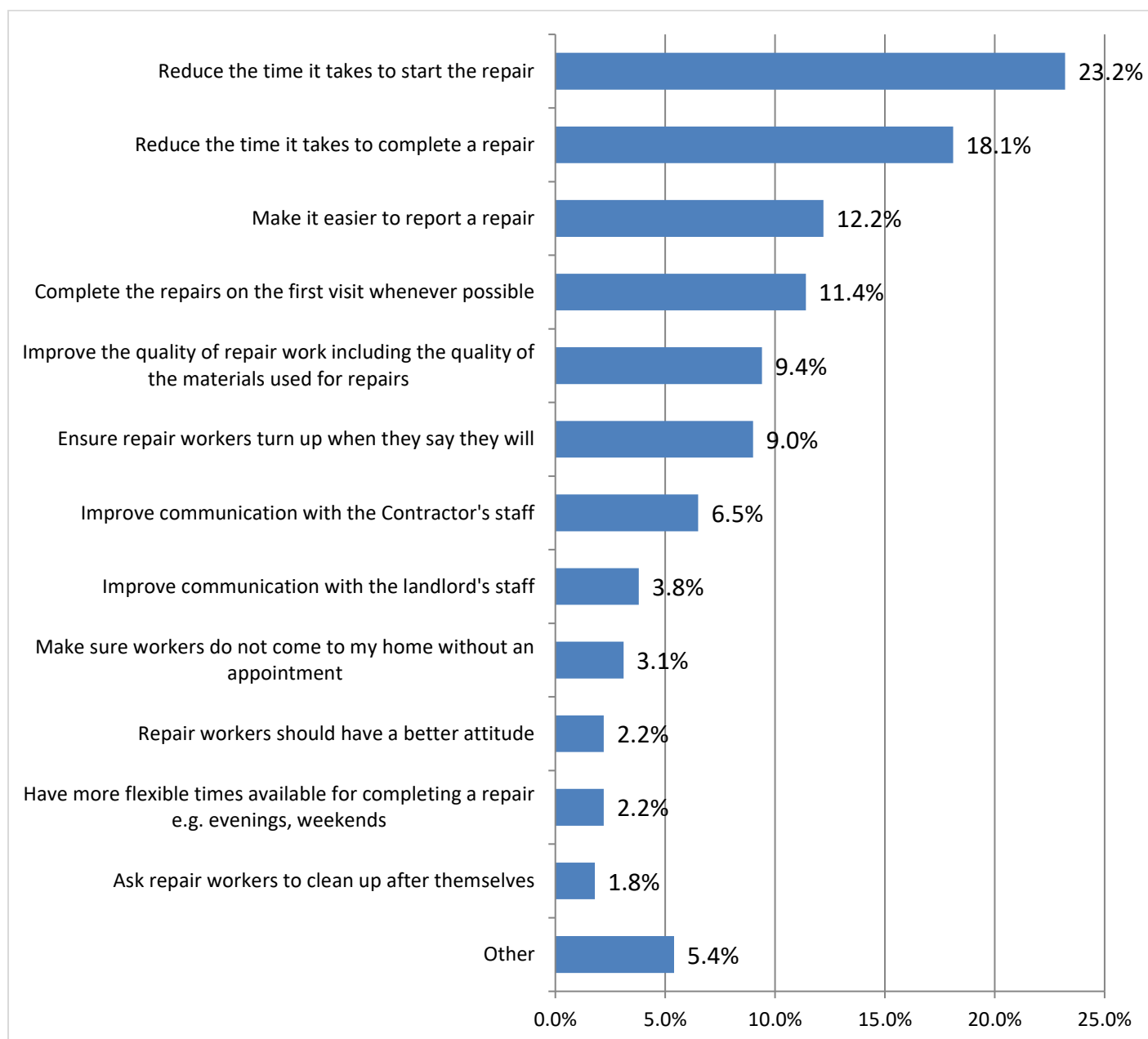
## Improving the repair service

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)<sup>10</sup>

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 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).

