

# Tenant Satisfaction Survey 2022

## Survey Report

**VIEWPOINT HOUSING ASSOCIATION**

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**TABLE A - SUMMARY OF KEY SATISFACTION RESULTS FROM TENANT SATISFACTION SURVEY 2022**

<u>ARC indicator number</u>	<u>Measure</u>	<u>% Tenants very and fairly satisfied 2019</u> (488 surveys)	<u>% Tenants very and fairly satisfied 2022</u> (630 surveys)	<u>Social housing average since April 2020<sup>1</sup></u>
<u>Indicator</u>	<u>Survey method</u>	<u>Postal, telephone &amp; online</u>	<u>Postal, telephone &amp; online</u>	<u>Mixed methods</u>
Indicator 1	Satisfaction with Association's overall service	79.7%	<b>78.6%</b>	83.2%
Indicator 2	Satisfaction with being kept informed about services and decisions	76.9%	<b>80.2%</b>	85.6%
Indicator 5	Satisfaction with opportunities to participate in decision making	69.1%	<b>66.4%</b>	77.9%
Indicator 7	Satisfaction with quality of home	84.0%	<b>87.0%</b>	80.4%
Indicator 12	Satisfaction with repairs in last year	77.8%	<b>77.6%</b>	89.1%
Indicator 13	Satisfaction with contribution of Association to management of neighbourhood	77.9%	<b>75.2%</b>	78.7%
Indicator 25	Rating of rent as very good or fairly good value for money	74.6%	<b>76.1%</b>	77.8%

<sup>1</sup> Based on a sample of approx. 33,785 tenants surveyed across sixty landlords since April 2020 - weighted average providing an estimate of the lockdown effect across the sector.

## Executive Summary

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Viewpoint Housing Association (Viewpoint Housing) using a self-completion postal and online survey questionnaire, supported by an interviewer led telephone survey. Data was collected between 1st February 2022 and 19th March 2022 and by the end of the survey period, 630 tenants had completed a survey, representing 51.4% of all tenants.

### Comparisons

We provide here a summary of the 2022 survey. We have set out the full survey results in the body of the report, and made comparisons with the Association's 2019 tenant survey, and with the Scottish Housing Regulator data published in October 2022. Note that in the case of Regulator data, we have only considered surveys completed since the start of lockdown (April 2020) so that the information used is comparable with the context of Viewpoint Housing's 2022 survey.

### Overall satisfaction

- Taking everything into account, 78.6% of Viewpoint Housing's tenants are satisfied with services overall in 2022 whilst 10.7% are dissatisfied. In 2019, 79.7% of tenants were satisfied overall. The social rented housing sector average for tenant satisfaction (based on 60 landlord surveys completed since April 2020) is 83.2%.
- In general, the most satisfied client group is supported tenants (100.0% satisfied) whilst the least satisfied are general needs tenants (72.8%) and those living in alarmed tenancies (71.1%).
- In relation to patch, tenants living in Kilravock<sup>2</sup> are the most satisfied overall (90.9% satisfied) whilst the least satisfied tenants are those living in the area covered by the South Team (69.9%).
- Tenant satisfaction by location is distributed quite narrowly, i.e. 80.9% for Fife through 80.0% for Midlothian, 78.0% for Edinburgh, and 75.0% for East Lothian.
- The top 5 tenant groups that are most likely to be dissatisfied with services overall are:
  - Tenants aged 16 to 54 (19.0% are dissatisfied)
  - Those living in the South Team area (15.0%)
  - Alarmed tenancies (14.4%)
  - General needs (14.2%)
  - Tenants aged 55 to 64 (12.7%).

### Housing quality

- Most tenants (87.0%) are satisfied with housing quality (7.5% are dissatisfied). The 2022 figure for satisfaction is 3% points higher than 2019 (84.0% satisfied). The sector average for housing quality satisfaction is 80.4% (based on results submitted since April 2020).
- Housing quality satisfaction is variable according to housing type with the highest satisfaction found amongst tenants living in retirement homes (92.7% satisfied) and enhanced supported units (91.3%). Conversely, satisfaction is lowest for those tenants who are classed as general needs (78.2%).

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<sup>2</sup> Caution – 11 survey cases only

- In relation to patch, housing quality satisfaction is highest for tenants living in the East Team area (90.8% satisfied) and lowest for those living in South Team area (81.2%).
- Approx. nine in ten (87.7%) are satisfied that their home is safe and secure (5.9% are dissatisfied). Satisfaction on this measure ranges from 89.0% for tenants living in the North Team patch to 81.9% for tenants living in the Kilravock patch.
- Most tenants (65.6%) agreed that they can easily afford to heat their home; 19.4% disagreed and 15.0% did not know.

#### Repairs service

- Approx. eight in ten tenants (77.6%) in 2022 were satisfied with the repair service; 15.7% were dissatisfied (both figures are for repairs carried out in the last 12 months). In 2019, 77.8% of tenants were satisfied with their last repair whilst the social housing sector average for this service is 89.1% (note the sector figure will include landlord transactional repairs data which tends to produce higher satisfaction levels than independent surveys).
- We observe that the tenants who are most satisfied with the repair service are those living in supported housing (100.0% satisfied) whilst the tenants who are the least satisfied are those who live in amenity housing (50.0%).
- Analysis of repair service satisfaction by patch and shows that tenants living in the West Team area (85.7% satisfied) are much more satisfied with repairs than tenants who live in Kilravock (54.6%).
- In relation to repair processes, tenants are most satisfied with the attitude of workers attending the repair (88.6% satisfied), workers keeping homes tidy (88.0%) and having front line staff who are easy to deal with (87.5%). Tenants are least satisfied with the time taken before work is started (71.9%), the repair being done 'right first time' (69.3%) and being kept informed throughout the repair process (67.9%).

#### Information, contact, complaints, and participation

- Approx. eighty percent (80.2%) of tenants in 2022 said their landlord was good at keeping them informed about services and decisions whilst 9.6% said they were poor on this measure (in 2019, 76.9% said that Viewpoint Housing was good at keeping them informed). The sector average for this figure is 85.6%.
- Tenants' top three requirements for being kept better informed are: being told when things don't go to plan (32.5%), having more regular tenant meetings (26.7%), and ensuring staff return calls/answer letters/emails in a timely manner (17.5%).
- Tenant's experience of contacting Viewpoint shows that the service performs well on staff helpfulness (87.7% of tenants are satisfied on this measure) but less well on calling tenants back promptly (69.4%).
- Most tenants (64.0%) would know how to make a formal complaint to Viewpoint if they needed to but 36.0% do not. Just under one in ten tenants (9.3%) have made a formal complaint to their landlord during the last 12 months, and 40.5% of these are satisfied. Conversely, 45.3% are dissatisfied with how this complaint was handled.
- Tenants' rating of their satisfaction with opportunities to participate in 2022 stands at 66.4%, with 14.1% responding 'neither-nor'. This compares to 69.1% satisfied in 2019 and a sector average of 77.9%.

## Rent

- Most tenants (76.1%) rate rent value for money as good in 2022; 10.8% say rent value is poor and 13.1% answered 'neither good nor poor' value. During 2019, 74.6% of tenants said that rent was good value for money. The sector average for value for money is 77.8%.
- Considering tenant profiles, amongst the most positive households on rent value are those who receive state pension only (85.3% say rent is good value) and tenants aged 85 plus (80.2%), whilst the least positive are those who are not yet retired (70.5% say 'good value') or those aged 16 to 54 (66.6%).
- In relation to housing type, tenants living in amenity homes (87.5% say rent is good value) are the most likely to say that rent is good value for money whilst tenants living in general needs properties (63.8%) are the least likely to be positive about rent value.

## Neighbourhoods

- Just over seven in ten tenants (75.2%) are satisfied with the contribution of their landlord to the management of their neighbourhood (9.5% are dissatisfied). The satisfaction level in 2022 is somewhat behind the figure for 2019 (77.9% satisfied) and is also behind the sector average (78.7%).
- Satisfaction with neighbourhood management varies by patch, ranging from 77.3% satisfied for tenants living in the West Team area to 63.7% for those residents in Kilravock.
- Most tenants (91.6%) said that their property provided for access to a communal area such as a shared garden or communal lounge. Access to these type of facilities ranges from 100.0% in retirement housing and 96.5% in sheltered stock to 80.3% for general needs housing and 75.0% for amenity housing.

## Coronavirus lockdown

- Tenants were asked to rate how Viewpoint Housing had managed its housing services during lockdown. In respect of this question, 74.3% of tenants are satisfied, 9.0% are dissatisfied, and 12.0% answered 'neither satisfied nor dissatisfied' (4.9% replied 'no opinion').
- We observe when analysing the full survey data that tenants who were positive about lockdown service delivery were also much more positive about housing services in general (when compared to tenants who said that service delivery had been poor during this time). By way of example (on average), 86.7% of tenants who felt Viewpoint had managed its services well during lockdown were also satisfied with 7 core housing indicators. Conversely, for those who said that lockdown service delivery had been poor, the average satisfaction level for all key housing indicators is 37.2%.

## Post lockdown contact and digital take-up

- Looking beyond lockdown, tenants' top two preferred ways of contacting Viewpoint Housing in the future comprise mobile phones (54.2%) and landline phones (49.3%).
- Analysis of tenants' preferences for access to the Oswald Road office (post lockdown) indicates that approx. three in ten tenants (30.5%) would like pre-lockdown hours to resume. More than one in five tenants (23.6%) say that more appointments should be carried out in tenants' homes whilst 10.9% feel that the office should be open by appointment only.
- Most tenants (63.2%) have an internet connection at home although access varies by age e.g. 76.2% for tenants aged 16 to 54 compared to 39.2% for those aged 85 plus.

- We observe that where a tenant's home has an internet connection, 12.1% need help to use a computer, smart phone, or tablet and 4.7% do not use any of these devices (83.1% of tenants whose homes have internet access are comfortable using these devices or get by OK).
- The most popular online services are reporting a repair online (23.3% of all tenants), checking the status of a repair (21.7%) and viewing a rent account statement (17.4%).
- Approx. one in four tenants (24.4%) would use a digital portal service if this was provided by Viewpoint; 59.9% of tenants would not use this type of service. Interest in this service varies somewhat by age.

### Conclusions

The 2022 tenant satisfaction survey indicates that most tenants (78.6%) are satisfied with the overall service they receive from their landlord. In addition, around eight in ten tenants on average are satisfied with most key elements of the housing service such as the quality of the home, being kept informed and repairs.

### Possible areas for further investigation

Whilst most tenants have expressed satisfaction with the service they receive from Viewpoint Housing, a minority have identified some dissatisfaction and based on the tenant feedback in these and other areas, we would propose the following as having potential for further investigation.

- Considering overall service level satisfaction, 10.7% of tenants are dissatisfied on this measure. We note that in relation to overall satisfaction, tenants are seeking improvements to the following areas:
  - Upgrading or improving the inside of the house (37.2% of tenants)
  - Upgrading or improving the outside of the house (25.4%)
  - Improving communication with tenants (24.9%)
  - Improving or maintaining the environment (21.3%)
  - Taking tenant opinions into account (19.6%).
- From separate comments relating to overall improvements we also note that the following areas could be considered amenable to change:
  - Repairs and maintenance (notification, follow up, inspection) (10.5% of comments)
  - Staff to engage more with tenants, be easier to access/trained (8.8%)
  - More responsiveness, act on requests (8.3%)
  - Better communication, information e.g. staff changes, rents (7.7%)
  - New kitchens, bathroom, heating, windows, doors, sound proofing (7.7%).
- In relation to property repairs 15.7% of tenants are dissatisfied with this service and the main areas for improvement are:
  - Completing repairs on the first visit (24.1% of tenants are dissatisfied on this measure)
  - Reducing the time taken to start a repair (15.6%)
  - Being kept informed about progress (14.8%)

- Reducing the time to complete a repair (13.5%)
- Contractors doing the job expected (13.4%).
- The survey has indicated that 7.5% of tenants are dissatisfied with housing quality. The main actions needed to improve this item are as follows:
  - Improve/upgrade bathrooms (31.2% of all tenants)
  - Improve/upgrade kitchens (29.8%)
  - Improve/upgrade windows (29.3%)
  - Improve/upgrade heating (24.4%)
  - Reduce cold and draughts (21.3%).
- We observe that housing quality satisfaction is closely aligned with how easy or difficult it is to heat the home, e.g. where tenants feel that their home is easy to heat, 93.4% are satisfied with housing quality; this compares to 64.6% satisfied where the tenant does not believe their home to be easy to heat. These results suggest that housing quality could be improved by tackling energy efficiency and heating costs.
- More than one in ten tenants (10.8%) say that rent value for money is poor which may indicate a requirement to consider comparative rent levels or the associated condition and size of housing stock. Across all tenants:
  - 32.5% said that rent value could be enhanced by improving the inside of the home
  - 26.7% said that rent value could be improved by reducing the level of rent
  - 20.1% said that rent could be made better value by improving items like door entry systems, common stairs, and landscaping.
- Approx. ten percent of tenants (9.5%) are dissatisfied with how the Association contributes to managing the local neighbourhood. The four main actions that tenants see as improving their neighbourhood as a place to live are:
  - Improving communal areas e.g. storage, bins, fencing etc. (20.7% of tenants)
  - Improving noise insulation/tackling noise (14.2%)
  - Dealing with litter (12.2%)
  - Dealing with problem neighbours (11.6%).
- For tenants with access to a shared, communal space or facility the main improvement required would be for more seating in garden areas (28.0%). More garden seating is particularly of interest to tenants living on enhanced supported units (39.7%), alarmed housing (30.7%), and sheltered housing (29.1%).
- Considering digital forms of information provision and engagement, 23.3% of tenants have expressed an interest in being able to report repairs online, whilst 21.7% would like to be able to check the status of a repair online. In addition, approx. one in four tenants (24.4%) would use a digital portal service if this was provided by Viewpoint.
- Tenants' top three requirements for being kept better informed by Viewpoint are: being told when things don't go to plan (32.5%), having more regular tenant meetings (26.7%), and ensuring staff return calls/answer letters/emails in a timely manner (17.5%).



- In relation to contacting Viewpoint housing, tenants indicate that the speed of enquiry handling (11.7% dissatisfied on this measure) and having staff calling tenants back promptly (17.0%) are two areas where contact with their landlord could be improved.
- On the matter of handling of complaints, 45.3% of tenants making a complaint are dissatisfied with how their most recent complaint was handled.

## Introduction

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Viewpoint Housing Association (Viewpoint Housing) using a postal and online survey questionnaire supported by an interviewer led telephone survey. Data collection was administered between 1<sup>st</sup> February 2022 and 19<sup>th</sup> March 2022 and by the end of the survey period, 630 tenants had completed a survey, representing 51.4% of all tenants<sup>3</sup>.

### Property and location profile

The survey sampling frame comprised all housing units. Tenants responding to the postal and online survey were self-selecting. Follow up telephone interviewing took place using a proportionate sampling method whereby interviews were administered according to factors such as housing type and location. Table B shows the actual number and percentage of surveys that were obtained by housing type and compares these figures with the data for all Association stock. As illustrated, in most cases there is a close match between the housing types that were surveyed and those within Viewpoint Housing's stock (apart from general needs which was oversampled in accordance with the request of Viewpoint Housing Management)<sup>4</sup>.

Table B – Survey sample by housing type

<u>Housing type</u>	<u>Surveys</u>	<u>Percent</u>	<u>Housing type</u>	<u>Stock</u>	<u>Percent</u>
Alarmed	100	15.9%	Alarmed	211	17.2%
Amenity	8	1.4%	Amenity	15	1.2%
Enhanced Supported	158	24.5%	Enhanced Supported	343	27.9%
General Needs	148	24.3%	General Needs	234	19.0%
Retirement	45	6.6%	Retirement	55	4.5%
Sheltered	163	26.0%	Sheltered	351	28.5%
Supported	7	1.2%	Supported	21	1.7%
Declined	1	0.2%	Declined	0	0.0%
<b>Total</b>	<b>630</b>	<b>100</b>	<b>Total</b>	<b>1,230</b>	<b>100.0%</b>

### Locations

As illustrated in table C, there is a close match between the number units in the locations that were surveyed and those covered by Viewpoint Housing's stock e.g. East Lothian which comprised 2.5% of completed surveys compared to 2.1% of stock. Note that additional surveys were completed in Fife in accordance with footnote 4.

