



Renfrewshire Council

Tenant Satisfaction Survey

April 2020

Prepared by:

Research Resource
17b Main Street
Cambuslang
G72 7EX

Contact: Lorna Shaw

Tel: 0141 641 6410

E-mail: Lorna.shaw@researchresource.co.uk

Prepared for:

Renfrewshire Council
Communities, Housing and Planning Services
Renfrewshire Council
Renfrewshire House
Cotton Street, Paisley
PA1 1JD

Contact: Paul McLean

Tel: 0141 618 6264

E-mail: paul.mclean@renfrewshire.gov.uk





Report written by: Sarah Gunn

Sarah Gunn

Date: 21/04/2020

Reviewed by: Elaine MacKinnon/ Lorna Shaw

Elaine MacKinnon

Lorna A Shaw

Date: 22/04/2020

Renfrewshire Council

Tenant Satisfaction Survey 2020

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1. EXECUTIVE SUMMARY

INTRODUCTION AND BACKGROUND

Research Resource was commissioned by Renfrewshire Council to undertake their 2020 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 1,313 interviews were carried out with tenants using a telephone methodology. 1,313 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 2020 compared with the 2018 results. As can be seen below, satisfaction levels have increased across all indicators, most significantly with regards to keeping tenants informed and opportunities to participate (increased by 6% points each).

Scottish Social Housing Charter Indicators [2018/2020 comparison]			
	2018	2020	Change
1 - Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord? (% very/ fairly satisfied)	88%	89%	↑ 1%
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%	↑ 6%
5 - How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlords decision making processes? (% very/fairly satisfied)	88%	94%	↑ 6%
7 - Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/fairly satisfied)	84%	86%	↑ 2%
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%	↑ 2%
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 is....? (% very/ fairly good)	76%	78%	↑ 2%

KEY FINDINGS

The key findings of Renfrewshire Council's 2020 Tenant Satisfaction Survey are as follows:

OVERALL SATISFACTION

- The majority of respondents (89%) were very or fairly satisfied with the overall service provided by Renfrewshire Council as a landlord.

MOVING INTO YOUR HOME

- Just over three quarters (77%) 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%).

COMMUNICATION AND PARTICIPATION

- Just under 9 in 10 tenants (88%) felt their landlord was very or fairly good at keeping them informed about their services and decisions.
- 6 in 10 tenants (60%) stated they use the internet. Tenants were most likely to access the internet using a smartphone (47%), followed by a tablet (29%) and a home computer (27%).
- Just under half of tenants (48%) stated they were aware of 'My Account'. One quarter of respondents (25%) are already registered on 'My Account', and a further 15% stated they would be interested in registering.
- The majority of tenants would prefer to use the telephone to get in touch with their landlord (89%), while using the telephone (81%) and in writing (50%) were the most popular methods of communication tenants would prefer their landlord use to get in touch with them.
- Tenants were most likely to be aware that Renfrewshire Council use letters (83%), telephone calls (79%) and magazines, newsletters or People's News (66%) to contact and consult with tenants.
- Tenants were most likely to say they would prefer to be consulted by letter (76%), telephone call (69%) or magazines, newsletters or People's News (43%).
- The vast majority of respondents (94%) 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 (58%) 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 (89%).
- 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:

- 82% said it was easy to get hold of the right person,
- 86% found staff to be helpful,
- 76% said their query was answered or issue was resolved within a reasonable time,
- 87% were very or fairly satisfied with the ability of staff to deal with their enquiry quickly and efficiently,
- 81% were very or fairly satisfied with the final outcome of their enquiry.

COMPLAINTS

- Less than 1 in 10 respondents (7%) stated they had complained to Housing Services in the last 12 months. The majority of complaints were regarding repairs (40%) or anti-social neighbours (27%).
- 33% of respondents who made a service-based complaint and 23% of respondents who made an anti-social complaint were very or fairly satisfied with the way their complaint was handled by the Council.
- 28% of respondents who made a service-based complaint and 23% of respondents who made an anti-social complaint were very or fairly satisfied with the final outcome of their complaint

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 (86%) were very or fairly satisfied in this respect.
- Just under half of respondents (47%) 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 highest regarding:
 - The attitude of workers (96% very or fairly satisfied),
 - Keeping dirt and mess to a minimum (96%),
 - Ease of reporting repairs (95%),
 - The process of reporting repairs through the customer service centre (95%).
- The majority of tenants (82%) 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, 88% of respondents stated they were offered a suitable appointment time for their repair, with almost all (97%) stating the appointment was kept.

YOUR HOME

- The majority of tenants (86%) were very or fairly satisfied with the quality of their home.
- Just under one in five respondents (16%) stated that they had major improvements carried out over the last two years. The most common major improvements were new heating systems (6%) and new bathrooms (6%).

- The majority of tenants (91%) 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 highest regarding:
 - Overall design and layout (94% very or fairly satisfied),
 - The wiring (93%).

NEIGHBOURHOOD MANAGEMENT

- The majority of tenants (91%) were very or fairly satisfied with their neighbourhood as a place to live.
- 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. 85% 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 (48%) followed by there being good neighbours and friendly people (40%).
- More than half of tenants (51%) 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 (12%).

RENT AND BENEFITS

- Just over three quarters of tenants (78%) 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, 10% in receipt of partial housing benefit, 9% in receipt of Universal Credit, 28% said they did not receive any housing benefit and 1% stated they did not know.
- The majority of respondents (99%) stated that they did not require any help with maintaining rent payments.
- More than 1 in 10 respondents (15%) said they have spoken to Renfrewshire Council Housing staff about money advice. Of these respondents, 89% 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 2020.

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 2020 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 Association.
- 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 1,313 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 and property type 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 3% points with regard to tenement flats being slightly under-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.

Area	No. of tenants	% of tenants	No. of interviews	% of interviews	Difference
FERGUSLIE PARK	351	3.1%	40	3.0%	-0.1%
FOXBAR	982	8.7%	114	8.7%	0.0%
GALLOWHILL	1080	9.6%	124	9.4%	-0.2%
GLENBURN	874	7.8%	102	7.8%	0.0%
HOMELESS UNIT	1	0.0%	0	0.0%	0.0%
J'STONE & VILL	2480	22.1%	290	22.1%	0.0%
J'STONE CASTLE	575	5.1%	64	4.9%	-0.2%
PAISLEY	3254	28.9%	381	29.0%	0.1%
RENFREW	1649	14.7%	198	15.1%	0.4%
Total	11246	100.0%	1313	100.0%	0.0%

Property Type	No of Tenants	% of tenants	No of interviews	% of interviews	Difference
Amenity Flat	14	0.1%	3	0.2%	0.1%
Deck access Flat	277	2.5%	19	1.4%	-1.0%
Deck access Maisonette	245	2.2%	25	1.9%	-0.3%
Detached Bungalow	17	0.2%	3	0.2%	0.1%
Detached House	2	0.0%	1	0.1%	0.1%
End terrace Bungalow	127	1.1%	18	1.4%	0.2%
End terrace House	633	5.6%	66	5.0%	-0.6%
Mid terrace Bungalow	109	1.0%	13	1.0%	0.0%
Mid terrace House	949	8.4%	126	9.6%	1.2%
Multi-storey Flat	972	8.6%	126	9.6%	1.0%
Own Door Flat	2595	23.1%	332	25.3%	2.2%
Permanent Prefab	15	0.1%	2	0.2%	0.0%
Semi-detached Bungalow	103	0.9%	24	1.8%	0.9%
Semi-detached House	585	5.2%	57	4.3%	-0.9%
Tenement Flat	4179	37.2%	453	34.5%	-2.7%
Walk Up Flat	341	3.0%	38	2.9%	-0.1%
Walk Up Maisonette	83	0.7%	7	0.5%	-0.2%
Total	11246	100.0%	1313	100.0%	0.0%

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 17th of February and the 31st March 2020.

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 2015 and 2018 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.

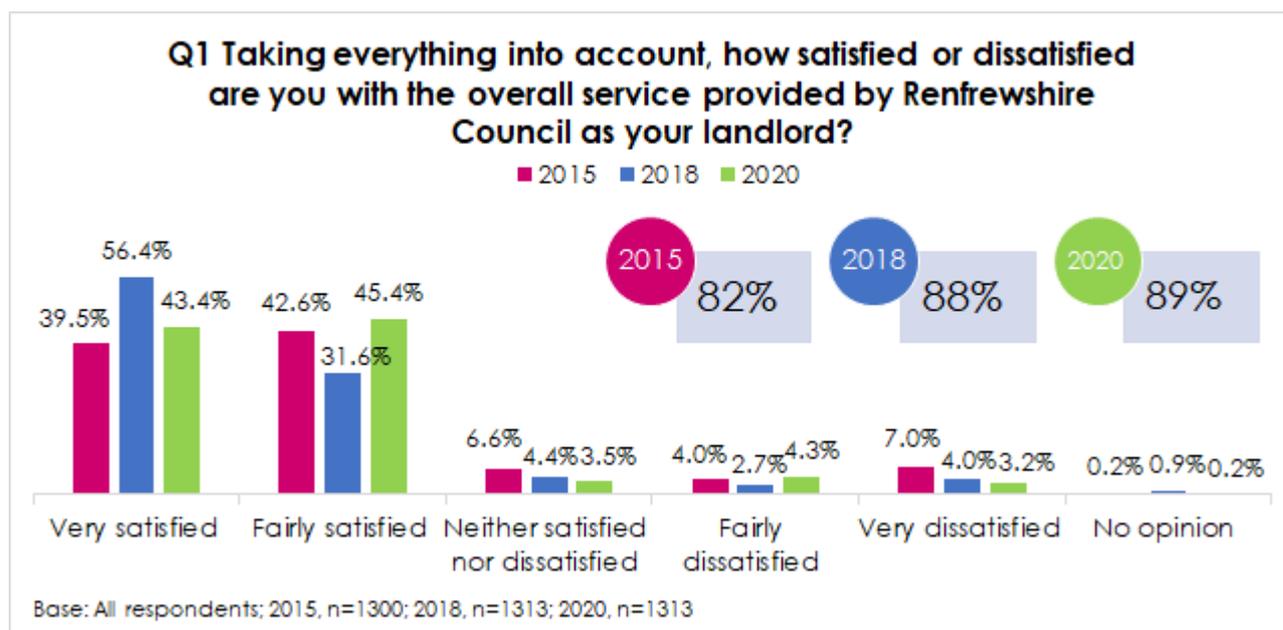
Chapter 3.	OVERALL SATISFACTION
Chapter 4.	MOVING INTO YOUR HOME
Chapter 5.	COMMUNICATION AND PARTICIPATION
Chapter 6.	CONTACT WITH HOUSING SERVICES
Chapter 7.	COMPLAINTS
Chapter 8.	THE REPAIRS SERVICE
Chapter 9.	YOUR HOME
Chapter 10.	NEIGHBOURHOOD MANAGEMENT
Chapter 11.	RENT AND BENEFITS
Chapter 12.	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 (89%) were very or fairly satisfied in this respect, a marginal increase from the 88% reported in 2018.

Renfrewshire Council is performing above the ARC 2018/2019 Local Authority average (86%) with regards to overall satisfaction.



Analysis by area reveals Gallowhill respondents reported the highest levels of satisfaction (93%) while Ferguslie Park respondents reported the lowest levels overall (83%).

Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Renfrewshire Council as your landlord? [Analysed by area]								
	FERGUSLIE PARK	FOXBAR	GALLOWHILL	GLENBURN	J'STONE & VILL	J'STONE CASTLE	PAISLEY	RENFREW
Base	40	114	124	102	290	64	381	198
Very satisfied	27.5%	44.7%	63.7%	43.1%	38.3%	34.4%	48.3%	34.3%
Fairly satisfied	55.0%	41.2%	29.0%	45.1%	51.4%	53.1%	40.4%	54.5%
Neither satisfied nor dissatisfied	10.0%	5.3%	1.6%	2.9%	3.8%	1.6%	4.2%	1.5%
Fairly dissatisfied	7.5%	3.5%	4.0%	2.9%	4.1%	7.8%	4.5%	4.0%
Very dissatisfied	-	5.3%	1.6%	4.9%	2.1%	3.1%	2.6%	5.6%
No opinion	-	-	-	1.0%	0.3%	-	-	-
% Satisfied	82.5%	85.9%	92.7%	88.2%	89.7%	87.5%	88.7%	88.8%

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 (32%), issues with dampness and mould in their home (20%) and inaction from the Council after reporting repairs, complaints etc (17%).

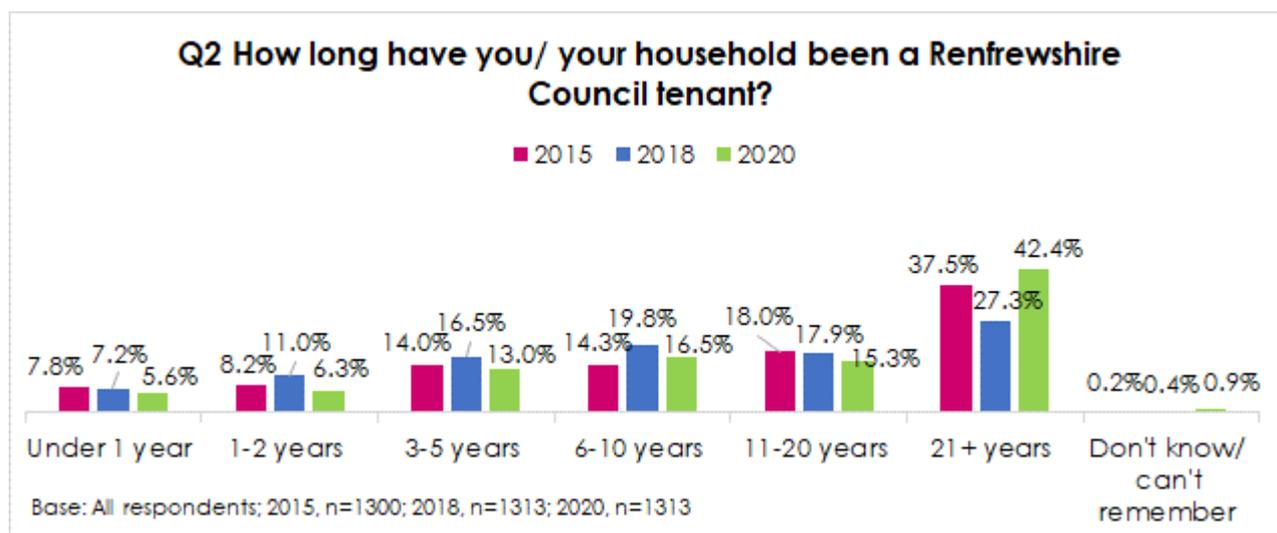
Q1a If not satisfied, can you explain why?		
Base: All who were not satisfied, n=145	No.	%
Poor repairs service e.g. too long to be completed	47	32.4%
Issues with dampness/ mould/ water damage/ leaks	29	20.0%
Inaction from the Council after reporting repairs, complaints etc.	25	17.2%
Issues with contractors e.g. poor workmanship	19	13.1%
Anti-social behaviour not dealt with	18	12.4%
Poor customer service	14	9.7%
Poor maintenance of properties	11	7.6%
Poor quality of the home	11	7.6%
Property needs upgrades	11	7.6%
Bill disputes e.g. charges	9	6.2%
Other	9	6.2%
Issues with bins/ uplifts	5	3.4%
Issues with pests	5	3.4%
Waiting to move property	4	2.8%
Lack of area maintenance	4	2.8%
Rent increases/ too expensive	4	2.8%
No comment	3	2.1%

4. MOVING INTO YOUR HOME

4.1. Length of tenancy with Renfrewshire Council (Q2)

Respondents were asked to specify how long they had been a tenant of Renfrewshire Council. This revealed 12% had been Council tenants for 2 years or less, 30% for between 3 and 10 years and 58% for more than 11 years.

The proportion of respondents who have been Council tenants for 2 years or less has decreased since 2018, from 18% to 12%, while the proportion who have been Council tenants for more than 20 years has increased significantly, from 27% to 42%.

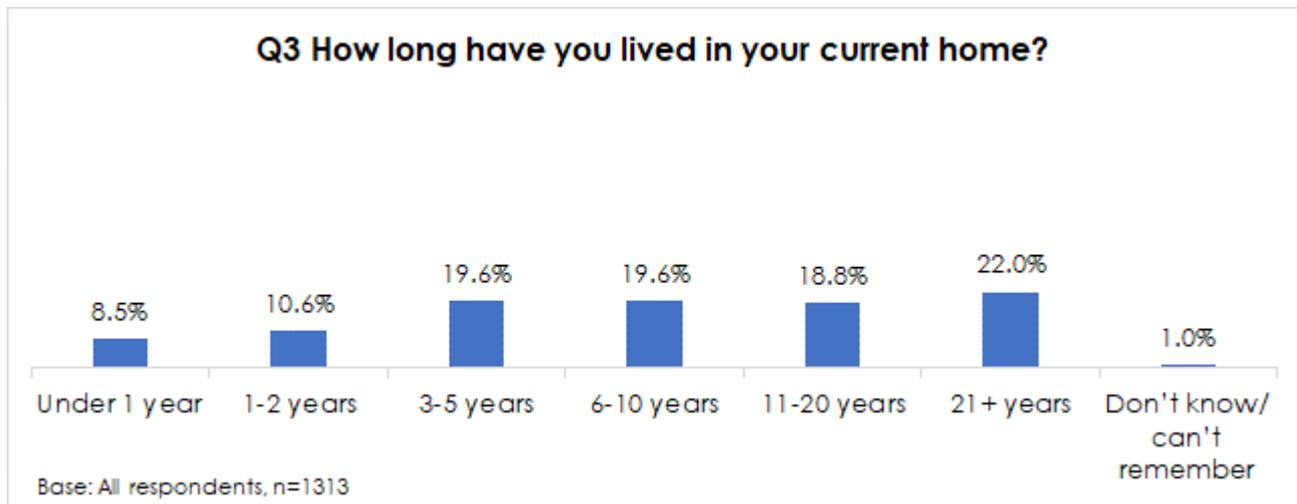


Further analysis by area reveals Foxbar had the highest proportion of respondents who stated they had been Council tenants for 2 years or less (19%) while Johnstone Castle had the highest proportion of respondents who had been Council tenants for more than 11 years (78%).

