

Item: 11

Education, Leisure and Housing Committee: 7 September 2022.

Tenant Satisfaction Survey.

Report by Corporate Director for Education, Leisure and Housing.

1. Purpose of Report

To present findings of biennial tenant satisfaction survey.

2. Recommendations

The Committee is invited to note:

2.1.

That a wholesale 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 tenant satisfaction surveys 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 2022, 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, as the survey was undertaken immediately after the pandemic, the impact of that context has been reflected in the survey results.

2.5.

That the results of the survey are notified to the Scottish Housing Regulator as part of the Annual Return against the Charter and accordingly are linked to the Annual Assurance Statement.

The Committee is invited to scrutinise:

2.6.

The summary report of the Tenant Satisfaction Survey, attached as Appendix 1 to this report, in order to obtain assurance with regard to the performance of the Housing Service.

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.

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. The last tenant survey was undertaken in May 2020.

3.5.

IBP Strategy and Research, which specialises in undertaking surveys for landlords, was procured to undertake the survey. Using an independent contractor to undertake the survey allows the added advantage of being able to anonymise information and allows tenants to respond openly without the Council receiving details of individual responses.

3.6.

The survey, which is the fifth one for Council tenants, was undertaken between March and May 2022.

3.7.

The context in which the survey was undertaken, was immediately after the restrictions of the pandemic had begun to be lifted. Tenants were asked to rate the services they had received during a period where Scottish Government guidance had imposed significant restrictions on service providers including staff working from home, significant limitations on home visits and house moves. Performance has been impacted significantly during that period and it was recognised that undertaking the satisfaction survey during that period of time may well impact on satisfaction

levels. Equally, it was important to undertake the survey and determine satisfaction levels while taking the context into account.

3.8.

The survey undertaken during 2022 used a postal self-completion survey as the main method of data gathering. Accordingly, of the responses, 64% were made by post and 36% by telephone follow up. This compared to the survey of 2020, when 35% were by post and 65% by telephone. IBP Strategy and Research advised that personal interviews generally secure a more positive level of response than self-completion methods. Further IBP Strategy and Research advised that, in their experience, public service providers received significantly more positive ratings towards the beginning of the pandemic due to there being substantial goodwill towards them. Further that pattern is no longer evident as services emerge from the pandemic and a general demand for services to return to a normal provision becomes apparent. This context draws the survey results of 2022 and 2020 into sharp focus.

3.9.

During the pandemic, Scottish Government guidance meant that face to face meetings could not take place which impacted on a range of aspects of service delivery. During the lockdown of 2020, many housing related occupations were suspended for a period of time for instance house moves could only take place in emergency situations and only emergency repairs could be undertaken. Following the lockdown period of 2020, service delivery was impacted by Scottish Government guidance and risk assessments.

3.10.

Some aspects such as tenant participation were significantly impacted and home visits and face to face meetings were restricted. Throughout the pandemic, the Housing Service's focus was on service delivery through challenging times, as opposed to seeking to implement policy changes.

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 financial issues.
- The Housing Service's response to COVID-19.

- Affordability and the impact of the pandemic.
- The neighbourhood.
- Future priorities.

4.2.

Surveys were sent to all tenants within Housing Revenue Account properties, a total of 896 surveys. A total of 377 valid responses (42%) were received which exceeds the required 40% response rate. The data is determined to be accurate to +/- 3.84%. 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.

The survey summary report is attached at Appendix 1 to this report. The key findings are as follows and a comparison from the previous surveys conducted in 2020 and 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 (charter indicator 1).	76% satisfaction (2020: 91%, 2018: 84%).
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (charter indicator 2).	70% satisfaction (2020: 93%, 2018: 87%).
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes (charter indicator 5).	61% satisfaction (2020: 84%, 2018: 63%).
Percentage of tenants satisfied with the quality of their home (charter indicator 10).	75% satisfaction (2020: 88%, 2018: 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).	85% satisfaction (2020: 91%, 2018: 82%).
Percentage of tenants satisfied with the management of the neighbourhood they live in (charter indicator 17).	67% satisfaction (2020: 86%, 2018: 76%).
Percentage of tenants that think the rent for their property represents good value for money.	69% satisfaction (2020: 81%, 2018: 73%).

