Item: 11

Education, Leisure and Housing Committee: 9 September 2020.

Tenant Satisfaction Survey.

Report by Executive Director of Education, Leisure and Housing.

1. Purpose of Report

To advise of findings of the tenant satisfaction survey.

2. Recommendations

The Committee is invited to note:

2.1.

That a wholescale tenant satisfaction survey is required by the Scottish Social Housing Charter, the process for which is detailed and prescriptive for landlords with up to 1,500 tenants, including achieving a return rate of 40%.

2.2.

That the results of the process, referred to at paragraph 2.1 above, are used by the Scottish Housing Regulator as part of the process of regulating Local Authority Housing Services.

2.3.

That, between March and May 2020, a tenant satisfaction survey was undertaken by an independent body, IBP Strategy and Research, on behalf of the Council, the results of which are summarised in section 4 of this report.

2.4.

That due to Covid-19, a higher proportion of replies in the tenant satisfaction survey was obtained by telephone interview.

3. Background

3.1.

The Scottish Social Housing Charter, which came into effect on 1 April 2012 and was updated in 2017, includes a series of outcomes and standards against which housing services are to be regulated.

3.2.

The Charter includes a requirement that landlords undertake regular surveys of their tenants to assess their satisfaction with services and report the findings to the Scottish Housing Regulator.

3.3.

The Scottish Housing Regulator, in conjunction with Ipsos MORI, has produced guidance on undertaking such surveys. The guidance is detailed and prescriptive. It requires that landlords with up to 1,500 tenants are required to survey all their tenants and that all landlords seek to achieve at least a 40% return rate, which is challenging. It also provides detail on the type of questions to be asked to ensure that the Scottish Housing Regulator can in turn receive information on certain key outcomes.

3.4.

The Council undertook its initial survey in September to October 2013. In order to meet all the requirements of the guidance, the Council worked jointly with Orkney Housing Association Limited who have undertaken tenant surveys for a significant number of years. Its last tenant survey was undertaken in April 2018.

3.5.

A joint arrangement was made with IBP Strategy and Research which specialises in undertaking surveys for landlords. This gave the added advantage of being able to anonymise information and allowed tenants to respond openly without the Council receiving details of individual responses.

3.6.

It has been determined locally that it is more appropriate to undertake surveys every two years rather than every three years to ensure the data is reflective of the current tenant base.

3.7.

The survey, which is the fourth one for Council tenants, was undertaken between March and May 2020.

4. Survey Results

4.1.

The survey focused on a range of issues, including the following:

- Social, economic and demographic profile of tenants.
- Quality of communication.
- Tenant participation.
- Contact with the Council’s Housing Service.

- Complaints.
- The Home.
- Repairs and housing services.
- Rent and arrears.
- The neighbourhood.
- Final comments and overall satisfaction.

4.2.

Surveys were sent to all tenants within Housing Revenue Account properties, a total of 859 surveys. A total of 344 valid responses were received which amounts to the required 40% response rate. The data is determined to be accurate to +/- 4.09%. Results should help to assess compliance with the Scottish Social Housing Charter, Annual Assurance Statement and identify a range of other issues and priorities.

4.3.

Initial results are attached at Appendix 1 to this report. The key findings are as follows and a comparison from the previous survey, undertaken during April and May 2018, is shown in brackets:

Indicator from the Scottish Social Housing Charter at time of Survey	**Performance of Council's Housing Services**
Overall service provided by landlord (indicator 1).	92% satisfaction (84%).
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (charter indicator 2).	93% rating as very or fairly good (87%).
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (charter indicator 5).	84% satisfaction (63%).
Percentage of tenants satisfied with the quality of their home (charter indicator 10).	88% satisfaction (76%).
Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with repairs and maintenance service (charter indicator 16).	90% satisfaction (82%).
Percentage of tenants satisfied with the management of the neighbourhood they live in (charter indicator 17).	86% satisfaction (76%).

4.4.

Tenants were asked about their contact with the Council's Housing Service in the last 12 months.

- 41% had contacted the Council's Housing Service in past 12 months.
- Telephone contact was considered the most common method of contact (83%).
- 88% reported it was easy to get hold of the right person.
- 93% say staff were helpful.
- 94% thought their query was answered within a reasonable time.
- 85% were satisfied with the outcome of their query though 8% were dissatisfied.

4.5.

When asked for their overall view of the quality of customer service provided by the Council's Housing Service, 94% of respondents said it was very good or good (78% and 16% respectively).

4.6.

While 75% of respondents were either very or fairly satisfied with the standard of their home on moving in (45% and 30% respectively), they also reported certain areas of dissatisfaction and this was broken down into aspects within the inside of the home and follows:

- 3% dissatisfaction with living room.
- 8% dissatisfaction with bedroom(s).
- 7% dissatisfaction with external appearance of home.
- 18% dissatisfaction with kitchen.
- 21% dissatisfaction with heating.
- 22% dissatisfaction with bathroom.
- 18% dissatisfaction with doors.
- 26% dissatisfaction with windows.
- 11% dissatisfaction with garden.

4.7.

Of those tenants who had moved in the last 12 months, the level of satisfaction with aspects of the moving service, along with 2018 survey results in brackets for comparison, were as follows:

- Information on housing options 94% (71%).
- Clarity of allocations process 94% (77%).
- Length of time it took to get your home 63% (78%).
- Advice and support received 84% (66%).
- Cleanliness of home 84% (76%).

- Level of decoration grant 34% (66%).
- Decorative condition 63% (58%).

4.8.

Tenants who had repair or maintenance work undertaken over the last 12 months, were asked about their general level of satisfaction. 91% were either very or fairly satisfied (81% and 10% respectively). This is broken down further as follows:

- 95% were satisfied at the attitude of Customer Services Staff.
- 99% were satisfied at the ease of reporting repairs.
- 96% were satisfied with the attitude of workers.
- 92% believed that workers tidied up after themselves.
- 94% were satisfied with arrangements for access.
- 87% were satisfied with the overall quality of work.
- 85% were satisfied with the time taken to complete the work.
- 82% were satisfied that the repair was done "right first time".

4.9.

Tenants were also asked various questions about rent. This included how they thought rent levels compared with those of similar properties from other landlords in the area. Responses showed that 63% felt it was much the same and a further 24% believed it was slightly less or much less expensive.

4.10.

As regards arrears, 3% advised that they are currently in arrears and 12% say they have been in arrears. Of those that expressed a view:

- 86% think the Council takes a reasonable approach to arrears.
- 6% think it is too lenient.
- 8% think it is too strict.

4.11.

In respect of the extent tenants felt safe in their neighbourhood, 97% advised that they felt very or fairly safe (being 82% and 15% respectively).

4.12.

The most common neighbourhood problems were:

- Dog fouling (21% felt it was a serious problem).
- Inconsiderate parking (18% felt it was a serious problem).
- Drug dealing (12% felt it was a serious problem).
- Noisy neighbours (8% felt it was a serious problem).
- Rubbish (8% felt it was a serious problem).

4.13.

As regards complaints, tenants were asked about their satisfaction with aspects of the Complaints Service. Of those that expressed a view:

- 87% were satisfied with the ease of making a complaint.
- 78% were satisfied with the information and advice provided.
- 74% felt they were kept informed of progress.
- 65% were satisfied with the support they received while the complaint was being dealt with.
- 65% were satisfied with the way the complaint was dealt with overall.
- 64% were satisfied with the speed with which the complaint was dealt with.
- 39% were satisfied with the final outcome.

4.13.1.

This has seen an overall improvement in satisfaction in the complaints process.

4.14.

As regards various statements in respect of the Council's Housing Services (respondents choosing "strongly agree" or "agree"):

- 86% found staff friendly and approachable.
- 86% found staff knowledgeable.
- 82% considered tenants were treated fairly and with respect.
- 72% trusted the Housing Service.
- 68% felt the Housing Service had a good reputation.
- 57% believed appropriate support was provided for tenants who needed adaptations.
- 59% felt their individual needs were recognised.
- 68% felt they received clear information about how rent and other money is spent.

4.15.

When asked to rank which specific aspects of the service were most important to them, tenants chose as follows:

- Overall quality of home 71%.
- Energy efficiency of property 52%.
- The quality of repairs and maintenance service 47%.
- The value for money of rents 38%.

4.16.

When asked to rank which specific aspects of the service were least important to them, tenants chose as follows:

- Having the chance to be involved in decisions about the Housing Service's policies and practices 23%.
- Overall neighbourhood environment 20%.
- The Housing Service making more houses available for people to rent 15%.

4.17.

The survey also sought information on tenant profiling including demographic information and data relating to their occupation and income levels. In addition the survey considered what proportion of tenants had access to the internet and how often they use it, 84% indicated they used the internet every day.

4.18.

Tenants were asked how important or unimportant it was for the Housing Service to make more properties available for rent and 81% felt it was important.

4.19.

Overall, the results of the tenant survey are very positive and provide a range of useful information to the Council.

5. Corporate Governance

This report relates to governance and procedural issues and therefore does not directly support and contribute to improved outcomes for communities as outlined in the Council Plan and the Local Outcomes Improvement Plan.

6. Financial Implications

There are no significant financial implications arising directly as a result of this noting report.

7. Legal Aspects

7.1.

The Housing (Scotland) Act 2010 section 31 introduced changes to the basis on which the Scottish Housing Regulator would be responsible for regulating housing services.

7.2.

The Charter does not replace any of the legal duties that apply to social landlords, but in several cases the outcomes describe the results social landlords should achieve in meeting their legal duties.

7.3.

Therefore, although not laid down formally in legislation, the Scottish Social Housing Charter determines the outcomes against which social landlords will be regulated. This includes a requirement for a regular tenants' satisfaction survey to be undertaken and for a performance report to be published.

8. Contact Officers

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Frances Troup, Head of Housing, Homelessness and Schoolcare Accommodation Services, extension 2177, Email frances.troup@orkney.gov.uk.

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9. Appendix

Appendix 1: Tenant Satisfaction Survey, undertaken by IBP, with responses.

Appendix 1

Orkney Islands Council

Tenant Satisfaction Survey 2020

Report

July 2020

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Contents

Summary of Key Findings

Respondent Profile

The profile of respondents by gender shows a greater female than male proportion (59% compared to 40%) which is common for surveys of this nature and is broadly similar to the profile from 2018.

Compared to 2018, there were fewer respondents in the youngest age groups and also fewer in the older age groups but with a significantly higher proportion of respondents in the 35-54 age groups in particular.

Most commonly respondent households were single occupancy (61%, compared with 53% in 2018) while 17% were couple households (down from 19%), 7% were lone parents (down from 11% previously) and 5% were families with children (down from 12%).

53% of respondents were working either full or part-time or self-employed (compared with 42% in 2018) and 1% were unemployed (compared with 4% in 2018). A further 33% were retired (compared with 37% in 2018) and 8% were long term sick or disabled (12% in 2018).

The average net monthly income per household was estimated at £961.97 (up from £788.27 in 2018). However, it seems likely that this was a function of the methodology adopted in 2020 more effectively reaching working tenants).

29% of households have someone with a disability (down from 39% in 2018); again, this may reflect the 2020 sample including a higher proportion of working people.

Respondents are broadly split between Kirkwall (49%) and elsewhere in the Orkney Islands (51%). No location information could be identified for the remaining 1%.

22% of respondents lived in a new-build property (2018, 20%).

Overall Satisfaction

Overall, 91% of respondents are very or fairly satisfied with the service provided by the Housing Service of Orkney Islands Council (up from 84% in 2018) while only 3% are very or fairly dissatisfied (down from 6% in 2018).

Communications and Participation

The vast majority of tenants (93%, up from 87% in 2018) rate the Housing Service of Orkney Islands Council positively in terms of keeping them informed about their services and decisions.

84% of tenants have access to the internet (up from 68% in 2018 although this may be influenced by a revised formulation of the question) and of these the vast majority say they use the internet every day (84%).

The majority of respondents are very or fairly satisfied that they have the opportunity to take part in the Housing Service's decision making processes (84%, up from 63% in 2018). Only a small minority (4%, down from 8%) are dissatisfied and 13% gave a neutral response (down from 29%).

Contact with The Housing Service

41% of respondents said that they had contacted the Council's Housing Service in the last 12 months with a query other than to pay their rent or a service charge (2018, 55%). Respondents' last method of contact with the Council was mainly by telephone (83%, up from 69% in 2018) followed by personal visit to the office in Kirkwall (10%, down from 17% in 2018).

The Council is rated positively in relation aspects of customer service such as ease of getting hold of the right person (88%, up from 77% in 2018), helpfulness of staff (93%, up from 84%), time taken to answer their query (94%, up from 80%) and satisfaction with the outcome of their query (85%, up from 72%).

The overall quality of customer service is also rated highly with 94% of respondents rating it as good or very good (up from 86% in 2018).

Complaints Policy

The majority of respondents (85%, up from 60% in 2018) are aware of the Council's complaints policy. 7% of respondents said that they had made a complaint to the Housing Service in the last 12 months, which was a similar proportion to 2017. Amongst this group satisfaction levels with various aspects of the complaints service were generally positive with satisfaction being highest in relation to the ease of making the complaint (87%, up from 63% in 2018) and lowest in relation to the final outcome of the complaint (39%, up from 24% in 2018). Other than final outcome of the complaint, there was majority satisfaction with all other aspects of the complaints service and ratings had improved significantly since 2018, albeit on a low base number of responses.

The Home

Of those that moved into their home in the last year, the majority (75%, up slightly from 73% in 2018) were very or fairly satisfied with the standard of their home when they moved in.

The vast majority that moved into their home in the last year stated that the found it very or quite easy to apply for the property (95%, down slightly from 98% in 2018).

Amongst respondents that moved into their home in the last year the majority were also very or fairly satisfied with all aspects of the moving in process, particularly in relation particularly in relation to the clarity of the allocations process (94%, up from 77%), the information on housing options (94%, up from 71% in 2018), cleanliness of the home (84%, up from 76%) and advice and support received (84%, up from 66%).

88% of all respondents were very or fairly satisfied with the overall quality of their home (up from 76% in 2018).

The majority of respondents were very or fairly satisfied with all aspects of their home, most notably with the living room (88%) and bedrooms(s) (79%). However, respondents were less likely to be satisfied with windows (62%), doors (66%) and bathroom(s) (68%).

Respondents' heating systems are perceived as being easy to use (84% rate as good or very good compared to 71% in 2018), having acceptable noise levels (81%, up from 76%), reliable (81%, up from 73%) and comfortable (79%, up from 70%). The cost-effectiveness of heating systems was rated significantly lower by comparison (although positive ratings had improved significantly to 65% from 46%).

The average monthly cost of heating tenants' homes is £134.67 (up slightly from £130.01 in 2018). This is higher in Kirkwall and slightly lower in the other areas. We estimate the level of fuel poverty (according to the Scottish Government definition) to be 81% (as compared to 71% in 2018) but the proportion in "extreme fuel poverty" to be lower at 16% (compared to 32% in 2018).

25% of respondents say they have compared prices from alternative energy suppliers over the past year (up from 17% in 2018) and, of these, 46% switched suppliers and 11% changed tariffs with their existing supplier. Approximately 12% of the sample overall said that they had switched suppliers over the past year, which is still below the national average of 20%.

THE HOME (CONTINUED)

The majority of respondents were very or fairly satisfied with all aspects of the common areas of their property and in relation to 5 of these 6 elements, satisfaction has improved between 2018 and 2020, sometimes significantly This was the case in relation to: common entrance / door entry systems (82% very or fairly satisfied, up from 78% in 2018); stair cleaning (72%, up from 58%); communal back / dying areas (80%, up slightly from 77%); bin areas (73%, up from 67%); and, fencing (64%, up from 55%). However, satisfaction with gardens reduced very slightly (72%, down from 74%).

REPAIRS AND HOUSING SERVICES

The majority of respondents (54%, down from 63% in 2018) have had repairs carried out in their home in the last 12 months.

Amongst those that have had repairs carried out in their home in the last 12 months, 90% were very or fairly satisfied with the service they received (up from 82% in 2018).

The vast majority of respondents that have had repairs carried out in their home in the last 12 months were very or fairly satisfied with all aspects of the service they received, most notably in relation to ease of reporting the repair (99% very or fairly satisfied, up from 94% in 2018), the attitude of workers (96%, up from 94%), the attitude of customer service staff (95%, up from 93%), arrangements for access (94%, up from 92%) and workers cleaning up after themselves (92%, up from 91%).

Current service standards for the times within which emergency, urgent and routine repairs should be carried out are perceived to be reasonable by the majority of respondents (82%, 72% and 71% respectively). This is slightly higher than the figures for 2018 (80%, 66% and 68% respectively).

Amongst all respondents, regardless of whether or not they have had repairs carried out in their home in the last 12 months, 86% were very or fairly satisfied overall with the Housing Service's repairs service (up from 81% in 2018).

Amongst the small number of respondents that have had planned maintenance carried out in their home in the last 12 months (12%, up slightly from 9% in 2018), the majority gave a positive rating to all aspects of the service they received, particularly in relation to the overall quality or work (98%, up from 96% in 2018). By comparison, ratings were lowest in relation to any choices made available (85%, down slightly from 90% in 2018).

RENT AND FINANCIAL ISSUES

A large minority of respondents are in receipt of full or partial Housing Benefit (31%, down from 43% in 2018) while 65% pay full rent (compared to 53% in 2018).

In terms of finances, 97% of all respondents perceive that they are just about managing, managing quite well or managing very well (up from 95% in 2018). However, a small minority (4%, down from 8% in 2018) perceive that they are managing quite or very poorly.

The majority of respondents (81%, up from 73% in 2018) rate the rent they pay as very or fairly good value for money.

Overall, 24% of respondents indicated that they considered the Council's rents to be less expensive than those of other landlords compared to 13% that considered them to be more expensive (the figures for 2018 were 58% and 15%). The most significant change is that a considerably higher proportion indicated that rent levels were "about the same".

Most respondents have never been in arrears (85%, up from 71% in 2018), although 3% are currently in arrears (down from 9%) and 12% are not currently in arrears but have been previously (down from 20% in 2018).

Of those that had an opinion, 86% perceive the Housing Service to be reasonable in their approach to dealing with arrears (up from 77% in 2018) while 6% find them too lenient (down from 17%) and 8% find them too strict (up slightly from 7%).

THE NEIGHBOURHOOD

The majority of respondents are very or fairly satisfied with their landlord's overall contribution to the management of their neighbourhood (86%, up from 76% in 2018).

97% feel very or fairly safe in their neighbourhood (up from 91% in 2018).

The majority of respondents gave a positive rating for the overall appearance of their neighbourhood (88%), grounds maintenance (82%) and car parking (82%).

Dog fouling is considered the most common "serious" problem in the community (21%, also 21% in 2018) followed by inconsiderate parking (18%, up from 14%) and drug dealing (12%, up from 6%).

The Neighbourhood (continued)

3% of respondents have reported anti-social behaviour to Orkney Islands Council in the last 12 months (down slightly from 4% in 2018). There is majority satisfaction in relation to all aspects of this service with some improvement since 2018, although it should be noted that these results are based on a small base number of respondents.

Final Comments about the Housing Service

The issues that tenants most commonly place in their "three most important issues" are the overall quality of the home (71%, up from 69% in 2018), the energy efficiency of the property (52%, down slightly from 55%) and the quality of the repairs and maintenance (47%, up from 40%).

Conversely, the three least important issues perceived were the Housing Service making more houses available for people to rent (15%, up from 12%), the overall neighbourhood environment (20%, up from 15%), and jointly, having the chance to be involved in decisions about the Housing Service's policies and practices (23%, up from 5%) and communication from the Housing Service about its services and decisions (23%, down slightly from 26%).

81% of respondents feel it is important that the Housing Service make more properties available for rent. Comparatively few (4%) feel it is not important and 15% feel it is neither important nor unimportant.

The majority of respondents were in agreement with a range of statements about the Housing Service, particularly in relation to it having friendly and approachable staff (86% agree or agree strongly, though this is down very slightly from 89% in 2018), having knowledgeable staff (86%, up from 82%) and treating its residents fairly and with respect (82%, down very slightly from 84%).

By comparison, agreement is lower in relation to providing appropriate support for tenants that may need adaptations to their home in order to help them to remain in their home (57% agree or agree strongly, down from 61% in 2018) and recognition of individual needs (59%, which is down from 68% in 2018).

DELIVERY AGAINST SCOTTISH SOCIAL HOUSING CHARTER STANDARDS

Indicator from the Scottish Social Housing Charter	**Relevant Question**	**Housing Service Performance**[1]	Trend
Percentage of tenants satisfied with the overall service provided by their landlord (Charter Indicator 1)	Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by the Housing Service of Orkney Islands Council?	91%[2] satisfaction[3] (84%)	↑
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Charter Indicator 3)	How good or poor do you feel the Housing Service is at keeping you informed about their services and decisions?	93% rating as very or fairly good (87%)	↑
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Charter Indicator 6)	How satisfied or dissatisfied are you with opportunities given to you to participate in the Housing Service's decision making processes?	84% satisfaction (63%)	↑
Percentage of tenants satisfied with the quality of their home (Charter Indicator 10)	Overall, how satisfied or dissatisfied are you with the quality of your home?	88% satisfaction (76%)	↑
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service(Charter Indicator 16)	Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by the Housing Service?	90% satisfaction (82%)	↑
Percentage of tenants satisfied with contribution to the management of the neighbourhood they live in (Charter Indicator 17)	Overall, how satisfied or dissatisfied are you with the Housing Service's management of the neighbourhood you live in?	86% satisfaction (76%)	↑

[1] 2018 figures in brackets.
[2] In these figures (and throughout the report) we have quoted the satisfaction figure as the combination of the "very" and "fairly" satisfied responses. It should be noted that, due to the effects of rounding, the overall satisfaction figure can vary slightly from this.
[3] Includes "Don't Know/No Opinion" responses as required by the Scottish Housing Regulator.

Indicator from the Scottish Social Housing Charter	Relevant Question	Housing Service Performance	Trend
Percentage of tenants who feel the rent for their property represents good value for money (Charter Indicator 29)	Taking into account the accommodation and the services the Housing Service provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it….	81% rating a fairly or very good (73%)	⇧

ibp Strategy & Research

Tenant Satisfaction Survey 2020

Results based on feedback from 344 tenants

ORKNEY ISLANDS COUNCIL

91%

Overall, 91% of our tenants said that they were satisfied with overall service provided. 72% said they were "very" satisfied and only 3% said they were dissatisfied.

