

Tenant Satisfaction Survey 2017

Final Report

ABERDEEN CITY COUNCIL

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TABLE A - SUMMARY OF THE ANNUAL RETURN ON THE CHARTER (ARC) RESULTS FROM THE 2017 TENANT SATISFACTION SURVEY¹

Variable (% measure is very and fairly satisfied unless stated)	Aberdeen City Council 2014 (face to face, weighted results, 1,314 surveys)	Aberdeen City Council 2017 (face to face, weighted results, 1,300 surveys)	Average all Scottish Councils 2015-16 (Source ARC; mixed methods)
Indicator 1 - Overall satisfaction with services	86%	83%	82%
Indicator 3 - Keeping tenants informed (% very and fairly good)	85%	77%	79%
Indicator 6 - Satisfaction with opportunities to participate	80%	68%	71%
Indicator 9 - Satisfaction with standard of home on moving in (1 year let)	76%	75%	87%*
Indicator 10 - Satisfaction with housing quality	89%	85%	82%
Indicator 16 - Satisfaction with repairs (last year)	81%	79%	90%*
Indicator 17 - Satisfaction with neighbourhood management	86%	79%	79%
Indicator 29 - Rent is value for money (% very and fairly good)	70%	76%	79%

¹ We have highlighted these survey results as these are ones that the Council is required to report to the Scottish Housing Regulator annually in May

Executive Summary

Introduction, Methods and Survey Samples

This report provides the results of research into the satisfaction levels of a sample of Aberdeen City Council (the Council) tenants in relation to services such as repairs, information provision, housing quality etc. It has been prepared by Knowledge Partnership who carried out the research on behalf of the Council.

The research draws on quantitative feedback gathered from tenants by means of an interviewer administered questionnaire. A total of 1,300 tenants took part in the survey during the fieldwork period (April-May 2017).

Before considering (below) a summary of the survey results achieved in 2017 and in particular their comparisons with the 2014 survey results, we would observe that the 2014 survey sample contained a large proportion of sheltered housing tenants and tenants aged 60 plus. These tenants are typically more positive about landlord services when compared to other social housing tenants. In the 2017 survey, a smaller proportion of these tenants were surveyed (in line with the current stock profile) and this sampling variation may have had a bearing on the 2014 to 2017 comparisons set out in this and subsequent sections of the report.

Annual Return on the Charter (ARC) Measures

- Considering the Council's services overall, 83% of tenants are very or fairly satisfied with the service provided; 11% of tenants are dissatisfied with the service. The figure for 2017 compares with 86% tenant satisfaction recorded during the 2014 tenant survey. Although the figure for 2017 suggests a slight deterioration has taken place in overall satisfaction, the Council is still ahead of the Scottish landlord average of 82% satisfied².
- On the measure of satisfaction with housing quality, 85% of tenants are very or fairly satisfied compared with 11% who are dissatisfied. In 2014, 89% of tenants on average were satisfied with the quality of their home indicating that there has been some reduction in this measure. However, the 2017 satisfaction level with housing quality remains 3% points better than that recorded by all Councils (82%).
- For tenants who have moved into their property in the last 12 months (10%), 75% of this cohort are satisfied with the standard of their home on moving in whilst 21% are dissatisfied. In 2016, 76% of tenants were satisfied with re-let standards. Compared with the all Council average, which indicates that 87% of all Scottish local authority tenants are satisfied with re-let standards, the Council is a little 'behind the curve' on this measure³.
- Amongst those tenants that have received a repair in the last 12 months, 79% are satisfied with the repair service provided; 19% of tenants are dissatisfied on this measure. The results for 2017 are 2% points behind the tenant satisfaction level recorded in 2014 (81%), and are 11% points adrift of the Scottish average (90%)⁴.
- For the question, 'Overall, how satisfied or dissatisfied are you with the Council's management of the neighbourhood you live in?' 79% of tenants are very or fairly satisfied on this measure and 12% are dissatisfied. In 2014, 86% were satisfied on this measure, suggesting a decline in satisfaction in the past 3 years on this indicator.
- Most tenants agree that the rent they pay for housing and related services is value for money i.e. 76% of tenants agrees that rent is very or fairly good value for money whilst 12% say that rent value is poor. In 2014, 70% of

² 2016 May Scottish Councils with housing stock

³ Caution- the Scottish average for indicator 9 re-let standards is made up of surveys and transactional data and may not be fully comparable with the Council's 2017 survey figure

⁴ Caution- the Scottish average for indicator 16 repairs is made up of surveys and transactional data and may not be fully comparable with the Council's 2017 survey figure

tenants agreed that rent was good value for money. Compared with 2014, the Council's value for money is 6% points better than the previous survey; however, it is also 3% points behind the all Council average (79%).

- For information provision around services and decisions, 77% of tenants rate the Council as either very or fairly good in this area whilst 10% says the authority is poor. The equivalent figure recorded in 2014 was 85% (the all Council average is 79%).
- Approx. seven in ten (68%) of tenants are satisfied with the opportunities they have for participating in the decision making of the Council, whilst 10% are dissatisfied. In 2014, 80% of tenants were satisfied on this measure suggesting a 12% point decline in the level satisfaction with this aspect of service. We would note however that compared to the Scottish Council average (71% satisfied), the Council is delivering this service at close to the average level of satisfaction.

Tenant priorities

- Tenants top 3 priorities for the housing service to deliver are: (1) an effective repairs and maintenance service; (2) property upgrades and; (3) well maintained common areas.

Factors linked to overall satisfaction

- The top 5 tenant services that are most closely associated with overall satisfaction are housing quality, re-let condition, value for money, neighbourhood management and repairs. Work by the Council to maintain satisfaction levels with these key services should (in theory) lead to a positive outcome for tenants' overall satisfaction levels.

Repairs

- Thinking about their last repair, 82% of all tenants were satisfied with the service provided⁵. Key strengths of the repairs service are found in the 'attitude of workers who carried out the repair' (89% satisfied), and 'keeping dirt and mess to a minimum' (89%).
- Areas for improvement with respect to the repair service are: improving the overall quality of repair works (12% were dissatisfied on this measure); quicker completion of repairs (12%); and workers doing the job tenants expected (9%).

Contact, Communication and Information

- Most tenants making contact with the housing service in the last year agreed that it had been easy to get hold of the service (85% agreed); meanwhile, 79% of tenants agreed that staff had been helpful during contact and that their enquiry had been handled in a timely manner.
- Sixty five percent (65%) of tenants currently use the Internet whilst 35% do not. These figures compare with 52% of tenants having personal Internet access during the 2014 survey.

Tenant Participation

- On average, 68% of tenants are satisfied with the opportunities to participate in the decisions of Housing Services. However, this figure decreases to 62% when tenants who are unable work and those with children are

⁵ The figure of 82% refers to tenant satisfaction with their last repair. This will include any repairs that have been carried out more than 12 months prior to the survey date. Overall satisfaction amongst those tenants that have had a repair carried out in the last 12 months only is 79%

taken into account. In the context of this result, there may be ways in which the Council could look at making participation more engaging for both tenants who are unable to work and those with children at home.

Housing, improvements and applications

- Eighty five percent (85%) of tenants are satisfied with the quality of their home, whilst 11% are dissatisfied. Satisfaction levels however are not evenly distributed with larger households (79% satisfied) and 'single parent' households (77%) less likely to be satisfied on this measure.
- On average, 88% of tenants whose property had been upgraded in the last year were satisfied with this improvement whilst 9% were dissatisfied. The two elements of works that attracted the highest level of satisfaction were 'works starting on time' (91% satisfied) and staff helpfulness prior to works starting (91%). Conversely, the least amount of satisfaction is expressed in relation to the quality of works completed (82%).
- Amongst tenants applying for and obtaining a new home in the past year, on average, 88% were satisfied with the housing application process, including 90% who were satisfied with the housing advice provided by the service.

Rents

- In relation to value for money, 76% of tenants agree that rent is good value for money, which compares to a figure of 70% (2014) and an all Council figure of 79%. Twelve percent (12%) of tenants think that their rent is not good value for money (although this figure rises to 15% amongst tenants who are single parents and 18% for families with children).

Neighbourhoods

- Tenants are generally satisfied with the way in which the Council manages their local neighbourhood i.e. 79% are very or fairly satisfied on this indicator. In addition, 89% of tenants agree that they feel safe in their neighbourhood.
- Eight in ten tenants (78%) are satisfied with the amount and quality of open/green spaces in their neighbourhood whilst 11% are dissatisfied on this measure.
- One in five tenants (20%) would say that the neighbourhood has improved over the last 3 years whilst 18% would say that their neighbourhood has declined. The main driver of both improving and declining neighbourhood perceptions is the 'quality of neighbours' that tenants experience.
- The three main neighbourhood problems of concern to tenants are: dog fouling (16% of tenants see this item as a problem in their neighbourhood); parking (15%) and noisy neighbours (15%). In responding to these and other neighbourhood issues, the Council will of course be required to work closely with other parts of the authority that have specific responsibility for these areas of service.
- Eleven percent of tenants (11%) have reported anti-social behaviour to the Council in the last year. Amongst those tenants that have reported this matter, 59% on average were satisfied with the handling of this report by the Council which compares to 53% on average in 2014.

Complaints

- A small minority of tenants (6%) indicated that they had complained to the Council in the last year (about a housing issue), and of this group, 54% were satisfied with how the Council had handled their complaint whilst 35% were dissatisfied.

Tenant finances

- One in ten tenants (12%) said they had skipped a meal during the last year because of lack of money; 6% had gone without eating for a whole day because of a lack of money. Thirteen percent (13%) of tenants said that they had been unable to heat their home during the last year because of lack of money, and 4% said they had used a pay day loan or other high cost credit source during the last year.

Sheltered housing

- One hundred and twenty three tenants (9%) answered questions about the Council's sheltered housing service and the results show that 95% of tenants are satisfied with the housing support service tasks, and 85% are satisfied with the service when their personal carer is off duty. In addition, in relation to the service charge, 71% rate this charge as good value for money, whilst 8% say that the charge is poor value.

Conclusions and Recommendations

Conclusions

- On balance, this research has indicated that the majority of tenants are satisfied with the housing service they receive from the Council (83% are very or fairly satisfied overall). Whilst this figure is behind the result for 2014 (by 3% points) it is slightly ahead of the all Council average for overall satisfaction (82%).
- Aside from being satisfied overall, the majority of tenants are also satisfied with the individual elements of the service provided e.g. housing quality, information provision, neighbourhood management etc.

Recommendations

- Whilst the majority of tenants are satisfied overall, and are also mainly positive about the wide range of housing services provided by the Council, we would note the following potential areas for investigation or improvement:

Overall satisfaction

- Larger households, those with children, and tenants who are not working such as carers tend to be less satisfied on average than other tenants. For example, 74% of 'single parents' are satisfied with services overall whilst the equivalent figure for younger single people without children is 82%. This suggests that there may be benefit to examining why certain sections of the tenant population are less satisfied than others with the housing service overall and what could be done to address this gap.
- Although management area samples are small and therefore contain a fairly large margin of error, we would note that tenants living in South 1 are the least likely to be satisfied with services overall (78% satisfied). Once again, there may be merit in a further investigation of this issue e.g. it could be a matter of sampling, or it may be connected with quality of housing or the delivery of services in this area.

Keeping tenants informed

- Tenants who are at home with children/not working are less likely than other tenants to say that they are satisfied with being kept informed about Council activities and services (72% satisfaction amongst this cohort). As this figure is 7% points behind the Council's overall figure for this measure, this matter may be worthy of further investigation.

Participation

- Satisfaction with this aspect of service has declined from 80% to 68% in 2017 (although the margin of error of 3% will be a factor here). Satisfaction with 'participation' is lowest in South 1, and amongst tenants who are carers and those with children at home. This may suggest that the Council needs to look at how it provides for participation opportunities for tenants who are in these customer segments.

Contacting the Council, listening and acting

- Most tenants (81%) are satisfied with their last contact with the Council. However, there may be scope to improve the service offered in terms of providing acceptable enquiry outcomes (23% of tenants are dissatisfied on this measure).
- Nineteen percent (19%) of tenants were dissatisfied overall with the listening and acting skills of the Council and this level of dissatisfaction rises amongst tenants who have complained or reported a repair, or anti-social behaviour.

Housing quality

- As with some other aspects of service, we find that certain customers i.e. larger households and those with children tend to be less satisfied on housing quality than average. The same is true for tenants living in the South 1 area where satisfaction with housing quality is lower than other areas (81% compared to 85% on average).

Re-let housing condition

- Satisfaction with re-let standards at 75% is lower than the Scottish landlord average of 87% and this may suggest a need to review this area of service to identify any scope for improving service levels (although we would also note that the 2017 figure is very similar to that recorded in 2014 – i.e. 76%).

Repairs

- The great majority of tenants are satisfied with repairs but on average one in five (16%) is dissatisfied with the service. Key areas for further investigation comprise: repair quality; time to complete a repair and; workers doing the job that tenants expect.

Value for money

- More tenants now say that they are satisfied with value for money when compared to 2014. However, some tenants such as those who are unemployed or who are unable to work are less likely to rate rent as value for money which may point to a need for support tenants with money advice or rent payment information.

Neighbourhoods

- Whilst overall satisfaction with neighbourhood management is fairly high at 79%, there may still be a need to address problems in the neighbourhood such as dog fouling, parking and noisy neighbours.
- Also, in relation to the small minority of tenants who report anti-social behaviour to the Council, there may be scope to look at ways to support these tenants better including keeping tenants up to date (36% dissatisfied) and the speed of handling tenants' reports (33%).

Introduction

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Aberdeen City Council (the Council) using an interviewer led questionnaire. The survey was administered during April and May 2017.

Rounding

Note that in this section and subsequent sections of the report, some tables and charts may not sum exactly to 100 because of the effects of rounding.

Interviews and weighting

Table B illustrates the number of completed interviews by management area and shows the process of weighting the interviews so that they are brought into alignment with the population of all Council tenants. The column headed 'Actual surveys' is the number of tenant interviews that were completed in each management area. So for example, there were 187 interviews in Central 1 representing 14.4% of all completed interviews. The 'Weighted surveys' column shows the number of interviews calculated on a weighted basis, with the weight used being the proportion of all tenants (population) by management area. The column headed '% all Council stock' shows the split of stock by management area and is the basis for the weighting activity. As table B illustrates, the effect of weighting the interviews is to increase the proportion of some interviews by area and to reduce others. Note that throughout the remainder of this report, all data presented is in weighted format⁶.

Table B – Survey sample by management area plus weighted interviews (base 1,300)

<u>Management area</u>	<u>Actual surveys</u>	<u>% all surveys</u>	<u>Weighted surveys</u>	<u>% all weighted surveys</u>	<u>All Council stock excluding voids and agency lets</u>	<u>% all Council stock</u>
Central 1	187	14%	213	16%	3,417	16%
Central 2	187	14%	219	17%	3,516	17%
Central 3	179	14%	157	12%	2,532	12%
North 1	190	15%	250	19%	4,000	19%
North 2	186	14%	147	11%	2,367	11%
South 1	186	14%	169	13%	2,705	13%
South 2	185	14%	145	11%	2,320	11%
Total	1300	100%	1300	100%	20,857	100%

Area zones

Interviewers were directed to complete interviews using interlocking quotas comprising property type (see table C) and 'zone', with the latter comprising postcode areas e.g. ZO01 is Middleton, ZO02 is Denmore, etc. Annex 1 lists all of the zones that were included in the 1,300 completed interviews.

Survey responses – property factors

The survey sample by property type (unweighted) is shown in table C and highlights a close match between the property types that were surveyed and the percentage of these property types within the entire Council stock. For example, 4% of all interviews were with tenants living in Amenity cottages (ACC) which compares to 4% of all stock that is of this property type.

⁶ Apart from the introduction and tables and charts showing management area results, which are unweighted. Annex2 provides further detail on the sampling procedure including the approach to weighting

Table C – Survey sample by property type (base 1,300 un-weighted)

Property description/type	% all surveys	Property description/type	% all Council stock
Amenity cottage (ACC)	4%	Amenity cottage (acc)	4%
Amenity flat (ACC)	2%	Amenity flat (acc)	1%
Amenity multi-storey flat	1%	Amenity multi-storey flat	1%
Cottage	20%	Cottage	20%
Flat	34%	Flat	39%
Four in block	11%	Four in block	10%
Maisonette	3%	Maisonette	3%
Multi-storey flat	10%	Multi-storey flat	10%
Multi-storey maisonette	3%	Multi-storey maisonette	2%
Sheltered cottage	1%	Sheltered cottage	1%
Sheltered flat	4%	Sheltered flat	4%
Sheltered multi-storey flat	5%	Sheltered multi-storey flat	5%
Split level cottage	1%	Split level cottage	1%
Split level flat	1%	Split level flat	1%
Very sheltered flat ⁷	-	Very sheltered flat	1%
Total	1,300	Total	20,857

Number of beds

Table D compares the number of beds in the survey sample (an indication of property size) with the figures for bedroom numbers across all Council stock. This illustrates a close match between the survey and stock proportions e.g. 32% of surveys were with tenants living in 1 bed stock, compared with 33% of all stock being one bed.

Table D – Survey sample by number of beds (base 1,300 un-weighted)

<u>Number of beds in property</u>	<u>% beds in survey sample</u>	<u>% beds across all Council stock</u>
None	2%	3%
1 bed	32%	33%
2 bed	45%	46%
3 bed	20%	17%
4 bed	1%	1%
5 bed	<1%	<1%
Total	1,300	20,857

Survey responses - demographics

A profile of the demographic characteristics of the survey responses is presented below, beginning with tenant age (table E). Note that this is the only tenant profiling table where we can compare the survey figures against those of the Council's tenant population.

Table E sets out the spread of survey responses by tenant age and indicates for example that 14% of responses were provided by tenants aged 25 to 34; this compares with 16% of tenants of this age group residing within the total tenant population. In general, there is a fairly close match between the split of tenants by age in the survey sample and the split across the Council's tenant population.

⁷ Note; we agreed with the Council not to interview any very sheltered tenants

Table E –Survey sample by age of tenant (base 1,300-unweighted)

<u>Age band</u>	<u>Sample %</u>	<u>Age band</u>	<u>All Council tenants %</u>
16 to 24	3%	16 to 24	4%
25 to 34	14%	25 to 34	16%
35 to 44	18%	35 to 44	18%
45 to 54	17%	45 to 54	19%
55 to 64	17%	55 to 64	16%
65 to 74	15%	65 to 74	12%
75 plus	16%	75 plus	14%
Totals	1,300	Totals	20,857

Table F illustrates the break-down of survey responses by household size/composition. This shows a wide range of household types for example, 17% of all households surveyed comprise one adult under 60 years of age, 28% comprise one adult aged 60 and over etc. Households containing children represent approx. 31% of all Council households surveyed.

Table F –Survey sample by household size/composition (base 1,300-unweighted)

<u>Household size/composition</u>	<u>Sample %</u>	<u>Household size/composition</u>	<u>Sample %</u>
One adult under 60	17%	Three or more adults 16 or over	5%
One adult aged 60 or over	28%	1 adult with children	12%
Two adults both under 60	9%	2 adults with children	16%
Two adults, at least one 60 or over	11%	3 or more adults with children	3%

Disability

Households containing anyone with a disability or health condition comprised 52% of all surveyed respondents. Amongst all surveyed tenants, the principal health condition affecting them is mobility (32% have a mobility problem). One in four tenants (26%) have an unspecified long term health condition or disability whilst 4% are affected by hearing problems or sight problems.

Housing benefit

Forty nine percent of surveyed tenants (49%) were in receipt of full or part housing benefit, whilst 49% received no housing benefit (approx. 2% declined to say).

Economic status

Tenants' economic status is set out in table G and highlights that most surveyed tenants were either working (40%) or retired (32%).

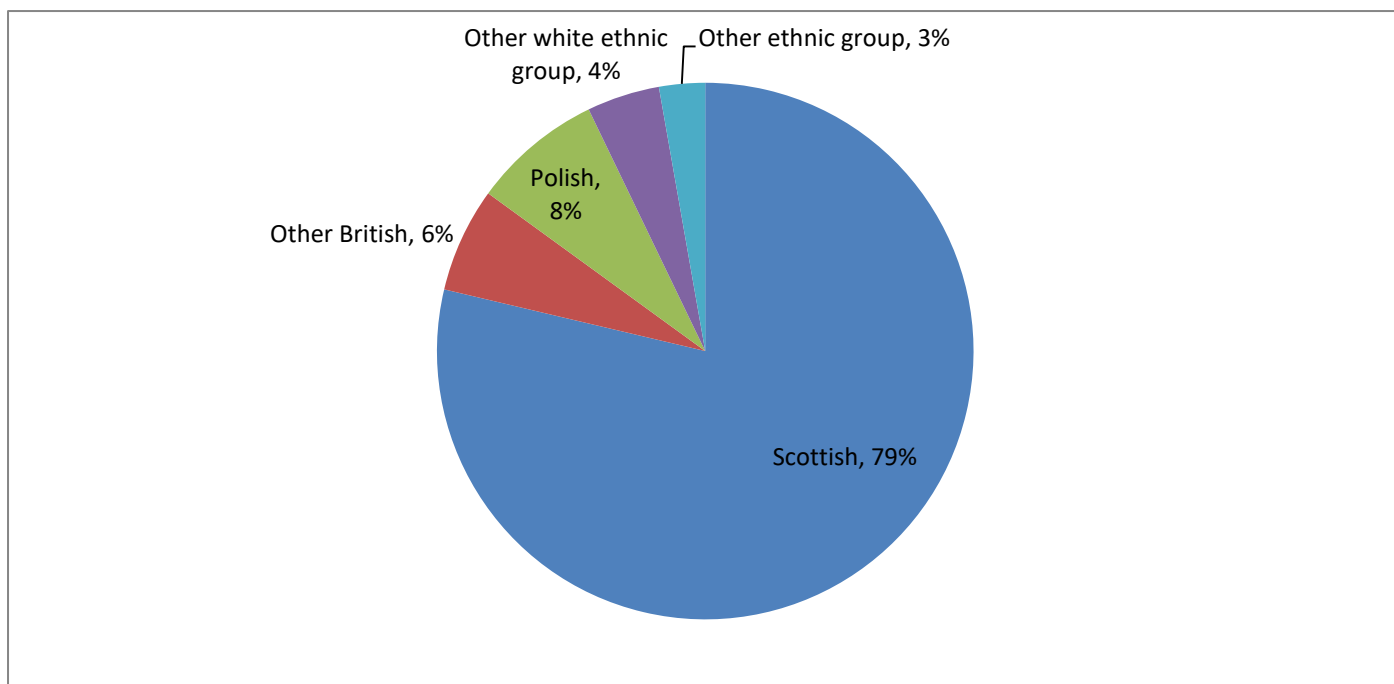
Table G–Survey sample by economic activity of tenant (base 1,300-unweighted)

<u>Economic activity</u>	<u>Sample %</u>	<u>Economic activity</u>	<u>Sample %</u>
Full or part time work	40%	Unable to work	12%
Job seeker	5%	Carer	2%
Retired	32%	Other (student, training, declined)	3%
Not seeking work/at home with children	6%		

Ethnicity

The ethnic origin of tenants is shown in figure A. This illustrates that 79% of tenants surveyed were 'White Scottish' whilst 'White Other British' tenants constituted 6% and Polish tenants, 8%. All other ethnic groups comprised 7% of all tenants participating in the survey.

