



Highland Council

Tenant Satisfaction Survey

May 2024

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Tenant Satisfaction Survey 2024

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Date: 17/05/2024

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Date: 23/05/2024

1. EXECUTIVE SUMMARY

INTRODUCTION

- Highland Council commissioned Research Resource to carry out a tenant satisfaction survey on their behalf.
- A total of 1,008 interviews were carried out with Highland Council tenants in order to assess satisfaction with the Council's Housing Service and the services it provides. Interviews took place between the 20th of March and the 2nd of May 2024. 1,008 interviews provide data accurate to $\pm 3\%$.
- Analysis of the participant profile shows that the survey sample is representative by geography and property type. This provides robust and representative data upon which the Council can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

SCOTTISH HOUSING REGULATOR INDICATORS

The following table shows the results for the Scottish Housing Regulator indicators for Highland Council, compared to the Council's previous tenant satisfaction surveys undertaken in 2018 and 2021 and the key findings are detailed below:

- Overall satisfaction with the services provided by Highland Council has decreased, from 86% in 2021 to 72%;
- The proportion of tenants who were of the opinion the Council were good at keeping them informed has fluctuated from 69% in 2018 to 93% in 2021 and 78% in 2024;
- Satisfaction with opportunities to participate is higher in 2024 (76%) than it was in 2018 (56%), and lower than 2021 (94%).
- Satisfaction with the quality of the home is lower in 2024 (70%) than it was in 2018 (75%) and in 2021 (77%).
- Satisfaction with Highland Council's contribution to the management of the neighbourhood has decreased, from 88% in 2021 to 74% in 2024. It is higher than it was in 2018 (68%).
- The proportion of tenants who were of the opinion the rent for their property represents good value for money is lower in 2024 (76%) than it was in 2018 (88%) and in 2021 (89%).

The table also compares Highland Council's 2024 survey results with the ARC 2022/23 Local Authority average. This shows that Highland Council are performing below the LA average across six indicators, most significantly with regards to satisfaction with the repairs service (16% points below average) and are overperforming with regard to participation opportunities, where Highland Council's satisfaction level is 82% compared to a LA average of 76%.

Scottish Housing Regulator indicators				
	2018	2021	2024	LA ARC 2022/23
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Highland Council's Housing Service? (% very/ fairly satisfied)	78.10%	85.91%	72.12%	83.24%
How good or poor do you feel Highland Council's Housing Service is at keeping you informed about their services and decisions? (%very good/ fairly good)	69.00%	92.51%	77.98%	81.09%
How satisfied or dissatisfied are you with the opportunities given to you to participate in Highland Council's Housing Service's decision making process? (% very/ fairly satisfied)	55.70%	93.81%	81.85%	76.35%
Generally, how satisfied are you with the way the Council's Housing Service deals with repairs? (In the last 12 months) (% very/ fairly satisfied)			72.92%	89.35%
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	75.20%	77.22%	70.40%	81.78%
Overall, how satisfied or dissatisfied are you with Highland Council's Housing Service's contribution to the management of the neighbourhood you live in?	68.00%	88.01%	74.31%	82.47%
Taking into account the accommodation and services Highland Council's Housing Service provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it... (% very good value/ fairly good value)	87.69%	88.92%	76.49%	81.89%

KEY FINDINGS

The following points summarise the key findings to emerge from Highland Council's Tenant Satisfaction Survey 2024:

- Over 7 in 10 tenants (72%) were very or fairly satisfied with the overall service provided by Highland Council Housing Service as their landlord.
- Tenants were most likely to use letters (45%) and newsletters (39%) to obtain information.
- Just under 8 in 10 tenants (78%) were of the opinion that the Council's Housing Service was very or fairly good at keeping them informed about their services and decisions.
- 53% of tenants were aware of at least one activity in which they could become involved in their landlord's decision-making processes. Awareness was highest in terms of:
 - Tenant Group meetings (44%)
 - Rent consultation (37%).
- Just over 1 in 10 tenants (14%) stated they would be interested in participating in at least one activity. Tenants were most likely to be interested in:
 - Tenant Group meetings (8%).
 - Online surveys (7%)

- Just over 8 in 10 respondents (82%) were very or fairly satisfied with the opportunities given to them to participate in the Council's Housing Services decision-making processes.
- Overall, 72% of all respondents were very or fairly satisfied with the way the Council's Housing Service deals with repairs. Of those who had reported repairs undertaken in the last 12 months, satisfaction increases marginally to 73%.
- Respondents who had a repair carried out in the last 12 months were asked how satisfied or dissatisfied they were with various aspects of the repair service they received. Satisfaction ranged from 72% with regards to the tradesman showing ID and the repair being right first time to 94% with regards to the tradesperson being polite and helpful.
- Seven in ten respondents (70%) were very or fairly satisfied with the quality of their home. Tenants were most satisfied with their heating system and bathrooms (both 76%) and least satisfied with windows (66%).
- 74% of respondents were very or fairly satisfied with the Council's Housing Services contribution to the management of the neighbourhood they live in.
- Just over 3 in 4 tenants (76%) were of the opinion that the rent for their property represents very or fairly good value for money.
- Around half of tenants (51%) who pay full or partial rent said they find their rent payments very or fairly easy to afford.

2. INTRODUCTION, OBJECTIVES AND METHODOLOGY

2.1 Introduction

This report represents and discusses the findings to emerge from Highland Council's Tenant Satisfaction Survey 2024.

2.2 Background and objectives

The aim of the research was to seek tenants' views on the services that Highland Council Housing Services provides as a landlord, how well it performs these services and to help identify areas where the service can be improved. Specifically, the research was designed to provide customers views on the following:

- The quality of information provided by Highland Council,
- Quality of the home and the neighbourhood,
- The repairs and maintenance service,
- Tenant involvement/ opportunities for participation,
- Rent and value for money.

It is against this background that Research Resource were commissioned to carry out Highland Council's 2024 Tenant Satisfaction Survey.

2.3 Research Method

We note that the Ipsos MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement for a minimum of a 40% response rate or providing data accuracy to +/-3%, and ensuring representative samples of tenants, it was decided that the customer survey was carried out utilising a telephone methodology. Quotas were set geographically to achieve a representative sample. Our primary reasons for recommending this interviewer led methodology were:

- Administering the survey utilising an interviewer led methodology allows us to maximise the response rate.
- The proposed methodology is an inclusive methodology and allows interviewers to ensure that, for example, elderly or those with a disability or literacy problems can be included in the process. It also lets us identify any potential barriers to participation which can be raised and addressed in partnership with the Council.
- Facilitates high quality of survey output as it allows the interviewer to build up a rapport with the participant ensuring that the questionnaire is answered in full and allowing explanation of the necessity for asking personal data.

2.4 Questionnaire design

After consultation with Highland Council's Housing Service's representatives, a survey questionnaire was agreed which fully met the information needs and requirements of the organisation and included all issues of importance for tenants.

In developing the questionnaire, the following issues were considered:

- The information needs listed in the survey brief,
- The Scottish Social Housing Charter indicators upon which Highland Council is required to report,
- Research Resource experience in relation to customer satisfaction surveying.

2.5 Sample Size

The aim of the survey was to achieve a robust level of data upon which the Council can have confidence making decisions upon and to maximise the response to the survey.

Overall, a total of 1,008 interviews were achieved with Highland tenants. Tenant interviews were spread across each area of the Council's stock to ensure coverage of all stock types. This provides data accurate to $\pm 3\%$ (based upon a 50% estimate at the 95% level of confidence).

The guidance from the Scottish Housing Regulator states that in all surveys, particularly postal surveys, some groups are more likely than others to respond. This means that certain subgroups will be under-represented, and others will be over-represented in the final achieved sample (i.e. all the people who responded). Weighting ensures that received responses are representative of the whole survey population. The guidance suggests that social landlords will be likely to have suitable information on the population in terms of dwelling type and the number of bedrooms.

The tables below show the sample profile broken down by geography and property type compared to the population. As can be seen below, the interview profile is relatively in line with the overall population profile with respect to these characteristics. We are comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required. The data reported is therefore unweighted.

Area	Population		Interviews	
	No.	%	No.	%
Badenoch And Strathspey	540	4%	27	3%
Caithness Area	1,957	14%	118	12%
Inverness Area	4,504	32%	303	30%
Lochaber Area	1,441	10%	59	6%
Nairn Area	711	5%	85	8%
Ross And Cromarty Area	3,714	26%	305	30%
Skye And Lochalsh Area	503	4%	32	3%
Sutherland Area	920	6%	79	8%
Grand Total	14,290	100%	1,008	100%

Property type	Population		Interviews	
	No.	%	No.	%
2 In A Block 2 Storey Flat	159	1%	8	1%
4 In A Block 2 Storey Flat	1,276	9%	79	8%
6 In Block 2 Storey Flat	113	1%	3	0%
8 In A Block 2 Storey Flat	46	0%	-	0%
Bedsit	24	0%	2	0%
Bungalow - 1 Storey	3,330	23%	305	30%
Homeless Accommodation - Room	1	0%	-	0%
House 1-1/2 Storey	1,104	8%	81	8%
House 3 Storeys	2	0%	-	0%
Maisonette	346	2%	18	2%
Other Flats <2 Storeys	962	7%	56	6%
Other Flats>2 Storeys	810	6%	47	5%
Pod	1	0%	-	0%
Standard House 2 Storey	6,116	43%	409	41%
Grand Total	14,290	100%	1,008	100%

2.6 Interviewing and Quality Control

All interviewing was undertaken by Research Resource's highly trained and experienced telephone interviewers. All interviewers are experienced in undertaking tenant satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between the 20th of March and the 2nd of May 2024.

2.7 Survey Analysis and Reporting

This report presents the findings of the survey.

Comparisons have been drawn to the Council's previous surveys from in 2018 and 2021.

Survey data has been analysed and reported on by key variables agreed with the Council. Where any significant trends or issues are found for any one key group, this is detailed in the survey report.

Throughout this report the figures show the results as percentages and base numbers are shown.

Percentages are rounded up or down to one decimal place. Not all percentages sum will to 100% due to rounding. Rounding can also cause percentages described in the supporting text or summarising 'overall satisfaction' (i.e. adding very satisfied and fairly satisfied responses together) to differ from the charts by 1% when two percentages are added together. For this reason, the key Charter indicator responses are shown to two decimal places for accuracy.

Where respondents could select more than one response to a question the percentages will sum to more than 100%.

2.8 Report Structure

This document details the key findings to emerge from Highland Council's 2020 Tenant Satisfaction Survey.

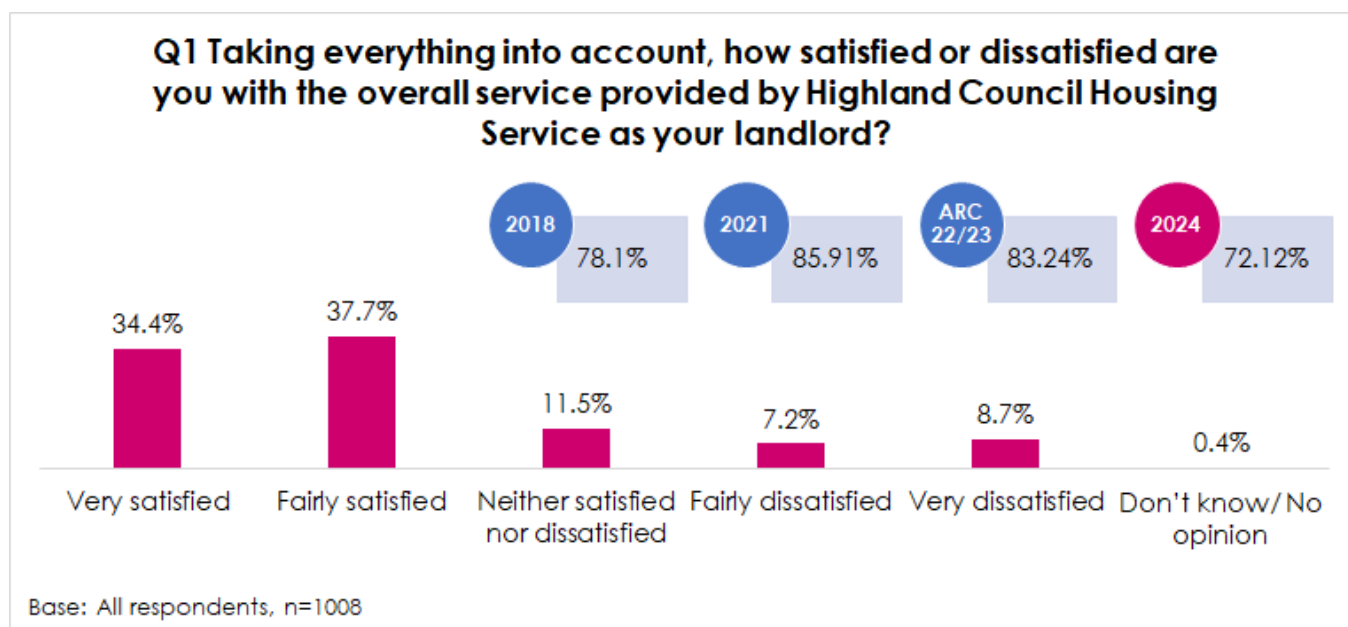
CHAPTER 3.	OVERALL SATISFACTION
CHAPTER 4.	COMMUNICATION AND PARTICIPATION
CHAPTER 5.	THE REPAIR AND MAINTENANCE OF YOUR HOME
CHAPTER 6.	NEIGHBOURHOOD MANAGEMENT
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3. OVERALL SATISFACTION

3.1 Satisfaction with the overall service provided by Highland Council (Q1)

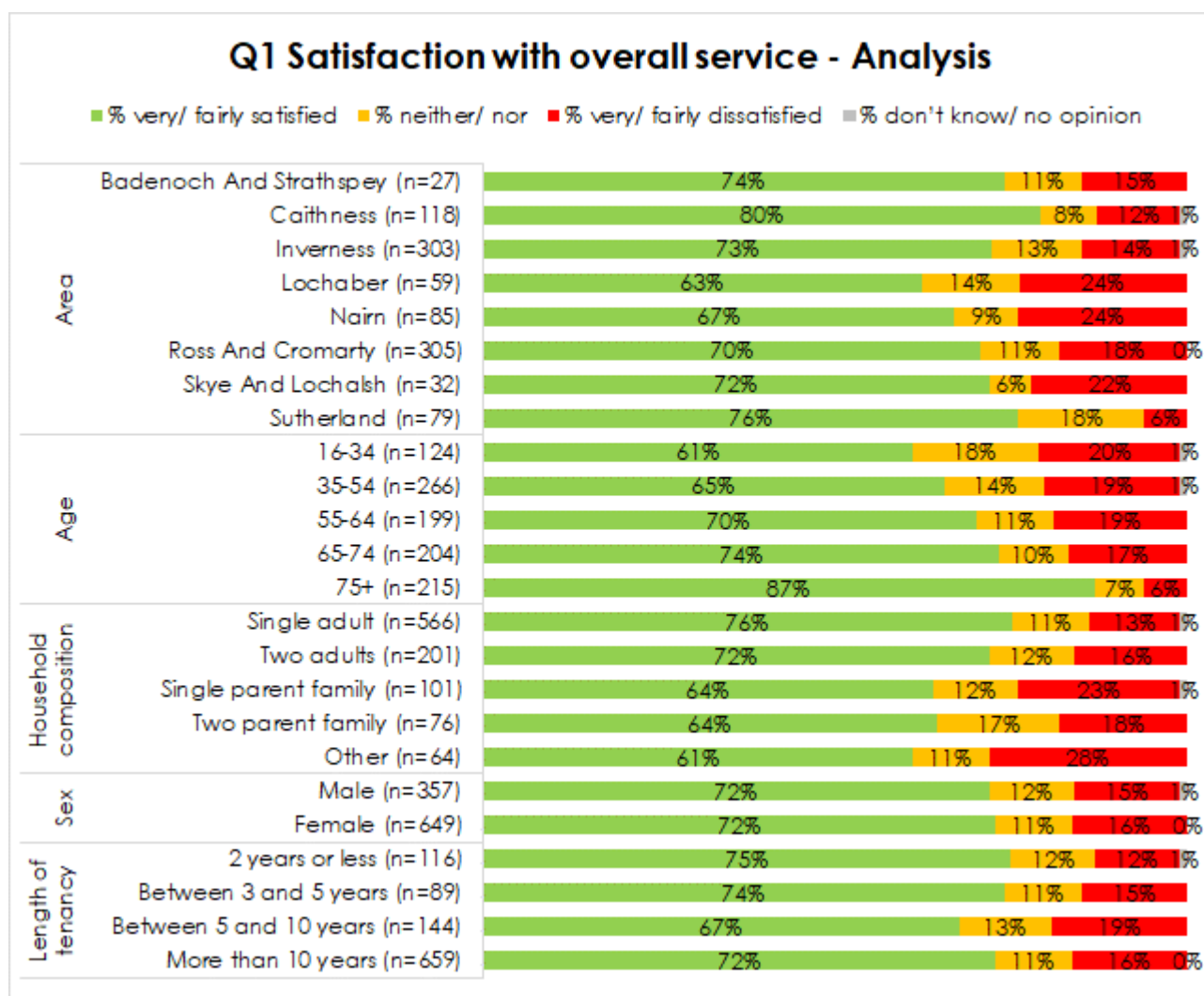
The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by Highland Council Housing Service as their landlord. Just under three quarters (72%) were very or fairly satisfied in this respect, compared to 12% who were neither satisfied nor dissatisfied and 16% who were very or fairly dissatisfied.

