

Dunedin Canmore Housing Association – Tenant Satisfaction Survey 2017/18

In August to October 2017, BMG Research completed 806 face-to-face interviews from a stratified random sample of 2,000 addresses. The data presented has been weighted by archetype and number of bedrooms within area.

Scottish Social Housing Charter indicators

- **Indicator 1:** Overall satisfaction with the service provided by Dunedin has remained at the high level observed in 2016/17 (94%), with satisfaction similar in Forth (95%) and Pentlands (93%). Notably, unlike other RSLs, there are no significant differences observed in the overall level of satisfaction indicated between socio-demographic groups, indicating that all types of tenants are happy with the service provided. Key Drivers Analysis indicates that overall satisfaction is influenced primarily by emotive factors such as whether Dunedin is seen to care about its tenants and whether they understand tenant needs. How much of an efficient landlord Dunedin is also has an effect on overall satisfaction, along with Dunedin treating tenants in a fair and sensitive way and their management of the neighbourhood. When asked, tenants most important service is indicated to be the repairs service (86% mentioned it as important), major home improvements (60%) and the housing officer service (59%).
- **Indicator 3:** Similar to 2016, nearly all tenants feel Dunedin is good at keeping them informed of their services and decisions (95%) and just 1% feel they are poor at keeping them informed.
- **Indicator 6:** 84% of tenants are satisfied with the opportunities given to participate in Dunedin's decision making process, which remains unchanged since 2016.
- **Indicator 10:** Satisfaction with the quality of home has remained the same the level observed in 2016 (94%). Levels of satisfaction indicated is the same for both areas (94%) however Forth tenants are significantly less satisfied than in 2016 (-3) and Pentlands tenants indicate significantly higher levels of satisfaction (+3). Those in a house (89%) indicate markedly lower levels of satisfaction, as do those aged 16 to 34 (89%), those in employment (91%) and families (89%). Those who live in flats are most satisfied with the quality of their home (95%).
- **Indicator 17:** Perceptions of Dunedin's management of the neighbourhood have decreased significantly since 2016 (88% cf. 92%). This is primarily driven by a significant decline amongst those living in Forth (89% cf. 95%), with those living in Pentlands indicating similar levels of satisfaction compared to 2016 (87% cf. 88%). The verbatim comments suggest that there may be issues with anti-social behaviour which is influencing tenants' perceptions of this measure, as well as perceptions of the maintenance service.
- **Indicator 29:** In line with 2016, 87% of tenants feel that their rent represents good value for money. By area, the proportion of Forth tenants who feel their rent represents good value for money has declined significantly (86% cf. 91%), whilst there is an indication that perceptions for Pentlands tenants have improved (87% cf. 84%). Those in a house are also markedly less likely to feel that their rent represents good value for money (81%).

Image of Dunedin

- Perceptions are highest that Dunedin has friendly & approachable staff (94%), Dunedin is an efficient landlord (91%), Dunedin treats tenants in a fair and sensitive way (92%), and Dunedin offers good choice in the services it provides (90%). Tenants in Forth are significantly less positive than tenants in Pentlands perceiving that Dunedin listen to its tenants (85% cf. 90%), Dunedin is improving services (84% cf. 90%), and Dunedin is improving homes (84% cf. 90%).
- The Net Promoter Score for Dunedin in 2017 is +52 with 59% defined as promoters and 7% defined as detractors. There are limited differences in the NPS between socio-demographic groups.

Housing and neighbourhood

- 93% agree that their home meets their household's needs, which is a slight increase on the 2016 finding (91%). There are limited differences between those living in the different property types however single person households (95%) are significantly more likely to agree whilst multi-adult households (90%) and two-parent families (78%) are significantly less likely to agree that their home meets their needs.
- In line with 2016, over nine in ten are satisfied with their neighbourhood as a place to live (91%). There is no difference in the level of satisfaction indicated between area although those in Forth are markedly more likely to state they are very satisfied compared to those in Pentlands (60% cf. 45%).
- Over seven in ten feel safe in their neighbourhood after dark (72%), whilst 6% feel unsafe, this was similar in 2016. Those aged over 65 (9% unsafe) are most likely to feel unsafe in their neighbourhood after dark.