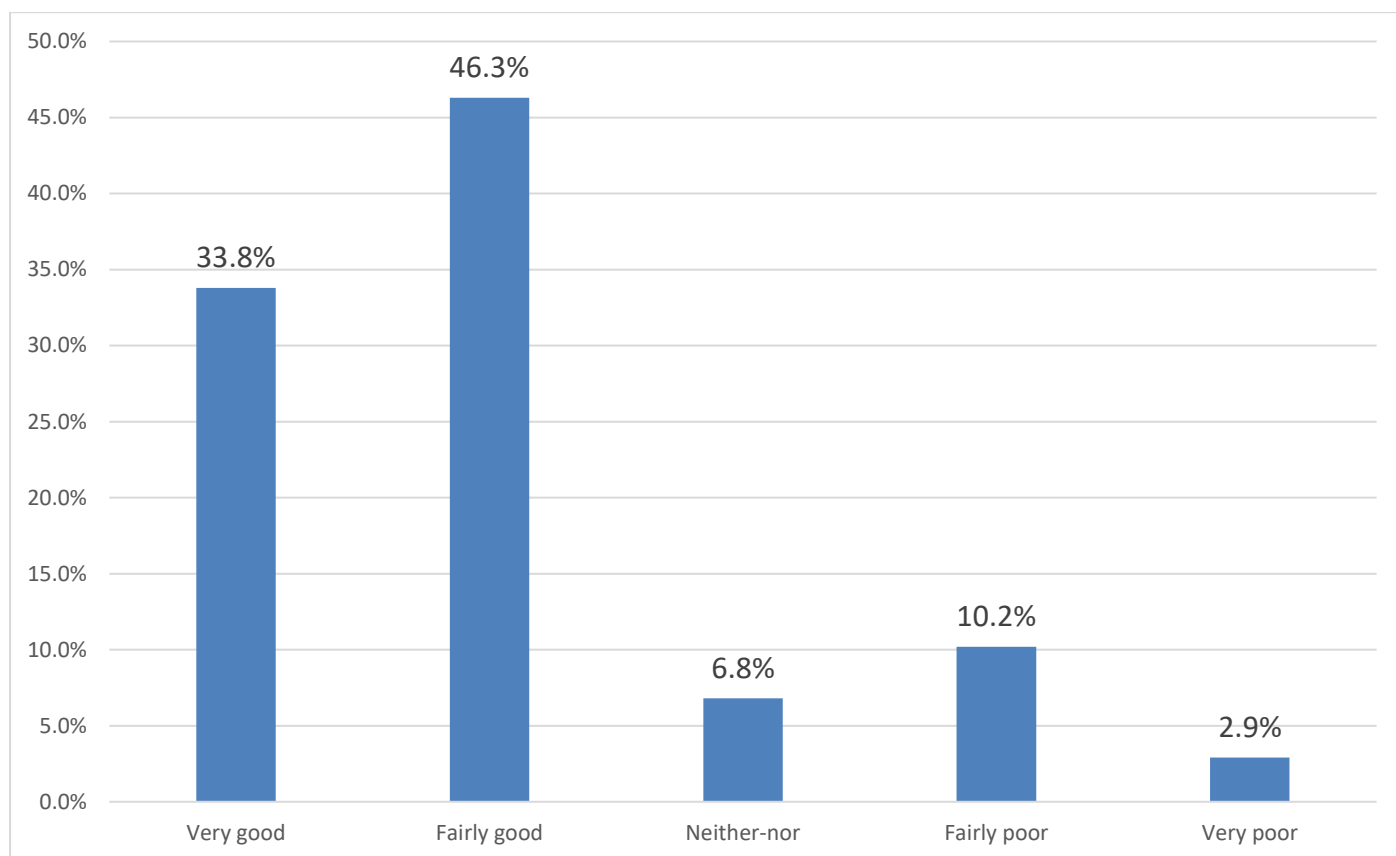
<sup>10</sup> Excludes 'no repair'

## 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%
<b>Total</b>	<b>30.0%</b>	<b>47.9%</b>	<b>9.9%</b>	<b>9.2%</b>	<b>3.1%</b>