Figure A –Tenants' ethnic origin (base 1,300-unweighted)



Data accuracy

It is possible to estimate the accuracy of the tenant survey data with reference to a statistic called 'margin of error'. The margin of error is the amount by which the quoted survey statistics could vary from the population statistics if a census (as opposed to a survey) had been carried out. On the basis of a response level of 1,300 questionnaires, and assuming a tenant population of 20,857 the margin of error for the data quoted in this report is $\pm 2.6\%$; this figure is well within the recommended level of error proposed by the Scottish Housing Regulator (which is $\pm 5\%$).

Note however, that the margin of error of $\pm 2.6\%$ only applies in the case of the full survey data i.e. when reporting against 1,300 completed surveys. In this report, we have analysed certain responses at the management area level where the number of completed interviews was approx. 185 per area. In these cases, the margin of error is significantly larger ($\pm 7\%$) and for this reason, the area data should be treated with caution. For example, at the management area level, if the overall satisfaction within an area is 55%, the range for this result could be between 48% and 62%; this compares to the 'all Council' range of between 52% and 58% approx.

Report layout

This report sets out the findings of the Tenant Satisfaction Survey following the order in which the survey questions were put to tenants. For each question, data tabulation is provided alongside the relevant commentary.

The tenant questionnaire contained a number of follow on questions where the respondent was asked to comment on a service. All of this feedback is provided in a separate report to the Council.

Where possible, we have compared the 2017 survey results with those of the 2014 tenant satisfaction survey as well as against the May 2015/16 ARC averages for Scottish Councils with housing stock. Note when comparisons are made with the 2014 survey, we would observe that the tenants who took part in that survey tended to be older and

more likely to be retired and living in sheltered accommodation than was the case in 2017. Analysis of the 2014 survey data also reveals quite large variations in the results by management area; these variations were not so pronounced in 2017. These differences in sample composition and results by management area between 2014 and 2017 may help explain any variations that are seen between the two sets of survey results.

Finally, we refer during the report to housing services management areas using the following abbreviations:

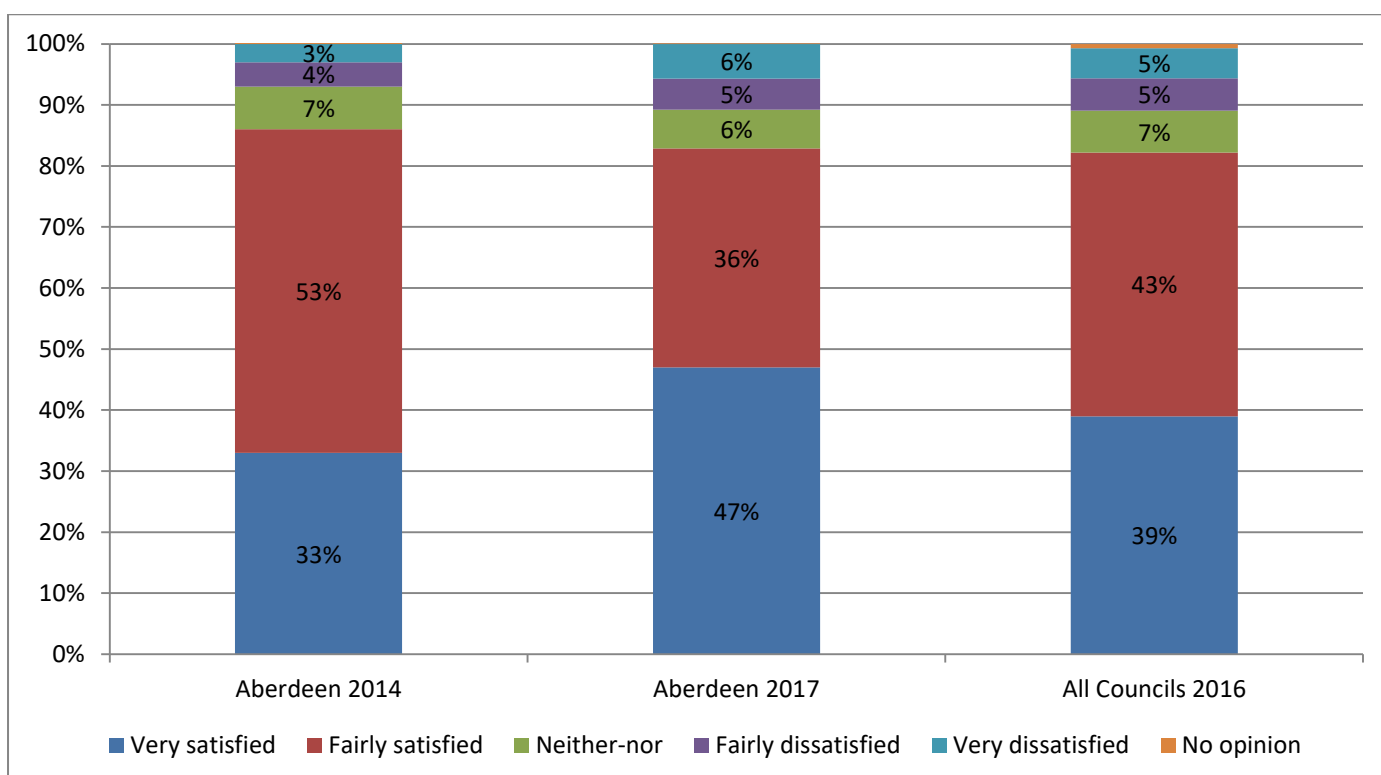
- C1 - Central 1
- C2 - Central 2
- C3 - Central 3
- N1 - North 1
- N2 - North 2
- S1 - South 1
- S2 - South 2.

Overall tenant satisfaction

Figure 1 sets out the level of tenant satisfaction with the overall service provided by Aberdeen City Council (the Council) and illustrates that 83% of tenants are satisfied in 2017 whilst 11% are dissatisfied. The 2017 satisfaction figure represents a three percentage point decrease on the result posted in 2014 (86% satisfied)⁸ but compares favourably with the 'all Council' average which indicates that 82% of Scottish Council tenants are satisfied overall whilst 10% are dissatisfied. It is worthy of note that compared to 2014, more tenants are now prepared to say they are 'very satisfied' overall.

Figure 1 –Satisfaction with the service provided by the Council (base 1,300-weighted)

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



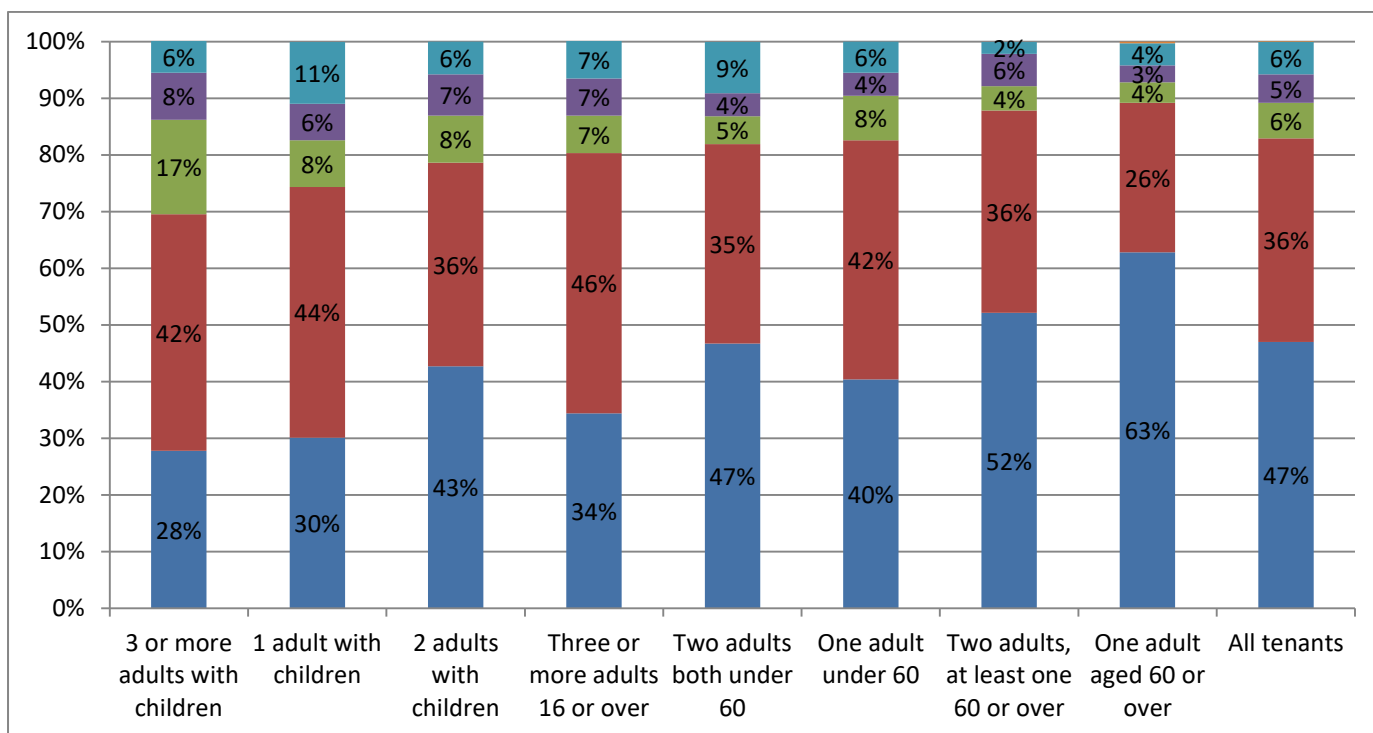
Demographics

Whilst overall satisfaction is 83%, this figure varies by household type (figure 2). For example, amongst older single people (one adult aged 60 and over), 89% are satisfied with services overall whilst amongst households comprising 3 or more adults with children, only 70% are satisfied.

Considering the information presented in figure 2 in more detail, we can determine that on balance, single adult households are the most satisfied tenants with 87% of these households being satisfied overall. The next most satisfied tenant group is larger adult households, where 84% are satisfied overall. By contrast the least satisfied tenant households are those containing children with only 76% of this group being satisfied overall. The most dissatisfied tenants overall are 'single parent' households with 17% of this group being very or fairly dissatisfied with housing services.

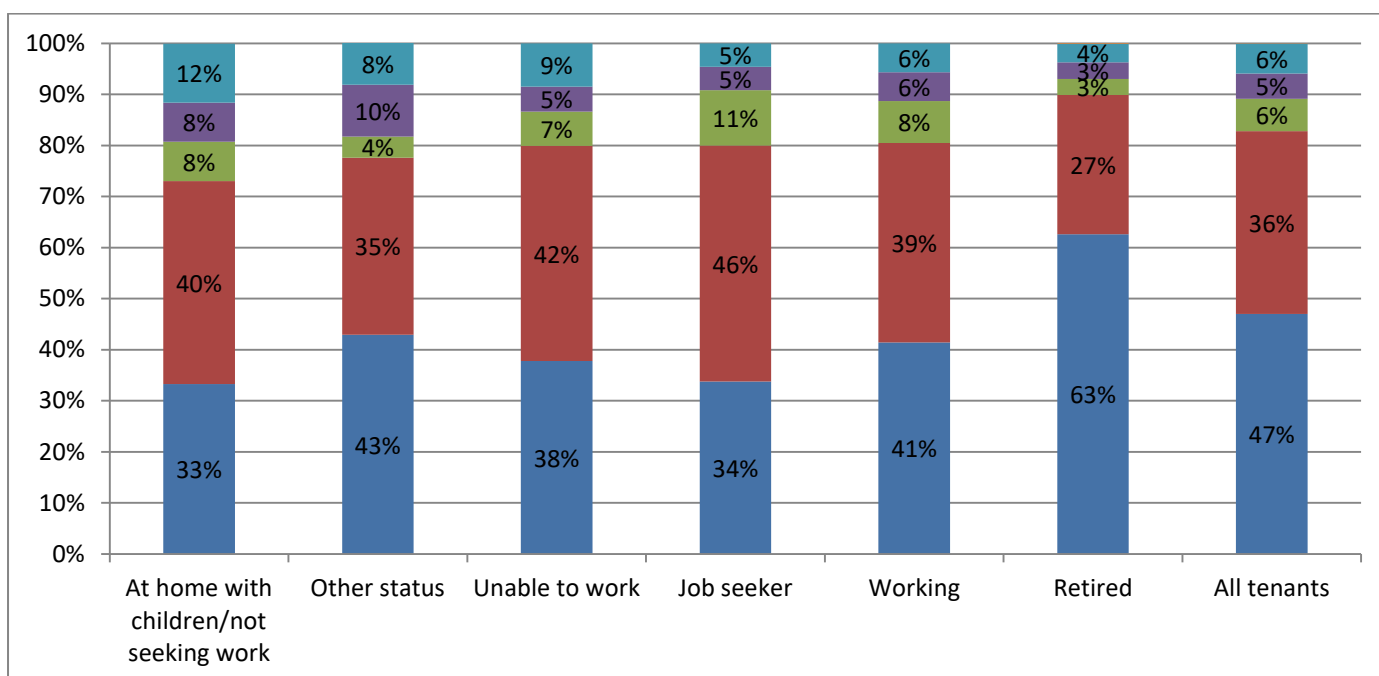
⁸ As described in the introduction, the 2014 survey sample contained a large proportion of older tenants, including those accommodated in sheltered housing. Such tenants are traditionally more satisfied than other tenants and this sampling outcome may partly explain the variation since 2014 in overall tenant satisfaction. This feature is also likely to affect other results contained in this report.

Figure 2 –Tenant satisfaction by household type (base 1,300-weighted)



Tenant satisfaction levels also vary by economic status as shown in figure 3, e.g. the least satisfied tenants overall are those who are at home with children/not working (73% of this group are satisfied); we would observe that just under half (47%) of this group comprises ‘single parents’. At the other end of the satisfaction scale by economic status are retired tenants with 90% of this group saying that they are satisfied overall⁹.

Figure 3 –Tenant satisfaction by economic status (base 1,300-weighted)



In general, taking into account the varied demographic of the Council’s tenant population, we can summarise that households are more likely to be satisfied with services if they are retired, and single or two person households and less likely to be satisfied if the household contains children and the tenant is not working.

⁹ ‘Other status’ consists of carers, and those in training or further education

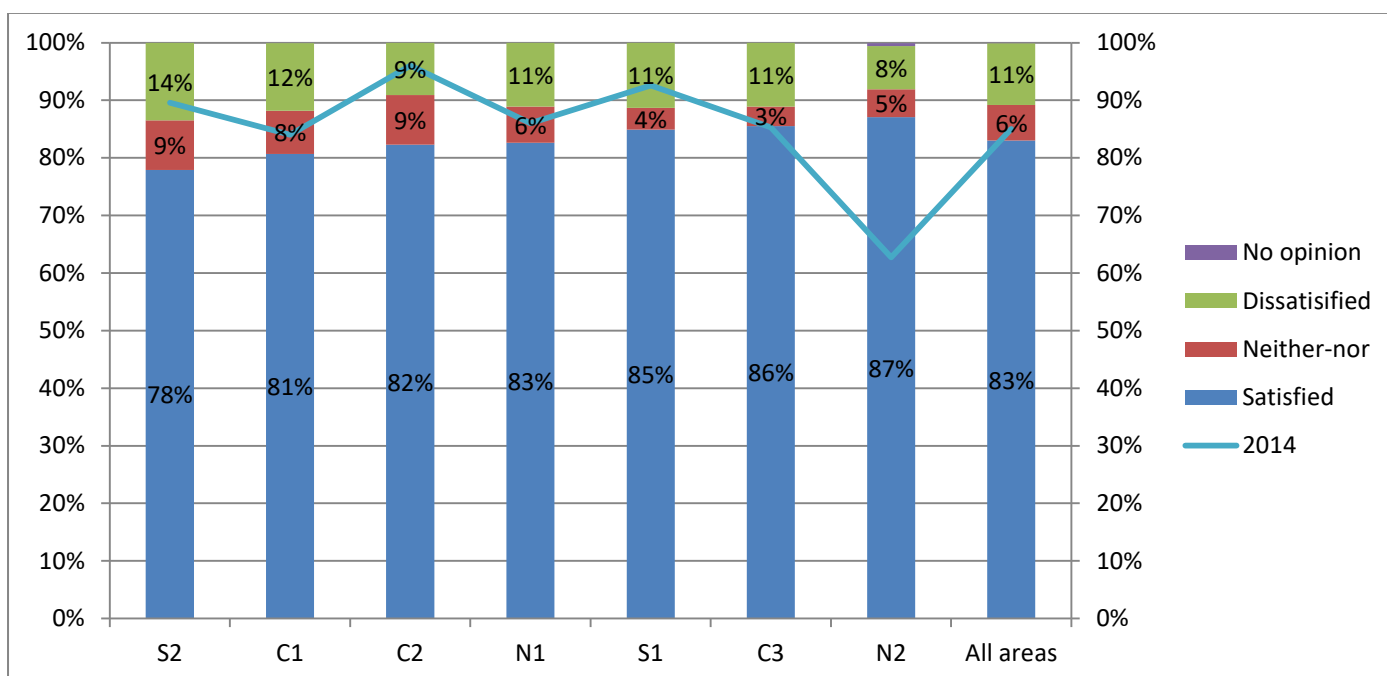
Management area

We have set out in figure 4 the tenant satisfaction results by management area¹⁰, although we would caveat that these results should be treated with caution because of the statistically large (+-7%) margin of error that they contain (which derives from the sample sizes achieved during the survey fieldwork i.e. 185 per area).

Within the limits set out above, tenant satisfaction in 2017 can be shown to vary somewhat by management area, for example overall tenant satisfaction in S2 is 78% whilst for N2 the equivalent figure is 87%. Contained within the S2 area are schemes such as Torry and East Balnagask, while in N2 interviewers would have visited tenants living Bridge of Don, Dyce and Middlefield amongst others. Within figure 4 we have embedded the 2014 management area result for overall satisfaction and this shows a fairly diverse pattern with a high of 96% satisfied in C2 and a low of 63% satisfied in N2.

Figure 4 –Tenant satisfaction by management area (base 1,300-unweighted)

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



Service area and overall satisfaction

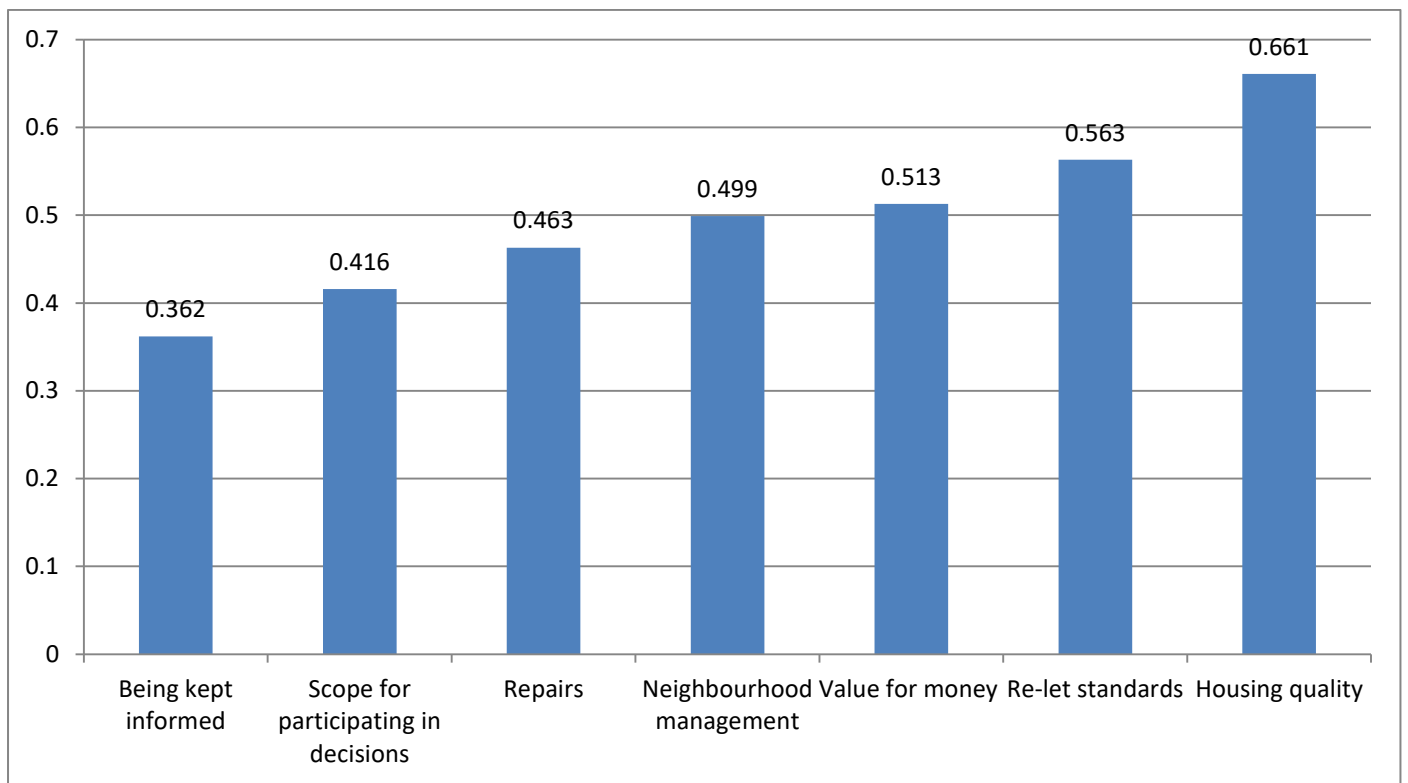
In addition to comparing overall service level satisfaction by factors such as household demographic, and management area, it can also be useful to establish the relationship between different services and the overall satisfaction with services.

