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Tenant Satisfaction Survey 2019

Final Survey Report

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TABLE A - SUMMARY OF KEY SATISFACTION RESULTS FROM TENANT SATISFACTION SURVEY 2019

ARC indicator number	Measure	% tenants very and fairly satisfied 2013	% tenants very and fairly satisfied 2016	% tenants very and fairly satisfied 2019	Scottish Council sector average 2018-19 (source ARC data)
Indicator 1	Satisfaction with Council's overall service	84%	82%	84%	84%
Indicator 2	Satisfaction with being kept informed about services and decisions	89%	90%	89%	83%
Indicator 5	Satisfaction with opportunities to participate in decision making	77%	85%	85%	76%
Indicator 7	Satisfaction with quality of home	86%	86%	87%	83%
Indicator 12	Satisfaction with repairs service	85%	81%	92%[1]	94%[2]
Indicator 13	Satisfaction with management/contribution of neighbourhood by Council	89%	88%	88%	82%
Indicator 25	Rating of rent as very good or fairly good value for money	89%	89%	88%	82%

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[1] East Lothian Council's repairs satisfaction figure for 2019 is derived from transactional data whilst the 2013 and 2016 figures are taken from the large scale tenant surveys

[2] The all Council average includes transactional repairs data which generally produces higher satisfaction than the tenant survey approach

Executive Summary

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of East Lothian Council Community Housing Service (the Council) using an interviewer led questionnaire. The survey was administered between 12thAugust and 20th September 2019 and by the conclusion of the survey period, 1,730 tenants had completed an interview, comprising 46% of all sampled tenants.

Overall satisfaction

➤ Taking everything into account, 84% of Council tenants are satisfied with services overall in 2019 whilst 10% are dissatisfied. In 2016, 82% of tenants were satisfied overall, whilst the Scottish Council average (2018-19) for overall satisfaction is 84%.

➤ Overall tenant satisfaction in 2019 varies by location with a low of 81% satisfied in Tranent rising to a high of 88% in Prestonpans.

➤ Tenant satisfaction also varies by dwelling type e.g. 80% of tenants living in four in a block properties are satisfied overall compared with 94% of tenants living in sheltered housing.

➤ In general, households containing children and larger households tend to be less satisfied with services overall when compared with other households.

Housing quality

➤ Most tenants (87%) are satisfied with housing quality (9% are dissatisfied). The 2019 figures for satisfaction are very slightly improved on 2016 (86% satisfied) and are ahead of the Scottish Council average (83%).

➤ Housing quality satisfaction is variable according to the type of dwelling the tenant lives in e.g. amongst four in a block households, 80% of tenants are satisfied with housing quality which contrasts with a figure of 97% for those tenants living in sheltered housing.

Participation and information

➤ On the measure of participating in the housing decisions made by the Council, 85% of tenants are satisfied (85% in 2016). The 2019 figure for this measure is well ahead of the Scottish Council average of 76% satisfied.

➤ Eighty nine percent (89%) of tenants are satisfied with how they are kept informed by the Council (90% in 2016). The Scottish Council average for keeping tenants informed is 83% satisfied and on this comparison, the Council is performing much better than most other landlords in Scotland.

Contact, communication and digital

➤ Approx. one in three tenants (31%) know the name of their housing officer, and 74% would know how to contact this member of staff if they needed to. The most favoured means of communicating with a housing officer is by telephone (82% prefer this method) although 15% would also use digital methods of contact.

➤ Most tenants (67%) would prefer to contact Housing Services by telephone although there is some interest in digital contact methods such as e-mail (14%) and text/SMS (5%).

➤ Almost seven in ten tenants (69%) have Internet access, although this figure varies by age. Most Internet access is by means of a smart phone (80%), a pc/laptop (54%) or a tablet (43%).

➤ Most tenants accessing the Internet say that their Internet connection is reliable (86%) although nearly one in ten (13%) say this is not the case.

➤ A lack of knowledge or skills is the main reason for 31% of tenants to say that they do not use the Internet.

➤ Amongst all tenants (with and without Internet access), 37% would be prepared to report a repair using an online method (53% for those already using the Internet).

Neighbourhoods

➤ Eighty eight percent (88%) of tenants are satisfied with the contribution of the Council to the management of their neighbourhood (9% are dissatisfied). The satisfaction level in 2019 is the same as the figure for 2016 but is higher than the Scottish Council average (82%).

➤ Tenants living in Haddington (84%) are the least satisfied with neighbourhood management whilst the most satisfied are tenants living in Prestonpans (91%).

➤ The neighbourhood issues most needing improved according to a minority of Council tenants are: landscaping, dog fouling, drug use and drug dealing, and parking.

Rent value

➤ Eighty eight percent (88%) of tenants rate rent value for money as good in 2019; 8% say rent value is poor and 4% answered neither good nor poor value. In 2016, 89% rated rent as good value whilst the Scottish Council average in 2018-19 is 82% saying rent is good value.

➤ In terms of dwelling type, 94% of tenants living in amenity and sheltered housing rate value for money as good which contrasts with 84% of tenants living in four in a block saying, 'good value'.

➤ Tenants' reason for not rating rent as good value are that some (5%) consider rents as being too high, whilst approx. 4% say that rent value could be enhanced if houses were upgraded.

Conclusions

This 2019 tenant satisfaction survey indicates that the majority of tenants (84%) are satisfied with the overall housing service they receive from the Council. In addition, more than eight in ten tenants are satisfied with key elements of the housing service such as participation, neighbourhood management, and being kept informed.

Almost nine in ten tenants (87%) are satisfied with their housing quality whilst 88% agree that the rent paid for their home represents good value for money. Across most areas, the 2019 tenant satisfaction survey results are better than the Scottish Council average. Overall, these are a positive set of results for the Council's Housing Service.

Recommendations

Whist a majority of tenants have expressed satisfaction with the housing service they receive from the Council, a minority have identified some dissatisfaction, and based on the tenant feedback in these and other areas, we would propose the following as recommendations for improvement or further exploration:

– One in ten tenants (10%) are dissatisfied overall with the Housing service citing, in particular, issues with the repair service as the reason behind their dissatisfaction.

- A minority of tenants have indicated that the value for money represented by rent could be improved if their properties were improved-upgraded and any rent level increases restrained.

- In relation to neighbourhood management, whilst this was an area of positive performance overall, some tenants have indicated that tackling drug problems, dealing with dog fouling and addressing landscaping issues would improve their overall rating of this service area.

- In relation to digital service delivery there is some scope for offering repairs reporting online (53% of tenants who use the Internet would be interested in this service). Also, around one in five tenants would like to communicate with the Housing Service by e-mail, text/SMS. For those tenants who do not use the Internet, the main barrier is a lack of knowledge on how to use this service and this may indicate scope for additional tenant support services around using IT and the Internet.

Introduction

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of East Lothian Council Community Housing Service (the Council) using an interviewer led questionnaire. The survey was administered between 12th August and 20th September 2019.

Survey sampling and survey response

The survey sampling frame comprised a stratified random sample of 3,801 tenants. Interviewing took place using a disproportionate sampling method, whereby the achieved number of interviews (1,730 in total) allowed for a less than +-5% margin of error at the housing area level. Table B shows the actual number of interviews that were obtained at the housing area level (c) and the related sample size (a). Based on an active sample of 3,801 tenants the survey response rate was 45.5%.

Table B – Survey sample by housing area (base 1,730)

Housing area	(a)Number of sampling units selected from within the tenant population	(b)Target number of completed interviews in each area (as per proposal)	(c)Actual number of tenants interviewed	(d)Margin of error associated with the proposed number of interviews (+-)
Dunbar	612	265	264	< 5%
Haddington	568	265	245	< 5%
Musselburgh	772	330	334	< 5%
North Berwick	516	225	224	< 5%
Prestonpans	736	320	318	< 5%
Tranent	796	325	345	< 5%
Totals	4,000	1,730	1,730	-
Totals after pre survey refusals[3]	**3,801**	**1,730**	**1,730**	**< 2%**

Data weighting

The data presented in this report has been weighted by housing area. This weighting is required so that the achieved number of interviews is proportionate to the total population profile. Table C illustrates the weights that were used for each housing area. The effect of this process is to re-balance the impact of completing more or less interviews in each housing area than would be case if proportionate sampling had been applied.

Table C – Data weighting by housing area (base 1,730)

Housing area	Actual interviews completed	% unweighted interviews	Weights	Weighted interviews for analysis	% weighted interviews	Population of all tenants	% all tenants
Dunbar	264	15%	0.72549	190	11%	912	11%
Haddington	245	14%	0.71831	176	10%	837	10%
Musselburgh	334	19%	1.471503	491	28%	2331	28%
North Berwick	224	13%	0.542636	122	7%	579	7%
Prestonpans	318	18%	1.13587	361	21%	1,714	21%
Tranent	345	20%	1.130653	390	22%	1,845	22%
Totals	1,730	100%	-	1,730	100%	8,218	100%

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[3] Following postage of 4,000 pre-survey letters, 199 tenants declined to participate in the survey

Interviewee profile

The information presented below provides a breakdown of the un-weighted tenant interviews by the characteristics of age, household type/size, tenant status e.g. working, retired etc., ethnic grouping, disability, housing benefit status, dwelling type, and property format.

Table D shows the tenant age groups that took part in the survey and illustrates for example that 16% of those responding to the survey were aged 45 to 54 years.

Table D –Survey sample by age group (base 1,730 un-weighted)

Age band	% all surveys	Age band	% all surveys	Age band	% all surveys
16 to 24	4%	45 to 54	16%	75 plus	17%
25 to 34	13%	55 to 64	17%	Declined	<1%
35 to 44	14%	65 to 74	18%		

Table E illustrates the break-down of survey responses by household size/type. This shows a wide range of households for example, 12% of all surveyed households comprised one adult under 60 years of age, 24% comprised one adult aged 60 and over etc. Households containing children represent approx. 27% of all Council households.

Table E –Survey sample by household size/composition (base 1,730 un-weighted)

Household size/composition	% all surveys	Household size/composition	% all surveys
One adult under 60	12%	1 adult with children	10%
One adult aged 60 or over	24%	2 adults with children	14%
Two adults both under 60	10%	3 or more adults with children	3%
Two adults, at least one 60 or over	17%	Other/decline	<1%
Three or more adults 16 or over	9%	**Totals**	**100%**

As set out in table F, most surveyed tenants were either working (36%) or retired (37%). This table will add to more than 100% because tenants may have chosen more than one status e.g. part time work and student.

Table F –Survey sample by tenant status (base 1,730 un-weighted)

Status	% all surveys	Status	% all surveys
Full time work (30hrs +/week)	22%	Retired	37%
Part time work (less than 30hrs/week)	14%	Not seeking work, including at home with children	7%
Student	1%	Unable to work	15%
Job seeker	3%	Carer	3%

Ethnic origin

Most tenants surveyed were white, with 92% declaring themselves to be 'White Scottish', and 5% saying they were 'White British'. Three percent (3%) of those surveyed comprised another ethnic background including White Polish (1%).

Disability status

Approx. five in ten tenants (51%) said that they or someone in their household had a long term illness, or health problem that limited their daily activities; 49% disagreed that this was the case; <1% declined to answer.

Housing benefit status

Fifty percent (50%) of tenants received no government assistance to pay their rent whilst 2% declined to say. Forty eight percent (48%) were in receipt of statutory help to pay their rent and amongst these tenants, 25% received a Universal Credit payment, 57% received full housing benefit, and 18% received part housing benefit.

Dwelling type

As illustrated in table G, most interviews were carried out with tenants living in double storey houses (47%). Approx. one in five interviews were completed with tenants living in 4 in a block dwelling types (21%).