4.4.

Tenants were asked about the Housing Service's response to the COVID-19 pandemic.

- 38% recollected receiving contact from the Housing Service during the early period of the pandemic - of these 84% said they found this contact to be useful.
- 67% had been visited by the Council's Housing Service or its contractors since the pandemic began and 91% expressed satisfaction with the health and safety arrangements made to make this possible.
- 70% of those who commented, had a positive view of the Housing Service's response to the pandemic.

4.5.

Tenants were asked about the impact of the pandemic on their financial position. From the information provided in the household profiling section, the average net monthly income per household was estimated at £904.46. The responses highlight the level of concern around the cost of living increases.

- 23% of respondents had been employed full time before the pandemic and 21% at the present time.
- 33% said the pandemic had made them worse off financially, 5% said they were better off and the remainder noticed no difference.
- 41% found their rent "just about affordable", 13% said it was fairly or very difficult to afford their rent.
- 29% stated that more than 30% of the net household income goes on paying rent and service charges.
- 87% stated that they spend more than 10% of their net household income on household fuel use and of these 46% indicate that they spend more than 47% of their net household income on this.
- 32% indicated that more than 10% of their net household income goes on paying their Council Tax and water and sewerage charges.
- 22% indicate that they are managing either quite or very poorly. This was in comparison to 4% in 2020 and 8% in 2018.

4.6.

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

- 52% had contacted the Council's Housing Service in past 12 months.
- Telephone contact was the most common method of contact (78%).
- 63% say it was easy to get hold of the right person.
- 75% say staff were helpful.
- 73% thought their query was answered within a reasonable time.
- 68% were satisfied with the outcome of their query.

4.7.

When asked for their overall view of the quality of customer service provided by the Council's Housing Service, 77% of respondents said it was very good or good.

4.8.

Tenants who had repair or maintenance work undertaken over the last 12 months, were asked about their general level of satisfaction. 85% were either very or fairly satisfied. This is broken down further as follows, with 2020 figures in brackets:

- 89% (95%) were satisfied at the attitude of Customer Services Staff.
- 85% (99%) were satisfied at the ease of reporting repairs.
- 91% (96%) were satisfied with the attitude of workers.
- 90% (92%) were satisfied with workers tidying up after themselves.
- 86% (94%) were satisfied with arrangements for access.
- 89% (87%) were satisfied with the overall quality of work.
- 86% (85%) were satisfied with the time taken to complete the work.
- 77% (82%) were satisfied that the repair was done "right first time".

4.9.

Overall, 76% of respondents who had moved in the last 12 months were either very or fairly satisfied with the standard of their home on moving in. It should be noted that the base number of responses to these questions is relatively low as it includes only recent new tenants and changes can be a result of different opinions amongst only a few respondents. Of these, the level of satisfaction with aspects of the moving service, along with 2020 survey results in brackets for comparison, were as follows:

- Information on housing options, 69% (94%).
- Clarity of allocations process, 70% (94%).
- Length of time it took to get your home, 64% (63%).
- Advice and support received, 80% (84%).
- Cleanliness of home, 63% (84%).
- Level of decoration grant, 55% (34%).
- Decorative condition, 64% (63%).

4.10.

75% of respondents overall (including all tenants, not just new tenants) expressed satisfaction with the quality of their home. The levels of dissatisfaction recorded with specific aspects of the home are set out below, with 2020 figures in brackets:

- 6% (3%) dissatisfaction with living room.
- 10% (8%) dissatisfaction with bedroom(s).
- 11% (7%) dissatisfaction with external appearance of home.
- 17% (18%) dissatisfaction with kitchen.
- 33% (21%) dissatisfaction with heating.
- 17% (22%) dissatisfaction with bathroom.
- 21% (18%) dissatisfaction with doors.