Figure 5 shows that housing quality (0.661), re-let standards (0.563), offering value for money rents (0.513) and neighbourhood management (0.499) are all strongly associated with overall satisfaction¹¹. This implies that maintaining satisfaction with services such as housing quality, re-let standards, offering value for money, and dealing effectively with neighbourhood management may be closely associated with improving overall tenant satisfaction.

¹⁰ See introduction to report for an explanation of coding used e.g. C1 etc

¹¹ Statistical associations are calculated using the Gamma correlation coefficient; re-let standards based on a small sample of 129 tenants

Figure 5 –Tenant satisfaction associated with ‘service area’ satisfaction (base 1,300-weighted)



Information, participation, contact and complaints

On balance, 77% of tenants rate the Council’s capacity to keep them informed about services and decision as either very good or fairly good; 10% of tenants overall rate the Council as poor in this area in 2017 (figure 6). The results for 2017 are 8% points behind those achieved in 2014 (85% saying ‘very’ or ‘fairly good’) and are also slightly adrift of the all Council average for this measure (79% saying very/fairly good).

Figure 6 –Tenant satisfaction with being kept informed (base 1,300-weighted)

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

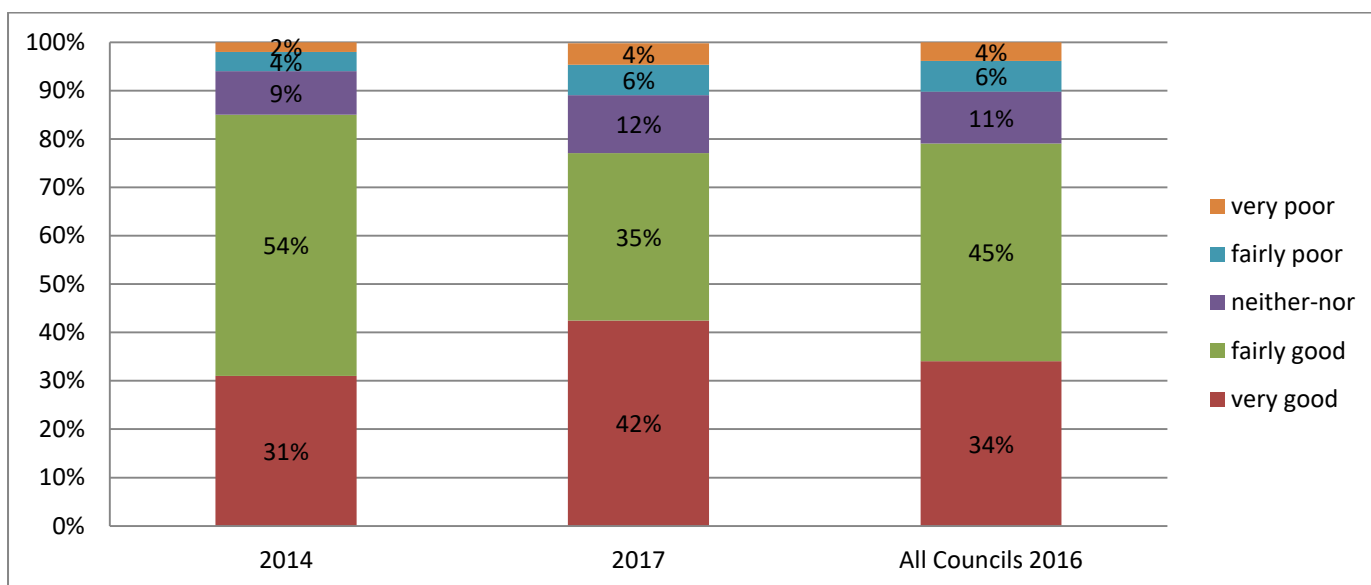


Table 1 sets out tenant responses by economic status for the question of ‘being kept informed’ and shows that there is some variation in satisfaction, with retired tenants (80% satisfied) the most likely to be satisfied on this measure and tenants who are at home with children and those defined as ‘other status’ being the least likely to be satisfied (72% for both groups).

Table 1 – Tenant rating of ‘being kept informed’ by tenant status (base 1,300 - unweighted)

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

Tenant status	Very good	Fairly good	Neither-nor	Fairly poor	Very poor
Retired	49%	31%	12%	4%	4%
Job seeker	34%	44%	6%	9%	6%
Working	42%	35%	13%	7%	4%
Unable to work	36%	39%	11%	9%	6%
Other status	39%	33%	12%	10%	6%
At home with children/not seeking work	38%	34%	15%	8%	5%
All tenants	42%	35%	12%	6%	4%

Internet access

Sixty five percent (65%) of tenants currently use the Internet whilst 35% do not. These figures compare with 52% of tenants having personal Internet access during the 2014 survey. Amongst all tenants, 45% access the Internet by means of a mobile phone; 33% use either a PC or tablet; and 13% go online with a smart TV. A comparison of

Internet access against ratings for information provision shows that tenants who are using the Internet are somewhat less satisfied with information provision than non-users, e.g. 74% of those who use a mobile phone to access the Internet rate information provision from the Council as 'good' (this compares to a 81% 'good' rating for tenants who do not use the Internet).

Use of the Council website

One third of all tenants (31%) have used the Council's website to search for housing services information and the types of information accessed are shown in table 2. Note that 18% of tenants said they used the Internet to pay/enquire about Council Tax but as this service does not relate directly to housing, the figure is not included in the table below. As illustrated in table 2, the most popular reason for using the Internet in relation to housing services is to pay rent or make an enquiry about this topic.

Table 2 – Information accessed by those using the website (base 398 - unweighted)

Q – Which housing services have you access using the Internet?

Service	%
Rent related enquiries/payments	43%
Repairs	19%
Look up phone numbers	10%
Allocations/exchanges	9%
Complaints	1%
Anti-social behaviour enquiries	1%
Benefits information	1%

Amongst all tenants with Internet access, 15% would like there to be more housing services/information accessible via the Internet. Most of the tenants who would like this service enhancement already use the Internet for housing related services such as paying rent, requesting repairs etc (84%). The types of services that tenants would like to see available through the Internet tend to comprise existing services such as information on repairs (10%), rent (8%), complaints (4%), allocations (4%) and anti-social behaviour.

Tenant participation

Table 3 sets out tenants' views on their capacity to participate in the Council's decision making and illustrates that 68% of all tenants are satisfied on this measure, 11% are dissatisfied and 22% responded 'neither-nor'. The results for 2017 represent a deterioration on those recorded during the 2014 survey with satisfaction on this measure having declined by twelve percentage points (most of this has been taken up by a slight increase in the 'neither-nor' responses and some increase in dissatisfaction). The all Council benchmark score for 'opportunities to participate' is 71% satisfied (2015/16), suggesting that the Council's tenants are only slightly less satisfied on this measure compared to the average Council tenant in Scotland.

Table 3 –Satisfaction with opportunities to participate in Housing Service's decisions (base 1,300 - weighted)

Q-How satisfied or dissatisfied are you with the opportunities given to you to participate in Housing Service's decision making processes?

Year	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
2014	28%	52%	16%	2%	1%
2017	26%	42%	22%	7%	4%
All Councils 2016	30%	41%	22%	4%	3%

Table 4 illustrates tenant satisfaction with opportunities to participate by economic status, and highlights that retired tenants (73%) are the most satisfied on this measure whilst 'other status' tenants are the least satisfied (58%).

Table 4 –Satisfaction with opportunities to participate in Housing Service’s decisions (base 1,300 - weighted)

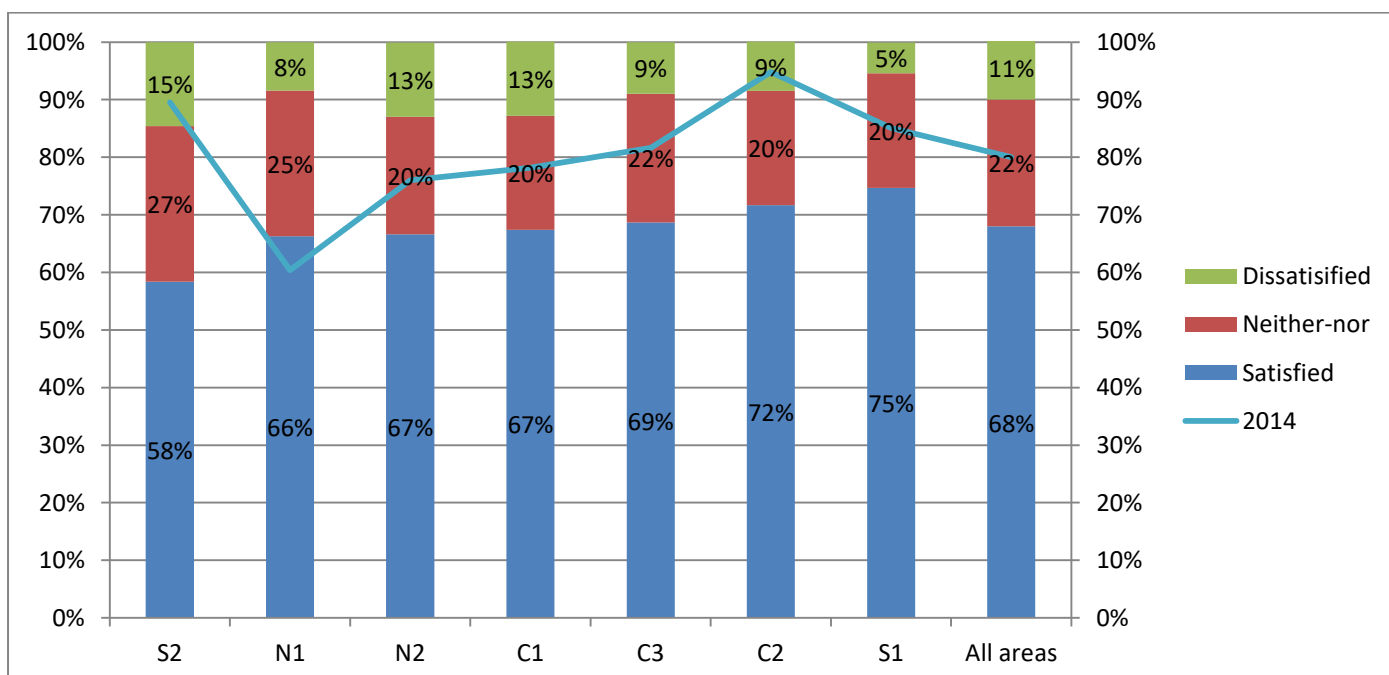
Q-How satisfied or dissatisfied are you with the opportunities given to you to participate in Housing Service’s decision making processes? [by economic status]

Economic status	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Retired	32%	41%	20%	4%	3%
Working	24%	44%	22%	6%	4%
Job seeker	13%	52%	25%	9%	2%
Unable to work	18%	44%	24%	12%	3%
At home with children	30%	32%	25%	9%	4%
Other status	22%	36%	28%	10%	4%
All tenants	26%	42%	22%	7%	4%

Figure 7 compares tenant satisfaction on ‘opportunities to participate’ by management area and illustrates a broadly similar pattern of results across all locations with around one in four to one in five tenants on average answering ‘neither-nor’ to this question, and tenants in S2 most likely to be dissatisfied (15% are dissatisfied on this measure). We have shown within the figure the ‘satisfaction with participation’ measure by area for 2014 and this suggests a varied distribution of satisfaction during this survey, with a high of 95% satisfied in C2 and a low of 60% satisfied in N1.

Figure 7 –Tenant satisfaction with participation by management area (base 1,300-unweighted)

Q-How satisfied or dissatisfied are you with the opportunities given to you to participate in Housing Service’s decision making processes?



Listening and acting

Table 5 sets out tenant perspectives on how effective the Council’s housing service is at listening and responding to their requests. On average, 68% of tenants are satisfied on this measure in 2017 whilst 19% are dissatisfied. Compared with 2014, there has been a reduction in satisfaction with this aspect of service and additionally, more tenants now seem to be dissatisfied with ‘listening and acting’. Analysis shows that tenants who have complained to the Council are less likely than other tenants to be satisfied with listening and acting (41% are satisfied table 5). Additionally, a review of the data shows that tenants are less likely to be satisfied if they have reported anti-social behaviour or had a repair in the last year.

Table 5 –Satisfaction with listening and acting (base 1,173 – weighted-excludes ‘no opinion’ responses)

Q- How satisfied or dissatisfied are you that the Council’s Housing Service listens to your views and acts upon them??

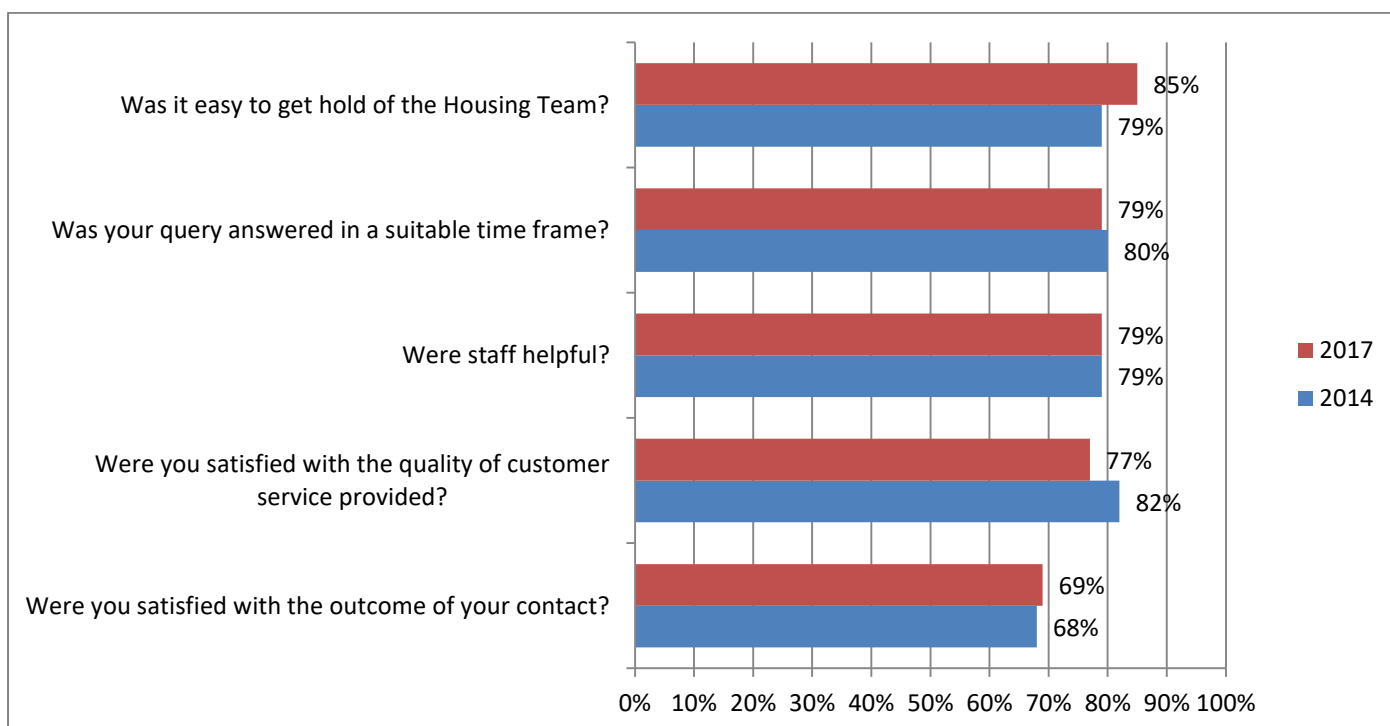
<u>Year and tenant</u>	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
2014	24%	53%	14%	6%	3%
2017-all tenants	25%	43%	12%	7%	12%
2017-complainants	12%	29%	12%	17%	32%
2017-non complaints	26%	44%	12%	7%	11%

Contact with the Housing Team

Fifty three percent of tenants (53%) said they had contacted their Council’s ‘Housing Team’ during the last year, and this group was asked to comment on their level of satisfaction with a range of aspects of that contact. The results of this enquiry are set out in figure 8 (with comparisons to 2014). It is interesting to note that satisfaction with contacting the housing team has remained largely unchanged compared to 2014. As illustrated in figure 8, tenants were most satisfied with ‘ease of contact’ (85%) and least satisfied with the outcome of their contact (69%).

Figure 8 –Tenant satisfaction with contact related customer service and outcomes (base 683 - weighted)

Q – Satisfaction with contacting the Housing Team- % agreeing with question



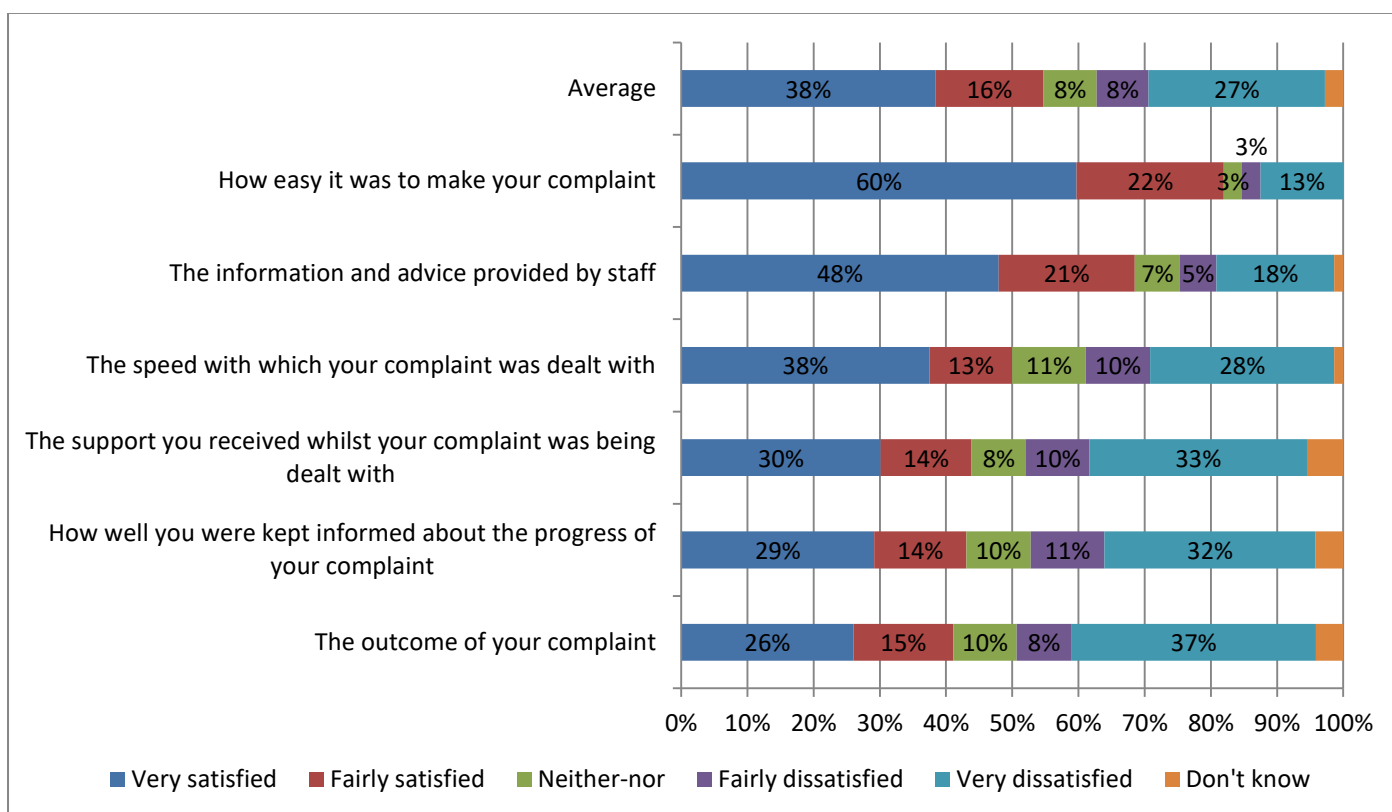
Complaints

Sixty one percent (61%) of tenants are aware that the Council has a complaints procedure, and 6% of tenants have made a complaint to the Council’s housing service during the last 12 months. In 2014, 66% of tenants were aware of the procedure and 11% said they had complained to the housing service.