Table C – Survey sample by number of bedrooms

<u>Location</u>	<u>Surveys</u>	<u>Percent</u>	<u>Location</u>	<u>Stock</u>	<u>Percent</u>
East Lothian	16	2.5%	East Lothian	26	2.1%
Edinburgh	511	81.1%	Edinburgh	1041	84.6%
Fife	87	13.8%	Fife	130	10.6%
Midlothian	15	2.4%	Midlothian	33	2.7%
Declined	1	0.2%	Declined	0	0.0%
<b>Total</b>	<b>630</b>	<b>100.0%</b>	<b>Total</b>	<b>1,230</b>	<b>100.0%</b>

<sup>3</sup> 1,227 tenants (excludes three who became unavailable during the survey)

<sup>4</sup> Viewpoint managers requested that additional surveys were completed with general needs tenants and with tenants living in Fife (target 60%) during wave 2 (phone survey)

## Housing officer patches

Table D compares the proportion of surveys completed by housing officer patch against the totals for all Viewpoint Housing stock. This shows for example that 28.1% of surveys were carried out with tenants living in the North Team patch which compares to 24.1% of all tenants residing within this patch.

Table D – Survey sample by housing officer patch

<u>Patch</u>	<u>Surveys</u>	<u>Percent</u>	<u>Location</u>	<u>Stock</u>	<u>Percent</u>
North Team	177	28.1%	North Team	297	24.1%
East Team	148	23.5%	East Team	324	26.3%
West Team	157	24.9%	West Team	305	24.8%
South Team	136	21.6%	South Team	277	22.5%
Kilravock	11	1.7%	Kilravock	27	2.2%
Declined	1	0.2%	Declined	0	0.0%
<b>Total</b>	<b>630</b>	<b>100.0%</b>	<b>Total</b>	<b>1,230</b>	<b>100.0%</b>

## **Tenant profile**

The information presented below provides a breakdown of tenant surveys by the characteristics of age, tenant status e.g. working, retired etc., pension status, and ethnic grouping. Table E shows that a range of tenant age groups took part in the survey and illustrates for example that 32.4% of those responding were aged 75 to 84 years of age. In Viewpoint Housing's population, 29.3% of tenants are aged 75 to 84 and on this basis, there is a close match between the tenants that were surveyed by age and the tenant age breaks within the wider population.

Table E – Survey sample by age group (base 630)

<u>Tenant age</u>	<u>Percent</u>	<u>Tenant age</u>	<u>Percent</u>
16 to 54	6.8%	85 plus	16.3%
55 to 64	16.2%	No answer given	0.3%
65 to 74	27.9%	Total	100.0%
75 to 84	32.4%		

As set out in table F most surveyed tenants were retired (71.1%), whilst 14.6% were unable to work or in full or part time employment (14.5%).

Table F – Survey sample by tenant status (base 630)

<u>Status</u>	<u>Percent</u>	<u>Status</u>	<u>Percent</u>
Retired	71.1%	Not seeking work	1.4%
Unable to work	14.6%	Student	0.2%
Employed	14.5%	Prefer not to say	3.2%
Job seeker	2.4%	No answer given	2.5%
Carer	2.4%		

## Pension status

Amongst those tenants providing an answer to the question on pension status, 25.0% had access to a combined state and private pension whilst 18.6% were not currently retired.

Table G –Survey sample by pension status (base 576 – excludes cases where no answer given)

<u>Pension status</u>	<u>Percent</u>
State pension and private pension	25.0%
I am not currently retired	18.6%
State pension and pension credit	17.4%
State pension only	13.4%
State/private pension plus disability allowance e.g., Attendance Allowance	10.2%
Prefer not to say	15.5%

### Ethnic origin

Most tenants surveyed were White Scottish (84.0%) or White British (8.5%). Approx. one in ten respondents (7.5%) self-identified as belonging to another ethnic group.

### Report layout and data weighting

This report sets out tenant feedback on the questions that were posed in the survey. For each section, figures are provided alongside the relevant commentary. The data presented in this report is weighted by housing type (see table B) to bring the response profile into line with the population data for this measure. Weighting details are provided in table H.

Table H – Survey weighting applied

<u>Housing type</u>	<u>Surveys</u>	<u>Percent</u>	<u>Weighting</u>	<u>Stock</u>	<u>Percent</u>
Alarmed	100	15.9%	1.081761	17.2%	17.2%
Amenity	8	1.4%	0.857143	1.2%	1.2%
Enhanced Supported	158	24.5%	1.138776	27.9%	27.9%
General Needs	148	24.3%	0.781893	19.0%	19.0%
Retirement	45	6.6%	0.681818	4.5%	4.5%
Sheltered	163	26.0%	1.096154	28.5%	28.5%
Supported	7	1.2%	1.416667	1.7%	1.7%
Declined	1	0.2%	1	0.0%	0.0%
<b>Total</b>	<b>630</b>	<b>100.0%</b>	-	<b>100.0%</b>	<b>100.0%</b>

### Comparisons

Throughout the report we have made comparisons where possible with the Association’s previous tenant satisfaction survey (2019-ARC data only supplied). We observe that the 2022 survey fieldwork was carried out at a time when Viewpoint’s housing services would have been to some extent constrained by Coronavirus and this situation is likely to have had a bearing on the survey results.

We have also compared the Association’s 2022 results with the averages for those landlords who were surveyed during lockdown i.e. since 1<sup>st</sup> April 2020<sup>5</sup>.

### Small data sets

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

<sup>5</sup> SHR data October 2021; 60 landlords; weighted average showing sector scores

### Base

Whilst 630 tenants returned or otherwise complete a questionnaire, in the case of the self-completion surveys, some questions will have been unanswered by respondents and in these cases, the bases for tables and charts in this report will differ from the figure of 630.

### Margin of error

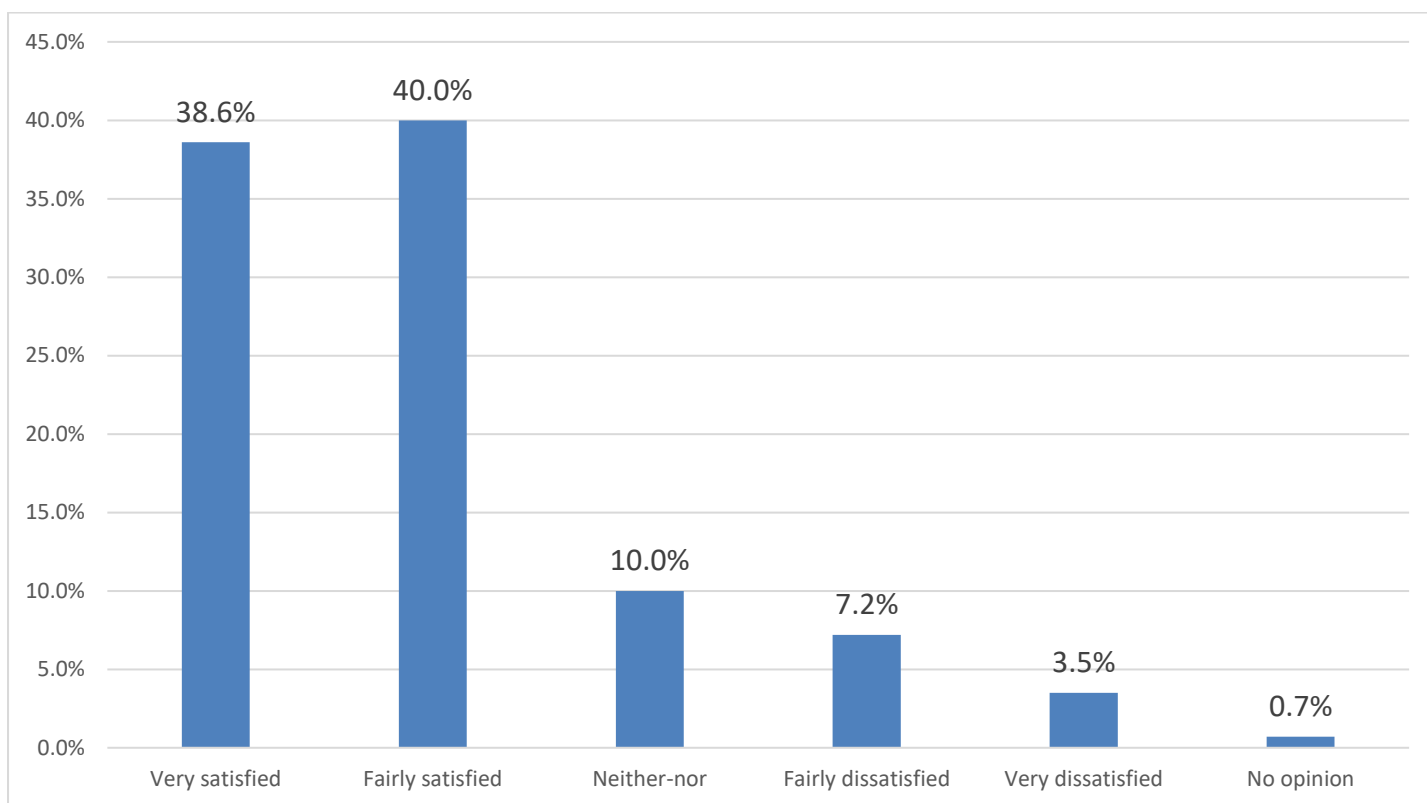
Based on population of 1,230 households, and a response rate of 630 completed surveys, the margin of error for the data contained in this survey is  $\pm 2.7\%$ .

## Overall tenant satisfaction

Figure 1 sets out the level of tenant satisfaction with the overall service provided by Viewpoint Housing Association (Viewpoint Housing) and illustrates that 78.6% of tenants are satisfied in 2022. Approx. one in ten tenants (10.7%) are dissatisfied with the Association’s service overall. The comparable Viewpoint Housing satisfaction figure for 2019 was 79.7% whilst the social rented sector (weighted average) since April 2020 was 83.2%.

Figure 1 –Satisfaction with the overall service provided by Viewpoint Housing Association (base 618)

*Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Viewpoint Housing Association?*



## Tenant age

Analysis of the responses for overall tenant satisfaction by age (table 1) illustrates that the most satisfied tenants are those aged 85 plus (87.4% satisfied) whilst the least satisfied are tenants aged 16 to 54 (64.3%).

Table 1 - Overall satisfaction by tenant age (base 618)

*Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Viewpoint Housing?*

Age	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
16 to 54	42.9%	21.4%	16.7%	11.9%	7.1%	-
55 to 64	37.3%	36.3%	10.8%	9.8%	2.9%	2.9%
65 to 74	41.4%	37.9%	9.8%	4.6%	5.7%	0.6%
75 to 84	32.8%	45.6%	9.7%	9.2%	2.6%	-
85 plus	42.7%	44.7%	7.8%	3.9%	1.0%	-
<b>All ages</b>	<b>38.6%</b>	<b>40.0%</b>	<b>10.0%</b>	<b>7.2%</b>	<b>3.5%</b>	<b>0.7%</b>

## Housing type

Table 2 sets out tenant satisfaction by housing type and illustrates that the most satisfied client group is supported tenants (100.0% satisfied) whilst the least satisfied are general needs (72.8%) and alarmed (71.1%).

Table 2 - Overall satisfaction by housing type (base 618)

*Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Viewpoint Housing?*

<u>Type<sup>6</sup></u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
Supported	66.7%	33.3%	-	-	-	-
Retirement	45.5%	45.5%	2.3%	4.5%	2.3%	-
Enhanced Supported	45.5%	36.4%	9.1%	4.5%	4.5%	-
Sheltered	36.0%	44.7%	9.9%	6.8%	1.9%	0.6%
Amenity	25.0%	50.0%	12.5%	12.5%	-	-
General Needs	34.0%	38.8%	12.9%	8.8%	5.4%	-
Alarmed	34.0%	37.1%	11.3%	11.3%	3.1%	3.1%
<b>All types</b>	<b>38.6%</b>	<b>40.0%</b>	<b>10.0%</b>	<b>7.2%</b>	<b>3.5%</b>	<b>0.7%</b>

## Housing officer patch

Table 3 illustrates tenant satisfaction by housing officer patch and shows that tenants living in Kilravock<sup>7</sup> are the most satisfied overall (90.9% satisfied) whilst the least satisfied tenants are those living in the South Team patch (69.9%).

Table 3 - Overall satisfaction by tenant profile (base 618)

*Q- Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Viewpoint Housing?*

<u>Patch</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
Kilravock	9.1%	81.8%	9.1%	-	-	-
West Team	44.8%	37.0%	7.1%	7.1%	3.2%	0.6%
East Team	42.5%	38.4%	9.6%	6.8%	2.1%	0.7%
North Team	34.7%	44.5%	9.8%	6.9%	3.5%	0.6%
South Team	33.8%	36.1%	14.3%	9.0%	6.0%	0.8%
<b>All patches</b>	<b>38.6%</b>	<b>40.0%</b>	<b>10.0%</b>	<b>7.2%</b>	<b>3.5%</b>	<b>0.7%</b>

## Location

Tenant satisfaction by location is distributed quite narrowly, i.e. 80.9% for Fife through 80.0% for Midlothian, 78.0% for Edinburgh, and 75.0% for East Lothian (table 4).

<sup>6</sup> In the case of any analysis by housing type, we would caution that the sample for supported housing is 7 and for amenity housing it is 8. Accordingly, this type of analysis should be treated with care

<sup>7</sup> Caution – 11 survey cases only

Table 4 - Overall satisfaction by location (base 618)

Q- Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Viewpoint Housing?

<u>Location</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
Fife	34.5%	46.4%	7.1%	7.1%	4.8%	-
Midlothian	33.3%	46.7%	20.0%	-	-	-
Edinburgh	38.8%	39.2%	10.2%	7.4%	3.6%	0.8%
East Lothian	50.0%	25.0%	12.5%	12.5%	-	-
<b>All locations</b>	<b>38.6%</b>	<b>40.0%</b>	<b>10.0%</b>	<b>7.2%</b>	<b>3.5%</b>	<b>0.7%</b>

#### Dissatisfied groups

Overall, 10.7% of all tenants are fairly or very dissatisfied with the service provided by their landlord in 2022. The ten groups that are more likely than average to be dissatisfied with services are set out in table 5.