81%

of tenants think their rent is good or very good value for money

90%

of tenants said they were satisfied with the repairs service

93% rated us positively for keeping tenants informed and 84% were satisfied with opportunities to take part in decision-making processes.

88% of tenants were satisfied with the quality of their home.

86% of tenants were satisfied with our management of the neighbourhood they lived in.

To access a summary of the findings please email: housing@orkney.gov.uk (telephone 01856 873535 extension 2170)

1.0 BACKGROUND, OBJECTIVES AND METHODOLOGY

BACKGROUND

1.1 Orkney Islands Council is a significant social landlord in Orkney Islands with 859 rented properties spread across a number of settlements.

The Council commissioned IBP to carry out a tenant survey on its behalf to meet the requirements of the Scottish Housing Regulator as well as providing additional feedback from residents to help guide the future strategic and operational direction of the Housing Service.

OBJECTIVES

1.2 The Council wished to carry out a survey which would seek to determine the attitudes and satisfaction levels of tenants across a variety of issues, as described below. The following issues were explored:

- The social, economic and demographic profile of tenants
- Perceived quality of communications
- Attitudes towards tenant participation in the work of the Housing Service
- Perceptions of various aspects of contacting the Housing Service
- Awareness and satisfaction with the Housing Service's complaints policy
- Satisfaction with aspects of the home and common areas
- Perception of the repairs service and associated services
- Financial issues and issues associated with value for money of rents
- Perceptions of local neighbourhoods
- Overall satisfaction with the Housing Service of the Council

These issues are dealt with in detail in this report.

METHODOLOGY

1.3 A quantitative survey questionnaire was developed in partnership with Orkney Island Council Housing Service's staff. The structured questionnaire that was devised is included as Appendix 1.[4] A number of questions were similar to the Association's previous survey conducted in 2018 and, where possible, the 2020 results have been compared to those from 2018.

1.4 The questionnaire for the survey incorporates a number of "core" questions that have been included as specified by the Scottish Housing Regulator, which are required for the Council's Annual Return on the Charter (ARC). These are specifically noted as such in the body of the report.

1.5 An initial survey mailing was issued to all 859 tenanted households on the database provided to IBP. There were 119 responses to this initial mailing including two online responses (an initial response rate of approximately 14%). The initial intention had been to issue a follow-up mailing to non-responders. However, this was not possible due to the "lockdown" implemented in response to Covid-19. It was decided that, as an alternative, non-responding households would be targeted by telephone interview; this process yielded a further 225 interviews. The total response level overall was, therefore, 344, which represents an overall response rate of 40%. The overall sample size of 344 provides data accurate to +/- 4.09%, which is a robust sample size for a survey of this nature. Both this margin of error and the response rate of 40% are consistent with the guidance of the Scottish Housing Regulator.

1.6 Throughout this report we have provided comment on the results by location i.e. respondents in Kirkwall compared to respondents elsewhere in the Orkney Islands; for certain questions we have also conducted an analysis of the results for new-build / other properties.

1.7 Interviewers were able to note any specific comments made by respondents in relation to each of the survey themes. Where appropriate, we have commented on any common themes that have arisen from these open-ended comments.

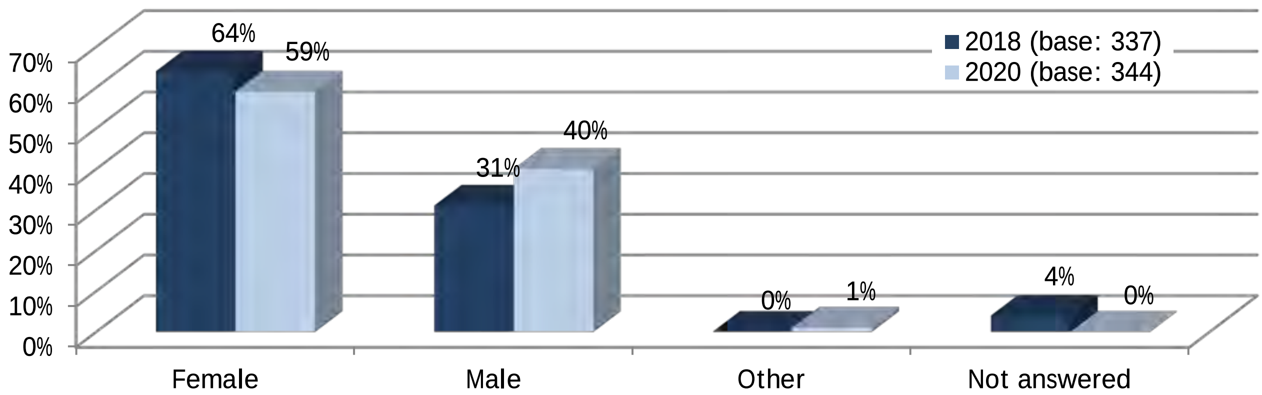
1.8 The full cross-tabulated results are presented as Appendix 2 including a detailed breakdown of responses by multiple criteria including demographics and property characteristics. Appendix 3 includes the full listing of the additional open-ended comments that were noted by interviewers. Finally, we have conducted a specific analysis of the prevalence of fuel poverty, which is included as Appendix 4.

[4] Appendices have been provided under separate cover.

2.0 RESPONDENT PROFILE

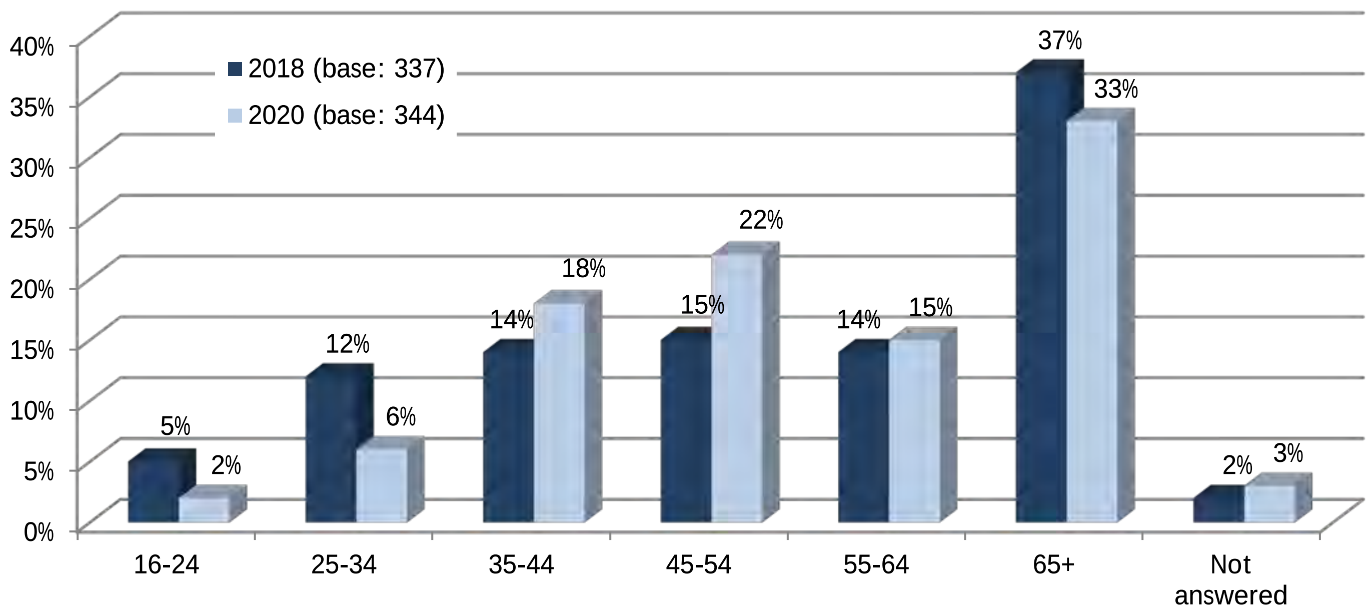
2.1 The profile of respondents by gender is illustrated in Figure 2.1. This shows a similar profile to 2018 where respondents are more likely to be female. This is typical in surveys of this nature.

Figure 2.2: Gender of Respondents



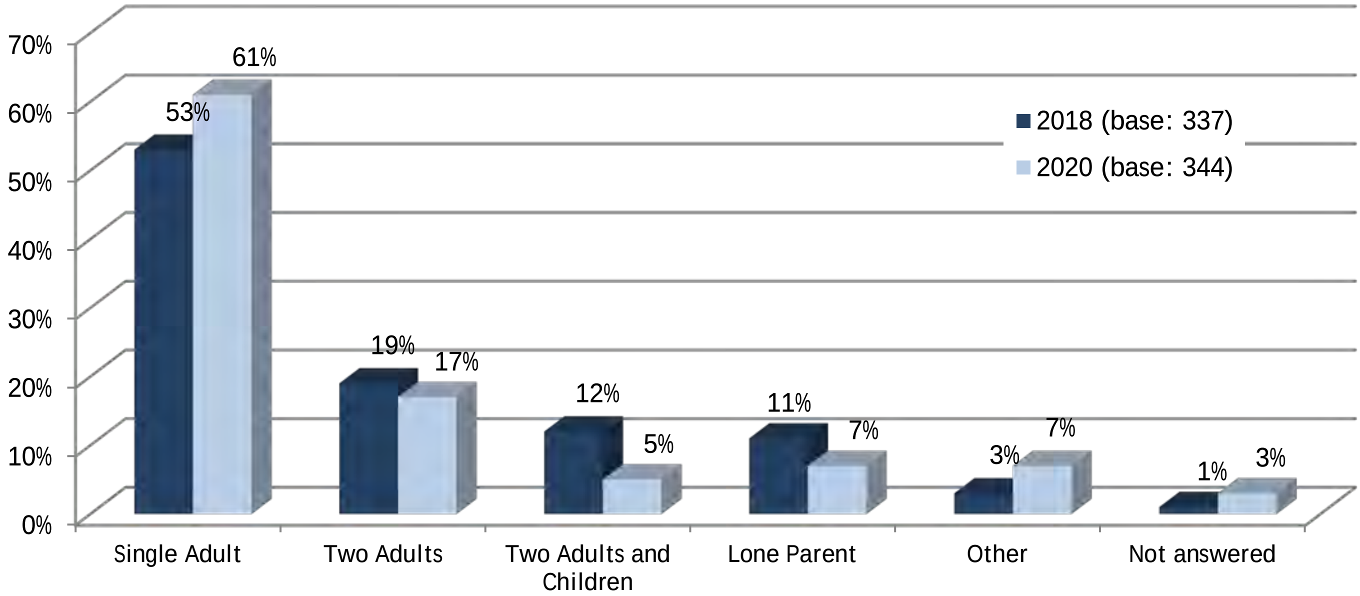
2.2 Figure 2.2 illustrates the age ranges of respondents. Compared to 2018, there were fewer respondents in the youngest age groups and also fewer in the older age groups but with a significantly higher proportion of respondents in the 35-54 age groups in particular.

Figure 2.4: Age of Respondent



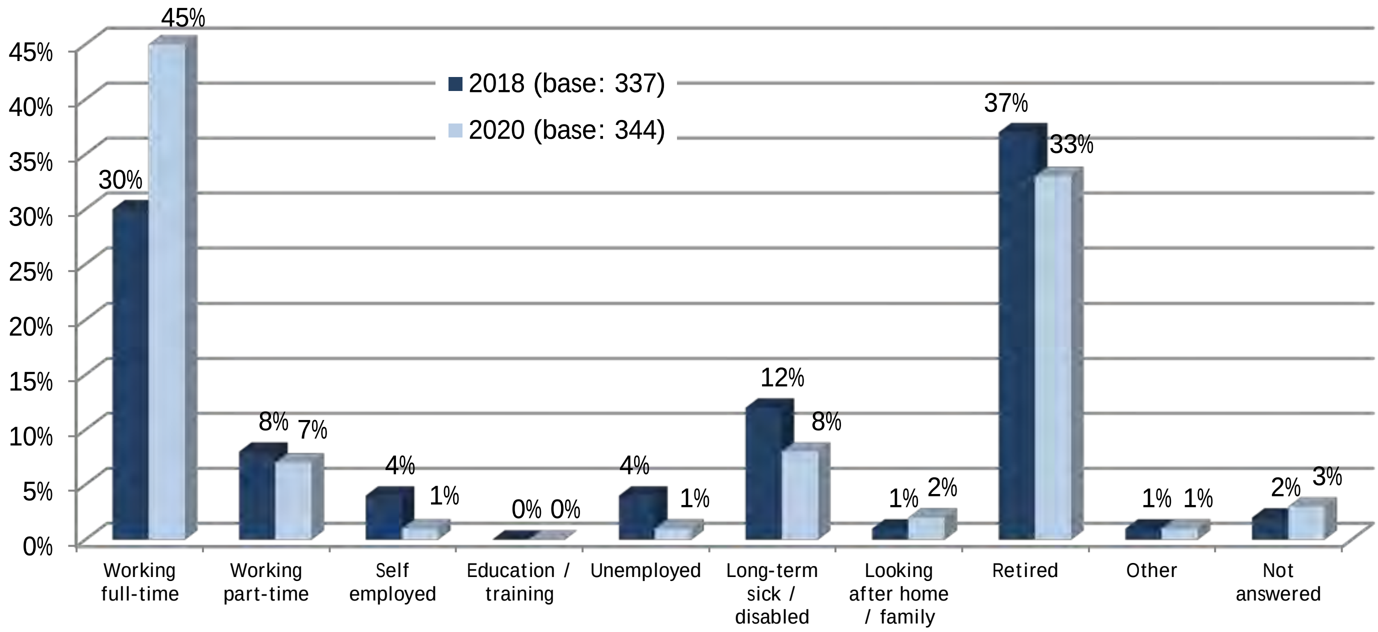
2.3 Figure 2.3 illustrates a broad range of household types with Single Occupancy households being the most common. This was also the case in 2018.

Figure 2.3: Household Composition



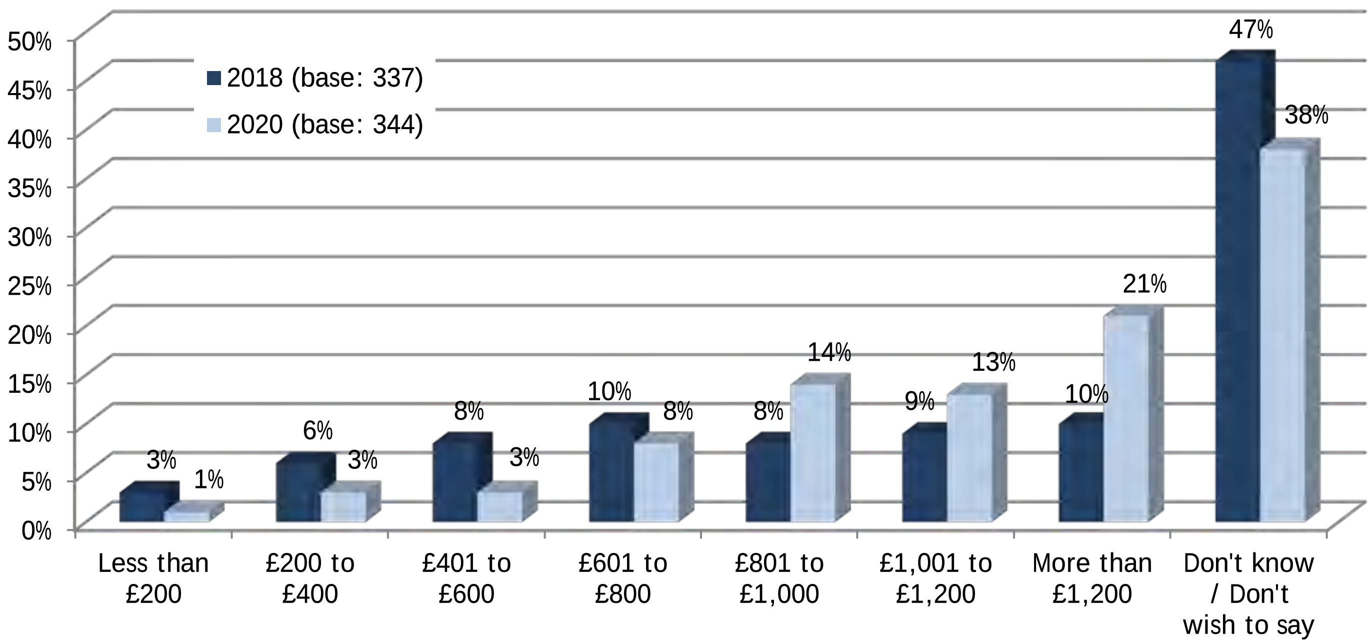
2.4 Figure 2.4 illustrates that 53% of respondents are working either full or part-time or self-employed and a significant proportion of tenants fall into categories such as retired and long-term sick / disabled. The proportion of working households recorded in 2018 was 42%.

Figure 2.4: Occupation



2.5 Figure 2.5 illustrates the monthly net income of households which takes into account income from employment, pensions, benefits (excluding Housing Benefit) and interest from savings. As shown, a large minority (38%) either did not know or refused to provide this information (which is common in surveys of this nature). However, 62% of respondents did provide this information.

Figure 2.6: Monthly Household Income



Taking the mid-points from the above income bands (assuming "less than £200" as "£200" and "more than £1,200" as "£1,200") we can calculate that the minimum average net income per household is as follows:

- Average net **weekly** income per household – £221.99 (up from £181.91 in 2018)
- Average net **monthly** income per household – £961.97 (up from £788.27 in 2018)
- Average net **annual** income per household - £11,543.64 (up from £9,459.24 in 2018).

Caution should be exercised in the interpretation of these changes. The average income figures reflect a significantly higher proportion of the achieved sample being in employment. It seems likely that this is a reflection of the 2020 reaching a greater proportion of employed tenants, this being particularly so as many working people were at home due to "lockdown". We would not therefore suggest that these figures be seen as proof of overall incomes having increased over a two year period but rather as a reflection of the different sample profile achieved.

2.6 29% of respondents say that they or a member of their household have a physical or mental health condition or illness lasting or expected to last 12 months or more (down from 39% in 2018 which, again, may reflect the 2020 survey reaching a greater proportion of people of working age and in employment). Table 2.1 illustrates the nature of the disability.

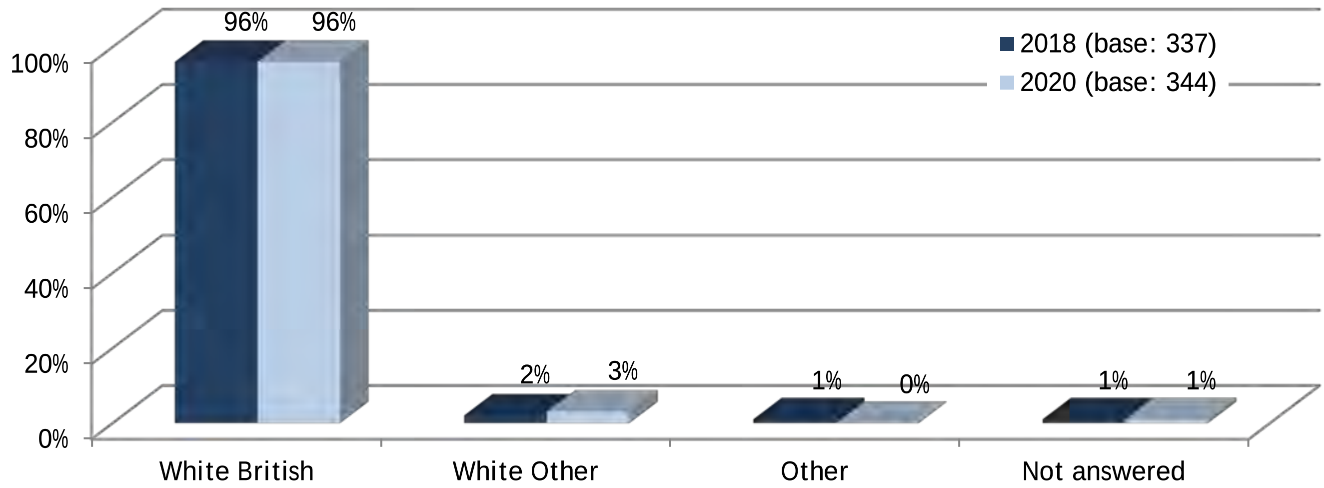
Table 2.1: Nature of Disability

Nature of Disability	2018	2020
Mobility	57%	66%
Stamina or breathing or fatigue	33%	33%
Dexterity	18%	31%
Mental health	40%	29%
Learning or understanding or concentrating	15%	17%
Memory	21%	14%
Hearing	13%	13%
Vision	13%	8%
Socially or behaviourally	16%	7%
Other	7%	11%
Not answered	2%	1%
Base:	131	101

The majority of those with a disability had problems with mobility (66%, up from 57% in 2018), followed by a significant minority with stamina, breathing or fatigue (33%, also 33% in 2018), dexterity (31%, up from 18%) and mental health issues (29%, down from 40%).