Table G – Survey sample by dwelling type (base 1,730 un-weighted)

Dwelling type	% all surveys	Dwelling type	% all surveys
4 in a block	21%	Maisonette	1%
Amenity	7%	Sheltered	2%
Bungalow	17%	Tenement	5%
Double storey house	47%	**Totals**	**100%**

Property format

Thirty two percent (32%) of interviews were completed with tenants living in flats whilst 68% were carried out with tenants living in houses.

Report layout

This report initially sets out the Scottish Social Housing Charter (Annual Return on the Charter-ARC) survey feedback and then presents data for the other questions that were posed in the survey. For each question, figures are provided alongside the relevant commentary. Throughout the report we have made comparisons where possible with the Council's 2013 and 2016 tenant satisfaction surveys and with the Council housing sector weighted averages reported in the 2018-19 ARC submissions.

Weighting

Note that all survey data contained in the main report is weighted in accordance with table C unless otherwise stated.

Rounding

Note that as a result of the way Excel deals with rounding (rounding up all data), some figures in the charts and tables contained within this report may not sum to exactly 100%.

Small data sets

To make it easier to read the Excel charts, any figures of 2% or less have been excluded from the chart displays.

Overall Tenant Satisfaction

Figure 1 sets out the level of tenant satisfaction with the <u>overall service</u> provided by the Council and illustrates that 84% of tenants are satisfied in 2019. The comparable Council satisfaction figure for 2016 was 82%. Amongst all Council's submitting data to the Annual Return on the Charter (ARC) for 2018-19, the sector average satisfaction level recorded was 84%[4]. On comparative basis therefore, the Council is performing similarly to the sector as a whole but is a little ahead (2% points) the results for 2016.

<u>Figure 1 –Satisfaction with the overall service provided by East Lothian Council (base 1,730 weighted)</u>

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by East Lothian Council's Housing Service?
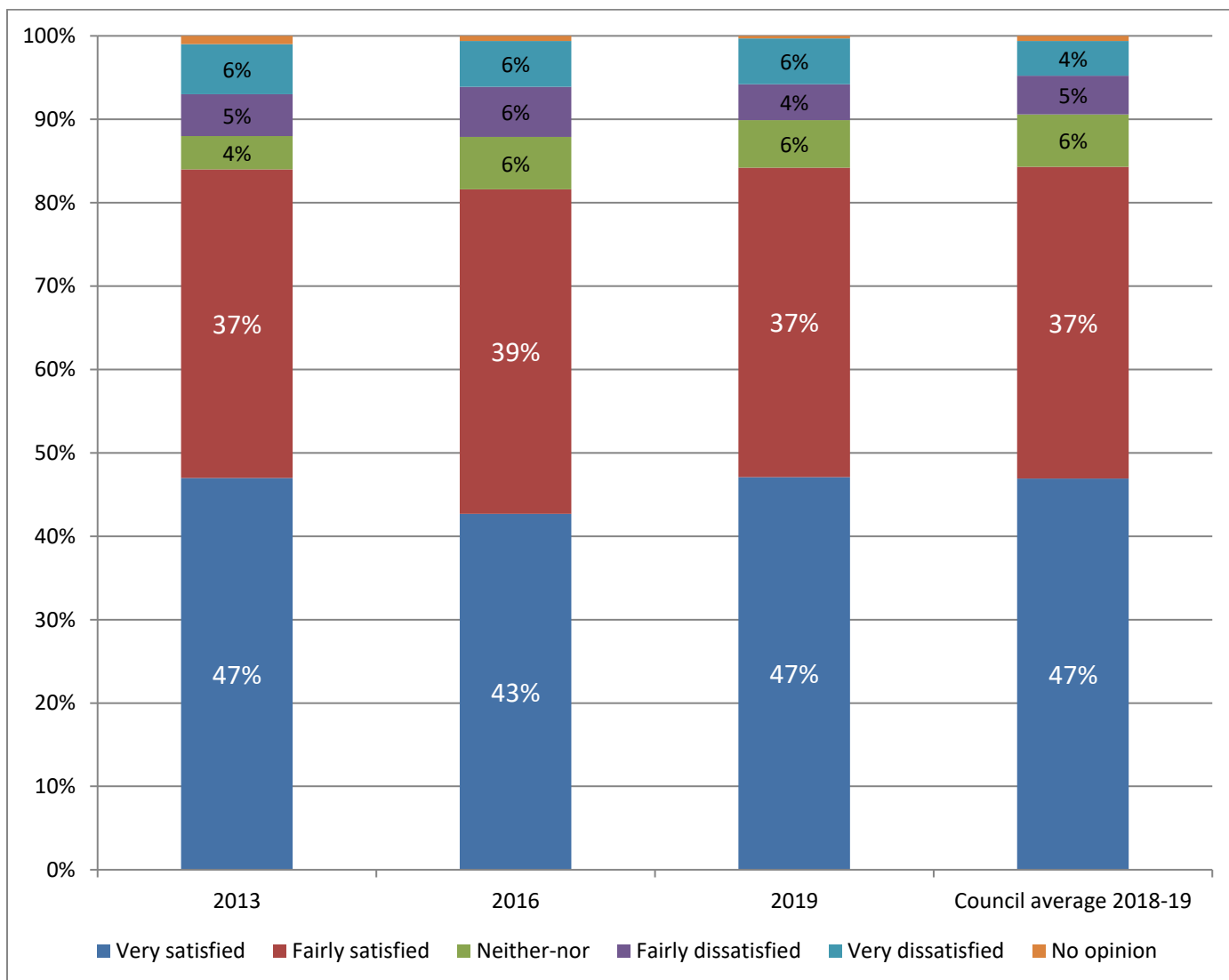
<u>Overall satisfaction by housing location</u>

Analysis of the responses for overall satisfaction by housing location (figure 2) illustrates that tenants living in Tranent (81% satisfied) and the Musselburgh housing area (83% satisfied) are somewhat less satisfied than the average (84%). The most satisfied tenants overall are those living in Prestonpans (88%).

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[4] Council sector average is the weighted average for all councils with housing stock (ARC results) May 2019

Figure 2 –Satisfaction with the service provided by the Council by housing area (base 1,730 weighted)

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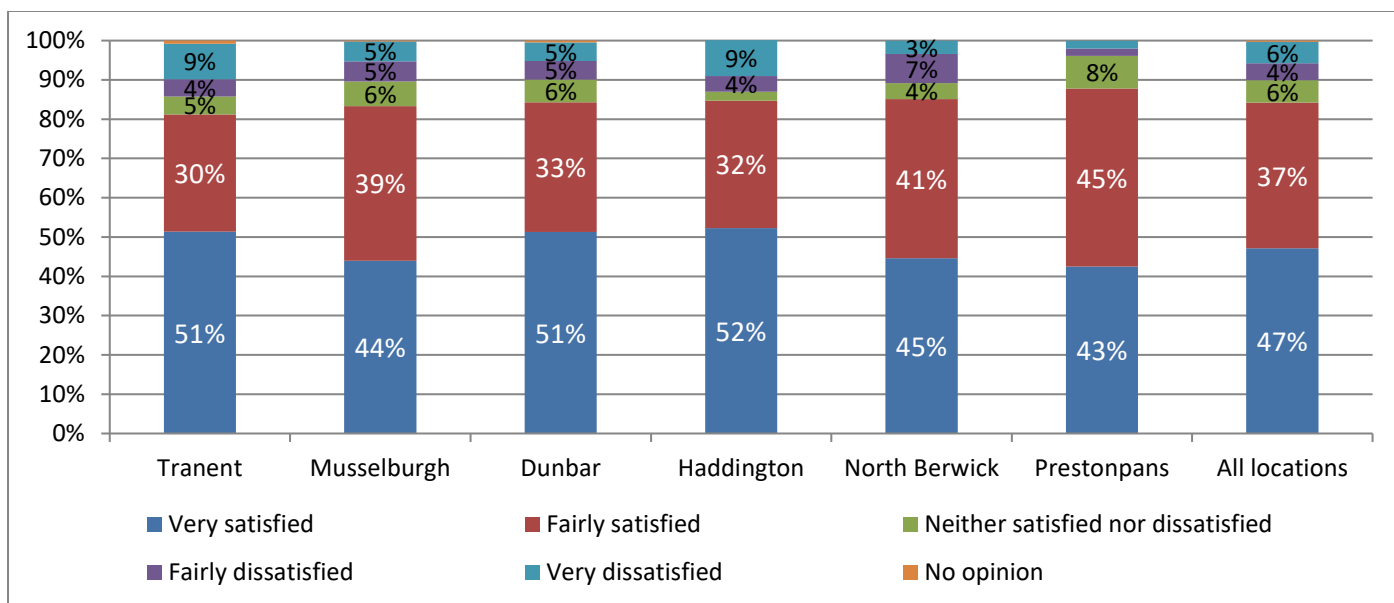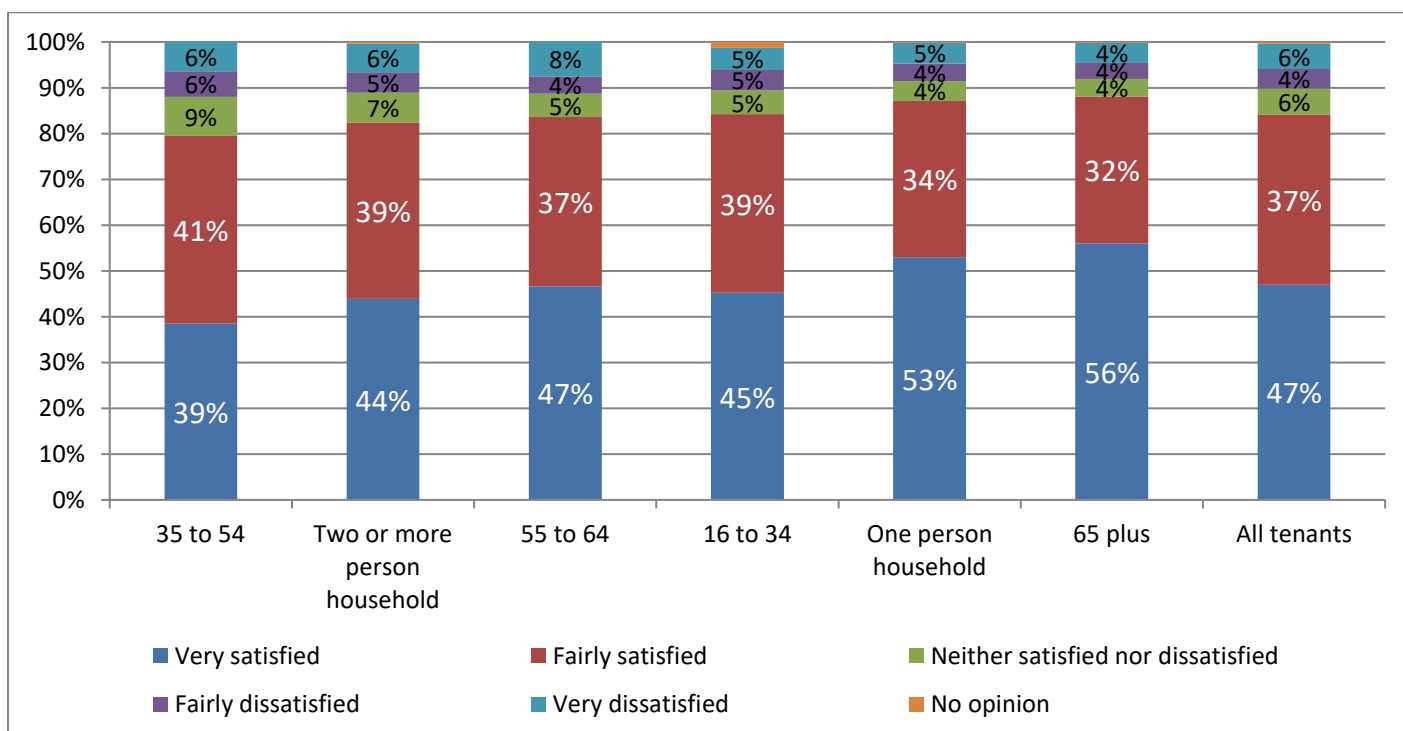

Overall satisfaction by age and household size

Figure 3 illustrates overall satisfaction by age of tenant/household size and reveals that older tenants aged 65 plus (88% satisfied) and those living in single person households (87%) are the most satisfied overall whilst the least satisfied are tenants aged 35 to 54 (80%).