## 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?*

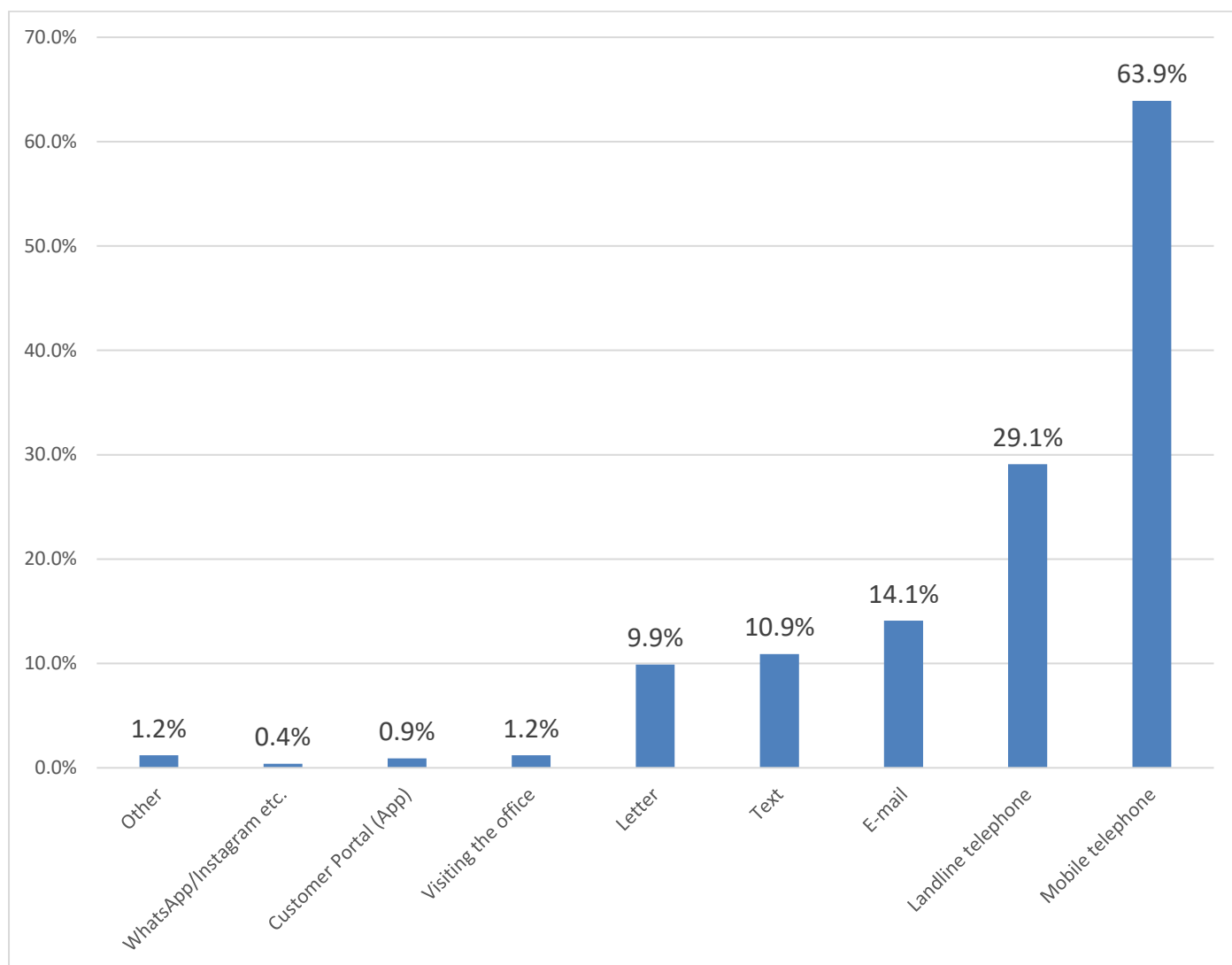
<u>Method</u>	<u>%</u>	<u>Method</u>	<u>%</u>
Through paper, online, phone surveys	43.6%	Other (mainly by letter)	4.7%
Meetings/events	2.7%	Not interested in giving any views	55.5%
Focus groups	1.9%		