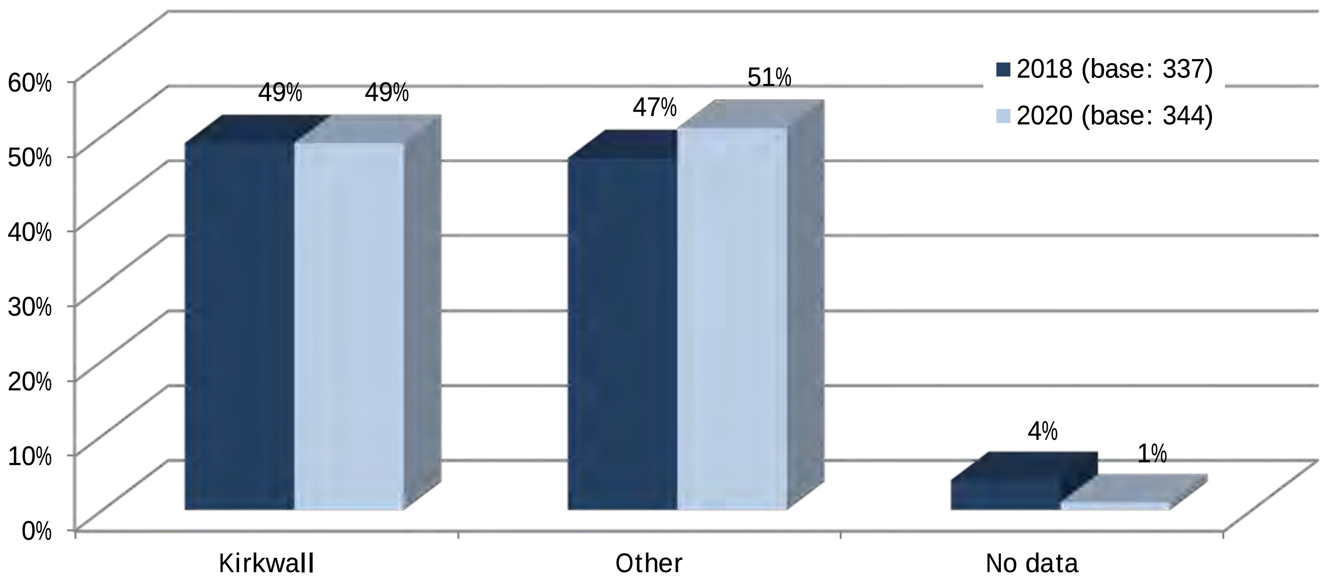
2.7 Figure 2.7 compares the ethnic origin of respondents. As shown, the vast majority of respondents (96%) are of White British origin. Again, a similar profile was recorded in 2018.

Figure 2.7: Ethnic Group



2.8 The geographical profile of respondents is illustrated in Figure 2.8. This shows that respondents were broadly split between those living in Kirkwall (49%) and those living elsewhere (51%). This profile is broadly similar to the profile from the 2018 survey.

Figure 2.8: Geographical Profile



2.9 Overall, 22% of respondents live in a new-build property as defined in the tenant database (compared to 20% in 2018).

KEY POINTS

The profile of respondents by gender shows a greater female than male proportion (59% compared to 40%) which is common for surveys of this nature and is broadly similar to the profile from 2018.

Compared to 2018, there were fewer respondents in the youngest age groups and also fewer in the older age groups but with a significantly higher proportion of respondents in the 35-54 age groups in particular.

Most commonly respondent households were single occupancy (61%, compared with 53% in 2018) while 17% were couple households (down from 19%), 7% were lone parents (down from 11% previously) and 5% were families with children (down from 12%).

53% of respondents were working either full or part-time or self-employed (compared with 42% in 2018) and 1% were unemployed (compared with 4% in 2018). A further 33% were retired (compared with 37% in 2018) and 8% were long term sick or disabled (12% in 2018).

The average net monthly income per household was estimated at £961.97 (up from £788.27 in 2018). However, it seems likely that this was a function of the methodology adopted in 2020 more effectively reaching working tenants).

29% of households have someone with a disability (down from 39% in 2018); again, this may reflect the 2020 sample including a higher proportion of working people.

Respondents are broadly split between Kirkwall (49%) and elsewhere in the Orkney Islands (51%). No location information could be identified for the remaining 1%.

22% of respondents lived in a new-build property (2018, 20%).

3.0 COMMUNICATIONS AND PARTICIPATION

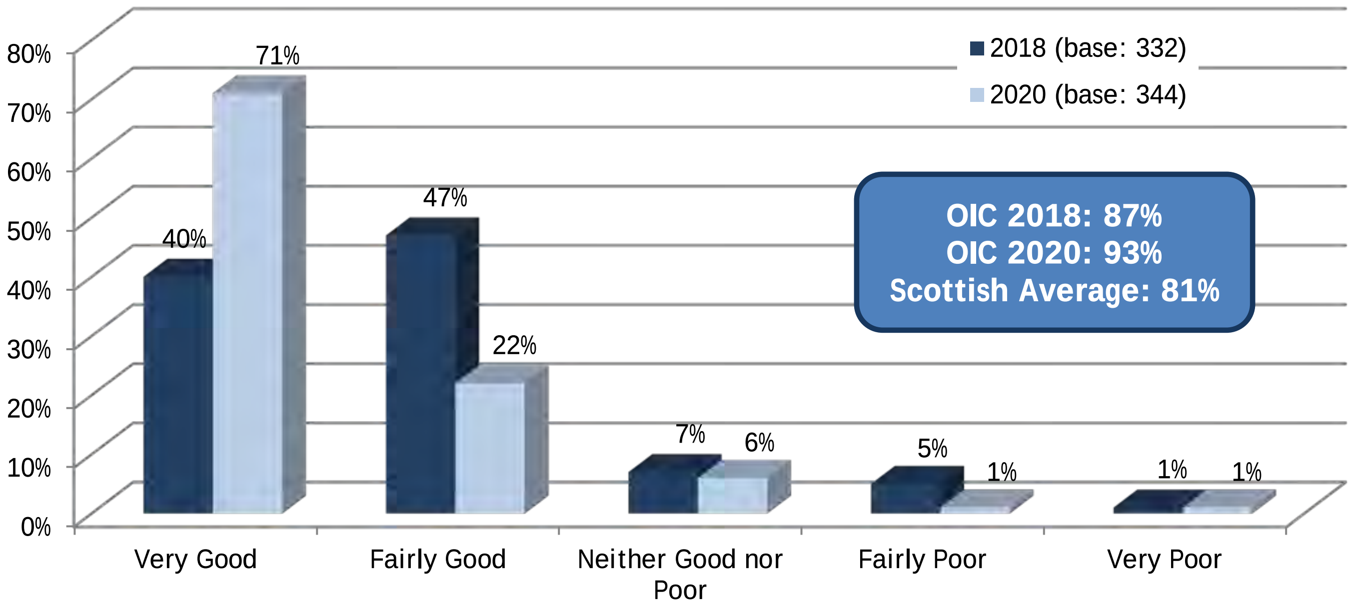
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Charter Indicator 2).

3.1 The following question was posed with respect to the extent to which the Council's Housing Service is seen to keep tenants informed about their services and decisions:

"How good or poor do you feel the Housing Service is at keeping you informed about their services and decisions?"

The results are set out in Figure 3.1 below[5].

Figure 3.1: Being Kept Informed



As shown above, 93% of tenants rate the Housing Service as very or fairly good in relation to keeping them informed about their services and decisions (up from 87% in 2018 and higher than the Scottish average of 81%[6]) and only a small minority (2%, down from 6% in 2018) rated the Council as very or fairly poor.

Ratings for this aspect of service are slightly higher in other areas (96%), compared to Kirkwall (90%).

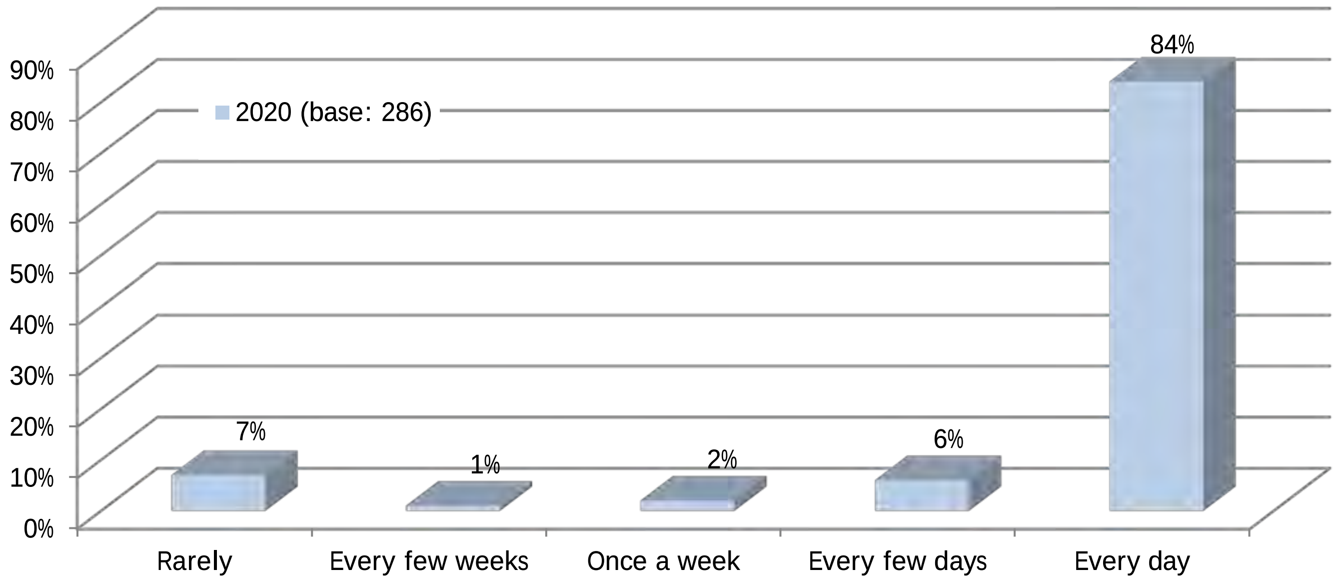
[5] It should be noted that throughout the survey a small number of respondents may not have answered all questions. The base quoted is each case is the actual number of respondents. In some cases, responses may not sum to 100% due to rounding.

[6] Scottish Average figures throughout this report are quoted from the Scottish Housing Regulator's Charter Indicators and Data by Outcomes and Standards for RSLs 2018-19.

3.2 84% of tenants have access to the internet. Whilst this is an increase from the 68% recorded in 2018, it should be noted that this figure is derived from a slightly different set of questions. In 2018, respondents were asked specifically if they had internet access and were then asked from where this was and on what sort of device. In 2020, however, this was a single question relating to how often people accessed the internet, with one of the options being "I don't have access to the internet" (from which we have derived the aforementioned figure of 84). It is possible that the formulation has more accurately identified people that use the internet to at least some extent and it may also be that the higher proportion of "middle age" respondents was a factor in this. Respondents in Kirkwall were slightly more likely than respondents in other areas to have internet access (86%, compared to 82%). Figure 3.2 illustrates how often those tenants that do have internet access use the internet. This question was not asked in 2018.

Figure 3.2: Frequency of Using Internet

Which of the following best describes how often you use the internet? Base is those with internet access.



As shown above, the vast majority of respondents that have internet access use the internet every day (84%).

Frequency of use is broadly similar in Kirkwall and other areas.

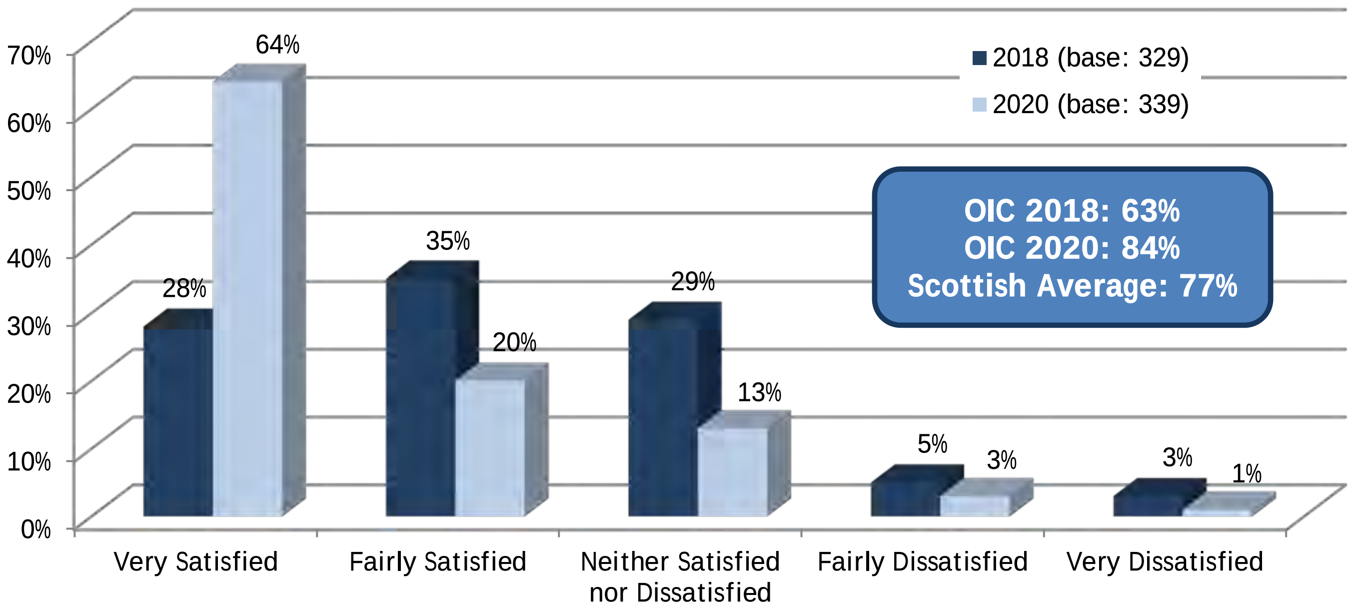
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Charter Indicator 5).

3.3 The following question was posed with respect to satisfaction with the opportunities given to participate in the Housing Service's decision making processes:

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

The results are set out in Figure 3.3 below.

Figure 3.3: Satisfaction with Opportunities to Take Part in the Housing Service's Decision Making Processes



The majority of respondents were very or fairly satisfied that they have the opportunity to take part in the Housing Service's decision making processes (84%, up from 63% in 2018 and higher than the Scottish average of 77%) and only a small minority expressed dissatisfaction (4%, down from 8% in 2018).

Satisfaction levels are broadly consistent with the average figure amongst Kirkwall respondents (83%) and respondents elsewhere (84%).

Key Points

The vast majority of tenants (93%, up from 87% in 2018) rate the Housing Service of Orkney Islands Council positively in terms of keeping them informed about their services and decisions.

84% of tenants have access to the internet (up from 68% in 2018 although this may be influenced by a revised formulation of the question) and of these the vast majority say they use the internet every day (84%).

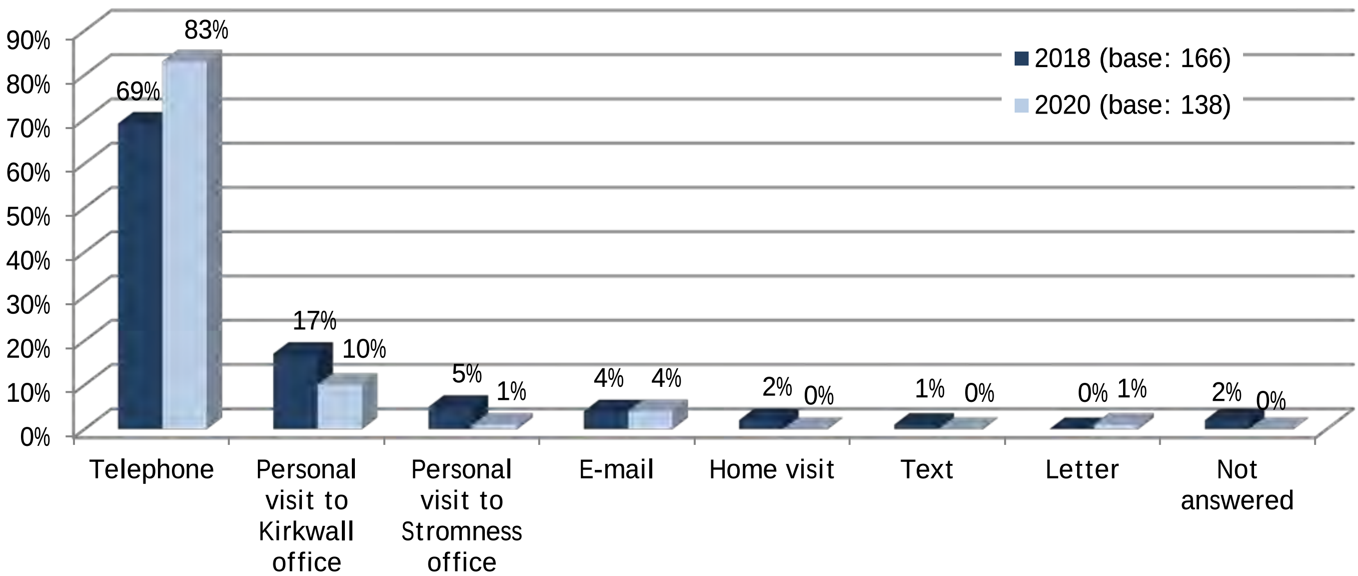
The majority of respondents are very or fairly satisfied that they have the opportunity to take part in the Housing Service's decision making processes (84%, up from 63% in 2018). Only a small minority (4%, down from 8%) are dissatisfied and 13% gave a neutral response (down from 29%).

4.0 CONTACT WITH THE HOUSING SERVICE

4.1 41% of respondents have contacted the Housing Service in the last 12 months with a query other than to pay their rent (55% in 2018). The methods by which respondents last contacted the Housing Service are illustrated in Figure 4.1.

Figure 4.1: Method of Contact

How did you last contact the Housing Service?
Base is only those that have contacted the Council's Housing Service in the last 12 months with a query other than to pay their rent or a service charge.



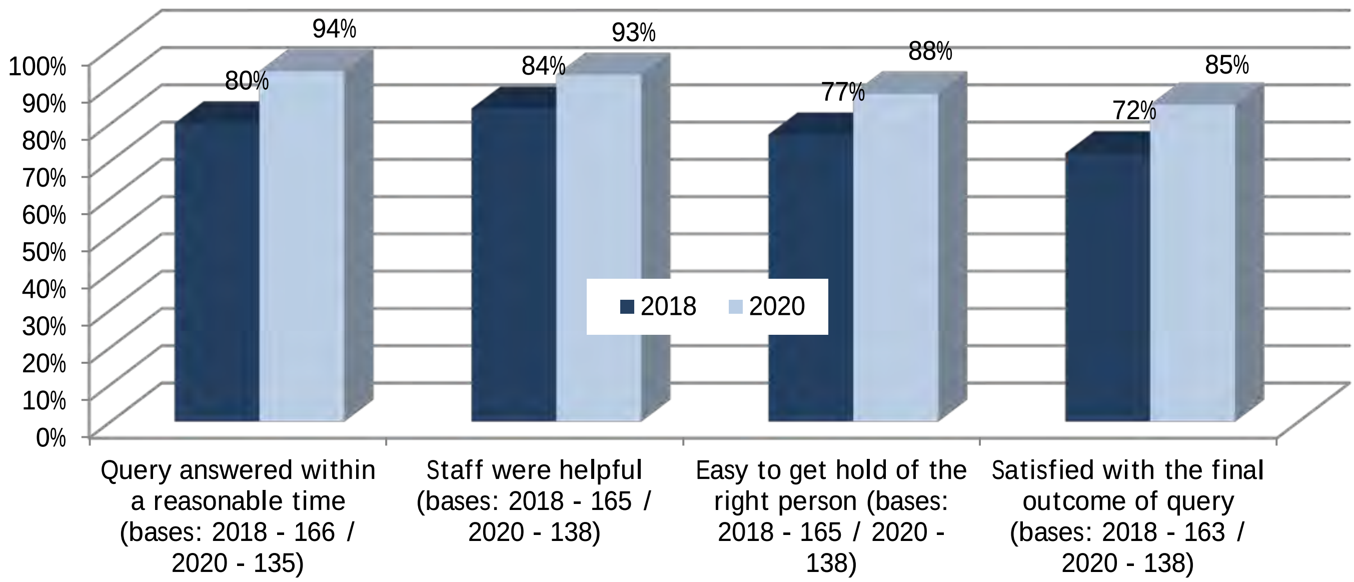
As shown, respondents mainly contact the Housing Service by telephone (83%, up from 69% in 2018), followed to a much lesser extent by a personal visit to the Council's Housing office in Kirkwall (10%, down from 17%). Comparatively few people make contact by other means.

Respondents in other areas were slightly less likely to contact the housing service by telephone (82%) when compared to respondents from Kirkwall (84%), although perhaps not surprisingly respondents in Kirkwall were slightly more likely than those in other areas to contact the housing service by personal visit to the Housing Office in Kirkwall (11%, compared to 9% elsewhere).

4.2 Figure 4.2 illustrates respondents' perception of a range of aspects of customer service such as ease of getting hold of the right person, helpfulness of staff, time taken to deal with the query and satisfaction with the outcome of the query.

Figure 4.2: Aspects of Customer Service

Was getting hold of the right person easy or difficult?
Did you find the Housing Service's staff helpful or unhelpful?
Was your query answered within a reasonable time?
How satisfied or dissatisfied were you with the final outcome of your query?
Bases are only those that have made contact in last 12 months and gave an answer.



Encouragingly, the Housing Service is rated positively in relation to all of the above aspects of customer service, particularly in relation to the query being answered within a reasonable time (94%, up from 80% in 2018) and helpfulness of staff (93%, up from 84% in 2018).

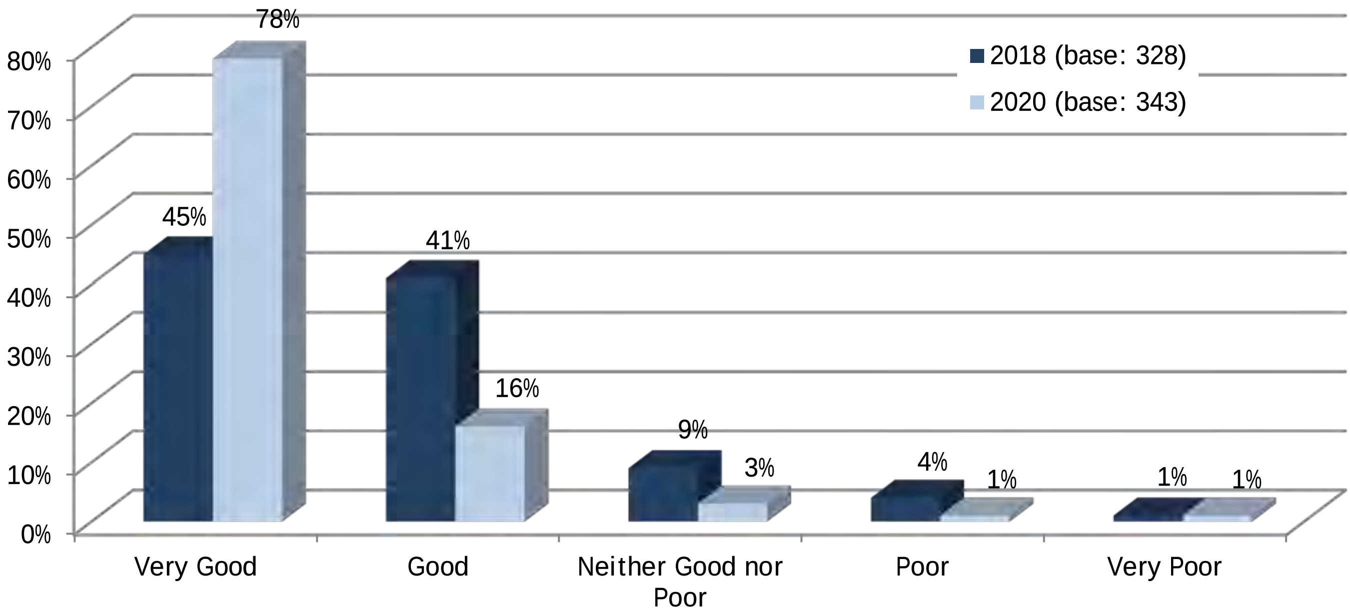
Respondents in Kirkwall were slightly more likely than respondents in other areas to provide a positive rating in relation to ease of getting hold of the right person (91%, compared to 86%).