Those tenants that had complained to the service in 2017 were asked to rate their satisfaction with six aspects of the complaints handling process and the feedback given is set out in figure 9. Figure 9 illustrates that on average, 54% of tenants are satisfied with how their complaint was dealt with whilst 35% were dissatisfied. The most satisfactory element of the process is ‘ease of making a complaint’ with 82% of tenants being satisfied on this measure. Conversely, the least satisfactory element of complaining is being happy with the outcome of the complaint and on this measure, 41% of tenants were satisfied and 45% dissatisfied.

The reasons given by tenants for making a complaint include: car parking, neighbours partying, chasing up anti-social behaviour, having no heating or hot water, and issues around dealing with ‘bad neighbours’.

Figure 9 –Tenant satisfaction with complaints handling (base 72 - weighted)



Complaint resolution

In relation to the matter of complaint resolution, 40% of tenants said that their complaint had been resolved, 40% said this was not the case, and 20% said that their complaint was still under review.

Housing and property upgrades

Tenant satisfaction with the quality of the home is set out in figure 10. Overall, 85% of tenants are satisfied with the quality of their home in 2017 whilst 11% were dissatisfied. The results for 2017 are slightly adrift of those reported in 2014 (89%). The Council average for housing quality satisfaction was 82% in 2015/16, suggesting that on this measure, the Council is performing somewhat better than the Scottish local authority average.

Figure 10 - Satisfaction with housing quality (base 1,300 -weighted)

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

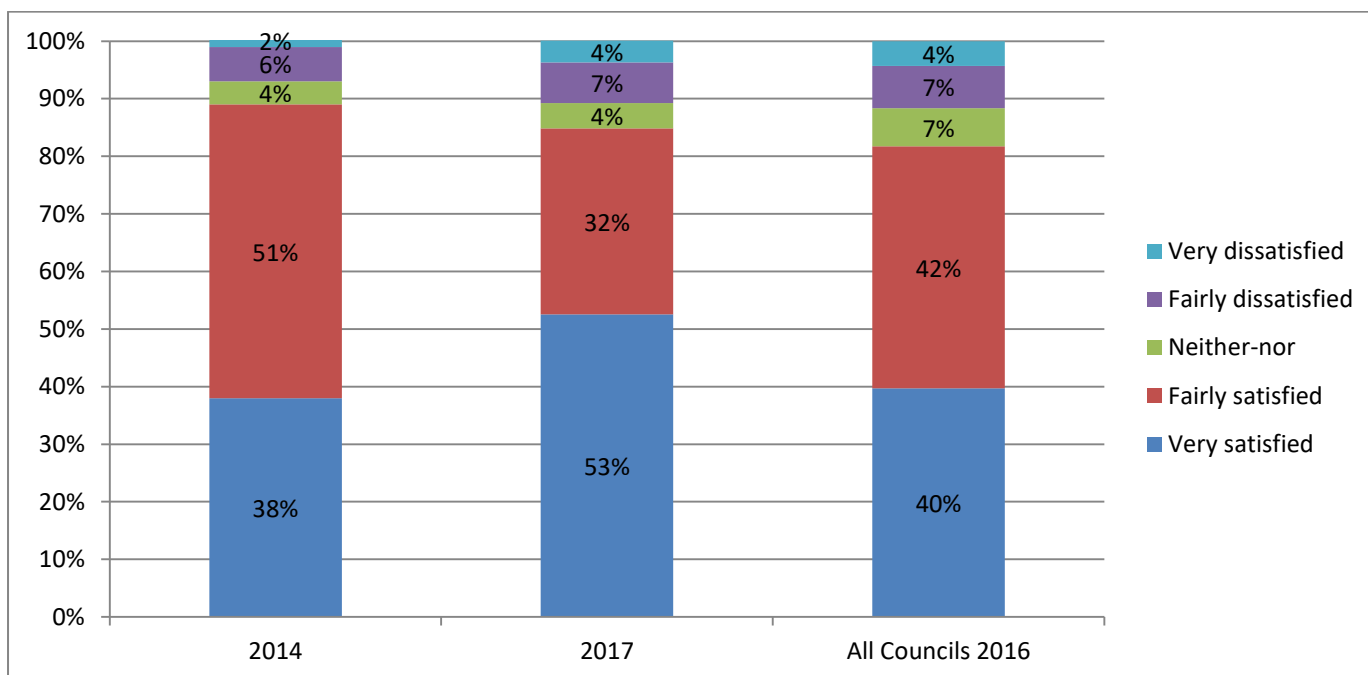


Table 6 illustrates housing quality satisfaction by management area and highlights that the most satisfied tenants are those living in C2 (89% satisfied with housing quality) and N1 (88%), whilst the three least satisfied areas are C3, C1 (both 82%) and S1 (81%).

Table 6 – Satisfaction with the home by management area (base 1,300 - unweighted)

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

Management area	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
C2	60%	29%	2%	6%	3%
N1	52%	36%	3%	5%	5%
N2	48%	39%	4%	7%	2%
S2	50%	34%	8%	5%	3%
C3	62%	20%	3%	8%	6%
C1	41%	41%	5%	9%	4%
S1	57%	24%	7%	10%	3%
All areas	53%	32%	4%	7%	4%

Table 7 sets out housing quality satisfaction by property type and illustrates 100% satisfaction amongst tenants living in amenity multi storey flats and split level flats. Conversely, the property types with the least amount of housing satisfaction are flats (81%), four in block (79%), multi-storey maisonettes (75%) and split level cottages (72%). We

would caution that some of the base numbers for interviewing are small and therefore, the information presented in table 7 should be treated with caution.

Table 7 – Satisfaction with the home by property type (base 1,300 - weighted)

Q -Overall, how satisfied or dissatisfied are you with the quality of your home? [by property type]

<u>Property type (base)</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Amenity multi-storey flat (19)	74%	26%	-	-	-
Split level flat (9)	44%	56%	-	-	-
Sheltered flat (45)	84%	13%	-	2%	-
Sheltered multi-storey flat (65)	80%	14%	3%	3%	-
Sheltered cottage (15)	87%	7%	-	-	7%
Amenity cottage (ACC) (55)	69%	22%	2%	6%	2%
Multi-storey flat (140)	56%	31%	6%	5%	2%
Amenity flat (ACC) (22)	70%	17%	4%	4%	4%
Maisonette (38)	40%	47%	8%	5%	-
Cottage (274)	48%	38%	4%	6%	4%
Flat (446)	46%	35%	5%	10%	4%
Four in block (133)	47%	32%	5%	10%	8%
Multi-storey maisonette (32)	36%	39%	-	16%	10%
Split level cottage (6)	43%	29%	29%	-	-
All property types (1,300)	53%	32%	4%	7%	4%

Household type

Satisfaction with housing quality by household type/size is shown in table 8 and illustrates that the most satisfied households are single adults aged 60 plus (92% satisfied with housing quality), whilst the least satisfied are 'single parent' households (77% satisfied).

Table 8 – Satisfaction with the home by household type (base 1,300 - weighted)

Q -Overall, how satisfied or dissatisfied are you with the quality of your home? [by household type]

<u>Household type</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
One adult aged 60 or over	70%	22%	2%	4%	3%
Two adults, at least one 60 or over	56%	34%	4%	6%	-
One adult under 60	50%	35%	6%	7%	4%
2 adults with children	39%	42%	7%	9%	3%
Two adults both under 60	51%	29%	4%	11%	5%
Three or more adults 16 or over	37%	43%	10%	3%	7%
3 or more adults with children	38%	41%	5%	11%	5%
1 adult with children	41%	36%	5%	12%	7%
All property types	53%	32%	4%	7%	4%

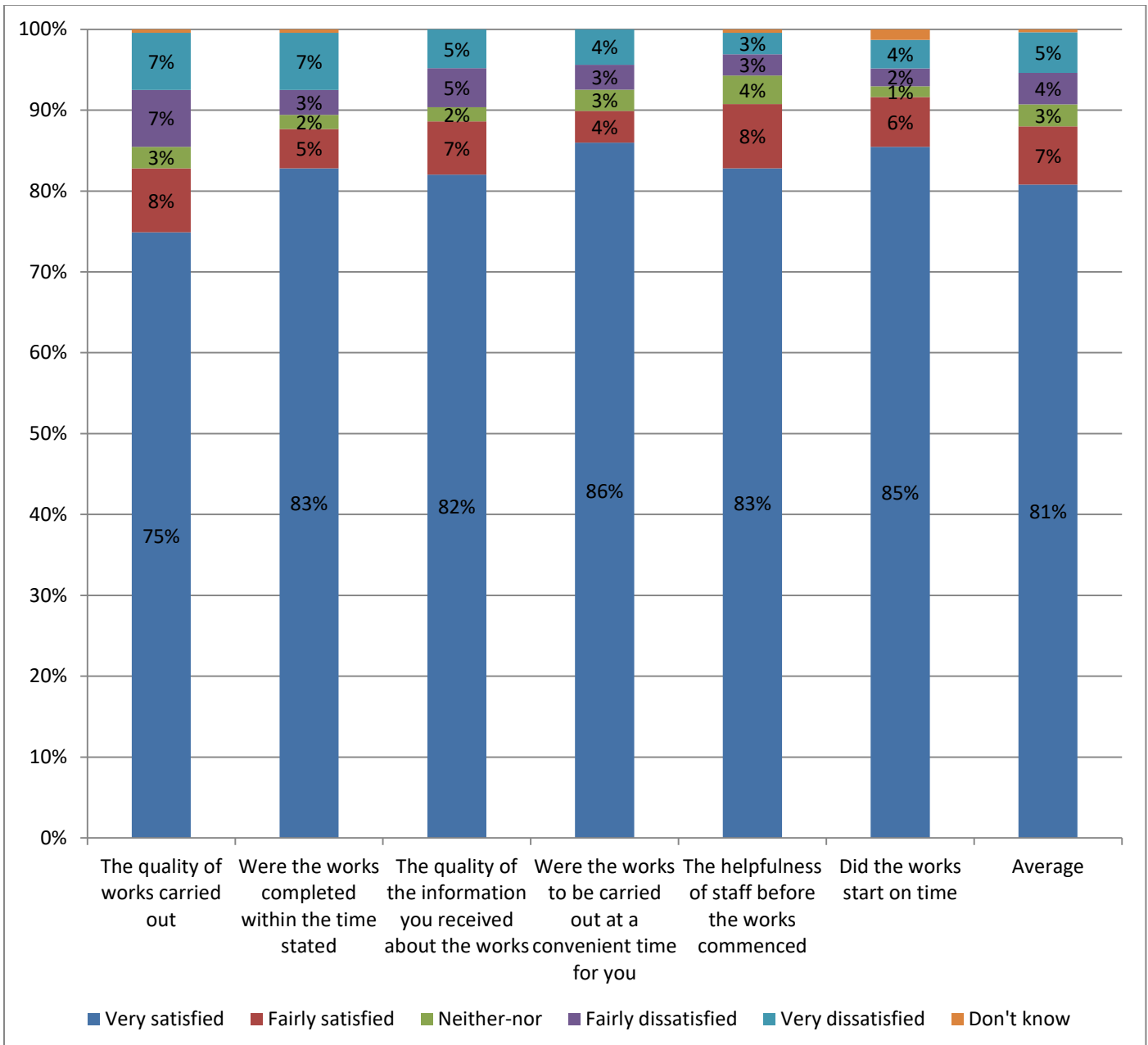
Property upgrades

Eighteen percent of tenants indicated that their property had received an upgrade e.g. new kitchen, bathroom etc. during the last 12 months. Although tenants living in all management areas and all property types appear to have received a property improvement in the last year, the highest proportion of improvements were found in management area C1 and C3 and in property types amenity flats, amenity multi-storey and multi-storey flats.

Tenants whose properties were upgraded in the last year were asked to comment on their level of satisfaction with this process. As illustrated in figure 11, on average, 88% of tenants were satisfied with this improvement whilst 9% were dissatisfied. The two elements of works that attracted the highest level of satisfaction were ‘works starting on time’ (91% satisfied) and staff helpfulness prior to works starting (91%). Conversely, the least amount of satisfaction is expressed in relation to the quality of works completed (82%).

Figure 11 - Satisfaction with housing improvements (base 228 -weighted)

Q - How satisfied or dissatisfied were you with the following aspects of major works completed (e.g. new kitchen, bathroom or heating system)?



During the 2014 survey, 17% of tenants indicated that their home had been upgraded during the past 12 months. With the caveat that a slightly different range of questions was asked about 'home improvement' during 2014, the overall satisfaction with the improvement service was 86%, which compares with an average figure in 2017 of 88%, suggesting an improved level of overall satisfaction with the property improvement service in 2017.

Tenants receiving a property upgrade in 2017 were asked if they wished to make any comments about these major works. Overall, there were slightly more positive comments (55%) than critical comments (45%). Some of the positive comments included:

Q-Do you have any comments to make about these major works?

- *'Happy with the finished job'.*
- *'None; the work was done well'.*
- *'Quite happy'.*
- *'They did a good job'.*
- *'They were good/tidy'.*
- *'Work and workmen very professional'.*
- *'The work the team did was perfect-thank you'.*
- *'Workmen were a dream to deal with. Very good, 100%'.*

The more critical comments made were predominantly connected with the quality of works/workmen and cases where snagging repairs had not been completed:

Q-Do you have any comments to make about these major works?

- *'Left two days with no heating/hot water. Bathroom has holes to be sealed. Kitchen is a complete disaster. Very shoddy workmanship absolute disgrace, cowboys'.*
- *'Pipes put up wall, was told initially would be under carpets - it does look a mess'.*
- *'Didn't go well, workers left a Stanley knife on the bedroom carpet. Kitchen windows not fastened'.*
- *'Workers dumped rubbish under bath. Had to clean up their cola cans'.*
- *'Had to redecorate the house and also put down new flooring in the hallway. Not at all happy with the mess left in my home'.*
- *'The Council was supposed to drain the water under floorboards in November. I am still waiting for this to be dealt with as gas board will not finish job (heating) until this problem has been resolved'.*
- *'A workman came and checked it and told us that they had not completed the job properly. Still waiting for men to come back and complete it properly. Had to go out of home for one week'.*

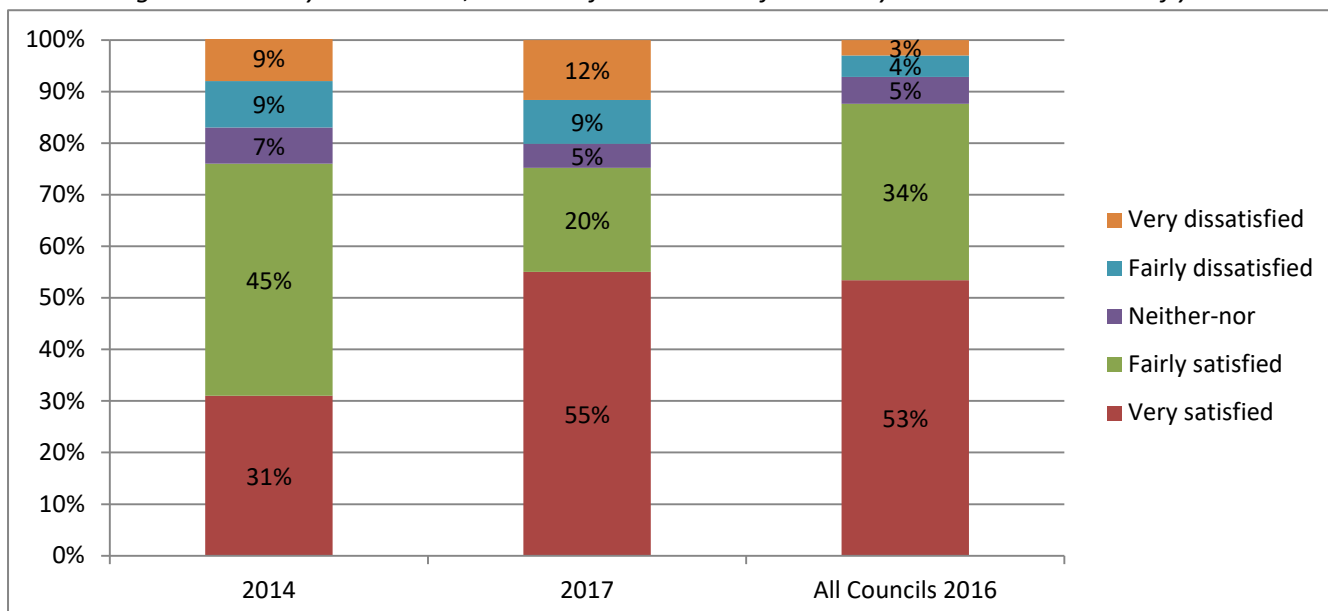
Condition of new let properties

In 2017, ten percent (10%) of tenants indicated that they had been allocated their current home within the past year. This group of tenants was then asked to comment on the standard of their home when they moved in and the results for this question are illustrated in figure 12. Figure 12 shows that in 2017, 75% of tenants were satisfied with the standard of their home when moving in (76% in 2014), whilst 21% were dissatisfied. The Scottish Council average figure for this measure is 87% satisfied (ARC 2015/16 data)¹².

Figure 12 – Move in standard of new lets (base, 129 - weighted)

¹² Note the Council average is sourced from Councils' in-house data as well as surveys; in-house collected data tends to generate higher satisfaction figures when compared to external surveys

Q - Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?



Satisfaction with re-let standards by management area is set out in table 9 and reveals a somewhat varied pattern of satisfaction by area which may in part be a function of the small sample sizes e.g. fifteen people in C3, twenty two in C2 etc. As highlighted, tenants living in several management areas have expressed dissatisfaction with re-let standards, e.g. in N1, 31% of these tenants are fairly or very dissatisfied with the condition of their home on moving in.

Table 9– Satisfaction with re-let housing standards (base 129, unweighted)

Q - Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home? [by management area]

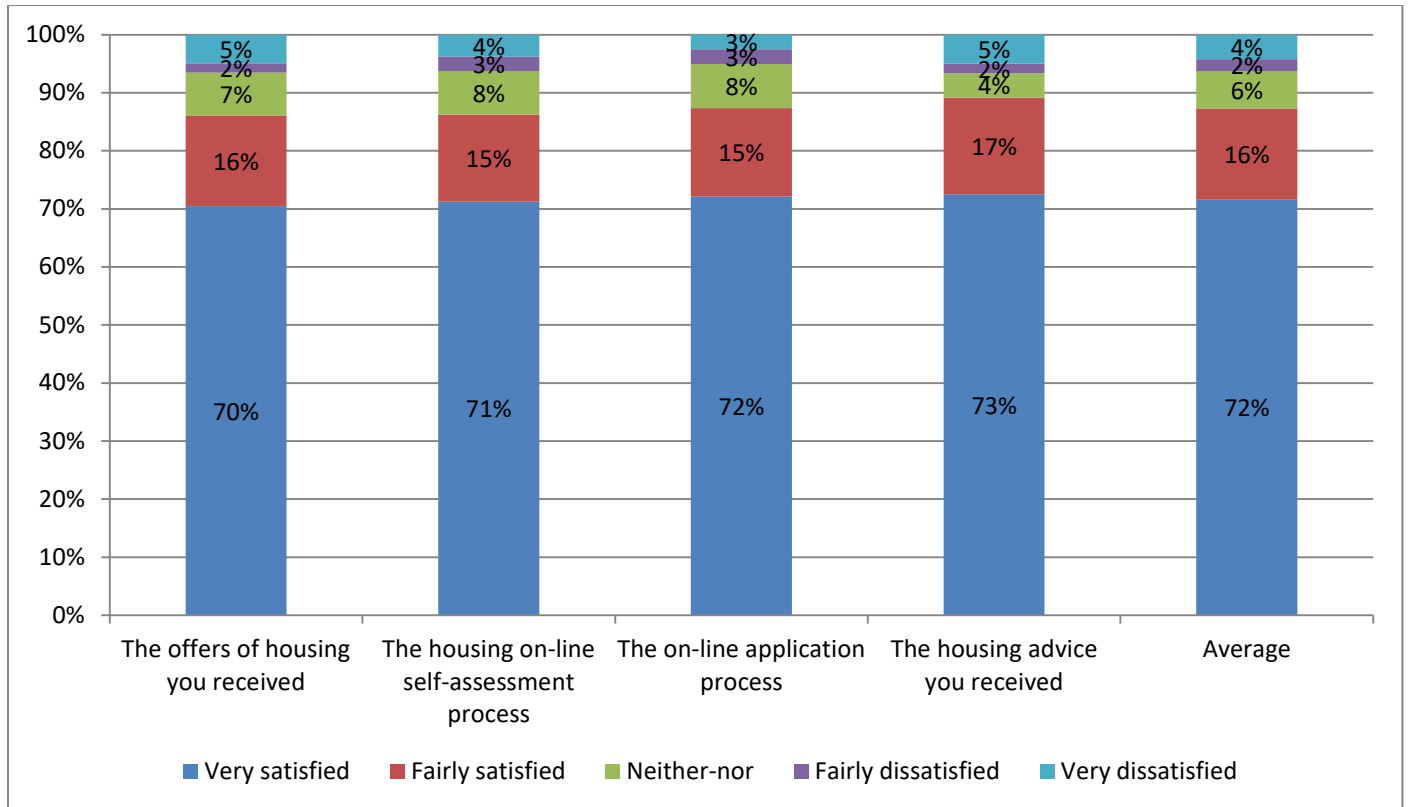
Management area (base)	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
C3 (15)	82%	12%	-	6%	-
C2 (22)	68%	21%	-	5%	5%
C1 (25)	59%	18%	-	9%	14%
S1 (15)	47%	24%	6%	18%	6%
N1 (25)	37%	32%	-	5%	26%
N2 (15)	58%	11%	11%	5%	16%
S2 (12)	33%	13%	33%	13%	7%
Average (129)	55%	20%	5%	9%	12%

Housing applications

Figure 13 sets out re-let tenants' views of the housing application process, and shows that on average, 88% of tenants are satisfied with the process whilst 6% were dissatisfied. Note that four in ten tenants answered 'don't know' to the questions about online aspects of the process and these tenants have been removed from the figure. Fifteen tenants made a comment on the application process and include some critical comments such as: 'Felt I did not get a great choice of property. It was what suited Council more than me' and 'Still waiting for carpets since October. Confusing online, and not easy to get through'.