## 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.....*

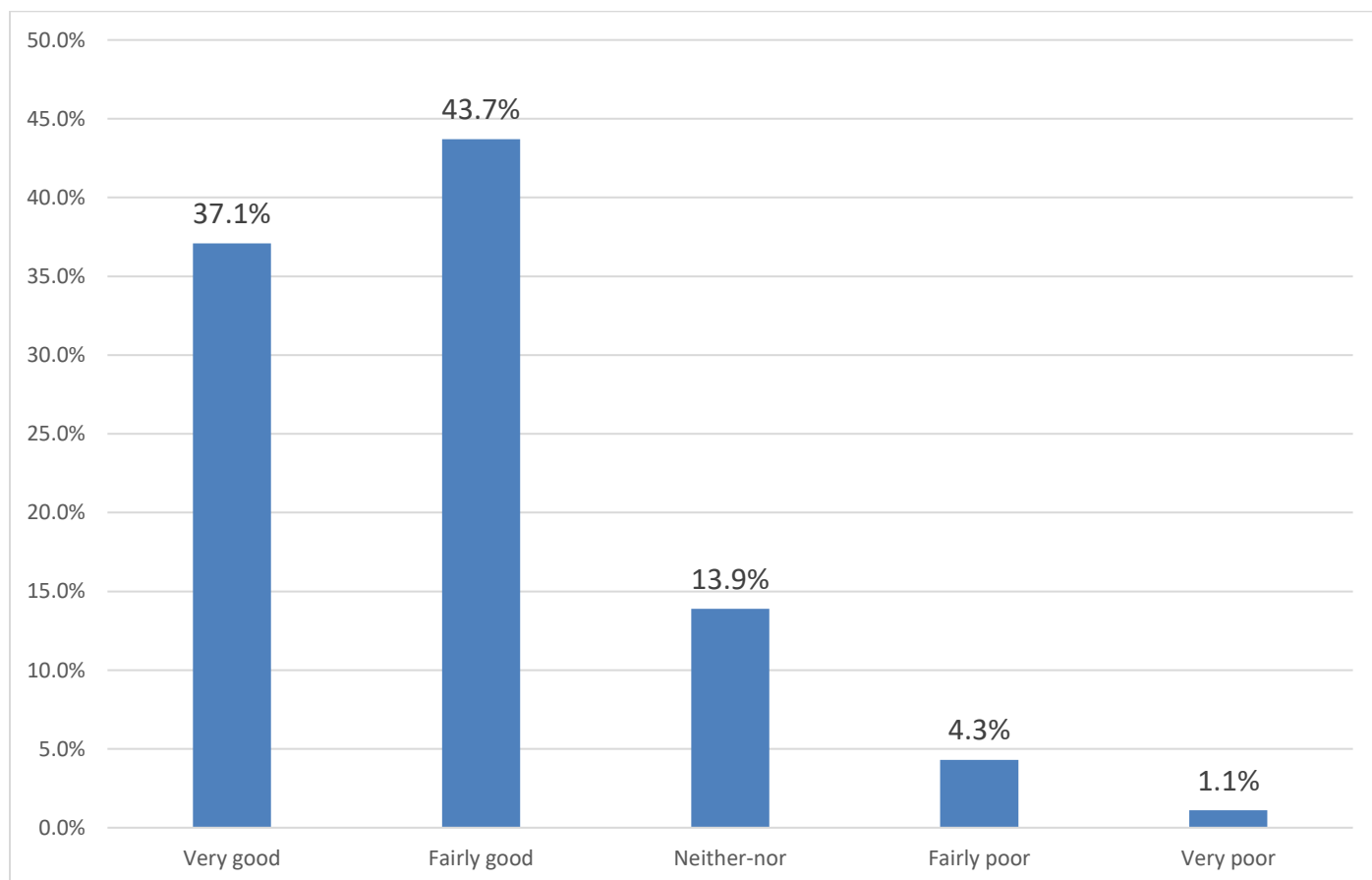


Table 14 indicates rent value by property size and shows that tenants living in one bed homes are the most positive on this measure (87.6% say rent is good value), whilst the least positive are those tenants who live in four or more bed homes (76.9%).

