



# Renfrewshire Council

## Tenant Satisfaction Survey

May 2022

Prepared by:

**Research Resource**

Prepared for:

**Renfrewshire Council**

**Contact:** Lorna Shaw

**Tel:** 0141 641 6410

**E-mail:** [Lorna.shaw@researchresource.co.uk](mailto:Lorna.shaw@researchresource.co.uk)

**Contact:** Paul McLean

**Tel:** 0141 618 6264

**E-mail:** [paul.mclean@renfrewshire.gov.uk](mailto:paul.mclean@renfrewshire.gov.uk)





Report written by: Rosemary Stafford

*R Stafford*

Date: 09/06/2022

Reviewed by: Elaine MacKinnon/ Lorna Shaw

*Elaine MacKinnon*

*Lorna A Shaw*

Date: 09/06/2022

# Renfrewshire Council

## Tenant Satisfaction Survey 2022

### Contents

1. EXECUTIVE SUMMARY .....	5
2. INTRODUCTION, BACKGROUND AND METHODOLOGY.....	9
2.1. Introduction and background .....	9
2.2. Background and objectives .....	9
2.3. Research method .....	10
2.4. Questionnaire design .....	10
2.5. Sample size.....	11
2.6. Interviewing and quality control.....	13
2.7. Survey Analysis and Reporting.....	13
2.8. Report Structure .....	14
3. OVERALL SATISFACTION.....	15
3.1. Satisfaction with Renfrewshire Council as a landlord (Q1) .....	15
4. MOVING INTO YOUR HOME.....	17
4.1. Length of tenancy (Q2).....	17
4.2. Satisfaction with condition of new home (Q3) .....	18
4.3. Satisfaction with current type of house (Q4).....	19
4.4. Number of rooms (Q5-8) .....	21
5. COMMUNICATION AND PARTICIPATION .....	23
5.1. Keeping tenants informed (Q9) .....	23
5.2. Internet use (Q10).....	24
5.3. My Account (Q10/11) .....	25
5.4. Used and preferred communication method (Q11) .....	26
5.5. Tenant Participation (Q12) .....	27
5.6. Satisfaction with opportunities for participation (Q15/16).....	28
6. CONTACT WITH COMMUNITIES, HOUSING AND PLANNING SERVICES.....	29
6.1. Contacting the Council (Q17-19).....	29
6.2. Nature of contact (Q20) .....	30
6.3. Satisfaction with contact (Q21-23) .....	30

6.4. Future contact methods (Q24) .....	32
7. COMPLAINTS.....	33
7.1. Nature of complaint (Q25/26) .....	33
7.2. Satisfaction with aspects of the complaints process (Q27-29) .....	34
8. THE REPAIRS SERVICE .....	37
8.1. General satisfaction with repairs and maintenance (Q30/31) .....	37
8.2. Satisfaction with aspects of the repairs service (Q32-35) .....	39
9. YOUR HOME .....	43
9.1. Overall satisfaction with quality of the home (Q36/37) .....	43
9.2. Major works carried out (Q38/39) .....	44
9.3. Satisfaction with aspects of the home (Q40) .....	45
9.4. Energy efficiency (Q41/42) .....	46
9.5. Multi-storey blocks (Q43) .....	46
10. NEIGHBOURHOOD MANAGEMENT.....	47
10.1. Landlord's contribution to the management of the neighbourhood (Q44/45) .....	47
10.2. Best thing about the neighbourhood (Q46) .....	49
10.3. Greatest problems or issues in the neighbourhood (Q47) .....	50
11. RENT AND BENEFITS.....	51
11.1. Value for money (Q48/49) .....	51
11.2. Housing benefit and Universal Credit (Q50) .....	53
11.3. Financial advice and support (Q51/52) .....	53
12. SERVICE PRIORITIES AND IMPROVEMENTS.....	55
12.1. Best aspect of service provided (Q53) .....	55
12.2. Service improvement (Q54) .....	56
13. HOUSEHOLD INFORMATION.....	57
13.1. Tenant or partner (Q56) .....	57
13.2. Age and gender (Q57/58) .....	57
13.3. Household composition (Q59) .....	57
13.4. Disability status (Q60-62) .....	58
13.5. Ethnicity (Q63) .....	59

APPENDIX 1: Survey Questionnaire

APPENDIX 2: Technical Report Summary

# 1. EXECUTIVE SUMMARY

## INTRODUCTION AND BACKGROUND

Research Resource was commissioned by Renfrewshire Council to undertake their 2022 Tenant Satisfaction Survey. The aim of the research was to seek tenants' views on the services that Renfrewshire Council provides as a landlord, how well it performs these services and to help identify areas where the service can be improved.

A total of 1,316 interviews were carried out with tenants using a telephone methodology. 1,316 interviews provides data accurate to  $\pm 2.54\%$  (based upon a 50% estimate at the 95% confidence interval). Interviews were spread across all areas of Renfrewshire Council's stock.

## CHARTER INDICATORS

The table below shows the results for the Scottish Housing Regulator indicators for Renfrewshire Council for 2022 compared with the 2018 and 2020 results and the Scottish average for Local Authorities for the year 2020/21. As can be seen below, satisfaction levels have increased marginally or stayed the same for most indicators. Satisfaction with participation opportunities and value for money have increased by 5 percentage points since 2020, while satisfaction with the overall service has decreased by 7 percentage points and satisfaction with the quality of the home has decreased by 6 percentage points.

Scottish Social Housing Charter Indicators [2018/2020/2022 TSS and LA Scottish Average comparison]				
	2018	2020	2022	LA Scottish Average 2020/21
1 - Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord? (% very/ fairly satisfied)	88%	89%	82%	84%
2 - How good or poor do you feel your landlord is at keeping you informed about their services and decisions? (% very/ fairly good)	82%	88%	91%	86%
5 - How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes? (% very/fairly satisfied)	88%	94%	99%	79%
7 - Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/fairly satisfied)	84%	86%	80%	83%
13 - Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in? (% very/fairly satisfied)	83%	85%	87%	83%
25 - Taking into account the accommodation and the services your landlord provides, do you think the rent for this property represents good or poor value for money? Is it....? (% very/ fairly good)	76%	78%	83%	82%

## KEY FINDINGS

The key findings of Renfrewshire Council's 2022 Tenant Satisfaction Survey are as follows:

### OVERALL SATISFACTION

- The majority of respondents (82%) were very or fairly satisfied with the overall service provided by Renfrewshire Council as a landlord.

### MOVING INTO YOUR HOME

- Just under three quarters (73%) of the tenants who had moved into their current home within the last five years were very or fairly satisfied with the condition of their home when they moved in.
- All respondents were then asked if they were happy with the type of house they currently have. The majority of respondents stated yes (87%).
- More than 8 in 10 respondents felt they had about the right number of rooms in their home (85%).

### COMMUNICATION AND PARTICIPATION

- Just over 9 in 10 tenants (91%) felt their landlord was very or fairly good at keeping them informed about their services and decisions.
- Over 6 in 10 tenants (62%) stated they use the internet. Tenants were most likely to access the internet using a smartphone (52%), followed by a tablet (31%) and a home computer (16%).
- All respondents were asked if they would be interested in using 'My Account', the Council's online customer account which allows access to Council services online 24 hours a day. Just over half of tenants (53%) stated they were already registered and a further 15% said they would be interested in using 'My Account'.
- The majority of tenants would prefer to use the telephone to get in touch with their landlord (94%), this was also the method tenants prefer their landlord to use when they need to get in touch with them (88%).
- Tenants were most likely to say they would prefer to be consulted by telephone call (71%), letter (62%) or magazines, newsletters or People's News (32%).
- Almost all respondents (99%) were very or fairly satisfied with the opportunities given to them to participate in their landlord's decision-making processes.

### CONTACT WITH HOUSING SERVICES

- Just under 6 in 10 respondents (56%) had been in contact with the Council about a housing or housing related matter in the last 12 months with a query other than to pay their rent.
- The majority of tenants who had contacted the Council did so by telephone (92%).

- Just under 9 in 10 tenants (89%) were either very or fairly satisfied with the contact they had with the Council during the pandemic, compared to 5% who were very or fairly dissatisfied and 6% who were neither satisfied nor dissatisfied.
- Tenants were most likely to say they were in contact about repairs (69%).
- Of tenants who had contact with the Council within the last 12 months:
  - 80% said it was easy to get hold of the right person,
  - 84% found staff to be helpful,
  - 68% said their query was answered or issue was resolved within a reasonable time,

## COMPLAINTS

- 1 in 20 respondents (5%) stated they had complained to Housing Services in the last 12 months. The majority of complaints were regarding repairs (44%) or anti-social neighbours (29%).
- Satisfaction with service-based complaints was mixed, ranging from 29% regarding how well tenants were kept informed about the progress of their complaint to 74% with regards to how easy it was to make their complaint. One third of respondents (33%) who made a service-based complaint were very or fairly satisfied with the way their complaint was handled by the Council.
- Satisfaction with anti-social complaints was also mixed, ranging from 26% with regards to the speed with which the complaint was dealt with to 74% with regards to how easy it was to make the complaint. Just under 4 in 10 tenants (37%) who made an anti-social complaint were very or fairly satisfied with the way their complaint was handled by the Council.

## REPAIRS

- All respondents were asked generally, how satisfied they are with the way Renfrewshire Council as their landlord deals with repairs and maintenance. The majority of respondents (83%) were very or fairly satisfied in this respect.
- Just under 4 in 10 respondents (38%) stated they had repairs carried out in their property within the last 12 months.
- Respondents who had had a repair carried out in their property within the last 12 months were then asked if they were satisfied or dissatisfied with various aspects of the repairs service. Satisfaction was high, ranging from 81% with regards to the repair being done 'right first time' to 94% with regards to keeping dirt and mess to a minimum.
- The majority of tenants (79%) who had a repair carried out in the last 12 months said the worker or tradesperson showed proof of their identity.
- With regards to appointments, 97% of respondents stated they were offered a suitable appointment time for their repair, with almost all (96%) stating the appointment was kept.

## YOUR HOME

- The majority of tenants (80%) were very or fairly satisfied with the quality of their home.
- 1 in 20 respondents (5%) stated that they had major improvements carried out over the last two years. The most common major improvements were new bathrooms (2%).
- The majority of tenants (83%) who have had major improvements carried out in their home within the last two years were very or fairly satisfied with the quality of work.
- Tenants were then asked if they were satisfied or dissatisfied with various aspects of their home. Satisfaction was high, ranging from 77% with regards to gutters and drains to 93% with regards to the wiring.

## NEIGHBOURHOOD MANAGEMENT

- Tenants were asked to rate how satisfied or dissatisfied they were with their landlord's contribution to the management of the neighbourhood they live in. 87% of tenants were very or fairly satisfied in this respect.
- Tenants were most likely to say the best thing about their neighbourhood is that it is quiet and peaceful (46%) followed by there being good neighbours and friendly people (41%).
- More than half of tenants (58%) did not believe there were any problems or issues in their neighbourhood. Where tenants did believe an issue to be present, this was most likely in relation to anti-social behaviour/ anti-social neighbours (16%).

## RENT AND BENEFITS

- Just over 8 in 10 tenants (83%) were of the opinion their rent represents very or fairly good value for money.
- Just over half of respondents (51%) stated that they were in receipt of full housing benefit, 4% in receipt of partial housing benefit, 21% in receipt of Universal Credit, 24% said they did not receive any housing benefit and 1% were unsure.
- The majority of respondents (99%) stated that they did not require any help with maintaining rent payments.
- More than 1 in 10 respondents (14%) said they have spoken to Renfrewshire Council Housing staff about money advice. Of these respondents, 84% found the advice and assistance very or slightly helpful.



## **2. INTRODUCTION, BACKGROUND AND METHODOLOGY**

### **2.1. Introduction and background**

This report represents and discusses the findings to emerge from Renfrewshire Council's Tenant Satisfaction Survey 2022.

### **2.2. Background and objectives**

The aim of the research was to seek tenants' views on the services that Renfrewshire Council provides as a landlord, how well it performs these services and to help identify areas where the service can be improved. Specifically, the research was designed to provide customers views on the following:

- The quality of information provided by the Council;
- Feedback on customer care;
- Quality of accommodation and the neighbourhood;
- Service provision including repairs, maintenance and improvements;
- Tenant involvement/ opportunities for participation;
- Value for money for rent;
- Service priorities.

It is against this background that Research Resource were commissioned to carry out Renfrewshire Council's 2022 Tenant Satisfaction Survey.

### 2.3. Research method

We note that the Ipsos MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement to provide data accurate to  $\pm 5\%$  and ensuring representative samples of tenants, it was decided that the tenant survey was carried out utilising a telephone methodology. Our primary reasons for recommending this methodology were:

- Administering the survey utilising an interviewer led methodology allows us to maximise the response rate.
- The proposed methodology is an inclusive methodology and allows interviewers to ensure that, for example, elderly or those with a disability or literacy problems can be included in the process. It also lets us identify any potential barriers to participation which can be raised and addressed in partnership with the Council.
- Facilitates high quality of survey output as it allows the interviewer to build up a rapport with the participant ensuring that the questionnaire is answered in full and allowing explanation of the necessity for asking personal data.
- Telephone methodology provides the same benefits as face-to-face interviews in terms of survey completion, response rates and quality, however, at a lower cost.
- Given the geographical spread of tenants this method was the most practical and cost-effective option for delivery of the research.

### 2.4. Questionnaire design

After consultation with Renfrewshire Council's representatives, a survey questionnaire was agreed which fully met the information needs and requirements of the organisation and included all issues of importance for tenants. In developing the questionnaire, the following issues were considered:

- The information needs listed in the survey brief;
- The Scottish Social Housing Charter indicators upon which Renfrewshire Council is required to report;
- Research Resource experience in relation to customer satisfaction surveying.

A copy of the questionnaire can be found in Appendix 1 of this report.

## 2.5. Sample size

The aim of the survey was to achieve a robust level of data upon which the Council can have confidence making decisions upon.

Overall, a total of 1,316 interviews were achieved with tenants from an overall population of 11,246 tenants, providing data accurate to  $\pm 2.54\%$  (based upon the 95% confidence level and a 50% estimate). A representative sample of the Council's tenants was drawn from which it was sought to achieve the targeted 1,300 interviews. The sample was spread across each area of the Council's stock to ensure coverage of all house types and sizes.

The guidance from the Scottish Housing Regulator states that in all surveys, particularly postal surveys, some groups are more likely than others to respond. This means that certain subgroups will be under-represented, and others will be over-represented in the final achieved sample (i.e. all the people who responded). Weighting ensures that received responses are representative of the whole survey population. The guidance suggests that social landlords will be likely to have suitable information on the population in terms of dwelling type (flats, semi-detached house, detached, terraces) and the number of bedrooms.

The following tables show the sample profile broken down by area, property type and property size compared to the population. As can be seen below, the interview profile is relatively in line with the overall tenant population profile, varying by no more than 7% points with regard to own door flats being slightly over-represented. We are comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required. The data reported is therefore unweighted.

Town	No. of tenants	% of tenants	No. of interviews	% of interviews
ARKLESTON	116	1.1%	14	1.1%
BISHOPTON	143	1.3%	17	1.3%
BRIDGE OF WEIR	197	1.8%	23	1.7%
CARTSIDE	163	1.5%	19	1.4%
COCHRANE CASTLE	40	0.4%	6	0.5%
CORSEFORD	61	0.6%	7	0.5%
DIMITY STREET	47	0.4%	6	0.5%
DYKEBAR	18	0.2%	2	0.2%
ELDERSLIE	313	2.8%	35	2.7%
FERGUSLIE	79	0.7%	9	0.7%
FERGUSLIE PARK	171	1.5%	23	1.7%
FOXBAR	948	8.6%	114	8.7%
GALLOWHILL	1063	9.6%	123	9.3%
GLENBURN	840	7.6%	99	7.5%
GOCKSTON	46	0.4%	5	0.4%
HOUSTON	41	0.4%	5	0.4%
HOWWOOD	67	0.6%	8	0.6%
HUNTERHILL	391	3.5%	46	3.5%
INCHINNAN	53	0.5%	6	0.5%

JOHNSTONE	1096	9.9%	128	9.7%
JOHNSTONE CASTLE	277	2.5%	33	2.5%
KILBARCHAN	168	1.5%	21	1.6%
KIRKLANDNEUK	314	2.8%	39	3.0%
LINWOOD	425	3.9%	52	4.0%
LOCHFIELD	280	2.5%	33	2.5%
LOCHWINNOCH	163	1.5%	14	1.1%
LOUNSDALE	76	0.7%	9	0.7%
MOORPARK	123	1.1%	14	1.1%
NORTH STREET	2	0.0%	-	-
PAISLEY	2261	20.5%	275	20.9%
RALSTON	9	0.1%	-	-
RENFREW	918	8.3%	113	8.6%
VICTORY GARDENS	5	0.0%	2	0.2%
WHITEHAUGH	121	1.1%	16	1.2%
<b>Grand Total</b>	<b>11035</b>	<b>100.0%</b>	<b>1316</b>	<b>100.00%</b>

House type	No. of tenants	% of tenants	No. of interviews	% of interviews
Amenity Flat	15	0.1%	-	-
Deck access Flat	255	2.3%	42	3.2%
Deck access Maisonette	231	2.1%	39	3.0%
Detached Bungalow	16	0.1%	1	0.1%
Detached House	2	0.0%	-	-
End terrace Bungalow	128	1.2%	14	1.1%
End terrace House	637	5.8%	67	5.1%
Mid terrace Bungalow	103	0.9%	9	0.7%
Mid terrace House	961	8.7%	103	7.8%
Multi-storey Flat	952	8.6%	129	9.8%
Own Door Flat	2561	23.2%	400	30.4%
Permanent Prefab	15	0.1%	2	0.2%
Semi-detached Bungalow	97	0.9%	5	0.4%
Semi-detached House	645	5.8%	69	5.2%
Tenement Flat	4003	36.3%	416	31.6%
Walk Up Flat	332	3.0%	18	1.4%
Walk Up Maisonette	82	0.7%	2	0.2%
<b>Grand Total</b>	<b>11035</b>	<b>100.0%</b>	<b>1316</b>	<b>100.0%</b>

No. of bedrooms	No. of tenants	% of tenants	No. of interviews	% of interviews
0	340	3.1%	36	2.7%
1	3229	29.3%	369	28.0%
2	5326	48.3%	647	49.2%
3	1939	17.6%	241	18.3%
4	198	1.8%	23	1.7%
5	2	0.0%	-	-
7	1	0.0%	-	-
<b>Grand Total</b>	<b>11035</b>	<b>100.0%</b>	<b>1316</b>	<b>100.0%</b>

## 2.6. Interviewing and quality control

All interviewing was undertaken by Research Resource's highly trained and experienced interviewers', all of whom are highly experienced in undertaking tenant satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between the 21<sup>st</sup> of March and the 11<sup>th</sup> of May 2022.

## 2.7. Survey Analysis and Reporting

Survey data has been analysed and reported on in a number of ways. Data has been analysed by area and key variables as agreed by the organisation. Where any particular trends or issues are found for any one key group, this is detailed in the survey report.

Where relevant, data has been compared to the Council's 2018 and 2020 tenant satisfaction survey results with significant changes in satisfaction highlighted in the report.

Please note that not all percentages sum to 100% due to rounding.

## 2.8. Report Structure

This document details the key findings to emerge from the survey for Renfrewshire Council.

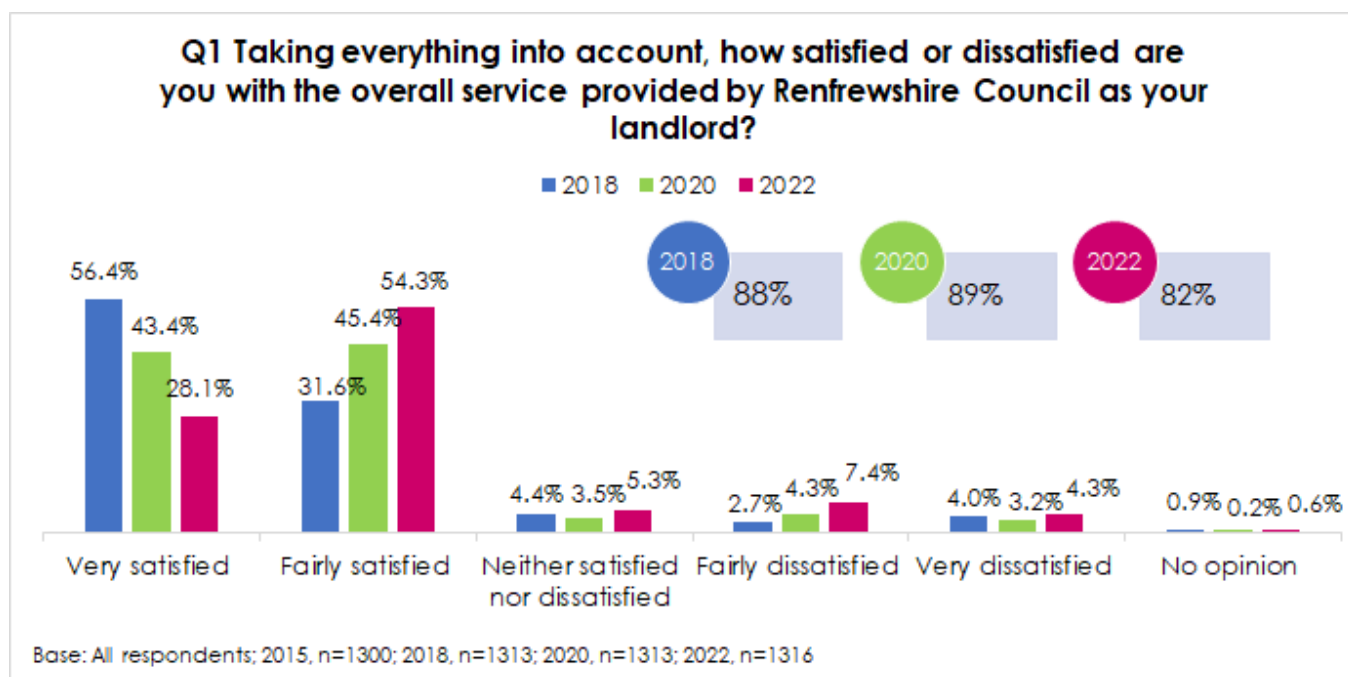
Chapter 3.	OVERALL SATISFACTION
Chapter 4.	MOVING INTO YOUR HOME
Chapter 5.	COMMUNICATION AND PARTICIPATION
Chapter 6.	CONTACT WITH COMMUNITIES, HOUSING AND PLANNING SERVICES
Chapter 7.	COMPLAINTS
Chapter 8.	THE REPAIRS SERVICE
Chapter 9.	YOUR HOME
Chapter 10.	NEIGHBOURHOOD MANAGEMENT
Chapter 11.	RENT AND BENEFITS
Chapter 12.	SERVICE PRIORITIES AND IMPROVEMENTS
Chapter 13.	HOUSEHOLD INFORMATION
APPENDIX 1:	QUESTIONNAIRE
APPENDIX 2:	TECHNICAL REPORT SUMMARY

### 3. OVERALL SATISFACTION

#### 3.1. Satisfaction with Renfrewshire Council as a landlord (Q1)

The survey opened by asking tenants how satisfied they were with the Council as their landlord. The majority of respondents (82%) were very or fairly satisfied in this respect, a decrease from the 88% reported in 2018 and 89% in 2020.