This has decreased since 2021 when 86% of respondents said they were either very or fairly satisfied with the overall service provided by Highland Council Housing Service as their landlord. Overall satisfaction is lower than the Scottish average for all local authority social landlords reported in the 2022/23 Annual Return on the Charter (ARC) which was reported as 83%. The proportion of respondents who were dissatisfied with the overall service has doubled from 8% in 2021 to 16% in 2024.



Analysis by key demographics reveals:

- **Area:** Those living in the Caithness area were most likely to be satisfied with the overall service (80%), whereas those living in Lochaber were least satisfied (63%). It should be noted that the number of respondents in this area was lower than elsewhere so this finding should be treated with caution.
- **Age:** As age increases so does the proportion of satisfaction, increasing from 61% for tenants aged 16-34 to 87% for those aged 75 and over.
- **Household composition:** Single adult (76%) and two adult households (72%) were most likely to be satisfied in this respect, while families and households with children under the age of 16 were least likely to be satisfied (64% of two parent families and 64% of single parent families were satisfied).
- Overall satisfaction and dissatisfaction with the service overall does not vary significantly by gender or length of tenancy.



3.2 Reasons given for not being satisfied with overall service (Q2)

Respondents who were not satisfied with the overall service provided by the Council's Housing Services were then asked to explain why this was. Tenants were most likely to say this was due to repairs and housing quality issues:

- Issues with the repairs service e.g. poor workmanship/ timescale for completion (42%),
- Home is in need of repairs (16%).
- Home requires upgrades/ improvements e.g. kitchen/ bathroom (15%).
- Lack of communication/ not kept updated (15%).

Q2 Can you please explain why you said you were not satisfied with the overall landlord service provided by Highland Council Housing Services?		
Base: Not satisfied with overall service, n=277	No.	%
Poor repairs service e.g. quality of workmanship/ timescale for completion	117	42.2%
Home is in need of repairs	43	15.5%
Home requires upgrades/ improvements e.g. kitchen/ bathroom	42	15.2%
Lack of communication/ not kept updated	42	15.2%
Issues with dampness/ mould	32	11.6%
Don't listen to our views/ deal with issues	31	11.2%
Not dealing with ASB/ ASN	21	7.6%
Poor heating system/ expensive to run	19	6.9%
Outside maintenance required e.g. grass/ painting	17	6.1%
Need to move home	16	5.8%
Rent increases/ service charges too high/ not getting value for money	15	5.4%
It's ok/ average/ some things good and some bad	8	2.9%
Poor roads/ pavements	2	0.7%
Lack of parking facilities	1	0.4%
Other	23	8.3%
Don't know/ no comment	6	2.2%

A full break down of this question cross tabulated with the response from question one can be found in the appendix.

4. COMMUNICATION AND PARTICIPATION

4.1 Communication sources (Q3)

Respondents were asked to state which sources of information they use to obtain information about the Council's housing services. Tenants were most likely to state they use letters (45%, 70% in 2021) and newsletters (39%, 63% in 2021) to obtain information.

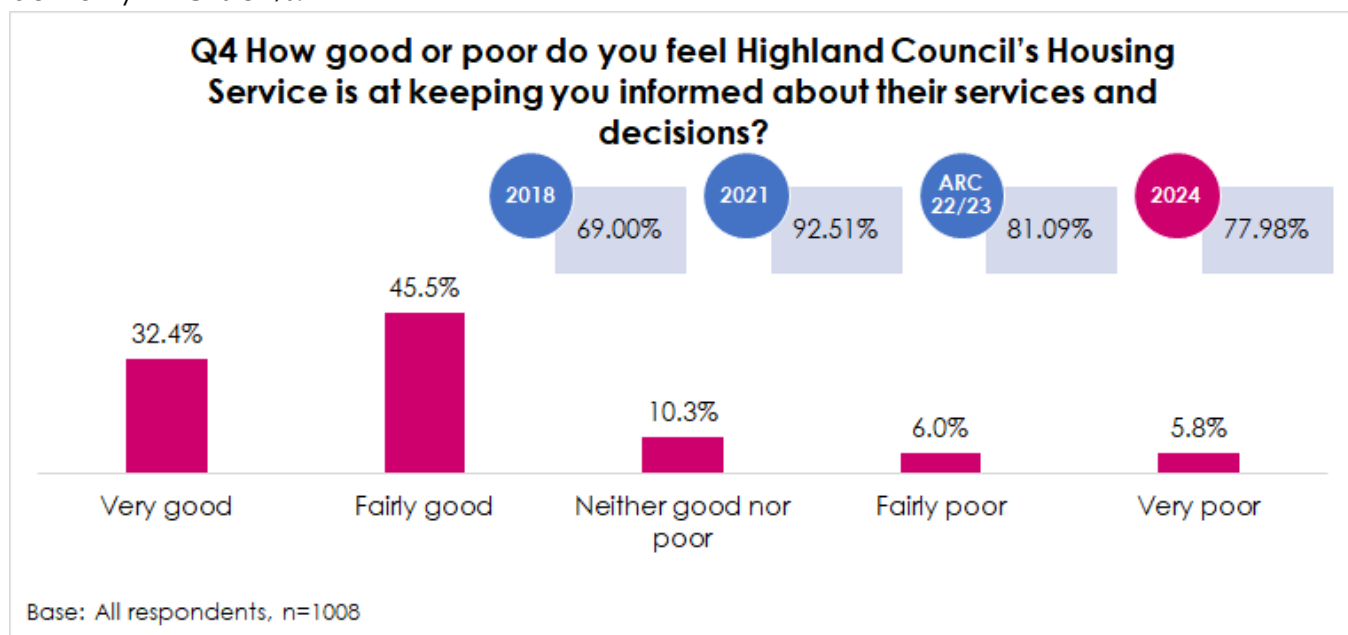
Q3 Which of the following sources of information do you use to obtain information about the Council's housing services?		
Base: All respondents, n=1008	No.	%
Letters	452	44.8%
Newsletters	388	38.5%
Website	145	14.4%
Telephone	119	11.8%
Email	117	11.6%
Text	78	7.7%
Visit the office/ speak to housing officer	49	4.9%
Facebook	45	4.5%
Twitter	14	1.4%
Word of mouth	9	0.9%
Tenant Meetings	6	0.6%
None/ don't get any information	23	2.3%
Other	22	2.2%
Don't know	27	2.7%

There is a clear correlation between age and using electronic sources to obtain information. As can be seen from the table below, as age increases, the proportion of tenants using email, the Council's website, Text or Facebook to obtain information decreases. Whereas younger respondents are less likely to prefer newsletters than older respondents.

Q3 Which of the following sources of information do you use to obtain information about the Council's housing services? (Analysed by age)					
	16-34	35-54	55-64	65-74	75+
Base	124	266	199	204	215
Letters	48%	41%	42%	45%	50%
Email	28%	12%	15%	5%	4%
Newsletters	20%	36%	41%	49%	41%
Tenant Meetings	-	-	1%	1%	1%
Website	23%	23%	16%	8%	3%
Twitter	3%	2%	2%	-	0%
Facebook	10%	6%	4%	3%	0%
Text	14%	8%	12%	4%	3%
Other (please specify)	1%	2%	2%	3%	3%
Don't know	1%	2%	3%	3%	4%
Telephone	4%	7%	15%	16%	16%
Visit the office/ speak to housing officer	5%	5%	5%	7%	3%
Word of mouth	-	0%	-	0%	3%
None/ don't get any information	2%	3%	1%	1%	3%

4.2 Keeping tenants informed (Q4/5)

Just under 8 in 10 tenants (78%) were of the opinion that the Council's Housing Service was very or fairly good at keeping them informed about their services and decisions, compared to 10% who stated neither good nor poor and 12% who felt the Council were very or fairly poor in this respect. Overall satisfaction has fallen from 93% in 2021, however it is higher than the result reported in the 2018 survey where 69% were satisfied in this respect. Dissatisfaction has increased from 4% in 2021 to 12% in 2024. The annual average reported in the 2022/23 local authority ARC is 81%.

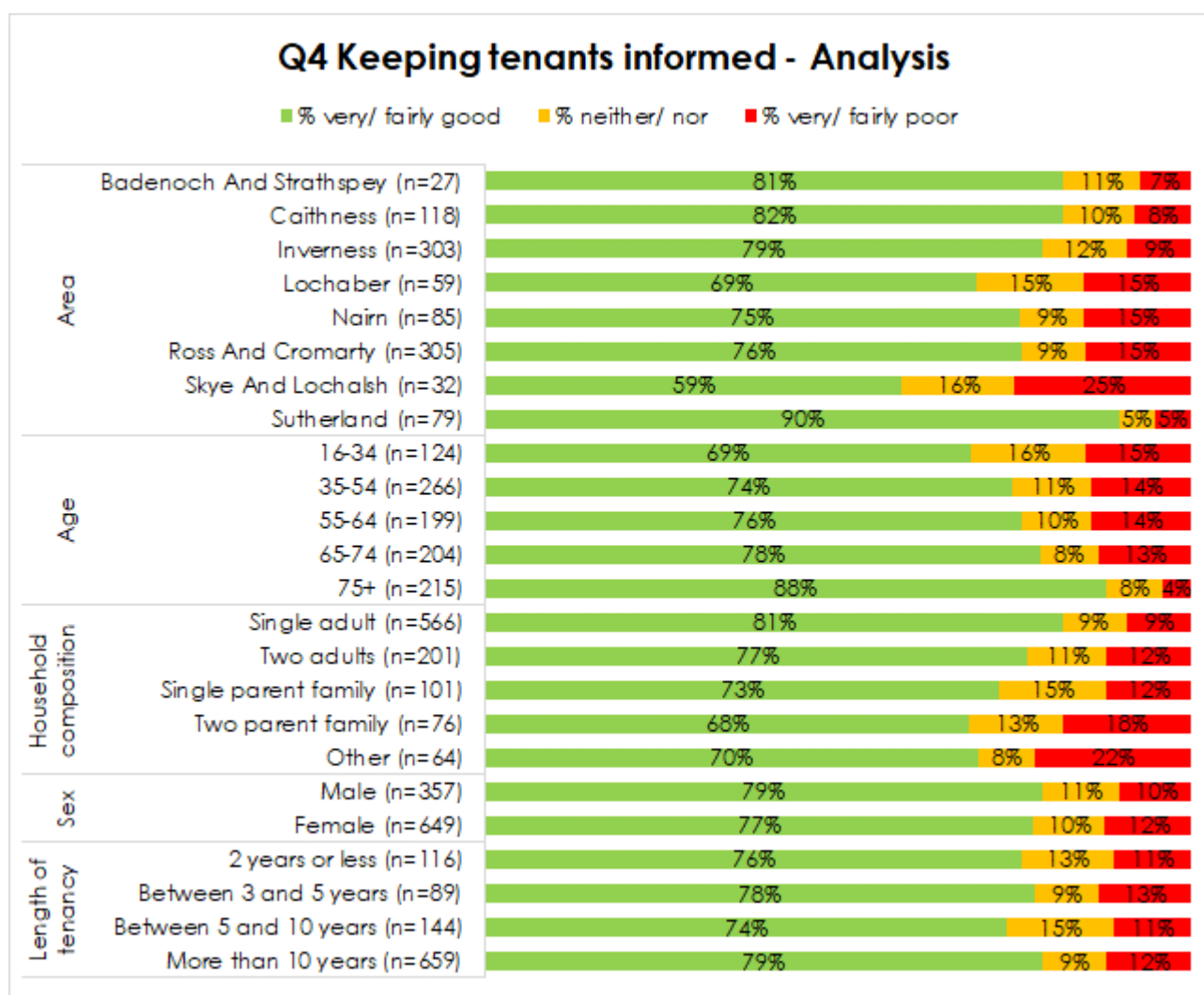


Tenants who felt the Council's Housing Service were not good at keeping them informed about their services and decisions were then asked to explain why this was. Tenants were most likely to say they felt that there was a general lack of communication or information provided (54%). Analysis of this question by satisfaction rating can be found in the appendix.

Q5 Can you please explain why you said that you feel Highland Council's Housing Service are not good at keeping you informed about their services and decisions?		
Base: Not satisfied with being kept informed, n=222		
	No.	%
Lack of communication/ information	121	54.5%
lack of response or updates on outstanding issues	25	11.3%
Only receive newsletter/ letters	21	9.5%
They don't keep you updated/ follow up/ slow to get back to you	14	6.3%
Improvements needed to customer service	12	5.4%
Only get informed about rent increase	5	2.3%
Don't receive newsletters/ letters	5	2.3%
Can't get through to them on phone/ difficult to contact	5	2.3%
Information too generic/not relevant	3	1.4%
Don't listen to our views	1	0.5%
Other	26	11.7%
Don't know	13	5.9%

Further analysis by key demographics reveals:

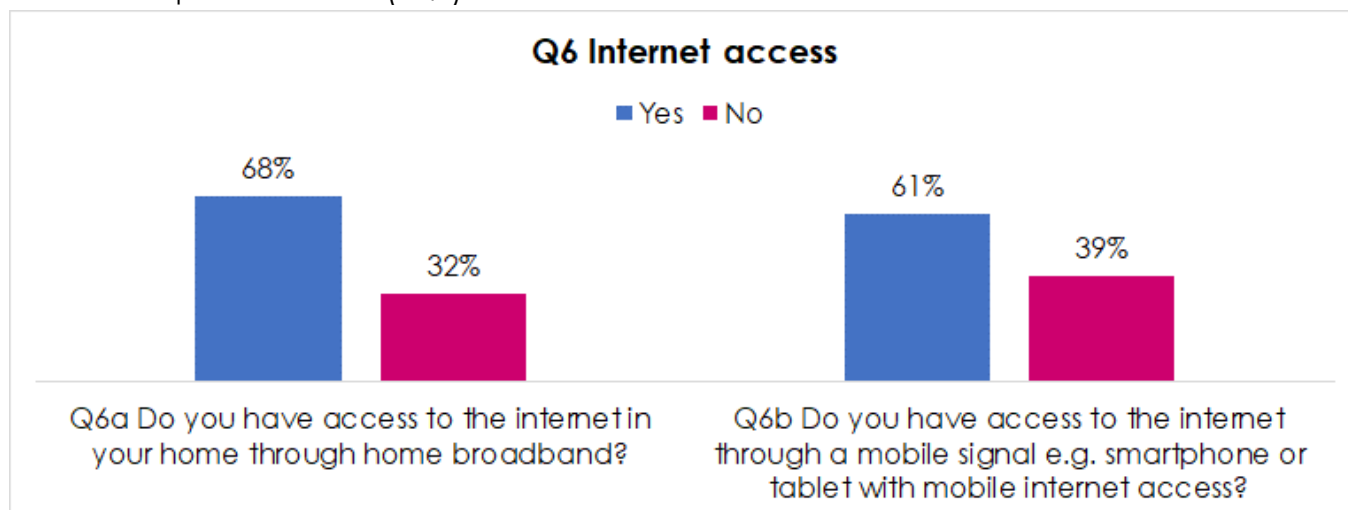
- **Area:** Respondents in Sutherland were most likely to be satisfied with how well they are kept informed (90%), while those living in Skye and Lochalsh were least satisfied (59%). Dissatisfaction was highest amongst those living in Skye and Lochalsh (25%).
- **Age:** Older tenants aged 75 and over (88%) were more likely to state the Council's Housing Services were very or fairly good at keeping them informed about services and decisions, while younger tenants aged under 35 were least satisfied (69%).
- **Household composition:** Single adult households were significantly more likely to be satisfied in this respect (81%) than 2 parent families (68%).
- Overall satisfaction and dissatisfaction do not vary significantly by sex or length of tenancy.