Figure 13 – Housing applications for new lets (base, 129 - weighted)

Q - And thinking about when you applied to the Council for housing, how satisfied or dissatisfied were you with the following?



Repairs service

Fifty eight percent (58%) of tenants had a repair carried out during the last year (44% in 2014). All of these tenants were asked to reflect upon their overall satisfaction with their last repair and the results of this enquiry are set out in table 10.

During the 2017 survey, 79% of all tenants requesting a repair during the last 12 months were satisfied with their last repair whilst 19% were dissatisfied. In 2014, 81% of tenants were satisfied with their most recent repair, suggesting that satisfaction with repairs has declined by 2% points between 2015 and 2017. The Scottish Council average for repairs satisfaction (last year's repair only) is 90% satisfied and 6% dissatisfied.

Table 10 – Repair service –last 12 months only (base 759 - weighted)

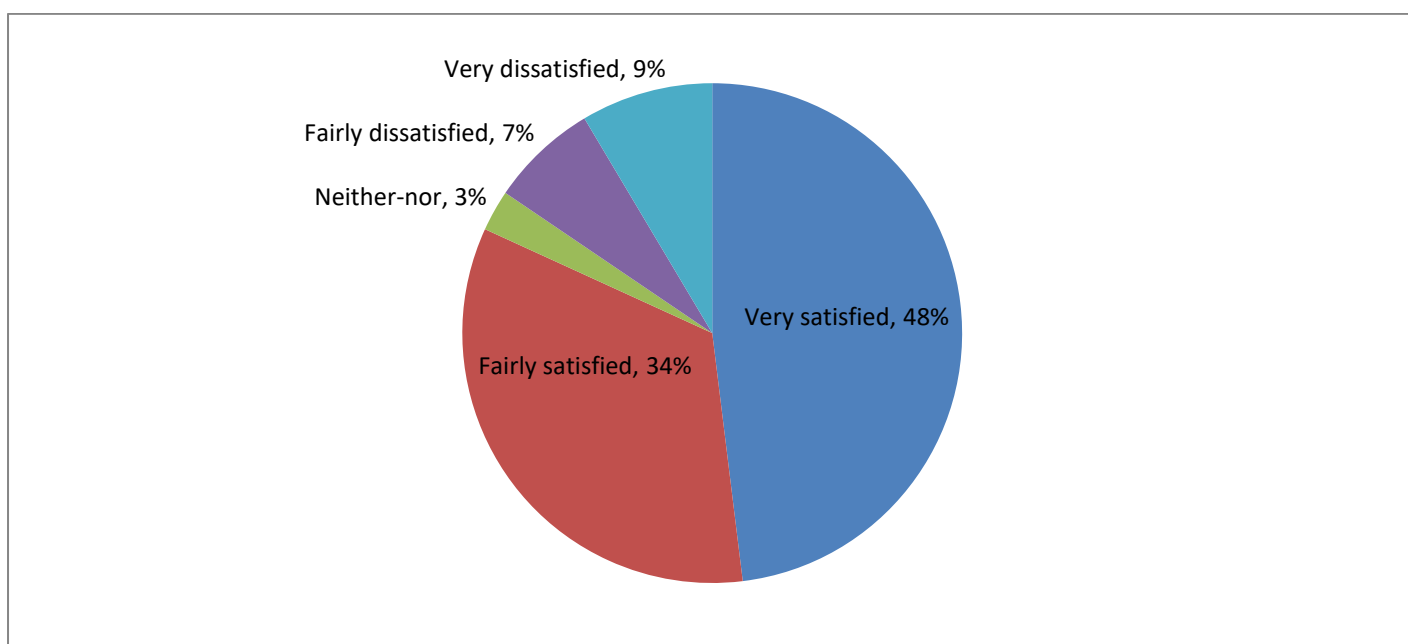
Q - Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by the Council?

Repair time frame	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Tenant repairs last 12 months (Charter) 2017	47%	32%	2%	8%	11%
Tenant repairs last 12 months (Charter) 2014	47%	34%	6%	7%	6%
All Council repairs last 12 months (Charter) 2016 ¹³	57%	33%	3%	3%	3%

All tenants' satisfaction with the repairs service is shown in figure 14 and illustrates that 82% of tenants are satisfied with their last repair (which could be more than one year ago) while 16% are dissatisfied.

Figure 14 – Overall satisfaction with repair service (all repairs) (base 1,204 - weighted) - excludes 'no repairs'

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



¹³ Note Charter data will comprise transaction as well as survey data

Figure 15 compares tenant satisfaction for all repairs in 2017 by management area. We also show here the comparable figures for 2014. In 2017, the management area that was most satisfied with repairs was S1 (89% satisfied) whilst the least satisfied area was S2 (79%). In 2014, satisfaction with repairs by management area varied between a high of 93% in the case of C2 and a low of 72% for management area N2.

Figure 15 – Overall satisfaction with repair service (all repairs) (base 1,204 - unweighted) -excludes ‘no repairs’

Q - Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by the Council?(2017 & 2014 compared by management area)

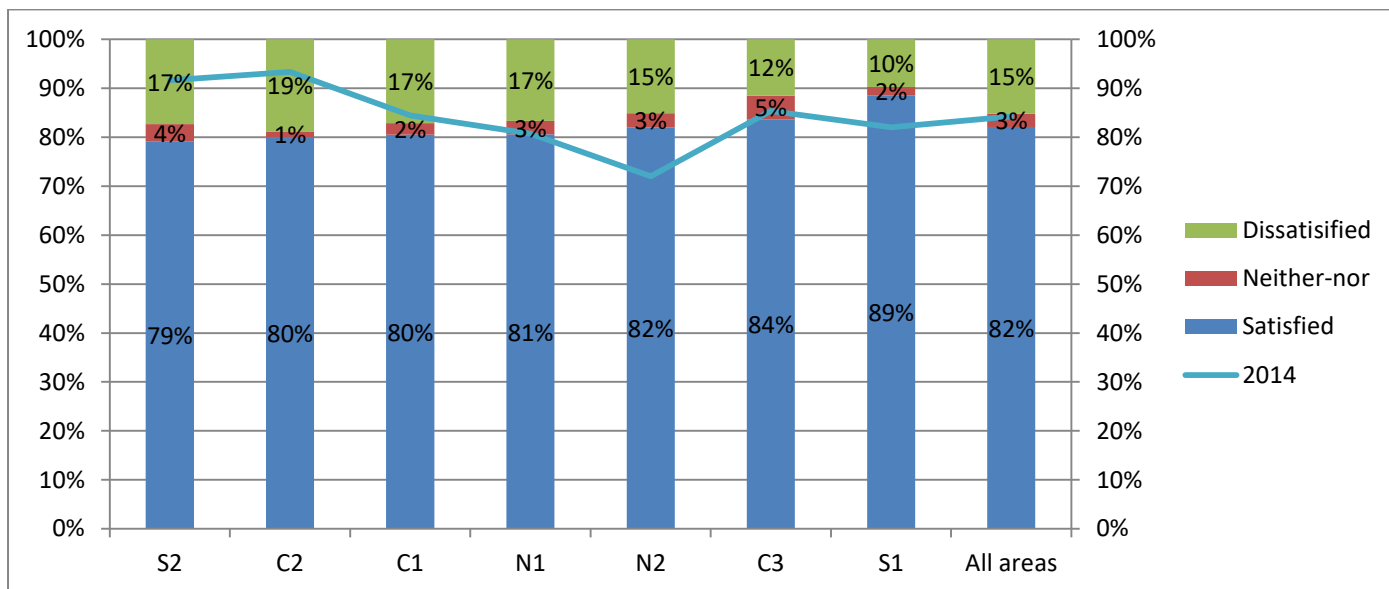


Table 11 illustrates satisfaction with the repairs service by property type and shows that tenants living in sheltered flats are the most satisfied with their last repair e.g. 97% of these tenants are satisfied whilst the least satisfied are tenants living in multi-storey maisonettes (68%).

Table 11 – Repair service satisfaction by property type (base 1,204 - weighted)

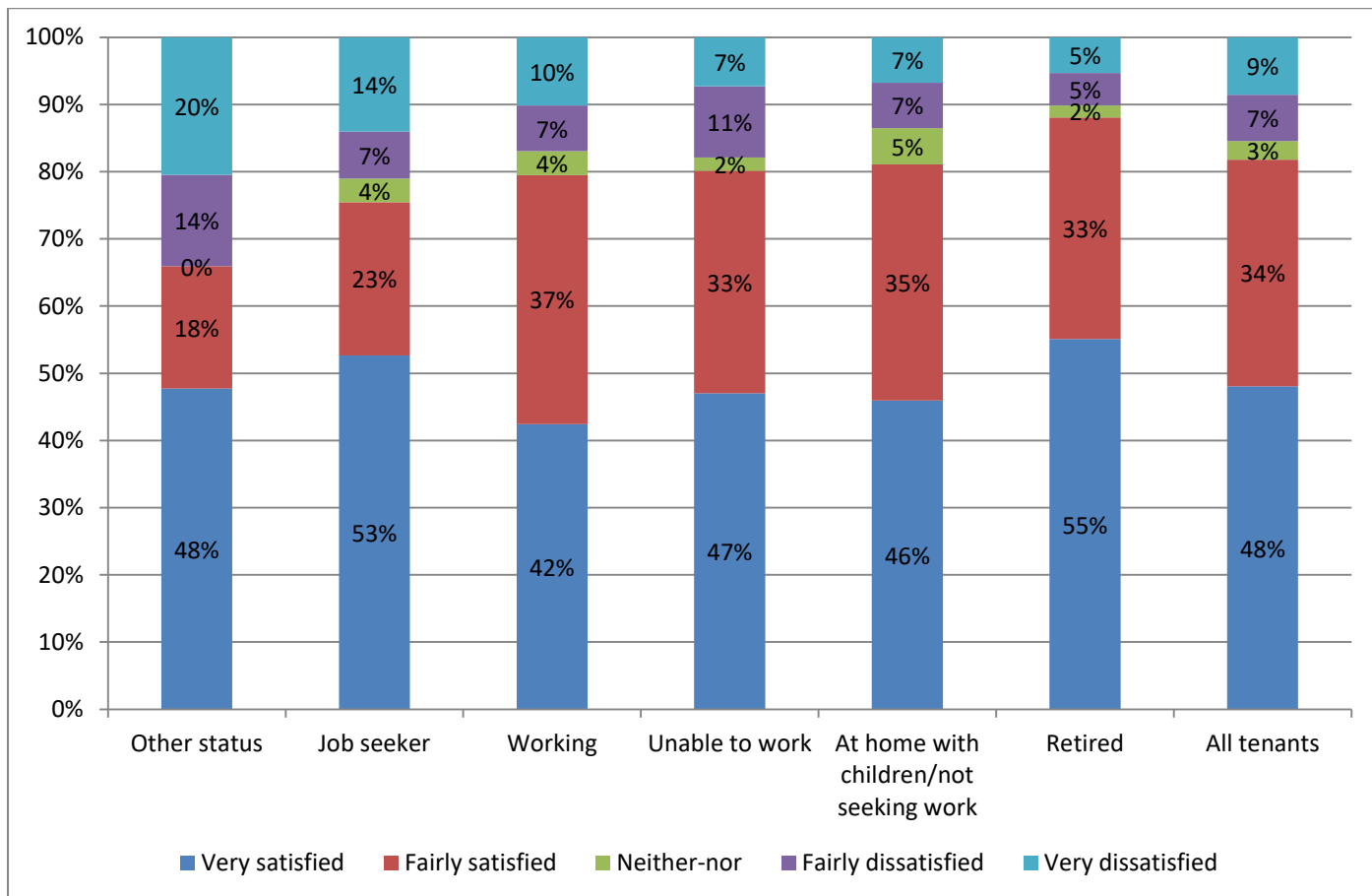
Q - Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by the Council?

Property type (base)	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Sheltered flat (38)	71%	26%	0%	0%	3%
Sheltered multi-storey flat (58)	57%	34%	0%	9%	0%
Amenity cottage (ACC) (51)	69%	22%	2%	2%	6%
Amenity multi-storey flat (18)	56%	33%	0%	6%	6%
Amenity flat (ACC) (17)	47%	41%	6%	0%	6%
Sheltered cottage (14)	36%	50%	0%	14%	0%
Split level cottage (7)	57%	29%	0%	0%	14%
Split level flat (7)	43%	43%	0%	0%	14%
Multi-storey flat (128)	42%	41%	4%	4%	9%
Four in block (128)	42%	38%	2%	6%	12%
Cottage (262)	46%	34%	4%	9%	7%
Maisonette (34)	47%	32%	0%	12%	9%
Flat (411)	47%	32%	2%	8%	10%
Multi-storey maisonette (31)	39%	29%	13%	6%	13%
All types (1,204)	48%	34%	3%	7%	9%

Figure 16 illustrates tenant satisfaction with the repairs service by economic status and shows that retired tenants (88% satisfied) are the most satisfied with the repairs service whilst the least satisfied are job seekers (76%) and tenants of 'other' status i.e. carers, and tenants in training or further education(66%).

Figure 16 – Overall satisfaction with repair service (all repairs) (base 1,204 - weighted) -excludes 'no repairs'

Q - Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by the Council?(by economic status)



Repairs process

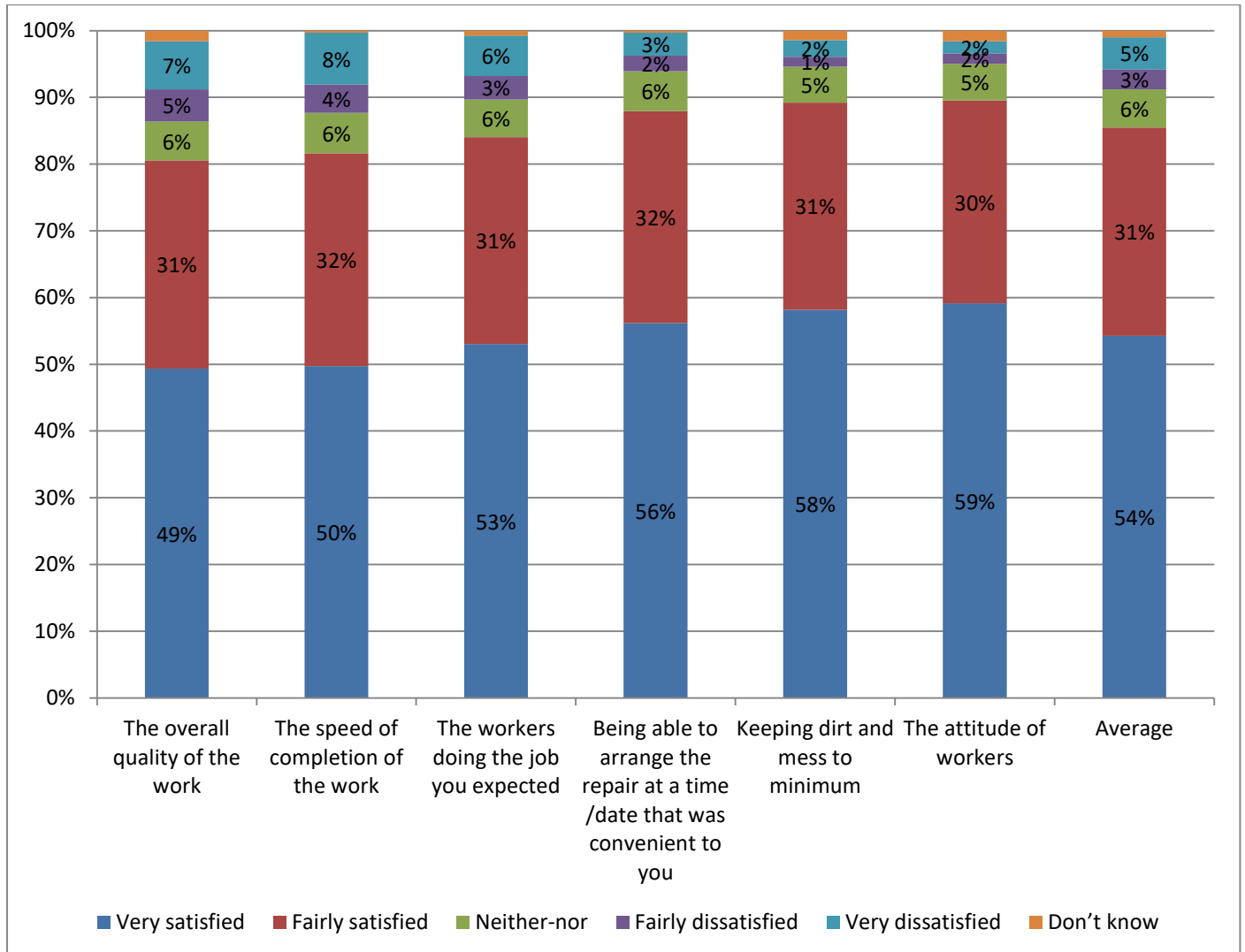
Tenants were asked to rate their satisfaction with six activities that formed part of the repairs service. The feedback provided in relation to this topic is set out in figure 17. This shows that on average, 85% of tenants are satisfied with the six activities measured, with the highest satisfaction associated with worker attitude, and tidiness (both 89% satisfied), whilst the least amount of satisfaction pertained to the overall quality of the work done (80% satisfied).

In the 2014 survey, the figures which compare to those set out in figure 17 are as follows: quality of work (87%); speed of completion (85%); workers doing the job expected (85%); arranging a convenient repair (86%); keeping dirt and mess to a minimum (91%) and worker attitude (93%). The average of the 2014 figures is 88% compared to 85% for 2017.

In 2017, tenants were also asked if the contractor kept to the time slot arranged when booking the repair. Most tenants (89%) said that the arranged time had been met, whilst 4% said this did not happen, and 7% did not recall.

Figure 17 – Overall satisfaction with repair service elements (all repairs) (base 1,204 - weighted) -excludes ‘no repairs’

Q - Still thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the following?



Neighbourhoods and estates

Neighbourhood management

Table 12 sets out tenants' perspectives on the Council's neighbourhood management. This table shows that overall, 79% of tenants in 2017 are satisfied with the Council's management of their neighbourhood whilst 12% are dissatisfied. In 2014, 86% of tenants were satisfied with neighbourhood management, and based on this comparison satisfaction has declined by 7% points in 2017. When set against the all Council average figure, the Council's results for 2017 are the same as those found nationally i.e. 79% satisfied.

Table 12 – Neighbourhood management (weighted – 1,300)

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

<u>Year</u>	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
2014	41%	45%	7%	5%	2%
2017	49%	30%	9%	8%	4%
All Councils 2016	36%	43%	10%	7%	4%

Table 13 sets out the client group responses to the measure of neighbourhood management satisfaction and highlights that retired tenants are the most likely to be satisfied (87% are satisfied) whilst the least satisfied group are households with children (73%).