Renfrewshire Council is performing in line with the ARC 2020/2021 Local Authority average (84%) with regards to overall satisfaction.



Analysis by area reveals Gallowhill respondents reported the highest levels of satisfaction (90%) while Glenburn and Johnstone Castle respondents reported the lowest levels overall (both 78%).

Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Renfrewshire Council as your landlord? [Analysed by office]								
	PAISLEY	FERGUSLIE PARK	J'STONE & VILL	GLENBURN	RENFREW	FOXBAR	GALLOWHILL	J'STONE CASTLE
Base	381	39	289	99	205	111	124	68
Very satisfied	26.8%	17.9%	29.8%	16.2%	29.8%	34.2%	31.5%	30.9%
Fairly satisfied	54.1%	66.7%	52.2%	61.6%	54.6%	47.7%	58.9%	47.1%
Neither satisfied nor dissatisfied	6.6%	2.6%	6.6%	3.0%	4.4%	5.4%	3.2%	4.4%
Fairly dissatisfied	8.7%	5.1%	8.3%	8.1%	5.4%	8.1%	2.4%	11.8%
Very dissatisfied	2.6%	7.7%	3.1%	11.1%	5.4%	3.6%	3.2%	5.9%
No opinion	1.3%	-	-	-	0.5%	0.9%	0.8%	-
<b>% Satisfied</b>	<b>81%</b>	<b>85%</b>	<b>82%</b>	<b>78%</b>	<b>84%</b>	<b>82%</b>	<b>90%</b>	<b>78%</b>

Respondents who were not satisfied with the overall service provided by Renfrewshire Council as their landlord were then asked to explain why they felt this way. Respondents were most likely to state this was due to a poor repairs service (38%) or a lack of action from the Council after reporting repairs or making complaints (15%).

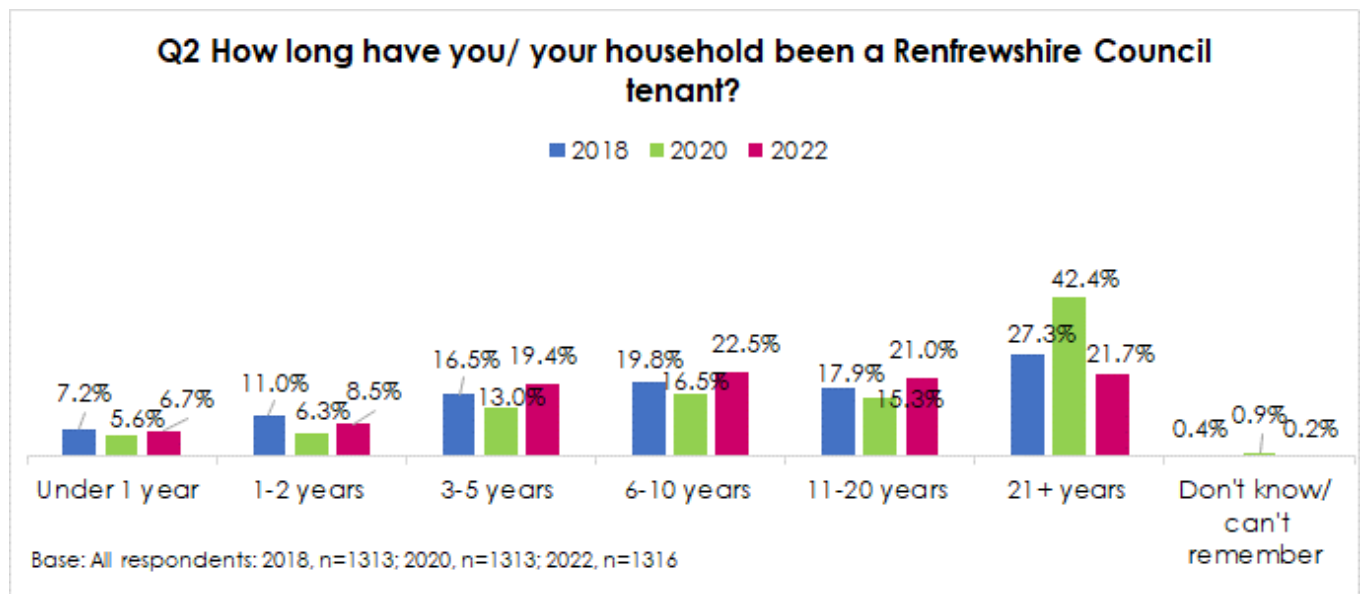
<b>Q1a If not satisfied, can you explain why?</b>		
<b>Base: Gave a response n=224</b>	<b>No.</b>	<b>%</b>
Poor repairs service e.g. too long to be completed	84	37.5%
Inaction from the Council after reporting repairs, complaints etc.	33	14.7%
Anti-social behaviour issues	25	11.2%
Poor customer service	25	11.2%
Issues with dampness/ mould/ water damage/ leaks	24	10.7%
Lack of area maintenance	23	10.3%
Property needs upgrades	23	10.3%
Poor quality of the home	16	7.1%
Waiting to move property	16	7.1%
Poor maintenance of properties	11	4.9%
Issues with pests	4	1.8%
Rent increases/ too expensive	3	1.3%
Other	14	6.3%



## 4. MOVING INTO YOUR HOME

### 4.1. Length of tenancy (Q2)

Respondents were asked to specify how long they had been a tenant of Renfrewshire Council. This revealed 15% had been Council tenants for 2 years or less, 42% for between 3 and 10 years and 43% for more than 11 years. The proportion of tenants who had been Renfrewshire Council tenants for 21 or more years has decreased from 42% in 2020 to 22% in 2022.

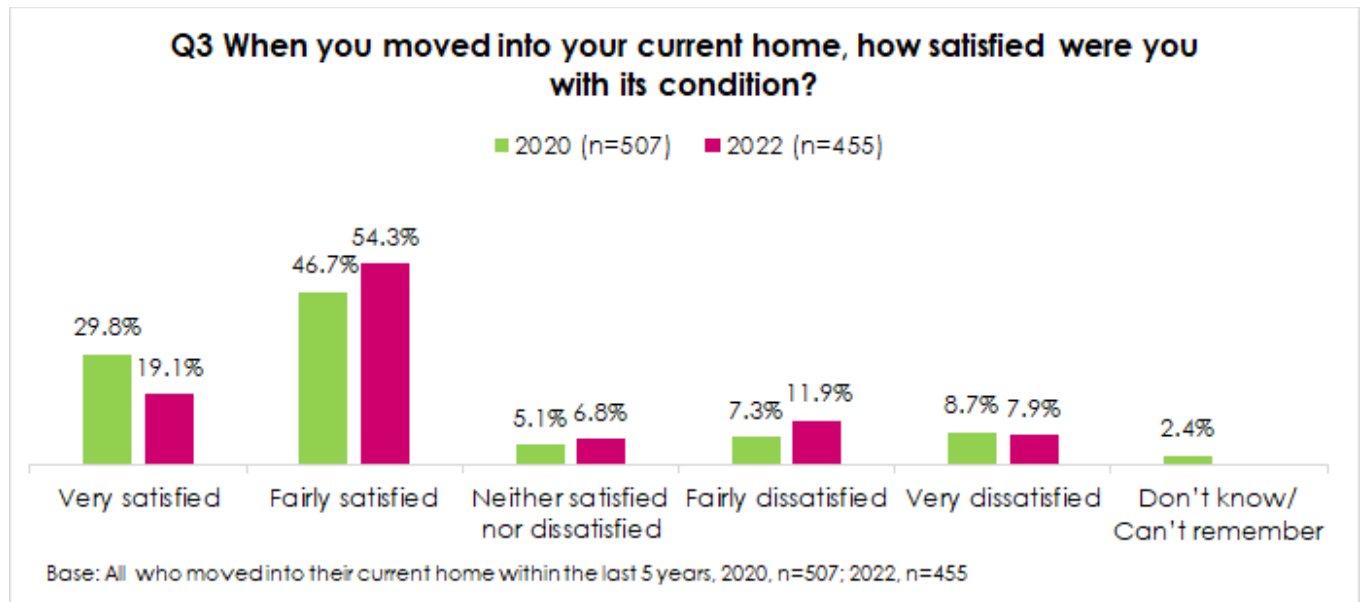


Those who lived in Johnstone Castle were most likely to have been tenants for 11 or more years (57%), while those who lived in Gallowhill were least likely (30%). Tenants who lived in Gallowhill were most likely to be new tenants holding a tenancy with Renfrewshire Council for less than 2 years (21%), while those who lived in Renfrew (13%) and Johnstone Castle (13%) were least likely to be new tenants.

Q2 How long have you/ your household been a Renfrewshire Council tenant? [Analysed by office]								
	PAISLEY	FERGUSLIE PARK	J'STONE & VILL	GLENBURN	RENFREW	FOXBAR	GALLOWHILL	J'STONE CASTLE
Base	381	39	289	99	205	111	124	68
Under 1 year	6.0%	10.3%	5.9%	6.1%	4.9%	11.7%	8.9%	5.9%
1-2 years	8.4%	5.1%	8.3%	10.1%	7.8%	7.2%	12.1%	7.4%
3-5 years	18.1%	10.3%	20.4%	20.2%	19.0%	18.9%	28.2%	11.8%
6-10 years	23.1%	30.8%	21.8%	14.1%	25.4%	26.1%	21.0%	17.6%
11-20 years	25.5%	30.8%	15.9%	21.2%	23.9%	17.1%	13.7%	23.5%
21+ years	18.6%	12.8%	27.7%	28.3%	19.0%	18.0%	16.1%	33.8%
Don't know/ can't remember	0.3%	-	-	-	-	0.9%	-	-

## 4.2. Satisfaction with condition of new home (Q3)

Tenants who stated they have moved into their current home within the last five years were then asked how satisfied they were with its condition when they moved in. Just under three quarters of respondents (73%) were very or fairly satisfied with the condition of their home when they moved in, 5% were neither satisfied nor dissatisfied, 16% were very or fairly dissatisfied and 2% were unsure. The proportion of respondents who were either very or fairly satisfied with the condition of their home was 77% in 2020.

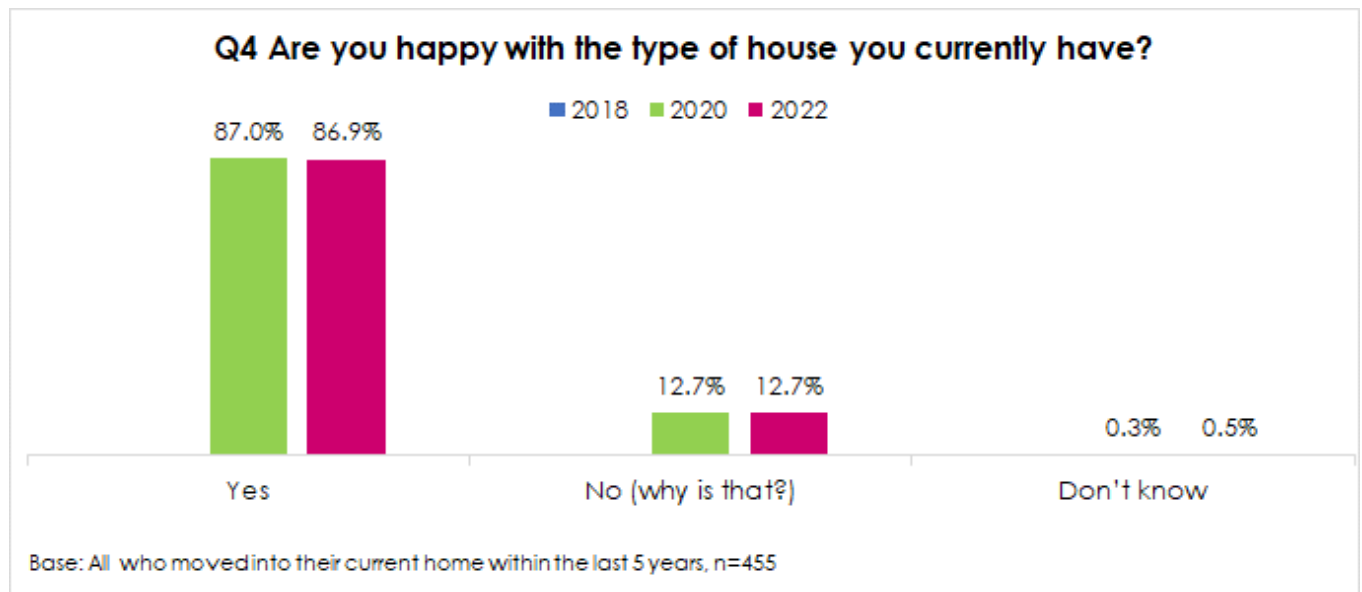


Those who were not satisfied with the condition of their home when they moved in were asked to explain why this was. Respondents were most likely to state this was due to outstanding repairs in the property (47%).

<b>Q3a If dissatisfied, why were you not satisfied with the condition of your home when you moved in?</b>		
<b>Base: Gave a response n=121</b>	<b>No.</b>	<b>%</b>
Outstanding repairs/ work needing done	57	47.1%
Home in poor condition/ quality/ run down	28	23.1%
Décor was poor/ a lot of decoration was required	24	19.8%
Problems with damp/ water damage	14	11.6%
Upgrades required to property	10	8.3%
Property was dirty	5	4.1%
Nothing in it/ unfurnished	2	1.7%
Other	6	5.0%

#### 4.3. Satisfaction with current type of house (Q4)

All respondents were then asked if they were happy with the type of house they currently have. The majority of respondents stated yes (87%) while 13% stated no. These results are consistent with the 2020 results.

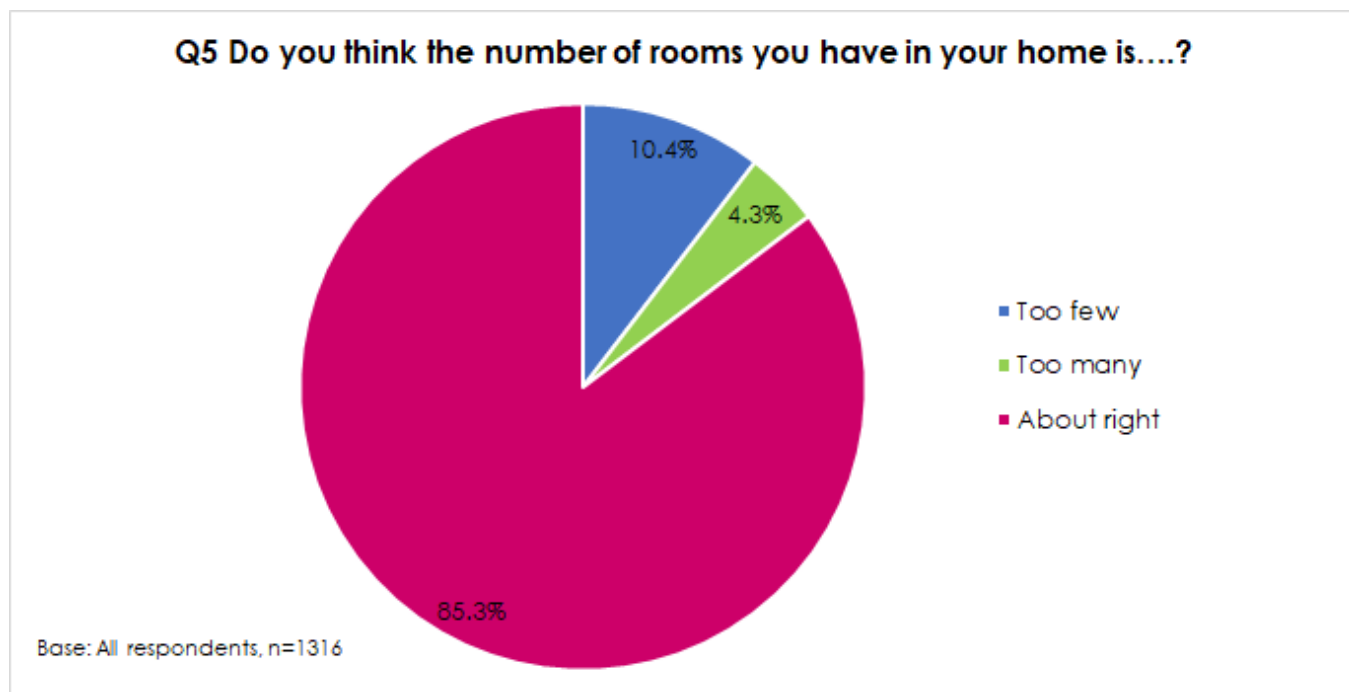


Those who were not happy with the type of house they currently have were asked to explain why this was. Tenants were most likely to state this was due to the property being too small (32%) and where they required a ground floor or level access property (17%).

<b>Q4a No (why is that?)</b>		
<b>Base: Gave a response n=167</b>	<b>No.</b>	<b>%</b>
Property is too small	54	32.3%
Require ground floor/ level access	29	17.4%
Property is in poor condition/ needs upgrades or repairs	26	15.6%
Property is too big	14	8.4%
Anti-social neighbours	12	7.2%
Would like different property type e.g. to move from a flat to a house	9	5.4%
Would like sheltered accommodation/ need supported accommodation	7	4.2%
Would like a property with a garden	4	2.4%
Need medical adaptations i.e. walk in shower	3	1.8%
Other	20	12.0%

#### 4.4. Number of rooms (Q5-8)

More than 8 in 10 respondents (85%) felt they had about the right number of rooms in their home, while 10% felt they had too few and 4% felt they had too many. These results are consistent with the results from the 2020 tenant satisfaction survey.



As age increases the proportion of respondents stating the number of rooms in their home was about right also increases from 79% for those aged 16-34 to 94% for tenants aged 75 and over. On the other hand, the proportion of respondents stating they had too few rooms in their home decreases with age from 19% for those aged 16-34 to 2% for tenant aged 75 and over.

Tenants who live in 2 parent households (31%) and 1 parent households (22%) were most likely to say their home had too few bedrooms. On the other hand, single adults (89%) and 2 adult households (91%) were most likely to say they had about the right number of bedrooms. Single adult households had the highest proportion stating they had too many rooms in their home (6%).

More than two thirds of the 57 respondents (68%) who felt that they had too many rooms said they would be willing for someone from Housing Service's to contact them to discuss if they would be willing to move to a smaller property.

Where tenants had spare bedrooms, the majority said these were kept as a spare room (13%) and a further 5% said the spare bedroom was used for overnight stays for children or carers.