4.3 Comments made by respondents in relation to contacting the Housing Service mainly referred to issues with ongoing or unresolved repairs and other queries but with these negative comments being balanced by a number of favourable comments about the Housing Service getting back to people. A full list of these comments can be found in Appendix 3.

4.4 Figure 4.3 illustrates respondents' overall rating of the quality of customer service provided by the Council.

Figure 4.3: Overall View of Quality of Customer Service

What is your overall view of the quality of customer service provided by the Housing Service?
Base is only those that provided an answer.



The Housing Service achieves a high rating in relation to the overall quality of customer service with 94% of respondents rating it as good or very good (up from 86% in 2018). Only a small minority rated it as poor or very poor (2%, down from 5%) and the remaining 3% gave a neutral response (9% previously).

Respondents in Kirkwall (94%) and other areas (95%) gave similar positive ratings for this question.

KEY POINTS

41% of respondents said that they had contacted the Council's Housing Service in the last 12 months with a query other than to pay their rent or a service charge (2018, 55%). Respondents' last method of contact with the Council was mainly by telephone (83%, up from 69% in 2018) followed by personal visit to the office in Kirkwall (10%, down from 17% in 2018).

The Council is rated positively in relation aspects of customer service such as ease of getting hold of the right person (88%, up from 77% in 2018), helpfulness of staff (93%, up from 84%), time taken to answer their query (94%, up from 80%) and satisfaction with the outcome of their query (85%, up from 72%).

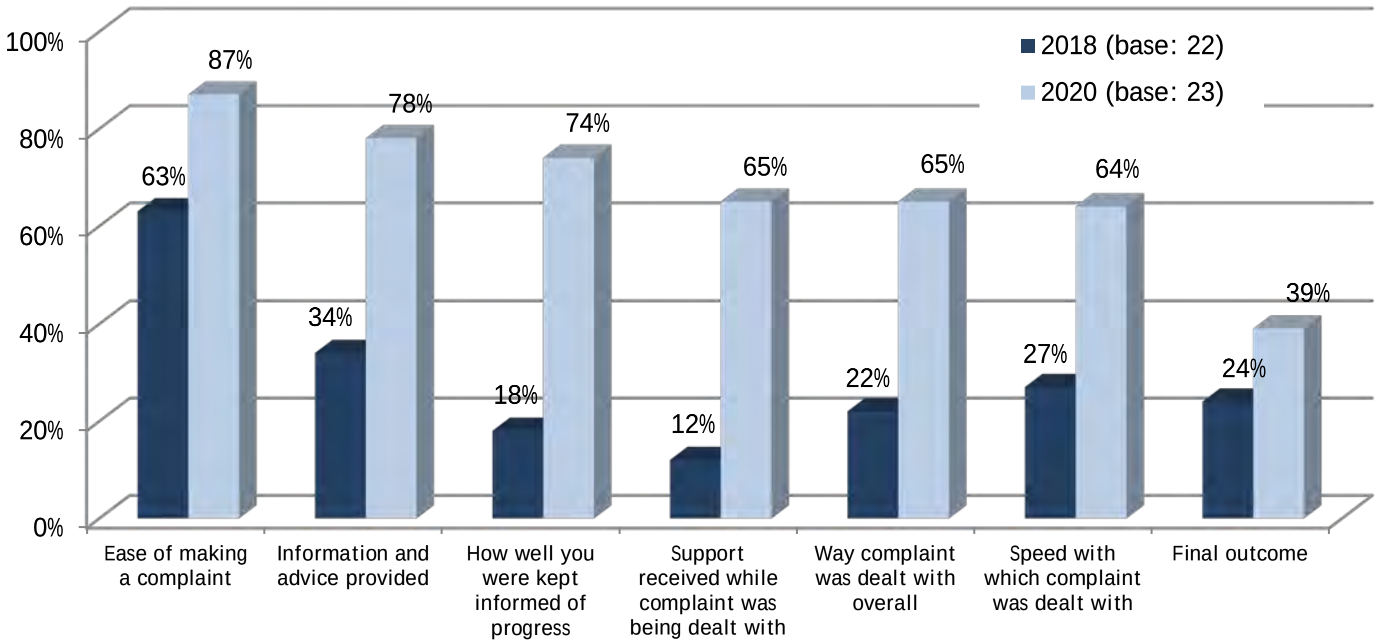
The overall quality of customer service is also rated highly with 94% of respondents rating it as good or very good (up from 86% in 2018).

5.0 Complaints Policy

5.1 85% of respondents are aware of the Housing Service's complaints policy, compared to 60% in 2018. Amongst all respondents, 7% have made a complaint to the Housing Service in the last 12 months (also 7% in 2018). Figure 5.1 illustrates the combined figures for very or fairly satisfied and compares this to the results from 2018.[7]

Figure 5.1: Satisfaction with Aspects of Complaints Service

How satisfied or dissatisfied were you with the following aspects of the complaints service?
Bases are only those that have made a complaint in the last 12 months.



Amongst respondents that have made a complaint to the Housing Service in the last 12 months (23 people), satisfaction is highest in relation to ease of making a complaint (87%, up from 63% in 2018). However, only a minority were very or fairly satisfied with the final outcome of their complaint. All aspects of the complaints process have shown significant improvement in satisfaction since 2018, although the small base figure should be noted.

[7] The very low base number of responses in each case should be noted.

KEY POINTS

The majority of respondents (85%, up from 60% in 2018) are aware of the Council's complaints policy. 7% of respondents said that they had made a complaint to the Housing Service in the last 12 months, which was a similar proportion to 2017.

Amongst this group satisfaction levels with various aspects of the complaints service were generally positive with satisfaction being highest in relation to the ease of making the complaint (87%, up from 63% in 2018) and lowest in relation to the final outcome of the complaint (39%, up from 24% in 2018). Other than final outcome of the complaint, there was majority satisfaction with all other aspects of the complaints service and ratings had improved significantly since 2018, albeit on a low base number of responses.

6.0 The Home

New Tenants and Moving In

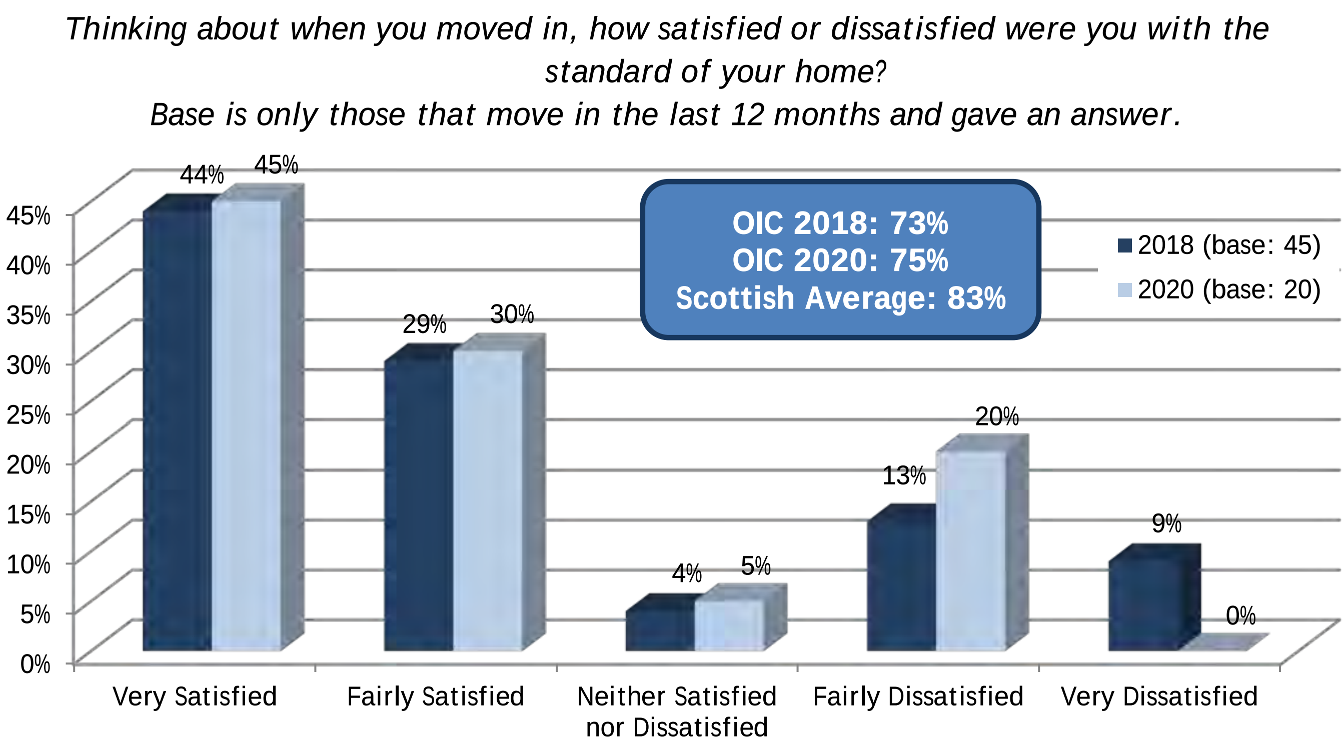
6.1 For this section, respondents were asked if they had moved into their property within the last year (that is, since April 2019). 6% (20 respondents, down from 13% / 45 respondents in 2018) said that they had done so and the results set out below are based on only this group of respondents.[8]

6.2 The following question was posed with respect to satisfaction with the standard of the home when moving in:[9]

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

The results are set out in Figure 6.1 below.

Figure 6.1: Satisfaction with Standard of Home on Moving In



[8] It should be noted that this question was a Charter Indicator at the time of the previous survey but was removed as such by the Scottish Housing Regulator during 2019.
[9] The questionnaire indicated that "standard of your home" meant things like general state of repair and cleanliness and tidiness.

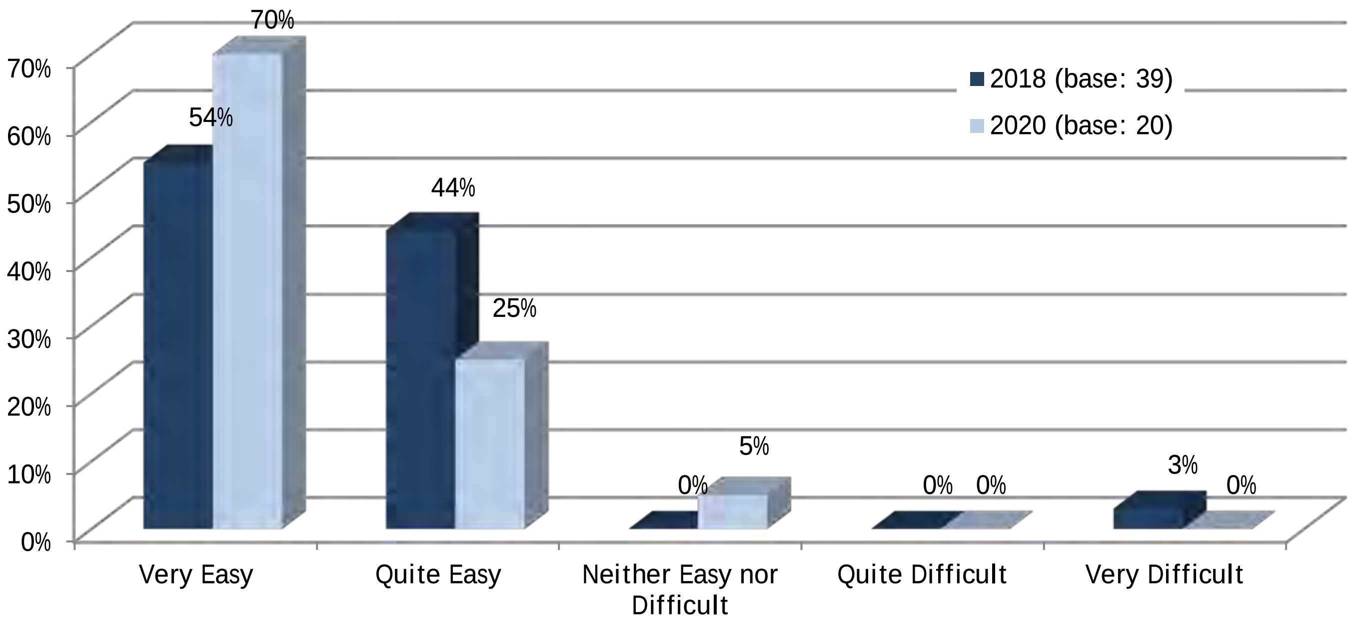
The majority of respondents that have moved into their home within the last year were very or fairly satisfied with the standard of their home when they moved in (75%, up slightly from 73% in 2018, but still lower than the Scottish average of 83%). It should be noted that these results are based on a small number of respondents.

This satisfaction figure is broadly similar amongst Kirkwall respondents (76%) and respondents in other areas (75%). There was no significant difference amongst tenants of new-build and other properties, this reflecting the relatively small base of respondents.

6.3 Respondents that moved into their home within the last year were then asked how easy or difficult they found it to apply for their home. These results are illustrated in Figure 6.2.

Figure 6.2: Ease of Applying for a Property

How easy or difficult did you find applying for a property to be?
Base excludes 'Don't know / Not applicable' answers.

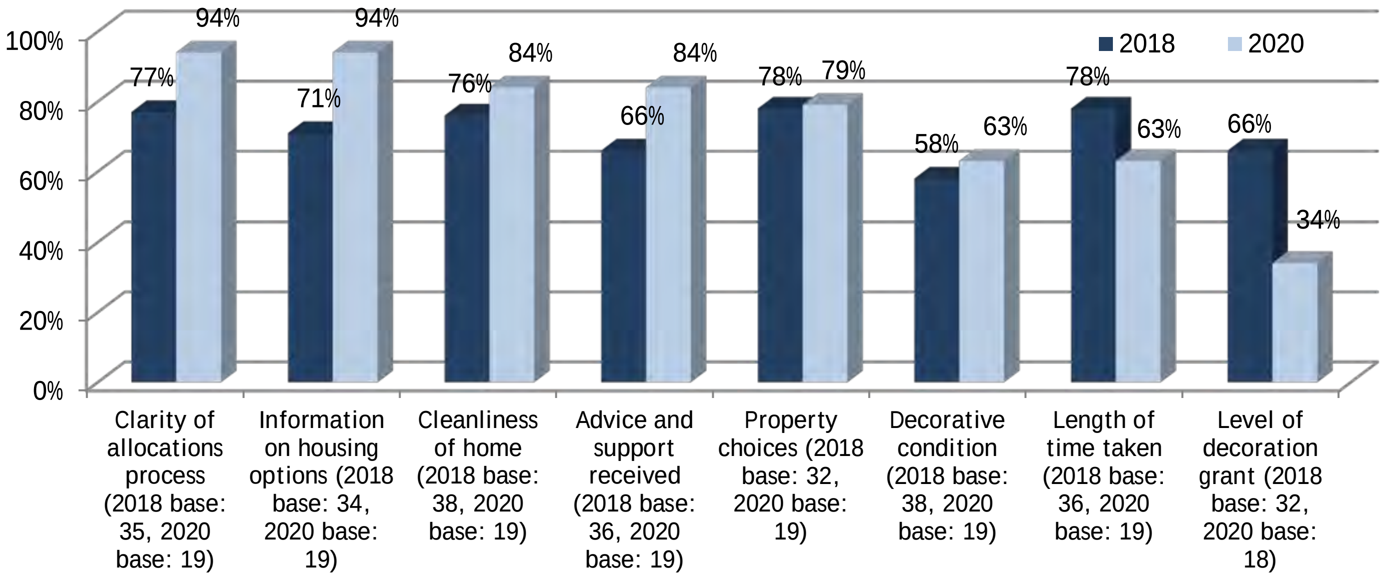


The vast majority of respondents that moved into their home in the last 12 months found it very or quite easy to apply for their property (95%, compared to 98% in 2018). No respondents expressed difficulty in applying (compared to 3% previously) and the remaining 5% found it neither nor difficult.

6.4 Respondents that moved into their home within the last year were asked to say how satisfied or dissatisfied they were with a range of aspects relating to the moving in process. Figure 6.3 illustrates the combined figures for very or fairly satisfied and compares this to the results from 2018.[10]

Figure 6.3: Satisfaction with Aspects of Moving In Process

How satisfied or dissatisfied were you with each of the following issues when you moved into your home?
Bases are only those that moved in the last 12 months and gave an answer.



In most aspects of the moving in process the majority of respondents were either very or fairly satisfied, particularly in relation to the clarity of the allocations process (94%, up from 77%), the information on housing options (94%, up from 71% in 2018), cleanliness of the home (84%, up from 76%) and advice and support received (84%, up from 66%). There was, however, a significant decline in satisfaction in relation to the length of time taken (63%, down from 78% in 2018) and in relation to the level of decoration grant (34%, down from 66%).

6.5 The comment most commonly noted by IBP interviewers pertained to the lack of decoration grant. Again, these comments are listed in full in Appendix 3.

[10] The low base number of responses in each case should be noted.

6.5 37% of respondents that had moved into their home in the last 12 months (7 respondents) have had contact with the Council's homelessness and advice section over the past two years (not asked previously). Amongst these respondents, all were very satisfied with: the ease of accessing the service; the information provided to you; the courtesy and respect shown to you by staff and the clarity of reasons for the Council's decisions.

6.6 20% of respondents that had moved into their home in the last 12 months (4 respondents) were provided with homeless accommodation (compared to 23%, 9 respondents in 2018[11]). Amongst these respondents, all were very or fairly satisfied with the overall quality of the homeless accommodation they were provided with (compared with 66% in 2018).

QUALITY OF HOME

Percentage of tenants satisfied with the quality of their home (Charter Indicator 7).

6.7 The following question was posed to all respondents with respect to satisfaction with the quality of their home:[12]

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

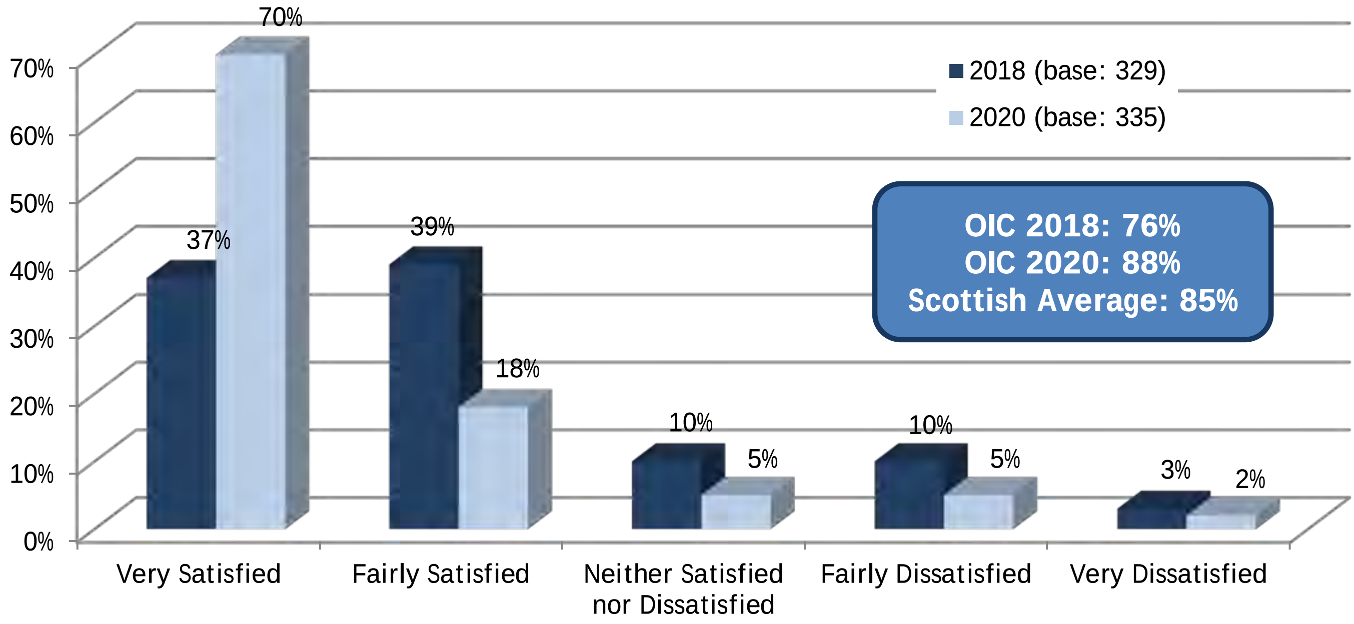
The results are set out in Figure 6.4 over the page.

[11] In 2018, the question referred to whether or not respondents had been in temporary or emergency accommodation in the last 12 months.

[12] The questionnaire indicated that "quality of your home" referred to the quality to which homes were repaired and maintained by the landlord. It further noted that it included things like the general state of repair of the property and the standard of kitchen units and bathroom suites.

Figure 6.4: Satisfaction with Quality of Home

Overall, how satisfied or dissatisfied are you with the quality of your home?
Base is only those that provided an answer.



The majority of respondents (88%, up from 76% in 2018 and slightly higher than the Scottish average of 85%) were very or fairly satisfied with the quality of their home overall. Only a small minority were very or fairly dissatisfied (7%, compared to 13% in 2018) and the remaining 5% gave a neutral response (compared to 10% in 2018).