Table 5 – Dissatisfaction by segment (base 618)

<u>Profile</u>	<u>% Dissatisfied</u>	<u>Profile</u>	<u>% Dissatisfied</u>
16 to 54	19.0%	Amenity	12.5%
South Team	15.0%	East Lothian	12.5%
Alarmed	14.4%	Fife	11.9%
General Needs	14.2%	75 to 84	11.8%
55 to 64	12.7%	Edinburgh	11.0%

#### **Improving the service overall**

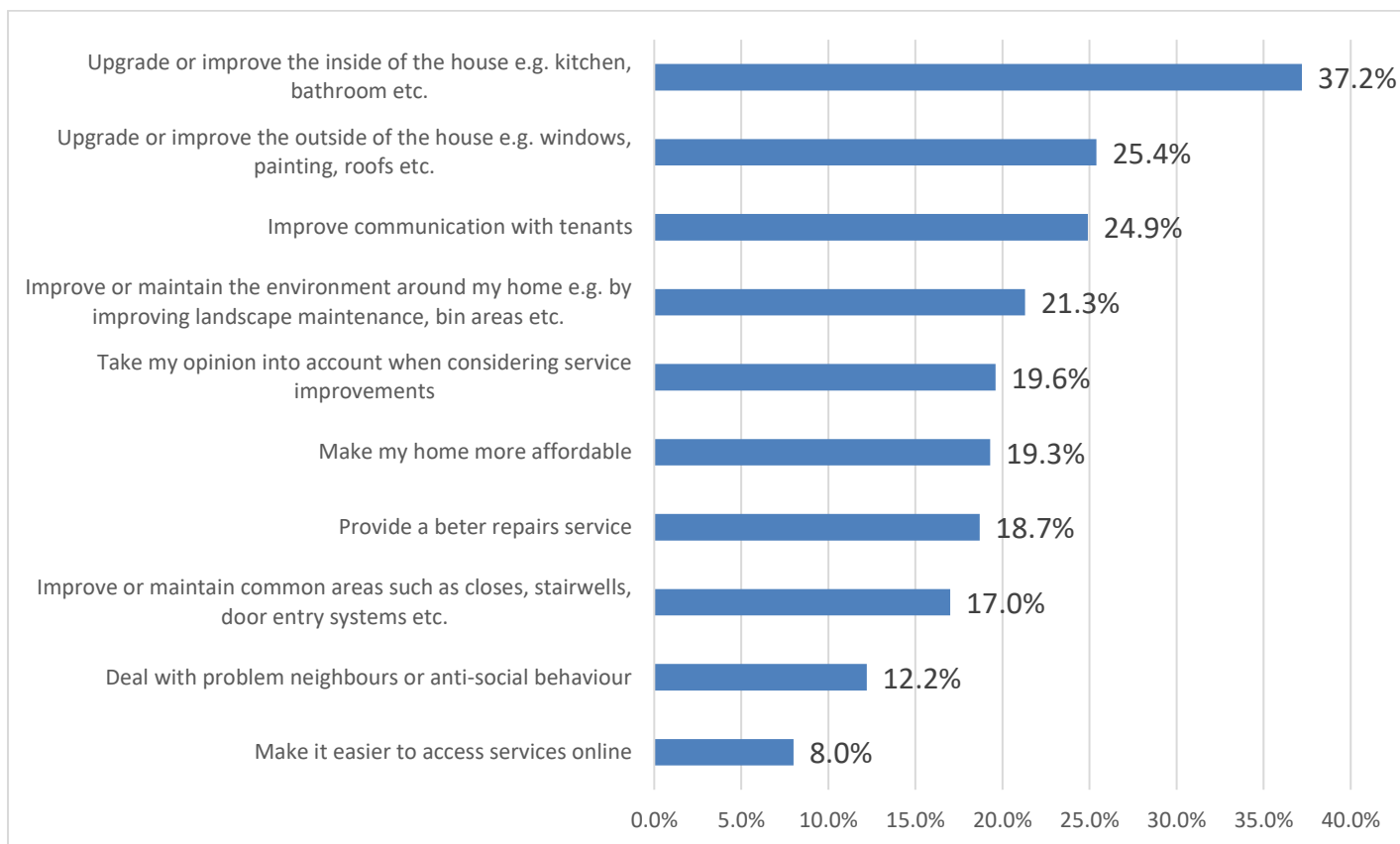
All tenants were asked what might improve the overall service supplied by Viewpoint Housing and the results of this enquiry are set out in figure 2. This shows that the 5 leading improvements in relation to the service overall are:

1. Upgrade or improve the inside of the house (37.2% of tenants)
2. Upgrade or improve the outside of the house (25.4%)
3. Improve communication with tenants (24.9%)
4. Improve or maintain the environment around my home (21.3%)
5. Take my opinion into account when considering improvements (19.6%).



Figure 2 – Improving the service provided by Viewpoint Housing Association (base 612)

Q-What if anything should Viewpoint Housing do to improve its overall service?



We observe that 25.4% of tenants said that nothing needed to be improved about their landlord’s service whilst 5.5% answered by saying ‘don’t know’.

Other/comments

One hundred and one tenants (16.0%) made a comment on the service including how this could be improved. Some examples of the comments made are set out below.

Q-What if anything should Viewpoint Housing do to improve its overall service?

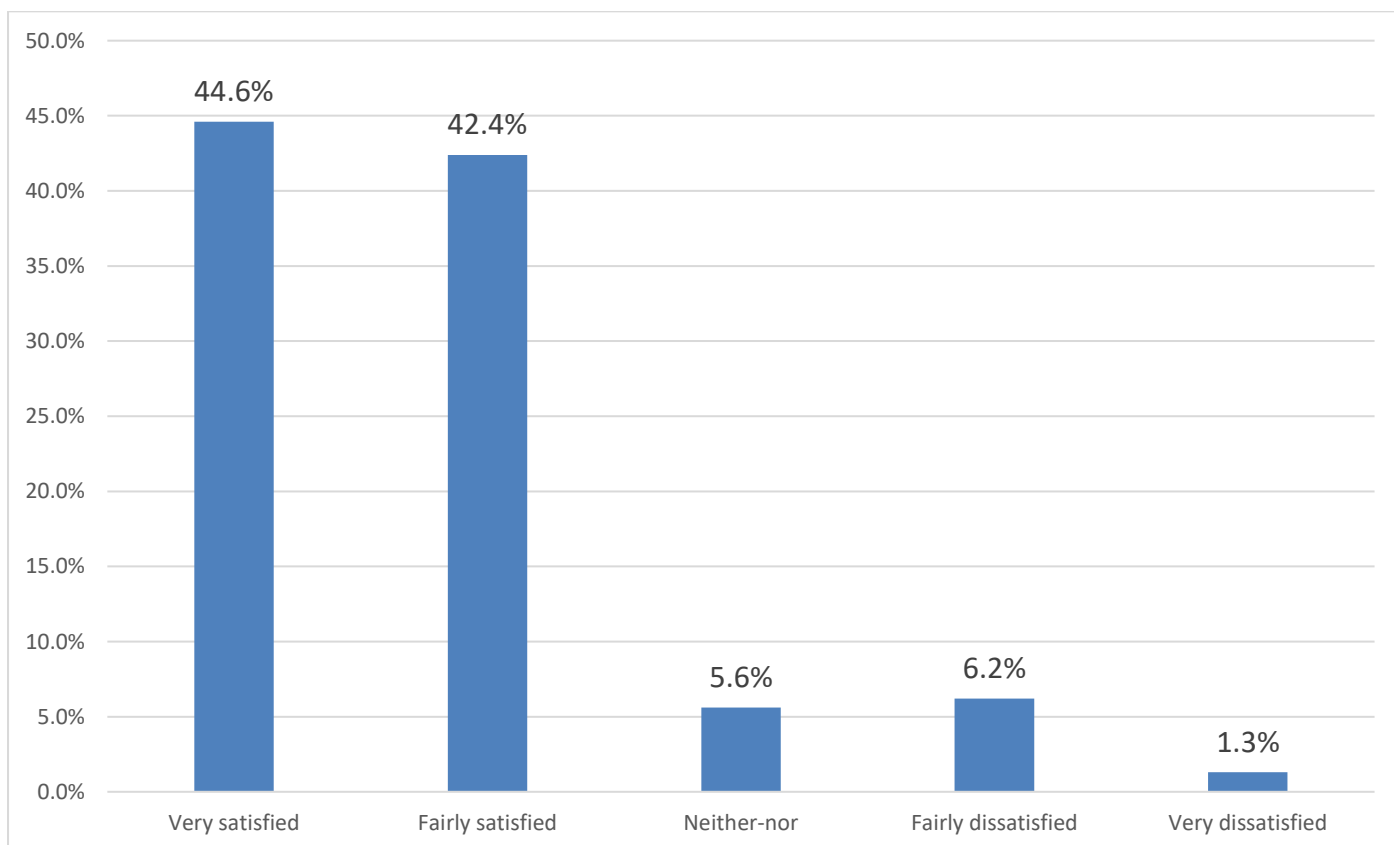
- ✓ A much quicker response to repairs and much better communication, especially when it is about security and safety.
- ✓ Answer our phone calls.
- ✓ Move quicker on laundry items that need replacing.
- ✓ Provide where it is possible outside pods for mobility scooters. Another issue is to ensure that the switches for turning on and off radiators are not at floor level; again, to make it easier to switch off heating.
- ✓ Stairwell cleaning is not at all good. Gardens are very poorly maintained - overgrown weeds bushes - nothing is cut back. Window cleaning is not done regularly. I feel that Viewpoint neglect this area.

## Housing quality satisfaction

Overall tenant satisfaction with the quality of housing is set out in figure 3 and reveals that 87.0% of tenants are satisfied with their home whilst 7.5% are dissatisfied in 2022. The current year figures for this measure are approx. 3% points better than those found during the 2019 survey (84.0% satisfied). The sector average for housing quality satisfaction is 80.4% (April 2020 to October 2021).

**Figure 3 –Satisfaction with housing quality overall (base 597)**

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



Housing quality satisfaction is highest for tenants living in the East Team area (90.8% satisfied) and lowest for those living in the South Team area (81.2%) - (table 6).

**Table 6 - Satisfaction with housing quality by patch (base 597)**

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

HO Patch	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
East Team	45.4%	45.4%	3.5%	4.3%	1.4%
Kilravock	11.1%	77.8%	-	11.1%	-
North Team	45.2%	42.2%	6.6%	4.8%	1.2%
West Team	50.3%	35.8%	6.0%	6.6%	1.3%
South Team	35.9%	45.3%	6.3%	10.9%	1.6%
<b>All patches</b>	<b>44.6%</b>	<b>42.4%</b>	<b>5.6%</b>	<b>6.2%</b>	<b>1.3%</b>

Table 7 illustrates some degree of variation in satisfaction with housing quality by housing type with the highest satisfaction found amongst tenants living in retirement homes (92.7% satisfied) and enhanced supported units (91.3%). Conversely, satisfaction is lowest for those tenants who are classed as general needs (78.2%).

Table 7 - Satisfaction with housing quality by housing type (base 597)

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

<u>Housing type</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Retirement	51.2%	41.5%	2.4%	4.9%	-
Enhanced Supported	48.3%	43.0%	6.0%	2.7%	-
Sheltered	45.5%	43.5%	3.9%	5.8%	1.3%
Amenity	62.5%	25.0%	12.5%	-	-
Supported	57.1%	28.6%	14.3%	-	-
Alarmed	44.7%	40.4%	5.3%	7.4%	2.1%
General Needs	33.8%	44.4%	7.0%	12.0%	2.8%
<b>All patches</b>	<b>44.6%</b>	<b>42.4%</b>	<b>5.6%</b>	<b>6.2%</b>	<b>1.3%</b>

In relation to property location, table 8 illustrates that satisfaction with housing quality is highest amongst tenants who live in Fife (87.6%) or East Lothian (87.5%). Conversely, satisfaction is lowest amongst those who live in Midlothian (78.6%).

Table 8 - Satisfaction with housing quality by location (base 597)

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

<u>Location</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Fife	48.1%	39.5%	4.9%	6.2%	1.2%
East Lothian	50.0%	37.5%	6.3%	6.3%	
Edinburgh	43.2%	43.4%	5.6%	6.4%	1.4%
Midlothian	42.9%	35.7%	7.1%	14.3%	
<b>All locations</b>	<b>44.6%</b>	<b>42.4%</b>	<b>5.6%</b>	<b>6.2%</b>	<b>1.3%</b>

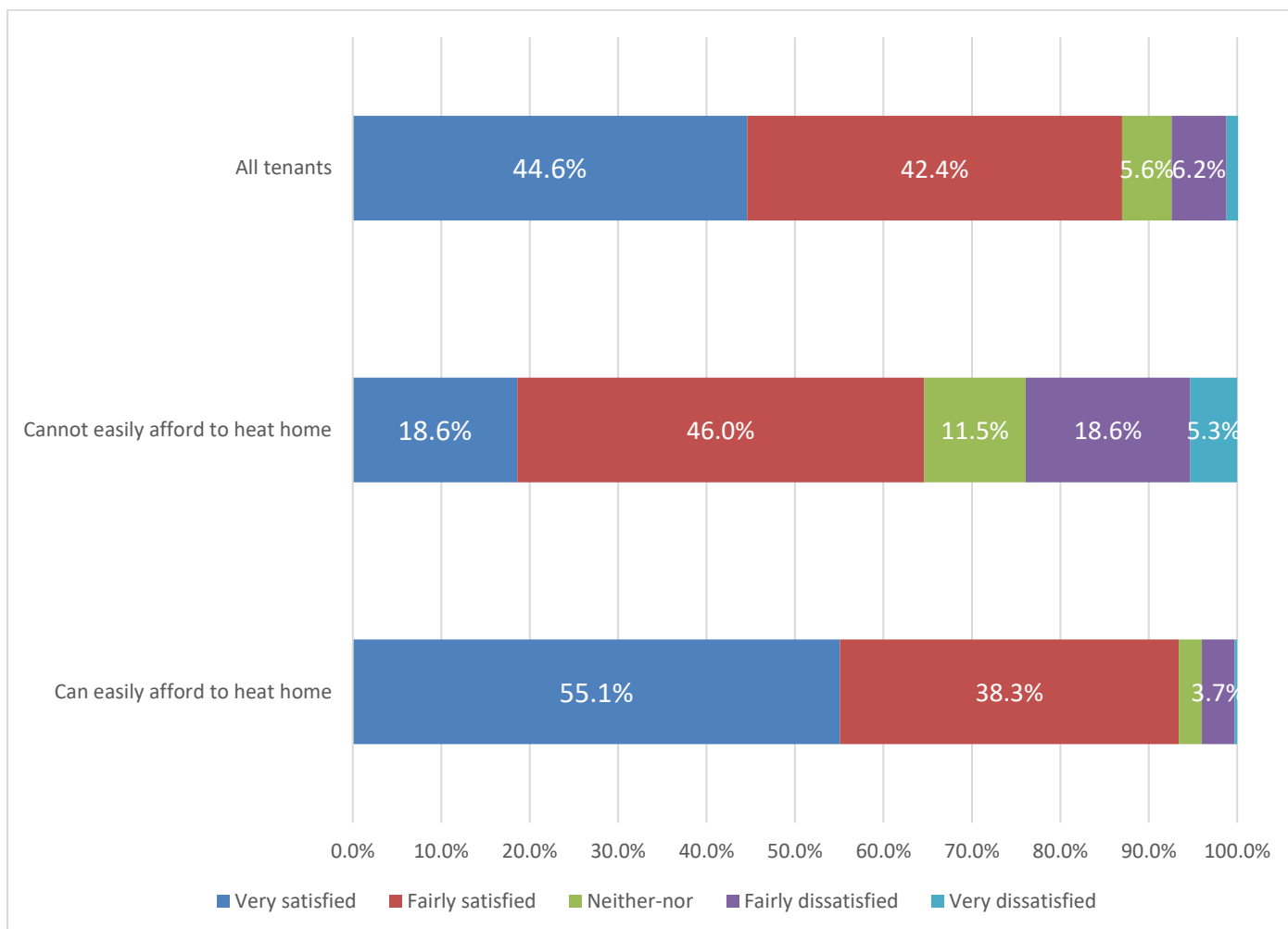
### Heating the home

Most tenants (65.6%) agreed that they can easily afford to heat their home; 19.4% disagreed and 15.0% did not know.

As illustrated in figure 4, housing quality satisfaction is closely aligned with how easy or difficult it is to heat the home e.g. where tenants feel that their home is easy to heat, 93.4% are satisfied with housing quality; this compares to 64.6% satisfied where the tenant does not believe their home to be easy to heat.

Figure 4 –Satisfaction with housing quality overall (base 597)

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



Safe and secure homes

Across all tenants, approx. nine in ten (87.7%) are satisfied that their home is safe and secure (5.9% are dissatisfied) – table 9. As illustrated in table 9, satisfaction on this measure ranges from 89.0% for tenants living in the North Team patch to 81.9% for tenants living within the Kilravock patch.

Table 9 - Satisfaction with housing safety and security by patch (base 620)

Q- How satisfied or dissatisfied are you that your home is safe and secure?