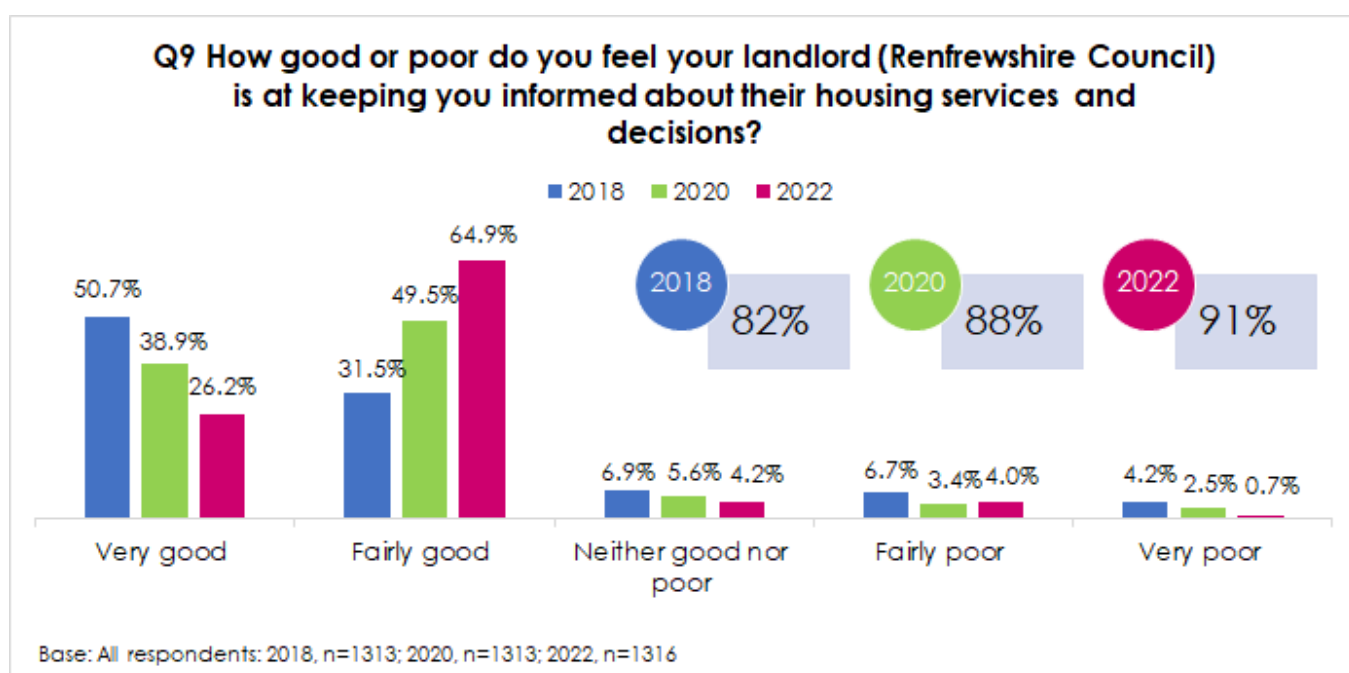
Q7 If you have any spare bedrooms, how are they used?		
Base: All respondents, n=1316	No.	%
Not applicable, No spare room	1072	81.5%
Kept as a spare room	172	13.1%
Used for overnight stay for children (occasional access) or for carer	66	5.0%
Used as a study/dining room	6	0.5%
Store medical/ disablement equipment	5	0.4%
Used for home working	3	0.2%
Other	8	0.6%

## 5. COMMUNICATION AND PARTICIPATION

### 5.1. Keeping tenants informed (Q9)

Just over 9 in 10 tenants (91%) felt their landlord was very or fairly good at keeping them informed about their services and decisions, while 4% were neither satisfied nor dissatisfied and 5% were very or fairly dissatisfied.

The proportion of tenants who felt Renfrewshire Council were very or fairly good at keeping them informed has increased marginally since the previous survey, from 88% in 2020 to 91%. The 2022 results are also significantly higher than the ARC 2020/21 LA average (86%).

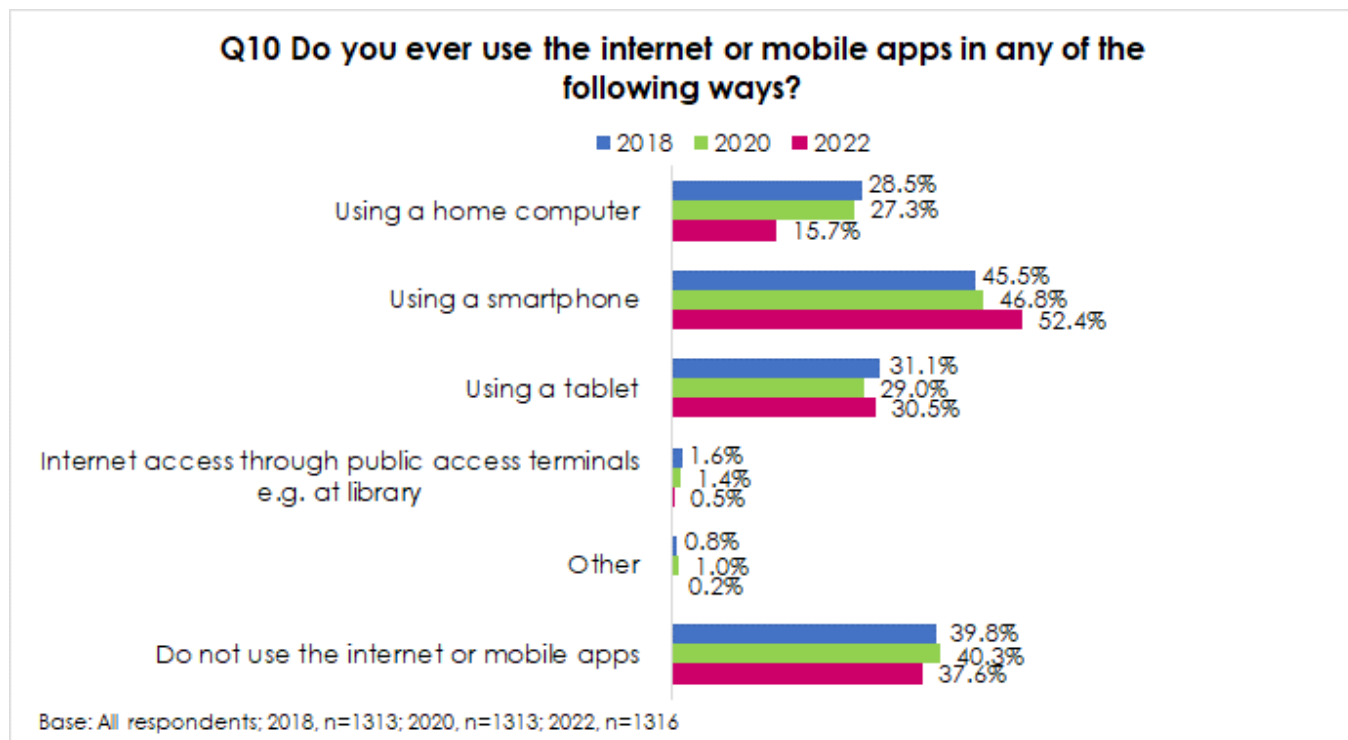


Analysis by area shows that almost all tenants who lived in Glenburn (99%) said they feel their landlord is very or fairly good at keeping them informed. Those who lived in Johnstone Castle were least likely to feel this way (78%).

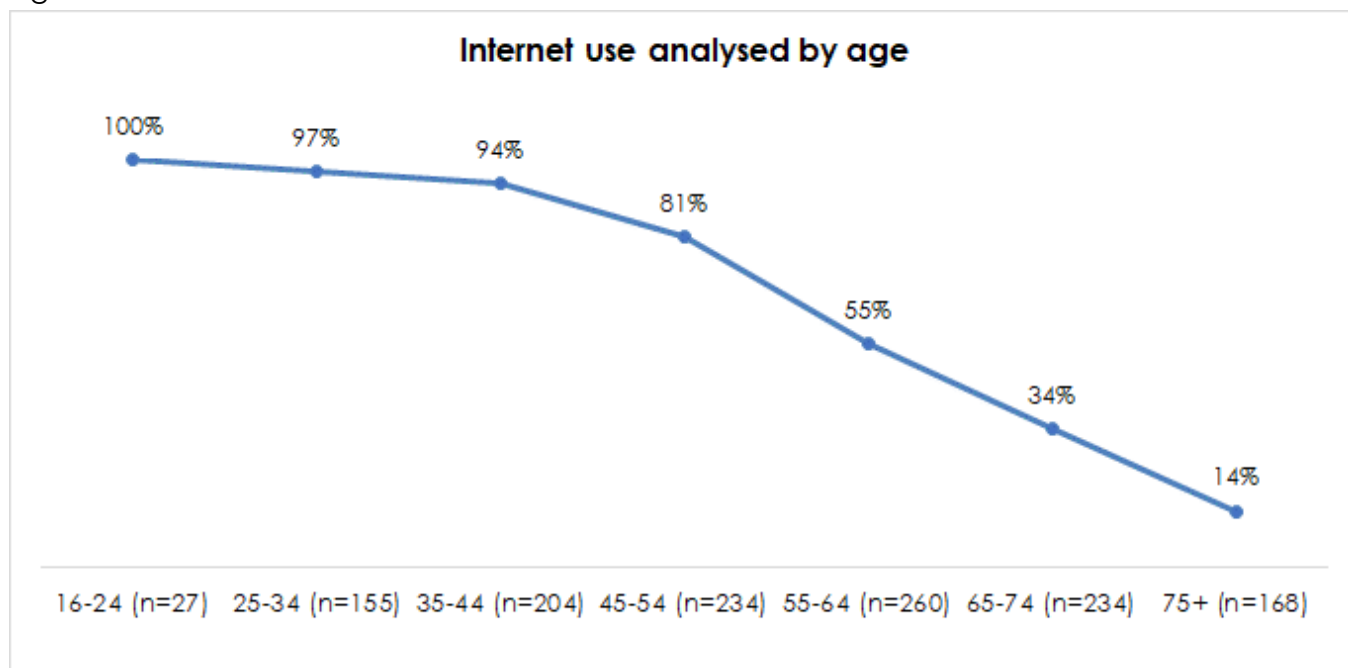
Q9 How good or poor do you feel your landlord (Renfrewshire Council) is at keeping you informed about their housing services and decisions? [Analysed by office]								
	PAISLEY	FERGUSLIE PARK	J'STONE & VILL	GLENBURN	RENFREW	FOXBAR	GALLOWHILL	J'STONE CASTLE
Base	381	39	289	99	205	111	124	68
Very good	31.5%	46.2%	17.3%	-	28.3%	45.9%	20.2%	33.8%
Fairly good	62.2%	35.9%	76.1%	99.0%	60.5%	40.5%	69.4%	44.1%
Neither good nor poor	3.1%	5.1%	3.1%	1.0%	4.4%	9.0%	4.0%	10.3%
Fairly poor	2.6%	7.7%	3.5%	-	6.3%	3.6%	5.6%	8.8%
Very poor	0.5%	5.1%	-	-	0.5%	0.9%	0.8%	2.9%
% Good	94%	82%	93%	99%	89%	86%	90%	78%

## 5.2. Internet use (Q10)

More than 6 in 10 tenants (62%) stated they use the internet, while 38% stated they do not. Tenants were most likely to access the internet using a smartphone (52%), followed by a tablet (31%) and a home computer (16%). As can be seen from the chart below, the proportion of respondents using a smartphone to access the internet continues to increase, while the proportion of respondents who used home computers to access the internet has decreased from 27% in 2020 to 16% in 2022.



Analysis by age of respondent shows that as age increases, internet use decreases significantly. All tenants aged 16-24 (100%) use the internet, compared to only 14% of tenants aged 75 and over.



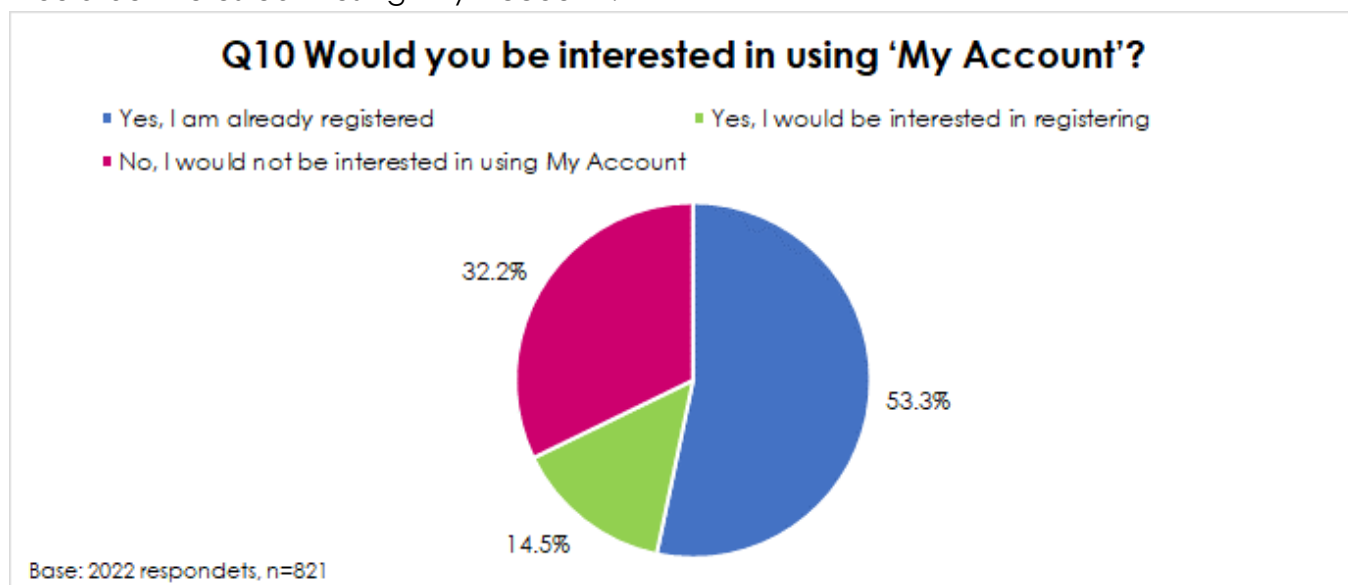


Further analysis by age reveals that accessing the internet by smartphone is the most common method used for respondents under the age of 65, while tenants aged 65 and over were most likely to access the internet via a tablet device.

Q10 Do you ever use the internet or mobile apps in any of the following ways? [Analysed by age]				
	18-34	35-54	55-64	65+
<b>Base</b>	<b>182</b>	<b>438</b>	<b>494</b>	<b>168</b>
Using a home computer	25.8%	22.8%	10.1%	5.4%
Using a smartphone	95.6%	77.9%	31.4%	3.0%
Using a tablet	51.6%	45.9%	18.4%	8.9%
Internet access through public access terminals e.g. at library	1.6%	0.2%	0.4%	-
Other (please specify)	-	-	0.2%	-
Do not use the internet or mobile apps	2.7%	12.8%	54.9%	86.3%

### 5.3. My Account (Q10/11)

All respondents were asked if they would be interested in using 'My Account', the Council's online customer account which allows access to Council services online 24 hours a day. Just over half of tenants (53%) stated they were already registered and a further 15% said they would be interested in using 'My Account'.



## 5.4. Used and preferred communication method (Q11)

Tenants were then asked what method of communication they would prefer to use when getting in touch with their landlord, and which they would prefer their landlord to use when getting in touch with them.

As can be seen from the table below, the majority of tenants would prefer to use the telephone to get in touch with their landlord (94%, 89% in 2020), and also for their landlord to use when they need to get in touch with them (88%, 81% in 2020).

Q11 Which of the following methods would you prefer to use when getting in touch with your landlord and which would you prefer your landlord to use when getting in touch with you?				
	Q11a Which of the following methods would you prefer to use when getting in touch with your landlord?		Q11b Would you prefer your landlord to use when getting in touch with you? [ALL THAT APPLY]	
Base: All respondents, n=1316	No.	%	No.	%
Email	177	13.4%	229	17.4%
Using 'My Account' on the Council's website	96	7.3%	76	5.8%
Telephone	1231	93.5%	1160	88.1%
Text/ SMS	32	2.4%	149	11.3%
In writing	52	4.0%	506	38.4%
Visit to the office	31	2.4%	17	1.3%
Visit to your home by staff	6	0.5%	18	1.4%
Near Me Platform	3	0.2%	2	0.2%
Other (please specify)	18	1.4%	7	0.5%

It is interesting to note that digital communications such as email and use of My Account is more popular with younger tenants, and this then decreases with age. For example 27% of those aged 16-34 prefer to use email when getting in touch with their landlord compared to just 1% of those aged 75 and over. Furthermore 14% of tenants aged 16-34 prefer to use My Account on the Council's website compared to 1% of tenants aged 75 and over.

## 5.5. Tenant Participation (Q12)

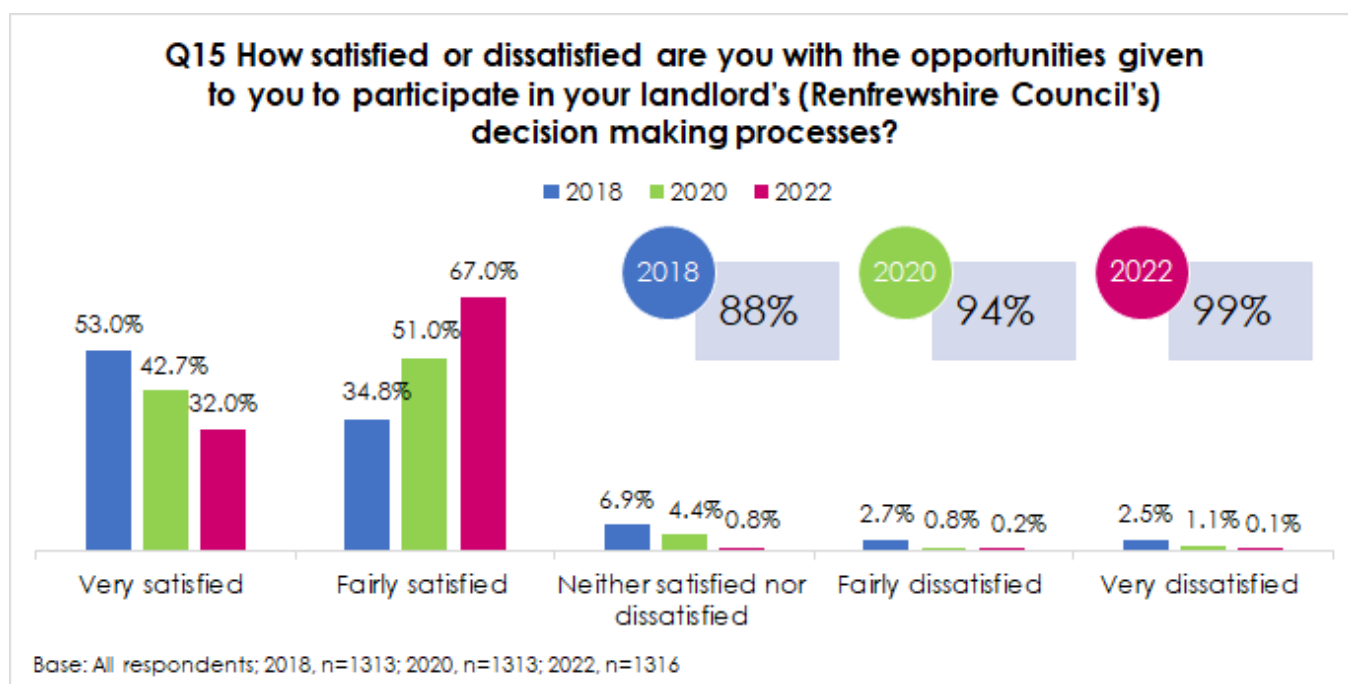
Tenants were most likely to say they would prefer to be consulted by telephone call (71%) or by letter (62%). These were also the two most popular options identified in the 2020 survey.

Q12 Renfrewshire Council's Housing service uses a range of different methods to contact and consult with tenants. Which methods do you prefer Renfrewshire Council Housing Service to use to consult with you about issues that may affect you? (tick as many that apply)		
Base: All respondents, n=1313	No.	%
Telephone call	929	70.6%
By letter	809	61.5%
Magazine / Newsletter/Peoples news	410	31.2%
By e mail/SMS text	289	22.0%
Personal visit	222	16.9%
Organised public meetings	67	5.1%
Local newspaper	36	2.7%
Through Tenants and Residents Associations	35	2.7%
Near Me Platform or online	35	2.7%
Through Community Council	24	1.8%
By Focus Group	23	1.7%
Through Tenants Forums	20	1.5%
Other (please advise)	6	0.5%
None	96	7.3%

## 5.6. Satisfaction with opportunities for participation (Q15/16)

The vast majority of respondents (99%) were very or fairly satisfied with the opportunities given to them to participate in their landlord's decision-making processes, compared to 1% who were neither satisfied nor dissatisfied and less than 1% who were very or fairly dissatisfied.

The proportion of tenants who were very or fairly satisfied in this respect has increased from 88% in 2018 to 94% in 2020 and 99% in 2022. The 2022 result is above the ARC 2020/21 LA average of 86%.



Tenants who were not satisfied with the opportunities given to them to participate in their landlord's decision-making processes were then asked for suggestions for improvement. Just over half stated they were not aware they could become involved (54%).

