

Tenant Satisfaction Survey

Dunedin Canmore
(October 2016)



Understanding
People.

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Background and methodology

- Stratified random probability sample; 2,000 addresses sampled. 80 sampling points selected, 25 addresses per sampling point, with 10 interviews to achieve per point.
- Face to face, household methodology, using CAPI technology.
- Fieldwork in August to October 2016.
- 806 interviews conducted; representing a sampling error of +/-3.1%.
- The data was weighted by property type within Area and by number of bedrooms.
- Comparisons have been made to the 2014 survey where possible, however please note the methodology used in 2014 was telephone and so any changes should be treated with caution.

Sample size and sampling error per Area and property type

| | | Number | Sampling error |
|---------------|--------------|--------|----------------|
| AREA | Forth | 370 | +/-4.6% |
| | Pentlands | 436 | +/-4.3% |
| PROPERTY TYPE | 4 in a block | 37 | +/-14.7% |
| | Bedsit | 1 | - |
| | Flat | 628 | +/-3.5% |
| | House | 136 | +/-7.5% |
| | Tenement | 137 | +/-7.6% |

Scottish Social Housing Charter Indicators



Key messages

- Performance against the SSHC indicators is generally very positive, with at least eight in ten residents responding positively in relation to each of the indicators. Tenants in Forth tend to be more positive.
- There are a number of significant improvements compared to 2014, including satisfaction with the overall service provided by the landlord and satisfaction with the opportunities to participate in Dunedin Canmore's decision making process.
- Around half of all tenants have had a repair carried out in the past 12 months (47%).
- Typically, younger residents (those aged 16-34) are the least positive, particularly regarding the opportunities given to them to participate in Dunedin Canmore's decision making process and satisfaction with the repairs service. This is also true for family households in terms of being kept informed about services and decisions, the quality of homes and satisfaction with the opportunities given to them to participate in Dunedin Canmore's decision making process. This is most apparent in one parent families.

Scottish Social Housing Charter Satisfaction Indicators (October 2016)

Dunedin Canmore

indicative % point change since 2014

94%

+4% points

Of tenants are satisfied with the overall service provided by Dunedin Canmore



93%

+1% point

Of tenants feel that Dunedin Canmore is good at keeping them informed about services and decisions



89%

+2% points

Of tenants were satisfied with the last repairs service provided by Dunedin Canmore (of those who had a repair carried out in the last 12 months)

87%

+4% points

Of tenants agree that the rent for their property represents good value for money



92%

+11% points

Of tenants are satisfied with Dunedin Canmore's management of the neighbourhood they live in

94%

+5% points

Of tenants are satisfied with the quality of their home



84%

+8% points

Of tenants are satisfied with opportunities to participate in Dunedin Canmore's decision making processes



Key Indicators by Area – October 2016

| % positive | Total Sample | Forth | Pentlands |
|---|---|---|---|
| Satisfaction with the overall service provided by your landlord |  94% | 95% | 92% |
| Dunedin Canmore are good at keeping you informed about their services and decisions | 93% | 94% | 93% |
| Satisfaction with the opportunities given to you to participate in Dunedin Canmore's decision making processes |  84% | 85% | 84% |
| Satisfaction with the quality of your home |  94% | 97%  | 91%  |
| Satisfaction with the repairs service provided by Dunedin Canmore (<i>Where had a repair in last 12 months</i>) | 89% | 88% | 90% |
| Satisfaction with Dunedin Canmore's management of the neighbourhood you live in |  92% | 95%  | 89%  |
| Rent for the property is good value for money |  87% | 91%  | 84%  |

  = Significant improvement or decline in positive opinion since Oct 2014

  = Significantly more positive or negative against the Dunedin Canmore total

Key Indicators by Age – October 2016

| % positive | Total Sample | 16-34 | 35-44 | 45-54 | 55-64 | 65+ |
|---|--------------|--|-------|-------|---|---|
| Satisfaction with the overall service provided by your landlord | 94% | 90%  | 93% | 93% | 94% | 98%  |
| Dunedin Canmore are good at keeping you informed about their services and decisions | 93% | 90%  | 94% | 93% | 95% | 96% |
| Satisfaction with the opportunities given to you to participate in Dunedin Canmore's decision making processes | 84% | 76%  | 79% | 83% | 90%  | 92%  |
| Satisfaction with the quality of your home | 94% | 92% | 90% | 94% | 95% | 95% |
| Satisfaction with the repairs service provided by Dunedin Canmore (<i>Where had a repair in last 12 months</i>) | 89% | 81%  | 91% | 91% | 90% | 91% |
| Satisfaction with Dunedin Canmore's management of the neighbourhood you live in | 92% | 91% | 89% | 94% | 88% | 94% |
| Rent for the property is good value for money | 87% | 82% | 87% | 88% | 87% | 90% |

  = Significantly more positive or negative against the Dunedin Canmore total

Key Indicators by Household composition – October 2016

| % positive | Total Sample | Single person | Multi adult | Family | 1-parent family | 2-parent family |
|---|--------------|---------------|-------------|---|---|-----------------|
| Satisfaction with the overall service provided by your landlord | 94% | 93% | 96% | 92% | 90% | 93% |
| Dunedin Canmore are good at keeping you informed about their services and decisions | 93% | 94% | 92% | 89%  | 90% | 89% |
| Satisfaction with the opportunities given to you to participate in Dunedin Canmore's decision making processes | 84% | 84% | 85% | 76%  | 69%  | 81% |
| Satisfaction with the quality of your home | 94% | 93% | 94% | 88%  | 85%  | 91% |
| Satisfaction with the repairs service provided by Dunedin Canmore (<i>Where had a repair in last 12 months</i>) | 89% | 89% | 88% | 83% | 83% | 83% |
| Satisfaction with Dunedin Canmore's management of the neighbourhood you live in | 92% | 91% | 94% | 90% | 87% | 93% |
| Rent for the property is good value for money | 87% | 87% | 88% | 84% | 82% | 86% |

  = Significantly more positive or negative against the Dunedin Canmore total

Key Indicators by Property type – October 2016

| % positive | Total Sample | 4 in a block | Bedsit | Flat | House | Tenement |
|---|--------------|--------------|--------------|------|-------|----------|
| Satisfaction with the overall service provided by your landlord | 94% | 95% | BASE TOO LOW | 93% | 94% | 87% |
| Dunedin Canmore are good at keeping you informed about their services and decisions | 93% | 97% | | 94% | 91% | 93% |
| Satisfaction with the opportunities given to you to participate in Dunedin Canmore's decision making processes | 84% | 89% | | 84% | 88% | 82% |
| Satisfaction with the quality of your home | 94% | 100% | | 93% | 92% | 86% |
| Satisfaction with the repairs service provided by Dunedin Canmore (<i>Where had a repair in last 12 months</i>) | 89% | 93% | | 88% | 90% | 87% |
| Satisfaction with Dunedin Canmore's management of the neighbourhood you live in | 92% | 97% | | 91% | 94% | 84% |
| Rent for the property is good value for money | 87% | 92% | | 87% | 85% | 85% |

= Significantly more positive or negative against the Dunedin Canmore total

Key Drivers and NPS by Area – October 2016

| % positive | Total Sample | Forth | Pentlands |
|--|--------------|-------|-----------|
| Satisfaction with day to day repairs and maintenance | 91% | 92% | 90% |
| DC is improving its services | 87% | 91% ✓ | 84% ✗ |
| Satisfaction with quality of the home | 94% | 97% ✓ | 91% ✗ |
| DC treats me in a fair and sensitive way | 93% | 93% | 92% |
| DC understands my needs as a tenant | 89% | 93% ✓ | 86% ✗ |
| Net promoter score | 55 | 61 ✓ | 50 ✗ |

✓✗ = Significantly more positive or negative against the DC total

Key Drivers and NPS by Age – October 2016

| % positive | Total Sample | 16-34 | 35-44 | 45-54 | 55-64 | 65+ |
|--|--------------|-------|-------|-------|-------|-------|
| Satisfaction with day to day repairs and maintenance | 91% | 83% ✘ | 93% | 93% | 91% | 96% ✔ |
| DC is improving its services | 87% | 80% ✘ | 88% | 91% ✔ | 82% ✘ | 92% ✔ |
| Satisfaction with quality of the home | 94% | 92% | 90% | 94% | 95% | 95% |
| DC treats me in a fair and sensitive way | 93% | 90% | 93% | 93% | 91% | 95% |
| DC understands my needs as a tenant | 89% | 84% ✘ | 89% | 93% | 88% | 92% |
| | | | | | | |
| Net promoter score | 55 | 49 | 56 | 54 | 53 | 65 ✔ |

✔✘ = Significantly more positive or negative against the DC total

Key Drivers and NPS by household composition – October 2016

| % positive | Total Sample | Single person | Multi adult | Family | 1-parent family | 2-parent family |
|--|--------------|---|---|---|---|-----------------|
| Satisfaction with day to day repairs and maintenance | 91% | 91% | 93% | 87%  | 86% | 87% |
| DC is improving its services | 87% | 85%  | 91%  | 84% | 81% | 86% |
| Satisfaction with quality of the home | 94% | 93% | 94% | 88%  | 85%  | 91% |
| DC treats me in a fair and sensitive way | 93% | 92% | 94% | 94% | 97% | 92% |
| DC understands my needs as a tenant | 89% | 90% | 89% | 88% | 90% | 86% |
| | | | | | | |
| Net promoter score | 55 | 55 | 57 | 57 | 61 | 55 |

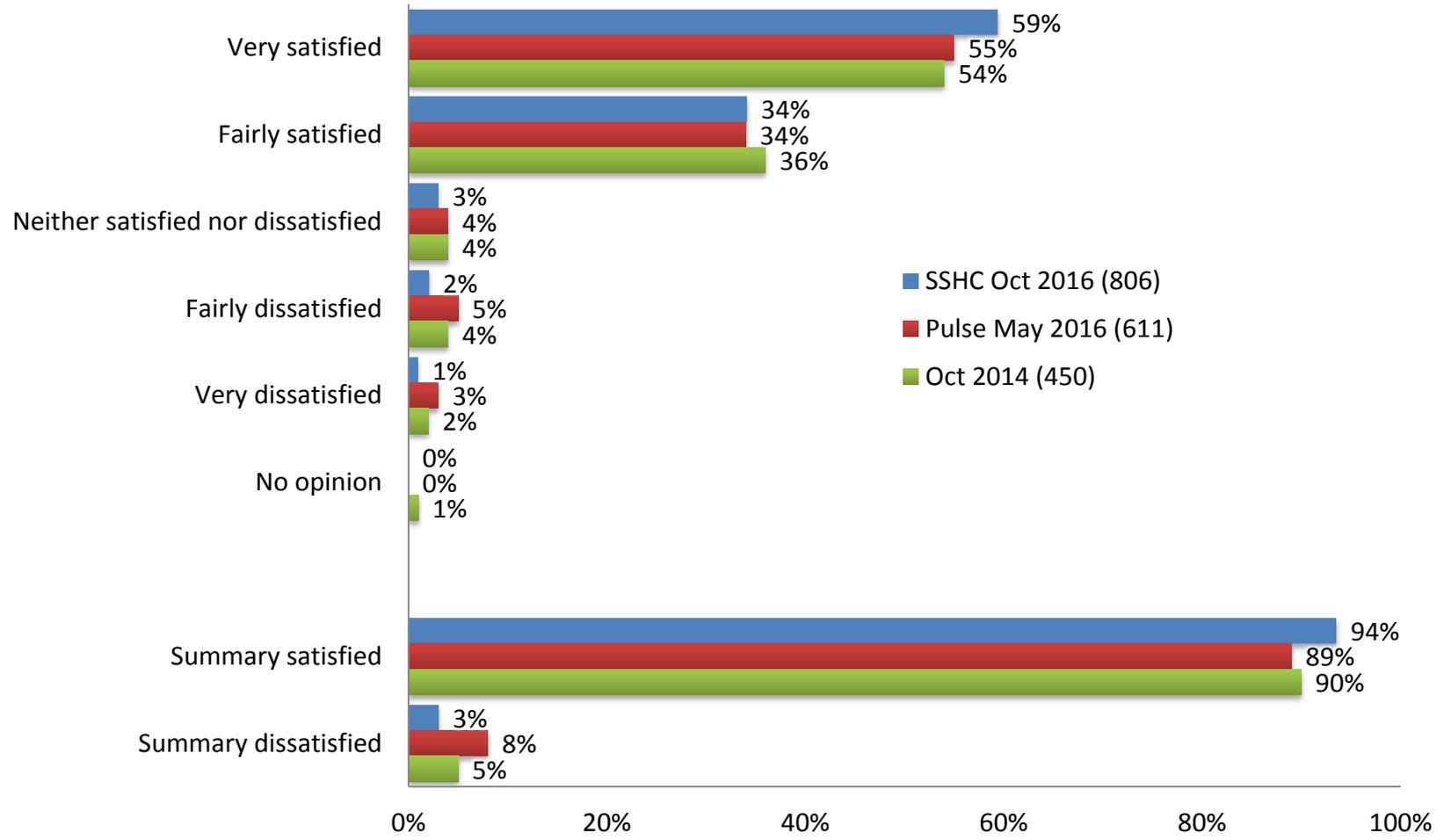
  = Significantly more positive or negative against the DC total

Key Drivers and NPS by property type – October 2016

| % positive | Total Sample | 4 in a block | Bedsit | Flat | House | Tenement |
|--|--------------|--------------|--------------|------|-------|----------|
| Satisfaction with day to day repairs and maintenance | 91% | 89% | BASE TOO LOW | 91% | 94% | 86% |
| DC is improving its services | 87% | 97% | | 86% | 89% | 79% |
| Satisfaction with quality of the home | 94% | 100% | | 93% | 92% | 86% |
| DC treats me in a fair and sensitive way | 93% | 92% | | 92% | 94% | 89% |
| DC understands my needs as a tenant | 89% | 97% | | 89% | 89% | 85% |
| | | | | | | |
| Net promoter score | 55 | 68 | | 53 | 61 | 38 |

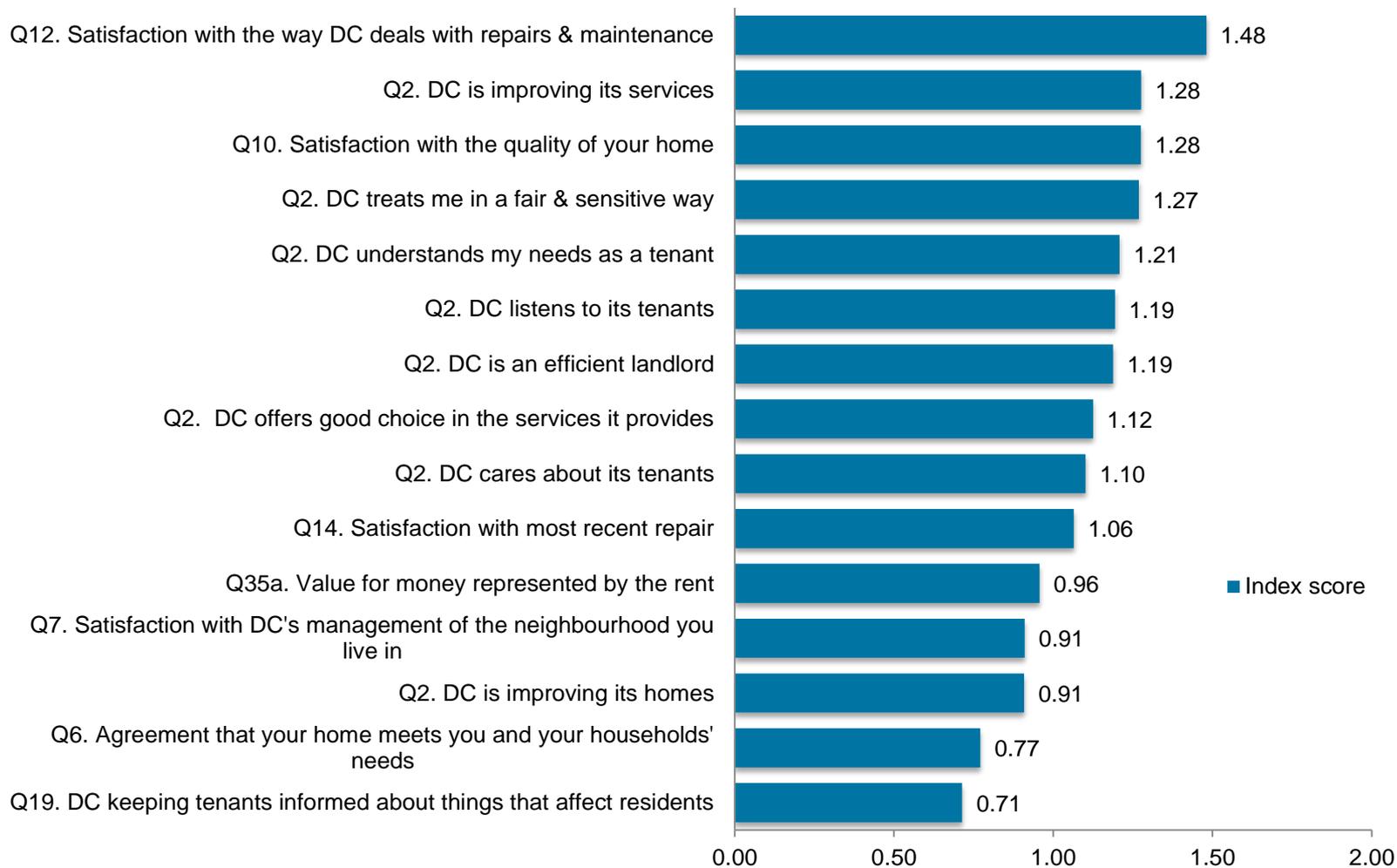
= Significantly more positive or negative against the DC total

Indicator 1: Satisfaction with the overall service provided by Dunedin Canmore has increased since October 2014, as has the proportion of tenants who are very satisfied.

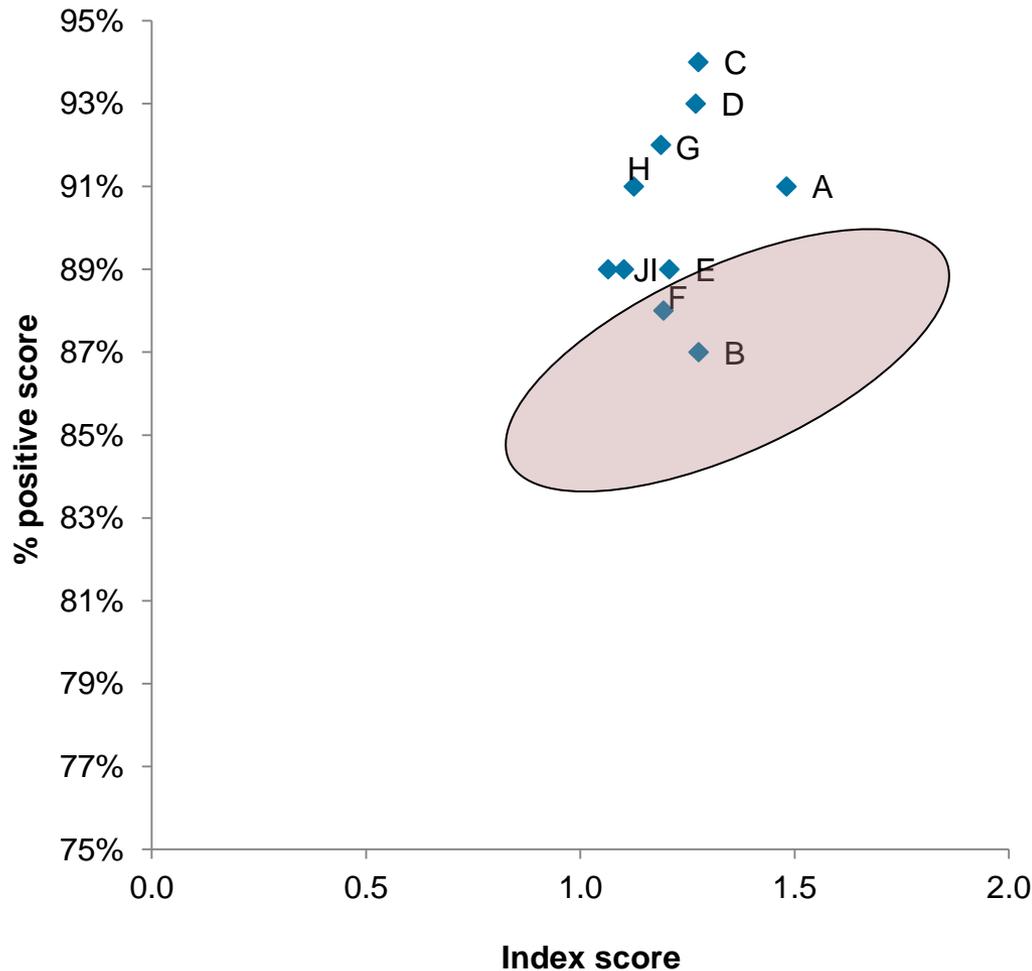


Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?

It is apparent that the views DC tenants hold of the repairs service play the biggest part in driving up or down levels of service satisfaction overall. This is followed by DC improving services, satisfaction with the quality of homes, and being treated in a fair and sensitive way.



Prioritising factors to 'drive up' service satisfaction



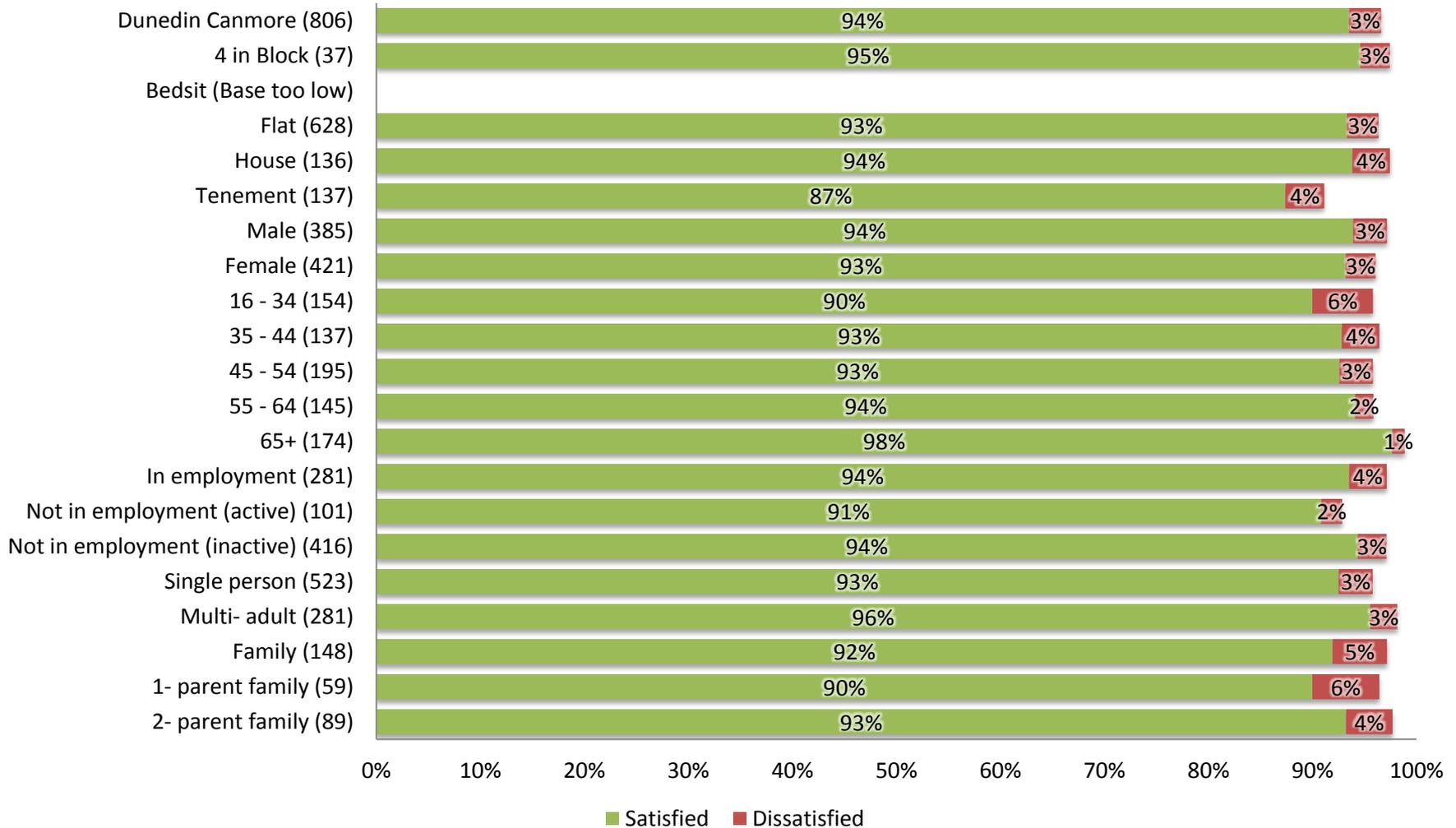
| | Factor |
|---|--|
| A | Q12. Satisfaction with way DC deals with repairs & maintenance |
| B | Q2. DC is improving its services |
| C | Q10. Satisfaction with quality of home |
| D | Q2. DC treats me in a fair & sensitive way |
| E | Q2. DC understands my needs as a tenant |
| F | Q2. DC listens to its tenants |
| G | Q2. DC is an efficient landlord |
| H | Q2. DC offers good choice in the services it provides |
| I | Q2. DC cares about its tenants |
| J | Q14. Satisfaction with most recent repair |

There is no significant variation in overall satisfaction between the Areas covered by Dunedin Canmore. However, overall satisfaction has improved significantly since Oct 2014 (+4%).

| | Total | Forth | Pentlands |
|---|-------|-------|-----------|
| Unweighted Bases | 806 | 370 | 436 |
| Very satisfied | 59% | 64% | 56% |
| Fairly satisfied | 34% | 32% | 36% |
| Neither satisfied nor dissatisfied | 3% | 1% | 4% |
| Fairly dissatisfied | 2% | 2% | 2% |
| Very dissatisfied | 1% | 1% | 1% |
| No opinion | 0% | 0% | 0% |
| Summary: Satisfied | 94% | 95% | 92% |
| Summary: Dissatisfied | 3% | 3% | 3% |
| % change since Oct 2014 | +4% | | |

Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?

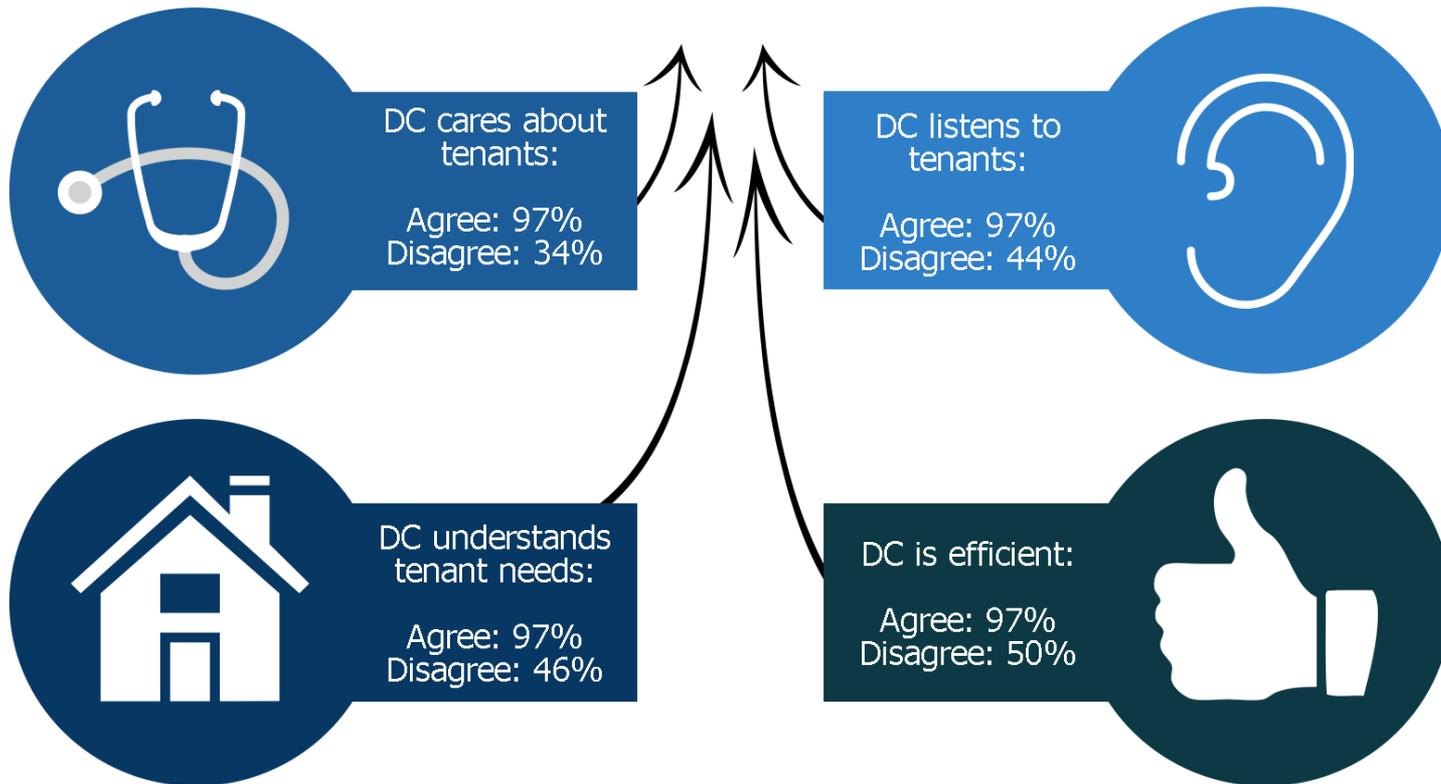
Tenants who live in a multi-adult household and those who are aged 65+ are most satisfied with the overall service provided by their landlord (96% and 98%). Satisfaction drops to 87% of tenants in tenements.



Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?

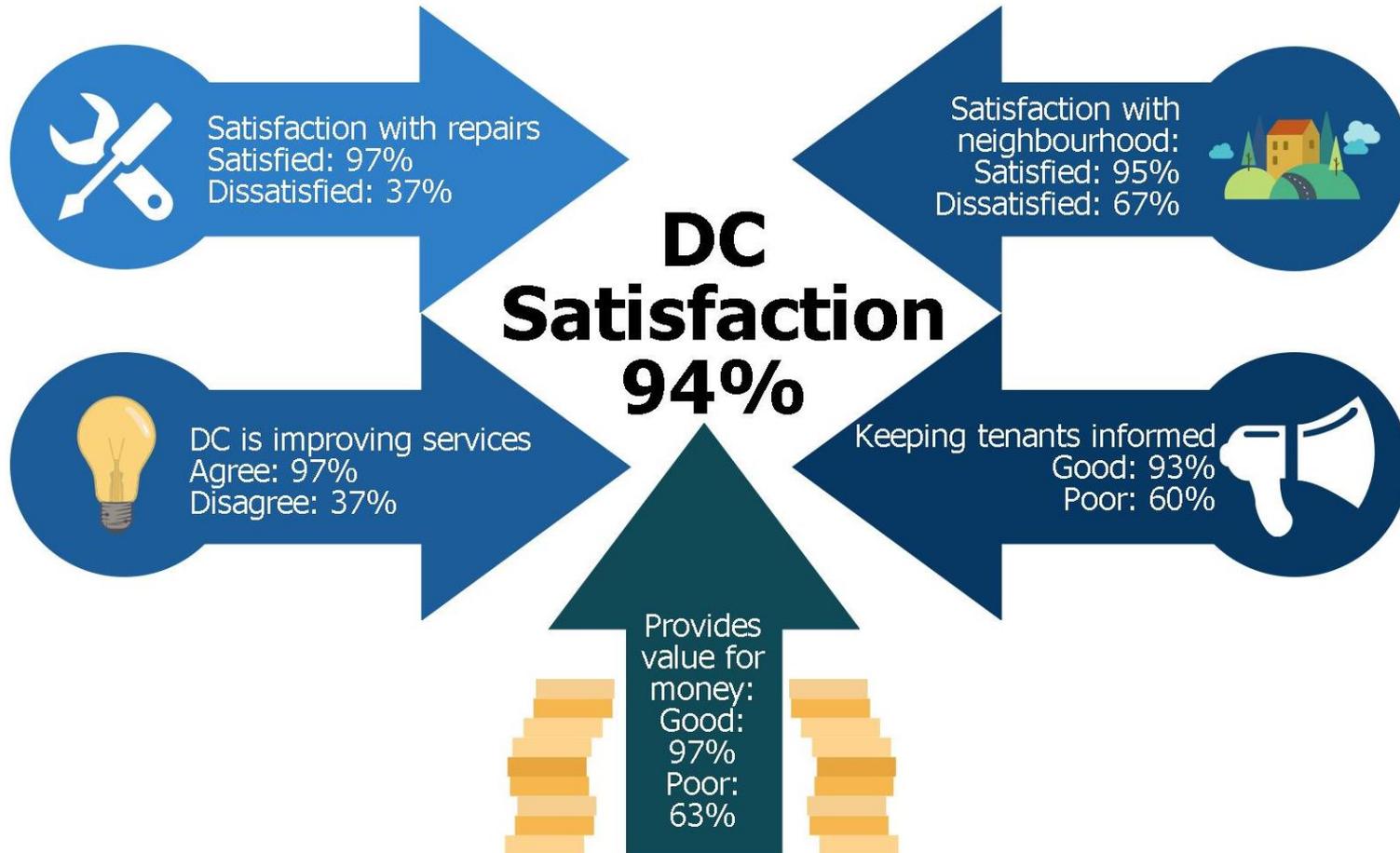
Satisfaction reduces to 34% where tenants feel Dunedin Canmore does not care about its tenants.