Table 13 – Neighbourhood management satisfaction by household and economic status (weighted – 1,300)

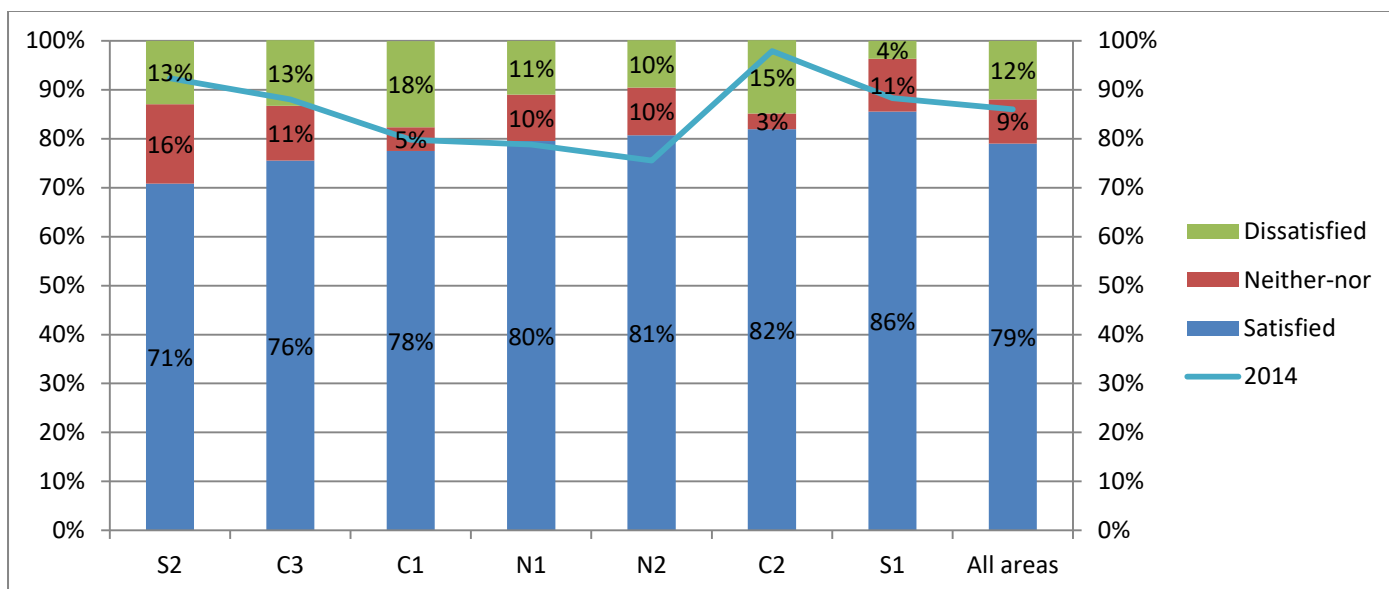
Q- Overall, how satisfied or dissatisfied are you with the Council's management of the neighbourhood you live in? (by client group)

<u>Economic and household status</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Retired	61%	26%	4%	6%	3%
Job seeker	55%	30%	9%	3%	3%
Larger adult household	50%	32%	7%	7%	4%
Single adult household	54%	28%	7%	8%	4%
Other status	54%	26%	8%	8%	4%
At home with children/not seeking work	51%	27%	14%	6%	3%
Unable to work	45%	31%	9%	13%	1%
Working	41%	33%	11%	9%	7%
Household with children	43%	30%	12%	9%	5%
All households/status	49%	30%	9%	8%	4%

Neighbourhood management by management area is shown in figure 18 and highlights that tenants living in S1 (86% satisfied) are the most satisfied with neighbourhood management, whilst the least satisfied tenants are those living in S2 with 71% satisfied. Figure 18 also shows the results for this question from the 2014 survey and indicates some significant variation by management area e.g. 98% satisfied in C2 compared with 79% satisfied in N1.

Figure 18 –Tenant satisfaction with neighbourhood management (base 700 - unweighted)

Q- Overall, how satisfied or dissatisfied are you with the Council’s management of the neighbourhood you live in? (by management area)

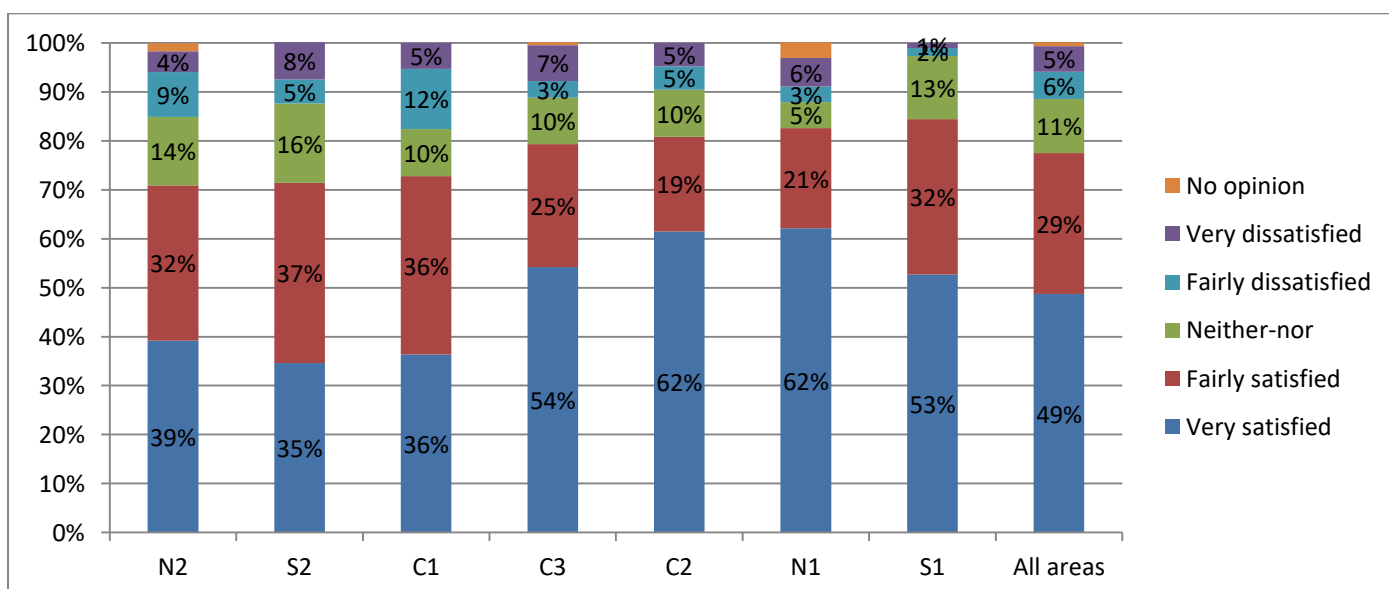


Green/open spaces

Figure 19 shows that across all areas, 78% of tenants (All areas) are satisfied with the amount and condition of open spaces in their neighbourhood. The area that is least satisfied on this measure is N2 (71% satisfied) whilst the most satisfied area is S1 (85%).

Figure 19 –Tenant satisfaction with open spaces (base 1,300 – unweighted)

Q- Overall, how satisfied or dissatisfied are you with the quantity and quality of open space / green space / play parks etc in your neighbourhood?



Feelings of safety

Most tenants (89%) say that they feel safe in their neighbourhood (figure 20). Those tenants who were most likely to say that they felt unsafe (8%) were located in Fersands, Castlegate, Central Aberdeen, Stoneywood, Linksfield, Rosemount and Summerhill.

Figure 20 –Tenant satisfaction with feeling safe (base 1,300 – weighted)

Q- How safe or unsafe do you feel in your neighbourhood?

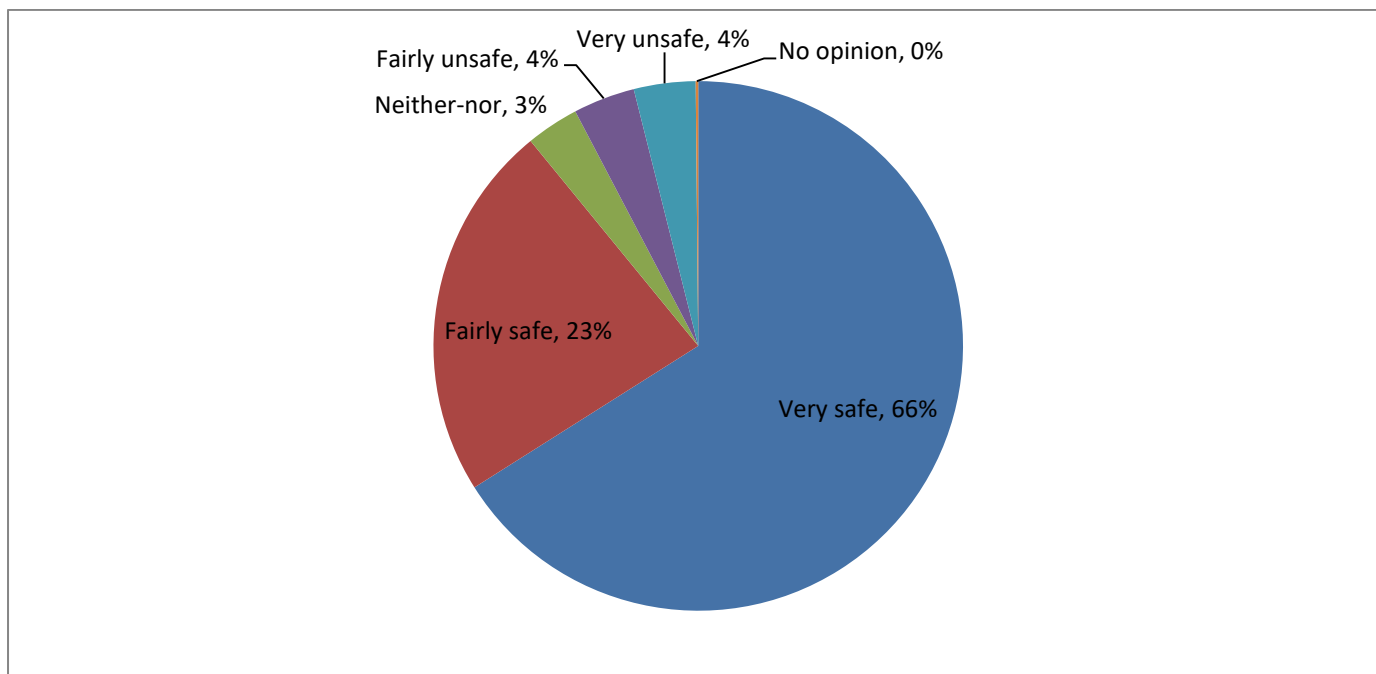


Table 14 shows tenant feedback in relation to a question about neighbourhood changes over the past 3 years. As illustrated, 20% of all tenants think that their neighbourhood has improved over the last three years, whilst 18% think their neighbourhood has declined. As indicated, most tenants (53%) think their neighbourhood has stayed the same over the last three years.

Table 14 – Change to the neighbourhood (base 1,300 – unweighted)

Q- In the last three years, would you say your neighbourhood has improved or declined?

<u>Management area</u>	<u>Greatly improved</u>	<u>Improved</u>	<u>Stayed the same</u>	<u>Declined</u>	<u>Greatly declined</u>	<u>No opinion</u>
C1	4%	24%	40%	19%	5%	8%
C3	8%	17%	44%	13%	11%	7%
C2	2%	23%	50%	15%	1%	10%
S1	2%	22%	43%	17%	4%	11%
N2	7%	11%	59%	11%	3%	9%
S2	1%	12%	57%	10%	10%	11%
N1	-	8%	74%	13%	2%	4%
All areas	3%	17%	53%	14%	4%	8%

Figures 21 and 22 summarise the comments made by tenants to explain why their local area has improved or declined in the last few years. As both charts illustrate, neighbours are a key source of improving satisfaction (28% in figure 21) and decreasing satisfaction (35% in figure 22).

Figure 21 –Tenants’ comments regarding neighbourhood improvement (base 260 – weighted)

Q- Why do you say that your neighbourhood has improved in the last 3 years?

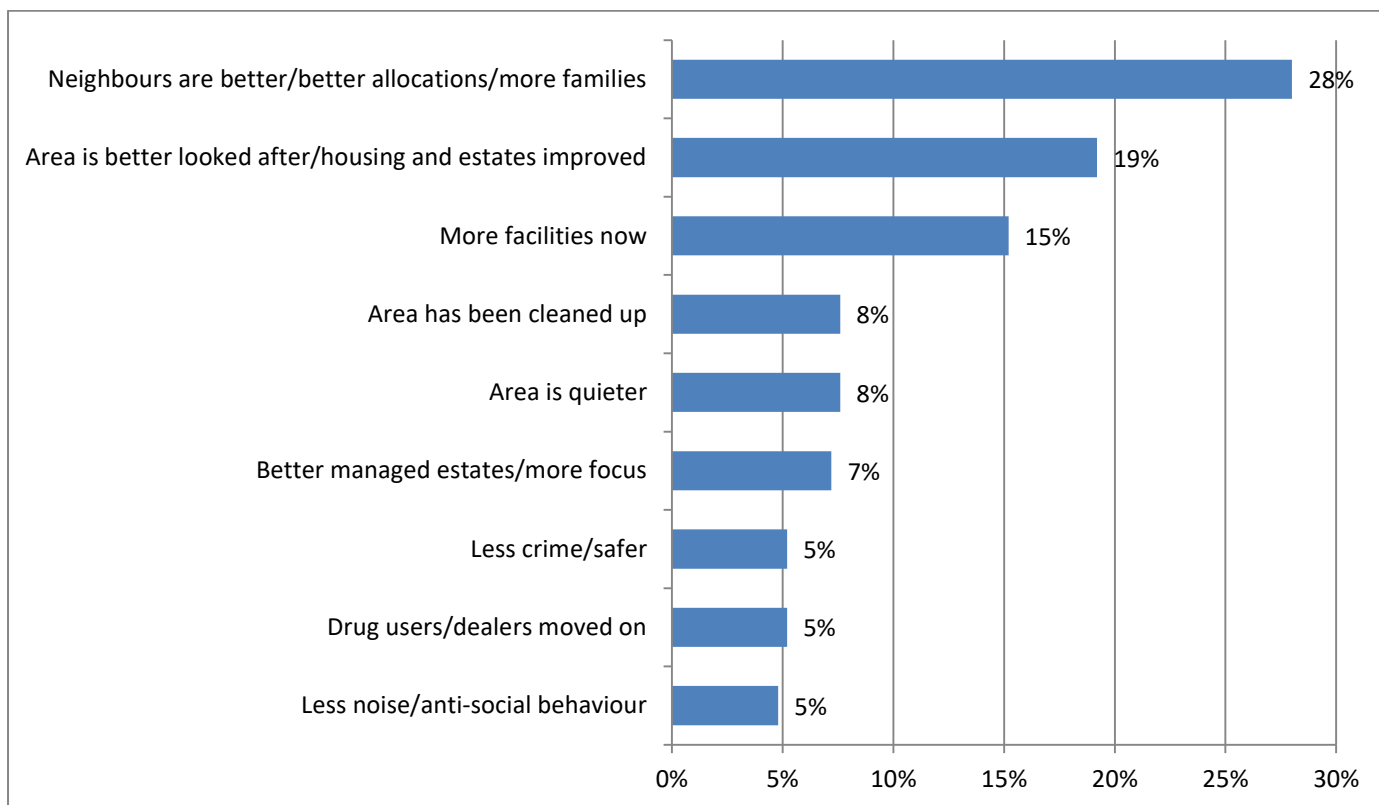
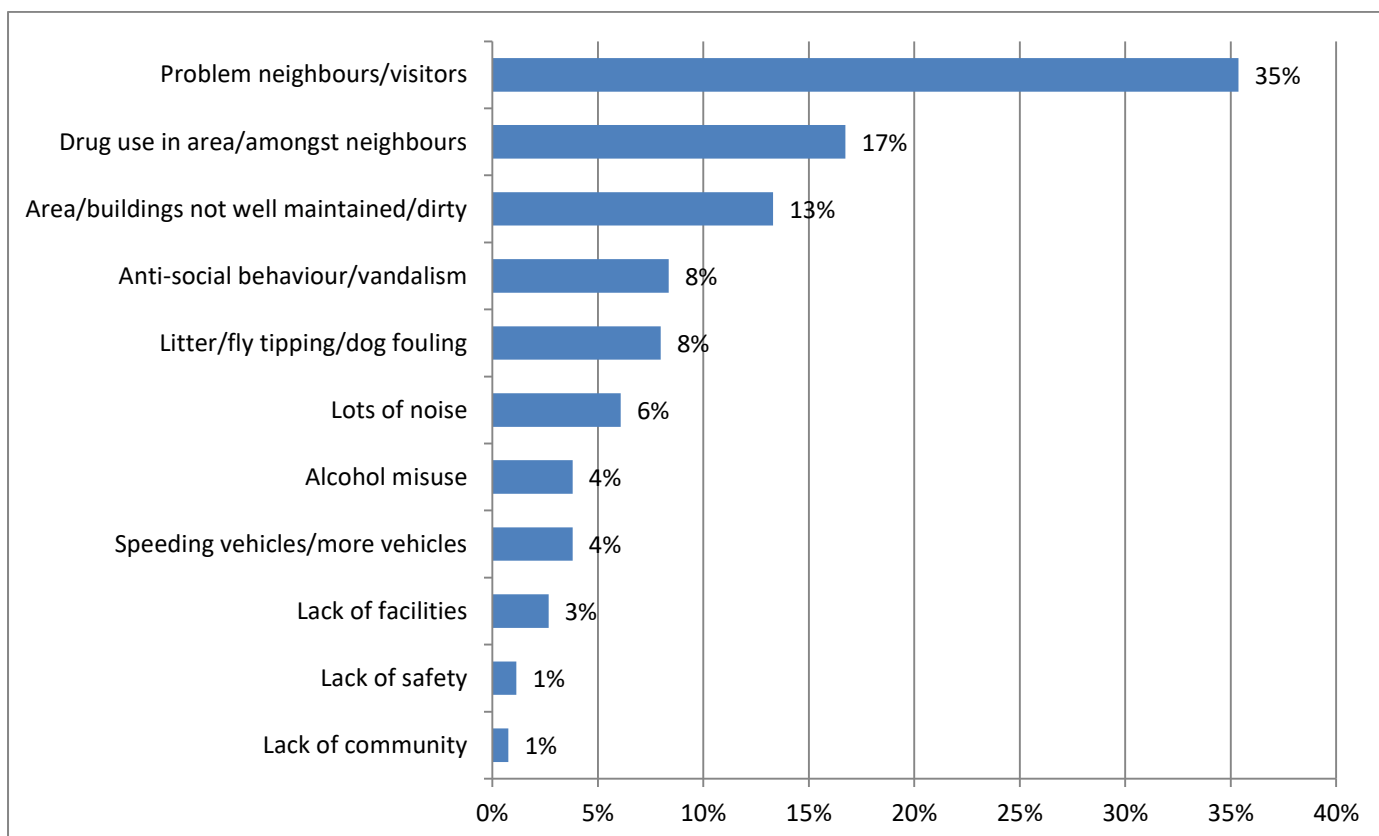


Figure 22 –Tenants’ comments regarding neighbourhood decline (base 235– weighted)

Q- Why do you say that your neighbourhood has declined in the last 3 years?

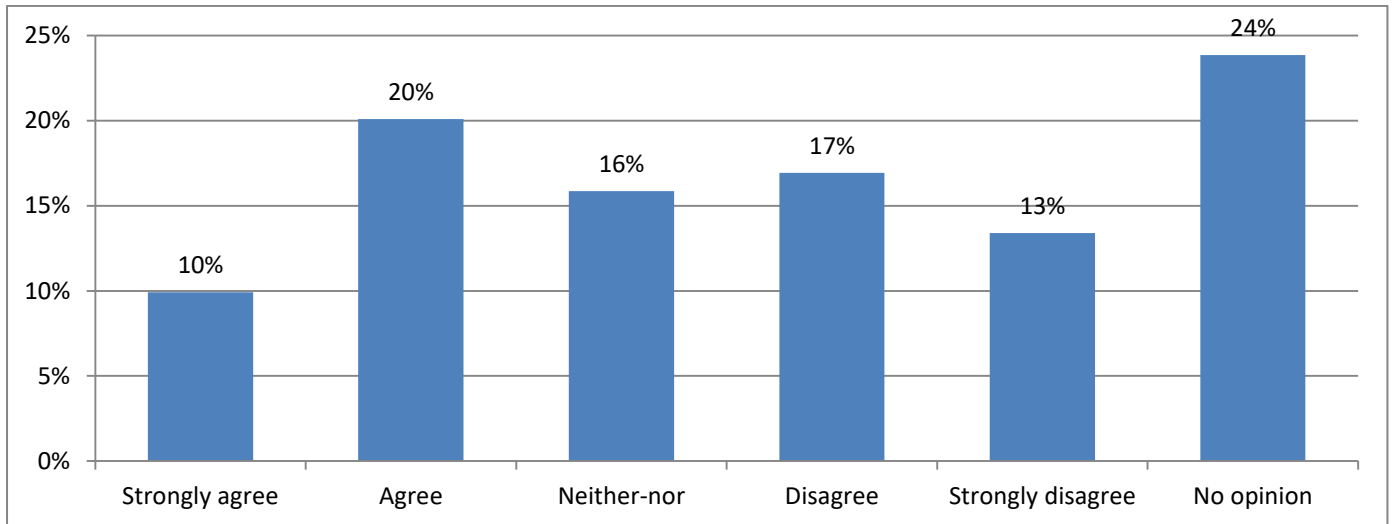


Influencing decisions

Tenants were asked if they agreed or disagreed that they could influence decisions affecting their local area. The results of this enquiry are set out in figure 23 and show that whilst one in four tenants (24%) has no opinion on this matter, one in three agree they can influence decisions (30%), whilst 30% disagrees.

Figure 23 –Tenant rating of influencing power (base 1,300 – weighted)

Q- Do you agree or disagree with the following statement: 'I can influence decisions affecting my local area'?