Figure 3 –Satisfaction with the service provided by the Council by age of tenant (base 1,730 weighted)

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

Overall satisfaction by economic status and presence of children

Satisfaction with services by economic status and the presence of children in the household is set out in figure 4 and highlights some degree of variation i.e. retired tenants (88% satisfied) and those without children at home (85%) are the most satisfied whilst the least satisfied are tenants who are unable to work (79%), or who have children at home (82%).

Figure 4 –Satisfaction with the service provided by the Council household type (base 1,730 weighted)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by East Lothian Council's Housing Service?
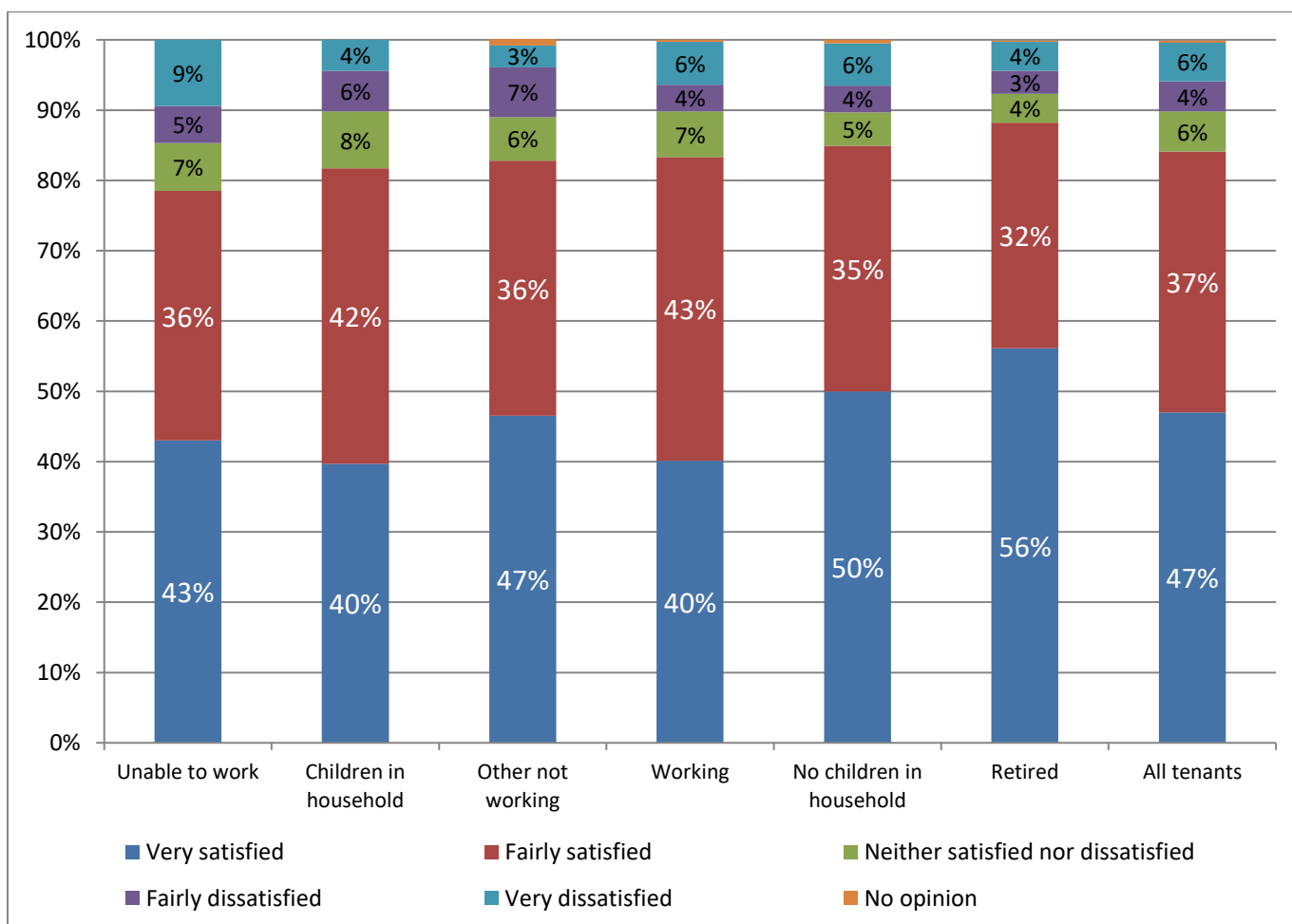
Figure 5 compares levels of tenant satisfaction by dwelling type and shows that the most satisfied tenants are those who live in sheltered housing (94% satisfied) or amenity housing (90%) whilst the least satisfied are tenants who reside in four in a block homes (80%) or tenements (80%).

Figure 5 –Satisfaction with the service provided by the Council by dwelling type (base 1,730 weighted)

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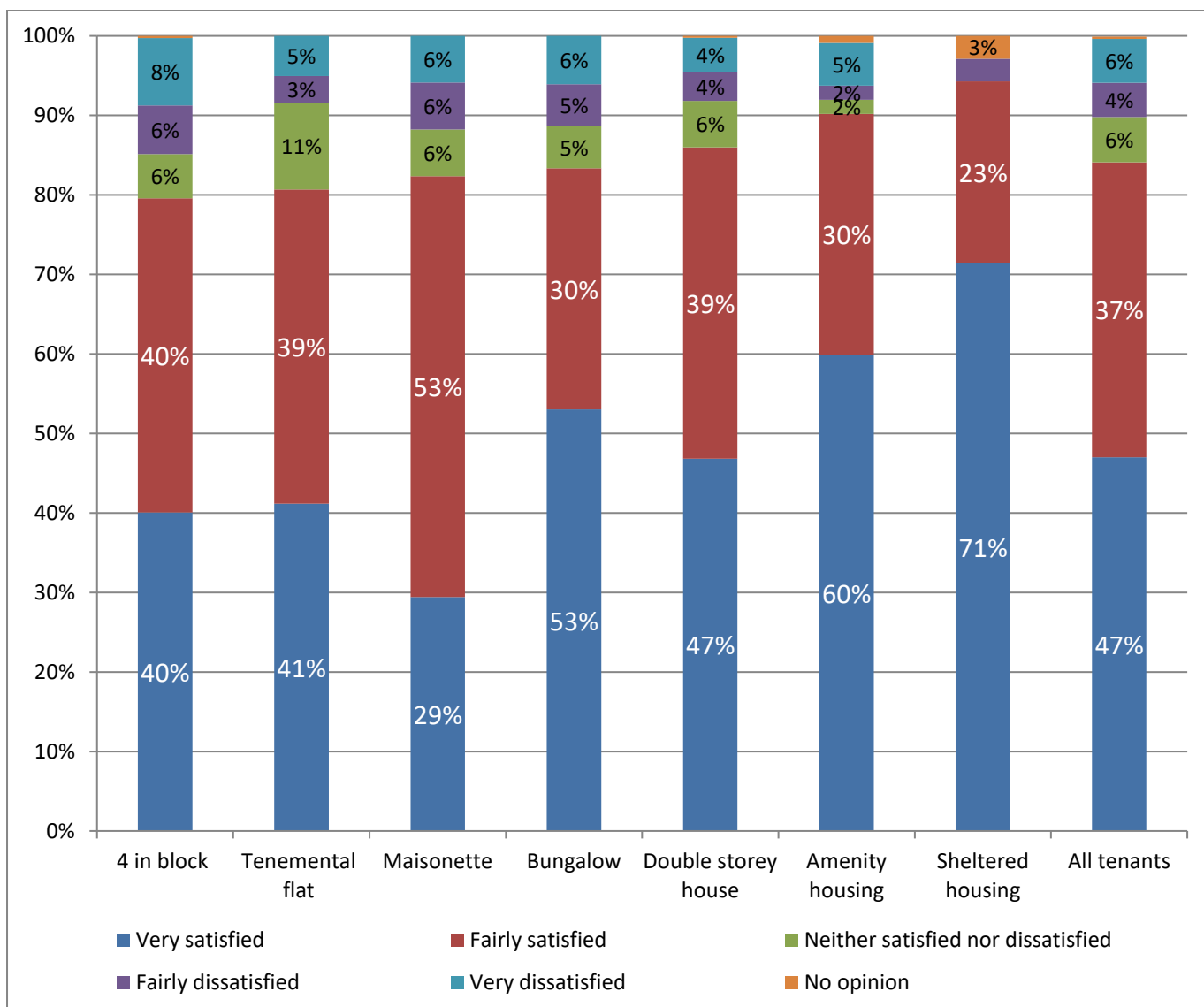

Housing service issues

One hundred and seventy tenants (10%) stated that they were fairly or very dissatisfied with the housing service overall and these tenants were asked to say why they held this view.

As illustrated (figure 6), the main reason for tenants to say they are dissatisfied with the housing service overall is that the repair service is poor (60%) – note that this figure represents 6% of all 1,730 tenants. Nearly one in four tenants (24%) say that they are dissatisfied because of an issue connected to the quality of their housing (2% of all tenants).

Approx. one in three tenants (34%) provided another reason to be dissatisfied or expanded upon their reason. A number of the comments made under the category of 'other reason to be dissatisfied' are to do with the repair service e.g. the service needs to be more responsive, and some repairs take too long to start. Other items in this category include gardens being poorly maintained, and houses being in a poor condition when they are re-allocated.