Q16 What could Renfrewshire Council do, that it is not currently doing, to make you satisfied with the opportunities for getting involved?		
Base: Gave a response n=13		
	No.	%
Not aware/ need more information on what they do	7	53.8%
Can't get in touch with anyone/ don't hear from them	2	15.4%
Not interested in getting involved	2	15.4%
Other	2	15.4%

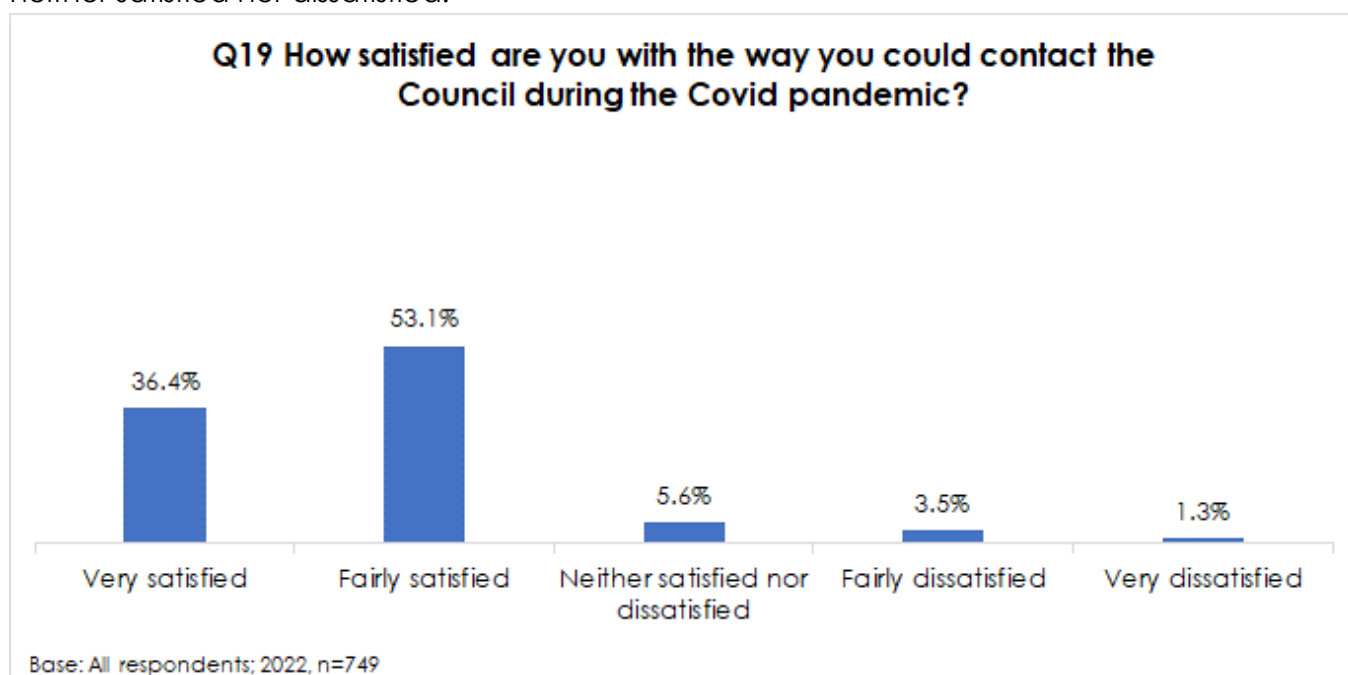
## 6. CONTACT WITH COMMUNITIES, HOUSING AND PLANNING SERVICES

### 6.1. Contacting the Council (Q17-19)

Just under 6 in 10 respondents (56%, 58% in 2020) had been in contact with the Council about a housing or housing related matter in the last 12 months with a query other than to pay their rent. The majority of tenants who had contacted the Council did so by telephone (92%). This was also the most common method of contact in 2020 (93%) and 2018 (85%).

Q18 Thinking about your most recent contact, how did you contact the service?		
Base: All who had been in contact, n=749	No.	%
Phoned	691	92.3%
Visited office	1	0.1%
Wrote	1	0.1%
Through the Website contact form	1	0.1%
Through 'My Account' online customer account	12	1.6%
Through the 'Ren Repairs' App	2	0.3%
Email	23	3.1%
Near Me platform	-	-
Other (please specify)	18	2.4%

Those who had been in contact with the Council in the last 12 months about a housing related matter were asked how satisfied or dissatisfied they were with the way they could contact the Council during the Covid pandemic. Just under 9 in 10 tenants (89%) were either very or fairly satisfied in this respect compared to 5% who were very or fairly dissatisfied and 6% who were neither satisfied nor dissatisfied.



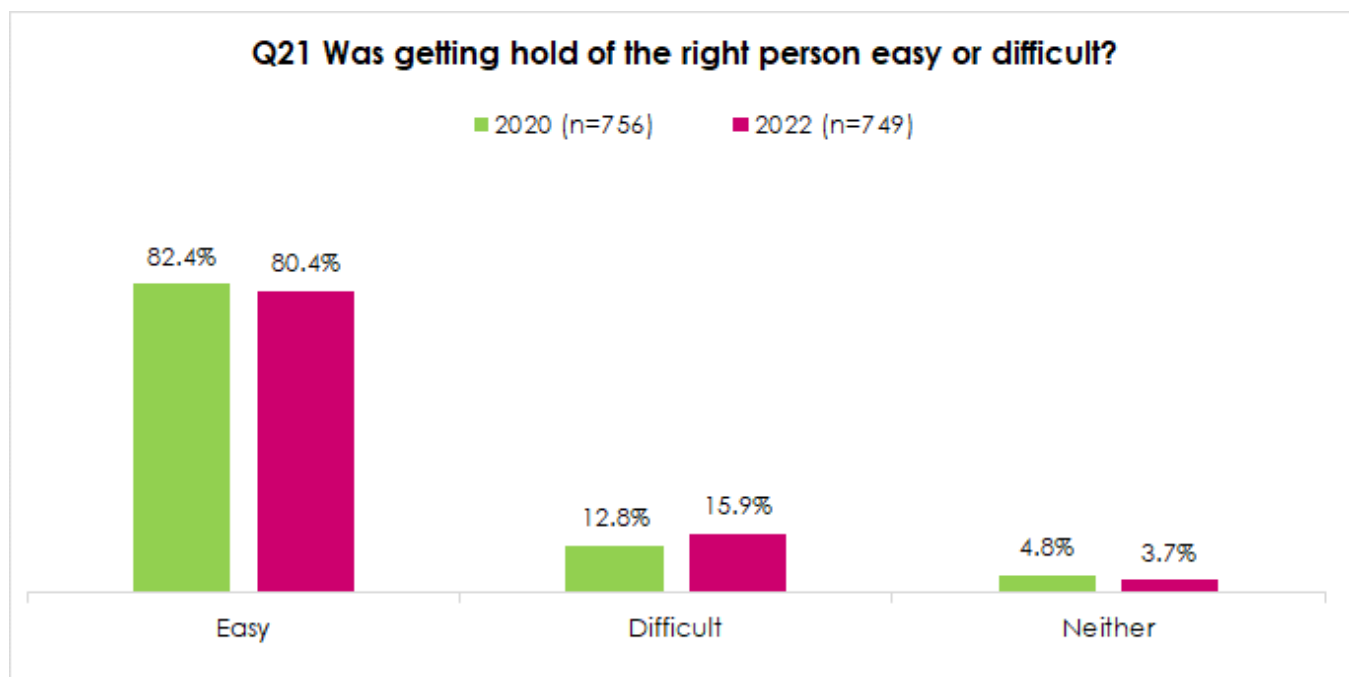
## 6.2. Nature of contact (Q20)

The three most likely matters tenants contacted the Council about were repairs (69%), enquiries about rent (7%) and moving house (5%). In 2020 the top three reasons were to report repairs (69%), about moving house (8%) and neighbour problems or anti-social behaviour (5%).

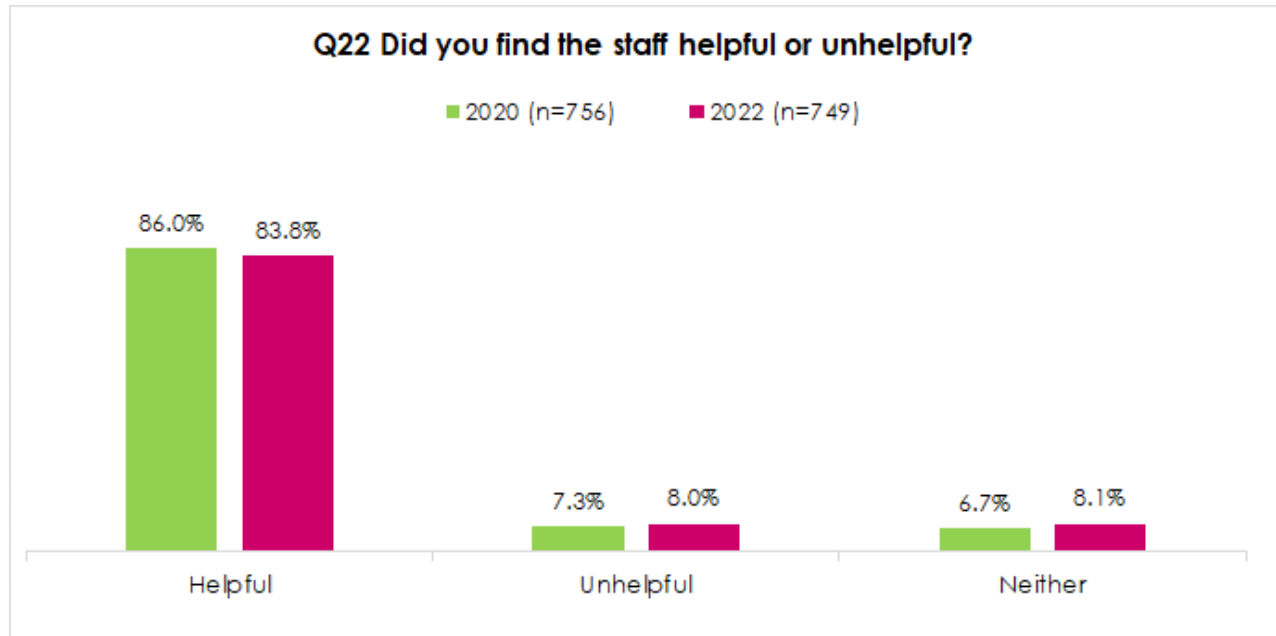
Q20 What housing or housing related matter did you last contact Renfrewshire Council about?		
Base: All who had been in contact, n=749	No.	%
Repairs	514	68.6%
Rent enquiry	53	7.1%
Moving House (Housing Options)	40	5.3%
Neighbour problem or Anti-Social Behaviour	33	4.4%
Garden/close maintenance	17	2.3%
Housing improvements	15	2.0%
Housing benefit	11	1.5%
Other (please specify)	66	8.8%

## 6.3. Satisfaction with contact (Q21-23)

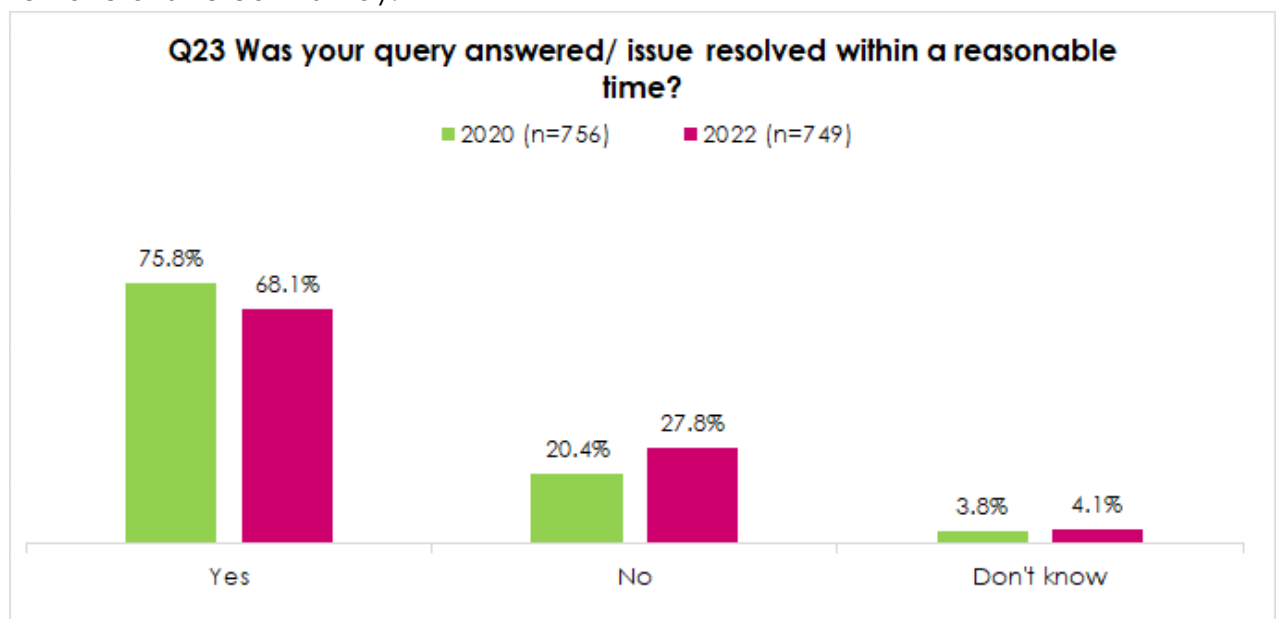
The majority of tenants (80%, 82% in 2020) who had contact with the Council within the last 12 months said it was easy to get hold of the right person, 16% said it was difficult (13% in 2020) and 4% said it was neither easy nor difficult (5% in 2020). Those who had contacted about housing improvements (93%) and about housing benefit (91%) were most likely to have found it easy to get hold of the right person. On the other hand, 28% of respondents who reported neighbour problems said they found it difficult to get hold of the right person.



The majority of tenants (84%, 86% in 2020) who had contact with the Council within the last 12 months found staff to be helpful, while 8% said staff were unhelpful (7% in 2020) and 8% said staff were neither helpful nor unhelpful (7% in 2020). Analysis by reason for contact reveals that tenants who had made rent enquiries were most likely to say staff were helpful (93%). On the other hand, respondents who had been in touch about a neighbour problem (58%) were least likely to find staff helpful.



Just under 7 in 10 tenants (68%) who contacted the Council in the last 12 months said their query was answered or their issue was resolved within a reasonable time. This is a decrease on the 76% of tenants who felt this way in 2020. On the other hand, 28% of tenants said their issue was not resolved or answered within a reasonable time, an increase on the 20% reported in the 2020 survey. Tenants who had made rent enquiries (88%) or had contacted to arrange a gas or electrical safety check (89%) were most likely to have answered yes and those who had been in touch about moving house (37%) or regarding a neighbour problem (36%) were least likely to have answered this way.



#### 6.4. Future contact methods (Q24)

The Council are considering encouraging contact methods other than face to face and to ensure social distancing. All tenants were asked about how they would prefer to have contact with the Council in the future. The vast majority said they would prefer telephone contact (96%), 21% would prefer written communications and 14% would prefer email contact. Again, digital communications like email, text messaging and the Council website were most likely to be preferred by younger tenants.

Q24 How would you prefer to have contact with the Council in the future?		
Base: All respondents, n=1316	No.	%
By telephone	1261	95.8%
Letter	278	21.1%
Email	181	13.8%
Text message	89	6.8%
Visit to office	21	1.6%
Via website	20	1.5%
Visit to your home	8	0.6%
Other contact with staff (please specify)	8	0.6%



## 7. COMPLAINTS

### 7.1. Nature of complaint (Q25/26)

Just 5% of respondents had complained to Renfrewshire Council about Housing Services in the last 12 months (7% in 2020 and 8% in 2018).

The majority of complaints were regarding repairs (42%) or anti-social neighbours (28%) which is consistent with the results from the 2020 survey. It should be noted that the respondent may have answered this question about issues which they perceived as being a complaint, however these issues may not in actual fact be recognised as official complaints using the Council's formal complaints policy.

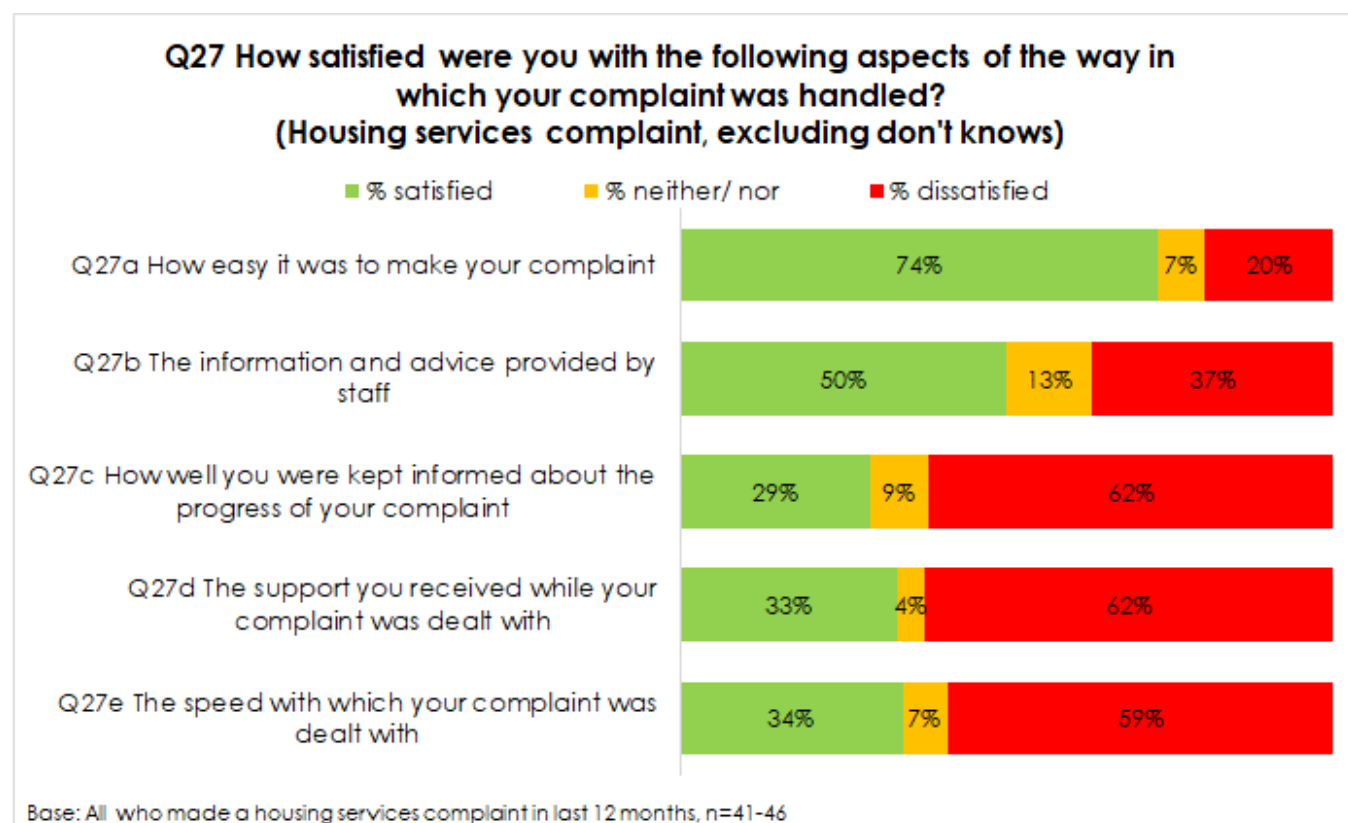
Q26 If yes, please can you describe the nature of the complaint?		
Base: All who have complained in last 12 months, n=66	No.	%
Complaint about repairs	29	43.9%
Complaint about Rent	1	1.5%
Complaint about Housing Benefit	1	1.5%
Complaint about Allocations	1	1.5%
Complaint about Improvements	2	30%
Anti-social neighbour complaint	19	28.8%
Complaint against a member of staff	5	7.6%
Other	8	12.1%

Complaints regarding bins/ uplifts, ground maintenance and 'other' complaints have been removed from the following analysis as these issues do not pertain to housing services.

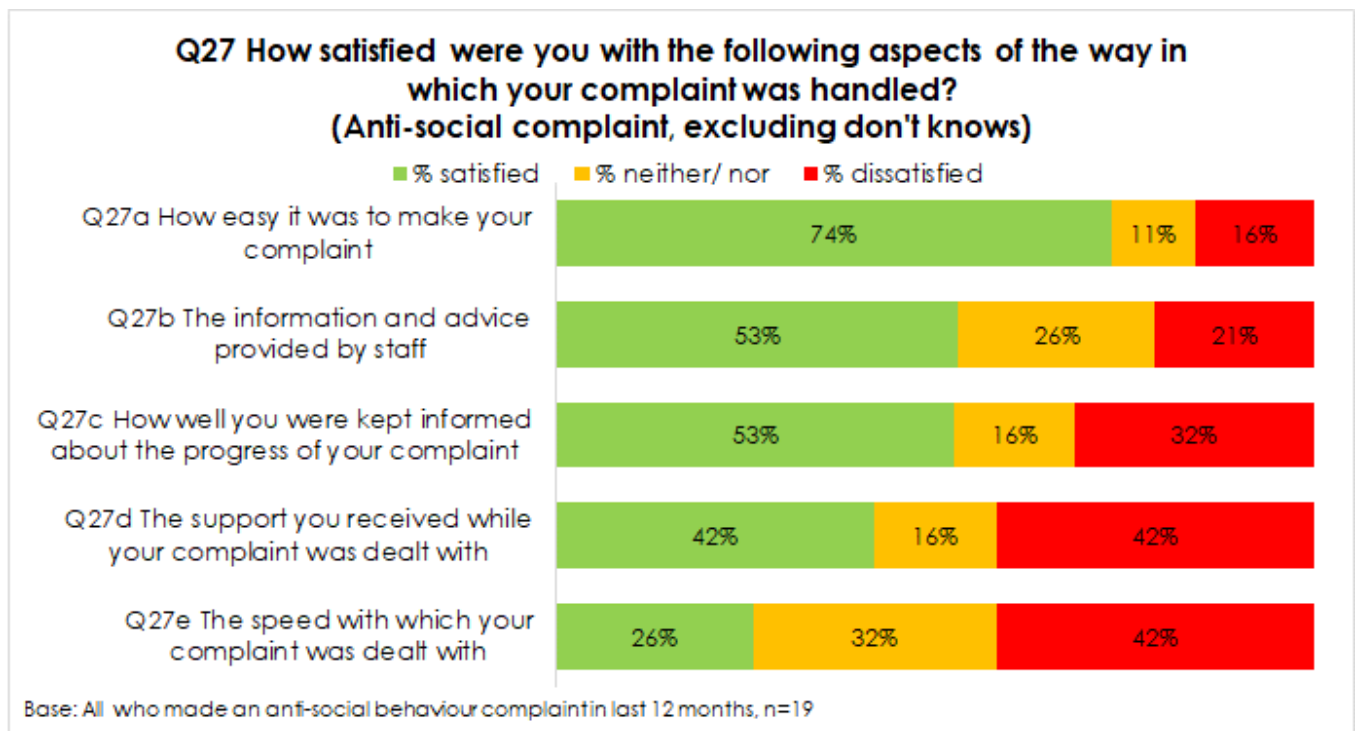
## 7.2. Satisfaction with aspects of the complaints process (Q27-29)

Tenants who had made a complaint were asked to rate their satisfaction with various aspects of the complaints process. The following analysis has been separated into service-based complaints and anti-social complaints.