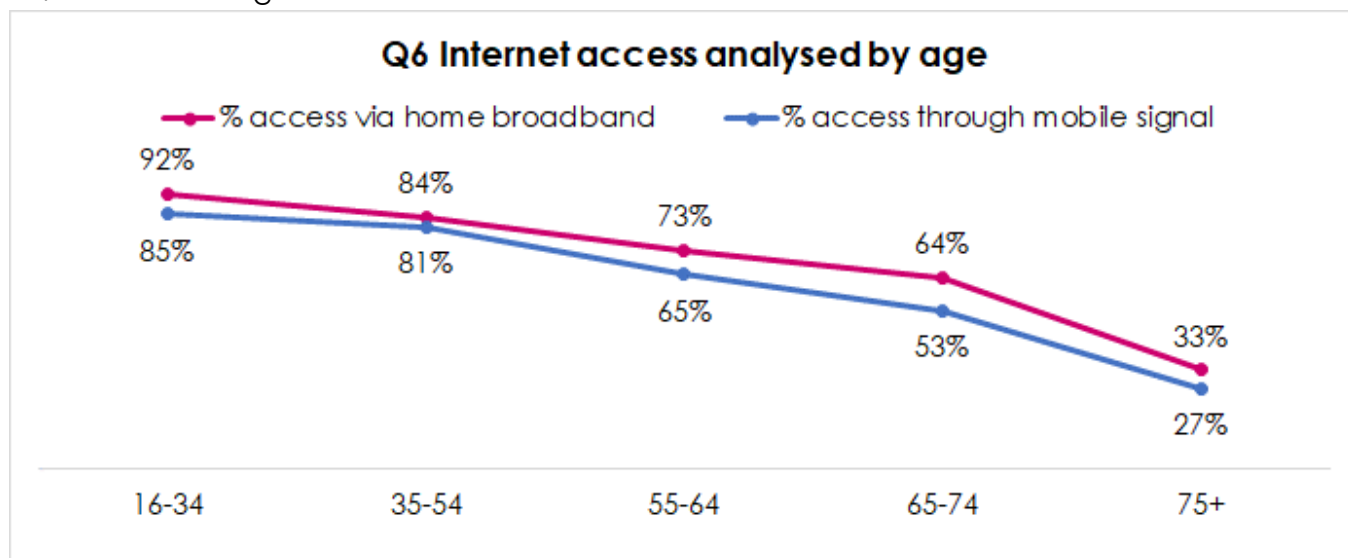
4.3 Internet access (Q6/7)

When asked about internet access, 68% (63% in 2021) of respondents stated that they have access to the internet in their home through home broadband and 61% (59% in 2021) stated that they have access to the internet through a mobile signal.

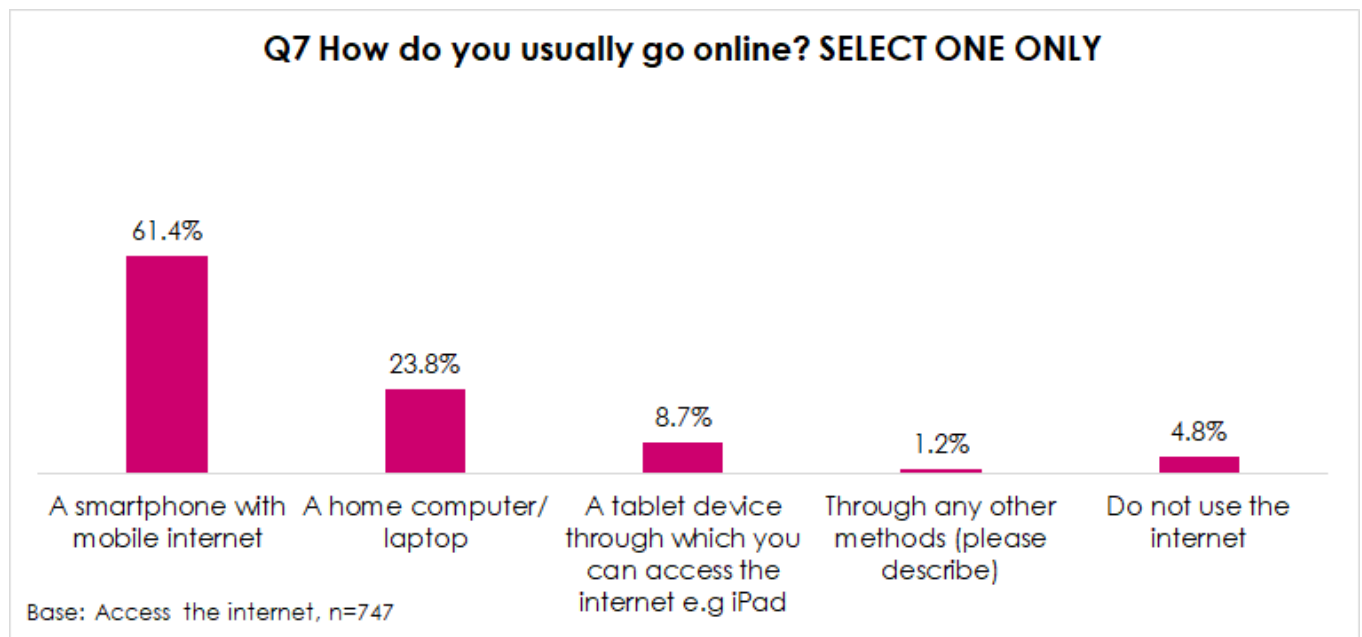
Overall, 74% of respondents have internet access via either or both methods which is higher than was reported in 2021 (68%).



When analysed by age, it is clear that there is a significant correlation between age and likelihood of having internet access either via home broadband or via a mobile signal. For example, in the 16-34 year old age group, 92% of respondents have broadband internet access. As age increases, the likelihood of having internet access via broadband decreases to 33% for tenants aged 75+.



Those who have internet access were asked how they usually go online. As shown below, this is most commonly done using a smartphone with mobile internet (61%).



Again, analysis shows strong links to age and the method of accessing the internet with younger respondents most likely to access the internet using a smartphone (83%) whereas older respondents were more likely to access the internet using a home computer or laptop (33%).

Q7 How do you usually go online?					
	16-34	35-54	55-64	65-74	75+
Base: those with internet access	124	241	158	145	79
A smartphone with mobile internet	83%	71%	60%	43%	35%
A home computer/ laptop	15%	21%	25%	30%	33%
A tablet device through which you can access the internet e.g. iPad	1%	6%	11%	13%	18%
Through any other methods (please describe)	2%	2%	-	1%	3%
Do not use the internet	-	1%	4%	12%	11%

4.4 Awareness of, and interest in, participation opportunities (Q8)

Respondents were read a list of participation opportunities that tenants can be involved in to help improve the services provided from their landlord, and were asked to name the activities they were aware of, and also any activities that they would be interested in taking part in.

Just over half of respondents (53%, 57% in 2021) were aware of at least one activity that they could get involved in. Awareness was highest in terms of Tenant Group meetings (44%), taking part in the Rent Consultation (37%) and Area Tenant Forums (28%). These were also the activities where awareness was highest in 2021.

Just over one in ten respondents (14%) stated they would be interested in participating in at least one activity (12% in 2021). Tenants were most likely to be interested in taking part in tenant group meetings (8%) and online surveys (7%).

Q8A) Are you aware of the following ways in which you could become involved in Highland Council's Housing Service to help improve their services? Q8B) Whether or not you have participated in these activities in the past, would you be interested in participating in any of these in the future to help the Council improve their housing services?				
	Aware		Interested in	
Base: All respondents, n=1008	No.	%	No.	%
Tenant Group meetings	444	44.0%	85	8.4%
Rent consultation	368	36.5%	65	6.4%
Area Tenant Forums	277	27.5%	52	5.2%
Drop in sessions	251	24.9%	51	5.1%
Register of interested tenants who are consulted on a range of issues	218	21.6%	40	4.0%
Online surveys	210	20.8%	73	7.2%
Rate your Estate tenant inspections	161	16.0%	39	3.9%
Join the Scrutiny Panel	149	14.8%	30	3.0%
Attend Housing & Property Committee meetings as Tenant Rep	148	14.7%	35	3.5%
Join the Value for money Group	146	14.5%	36	3.6%
Be a Community Voice representing the views of your community	135	13.4%	33	3.3%
One to one with tenant participation officer	111	11.0%	37	3.7%
None	470	46.6%	871	86.4%

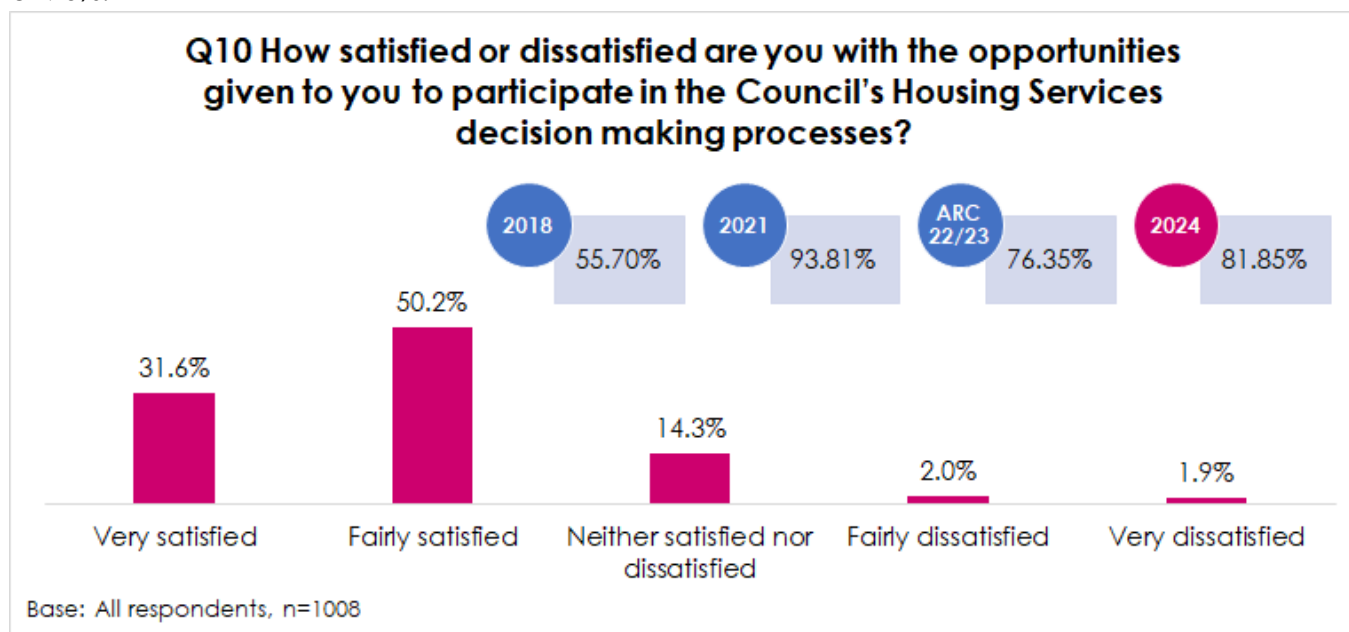
4.5 Reasons for not becoming more involved in the Council's Housing Service (Q9)

Tenants were most likely to cite that they simply were not interested in participating more (37%) health and disability issues (29%) or work commitments (11%) as reasons that stop them becoming more involved with the Council's Housing Service. These were also the most common reasons given for not participating more in the 2021 survey.

Q9 [ASK ALL] What, if anything, stops you participating more with the Council's Housing Service?		
Base: All respondents, n=1008	No.	%
Not interested	373	37.0%
Health / disability issues	291	28.9%
Work commitments	108	10.7%
Childcare commitments	51	5.1%
Nothing- I already participate	49	4.9%
Not aware of any meetings/ opportunities to participate	45	4.5%
Too busy/ other commitments	29	2.9%
Feel I am too old to contribute	27	2.7%
Don't think I have anything to contribute	23	2.3%
Lack confidence in speaking up	19	1.9%
Will make no difference/ Council won't listen	18	1.8%
I am interested	17	1.7%
Language barrier	13	1.3%
Caring/ family commitments	11	1.1%
Transport issues	9	0.9%
Live in a remote area/ no local activities	7	0.7%
Don't understand enough about the work of the Council's housing services	2	0.2%
Other	15	1.5%
No reason/ don't know	14	1.4%

4.6 Satisfaction with participation opportunities (Q10/11)

Over 8 in 10 respondents (82%) were very or fairly satisfied with the opportunities given to them to participate in the Council's Housing Services decision-making processes. 14% stated they were neither satisfied nor dissatisfied and 4% stated that they were very or fairly dissatisfied. This is a decrease compared to the 94% who were very or fairly satisfied in 2021, however it is higher than was reported in the 2018 survey when just 56% were satisfied in this respect. Overall satisfaction is higher than the Scottish average reported in the 2022/23 ARC for local authorities of 76%.

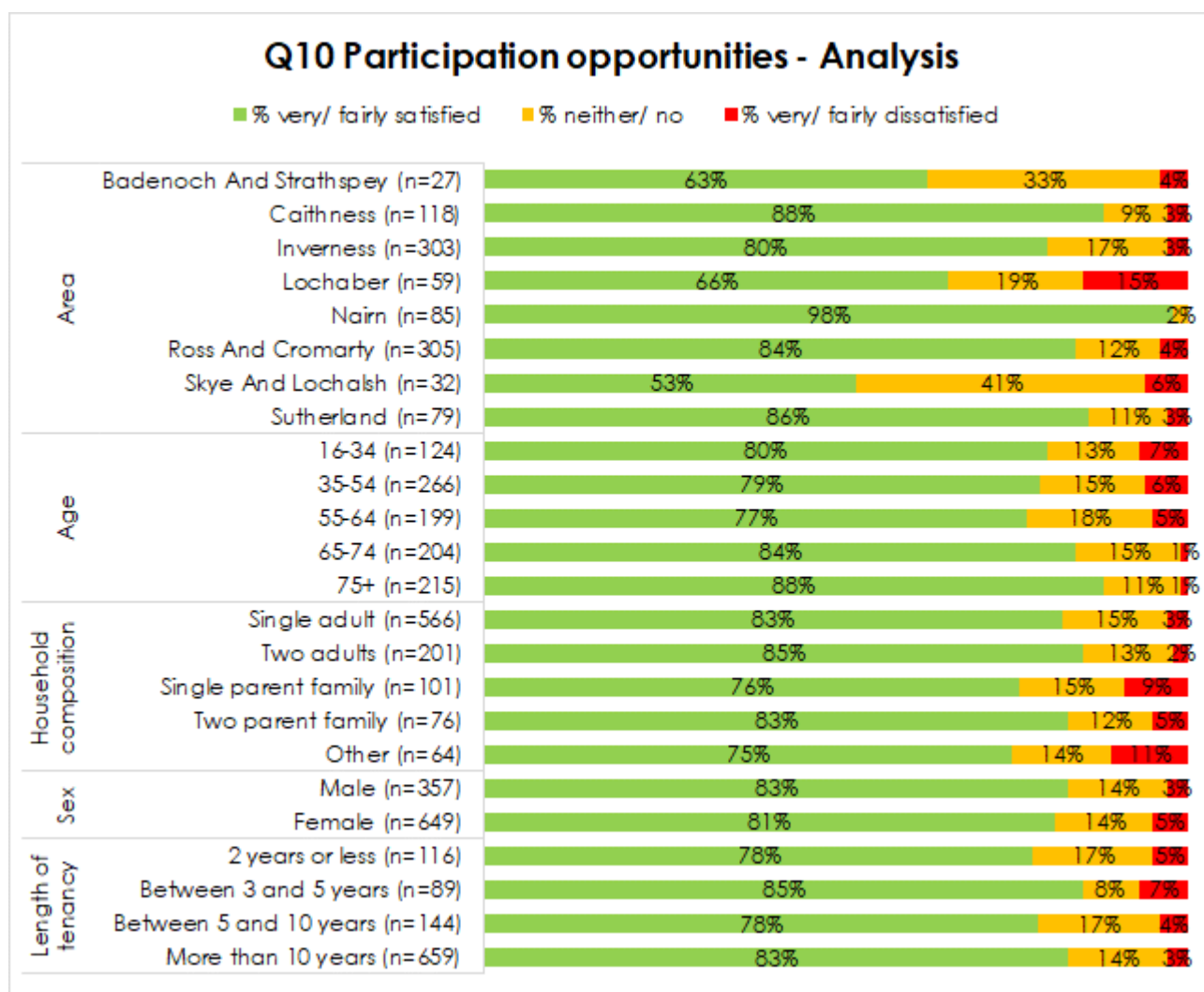


Tenants who were not satisfied with the opportunities given to them to participate in their landlord's decision-making processes were then asked to explain why this was. Tenants were most likely to say this was due to being unaware of the opportunities available (48%), followed by tenants stating they were not sure or had never thought about getting involved (25%). Analysis of this question by satisfaction rating in terms of participation opportunities can be found in the appendix.