Figure 6 – Reasons to be dissatisfied with the service overall (base 170 tenants)

Q- Why are you dissatisfied with the service overall?
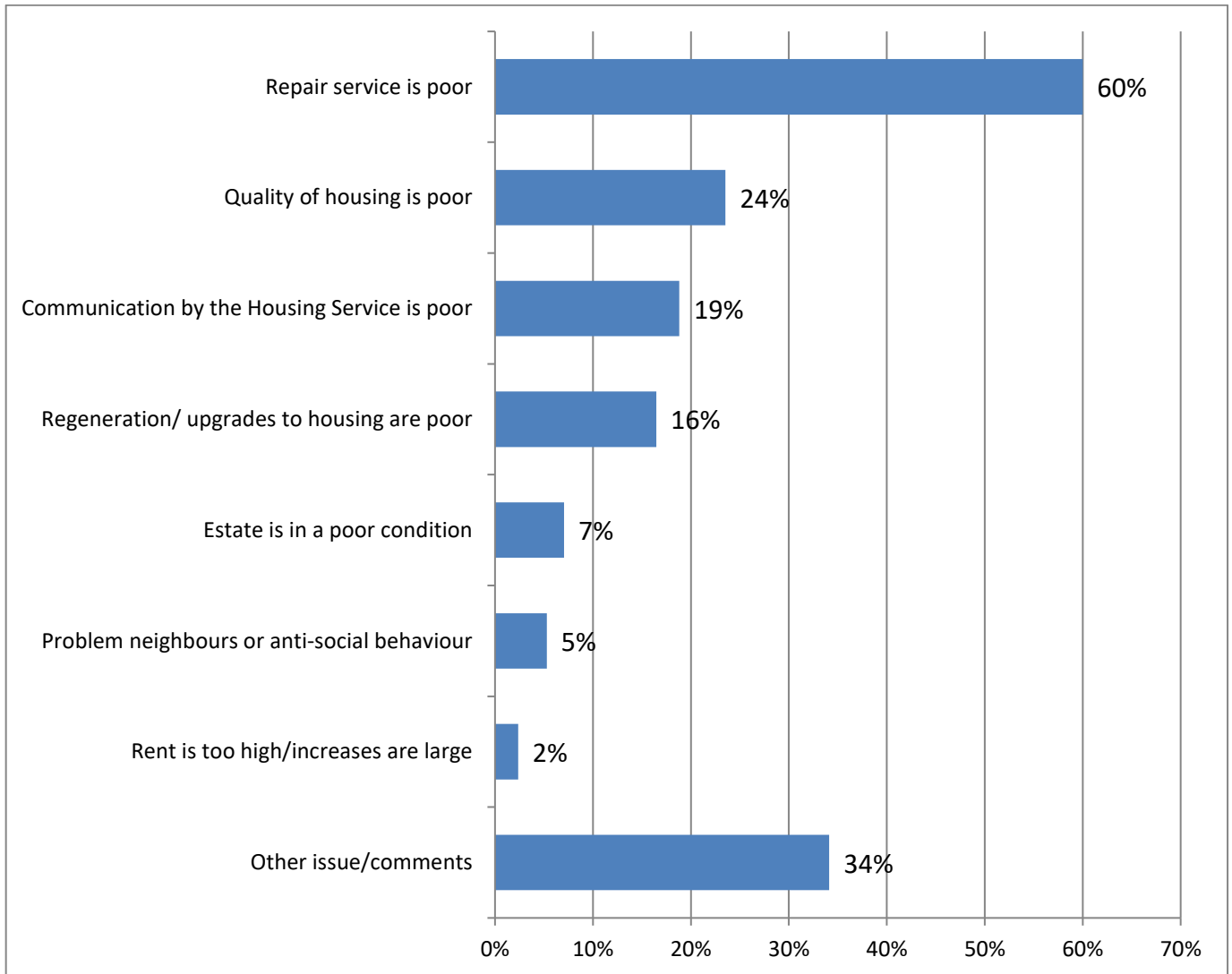
Housing Quality Satisfaction

Overall tenant satisfaction with the quality of housing is set out in figure 7 and reveals that 87% of tenants are satisfied with their home whilst 9% are dissatisfied in 2019. The current year figures for this measure are 1% point ahead of those found during the 2016 survey (86% satisfied). Compared with the Council sector average (83% satisfied), the Council's housing quality satisfaction is somewhat above the 'norm'. Figure 8 sets out the results for housing quality satisfaction by key location and highlights lower than average satisfaction for tenants living in Tranent (86% satisfied) and higher satisfaction amongst those living in Haddington (89%).

Figure 7 –Satisfaction with housing quality overall (base 1,730 weighted)

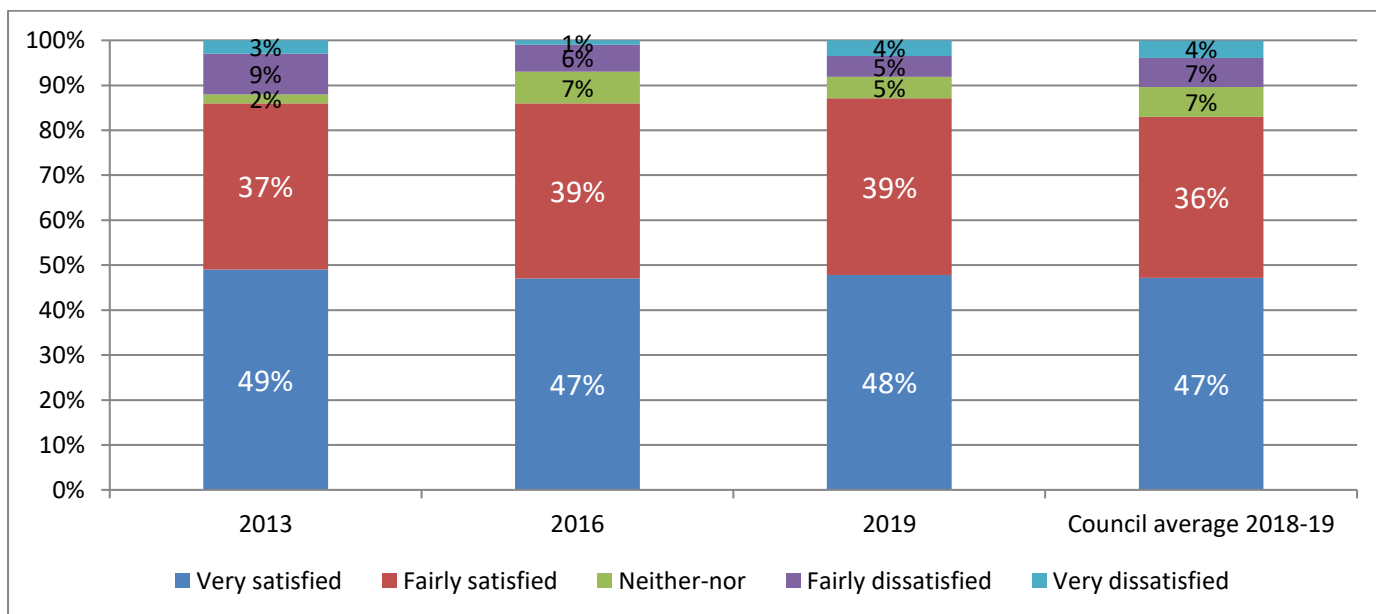*Q- Overall, how satisfied or dissatisfied are you with the quality of your home?*

Figure 8 –Satisfaction with housing quality by housing area (base 1,730 weighted)

Q- Overall, how satisfied or dissatisfied are you with the quality of your home?
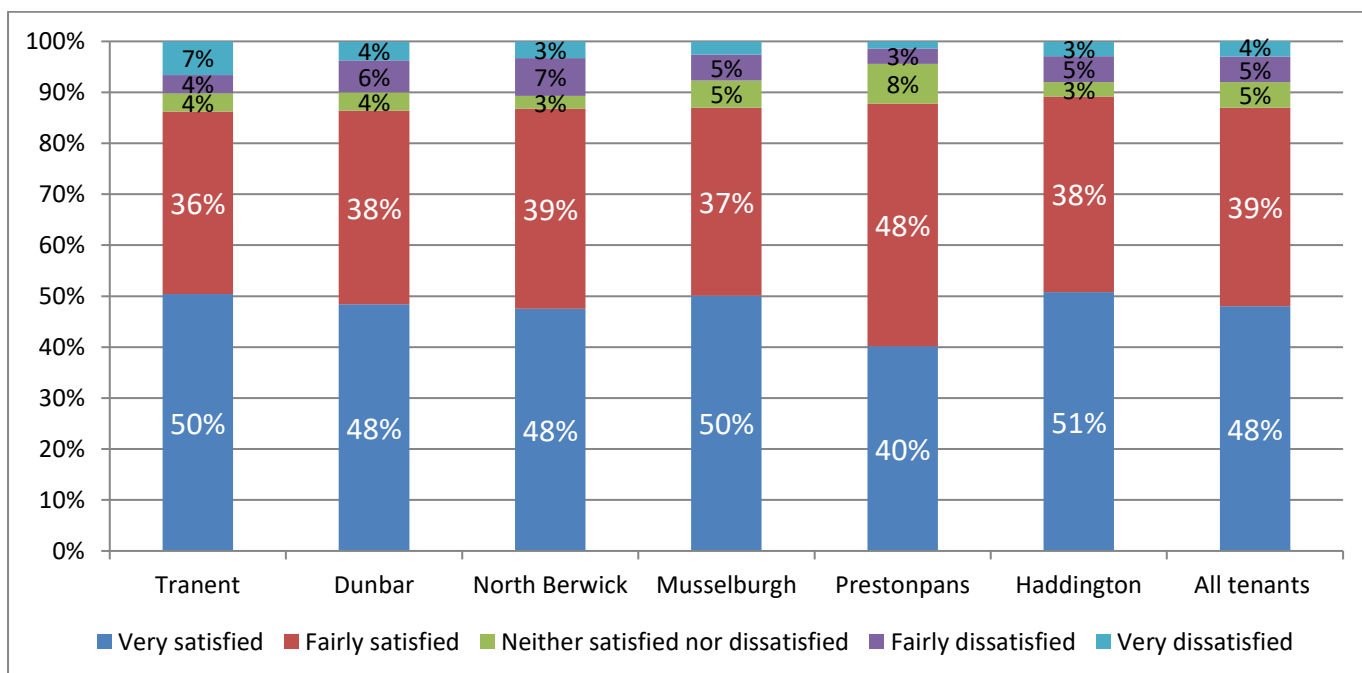
Figure 9 illustrates housing quality satisfaction by dwelling type and shows that the most satisfied tenants on this measure are sheltered housing tenants (97% satisfied) and tenants living in amenity housing (96%), whilst the least satisfied tenants are those who live in four in a block homes (80%).

Figure 9 –Satisfaction with housing quality by dwelling type (base 1,730 weighted)

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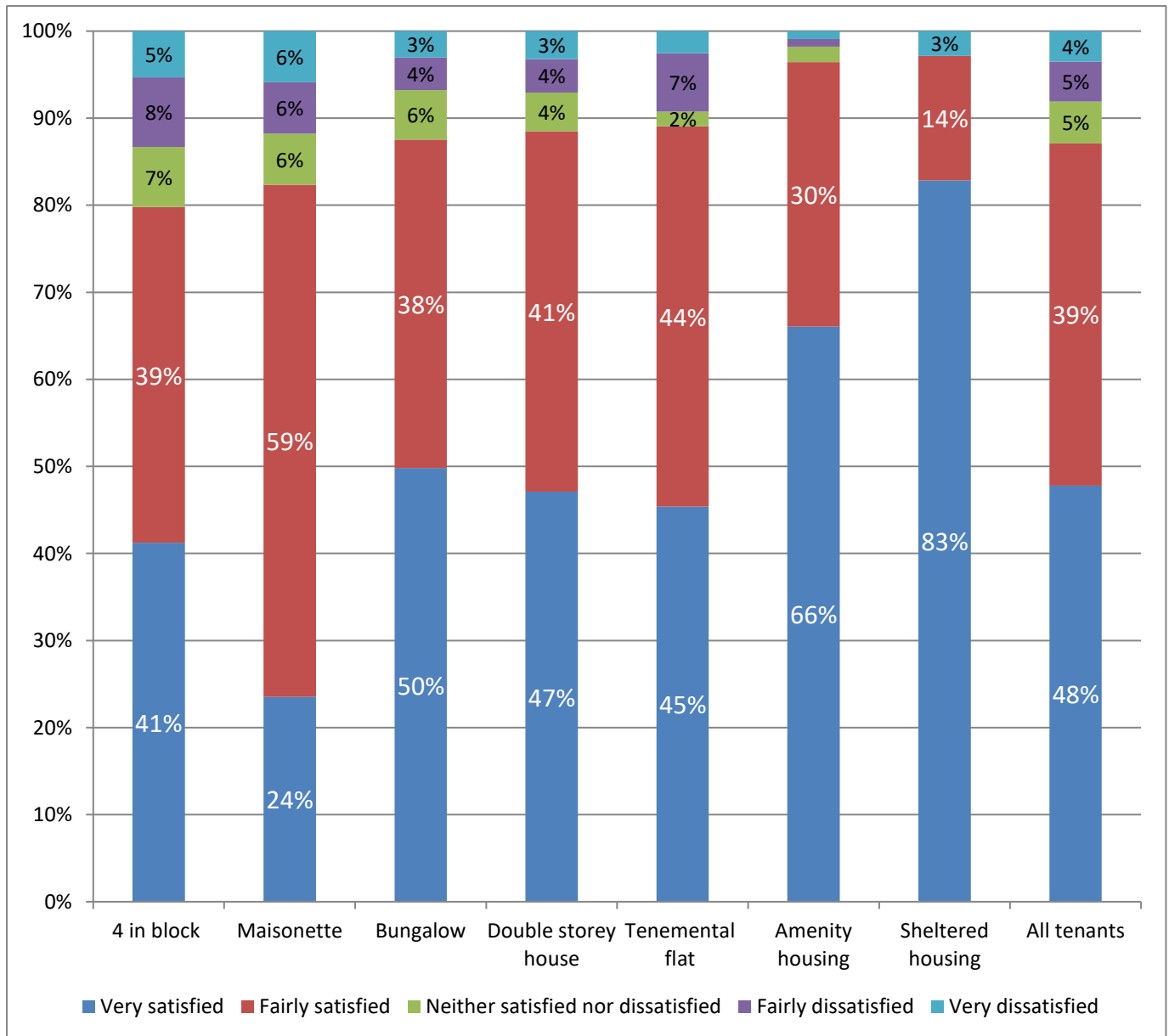
Participation, information and contact

In 2019, 85% of tenants were satisfied with opportunities to participate whilst 6% were dissatisfied (and 9% replied 'neither satisfied nor dissatisfied') (figure 10). Tenant satisfaction on this measure has remained consistent when compared to the 2016 survey but continues to be much better than the Council sector average (76%).