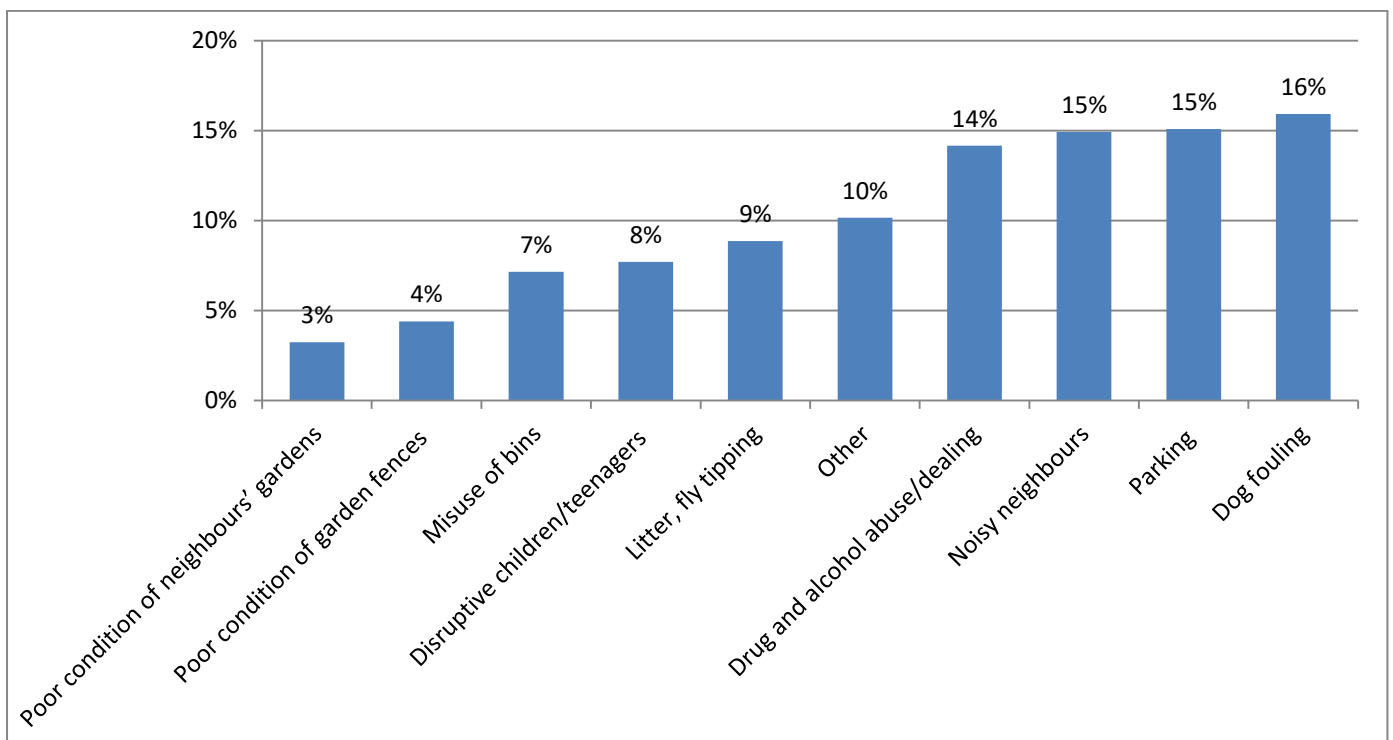


Neighbourhood problems

Tenants' rating of local neighbourhood problems is set out in figure 24 and illustrates that dog fouling (16%), parking (15%) and noisy neighbours (15%) are the three leading city wide neighbourhood problems facing tenants.

Figure 24 –Neighbourhood problems (base 1,300 – weighted)

Q- Are there any neighbourhood problems in your local area?

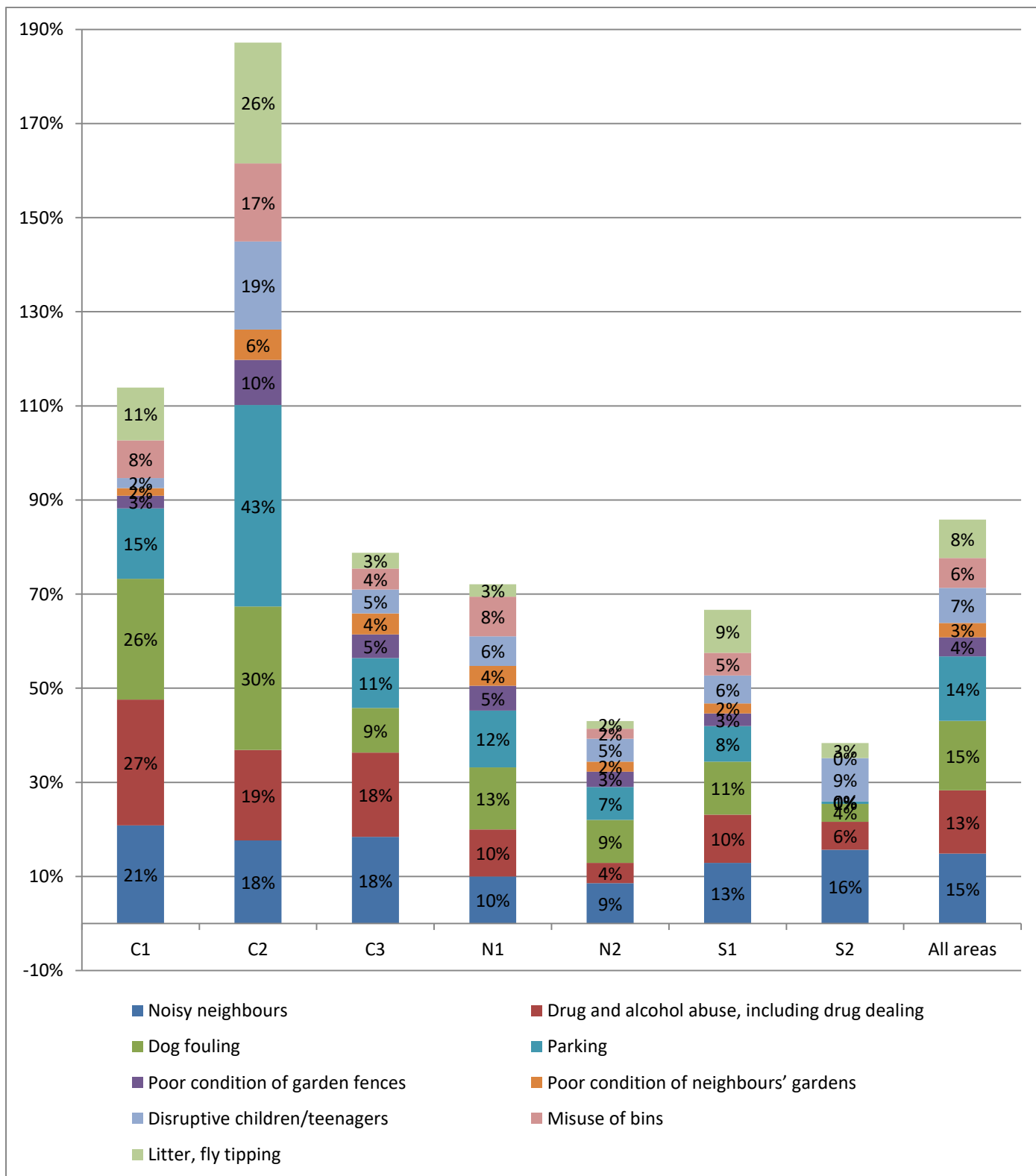


Management area analysis

Figure 25 identifies neighbourhood issues by management area and shows for example noisy neighbours affect all areas e.g. 'noisy neighbours' are identified by 21% of C1 tenants as a problem, 18% of C2 tenants etc. (ref. blue bar). On balance, the C2 management area appears to have more highlighted neighbourhood issues than any other area.

Figure 25 –Neighbourhood problems by management area (base 1,300 – unweighted)

Q- Are there any neighbourhood problems in your local area?



Anti-social behaviour

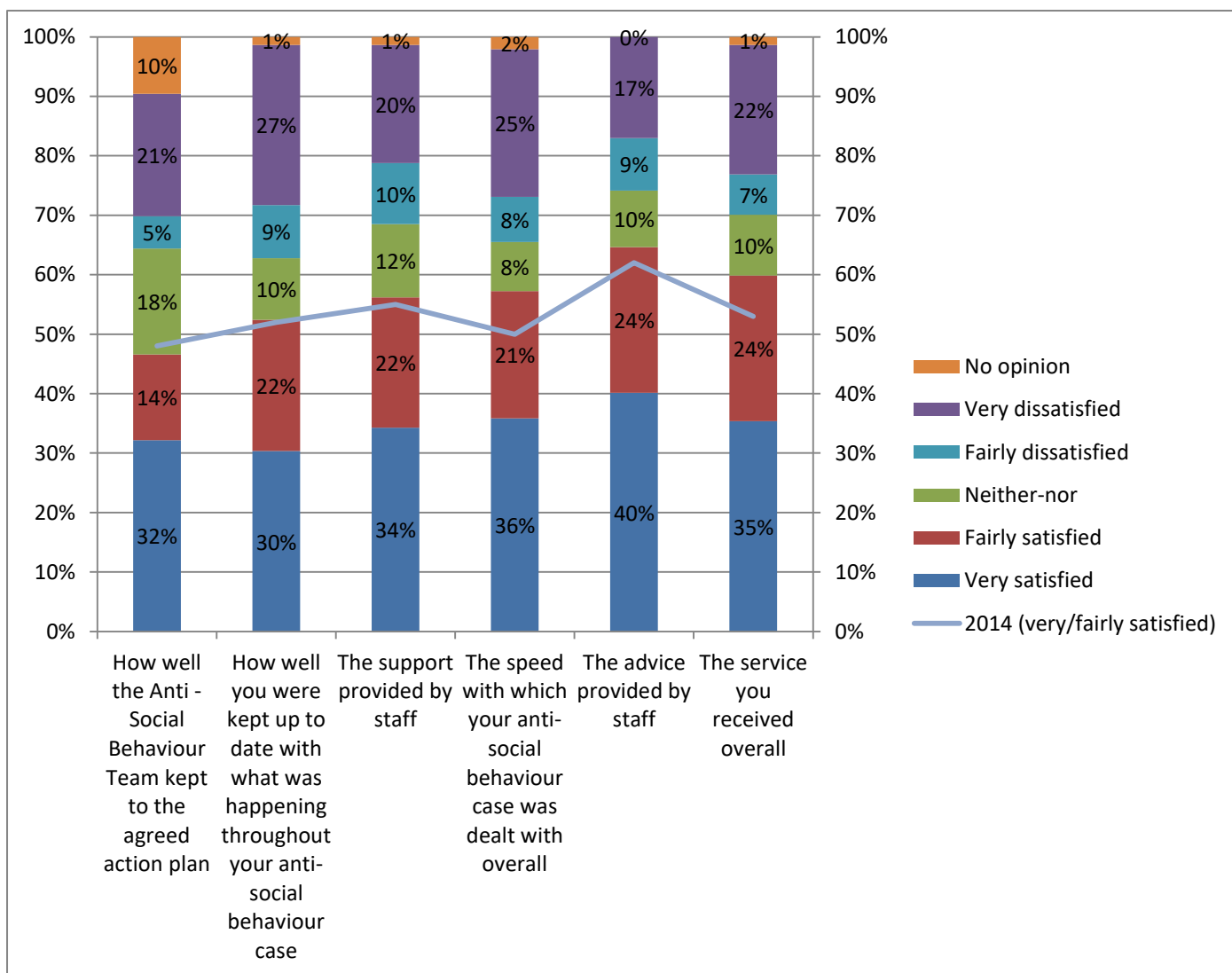
One in ten tenants (11%) has reported anti-social behaviour to the housing service during the last 12 months (9% in 2014). In 2017, the extent of anti-social behaviour (reported) by management area was as follows: C3 (15%); C1 (14%); S2 (13%); C2 (13%); N1 (11%); N2 (7%); and S1 (5%).

Amongst those tenants reporting anti-social behaviour in 2017 eight in ten (81%) said that it was easy to contact a staff member to discuss their report whilst 10% said that contact had been difficult. In 2014, 79% of tenants said that making contact had been easy (15% said this was difficult).

Tenants were asked to comment on their satisfaction with six aspects of the anti-social behaviour service, and the results of this enquiry are set out in figure 26. The very/fairly satisfied results for 2014 are also shown as part of figure 26. As shown in the figure, the most satisfactory element of the service is 'staff advice' (64% satisfied on this measure), whilst the least satisfactory element is 'keeping to the agreed plan' (46%). In 2017, 59% of tenants reporting anti-social behaviour were satisfied with the service overall which compares to 53% for the average in 2014¹⁴.

Figure 26 –Satisfaction with reporting anti-social behaviour (base 149 – weighted)

Q- Overall, how satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?



¹⁴ The 2014 survey did not ask about 'the service received overall'. 53% is the average of the 5 items shown in the figure for 2014

Comments on anti-social behaviour service

Eighty five tenants made one or more comments on how the Council deals with anti-social behaviour. In summary, whilst some tenants offered positive comments about the service e.g.

- *'Could not do enough to help'.*
- *'Everything was okay. Very satisfied with the outcome'.*
- *'No. Happy with it'.*
- *'I was with happy with service provided; dealt with it very effectively'.*

Most tenants took the opportunity to ask for the service and to be more focused on outcomes e.g.:

Q-Do you have any comments or suggestions for improvement?

- *'They should listen to complaints and act upon them, especially if young children are using the area.'*
- *'Maybe not to make us feel stupid but there are things they could do i.e. kids kicking footballs at 2am in the morning. They should also listen'.*
- *'Better communication, more trust from their end, more support for people going through issues'.*
- *'The staff should spend more time with tenants. Visited once and left very quickly afterwards'.*
- *'Make it easier to find their phone number'.*
- *'Kept up to date more. Do more. This constant noisy neighbour stops for 1 week then starts again'.*
- *'To keep me informed about the outcome of the complaint'.*
- *'To keep one informed about the complaints - just keep telling you different stories'*
- *'First call I had to call a few times. I did not feel I was kept up to date I would have appreciated more feedback'.*
- *'If they gave you more advice on how to deal with issues instead of being fobbed off (of course not their problem)'.*
- *'Just act on it'.*
- *'The ongoing current complaint regarding noise, alcohol consumption from teenagers living at Number 2 has not been resolved. I have made complaints in the last 4 months and it is still ongoing'.*
- *'Should move on noisy neighbours if at all possible'.*

Sheltered housing services

One hundred and twenty three tenants answered five questions about the Council's sheltered housing service and the results of this enquiry are set out below beginning with table 15, which shows that 95% of tenants are satisfied with the housing support service tasks, and 85% are satisfied with the service when their personal carer is off duty. In 2014, the comparable results were 95% satisfied for question (a) and 87% satisfied with (b).

Table 15 – Sheltered housing services (base 123 – weighted – excludes 'no opinion')

Question	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
a) Taking everything into account, how satisfied or dissatisfied are you with the housing support service tasks provided by the Senior Personal Carer?	83%	12%	3%	-	2%
b) How satisfied or dissatisfied are you with the service provided when the Senior Personal Carer is OFF DUTY?	71%	14%	9%	3%	3%

Out of hours' service

One in three sheltered housing tenants (35%) have used the out of hours' service when the personal carer was off duty, and amongst this group, 93% were satisfied with the service they received whilst 4% were dissatisfied. In 2014, 89% of users of this service were satisfied.

Table 16 – Out of hours' service (base 43 – weighted)

Q - How satisfied or dissatisfied are you with the Out of Hours service?

Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
86%	7%	3%	2%	2%

Service charge

Table 17 sets out tenants' views in relation to the service charge and shows that 71% rate this charge as good value for money, whilst 8% say that the charge is poor value.

Table 17 – Value of service charge (base 123 – weighted)

Q - Taking everything into account, do you think that the housing support service represents good or poor value for money?

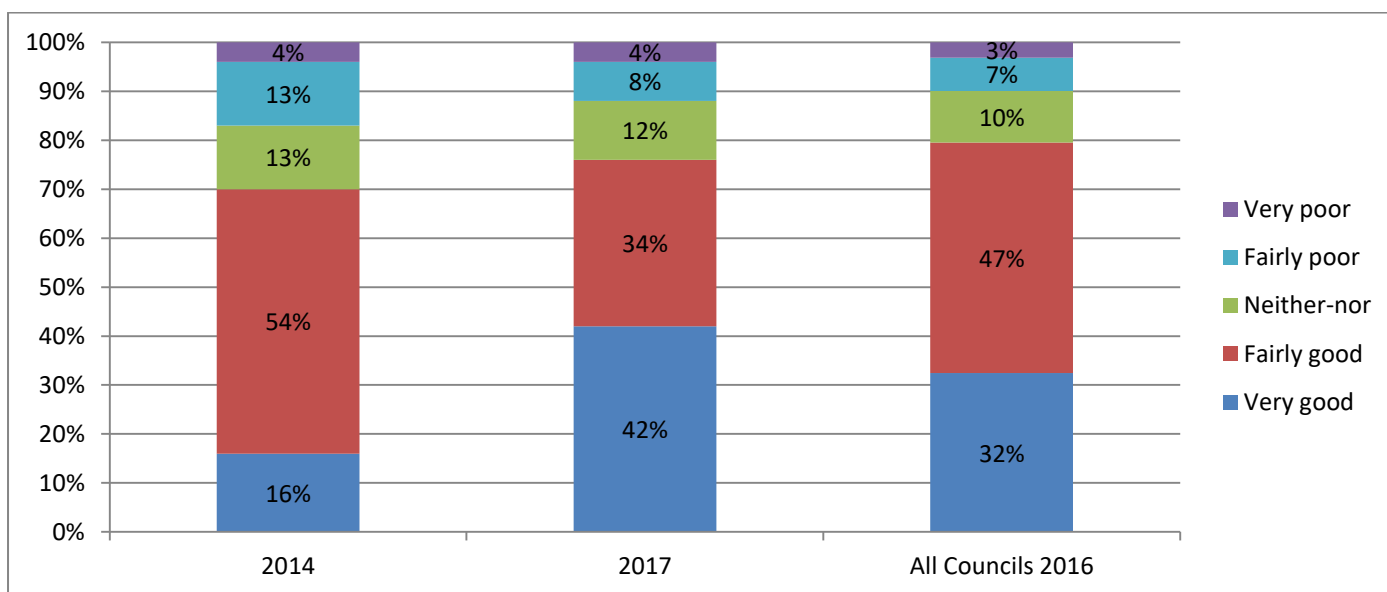
Very good	Fairly good	Neither-nor	Fairly poor	Very poor	No opinion
50%	21%	15%	4%	4%	6%

Value for money and tenant finances

Tenants' perspectives on rental value for money are set out in figure 27 and illustrate that in 2017, 76% of tenants rate rent as good value compared to 12% saying rent is poor value. In 2014, the rating of value for money was slightly lower with 70% of tenants saying rent was good value. Compared to the all Council results (79% saying rent is good value), the Council's current value for money figure is very close to the average for all of Scotland.

Figure 27 –Rating of rent value for money (base 1,300 - weighted)

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



Comparing the household types set out in table 18, we can see that the households that are most likely to rate rent as good value for money are single adults over 60 (82% rate rent as very/fairly good value). Conversely, the client groups which are less likely to say rent is good value mainly comprise larger households containing children, e.g. 72% of households formed of 2 adults with children rate rent as good value.

Table 18 – Value for money by household type (base 1,300 - weighted)

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

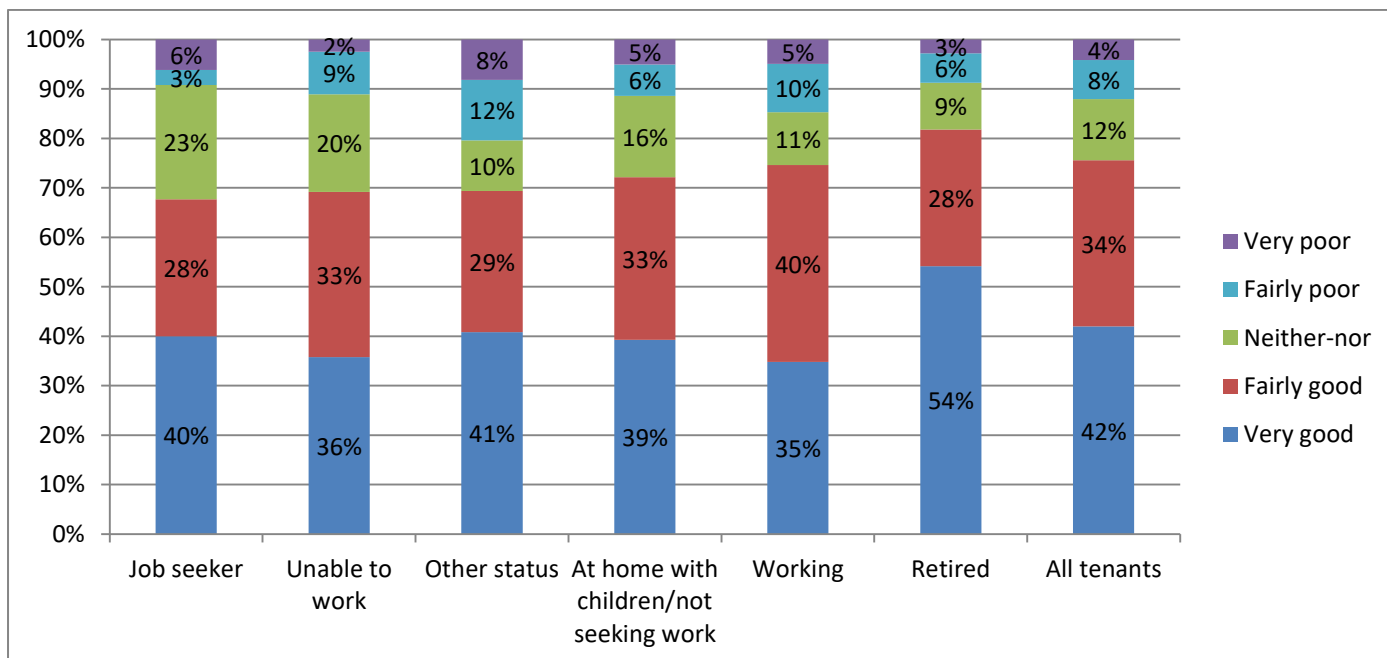
Household type/composition	Very good	Fairly good	Neither-nor	Fairly poor	Very poor
One adult aged 60 or over	56%	26%	10%	6%	2%
Three or more adults 16 or over	34%	42%	12%	5%	7%
1 adult with children	36%	39%	10%	10%	5%
Two adults both under 60	37%	36%	12%	7%	7%
One adult under 60	40%	34%	16%	9%	2%
Two adults, at least one 60 or over	38%	35%	15%	6%	6%
2 adults with children	34%	38%	11%	12%	6%
3 or more adults with children	36%	31%	22%	6%	6%
All household types	42%	34%	12%	8%	4%

Value for money by economic status

Figure 27 shows that retired tenants (82%) are the most likely to rate rent as good value whilst the tenant group that is least likely to say that rent is good value is job seekers (68% say rent is good value).