Q11 You said you are not satisfied with the opportunities given to you to participate in the Council's Housing Services decision making processes. Can you explain why you said that?		
Base: Not satisfied with participation opportunities, n=183	No.	%
Didn't know/ not aware of opportunities	87	47.5%
Never thought about it/ don't know	45	24.6%
Don't listen to our views/ won't make a difference	18	9.8%
General comments of dissatisfaction with the Council/ services	12	6.6%
Not interested	10	5.5%
Can't participate e.g. due to disability/ old age	8	4.4%
Language barrier	2	1.1%
Other	12	6.6%

Analysis of satisfaction levels with opportunities to participate by key demographics reveals:

- **Area:** In terms of area, the highest levels of satisfaction with respect to the opportunities to participate were seen in Nairn (98%), Caithness (88%) and Sutherland (86%) whereas the lowest level of satisfaction was seen in the Skye and Lochalsh area (53%).
- **Age:** Those aged 75 and over were significantly more likely to be satisfied with participation opportunities (88%) than those aged 16-34 (80%) or aged 35-54 (79%).
- Overall satisfaction and dissatisfaction do not vary significantly by household composition, sex or length of tenancy.



5. THE REPAIR AND MAINTENANCE OF YOUR HOME

5.1 Satisfaction when dealing with repairs (Q12)

Firstly, in terms of the overall question, from all tenants surveyed, when asked about their satisfaction with the way the housing service deal with repairs, 72% were very or fairly satisfied in this respect, compared to 11% who were neither satisfied nor dissatisfied and 17% who were very or fairly dissatisfied. Overall satisfaction has decreased from 82% reported in 2021.

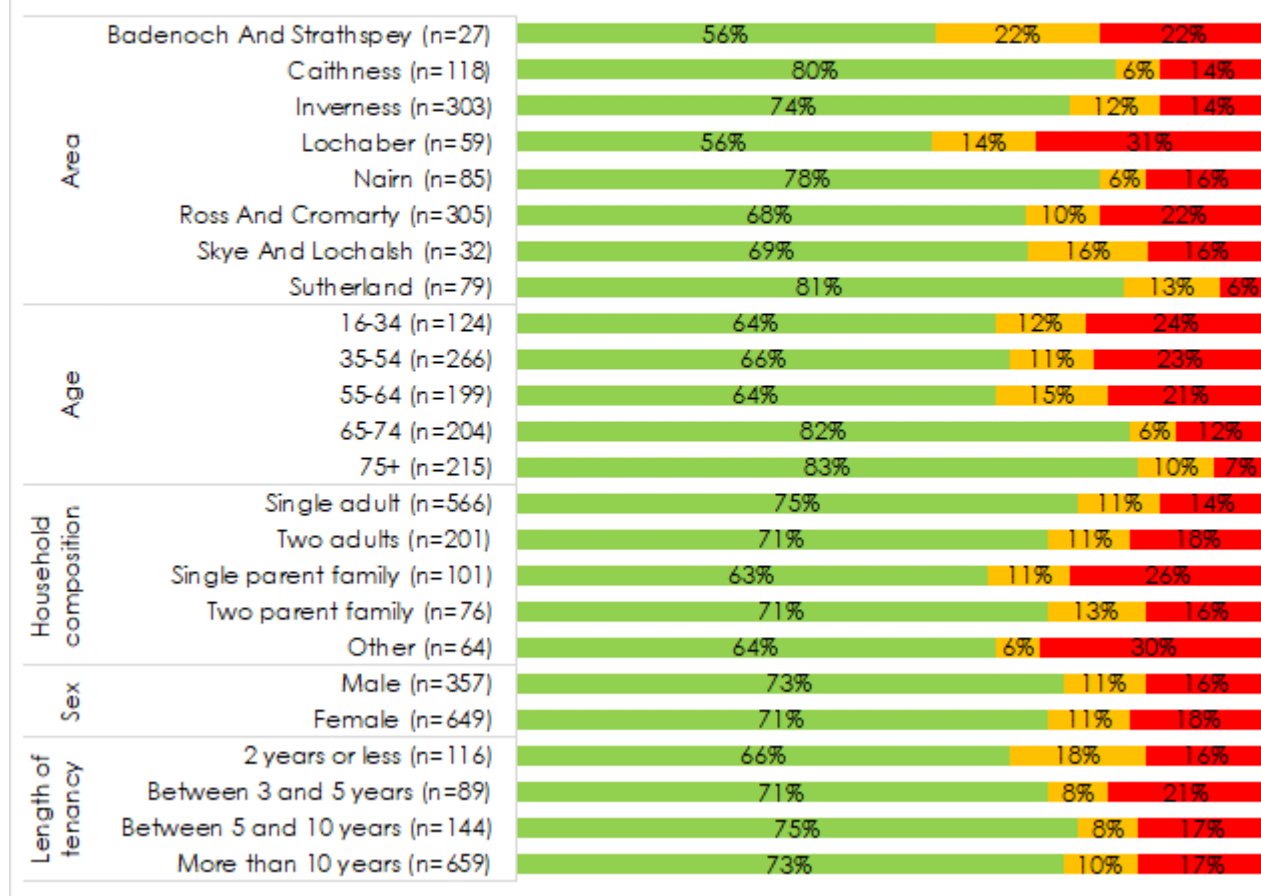


Further analysis reveals some interesting differences:

- **Area:** Sutherland respondents had the highest proportion of satisfaction with the repairs service generally (81%), while those living in Badenoch and Strathspey (56%) and in Lochaber (56%) were least likely to be satisfied. Lochaber had the highest proportion of dissatisfaction with 31% of tenants being either very or fairly dissatisfied with the repairs service generally.
- **Age:** Tenants aged 65-74 (82%) and aged 75 and over (83%) were more likely to be very satisfied with the repairs service than tenants aged 16-34 (64%), 35-54 (66%) or aged 55-64 (64%).
- **Household composition:** Single parent families were significantly less likely to be satisfied with the repairs service (63%) than single adults (75%).
- Overall satisfaction and dissatisfaction do not vary by gender or length of tenancy.

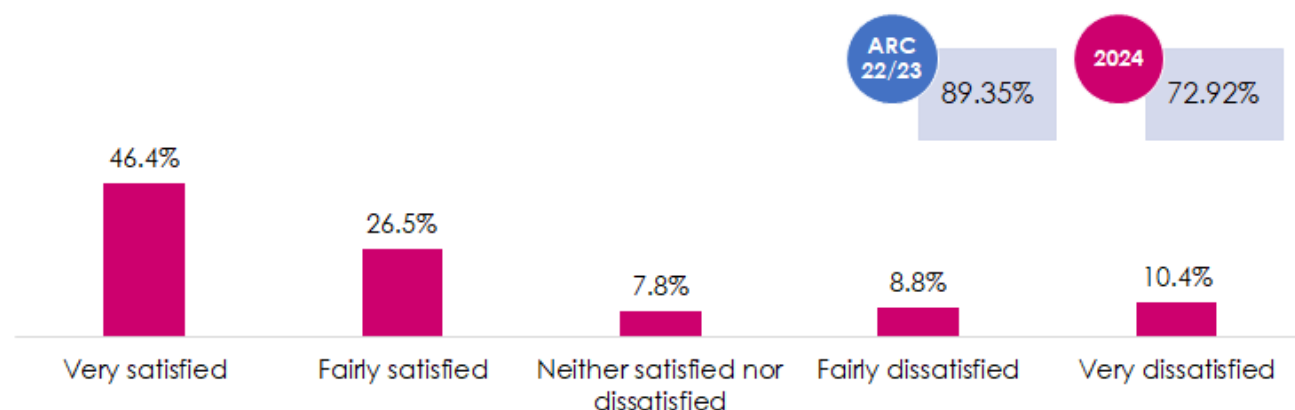
Q12 Satisfaction with repairs generally - Analysis

■ % very/ fairly satisfied ■ % neither/ nor ■ % very/ fairly dissatisfied



Over half of tenants (56%) have reported repairs to the Council in the last 12 months. Of these individuals (73%) were either very or fairly satisfied with the repairs service compared to 8% who were neither satisfied nor dissatisfied and 19% who were very or fairly dissatisfied. The 2022/23 ARC reported the Local Authority Scottish average for the repairs indicator for those who had reported repairs in last 12 months as 89%.

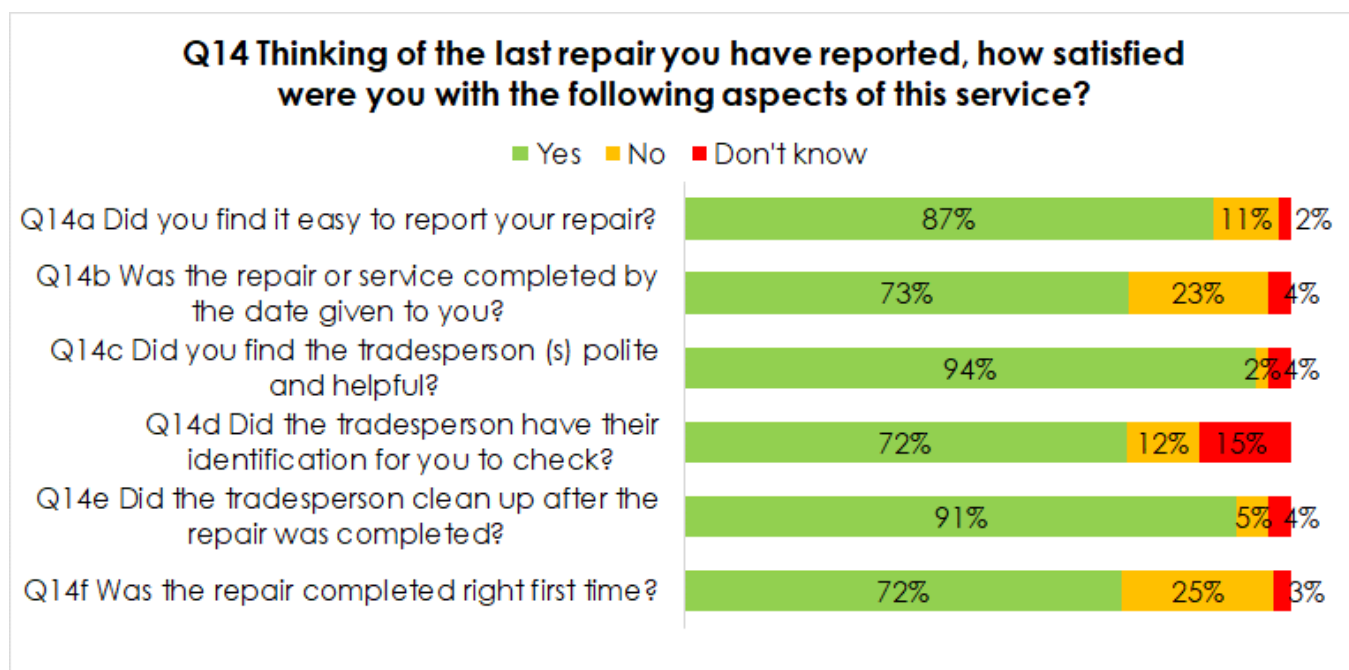
Q12 Generally, how satisfied are you with the way the Council's Housing Service deals with repairs? (In the last 12 months)



Base: Reported repairs in the last 12 months, n=565

5.2 Satisfaction with aspects of the repairs service (Q14)

Respondents who had a repair carried out in the last 12 months (38%) were then asked how satisfied or dissatisfied they were with various aspects of the repair service they received. Satisfaction ranged from 72% with regards to the tradesman showing ID and the repair being right first time to 94% with regards to the tradesperson being polite and helpful.



5.3 Suggestions for improvement to the repairs service (Q15)

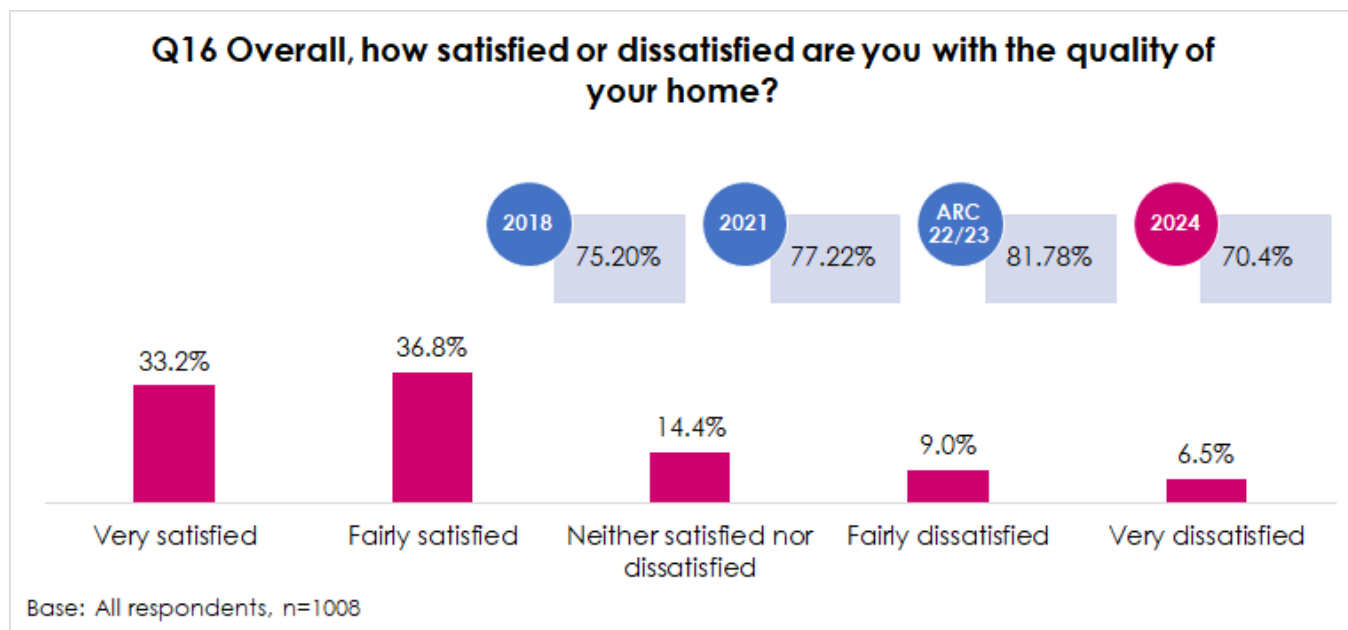
Respondents who had a repair carried out in the last 12 months were asked for suggestions for improvement. Where a suggestion was provided, this was most likely to be in relation to quicker timescales to start and complete repairs (11%) and improvements to the telephone service for reporting repairs (6%), improving the quality of workmanship (6%), improvements to communication (6%) and where respondents spoke about ongoing issues or where repairs had not been completed (6%).

Over a third of respondents (38%) did not make any suggestions for improvement.

Q15 What, if anything, could have been done to improve the repairs process?		
Base: Not satisfied with repairs service, n=565	No.	%
Quicker timescales to complete	62	11.0%
Happy with service	42	7.4%
Improvements to telephone service	32	5.7%
Better quality of workmanship	31	5.5%
Better communication	31	5.5%
Ongoing issues/ repair not complete	31	5.5%
Complete job on first visit/ have parts available/ temporary fix	30	5.3%
Improvements to appointment system/ keep appointments	23	4.1%
It is fine/ good	16	2.8%
Replace instead on constant patch up jobs	13	2.3%
Follow up inspections/ call	7	1.2%
Improve attitude from contractors	5	0.9%
Problems with damp/ mould	2	0.4%
Other	33	5.8%
Don't know/ no comment	71	12.6%
None/ nothing	215	38.1%

5.4 Quality of the home (Q16/17)

Seven in ten respondents (70%) were very or fairly satisfied with the quality of their home. 14% said they were neither satisfied nor dissatisfied and 16% said that they were very or fairly dissatisfied. This has seen a decrease from 2021 when 77% of respondents were very or fairly satisfied with the quality of their home. The 2022/23 ARC result for this indicator for Scottish local authorities overall is 82%.