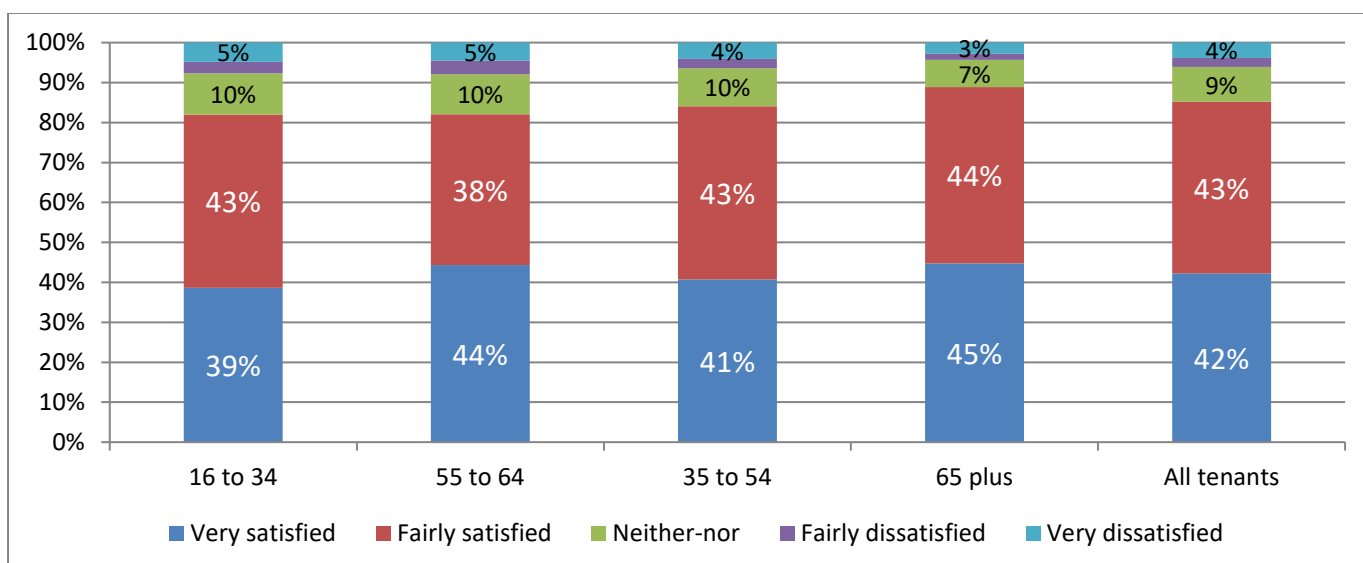Figure 10 –Participation (base 1,730 weighted)

Q- How satisfied or dissatisfied are you with opportunities given to you to participate in East Lothian Council Housing Service's decision making process?
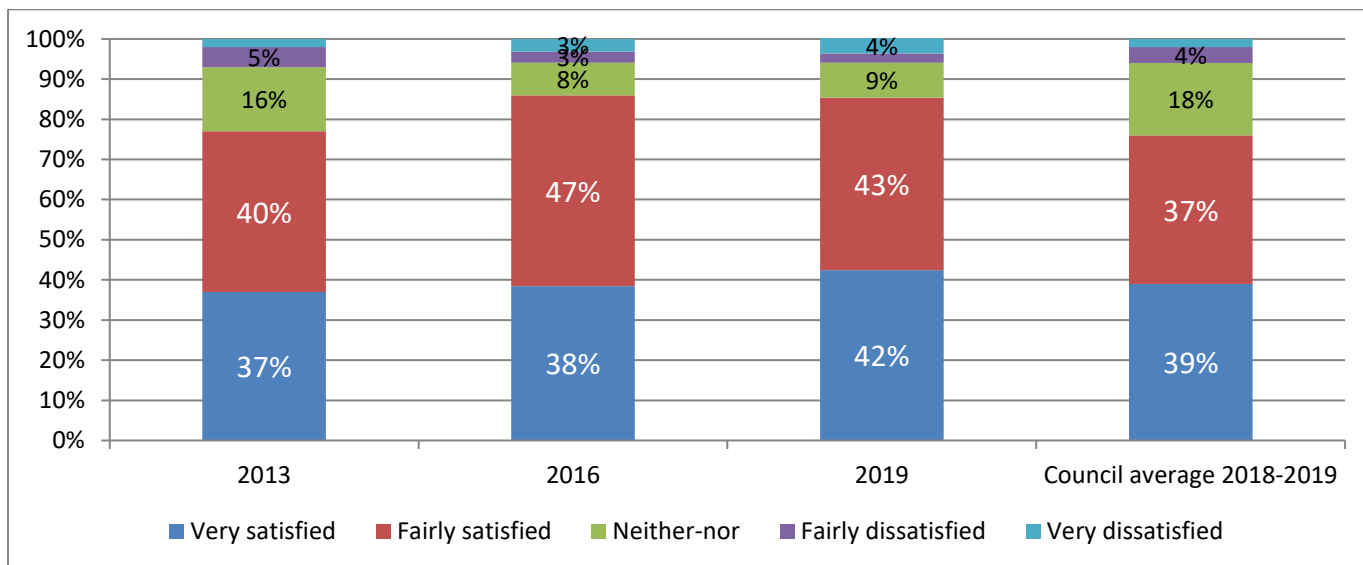
Tenant satisfaction with participation varies a little by age as illustrated in figure 11 which shows that older tenants are more likely to rate this aspect of the Council's service as 'very/fairly satisfactory' e.g. 89% of tenants aged 65 plus are satisfied with participation; this contrasts with tenants aged 16 to 34 amongst whom 82% are satisfied with 'participation'.

Figure 11–Participation by age (base 1,730 weighted)

Q- How satisfied or dissatisfied are you with opportunities given to you to participate in East Lothian Council Housing Service's decision making process?

Satisfaction with participation by housing area is shown in figure 12 and indicates some element of variation with tenants in North Berwick (82% satisfied) much less likely to be satisfied when compared to locations such as Tranent where 89% of tenants are satisfied on this measure.

Figure 12 –Participation by location (base 1,730 weighted)

Q- How satisfied or dissatisfied are you with opportunities given to you to participate in in East Lothian Council Housing Service's decision making process?
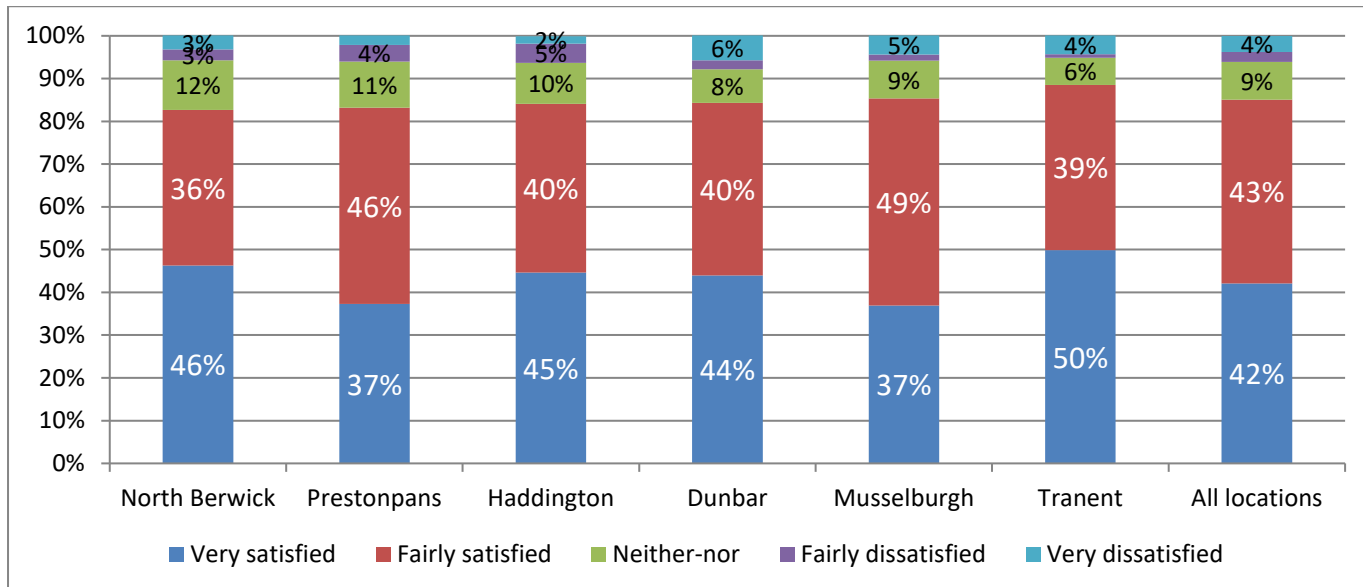

Being kept informed

Tenant satisfaction on the related theme of being kept informed is illustrated in figure 13 which shows that in 2019, 89% of tenants are satisfied with the Council's efforts to keep them informed whilst 7% are dissatisfied. The 2019 figure is very slightly below that recorded in 2016 (90%) but is well above the sector average for local authority tenants (83%).