Dunedin Canmore Satisfaction: 94%



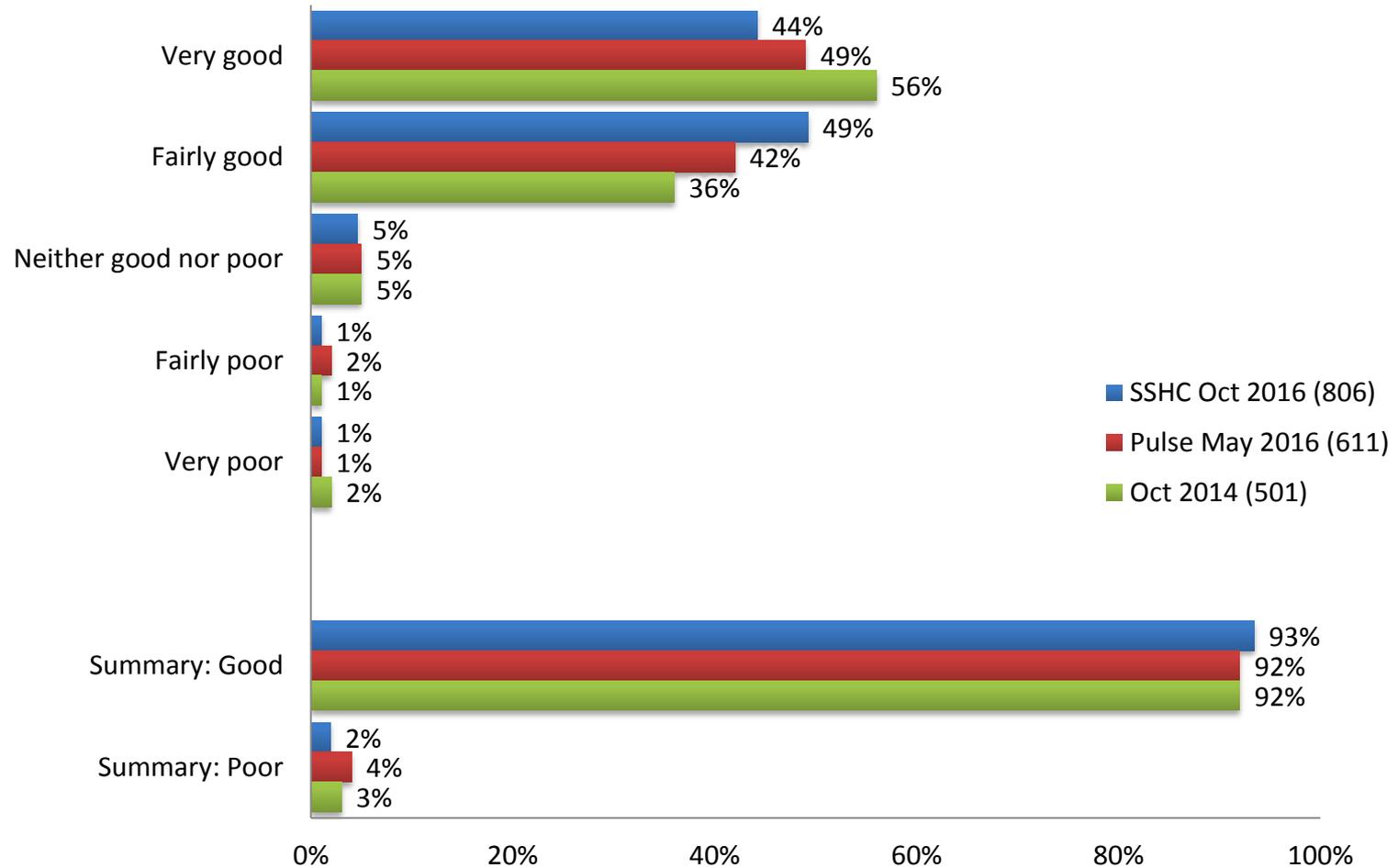
Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?

Satisfaction with Dunedin Canmore's services reduces to just 37% of tenants who are dissatisfied with repairs and do not feel Dunedin Canmore is improving services.



Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord?

Indicator 3: Over nine in ten Dunedin Canmore residents feel that they are good at keeping them informed about their services and decisions (93%). Only 2% hold negative views. These findings are in line with 2014.



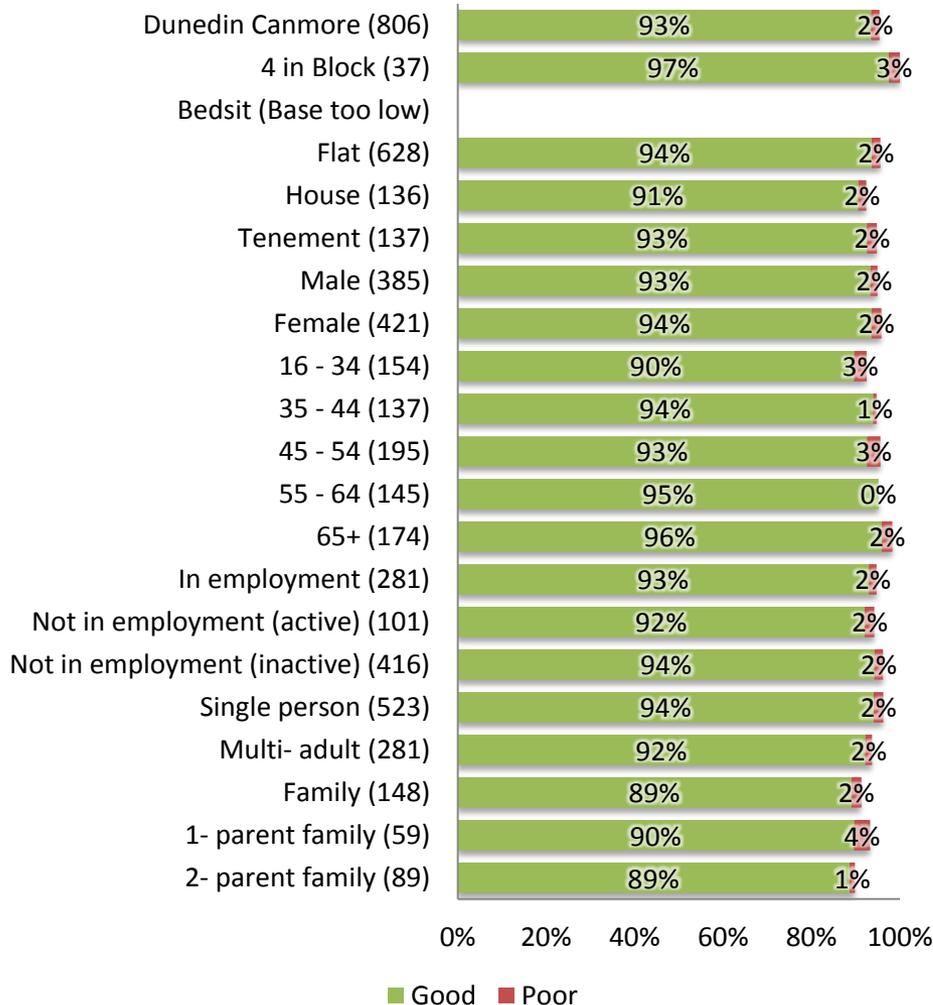
Q19a. How good or poor do you feel Dunedin Canmore is at keeping you informed about their services and decisions?

The proportion of tenants who rate Dunedin Canmore as good at keeping them informed of services and decisions does not vary significantly by Area. Overall views have not changed significantly since 2014.

| | Total | Forth | Pentlands |
|--------------------------------|-------|-------|-----------|
| Unweighted Bases | 806 | 370 | 436 |
| Very good | 44% | 39% | 49% |
| Fairly good | 49% | 55% | 44% |
| Neither good nor poor | 5% | 4% | 5% |
| Fairly poor | 1% | 2% | 1% |
| Very poor | 1% | 0% | 1% |
| Summary: Good | 93% | 94% | 93% |
| Summary: Poor | 2% | 2% | 2% |
| % change since Oct 2014 | +1% | | |

Q19a. How good or poor do you feel Dunedin Canmore is at keeping you informed about their services and decisions?

Views on whether Dunedin Canmore are good or poor at keeping tenants informed about services and decisions does not vary considerably by demographic group. The biggest difference is between tenants aged 16-34 and 65+ (90% cf. 96%), and tenants living in 4 in a block accommodation and a house (97% cf. 91%).



Example: 95% of tenants who feel Dunedin Canmore listens to tenants feel that Dunedin Canmore is good at keeping them informed. Just 1% think they are poor at keeping them informed.

| | Good | Poor |
|--|------|------|
| Total | 93% | 2% |
| Dunedin Canmore listens to tenants | 95% | 1% |
| Dunedin Canmore does not listen to tenants | 73% | 11% |
| Dunedin Canmore is improving services | 95% | 1% |
| Dunedin Canmore is not improving services | 74% | 14% |
| Satisfied with service provided | 95% | 1% |
| Dissatisfied with service provided | 75% | 13% |

Q19a. How good or poor do you feel Dunedin Canmore is at keeping you informed about their services and decisions?

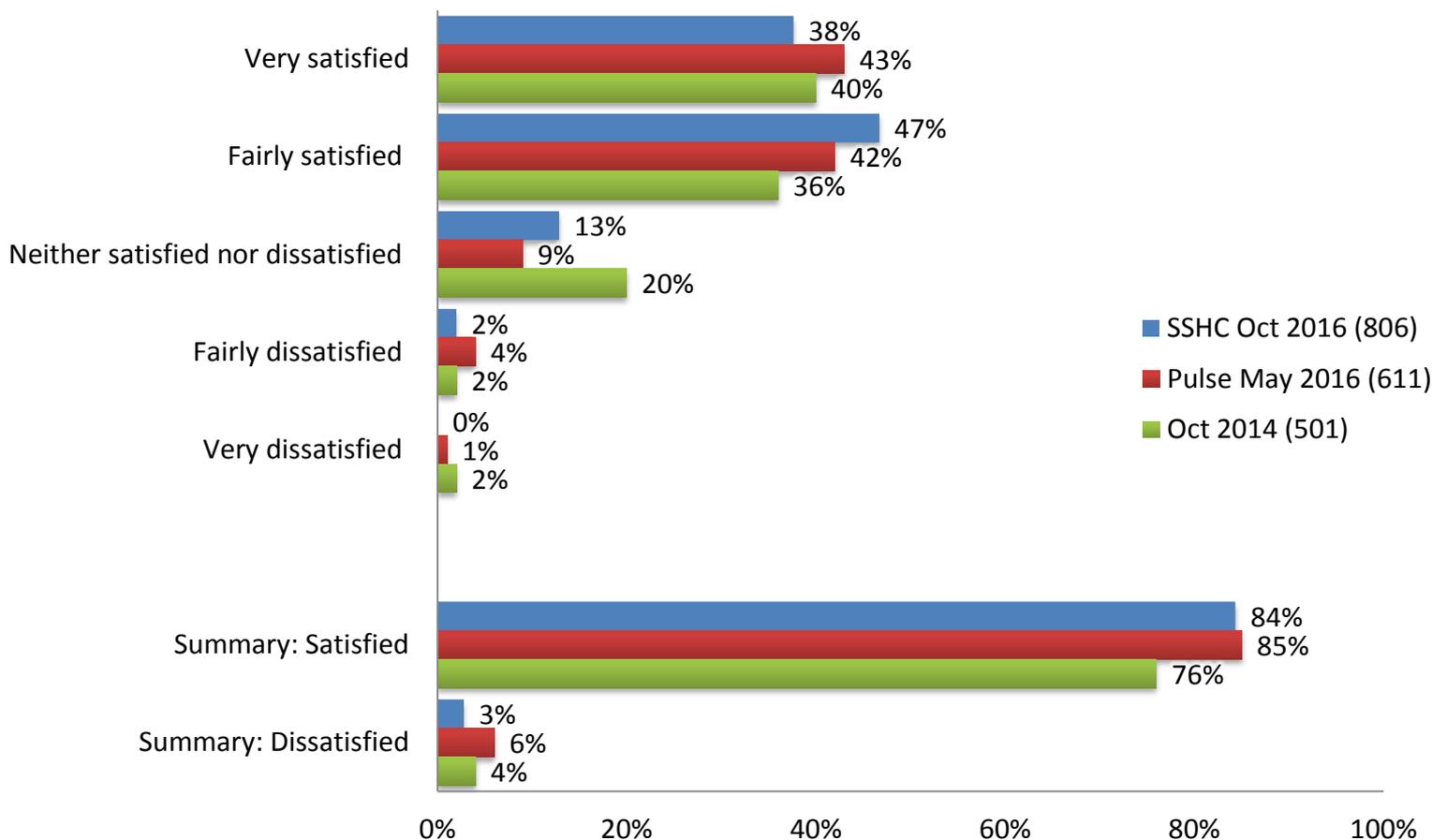
How could Dunedin Canmore be better at keeping you informed about its services and decisions?

- “Either send a letter to us or knock the door to let us know what’s happening on the outside of the house.”
- “Every time they change the housing officer they don't tell us.”
- “Email us to let me know what's happening.”

| | % |
|---|-----------|
| Improve communication with tenants | 25% |
| Improve information incl. letters | 11% |
| Information via text/email | 6% |
| Home visits/inspections | 2% |
| Other | 27% |
| Nothing | 12% |
| Don't know | 21% |
| Unweighted base (Where feel Dunedin Canmore is poor at keeping you informed) | 53 |

Q20. You say that Dunedin Canmore is poor at keeping you informed about its services and decisions. How could Dunedin Canmore do this better?

Indicator 6: 84% of Dunedin Canmore residents are satisfied with the opportunities given to them to participate in the decision making process. This has increased significantly since 2014 (+8% points). Only 3% are dissatisfied to some extent, and 13% do not have a view either way.



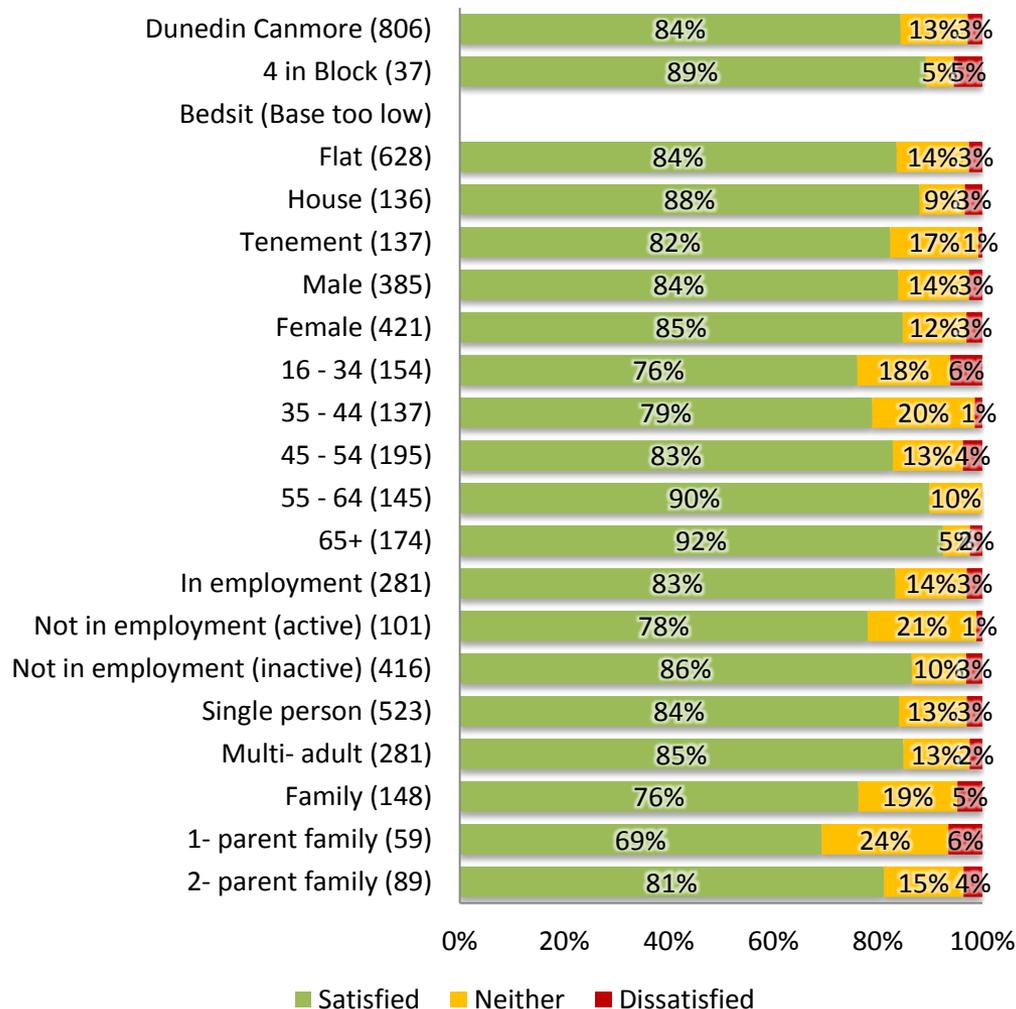
Q21. How satisfied or dissatisfied are you with the opportunities given to you to participate in Dunedin Canmore's decision making processes?

Satisfaction with the opportunities to participate in Dunedin Canmore's decision making processes is consistent across all Areas. Overall satisfaction has significantly increased since October 2014.

| | Total | Forth | Pentlands |
|---|-------|-------|-----------|
| Unweighted Bases | 806 | 370 | 436 |
| Very satisfied | 38% | 33% | 42% |
| Fairly satisfied | 47% | 52% | 42% |
| Neither satisfied nor dissatisfied | 13% | 12% | 13% |
| Fairly dissatisfied | 2% | 2% | 3% |
| Very dissatisfied | 0% | 1% | 0% |
| Summary: Satisfied | 84% | 85% | 84% |
| Summary: Dissatisfied | 3% | 3% | 3% |
| % change since Oct 2014 | +8% | | |

Q21. How satisfied or dissatisfied are you with the opportunities given to you to participate in Dunedin Canmore's decision making processes?

Tenants in one parent households are least likely to be satisfied with the opportunities to participate in the decision making processes (69%), followed by tenants aged 16-34 (76%).



Example: 59% of tenants who feel Dunedin Canmore does not listen to them are satisfied with the opportunities to participate in decision making. 14% are dissatisfied with the opportunities.

| | Satisfied | Dissatisfied |
|--|-----------|--------------|
| Total | 84% | 3% |
| Dunedin Canmore listens to tenants | 87% | 2% |
| Dunedin Canmore does not listen to tenants | 59% | 14% |
| Dunedin Canmore understands my needs | 87% | 2% |
| Dunedin Canmore does not understand my needs | 57% | 12% |

Q21. How satisfied or dissatisfied are you with the opportunities given to you to participate in Dunedin Canmore's decision making processes?

What is it that makes tenants satisfied with the opportunities given to them to participate in Dunedin Canmore's decision making process?

- “They send you plenty of information to take part if you want.”
- “Get letters and had a meeting. Housing officer came to discuss with us all and address matters.”
- “I just think there is enough info about it in letters and the news letter.”
- “They are good at sending out letters and telling you when there is meetings.”

| | % |
|---|------------|
| Send out information incl. letters, Key Magazine | 34% |
| Given the opportunity to be involved/asked for your opinion/listen to tenants | 20% |
| Good service overall incl. Housing Officer | 4% |
| Able to attend meetings | 3% |
| Other | 9% |
| Nothing/ No reason | 1% |
| Don't know | 32% |
| Unweighted base (Where satisfied with opportunities given to participate in decision making process) | 681 |

Q22a. You say you are satisfied with the opportunities given to you to participate in Dunedin Canmore's decision making process. What is it that makes you satisfied?

What is it that makes tenants neither satisfied nor dissatisfied with the opportunities given to them to participate in Dunedin Canmore's decision making process?

- “I don't want to take part but if I did I am sure I could find out.”
- “I'm working long hours, don't want to anyway.”
- “I'm too busy to go to meetings and things like that.”
- “I don't want to be involved so don't give it much attention.”

| | % |
|--|------------|
| No time/ not interested | 26% |
| Never been asked/experienced it | 21% |
| Need improved communication with tenants/more information | 14% |
| Not lived here very long | 4% |
| Don't listen to tenants | 3% |
| Other | 9% |
| Don't know | 24% |
| Unweighted base (Where neither satisfied nor dissatisfied with opportunities given to participate in decision making process) | 103 |

Q22b. You say you are neither satisfied nor dissatisfied with the opportunities given to you to participate in Dunedin Canmore's decision making process. Why is this?

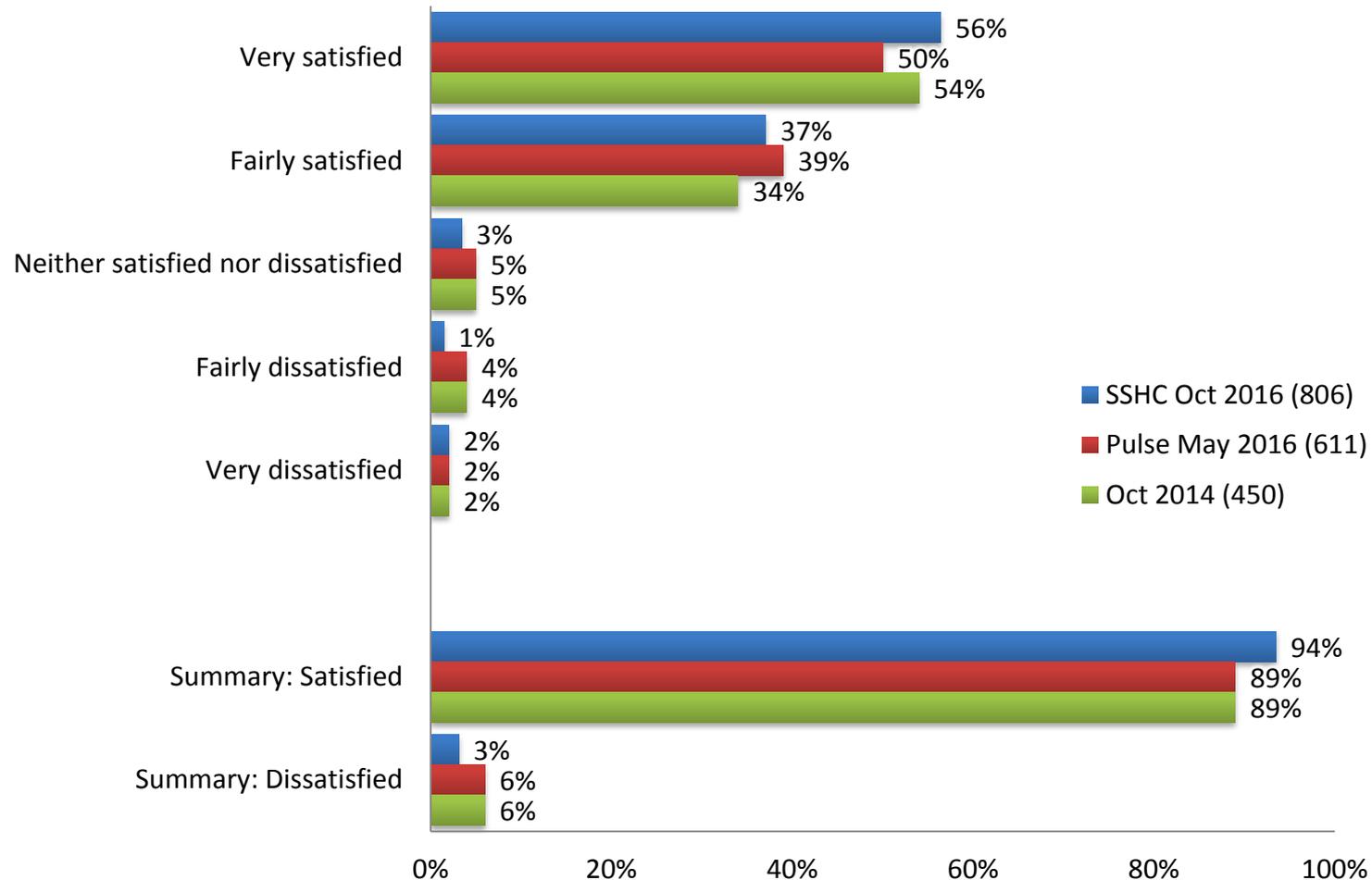
What is it that makes tenants dissatisfied with the opportunities given to them to participate in Dunedin Canmore's decision making process

- “Never invited to anything, never known them to come here or get everyone together to speak to.”
- “I've never had this opportunity.”
- “Disabled access to services very poor.”
- “Lack of information.”

| | % |
|--|-----------|
| No way to have our say/never been asked/don't get a chance | 50% |
| Need more information/improved communication | 22% |
| Listen to tenants views/concerns | 9% |
| Give residents opportunities to get involved incl. meetings | 5% |
| No time/not interested | 5% |
| Other | 5% |
| Don't know | 4% |
| Unweighted base (Where dissatisfied with opportunities given to participate in decision making process) | 22 |

Q22c. You say you are dissatisfied with the opportunities given to you to participate in Dunedin Canmore's decision making process. What would Dunedin Canmore need to do to improve this?

Indicator 10: Over nine in ten (94%) tenants are satisfied with the quality of their home. This is a significant improvement since 2014 (+5%). Only 3% are dissatisfied.



Q10. Overall, how satisfied or dissatisfied are you with the quality of your home?

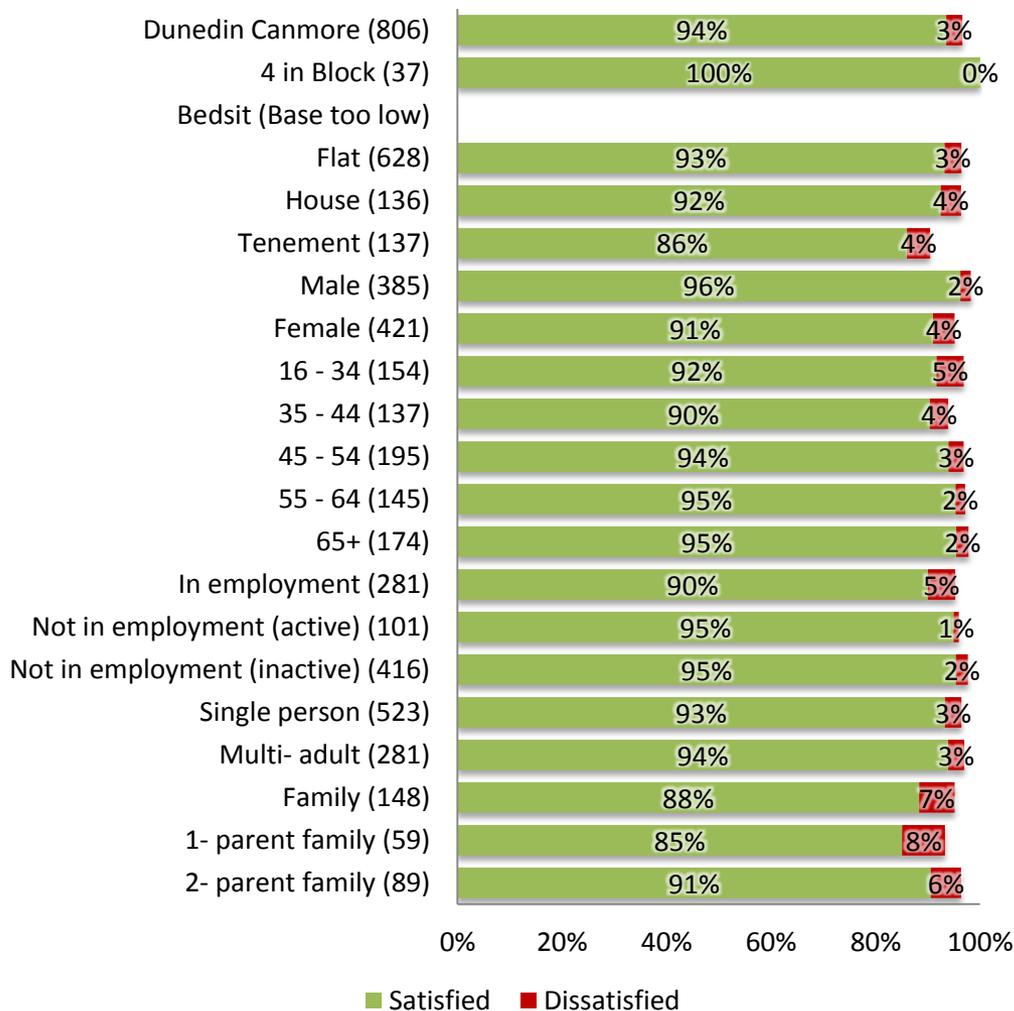
Satisfaction with the quality of homes is significantly lower in the Pentlands area than the Dunedin Canmore total (91% cf. 94%). Since 2014, there has been a significant positive movement overall.

| | Total | Forth | Pentlands |
|---|-------|-------|-----------|
| Unweighted Bases | 806 | 370 | 436 |
| Very satisfied | 56% | 56% | 57% |
| Fairly satisfied | 37% | 41% | 34% |
| Neither satisfied nor dissatisfied | 3% | 2% | 5% |
| Fairly dissatisfied | 1% | 1% | 2% |
| Very dissatisfied | 2% | 1% | 3% |
| Summary: Satisfied | 94% | 97% ✓ | 91% ✗ |
| Summary: Dissatisfied | 3% | 2% | 4% |
| % change since Oct 2014 | +5% | | |

Q10. Overall, how satisfied or dissatisfied are you with the quality of your home?

✓✗ = Significantly more positive or negative against the Dunedin Canmore total

Satisfaction with the quality of homes is highest amongst male tenants and those who live in 4 in a block accommodation. Satisfaction levels drop to 85% of one parent families. Almost half of tenants who feel that Dunedin Canmore are not improving homes (47%) and two thirds that think their rent does not provide value for money (67%) are satisfied with their home.



Example: 96% of tenants who feel their rent provides value for money are satisfied with the quality of their home. Just 2% of these are dissatisfied.

| | Satisfied | Dissatisfied |
|--|-----------|--------------|
| Total | 94% | 3% |
| Satisfied with area | 95% | 2% |
| Dissatisfied with area | 74% | 24% |
| Rent provides value for money | 96% | 2% |
| Rent does not provide value for money | 67% | 23% |
| Dunedin Canmore is improving homes | 96% | 1% |
| Dunedin Canmore is not improving homes | 47% | 38% |

Q10. Overall, how satisfied or dissatisfied are you with the quality of your home?