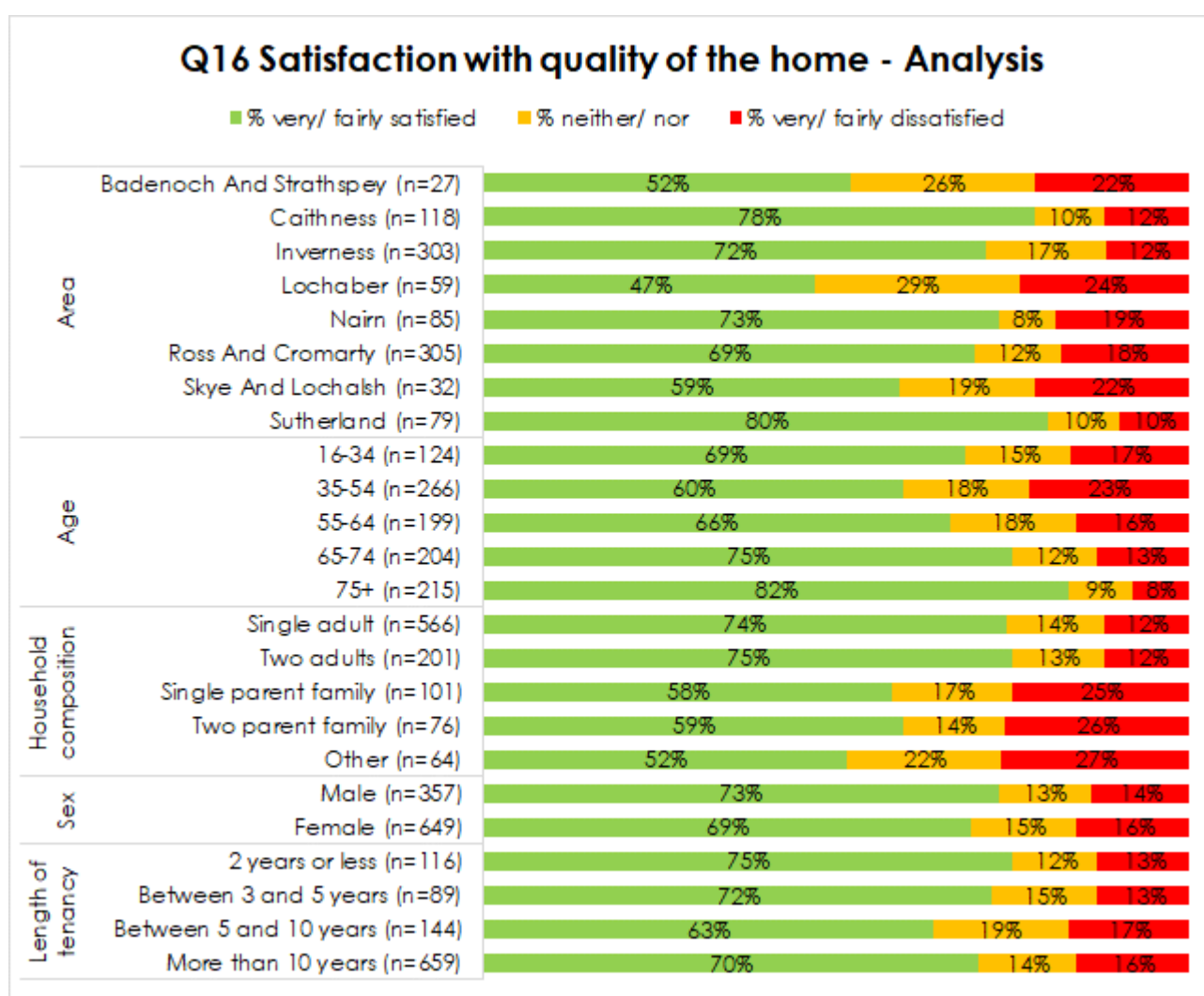


When asked to explain why they were not satisfied with the overall quality of their home, the main reason given was that the home requires upgrades or improvements e.g. new windows or doors (28%), new kitchens or bathrooms (21%), heating upgrades (17%) or upgrades in general (15%). A further 25% mentioned outstanding repairs issues. Analysis of this question by satisfaction rating can be found in the appendix.

Q18 You said you were not satisfied with the overall quality of your home. Can you please explain why?		
Base: Not satisfied with quality of home, n=302	No.	%
Problems with windows/ doors/ need upgraded/ draughts	83	27.5%
Home is in need of repairs	75	24.8%
New kitchens/ bathrooms	62	20.5%
Problems with heating/ need upgraded/ expensive to run	50	16.6%
Home requires upgrades/ improvements in general	46	15.2%
Problems with dampness/ mould	37	12.3%
Property is very old/ dated	16	5.3%
Subsidence/ cracks in walls/ structural/ roof repairs	14	4.6%
Building needs maintained e.g. painting/ gutters	13	4.3%
Insulation needed	11	3.6%
Home needs adapted for disability	10	3.3%
Had to do my own repairs/ upgrades	10	3.3%
House unsuitable and want to move e.g. too big/ small	9	3.0%
Newbuild snagging issues	4	1.3%
Infestations	3	1.0%
Other	21	7.0%

Further analysis by key demographics reveals the following:

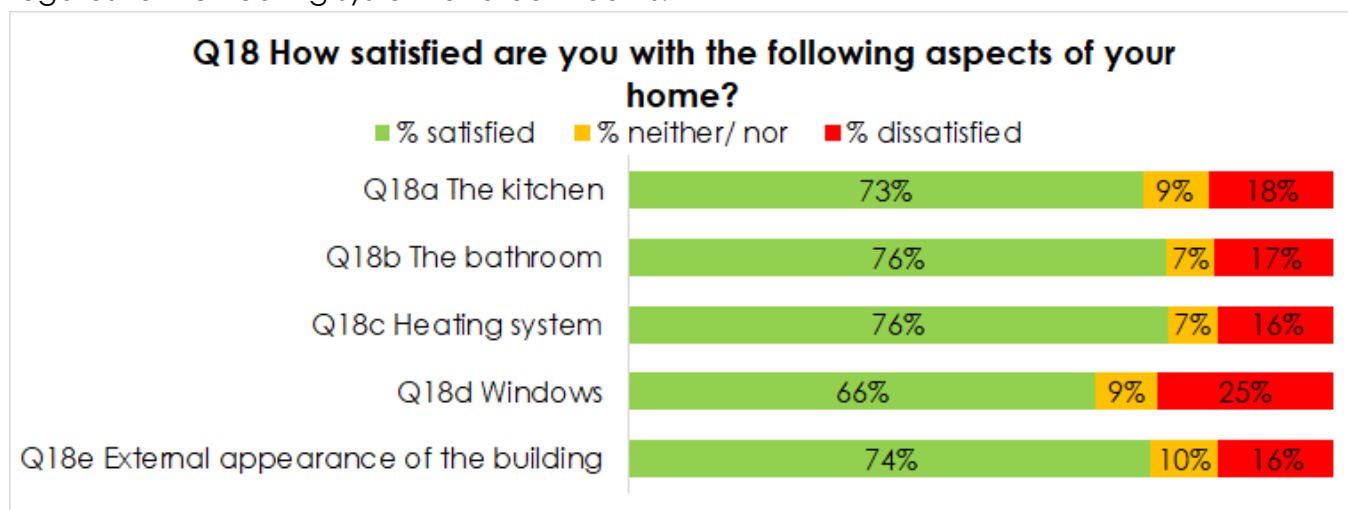
- **Area:** Those living in the Sutherland area were most likely to be satisfied with the quality of their home (80%) and those living in Lochaber were least likely to be satisfied (47%).
- **Age:** Older respondents aged 75 and over (82%) were most likely to be satisfied with the quality of their home, while tenants aged 35-54 were least satisfied (60%) and had the highest proportion of tenants who were dissatisfied (23%).
- **Household composition:** Households with children, either single parent (58%) or 2 parent families (59%) were less likely to be satisfied with the quality of their home than single adults (74%) and 2 adult households (75%).
- **Length of tenancy:** Those who had been council tenants for between 5 and 10 years (63%) were significantly less likely to be satisfied with the quality of their home than those who had been tenants for 2 years or less (75%).
- The results to this question did not vary significantly by gender.



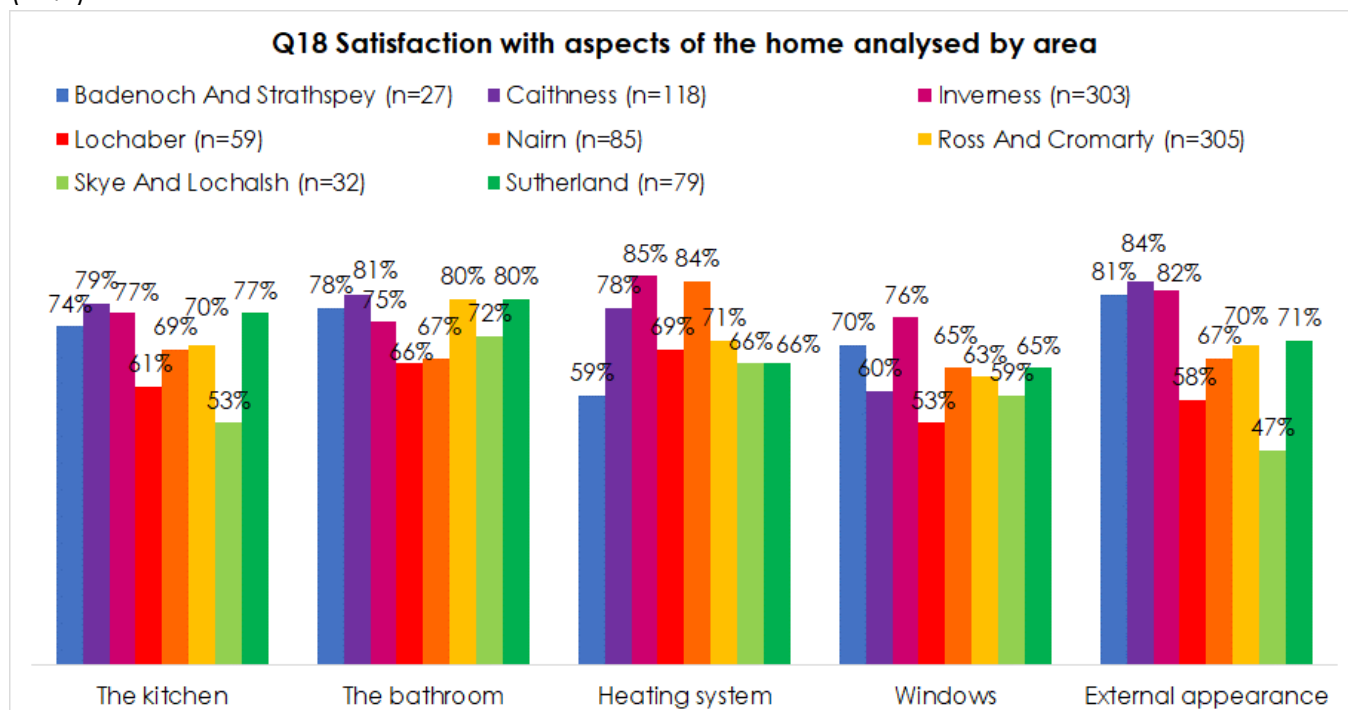
A full analysis of this question by property type can be found in the appendix and reveals that tenants living in standard 2 storey houses were less likely to be satisfied (67%) than tenants who lived in 4 in a block 2 storey flats (76%). Care should be taken when reading these results due to the small base numbers associated with certain property types.

5.5 Satisfaction with aspects of the home (Q16)

All respondents were then asked how satisfied or dissatisfied they were with various aspects of their home. Satisfaction was high, ranging from 66% with regards to windows to 76% with regards to the heating system and bathrooms.



Analysis by area reveals that those living in Caithness were most likely to be satisfied with the kitchen (79%), bathroom (81%) and external appearance of their home (84%). Tenants who lived in Inverness were most likely to be satisfied with the heating system (85%) and windows (76%). Satisfaction with the bathroom (66%) and windows (53%) was significantly lower for Lochaber tenants, while those living in Skye and Lochalsh were least likely to be satisfied with the kitchen (53%) and the external appearance of their home (47%). Windows were significantly less likely to be rated as satisfactory by those living in Badenoch and Strathspey (59%).

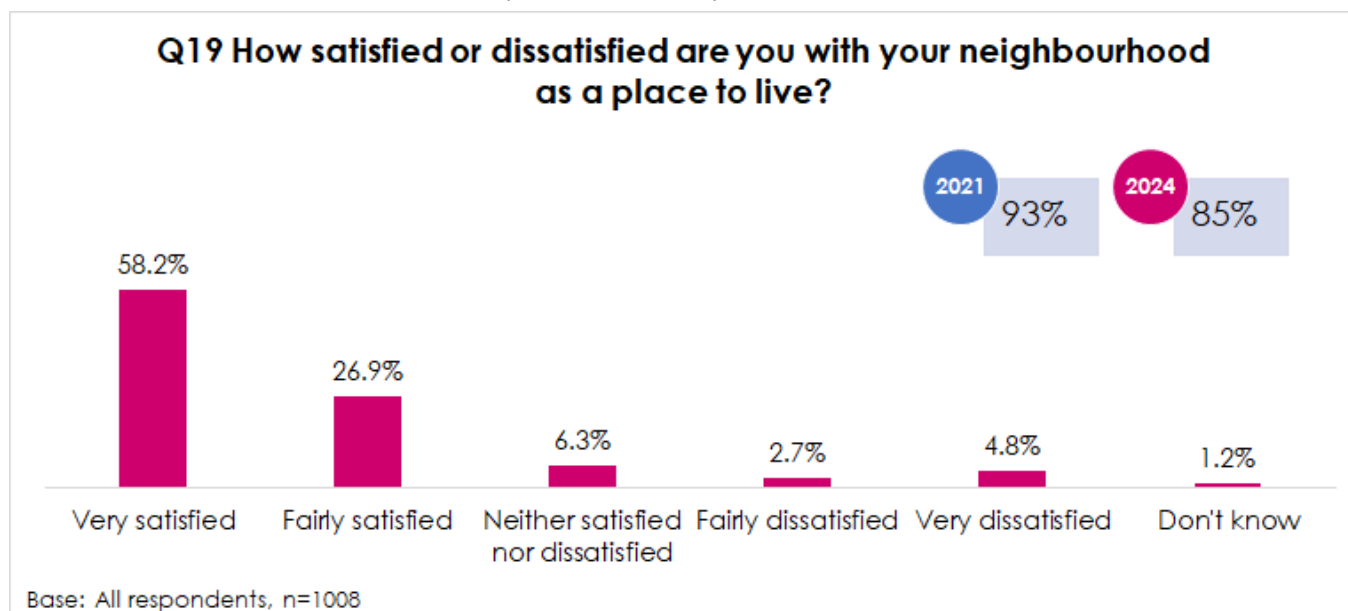


A full break down of this question by area can be found in the appendix.

6. NEIGHBOURHOOD MANAGEMENT

6.1 Satisfaction with neighbourhood as a place to live (Q19)

Thinking about their neighbourhood as a place to live, generally respondents were satisfied with 85% stating that they were very or fairly satisfied compared to 6% who said they were neither satisfied nor dissatisfied and 7% who were either fairly or very dissatisfied. Overall satisfaction has decreased from 93% in 2021 to 85% in 2024.