Q2 How long have you/ your household been a Renfrewshire Council tenant? [Analysed by area]								
	FERGUSLIE PARK	FOXBAR	GALLOWHILL	GLENBURN	J'STONE & VILL	J'STONE CASTLE	PAISLEY	RENFREW
Base	40	114	124	102	290	64	381	198
Under 1 year	2.5%	10.5%	2.4%	8.8%	6.9%	1.6%	5.2%	3.5%
1-2 years	2.5%	8.8%	6.5%	6.9%	5.5%	4.7%	5.5%	8.6%
3-5 years	7.5%	21.9%	20.2%	7.8%	11.4%	1.6%	13.1%	13.1%
6-10 years	15.0%	13.2%	16.9%	14.7%	19.0%	14.1%	13.6%	21.7%
11-20 years	20.0%	11.4%	17.7%	20.6%	13.8%	21.9%	14.2%	14.6%
21+ years	47.5%	34.2%	34.7%	40.2%	43.1%	56.3%	46.7%	38.4%
Don't know/ can't remember	5.0%	-	1.6%	1.0%	0.3%	-	1.6%	-

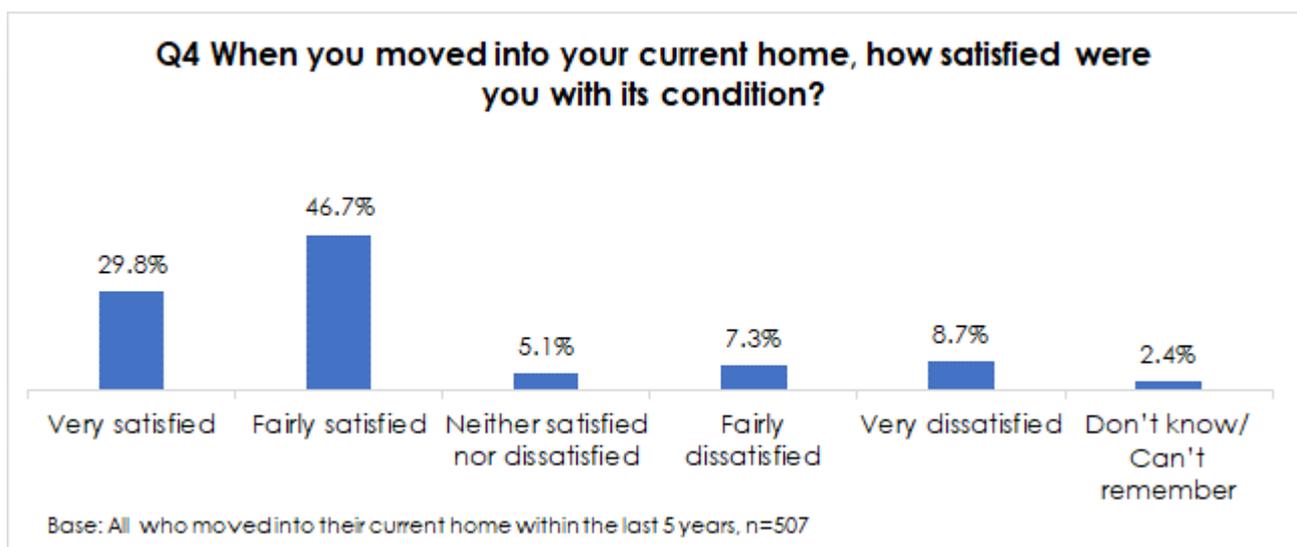
4.2. Length of stay in current home (Q3)

All respondents were then asked how long they have lived in their current home. This revealed nearly one fifth of respondents (19%) had moved into their current home within the last two years, 39% had lived in their current home between 3 and 10 years and 41% had lived in their current home for more than 10 years.



4.3. Satisfaction with condition of new home (Q4)

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 over three quarters of respondents (77%) were very or fairly satisfied with the condition of their home when they moved in, 5% were neither satisfied nor dissatisfied and 16% were very or fairly dissatisfied.



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 (36%).

Q4a If dissatisfied, why were you not satisfied with the condition of your home when you moved in?		
Base: All who were not satisfied, n=107	No.	%
Outstanding repairs	38	35.5%
Property was in poor condition e.g. no flooring, holes in walls	30	28.0%
Décor was poor/ a lot of decoration was required	29	27.1%
Issues with dampness/ mould	22	20.6%
Other	8	7.5%
Property was dirty	7	6.5%
Upgrades required to property	5	4.7%

4.4. Satisfaction with current type of house (Q5)

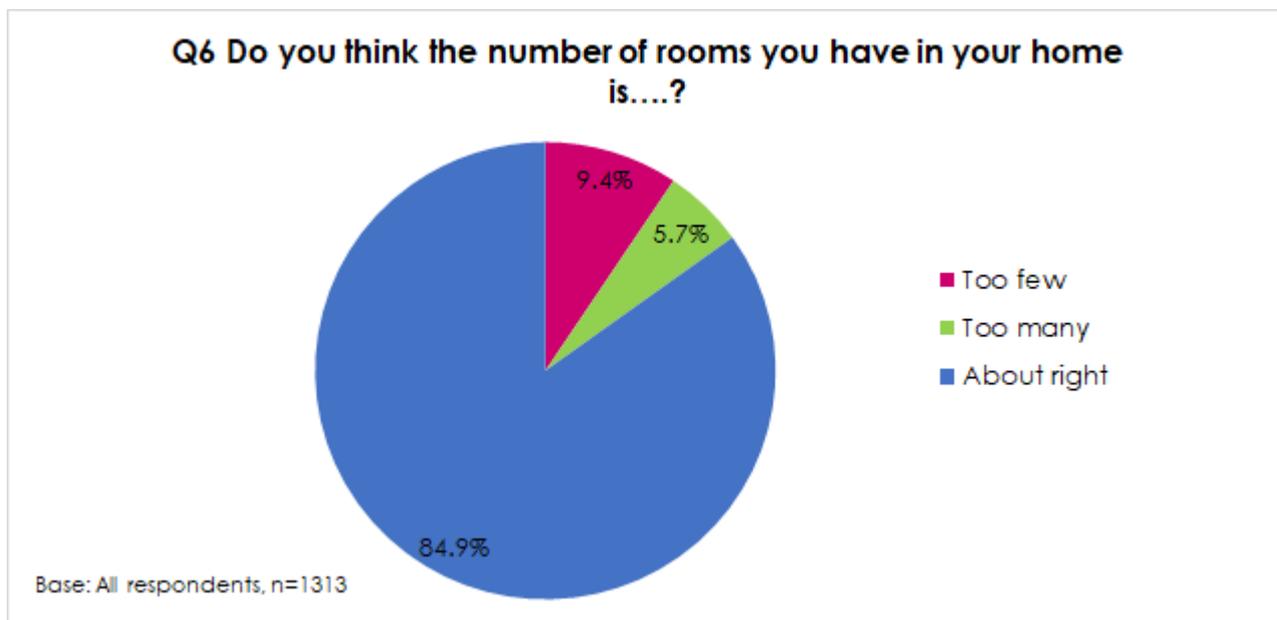
All respondents were then asked if they were happy with the type of house they currently have. The majority of respondents stated yes (87%) while 13% stated no.

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 (23%) and needing a ground floor/ access level property (23%).

Q5a Why are you not happy with the type of house you currently have?		
Base: All who were not happy, n=167	No.	%
Property is too small/ not enough bedrooms	39	23.4%
Need a ground floor/ access level property/ can't manage stairs	39	23.4%
Prefer house/ front and back door	24	14.4%
Property is too big/ too many bedrooms	19	11.4%
Other	15	9.0%
Not suitable due to disability/ health condition	12	7.2%
Quality of home	11	6.6%
Would like a garden	10	6.0%
Issues with neighbours	5	3.0%
Require sheltered housing	3	1.8%
Lack of storage	2	1.2%

4.5. Number of rooms (Q6-8)

More than 8 in 10 respondents (85%) felt they had about the right number of rooms in their home, while 9% felt they had too few and 6% felt they had too many.



Tenants aged 18-34 (16%) and 35-54 (14%) were more than three times as likely to state they had too few bedrooms than tenants aged 65 and over (4%).

Tenants who live in households comprising of one parent (19%) or two parent (31%) families were significantly more likely to state they have too few rooms than any other household composition.

More than half (57%) of the 75 respondents 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.

One fifth of respondents (20%) acknowledge they have a spare room, while 80% do not. Spare bedrooms were most likely to be kept as a spare room (14%).

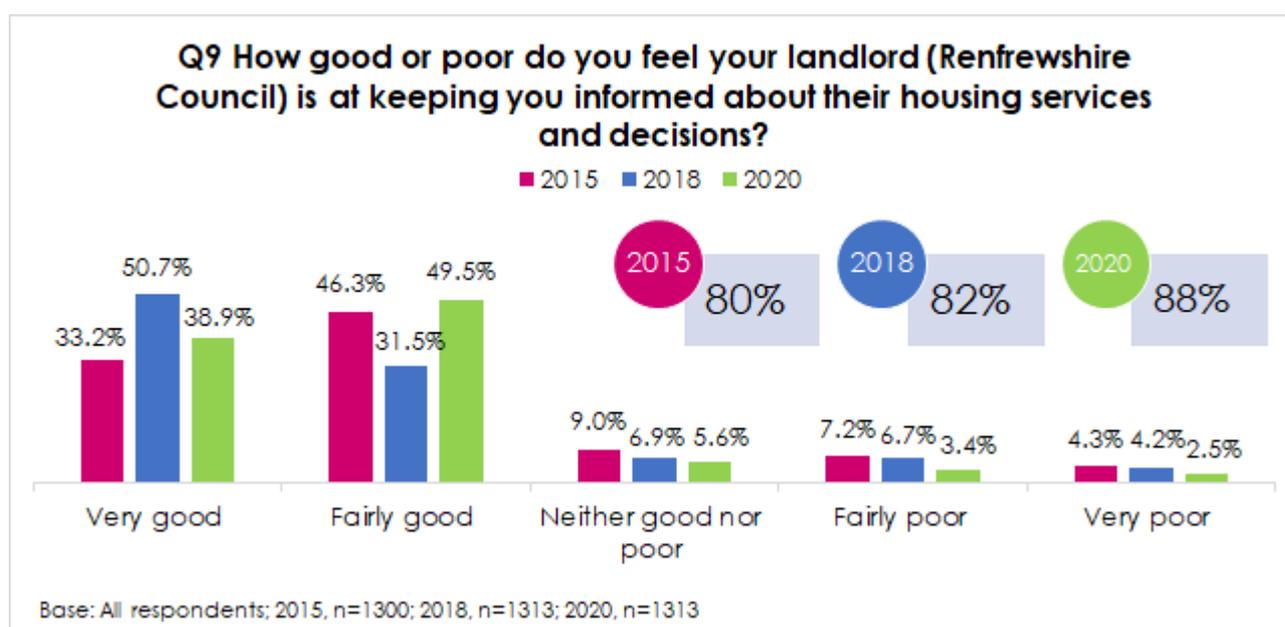
Q8 If you have any spare bedrooms, how are they used?		
Base: All respondents, n=1313	No.	%
Not applicable - No spare room	1049	79.9%
Kept as a spare room	183	13.9%
Used for overnight stay for children (occasional access) or for carer	62	4.7%
Store medical/ disablement equipment	11	0.8%
Used as a study/dining room	8	0.6%

5. COMMUNICATION AND PARTICIPATION

5.1. Keeping tenants informed (Q9)

Just under 9 in 10 tenants (88%) felt their landlord was very or fairly good at keeping them informed about their services and decisions, while 6% were neither satisfied nor dissatisfied and 6% were very or fairly dissatisfied.

The proportion of tenants who felt Renfrewshire Council were very or fairly good at keeping them informed has increased significantly since the previous survey, from 82% to 88%. The 2020 results are also significantly higher than the ARC 2018/2019 LA average (81%).

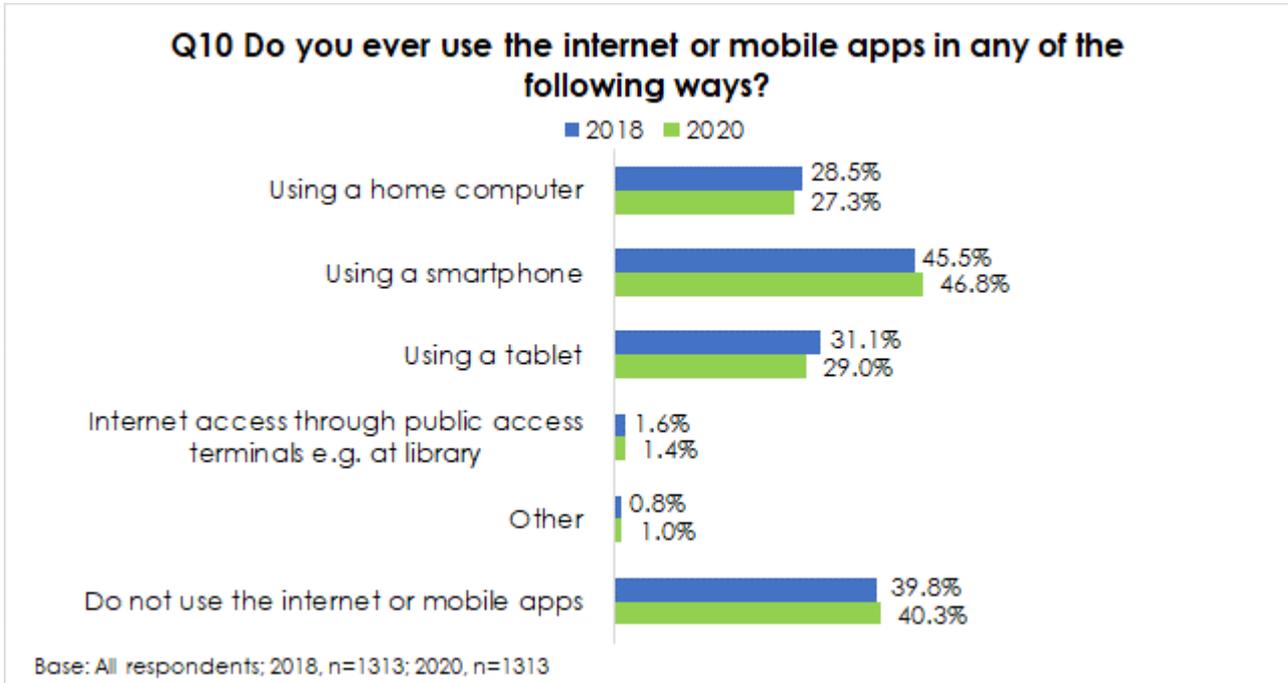


Analysis by area shows that tenants who lived in Johnstone and Village (95%) were significantly more likely to feel their landlord is very or fairly good at keeping them informed than those who lived in Foxbar (75%).

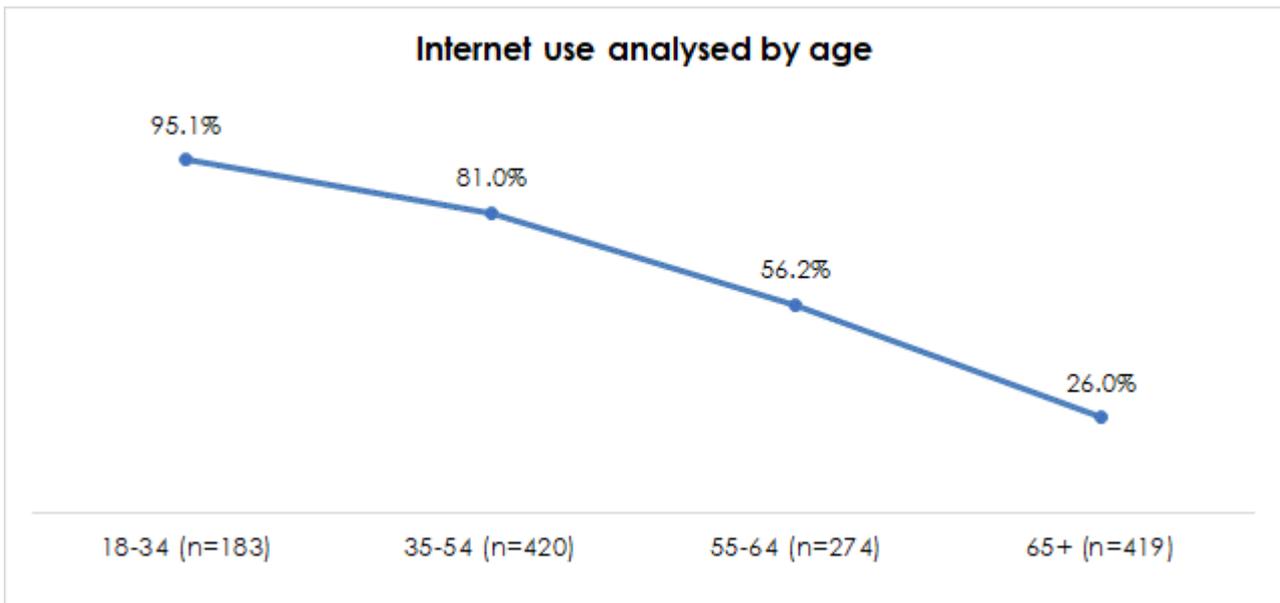
Q9 How good or poor do you feel your landlord (Renfrewshire Council) is at keeping you informed about their housing services and decisions? [Analysed by area]								
	FERGUSLIE PARK	FOXBAR	GALLOWHILL	GLENBURN	J'STONE & VILL	J'STONE CASTLE	PAISLEY	RENFREW
Base	40	114	124	102	290	64	381	198
Very good	27.5%	27.2%	61.3%	61.8%	39.0%	17.2%	42.3%	22.7%
Fairly good	60.0%	47.4%	21.8%	26.5%	56.2%	68.8%	47.5%	65.7%
Neither good nor poor	5.0%	17.5%	6.5%	4.9%	1.7%	7.8%	4.5%	6.1%
Fairly poor	7.5%	1.8%	6.5%	2.9%	2.1%	6.3%	3.7%	2.5%
Very poor	-	6.1%	4.0%	3.9%	1.0%	-	2.1%	3.0%
% Good	87.5%	74.6%	83.1%	88.3%	95.2%	86.0%	89.8%	88.4%

5.2. Internet use (Q10-12)

6 in 10 tenants (60%) stated they use the internet, while 40% stated they do not. Tenants were most likely to access the internet using a smartphone (47%), followed by a tablet (29%) and a home computer (27%). As can be seen from the chart below, the results to this question have not changed significantly since 2018.