Figure 13 – Information on services and decisions (base 1,730 weighted)

Q- How good or poor do you feel East Lothian Council's Housing Service is at keeping you informed about their services and decisions?
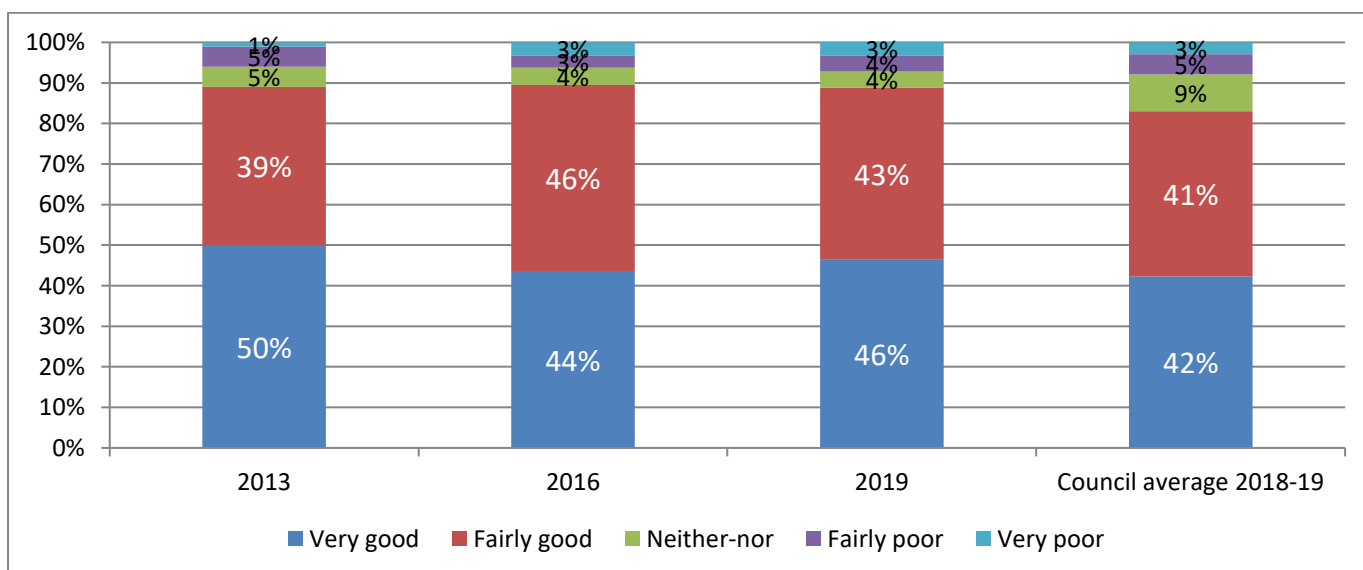
Community Housing Officer - awareness & contacting

Approx. one in three tenants (31%) know the name of their local housing officer with a high of 37% awareness in Musselburgh and a low of 23% in Haddington. In 2016, 24% of tenants knew the name of their community housing officer. In 2019, most tenants (74%) would know how to contact their housing officer if they needed to; 26% would not know how to do this. The tenants that are least likely to know how to contact their local housing officer tend to be older e.g. 67% of tenants aged 65 plus would know how to contact their housing officer.

Contact preferences (housing officer contact)

As illustrated in table 1, most tenants prefer to contact their housing officer (or be kept informed by them) via the telephone (82%). Just over one in ten (15%) would prefer digital communication i.e. e-mail (10%) and text/SMS (5%)

Table 1 – Tenant contact preferences (housing officer, base 1,730 weighted)

Q- Which of the following methods of being kept informed and getting in touch with your LOCAL HOUSING OFFICER do you PREFER to use?

Method	% all tenants
Telephone	82%
Letter	23%
E-mail	10%
Newsletter	10%
Visiting the office	8%
Home visit by staff	8%
Open meetings	6%
Text/SMS	5%

Digital communications

As shown in figure 14, most tenants (69%) have Internet access or plan to arrange this in the next year (59% in 2016). In 2019, access clearly varies by age group.

Figure 14 – Internet connectivity (base 1,193 weighted)

Q- Do you have access to the Internet for personal use, or do you have any plans to arrange access in the future?
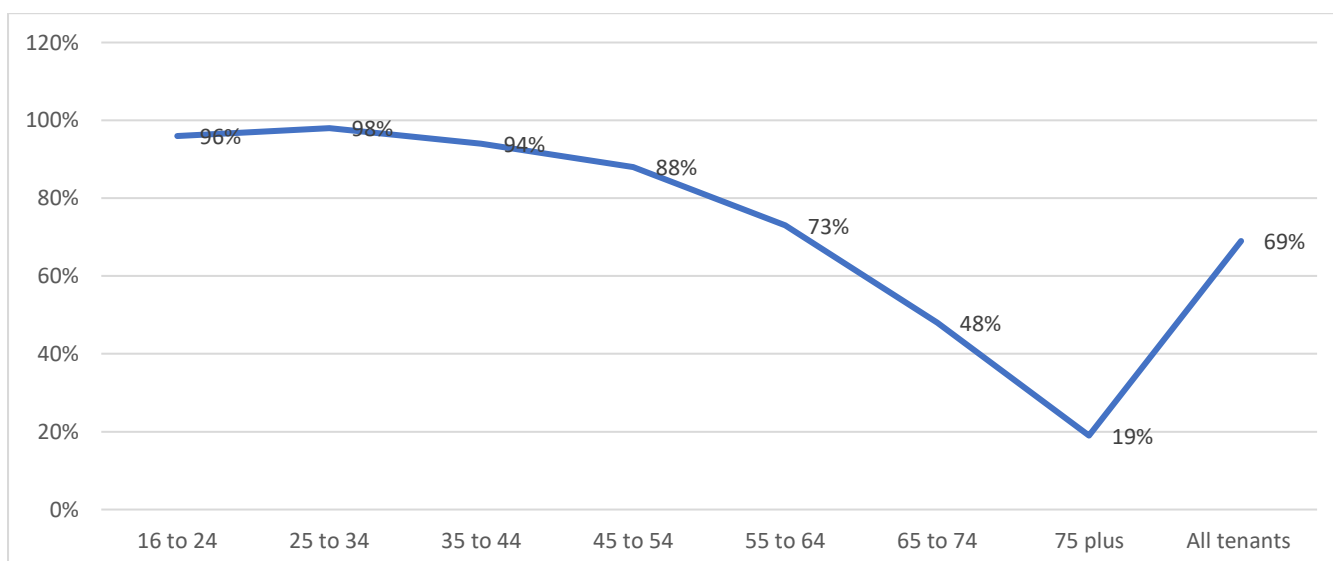
Access methods

Amongst those tenants with Internet access the main methods used in conjunction with this service are the smart mobile phone, PC/laptop and/or tablet.

Table 2 – Internet access methods (base 1,193 weighted)

Q- How do you currently access or plan to access the Internet for personal use?

Method	% tenants with Internet access
Smart mobile phone	80%
PC/laptop	54%
Tablet/I-Pad etc.	43%
Smart TV	17%
Friends and family	3%

Reliability of Internet connections

Most tenants with Internet access said that their service provision was reliable (86%) although 13% said their Internet was not reliable (1% did not know). The most reliable Internet area is Tranent (88% say their Internet is reliable), whilst the least reliable location is North Berwick (78%).

Non-users of the Internet

As illustrated previously (figure 14), approx. one third of tenants (31%) do not access the Internet. The main reason given by these tenants not to use the Internet was a lack of knowledge or skills (91%). Other reasons include physical or sensorial disability (7%), equipment and connection costs (7%), lack of interest (5%), and lack of availability of Broadband (2%).

Reporting repairs online

Across all tenants, almost four in ten (37%) would be prepared to report a repair online if this service was available, although interest levels vary according to age and employment status (table 3).

Table 3 – Reporting repairs online (base 1,730 weighted)

Q- Would you report a repair on-line if this facility was available?

Customer segment	Yes	No	Don't know
16 to 34	65%	34%	1%
Other not working	58%	40%	2%
Working	55%	43%	2%
Yes, have/plan to have access to the Internet	53%	46%	2%
35 to 54	50%	49%	2%
55 to 64	36%	62%	2%
Unable to work	35%	64%	1%
Retired	13%	86%	1%
65 plus	12%	87%	1%
No - and do not have any plans to get Internet access in the future	2%	98%	-
All tenants	**37%**	**62%**	**1%**

Contact preferences (housing service)

Table 4 sets out tenants' preferred methods for contacting or being kept informed by the Council's housing service. This shows that the two most popular forms of communication are telephone (67%) and letter (40%). Approx. one in five ten tenants (19%) would prefer digital communication i.e. e-mail (14%) or text/SMS (5%).

Table 4 – Tenant contact preferences (housing service, base 1,730 weighted)

Q- Which of the following methods of being kept informed and getting in touch with the COUNCIL'S HOUSING SERVICE do you PREFER to use?

Method	% all tenants
Telephone	67%
Letter	40%
E-mail	14%
Newsletter	14%
Home visit by staff	6%
Text/SMS	5%
Open meetings	5%
Visiting the office	4%

Neighbourhood Management Satisfaction

Figure 15 illustrates that in 2019, 88% of tenants were satisfied with the management of their neighbourhood by the Council, whilst 9% were dissatisfied. The figure reported in 2016 is the same as that recorded during the 2016 survey (88%) but is 6% points ahead of the sector average (82% satisfied).

Figure 15 –Satisfaction with neighbourhood management (base 1,730 weighted)