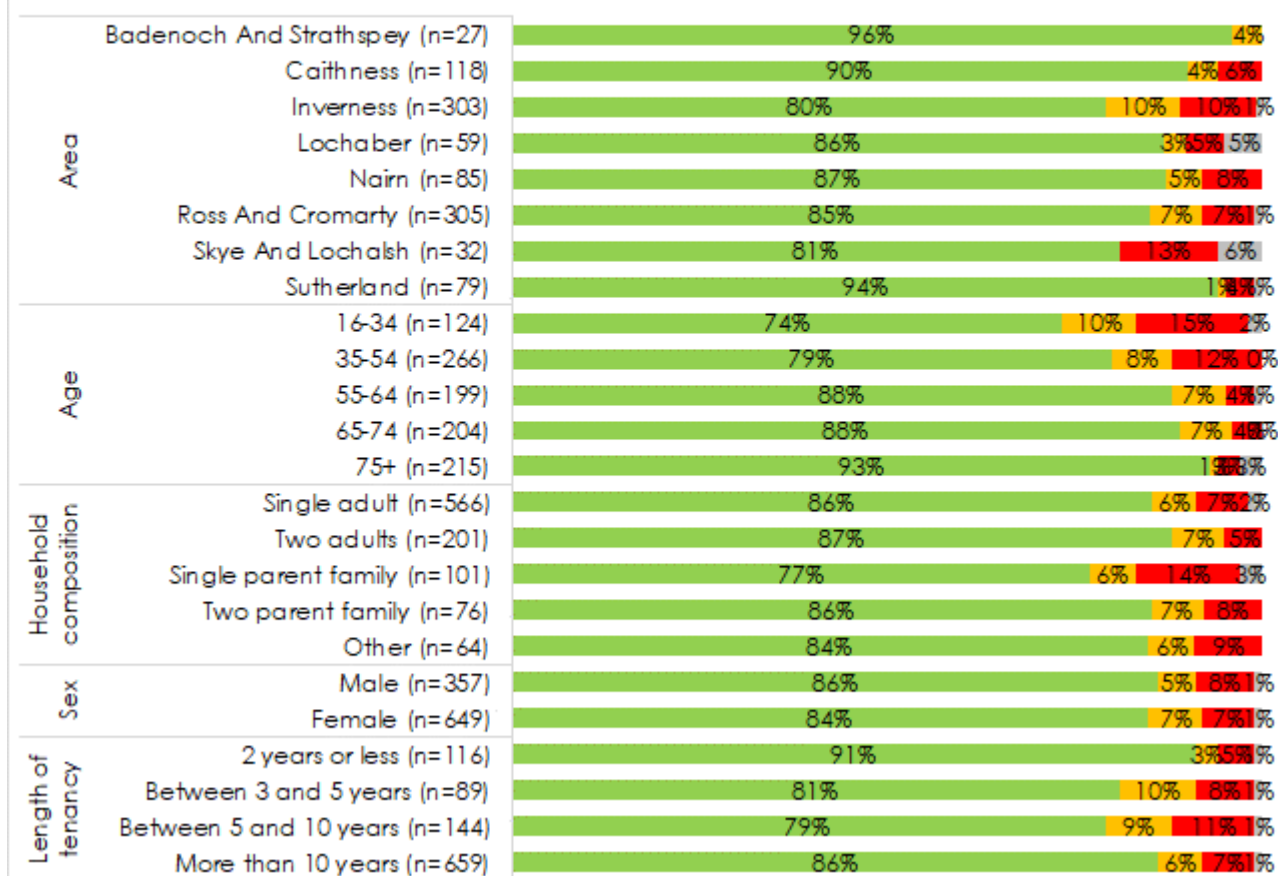


Further analysis indicates that the results to this question vary significantly in terms of:

- **Area:** Tenants who lived in Badenock and Strathspey (96%) and Sutherland (94%) were most likely to be satisfied with their neighbourhood as a place to live, while tenants living in Skye and Lochalsh (81%) and in Inverness (80%) had the lowest satisfaction ratings.
- **Age:** Satisfaction with the neighbourhood generally increases with age, from 74% for tenants aged 16-34 to 93% for those aged 75 and over.
- **Household composition:** Tenants who lived as a single adult (86%) or in a 2 adult household (87%) were significantly more likely to be satisfied with their neighbourhood as a place to live than single parent families (77%).
- **Length of tenancy:** New tenants who had been a Council tenant for 2 years or less were most likely to be satisfied with their neighbourhood (91%). Those who had been tenants for between 5 and 10 years were least likely to be satisfied (79%).
- This question does not vary significantly by gender.

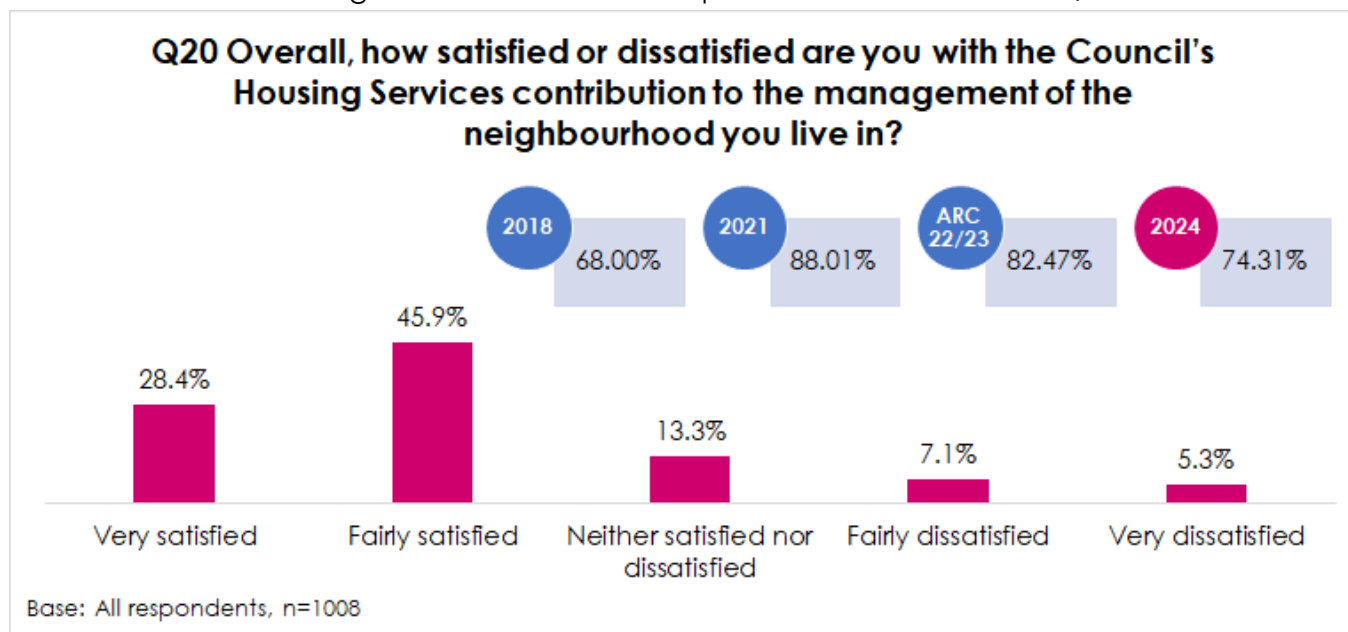
Q19 Neighbourhood as place to live - Analysis

■ % very/ fairly satisfied ■ % neither/ nor ■ % very/ fairly dissatisfied ■ Don't know



6.2 Satisfaction with contribution to the management of the neighbourhood (Q19/20)

Just under 3 in 4 tenants (74%) were very or fairly satisfied with the Council's Housing Services contribution to the management of the neighbourhood they live in. This is compared to 13% who were neither satisfied nor dissatisfied and 12% who were very or fairly dissatisfied. Overall satisfaction has decreased from 88% in 2021 and is higher than the 68% reported in 2018. The Scottish average for local authorities reported in the ARC for 2022/23 is 82%.

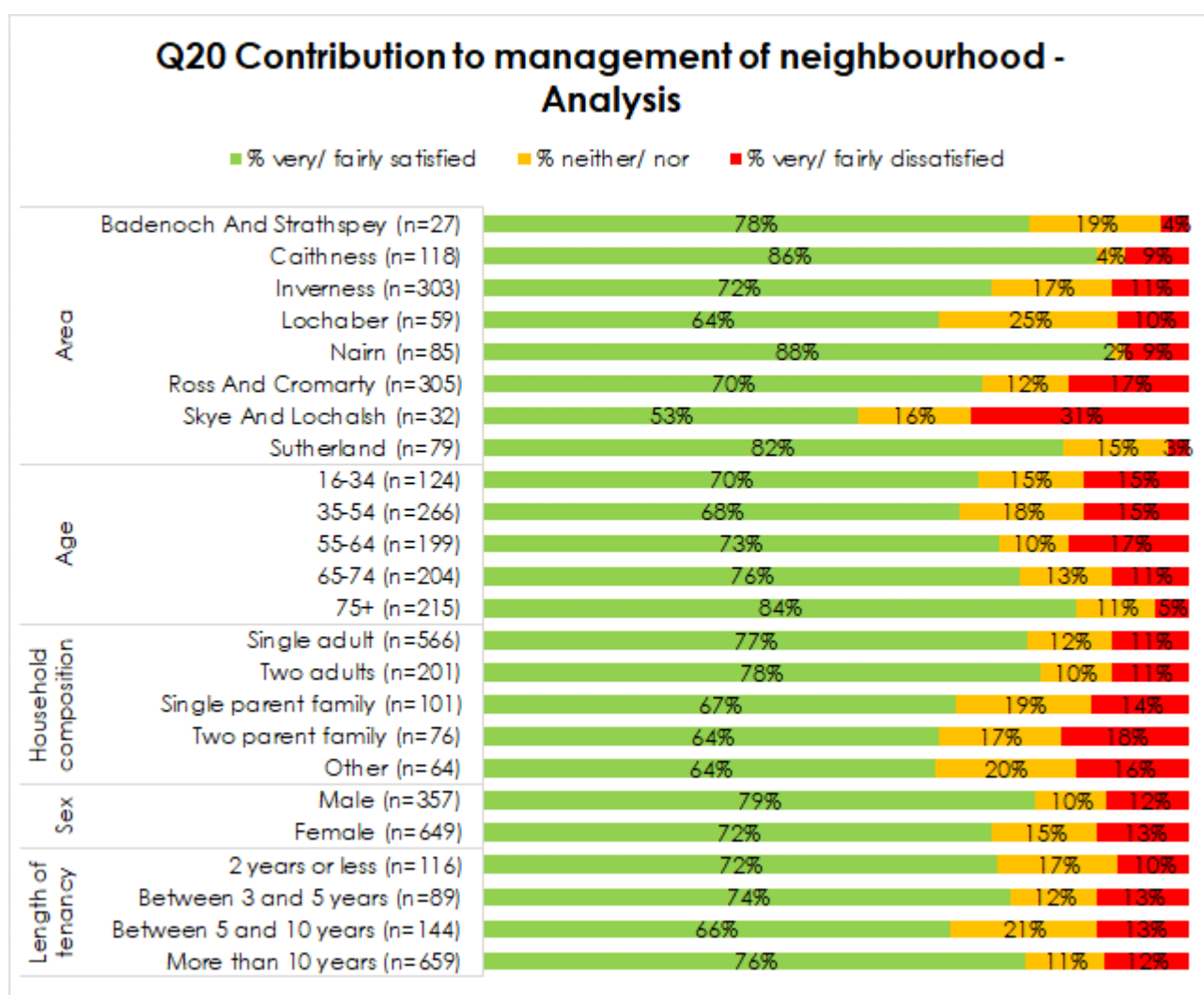


Those who were not satisfied with the Council's Housing Service's contribution to the management of the neighbourhood they live in were asked to explain why. As shown below, the most common reasons were that they feel the Council is not dealing with anti-social behaviour or anti-social neighbours (22%), poor gardening service (22%) and dissatisfaction with the area being rundown or a feeling that nothing gets done (20%).

Q21 You said you were not satisfied with the Council's Housing Service's contribution to the management of the neighbourhood you live in. Can you please explain why? [PROBE FULLY]		
Base: Not satisfied with Council's contribution to management of neighbourhood, n=259	No.	%
Poor gardening service/ landscaping	57	22.0%
Not dealing with ASB/ ASN	56	21.6%
Nothing gets done/ area rundown	51	19.7%
Building needs maintained e.g. painting/ gutters	24	9.3%
Fix roads/ pavements	23	8.9%
Need to do more for the area/ never see them	20	7.7%
I don't know what they do in the neighbourhood	17	6.6%
Clean up litter/ rubbish	11	4.2%
Need to vet tenants/ too many undesirables moving in	1	0.4%
Other	13	5.0%
Don't know	27	10.4%

Analysis by key demographics shows:

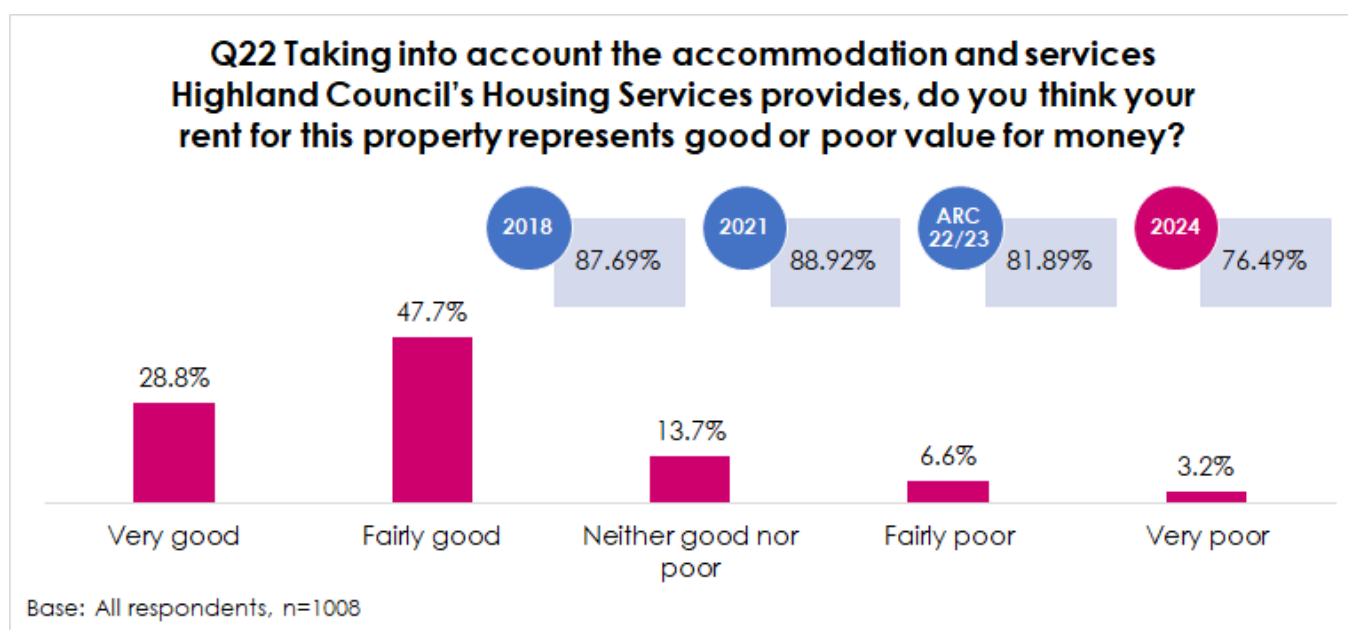
- **Area:** Respondents living in Nairn (88%) and Caithness (86%) were most likely to be satisfied with the contribution to the management of the neighbourhood whereas those living in Skye and Lochalsh were least likely to be satisfied (53%).
- **Age:** Tenants aged 35-54 (68%) were significantly less satisfied with their landlord's contribution to the management of the neighbourhood they live in than tenants aged 75 and over (84%).
- **Household composition:** Households comprising of single adults (77%), or two adults (78%) were more likely to be satisfied in this respect than single parent families (67%) and two parent families (64%).
- **Gender:** Males were more likely to be satisfied with the Council's contribution to the management of the neighbourhood (79%) than females (72%).
- **Length of tenancy:** Those who had been Council tenants for more than 10 years were more likely to be satisfied in this respect (76%) than those who had been tenants for between 5 and 10 years (66%).



7. RENT AND VALUE FOR MONEY

7.1 Value for money (Q22/23)

Just over 3 in 4 tenants (76%) were of the opinion that the rent for their property represents very or fairly good value for money, compared to 14% who felt it represented neither good nor poor value and 10% who felt it represented very or fairly poor value for money. This is lower than 2018 and 2021 when 88% and 89% of respondents respectively stated they believed their rent to represent either very or fairly good value for money. The Scottish average for 2022/23 is reported as 82% for local authorities.