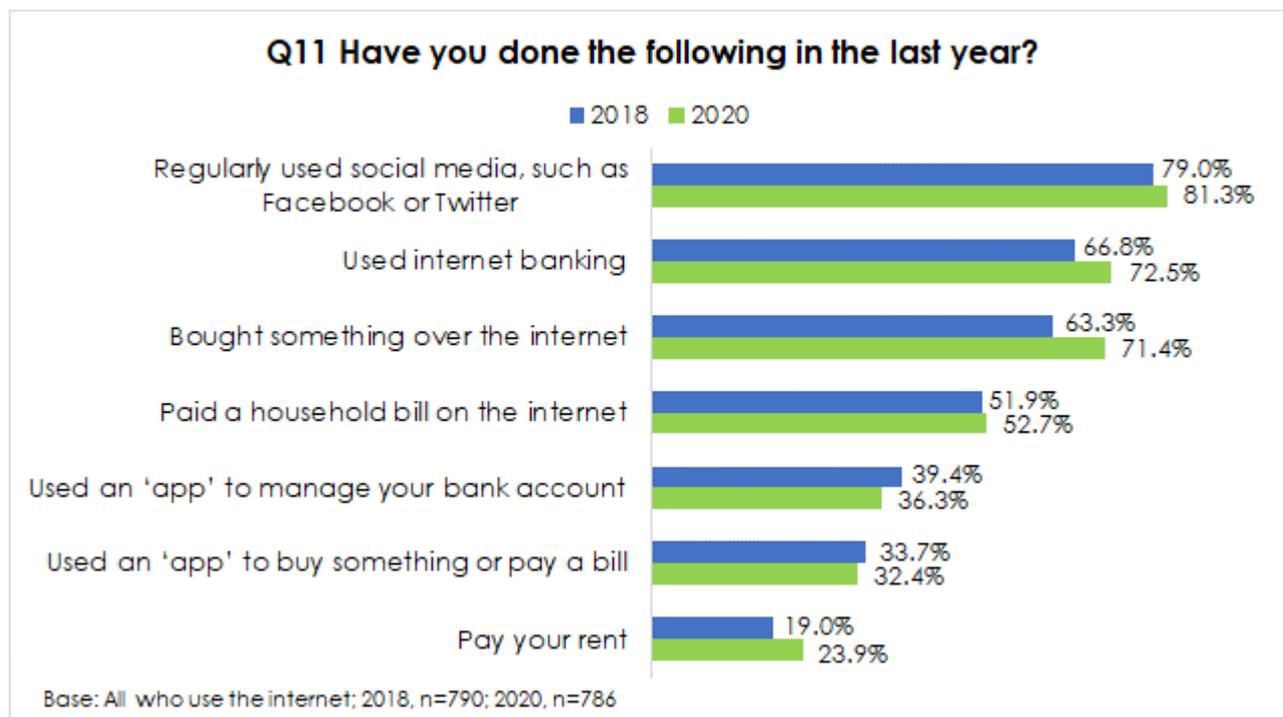


Analysis by age of respondent shows that as age increases, internet use decreases significantly. Almost all tenants aged 18-34 (95%) use the internet, compared to only 26% of tenants aged 65 and over.



With regards to internet activities, tenants were most likely to say they have used the internet to regularly use social media in the last year (81%), followed by using internet banking (73%) and to buy something over the internet (71%).

Comparative analysis with the 2018 results reveal that the proportion of tenants buying something over the internet, using internet banking and using the internet to pay their rent has increased significantly (by 8%, 6% and 5% respectively).



As can be seen from the table below, younger tenants aged 18-34 were most likely to engage with each internet activity within the last 12 months. Interestingly, the majority of respondents aged 65 and over who use the internet regularly use social media (78%). However, tenants aged 65 and over are significantly less likely than younger tenants to use the internet for internet banking (40%), paying household bills (27%), using apps to manage bank accounts (15%) or paying bills (19%) or to pay their rent online (8%).

Q11 Have done the following in the last year? [Analysed by age]				
	18-34	35-54	55-64	65+
Base	174	342	154	109
Regularly used social media, such as Facebook or Twitter	87.9%	79.5%	81.2%	78.0%
Used internet banking	89.7%	76.9%	66.9%	40.4%
Bought something over the internet	83.3%	73.1%	64.9%	56.0%
Paid a household bill on the internet	65.5%	58.5%	44.2%	26.6%
Used an 'app' to manage your bank account	49.4%	41.5%	25.3%	14.7%
Used an 'app' to buy something or pay a bill	40.8%	37.7%	21.4%	19.3%
Pay your rent	37.9%	22.5%	21.4%	8.3%

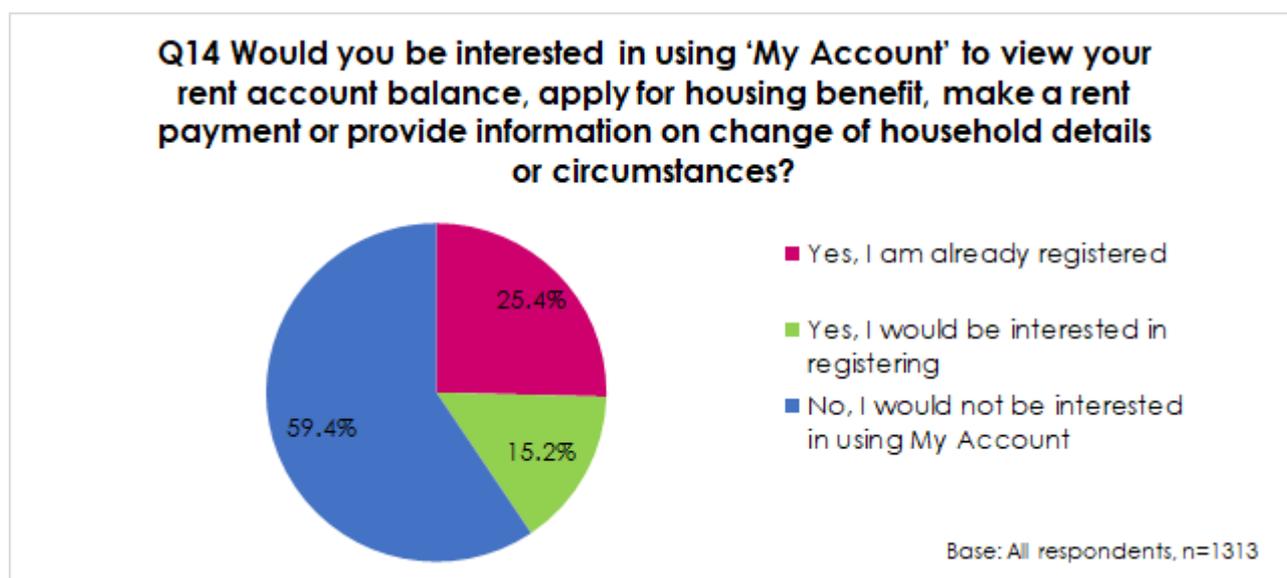
The main reasons tenants gave for not using the internet included that they did not want to use the internet (66%), that they lacked confidence and skills to use the internet (27%) and that they did not have access to the internet (18%).

Q12 Why do you not use the internet?		
Base: All who do not use the internet, n=529	No.	%
Do not want to use the internet	348	65.8%
Lack of confidence/ skills	143	27.0%
Do not have access to the internet	94	17.8%
Equipment costs too high	32	6.0%
Age/ too old	21	4.0%
Physical disability	16	3.0%
Connection costs e.g. broadband too high	15	2.8%
Other	12	2.3%
Privacy and security concerns	9	1.7%
No free internet access near me	1	0.2%

5.3. My Account (Q13/14)

All respondents were asked if they had heard of 'My Account', the Council's online customer account which allows access to Council services online 24 hours a day. Just under half of tenants (48%) stated they were aware of 'My Account'. This is a slight decrease from the 51% reported in 2018.

One quarter of respondents (25%) are already registered on 'My Account', 15% would be interested in registering and 59% stated they would not be interested in using 'My Account'. Please note this question does not sum to 100% due to rounding.



Tenants aged 18-34 were significantly more likely to already be registered or be interested in doing so (75%) than tenants aged 35-54 (59%), 55-64 (34%) and 65 and over (12%).

5.4. Used and preferred communication method (Q15)

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 (89%), while using the telephone (81%) and in writing (50%) were the most popular methods of communication tenants would prefer their landlord use to get in touch with them.

Q15 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?				
	You		Landlord	
Base: All respondents, n=1313	No.	%	No.	%
Telephone	1173	89.3%	1065	81.1%
Visit to the office	170	12.9%	53	4.0%
Email	145	11.0%	183	13.9%
Using 'My Account' on the Council's website	130	9.9%	93	7.1%
Text/ SMS	89	6.8%	124	9.4%
In writing	79	6.0%	652	49.7%
Contact warden	15	1.1%	12	0.9%
Visit to your home by staff	13	1.0%	61	4.6%
Family member makes contact/ deals with issue	9	0.7%	5	0.4%
Other	2	0.2%	-	-

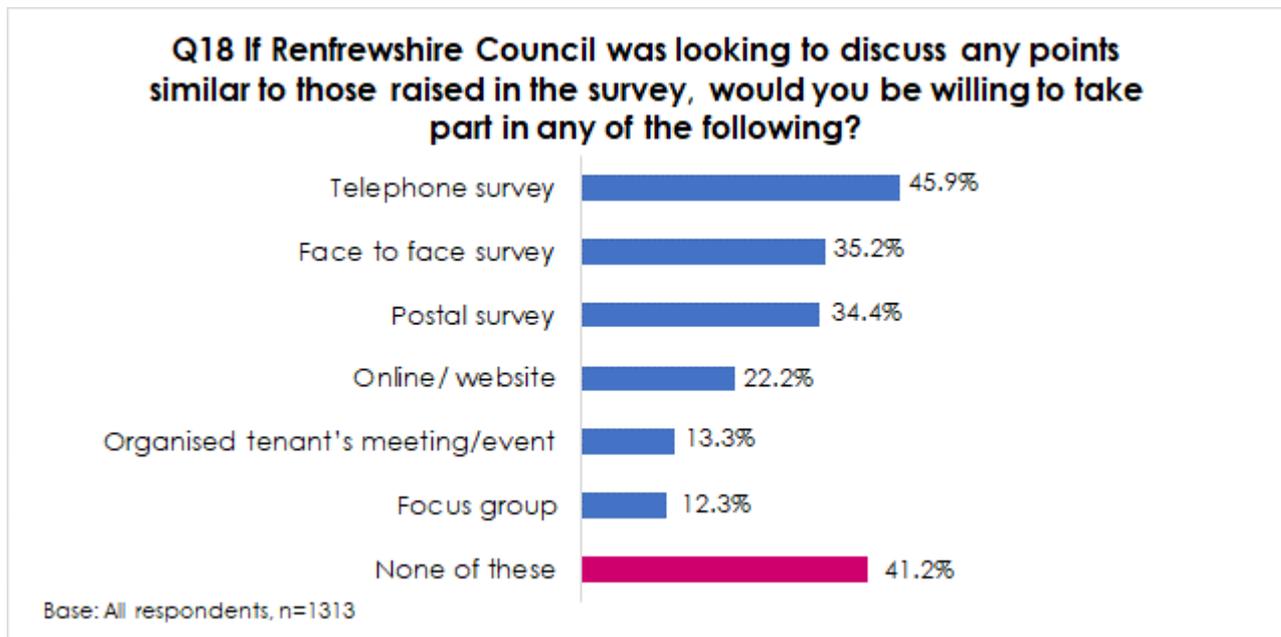
5.5. Tenant Participation (Q16-19)

Tenants were most likely to be aware that Renfrewshire Council use letters (83%), telephone calls (79%) and magazines, newsletters or People's News (66%) to contact and consult with tenants.

Tenants were most likely to say they would prefer to be consulted by letter (76%), telephone call (69%) or magazines, newsletters or People's News (43%).

Q16/17 Are you aware of the different methods of communication that Renfrewshire council uses to contact and consult with tenants and which methods do you prefer Renfrewshire Council Housing Service to use to consult with you about issues that may affect you?				
	Aware		Prefer	
Base: All respondents, n=1313	No.	%	No.	%
By letter	1092	83.2%	994	75.7%
Telephone call	1040	79.2%	908	69.2%
Magazine / Newsletter/Peoples news	871	66.3%	564	43.0%
Organised public meetings	679	51.7%	119	9.1%
Through Tenants and Residents Associations	663	50.5%	105	8.0%
Through Community Council	507	38.6%	91	6.9%
Through Tenants Forums	501	38.2%	80	6.1%
Personal visit	498	37.9%	206	15.7%
By e mail/SMS text	361	27.5%	216	16.5%
Local newspaper	324	24.7%	82	6.2%
By Focus Group	255	19.4%	53	4.0%
Other	20	1.5%	19	1.4%
Not aware	12	0.9%	-	-
Not interested	-	-	76	5.8%

When asked if Housing Services were looking to discuss any points similar to those raised in the survey, tenants stated that they would be most willing to participate in a telephone survey (46%), followed by a face-to-face survey (35%) and a postal survey (34%).

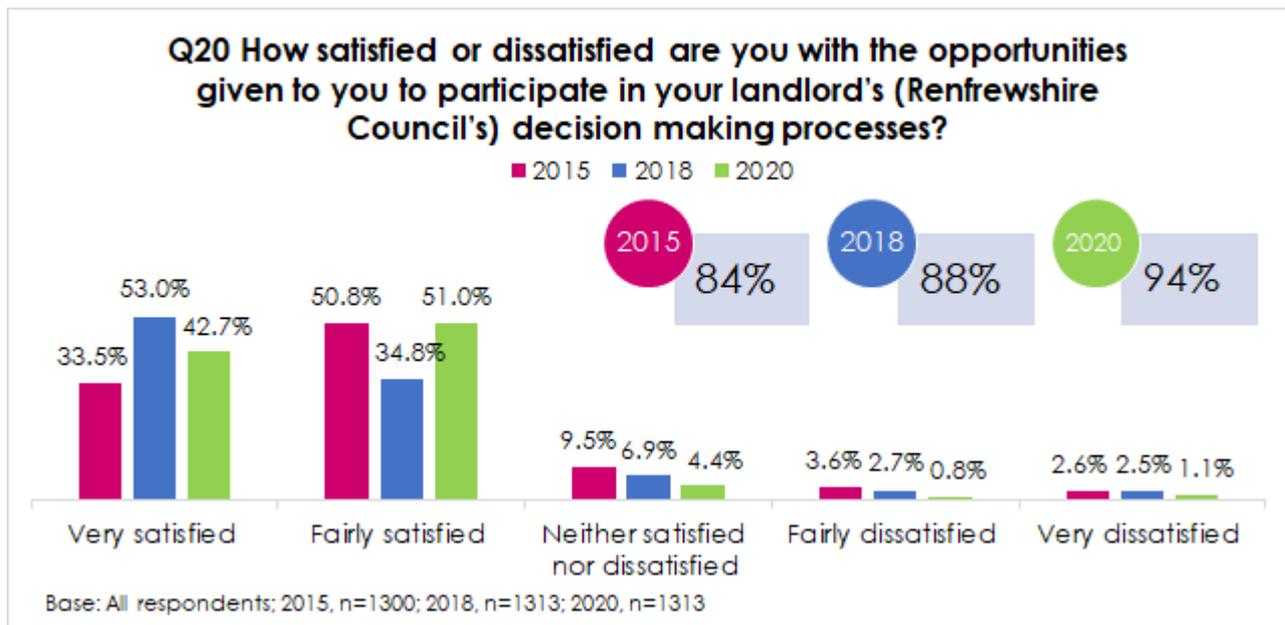


Of the respondents who were willing to take part, the vast majority (95%) agreed for their contact details to be passed along to Renfrewshire Council.

5.6. Satisfaction with opportunities for participation (Q20/21)

The vast majority of respondents (94%) were very or fairly satisfied with the opportunities given to them to participate in their landlord's decision-making processes, compared to 4% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied.

The proportion of tenants who were very or fairly satisfied in this respect has increased significantly since the previous survey, increasing from 88% in 2018 to 94% in 2020. The 2020 result is 17% points above the ARC 2018/2019 LA average of 77%.



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 one third of respondents (34%) stated they were not aware they could become involved while 19% suggested the Council provide more information and improve communication with regards to newsletters or telephone calls etc.

Q21 What could Renfrewshire Council do, that it is not currently doing, to make you satisfied with the opportunities for getting involved?		
Base: All who were not satisfied, n=83	No.	%
Not aware of opportunities to participate/ didn't know I could get involved	28	33.7%
Provide more information/ improve communication e.g. newsletters/ telephone	16	19.3%
Don't know/ haven't thought about it	15	18.1%
Listen to tenants and deal with issues	13	15.7%
Not interested	7	8.4%
Other	6	7.2%
Have meetings out with working hours	2	2.4%

6. CONTACT WITH COMMUNITIES, HOUSING AND PLANNING SERVICES

6.1. Contacting the Council (Q22-24)

Just under 6 in 10 respondents (58%) 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 (89%). This was also the most common method of contact in 2015 (79%) and 2018 (85%).