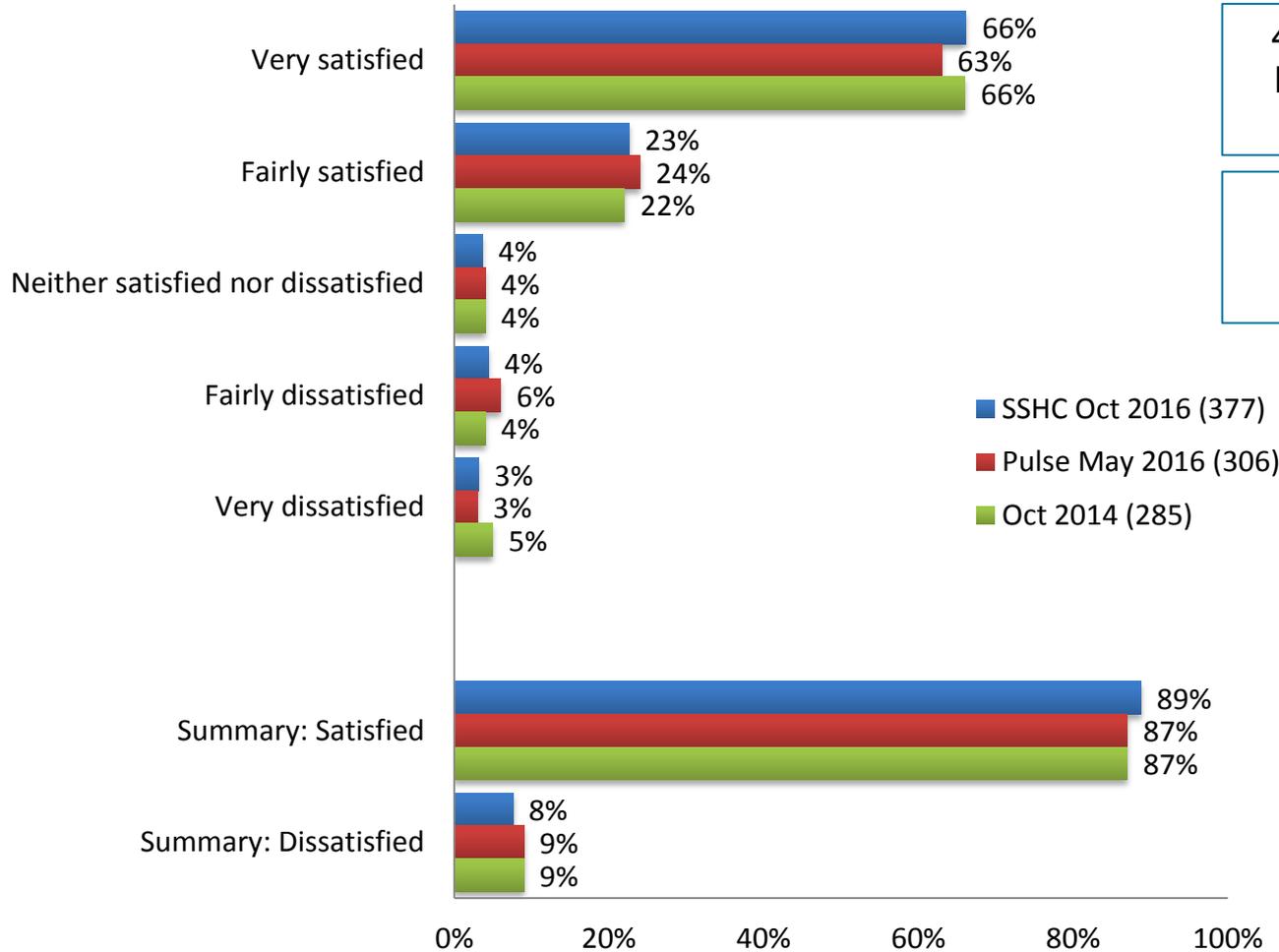
Reasons why not satisfied with the quality of your home

- “The kitchen, bathroom and the plumbing system are very poorly put in and the interior of the house is shocking.”
- “I think Dunedin should maintain communal areas better to a standard. Carpet needs replacing and pets seem to be allowed now.”
- “Windows are broken and have had several leaks; work has not been completely finished.”
- “These houses were build on top of old mines and they are sinking more every year and bad cracks appearing all time.”

| | % |
|---|-----------|
| Unfinished repairs | 32% |
| Poor maintenance (leaks/draughts) | 31% |
| Dampness/mould | 23% |
| Too small | 12% |
| Poor state of communal areas | 9% |
| Poor location | 8% |
| Not enough bedrooms for size of household | 8% |
| Safety (e.g. ASB, crime) | 5% |
| Too big | 2% |
| Other | 15% |
| Unweighted base (Where not satisfied with quality of home) | 53 |

Q11. Why are you not satisfied with the quality of your home?

Indicator 16: Just under half of Dunedin Canmore residents have had a repair carried out in the last 12 months; two thirds of whom were 'very satisfied' with the repairs service they received (66%). Less than one in ten were dissatisfied to some extent (8%). Compared to 2014, satisfaction has increased slightly (although the proportion of tenants who have had a repair has fallen since that time).



47% had a repair in the last 12 months (63% in 2014)

% had repairs
45% Forth
48% Pentlands

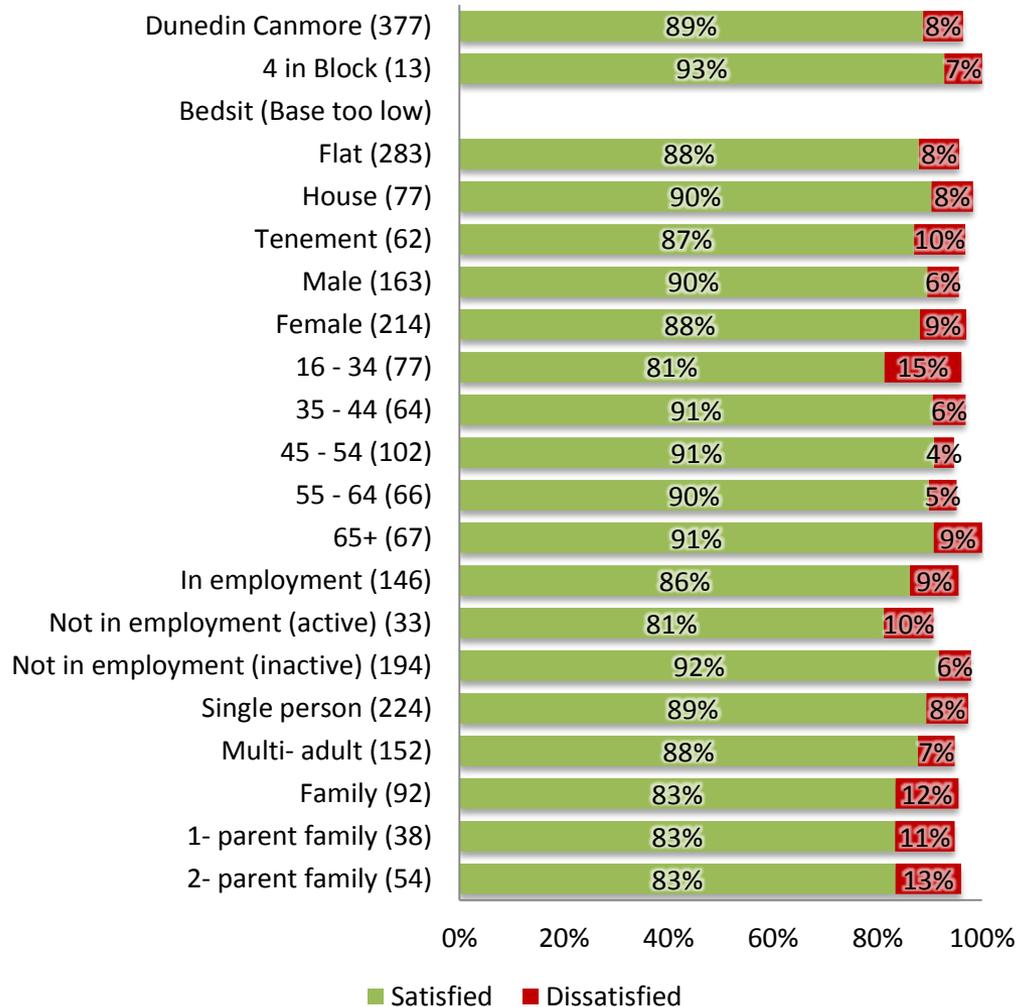
Q14. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Dunedin Canmore? (Where had a repair in last 12 months)

Whilst satisfaction does not vary significantly by Area, it is highest in the Pentlands (90%). Satisfaction has improved overall since 2014.

| | Total | Forth | Pentlands |
|---|-------|-------|-----------|
| Unweighted Bases | 377 | 170 | 207 |
| Very satisfied | 66% | 67% | 66% |
| Fairly satisfied | 23% | 21% | 24% |
| Neither satisfied nor dissatisfied | 4% | 5% | 3% |
| Fairly dissatisfied | 4% | 6% | 3% |
| Very dissatisfied | 3% | 2% | 4% |
| Summary: Satisfied | 89% | 88% | 90% |
| Summary: Dissatisfied | 8% | 8% | 7% |
| % change since Oct 2014 | +2% | | |

Q14. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Dunedin Canmore? **(Where had a repair in last 12 months)**

Satisfaction with the repairs service is lower amongst tenants aged 16-34 and those who are unemployed (but active). Tenants in 4 in a block accommodation and those who are unemployed (but inactive) are most satisfied.

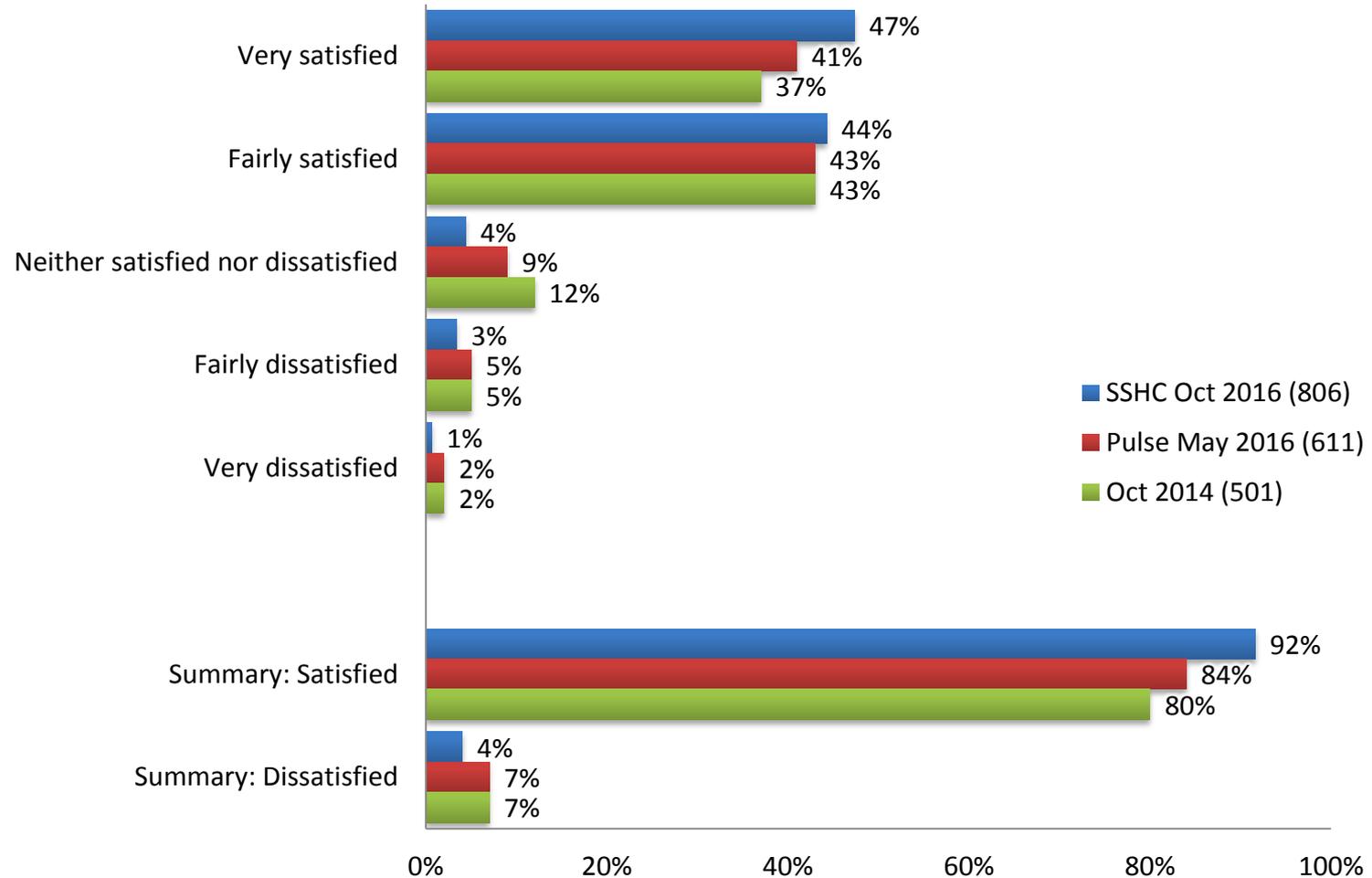


Example: As high as 75% of tenants who felt they were not kept informed of progress with their repair are dissatisfied with the repairs service.

| | Satisfied | Dissatisfied |
|--|-----------|--------------|
| Total | 89% | 8% |
| Were kept informed of progress with the repair | 95% | 3% |
| Were not kept informed of progress with the repair | 20% | 75% |

Q14. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Dunedin Canmore? (Where had a repair in last 12 months)

Indicator 17: Over nine in ten (92%) tenants are satisfied with Dunedin Canmore's management of the neighbourhood, a significant increase of 12% points since 2014. Only 4% are dissatisfied and 4% do not have a view either way.



Q7b. Overall, how satisfied or dissatisfied are you with Dunedin Canmore's management of the neighbourhood you live in?

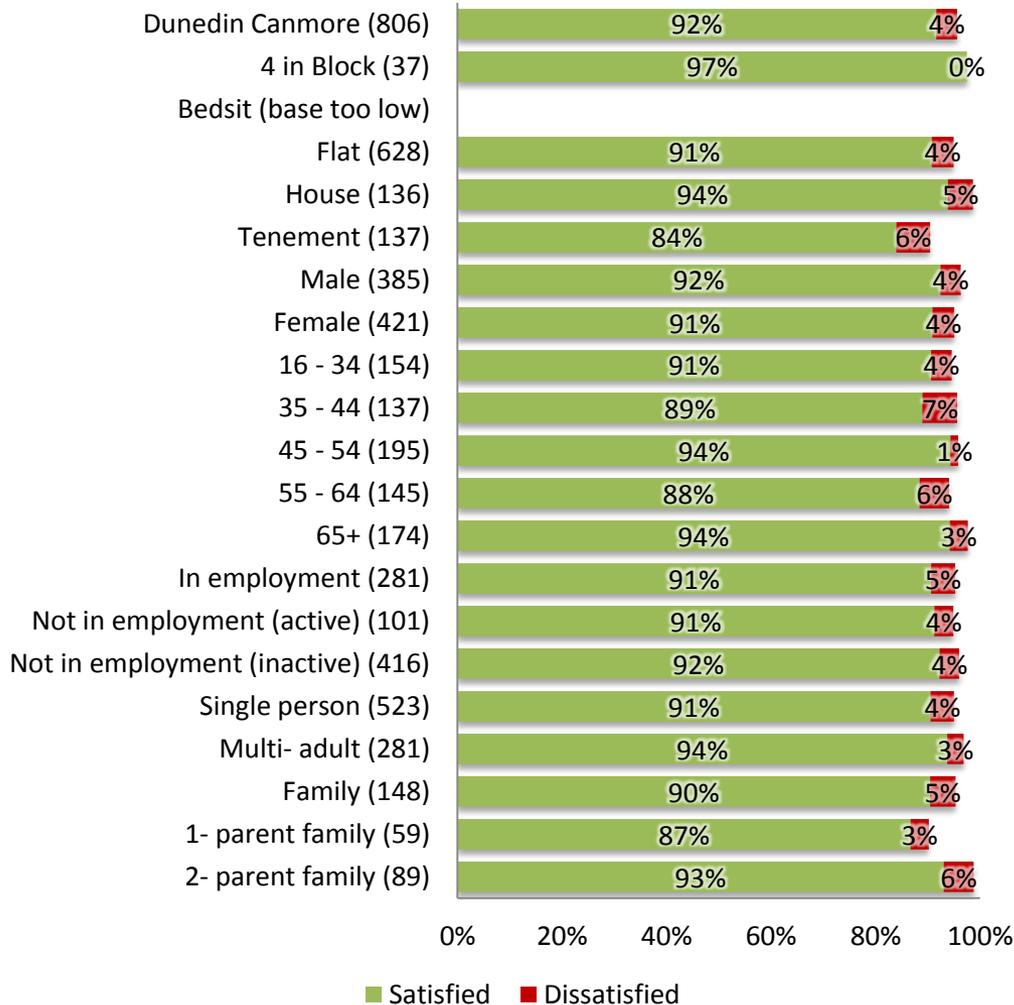
Satisfaction with Dunedin Canmore's management of the neighbourhood is significantly higher (compared to the total) in the Forth area and significantly lower in the Pentlands area. Compared to 2014, overall views have significantly improved.

| | Total | Forth | Pentlands |
|---|-------|-------|-----------|
| Unweighted Bases | 806 | 370 | 436 |
| Very satisfied | 47% | 49% | 46% |
| Fairly satisfied | 44% | 45% | 43% |
| Neither satisfied nor dissatisfied | 4% | 3% | 5% |
| Fairly dissatisfied | 3% | 2% | 5% |
| Very dissatisfied | 1% | 0% | 1% |
| Summary: Satisfied | 92% | 95% ✓ | 89% ✗ |
| Summary: Dissatisfied | 4% | 2% | 6% |
| % change since Oct 2014 | +12% | | |

Q7b. Overall, how satisfied or dissatisfied are you with Dunedin Canmore's management of the neighbourhood you live in?

✓✗ = Significantly more positive or negative against the Dunedin Canmore total

Those living in a tenement are less satisfied with Dunedin Canmore's management of their neighbourhood than other groups, as are those who disagree that Dunedin Canmore keeps them informed about services and decisions.



Example: 28% of tenants that do not feel that Dunedin Canmore keeps them informed are dissatisfied with the way Dunedin Canmore manages their neighbourhood.

| | Satisfied | Dissatisfied |
|--|-----------|--------------|
| Total | 92% | 4% |
| Dunedin Canmore keeps tenants informed | 93% | 3% |
| Dunedin Canmore does not keep tenants informed | 66% | 28% |
| Dunedin Canmore understands tenant needs | 95% | 2% |
| Dunedin Canmore does not understand tenant needs | 61% | 26% |
| Contacted Dunedin Canmore regarding problem neighbours | 61% | 23% |

Q7b. Overall, how satisfied or dissatisfied are you with Dunedin Canmore's management of the neighbourhood you live in?

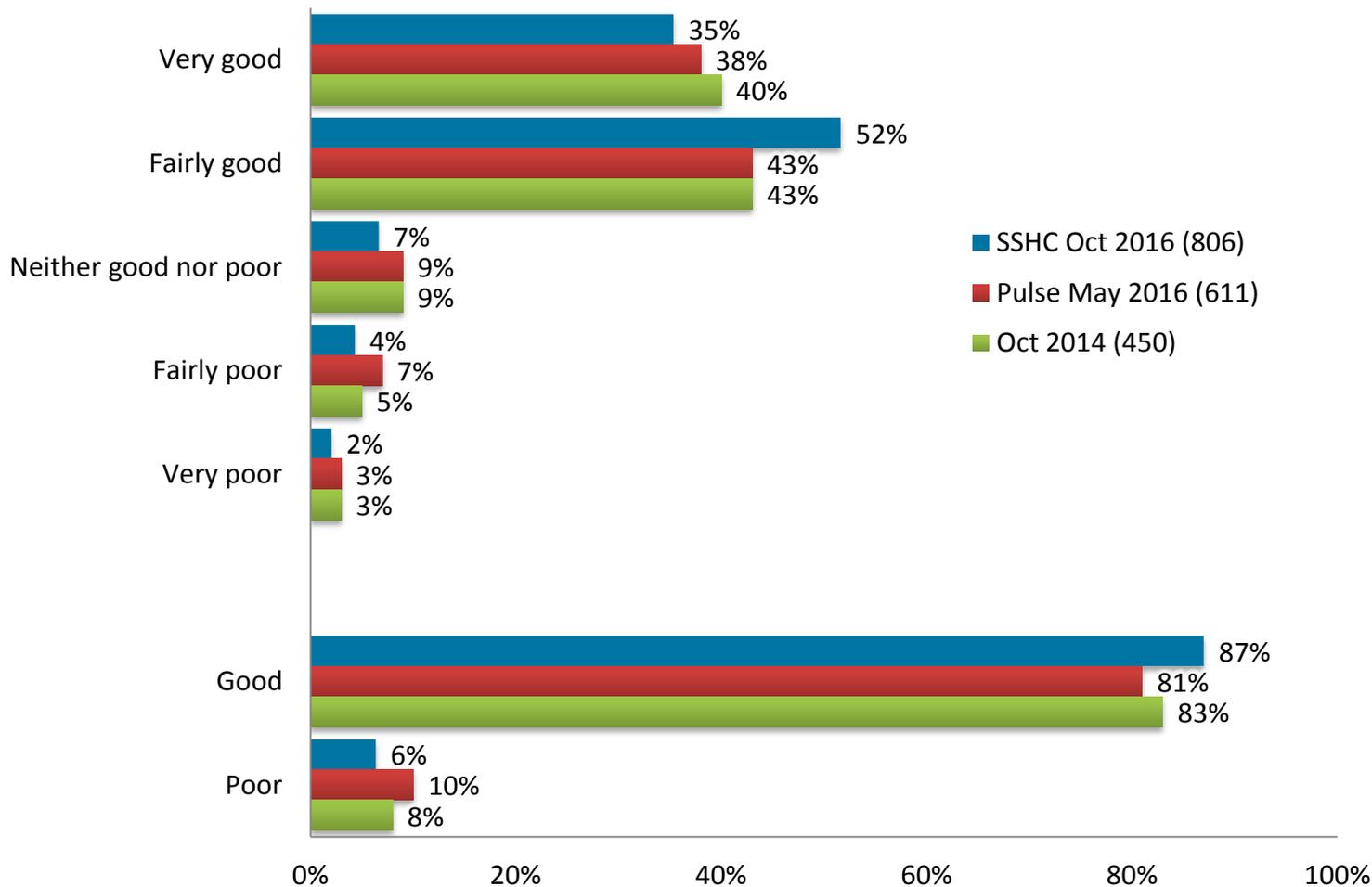
What Dunedin Canmore could do to better manage neighbourhoods

- “Better allocations of neighbours and vetting people.”
- “Listen to their policy and remove tenants if they have broken their tenancy agreement immediately.”
- “Keep green area and hedges cut.”
- “Clear up dog fouling. There are people using drugs.”

| | % |
|---|-----------|
| Improve tidiness/cleanliness/maintenance levels | 18% |
| Deal with antisocial behaviour incl. neighbours/drinking | 16% |
| Need better vetting process for new tenants | 10% |
| Upgrade/modernise the properties/ buildings | 8% |
| Improvements can be made in the area/to the services offered | 7% |
| Improve security in the area incl. more police presence | 6% |
| Listen to tenants views and act on them | 6% |
| Better garden maintenance | 5% |
| Deal with drug issues | 5% |
| Improve communication with tenants | 3% |
| More visits/inspections | 2% |
| Other | 9% |
| Don't know | 9% |
| Unweighted base (Where not satisfied with Dunedin Canmore's management of their neighbourhood) | 68 |

Q8. What could Dunedin Canmore do to better manage your neighbourhood?

Indicator 29: Approaching nine in ten (87%) tenants think that the rent they pay for their property represents good value for money. Just 6% think it is poor value for money and 7% think it is neither good nor poor.



Q35a. Taking into account the accommodation and services Dunedin Canmore provide, do you think the rent for this property represents good or poor value for money? Is it...

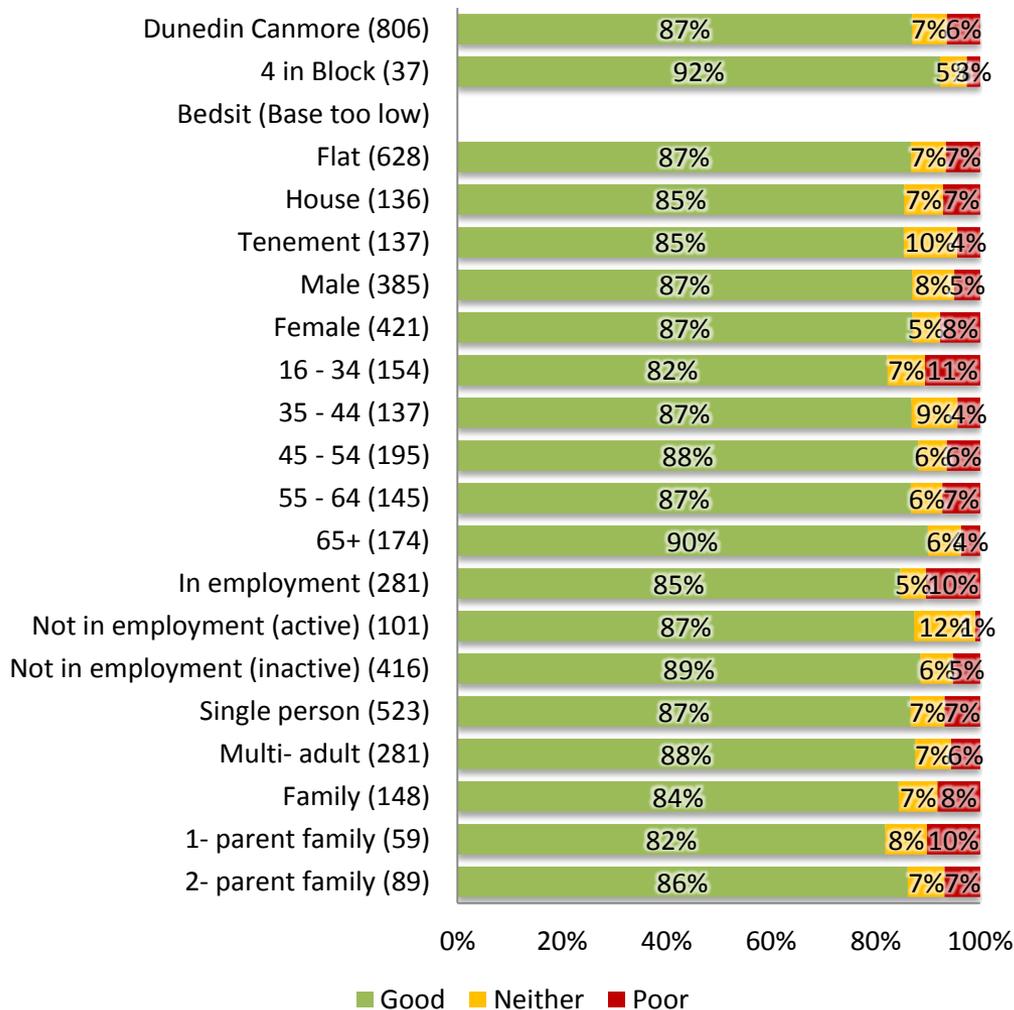
Views on value for money are significantly better in Forth than in Pentlands. Compared to 2014, there has been a significant improvement in satisfaction amongst residents overall.

| | Total | Forth | Pentlands |
|--------------------------------|-------|---|---|
| Unweighted Bases | 806 | 370 | 436 |
| Very good | 35% | 31% | 39% |
| Fairly good | 52% | 60% | 45% |
| Neither good nor poor | 7% | 6% | 7% |
| Fairly poor | 4% | 3% | 6% |
| Very poor | 2% | 0% | 4% |
| Summary: Good | 87% | 91%  | 84%  |
| Summary: Poor | 6% | 3% | 9% |
| % change since Oct 2014 | +4% | | |

Q35a. Taking into account the accommodation and services Dunedin Canmore provide, do you think the rent for this property represents good or poor value for money? Is it...

  = Significantly more positive or negative against the Dunedin Canmore total

Tenants aged 16-34 and those living in one parent families are least likely to feel Dunedin Canmore provides VFM. Those living in 4 in a block accommodation and aged 65+ are most likely to feel this way.



Example: 86% of tenants of a working age who receive housing benefit feel they get good value for money from their rent. 6% feel they get poor value for money.

| Housing benefit recipient | Good | Poor |
|------------------------------|------|------|
| Yes – full / partial | 87% | 5% |
| No | 86% | 8% |
| Yes & working age | 86% | 6% |
| No & working age | 87% | 9% |

Q35a. Taking into account the accommodation and services Dunedin Canmore provide, do you think the rent for this property represents good or poor value for money? Is it...

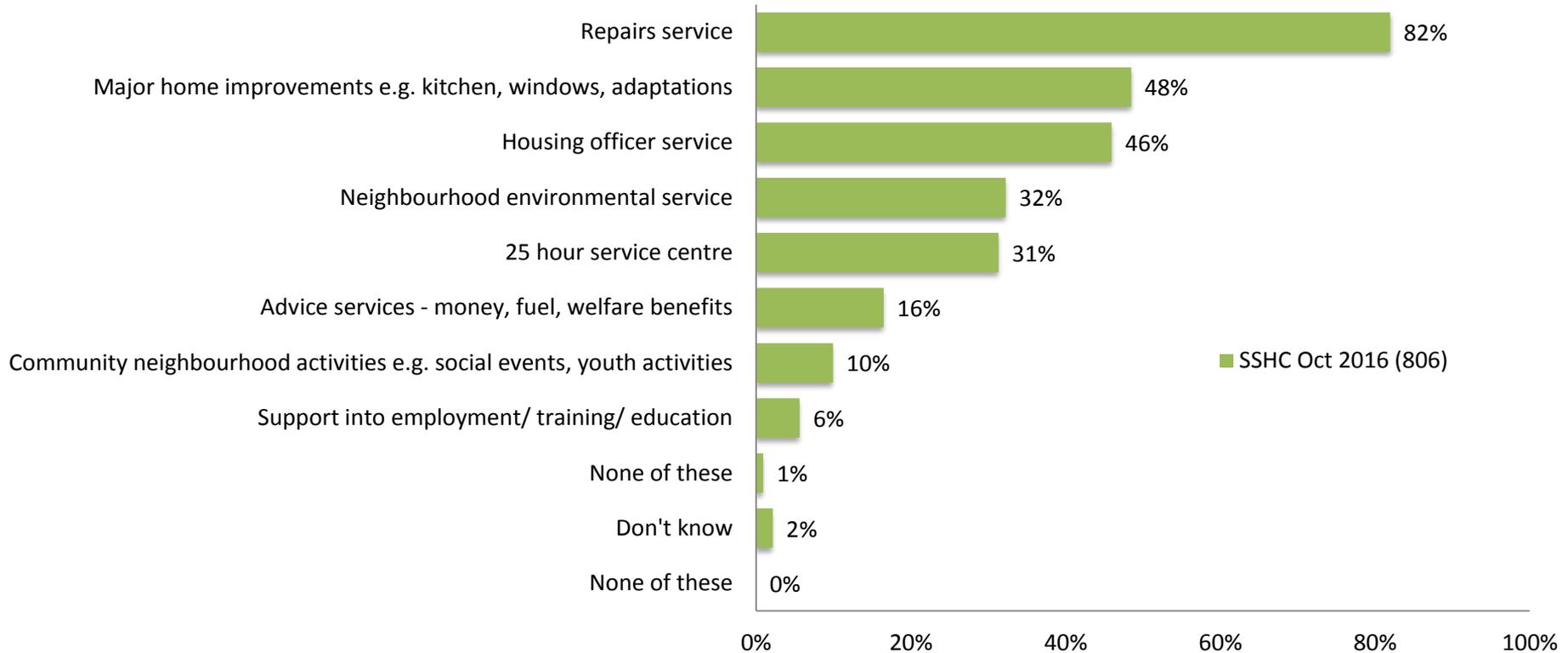
Reasons why tenants feel value for money is poor

- “Very high for a 1 bedroom flat; no garden, nowhere to sit outside.”
- “All the issues we have, other housing authority in this area are much cheaper.”
- “It’s very expensive and goes up big jumps every year.”
- “Keeps increasing each year and we do not get extra services.”
- “Poor amenities, needs upgrading.”
- “The flats need modernising.”

| | % |
|---|------------|
| Overall it's expensive | 26% |
| Poor condition of property (incl. repairs needed) | 14% |
| Too many increases | 13% |
| It's too high for the size of the property | 9% |
| Structure/build of home | 3% |
| Too high for the level of income we have | 3% |
| It's not worth it/value for money | 1% |
| Other | 23% |
| Nothing | 4% |
| Don't know | 6% |
| Unweighted base | 106 |

Q35b. Why do you say this? (**Where rent does not provide good value for money**)

82% of tenants mentioned the repairs service as being important to them (top 3). The repairs service was also mentioned most frequently as being the most important (52%).