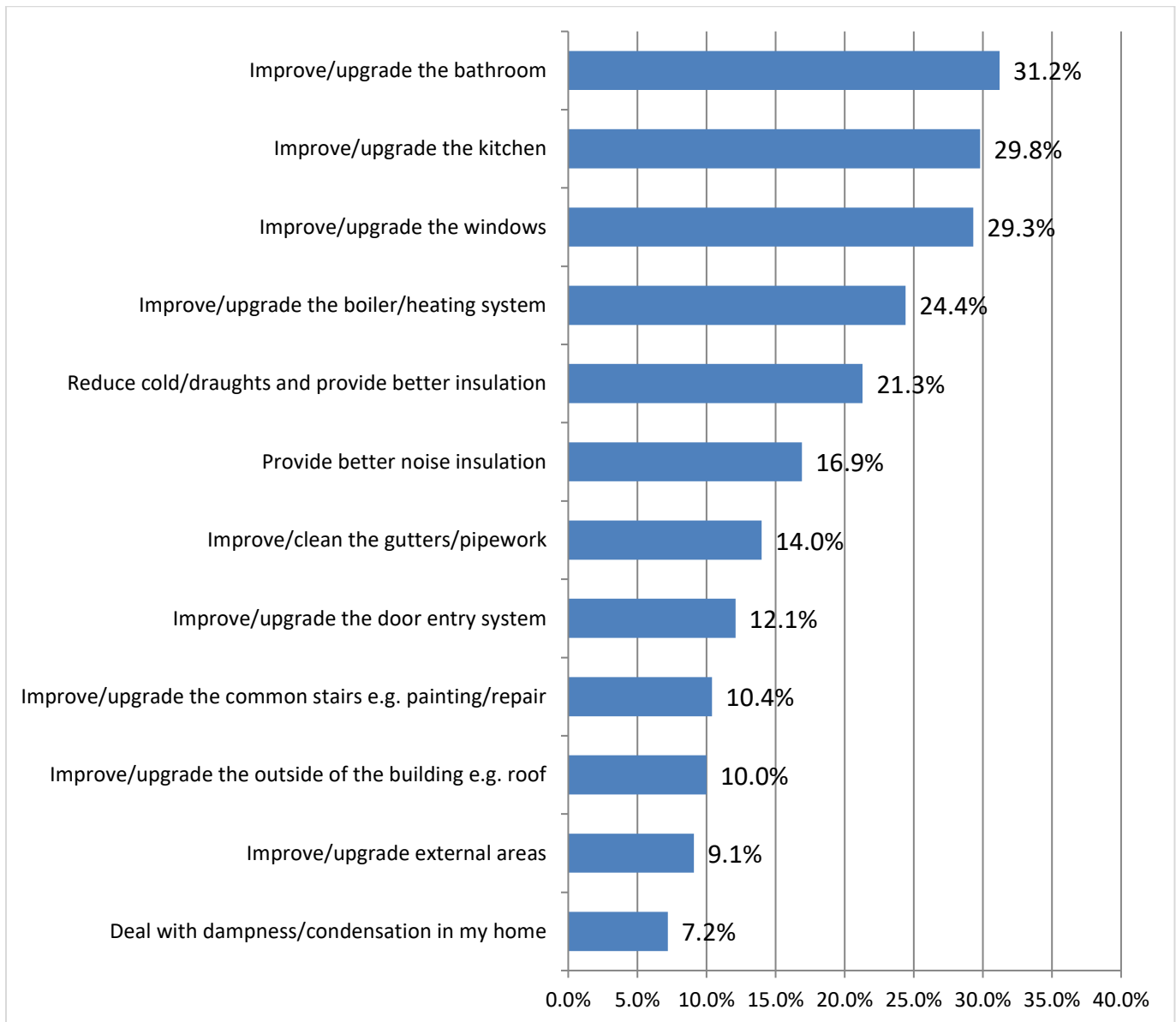
HO Patch	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
North Team	60.3%	28.7%	5.7%	2.9%	2.3%
South Team	48.5%	38.6%	6.1%	3.8%	3.0%
East Team	56.6%	30.3%	6.9%	2.8%	3.4%
West Team	51.3%	35.3%	7.7%	3.8%	1.9%
Kilravock	45.5%	36.4%	9.1%	9.1%	-
<b>All patches</b>	<b>54.1%</b>	<b>33.6%</b>	<b>6.4%</b>	<b>3.4%</b>	<b>2.5%</b>

## Housing quality improvements

All tenants were asked what improvements were needed to provide a better quality home. As illustrated (figure 5), the five main improvements requested by tenants are: bathrooms (31.2% of tenants said this component needed to be improved); kitchens (29.8%); windows (29.3%); boiler/heating systems (24.4%); and insulation (21.3%). We observe that 22.5% of tenants said that nothing needed to be improved about their home whilst 3.9% answered by saying 'don't know'.

Figure 5 – Improving housing quality (base 592)

*Q- What if anything should Viewpoint do to provide you with a better quality home?*



## Housing comments

Ninety two tenants (14.6%) made an additional comment about a housing improvement, and some of the comments made by tenants were as follows:

*Q- What if anything should Viewpoint Housing do to provide you with a better quality home? (other)*

- ✓ Actually carry out the upgrading that's been promised for years e.g. heating systems.
- ✓ Deal with dampness.

- ✓ I feel that the electrics in the house are needing upgraded.
- ✓ Laundry rooms need improving.
- ✓ Renew outside door wood/frame.
- ✓ The doors in the property are very heavy. I know these are fire doors but what about the elderly and frail?

## Repair service

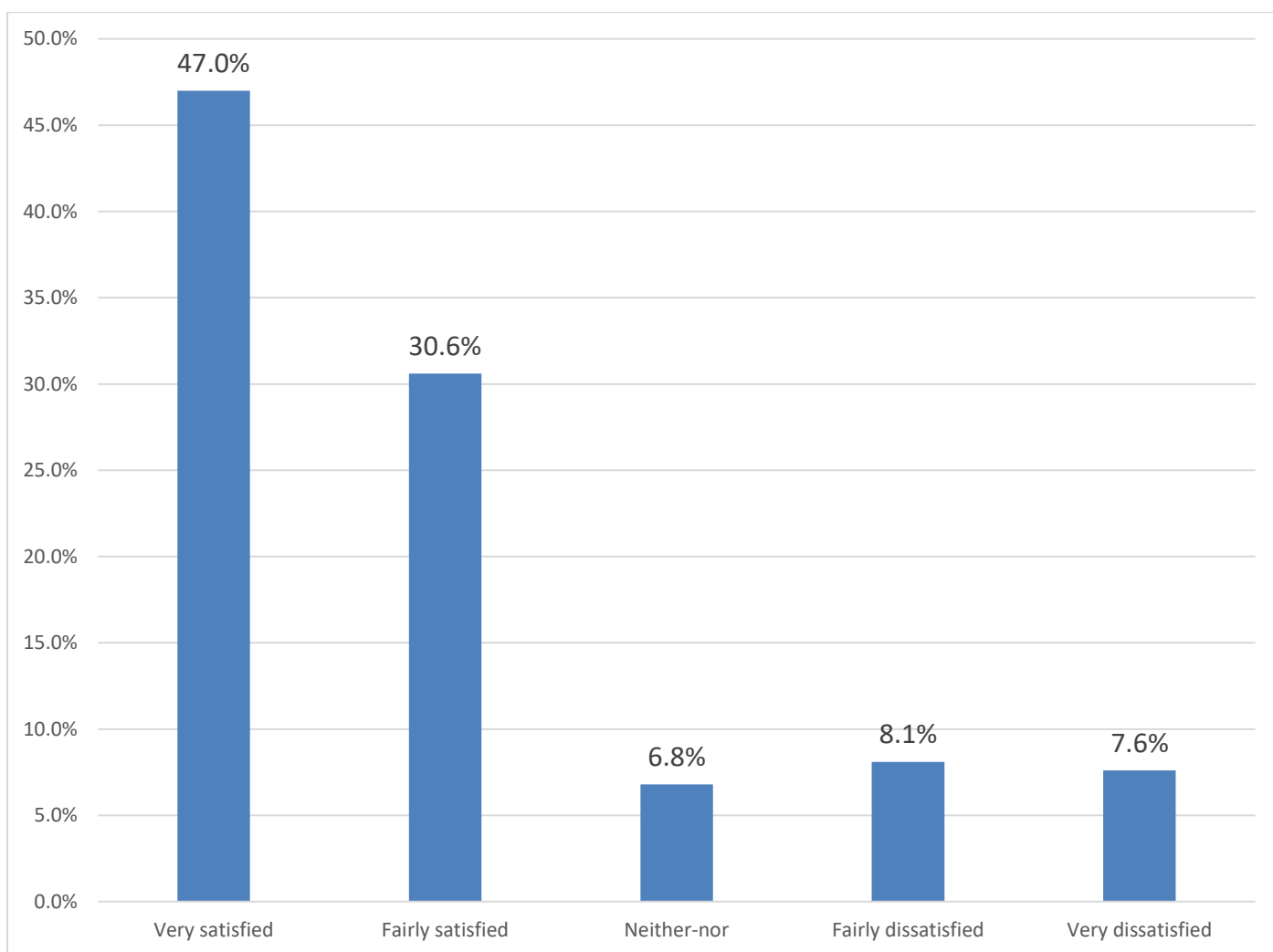
### Satisfaction with repairs

Approx. six in ten tenants (60.9%) have had a property repair in the last 12 months (39.1% have not).

Amongst tenants whose homes have been repaired in the last year, 77.6% are satisfied with the last repair whilst 15.7% are dissatisfied (figure 6). In 2019, 77.8% of tenants were satisfied with their last repair whilst the sector average since April 2020 is 89.1% satisfied (we would caution that the sector figure will include landlord transactional repairs data which tends to produce higher satisfaction levels than independent surveys).

Figure 6 – Satisfaction with the repair service (base 367-repair in last year only)

*Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by Viewpoint Housing?*



### Repairs satisfaction by housing type

Table 10 illustrates repairs satisfaction by housing type.

This table shows that the most satisfied tenants by housing type are those living in supported housing (100.0% satisfied) whilst the tenants who are the least satisfied with the repair service are those who live in amenity housing (50.0%).

Table 10 - Satisfaction with repairs by property profile (base 367-repair in last year only)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by Viewpoint Housing?

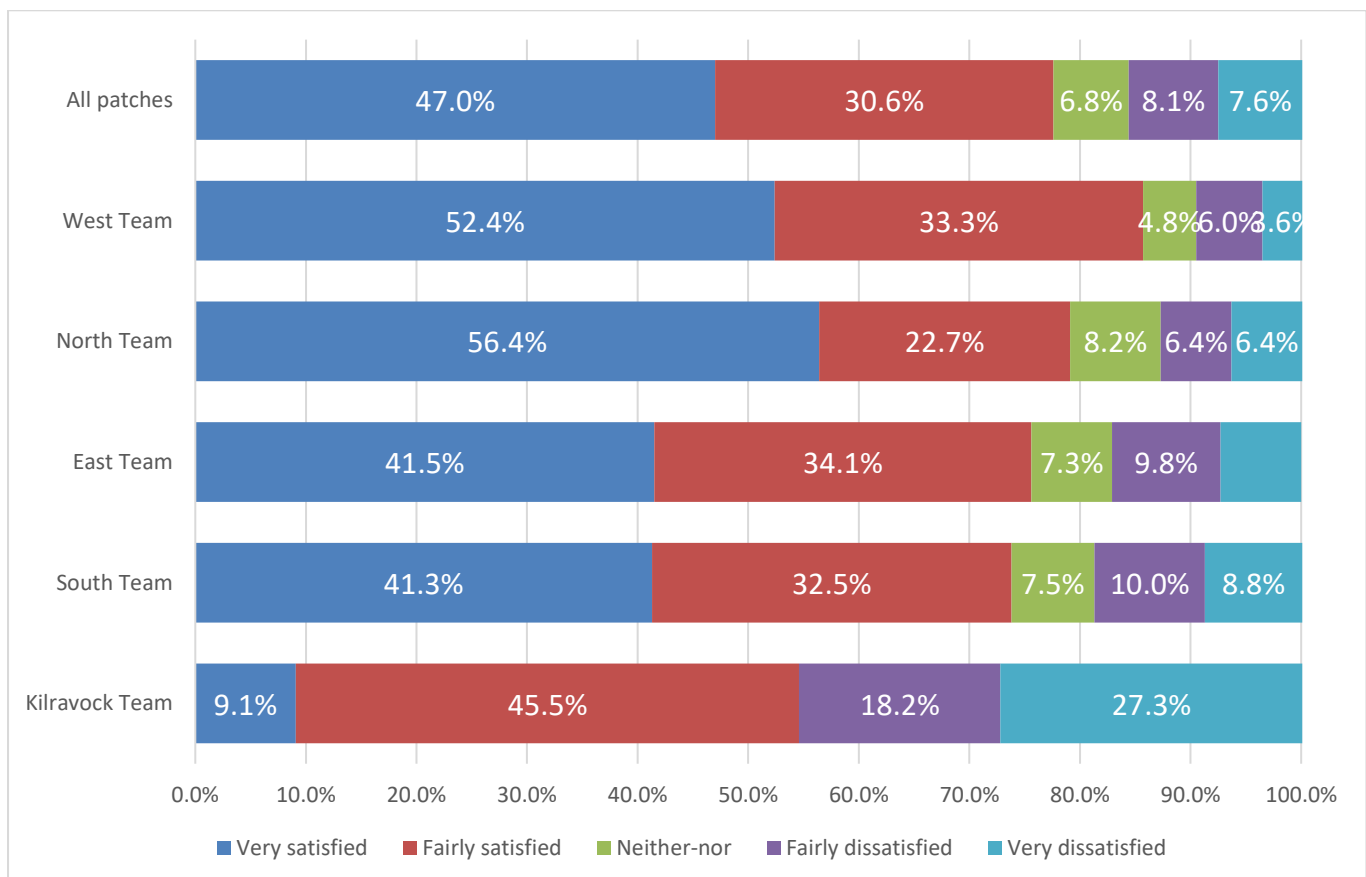
Housing type	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Supported	100.0%	-	-	-	-
Retirement	60.7%	25.0%	3.6%	7.1%	3.6%
General Needs	51.2%	29.1%	8.1%	10.5%	1.2%
Alarmed	41.9%	35.5%	8.1%	6.5%	8.1%
Sheltered	38.5%	38.5%	7.3%	5.2%	10.4%
Enhanced Supported	50.6%	24.1%	4.6%	11.5%	9.2%
Amenity	50.0%	-	25.0%	-	25.0%
<b>All types</b>	<b>47.0%</b>	<b>30.6%</b>	<b>6.8%</b>	<b>8.1%</b>	<b>7.6%</b>

Repairs satisfaction by patch

Figure 7 analyses repair service satisfaction by patch and shows that tenants living in the West Team area (85.7% satisfied) are much more satisfied with repairs than tenants who live in Kilravock (54.6%).

Figure 7 – Satisfaction with repairs by patch (base 367-repair in last year only)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by Viewpoint Housing?



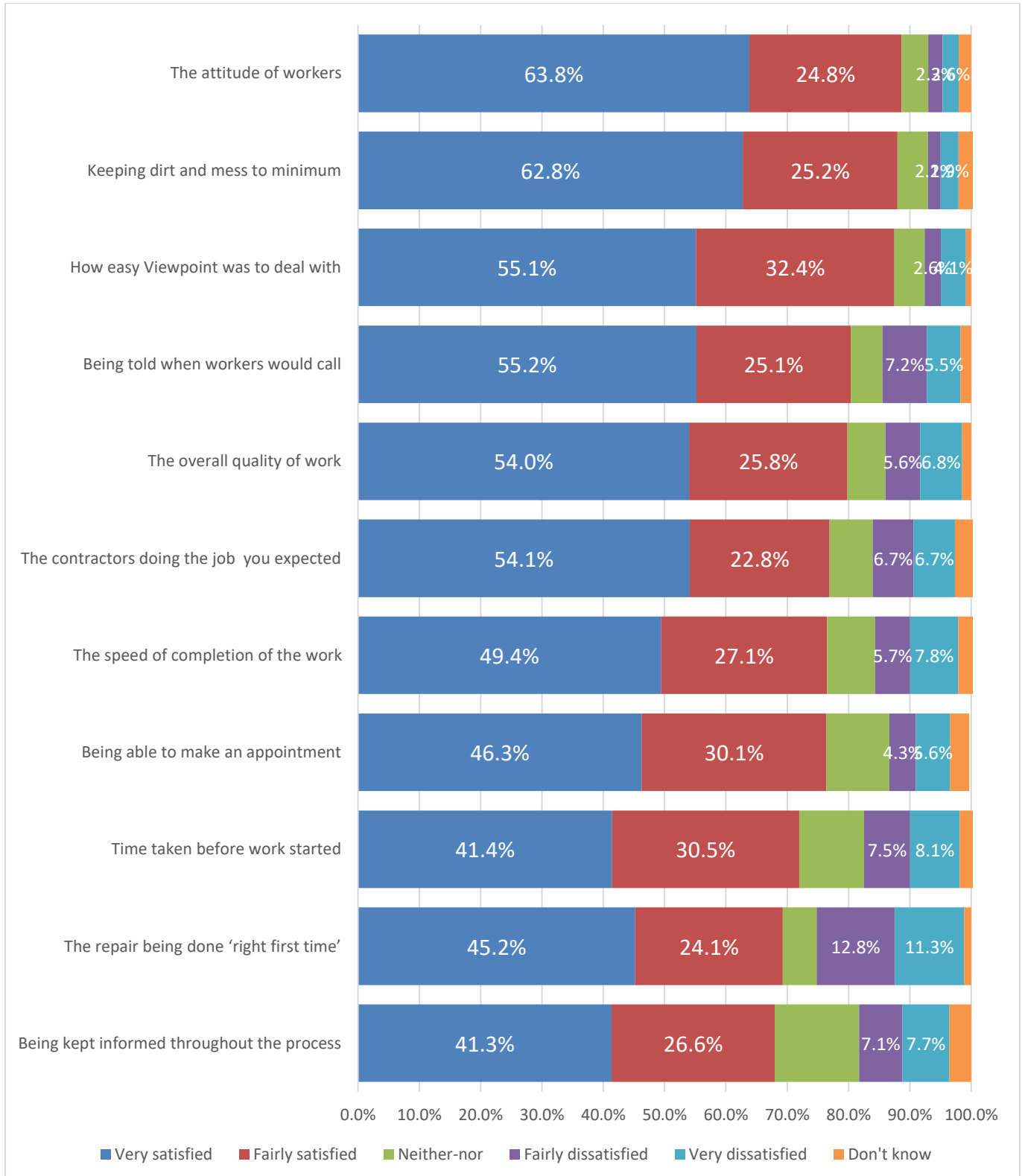


Repairs satisfaction by process

As illustrated in figure 8, tenants are most satisfied with the attitude of workers attending the repair (88.6% satisfied), workers keeping homes tidy (88.0%) and having front line staff who are easy to deal with (87.5%). Tenants are least satisfied with the time taken before work is started (71.9%), the repair being done 'right first time' (69.3%) and being kept informed throughout the repair process (67.9%).