Satisfaction with service-based complaints was mixed, ranging from 29% regarding how well tenants were kept informed about the progress of their complaint to 74% with regards to how easy it was to make their complaint.

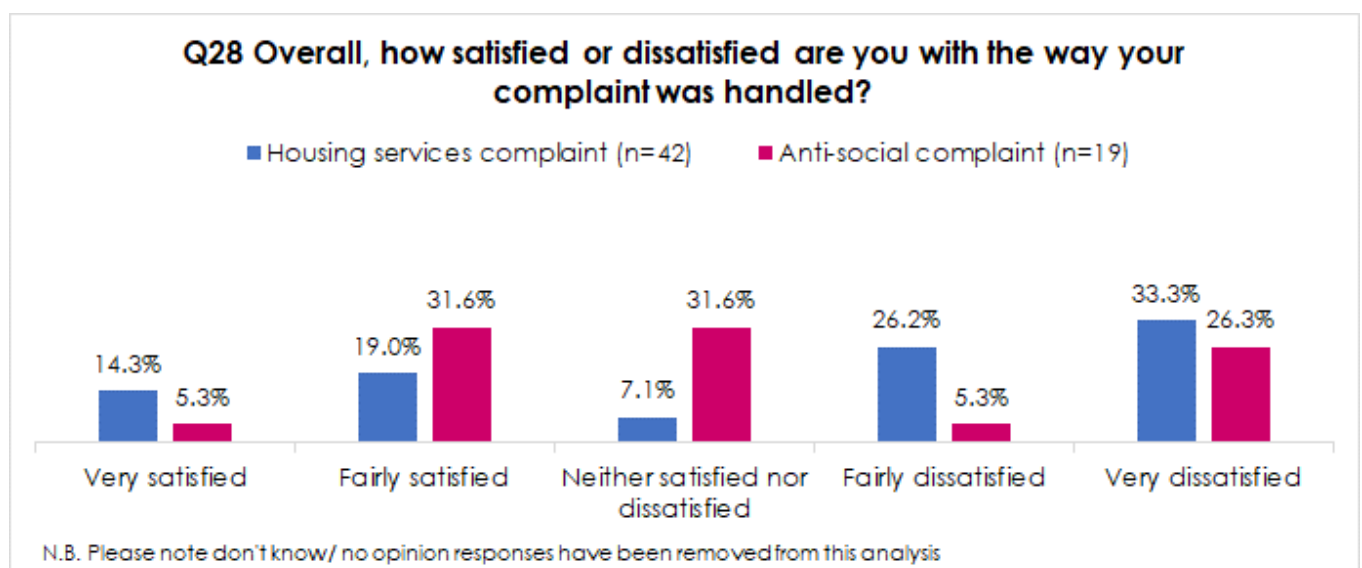


Satisfaction with anti-social complaints was also mixed, ranging from 26% with regards to the speed with which the complaint was dealt with to 74% with regards to how easy it was to make the complaint.



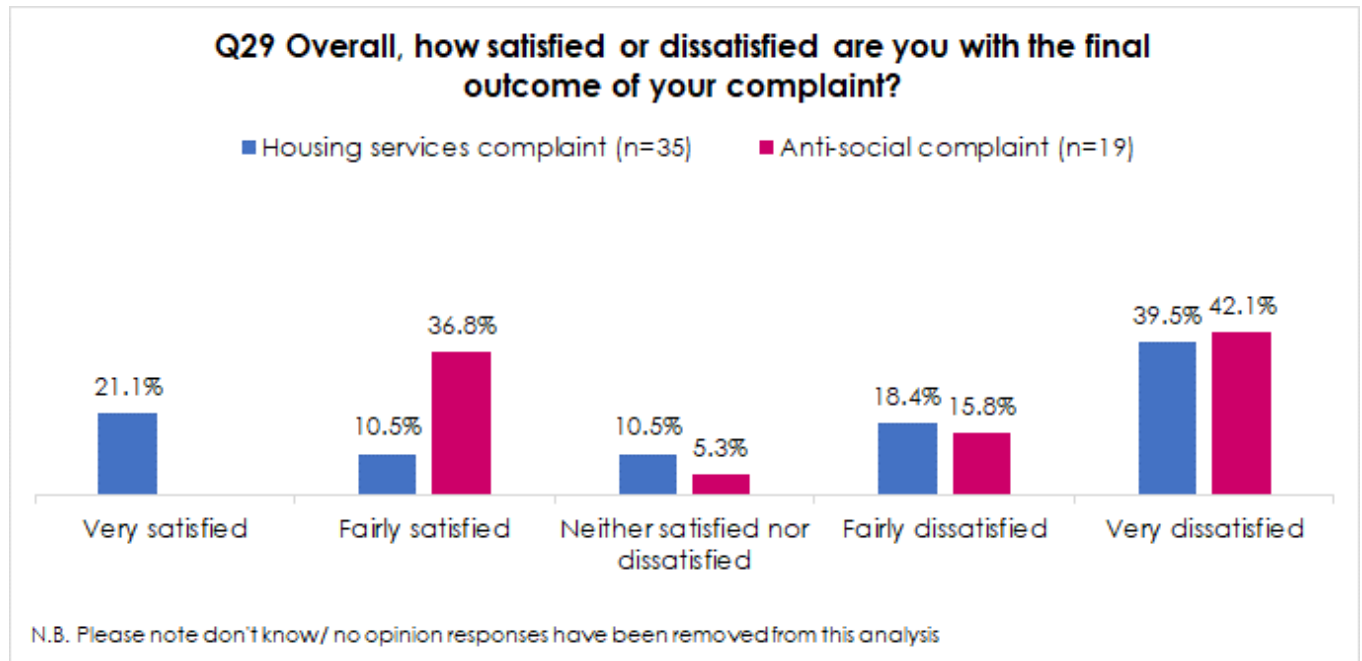
One third of respondents (33%) who made a service-based complaint were very or fairly satisfied with the way their complaint was handled by the Council, consistent with the results from 2020 (33%). Just under 4 in 10 tenants (37%) who made an anti-social complaint were very or fairly satisfied with the way their complaint was handled by the Council, an increase from the 23% reported in 2020.

As can be seen from the chart below, 6 in 10 respondents who made a service-based complaint (60%), and 32% of those who made an anti-social complaint were fairly or very dissatisfied with the way their complaint was handled.



Of those who made a service-based complaint, 32% were satisfied and 58% were dissatisfied with the final outcome of their complaint. In 2020 28% were very or fairly satisfied and 67% were very or fairly dissatisfied in this respect.

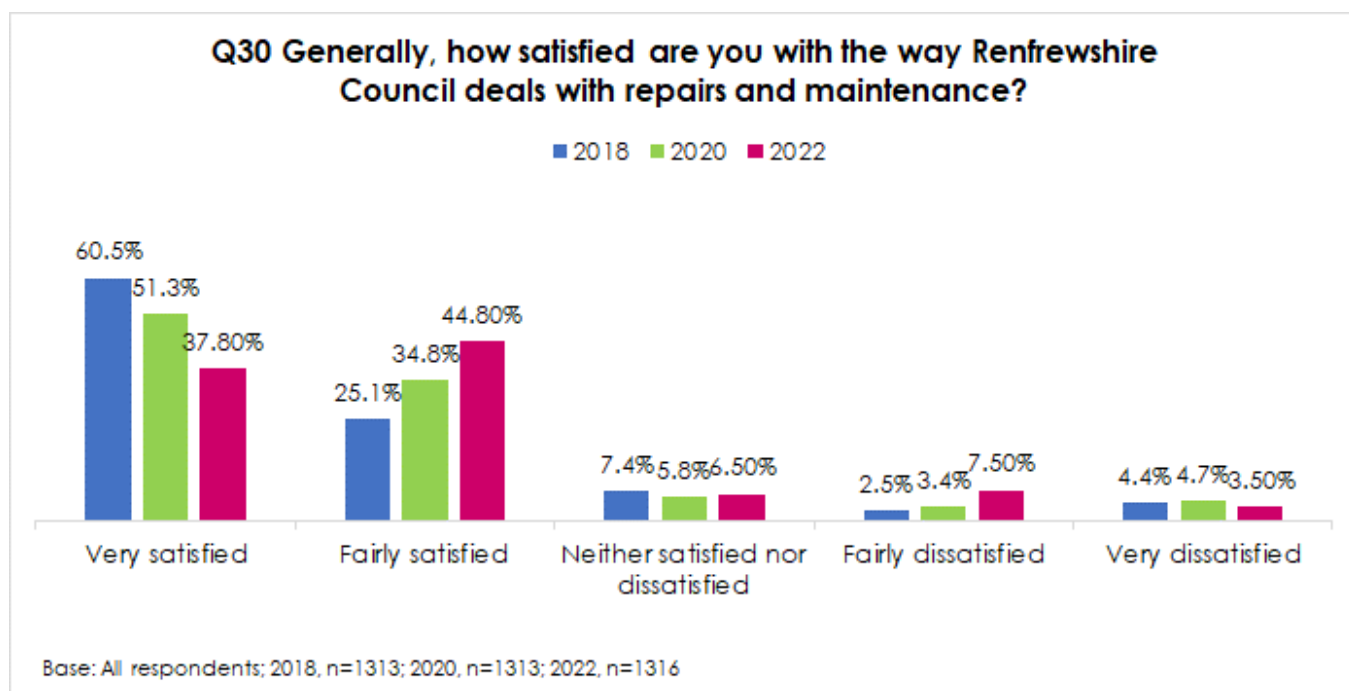
Of those who made an anti-social complaint, 37% were satisfied with the outcome of their complaint compared to 58% who were dissatisfied. This is compared to 23% of tenants who were satisfied with the outcome of the complaint in 2020 and 54% who were dissatisfied.



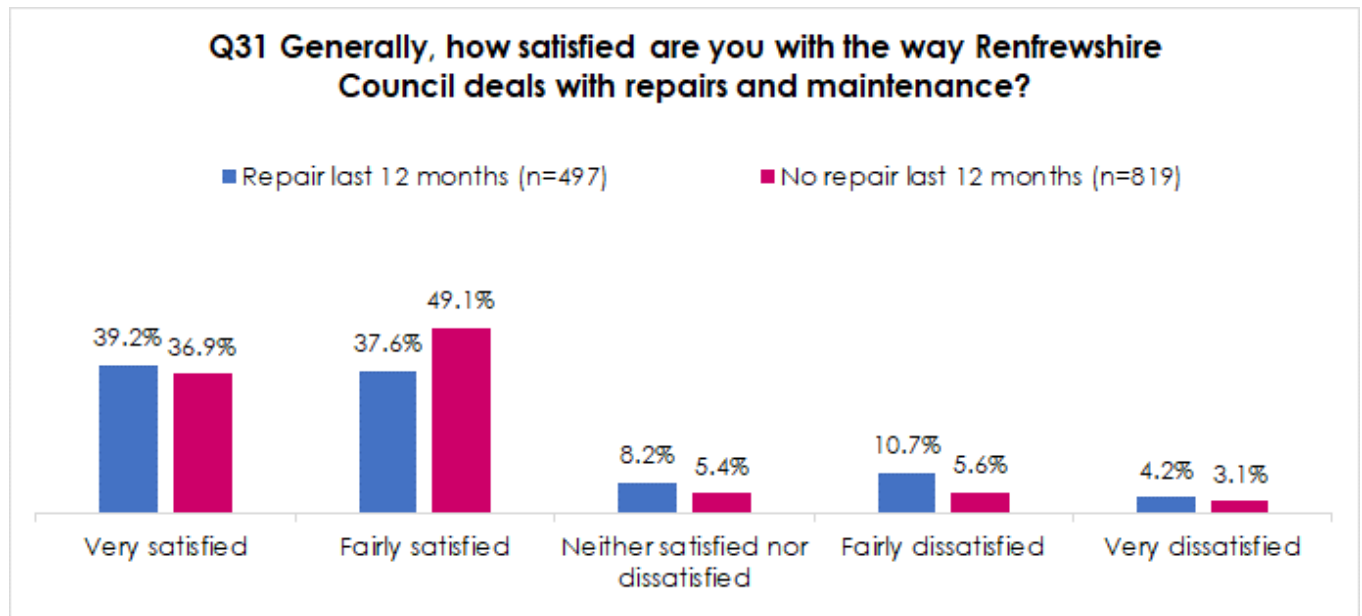
## 8. THE REPAIRS SERVICE

### 8.1. General satisfaction with repairs and maintenance (Q30/31)

All respondents were asked generally, how satisfied they are with the way Renfrewshire Council as their landlord deals with repairs and maintenance. The majority of respondents (83%) were very or fairly satisfied in this respect. Satisfaction has remained consistent since 2018 and 2020, where 86% of respondents were satisfied in this respect. It should be noted however that the proportion of respondents who were very satisfied in this respect has continued to decrease with each survey from 61% for the 2018 survey to 51% in 2020 and 38% in 2022.

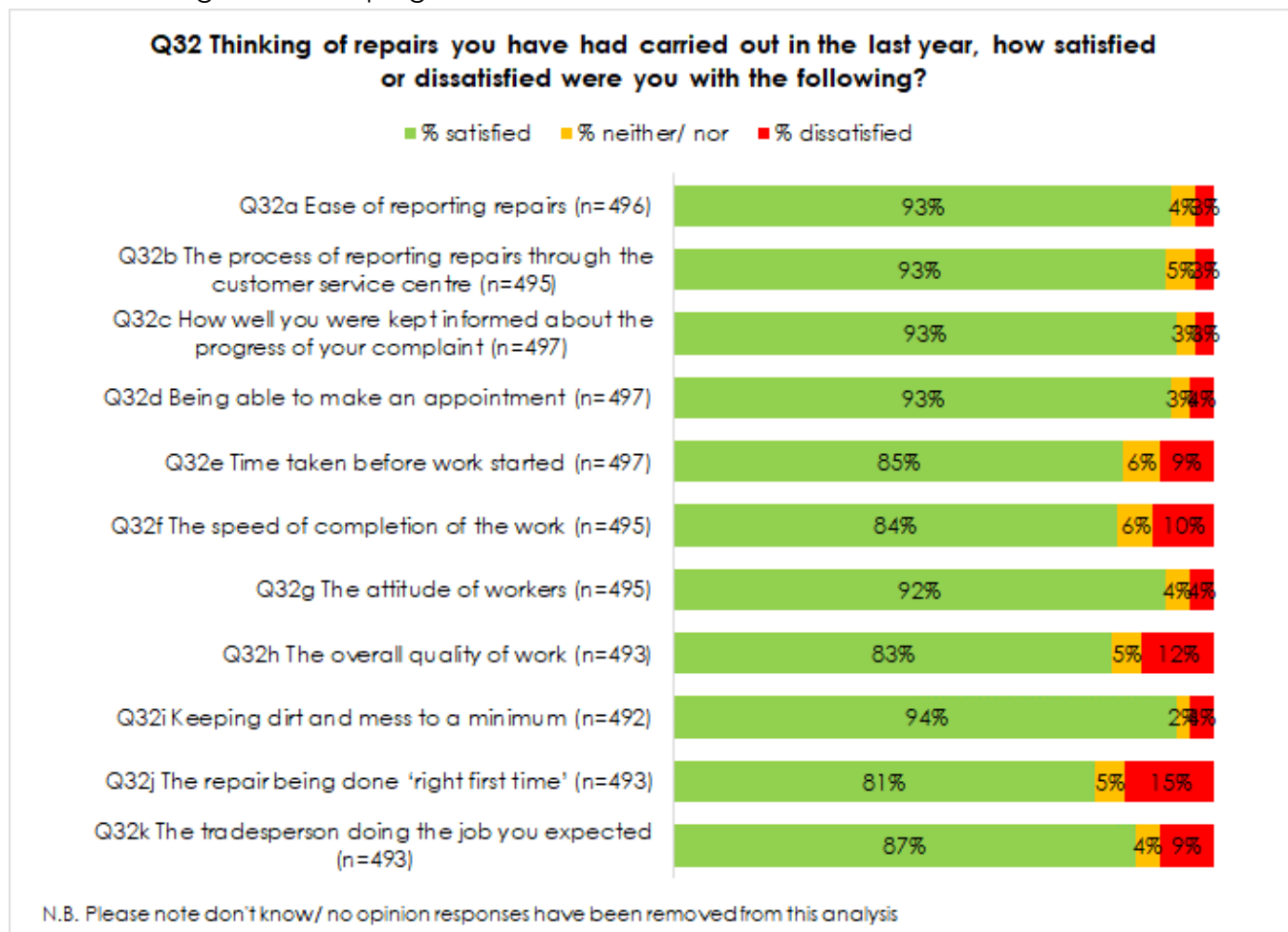


Just under 4 in 10 respondents (38%, 47% in 2020) stated they had repairs carried out in their property within the last 12 months. Further analysis reveals tenants who had a repair carried out in the last 12 months (77%) were less likely to be very or fairly satisfied with the way Renfrewshire Council as their landlord deals with repairs and maintenance, than those who have not had a repair carried out in the last 12 months (86%).



## 8.2. Satisfaction with aspects of the repairs service (Q32-35)

Respondents who had had a repair carried out in their property within the last 12 months were then asked if they were satisfied or dissatisfied with various aspects of the repairs service. Satisfaction was high, ranging from 81% with regards to the repair being done 'right first time' to 94% with regards to keeping dirt and mess to a minimum.



Compared to the results from 2020 satisfaction levels have decreased most significantly in terms of:

- The overall quality of work (90% in 2020 to 83% in 2022)
- The speed of completion of the work (90% in 2020 to 84% in 2022)
- Time taken before work started (91% in 2020 to 85% in 2022)

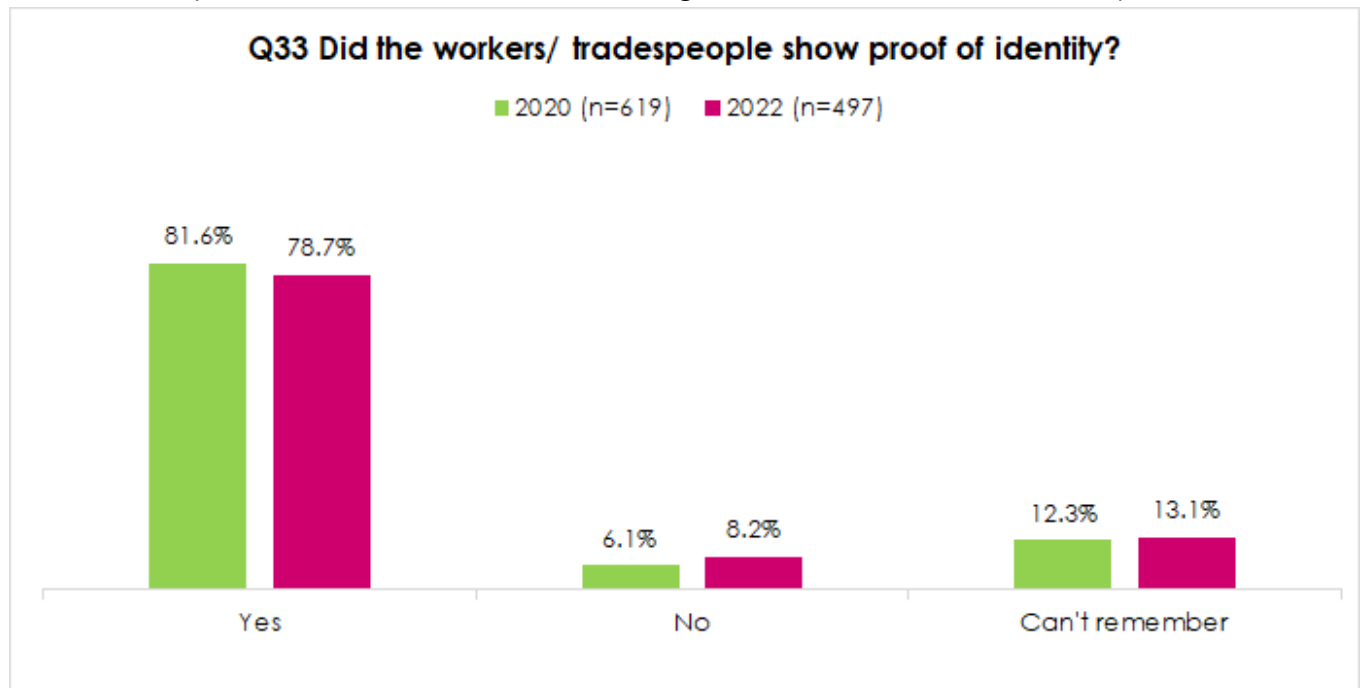
<b>Q32 Thinking of repairs you have had carried out in the last year, how satisfied or dissatisfied were you with the following? [2018/2020 comparison]</b>		
	<b>% satisfied 2020</b>	<b>% satisfied 2022</b>
Time taken before work started	90.5%	84.5%
The process of reporting repairs through the customer service centre	95.0%	92.5%
Ease of reporting repairs	95.3%	92.9%
Being told when workers would call	93.6%	N/A
Keeping dirt and mess to a minimum	95.5%	94.1%
Being able to make an appointment	93.4%	93.4%
The speed of completion of the work	89.7%	84.2%
The attitude of workers	95.7%	91.9%
The overall quality of work	89.6%	83.0%
The repair being done 'right first time'	85.3%	80.7%
The tradesperson doing the job you expected	88.0%	87.2%

Where respondents were dissatisfied with any aspect of the repairs service, they were asked to explain why this was. Respondents were most likely to say this was due to the quality of workmanship (49%) followed by the speed of completion being too slow (27%).