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%
<b>All sizes</b>	<b>37.1%</b>	<b>43.7%</b>	<b>13.9%</b>	<b>4.3%</b>	<b>1.1%</b>

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%
<b>All types</b>	<b>37.1%</b>	<b>43.7%</b>	<b>13.9%</b>	<b>4.3%</b>	<b>1.1%</b>

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 neutral<sup>11</sup> 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%
<b>All profiles/responses</b>	<b>37.1%</b>	<b>43.7%</b>	<b>13.9%</b>	<b>4.3%</b>	<b>1.1%</b>

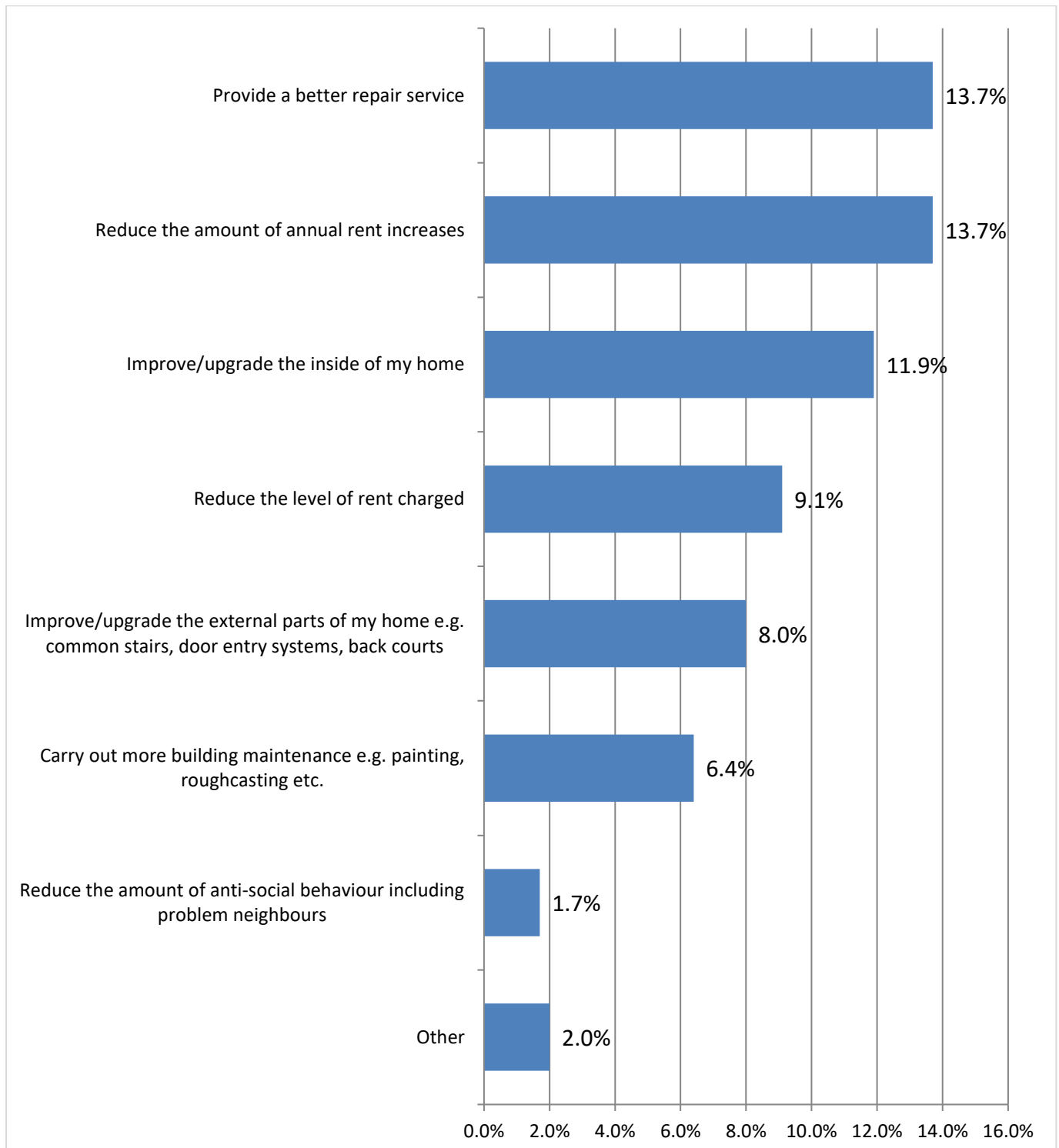
<sup>11</sup> Responded 'neither satisfied nor dissatisfied' on housing quality

