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**REPORT TO: COMMUNITIES COMMITTEE ON 31 MARCH 2015**

**SUBJECT: CUSTOMER FEEDBACK – NEW TENANTS’ SURVEY RESULTS**

**BY: ACTING CORPORATE DIRECTOR (ECONOMIC DEVELOPMENT,  
PLANNING AND INFRASTRUCTURE)**

**1. REASON FOR REPORT**

- 1.1 This report seeks to provide Committee with some background information relating to the performance indicator that measures the percentage of tenants who are satisfied with the standard of their home when moving in.
- 1.2 This report is submitted to Committee in terms of Section III H (3) of the Council's Administrative Scheme relating to performance management for housing functions.

**2. RECOMMENDATION**

**2.1 It is recommended that the Communities Committee:-**

- (i) considers and notes the analysis of satisfaction levels detailed in this report; and**
- (ii) agrees that the areas for improvement arising from this report are taken forward by the Service in 2015/16.**

**3. BACKGROUND**

- 3.1 The Communities Committee approved a revised performance management framework for housing and building services functions on 23 April 2013 (paragraph 19 of the Minute refers). A number of new indicators were introduced to the framework to enable the Council to comply with the Scottish Social Housing Charter. One of these indicators included the percentage of tenants who are satisfied with the quality of their home when moving in. A 90% target for this indicator was agreed by this Committee in 2014/15.
- 3.2 On 18 November 2014, the Communities Committee requested further information relating to the performance indicator that measures the percentage of tenants who are satisfied with the standard of their home when moving in (paragraph 12 of the Minute refers). In particular, Members sought clarification on why the levels of dissatisfaction have increased over the last 2 years.

- 3.3 New tenant surveys are sent to all tenants approximately 6-8 weeks after they have moved into a void property. Views are gathered on the housing allocation process; the tenant's experience of moving into their property; the standard of their home; the arrangements to pay their rent and whether they consider the services provided by the Council offers value for money. Tenants of new build properties are also sent this survey to complete and are included in these figures.
- 3.4 For the purpose of this report, the performance analysis only goes back to 2013/14. This is to enable the tenant satisfaction indicator to be measured on a like for like basis. Members are reminded that performance reports always use data that is gathered from a snapshot in time. Throughout the year, data is refreshed and this results in some changes to earlier reported performance. A final reconciliation and validation of all data takes place at year end.

#### **4. PERFORMANCE ANALYSIS**

- 4.1 An analysis of performance is provided in **APPENDIX I**.
- 4.2 Table 1 and 2 provides details of the number of survey returns that were issued to new tenants. These tables show that the survey response rate has fallen between 2013/14 (43%) and 2014/15 so far (29%).
- 4.3 Tables 3 and 4 provide details of tenant satisfaction with their home when moving in. The proportion of tenants very or fairly satisfied has increased from 75% in 2013/14 to 84% in 2014/15.
- 4.4 In 2013/14, 8% of tenants reported they were fairly or very dissatisfied with the standard of their home. This compares with 12% in Q1, 2 and 3 of 2014/15.
- 4.5 Whilst initially this may suggest that levels of dissatisfaction have increased, it is not borne out by the actual figures. A total of 11 tenants expressed dissatisfaction in 2013/14 compared with 8 in Qs1, 2 and 3 of 2014/15. A projection of current dissatisfaction levels in 2014/15 would suggest that the rate of dissatisfaction will be roughly the same as 2013/14. The number of tenants expressing any opinion however is too small to allow any statistically valid conclusion to be made.
- 4.6 Whilst the failure to return a survey is neither an indication of satisfaction or dissatisfaction, it could be assumed that any tenant with an issue with their property could have had a greater incentive to return their survey form.

#### **5. PROPERTY STANDARD**

- 5.1 The Council's Void Lettings Standard sets out the condition that a property should meet before it can be re-let to a new tenant. The new tenant survey seeks to capture performance in relation to the standard specifically around heating; decoration; repairs; garden condition; adaptations and neighbourhood.

- 5.2 A total of 19 negative comments about the standard of properties were made in 2013/14. 9 negative comments were received during Q1, 2 and 3 2014/15. The main themes reported relate to cleanliness, decoration and repairs not completed when the tenant moves in. These are all themes that are reported consistently, and have already been identified for improvement by the Voids Working Group.

## **6. AREAS FOR IMPROVEMENT**

- 6.1 Housing and Property is aware that response rates are falling and that it is necessary to find new ways of encouraging tenants to complete and return their new tenants survey. This may involve development of online and/or text based methods.
- 6.2 Despite the work of the Voids Working Group to date, there are still some improvements required in relation to the thematic issues identified in 5.2 of this report.
- 6.3 The decoration of properties continues to be an issue. It is proposed that as part of tenant scrutiny activities in 2015/16, the Service should complete a Peer Group Review of its voids management processes.

## **7. SUMMARY OF IMPLICATIONS**

### **(a) Moray 2023 A Plan for the Future/Service Plan**

Moray 2023 and the Service Plan (priority 4) identifies the need to involve tenants in improving the service quality. The monitoring and management of performance assists the Council to continue to improve its housing service. It also helps to manage its assets more effectively to provide the best outcomes for tenants and other customers and promote safer communities and adults living healthier, sustainable independent lives safeguarded from harm.

### **(b) Policy and Legal**

It is a requirement of the Scottish Social Housing Charter that social housing landlords use customer feedback to improve the quality of their housing and services.

### **(c) Financial Implications**

There are no financial implications arising directly from this report.

### **(d) Risk Implications**

There are no risk implications arising directly from this report.

### **(e) Staffing Implications**

There are no staffing implications arising directly from this report.

### **(f) Property**

There are no property requirements/implications arising directly from this report.

**(g) Equalities**

There are no equality implications arising directly from this report.

**(h) Consultations**

Consultation on this report has been carried out with the Head of Housing and Property and managers within the Housing and Property Service, whose comments have been incorporated in this report.

**8. CONCLUSION**

- 8.1 This report clarifies the Council's performance in relation to the percentage of tenants who are satisfied with the standard of their home when moving in. The report concludes the tenant satisfaction is increasing and areas of dissatisfaction are roughly the same as in the previous year. Improvement actions have been identified and this will be taken forward by the Service in 2015/16.**

Author of Report:	Richard Anderson, Head of Housing and Property Fiona Geddes, Housing Strategy Officer
Background Papers:	Held by the authors
Ref:	