Q23 Thinking about your most recent contact, how did you contact the service?		
Base: All who had been in contact, n=756	No.	%
Phoned	673	89.0%
Visited office	45	6.0%
Through 'My Account' online customer account	16	2.1%
Email	15	2.0%
Other	13	1.7%
Through the 'Ren Repairs' App	5	0.7%

Of the respondents who had visited an office in the last 12 months, 57% visited the Paisley Customer Service Centre and Renfrewshire House, 22% visited the Renfrew Customer Service Centre, 18% visited the Johnstone Customer Service Centre, 2% visited the Home Exchange Shop in Moss Street and 2% refused to state which office they had visited.

Q24 Which "office" did you visit?		
Base: All who visited office, n=45	No.	%
Paisley Customer Service Centre at Renfrewshire House	25	55.6%
Renfrew Customer Service Centre	10	22.2%
Johnstone Customer Service Centre	8	17.8%
Home Exchange Shop in Moss Street	1	2.2%
Refused	1	2.2%

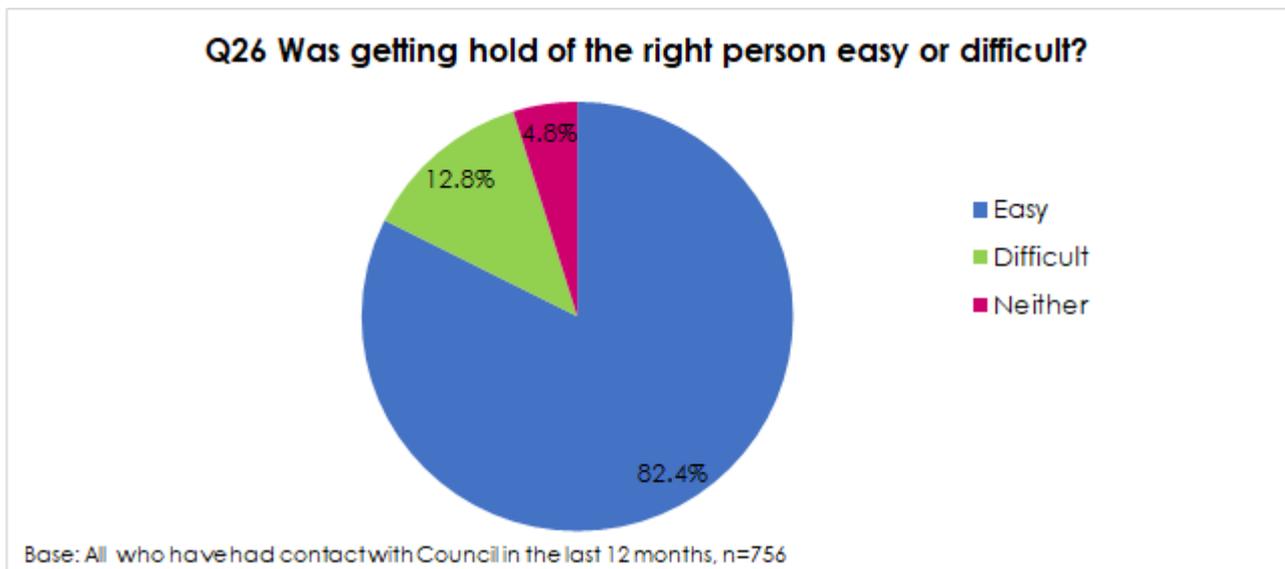
6.2. Nature of contact (Q25)

The three most likely matters tenants contacted the Council about were repairs (69%), moving house (8%) and neighbour problems or anti-social behaviour (5%). These were also the top three reasons for contact in 2015 and 2018.

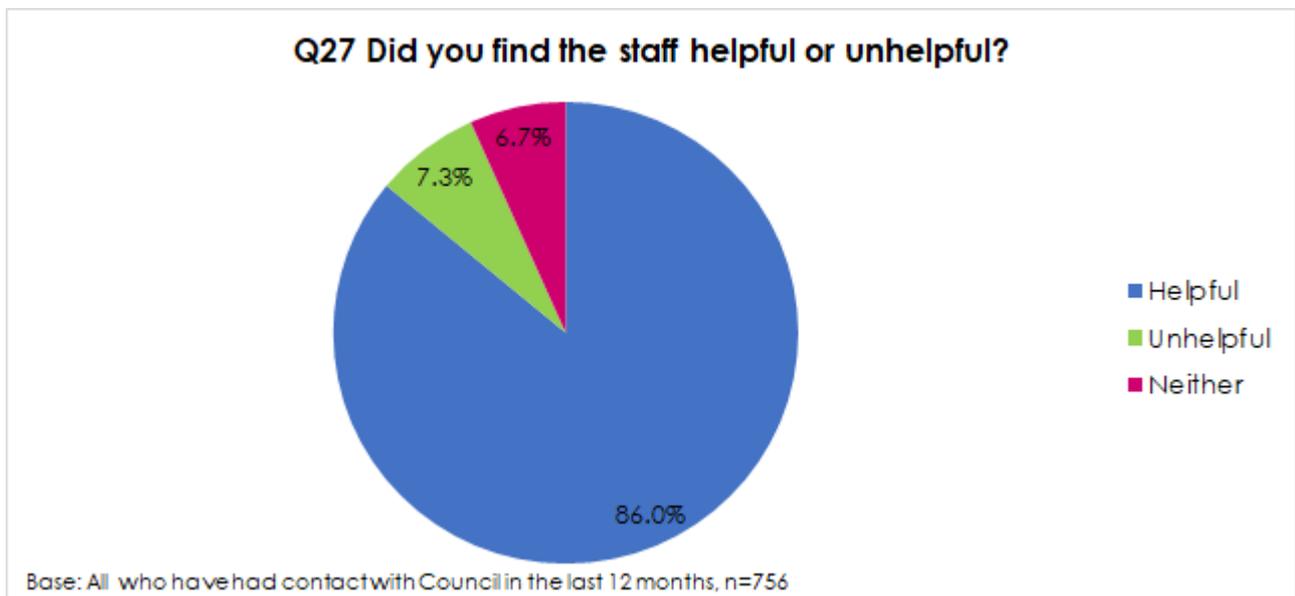
Q25 What housing or housing related matter did you last contact Renfrewshire Council about?		
Base: All who had been in contact, n=756	No.	%
Repairs	519	68.7%
Moving house (Housing Options)	60	7.9%
Neighbour problem or Anti-social behaviour	39	5.2%
Other	32	4.2%
Bulk uplift/ bin issue	32	4.2%
Rent enquiry	24	3.2%
Garden/close maintenance	22	2.9%
Housing improvements	17	2.2%
Housing benefit	13	1.7%
Gas safety check/ inspection	10	1.3%
To inform change of circumstances e.g. bereavement	6	0.8%

6.3. Satisfaction with contact (Q26-29)

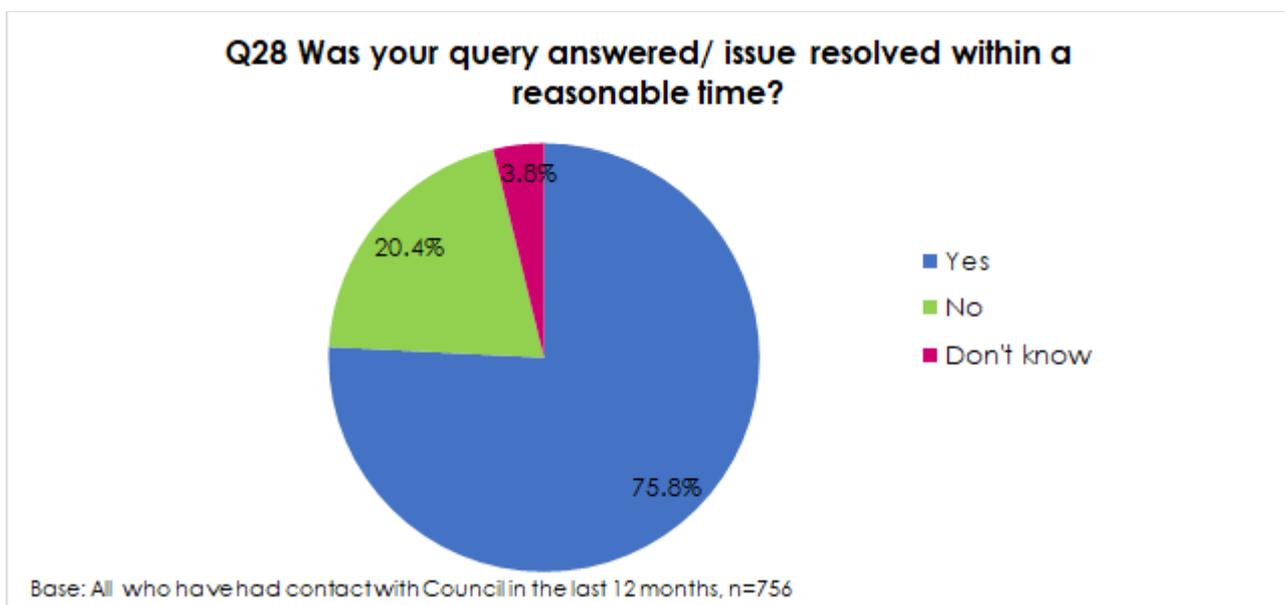
The majority of tenants (82%) who had contact with the Council within the last 12 months said it was easy to get hold of the right person, 13% said it was difficult and 5% said it was neither easy nor difficult.



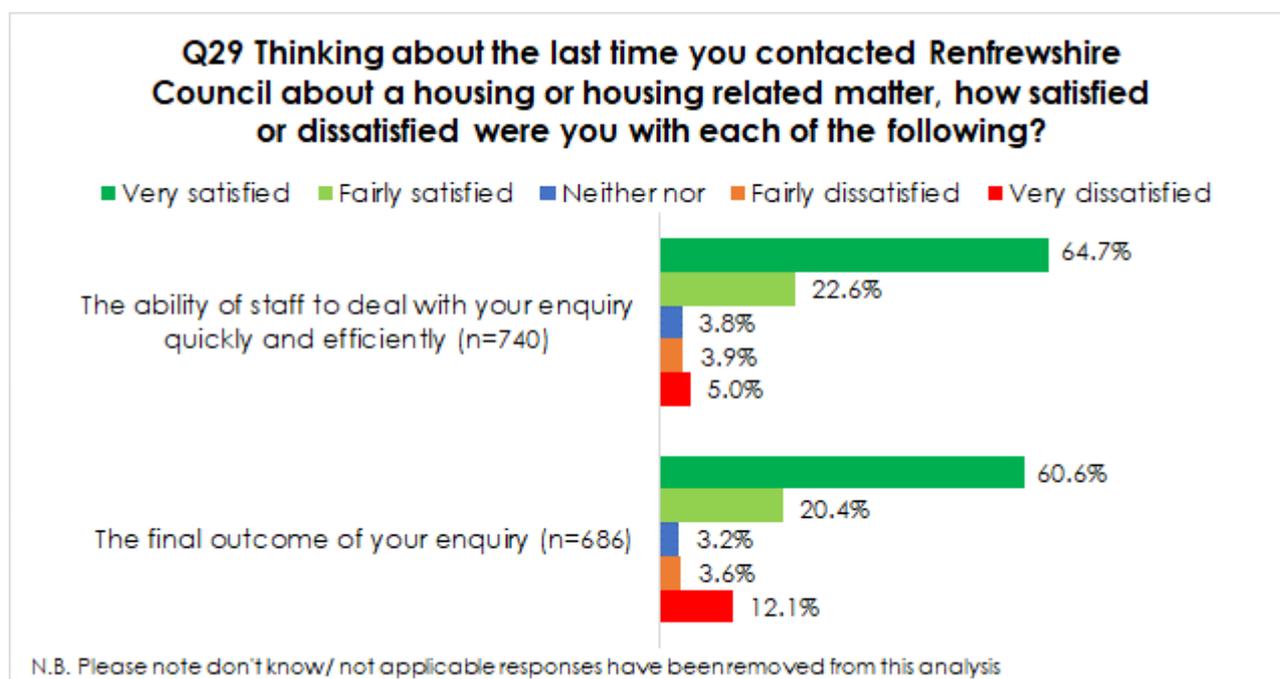
The majority of tenants (86%) who had contact with the Council within the last 12 months found staff to be helpful, while 7% said staff were unhelpful and 7% said staff were neither helpful nor unhelpful.



More than three quarters of tenants (76%) who contacted the Council in the last 12 months said their query was answered or issue was resolved within a reasonable time. This is compared to 20% who stated it was not and 4% who did not know.



Overall, 87% were very or fairly satisfied with the ability of staff to deal with their enquiry quickly and efficiently (compared to 88% in 2018 and 81% in 2015), while 81% were very or fairly satisfied with the final outcome of their enquiry (compared to 78% in 2018 and 70% in 2015).



Respondents who were dissatisfied with the last contact they had with Renfrewshire Council were asked to explain why this was. Tenants were most likely to say this was because their issue is ongoing, hasn't been resolved or that they felt nothing had been done (49%).

Q29c If dissatisfied, why?		
Base: All who were dissatisfied, n=139	No.	%
Issue still ongoing/ not resolved/ nothing been done	68	48.9%
Staff were unhelpful	32	23.0%
Lack of communication/ not kept informed	31	22.3%
Took too long to sort the problem/ issue	28	20.1%
Other	7	5.0%

7. COMPLAINTS

7.1. Nature of complaint (Q30/31)

Less than 1 in 10 respondents (7%) stated they had complained to the communities, housing and planning services department in the last 12 months (8% in 2018).

The majority of complaints were regarding repairs (40%) or anti-social neighbours (27%). 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.

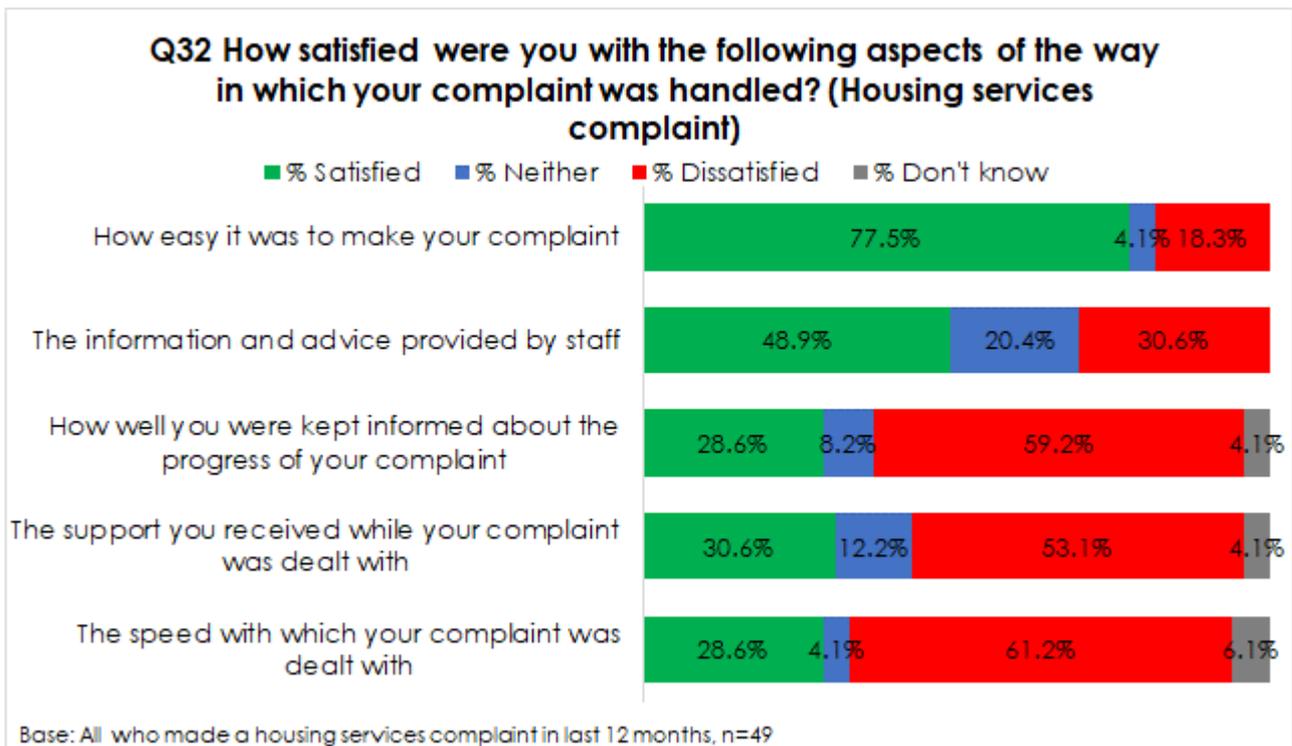
Q31 If yes, please can you describe the nature of the complaint?		
Base: All who have complained in last 12 months, n=96	No.	%
Complaint about repairs	38	39.6%
Anti-social neighbour complaint	26	27.1%
Complaint about bins/ uplifts	7	7.3%
Complaint about Improvements	6	6.3%
Refused	6	6.3%
Other	4	4.2%
Complaint about ground maintenance	4	4.2%
Complaint against a member of staff	3	3.1%
Complaint about Allocations	2	2.1%

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.