Figure 27 –Rating of rent value for money by economic status (base 1,300 - weighted)

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



Value for money by property type

Table 19 – Value for money by property type (base 1,300 - weighted)

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

Property type (base)	Very good	Fairly good	Neither-nor	Fairly poor	Very poor
Sheltered flat (38)	62%	27%	9%	2%	-
Amenity multi-storey flat (18)	63%	21%	5%	5%	5%
Sheltered multi-storey flat (58)	43%	37%	11%	8%	2%
Amenity cottage (ACC) (51)	51%	29%	5%	11%	4%
Maisonette (34)	47%	32%	8%	5%	8%
Multi-storey flat (128)	34%	44%	14%	6%	1%
Split level flat (7)	56%	22%	11%	11%	-
Cottage (262)	39%	36%	11%	8%	6%
Amenity flat (ACC) (17)	65%	9%	13%	9%	4%
Four in block (128)	46%	28%	11%	7%	7%
Flat (411)	40%	33%	14%	9%	3%
Sheltered cottage (14)	47%	20%	13%	13%	7%
Split level cottage (7)	33%	33%	33%	-	-
Multi-storey maisonette (31)	31%	34%	16%	13%	6%
All property types	42%	34%	12%	8%	4%

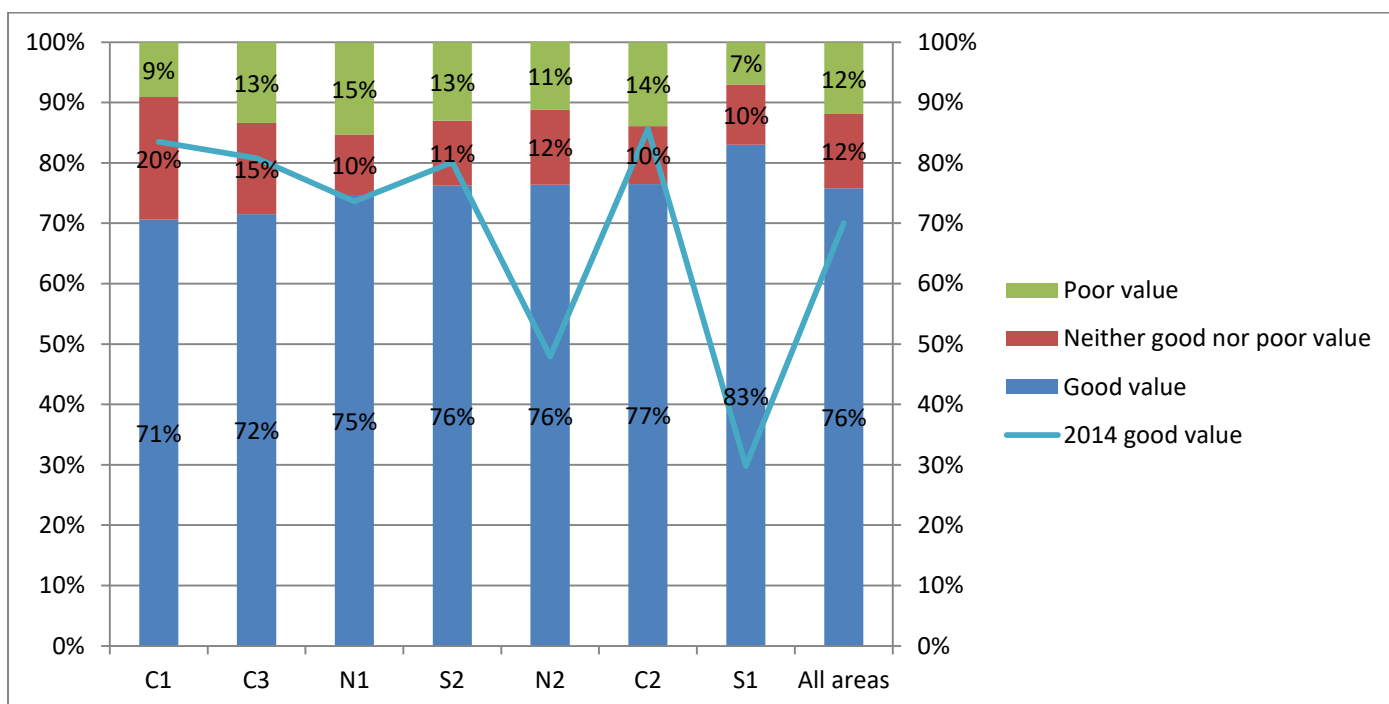
Table 19 sets out tenants ratings of value for money by property type and shows that those living in sheltered and amenity households are the most likely to say that rent is good value e.g. 89% of tenants living in sheltered flats agree that rent is good value. Conversely, tenants living in multi-storey maisonettes (65%) are the least likely to say that rent is good value.

Value for money by area

As illustrated in figure 28, in 2017, ratings of ‘good value for money’ range from a low of 71% in C1 to a high of 83% in S1. In 2014, ratings of value for money were highly varied by area, with a low of 30% ‘good value’ in S1 to a high of 86% in C2.

Figure 28 –Rating of rent value for money by management area (base 1,300 - unweighted)

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



There are several factors that are likely to influence area based value for money, but an analysis of key services shows that management area C1 (71% saying rent is good value) is among the least satisfied area with housing quality (number 6 out of 7 areas), and also is the second lowest in terms of rating overall satisfaction. Area C3 (72%) has provided a lower end rating for satisfaction with housing quality and is also towards the lower end of the area distribution for neighbourhood management satisfaction (number 6 out of 7 areas). Conversely S1, is the highest rated area for repairs and neighbourhood management satisfaction, whilst C2 has the highest rating for repairs satisfaction.

Tenant finances

One in ten tenants (12%) said they had skipped a meal during the last year because of lack of money; 6% had gone without eating for a whole day because of a lack of money. Thirteen percent (13%) of tenants said that they had been unable to heat their home during the last year because of lack of money, and 4% said they had used a pay day loan or other high cost credit source during the last year.

Considering age groups, younger tenants (aged 16 to 24) are the most likely to say they have skipped a meal (28%), been unable to heat their home properly (27%) and used a high cost credit provider during the last year (8%). Single

parent households are also more likely than others to have skipped a meal (22%), had problems affording heating costs (24%) and also been more likely to use a high cost credit provider (11%).

Energy payment

The methods used by tenants to pay their energy bills are set out in table 20 and show that prepayment meters (39%); monthly direct debit (31%); and payment card (25%) are three most popular payment methods. Note that a small proportion of tenants said they used both a payment card and a prepayment meter.

Table 20 – Paying for gas/electricity (base 1,300 - weighted)

Q- How do you currently pay for your gas/electricity?

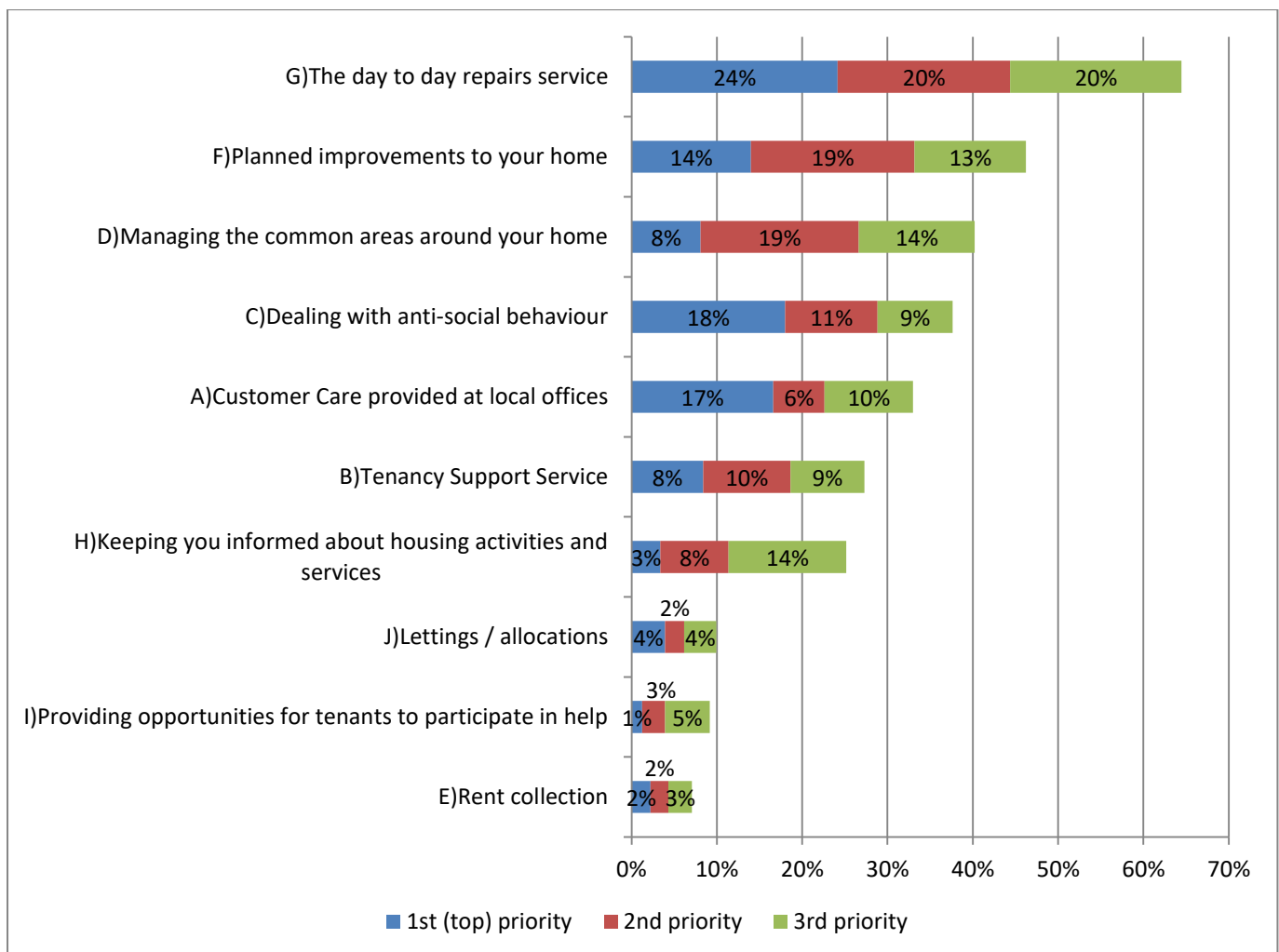
Monthly direct debit	Quarterly direct debit	Quarterly cash or cheque	Payment card	Prepayment meter	Fuel direct	Other method	Rather not say
31%	4%	9%	25%	39%	-	1%	1%

Tenant priorities

Figure 29 shows tenants' first (top) priority, second priority and third priority for the services that are important to them as individuals. Taking the 1st, 2nd and 3rd priorities together, we can see that (G) repairs (64%), (F) planned improvements (46%) and (D) managing common areas (41%) would be tenants top three priorities overall. We would note that whilst (C) dealing with anti-social behaviour and (A) customer care are the fourth and fifth priorities overall, they are respectively second and third amongst tenants' list of top priorities behind repairs, which is their first choice of top priority. In 2014, the top three tenant priorities overall were repairs (51%), managing common areas (49%) and dealing with anti-social behaviour (45%).

Figure 29 –Tenant priorities (1st, 2nd and 3rd priorities) 1,300 - weighted)

Q- Looking at this list of services provided by Aberdeen City Council as your landlord, what would be your 1st, 2nd and 3rd service priorities?

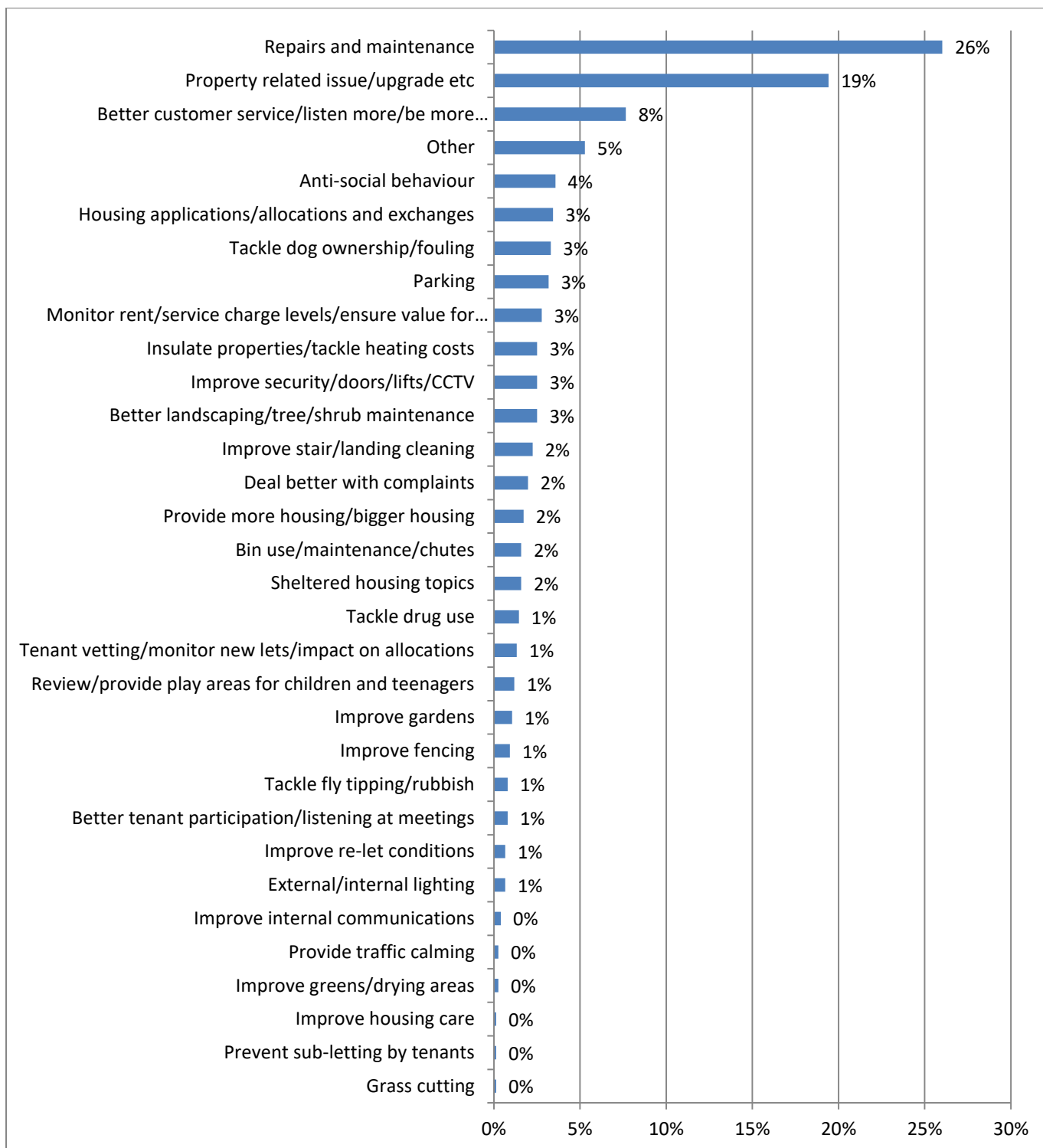


Improvement areas

Sixty percent of tenants made one or more comments about the housing service; 40% made no comment suggesting either that services were acceptable overall or that they were unaware of any changes that could be made.

Figure 30 – Improvement areas (757- weighted)

Q- Finally, are there any changes or improvements that you would you like the Council to make to the housing service it currently provides?

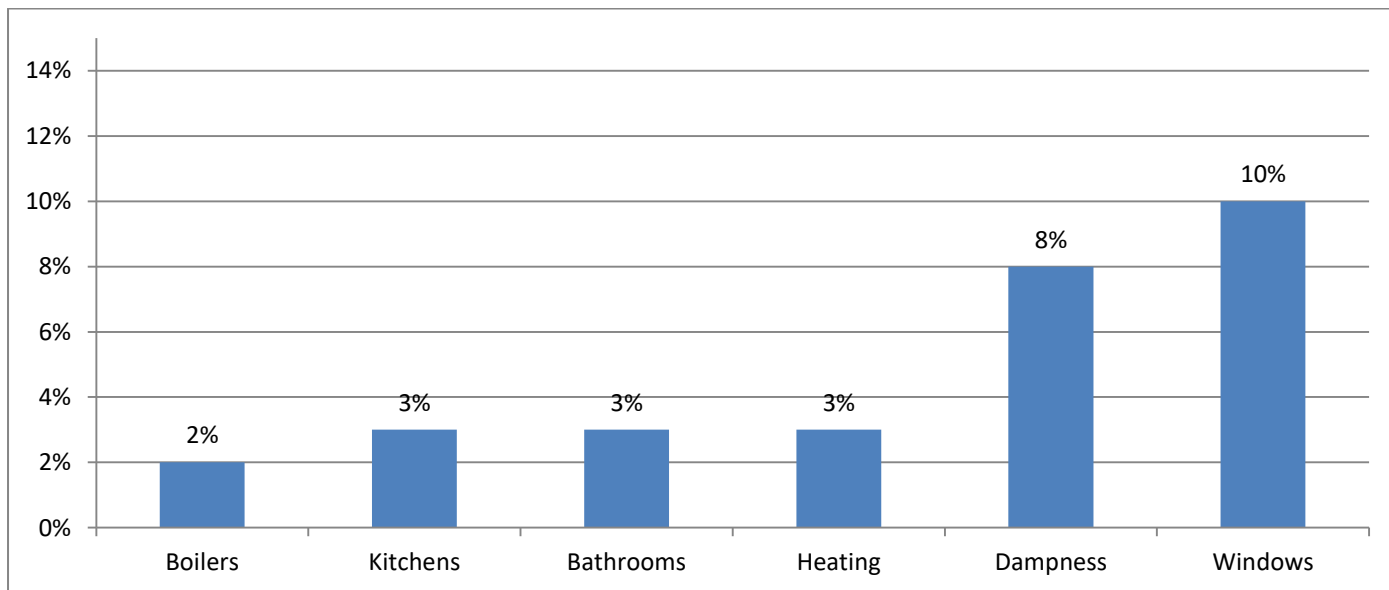


As illustrated in figure 30, amongst the seven hundred and fifty seven tenants who commented, the top three areas for change or improvement are: repairs and maintenance (26% of the comments made related to this service); upgrading property (19%); and providing better customer service/listening more/being more proactive and responsive (8%).

In relation to property matters, (upgrades and repairs) tenants mainly referred to the aspects set out in figure 31, i.e. the two principal property related areas commented on were windows (10%) and dampness (8%).

Figure 31 – Improvement areas – aspect of the home mentioned in relation to repairs and upgrades (757- weighted)

Q- Finally, are there any changes or improvements that you would you like the Council to make to the housing service it currently provides?



ANNEXES

COMPILATION OF 'OPEN ENDED' COMMENTS

Annex 1 – Completed interviews by zone

Zone	Interviews	Zone	Interviews
Z001	6	Z030	3
Z002	3	Z032	11
Z003	15	Z034	17
Z004	7	Z035	28
Z005	107	Z036	8
Z006	1	Z037	13
Z007	71	Z038	62
Z008	26	Z039	32
Z009	36	Z040	20
Z010	22	Z041	91
Z011	8	Z042	25
Z012	31	Z043	26
Z013	34	Z045	22
Z014	14	Z047	6
Z015	7	Z049	5
Z016	23	Z050	30
Z017	3	Z052	8
Z018	19	Z053	14
Z019	25	Z055	1
Z020	80	Z056	20
Z021	16	Z057	59
Z022	12	Z058	55
Z023	34	Z059	57
Z024	32	Z060	9
Z025	15	Z061	2
Z028	5	Z063	11
Z029	14	Total	1300

Annex 2 – Technical appendix

Project name	Aberdeen City Council Tenant Satisfaction Survey		
Research objectives	To assess satisfaction levels amongst a sample of Aberdeen City Council tenants with a specific requirement to provide data for the Council's May 2017 ARC submission		
Target group	Aberdeen City Council tenants		
Achieved number of interviews by Area Committee	<u>Management area</u>	<u>Actual surveys</u>	<u>% all surveys</u>
	Central 1	187	14%
	Central 2	187	14%
	Central 3	179	14%
	North 1	190	15%
	North 2	186	14%
	South 1	186	14%
	South 2	185	14%
	Total	1,300	100%
Date of fieldwork	Fieldwork took place during April and May 2017		
Sampling method	<p>A total of 1,300 interviews was achieved (compared the target number of 1,300). With the agreement of the Council, approx.185 interviews were targeted in each of the 7 Council Management Areas. Sampling was carried out as follows: (1) all tenants were selected at random to create a sampling frame of approx. 3,250 tenants (2) the sampling frame was checked to ensure representatives; (3) all tenants in the sampling frame were lettered on behalf of the Council by Knowledge Partnership to advise them of the survey; (4) tenant address detail within the sampling frame were then allocated to interviewers on a management area and zone basis; (5) interviewers then completed their interviews using a quota sampling method to ensure representativeness using characteristics such as town, street, property type, age of tenant etc.</p>		
Data collection method	All responses were collected on a paper questionnaire administered face to face with tenants on the door-step.		
Number of interviewers	Ten interviewers worked on the project.		
Weighting procedures	Weighting was used to make the achieved 1,300 interviews consistent with the tenant population profile.		
Margin of error	The margin of error based on 1,300 completed interviews against a population of 20,857 is +- 2.6%. Note that the margin of error at the management area level (185 interviews approx.) is +-7% and therefore Area Committee results should be treated with care.		