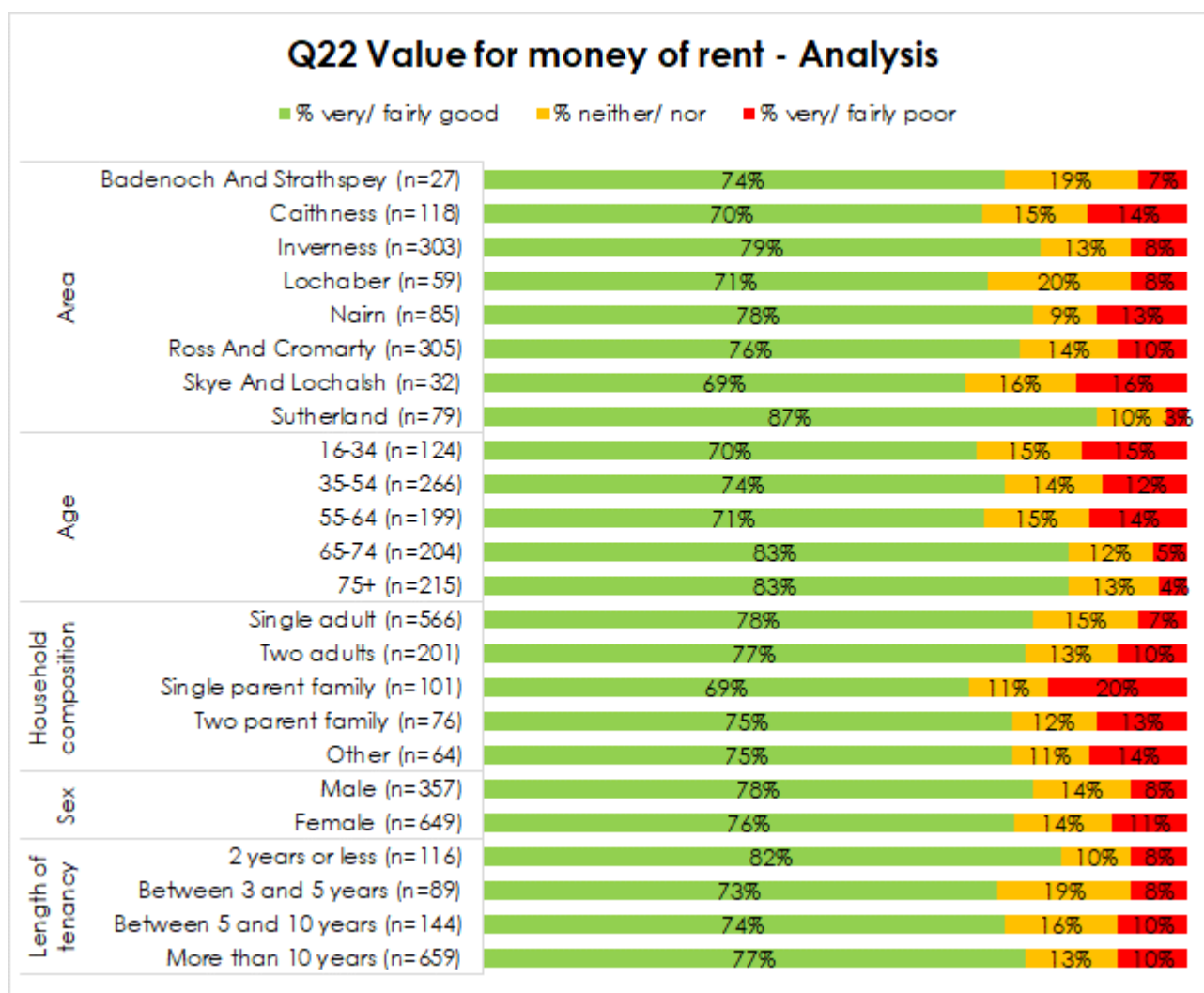


The main reasons for saying that rent does not represent good value for money were where respondents were unhappy with rents being too expensive or said they keep increasing (45%), dissatisfaction with the quality of the home (12%), with the services provided (11%) and where tenants stated their home needed repairs (11%).

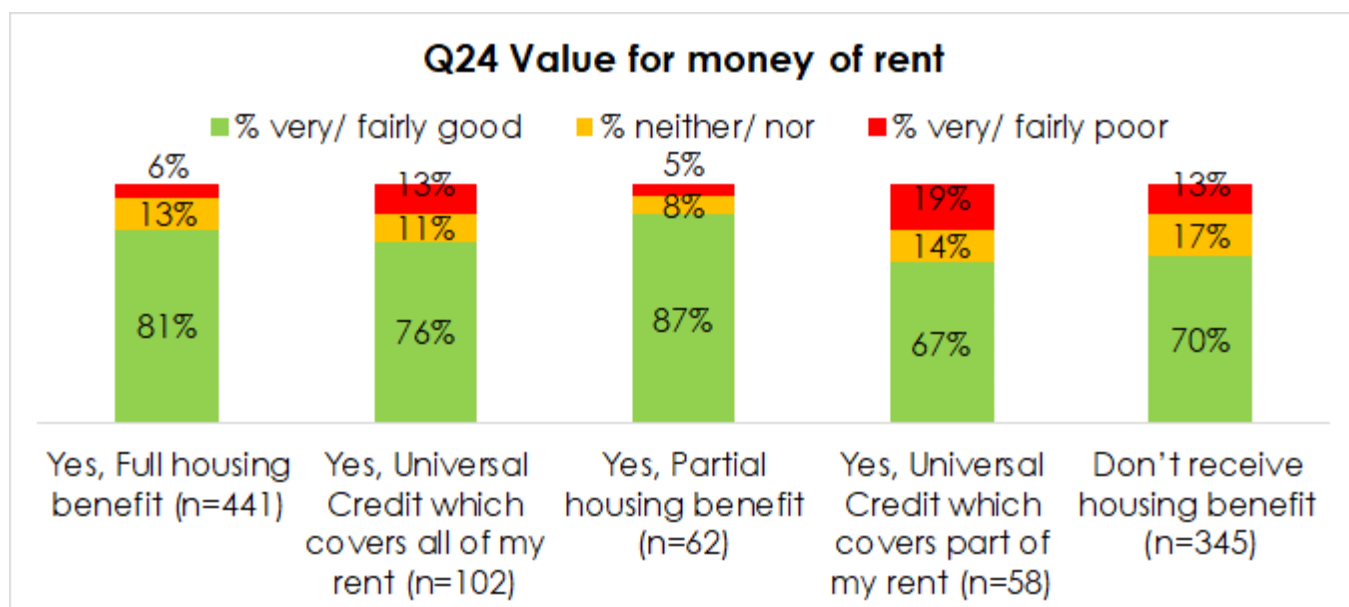
Q23 You said you were not satisfied with the Council's Housing Service's contribution to the management of the neighbourhood you live in. Can you please explain why? [PROBE FULLY]		
Base: Said rent was not good value for money, n=237	No.	%
It is expensive/ keeps increasing	107	45.1%
Poor quality/ condition of home	29	12.2%
Poor services e.g. repairs/ maintenance	26	11.0%
Home in need of repairs/ ongoing issues	25	10.5%
Home in need of upgrades/ improvements	14	5.9%
Expensive for size of house	12	5.1%
It is ok/ average	10	4.2%
Poor area	5	2.1%
Other	2	0.8%
Not sure	40	16.9%

Analysis by key demographics reveals the following:

- **Area:** Perception of value for money was most positive in the Sutherland area (87%) and least positive in Skye and Lochalsh (69%), Caithness (70%) and Lochaber (71%) areas.
- **Age:** Tenants aged 65-74 (83%) and aged 75 and over (83%) were more likely to say their rent was good value for money than tenants aged 16-34 (70%), aged 35-54 (74%) and aged 55-64 (71%).
- The proportion of tenants who said their rent was good value for money does not vary significantly by gender or length of tenancy.

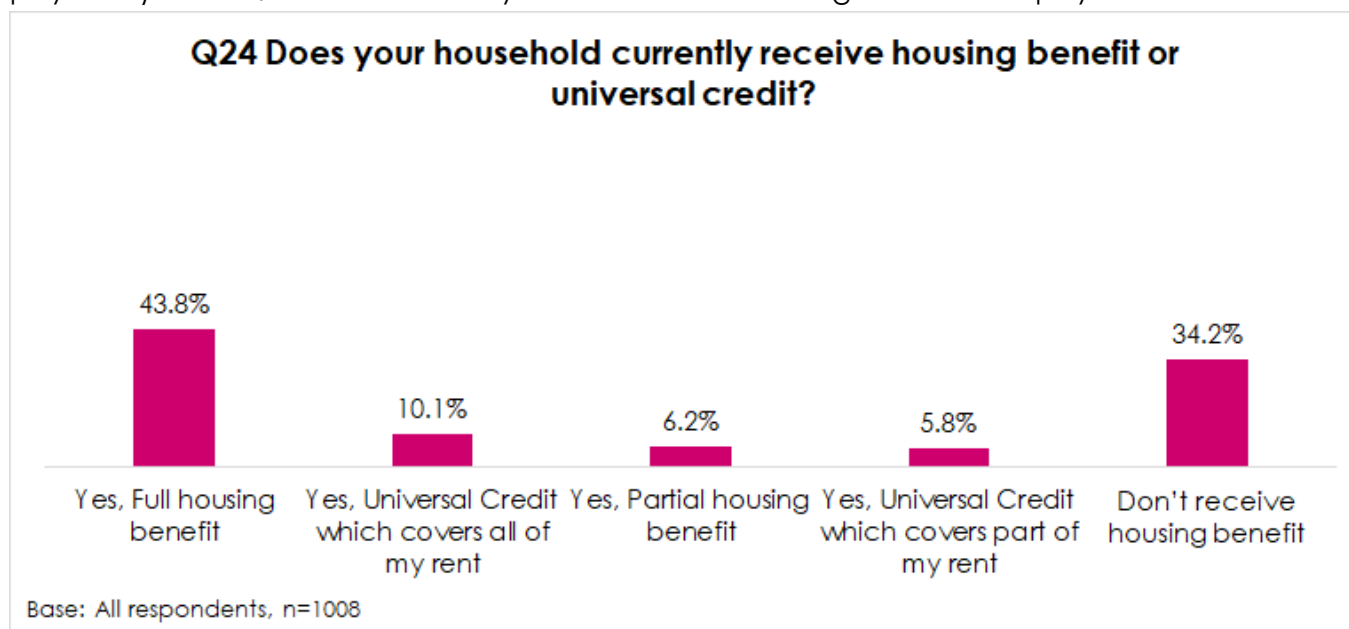


Further analysis reveals tenants who receive partial housing benefit (87%) were most likely to say their rent represents good value for money whereas those who said they received Universal Credit which covers part of their rent (67%) or those who paid full rent and received no housing benefit (70%) were least likely to state that their rent was good value for money.



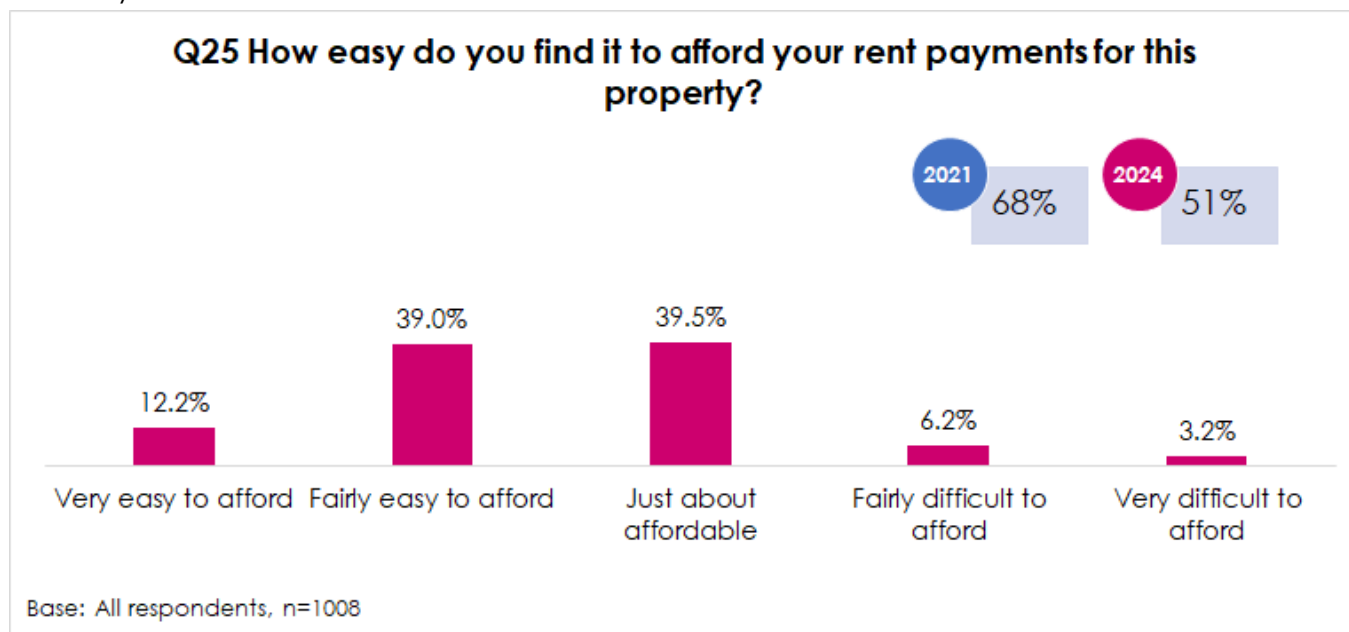
7.2 Housing benefit (Q24)

Half of respondents (50%) were in receipt of housing benefit (44% full and 6% partial), 16% were in receipt of Universal Credit (10% that covers full rent and 6% which covers part of the rent payment) and 34% stated that they do not receive housing benefit and pay full rent.



7.3 Affordability of rent payments (Q25)

Tenants who pay either full or partial rent payments were asked how easy they find it to afford their rent payments. Just over half of respondents (51%) said they find their rent payments very or fairly easy to afford, compared to 40% who find them just about affordable and 9% who find them very or fairly difficult to afford. The proportion of respondents stating their rent payments are easy to afford has decreased from 68% in 2021.

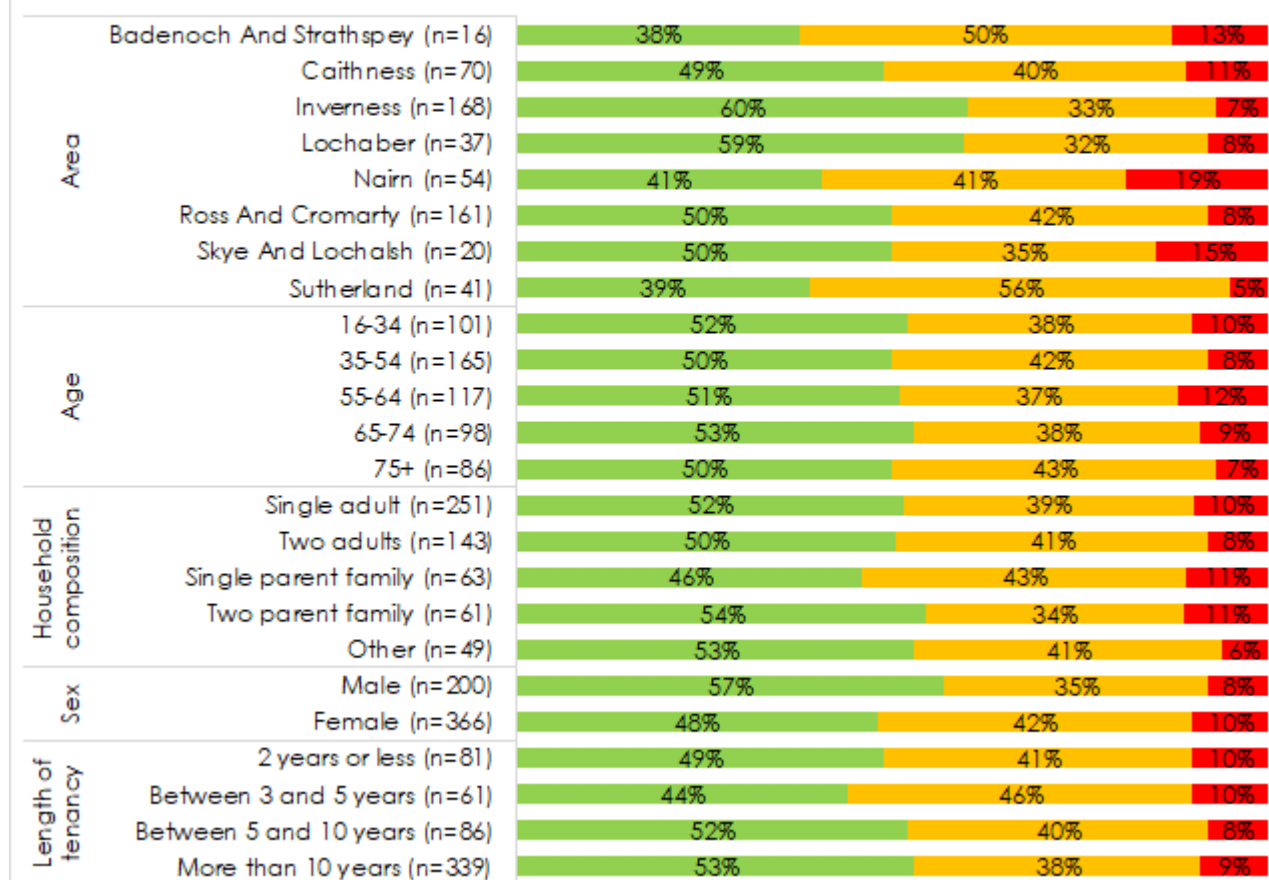


Further analysis indicates:

- **Area:** Tenants who live in Inverness (60%) and in Lochaber (59%) were more likely to find their rent easy to afford, while those who lived in Badenoch and Strathspey (38%) and in Sutherland (39%) were least likely. Please note the small base numbers associated with certain areas mean not all of these results will be statistically significant findings.
- **Gender:** Males were more likely to find their rent easy to afford (57%) than females (48%).
- The results to this question do not vary significantly by age, household composition or length of tenancy.