Q36. Can you tell us which service is the most important to you, followed by second and then the third most important? (All mentions)

One thing tenants would improve about the overall service provided by Dunedin Canmore

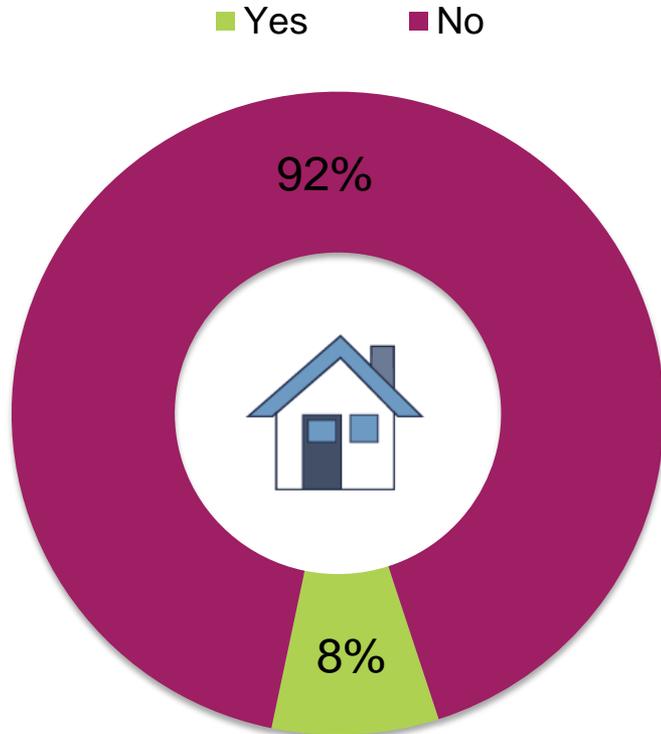
- “Listen to individual families and deal with them promptly, with respect, dignity and promptness.”
- “They need to realise that tenants are paying a lot of money for the property; the property needs to be maintained to a high standard.”
- “Better communication from housing officer; you phone and they never get back to you.”

| | % |
|---|------------|
| Upgrade/modernise all properties | 4% |
| Improve communication with tenants incl. Housing Officer | 2% |
| Improve repair service | 2% |
| Improve cleanliness in communal areas | 2% |
| Improve the maintenance of properties incl. grounds maintenance | 2% |
| Cheaper | 2% |
| Need better vetting process for all tenants | 2% |
| Improve parking facilities | 2% |
| Other | 5% |
| Nothing | 54% |
| Don't know | 15% |
| Unweighted base | 805 |

Q37. What one thing could Dunedin Canmore do to improve their overall service? (The range of responses shown in the table below includes those mentioned by 2% or more).

8% of Dunedin Canmore residents have moved into their property within the last year (16% in 2014). Of these, 57% were 'very satisfied' with the standard of their home when they moved in, with 86% satisfied overall. This is a 5% point increase since 2014.

QN1a. Did you move into this property within the last year, that is since [month, year]? Base: All respondents (806)



| | |
|---------------|---------|
| Forth : 8% | 2014 |
| Pentlands: 9% | 16% yes |

QN1b. Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?

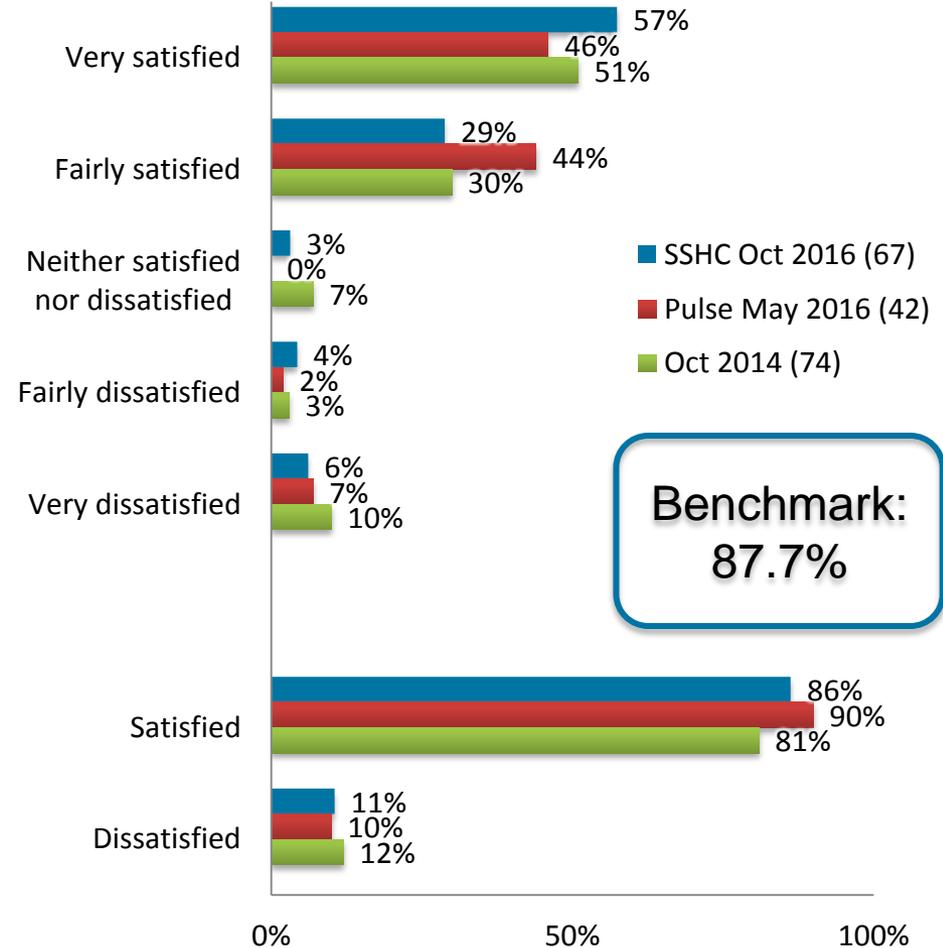
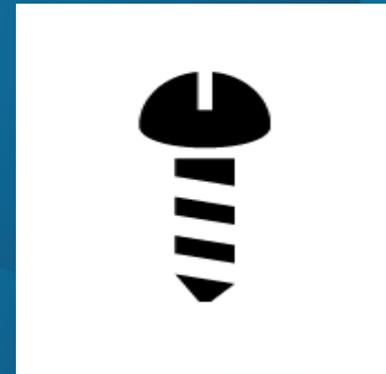
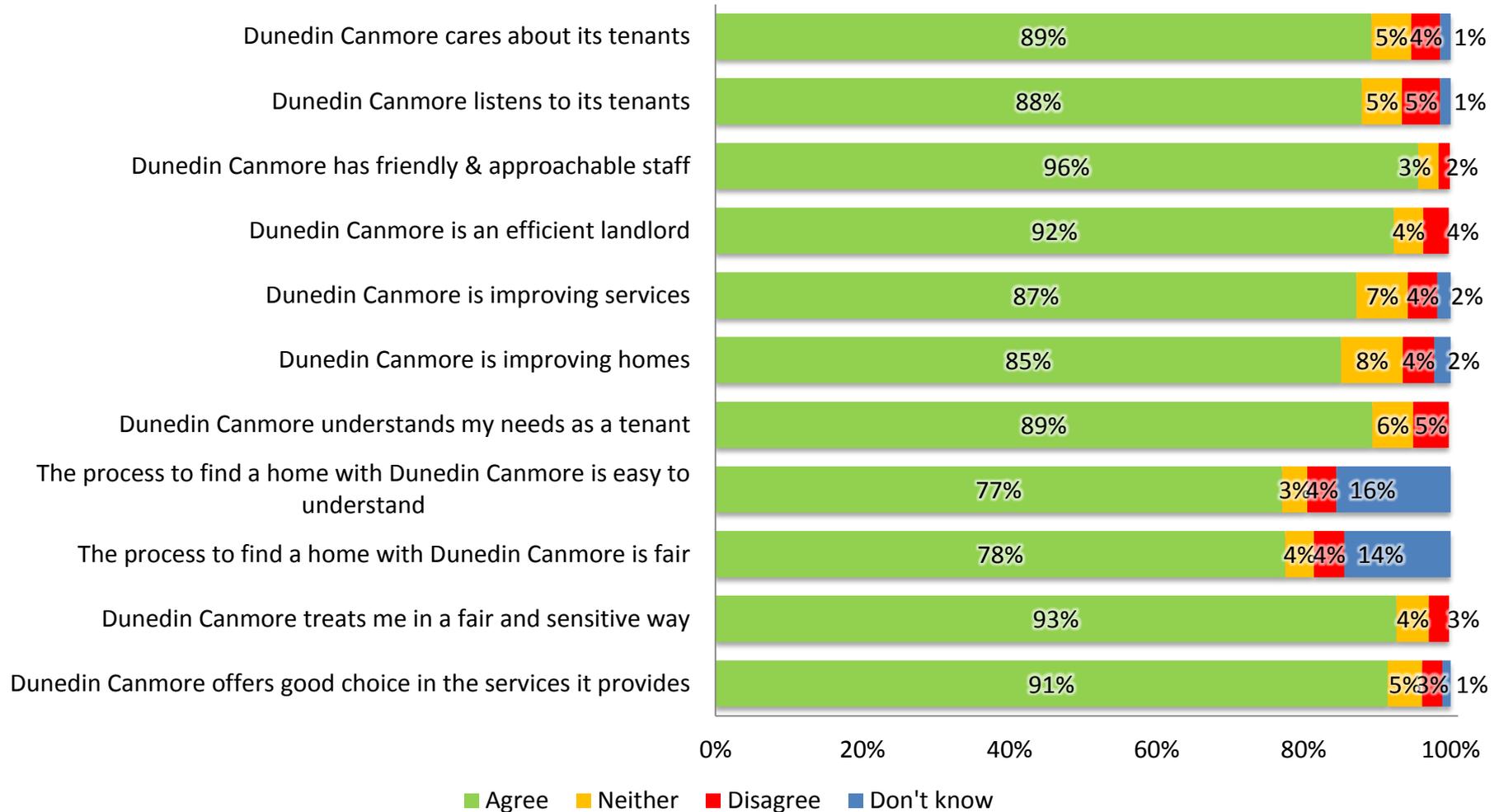


Image of Dunedin Canmore



Nine in ten tenants agree that Dunedin Canmore understands their needs (89%), cares about them (89%) and listens to them (88%).



Q2. I'd now like to ask you your opinions of Dunedin Canmore. To what extent do you agree or disagree with each of the statements I read out?

There has been an overall increase in positive opinion (which is most prevalent in terms of Dunedin Canmore listening to its tenants and improving services).

| | | Pulse May 2016 | SSHC survey Oct 2016 | Change since May 2016 |
|--|----------|----------------|----------------------|-----------------------|
| Dunedin Canmore cares about its tenants | Agree | 85% | 89% | +4% |
| | Disagree | 8% | 4% | -4% |
| Dunedin Canmore listens to its tenants | Agree | 81% | 88% | +7% |
| | Disagree | 8% | 5% | -3% |
| Dunedin Canmore has friendly & approachable staff | Agree | 93% | 96% | +3% |
| | Disagree | 3% | 2% | -1% |
| Dunedin Canmore is an efficient landlord | Agree | 90% | 92% | +2% |
| | Disagree | 6% | 4% | -2% |
| Dunedin Canmore is improving services | Agree | 80% | 87% | +7% |
| | Disagree | 7% | 4% | -3% |
| Dunedin Canmore is improving homes | Agree | 81% | 85% | +4% |
| | Disagree | 9% | 4% | -5% |
| Dunedin Canmore understands my needs as a tenant | Agree | 84% | 89% | +5% |
| | Disagree | 8% | 5% | -3% |
| The process to find a home with Dunedin Canmore is easy to understand | Agree | 75% | 77% | +2% |
| | Disagree | 7% | 4% | -3% |
| The process to find a home with Dunedin Canmore is fair | Agree | 77% | 78% | +1% |
| | Disagree | 5% | 4% | -1% |
| Dunedin Canmore treats me in a fair and sensitive way | Agree | 90% | 93% | +3% |
| | Disagree | 5% | 3% | -2% |
| Dunedin Canmore offers good choice in the services it provides | Agree | 86% | 91% | +5% |
| | Disagree | 6% | 3% | -3% |
| Unweighted sample bases | | 611 | 806 | |

Tenants in the Forth Area are generally most likely to hold positive views of Dunedin Canmore, particularly with regards to improving homes and understanding their needs.

| | | Total | Forth | Pentlands |
|--|----------|-------|-------|-----------|
| Dunedin Canmore cares about its tenants | Agree | 89% | 92% | 87% |
| | Disagree | 4% | 3% | 5% |
| Dunedin Canmore listens to its tenants | Agree | 88% | 91% | 86% |
| | Disagree | 5% | 4% | 6% |
| Dunedin Canmore has friendly & approachable staff | Agree | 96% | 98% | 94% |
| | Disagree | 2% | 1% | 2% |
| Dunedin Canmore is an efficient landlord | Agree | 92% | 95% | 90% |
| | Disagree | 4% | 3% | 4% |
| Dunedin Canmore is improving services | Agree | 87% | 91% | 84% |
| | Disagree | 4% | 3% | 5% |
| Dunedin Canmore is improving homes | Agree | 85% | 89% | 82% |
| | Disagree | 4% | 3% | 6% |
| Dunedin Canmore understands my needs as a tenant | Agree | 89% | 93% | 86% |
| | Disagree | 5% | 4% | 6% |
| The process to find a home with Dunedin Canmore is easy to understand | Agree | 77% | 74% | 80% |
| | Disagree | 4% | 4% | 4% |
| The process to find a home with Dunedin Canmore is fair | Agree | 78% | 74% | 80% |
| | Disagree | 4% | 4% | 4% |
| Dunedin Canmore treats me in a fair and sensitive way | Agree | 93% | 93% | 92% |
| | Disagree | 3% | 2% | 3% |
| Dunedin Canmore offers good choice in the services it provides | Agree | 91% | 92% | 91% |
| | Disagree | 3% | 3% | 3% |
| Unweighted sample bases | | 806 | 370 | 436 |

The following tenants are least likely to agree that...



...Dunedin Canmore listens to tenants:

- Aged 16-34 (83%)
- Tenement (82%)
- Pentlands (86%)
- That have contacted Dunedin Canmore (86%)
- That feel poor value for money is provided (59%)



...Dunedin Canmore is an efficient landlord:

- Tenement (86%)
- Pentlands (90%)
- That have contacted Dunedin Canmore (90%)
- That feel poor value for money is provided (69%)



...Dunedin Canmore cares about tenants:

- Tenement (85%)
- Pentlands (87%)
- That feel poor value for money is provided (65%)

What does Dunedin Canmore need to do to demonstrate they care?

| | % |
|---|-----------|
| Listen to tenant's views/concerns and act upon them | 25% |
| Improve communication with tenants | 11% |
| Improve customer service standards incl. with elderly tenants | 8% |
| Upgrade/modernise the properties/buildings | 7% |
| Deal with issues/keep to promises | 6% |
| Resources shared equally/treat people fairly | 4% |
| Resolve outstanding issues | 4% |
| Action requests/ follow-up on | 4% |
| Visit/contact tenants more | 3% |
| Lower rent/keep rent down | 2% |
| Better quality workmanship/ standard of work | 2% |
| Respond quicker incl. repairs | 1% |
| Consider individual circumstances | 1% |
| To be more helpful/supportive | 1% |
| Other | 5% |
| Nothing | 9% |
| Don't know | 16% |
| Unweighted base | 87 |

Q4. What does Dunedin Canmore need to do to demonstrate that they care about its tenants?

Examples of comments provided regarding how Dunedin Canmore could show that they 'care'

"More upgraded houses; windows are in a very bad state, pick their tenants a bit better."

"Better communication and housing officer getting back to you when they say they will."

"Look into what they are charging for rent; rent keeps going up, but the rent does not reflect the house."

"More visits from housing officer to ensure things are ok."

"Pay more attention to tenants' circumstances."

What does Dunedin Canmore need to do to demonstrate they listen?

| | % |
|---|-----------|
| Listen to tenant's views/concerns and act upon them | 30% |
| Dealing with issues/ keep to promises | 11% |
| Improve communication with tenants | 11% |
| Better standards of customer care | 9% |
| Action requests/follow-up on | 7% |
| Upgrade/modernise the properties/buildings | 3% |
| Improve repairs service | 3% |
| Respond quicker incl. Repairs | 2% |
| Need vetting process for new tenants | 1% |
| Visit/contact tenants more | 1% |
| Improvements can be made to the service | 1% |
| Other | 6% |
| Nothing | 3% |
| Don't know | 19% |
| Unweighted base | 99 |

Q5. What does Dunedin Canmore need to do to demonstrate that they listen to its tenants?

Examples of comments provided regarding how Dunedin Canmore could show that they 'listen'

"The housing officer should be more attentive and understanding."

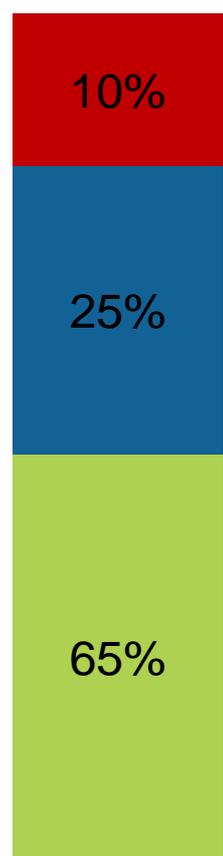
"We have a bad problem with mice which they are ignoring."

"Actually listen and act on things brought up by tenants."

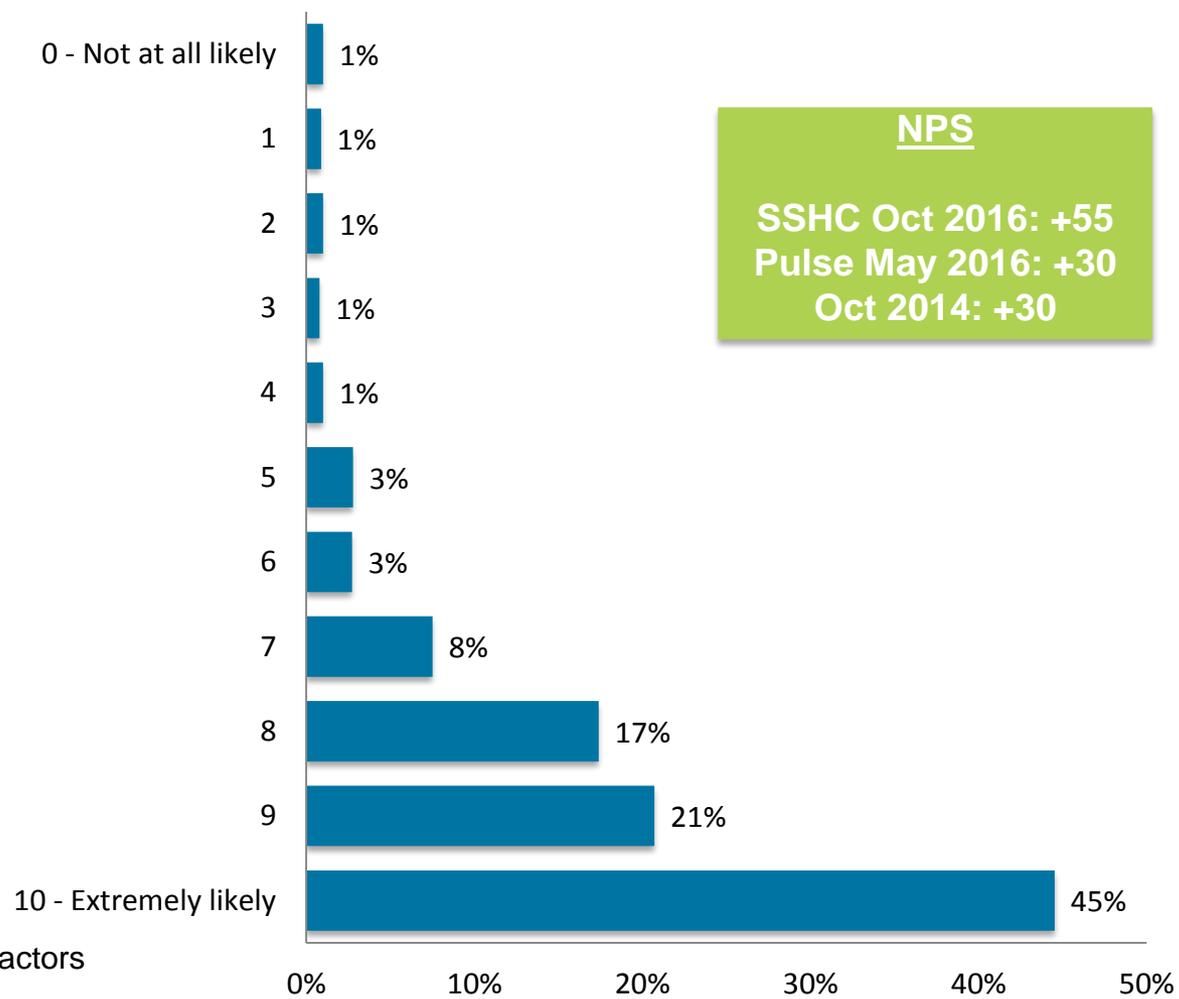
"Show more interest in the area and homes."

"Keep appointments to carry out work."

Two thirds of the sample are defined as 'Promoters' (65%) resulting in a net promoter score of +55 (a significant increase since 2014). One in ten are defined as 'Detractors' (10%).

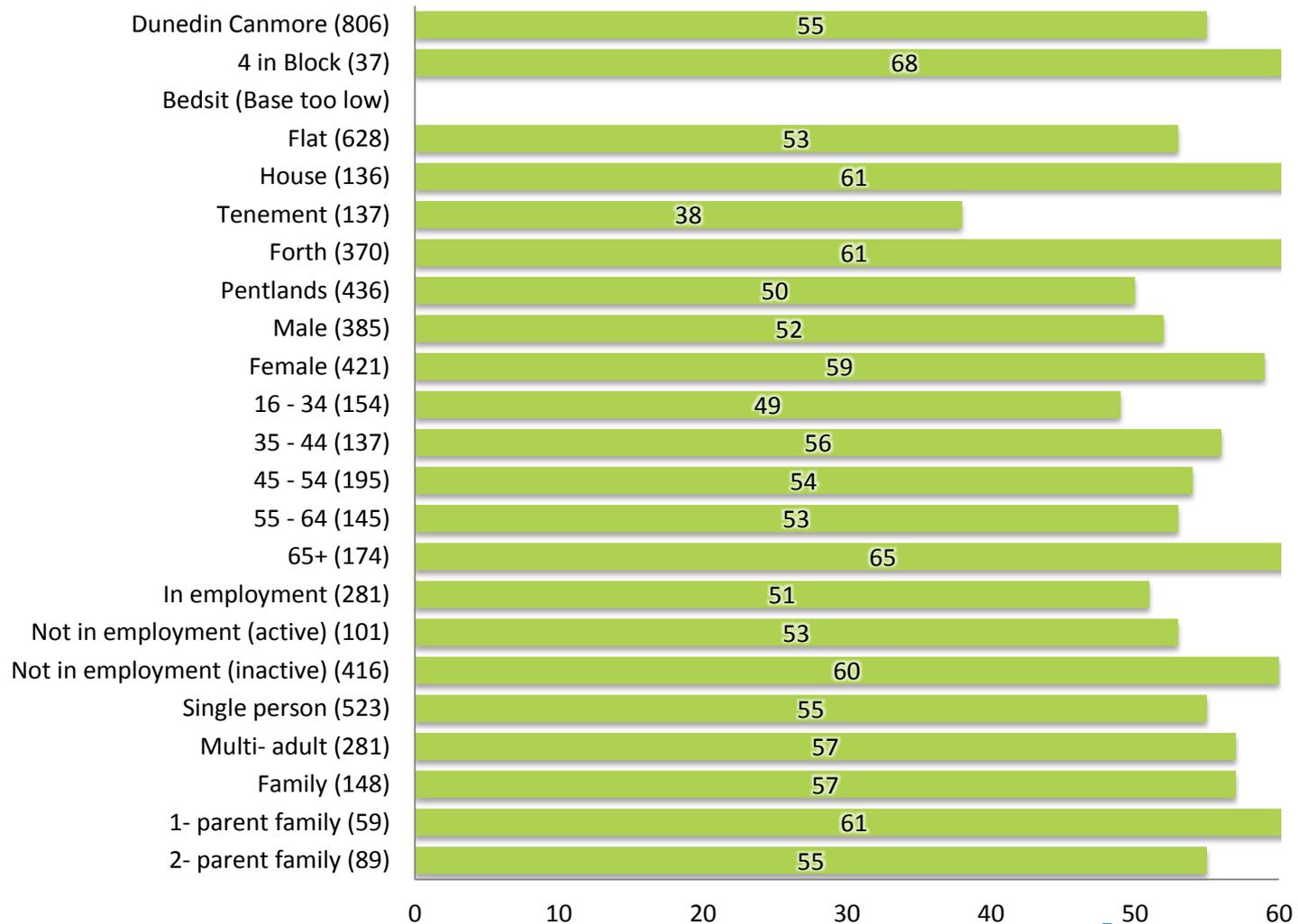


■ Promoters ■ Neutral ■ Detractors



Q3. How likely would you be to recommend Dunedin Canmore to family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

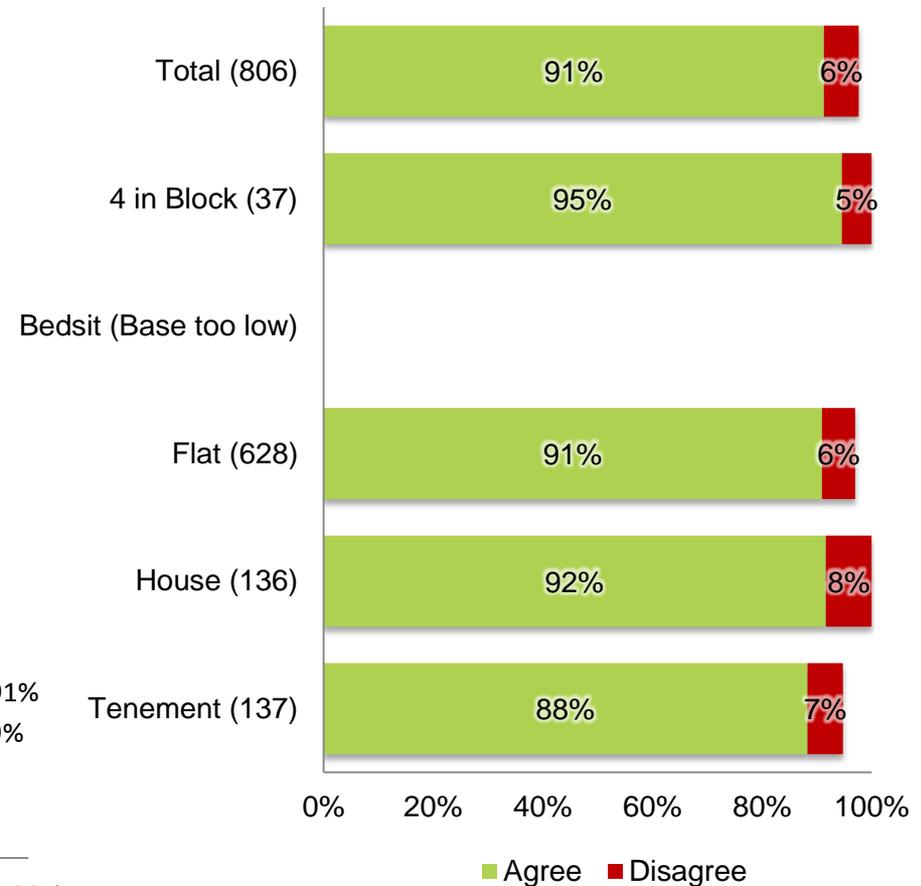
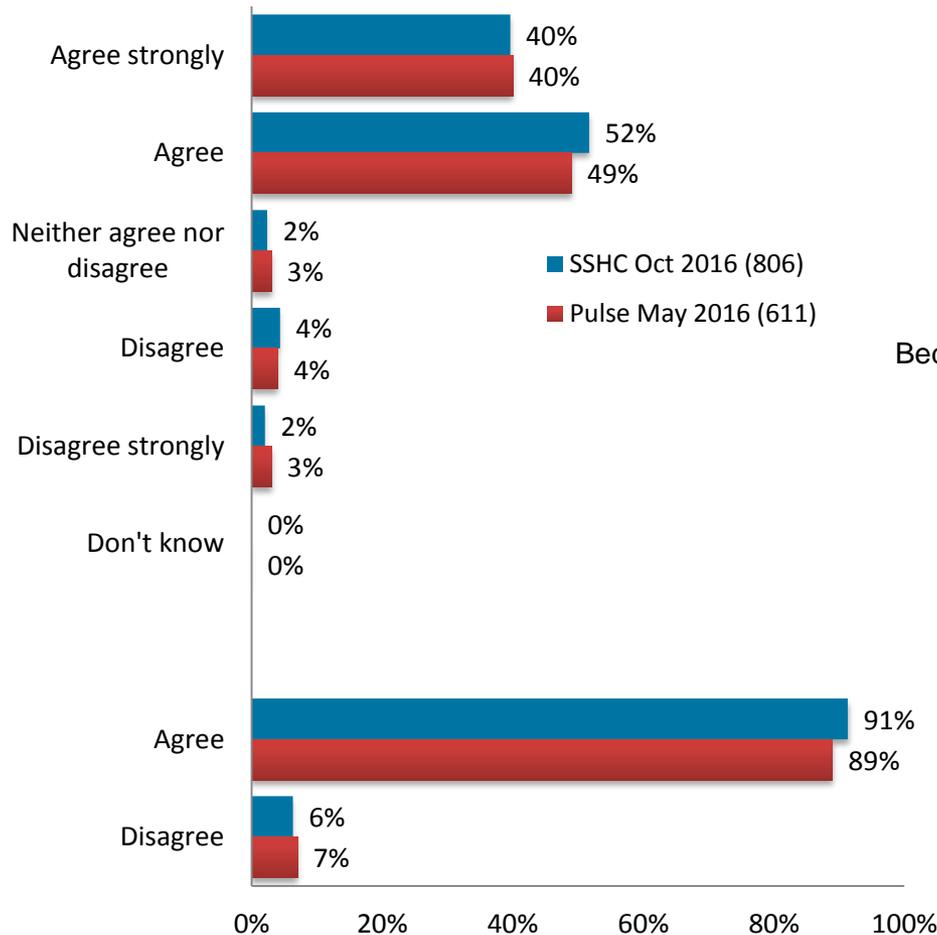
Tenants in 4 in a block accommodation have the highest NPS (+68 cf. +38 in a tenement). Scores are also high for those aged 65+ (+65).