Kirkwall respondents provide a very slightly lower level of satisfaction (85%), as compared to respondents from other areas (91%).

97% of respondents in new-build properties were very or fairly satisfied with the quality of their home, compared to 86% of respondents in other properties.

6.8 Table 6.1 details how satisfied or dissatisfied respondents are with aspects of their home. This question set was not asked in this way in 2018 and so we have not provided comparative figures.

Table 6.1: Satisfaction with Aspects of Home

How satisfied or dissatisfied are you with the following aspects of the inside of your home?

Aspect of Home	Very or Fairly Satisfied	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied	Base
Living room	88%	46%	42%	9%	3%	-	337
Bedroom(s)	79%	44%	35%	13%	7%	1%	334
External appearance of home	74%	37%	37%	18%	5%	2%	331
Kitchen	73%	41%	32%	10%	13%	5%	339
Heating	73%	48%	25%	6%	8%	13%	323
Gardens	71%	31%	40%	18%	7%	4%	332
Bathroom(s)	68%	39%	29%	10%	16%	6%	334
Doors	66%	35%	31%	17%	11%	7%	342
Windows	62%	35%	27%	12%	15%	11%	338

** A similar question was asked in 2018, but it is not directly comparable.*

The majority of respondents were either very or fairly satisfied with all aspects of their home, most notably with the living room (88%) and bedrooms(s) (79%). However, respondents are less likely to be satisfied with windows (62%), doors (66%) and bathroom(s) (68%).

Satisfaction levels for these items were broadly similar by area (full details are set out in the appendices). The exceptions are gardens (61% overall satisfaction in Kirkwall and 81% in other areas) and the living room (92% satisfaction in Kirkwall and 83% elsewhere).

The table over the page shows the proportion of respondents that were very or fairly satisfied for each aspect of their home comparing all respondents against those in new-build properties and those in other properties.

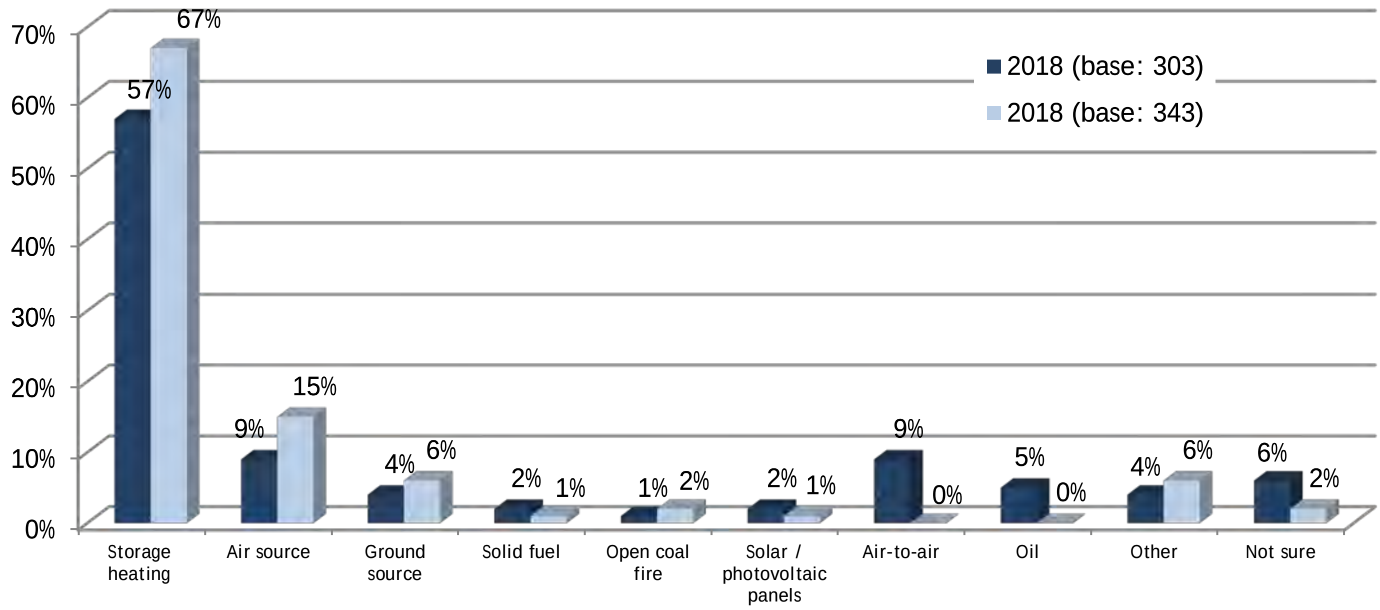
Aspect of Home	All	New-Build	Other
Living room	88%	94%	86%
Bedrooms	79%	90%	77%
External appearance	74%	79%	74%
Kitchen	73%	89%	69%
Heating	73%	89%	68%
Gardens	71%	68%	71%
Bathrooms	68%	80%	64%
Doors	66%	79%	62%
Windows	62%	63%	61%

As shown above, respondents in new-build properties are more likely to be very or fairly satisfied in relation to most aspects of their home, particularly in relation to bedroom(s) (90%, compared to 79% overall and 77% for those in other properties), kitchens (89%, compared to 73% overall and 69% for those in other properties), heating (89%, compared to 73% overall and 68% for those in other properties), bathrooms (80%, compared to 68% overall and 64% for those in other properties), and doors (79%, compared to 66% overall and 62% for those in other properties).

6.9 Figure 6.5 over the page profiles the type of central heating respondents said they had in their home compared with the profile from 2018.

Figure 6.5: Type of Heating

What kind of heating do you have?



As shown above, the profile shows a higher proportion of respondents with storage heating and air source heating and conversely, fewer respondents with air to air heating (which may be a reflection of respondents' detailed understanding of their heating types). The small number of "other" respondents most commonly related to individuals indicating that they had "electric heating" or occasionally "underfloor heating".

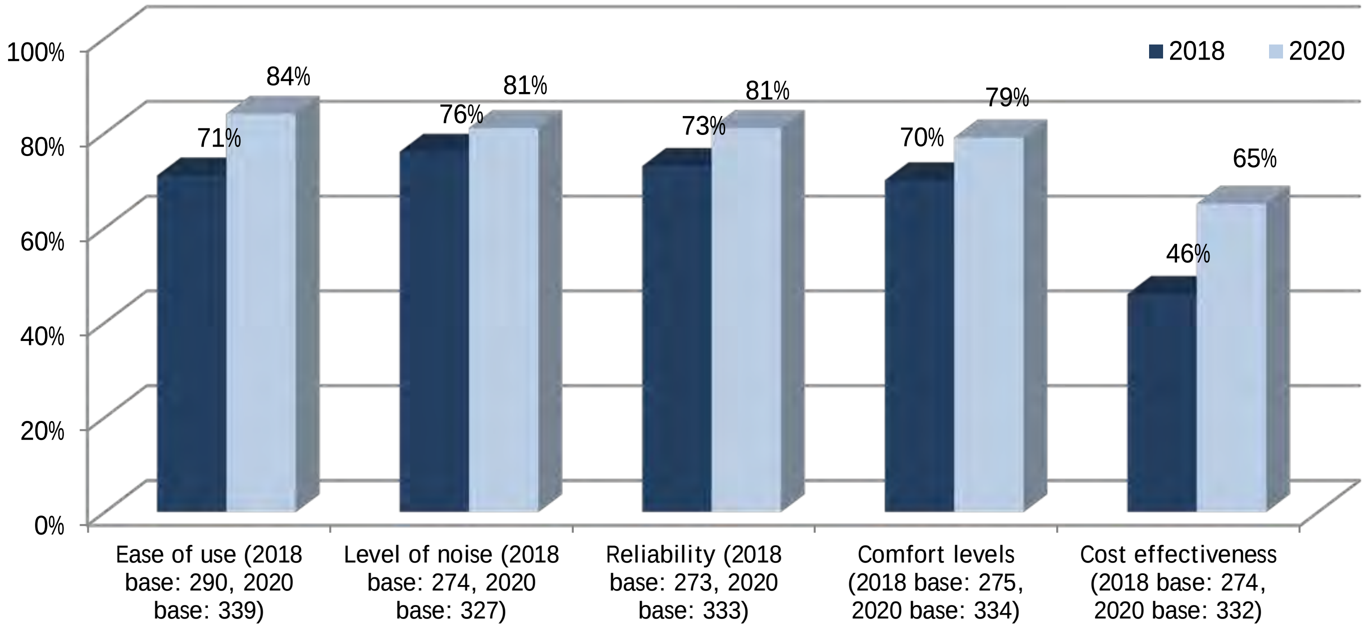
This profile is also broadly similar across Kirkwall and other areas, although air source heating was slightly more common in other areas and storage heating was slightly more common in Kirkwall.

The majority of people in new-build properties indicated that they had storage heating, with air source heating being second most common.

6.10 Respondents' rating of their heating system is illustrated in Figure 6.6 over the page. This shows the proportion that rate their heating system as very good or good and is compared to the results from 2018.

Figure 6.6: Rating of Aspects of Heating System

How would you rate your heating system according to the following? Bases are those that gave an answer.



The majority of respondents rate all aspects of their heating systems as good or very good, with the lowest ratings being in relation to cost effectiveness where 65% rate it as very good or good (this is up significantly from 46% in 2018, which may be a reflection of the higher average incomes amongst tenants in the 2020 sample).

Respondents in new-build properties were significantly more likely to rate aspects of their heating system positively, particularly in relation to comfort levels (93%, compared to 75% in other properties), cost effectiveness (78%, compared to 63%), ease of use (96%, compared to 82%) and reliability (91%, compared to 78%).

As noted previously, overall satisfaction with heating was 73%; this was an increase from 62% in 2018.

6.11 The average monthly cost of heating tenants' homes (based on 313 respondents that provided the monthly cost of heating their home) was £134.67, compared to an average of £130.01 in 2018.

The average monthly cost of household fuel amongst those in Kirkwall is slightly higher than average (£136.82) and slightly lower than average amongst those in other areas (£132.30).

In 2018 the average monthly cost of household fuel amongst those in Kirkwall was £142.01 and amongst those in other areas was £127.74.

Amongst those in new-build properties the average monthly cost of heating is lower than average (£119.17, compared to £139.29 for those in other properties).

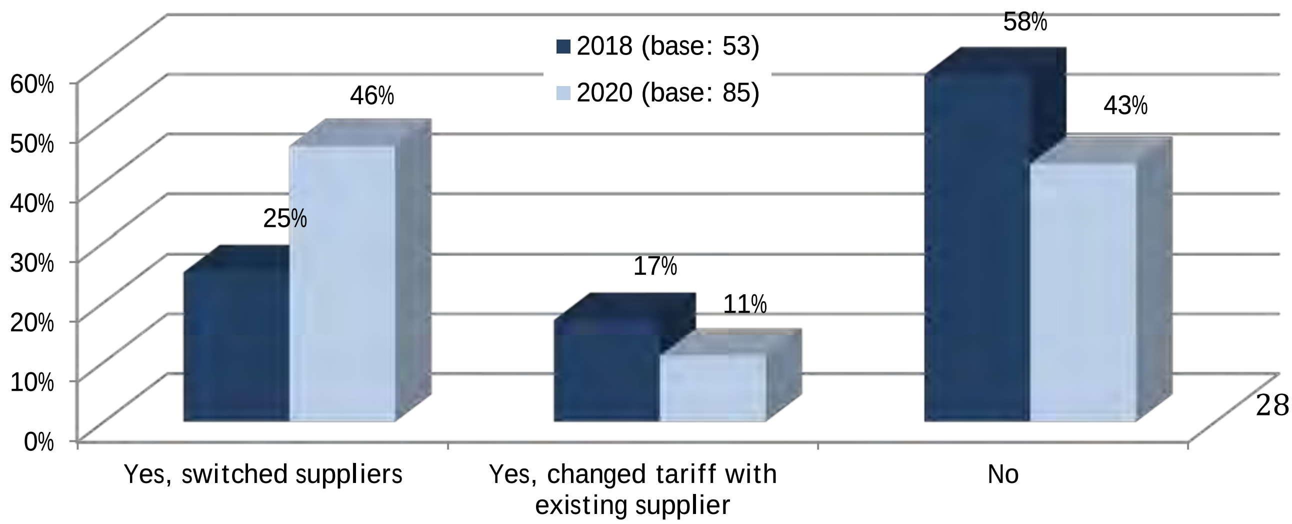
In 2018 the average monthly cost of household fuel amongst those in new-build properties was £126.46 and amongst those in other properties was £130.45.

6.12 We have used the income figures provided and the information on fuel usage to undertake an analysis of fuel poverty. This is included in full as Appendix 4. In summary, the figures show that 81% of tenant households were in fuel poverty as defined by the Scottish Government (2018, 71%) and that 16% were in extreme fuel poverty (2018, 32%).

6.13 25% of respondents say they have compared prices from alternative energy suppliers over the past year or so (up from 17% in 2018). Figure 6.7 illustrates the proportion of respondents that went ahead and switch suppliers or changed the tariff with their existing supplier.

Figure 6.7: Switched Suppliers / Changed Tariff

Did you go ahead and switch suppliers or change tariff with your existing supplier? Base is those that have compared prices from alternative energy suppliers over the past year and gave an answer.

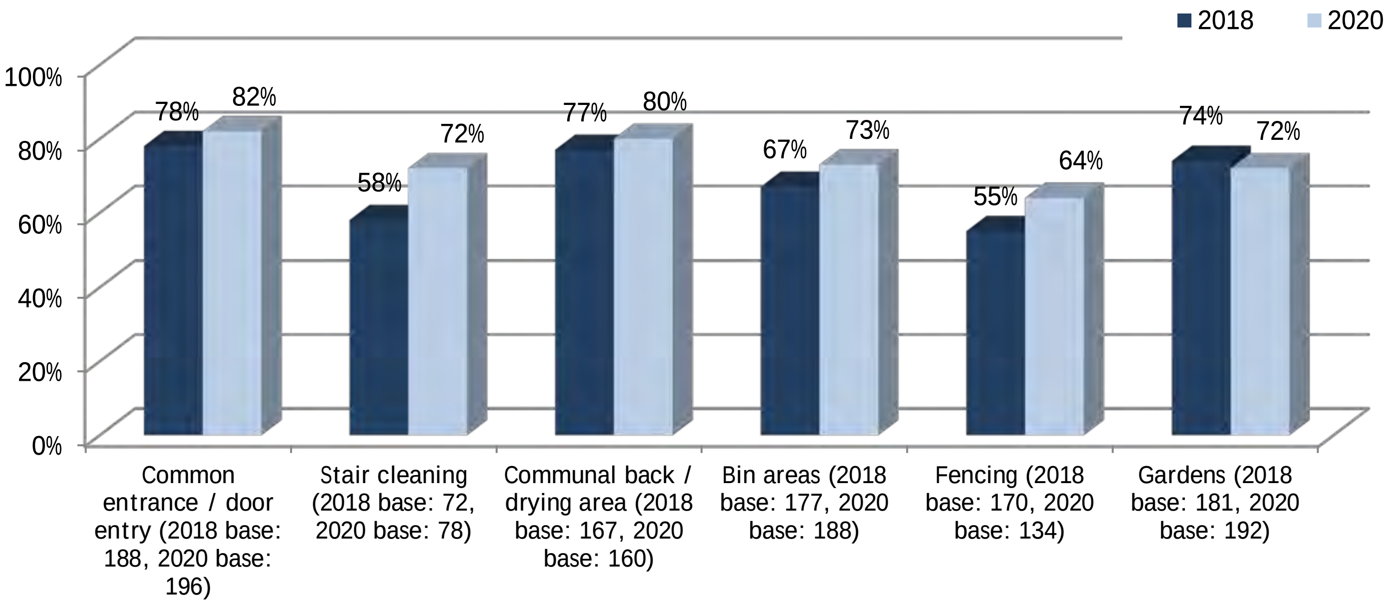


As shown above, a significant minority that have compared prices from alternative energy suppliers over the past year did not go ahead and switch suppliers or change tariff with their existing suppliers (43%, although this is down from 58% in 2018). However, 46% (up from 25%) did go ahead and switch suppliers and the remaining 11% (down from 17%) changed tariff with their existing supplier. This 46% is equivalent to approximately 12% of the total sample. According to Ofgem[13], approximately 20% of UK households had switched energy supplier in 2019 so this suggests that the level of switching amongst tenants remains below the national average.

6.14 Figure 6.8 illustrates how satisfied or dissatisfied respondents are with aspects of the common areas of their property. This shows the proportion that are very or fairly satisfied with aspects of the common areas of their property compared to the results from 2018.

Figure 6.8: Satisfaction with Common Areas

How satisfied are you with the common areas of your property (if relevant) with regard to the following?
Bases exclude 'Don't know / Not relevant' responses.



[13] Ofgem - State of the Energy Market, 2019 Report.

The majority of respondents were very or fairly satisfied with all aspects of the common areas of their property and in relation to 5 of these 6 elements, satisfaction has improved between 2018 and 2020, sometimes significantly. This was the case in relation to: common entrance / door entry systems (82% very or fairly satisfied, up from 78% in 2018); stair cleaning (72%, up from 58%); communal back / dying areas (80%, up slightly from 77%); bin areas (73%, up from 67%); and, fencing (64%, up from 55%). However, satisfaction with gardens reduced very slightly (72%, down from 74%).

Satisfaction levels with aspects of common areas were generally lower amongst respondents in Kirkwall when compared to respondents from other areas (a full breakdown of this and the breakdown by new build / other (as well as by other factors) is contained in the appendices).

KEY POINTS

Of those that moved into their home in the last year, the majority (75%, up slightly from 73% in 2018) were very or fairly satisfied with the standard of their home when they moved in.

The vast majority that moved into their home in the last year stated that the found it very or quite easy to apply for the property (95%, down slightly from 98% in 2018).

Amongst respondents that moved into their home in the last year the majority were also very or fairly satisfied with all aspects of the moving in process, particularly in relation particularly in relation to the clarity of the allocations process (94%, up from 77%), the information on housing options (94%, up from 71% in 2018), cleanliness of the home (84%, up from 76%) and advice and support received (84%, up from 66%).

88% of all respondents were very or fairly satisfied with the overall quality of their home (up from 76% in 2018).

The majority of respondents were very or fairly satisfied with all aspects of their home, most notably with the living room (88%) and bedrooms(s) (79%). However, respondents were less likely to be satisfied with windows (62%), doors (66%) and bathroom(s) (68%).

Respondents’ heating systems are perceived as being easy to use (84% rate as good or very good compared to 71% in 2018), having acceptable noise levels (81%, up from 76%), reliable (81%, up from 73%) and comfortable (79%, up from 70%). The cost-effectiveness of heating systems was rated significantly lower by comparison (although positive ratings had improved significantly to 65% from 46%).

Key Points

The average monthly cost of heating tenants' homes is £134.67 (up slightly from £130.01 in 2018). This is higher in Kirkwall and slightly lower in the other areas. We estimate the level of fuel poverty (according to the Scottish Government definition) to be 81% (as compared to 71% in 2018) but the proportion in "extreme fuel poverty" to be lower at 16% (compared to 32% in 2018).

25% of respondents say they have compared prices from alternative energy suppliers over the past year (up from 17% in 2018) and, of these, 46% switched suppliers and 11% changed tariffs with their existing supplier. Approximately 12% of the sample overall said that they had switched suppliers over the past year, which is still below the national average of 20%.

The majority of respondents were very or fairly satisfied with all aspects of the common areas of their property and in relation to 5 of these 6 elements, satisfaction has improved between 2018 and 2020, sometimes significantly This was the case in relation to: common entrance / door entry systems (82% very or fairly satisfied, up from 78% in 2018); stair cleaning (72%, up from 58%); communal back / dying areas (80%, up slightly from 77%); bin areas (73%, up from 67%); and, fencing (64%, up from 55%). However, satisfaction with gardens reduced very slightly (72%, down from 74%).

7.0 REPAIRS AND HOUSING SERVICES

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service (Charter Indicator 12).

7.1 With respect to the repairs service, respondents were asked firstly if they had any repairs carried out to their property in the last 12 months.[14] 54% of respondents indicated that this was the case (compared to 63% in 2018). This figure is 58% amongst respondents in new-build properties and 53% amongst those in older properties.

In line with the Regulator's guidance, the follow up question described below was asked of all respondents. However, the Regulator's guidance is that, although this question should be asked of all tenants, the information for the Annual Return on the Charter (ARC) should be based only on those that indicated that they had repairs carried out in the last 12 months. We have therefore set out the results below on this basis (that is, for those that indicate they have had repairs carried out over the past 12 months).

7.2 The following question was posed with respect to satisfaction with the repairs service:

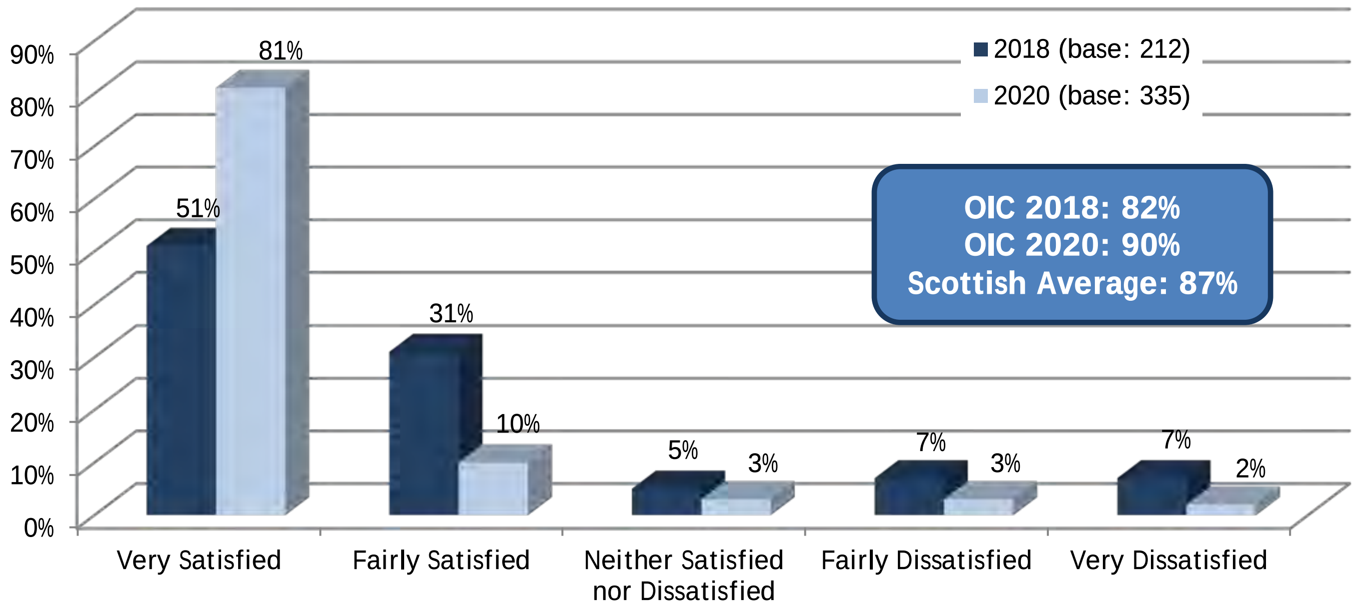
"Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by the Housing Service?"