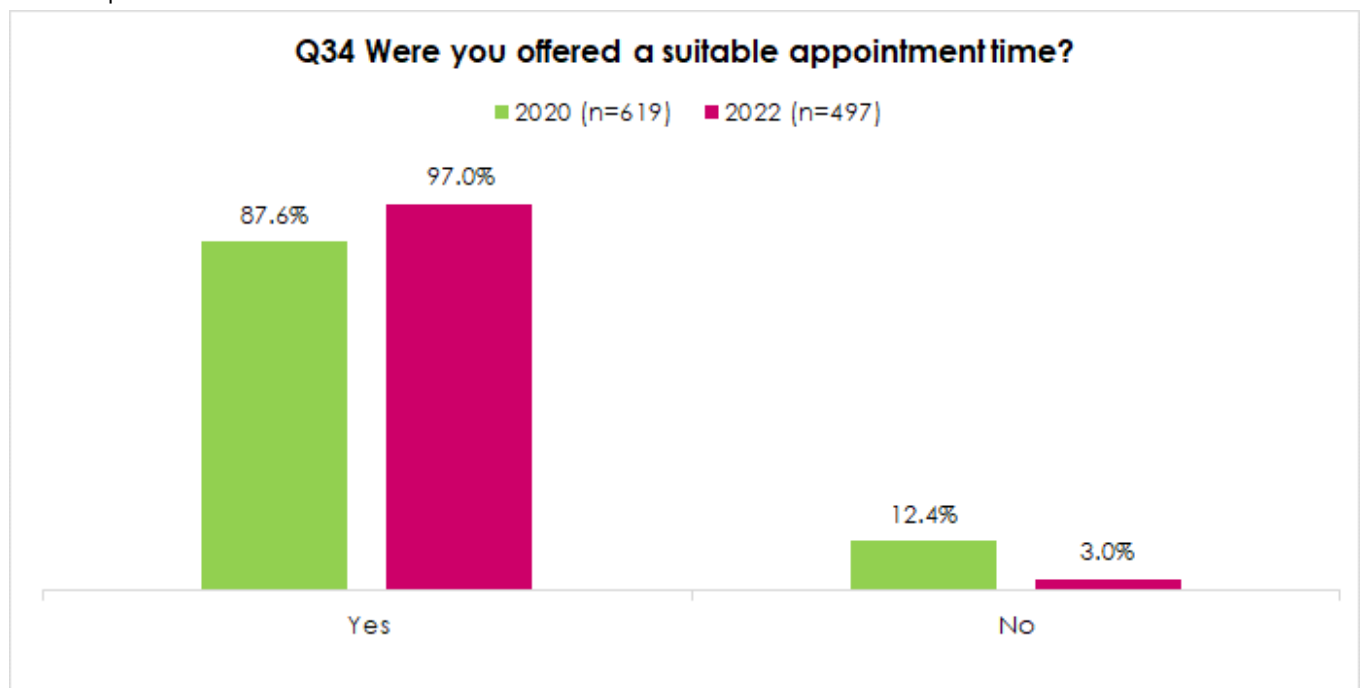
<b>Q32I If you were dissatisfied with any aspect of the repairs, can you please explain why?</b>		
<b>Base: Gave a response n=108</b>	<b>No.</b>	<b>%</b>
Poor quality repair/ repair not fixed on first attempt/ still not fixed	53	49.1%
Repair took too long	29	26.9%
Tradesman did not turn up/ come back to finish the job	13	12.0%
Poor communication re repair/ repairs appointments/ still to get back to me	11	10.2%
Left a mess behind/ damage to home	10	9.3%
Patch up job instead of replacing things	8	7.4%
Tradesman had bad attitude/ poor customer service	7	6.5%
Other	4	3.7%



The majority of tenants (79%) who had a repair carried out in the last 12 months said the worker or tradesperson showed proof of their identity, compared to 8% who said they did not and 13% who said they couldn't remember. This is a marginal decrease from the 82% reported in 2020.

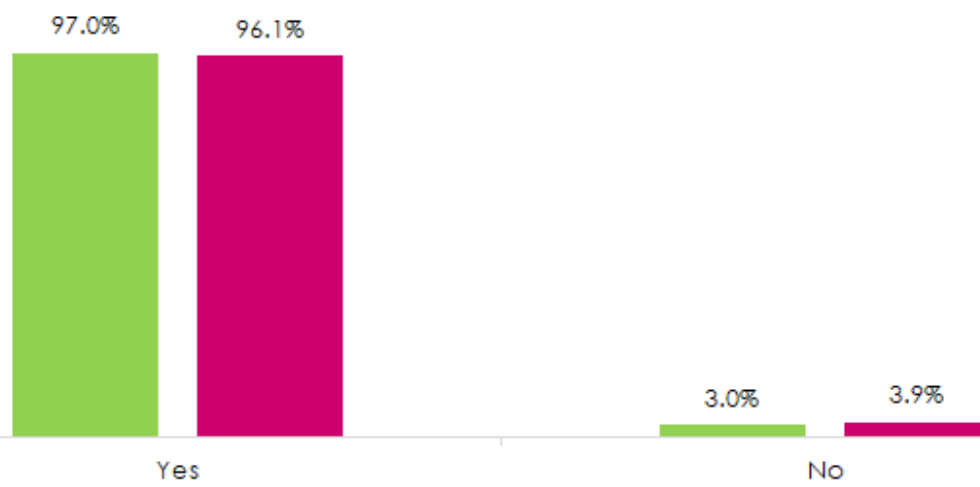


With regards to appointments, almost all tenants (97%) stated they were offered a suitable appointment time for their repair. Of these respondents, almost all (96%) stated the appointment was kept. In 2020, 88% were offered a suitable appointment and 97% said this was kept.



**Q35 If you had any appointments for repairs, were they kept?**

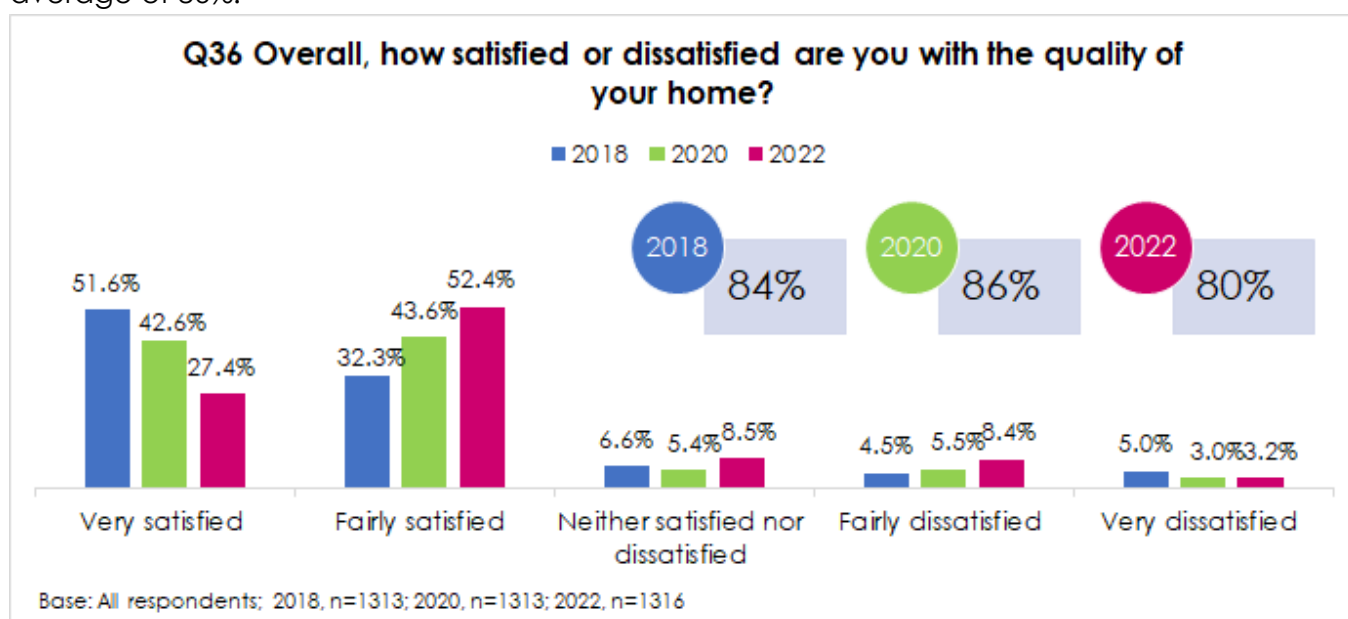
■ 2020 (n=542) ■ 2022 (n=482)



## 9. YOUR HOME

### 9.1. Overall satisfaction with quality of the home (Q36/37)

Eight in ten tenants (80%) were very or fairly satisfied with the quality of their home, compared to 9% who were neither satisfied nor dissatisfied and 12% who were very or fairly dissatisfied. The proportion of respondents who were satisfied with the quality of their home is less than was reported in 2018 (84%) and in 2020 (86%). The 2022 result is lower than the ARC 2020/21 LA average of 86%.



Respondents who were not satisfied with the quality of their home were asked to explain why this was. Respondents were most likely to say this was due to issues with dampness and mould (22%) or that their home requires upgrades and improvements (57%).

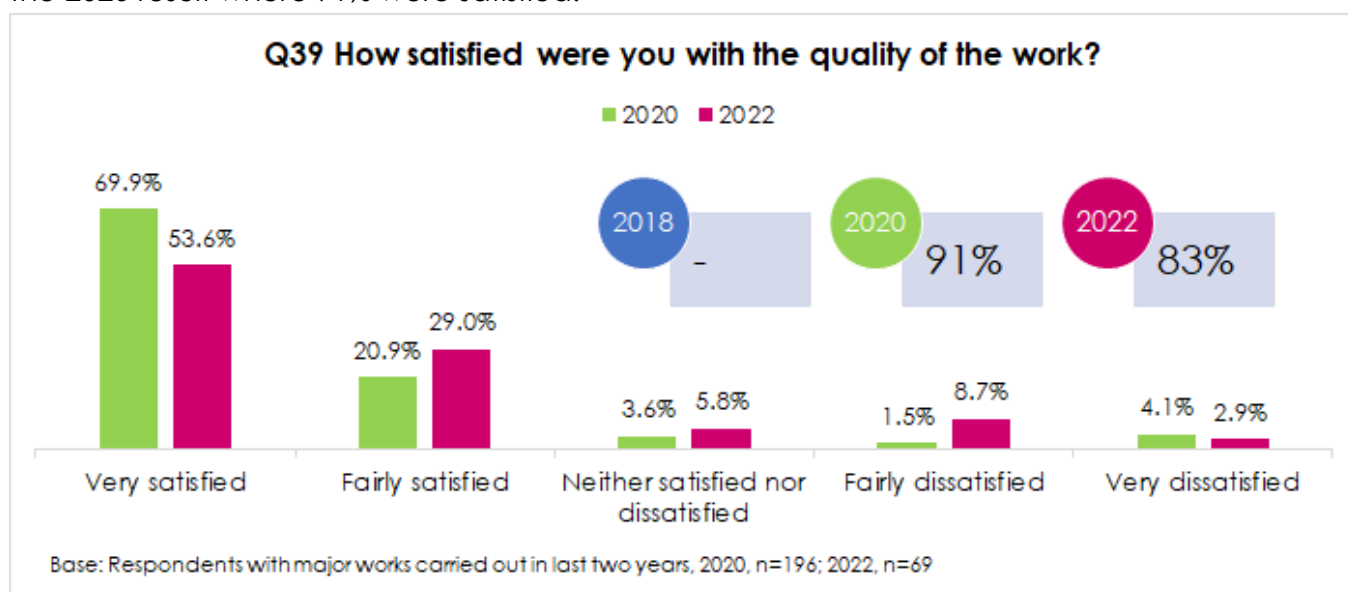
Q37 Can you please explain why you are not satisfied with the quality of your home?		
Base: Gave a response n=265	No.	%
Needing upgrades/ improvements e.g. kitchen/ bathroom/ windows/ doors	150	56.6%
Problems with dampness/ mould	59	22.3%
Poor heating/ boiler system	16	6.0%
Poor quality	26	9.8%
Repairs needing done	40	15.1%
Home is too small	10	3.8%
Poor insulation	13	4.9%
Nothing done as getting demolished	8	3.0%
Outside maintenance required	5	1.9%
Other	5	1.9%

## 9.2. Major works carried out (Q38/39)

One in twenty respondents (5%) stated that they had major improvements carried out over the last two years. This is less than was reported in 2010 (16%) and in 2018 (16%). The most common major improvements were new bathrooms (23 respondents) and external works (15 respondents).

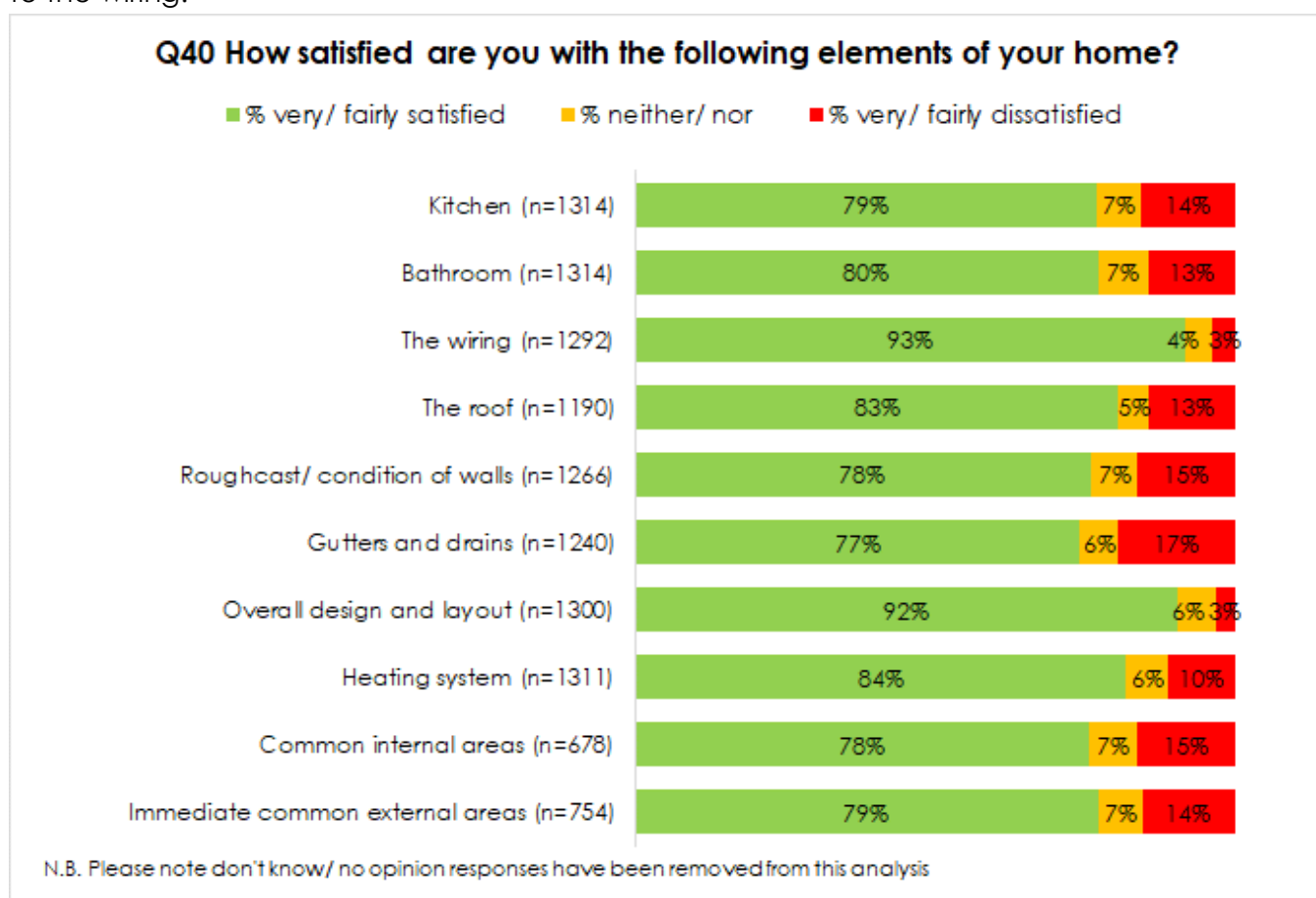
Q38 Over the past two years has your home had any major improvements carried out?		
Base: All respondents, n=1316	No.	%
Bathroom	23	1.7%
External works	15	1.1%
Kitchen	13	1.0%
Heating System	11	0.8%
Re wired	10	0.8%
Other	15	1.1%
None	1247	94.8%

The majority of tenants (83%) who have had major improvements carried out in their home within the last two years were very or fairly satisfied with the quality of work. This is lower than the 2020 result where 91% were satisfied.



### 9.3. Satisfaction with aspects of the home (Q40)

Tenants were then asked if they were satisfied or dissatisfied with various aspects of their home. Satisfaction was high, ranging from 77% with regards to gutters and drains to 93% with regards to the wiring.



As can be seen from the table below, satisfaction levels have not changed significantly since 2020.

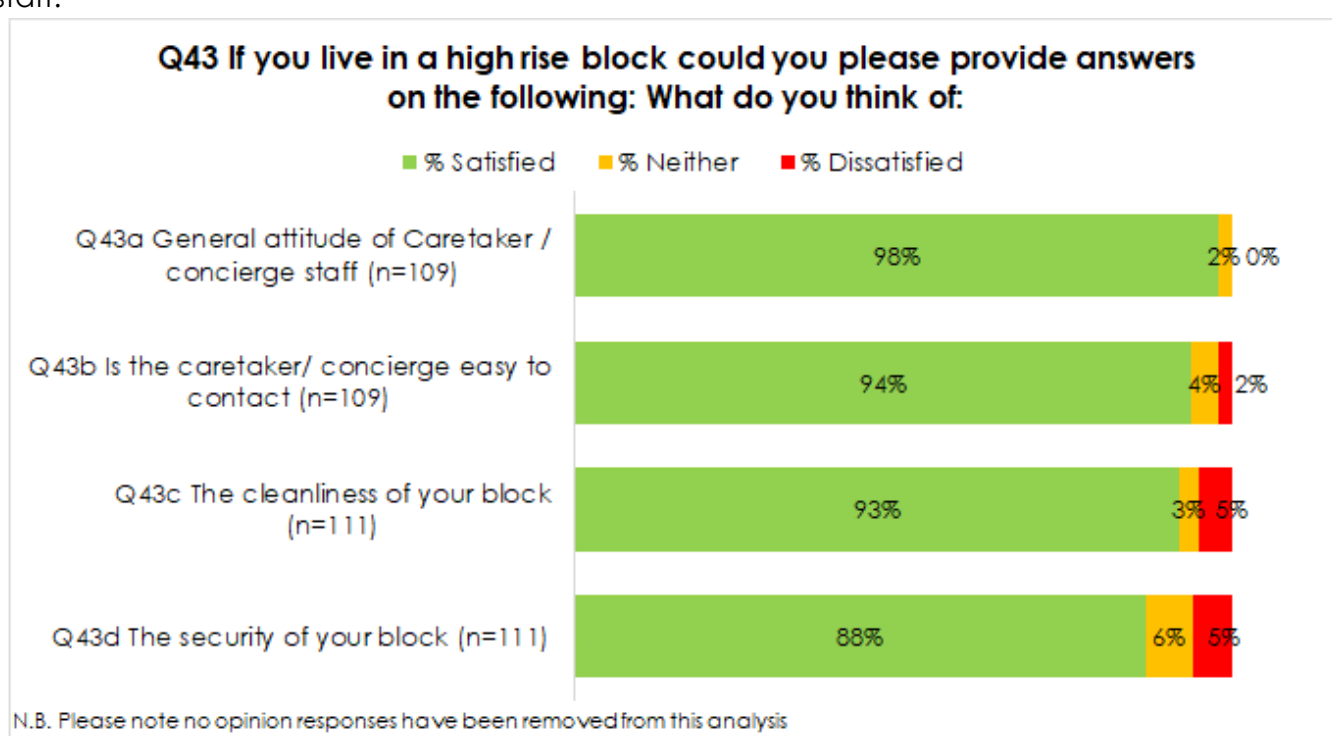
Q40 How satisfied are you with the following elements of your home? [% Satisfied 2018/2020/2022 comparison]			
	2018	2020	2022
Kitchen	82%	82%	79%
Bathroom	80%	83%	80%
The wiring	89%	93%	93%
The roof	86%	84%	83%
Roughcast/ condition of walls	81%	79%	78%
Gutters and drains	80%	76%	77%
Overall design and layout	90%	94%	92%
Heating system	-	86%	84%
Common internal areas (e.g. stairwells, common entrance, close etc)	-	77%	78%
Immediate common external areas, (bin areas, front and rear grass areas etc)	-	76%	79%

## 9.4. Energy efficiency (Q41/42)

16% of survey respondents had heard of the Energy Efficiency Standard for Social Housing. Just under half of respondents (46%) would prioritise energy efficiency improvements over other improvements such as kitchens or bathrooms, 20% said they would not do this and 34% were unsure.