Housing and neighbourhood

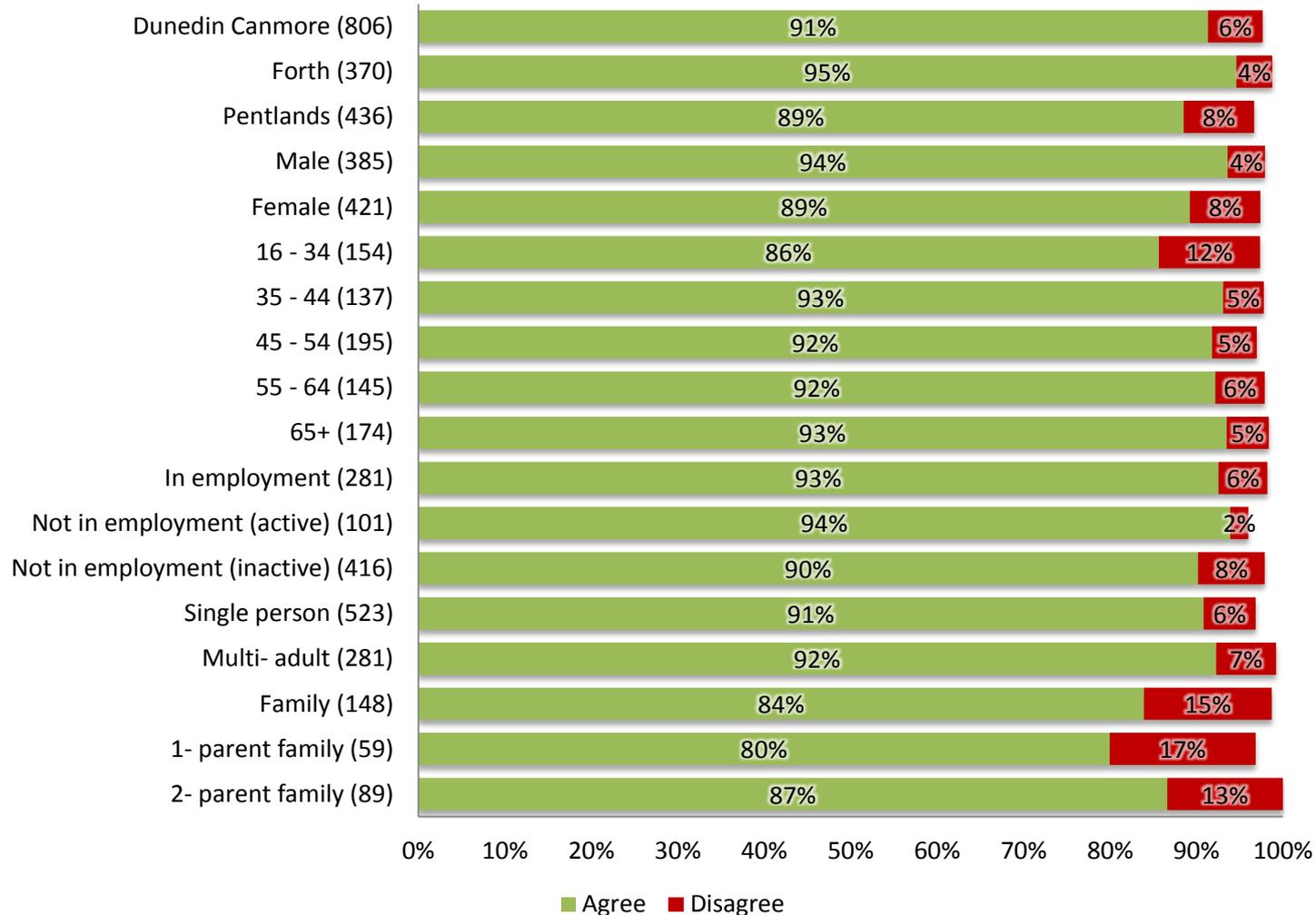


Nine in ten (91%) tenants agree that their home meets theirs and their households' needs. Agreement rises to 95% for those living in 4 in a block accommodation. Only 6% disagree overall.



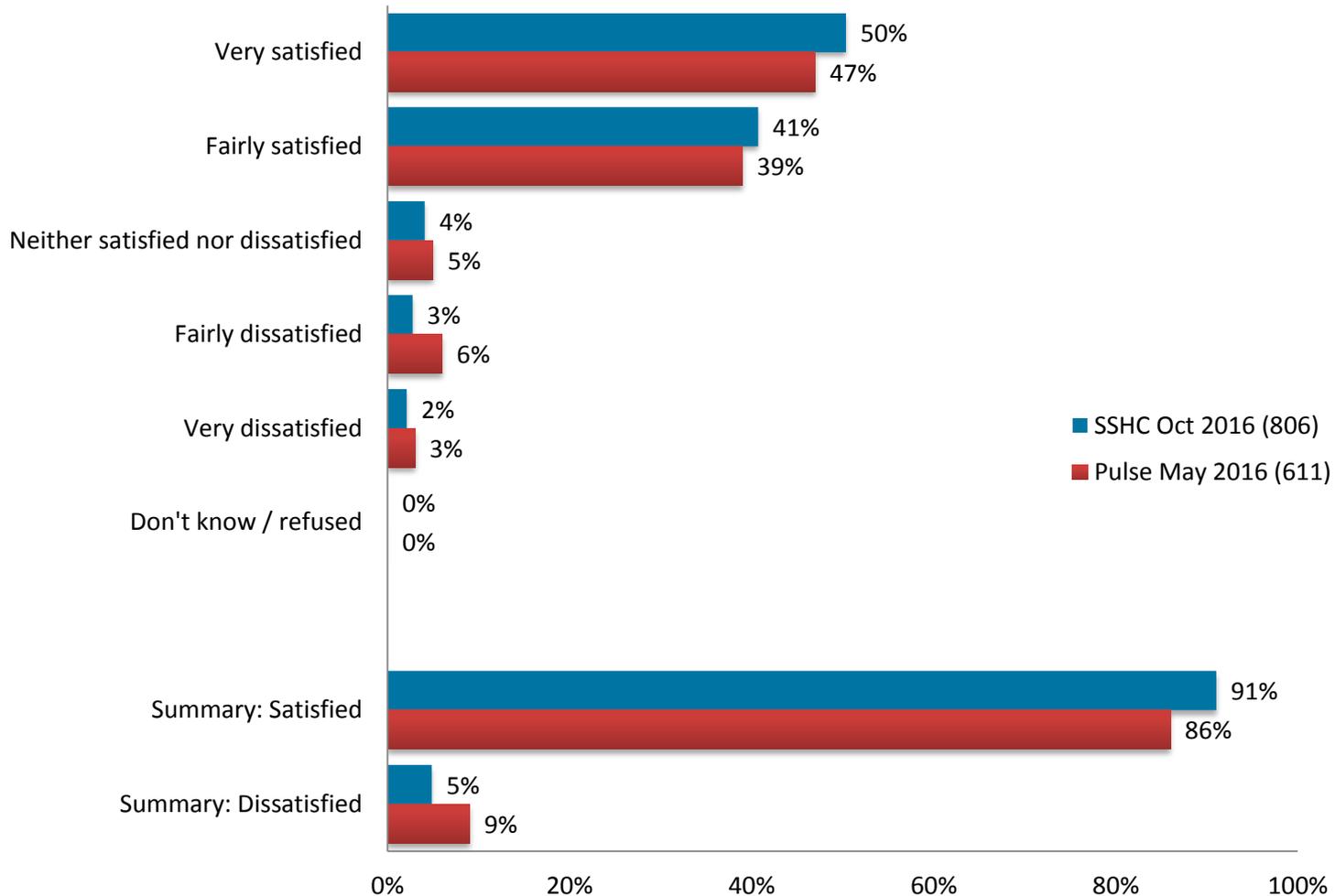
Q6. To what extent do you agree or disagree that your home meets you and your households' needs?

Tenants in one-parent households are the least likely to feel their home meets their needs



Q6. To what extent do you agree or disagree that your home meets you and your households' needs?

Nine in ten (91%) tenants are satisfied with their neighbourhood as a place to live, including 50% who are 'very satisfied'. This is a significant 5% point increase since May 2016. Just 5% are dissatisfied.



Q7a. Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

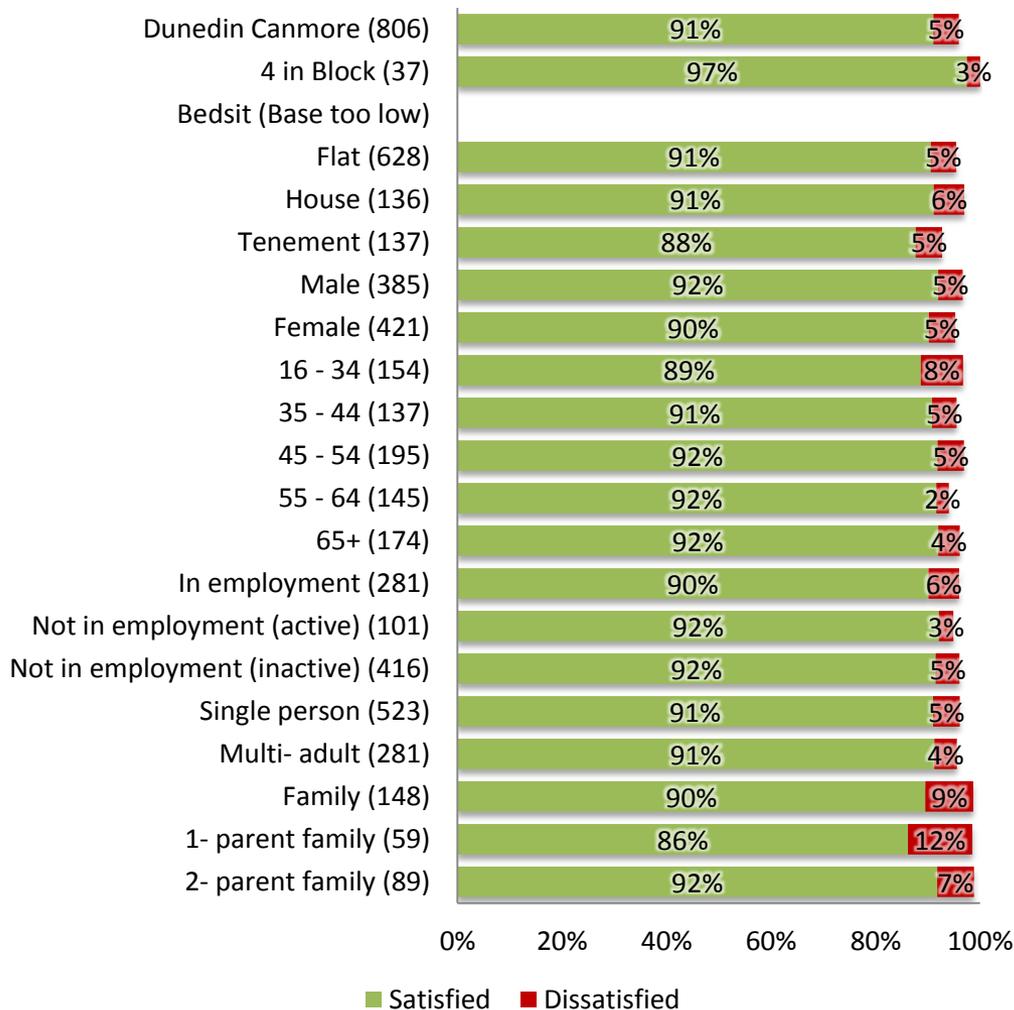
Residents in Forth are significantly more satisfied with their neighbourhood as a place to live (95% cf. 91% total). The opposite is true for Pentlands residents.

| | Total | Forth | Pentlands |
|---|-------|-------|-----------|
| Unweighted Bases | 806 | 370 | 436 |
| Very satisfied | 50% | 50% | 51% |
| Fairly satisfied | 41% | 45% | 37% |
| Neither satisfied nor dissatisfied | 4% | 2% | 6% |
| Fairly dissatisfied | 3% | 2% | 4% |
| Very dissatisfied | 2% | 1% | 3% |
| Summary: Satisfied | 91% | 95% ✓ | 88% ✗ |
| Summary: Dissatisfied | 5% | 3% | 6% |

Q7a. Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

✓✗ = Significantly more positive or negative against the Dunedin Canmore total

Tenants living in a tenement, who are aged 16-34, and are a one parent family household are least likely to be satisfied with their neighbourhood as a place to live. As are those who disagree that Dunedin Canmore are improving homes and that they understand tenant needs.

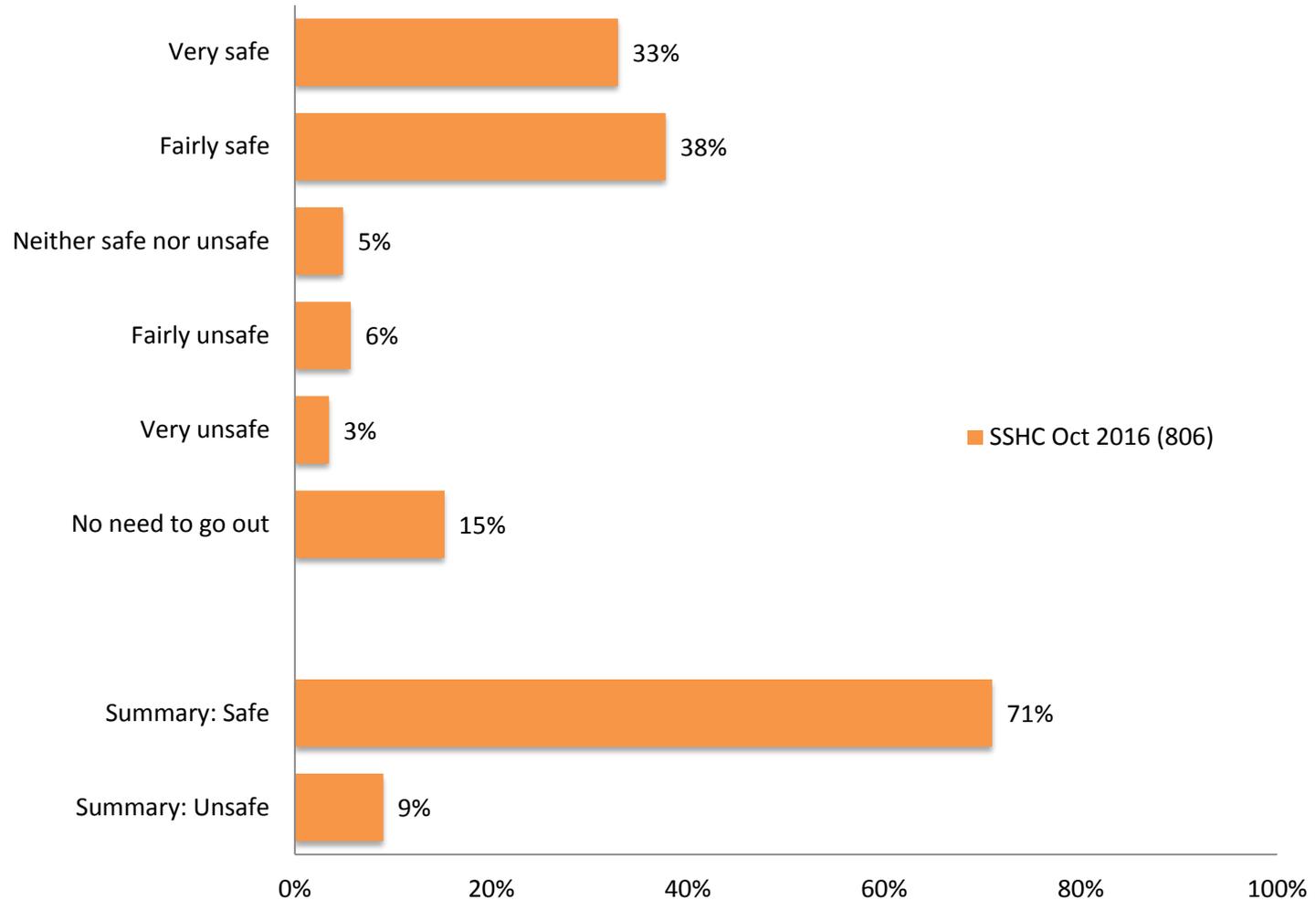


Example: 94% of tenants who feel Dunedin Canmore understands tenant needs are satisfied with their neighbourhood as a place to live. Just 3% are dissatisfied.

| | Satisfied | Dissatisfied |
|--|-----------|--------------|
| Total | 91% | 5% |
| Dunedin Canmore is improving homes | 93% | 3% |
| Dunedin Canmore is not improving homes | 62% | 35% |
| Dunedin Canmore understands tenant needs | 94% | 3% |
| Dunedin Canmore does not understand tenant needs | 61% | 26% |

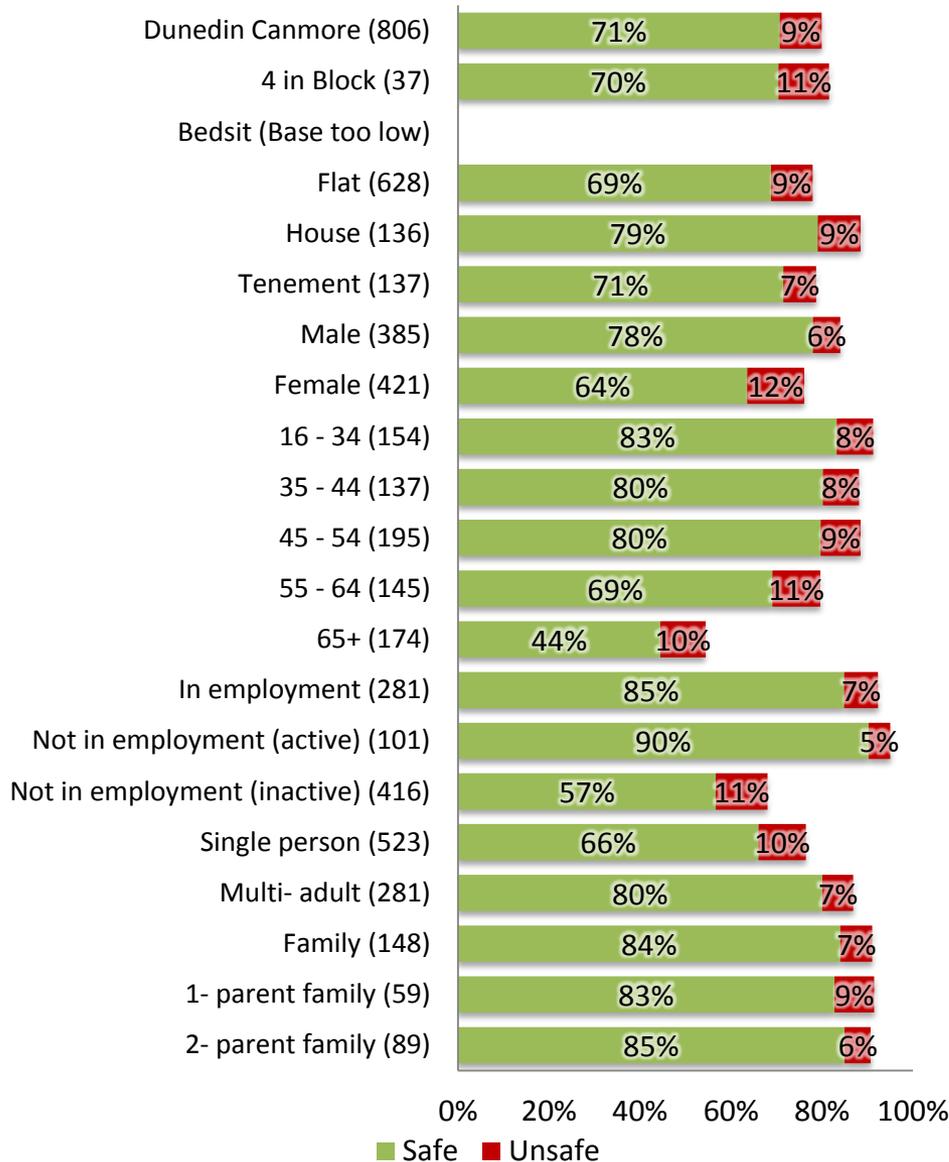
Q7a. Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

Seven in ten (71%) tenants feel safe walking in their neighbourhood after dark, and only 9% feel unsafe.

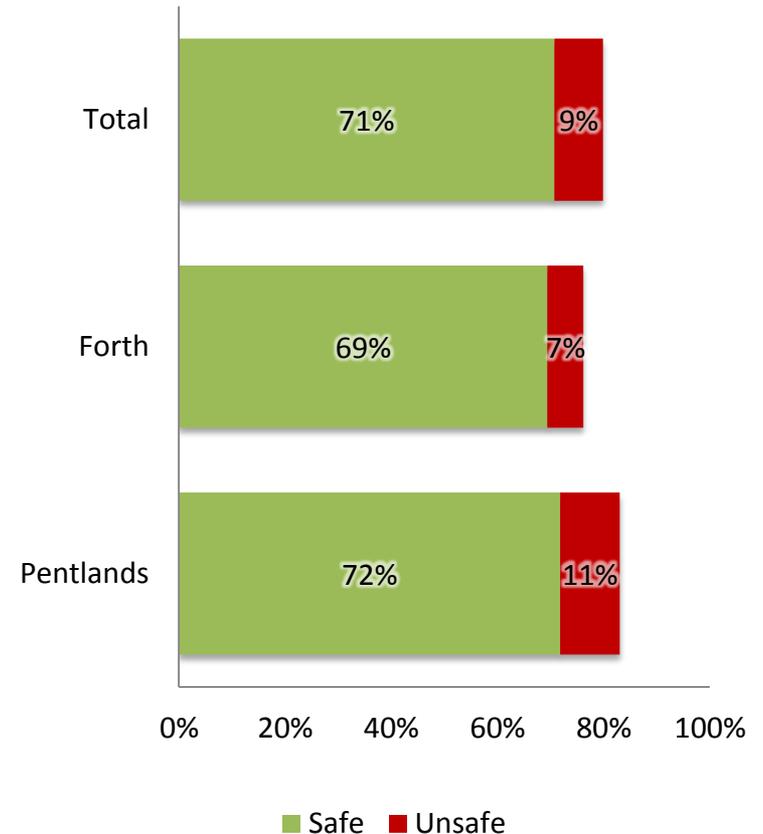


Q9a. How safe do you feel in your neighbourhood in the following situations: walking alone in this neighbourhood after dark?

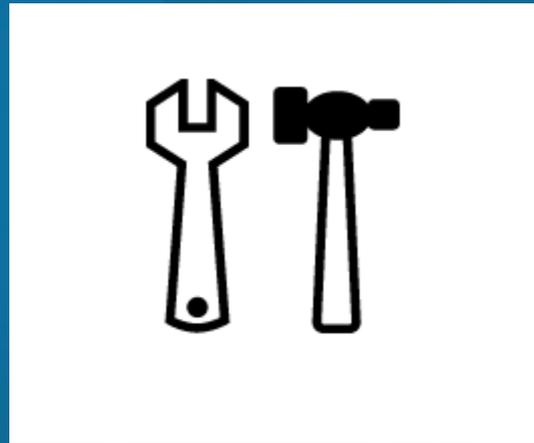
Tenants living in the Pentlands Area are most likely to feel unsafe after dark (11%). Female tenants, those aged 65+ and those not in employment (inactive) are least likely to say they feel safe after dark.



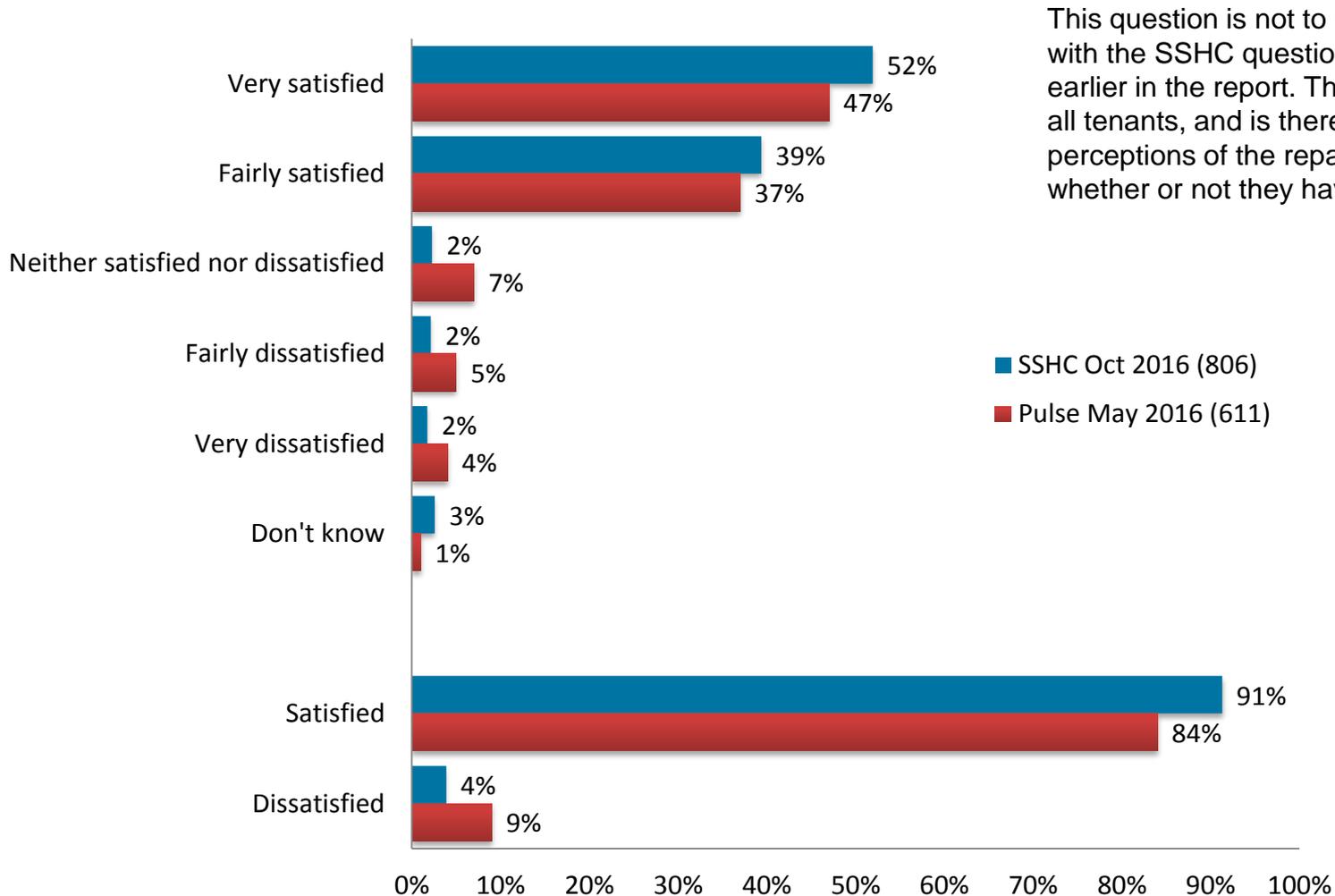
Q9a. How safe do you feel in your neighbourhood in the following situations: walking alone in this neighbourhood after dark?



Repairs service



Nine in ten (91%) tenants are satisfied with the way Dunedin Canmore deals with day to day repairs and maintenance; an increase of 7% points since May 2016. Just 4% are dissatisfied.



This question is not to be confused with the SSHC question found earlier in the report. This is asked of all tenants, and is therefore their perceptions of the repairs service whether or not they have used it.

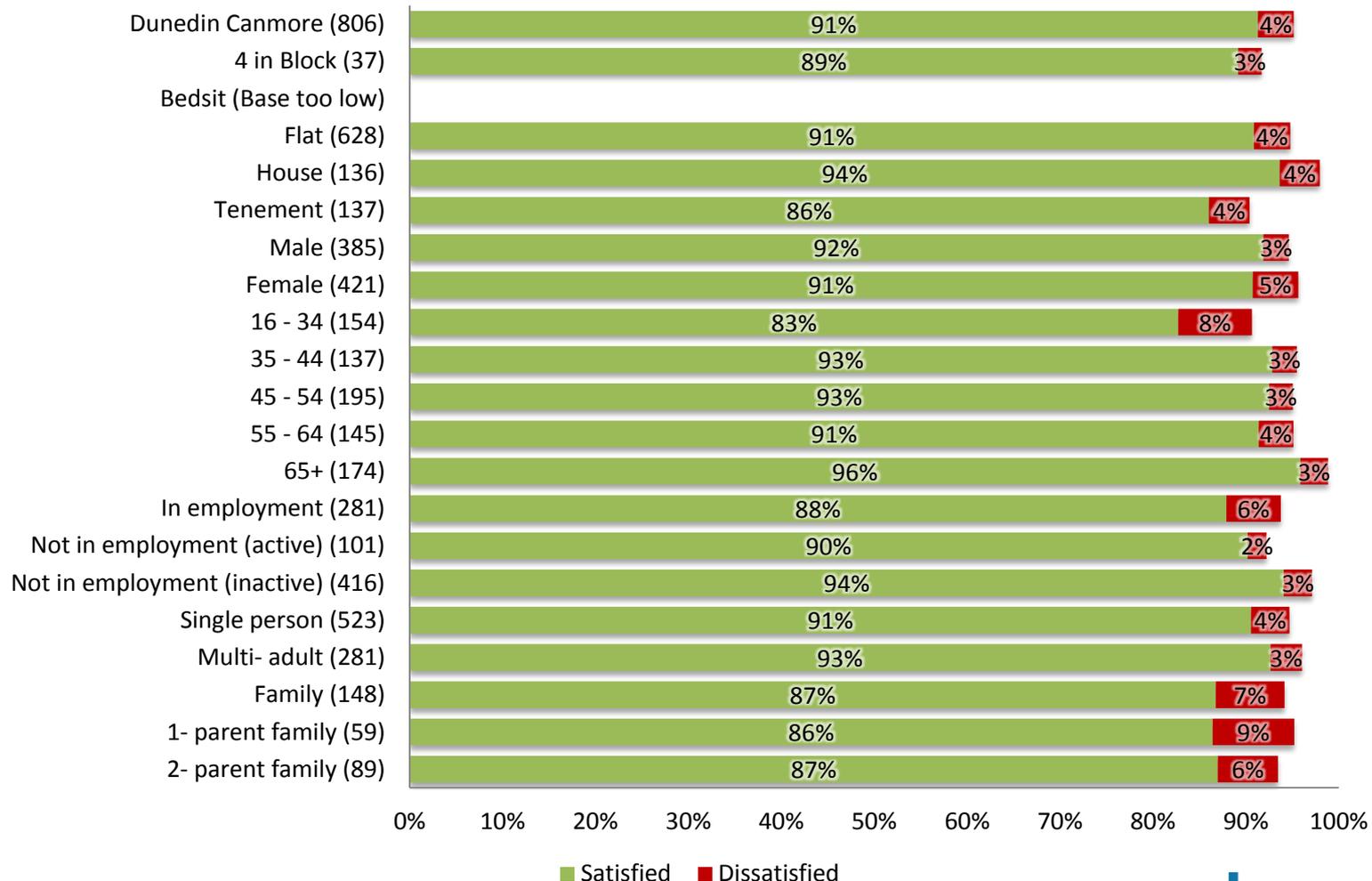
Q12. Generally how satisfied or dissatisfied are you with the way Dunedin Canmore deals with day to day repairs and maintenance?