- 24% (26%) dissatisfaction with windows.
- 14% (11%) dissatisfaction with garden.

4.10.1.

With respect to heating, it should be noted that a particularly substantial proportion (45%) expressed dissatisfaction with cost-effectiveness of heating specifically.

4.11.

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 43% felt it was slightly less or much less expensive than other landlords and 19% considered rents to be more expensive. 69% considered their rent to be good value for money.

4.12.

As regards arrears, the opinion of those that expressed a view is set out below, with 2020 figures in brackets:

- 85% (86%) think the Council takes a reasonable approach to arrears.
- 10% (6%) think it is too lenient.
- 5% (8%) think it is too strict.

4.13.

In respect of the extent tenants felt safe in their neighbourhood, 90% advised that they felt very or fairly safe (2020: 97%, 2018: 91%).

4.14.

When asked to rank which specific aspects of the service were most important to them, tenants chose as follows, which were also the most important priorities in 2020:

- Overall quality of home 68% (2020: 71%).
- Energy efficiency of property 62% (2020: 52%).
- The quality of repairs and maintenance service 41% (2020: 47%).

4.15.

Tenants were asked how important or unimportant it was for the Housing Service to make more properties available for rent and 77% felt it was important (2020: 81%).

4.16.

Overall, the results of the tenant survey have been impacted significantly by the COVID-19 pandemic. The information provided is useful to the Council and will be used to improve services post pandemic.

5. Corporate Governance

This report relates to the Council complying with governance and scrutiny 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

The survey was undertaken by a private contractor, procured in line with the Council's Procurement Policy and the cost was £4,130.50 inclusive of VAT.

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

James Wylie, Corporate Director for Education, Leisure and Housing, extension 2477, Email james.wylie@orkney.gov.uk.

Frances Troup, Head of Community Learning, Leisure and Housing, extension 2450, Email frances.troup@orkney.gov.uk.

Lesley Mulraine, Service Manager (Housing, Homelessness and Schoolcare Accommodation), extension 2174, Email lesley.mulraine@orkney.gov.uk.

9. Appendix

Appendix 1: Tenant Satisfaction Survey Summary Report.



Orkney Islands Council
Tenant Satisfaction Survey 2022



Summary Report

July 2022

Tenant Satisfaction Survey 2022



ORKNEY
ISLANDS COUNCIL

Results based on feedback from 377 tenants

76%

Overall, 76% of our tenants said that they were satisfied with overall service provided. 34% said they were "very" satisfied and 10% said they were dissatisfied.

69%

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



85%

of tenants said they were satisfied with the repairs service



70%

rated us positively for keeping tenants informed and 61% were satisfied with opportunities to take part in decision-making processes.

75%

of tenants were satisfied with the quality of their home.

67%

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)

BACKGROUND TO THE SURVEY

This document summarises the results of Orkney Islands Council Housing Service's tenant survey for 2022. The survey explores tenants views in relation to a number of themes including: overall satisfaction with the Housing Service; communications and participation; contact with the Housing Service; complaints; the home; repairs and housing services; rent and financial issues; the Housing Service's response to Covid-19; affordability and the impact of the pandemic; neighbourhood issues; future priorities.

Where possible, results have been compared to those from the 2020 survey and further back to the 2018 survey. With respect to this, two particular factors should be taken into account in interpreting these comparative figures.