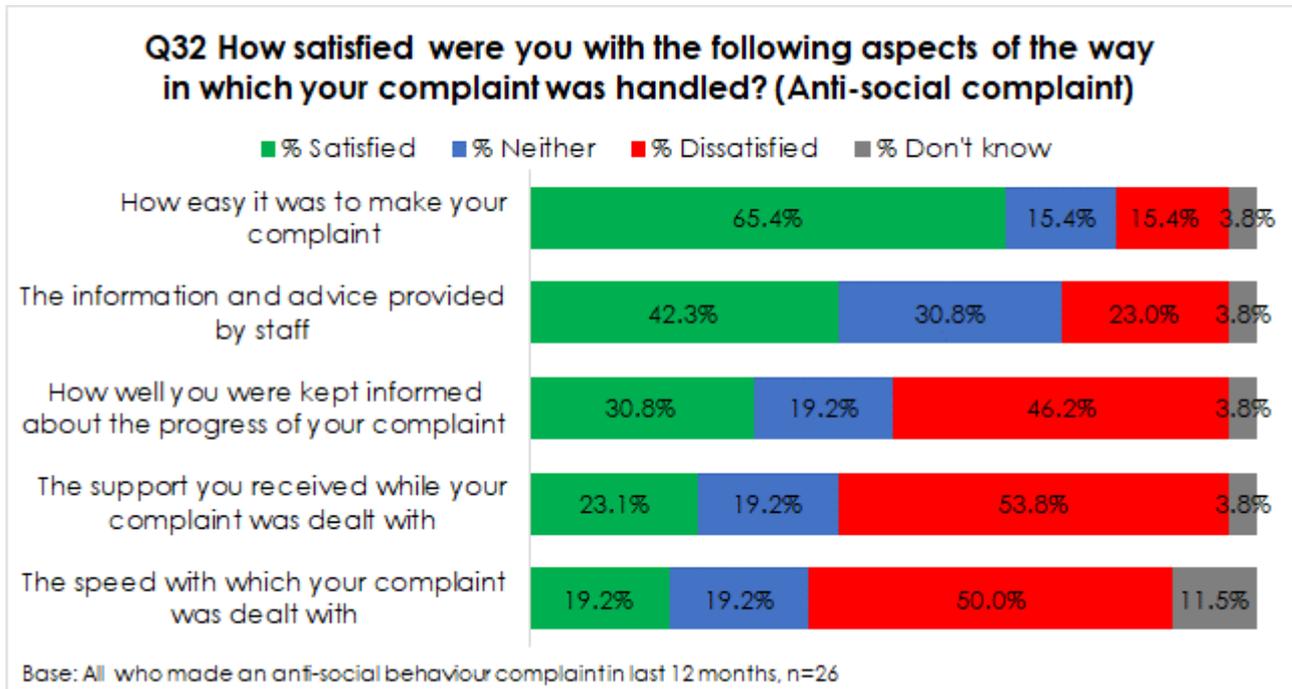
7.2. Satisfaction with aspects of the complaints process (Q32-34)

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 and the speed with which their complaint was dealt with to 78% with regards to how easy it was to make their complaint.

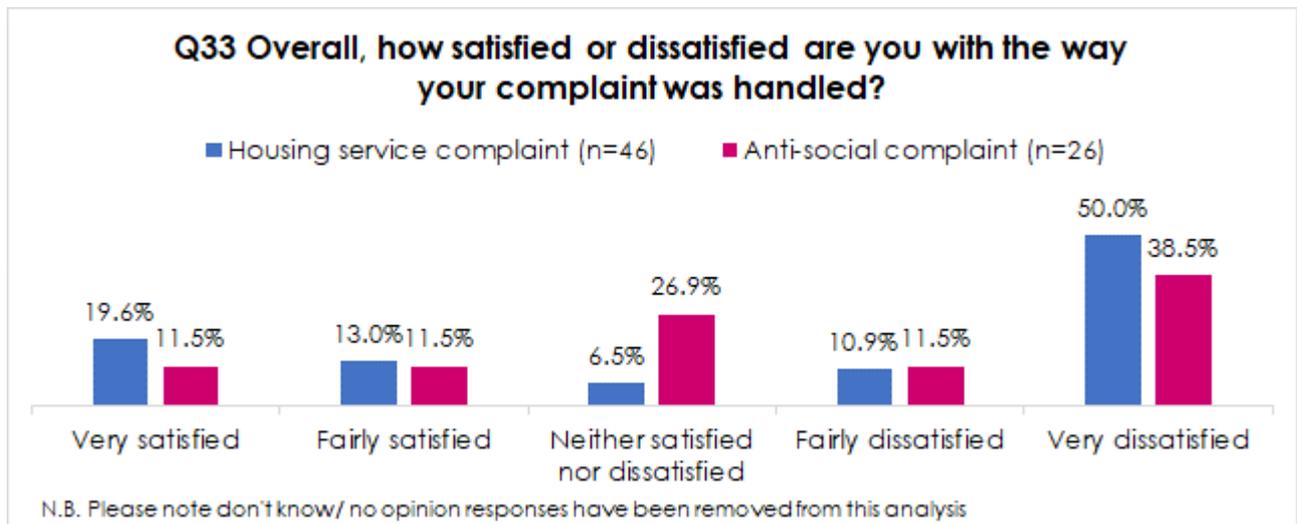


Satisfaction with anti-social complaints was also mixed, ranging from 19% with regards to the speed with which the complaint was dealt with to 65% with regards to how easy it was to make the complaint.



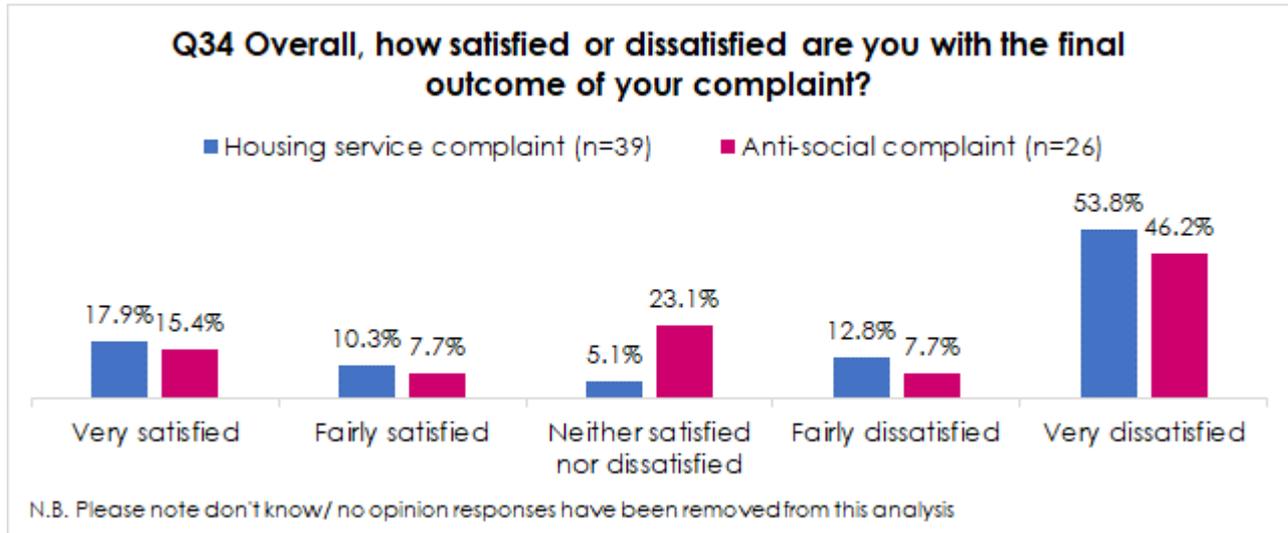
One third of respondents (33%) who made a service-based complaint were very or fairly satisfied with the way their complaint was handled by the Council, a marginal decrease from the 35% reported in 2018. Just under one quarter (23%) of respondents who made an anti-social complaint were very or fairly satisfied with the way their complaint was handled by the Council, a significant decrease from the 30% reported in 2018.

As can be seen from the chart below, more than half of respondents who made a service-based complaint (61%), and 50% 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, 28% were very or fairly satisfied and 67% were very or fairly dissatisfied with the final outcome of their complaint. This is compared to 38% who were satisfied and 57% who were dissatisfied in 2018.

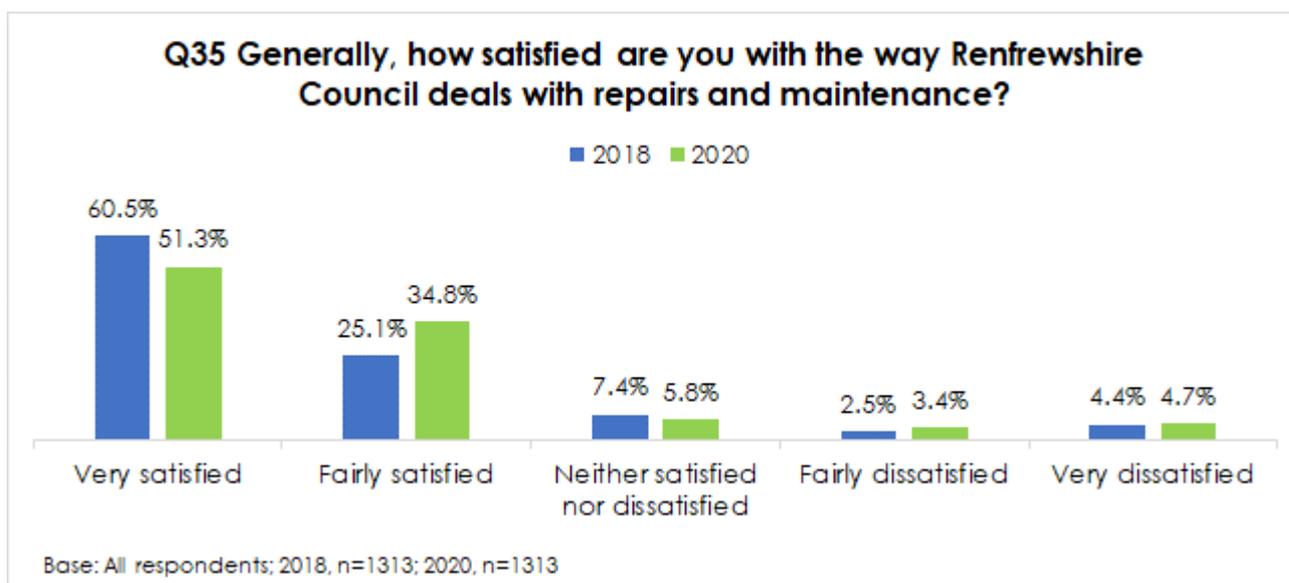
Of those who made an anti-social complaint, 23% were very or fairly satisfied and 54% were very or fairly dissatisfied with the final outcome of their complaint. This is compared to 44% who were satisfied and 51% who were dissatisfied in 2018.



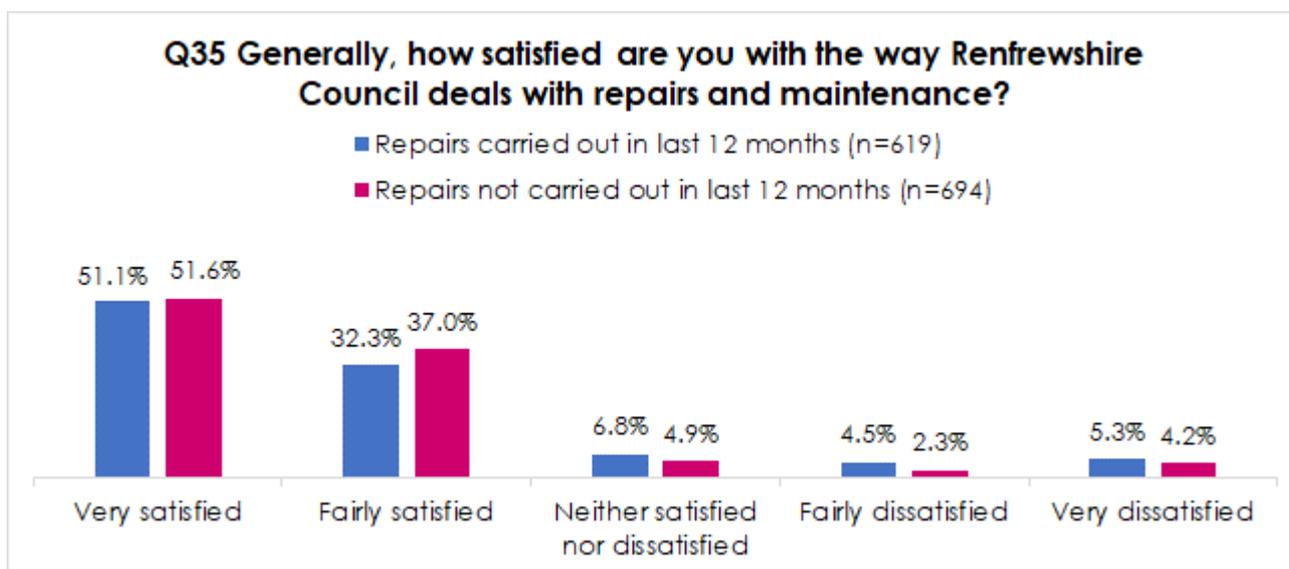
8. THE REPAIRS SERVICE

8.1. General satisfaction with repairs and maintenance (Q35/36)

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 (86%) were very or fairly satisfied in this respect. Satisfaction has remained consistent since the previous survey, where 86% of respondents were satisfied in this respect.

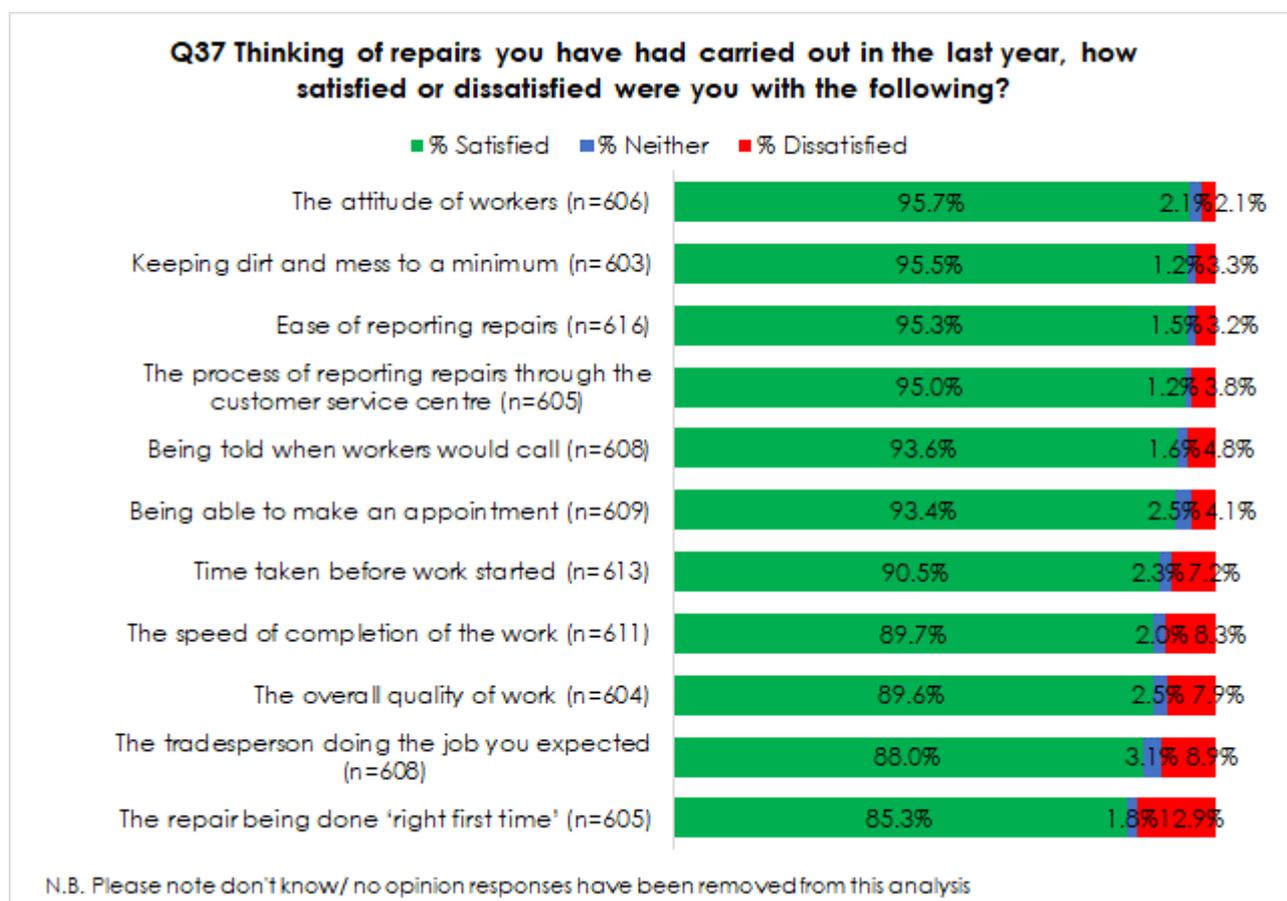


Just under half of respondents (47%) stated they had repairs carried out in their property within the last 12 months. Further analysis reveals tenants who had a repair carried out in the last 12 months (83%) were less likely to be very or fairly satisfied with the way Renfrewshire Council as their landlord deals with repairs and maintenance, than those who have not had a repair carried out in the last 12 months (89%). This is consistent with the findings of the 2018 survey (84% satisfied with repair, 88% satisfied without repair).



8.2. Satisfaction with aspects of the repairs service (Q37-40)

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 85% with regards to the repair being done 'right first time' to 96% with regards to the attitude of workers and keeping dirt and mess to a minimum.



As can be seen from the table below, there has been no significant change in satisfaction with various aspects of the repairs service since 2018.

Q37 Thinking of repairs you have had carried out in the last year, how satisfied or dissatisfied were you with the following? [% Satisfied 2018/2020 comparison]			
	2018	2020	Change
Time taken before work started	89.0%	90.5%	1.5%
The process of reporting repairs through the customer service centre	93.7%	95.0%	1.3%
Ease of reporting repairs	94.5%	95.3%	0.8%
Being told when workers would call	93.4%	93.6%	0.2%
Keeping dirt and mess to a minimum	95.4%	95.5%	0.1%
Being able to make an appointment	93.5%	93.4%	-0.1%
The speed of completion of the work	90.2%	89.7%	-0.5%
The attitude of workers	96.5%	95.7%	-0.8%
The overall quality of work	90.4%	89.6%	-0.8%
The repair being done 'right first time'	87.1%	85.3%	-1.8%
The tradesperson doing the job you expected	90.5%	88.0%	-2.5%

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 (23%) followed by the speed of completion being too slow (22%).