Q- Overall, how satisfied or dissatisfied are you with East Lothian Council Housing Service's contribution to the management of the neighbourhood you live in?
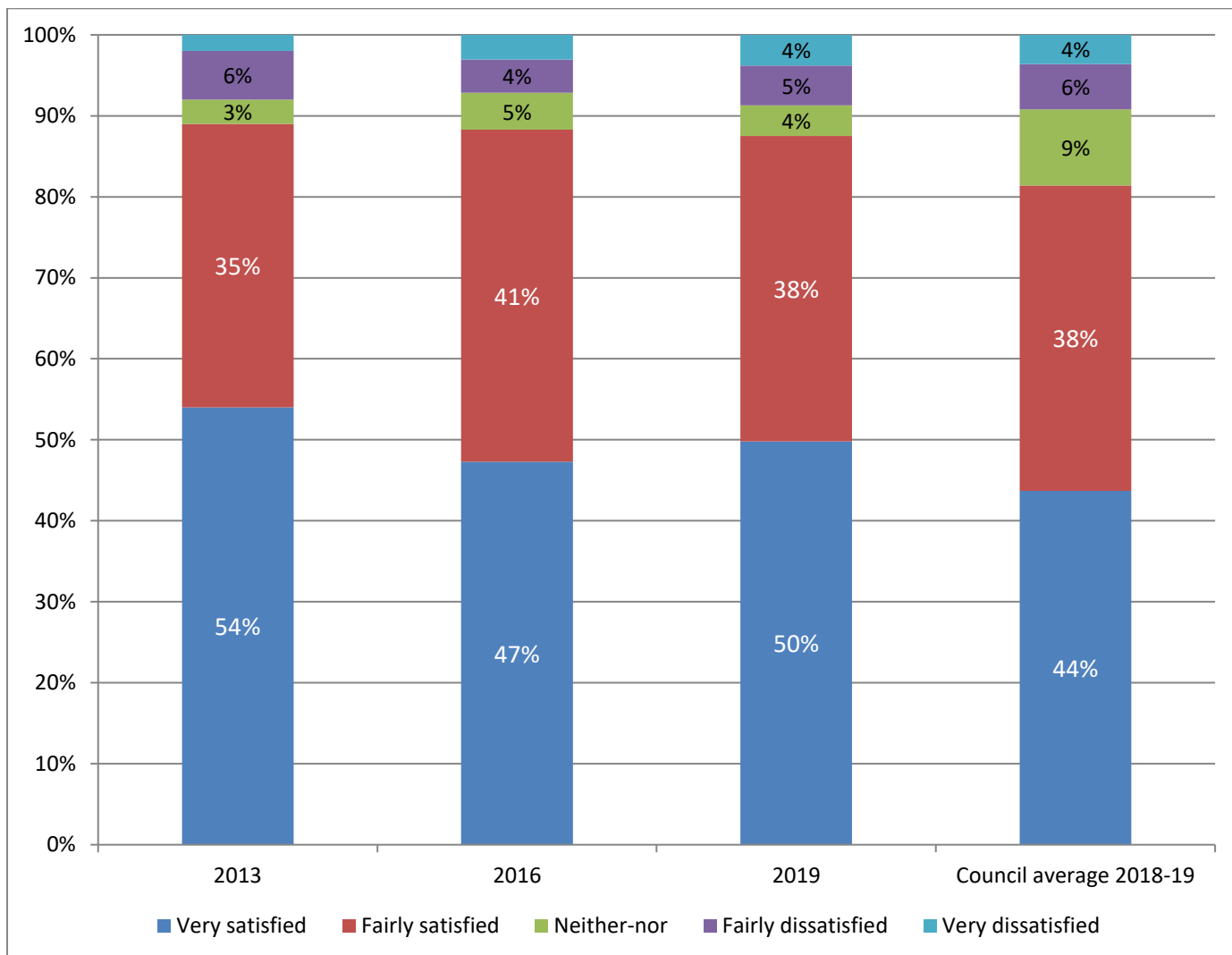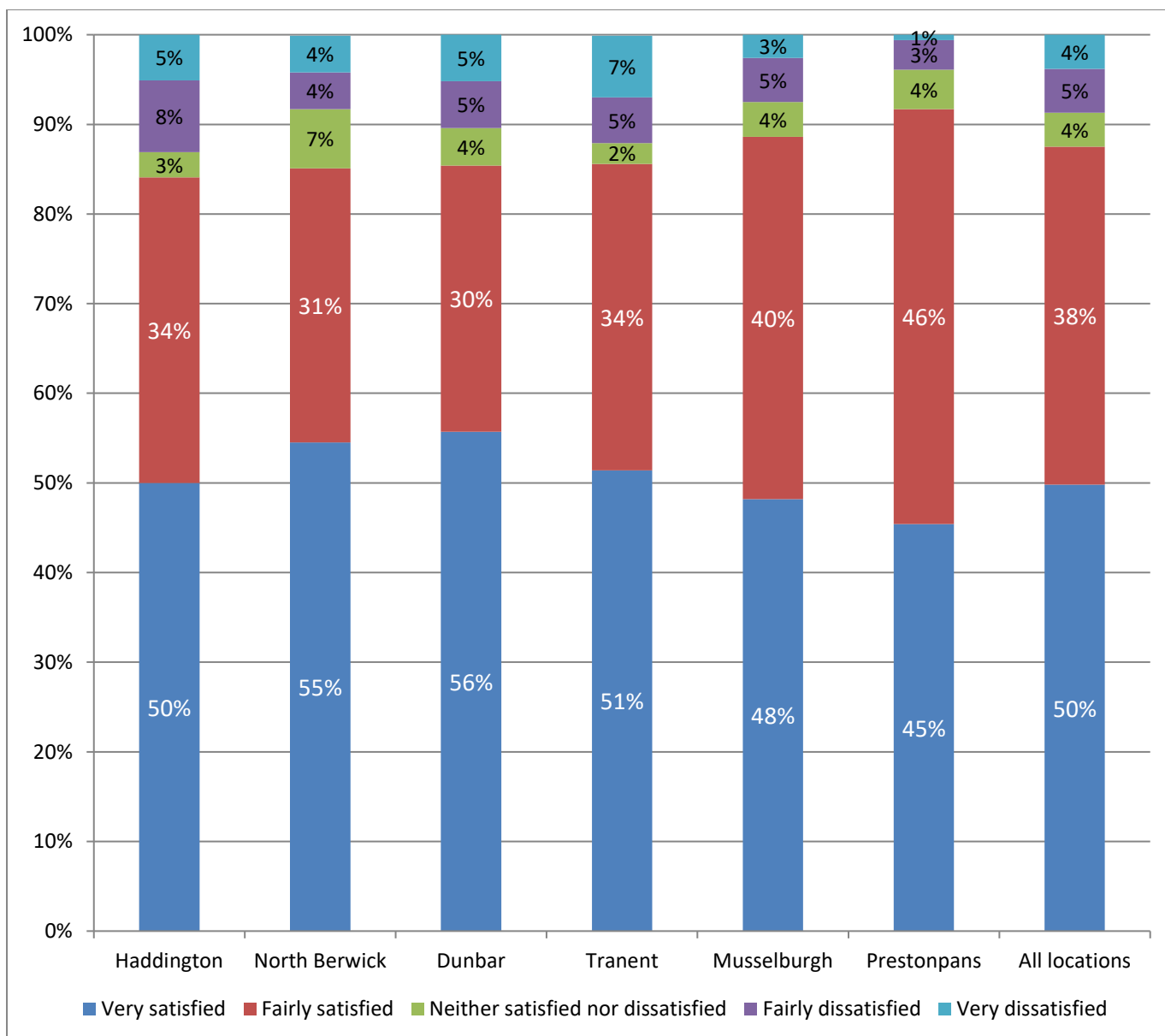

Neighbourhood management satisfaction by housing area

Satisfaction with neighbourhood management by location is set out in figure 16 and highlights some degree of variation e.g. 91% neighbourhood satisfaction in Prestonpans contrasted with 84% in Haddington.

Figure 16 –Satisfaction with neighbourhood management (base 1,730 weighted)

Q- Overall, how satisfied or dissatisfied are you with East Lothian Council Housing Service's contribution to the management of the neighbourhood you live in?

Legend: Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied

| Location	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Haddington	50%	34%	3%	8%	5%
North Berwick	55%	31%	7%	4%	4%
Dunbar	56%	30%	4%	5%	5%
Tranent	51%	34%	2%	5%	7%
Musselburgh	48%	40%	4%	5%	3%
Prestonpans	45%	46%	4%	3%	1%
All locations	50%	38%	4%	5%	4%

Neighbourhood issues

All tenants were invited to say if there was anything that needed to be improved about their neighbourhood as a place to live. The majority of tenants (60%) said that nothing needed to be done to improve their local area.

However, 40% of tenants noted more than one improvement that was required and these are set out in figure 17, where the main suggested improvements were around landscaping (8.2% said their area needed to be better maintained), tackling dog fouling (6%), tacking drug use (5.8%) and improving parking (5.2%).

Just over one in ten tenants (13.2%) suggested another improvement or added a comment on this question. The main topics highlighted on this theme were dealing with anti-social behaviour (1%), improving communal areas e.g. bins; fencing; storage, vandalism/graffiti (1%), and improving street lighting (1%).

Figure 17 -Tenant comments on improving the neighbourhood (base 1,730, weighted)

Q- In your view, what if anything, needs to be done to improve your neighbourhood as a place to live?
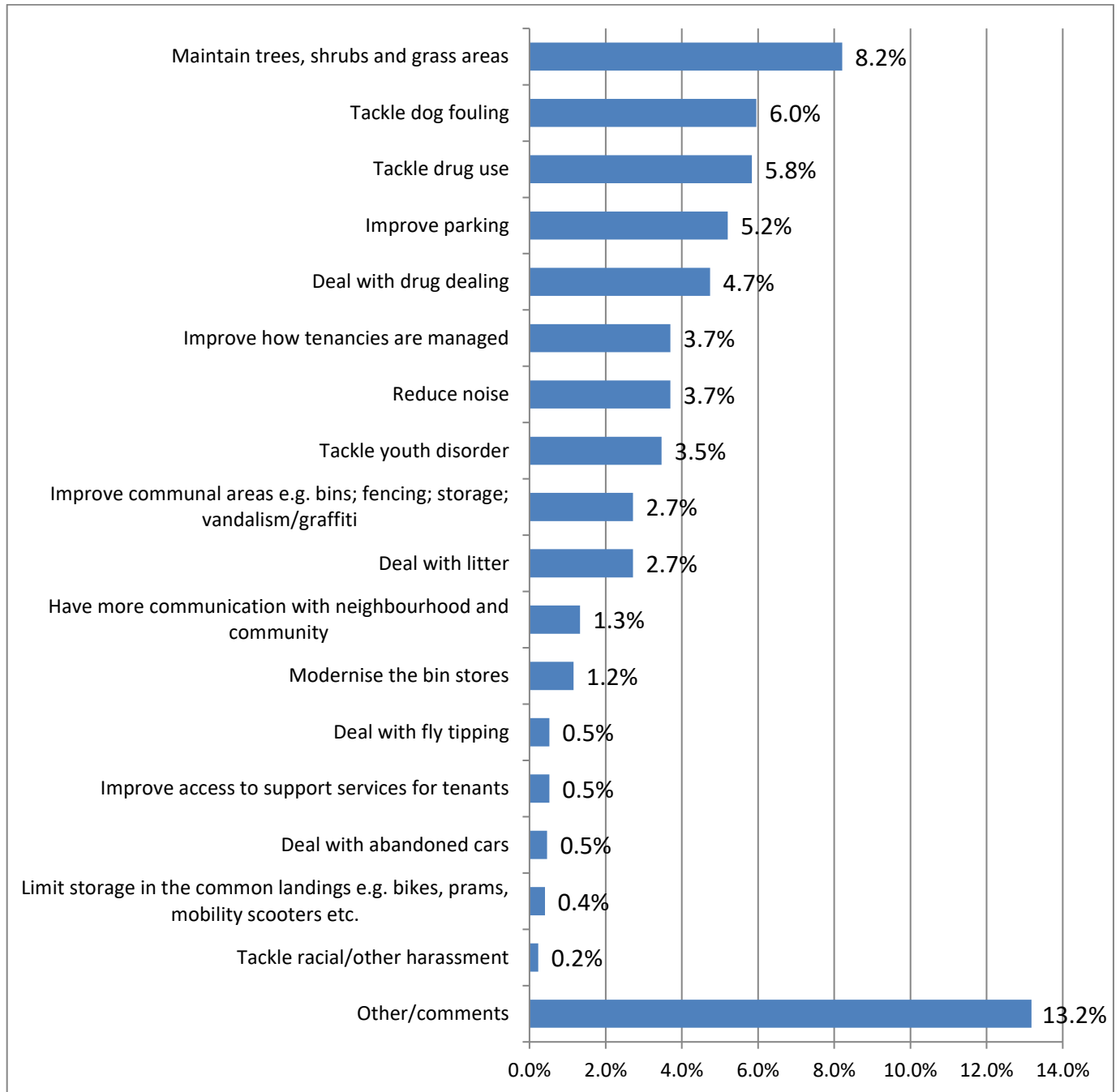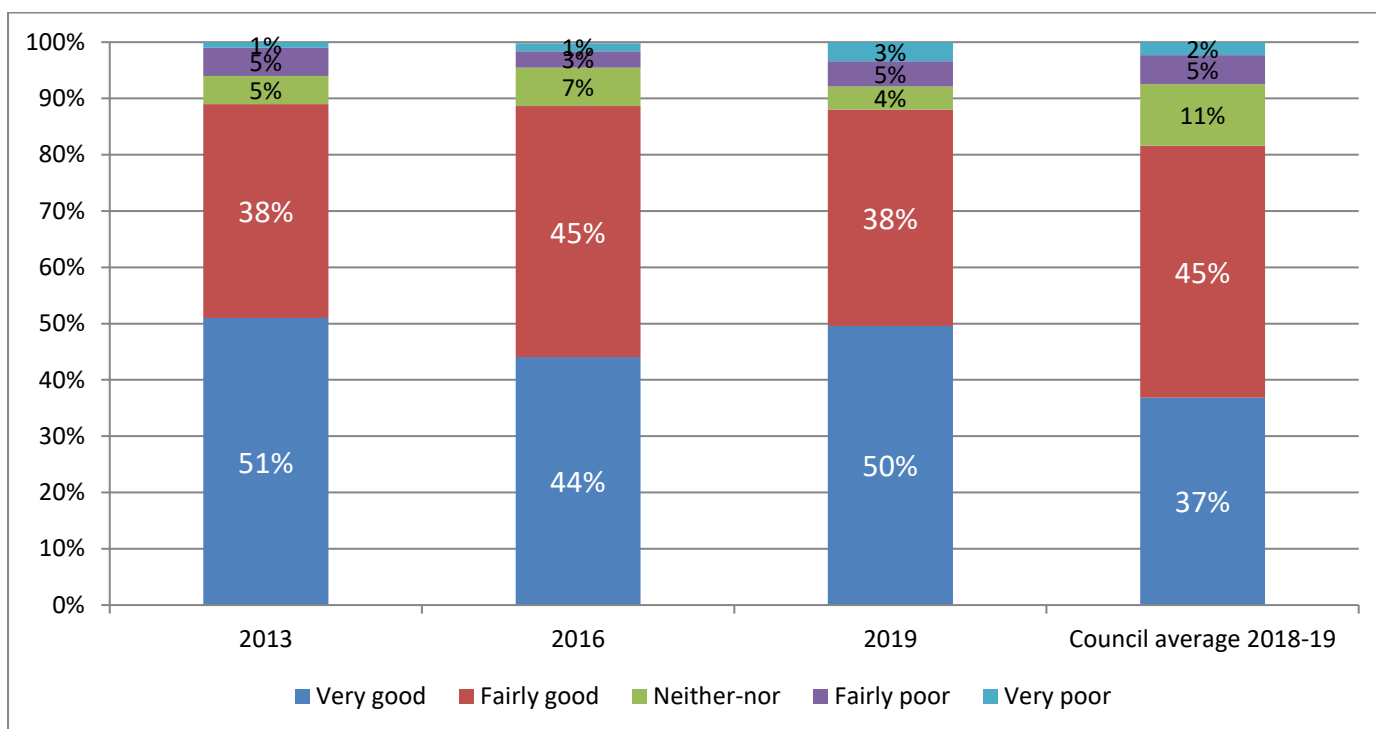
Value for Money