The first point is a methodological one. For the 2022 survey, the main method of data gathering was a postal self-completion survey, including an initial mailing and reminder mailing. This generated a total of 224 responses and 135 follow-up telephone interviews were undertaken to secure the target response rate of 40%. A total of 377 responses were received, which included 18 that arrived after the declared closing date and following the submission of the Annual Return on the Charter by the Housing Service. Of these, 242 were by post (64%) and 135 were by telephone (36%). In 2020, only one survey mailing was issued due to the restrictions brought about by the pandemic and a follow-up telephone survey was conducted at that point to achieve the target response. In 2020, of 344 responses overall, 119 were by post (35%) and 225 by telephone (65%). A significantly greater proportion of the 2020 responses were gathered by telephone therefore and, in IBP's experiences, personal interviews of this nature typically secure a more positive level of response than do self-completion methods.

The second point relates to the broader context within which the surveys, and especially the 2020 survey, have taken place. In IBP's experience, public service providers of all sorts received significantly more positive ratings towards the beginning of the pandemic due to there being substantial goodwill towards them and the 2020 survey took place in the midst of the first period of significant Covid restriction. This pattern generally is no longer evident as we emerge from the pandemic and a general demand for services to return to "normal" becomes apparent (with the 2022 survey having taken pace against this backdrop).

RESPONDENT PROFILE

The profile of survey respondents in relation to gender was broadly similar to that in the Housing Service's most recent survey in 2020, with 61% of respondents that provided this information being female and 39% being male.

Compared to 2020, the sample had a younger age profile, with 17% being aged 16-34 compared to only 8% in 2020. There were significantly fewer respondents in the 35-54 age categories compared to 2020 (26% in 2022 compared to 40% in 2020). The age profile for 2022 was broadly similar to that in the 2018 survey and it seems likely that the timing of the 2020 survey (in the midst of a strict Covid lockdown) may have had a bearing on this.

Most commonly respondent households were single occupancy (59%, compared with 61% in 2020) while 10% were two adult, no children households (down from 17%), 11% were lone parents (up from 7% in 2020) and 14% were families with children (this was up significantly from only 5% in 2020 and was more in line with the figure of 12% from 2018).

The average net monthly income per household was estimated at £904.46 (down from £961.97 in 2012). It seems likely that this is a reflection of the methodology adopted in 2020 more effectively reaching working age tenants.

49% of respondents say that they or someone in their household have a physical illness or mental health condition or illness expected to last 12 months or more); again, this may reflect the 2020 sample including a higher proportion of working age people.

Respondents were broadly split between Kirkwall (53%) and elsewhere in the Orkney Islands (46%). No location information could be identified for the remaining 1%. This profile was broadly similar for the 2020 survey.

OVERALL SATISFACTION

Overall, 76% of respondents now indicate that they are very or fairly satisfied with the service provided by the Housing Service of Orkney Islands Council. This has reduced significantly from the 91% recorded in early 2020 at the height of the first Covid lockdown. It is quite likely that the 2020 figure was particularly positive due to there having been a very strong sense of public goodwill towards public service providers at the time, allied to a particularly high proportion of responses in 2020 being gathered by telephone which, in IBP's experience, generally leads to a more positive response.

COMMUNICATIONS AND PARTICIPATION

There has been a noticeable decline in the proportion of tenants who feel that the Housing Service is good at keeping them informed about their services and decisions. This figure has fallen from 93% in 2020 to 70% in 2022, and is significantly below the 87% recorded in 2018.

A similar pattern is evident in relation to satisfaction with opportunities to take part in the Housing Service's decision making processes, which has declined from 84% to 61% between 2020 and 2022, with the 2022 figure being broadly similar to the figure of 63% recorded in 2018.

CONTACT WITH THE HOUSING SERVICE

52% 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 (up from 41% in 2020).

Respondents' last method of contact with the Council was mainly by telephone (78%, down slightly from 83% in 2020) or by email (up significantly from 4% to 11% between 2020 and 2022). Unsurprisingly, the proportion of people whose most recent contact was via personal visit to the Kirkwall office fell very significantly from 10% in 2020 to 1% in 2022. The reduction in the proportion of people whose most recent contact was by personal visit to the Kirkwall office has been a longer term trend, with this figure having been as high as 17% in 2018.