Q371 If you were dissatisfied with any aspect of the repairs, can you please explain why?		
Base: All who were not satisfied, n=141	No.	%
Poor quality workmanship	33	23.4%
Speed of completion too slow	31	22.0%
Problem is still ongoing/ nothing been done	22	15.6%
Poor customer service e.g. staff unhelpful/ not returning calls/ difficult to get through	22	15.6%
Long-time taken before work started	15	10.6%
Repair not completed on first visit/ had to come back out	10	7.1%
Didn't like the attitude/ behaviour of workers	8	5.7%
Other	7	5.0%
Not given the chance to make an appointment	6	4.3%
Tradesmen left a mess/ didn't tidy up	6	4.3%
Workers did not show up when they said they would/ did not call to arrange a suitable time	4	2.8%
Poor service overall	4	2.8%

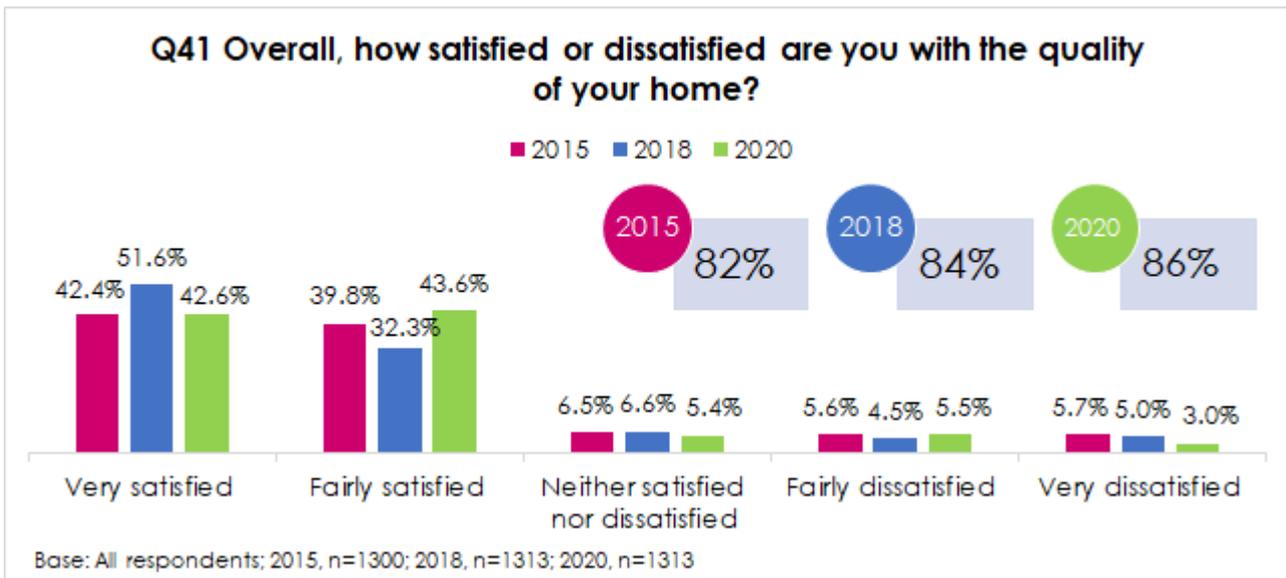
The majority of tenants (82%) who had a repair carried out in the last 12 months said the worker or tradesperson showed proof of their identity, compared to 6% who said they did not and 12% who said they couldn't remember. This is a significant increase from the 71% reported in 2018.

With regards to appointments, the majority of tenants (88%) stated they were offered a suitable appointment time for their repair. Of these respondents, almost all (97%) stated the appointment was kept.

9. YOUR HOME

9.1. Overall satisfaction with quality of the home (Q41/42)

The majority of tenants (86%) were very or fairly satisfied with the quality of their home, compared to 5% who were neither satisfied nor dissatisfied and 9% who were very or fairly dissatisfied. The proportion of respondents who were satisfied with the quality of their home has continued to increase over the past five years, from 82% in 2015 to 84% in 2018 to 86% in 2020. The 2020 result is marginally higher than the ARC 2018/2019 LA average of 85%.



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 (31%) or that their home requires upgrades and improvements (31%).

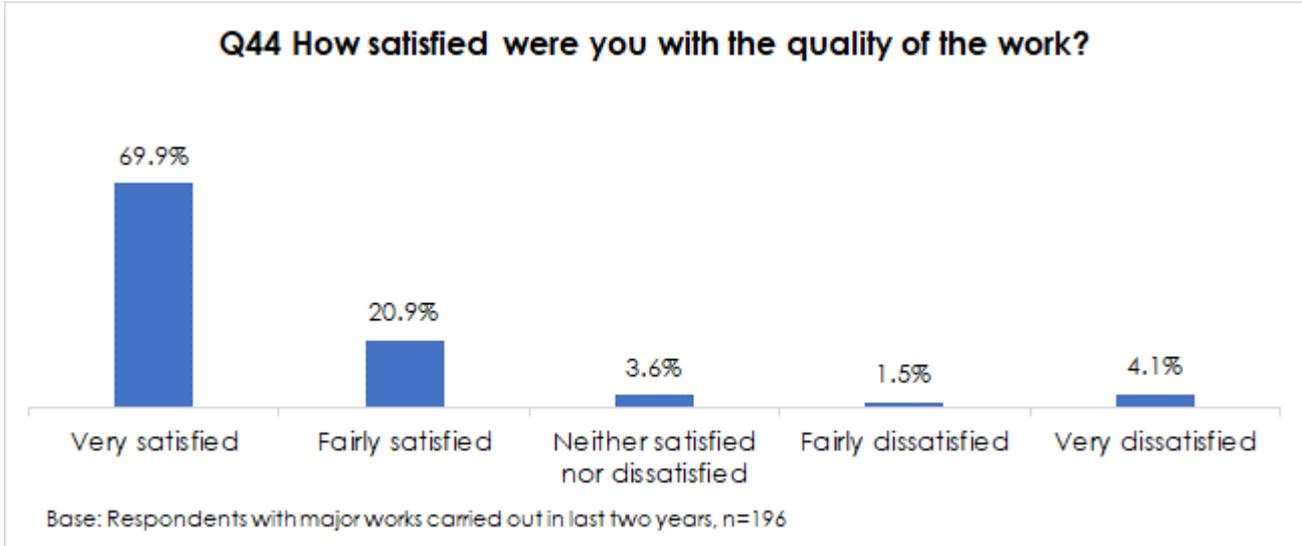
Q42 Can you please explain why you are not satisfied with the quality of your home?		
Base: All who were not satisfied, n=182	No.	%
Issues with dampness/ mould	56	30.8%
Require upgrades/ improvements e.g. kitchen/ bathroom/ windows	56	30.8%
Home is in need of repairs	40	22.0%
House is cold/ difficult to heat/ insulation is poor	19	10.4%
Outside maintenance required e.g. roof/ gutters	16	8.8%
Windows are draughty	15	8.2%
Poor heating/ boiler system	13	7.1%
Other	13	7.1%
Walls in a poor state	11	6.0%
Home is too small	5	2.7%
Building is in poor condition	5	2.7%
Lack of storage	4	2.2%
Pest issues e.g. mice/ rats	4	2.2%
Lack of soundproofing	2	1.1%
Home doesn't suit my needs	2	1.1%

9.2. Major works carried out (Q43/44)

Just under one in five respondents (16%) stated that they had major improvements carried out over the last two years. This is same proportion as reported in 2018 (16%), yet a significant decrease from the 50% reported in 2015. The most common major improvements were new heating systems (6%) and new bathrooms (6%).

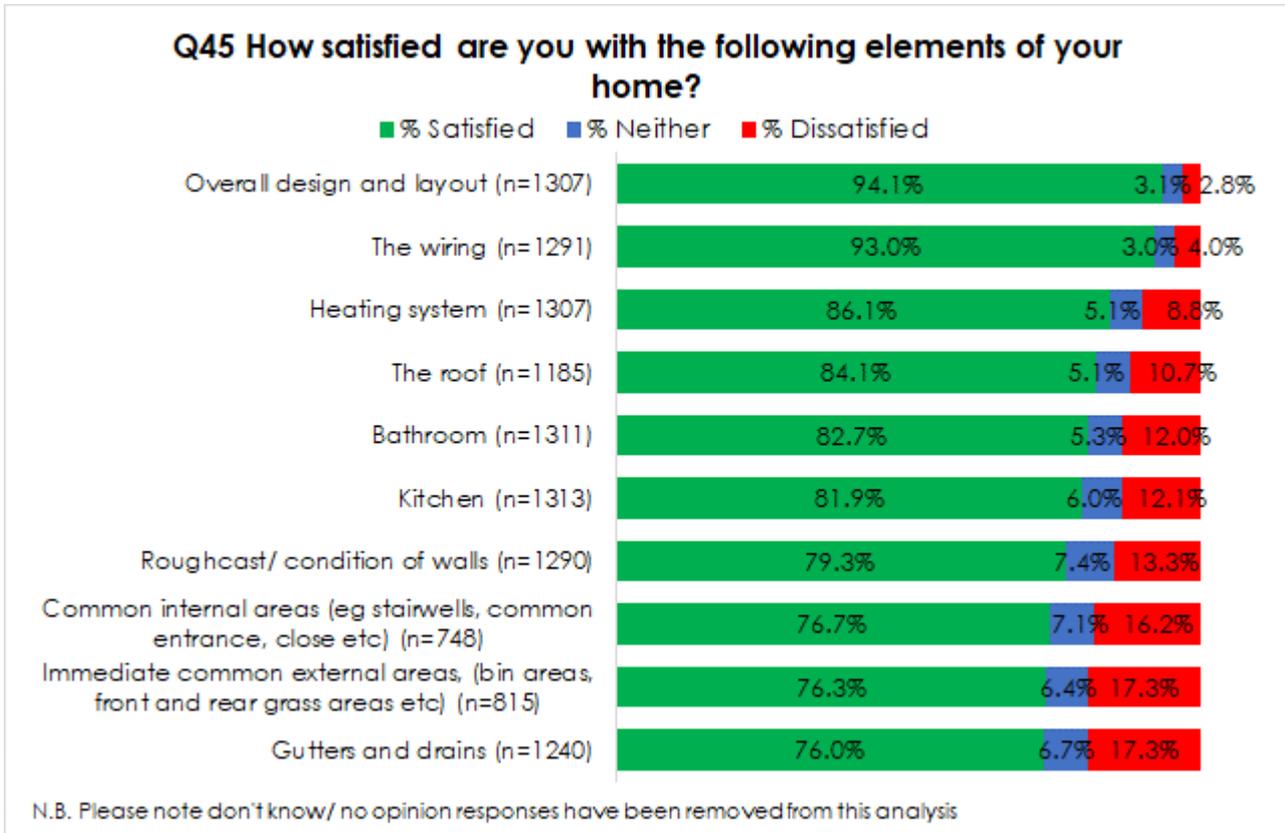
Q43 Over the past two years has your home had any major improvements carried out?		
Base: All respondents, n=1313	No.	%
None	1101	83.9%
Heating System	79	6.0%
Bathroom	74	5.6%
Kitchen	53	4.0%
External works	39	3.0%
Re wired	32	2.4%
Windows	26	2.0%
Other	9	0.7%

The majority of tenants (91%) 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. The proportion of respondents who were satisfied in this respect has continued to increase over the past five years, from 81% in 2015 to 88% in 2018 to 91% in 2020.



9.3. Satisfaction with aspects of the home (Q45)

Tenants were then asked if they were satisfied or dissatisfied with various aspects of their home. Satisfaction was high, ranging from 76% with regards to gutters and drains and the immediate common external areas to 94% with regards to the overall design and layout of the home.

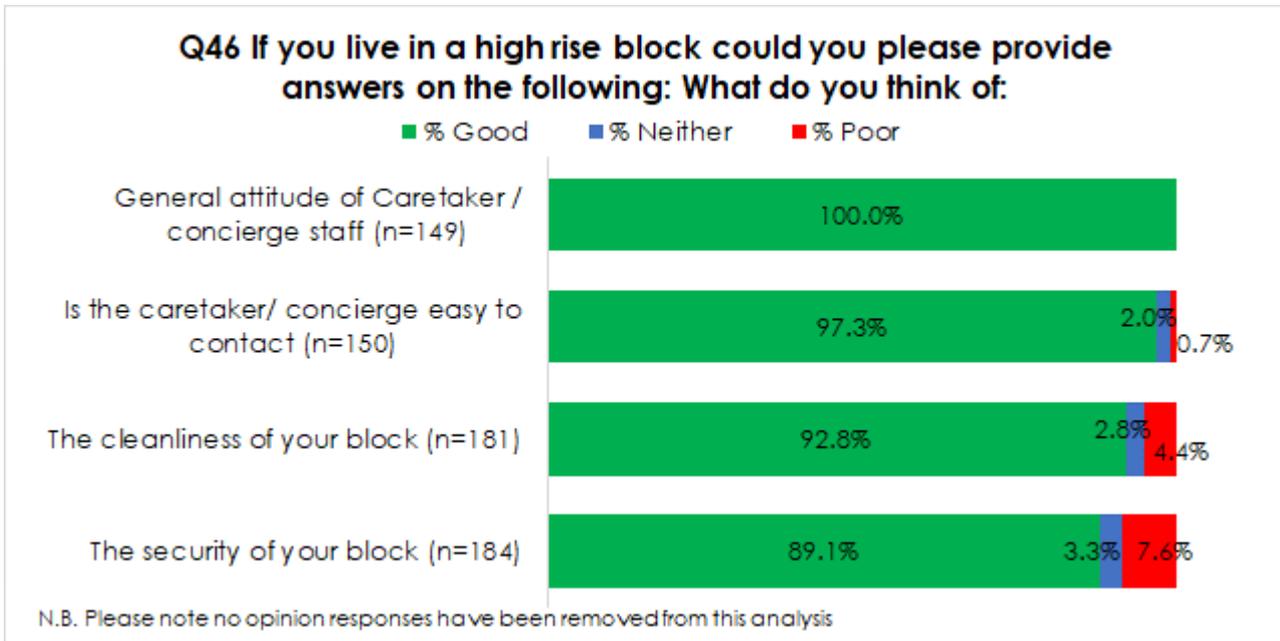


As can be seen from the table below, satisfaction with the wiring (increased by 4% points) and the overall design and layout (increased by 4% points) of the home has increased most significantly since 2018, while satisfaction has decreased most significantly with regards to gutters and drains (decreased by 4% points).

Q45 How satisfied are you with the following elements of your home? [% Satisfied 2018/2020 comparison]			
	2018	2020	Change
The wiring	88.9%	93.0%	4.1%
Overall design and layout	90.0%	94.1%	4.1%
Bathroom	80.4%	82.7%	2.3%
Kitchen	82.1%	81.9%	-0.2%
Roughcast/ condition of walls	80.5%	79.3%	-1.2%
The roof	85.6%	84.1%	-1.4%
Gutters and drains	79.6%	76.0%	-3.6%

9.4. Multi-storey blocks (Q46)

Tenants who lived in multi storey properties and who received a concierge or caretaker service were asked for their opinions on the service. Respondents were most likely to rate the general attitude of caretaker or concierge staff as good (100%) and least likely to rate the security of their block as good (89%).



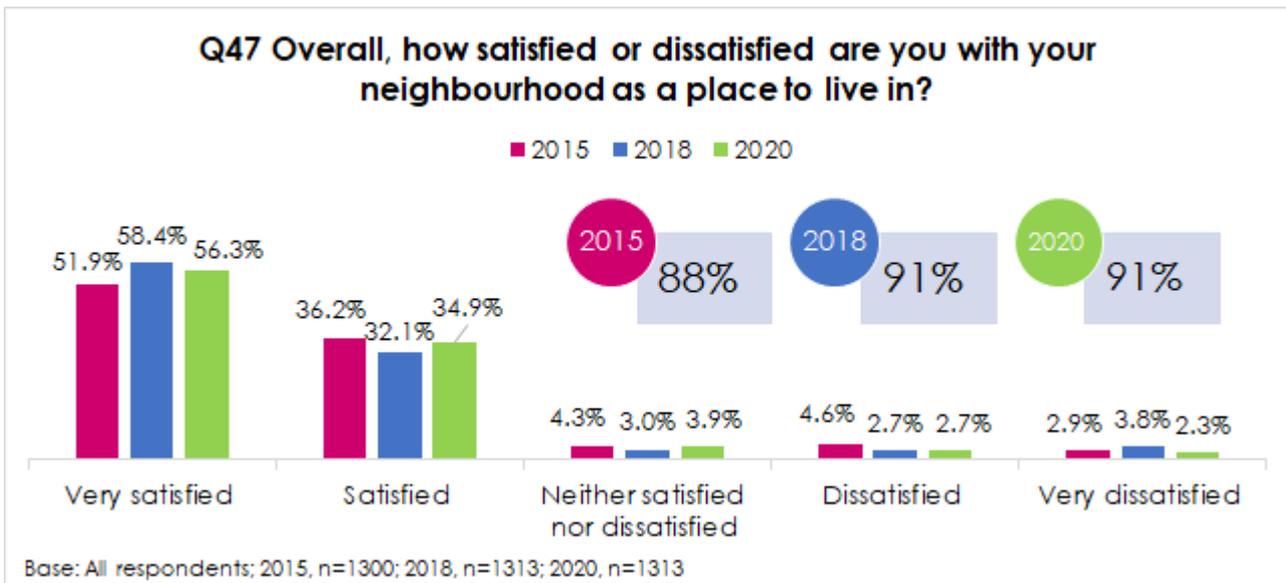
As can be seen from the table below, since 2018 the most significant increase can be seen with regards to the caretaker or concierge staff being easy to contact (increased by 13% points) while the most significant decrease can be seen with regards to the cleanliness of the block (decreased by 3% points).