The results are set out in Figure 7.1 on the following page.

[14] The questionnaire noted that repairs related to "reactive repairs" rather than any repairs or maintenance carried out as part of a planned programme.

Figure 7.1: Satisfaction with Repairs Service

Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by the Housing Service? Base is only those that have had repairs carried out in the last 12 months.



Amongst those that have had repairs carried out in their home in the last 12 months, the Council achieves a high level of satisfaction with 90% of respondents being very or fairly satisfied (up from 82% in 2018 and slightly higher than the Scottish average of 87%).

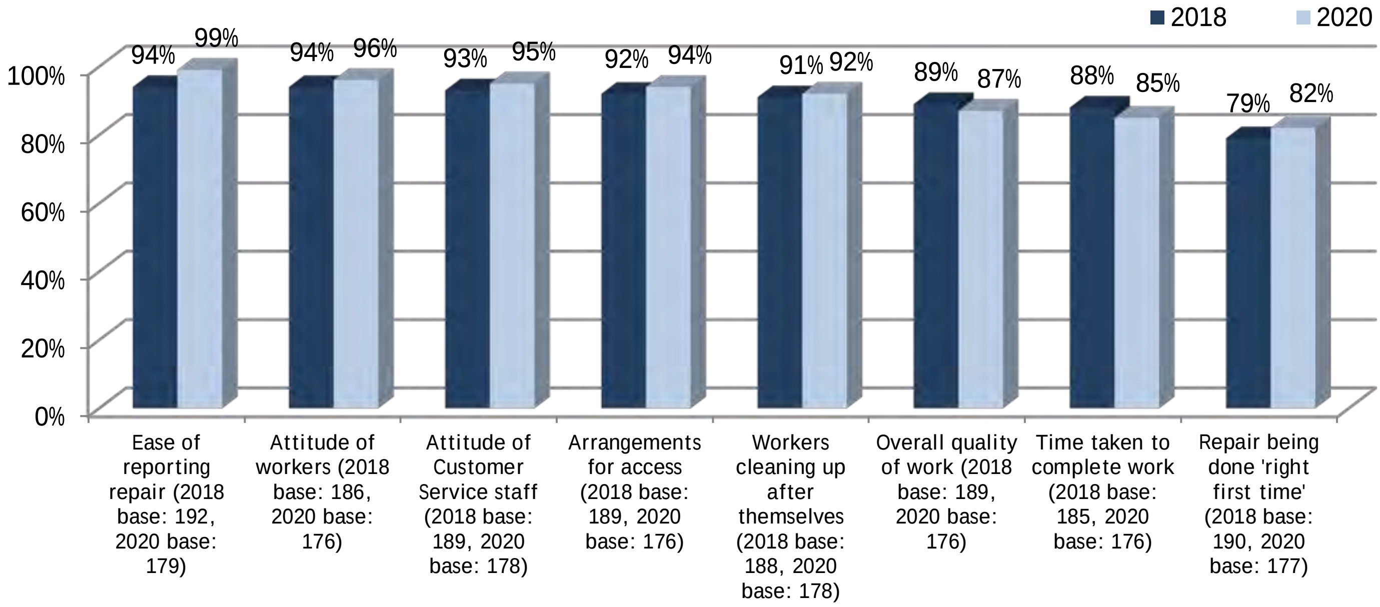
88% satisfaction levels are achieved amongst respondents in Kirkwall compared to 91% amongst respondents in other areas.

Satisfaction with repairs carried out in the last 12 months amongst respondents in new-build properties is 95% and 88% amongst respondents in other properties.

7.3 Figure 7.2 illustrates how satisfied respondents were with aspects of the repairs service they received. This is based on responses from 180 respondents that have had repairs carried out in the last 12 months. This shows the proportion that are very or fairly satisfied with aspects of the repairs service compared to the results from 2018.

Figure 7.2: Satisfaction with Aspects of Repairs Service

Thinking about the last time you had repairs carried out by the Housing Service, how satisfied or dissatisfied were you with each of the following?
Bases are only those that have had a repair carried out in the last 12 months and excludes 'Don't know / No opinion' responses.

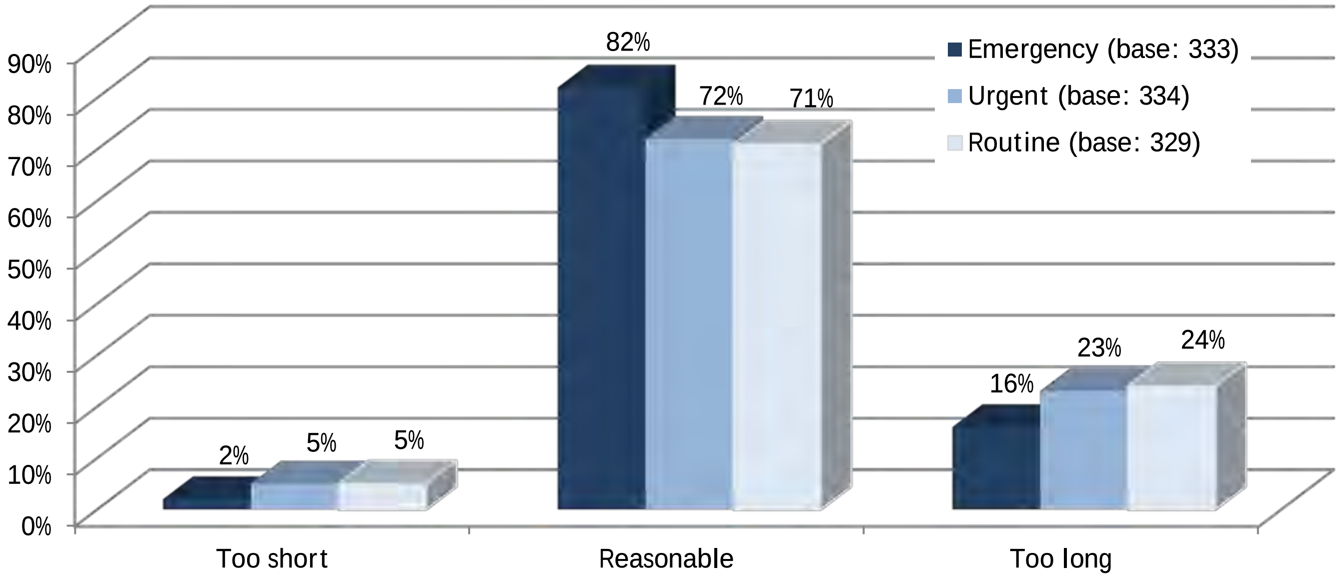


Encouragingly, the vast majority of respondents are very or fairly satisfied with all aspects of the repairs service they have received in the last 12 months, particularly in relation to ease of reporting the repair (99% very or fairly satisfied, up from 94% in 2018), the attitude of workers (96%, up from 94%), the attitude of customer service staff (95%, up from 93%), arrangements for access (94%, up from 92%) and workers cleaning up after themselves (92%, up from 91%). Satisfaction levels are lower by comparison in relation to the repair being done 'right first time' (82%, up from 79%), although this is still a very positive result.

7.4 All respondents were then shown the Housing Service's different service standards for the times within which emergency, urgent and routine repairs should be carried out and then asked to say whether they thought these target standards were too short, reasonable or too long. These results are illustrated in Figure 7.3.

Figure 7.3: Perception of Target Service Standards

The Housing Service has different service standards for the times within which emergency, urgent and routine repairs should be carried out. Please say whether you think these target standards are too short, reasonable or too long. Bases are only those that gave an answer.

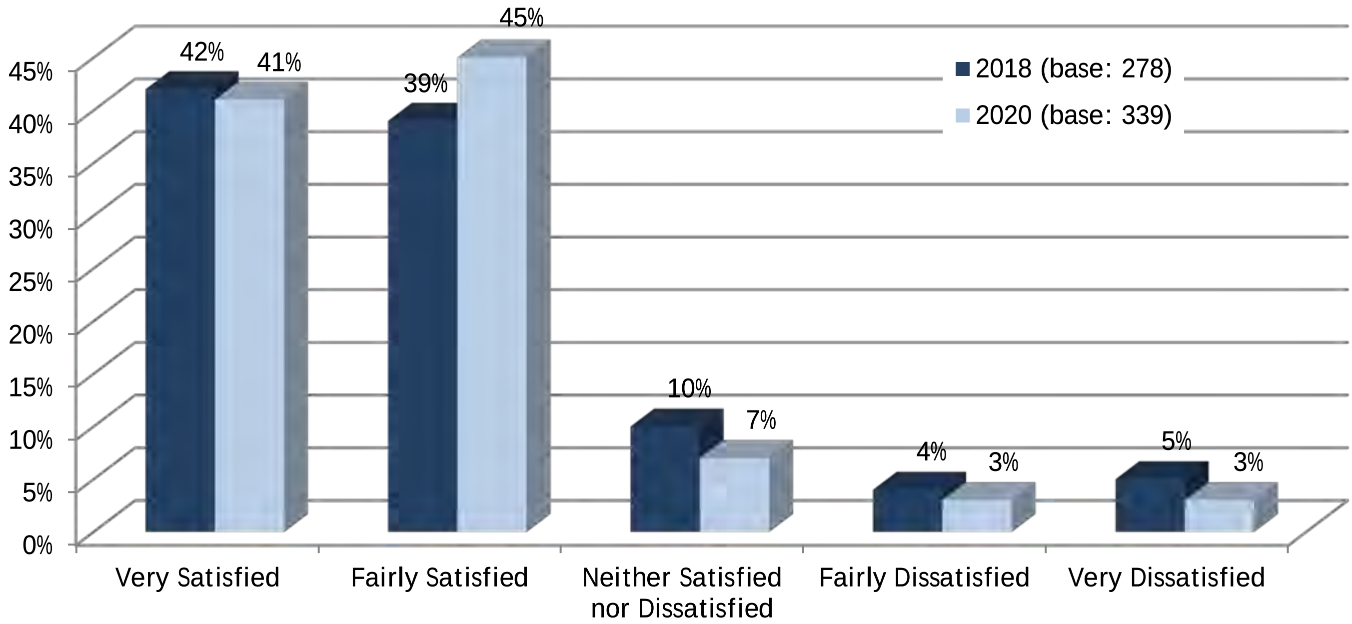


As shown above, the majority of respondents that answered this question feel that current target standards are reasonable for emergency repairs (82%, up slightly from 80% 2018), urgent repairs (72%, up from 66%) and routine repairs (71%, up from 68%). However, in each case a significant minority feel that target standards are too long for emergency repairs (16%, also 16% previously), urgent repairs (23%, down from 28%) and routine repairs (24%, down from 27%). By comparison, only a small minority felt that target standards were too short.

7.5 All respondents, regardless of whether or not they have had any repairs carried out in the last 12 months, were then asked to say how satisfied or dissatisfied they were with the Housing Service's repairs and maintenance service. These results are illustrated in Figure 7.5 and compared to the results from 2018.

Figure 7.5: Satisfaction with Repairs and Maintenance Service

Overall, how satisfied or dissatisfied are you with the Housing Service repairs and maintenance service?
Bases exclude 'Don't know' responses.



86% of all respondents were very or fairly satisfied overall with the Housing Service's repairs and maintenance service (up from 81% in 2018) while only a small minority (6%, down from 9% in 2018) were very or fairly dissatisfied. The remaining 7% gave a neutral response (down from 10% in 2018).

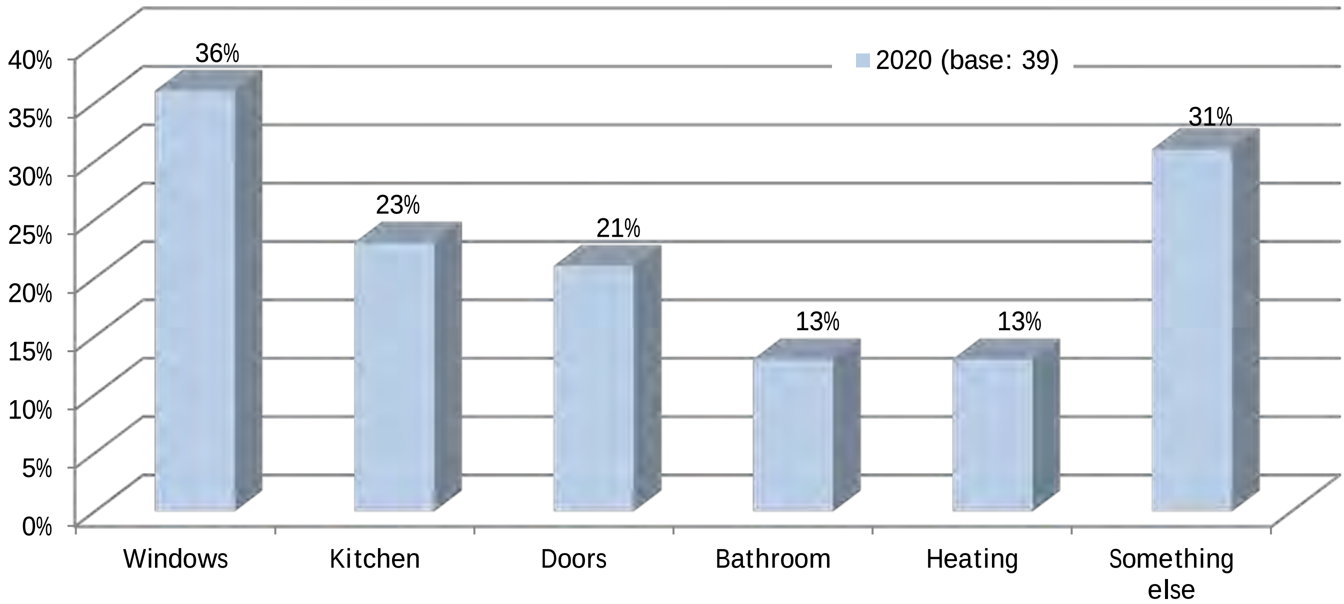
Overall satisfaction with the repairs and maintenance service is lower amongst Kirkwall respondents (85%) compared with respondents from other areas (90%).

Overall satisfaction with the Housing Service's repairs and maintenance service amongst respondents in new-build properties is slightly lower (84%) when compared to an average of 86% and a figure of 87% amongst respondents in other properties. Although not a significant difference, this may be due to "snagging" issues and higher expectations of a new-build property.

7.6 12% of respondents have had planned maintenance improvements carried out to their home in the last 2 years or so (9% in 2018). Figure 7.6 illustrates the improvements that respondents had carried out to their home. This question was not asked previously.

Figure 7.6: Planned Maintenance Improvements

What improvements did this work include?
Bases exclude 'Don't know' responses.



Amongst those that have had planned maintenance improvements carried out to their home over the last two years this most commonly related to windows (36%), kitchens (23%) and doors (21%). Some respondents cited other types of specific improvements, a full listing of which can be found in the appendices.

7.7 Respondents that have had planned maintenance carried out to their home in the last 12 months were asked to rate a range of aspects of the service they received. These results are detailed in Table 7.1.

Table 7.1: Rating of Aspects of Planned Maintenance Improvements

Thinking about any such planned maintenance improvements over the past year or so, how would you rate each of the following?
Bases exclude 'Don't know' responses.

Aspect	Very Satisfied or Fairly Satisfied		Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied	Base
	2018	2020						
The overall quality of work	96%	98%	68%	30%	-	-	3%	37
Advance notice of start date	100%	95%	56%	39%	-	3%	3%	36
Workers clearing up after themselves	93%	95%	66%	29%	-	3%	3%	38
The time taken to complete the work	88%	92%	62%	30%	3%	-	5%	37
The overall service you received	96%	90%	68%	22%	5%	3%	3%	37
Arrangements for workers getting access to your home	100%	89%	59%	30%	8%	-	3%	37
Information received before and during the course of works	88%	89%	53%	36%	3%	3%	6%	36
Any choices made available to you	90%	85%	61%	24%	12%	-	3%	33

As shown above, only a small number of respondents answered this question. However, the majority of respondents rated all aspects of service positively with ratings being lowest in relation to any choices made available (85, down from 90% in 2018), information received before and during the course of works (89%, up slightly from 88%) and arrangements for getting workers access to the home (89%, down from 100%).

7.8 The open-ended comments noted in relation to this section included a mix of positive comments about the nature of the service and workmanship with but with a small number of comments about persistent repairs problems and, on occasion, the length of time for repairs to be carried out.

KEY POINTS

The majority of respondents (54%, down from 63% in 2018) have had repairs carried out in their home in the last 12 months.

Amongst those that have had repairs carried out in their home in the last 12 months, 90% were very or fairly satisfied with the service they received (up from 82% in 2018).

The vast majority of respondents that have had repairs carried out in their home in the last 12 months were very or fairly satisfied with all aspects of the service they received, most notably in relation to ease of reporting the repair (99% very or fairly satisfied, up from 94% in 2018), the attitude of workers (96%, up from 94%), the attitude of customer service staff (95%, up from 93%), arrangements for access (94%, up from 92%) and workers cleaning up after themselves (92%, up from 91%).

Current service standards for the times within which emergency, urgent and routine repairs should be carried out are perceived to be reasonable by the majority of respondents (82%, 72% and 71% respectively). This is slightly higher than the figures for 2018 (80%, 66% and 68% respectively).

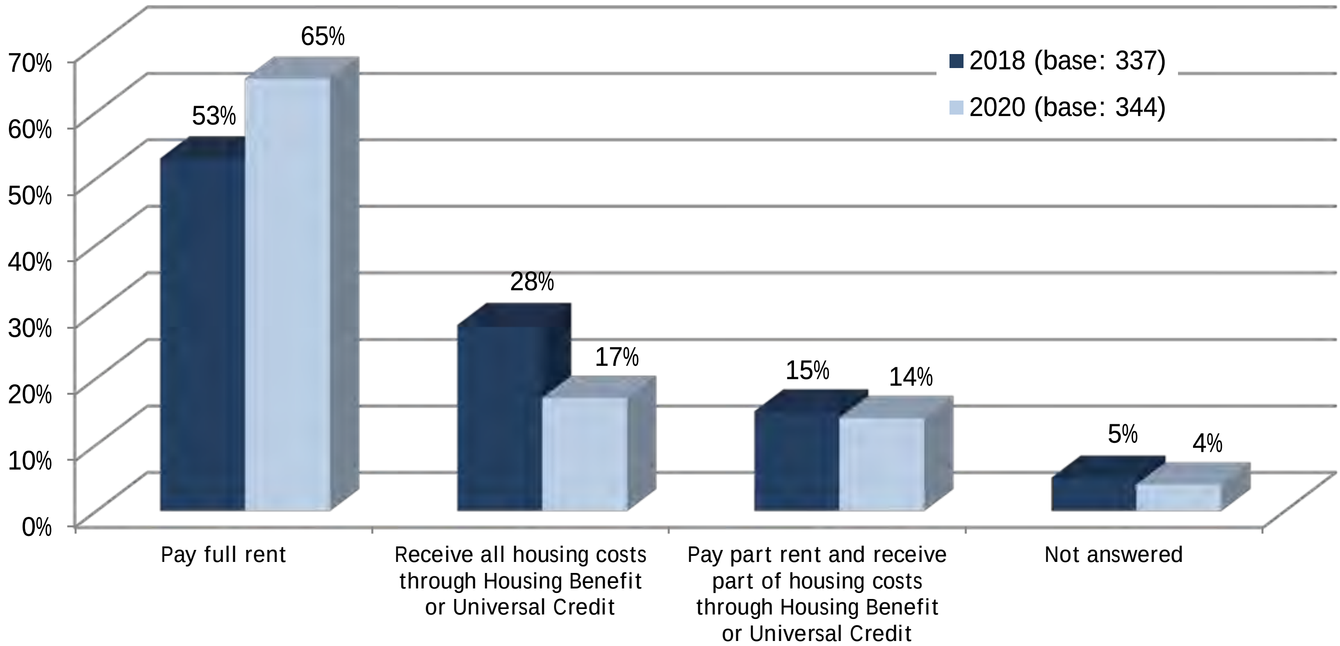
Amongst all respondents, regardless of whether or not they have had repairs carried out in their home in the last 12 months, 86% were very or fairly satisfied overall with the Housing Service's repairs service (up from 81% in 2018).

Amongst the small number of respondents that have had planned maintenance carried out in their home in the last 12 months (12%, up slightly from 9% in 2018), the majority gave a positive rating to all aspects of the service they received, particularly in relation to the overall quality or work (98%, up from 96% in 2018). By comparison, ratings were lowest in relation to any choices made available (85%, down slightly from 90% in 2018).

8.0 RENT AND FINANCIAL ISSUES

8.1 Figure 8.1 illustrates whether respondents pay full rent, receive full Housing Benefit or partial Housing Benefit. This is compared to the profile from 2018.