The Council continues to achieve positive ratings across a number of aspects of customer service but the extent of this has diminished somewhat. 75% of respondents indicate that staff were helpful compared to 84% in 2018 and 93% in 2020; 73% indicated that their query was answered within a reasonable time compared to 80% in 2018 and 94% in 2020; 68% expressed satisfaction with the final outcome of their query compared with 72% in 2018 and 85% in 2020; 63% said it was easy to get hold of the right person compared to 77% in 2018 and 88% in 2020. The latter point in particular suggests strongly that the less positive views recorded in 2022 are reflective of service restrictions over the period of the pandemic.

Overall, 77% of respondents had a positive view of the overall quality of customer service compared to 86% in 2018 and a peak figure of 94% in 2020.

COMPLAINTS POLICY

Fewer respondents than in 2020 said they were aware of the Housing Service's complaints policy (62% compared to 85%). The proportion that indicated they had made a complaint in the previous 12 months was 7%, as was the case in 2020. 27% of those that said they had made a complaint expressed satisfaction with the way their complaint was handled overall; this was significantly lower than the figure of 65% in 2020 but slightly higher than the 22% recorded in 2018. 17% expressed satisfaction with the final outcome of their complaint compared to 24% in 2018 and 39% in 2020. It is important to note the very low base number of individuals who had made a complaint as this can mean that changes are based on responses from a very small group of people.

THE HOME

Of those that moved into their home in the last year, the majority (76%, up very slightly from 75% in 2020) were satisfied with the standard of their home when they moved in.

Amongst respondents that moved into their home in the last year the majority were also satisfied with all aspects of the moving in process. However, there was a decline in the proportion of respondents that expressed satisfaction with the clarity of the allocations process (from 94% to 70%) and with the information given on housing options (from 94% to 69%). Again, the small base number of responses for this specific question means that significant percentage changes can arise based only on the views of a small number of people.

19 respondents indicated that they had had contact with the Council's homelessness and advice section over the past two years or so. Of these, 91% expressed satisfaction (no respondents expressed dissatisfaction and only one gave a neutral response). 16 people indicated that they had been provided with homeless accommodation. Of these, 60% expressed satisfaction and 10% (one respondent) expressed dissatisfaction, with the remainder giving a neutral response.

Overall, 75% of respondents said that they were satisfied with the overall quality of their home; this was down significantly from the 88% recorded in 2020 but broadly in line with the 76% recorded in 2018.

The majority of respondents were very or fairly satisfied with a range of specific aspects of their homes and the satisfaction figures recorded in 2022 were broadly in line with those recorded in 2020. The only significant difference was the reduction in the proportion of those expressing satisfaction with their heating, from 73% in 2020 to 53% in 2022.

This latter point was reflected in a reduction in the proportion of people giving a positive rating for a range of specific aspects of their heating system. In particular, ratings for cost effectiveness fell from 65% in 2020 to only 36% in 2022 (having been 46% in 2018).

Satisfaction with a number of aspects of common areas, where relevant to the tenant, has decreased between 2018 and 2022 (some elements having improved marginally between 2018 and 2020). This was the case for each of common entrances / door entry systems, gardens, communal back / drying areas, bin areas and fencing. In particular, satisfaction with stair cleaning has reduced from 72% to 23% between 2020 and 2022, having been 58% in 2018.

REPAIRS AND HOUSING SERVICES

Amongst those that have had repairs carried out in their home in the last 12 months, 85% were with the service they received (this was down from the 91% recorded in 2020 but 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 a range of specific aspects of the service they received; the level of satisfaction with these specific aspects of service was generally in line with figures for previous years although it should be noted that there was a reduction in satisfaction in relation to each of: arrangements for access (down from 94% in 2020 to 86% in 2022); and ease of reporting the repair (down from 99% in 2020 to 85% in 2022).

21% of respondents indicated that they had had planned maintenance improvements carried out in their home within the previous two years or so (this figure was 12% in 2020). 84% of those that had such work undertaken expressed satisfaction with it (this specific question was not asked previously).