Tenant perspectives on value for money are shown in figure 18 and reveal that in 2019, 88% of tenants rate value for money of rents as either very or fairly good. Comparing the results for this question with those for 2016 shows little change with 89% saying rent was 'good' value in 2016. The Council sector average for value for money is shown as 82% and on this comparison, the Council is performing 6% points better than the sector as a whole.

Figure 18 –Satisfaction with rent (base 1,730 weighted)

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

Value for money by dwelling type is shown in table 5 and illustrates that the highest value for money rating is amongst tenants living in amenity housing (94% say rent is good value), and sheltered properties (94%), whilst the lowest value rating is expressed by tenants living in four in a block (84%).

Table 5 – Rent value for money by dwelling type (base 1,730 weighted)
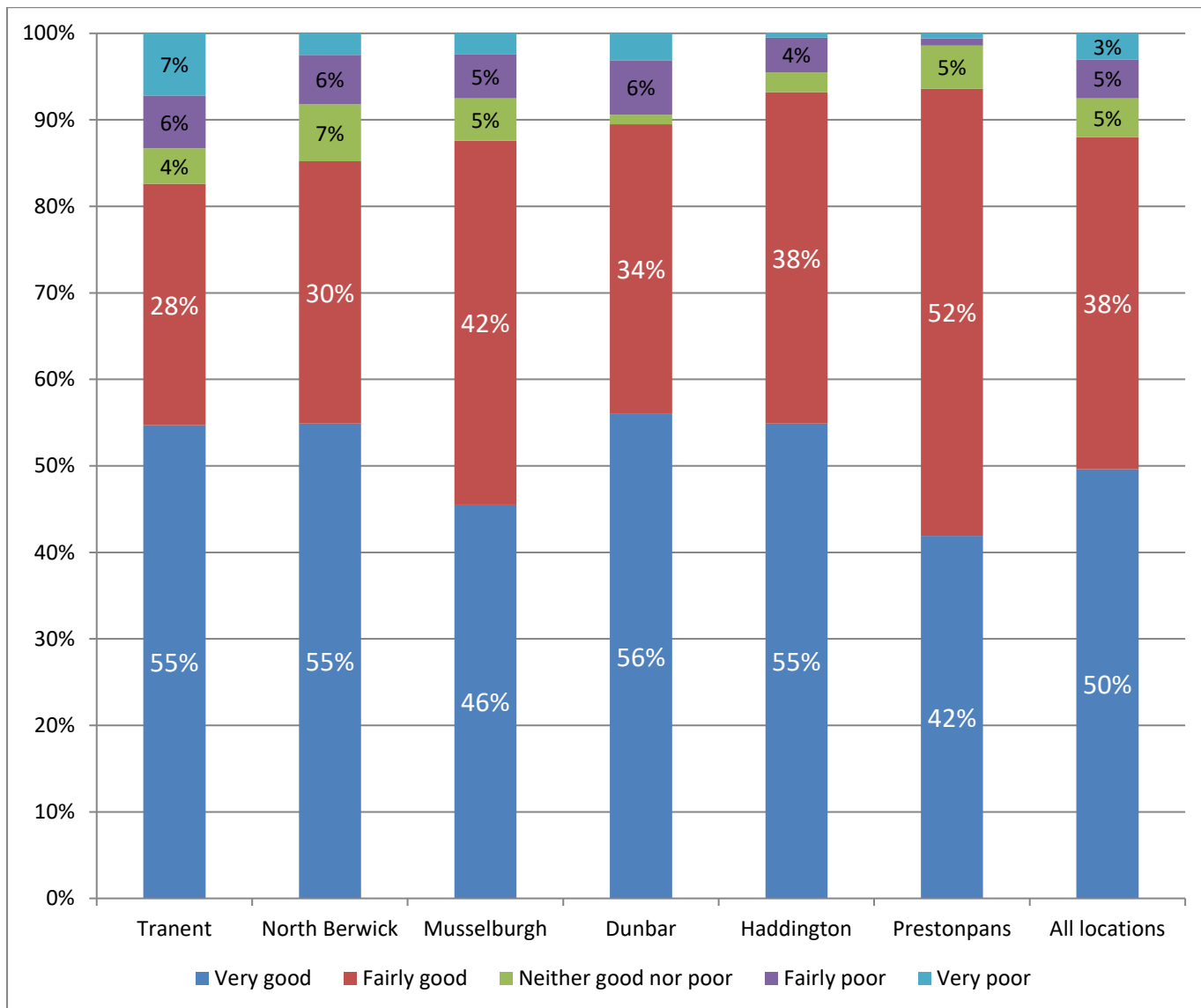
Q- Taking into account the accommodation and the services Housing Services provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it…?

Dwelling type	Very good	Fairly good	Neither-nor	Fairly poor	Very poor
Amenity Housing	59%	35%	3%	1%	2%
Sheltered Housing	63%	31%	0%	3%	3%
Tenemental flat	47%	43%	5%	3%	2%
Bungalow	54%	35%	5%	5%	0%
Double-storey house	49%	40%	4%	4%	3%
Maisonette	31%	56%	6%	6%	0%
Four in a block	46%	38%	4%	7%	6%
All types	50%	38%	4%	5%	3%

Tenants' views on rent value for money by housing area is set out in figure 19 and shows that Prestonpans tenants (94%) are the most likely to say rent is good value for money whilst the least likely housing area to rate rent as value for money is Tranent (80%).

Figure 19 – Rent value for money by housing area (base 1,730 weighted)

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

Rent value for money by household type is shown in figure 20 and highlights that households comprising single adults (93%) and those receiving help to pay their rent (92%) are more likely to say that rent is good value for money when compared to tenants with children at home (84%) or those who do not receive help to pay their rent (86%).

Figure 20 – Rent value for money by household type (base 1,730 weighted)

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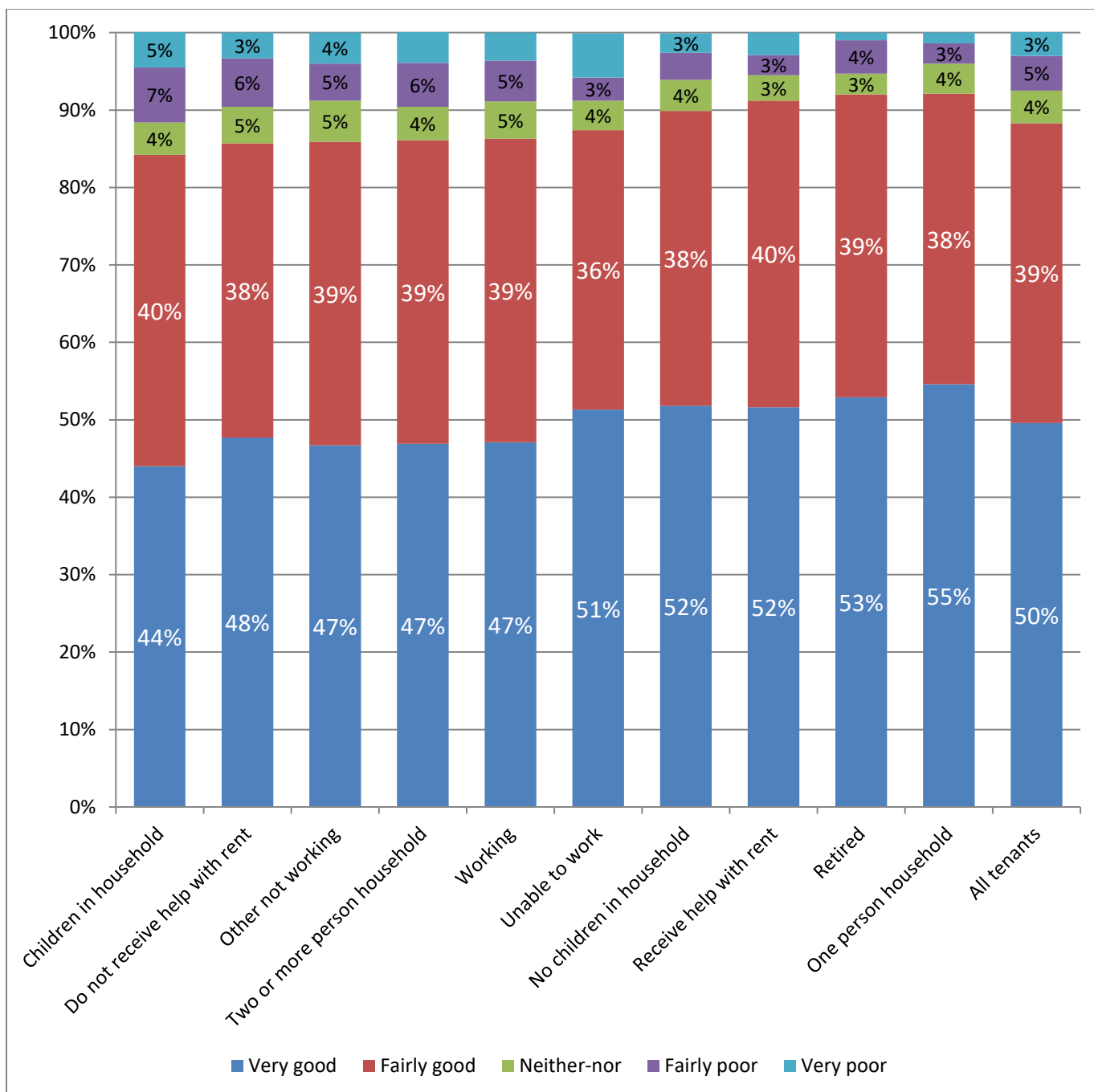
Improving rent value

Tenants who rated rent as being 'neither good nor poor' value or as 'poor' value for money were asked to say why this was the case. Figure 21 sets out the results of this enquiry and shows that 42% of these tenants (5% of all tenants) feel that rent is too high, whilst 32% believe that their properties need to be upgraded for rent to be good value. Approx. one in five tenants (22%) say that rent is not good value because of the performance of the repair service.

Ten percent (10%) of tenants offered another reason for rents to be neither good nor poor value, or poor value.

Figure 21 – Issues with rent value for money (base 203, weighted)

Q- If you said value for money was 'Neither-nor' or 'Poor', why did you say that?