## 9.5. Multi-storey blocks (Q43)

Tenants who lived in multi storey properties and who received a concierge or caretaker service were asked for their opinions on the service. Satisfaction levels ranged from 88% with regards to the security of the block to 98% in terms of the general attitude of caretakers or concierge staff.



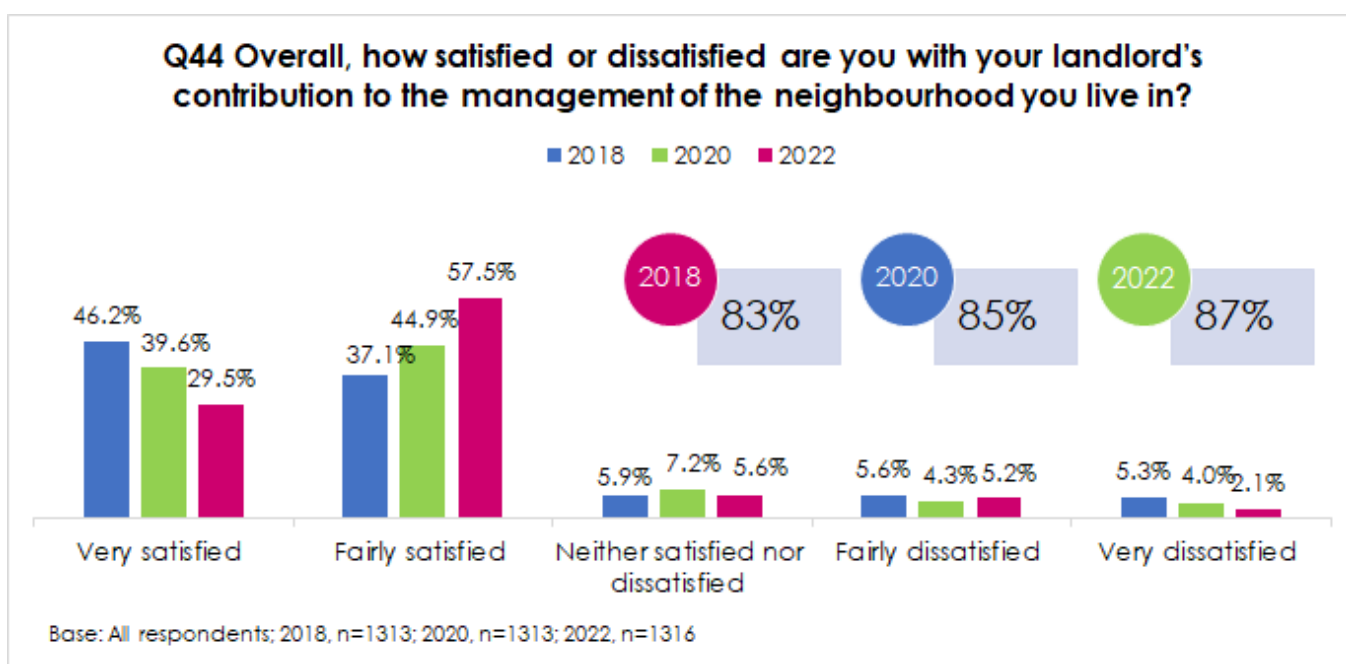
The results for 2022 have not changed significantly since 2020.

Q43 If you live in a high rise block could you please provide answers on the following: What do you think of: [% Good 2018/2020 comparison]			
	2018	2020	2022
Is the caretaker/ concierge easy to contact	84%	97%	94%
General attitude of Caretaker / concierge staff	93%	100%	98%
The security of your block	88%	89%	88%
The cleanliness of your block	96%	93%	93%

## 10. NEIGHBOURHOOD MANAGEMENT

### 10.1. Landlord's contribution to the management of the neighbourhood (Q44/45)

Tenants were asked to rate how satisfied or dissatisfied they were with their landlord's contribution to the management of the neighbourhood they live in. 87% of tenants were very or fairly satisfied in this respect, compared to 6% who were neither satisfied nor dissatisfied and 7% who were very or fairly dissatisfied. Satisfaction has not changed significantly since the previous survey. The 2022 result is marginally higher than the ARC 2020/21 LA average of 83%.



Analysis by area reveals that satisfaction with the Council's contribution to the management of the neighbourhood ranges from 77% for tenants living in Ferguslie Park to 95% for those living in Renfrew.

Q44 Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in? [Analysed by office]								
	PAISLEY	FERGUSLIE PARK	J'STONE & VILL	GLENBURN	RENFREW	FOXBAR	GALLOWHILL	J'STONE CASTLE
Base	381	39	289	99	205	111	124	68
Very Satisfied	36.2%	30.8%	27.0%	2.0%	23.4%	44.1%	30.6%	33.8%
Satisfied	47.0%	46.2%	59.5%	90.9%	71.2%	37.8%	62.1%	48.5%
Neither	5.5%	7.7%	8.3%	3.0%	1.0%	9.0%	2.4%	11.8%
Dissatisfied	8.7%	10.3%	3.5%	3.0%	2.9%	5.4%	3.2%	4.4%
Very dissatisfied	2.6%	5.1%	1.7%	1.0%	1.5%	3.6%	1.6%	1.5%
% Satisfied	83%	77%	87%	93%	95%	82%	93%	82%

Respondents who were not satisfied with the Council's contribution to the management of the neighbourhood they live in were asked to explain why this was. Tenants were most likely to say this was due to problems with anti-social behaviour/ anti-social neighbours (29%), that the area is run down, or nothing is being done (26%) or due to a lack of garden maintenance (20%).

<b>Q45 (If not satisfied) Can you please explain why you are not satisfied with your landlord's contribution to the management of the neighbourhood you live in?</b>		
<b>Base: Gave a response n=171</b>	<b>No.</b>	<b>%</b>
Need to deal with ASB/ ASN	49	28.7%
Area is run down/ nothing being done	45	26.3%
Poor garden maintenance	34	19.9%
Area untidy with litter/ rubbish	21	12.3%
Bin area needs improved/ sort bins	12	7.0%
Vet tenants	10	5.8%
Problem with dog fouling	7	4.1%
Better close cleaning service	6	3.5%
Maintain back courts	5	2.9%
Don't know what they do for area	8	4.7%
Other	7	4.1%



## 10.2. Best thing about the neighbourhood (Q46)

All respondents were then asked an open question relating to the best things about living in their neighbourhood. Answers have been coded thematically to allow for quantitative analysis. Tenants were most likely to say the best thing about their neighbourhood is that it is quiet and peaceful (46%) followed by there being good neighbours and friendly people (41%).

<b>Q46 What are the best things about living in your neighbourhood?</b>		
<b>Base: All respondents, n=1316</b>	<b>No.</b>	<b>%</b>
Quiet/ peaceful	604	45.9%
Good neighbours/ friendly people/ community spirit	538	40.9%
Close to local amenities	368	28.0%
Nice area/ pleasant views/ well maintained	238	18.1%
Good location/ close to town	144	10.9%
Good public transport/ transport links	129	9.8%
Lived here a long time/ know the area well	49	3.7%
Close to family/ friends	40	3.0%
Other	38	2.9%
Nothing	159	12.1%
Don't know	19	1.4%

### 10.3. Greatest problems or issues in the neighbourhood (Q47)

Tenants were then asked what they perceive to be the greatest problems or issues in their neighbourhood. Again, answers have been coded thematically. As can be seen from the table below, more than half of tenants (58%) did not believe there were any problems or issues in their neighbourhood. Where tenants did believe an issue to be present, this was most likely in relation to anti-social behaviour/ anti-social neighbours (16%).

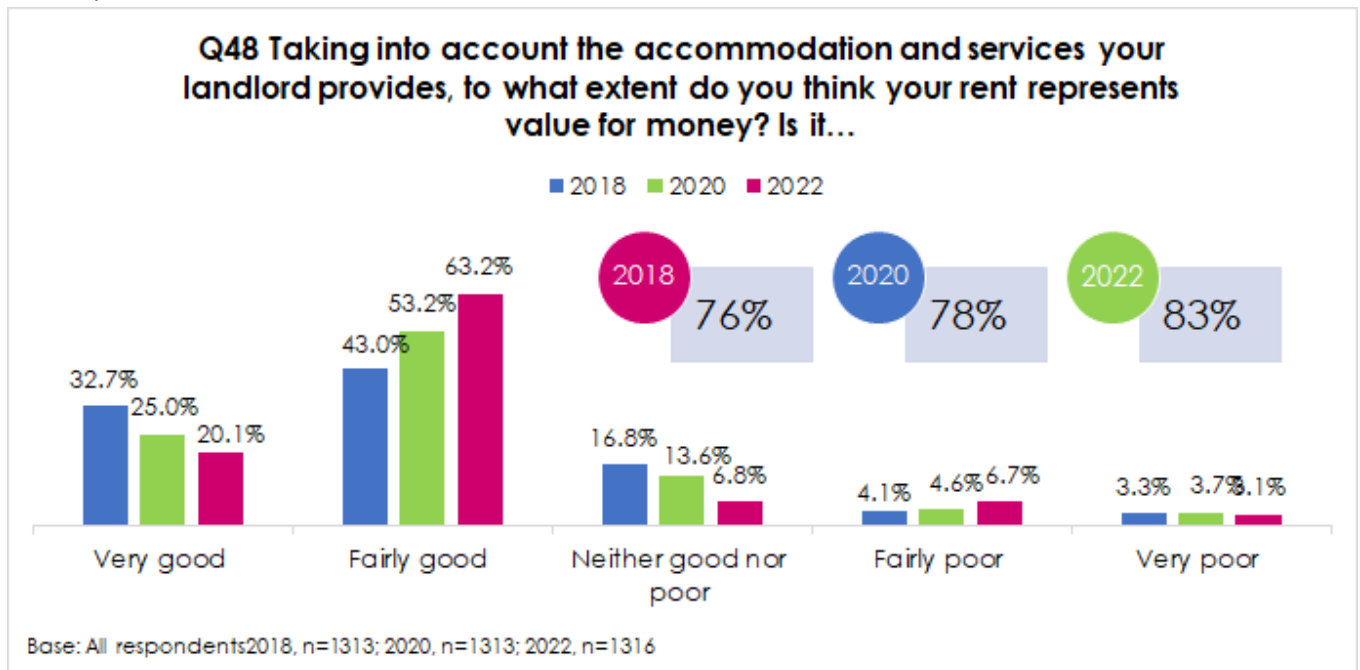
<b>Q47 And what would you say are the greatest problems or issues in your neighbourhood?</b>		
<b>Base: All respondents, n=1316</b>	<b>No.</b>	<b>%</b>
Anti-social behaviour/ problems with neighbours e.g., noise, loitering	214	16.3%
Rubbish/ litter problems/ Area is untidy/ rundown	133	10.1%
Drug / Alcohol problems	89	6.8%
Problems with dogs e.g. fouling/ barking	71	5.4%
Busy/ noisy roads/ traffic issues	39	3.0%
Lack of ground maintenance i.e. landscaping	33	2.5%
Lack of activities for kids/ kids hanging about	29	2.2%
Condition of properties/ upgrades required	28	2.1%
Parking issues	23	1.7%
Security improvements, e.g. lighting, cameras, door entry systems etc	16	1.2%
Lack of local amenities	15	1.1%
Condition of roads and pavements	12	0.9%
Communal maintenance required	10	0.8%
Other	58	4.4%
Don't know	30	2.3%
No problems/ nothing	758	57.6%

## 11. RENT AND BENEFITS

### 11.1. Value for money (Q48/49)

Tenants were asked to rate the extent to which they considered their rent to be value for money. 83% of tenants were of the opinion their rent represents very or fairly good value for money, compared to 7% who said it represented neither good nor poor value and 10% who said it represented very or fairly poor value for money.

The proportion of respondents who felt their rent represented very or fairly good value for money has increased marginally from 76% in 2018 to 78% in 2020 and 83% in 2022. Renfrewshire Council is performing in line with the ARC 2020/2021 LA average (82%) with regards to value for money for rent.

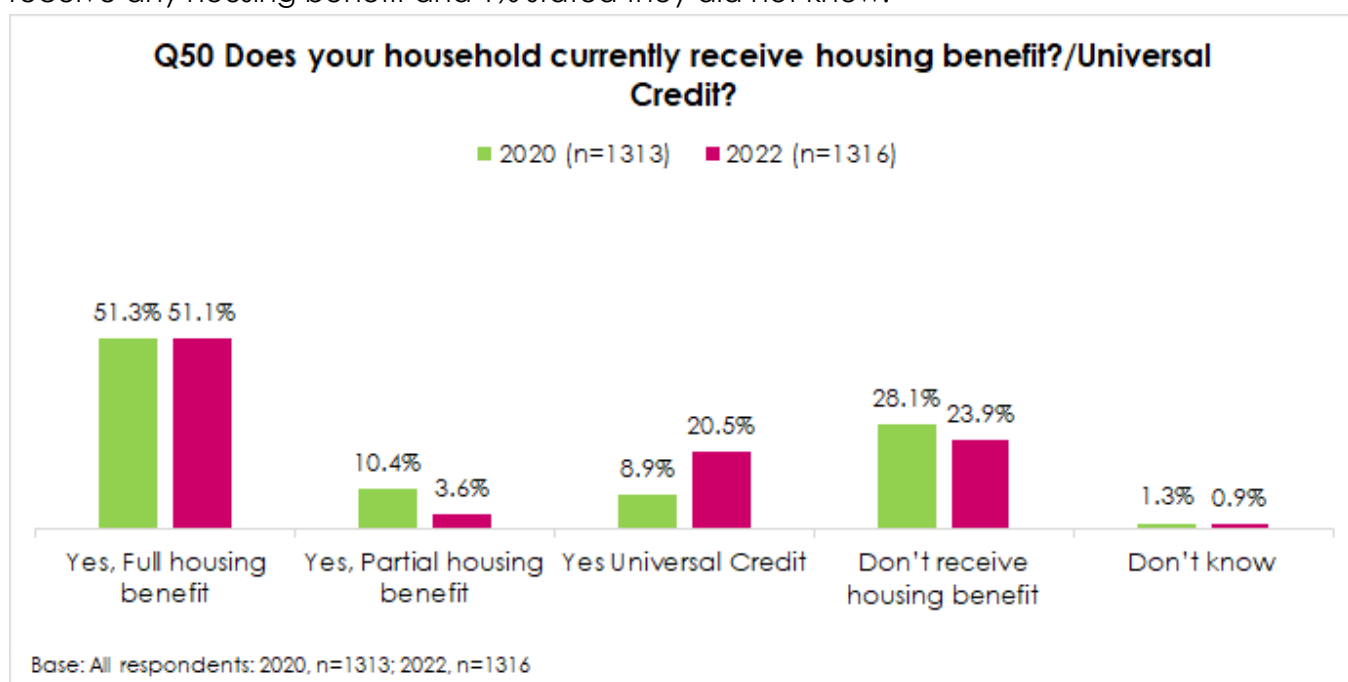


Respondents were asked to explain why they said their rent was not good value for money. As can be seen from the table below, the main reason was where tenants were unhappy with the quality or condition of their home (39%). This was followed by rent being too expensive or dissatisfaction with rent increases (21%).

<b>Q49 Can you please explain why you say that value for money for your rent is not good?</b>		
<b>Give a response, n=218</b>	<b>No.</b>	<b>%</b>
Poor quality/ condition of home	84	38.5%
Too expensive/ keeps increasing	46	21.1%
Expensive for size of property	34	15.6%
Receive poor services e.g. repairs/ maintenance	28	12.8%
Home requires upgrades/ improvements	23	10.6%
Poor area	13	6.0%
Don't know	12	5.5%
It is average/ ok	7	3.2%
Other	4	1.8%

## 11.2. Housing benefit and Universal Credit (Q50)

Just over half of respondents (51%) stated that they were in receipt of full housing benefit, 4% in receipt of partial housing benefit, 21% in receipt of Universal Credit, 24% said they did not receive any housing benefit and 1% stated they did not know.

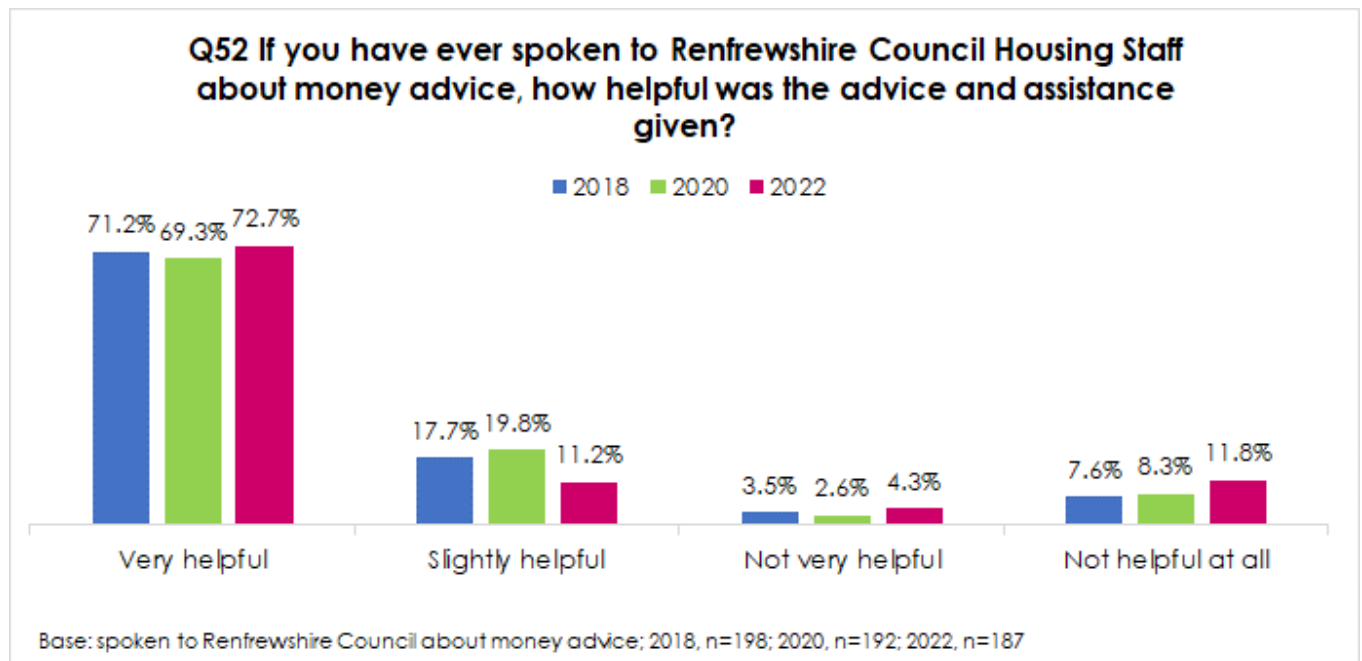


## 11.3. Financial advice and support (Q51/52)

As can be seen from the table below, the majority of respondents (99%) stated that they did not require any help with maintaining rent payments.

Q51 Is there any help you may require with maintaining rent payments?		
Base: All respondents, n=1316	No.	%
Budget support	6	0.5%
Regular reminders to pay	3	0.2%
None	1301	98.9%
Other	6	0.5%

More than 1 in 10 respondents (14%, 15% in 2020) said they have spoken to Renfrewshire Council Housing staff about money advice. Of these respondents, 84% found the advice and assistance very or slightly helpful, while 4% stated it was not very helpful and 12% felt it was not helpful at all. The proportion of respondents who felt the advice and assistance given was helpful has not changed since 2018 and 2020 (both 89%).



## 12. SERVICE PRIORITIES AND IMPROVEMENTS

### 12.1. Best aspect of service provided (Q53)

All respondents were then asked an open question regarding what they thought the best thing about the Housing Services that Renfrewshire Council provides. As can be seen from the table below, the most commonly mentioned aspects were the repairs service (24%) and customer service (14%).

<b>Q53 What do you think is the best thing about the Housing Service that Renfrewshire Council provides?</b>		
<b>Base: All respondents, n=1316</b>	<b>No.</b>	<b>%</b>
Repairs service e.g. prompt/ quality of workmanship	321	24.4%
Customer service e.g. staff helpful/ friendly	180	13.7%
The overall service is good/ good landlord	93	7.1%
Good communication/ information provided	54	4.1%
Everything	23	1.7%
Neighbourhood maintenance	18	1.4%
Good quality homes	10	0.8%
Provide good money/ rent/ welfare advice	9	0.7%
Upgrades/ improvements been made to home	8	0.6%
They provide affordable housing	6	0.5%
Not had any issues	2	0.2%
Don't know	329	25.0%
No comment	24	1.8%
None	220	16.7%
Other	37	2.8%

## 12.2. Service improvement (Q54)

Tenants were then given the opportunity to provide an open response to the parts of the housing service of Renfrewshire Council that could be improved upon. More than a third of tenants stated 'none' (36%) and a further 19% answered 'don't know' to this question. Where a suggestion was provided, this was most likely to be in relation to improving services (14%) and upgrading homes (14%).