There are no significant differences by Area in the views of how Dunedin Canmore deal with day to day repairs and maintenance.

| | Total | Forth | Pentlands |
|---|-------|-------|-----------|
| Unweighted Bases | 806 | 370 | 436 |
| Very satisfied | 52% | 50% | 54% |
| Fairly satisfied | 39% | 42% | 37% |
| Neither satisfied nor dissatisfied | 2% | 3% | 2% |
| Fairly dissatisfied | 2% | 3% | 2% |
| Very dissatisfied | 2% | 1% | 3% |
| Don't know | 3% | 2% | 3% |
| Summary: Satisfied | 91% | 92% | 90% |
| Summary: Dissatisfied | 4% | 3% | 4% |

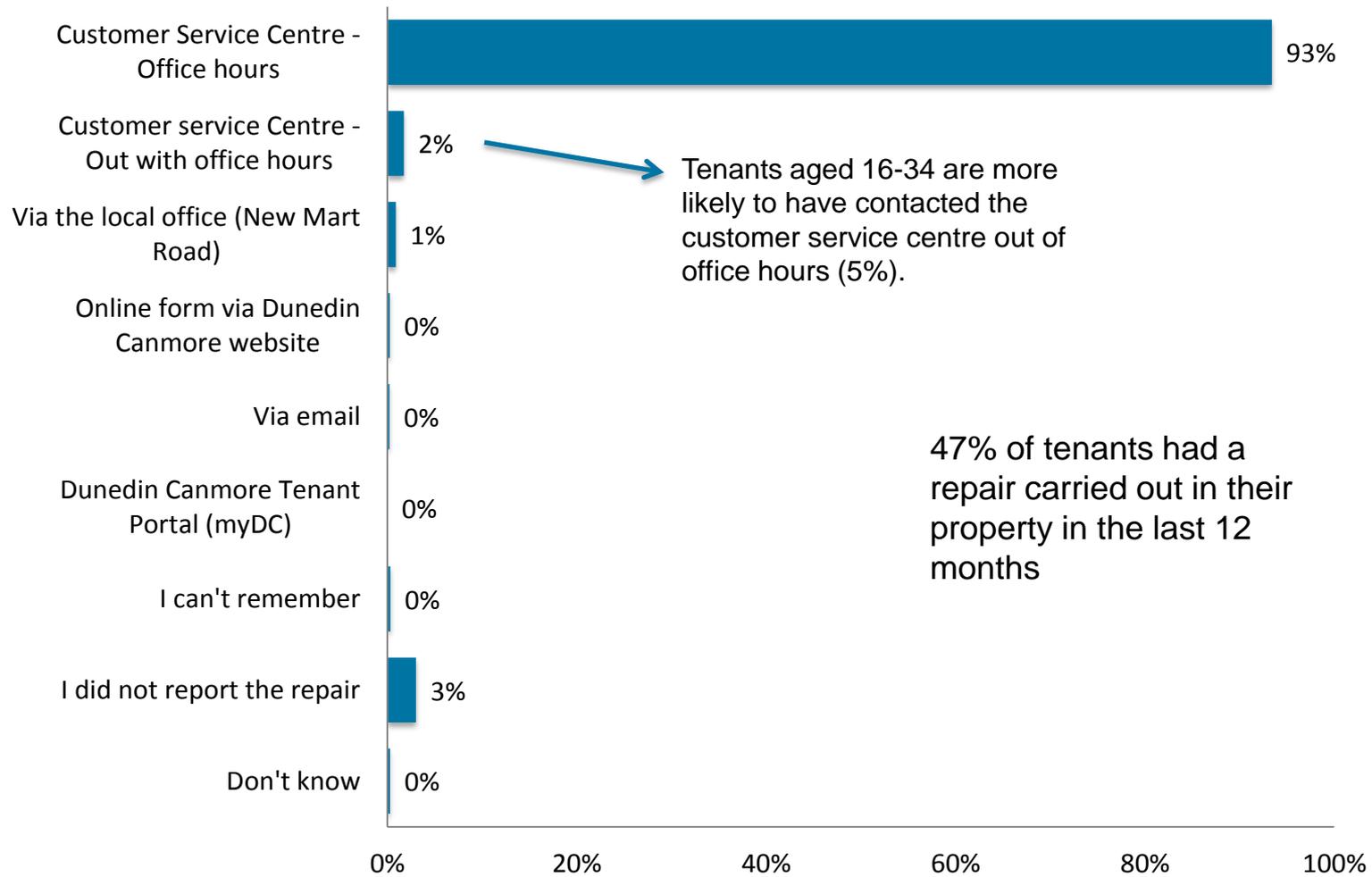
Q12. Generally how satisfied or dissatisfied are you with the way Dunedin Canmore deals with day to day repairs and maintenance?

Tenants who are aged 16-34 are least likely to be satisfied with day to day repairs and maintenance. Satisfaction rises to 96% for older tenants (65+).



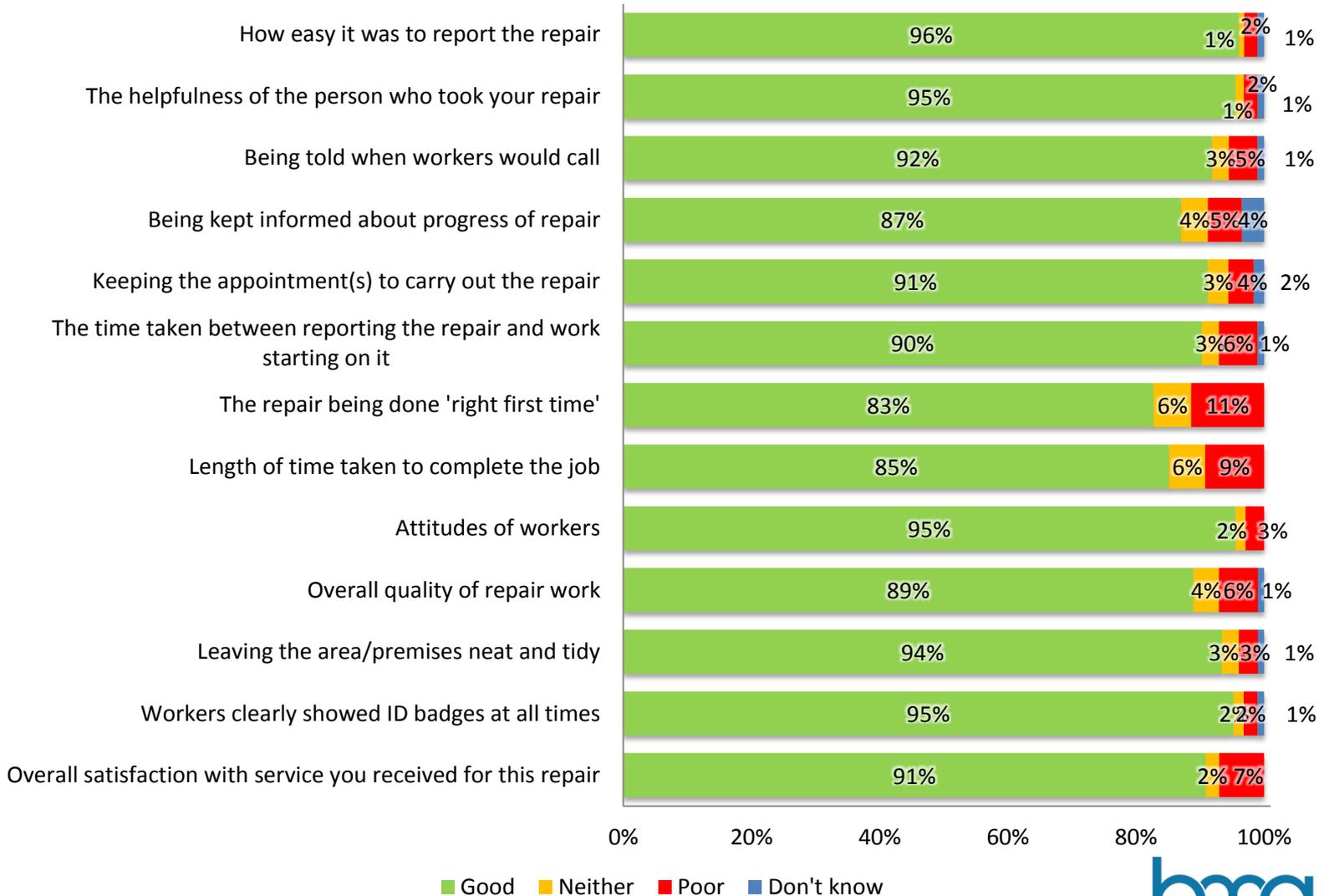
Q12. Generally how satisfied or dissatisfied are you with the way Dunedin Canmore deals with day to day repairs and maintenance?

More than nine in ten tenants reported their repair to the customer service centre in office hours.



Q13b. How did you report the last repair carried out to your property? (Where had repairs carried out in the last 12 months)

Around nine in ten residents hold positive views of the repair process for the last repair they had carried out for the majority of the indicators. This falls slightly in terms of the repair being done 'right first time' (83%) and the length of time it took to do the repair (85%).



Q15. Thinking about the last repair you had carried out, how would you rate it in terms of...

There are no significant differences by Area.

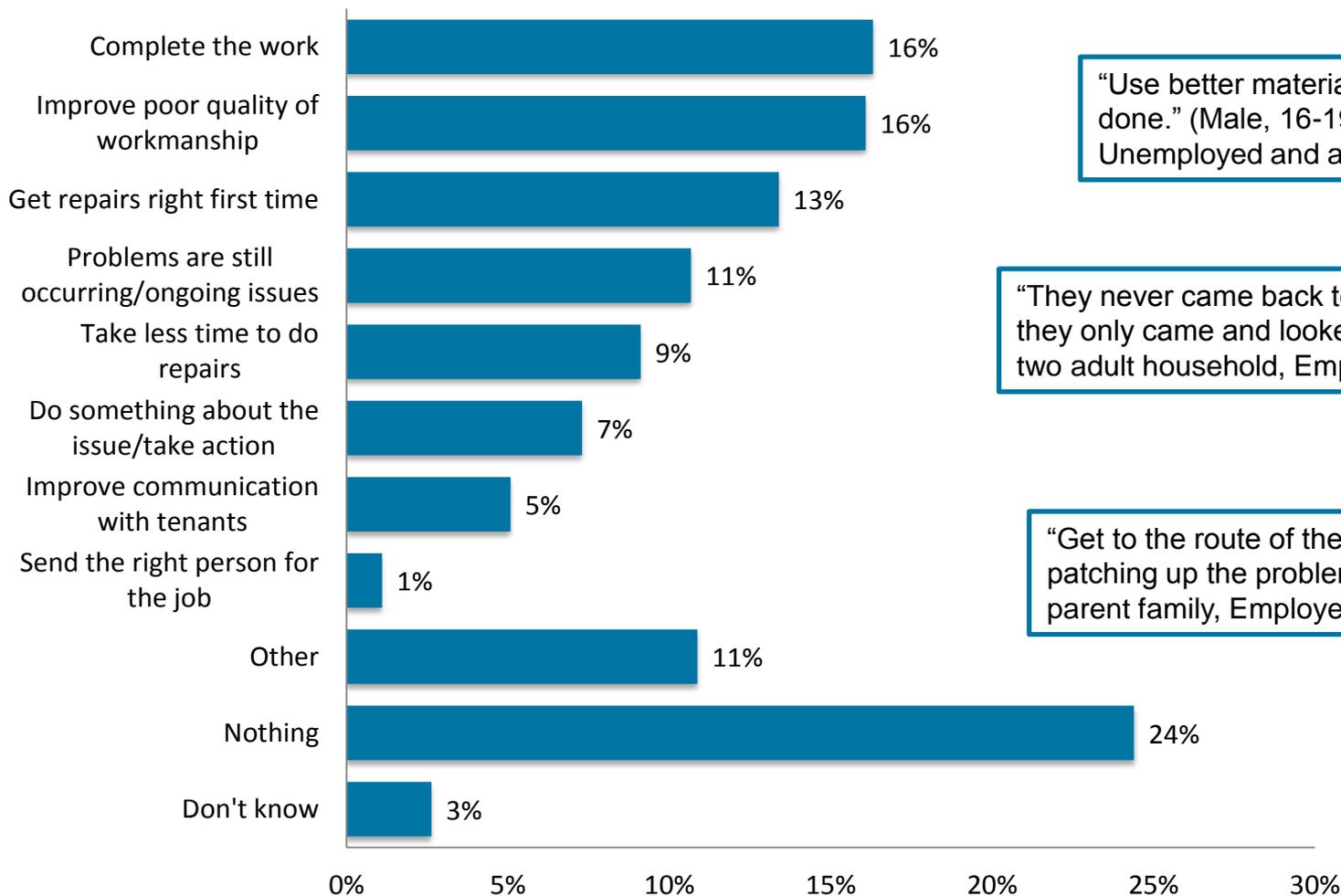
| | | Forth | Pentlands |
|---|------|-------|-----------|
| How easy it was to report the repair | Good | 95% | 97% |
| | Poor | 2% | 2% |
| The helpfulness of the person who took your repair | Good | 95% | 96% |
| | Poor | 2% | 2% |
| Being told when workers would call | Good | 93% | 92% |
| | Poor | 4% | 5% |
| Being kept informed about progress of repair | Good | 87% | 87% |
| | Poor | 5% | 6% |
| Keeping the appointment(s) to carry out the repair | Good | 91% | 91% |
| | Poor | 4% | 4% |
| The time taken between reporting the repair and work starting on it | Good | 91% | 90% |
| | Poor | 5% | 7% |
| The repair being done 'right first time' | Good | 82% | 83% |
| | Poor | 13% | 10% |
| Length of time taken to complete the job | Good | 86% | 84% |
| | Poor | 9% | 9% |
| Attitudes of workers | Good | 95% | 96% |
| | Poor | 3% | 3% |
| Overall quality of repair work | Good | 90% | 89% |
| | Poor | 6% | 7% |
| Leaving the area/premises neat and tidy | Good | 91% | 96% |
| | Poor | 3% | 3% |
| Workers clearly showed ID badges at all times | Good | 95% | 95% |
| | Poor | 2% | 2% |
| Overall satisfaction with service you received for this repair | Good | 90% | 91% |
| | Poor | 8% | 7% |

Q15. Thinking about the last repair you had carried out, how would you rate it in terms of...

Views of the repairs experience by key demographic groups

- Fewer tenants aged 16-34 feel Dunedin Canmore were good at keeping them informed of progress with the repair (78% cf. 96% 55-64), as do 80% of families.
- Similarly, in terms of the repair being done right first time, 67% of younger tenants (aged 16-34) feel this happened, and this increases to 94% of over 65s. Families and in particular one parent families, are less likely to feel that the repair was done right the first time (70% and 58%).
- Overall satisfaction with the repair is lowest amongst tenants aged 16-34 (83%) and those in family households (84%).

Completing the work and better quality repairs are the primary reasons why tenants were not satisfied with the service they received for their most recent repair.



“Use better materials and get jobs done.” (Male, 16-19, Single person, Unemployed and available for work).

“They never came back to finish the repair , they only came and looked at it.” (Male, 45, two adult household, Employed)

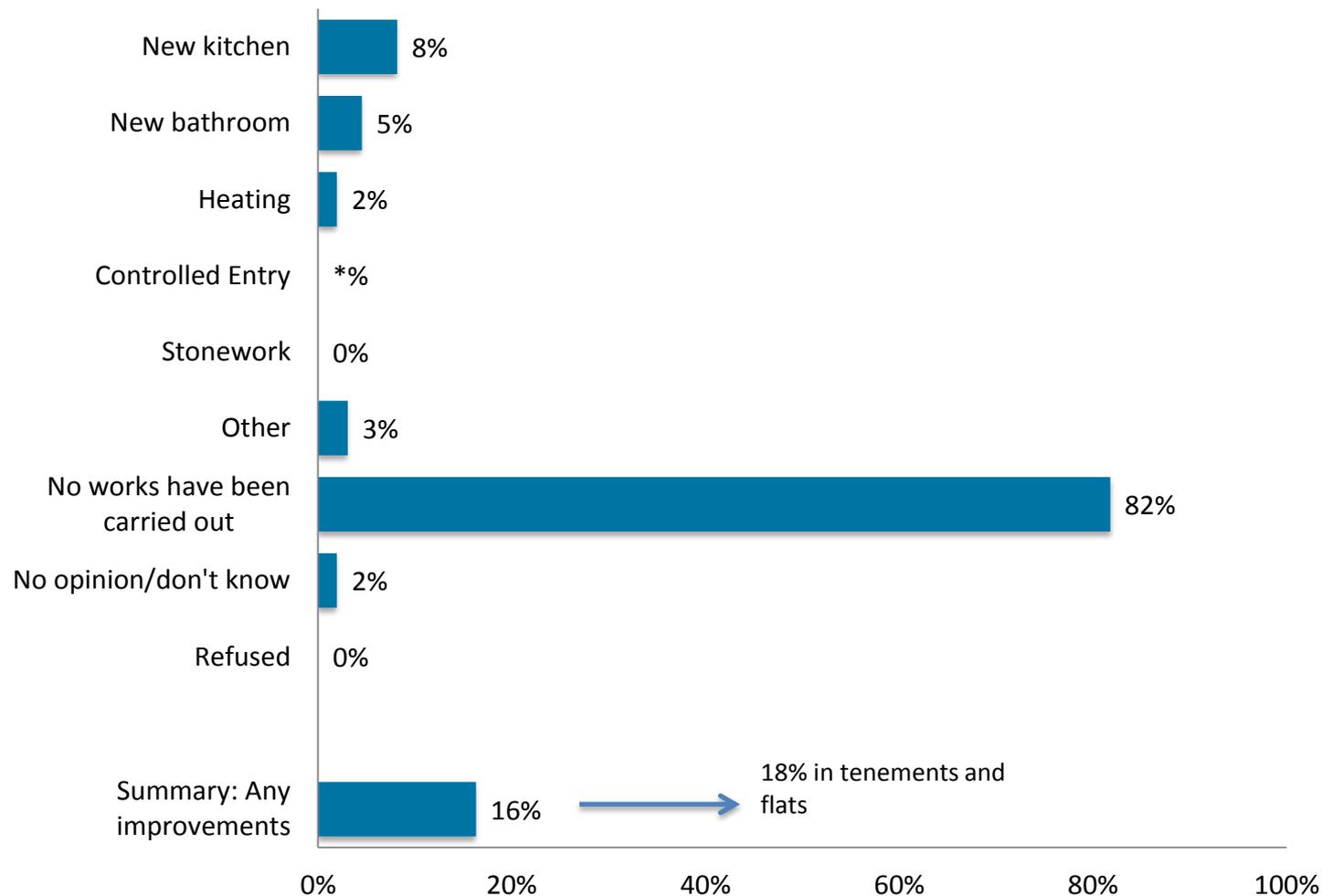
“Get to the route of the problem rather than patching up the problem.” (Female, 29, two parent family, Employed)

Q16. You say that you were not satisfied with the service you received for your most recent repair. Can you tell us what Dunedin Canmore should have done differently?

Base: Those who felt the overall service for their most recent repair was poor (76)

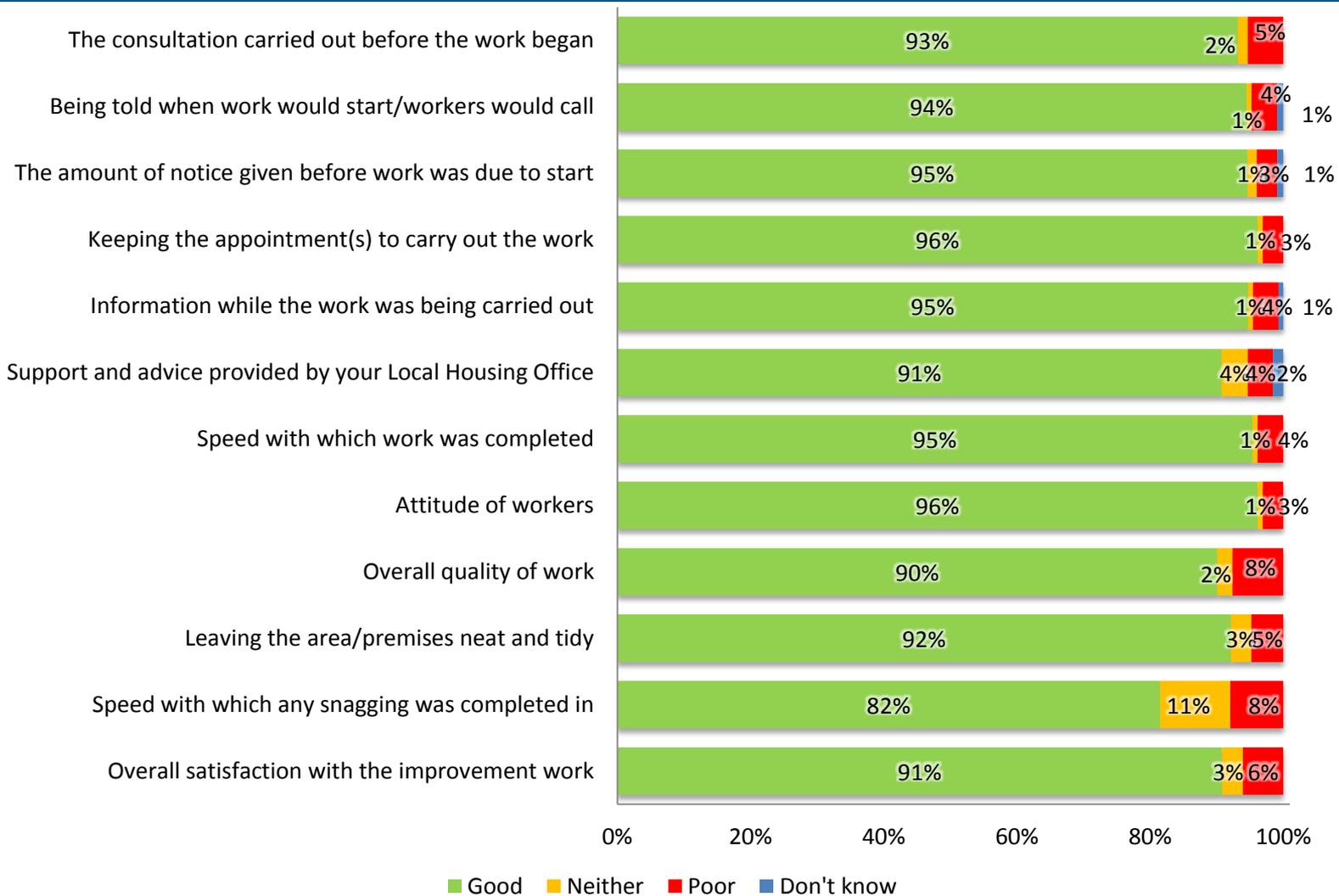
Home Improvements

Eight in ten had not had any home improvements carried out in the last 12 months, whilst 16% did.



Q17. Have any improvements been carried out to your home in the last 12 months?

Around nine in ten residents hold positive views of the repair process for the last repair they had carried out for the majority of the indicators. This falls slightly in terms of the speed with which any snagging was completed (82%).



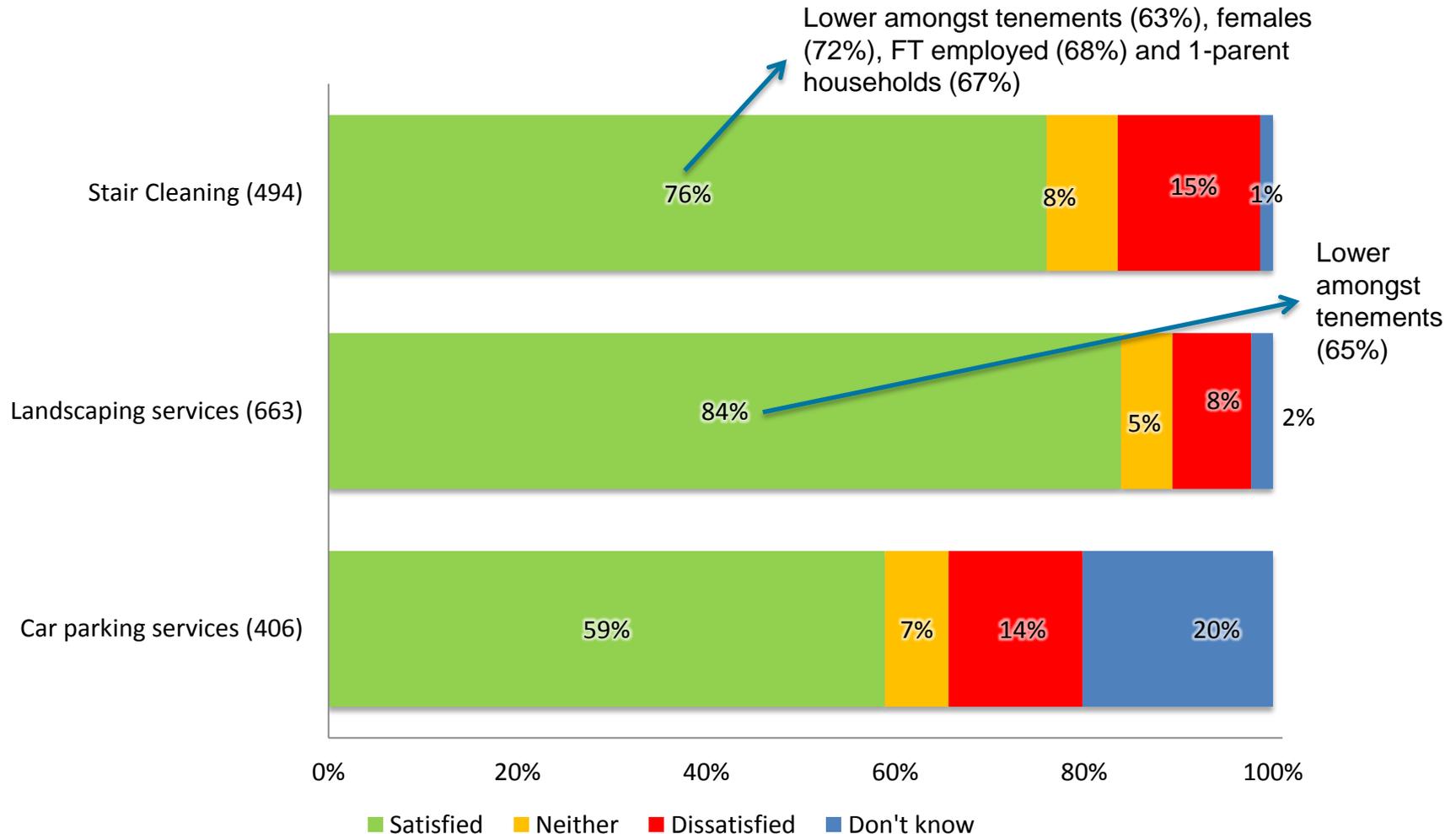
Q18. Thinking about the last completed improvement, how would you rate it in terms of...
(Where improvements have been carried out)

Environmental Service



Understanding
People.

Tenants are most satisfied with landscaping services (84%). However, 15% are dissatisfied with stair cleaning and 14% with car parking services.



QN2. Overall, how satisfied or dissatisfied are you with the following services provided by the Environmental Teams in your area? (Valid responses – where receive the service)

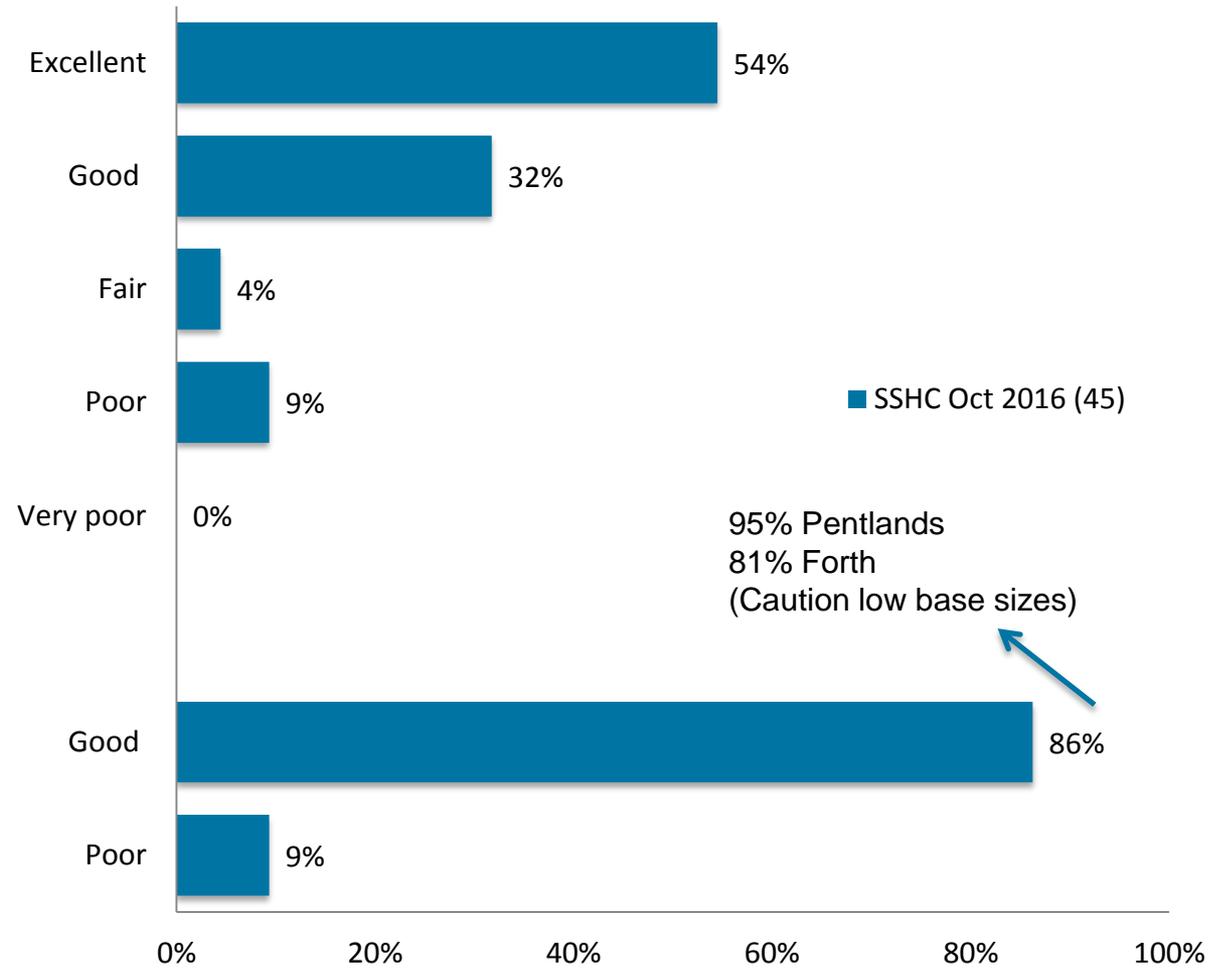
Tenants in the Pentlands Area are significantly more likely to be dissatisfied with the car parking services.

| | | Forth | Pentlands |
|----------------------|------|-------|-----------|
| Stair Cleaning | Good | 75% | 77% |
| | Poor | 18% | 14% |
| Landscaping services | Good | 87% | 82% |
| | Poor | 8% | 9% |
| Car parking services | Good | 73% | 49% |
| | Poor | 8% | 18% |

QN2. Overall, how satisfied or dissatisfied are you with the following services provided by the Environmental Teams in your area? (Valid responses – where receive the service)

Retirement and Supported Housing

The majority of tenants feel positive about the help, care or support services they receive from Dunedin Canmore, with more than half rating it as excellent (54%).

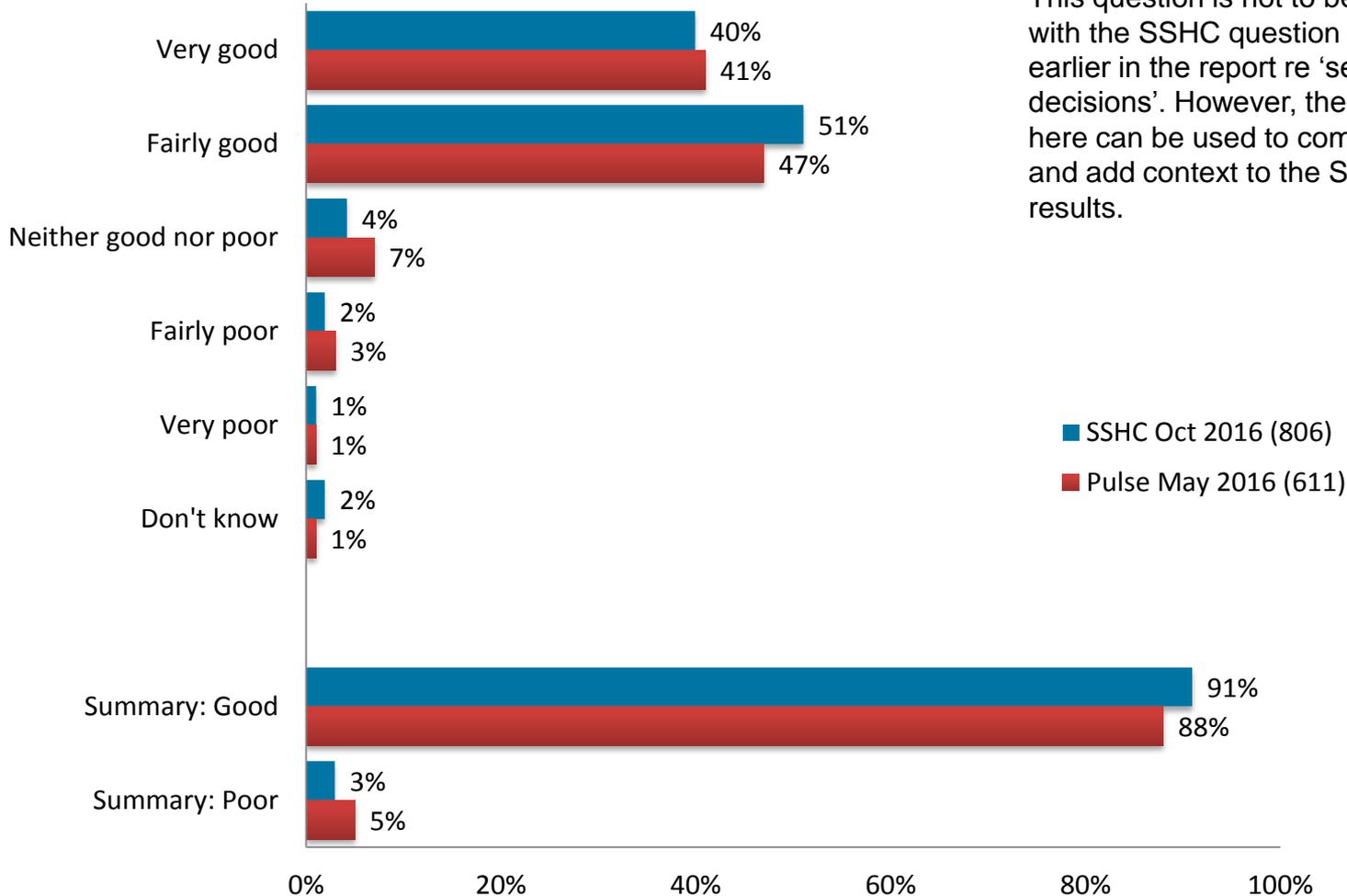


QN3. Overall, how would you rate the help, care or support services you receive from Dunedin Canmore? (Where have a Retirement Manager)

Communication and participation



Nine in ten Dunedin Canmore residents (91%) feel that they are good at keeping tenants informed about things that might affect residents. Only 3% think they are poor.