## 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%
<b>All towns</b>	<b>42.6%</b>	<b>42.9%</b>	<b>8.0%</b>	<b>4.5%</b>	<b>2.0%</b>

### Improving the neighbourhood

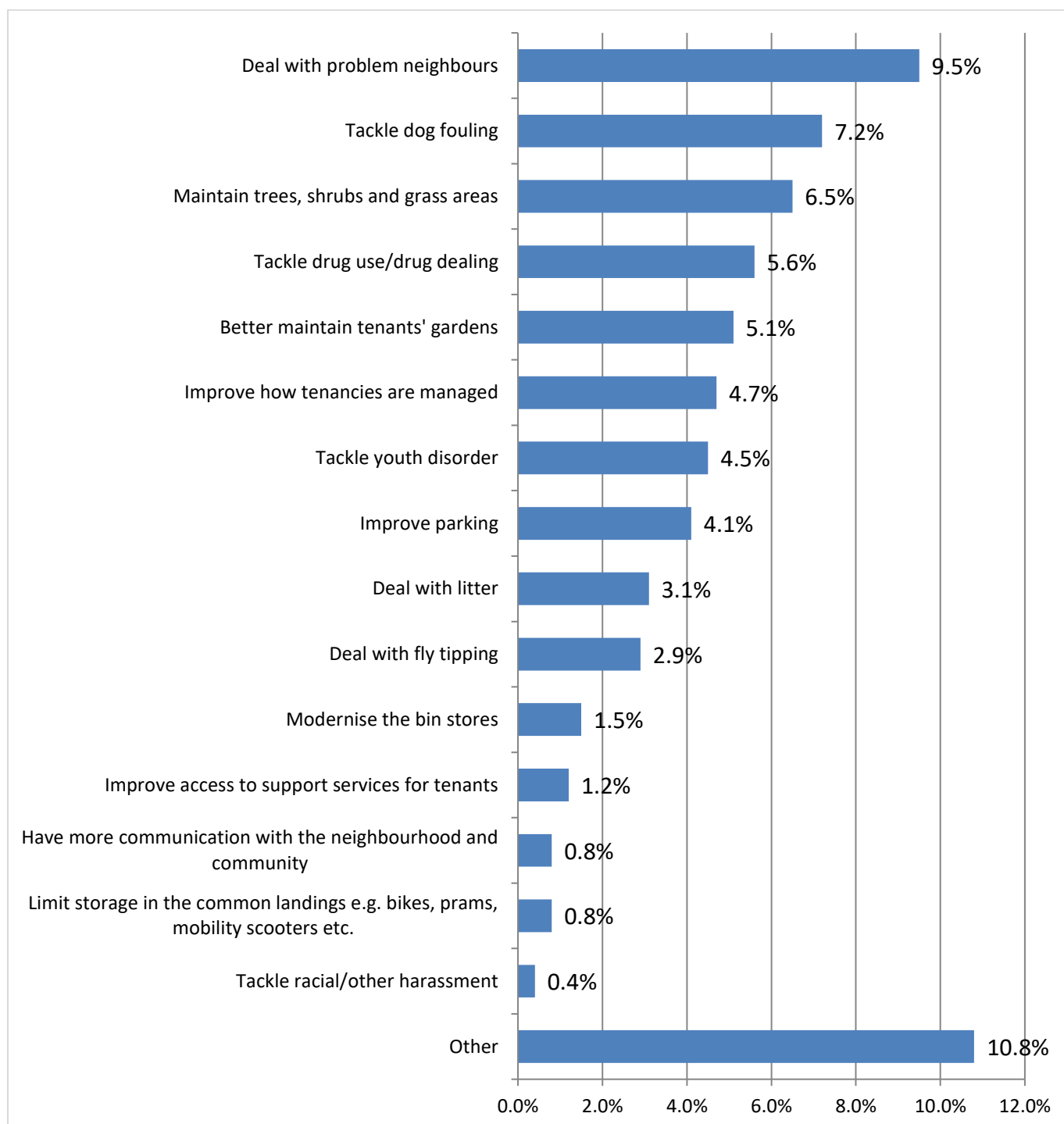
All tenants were asked to say what might improve their neighbourhood as a place to live.

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. 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.