<b>Q54 If you were to recommend a key area for improvement for the Housing Service that Renfrewshire Council provides, what would it be? [PROBE FULLY]</b>		
<b>Base: All respondents, n=1316</b>	<b>No.</b>	<b>%</b>
Improve services	190	14.4%
Homes need upgraded	180	13.7%
Better communication/ listen to tenants	61	4.6%
Outside maintenance required	38	2.9%
Deal with ASB/ ASN	36	2.7%
Maintain the area	29	2.2%
Better allocation of homes	23	1.7%
Build new homes	21	1.6%
Sort the bins/ bin area	21	1.6%
Vet tenants	20	1.5%
Clean up the area	14	1.1%
Improve security	10	0.8%
Everything	6	0.5%
Better facilities for kids	5	0.4%
Reduce rent	5	0.4%
Fix roads	3	0.2%
None/ nothing	453	34.6%
Other	12	0.9%
Don't know	255	19.4%



## 13. HOUSEHOLD INFORMATION

### 13.1. Tenant or partner (Q56)

Almost all respondents (99%) who took part in the survey were the tenant of the house, while 1% were the tenant's partner or spouse.

### 13.2. Age and gender (Q57/58)

Just over 6 in 10 respondents (62%) were female, while 38% were male. In terms of the age profile of respondents, 14% were aged 18 to 34, 33% were aged 35 to 54, 20% were aged 55 to 64 and 31% were aged over 65. 3% of respondents refused to provide their age.

Q57 What is your age?		
Base: All respondents, n=1316	No.	%
16-24	27	2.1%
25-34	155	11.8%
35-44	204	15.5%
45-54	234	17.8%
55-64	260	19.8%
65-74	234	17.8%
75+	168	12.8%
Prefer not to say	34	2.6%

### 13.3. Household composition (Q59)

In terms of household composition, 58% consisted of single adults, 17% consisted of two adults, 4% consisted of three or more adults, 13% were one-parent families and 5% were two parent families.

Q59 How would you describe the composition of your household?		
Base: All respondents, n=1316	No.	%
One adult under 60	388	29.5%
One adult aged 60 or over	380	28.9%
Two adults both under 60	83	6.3%
Two adults both over 60	102	7.8%
Two adults, at least one 60 or over	38	2.9%
Three or more adults, 16 or over	52	4.0%
1 parent family with children at least 1 under 16	171	13.0%
2 parent family with children at least 1 under 16	67	5.1%
Other (please specify)	35	2.7%

### 13.4. Disability status (Q60-62)

More than 6 in 10 households (63%) stated that they or someone in their household had a long-term illness, health problem or disability that limits their daily activities or the work they can do (including problems due to old age). This is consistent with the 2020 results (62%).

The most common long-term illness, health problem or disability cited was mobility or physical disabilities (57%), followed by mental ill health (25%). Just 6% of respondents stated someone in their household uses a wheelchair, a decrease from 11% reported in 2018 and 8% in 2020.

<b>Q61 What is the nature of their disabilities?</b>		
<b>Base: All with someone with long-term illness, health problem or disability in the household, n=827</b>	<b>No.</b>	<b>%</b>
Mobility/ physical disabilities	475	57.4%
Mental ill health	205	24.8%
Learning difficulties	28	3.4%
Being frail due to old age	28	3.4%
Difficulties with sight	24	2.9%
Difficulties with hearing	14	1.7%
Dementia	3	0.4%
Drug/ Alcohol dependency	3	0.4%
Other (please write in)	294	35.6%
Don't know	3	0.4%

### 13.5. Ethnicity (Q63)

Almost all tenants (98%) were White Scottish (94%) or White other British (4%).

<b>Q63 Renfrewshire Council monitors the ethnic origin of its tenants to ensure it provides a quality service to all members of the community who require it. Can you tell me which of the following groups you consider you belong to?</b>		
<b>Base: All respondents, n=1316</b>	<b>No.</b>	<b>%</b>
White Scottish	1236	93.9%
White Other British	47	3.6%
White Irish	1	0.1%
Gypsy/ Traveller	-	-
Polish	10	0.8%
Any other white ethnic group (please specify)	3	0.2%
Any mixed or multiple ethnic groups (please specify)	-	-
Pakistani, Pakistani Scottish or Pakistani British	2	0.2%
Indian, Indian Scottish or Indian British	2	0.2%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	-	-
Chinese, Chinese Scottish or Chinese British	-	-
Other (please specify)	-	-
African, African Scottish or African British	1	0.1%
Caribbean, Caribbean Scottish or Caribbean British	1	0.1%
Black, Black Scottish or Black British	1	0.1%
Other (please specify)	6	0.5%
Arab, Arab Scottish or Arab British	3	0.2%
Any other group (please specify)	3	0.2%

## **Appendix 1**

### **Survey Questionnaire**

## Overall satisfaction

### 1. [SSH1] Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Renfrewshire Council as your landlord?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
No opinion	6
[CODE 3,4,5] If not satisfied, can you explain why? [INTERVIEWER: PLEASE NOTE THAT IF TENANT MENTIONS SERVICES OR ISSUES THAT ARE NOT HOUSING SERVICE ISSUES, REMIND THEM IT RELATES TO THE HOUSING SERVICE AND ASK THEM ABOUT THE LANDLORD SERVICE]	

## Your home

### 2. How long have you lived in your current home?

Under 1 year	1	Go to Q3
1-2 years	2	
3-5 years	3	
6-10 years	4	Go to Q4
11-20 years	5	
21+ years	6	
Don't know/ can't remember	7	

### 3. When you moved into your current home, how satisfied were you with its condition?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know/ Can't remember	6
If dissatisfied, why were you not satisfied with the condition of your home when you moved in?	

### 4. Are you happy with the type of house you currently have?

Yes	1
No (why is that?)	2
Don't know	3

### 5. Do you think the number of rooms you have in your home is....?

Too few	1	Go to Q7
Too many	2	Go to Q6
About right	3	Go to Q7

### 6. If too many, would you be willing for someone from Renfrewshire Council to contact you to discuss if you would be willing to move to a smaller property ....?

Yes (confirm that respondent happy for contact details to be passed over to the Council so that they can be contacted in this respect. All other responses will remain confidential and anonymous)	1
No	2

**7. If you have any spare bedrooms, how is this bedroom (these bedrooms) used?**

Not applicable, No spare room	1
Kept as a spare room	2
Used as a study/dining room	3
<b>Used for home working</b>	4
Used for overnight stay for children (occasional access) or for carer	5
Store medical/ disablement equipment	6

**Communication and Participation**

**8. [SSH2] How good or poor do you feel your landlord (Renfrewshire Council) is at keeping you informed about their housing services and decisions?**

Very good	1
Fairly good	2
Neither good nor poor	3
Fairly poor	4
Very poor	5

**9. Do you ever use the internet or mobile apps in any of the following ways? ALL THAT APPLY**

Using a home computer	1	Go to Q10
Using a smartphone	2	
Using a tablet	3	
Internet access through public access terminals e.g. at library	4	
Other (please specify)	5	
Do not use the internet or mobile apps	6	Go to Q11

**10. 'My Account' is the Council's online customer account which allows you to access Council services online 24 hours a day? You can do things such as view your rent account balance, apply for housing benefit, make a rent payment or provide information on change of household details or circumstances. Would you be interested in using 'My Account'?**

Yes, I am already registered	1
Yes, I would be interested in registering	2
No, I would not be interested in using My Account	3

**11. Which of the following methods a) would you prefer to use when getting in touch with your landlord? B) would you prefer your landlord to use when getting in touch with you? [ALL THAT APPLY]**

	a) prefer to use when contacting landlord	b) prefer landlord to use when contacting them
Email	1	1
Using 'My Account' on the Council's website	2	2
Telephone	3	3
Text/ SMS	4	4
In writing	5	5
Visit to the office	6	6
Visit to your home by staff	7	7
<b>Near Me Platform</b>	8	8
Other (please specify)	9	9

**12. Renfrewshire Council's Housing service uses a range of different methods to contact and consult with tenants. Which methods do you prefer Renfrewshire Council Housing Service to use to consult with you about issues that may affect you? (tick as many that apply)**

Organised public meetings	1
Through Tenants and Residents Associations	2
Through Tenants Forums	3
Through Community Council	4
By letter	5
Telephone call	6
Personal visit	7
<b>Near Me Platform or online</b>	8
Magazine / Newsletter/Peoples news	9
Local newspaper	10
By Focus Group	11
By e mail/SMS text	12
Other (please advise)	13
None	14

**13. If Renfrewshire Council was looking to discuss any points similar to those raised in the survey, would you be willing to participate?**

Yes	1	Go to Q14
No	2	Go to Q15

**14. If you are willing would you be happy for us to pass your contact details on to Renfrewshire Council so they can get in touch about any potential opportunities? All your other responses will remain completely confidential.**

Yes	1	Go to Q15
No	2	

**15. [SSH5] How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's (Renfrewshire Council's) decision making processes?**

Very satisfied	1	Go to Q17
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q16
Fairly dissatisfied	4	
Very dissatisfied	5	

**16. What could Renfrewshire Council do, that it is not currently doing, to make you satisfied with the opportunities for getting involved?**

	Go to Q17
--	-----------

### Contact with Housing Services

**17. Have you been in contact with Renfrewshire Council about a housing or housing related matter in the last 12 months with a query?**

Yes	1	Go to Q18
No	2	
Can't remember	3	Go to Q24

**18. Thinking about your most recent contact, how did you contact the service?**

Phoned	1
Visited office	2
Wrote	3
Through the Website contact form	4
Through 'My Account' online customer account	5
Through the 'Ren Repairs' App	6
Email	7
<b>Near Me platform</b>	8
Other (please specify)	9

**19. How satisfied are you with the way you could contact the Council during the Covid pandemic?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

**20. What housing or housing related matter did you last contact Renfrewshire Council about?**

Repairs	1
Rent enquiry	2
Housing benefit	3
Homelessness	4
Moving House (Housing Options)	5
Neighbour problem or Anti-Social Behaviour	6
Garden/close maintenance	7
Housing improvements	8
Other (please specify)	9

**21. Was getting hold of the right person easy or difficult?**

Easy	1
Difficult	2
Neither	3

**22. Did you find the staff helpful or unhelpful?**

Helpful	1
Unhelpful	2
Neither	3

**23. Was your query answered/ issue resolved within a reasonable time?**

Yes	1
No	2
Don't know	3



**24. Moving forward, and to ensure social distancing, the Council may encourage contact methods other than face to face. How would you prefer to have contact with the Council in the future?**

By telephone	1
Email	2
Via website	3
Text message	4
Online Video calls – Near Me	5
Letter	6
Visit to office	7
Visit to your home	8
Other contact with staff (please specify)	9

**Complaints**

**25. Have you complained to Renfrewshire Council about Housing Services in the last 12 months? This refers to complaints you may have made when you have not been happy with the quality of service provided**

Yes	1	Go to Q26
No	2	Go to Q30

**26. If yes, please can you describe the nature of the complaint?**

**[INTERVIEWER: PLEASE WRITE IN THE SPECIFIC NATURE OF THE COMPLAINT AND THEN CODE NATURE OF COMPLAINT]**

SPECIFIC NATURE OF COMPLAINT	
Complaint about repairs	1
Complaint about Rent	2
Complaint about Housing Benefit	3
Complaint about Allocations	4
Complaint about Improvements	5
Anti-social neighbour complaint	6
Complaint against a member of staff	7
Other	8

**27. How satisfied were you with the following aspects of the way in which your complaint was handled?**

	Very Satisfied	Satisfied	Neither nor	Dissatisfied	Very Dissatisfied	DK/ NA
How easy it was to make your complaint	1	2	3	4	5	6
The information and advice provided by staff	1	2	3	4	5	6
How well you were kept informed about the progress of your complaint	1	2	3	4	5	6
The support you received while your complaint was dealt with	1	2	3	4	5	6
The speed with which your complaint was dealt with	1	2	3	4	5	6

**28. Overall, how satisfied or dissatisfied are you with the way your complaint was handled?**

Very satisfied	1
Fairly satisfied	2

Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know/ no opinion	6

**29. Overall, how satisfied or dissatisfied are you with the final outcome of your complaint?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know/ no opinion	6

**The Repairs Service**

**[INTERVIEWER: READ OUT]** Turning now to the Council's reactive repairs service which comprises emergency, urgent and routine repairs, can I ask you...

**30. Generally, how satisfied are you with the way Renfrewshire Council deals with repairs and maintenance?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

**31. Have you had any repairs carried out in this property in the last 12 months?**

Yes	1	Go to Q32
No	2	Go to Q36

**32. Thinking of repairs you have had carried out in the last year, how satisfied or dissatisfied were you with the following?**

	Very Satisfied	Satisfied	Neither nor	Dissatisfied	Very Dissatisfied	DK/ NA
Ease of reporting repairs	1	2	3	4	5	6
The process of reporting repairs through the customer service centre	1	2	3	4	5	6
Being told when workers would call	1	2	3	4	5	6
Being able to make an appointment	1	2	3	4	5	6
Time taken before work started	1	2	3	4	5	6
The speed of completion of the work	1	2	3	4	5	6
The attitude of workers	1	2	3	4	5	6
The overall quality of work	1	2	3	4	5	6
Keeping dirt and mess to a minimum	1	2	3	4	5	6
The repair being done 'right first time'	1	2	3	4	5	6
The <b>tradesperson</b> doing the job you expected	1	2	3	4	5	6

**If you were dissatisfied with any aspect of the repairs, can you please explain why?**

--

**33. Did the workers/ tradespeople show proof of identity?**

Yes	1
No	2
Can't remember	3

**34. Were you offered a suitable appointment time?**

Yes	1	Go to Q35
No	2	Go to Q36

**35. If you had any appointments for repairs, were they kept?**

Yes	1
No	2

**Your Home**

**36. [SSHC7] Overall, how satisfied or dissatisfied are you with the quality of your home?**

Very satisfied	1	Go to Q38
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q37
Fairly dissatisfied	4	
Very dissatisfied	5	

**37. Can you please explain why you are not satisfied with the quality of your home?**

--

**38. Over the past two years has your home had any major improvements carried out?**

Kitchen	1	Ask Q39
Bathroom	2	
Heating System	3	
Re wired	4	
External works	5	
Other (please describe)	6	
None	7	Go to Q40

**39. How satisfied were you with the quality of the work?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

**40. How satisfied are you with the following elements of your home?**

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissat.	Very dissat.	No opinion/ NA
Kitchen	1	2	3	4	5	6
Bathroom	1	2	3	4	5	6
The wiring	1	2	3	4	5	6

The roof	1	2	3	4	5	6
Roughcast/ condition of walls	1	2	3	4	5	6
Gutters and drains	1	2	3	4	5	6
Overall design and layout	1	2	3	4	5	6
Heating system	1	2	3	4	5	6
If relevant Common internal areas (e.g. stairwells, common entrance, close etc)	1	2	3	4	5	6
If relevant Immediate common external areas, (bin areas, front and rear grass areas etc)	1	2	3	4	5	6

**41.** Have you heard of the Energy Efficiency Standard for Social Housing (EESH)?

Yes	1
No	2

**42.** Thinking of improvements to your home would you prioritise Energy efficiency improvements over other improvements (such as kitchens or bathrooms)?

Yes	1
No	2
Not sure	3

**43. [INTERVIEWER: ASK QUESTION ONLY IF LIVE IN A MULTI STOREY FLAT & RECEIVE CONCIERGE/CARETAKER SERVICE – MARKED ON SAMPLE. OTHERWISE SKIP TO Q44] If you live in a high rise block could you please provide answers on the following: What do you think of:**

	Very good	Fairly good	Neither nor	Fairly poor	Very poor	No opinion
General attitude of Caretaker / concierge staff	1	2	3	4	5	6
Is the caretaker/ concierge easy to contact	1	2	3	4	5	6
The cleanliness of your block	1	2	3	4	5	6
The security of your block	1	2	3	4	5	6

#### Neighbourhood Management

**44. [SSH13] Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in? [INTERVIEWER NOTE: Neighbourhood is defined as the street in which the tenant lives and the immediate surrounding area.]**

Very satisfied	1	Go to Q46
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	Go to Q45
Very dissatisfied	5	

**45. (if not satisfied) Can you please explain why you are not satisfied with your landlord's contribution to the management of the neighbourhood you live in?**

--

**46. What are the best things about living in your neighbourhood? [ASK AS OPEN QUESTION AND CODE RESPONSE – DO NOT PROMPT - record up to 3]**

1.	
2.	
3.	

**47. And what would you say are the greatest problems or issues in your neighbourhood? [ASK AS OPEN QUESTION AND CODE RESPONSE – DO NOT PROMPT - record up to 3]**

1.	
2.	
3.	

#### Rent and benefits

**48. [SSH25] Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money? Is it...**

Very good	1	Go to Q50
Fairly good	2	
Neither good nor poor	3	Go to Q49
Fairly poor	4	
Very poor	5	

**49. Can you please explain why you say that value for money for your rent is not good?**

--

**50. Does your household currently receive housing benefit? /Universal Credit?**

Yes, Full housing benefit	1
Yes, Partial housing benefit	2
Yes Universal Credit	3
Don't receive housing benefit	4
Don't know	5

**51. Is there any help you may require with maintaining rent payments?**

Budget support	1
Advice on bank accounts	2
Regular reminders to pay	3
None	4
Other, please specify	5

**52. If you have ever spoken to Renfrewshire Council Housing Staff about money advice, how helpful was the advice and assistance given?**

Very helpful	1
Slightly helpful	2
Not very helpful	3
Not helpful at all	4
Not applicable – not sought money advice	5

#### Services Priorities and Improvements

**53. What do you think is the best thing about the Housing Service that Renfrewshire Council provides? [PROBE FULLY]**

**54. If you were to recommend a key area for improvement for the Housing Service that Renfrewshire Council provides, what would it be? [PROBE FULLY]**

**55. Is there anything else you would like to say about your home and/or services your landlord provides? [INTERVIEWER: PROBE FULLY AND WRITE IN BELOW]**

#### About You and Your Household

Finally, I'd like to ask some questions about you and your household. Please be assured that these questions are completely confidential, and they will only be used for analysis purposes to see if there are differences in the views between different tenants.

**56. Which of these are you?**

Tenant of this home	1
Tenant's partner/ spouse	2

**57. What is your age?**

16-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65-74	6
75+	7
Prefer not to say	8

**58. Which of the following best describes how you think of yourself?**

Male	1
Female	2
In another way	3

**59. How would you describe the composition of your household?**

One adult under 60	1
One adult aged 60 or over	2
Two adults both under 60	3
Two adults both over 60	4
Two adults, at least one 60 or over	5
Three or more adults, 16 or over	6
1 parent family with children at least 1 under 16	7
2 parent family with children at least 1 under 16	8
Other (please specify)	9

**60. Does anyone living in this household have any long term illness, health problem or disability which limits their daily activities or the work they can do (including problems due to old age)?**

Yes	1	Go to Q61
No	2	Go to Q62

**61. What is the nature of their disabilities?**

Mental ill health	1
Mobility/ physical disabilities	2
Learning difficulties	3
Difficulties with sight	4
Difficulties with hearing	5
Dementia	6
Being frail due to old age	7
HIV/ AIDS	8
Drug/ Alcohol dependency	9
Other (please write in)	10
Don't know	11

**62. Does anyone in your household use a wheelchair?**

Yes	1
No	2

**63. Renfrewshire Council monitors the ethnic origin of its tenants to ensure it provides a quality service to all members of the community who require it. Can you tell me which of the following groups you consider you belong to?**

<b>WHITE</b>	
White Scottish	1
White Other British	2
White Irish	3
Gypsy/ Traveller	4
Polish	5
Any other white ethnic group (please specify)	6
<b>MIXED OR MULTIPLE ETHNIC GROUPS</b>	

Any mixed or multiple ethnic groups (please specify)	7
<b>ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH</b>	
Pakistani, Pakistani Scottish or Pakistani British	8
Indian, Indian Scottish or Indian British	9
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	10
Chinese, Chinese Scottish or Chinese British	11
Other (please specify)	12
<b>AFRICAN, CARIBBEAN OR BLACK</b>	
African, African Scottish or African British	13
Caribbean, Caribbean Scottish or Caribbean British	14
Black, Black Scottish or Black British	15
Other (please specify)	16
<b>OTHER ETHNIC GROUP</b>	
Arab, Arab Scottish or Arab British	17
Any other group (please specify)	18

**THANK YOU AND CLOSE**



## **Appendix 2**

### **Technical Report Summary**

# TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

<b>Project number</b>	<b>P1223</b>
<b>Project name</b>	<b>Renfrewshire Council Tenant Satisfaction Survey 2022</b>
<b>Objectives of the research</b>	The aim of the research was to seek tenants' views on the services that Renfrewshire Council provides as a landlord, how well it performs these services and to help identify areas where the service can be improved.
<b>Target group</b>	Renfrewshire Council tenants.
<b>Target sample size</b>	1300 interviews.
<b>Achieved sample size</b>	A total of 1,316 tenant interviews were achieved.
<b>Date of fieldwork</b>	Interviewing took place between the 21 <sup>st</sup> of March and the 11 <sup>th</sup> of May 2022.
<b>Sampling method</b>	Interviews spread across organisation stock.
<b>Data collection method</b>	Interviews were undertaken with the tenant or their partner by telephone and responses inputted directly into the survey analysis package via tablet app or PC.
<b>Response rate and definition and method of how calculated</b>	Not applicable.
<b>Any incentives?</b>	No.
<b>Number of interviewers</b>	10 interviewers were working on this project.
<b>Interview validation methods</b>	10% of each interviewers' work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
<b>Showcards or any other materials used?</b>	Not applicable.
<b>Weighting procedures (if applicable)</b>	Not applicable.
<b>Estimating and imputation procedures (if applicable)</b>	Not applicable.
<b>Reliability of findings</b>	Data accurate overall to $\pm 2.54\%$ .