This question is not to be confused with the SSHC question found earlier in the report re 'services and decisions'. However, the results here can be used to complement and add context to the SSHC results.

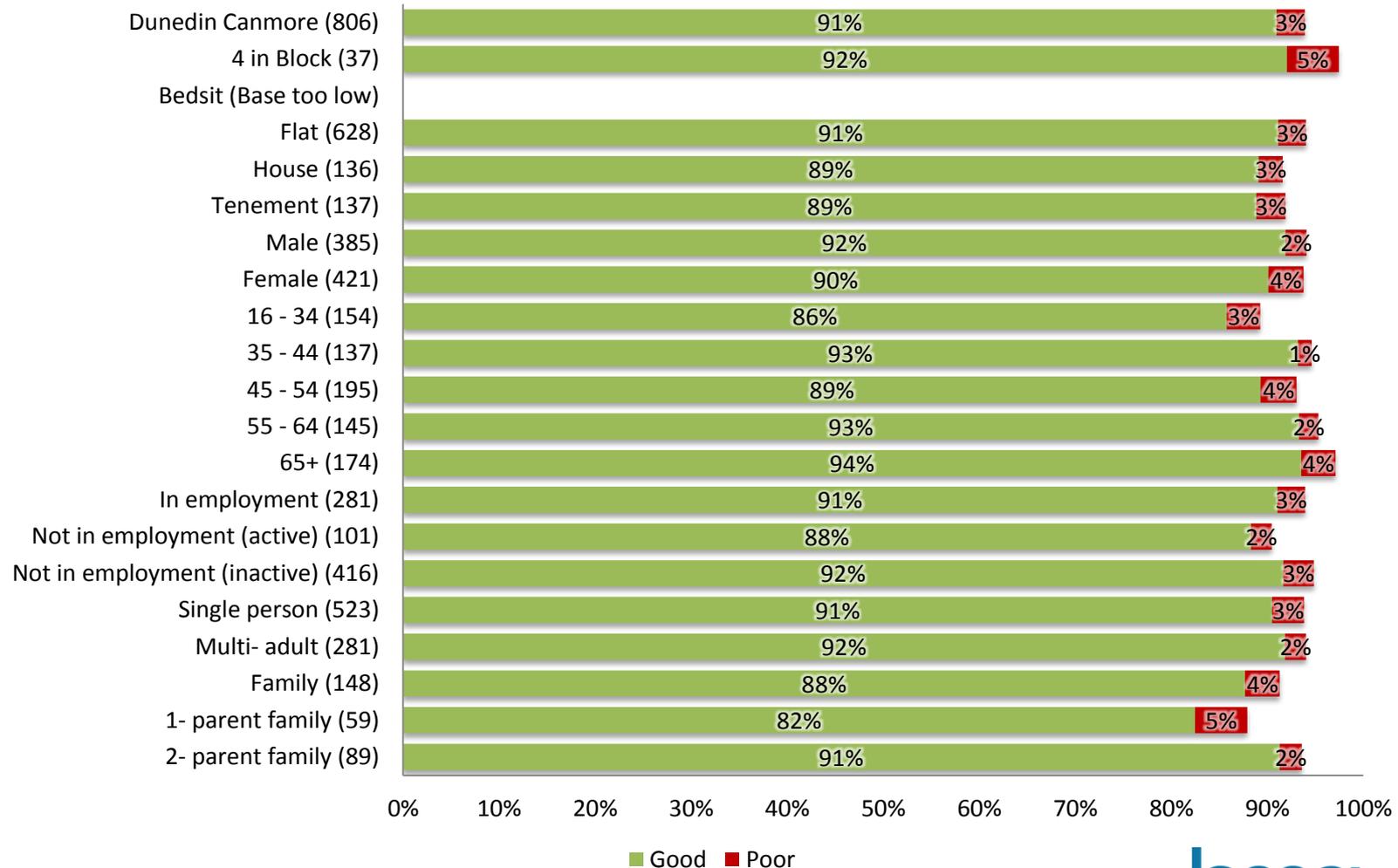
Q19b. How good or poor do you feel that Dunedin Canmore is at keeping you informed about things that might affect you as a resident?

Tenants are consistently positive across all Areas compared to the total.

| | Total | Forth | Pentlands |
|------------------------------|-------|-------|-----------|
| Unweighted Bases | 806 | 370 | 436 |
| Very good | 40% | 34% | 45% |
| Fairly good | 51% | 57% | 46% |
| Neither good nor poor | 4% | 5% | 4% |
| Fairly poor | 2% | 2% | 2% |
| Very poor | 1% | 1% | 1% |
| Don't know | 2% | 1% | 3% |
| Summary: Good | 91% | 91% | 91% |
| Summary: Poor | 3% | 3% | 3% |

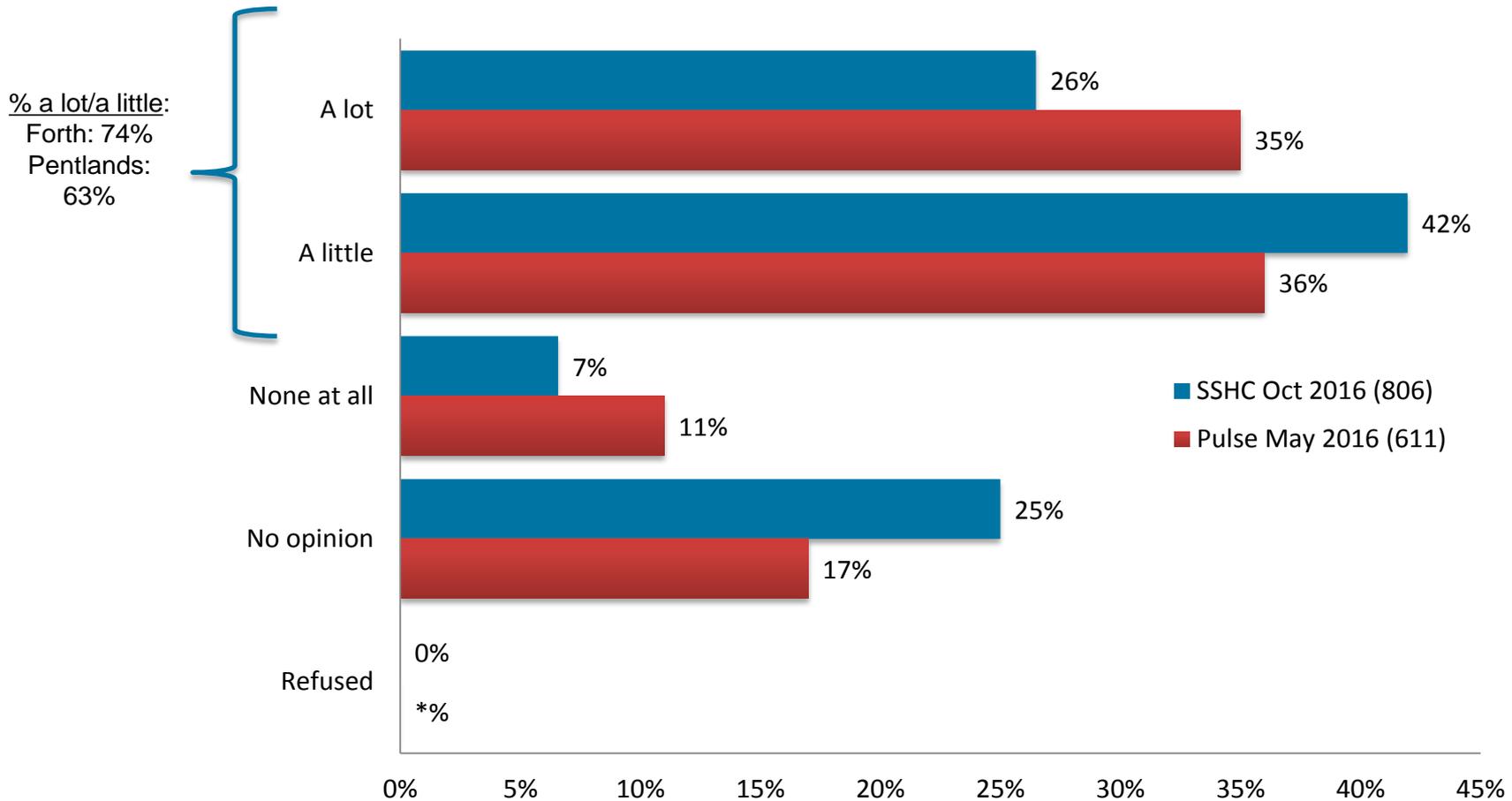
Q19b. How good or poor do you feel that Dunedin Canmore is at keeping you informed about things that might affect you as a resident?

Positive views on whether Dunedin Canmore is good at keeping residents informed about things that might affect them are lowest amongst younger tenants (16-34) and one parent families. Positive views increase to 94% amongst those aged 65+.



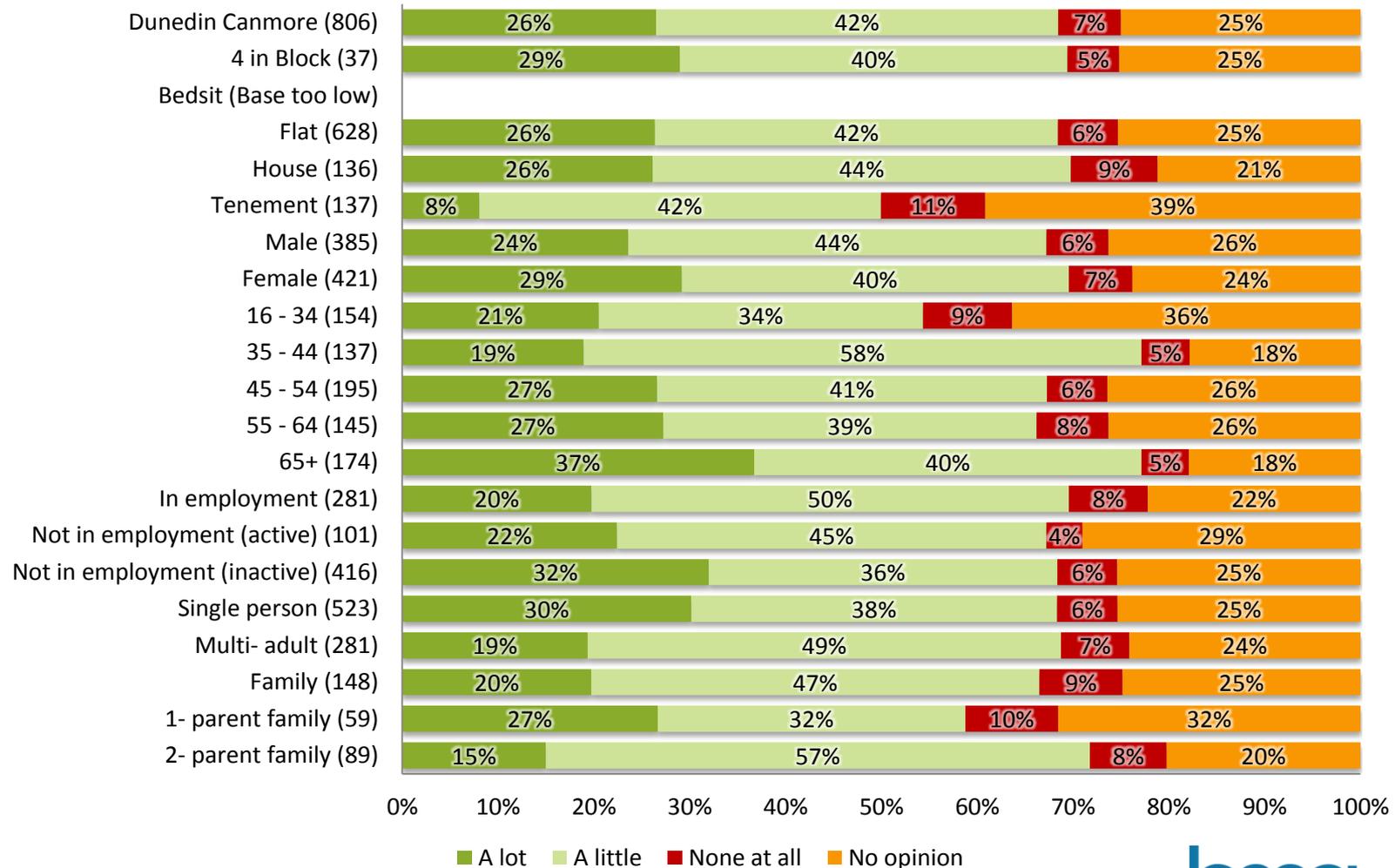
Q19b. How good or poor do you feel that Dunedin Canmore is at keeping you informed about things that might affect you as a resident?

Nearly seven in ten (68%) tenants feel Dunedin Canmore takes account of tenants' views, and less than one in ten (7%) feel they do not take any account at all. Pentlands tenants are less likely to be positive overall.



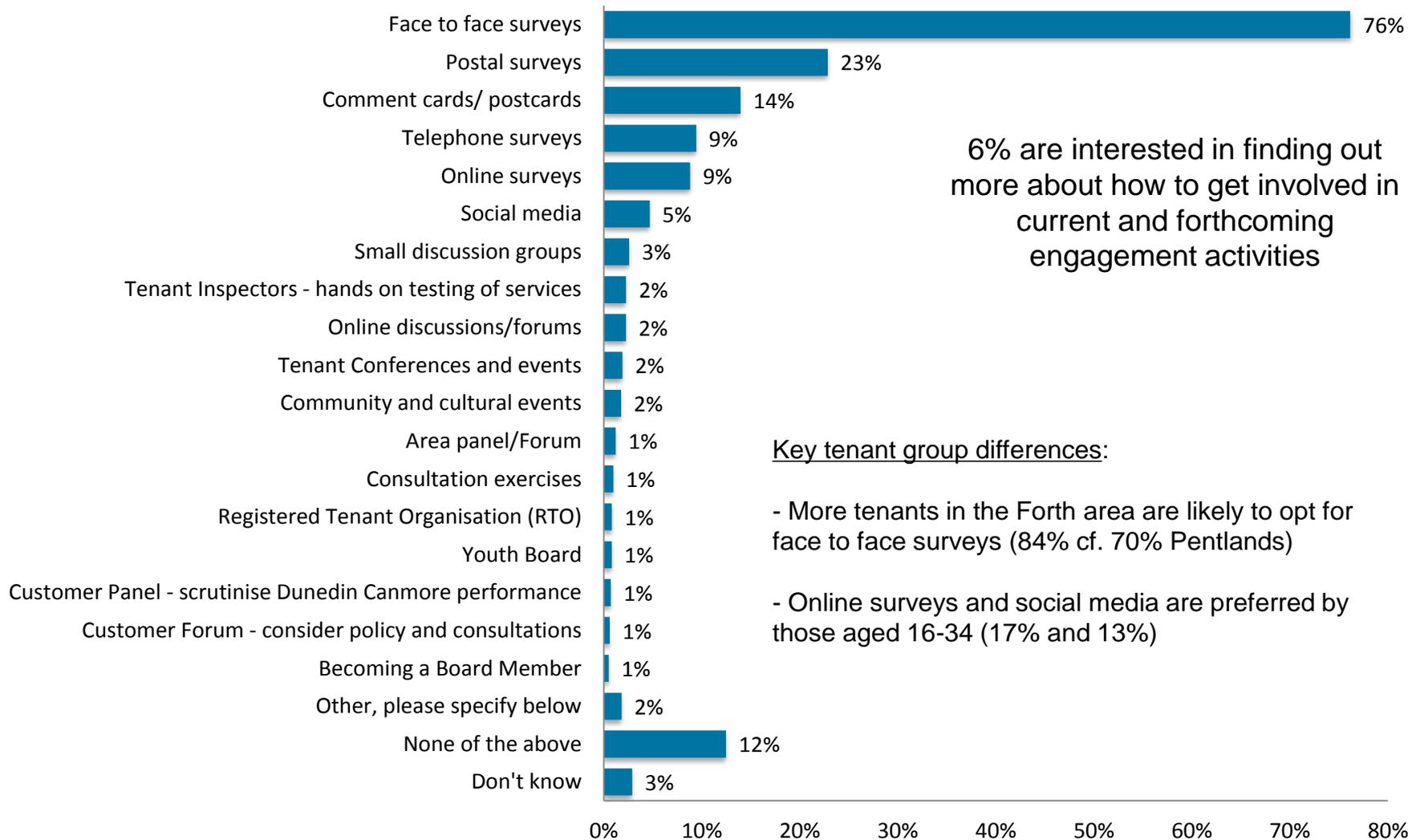
Q23. How much account do you feel that Dunedin Canmore takes of tenants' views when making decisions?

Tenants living in tenements, aged 16-34 and in 1-parent households are least likely to feel DC takes their views into account. The opposite is the case amongst tenants aged 35-44.



Q23. How much account do you feel that Dunedin Canmore takes of tenants' views when making decisions?

Surveys are the most preferred method of being involved with Dunedin Canmore; face to face being the most popular, followed by postal, telephone and online surveys.



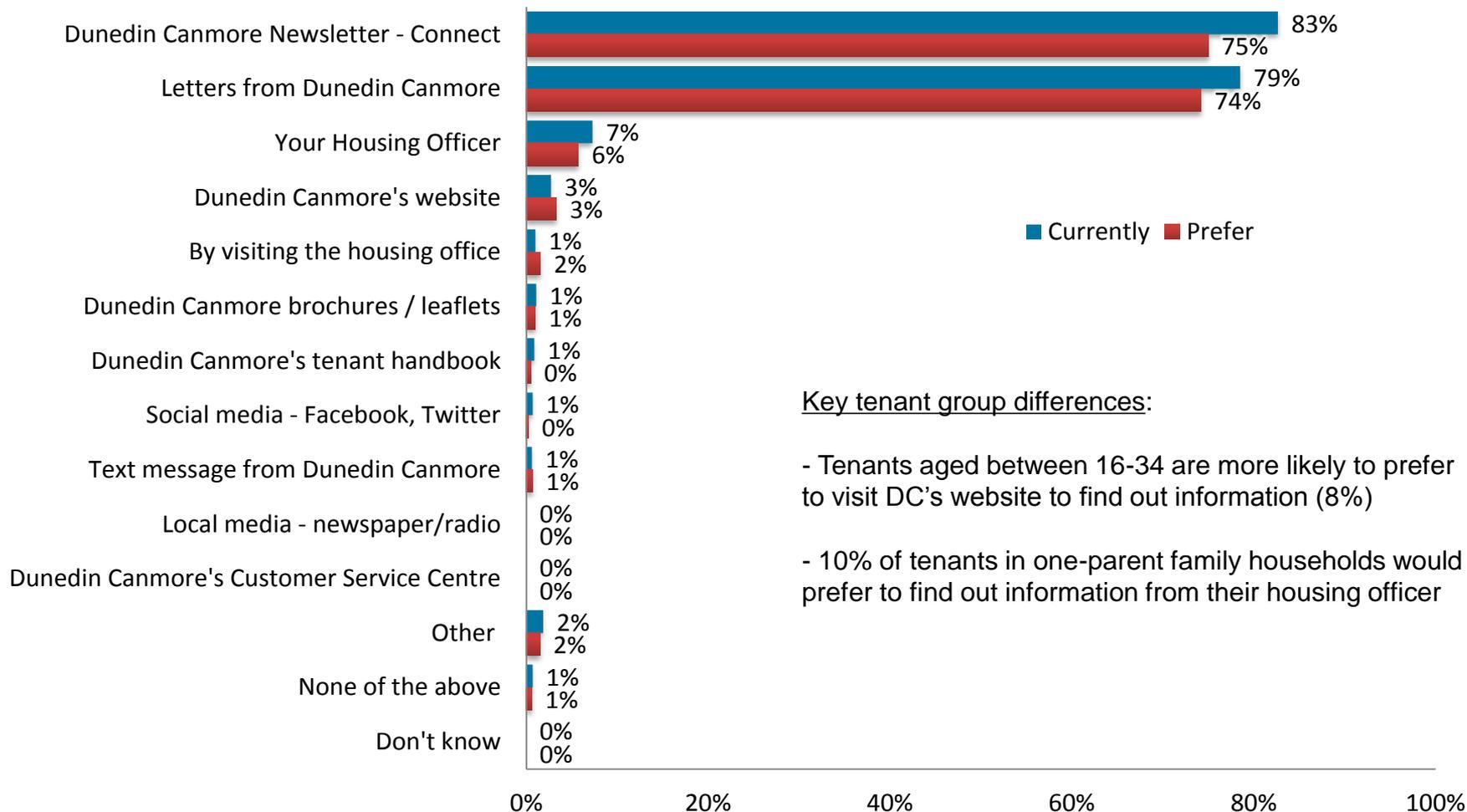
6% are interested in finding out more about how to get involved in current and forthcoming engagement activities

Key tenant group differences:

- More tenants in the Forth area are likely to opt for face to face surveys (84% cf. 70% Pentlands)
- Online surveys and social media are preferred by those aged 16-34 (17% and 13%)

Q24. Dunedin Canmore, as part of the Wheatley group, is looking to extend the opportunities for you to be involved and the ways in which you can tell them what is important to you, what your priorities are and what you think of their services. How would you prefer to be involved? (Only mentioned of 1% or more are shown)

By far the largest proportion of tenants find out information about Dunedin Canmore through the newsletter Connect (83%) and letters from Dunedin Canmore (79%). These are also the most preferred by some way (75% and 74%). Letters were the preferred method most frequently cited in 2014.

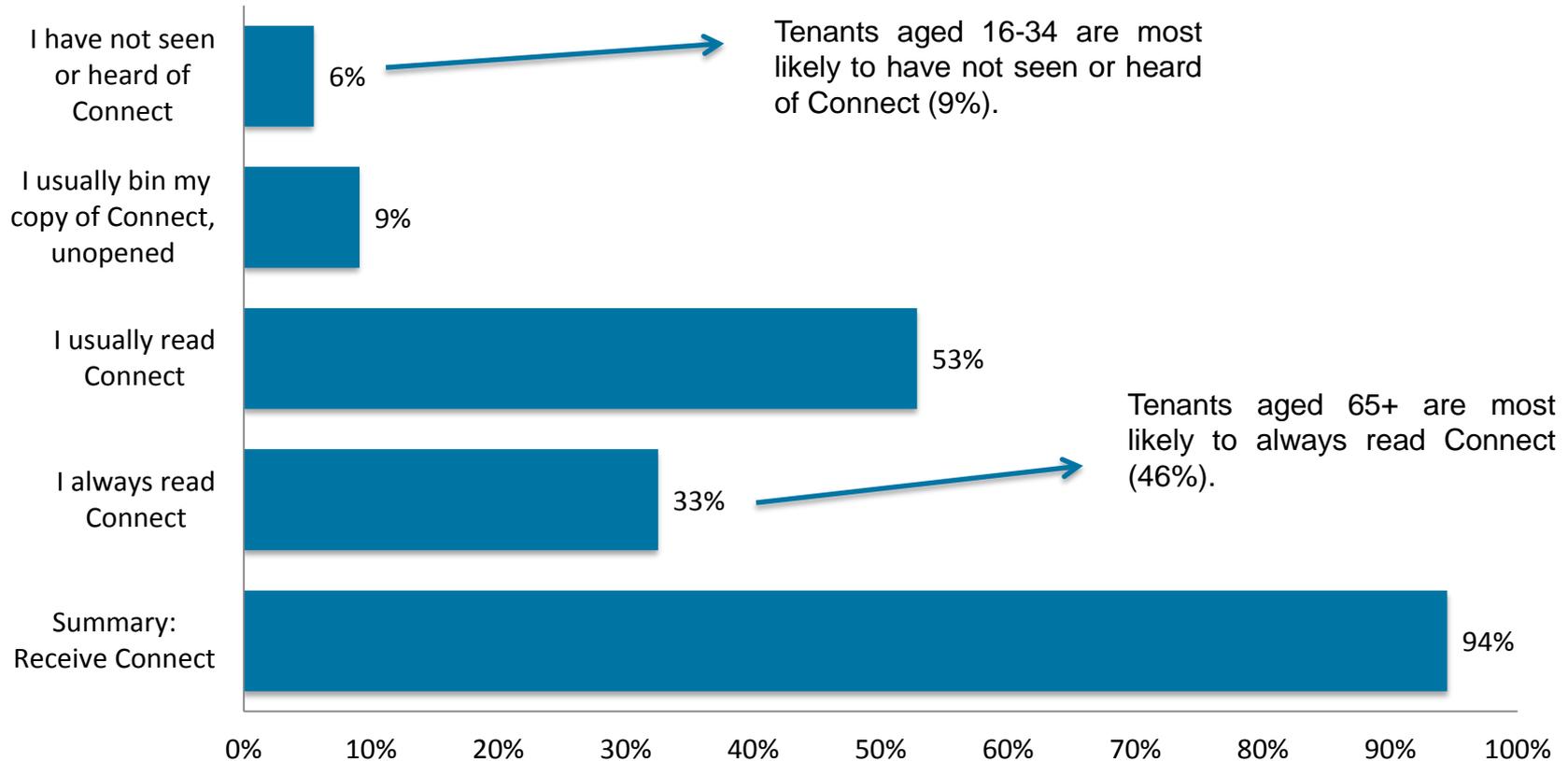


Key tenant group differences:

- Tenants aged between 16-34 are more likely to prefer to visit DC's website to find out information (8%)
- 10% of tenants in one-parent family households would prefer to find out information from their housing officer

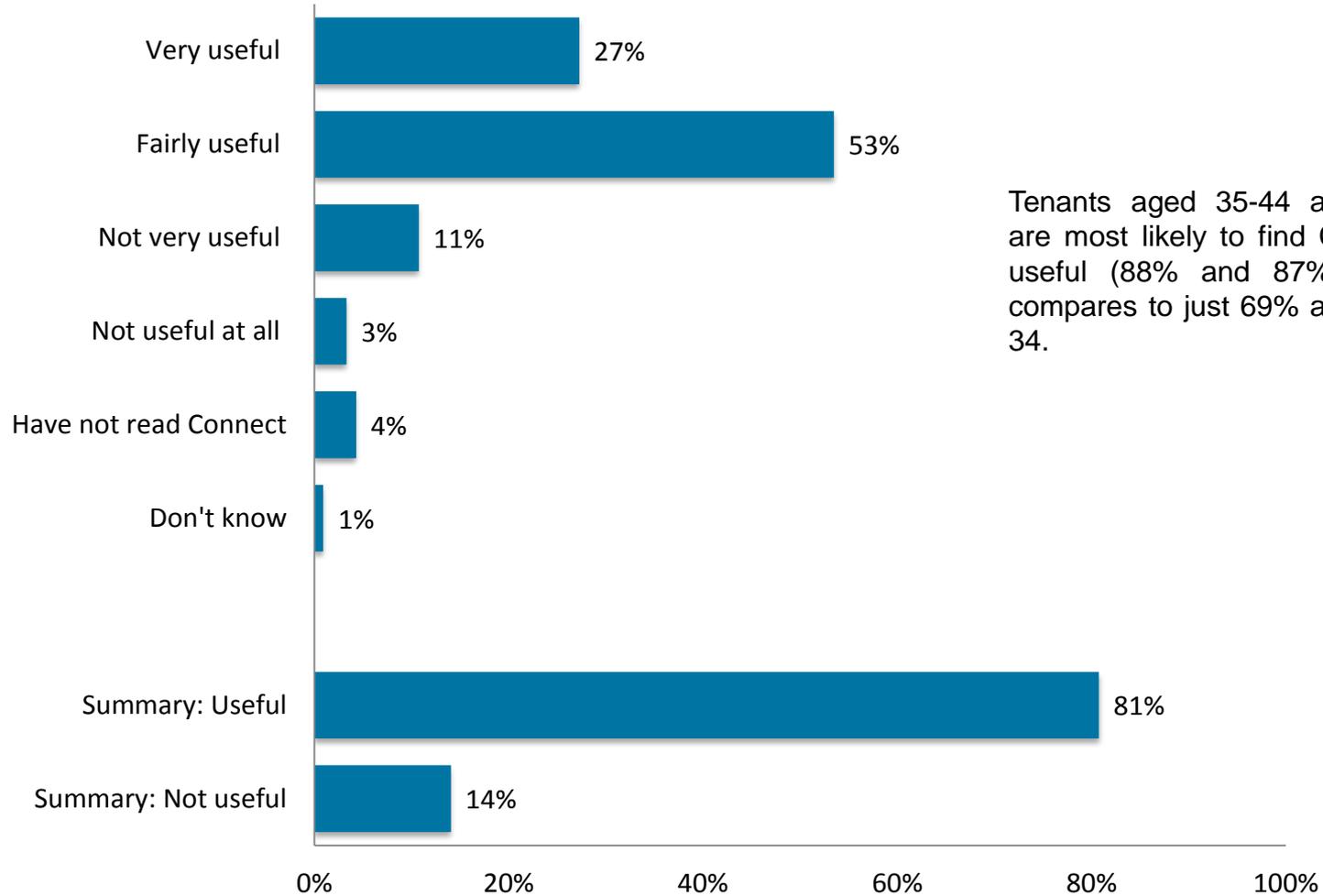
Q26a. How do you currently find out information about Dunedin Canmore and housing issues?
 Q26b. How do you prefer to find out information?

A third (33%) of tenants always read Connect, and 53% usually read it.



Q27. Which of the following statements best fits your attitude towards 'Connect' magazine (the Dunedin Canmore magazine)?

