

National Oversight and Audit Commission

B&A Local Authority Social Housing Tenant Satisfaction Survey 2015

NOAC Report No. 3 – December 2015



Local Authority Tenants' Satisfaction Survey

Prepared for:
NOAC
(National Oversight and
Audit Commission)

Prepared by:
Behaviour & Attitudes



Table of Contents

- Background and Research Methodology
- Profile of Tenant Sample
- Satisfaction with the neighbourhood
- Satisfaction with condition and maintenance of dwelling
- Review of emergency repair work
- Review of non-emergency repair work
- Tenant feedback and repairs inspection – emergency and non-emergency repair works
- Council Estate Management
- Complaint Handling
- Council Estate Overall Satisfaction
- Summary of Findings

Research Background and Objectives

- As part of a study being undertaken by NOAC into the maintenance and management by local authorities of their housing stock, NOAC commissioned a customer satisfaction survey among local authority tenants. The purpose of the survey was to gather data on the experience of local authority tenants and to measure their satisfaction with the way in which their local authority maintains and manages the housing it provides to them.
- With this in mind the specific objectives of the project were to;
 - Identify data on the level of contact by tenants with their local authority to make a repair request
 - Ascertain the level of contact by tenants with their local authority to raise an estate management issue
 - Gather data on the level of unprompted contact by their local authority with the tenant to carry out condition surveys, energy efficiency works, etc.
 - Establish tenants' level of awareness of the local authority's policies and activity relating to maintenance and management of council housing in their area.
 - Identify the extent of tenant awareness of the local authority's systems for making repairs requests, disseminating information on repairs performance and determining customer satisfaction.

Research Background and Objectives

- Establish the extent of tenant awareness of the local authority's systems for raising concerns about the way their estate is managed and maintained and disseminating information on performance in these areas.
- Gather data on the customer experience of the handling of their repairs requests and management issues by their local authority.
- Gauge the level of customer satisfaction with the way in which their repairs requests and management issues are dealt with by their local authority.

Research Methodology

- All interviewing was conducted via telephone from B&A's call centre.
- Lists of local authority tenant volunteers who agreed to participate were given to B&A. In total 1,778 contacts were supplied and 758 interviews were achieved; a high conversion rate of 43%.
- The breakdown of interviews per local Authority is detailed below.
- A corrective weight was applied to the final sample based on the number of contacts received to ensure that the sample was reflective of the local authorities actual size vs. the number of completes received.

County/City Council	Sample Delivered	Targeted Minimum No. Of Completes	No of complete interviews	% unweighted	% Weighted
Carlow County Council	30	6	10	1%	2%
Cavan County Council	30	6	10	1%	2%
Clare County Council	29	6	10	1%	2%
Cork City Council	120	24	55	7%	7%
Cork County Council	120	24	49	6%	7%
Donegal County Council	101	20	41	5%	6%
Dublin City Council	91	18	31	4%	5%
Dún Laoghaire–Rathdown County Council	120	24	62	8%	7%
Fingal County Council	119	24	62	8%	7%
Galway County Council	30	6	11	1%	2%
Kerry County Council	100	20	20	3%	6%
Kildare County Council	30	6	10	1%	2%
Kilkenny County Council	30	6	10	1%	2%
Laois County Council	29	6	10	1%	2%
Leitrim County Council	30	6	11	1%	2%
Limerick City and County Council	67	13	29	4%	4%
Longford County Council	34	7	10	1%	2%
Louth County Council	29	6	10	1%	2%
Mayo County Council	30	6	10	1%	2%
Meath County Council	7	1	5	1%	0%
Monaghan County Council	35	7	10	1%	2%
Offaly County Council	30	6	12	2%	2%
Roscommon County Council	25	6	10	1%	1%
Sligo County Council	30	6	10	1%	2%
South Dublin County Council	46	9	19	3%	3%
Tipperary County Council	95	19	52	7%	5%
Waterford City and County Council	120	24	58	8%	7%
Wexford County Council	151	30	83	11%	8%
Wicklow County Council	70	14	36	5%	4%
	1778	357	756	100%	100%

79% larger local authority areas vs
21% smaller local authority areas

- Galway City council and Westmeath County Council did not submit any sample.
- All interviews were conducted 15th October - 7th November 2015.