Q46 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	Change
Is the caretaker/ concierge easy to contact	83.9%	97.3%	13.4%
General attitude of Caretaker / concierge staff	93.1%	100.0%	6.9%
The security of your block	87.8%	89.1%	1.4%
The cleanliness of your block	95.9%	92.8%	-3.1%

10. NEIGHBOURHOOD MANAGEMENT

10.1. Neighbourhood as a place to live (Q47)

The majority of tenants (91%) were very or fairly satisfied with their neighbourhood as a place to live, while 4% were neither satisfied nor dissatisfied and 5% were very or fairly dissatisfied. Satisfaction with the neighbourhood as a place to live has remained consistent since 2018 (91%).

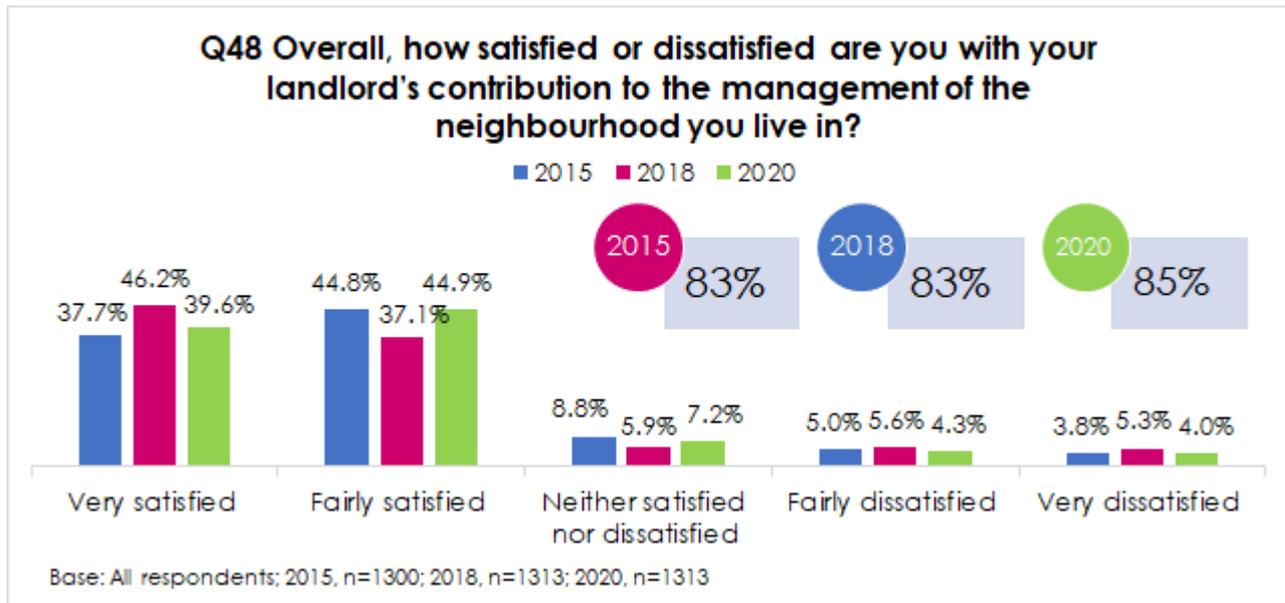


Analysis by area reveals that satisfaction was highest for those who lived in Glenburn (95%) and lowest for those who lived in Ferguslie Park (83%) and Foxbar (83%).

Q47 Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live in? [Analysed by area]								
	FERGUSLIE PARK	FOXBAR	GALLOWHILL	GLENBURN	J'STONE & VILL	J'STONE CASTLE	PAISLEY	RENFREW
Base	40	114	124	102	290	64	381	198
Very Satisfied	45.0%	55.3%	77.4%	72.5%	53.1%	32.8%	53.0%	56.1%
Satisfied	37.5%	28.1%	16.1%	22.5%	37.6%	59.4%	38.6%	37.4%
Neither	12.5%	7.9%	1.6%	2.0%	2.8%	6.3%	4.7%	1.5%
Dissatisfied	-	1.8%	2.4%	1.0%	4.5%	-	2.1%	4.0%
Very dissatisfied	5.0%	7.0%	2.4%	2.0%	2.1%	1.6%	1.6%	1.0%
% Satisfied	82.5%	83.4%	93.5%	95.0%	90.7%	92.2%	91.6%	93.5%

10.2. Landlord's contribution to the management of the neighbourhood (Q48/49)

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. 85% of tenants were very or fairly satisfied in this respect, compared to 7% who were neither satisfied nor dissatisfied and 8% who were very or fairly dissatisfied. Satisfaction has increased marginally since the previous survey, from 83% in 2018 to 85% in 2020. The 2020 result is marginally higher than the ARC 2018/2019 La average of 84%.



Analysis by area reveals that satisfaction with the Council's contribution to the management of the neighbourhood ranges from 73% for tenants living in Ferguslie Park to 90% for those living in Gallowhill and Johnstone Village.

Q48 Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in? [Analysed by area]								
	FERGUSLIE PARK	FOXBAR	GALLOWHILL	GLENBURN	J'STONE & VILL	J'STONE CASTLE	PAISLEY	RENFREW
Base	40	114	124	102	290	64	381	198
Very Satisfied	22.5%	41.2%	72.6%	65.7%	41.4%	18.8%	34.9%	21.2%
Satisfied	50.0%	38.6%	16.9%	21.6%	48.3%	70.3%	45.1%	63.6%
Neither	15.0%	12.3%	4.8%	3.9%	2.8%	4.7%	12.3%	3.0%
Dissatisfied	7.5%	7.0%	2.4%	4.9%	4.8%	3.1%	3.1%	4.5%
Very dissatisfied	5.0%	0.9%	3.2%	3.9%	2.8%	3.1%	4.5%	7.6%
% Satisfied	72.5%	79.8%	89.5%	87.3%	89.7%	89.1%	80.0%	84.8%

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 (17%), lack of ground maintenance (16%) and poor communal property services (15%).

Q49 Can you please explain why you are not satisfied with your landlord's contribution to the management of the neighbourhood you live in?		
Base: All who were not satisfied, n=203	No.	%
Problem with anti-social behaviour/ anti-social neighbours	35	17.2%
Lack of ground maintenance e.g. roads/ pavements/ grass cutting	32	15.8%
Poor communal property services e.g. close cleaning/ bin cleaning	31	15.3%
Rubbish/ litters issues/ area is untidy	25	12.3%
Issues with bins e.g. not enough/ being left in the street	20	9.9%
Other	18	8.9%
External building maintenance required	17	8.4%
Don't know/ don't know what they do	15	7.4%
Too many undesirables moving into the area/ tenants aren't vetted	13	6.4%
Gardens are a mess	11	5.4%
Issues with dog fouling	10	4.9%
Nothing gets done	8	3.9%
Property lacks security	6	3.0%
Lack of parking facilities	6	3.0%
Flooding in the area	5	2.5%
No comment	5	2.5%
Fly tipping in the area	3	1.5%
Poor street lighting	2	1.0%

10.3. Best thing about the neighbourhood (Q50)

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 (48%) followed by there being good neighbours and friendly people (40%).

Q50 What are the best things about living in your neighbourhood?		
Base: All respondents, n=1313	No.	%
Quiet/ peaceful	632	48.1%
Good neighbours/ friendly people/ community spirit	530	40.4%
Close to local amenities	364	27.7%
Nice area/ pleasant views/ well maintained	263	20.0%
Good public transport/ transport links	204	15.5%
Good location/ close to town	180	13.7%
No trouble/ safe	112	8.5%
Close to family/ friends	80	6.1%
Familiar with the area/ always lived here	54	4.1%
Close to schools/ nurseries	44	3.4%
I like my house/ garden	45	3.4%
Don't know	34	2.6%
Nothing	33	2.5%
No comment	30	2.3%
Other	29	2.2%
Good community facilities e.g. library/ community centre/ parks	28	2.1%
The concierge/ warden service	27	2.1%
Good place to bring up children	12	0.9%
Parking facilities	5	0.4%

10.4. Greatest problems or issues in the neighbourhood (Q51)

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 (51%) 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 (12%).

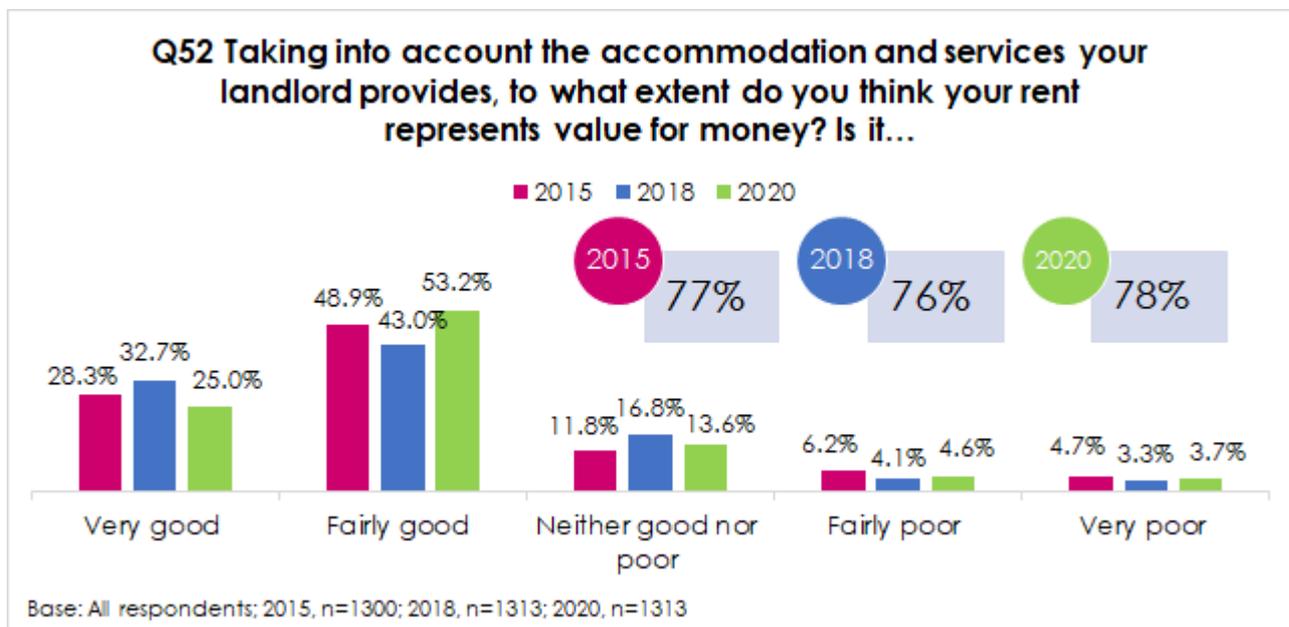
Q51 And what would you say are the greatest problems or issues in your neighbourhood?		
Base: All respondents, n=1313	No.	%
No problems/ nothing	674	51.3%
Anti-social behaviour/ Anti-social neighbours	153	11.7%
Drug / Alcohol problems	89	6.8%
Homes are run down / not maintained/ communal services are poor	84	6.4%
Dog fouling	84	6.4%
Rubbish/ litter problems/ Area is untidy/ rundown	83	6.3%
Other	61	4.6%
Lack of parking facilities	48	3.7%
Issues with bins i.e. not enough/ left on the street	42	3.2%
Roads/ pavements are in poor condition	39	3.0%
Poorly maintained gardens	37	2.8%
Don't know	34	2.6%
Lack of ground maintenance i.e. landscaping	29	2.2%
Undesirables moving into the area	27	2.1%
Too much traffic	26	2.0%
Poor community facilities e.g. Nothing for kids to do	25	1.9%
Lack of security	16	1.2%
Young people / gangs hanging about	16	1.2%
Fly tipping	14	1.1%
Poor street lighting	14	1.1%
Poor public transport	13	1.0%
Problems with flooding in area	10	0.8%
Issues with pests e.g. mice	8	0.6%
Lack of gritting/ salt bins	5	0.4%

11. RENT AND BENEFITS

11.1. Value for money (Q52/53)

Tenants were asked to rate the extent to which they considered their rent to be value for money. 78% of tenants were of the opinion their rent represents very or fairly good value for money, compared to 14% who said it represented neither good nor poor value and 8% 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 since the previous survey, from 76% in 2018 to 78% in 2020. Renfrewshire Council is performing below the ARC 2018/2019 LA average (82%) with regards to value for money for rent.



All respondents were asked to explain why they said their rent was good or poor value for money. As can be seen from the table below, tenants who rated their rent as very or fairly good value for money were most likely to say this was due to the quality of their home (19%). Interestingly, there were a number of tenants who rated their rent as good value for money, despite having issues with the quality of their home, the size of their property and services.

Q53 Can you please explain why you say that about value for money for your rent?		
Base: Very/ fairly good value, n=1027	No.	%
Good value for quality of home	192	18.7%
No comment	178	17.3%
Good values for services received	123	12.0%
In receipt of housing benefit	121	11.8%
Cheaper than private/ other housing associations/ having a mortgage	116	11.3%
Good value for size of property	78	7.6%
Rent is affordable/ reasonable/ fair	74	7.2%
Good value for area	69	6.7%
Don't know	47	4.6%
Good value for money	36	3.5%
Rent is okay	33	3.2%
Other	15	1.5%
Increases too often/ by too much	14	1.4%
No complaints	11	1.1%
Average/ same as elsewhere	10	1.0%
Rent is expensive	6	0.6%
Good value despite quality of home e.g. outstanding repairs/ requires upgrades	3	0.3%
Good value despite for the size of property	3	0.3%
Good value despite services received, including the repairs service	1	0.1%

Tenants who stated their rent was neither good nor poor value for money were most likely to say this was due to being in receipt of housing benefit (16%), that they did not know (15%), that rent is expensive (14%), rent increases too often or by too much (12%) and the poor condition of their home (11%).

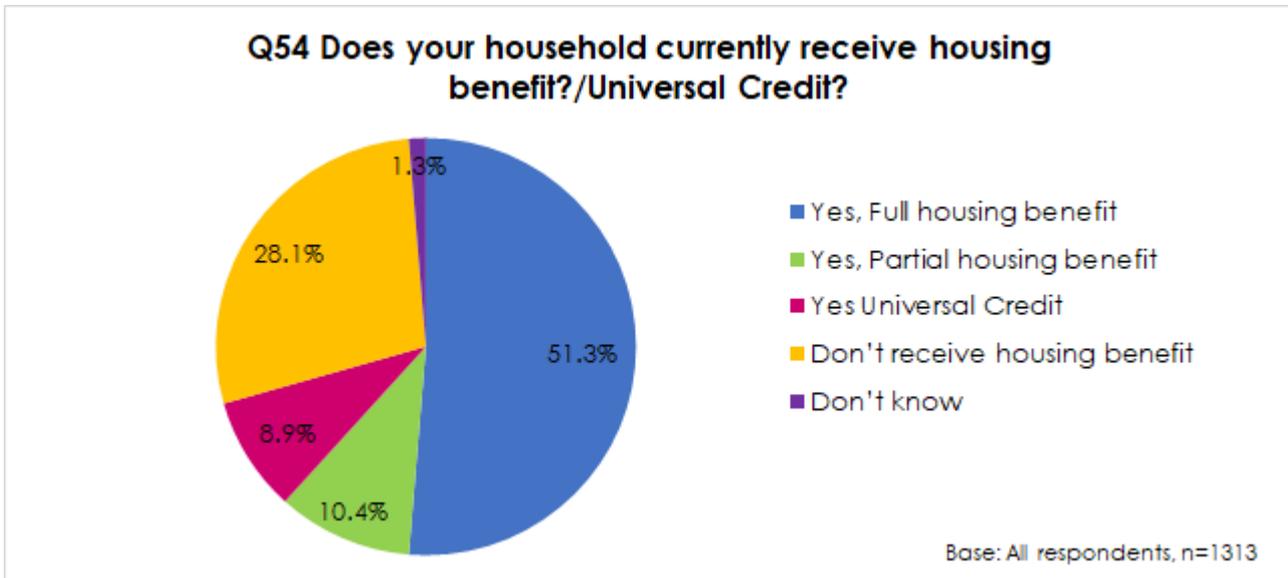
Q53 Can you please explain why you say that about value for money for your rent?		
Base: Neither good nor poor value, n=178	No.	%
In receipt of housing benefit	28	15.7%
Don't know	27	15.2%
Rent is expensive	24	13.5%
Increases too often/ by too much	22	12.4%
Poor value quality of home e.g. outstanding repairs/ requires upgrades	20	11.2%
Poor value for the size of property	11	6.2%
Other	10	5.6%
Average/ same as elsewhere	10	5.6%
More expensive/ the same as having a mortgage/ renting privately/ housing associations	7	3.9%
No comment	6	3.4%
Rent is okay	6	3.4%
Poor value for services received, including the repairs service	5	2.8%
Poor value due to anti-social behaviour issues	3	1.7%
Rent is affordable/ reasonable/ fair	2	1.1%
Good value for quality of home	1	0.6%
Good value for area	1	0.6%
Good value for size of property	1	0.6%
Cheaper than private/ other housing associations/ having a mortgage	1	0.6%

Tenants who rated their rent as very or fairly poor were most likely to say this was due to the poor quality or condition of their home (48%).