Amongst all respondents, regardless of whether or not they have had repairs carried out in their home in the last 12 months, 82% were very or fairly satisfied overall with the Housing Service's repairs service (up from 86% in 2020).

RENT AND FINANCIAL ISSUES

A somewhat lower proportion of respondents than in 2020 paid full rent; this was down from 65% to 48%, most probably reflecting the differences in survey methodology between the two years.

69% of respondents considered their rent to be good value for money; this is down somewhat from the 81% recorded in 2020 and more in line with the 73% recorded in 2018.

Overall, 43% of respondents indicated that they considered the Council's rents to be less expensive than those of other landlords compared to 19% that considered them to be more expensive; this is broadly consistent with responses to this question in previous years.

The great majority of respondents (85%) consider that the Housing Service's approach to dealing with arrears is a reasonable one (the comparable figure in 2020 was 86%).

THE HOUSING SERVICE'S RESPONSE TO COVID-19

38% of respondents said they recollected receiving contact from the Housing Service during the early period of the pandemic; of these, 84% said they found this contact to be useful.

67% indicated that they had been visited by the Council's Housing Service or their contractors since the pandemic began; of these, 91% expressed satisfaction with the health & safety arrangements in place for this with 5% expressing dissatisfaction and the remainder giving a "neither / nor" answer.

Of those that felt able to comment, 70% had a positive view of the Housing Service's response to the pandemic, compared to only 7% that had a negative view (with the remainder giving a neutral "neither / nor" response).

AFFORDABILITY AND THE IMPACT OF THE PANDEMIC

There has been only a modest change in the working status of the heads of household before and after the pandemic, with 23% having been employed full-time before the pandemic and 21% at the present time.

However, a very significant proportion of respondents (33%) indicate that the pandemic has made them worse off (with 5% saying it has made them better off and the remainder that it has made no difference).

13% of respondents indicate that they find it fairly or very difficult to afford their rent payments and a further 41% that they find this "just about affordable". 29% indicate that more than 30% of their net household income goes on paying rent and service charges to the Council's Housing Service.

87% indicate that they spend more than 10% of their net household income on household fuel use and, of these, 46% indicate that they spend more than 47% of their net household income on this.

32% indicate that more than 10% of their net household income goes on paying their Council tax and water and sewage charges.

In terms of overall finances, it is notable that significantly more respondents now say that they are managing either quite or very poorly. This figure was 8% in 2018, fell to 4% in 2020, and has now increased sharply to 22% in 2022.

THE NEIGHBOURHOOD

Satisfaction with the Housing Service's contribution to the management of the neighbourhood has declined from 86% in 2020 to 67% in 2022, having been 76% in 2018.

90% feel very or fairly safe in their neighbourhood (this is down from the very high figure of 97% in 2020 and broadly in line with the figure of 91% from 2018); only 3% indicate that they feel at all unsafe.

Respondents were less likely than in 2020 to express a positive view about different aspects of their neighbourhood including overall appearance of the neighbourhood (88% down to 73%), grounds maintenance (82% down to 60%) and car parking (82% down to 59%). Although this is partly due to a higher level of "neither / nor" responses, the proportion of people expressing dissatisfaction with each has also increased. 68% expressed satisfaction with cleanliness of the neighbourhood (this question was not asked previously).

FUTURE PRIORITIES

The issues that tenants most commonly place in their "three most important issues" are the overall quality of the home (68%, down very slightly from 71% in 2022 and 69% in 2018), the energy efficiency of the property (62%, up from 52% in 2020 and 55% in 2018) and the quality of the repairs and maintenance (41% compared to 47% in 2020 and 40% in 2018). As was the case in recent years, these three issues were significantly more likely to appear in respondents' top three priorities than the other aspects of the Housing Service that were put to them.

77% of respondents (compared to 81% in 2020) feel it is important that the Housing Service make more properties available for rent.