Repairs and maintenance

- Over nine in ten are satisfied with the way Dunedin deals with the day to day repairs and maintenance (93%) which is slightly higher (although not significantly so) than the level indicated in 2016 (91%). Those in employment (90%) and two-parent families (87%) are significantly less satisfied with the way Dunedin deals with day to day repairs and maintenance.
- Tenants who had a repair in the last 12 months (45%) hold the most positive views for: the attitude of the workers (97%); leaving the area neat and tidy (96%); the helpfulness of the person who took the repair (95%), how easy it was to report the repair (94%); keeping the appointment (93%); and workers showing ID (93%). The most positive change in perception is around the length of time taken to complete the job (88% cf. 85% in 2016), although Forth tenants are significantly more likely to be positive about this measure than Pentlands tenants (92% cf. 85%). Perceptions are lowest for the length of time taken to complete the job (85%) and the repair being done right first time (83%) which are most likely correlated and were similar in 2016.
- One in five (18%) tenants indicated having improvements works carried out, most commonly a new kitchen (10%). Perceptions for the maintenance works are highest for the attitude of the workers (97%); being told when workers would call (94%); keeping the appointment (93%) and leaving the area premises neat and tidy (93%), and lowest for the support and advice provided by the Local Housing Office (85%).

Environmental service

- Just under eight in ten are satisfied with the stair cleaning (78%), six in seven (85%) are satisfied with landscaping services, and seven in ten (69%) are satisfied with car parking services which is

significantly higher than the proportion in 2016 (59%). Forth tenants are markedly more satisfied than Pentlands tenants with the landscaping services (88% cf. 82%) and the car parking services (82% cf. 60%).

Communication & participation

- Nearly all (95%) feel that Dunedin is good at keeping them informed about things that might affect them as a resident, which is significantly higher than in 2016 (91%). Satisfaction has increased significantly to (96% cf. 91%) for Forth tenants, although satisfaction has also increased slightly for Pentlands tenants (94% cf. 91%).
- Six in ten (59%) feel that Dunedin take account of tenants' views a little or a lot, this proportion has dropped since 2016 (68%) although this is mainly due to an increase in the proportion who did not provide an opinion (32% cf. 25%).
- Face to face surveys (48%), postal surveys (16%) and comment cards (17%) are the methods most commonly preferred to get involved with Dunedin. Although, one in three stated that they had no preference to get involved (34%).
- 77% of tenants currently find out information about Dunedin through letters, with 62% preferring to use this method, whilst 73% currently find out information about Dunedin through Connect, 67% would prefer using this method. Regarding the latter, approaching nine in ten (88%) state they read it, of which eight in ten (82%) find it useful, which is similar to 2016.
- Two thirds of tenants contacted the Dunedin in the last 12 months (66%), most commonly by phone (62%) and most commonly about repairs (59%). During this contact, perceptions are highest for the staff being polite, approachable and helpful (97%) and the opportunity to have a say (96%), however lowest for the query being resolved on first contact (84%), being kept informed of progress (82%), and the outcome of the contact (85%). Notably, those in Forth hold lower perceptions than those in Pentlands around those latter three measures.

Complaint handling

- 6% of Dunedin tenants indicated that they complained about a Dunedin service, this rises significantly amongst those aged 55 to 64 (11%). 94% of these complaints were made directly to Dunedin. Although due to the low base (49) these findings should be treated as indicative only, around half thought: the outcome of the complaint was poor (49%); the frequency of updates was poor (51%); the speed of response was poor (45%) and the quality of information provided was poor (49%).

Financial inclusion

- Very few tenants find it difficult to meet costs very often: rent (1%); fuel bills (1%); food (1%); and Council tax (1%).

Digital inclusion

- Four in ten tenants state that they do not use the internet (39%), which is most likely those in a flat (43%), in Pentlands (44%), male (45%) or aged over 65 (84%). or those aged 55 or over (55 to 64 = 54%, 65 or over = 74%).