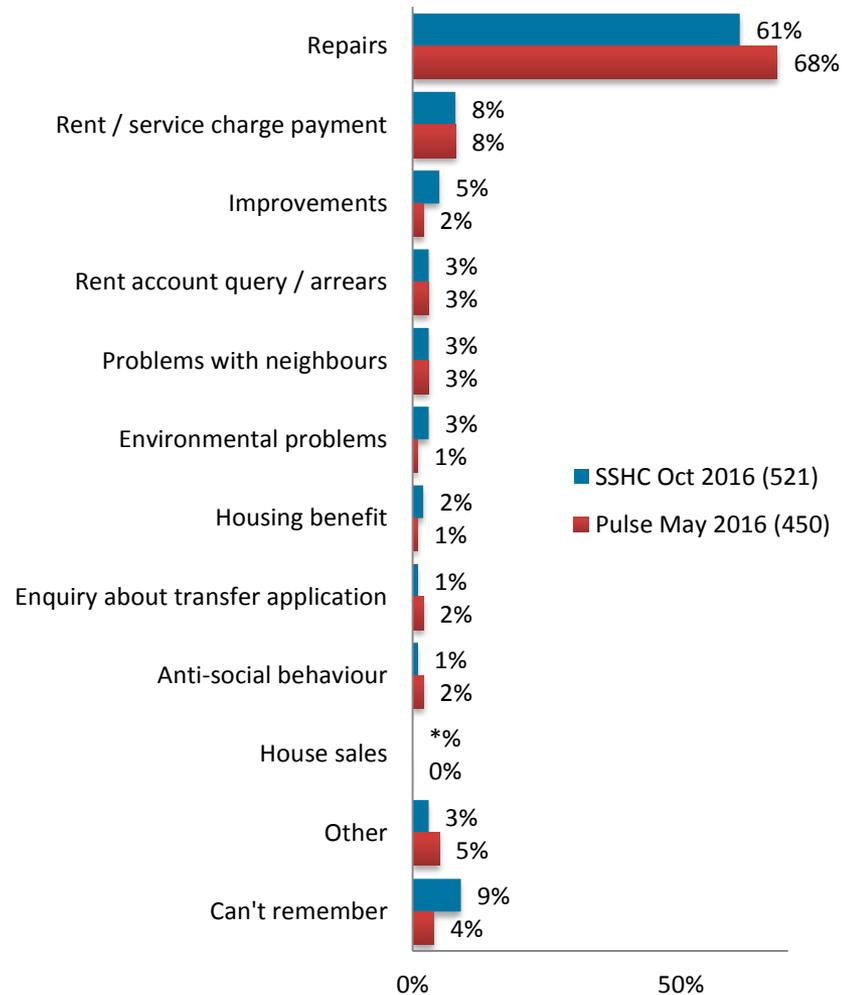
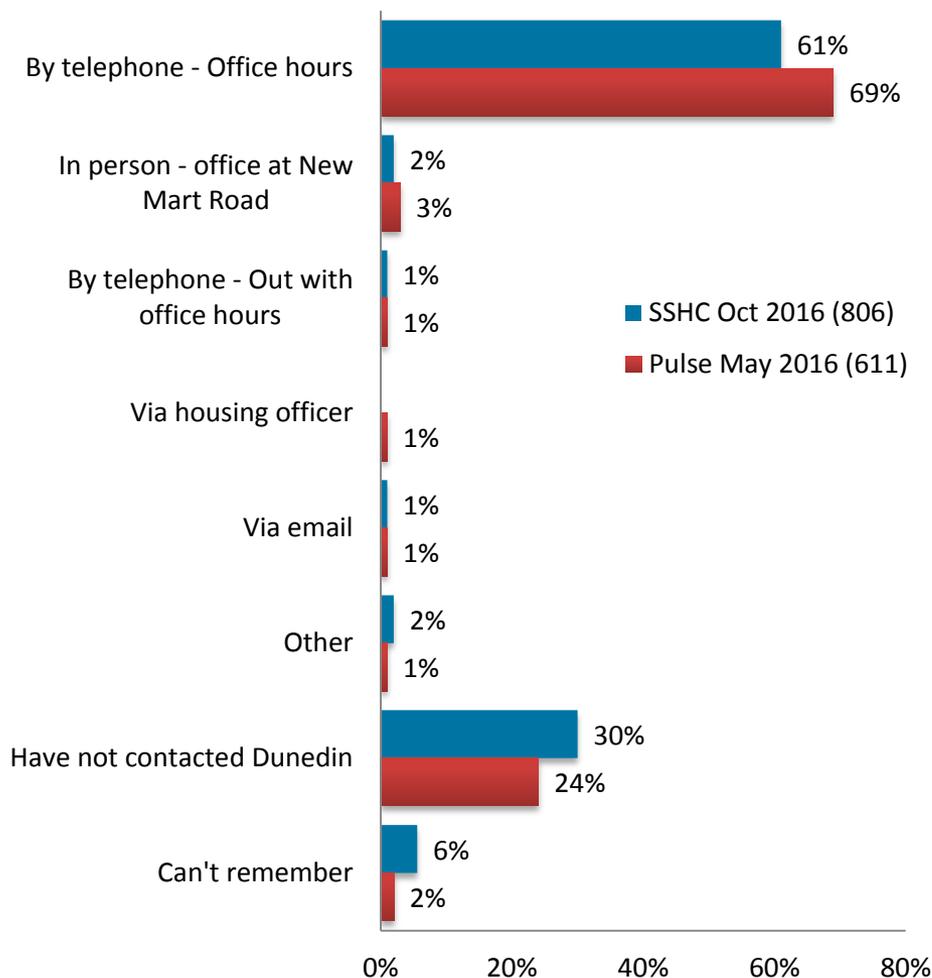
Eight in ten tenants who have seen or heard of Connect find it useful (81%). Just 3% do not find it useful at all.



Tenants aged 35-44 and 65+ are most likely to find Connect useful (88% and 87%). This compares to just 69% aged 16-34.

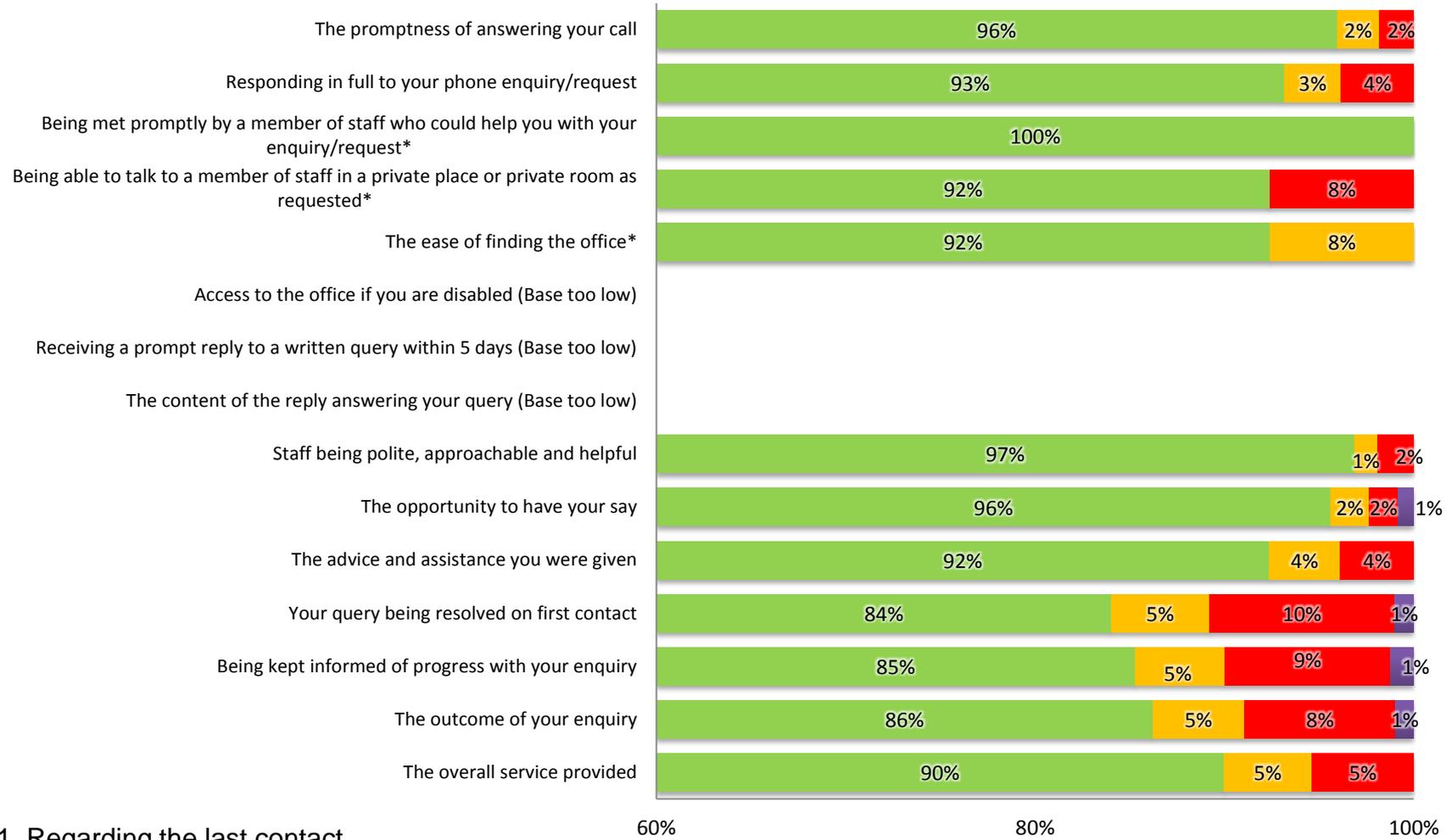
Q28. How useful do you find 'Connect' at keeping you informed? (Where have seen or heard of Connect)

65% of tenants have contacted Dunedin Canmore in the last year, compared to 74% in May 2016, with telephone during office hours being the most common method. Repairs is the primary reason for contact.



Q29a. Over the last year, how have you contacted Dunedin Canmore?
 Q30. Based on your last contact experience, what was this for?

The large majority of customers are positive about the contact experience, although one in ten feel that Dunedin Canmore are poor at resolving queries on the first contact (10%) and keeping tenants informed of progress (9%).



Q31. Regarding the last contact experience, to what extent were the following elements of the customer service delivered good or poor? (Valid responses)

Good Neither Poor Don't know

*Low sample base

There is little variation in views on contact experiences between the Areas covered by Dunedin Canmore.

| | | Forth | Pentlands |
|--|------|--------------|-----------|
| The promptness of answering your call | Good | 97% | 95% |
| | Poor | 2% | 2% |
| Responding in full to your phone enquiry / request | Good | 94% | 92% |
| | Poor | 2% | 5% |
| Being met promptly by a member of staff who could help you with your enquiry / request* | Good | Base too low | |
| | Poor | | |
| Being able to talk to another member of staff in a private place or private room as requested* | Good | Base too low | |
| | Poor | | |
| The ease of finding the office* | Good | Base too low | |
| | Poor | | |
| Access to the office if you are disabled* | Good | Base too low | |
| | Poor | | |
| Receiving a prompt reply to a written query within 5 days* | Good | Base too low | |
| | Poor | | |
| The content of the reply answering your query* | Good | Base too low | |
| | Poor | | |

Q31. Regarding the last contact experience, to what extent were the following elements of the customer service delivered good or poor? (Valid responses)

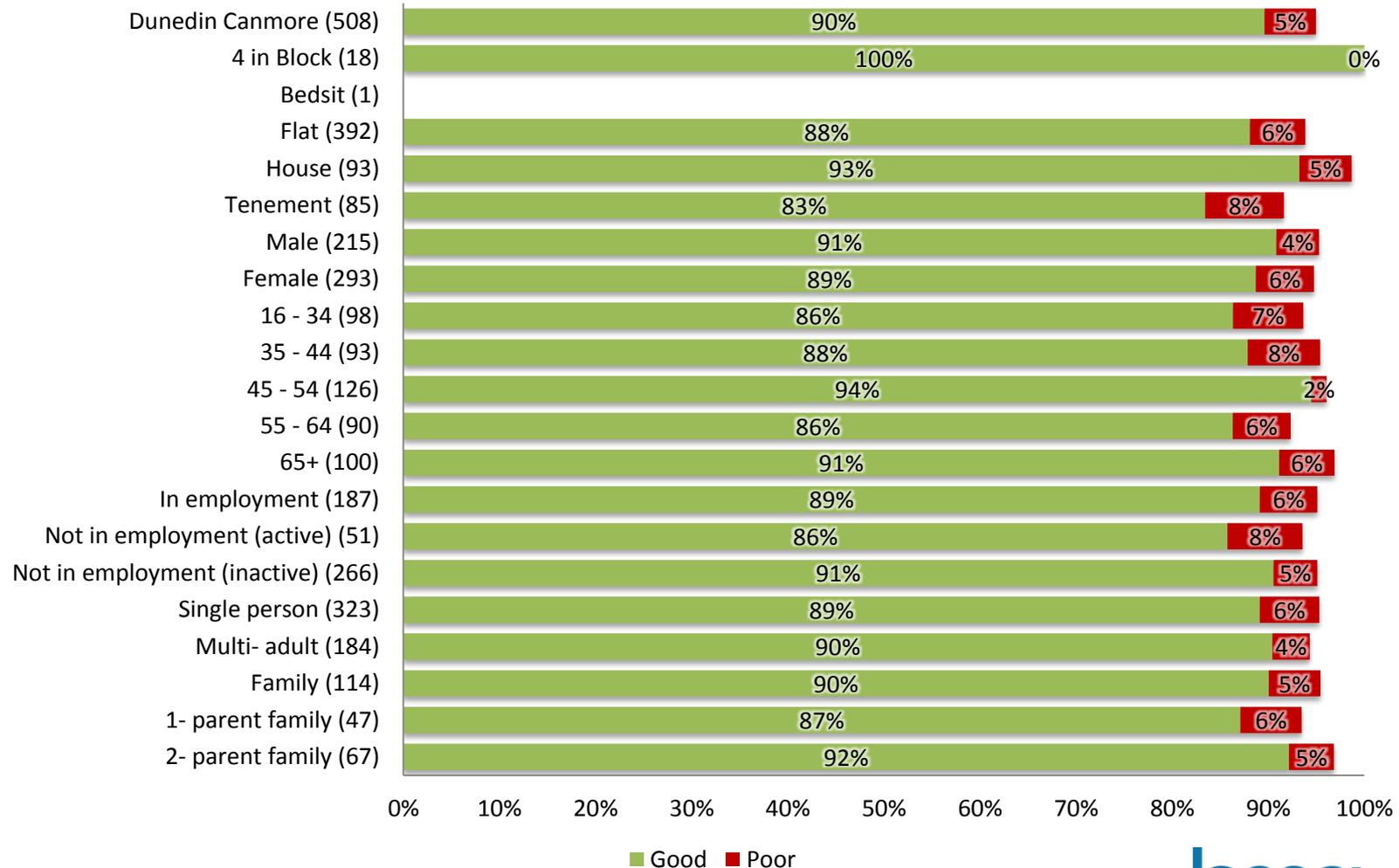
*Low sample base

Residents in the Pentlands area are significantly less positive (than the overall sample) with their query being resolved on first contact (79%) and being kept informed of progress with their enquiry (82%).

| | | Forth | Pentlands |
|---|------|-------|-----------|
| The opportunity to have your say | Good | 94% | 97% |
| | Poor | 1% | 2% |
| The advice and assistance you were given | Good | 93% | 91% |
| | Poor | 2% | 5% |
| Your query being resolved on first contact | Good | 90% | 79% |
| | Poor | 4% | 14% |
| Being kept informed of progress with your enquiry | Good | 90% | 82% |
| | Poor | 5% | 11% |
| Staff being polite, approachable and helpful | Good | 97% | 97% |
| | Poor | 1% | 2% |
| The outcome of your enquiry | Good | 89% | 84% |
| | Poor | 5% | 10% |
| The overall service provided | Good | 91% | 89% |
| | Poor | 3% | 7% |

Q31. Regarding the last contact experience, to what extent were the following elements of the customer service delivered good or poor? (Valid responses)

There are few variations in opinion of the overall service provided at the last contact with DC, although tenants living in tenements are least positive



Q31. Regarding the last contact experience, to what extent were the following elements of the customer service delivered good or poor? **Overall service provided** (Valid responses)

Improving customer service standards and keeping tenants updated on progress were the most common suggestions for improving the contact experience.

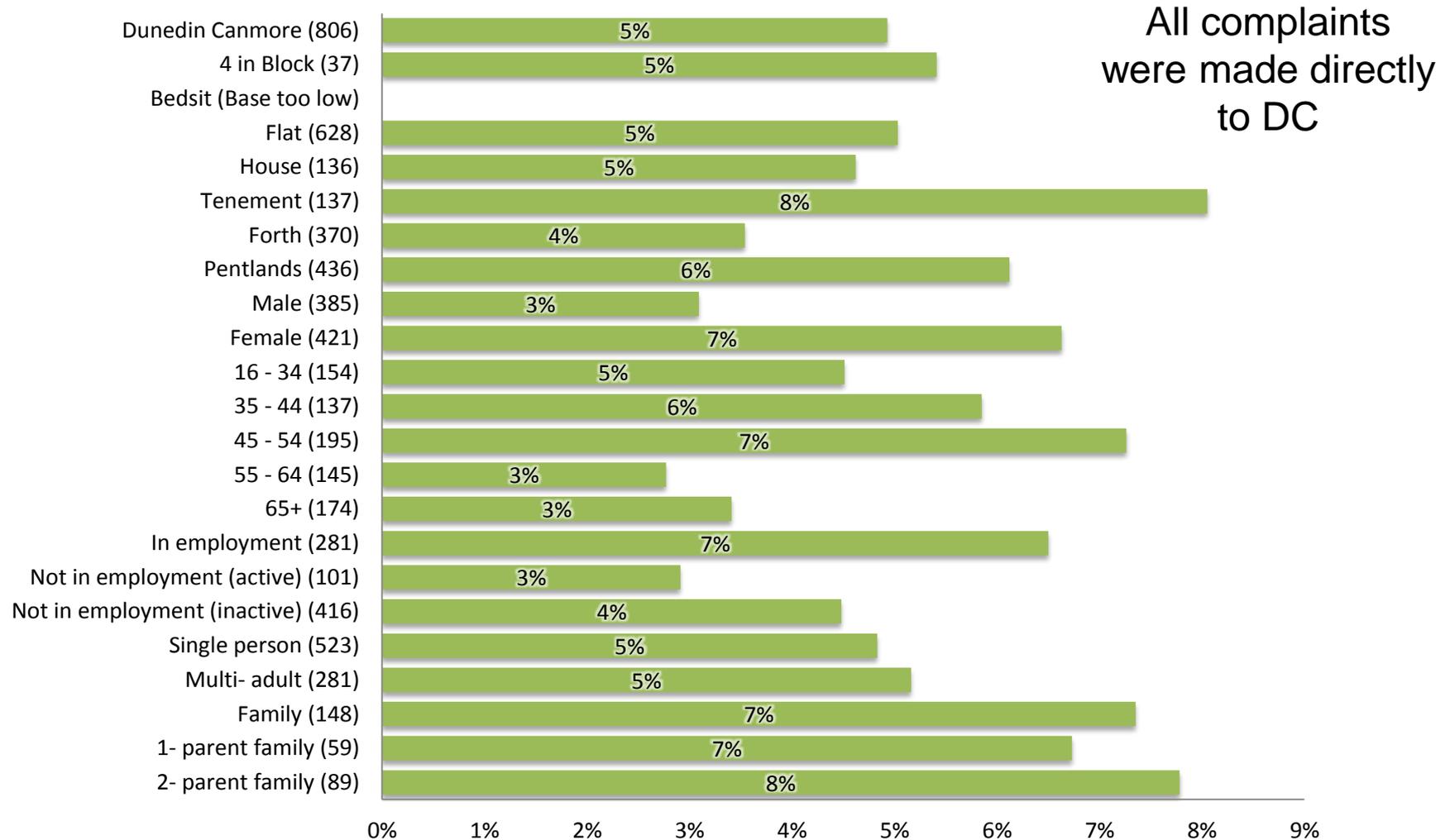
- “Treat me with the respect we all deserve and listen to the situation I am in.”
- “More input from staff to keep me up to date.”
- “To send out workmen when they are meant to.”
- “Respond to the tenants’ calls; I got flooded 4 months ago, still waiting on repairs.”

| | % |
|---|------------|
| Improve customer service standards | 22% |
| Contact tenants to keep them informed/updated on progress | 16% |
| Listen to tenants views/concerns and act upon them | 9% |
| Improve repair service | 8% |
| Quicker response to tenants requests/complaints | 8% |
| Keep to their promises/do what they say | 5% |
| Direct contact with staff/no automated system | 2% |
| Other | 9% |
| Nothing | 20% |
| Don't know | 9% |
| Unweighted base | 103 |

Q34. What, if anything, would you like to see Dunedin Canmore do next time to improve your contact experience?

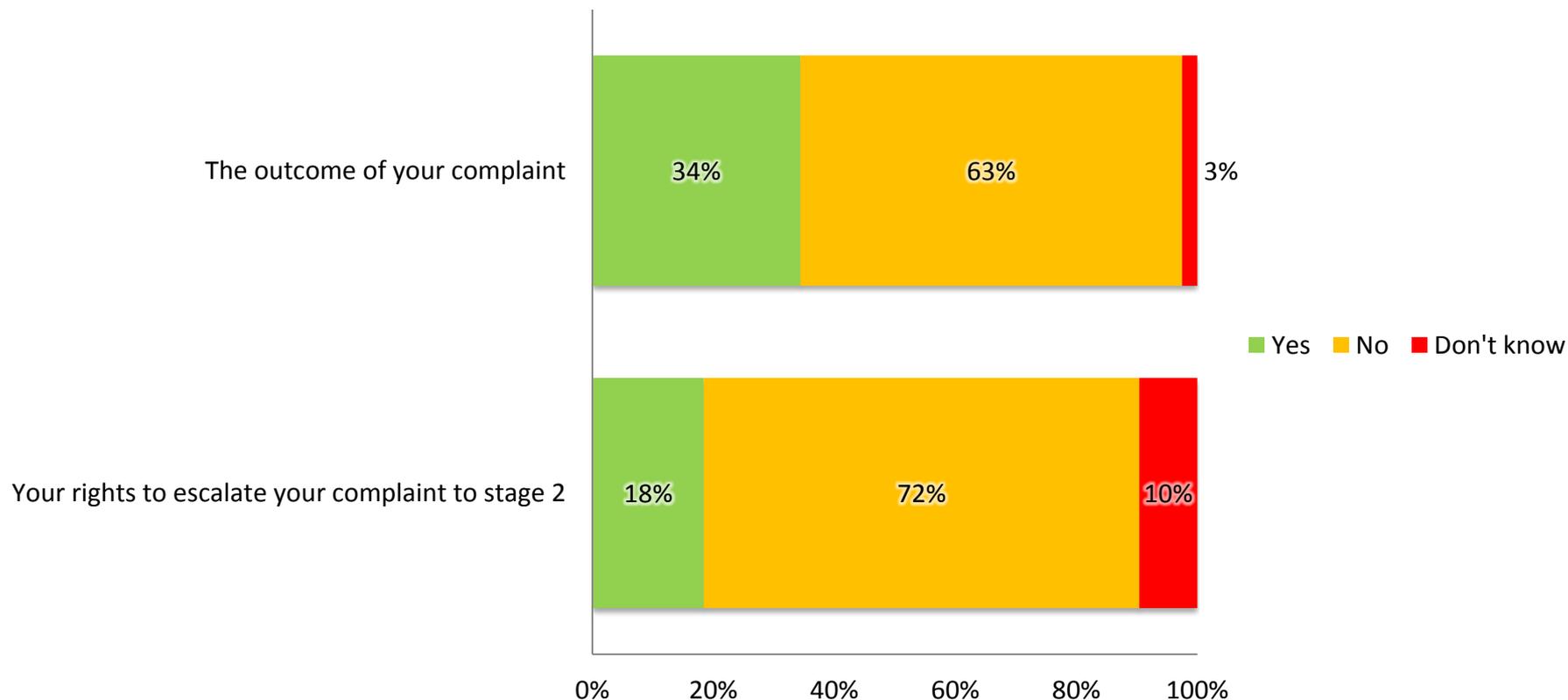
Complaint Handling

5% of tenants have made a complaint to DC in the last 12 months, with rates increasing amongst tenants in tenements and 2-parent family households



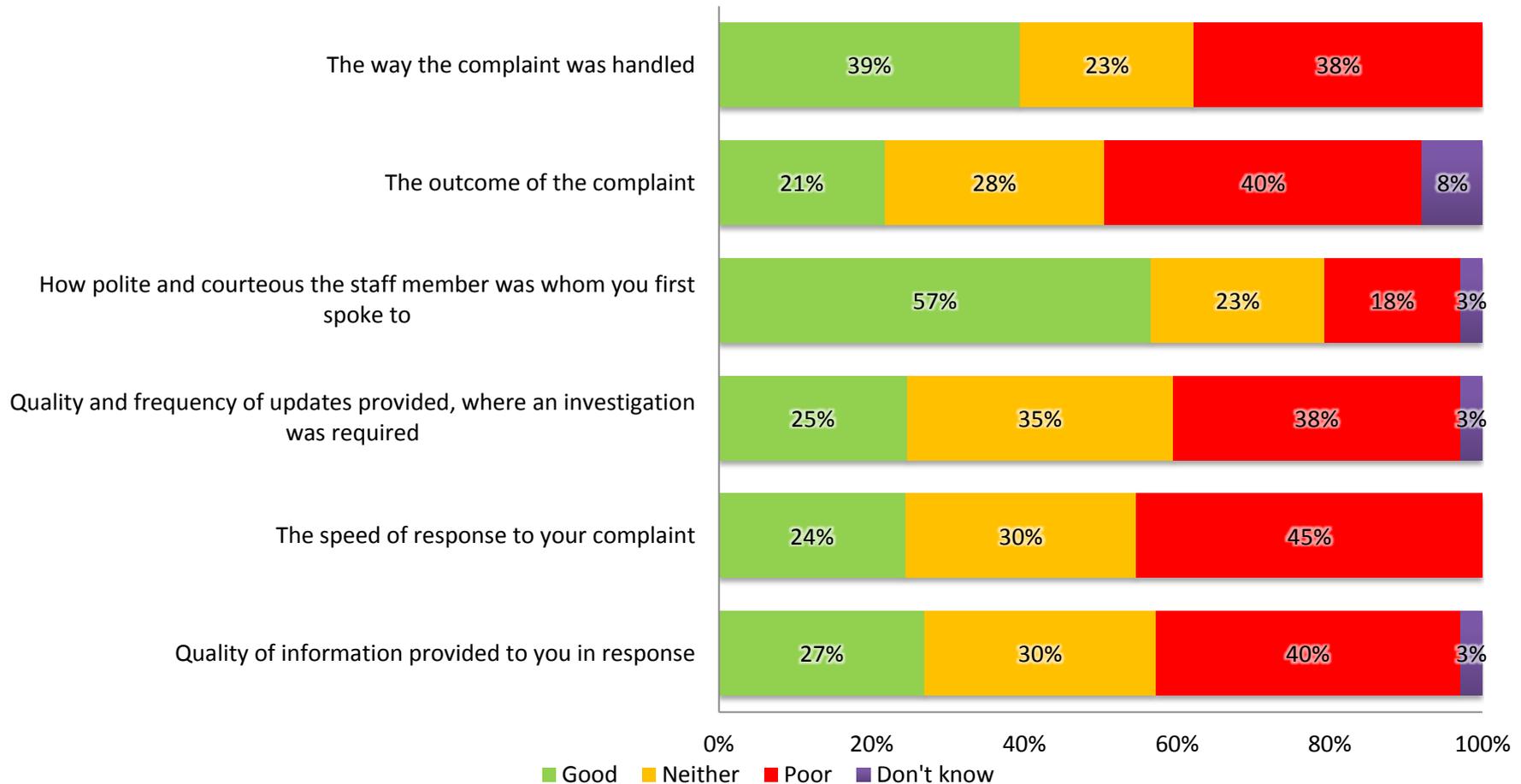
Q38. Have you complained about a DC service in the last 12 months? (% yes)

Only a third of tenants were informed of the outcome of their complaint (34%), and one in five were informed of their rights to escalate their complaint to stage 2 (18%).



Q40. Thinking about your last complaint, were you informed of the following? (Where complained about a Dunedin Canmore service in last 12 months) (Base: 40)

Views of how complaints are dealt with are generally poor, with as high as 45% feeling the speed of response to the complaint was poor. However, three in five felt the staff member to first deal with the complaint was polite and courteous (57%).



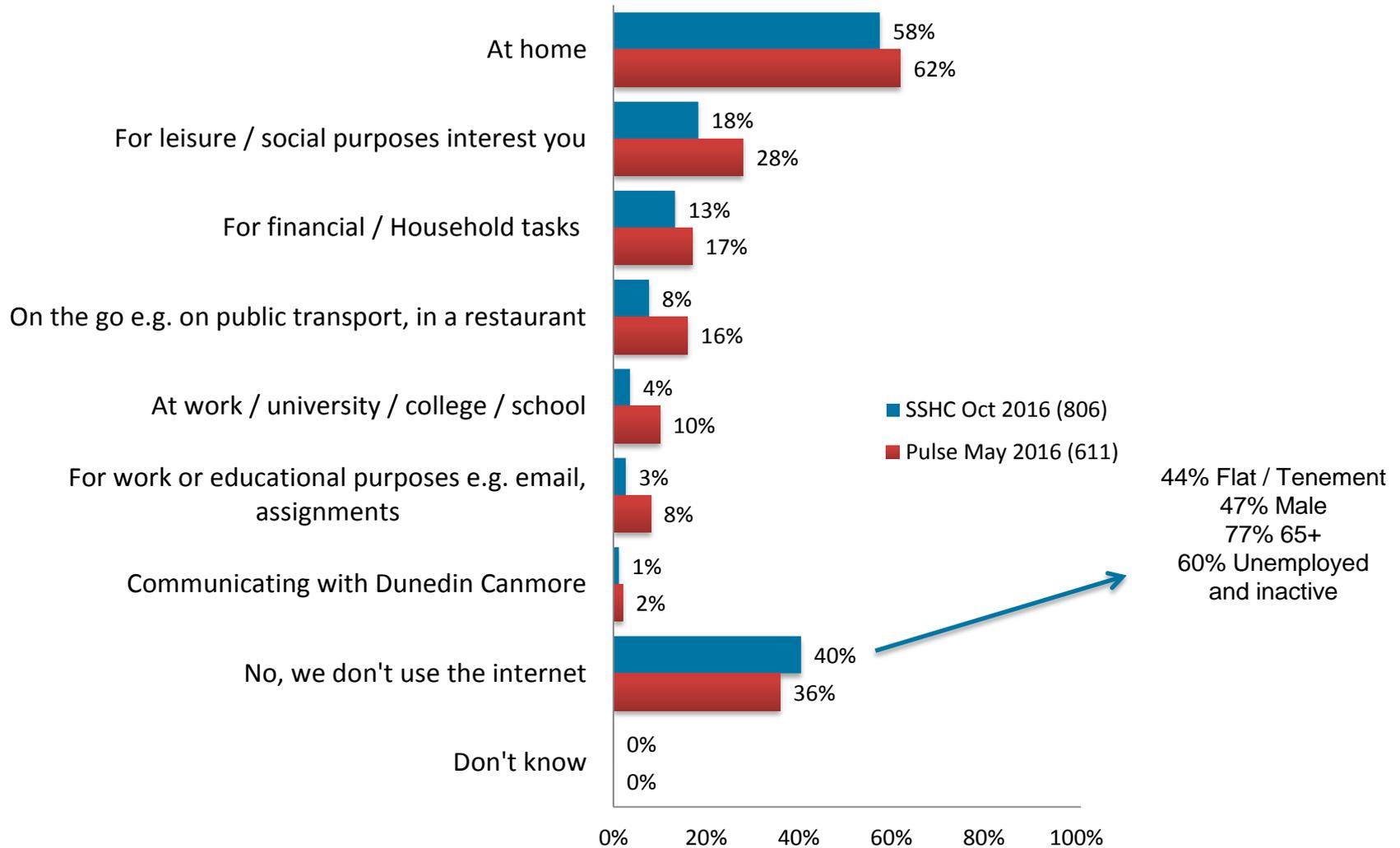
Q41. With regards to the last complaint made, to what extent were the following good or poor? (Where complained about a Dunedin Canmore service in last 12 months) (Base: 40)

Internet Use and Priorities



Understanding
People.

Two fifths of all tenants do not use the internet at all (40%). 58% use it at home, and 18% use it for leisure / social purposes.



Q42. Do you and your household use the internet/email? Is this...?

Profile of the sample

Profile of the sample

| | N | % |
|------------------------------|-----|------|
| Male | 385 | 47.8 |
| Female | 421 | 52.2 |
| 16 - 34 | 154 | 19.1 |
| 35 - 44 | 137 | 17.0 |
| 45 - 54 | 195 | 24.2 |
| 55 - 64 | 145 | 18.0 |
| 65+ | 174 | 21.6 |
| Disability in household | 360 | 44.7 |
| No disability in household | 445 | 55.2 |
| Non-BME | 726 | 90.1 |
| BME | 79 | 9.8 |
| In employment | 281 | 34.9 |
| Not in employment (active) | 101 | 12.5 |
| Not in employment (inactive) | 416 | 51.6 |
| Single person | 523 | 64.9 |
| Multi-adult | 281 | 34.9 |
| Family | 148 | 18.4 |
| 1-parent family | 59 | 7.3 |
| 2-parent family | 89 | 11.0 |

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