Figure 8 – Satisfaction with repairs by process (base 367-repair in last year only)

*Q- Thinking about your most recent repair, how satisfied or dissatisfied were you with the following?*

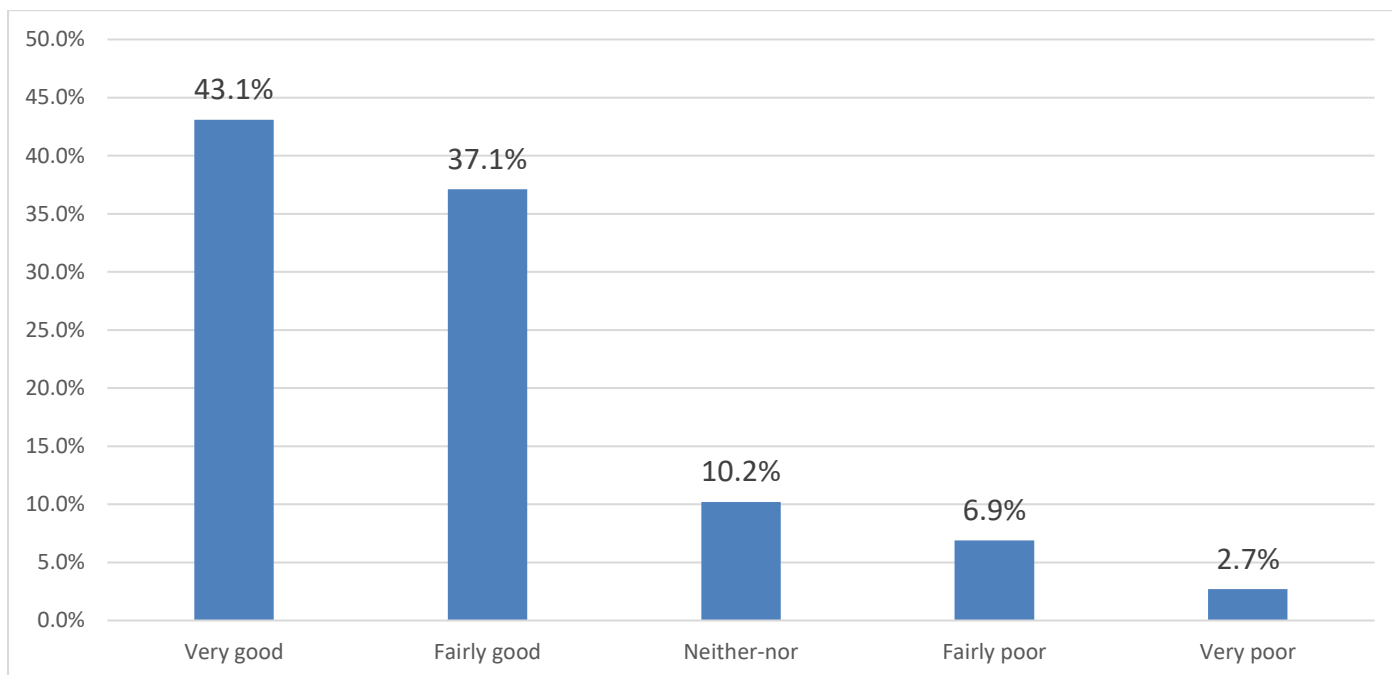


## Information and participation

In 2022, 80.2% of tenants rated 'being kept informed' as good, whilst 9.6% said that the Association was poor on this measure (and 10.2% replied 'neither good nor poor') (figure 9). Tenant satisfaction with being kept informed is ahead of the 2019 survey (76.9.% saying good). The Scottish average for this measure since April 2020 is 85.6%.

Figure 9 – Information (base 616)

Q- How good or poor do you feel Viewpoint Housing is at keeping you informed about their services and decisions?



## Information and consultation

As illustrated in table 11, tenants' top three requirements for being kept better informed are: being told when things don't go to plan (32.5%), having more regular tenant meetings (26.7%), and ensuring staff return calls/answer letters/emails in a timely manner (17.5%).

Table 11 – Informing and consulting tenants - options (base 583)

Q - What if anything should Viewpoint do to keep you better informed?

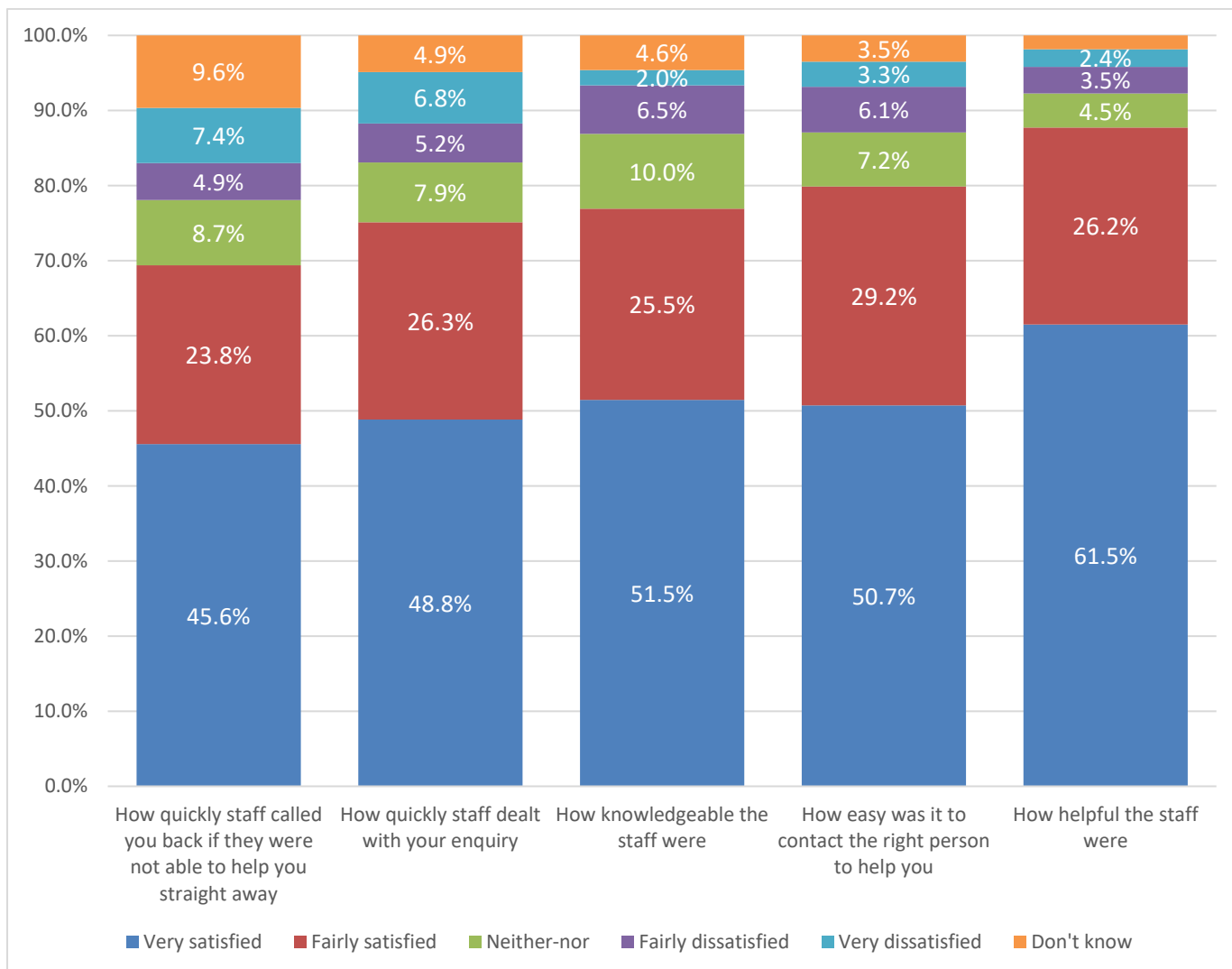
Improvement action	%	Improvement action	%
Keep tenants informed when things don't go to plan	32.5%	Provide more opportunities for tenant involvement	10.5%
Have more regular tenant meetings	26.7%	Provide more information online	8.6%
Ensure staff return calls/answer letters and emails in a timely manner	17.5%	Use text messaging more often	8.5%
Provide more information through onsite staff where applicable	16.7%	Provide opportunities for tenants to meet with staff where there is no communal lounge	7.6%
Have more content in the newsletter	15.6%	Use messaging apps like Facebook Messenger	2.4%
Make better use of quarterly meetings	14.8%		

## Contact experience

Tenant's experience of contacting Viewpoint is set out in figure 10 and illustrates that staff are helpful (87.7% of tenants are satisfied on this measure) but perform less well on calling tenants back promptly (69.4%).

Figure 10 – Contacting Viewpoint (base 594)

Q - Thinking about your most recent contact with Viewpoint staff, how satisfied or dissatisfied are you with the following?



## Complaints

Most tenants (64.0%) would know how to make a formal complaint to Viewpoint if they needed to but 36.0% do not. Just under one in ten tenants (9.3%) have made a formal complaint to their landlord during the last 12 months, and as illustrated in table 12, 40.5% are satisfied and 45.3% are dissatisfied with how this complaint was handled.

Table 12 – Complaints handling satisfaction (base 54)

Q - Overall, how satisfied or dissatisfied are you with how Viewpoint handled your most recent formal complaint?

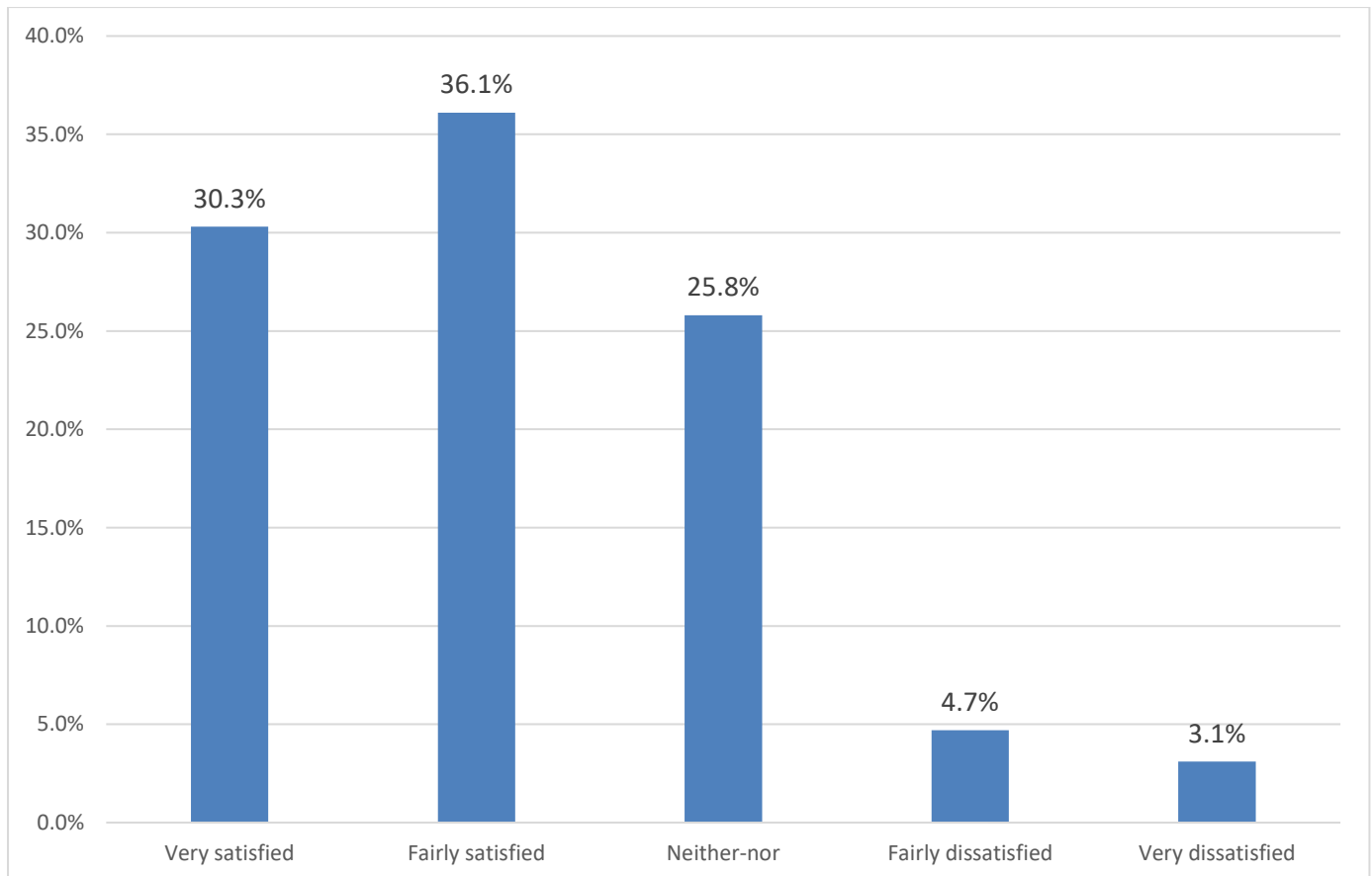
Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
17.2%	23.3%	14.1%	23.5%	21.8%

## Tenant participation

As illustrated in figure 11, approx. seven in ten tenants (66.4%) are satisfied with opportunities to participate whilst 7.8% are dissatisfied (25.8% of tenants are neutral on this question answering 'neither-nor'). In 2019, 69.1% of tenants were satisfied on this measure whilst the sector average since April 2020 is 77.9%.

Figure 11 –Participation (base 598)

*Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Viewpoint Housing's decision-making process?*



## Satisfaction by patch

Tenant satisfaction with opportunities to participate by patch is set out in table 13 and shows satisfaction on this measure is highest in Kilravock (80.0%) and lowest in the South Team area (58.2%).