Figure 8.1: Housing Benefit

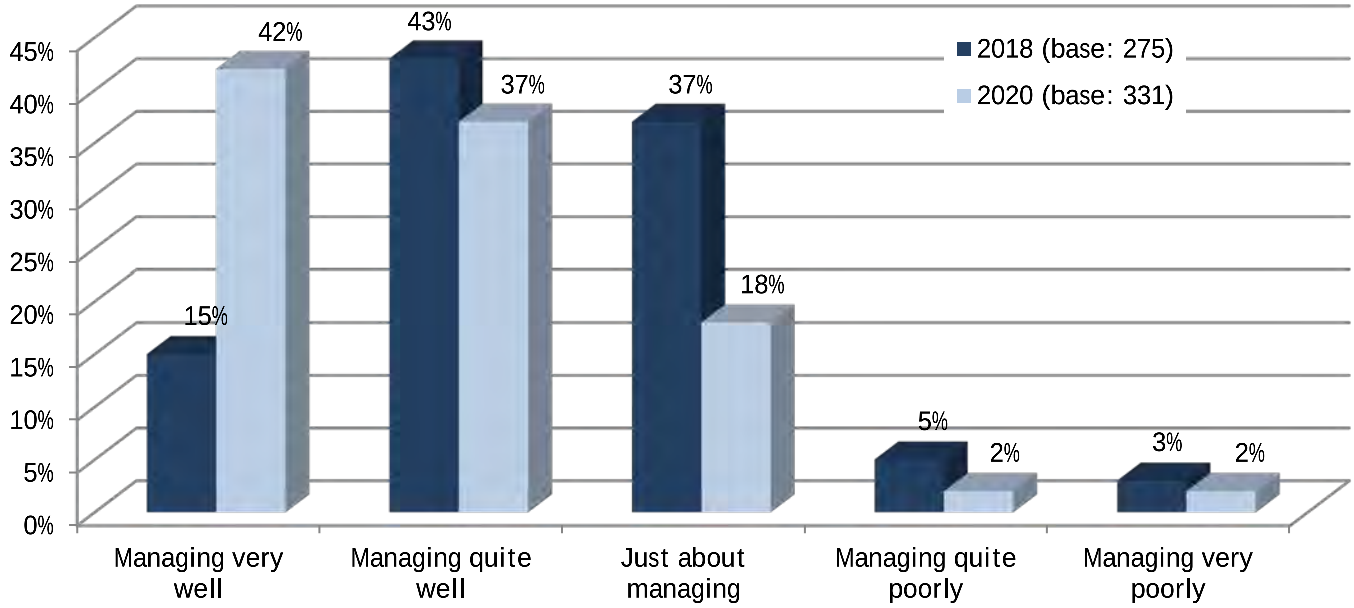


The majority of respondents stated that they pay full rent (65%, up from 53% in 2018 which reflects the significantly increased proportion of working people in the sample) while 17% say they receive all housing costs through Housing Benefit or Universal Credit (down from 28%). A further 14% say they pay part rent and receive part of their housing costs through Housing Benefit or Universal Credit (down from 15%). The remaining 4% did not answer this question (5% in 2018).

8.2 Figure 8.2 illustrates how well respondents feel they and their household are currently managing financially. This is compared to the results from 2018.

Figure 8.2: Financial Health of Household

Taking everything together, which of the following statements best describes how you and your household are managing financially these days?
Base excludes those that did not know or did not wish to answer.



The vast majority of households (97%, up from 95% in 2018) perceive that they are just about managing, managing quite well or managing very well. However, a small proportion (4%, compared to 8% in 2018) perceive that they are managing quite or very poorly.

On the whole these results are broadly consistent across both areas although respondents in other areas are very slightly more likely to perceive that they managing quite or very poorly (5%), compared with respondents in Kirkwall (3%).

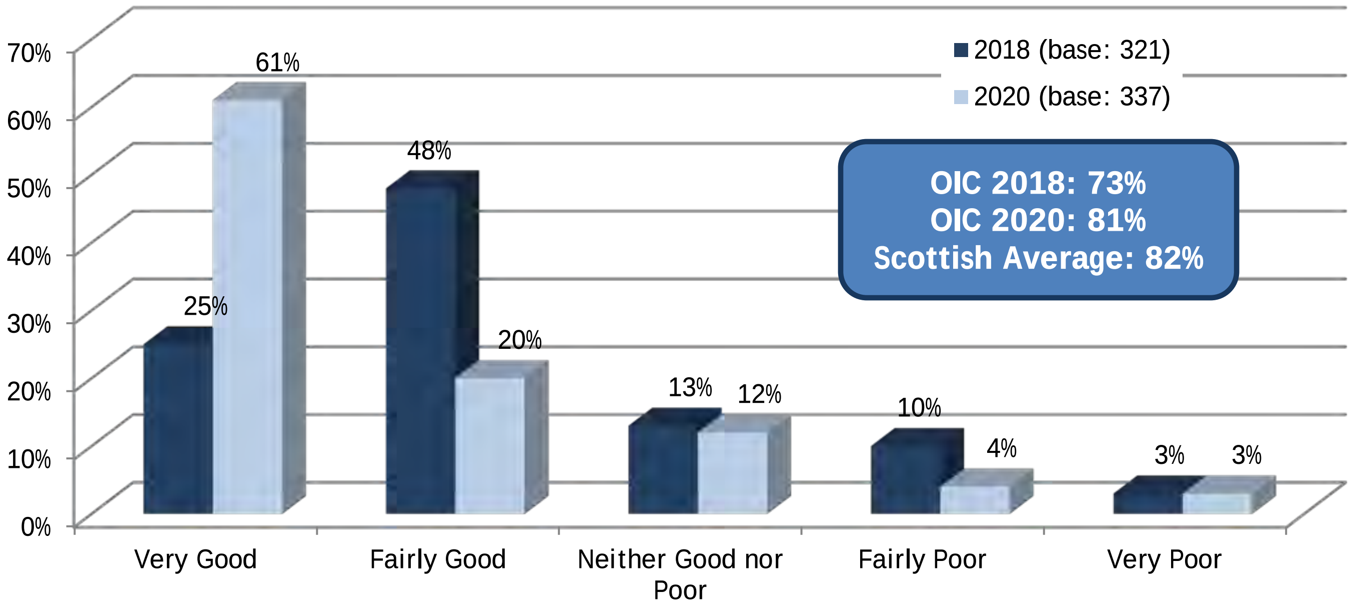
Percentage of tenants who feel the rent for their property represents good value for money (Charter Indicator 25).

8.3 The following question was posed with respect to the accommodation and services provided:

"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…."

The results are set out in Figure 8.3 below.

Figure 8.3: Rating of Value for Money of Rent



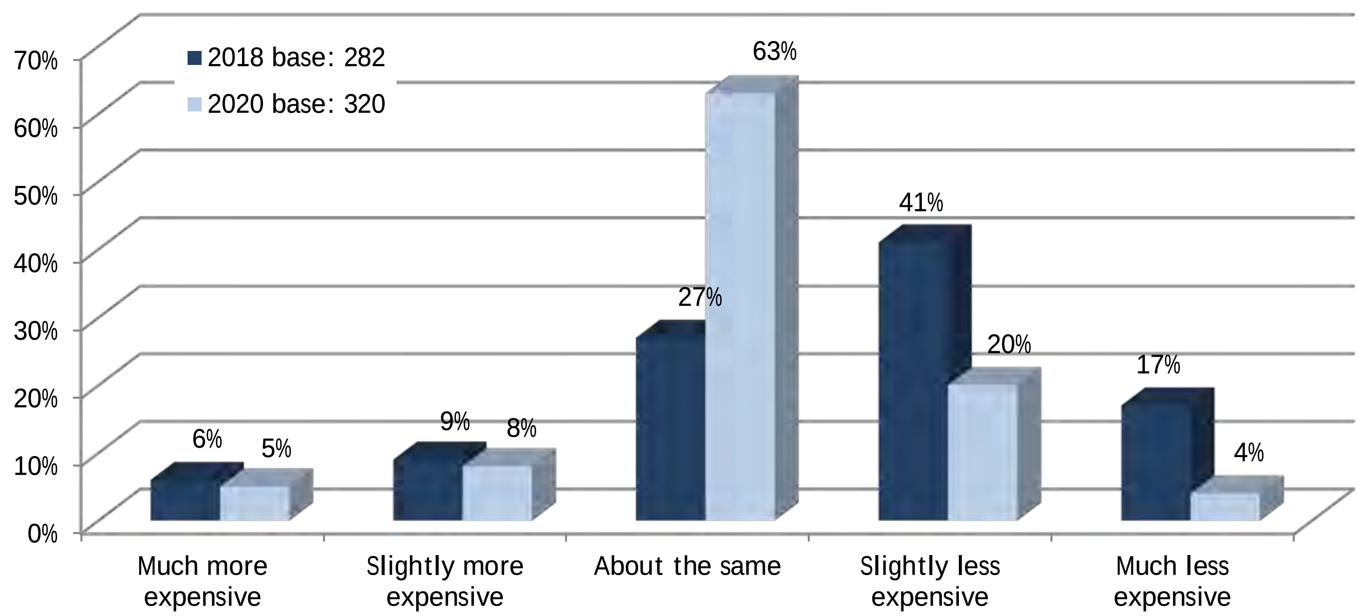
81% of respondents rate the rent that they pay as very or fairly good value for money (up from 73% in 2018 and now only slightly below the Scottish average of 82%) while 7% rate it as very or fairly poor (down from 13%). A further 12% gave a neutral response (down slightly 13%).

These results are very slightly lower amongst Kirkwall respondents (78%) compared to respondents in other areas (83%).

8.4 Figure 8.4 illustrates respondents' perception of rent levels for the Housing Service's properties compared to similar properties held by other landlords in the area. This is compared to the results from 2018.

Figure 8.4: Rent Levels Compared to Other Landlords

How do you think rent levels for the Housing Service's properties compare to those of similar properties from other landlords in your area?



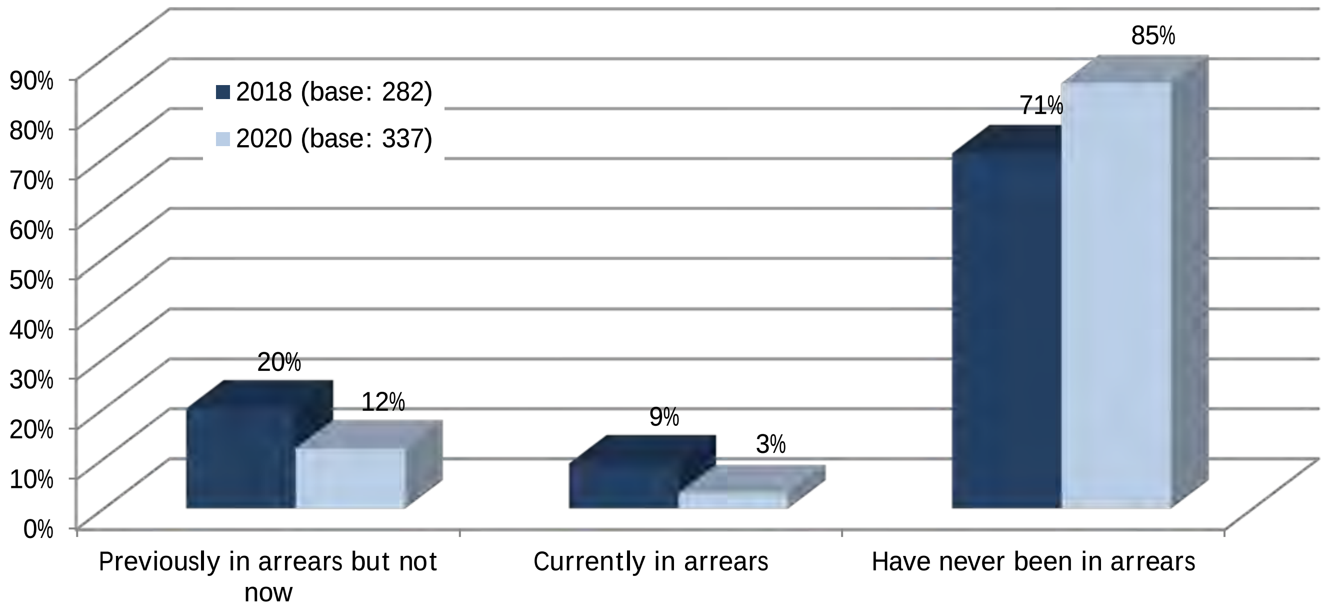
Overall, 24% of respondents indicated that they considered the Council's rents to be less expensive than those of other landlords compared to 13% that considered them to be more expensive (the figures for 2018 were 58% and 15%). The most significant change is that a considerably higher proportion indicated that rent levels were "about the same".

These results by area are broadly similar with 65% of Kirkwall respondents and 63% of respondents in other areas perceiving that the Housing Service's rent levels were about the same. Respondents in new build properties were more likely to perceive that rent levels are much or slightly more expensive than those of other landlords (19%) when compared to those in older properties (10%).

8.5 Figure 8.5 illustrates respondents' situation with respect to rent arrears. This is compared to the profile from 2018.

Figure 8.5: Situation with Rent Arrears

Which of the following best describes you?
Base is only those that gave an answer.



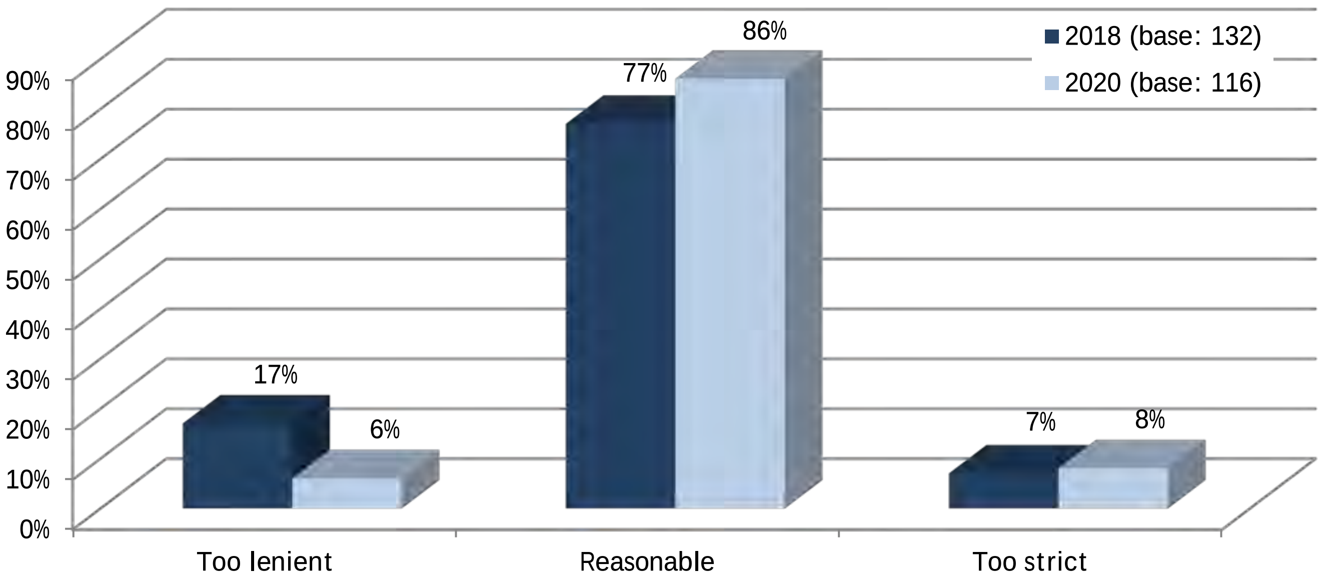
The majority of respondents (85%, up from 71% in 2018) say they have never been in rent arrears. However, 3% (down from 9% in 2018) say they are currently in arrears and a further 12% (down from 20% in 2018) say they have previously been in arrears.

Respondents in Kirkwall were more likely than respondents in other areas to say they had previously been in arrears (14%, compared to 10%) and the proportion of respondents currently in arrears is also higher in Kirkwall (5%) than in other areas (2%), though only marginally so.

8.6 Respondents' perception of the Housing Service's approach to dealing with arrears is illustrated in Figure 8.6. This is compared to the results from 2018.

Figure 8.6: The Housing Service's Approach to Dealing with Arrears

From what you know, which of the following statements best describes the Housing Service's approach to dealing with arrears?
Base excludes 'Don't know / No opinion' responses.



The majority of respondents that provided an answer (86%, up from 77% in 2018) perceive the Housing Service to have a reasonable approach to dealing with arrears while a further 6% perceive the Housing Service to be too lenient (down from 17% in 2018) and 8% perceive the Housing Service to be too strict (up slightly from 7% in 2018).

Amongst those that are currently in arrears or have previously been in arrears the vast majority (84%) perceive the Housing Service to have a reasonable approach to dealing with arrears. 16% perceive the Housing Service to be too strict and none perceive it to be too lenient.

KEY POINTS

A large minority of respondents are in receipt of full or partial Housing Benefit (31%, down from 43% in 2018) while 65% pay full rent (compared to 53% in 2018).

In terms of finances, 97% of all respondents perceive that they are just about managing, managing quite well or managing very well (up from 95% in 2018). However, a small minority (4%, down from 8% in 2018) perceive that they are managing quite or very poorly.

The majority of respondents (81%, up from 73% in 2018) rate the rent they pay as very or fairly good value for money.

Overall, 24% of respondents indicated that they considered the Council's rents to be less expensive than those of other landlords compared to 13% that considered them to be more expensive (the figures for 2018 were 58% and 15%). The most significant change is that a considerably higher proportion indicated that rent levels were "about the same".

Most respondents have never been in arrears (85%, up from 71% in 2018), although 3% are currently in arrears (down from 9%) and 12% are not currently in arrears but have been previously (down from 20% in 2018).

Of those that had an opinion, 86% perceive the Housing Service to be reasonable in their approach to dealing with arrears (up from 77% in 2018) while 6% find them too lenient (down from 17%) and 8% find them too strict (up slightly from 7%).

9.0 THE NEIGHBOURHOOD

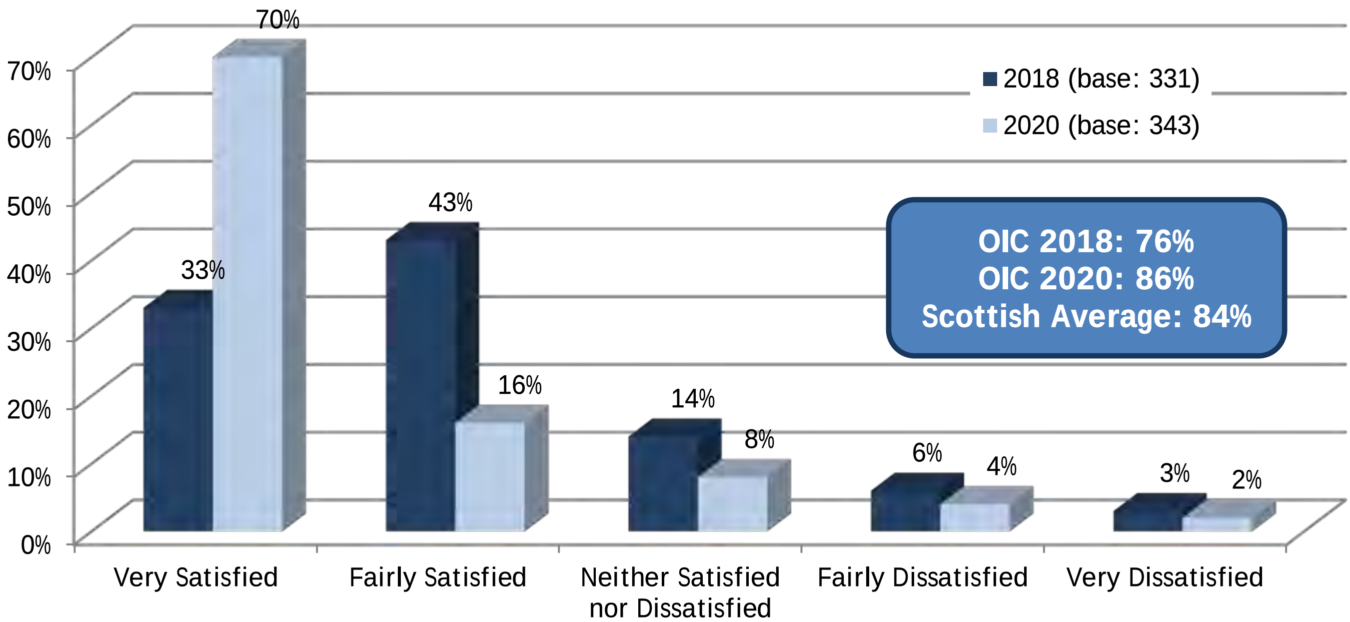
Percentage of tenants satisfied with the management of the neighbourhood they live in (Charter Indicator 13).

9.1 The following question was posed with respect to satisfaction with management of the neighbourhood:

"Overall, how satisfied or dissatisfied are you with the Housing Service's contribution to the management of the neighbourhood you live in?"[15]

The results are set out in Figure 9.1 below.

Figure 9.1: Satisfaction with Management of Neighbourhood



The majority of respondents (86%, down from 76% in 2018 and slightly higher than the Scottish average of 84%) were very or fairly satisfied with the Housing Service's contribution to the management of their neighbourhood. 6% were very or fairly dissatisfied (down from 9% in 2018) and the remaining 8% provided a neutral response (down from 14% in 2018).