Q25 Affordability of rent - Analysis

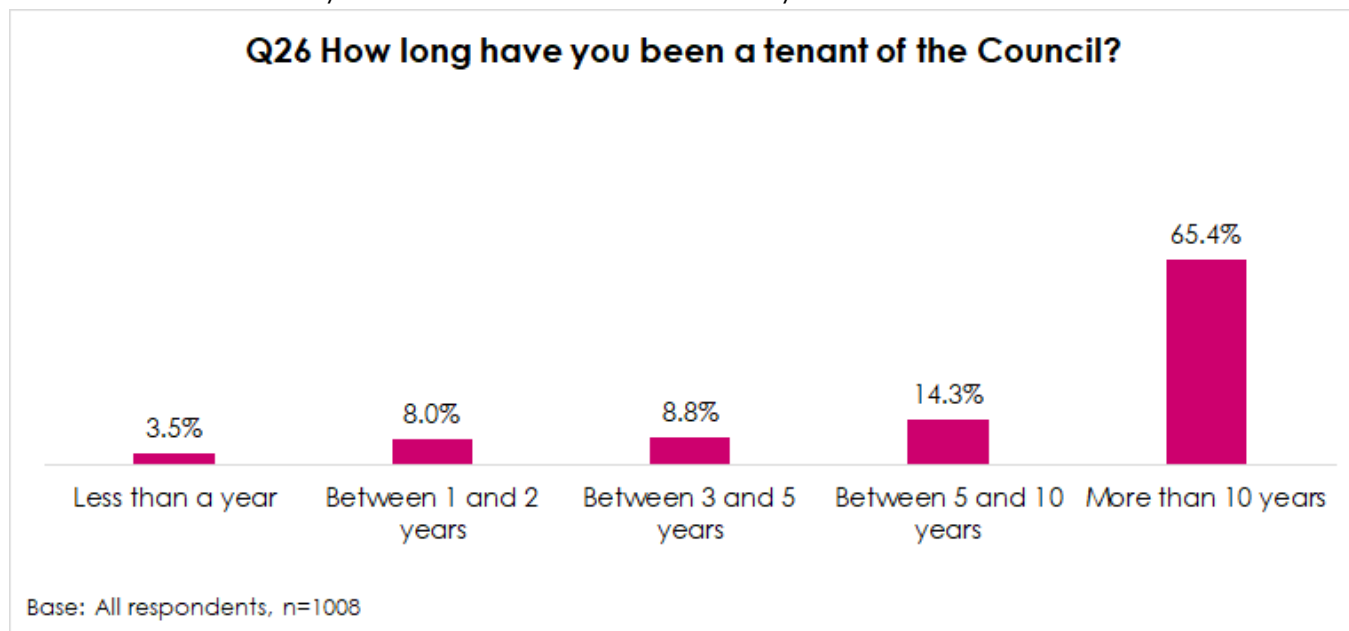
■ % very/ fairly easy to afford ■ % neither/ nor ■ % very/ fairly difficult to afford



8. HOUSEHOLD INFORMATION

8.1 Length of tenancy (Q26)

Just over 1 in 10 respondents (12%) have been a tenant of the Council for less than 3 years, 23% for between 3 and 10 years and 65% for more than 10 years.



8.2 Age and Gender (Q27/28)

In terms of the age profile of respondents, 12% were aged 16-34, 26% between 35-54, 20% between 55-64 and 42% were aged 65 and over.

Q27 Which age band best describes you?		
Base: All respondents, n=1008	No.	%
16-24	28	2.8%
25-34	96	9.5%
35-44	137	13.6%
45-54	129	12.8%
55-59	110	10.9%
60-64	89	8.8%
65-74	204	20.2%
75+	215	21.3%

Respondents were more likely to be female (64%) than male (35%).

Q28 Which of the following describe how you think of yourself?		
Base: All respondents, n=1008	No.	%
Male	357	35.4%
Female	649	64.4%
Intersex	1	0.1%
In another way	1	0.1%

8.3 Household composition (Q37)

In terms of household composition, just over half of tenants (56%) lived in a single adult household, 20% in a household of two adults, 10% were one-parent families and 8% were two-parent families. 2% were of some 'other' type of household composition and 5% were 3 or more adult households.

Q29 How would you describe the composition of your household?		
Base: All respondents, n=1008	No.	%
One adult under 60	201	19.9%
One adult aged 60 or over	365	36.2%
Two adults both under 60	73	7.2%
Two adults both over 60	92	9.1%
Two adults, at least one 60 or over	36	3.6%
Three or more adults, 16 or over	48	4.8%
1 parent family with children at least 1 under 16	101	10.0%
2 parent family with children at least 1 under 16	76	7.5%
Other (please specify)	16	1.6%

Appendix 1

Survey Questionnaire

Project number	P1149
Project name	Highland Council Tenant Satisfaction Survey 2021

INTRODUCTION (Read out) 'Hello, my name is _____. I am undertaking a survey for **Highland Council Housing Service** to find out tenants' views on the service they receive. You should have seen the article in the recent tenant's newsletter. The survey will take about 15 minutes to complete. Can you spare the time to speak me just now?

Can I assure you that all your answers will remain totally confidential and anonymous. Nobody at **the Council** will know your individual answers without your permission. You do not need to answer any questions you don't want to and you have the right to end the interview at any time. This interview will be recorded for quality monitoring and training purposes. Can I confirm that you are happy to take part in the survey?

INTERVIEWER: IF RESPONDENT IS HAPPY TO PARTICIPATE IN THE RESEARCH RECORD RESPONDENT RRID - ENSURE RRID MATCHES SAMPLE DATABASE

INTERVIEWER RECORD FROM DATABASE:

RRID:

INTERVIEWER DECLARATION:

I declare that this interview was carried out according to instructions, within the Market Research Society's Code of Conduct, and that the respondent consented to participate in the research.

OVERALL SATISFACTION

- 1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Highland Council Housing Service as your landlord?**

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q2
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know/ No opinion	6	Go to Q3

- 2. Can you please explain why you said you were not satisfied with the overall landlord service provided by Highland Council Housing Services? [NB, IF TENANT RESPONDS DISCUSSING SOMETHING OTHER THAN THE LANDLORD SERVICES E.G. BINS, LIGHTING, ROADS EXPLAIN THAT THE SURVEY IS ABOUT THE LANDLORD SERVICES PROVIDED BY THE COUNCIL I.E. THEIR HOME AND SERVICES RELATING TO THEIR HOME – GO BACK TO Q1 AND ENSURE RESPONSE RELATES TO THE LANDLORD SERVICE]**

COMMUNICATION AND PARTICIPATION

- 3. The Council's Housing Service use a range of methods to keep their tenants informed including sending newsletters, letters and leaflets to tenants and keeping tenants informed via the website, Facebook, Twitter and text message. Which of the following sources of information do you use to obtain information about the Council's housing services? [READ OUT LIST AND CODE ALL THAT APPLY]**

Letters	1	Go to Q4
Email	2	
Newsletters	3	
Tenant Meetings	4	
Website	5	
Twitter	6	
Facebook	7	
Text	8	
Other (please specify)	9	
Don't know	10	

- 4. How good or poor do you feel Highland Council's Housing Service is at keeping you informed about their services and decisions?**

Very good	1	Go to Q6
Fairly good	2	
Neither good nor poor	3	Go to Q5
Fairly poor	4	
Very poor	5	

5. Can you please explain why you said that you feel Highland Council's Housing Service are not good at keeping you informed about their services and decisions? [PROBE FULLY]

--

6. I'd now like to ask you about access to the internet?

	Yes	No
Do you have access to the internet in your home through home broadband?	1	2
Do you have access to the internet through a mobile signal e.g. smartphone or tablet with mobile internet access?	1	2

IF NO TO BOTH GO TO Q8

7. How do you usually go online? SELECT ONE ONLY

A smartphone with mobile internet	1	Go to Q8
A home computer/ laptop	2	
A tablet device through which you can access the internet e.g iPad	3	
Through any other methods (please describe)	4	
Do not use the internet	5	

8. READ OUT – ROTATE ORDER

A) Are you aware of the following ways in which you could become involved in Highland Council's Housing Service to help improve their services?

B) Whether or not you have participated in these activities in the past, would you be interested in participating in any of these in the future to help the Council improve their housing services?

	a) aware	b) interested	
Tenant Group meetings	1	1	Go to Q9
Register of interested tenants who are consulted on a range of issues	2	2	
Rent consultation	3	3	
Area Tenant Forums	4	4	
Drop in sessions	5	5	
Rate your Estate tenant inspections	6	6	
Online surveys	7	7	
Attend Housing & Property Committee meetings as Tenant Rep	8	8	
Join the Scrutiny Panel	9	9	
Join the Finance Group	10	10	
Be a Community Voice representing the views of your community	11	11	
None	12	12	

9. [ASK ALL] What, if anything, stops you participating more with the Council's Housing Service?

Childcare commitments	1	Go to Q10
Work commitments	2	
Health / disability issues	3	
Not interested	4	
Don't think I have anything to contribute	5	
Lack confidence in speaking up	6	
Don't understand enough about the work of the Council's housing services	7	
Not aware of any meetings/ opportunities to participate	8	
Transport issues	9	
Other – please specify	10	
Nothing- I already participate	11	

10. How satisfied or dissatisfied are you with the opportunities given to you to participate in the Council's Housing Services decision making processes?

Very satisfied	1	Go to Q12
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q11
Fairly dissatisfied	4	
Very dissatisfied	5	

11. You said you are not satisfied with the opportunities given to you to participate in the Council's Housing Services decision making processes. Can you explain why you said that?

THE REPAIR AND MAINTENANCE OF YOUR HOME

12. Generally, how satisfied are you with the way the Council's Housing Service deals with repairs?

Very satisfied	1	Go to Q13
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

13. Have you had any day to day repairs carried out in this property in the last 12 months?

Yes	1	Go to Q14
No	2	Go to Q16

14. Thinking of the last repair you have reported, how satisfied were you with the following aspects of this service?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
The ease of reporting your repair	1	2	3	4	5
The helpfulness of the Council staff involved	1	2	3	4	5
The appointment system for arranging repairs to be undertaken	1	2	3	4	5
The tradesman arriving as at the appointed time	1	2	3	4	5
The length of time taken to undertake repairs	1	2	3	4	5
The attitude of the tradesman involved	1	2	3	4	5
Protection measures taken	1	2	3	4	5
The quality of the repairs undertaken	1	2	3	4	5

15. What, if anything, could have been done to improve the repairs process?

[READ OUT] In 2019 – 2020 Highland Council Housing Services spent **£11.21m** investing in their houses and estates across the Highlands. This included **254** replacement kitchens, **277** new bathrooms, **330** new windows and doors and **596** new heating installs. **556** medical adaptations were also carried out and **£0.8m** spent on environmental improvements to housing estates.

16. How satisfied are you with the following aspects of your home?

	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied
The kitchen	1	2	3	4	5
The bathroom	1	2	3	4	5
Heating system	1	2	3	4	5
Windows	1	2	3	4	5
External appearance of the building	1	2	3	4	5

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

Very satisfied	1	Go to Q19
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	Go to Q18
Very dissatisfied	5	

18. You said you were not satisfied with the overall quality of your home. Can you please explain why?
[PROBE FULLY]

NEIGHBOURHOOD MANAGEMENT**19. How satisfied or dissatisfied are you with your neighbourhood as a place to live?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know	6

20. Overall, how satisfied or dissatisfied are you with the Council's Housing Services contribution to the management of the neighbourhood you live in? [Neighbourhood is the area which the landlord has defined as having responsibility for]

Very satisfied	1	Go to Q22
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q21
Fairly dissatisfied	4	
Very dissatisfied	5	

21. You said you were not satisfied with the Council's Housing Service's contribution to the management of the neighbourhood you live in. Can you please explain why? [PROBE FULLY]

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RENT AND VALUE FOR MONEY**22. Taking into account the accommodation and services Highland Council's Housing Services provides, do you think your rent for this property represents good or poor value for money?**

Very good	1	Go to Q24
Fairly good	2	
Neither good nor poor	3	Go to Q23
Fairly poor	4	
Very poor	5	

23. You said you felt that your rent does not represent good value for money, can you please explain why?

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24. Does your household currently receive housing benefit or universal credit?

Yes, Full housing benefit	1	Go to Q26
Yes, Universal Credit which covers all of my rent	2	
Yes, Partial housing benefit	3	Go to Q25
Yes, Universal Credit which covers part of my rent	4	
Don't receive housing benefit	5	

25. How easy do you find it to afford your rent payments for this property?

Very easy to afford	1	Go to Q26
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

HOUSEHOLD INFORMATION

Finally, I'd like to ask you some questions about your household. This information is strictly confidential and will not be passed onto your landlord with any reference to your address or name. This information is only used to create an overall picture of the type of tenants housed by the Council.

26. How long have you been a tenant of the Council?

Less than a year	1
Between 1 and 3 years	2
Between 3 and 5 years	3
Between 5 and 10 years	4
More than 10 years	5

27. SHOWCARD Which age band best describes you?

16-24	1
25-34	2
35-44	3
45-54	4
55-59	5
60-64	6
65-74	7
75+	8

28. Which of the following describe how you think of yourself?

Male	1
Female	2
In another way	3

29. How would you describe the composition of your household?

One adult under 60	1
One adult aged 60 or over	2
Two adults both under 60	3
Two adults both over 60	4
Two adults, at least one 60 or over	5
Three or more adults, 16 or over	6
1 parent family with children at least 1 under 16	7
2 parent family with children at least 1 under 16	8
Other (please specify)	9

- Thank you very much for completing the questionnaire.
- Would you like to find out more about Research Resource, the interviewing process and how we use your data?
[INTERVIEWER: IF YES] You can visit our website which has our Privacy Notice on it. Our web address is www.researchresource.co.uk and you will find our privacy notice at the bottom of this page.

Appendix 2

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	Highland Council's Housing Service's TSS 2024
Project number	P1399
Objectives of the research	The aim of the research was to seek tenants' views on the services that Highland Council's Housing Service provides, how well it performs these services and to help identify areas where the service can be improved.
Target population	Highland Council tenants
Description of sample frame/ source and validation methods if applicable	A representative sample of 2553 addresses was drawn spread across area, age and property type.
Sampling method (probability or non probability) and quotas used	Random sample.
Sample units drawn	2553
Target sample size	1000
Achieved sample size and reasons if target not achieved	1008
Date of fieldwork	20 th March 2024- 2 nd May 2024
Data collection method	Telephone
Response rate and definition and method of how calculated	1008 contacts from a sample of 2553=39% response rate
Questionnaire length	15 minutes
Any incentives?	No.
Number of interviewers	10
Interview/ self completion validation methods	5% of each interviewers' telephone interviews were verified by remote listening to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
Showcards or any other materials used?	N/A
Weighting procedures (if applicable)	N/A
Estimating and imputation procedures (if applicable)	N/A
Reliability of findings and methods of statistical analysis if applicable	Data accurate overall to $\pm 3\%$.

NB If publishing any results please ensure that any conclusions or data reported are adequately supported by the data provided in this report.