Table 13 – Participation (base 598)

*Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Viewpoint Housing's decision-making process?*

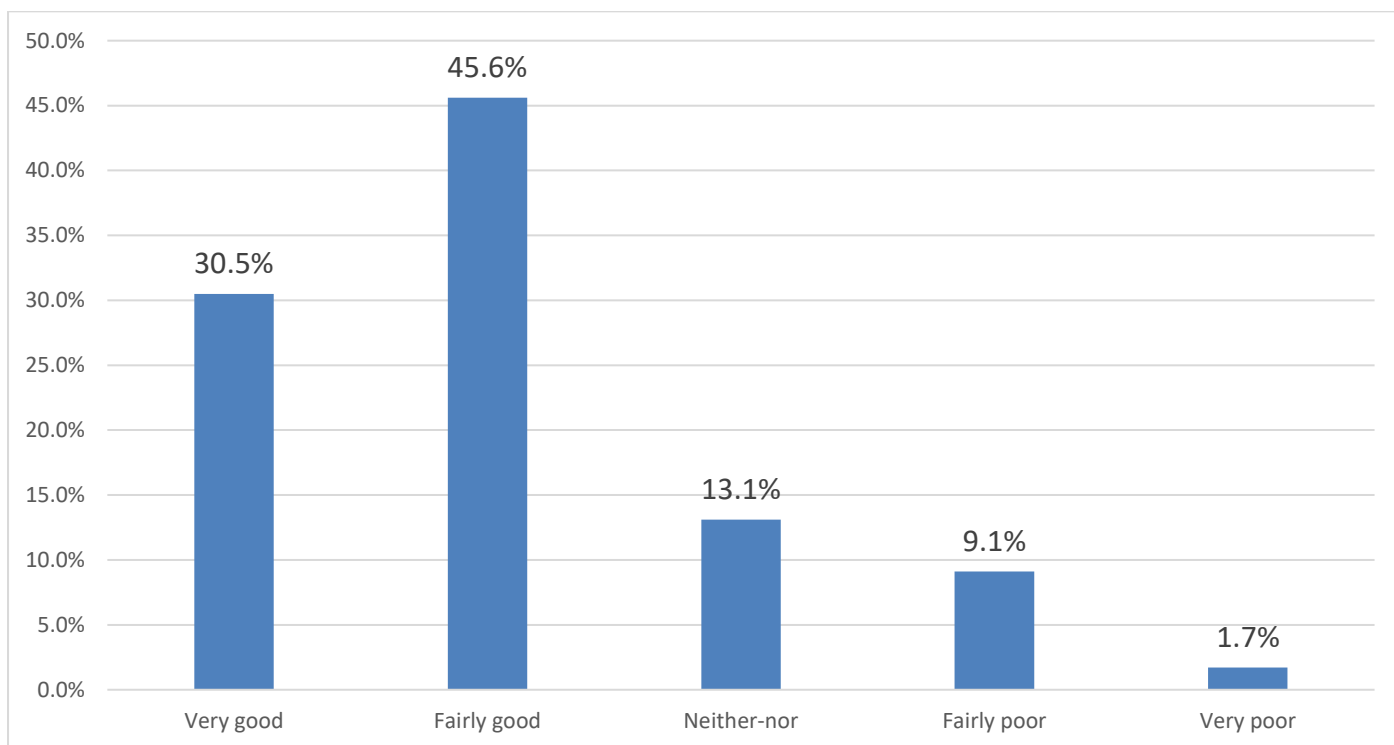
<u>Patch</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Kilravock	30.0%	50.0%	10.0%	-	10.0%
East Team	34.0%	36.9%	22.7%	5.0%	1.4%
West Team	27.0%	43.9%	24.3%	2.0%	2.7%
North Team	34.5%	28.6%	28.0%	5.4%	3.6%
South Team	25.6%	32.6%	31.0%	7.0%	3.9%
<b>All patches</b>	<b>30.3%</b>	<b>36.1%</b>	<b>25.8%</b>	<b>4.7%</b>	<b>3.1%</b>

## Rent and value for money

As set out in figure 12, most tenants (76.1%) rate rent as good value for money, whilst 10.8% say that rent is poor value (and 13.1% answered 'neither good nor poor' value). In 2019, 74.6% of tenants rated rent as good value whilst the sector average since April 2020 is 77.8%.

Figure 12 – Rating of rent value for money (base 601)

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



### Patch analysis

Table 14 indicates rent value for money by housing officer patch and shows for example a 90.0% 'good' rating in patch Kilravock compared to 72.7% for tenants living in the South Team patch.

Table 14 - Rating of rent value for money by patch (base 601)

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

Patch	Very good	Fairly good	Neither-nor	Fairly poor	Very poor
Kilravock	20.0%	70.0%	10.0%	-	-
East Team	33.6%	46.2%	11.2%	8.4%	0.7%
West Team	30.5%	45.0%	11.9%	11.3%	1.3%
North Team	33.3%	41.1%	13.1%	8.9%	3.6%
South Team	26.6%	46.1%	16.4%	9.4%	1.6%
<b>All patches</b>	<b>30.5%</b>	<b>45.6%</b>	<b>13.1%</b>	<b>9.1%</b>	<b>1.7%</b>

In relation to housing type, tenants living in amenity homes (87.5% say rent is good value) are the most likely to say that rent is good value for money whilst tenants living in general needs properties (63.8%) are the least likely to be positive about rent value - table 15.

Table 15- Rating of rent value for money by housing type (base 601)

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

<u>Housing type</u>	<u>Very good</u>	<u>Fairly good</u>	<u>Neither-nor</u>	<u>Fairly poor</u>	<u>Very poor</u>
Amenity	50.0%	37.5%	-	12.5%	-
Retirement	44.2%	39.5%	11.6%	2.3%	2.3%
Supported	50.0%	33.3%	16.7%	-	-
Sheltered	29.0%	50.3%	14.2%	3.9%	2.6%
Alarmed	26.8%	50.5%	7.2%	14.4%	1.0%
Enhanced Supported	28.9%	46.3%	16.1%	8.1%	0.7%
General Needs	32.4%	35.9%	13.4%	15.5%	2.8%
<b>All housing types</b>	<b>30.5%</b>	<b>45.6%</b>	<b>13.1%</b>	<b>9.1%</b>	<b>1.7%</b>

#### Tenant profile

Considering tenant profile (table 16), amongst the most positive households on rent value are those who receive state pension only (85.3% say rent is good value) and tenants aged 85 plus (80.2%), whilst the least positive are those who are not yet retired (70.5% say 'good value') or those aged 16 to 54 (66.6%).

Table 16- Rating of rent value for money by tenant profile (base 601)

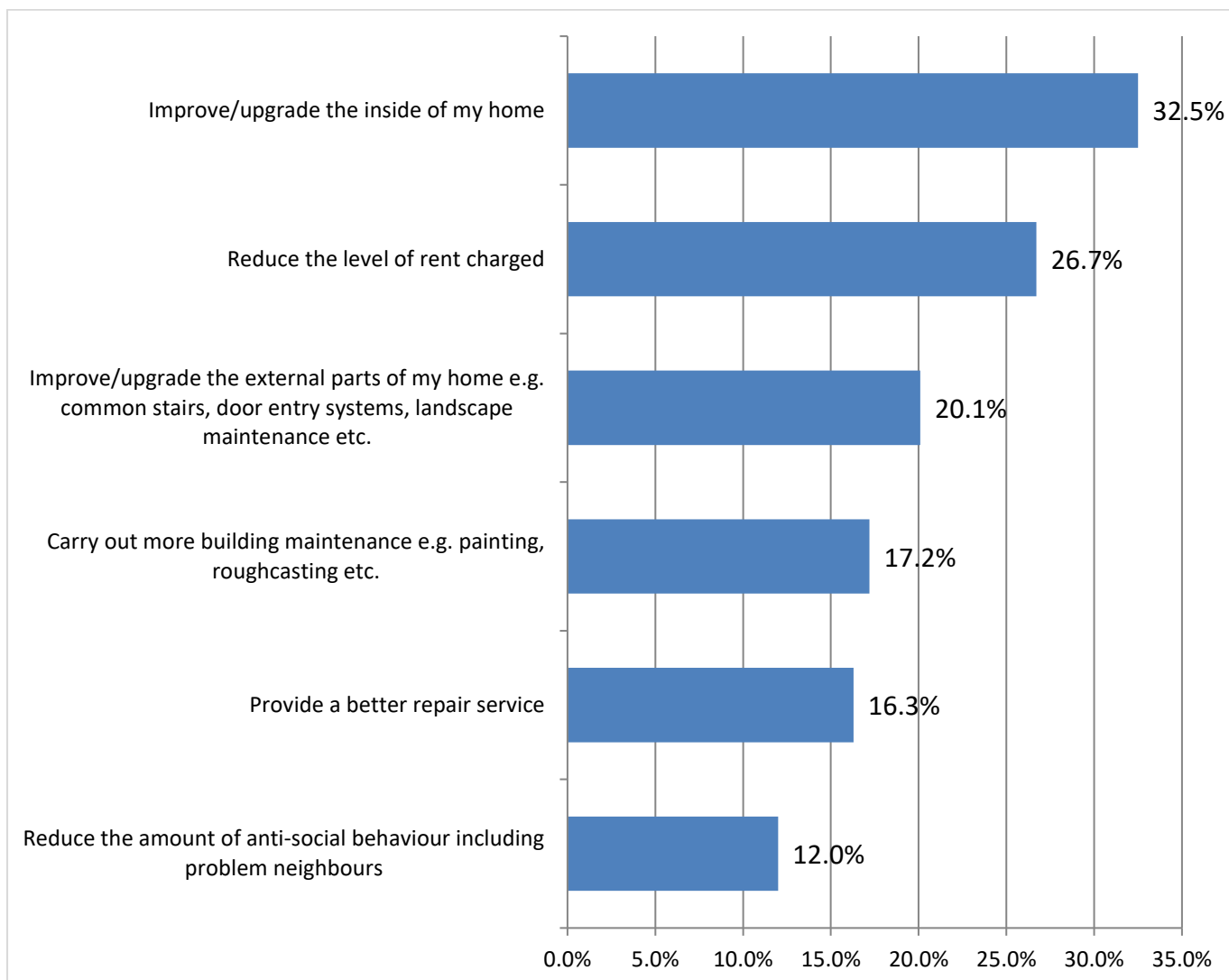
*Q- Taking into account the accommodation and the services Viewpoint Housing provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it.....*

<u>Tenant profile</u>	<u>Very good</u>	<u>Fairly good</u>	<u>Neither-nor</u>	<u>Fairly poor</u>	<u>Very poor</u>
State pension only	37.3%	48.0%	9.3%	5.3%	-
State/private pension plus disability allowance e.g., Attendance Allowance	34.5%	48.3%	13.8%	3.4%	-
85 plus	26.0%	54.2%	11.5%	7.3%	1.0%
75 to 84	33.3%	43.8%	14.1%	8.3%	0.5%
State pension and pension credit	34.4%	41.7%	13.5%	9.4%	1.0%
State pension and private pension	28.7%	46.3%	16.2%	8.1%	0.7%
55 to 64	31.3%	43.4%	10.1%	11.1%	4.0%
65 to 74	30.0%	44.7%	14.1%	8.2%	2.9%
I am not currently retired	26.7%	43.8%	8.6%	16.2%	4.8%
16 to 54	33.3%	33.3%	14.3%	19.0%	-
<b>All tenants</b>	<b>30.5%</b>	<b>45.6%</b>	<b>13.1%</b>	<b>9.1%</b>	<b>1.7%</b>

Tenants were asked to say what Viewpoint Housing should do to improve rent value. The results of this enquiry are set out in figure 13 and show that improving the inside of the home (32.5%), reducing the level of rent charged (26.7%), and improving the external parts of the home (20.1%) are the three main ways in which value for money could be improved. Approx. one third of tenants (27.1%) said that nothing needed to be done to improve rent value whilst 9.4% responded 'don't know'.

Figure 13 – Improving rent value for money (base 591)

Q – What should Viewpoint Housing do improve value for money of its rents?



Seventy five tenants (11.9%) made a comment about rent value or said that something else needed to be changed and some of these comments are provided below for illustration.

Q – What if anything should Viewpoint Housing do to improve value for money of its rents? (other)

- ✓ Chase up complaints - never chased up and no follow up when repairs done.
- ✓ Had something similar to this some time ago. Result 'nil' improvement. Stock survey maybe 4 yrs ago, results never conveyed to residents as "we wouldn't understand" in spite of being asked to cooperate.
- ✓ Keep promises of updating bathrooms etc.
- ✓ Replace old faulty radiators to work properly with combi boiler.
- ✓ Warden provision needs to be longer hours and weekends.
- ✓ Better communication because when repairs are sent to persons who are in charge of repairs tenants are told they will be contacted on the phone but nothing happens. Tenant has to call again.

## Neighbourhood management satisfaction

Tenants were asked if they were satisfied or dissatisfied with how their landlord managed the neighbourhood they lived in. The results for this enquiry are set out in table 17 and show that 75.2% of tenants are satisfied on this measure whilst 9.5% are dissatisfied. In 2019, 77.9% of tenants were satisfied with 'neighbourhood management' whilst the sector average for this measure since April 2020 is 78.7%.

Table 17 – Neighbourhood management (base 603)

*Q- Overall, how satisfied or dissatisfied are you with Viewpoint Housing's contribution to the management of the neighbourhood you live in?*

<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
42.8%	32.4%	15.3%	6.2%	3.3%

### Neighbourhood management by patch

Neighbourhood management satisfaction by patch is provided in table 18. This shows a 14% point span of satisfaction ranging from 77.3% satisfied for tenants living in the West Team patch to 63.7% for those residents in Kilravock.

Table 18 – Rating of neighbourhood management by patch (base 603)

*Q- Overall, how satisfied or dissatisfied are you with Viewpoint Housing's contribution to the management of the neighbourhood you live in?*

<u>Patch</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
West Team	43.3%	34.0%	14.7%	6.0%	2.0%
North Team	43.8%	33.1%	16.0%	4.7%	2.4%
South Team	40.8%	33.8%	12.3%	8.5%	4.6%
East Team	42.7%	29.4%	17.5%	7.0%	3.5%
Kilravock	27.3%	36.4%	27.3%	-	9.1%
<b>All patches</b>	<b>42.8%</b>	<b>32.4%</b>	<b>15.3%</b>	<b>6.2%</b>	<b>3.3%</b>

### Improving the neighbourhood

All tenants were asked to say what might improve their neighbourhood as a place to live.

As illustrated in figure 14, tenants' top three areas of concern are:

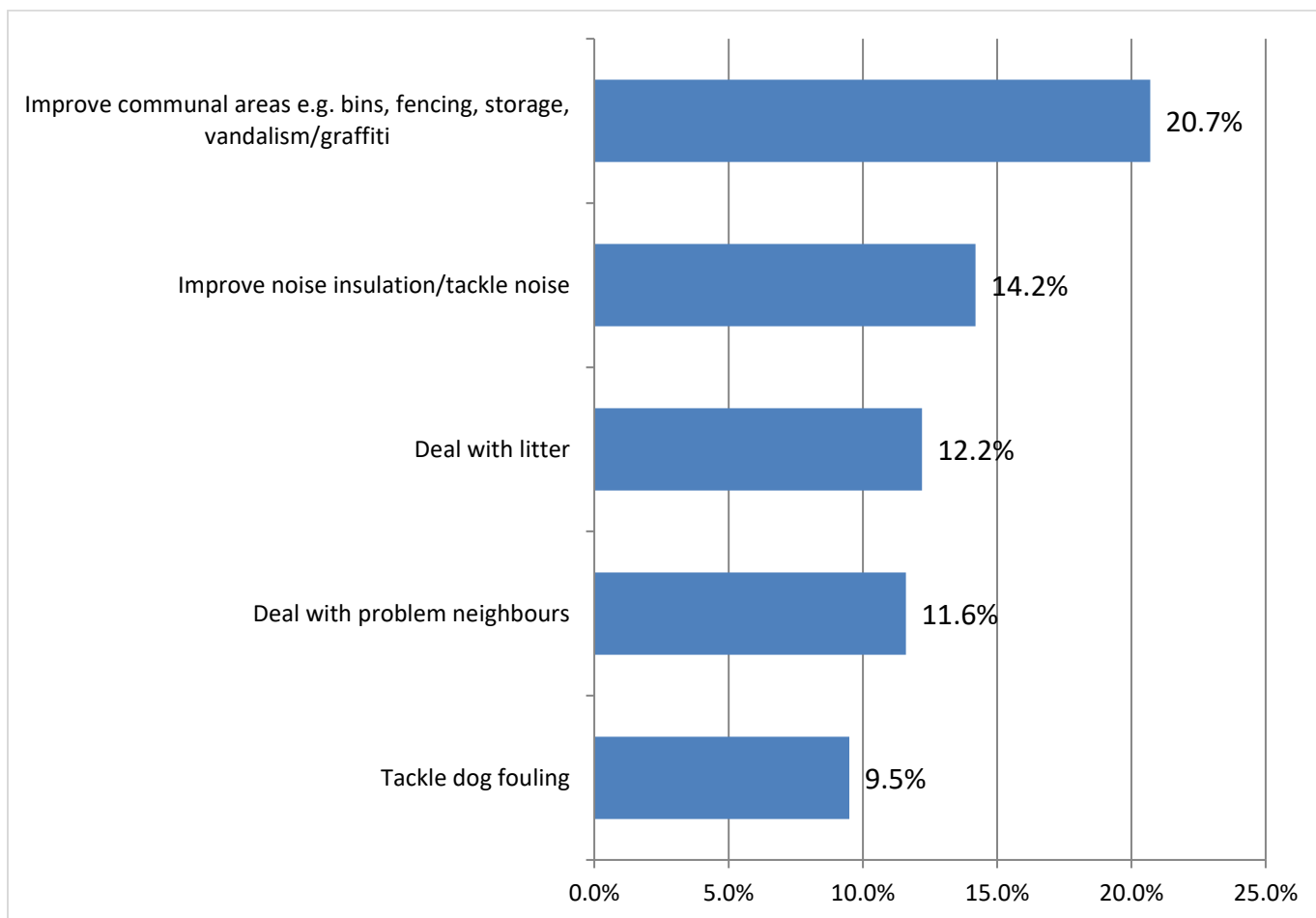
1. Improving communal areas e.g. back courts, bins, fencing, storage, vandalism/graffiti (20.7% of tenants)
2. Improving noise insulation (14.2%)
3. Dealing with litter (12.2%).