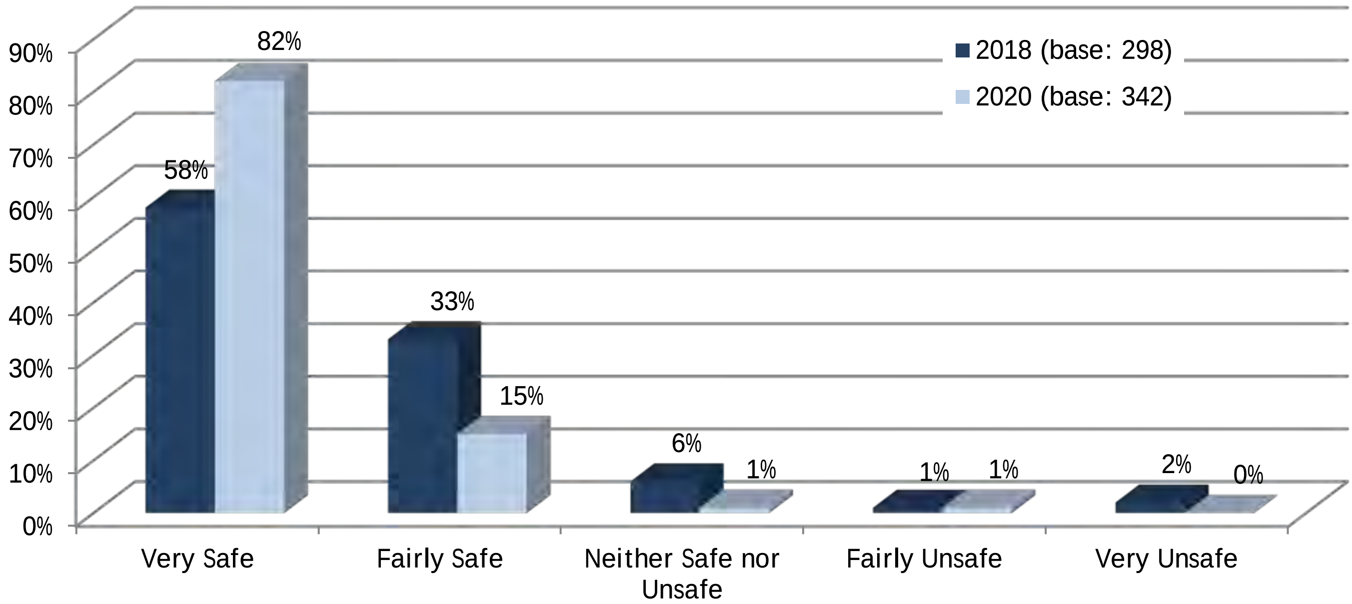
[15] "Management of the neighbourhood" was described as being things like: management of anti-social behaviour; dealing with nuisance neighbours; the maintenance of the estate; and, overall, making sure the neighbourhood is a safe place to be. "The neighbourhood" was described as the street in which you live and the immediate surrounding area. The wording of this question was changed between 2018 and 2020 with the addition of the words "contribution to". The comparative results should be seen in this context.

Satisfaction with the Housing Service's contribution to the management of the neighbourhood is slightly lower amongst respondents in Kirkwall (83%, very or fairly satisfied) compared with respondents in other areas (89%). Respondents in Kirkwall are also less likely to be very satisfied (66%) than respondents in other areas (74%).

9.2 Figure 9.2 illustrates respondents' feeling of safety in their neighbourhood and compares this to the results from 2018.

Figure 9.2: Feeling of Safety in the Neighbourhood

How safe or unsafe do you feel in your neighbourhood?
Base excludes 'Don't know / No opinion' responses.



Respondents mostly feel very or fairly safe in their neighbourhood (97%, up from 91% in 2018) while a small minority (1%, down slightly from 3% in 2018) say that they feel very of fairly unsafe. The remaining 1% provided a neutral response (down slightly from 6%).

Respondents feeling of safety is very slightly lower amongst respondents in Kirkwall (94%, very or fairly satisfied) compared with respondents in other areas (100%). Respondents in Kirkwall are also less likely to feel very safe (74%) than respondents in other areas (88%).

9.3 Figure 9.1 details how satisfied or dissatisfied respondents are with aspects of their neighbourhood. This question was not asked in 2018.

Table 9.1: Rating of Aspects of Neighbourhood

How would you rate each of the following aspects of your neighbourhood? Bases exclude 'Don't know' responses.

Aspect	Very Good / Fairly Good Combined	Very Good	Fairly Good	Neither Good nor Poor	Fairly Poor	Very Poor	Base
Overall appearance of the neighbourhood	88%	71%	17%	4%	6%	1%	338
Grounds maintenance	82%	69%	13%	5%	9%	5%	337
Car parking	82%	67%	15%	8%	4%	6%	336

The majority of respondents gave a positive rating to all aspects of their neighbourhood, particularly in relation to the overall appearance of the neighbourhood (88% very or fairly good), followed by 82% for grounds maintenance and 82% for car parking.

Ratings for all aspects are lower than average in Kirkwall. These figures were: overall appearance of neighbourhood (83% Kirkwall, 93% elsewhere); grounds maintenance (75% Kirkwall, 88% elsewhere) and car parking (76% Kirkwall, 88% elsewhere).

9.4 The open-ended comments noted in relation to this theme were, with occasional exceptions, most commonly negative in nature but were very diverse. Comments related to issues such as: grounds maintenance; dog fouling; parking; street lighting; neighbour issues; wider anti-social behaviour. The comments are listed in full in Appendix 3.

9.5 Respondents were given a list of potential problems in their local area and asked to say which they considered to be a serious problem, a minor problem or not a problem in their community. Table 9.2 over the page shows the proportion of respondents that see each as a "serious" problem and compares this to the results from 2018.

Table 9.2: Serious Problems in the Community

To what extent do you think there is a problem with any of the following in your community?

Aspect	2018	2020
Dog fouling	21%	21%
Inconsiderate parking	14%	18%
Drug dealing	6%	12%
Noisy neighbours	4%	8%
Rubbish	4%	8%
Abandoned vehicles	4%	7%
Harassment	3%	4%
Crime	1%	3%
Road safety	NA	3%
Anti-social behaviour	3%	2%
Fly-tipping	2%	2%
Personal safety	1%	2%
Graffiti	-	1%
Vandalism	1%	-
Base:	303	333

The main serious problems in the community as perceived by respondents are dog fouling (21%, also 21% in 2018), inconsiderate parking (18%, up from 14% in 2018) and drug dealing (12%, up from 6%).

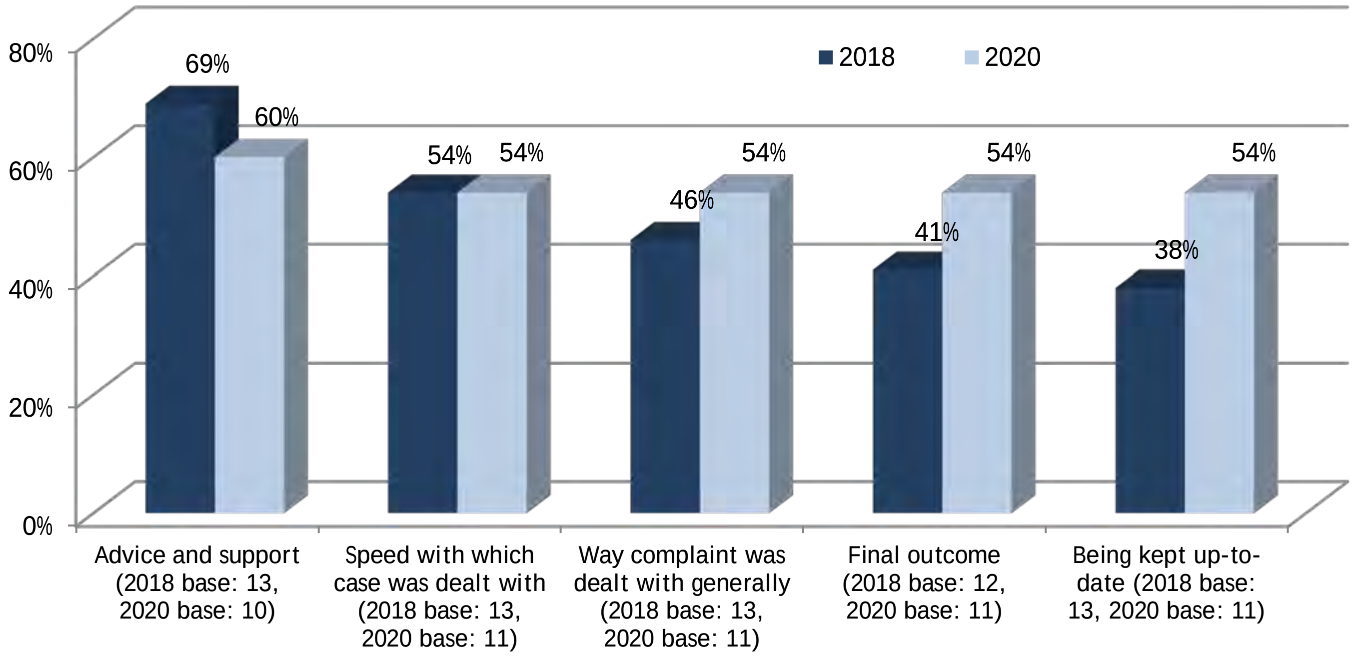
Dog fouling is more likely to be considered a serious problem in Kirkwall (28%) compared to other areas (11%) and, similarly, inconsiderate parking is more likely to be considered a serious problem in Kirkwall (21%) compared to other areas (14%). Drug dealing is only considered to be a serious problem in Kirkwall (20%).

A full breakdown of these results and the additional comments made (which essentially restate those issues that some people considered to be problems) are set out in the appendices.

9.6 Only 3% of respondents (11 people) had reported anti-social behaviour to the Housing Service in the last 12 months (down very slightly from 4% in 2018). Figure 9.3 illustrates how satisfied respondents were with aspects of the anti-social behaviour service they received and compares this with the figures from 2018.

Figure 9.3: Satisfaction with Aspects of the Anti-Social Behaviour Service

How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?
Bases are only those that have reported anti-social behaviour in the last 12 months and gave an answer to this question.



As shown above, there has been an improvement in relation to ratings for some aspects of the anti-social behaviour service since 2018. However, it should be noted that these results are based on very small numbers; a full breakdown of responses is contained in the appendices.

KEY POINTS

The majority of respondents are very or fairly satisfied with their landlord's overall contribution to the management of their neighbourhood (86%, up from 76% in 2018).

97% feel very or fairly safe in their neighbourhood (up from 91% in 2018).

The majority of respondents gave a positive rating for the overall appearance of their neighbourhood (88%), grounds maintenance (82%) and car parking (82%).

Dog fouling is considered the most common "serious" problem in the community (21%, also 21% in 2018) followed by inconsiderate parking (18%, up from 14%) and drug dealing (12%, up from 6%).

3% of respondents have reported anti-social behaviour to Orkney Islands Council in the last 12 months (down slightly from 4% in 2018). There is majority satisfaction in relation to all aspects of this service with some improvement since 2018, although it should be noted that these results are based on a small base number of respondents.

10.0 FINAL COMMENTS ABOUT THE HOUSING SERVICE

10.1 Respondents were shown a list of different issues to do with their tenancy and the service they receive and were asked to choose their top three most important issues. These results are detailed in Table 10.1. This is compared to the results from 2018.

Table 10.1: Importance of Issues - Services and Activities

We have listed below a number of specific services and activities that may or may not be important to you. Please choose up to 3 of these things that are most important to you.

Issue	2018	2020[16]
The overall quality of your home	69%	71%
The energy efficiency of your property	55%	52%
The quality of the repairs and maintenance service	40%	47%
The value for money of rents	34%	38%
The quality of customer service that you receive from the Housing Service	35%	31%
Communication from the Housing Service about its services and decisions	26%	23%
Having the chance to be involved in decisions about the Housing Service's policies and practices	5%	23%
Your overall neighbourhood environment	15%	20%
The Housing Service making more houses available for people to rent	12%	15%
Base:	285	327

The quality of respondents' homes is by some distance most commonly placed in respondents' top three issues (71%, up slightly from 69% in 2018). The energy efficiency of the property (52%, down from 55%) and the quality of the repairs and maintenance (47%, up from 40%) are also commonly perceived to be the most important issues for tenants.

[16] In 2018, respondents were asked to indicate both the three "most important" things to them and the three "least important". This was simplified in 2020 to include only the "most important". In 2020, a number of participants, particularly amongst postal respondents, chose more than 3 options and, where this was the case, we have included all options, rather than excluding these responses.

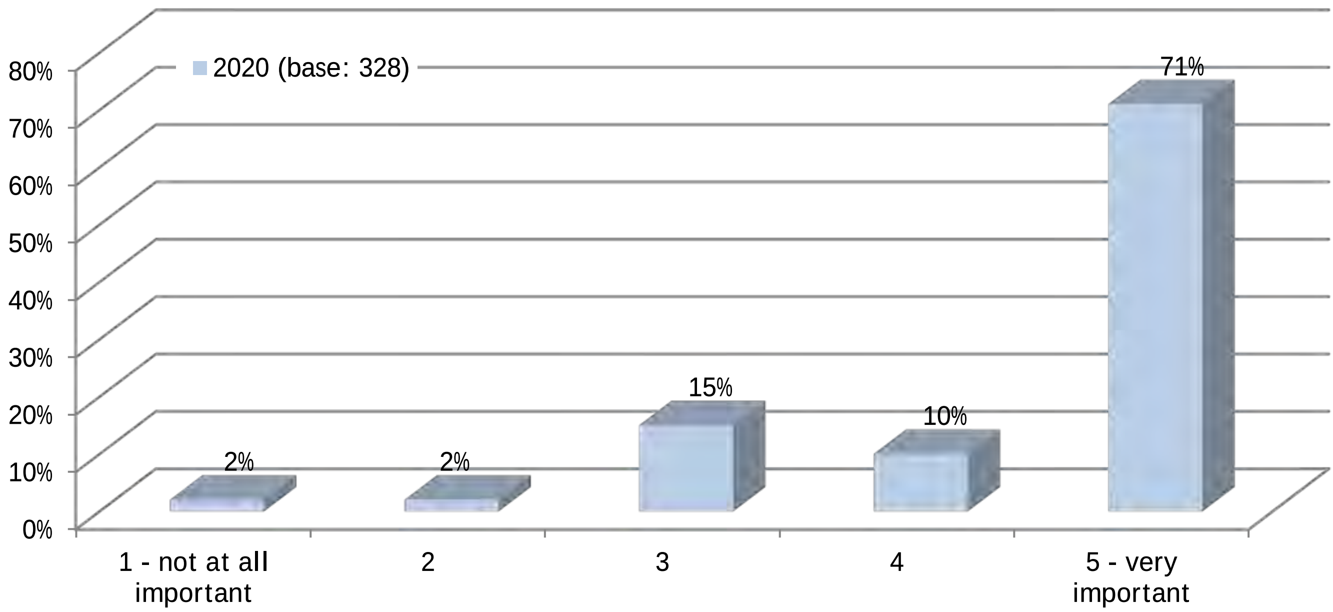
Conversely, the least important issues perceived were the Housing Service making more houses available for people to rent (15%, up from 12%), the overall neighbourhood environment (20%, up from 15%), having the chance to be involved in decisions about the Housing Service's policies and practices (23%, up from 5%) and communication from the Housing Service about its services and decisions (23%, down slightly from 26%).

These results are broadly similar between Kirkwall and the other areas. A full breakdown of responses is contained in the appendices.

10.2 Figure 10.1 illustrates how important or unimportant respondents feel it is for the Housing Service to make more properties available for rent. This question was not asked in 2018.

Figure 7.6: Importance of Making More Properties Available for Rent

Thinking more generally about the future priorities for the Housing Service, how important or unimportant is it for the Housing Service to make more properties available for rent. Please answer on a scale of 1 to 5 where 1 is "not at all important" and 5 is "very important".
Bases exclude 'Don't know' responses.



As shown above, the majority of respondents (81%) feel it is important that the Housing Service make more properties available for rent. Comparatively few (4%) feel it is not important and 15% feel it is neither important nor unimportant.

10.3 Respondents were then asked to say whether they agree or disagree with a range of statements about the Housing Service of Orkney Islands Council on a five-point scale from 'agree strongly' to 'disagree strongly'. These results are detailed in Table 10.2 and compared with the overall agreement figures from 2018.

Table 10.2: Agreement with Statements about the Housing Service

To what extent do you agree or disagree with the following? Bases are only those that gave an answer.

Statement	Agree or Agree Strongly		Agree Strongly	Agree	Neither Agree nor Disagree	Disagree	Disagree Strongly	Base
	2018	2020						
The Housing Service has friendly and approachable staff	89%	86%	41%	45%	13%	1%	1%	339
The Housing Service has knowledgeable staff	82%	86%	33%	53%	12%	1%	1%	336
The Housing Service treats its residents fairly and with respect	84%	82%	32%	50%	14%	3%	1%	336
I trust the Housing Service	73%	72%	31%	41%	22%	5%	2%	338
The Housing Service has a good reputation in my area	74%	68%	24%	44%	22%	8%	2%	336
The Housing Service gives me clear information about how rent and other money is spent	73%	68%	28%	40%	25%	6%	2%	338
The Housing Service recognises my individual needs	68%	59%	25%	34%	31%	8%	2%	333
The Housing Service provides appropriate support for tenants that may need adaptations to their home in order to help them to remain in their home	61%	57%	24%	33%	37%	4%	3%	338

The Housing Service of Orkney Islands Council achieves majority agreement in relation to all of the above statements, particularly in relation to having friendly and approachable staff (86% agree or agree strongly, down slightly from 89% in 2018), having knowledgeable staff (86%, up from 82%) and treating its residents fairly and with respect (82%, down slightly from 84%).

Areas where agreement is lowest relate to providing appropriate support for tenants that may need adaptations to their home in order to help them to remain in their home (57% agree or agree strongly, down from 61% in 2018) and recognition of individual needs (59%, down from 68%).

In most cases, agreement with these statements is lower amongst Kirkwall respondents than respondents in other area. The exception relates to treating residents fairly and with respect where 84% in Kirkwall agree or agree strongly compared to 80% in other areas.

10.4 Outright disagreement with these comments was limited and only a few respondents made comments as to the reasons for any disagreement. These comments related to different issues (e.g. issues in the home, issues in the neighbourhood, rent and arrears issues). These comments are listed in full in Appendix 3.

KEY POINTS

The issues that tenants most commonly place in their "three most important issues" are the overall quality of the home (71%, up from 69% in 2018), the energy efficiency of the property (52%, down slightly from 55%) and the quality of the repairs and maintenance (47%, up from 40%).

Conversely, the three least important issues perceived were the Housing Service making more houses available for people to rent (15%, up from 12%), the overall neighbourhood environment (20%, up from 15%), and jointly, having the chance to be involved in decisions about the Housing Service's policies and practices (23%, up from 5%) and communication from the Housing Service about its services and decisions (23%, down slightly from 26%).

81% of respondents feel it is important that the Housing Service make more properties available for rent. Comparatively few (4%) feel it is not important and 15% feel it is neither important nor unimportant.

The majority of respondents were in agreement with a range of statements about the Housing Service, particularly in relation to it having friendly and approachable staff (86% agree or agree strongly, though this is down very slightly from 89% in 2018), having knowledgeable staff (86%, up from 82%) and treating its residents fairly and with respect (82%, down very slightly from 84%).

By comparison, agreement is lower in relation to providing appropriate support for tenants that may need adaptations to their home in order to help them to remain in their home (57% agree or agree strongly, down from 61% in 2018) and recognition of individual needs (59%, which is down from 68% in 2018).

11.0 Overall Satisfaction

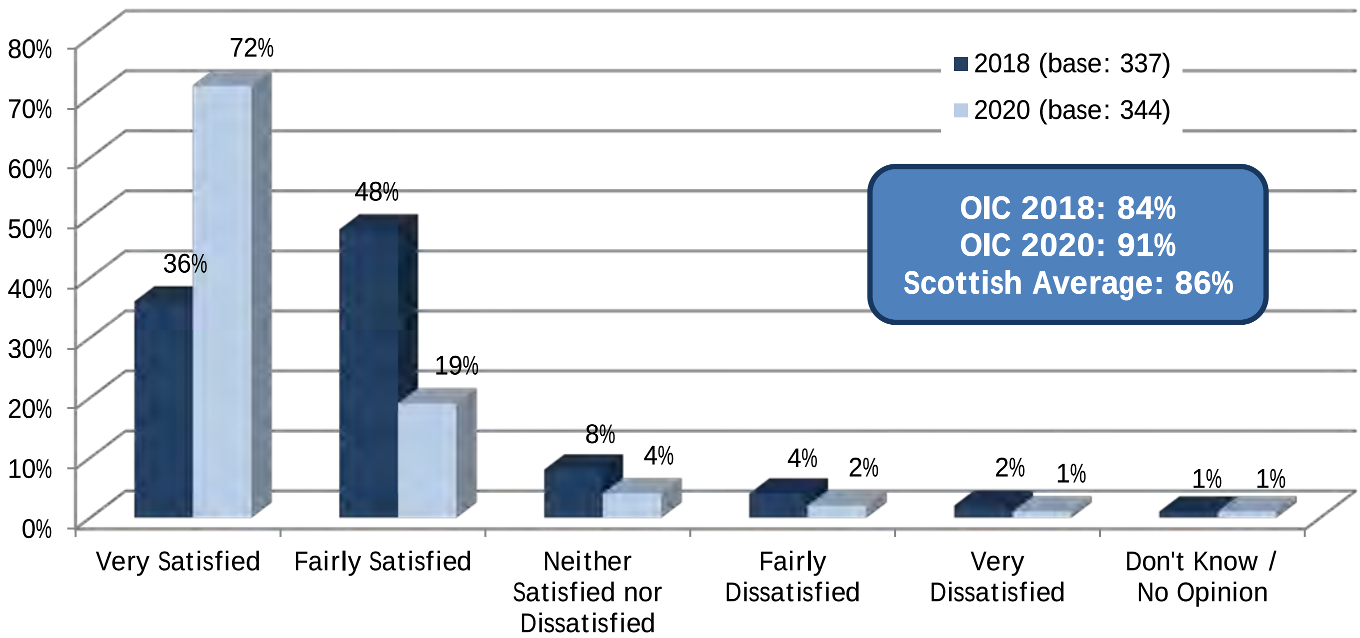
Percentage of tenants satisfied with the overall service provided by their landlord (Charter Indicator 1).

11.1 The following question was posed with respect to satisfaction with overall service provided:

"Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by the Housing Service of Orkney Islands Council?"

The results are set out in Figure 2.1 below.

Figure 11.1: Overall Satisfaction with Service Provided



11.2 Overall, 91% of respondents are very or fairly satisfied with the service provided by the Housing Service of Orkney Islands Council (up from 84% in 2018 and now higher than the Scottish average of 86%). Only 3% are very or fairly dissatisfied (down from 6% in 2018) while 4% provided a neither / nor response (up from 8% in 2018) and 1% did not know or had no opinion (also 1% in 2018).

Overall satisfaction levels are very slightly lower amongst Kirkwall respondents (91%) compared with respondents from other areas (93%) and respondents in Kirkwall are also slightly less likely to be "very satisfied" (69%) than respondents from other areas (76%).

KEY POINTS

Overall, 91% of respondents are very or fairly satisfied with the service provided by the Housing Service of Orkney Islands Council (up from 84% in 2018) while only 3% are very or fairly dissatisfied (down from 6% in 2018).