Q53 Can you please explain why you say that about value for money for your rent?		
Base: Very/ fairly poor value, n=108	No.	%
Poor value quality of home e.g. outstanding repairs/ requires upgrades	52	48.1%
Poor value for services received, including the repairs service	15	13.9%
Poor value for the size of property	14	13.0%
Rent is expensive	13	12.0%
Other	7	6.5%
Poor value for the area	7	6.5%
Increases too often/ by too much	6	5.6%
Poor value due to anti-social behaviour issues	3	2.8%
More expensive/ the same as having a mortgage/ renting privately/ housing associations	3	2.8%
No comment	2	1.9%
Good value for quality of home	1	0.9%
Good value for size of property	1	0.9%
Rent is affordable/ reasonable/ fair	1	0.9%

11.2. Housing benefit and Universal Credit (Q54)

Just over half of respondents (51%) stated that they were in receipt of full housing benefit, 10% in receipt of partial housing benefit, 9% in receipt of Universal Credit, 28% said they did not receive any housing benefit and 1% stated they did not know.

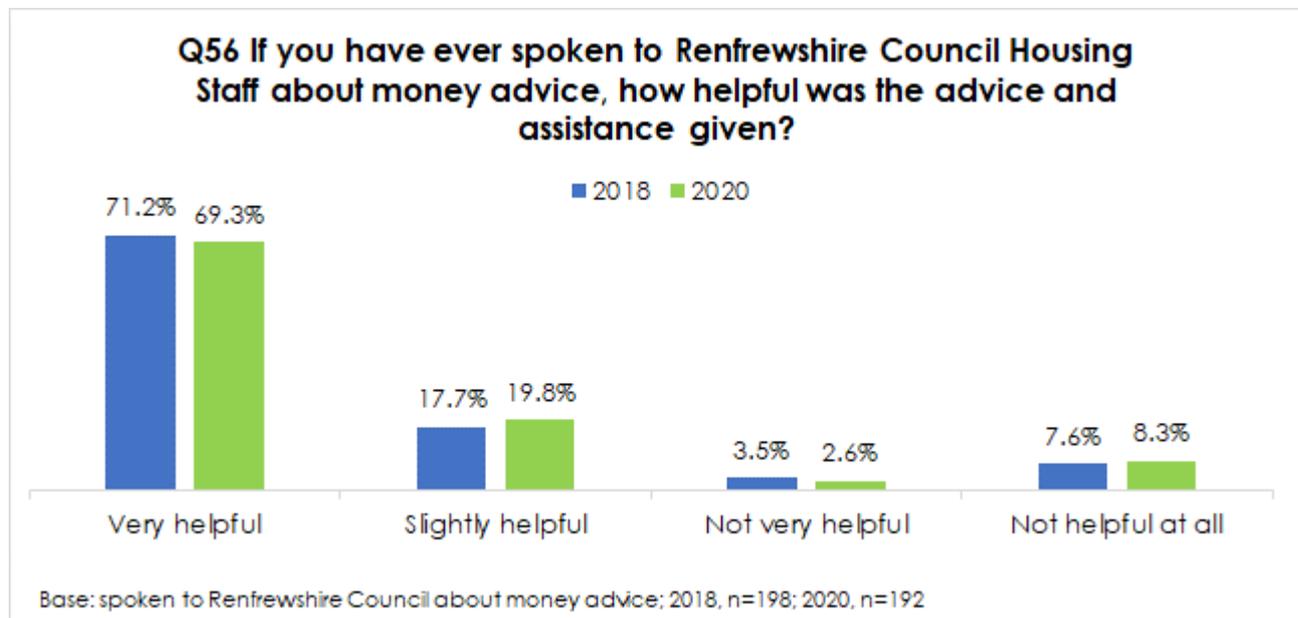


11.3. Financial advice and support (Q55/56)

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.

Q55 Is there any help you may require with maintaining rent payments?		
Base: All respondents, n=1313	No.	%
None	1294	98.6%
Budget support	17	1.3%
Regular reminders to pay	4	0.3%
Advice on bank accounts	3	0.2%
General advice	2	0.2%
Benefits advice	2	0.2%
Other	2	0.2%

More than 1 in 10 respondents (15%) said they have spoken to Renfrewshire Council Housing staff about money advice. Of these respondents, 89% found the advice and assistance very or slightly helpful, while 3% stated it was not very helpful and 8% 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 (89%).



12. SERVICE PRIORITIES AND IMPROVEMENTS

12.1. Best aspect of service provided (Q57)

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 (11%). Nearly one in five tenants (19%) answered 'don't know' to this question.

Q57 What do you think is the best thing about the Housing Service that Renfrewshire Council provides?		
Base: All respondents, n=1313	No.	%
Repairs service e.g. prompt/ quality of workmanship	317	24.1%
Don't know	245	18.7%
Customer service e.g. staff helpful/ friendly	146	11.1%
Happy with overall service/ Council is great	118	9.0%
No comment	107	8.1%
Very responsive to complaints and queries	55	4.2%
Look after tenants well/ always there when I need them	51	3.9%
Other	47	3.6%
Nothing	46	3.5%
Provide good services	45	3.4%
Quality/ condition of home	37	2.8%
Good communication/ information provided	34	2.6%
No problems/ complaints	31	2.4%
Warden/ concierge/ housing officer	19	1.4%
Provide good money/ welfare advice	18	1.4%
Security/ secure here	13	1.0%
Easy to contact	12	0.9%
Safety checks e.g. gas safety checks	11	0.8%
Upgrades/ improvements been made to home	10	0.8%
Area is well maintained	5	0.4%

12.2. Service improvement (Q58)

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 half of tenants stated either 'none' (36%) or 'don't know' to this question. Where a suggestion was provided, this was most likely to be in relation to the repairs service (8%).

Q58 If you were to recommend a key area for improvement for the Housing Service that Renfrewshire Council provides, what would it be?		
Base: All respondents, n=1313	No.	%
None	472	35.9%
Don't know	248	18.9%
Repairs service e.g. time for completion/ quality of workmanship	104	7.9%
Other	89	6.8%
Upgrades and improvements to properties	78	5.9%
Neighbourhood maintenance e.g. roads/ pavements/ landscaping/ lighting/ cleanliness	70	5.3%
External maintenance and improvements e.g. painting/ gutters/ roughcasting	49	3.7%
Communal services e.g. close cleaning/ maintenance	41	3.1%
Deal with anti-social behaviour/ anti-social neighbours	31	2.4%
Communication e.g. with tenants/ between departments	30	2.3%
Difficult to contact e.g. too long to answer the telephone/ poor office hours	26	2.0%
Vet tenants	24	1.8%
Empty bins more regularly	20	1.5%
Help with garden maintenance	14	1.1%
Better allocation of housing	13	1.0%
Customer service e.g. staff helpful/ better attitude	12	0.9%
Problem with dogs/ dog fouling	9	0.7%
More for kids e.g. play parks	8	0.6%
Improve parking	8	0.6%
Listen to tenants' views	8	0.6%
Reduce rent	6	0.5%

13. HOUSEHOLD INFORMATION

13.1. Tenant or partner (Q60)

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 (Q61/62)

Just under two thirds of respondents (65%) were female, while 35% were male. In terms of the age profile of respondents, 14% were aged 18 to 34, 32% were aged 35 to 54, 21% were aged 55 to 64 and 32% were aged over 65. 1% of respondents refused to provide their age.

Q61 What is your age?		
Base: All respondents, n=1313	No.	%
18-34	183	13.9%
35-54	420	32.0%
55-64	274	20.9%
65+	419	31.9%
Refused	17	1.3%

13.3. Household composition (Q63-66)

In terms of household composition, 57% consisted of single adults (57%), 17% consisted of two adults, 4% consisted of three or more adults, 13% were one-parent families and 5% were two parent families.

Q66 How would you describe the composition of your household?		
Base: All respondents, n=1313	No.	%
One adult under 60	328	25.0%
One adult aged 60 or over	420	32.0%
Two adults both under 60	103	7.8%
Two adults both over 60	83	6.3%
Two adults, at least one 60 or over	38	2.9%
Three or more adults, 16 or over	54	4.1%
1 parent family with children at least 1 under 16	168	12.8%
2 parent family with children at least 1 under 16	71	5.4%
Other	38	2.9%
Refused	10	0.8%

13.4. Disability status (Q67-69)

More than 6 in 10 households (62%) 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 a significant increase from 49% reported in 2018.

The most common long-term illness, health problem or disability cited was mobility or physical disabilities (62%), followed by chronic disease or illness such as diabetes, COPD, heart disease etc. (32%) and mental ill health (27%). Since 2018, the proportion of respondents who reported someone in their household had mobility or physical disabilities has increased from 57% to 62%. There has been no significant change with regards to all other health problems or illnesses.

Just under 1 in 10 tenants (8%) stated someone in their household uses a wheelchair, a decrease from 11% reported in 2018.

Q68 What is the nature of their disabilities?		
Base: All with someone with long-term illness, health problem or disability in the household, n=817	No.	%
Mobility/ physical disabilities	509	62.3%
Chronic disease or illness	258	31.6%
Mental ill health	224	27.4%
Learning difficulties	54	6.6%
Being frail due to old age	50	6.1%
Difficulties with hearing	35	4.3%
Other	32	3.9%
Difficulties with sight	27	3.3%
Refused	10	1.2%
Dementia	7	0.9%
Drug/ Alcohol dependency	3	0.4%
Don't know	2	0.2%
HIV/ AIDS	1	0.1%

13.5. Ethnicity (Q70)

Almost all tenants (97%) were White Scottish (89%) or White other British (8%).

Q70 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?		
Base: All respondents, n=1313	No.	%
White Scottish	1170	89.1%
White Other British	104	7.9%
Refused	10	0.8%
Polish	9	0.7%
Other	6	0.5%
White Irish	2	0.2%
Other white ethnic group	3	0.2%
Pakistani, Pakistani Scottish or Pakistani British	2	0.2%
Chinese, Chinese Scottish or Chinese British	2	0.2%
African, African Scottish or African British	3	0.2%
Any mixed or multiple ethnic groups	1	0.1%
Indian, Indian Scottish or Indian British	1	0.1%

Appendix 1

Survey Questionnaire

Project number	P1090
Project name	Renfrewshire Council Tenant Satisfaction 2020

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
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]	

2. How long have you/ your household been a Renfrewshire Council tenant?

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

Your home

3. How long have you lived in your current home?

Under 1 year	1	Go to Q4
1-2 years	2	
3-5 years	3	
6-10 years	4	Go to Q5
11-20 years	5	
21+ years	6	
Don't know/ can't remember	7	

4. 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?	

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

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

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

Too few	1	Go to Q8
Too many	2	Go to Q7
About right	3	Go to Q8

7. 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

8. 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
Used for overnight stay for children (occasional access) or for carer	4
Store medical/ disablement equipment	5

Communication and Participation

9. [SSHC2] 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

10. 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 Q11
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 Q12

11. I'm going to read out a list of things that some people use the internet or their mobile phone for, for each one can you tell me whether this is something you've done in the last year: ALL THAT APPLY

Used internet banking	1	Go to Q13
Paid a household bill on the internet	2	
Bought something over the internet [PROMPT – This includes all physical items, digital downloads, access to subscription services such as newspapers or film rentals, and the purchase of one-off services such as booking holidays]	3	
Used an 'app' to buy something or pay a bill	4	
Pay your rent	5	
Used an 'app' to manage your bank account	6	
Regularly used social media, such as Facebook or Twitter	7	

12. Why do you not use the internet? [ALL THAT APPLY]

Do not have access to the internet	1
Do not want to use the internet	2
Equipment costs too high	3
Connection costs e.g. broadband too high	4
No free internet access near me	5
Privacy and security concerns	6
Physical disability	7
Lack of confidence/ skills	8
Other (please specify)	9

13. Have you heard of 'My Account' 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.

Yes	1
No	2

14. Would you be interested in using 'My Account' to view your rent account balance, apply for housing benefit, make a rent payment or provide information on change of household details or circumstances?

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

15. 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
Other (please specify)	8	8

16. Are you aware of the different methods of communication that Renfrewshire council uses to contact and consult with tenants? TICK ALL THAT APPLY

17. 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)

	16. AWARE	17. INTERESTED
Organised public meetings	1	1
Through Tenants and Residents Associations	2	2
Through Tenants Forums	3	3
Through Community Council	4	4
By letter	5	5
Telephone call	6	6
Personal visit	7	7
Magazine / Newsletter/Peoples news	8	8
Local newspaper	9	9
By Focus Group	10	10
By e mail/SMS text	11	11
Other (please advise)	12	12

18. If Renfrewshire Council was looking to discuss any points similar to those raised in the survey, would you be willing to take part in any of the following?

Face to face survey	1	Go to Q19
Postal survey	2	
Telephone survey	3	
Online/ website	4	
Organised tenant's meeting/event	5	
Focus group	6	
None of these	7	Go to Q20

19. To be able to take part in any of these we would need to pass your contact details on to Renfrewshire Council, may we do this? All your other responses will remain completely confidential.

Yes	1	Go to Q20
No	2	

20. [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 Q22
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q21
Fairly dissatisfied	4	
Very dissatisfied	5	

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

	Go to Q22
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Contact with Housing Services

22. Have you been in contact with Renfrewshire Council about a housing or housing related matter in the last 12 months with a query other than to pay your rent?

Yes	1	Go to Q23
No	2	Go to Q30
Can't remember	3	

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

Phoned	1	Go to Q25
Visited office	2	Ask Q24
Wrote	3	Go to Q25
Through the Website contact form	4	
Through 'My Account' online customer account	5	
Through the 'Ren Repairs' App	6	
Email	7	
Other (please specify)	8	

24. Which "office" did you visit?

Paisley Customer Service Centre at Renfrewshire House	1
Johnstone Customer Service Centre	2
Renfrew Customer Service Centre	3
Abercorn Street office (Housing Advice & Homeless Services)	4
George Street Office	5
Home Exchange Shop in Moss Street	6
Other, please specify	7

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

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

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

Easy	1
Difficult	2
Neither	3

27. Did you find the staff helpful or unhelpful?

Helpful	1
Unhelpful	2
Neither	3

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

Yes	1
No	2
Don't know	3

29. Thinking about the last time you contacted Renfrewshire Council about a housing or housing related matter, how satisfied or dissatisfied were you with each of the following?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	DK/ Not applicable
The ability of staff to deal with your enquiry quickly and efficiently	1	2	3	4	5	6
The final outcome of your enquiry	1	2	3	4	5	6
If dissatisfied, why?						

Complaints

30. Have you complained to Renfrewshire Council about Housing Services in the last 12 months? (for example: you may have made a complaint when you have not been happy with the quality of service provided)

Yes	1	Go to Q31
No	2	Go to Q35

31. 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

32. 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

33. 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

34. 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...

35. 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

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

Yes	1	Go to Q37
No	2	Go to Q41

37. 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 tradesperson 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?						

38. Did the workers/ tradespeople show proof of identity?

Yes	1
No	2
Can't remember	3

39. Were you offered a suitable appointment time?

Yes	1	Go to Q40
No	2	Go to Q41

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

Yes	1
No	2

Your Home

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

Very satisfied	1	Go to Q43
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q42
Fairly dissatisfied	4	
Very dissatisfied	5	

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

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

Kitchen	1	Ask Q44
Bathroom	2	
Heating System	3	
Re wired	4	
External works	5	
Other (please describe)	6	
None	7	Go to Q45

44. 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

45. 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

46. [INTERVIEWER: ASK QUESTION ONLY IF LIVE IN A MULTI STOREY FLAT & RECEIVE CONCIERGE/CARETAKER SERVICE – MARKED ON SAMPLE. OTHERWISE SKIP TO Q47] 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

47. Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live in?

Very Satisfied	1
Satisfied	2
Neither	3
Dissatisfied	4
Very dissatisfied	5

48. [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 Q50
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q49
Fairly dissatisfied	4	
Very dissatisfied	5	

49. (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?

50. What are the best things about living in your neighbourhood? [please record up to 3]

1.
2.
3.

51. And what would you say are the greatest problems or issues in your neighbourhood? [please record up to 3]

1.
2.
3.

Rent and benefits

52. [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
Fairly good	2
Neither good nor poor	3
Fairly poor	4
Very poor	5

53. Can you please explain why you say that about value for money for your rent?

54. 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

55. 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

56. 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

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

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

59. 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.

60. Which of these are you?

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

61. What is your age?

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

Male	1
Female	2
In another way	3

63. How many people usually live in this house?

64. How many people living in your household are aged under 16? If none, write in '0'.

65. How many people living in your household are aged 60 or over? If none, please write in '0'.

66. 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

67. 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 Q68
No	2	Go to Q70

68. 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

69. Does anyone in your household use a wheelchair?

Yes	1
No	2

70. 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?

WHITE	
White Scottish	1
White Other British	2
White Irish	3
Gypsy/ Traveller	4
Polish	5
Any other white ethnic group (please specify)	6
MIXED OR MULTIPLE ETHNIC GROUPS	
Any mixed or multiple ethnic groups (please specify)	7
ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	
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
AFRICAN, CARIBBEAN OR BLACK	
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
OTHER ETHNIC GROUP	
Arab, Arab Scottish or Arab British	17
Any other group (please specify)	18

71. If the Council were looking to follow up on any of the survey findings through further research, for example, focus groups or in depth interviews, would you be willing to be contacted?

Yes	1
No	2

THANK YOU AND CLOSE

Appendix 2

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project number	P1090
Project name	Renfrewshire Council Tenant Satisfaction Survey 2020
Objectives of the research	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.
Target group	Renfrewshire Council tenants.
Target sample size	1300 interviews.
Achieved sample size	A total of 1,313 tenant interviews were achieved.
Date of fieldwork	Interviewing took place between the 17 th of February and the 31 st of March 2020.
Sampling method	Interviews spread across organisation stock.
Data collection method	Interviews were undertaken with the tenant or their partner by telephone. Responses were either recorded on a paper questionnaire and then entered into a survey analysis package by our team of data processors, or they were entered directly into the survey analysis package via tablet app.
Response rate and definition and method of how calculated	Not applicable.
Any incentives?	No.
Number of interviewers	11 interviewers were working on this project.
Interview validation methods	10% of each interviewers' work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
Showcards or any other materials used?	Not applicable.
Weighting procedures (if applicable)	Not applicable.
Estimating and imputation procedures (if applicable)	Not applicable.
Reliability of findings	Data accurate overall to $\pm 2.54\%$.