We would note here that 12.5% of tenants answered 'don't know' to this question whilst 43.7% said that nothing needed to be improved about their neighbourhood.



Figure 14 – Improving the neighbourhood (base 562)

Q- In your view, what if anything, should be done to improve your neighbourhood as a place to live?



Patch analysis

Table 19 shows the split of the top 3 improvement items (figure 14) by housing officer patch e.g.18.4% of tenants in the North Team patch cite communal areas as an item requiring improvement.

Table 19 – Neighbourhood improvements by patch (top 3 items overall only)

Q- In your view, what if anything, should be done to improve your neighbourhood as a place to live?

Patch	Improve communal areas e.g., bins, fencing, storage, vandalism/graffiti	Improve noise insulation/tackle noise	Deal with litter
North Team	18.4%	12.7%	8.9%
East Team	20.4%	11.7%	14.6%
West Team	19.0%	21.1%	9.9%
South Team	23.7%	11.4%	13.2%
Kilravock	27.3%	18.2%	18.2%
<b>All patches</b>	<b>20.7%</b>	<b>14.2%</b>	<b>12.2%</b>

Other neighbourhood issues

Eighty one tenants (12.9%) identified another improvement to their neighbourhood and these comments include for example:

*Q- In your view, what if anything, should be done to improve your neighbourhood as a place to live? (other)*

- ✓ Anti-social behaviour has been reported on numerous occasions which in turn Viewpoint do not adhere to their own policies as the complaints are never actioned to be resolved.
- ✓ Bin area needs painting and new locks on.
- ✓ Deal with drug use and with people having parties.
- ✓ Fly tipping is a problem as is the stench of cannabis.
- ✓ More maintenance needed for trees.

### Communal areas

Most tenants (91.6%) said that their property provided for access to a communal area such as a shared garden or communal lounge. Access to these type of facilities ranges from 100.0% in retirement housing and 96.5% in sheltered stock to 80.3% for general needs housing and 75.0% for amenity housing.

Tenants with access to a shared space or facility were asked what if anything should be improved about these communal areas and as set out in table 20, the main improvement required would be for more seating in garden areas (28.0%). More garden seating is particularly of interest to tenants living on enhanced supported units (39.7%), alarmed housing (30.7%), and sheltered housing (29.1%).

We observe that 39.9% of tenants said that nothing needed to be improved about their communal facilities whilst 10.9% responded 'don't know' to this question.

Table 20 – Improving communal, shared areas (top 3 items overall only) (base 508)

*Q- In your view, what if anything, should be done to improve these common areas?*

<u>Improvement item</u>	<u>% Tenants with access to communal areas</u>
More seating in garden areas	28.0%
Arrange more activities	19.0%
More activities arranged between complexes	10.2%
Better facilities in the common areas	9.7%

### Comments

Sixty tenants made a comment about their communal areas, and some examples of the comments made are provided below:

*Q- In your view, what if anything, should be done to improve these common areas? (other/comments)*

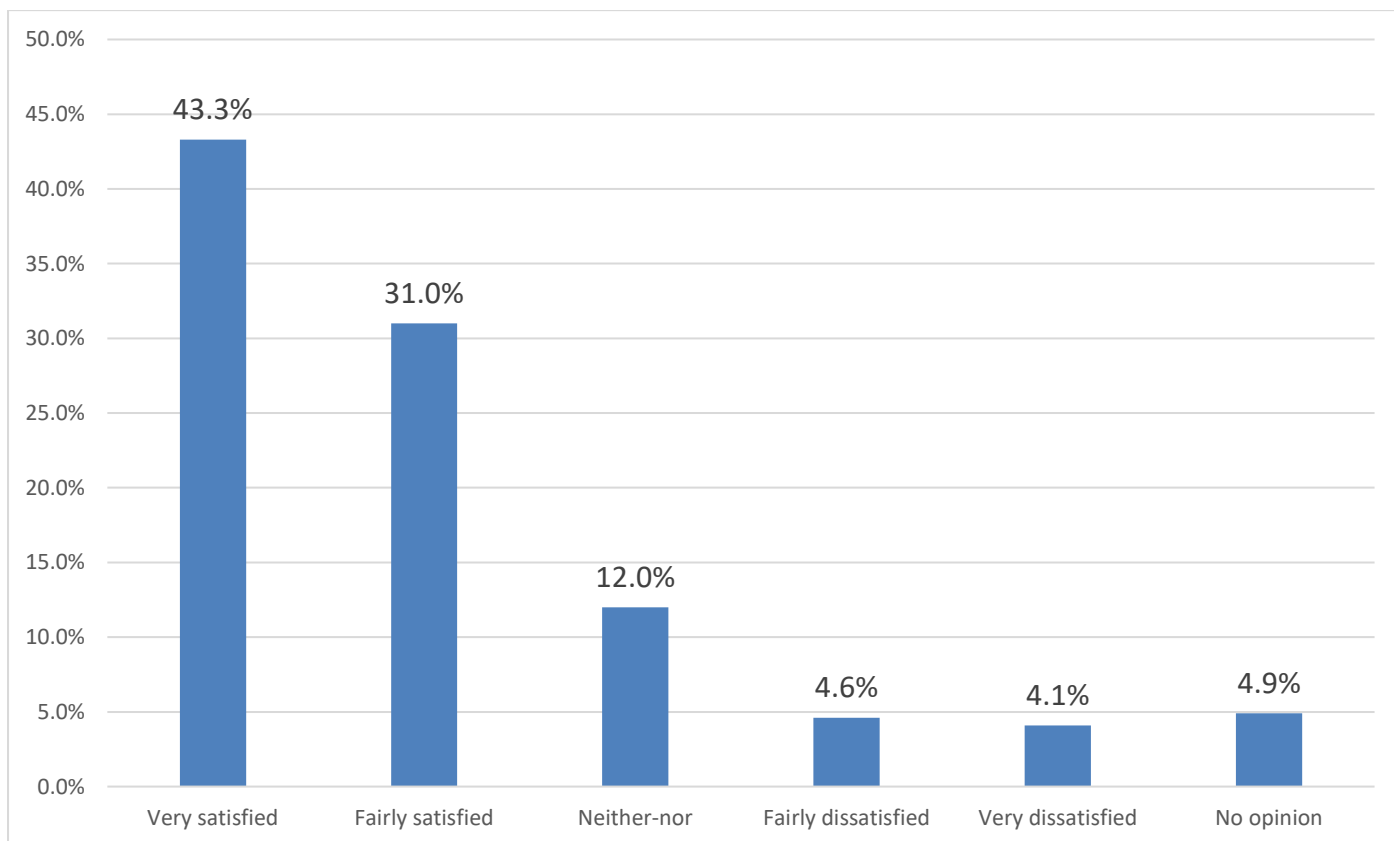
- ✓ A movie game night would be fun.
- ✓ Better cleaning. Common areas not cleaned properly or often enough.
- ✓ I'd like to see some areas left a bit wild to attract more birds and insects and maybe wildflowers. I think there's a wee bit too much garden maintenance; it's a bit overdressed for my own taste.
- ✓ The garden is all bushes. Come on we need some beautiful flowers AND a nice place to sit out in and benches would be lovely. We do feel a bit neglected here in Letham Court.

## Coronavirus, post lockdown and digitisation

Tenants were asked to say how satisfied or dissatisfied they were with the communication and delivery of Viewpoint Housing's services during lockdown. The results of this enquiry are shown in figure 15 and indicate that 74.3% of tenants are satisfied on this measure whilst 9.0% are dissatisfied.

Figure 15 – Lockdown service provision (base 611)

Q- Overall, how satisfied or dissatisfied are you with how Viewpoint Housing has provided its services during lockdown?



### Pandemic service delivery and tenant satisfaction

We have observed when analysing the wider survey results that lockdown has had a bearing on how tenants have rated key questions in the survey. Considering only the ARC indicator service areas, the variation between attitudes to support during lockdown and tenant satisfaction is clear (table 21).

By way of example, (table 21), for housing quality, where the tenant feels that services were provided effectively during lockdown, 93.6% of this group are also satisfied with the 'quality of their home' indicator; conversely, where the tenant is negative about service delivery during lockdown, only 59.2% of this group is satisfied with 'housing quality'. This pattern holds for all other ARC indicators with satisfaction.

On average, 86.7% of tenants who feel services were effectively managed during lockdown are also satisfied with core housing indicators whilst for those who disagree the average satisfaction level for all indicators is 37.2%. As noted earlier in this section of the report, the former tenants represent 74.3% of all tenants whilst the latter represent approx. one in ten (9.0%).

Table 21 – Lockdown/pandemic and its impact on service level satisfaction (base 611)

Q Overall, how satisfied or dissatisfied are you with how Viewpoint Housing has provided its services during lockdown? [response to key service questions]

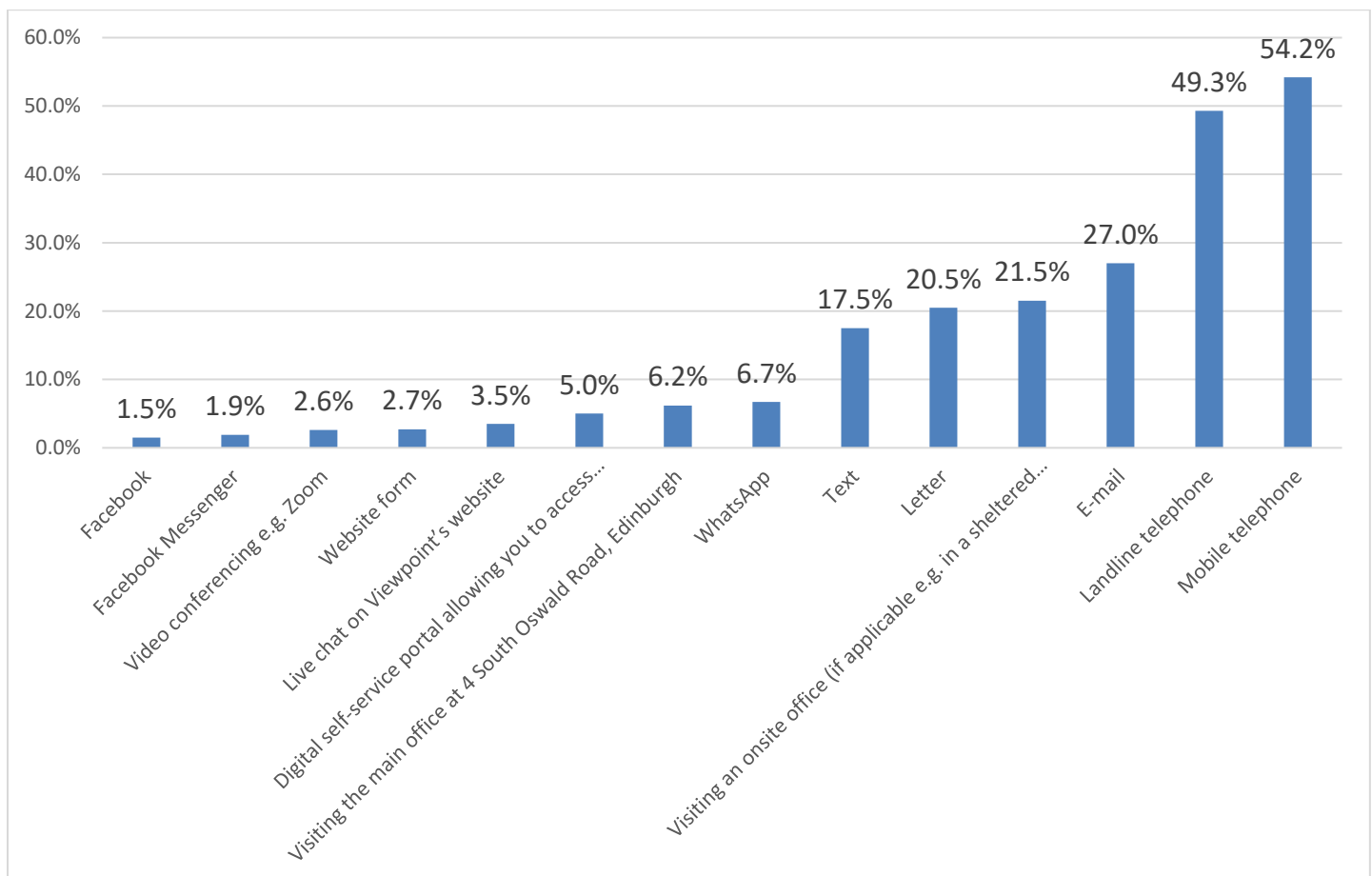
Service area	Satisfied with service delivery during lockdown	Not satisfied with service delivery during lockdown	All tenant (% satisfied)
Housing quality	93.6%	59.2%	87.0%
Being informed	89.9%	32.7%	80.2%
Overall satisfaction	89.1%	32.1%	78.6%
Rent value	86.4%	32.7%	76.1%
Repairs service	86.3%	44.4%	77.5%
Neighbourhood management	85.9%	26.9%	75.2%
Participation	75.9%	32.7%	66.4%
<b>Average (simple)</b>	<b>86.7%</b>	<b>37.2%</b>	<b>77.3%</b>

Post lockdown contact method

Tenants were asked for their preferred ways of contacting Viewpoint Housing in the future and as shown in figure 16 mobile phones (54.2%) and landline phones (49.3%) are the contact methods preferred by most tenants.

Figure 16– Future contact post lockdown (base 611)

Q- What would be your preferred ways of contacting Viewpoint in the future?

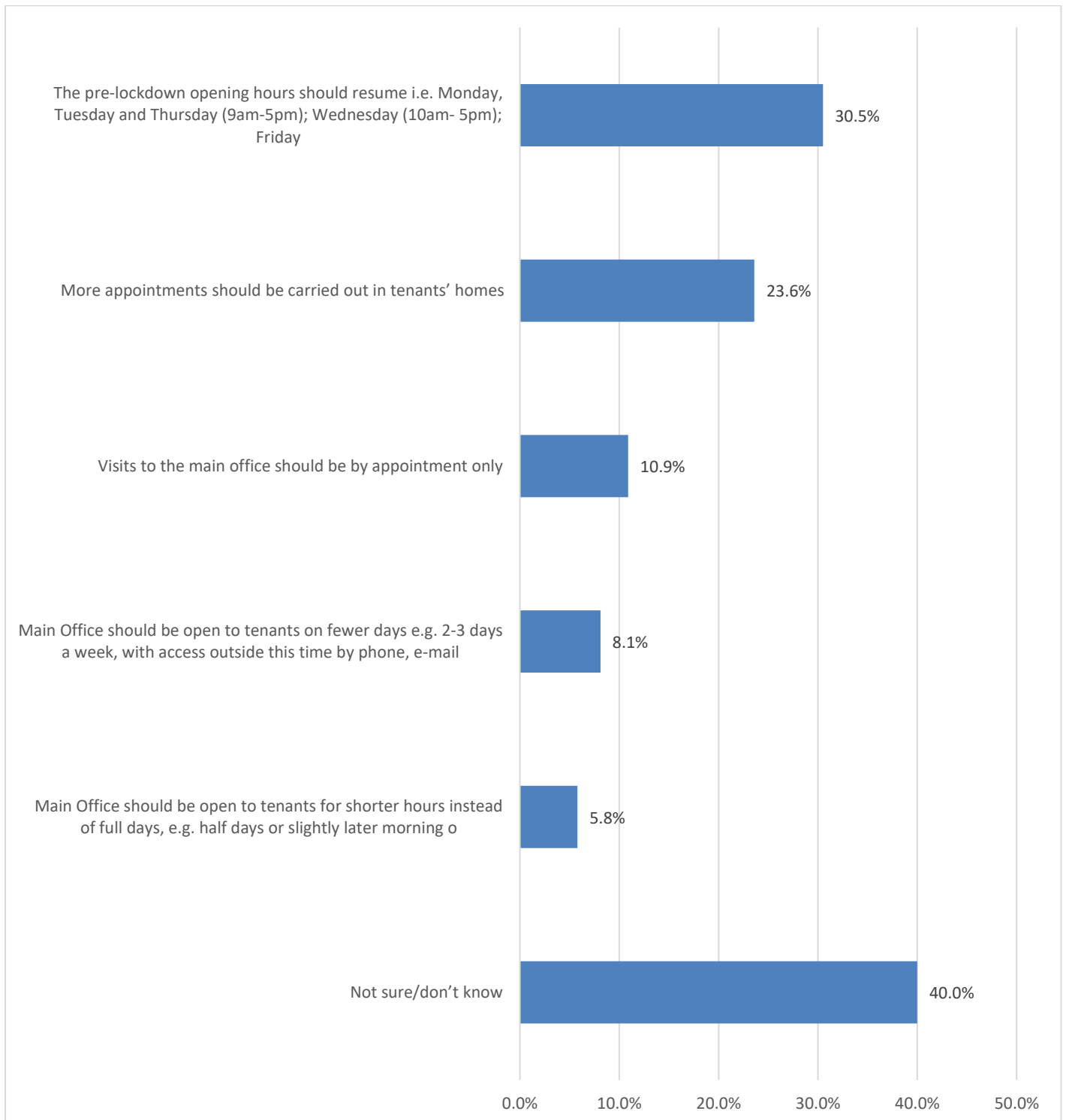


## Office access

Tenants' preferences for accessing the Oswald Road office (post lockdown) are set out in figure 17 and indicate that approx. three in ten tenants (30.5%) would like pre-lockdown hours to resume. More than one in five tenants (23.6%) say that more appointments should be carried out in tenants' homes whilst 10.9% feel that the office should be open by appointment only. Four in tenants (40.0%) are currently unsure or do not know about this topic.

Figure 17– Main office contact post lockdown (base 593)

Q- Viewpoint's main office at 4 South Oswald Road, Edinburgh has been closed to the public during lockdown. Once lockdown measures are lifted what changes if any would you like Viewpoint to make to its main office?



## Internet access

Approx. six in ten tenants (63.2%) have an internet connection at home although access varies by age e.g. 76.2% for tenants aged 16 to 54 compared to 39.2% for those aged 85 plus.

## Online service delivery

As illustrated in table 22, most tenants (59.1%) are using a using a computer, smart-phone or tablet to some degree (29.8% do not use these devices). The proportion using the internet is similar i.e. 58.7% are using this service to some extent.

Table 22 – Tenants’ digital readiness (base 606 and 549)

*Q- How comfortable would you say you are using a computer, smart phone or tablet, and also using the Internet?*

<u>Device</u>	<u>Very comfortable</u>	<u>I get by OK</u>	<u>I need help</u>	<u>I do not use</u>
Using a computer, smart-phone or tablet	31.2%	27.9%	11.1%	29.8%
Using the Internet	33.8%	24.9%	10.0%	31.2%

We observe that where a tenant’s home has an internet connection, 12.1% need help to use a computer, smart phone, or tablet and 4.7% do not use any of these devices (83.1% of tenants whose homes have internet access are comfortable using these devices or get by OK).

Still thinking about those homes that have internet access, 11.3% require help to use the internet, while 6.5% say they do not use this service (82.3% of tenants whose homes have internet access are comfortable using the internet or get by OK).

## Use of online services

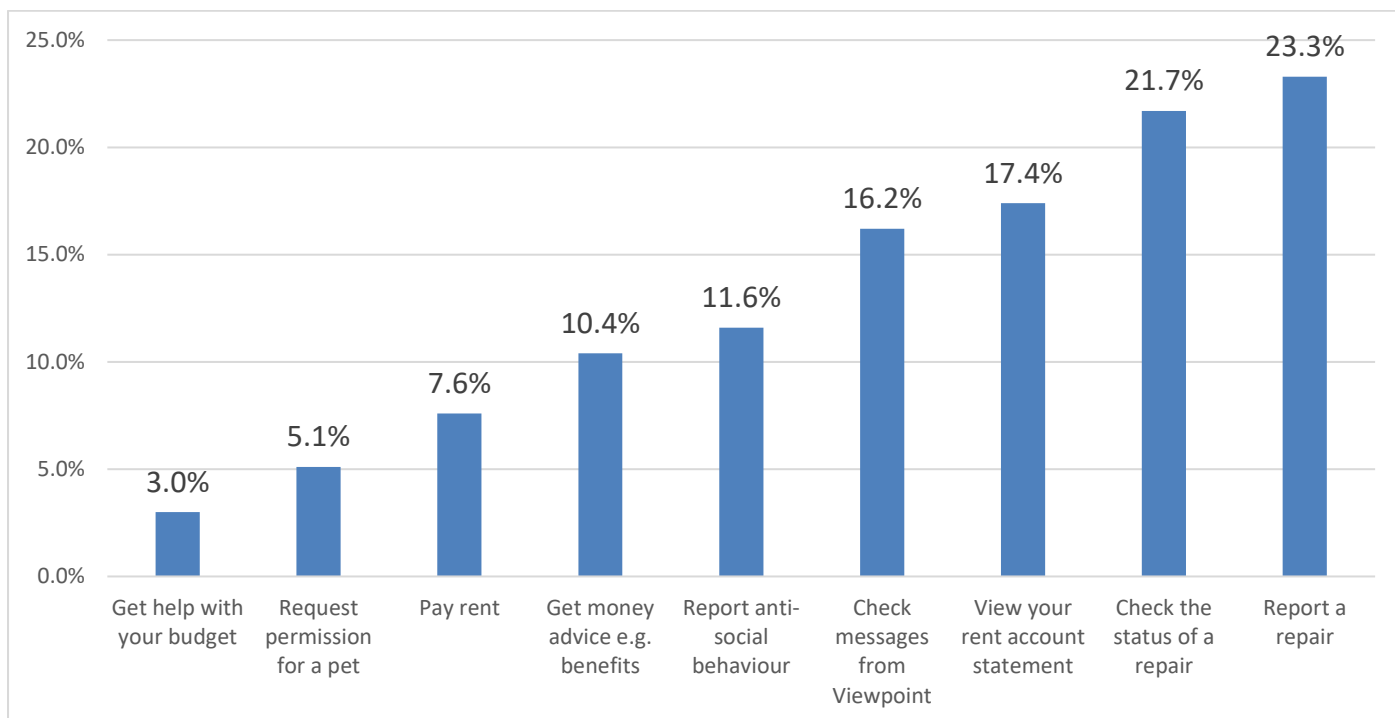
Figure 18 shows tenant demand for online services and illustrates that the three most popular services would be:

1. Reporting a repair online (23.3% of all tenants)
2. Checking the status of a repair (21.7%)
3. Viewing a rent account statement (17.4%).

Just under half of tenants (46.3%) would not complete any of processes online whilst 17.7% responded ‘don’t know’. This leaves 36.0% of tenants having an interest in one or more online services.

Figure 18 – Viewpoint’s online service options (base 538)

Q- Are there any Viewpoint services that you would like to be able to access online?

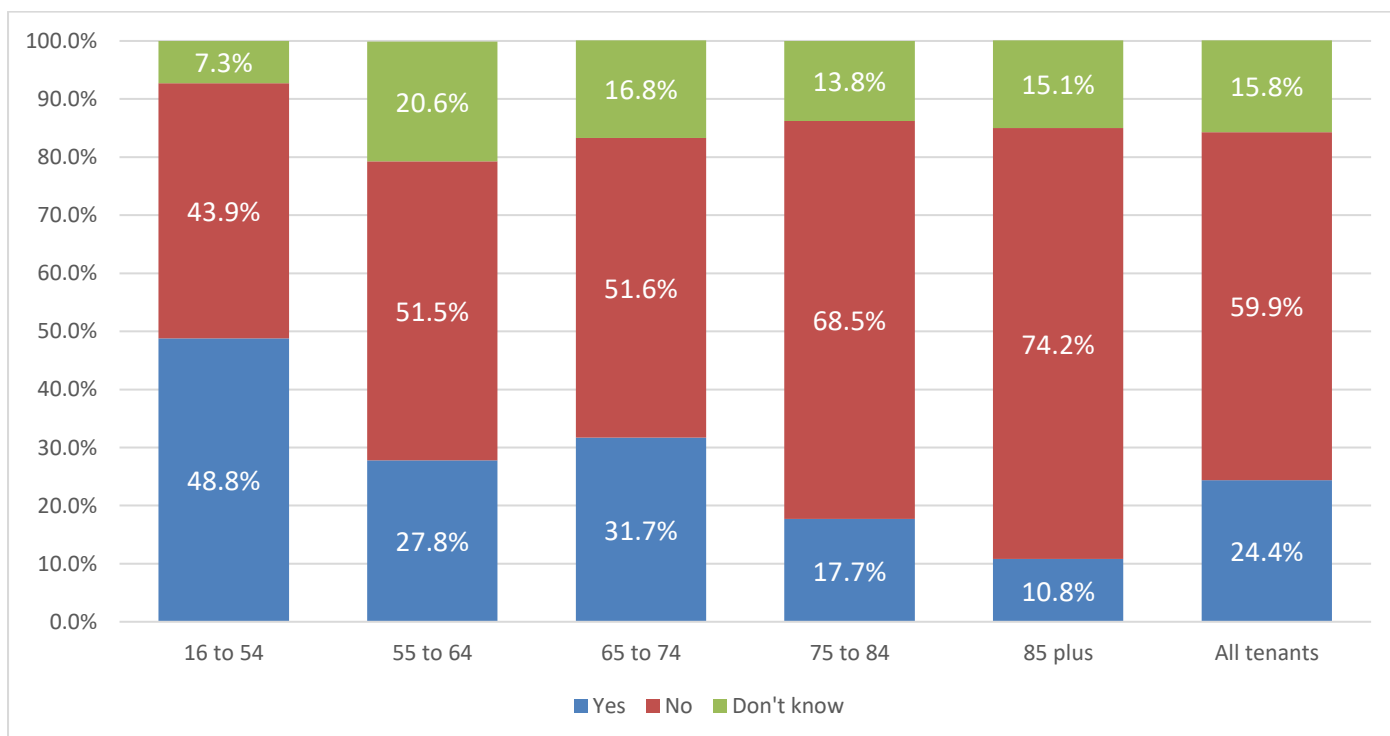


**Portal services**

As illustrated in figure 19, approx. one in four tenants (24.4%) would use a digital portal service if this was provided by Viewpoint; 59.9% of tenants would not use this type of service. Interest in this service varies somewhat by age.

Figure 19– Portal services (574)

Q- Would you use a digital service portal providing 24/7 access to services and information about your tenancy?



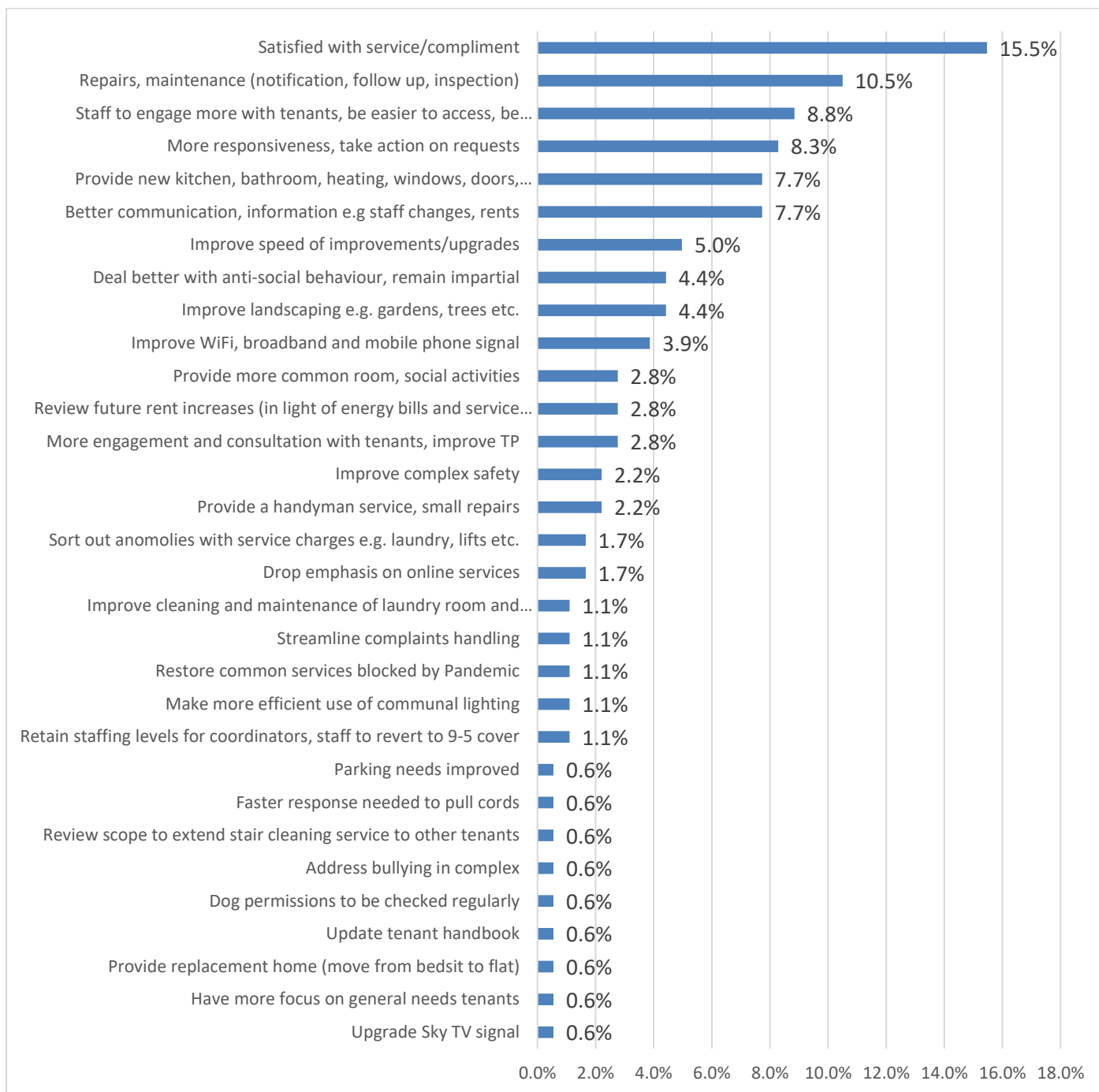
## Final comments

At the end of the questionnaire, tenants were asked if they had any comments to make about Viewpoint Housing's service and 181 tenants made a comment (28.7%) with these being a mixture of compliments and comments relating to service improvement/complaints.

Figure 20 summarises the comments made by tenants e.g. twenty eight tenants (15.5%) made a complimentary comment about Viewpoint Housing e.g. 'Buchan Gardens is so nice, and the warden is really helpful'.

Figure 20– Final comments summarised-improvements (base 181)

Q- Is there anything you want to add about Viewpoint Housing including any changes you feel should be made to its services?





## Improvement comments

As illustrated in figure 20, most of the comments made at this part of the survey were improvement suggestions with the top five improvements being associated with:

- |  |                     |
|--|---------------------|
| 1. Repairs, maintenance (notification, follow up, inspection)                | (10.5% of comments) |
| 2. Staff to engage more with tenants, be easier to access, be better trained | (8.8%)              |
| 3. More responsiveness, act on requests                                      | (8.3%)              |
| 4. Better communication, information e.g. staff changes, rents               | (7.7%)              |
| 5. Provide new kitchen, bathroom, heating, windows, doors, sound proofing    | (7.7%).             |

We should emphasize here that 71.2% of tenants made no comment in relation to figure 20.