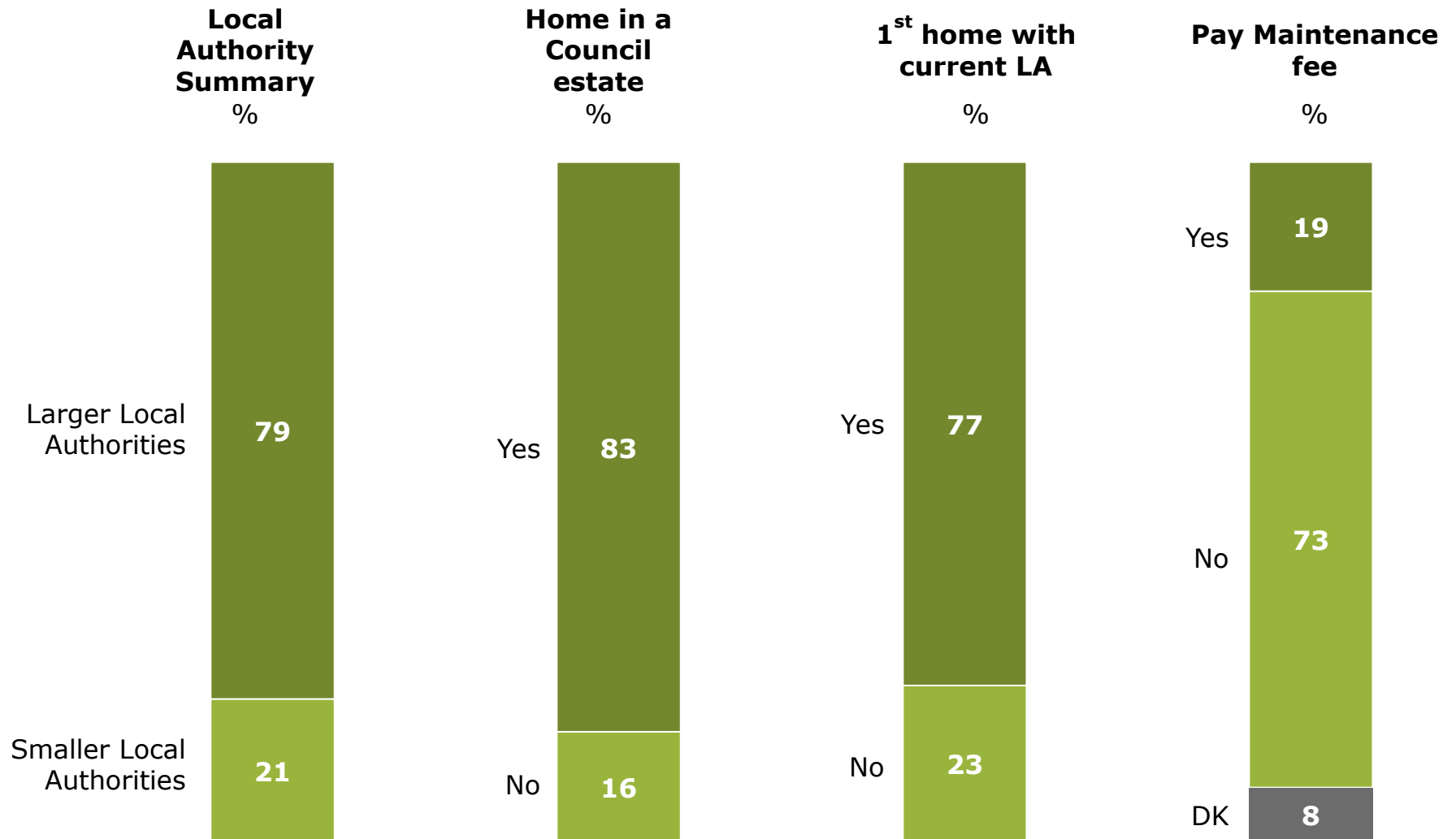


Profile of Sample



Profile Sample

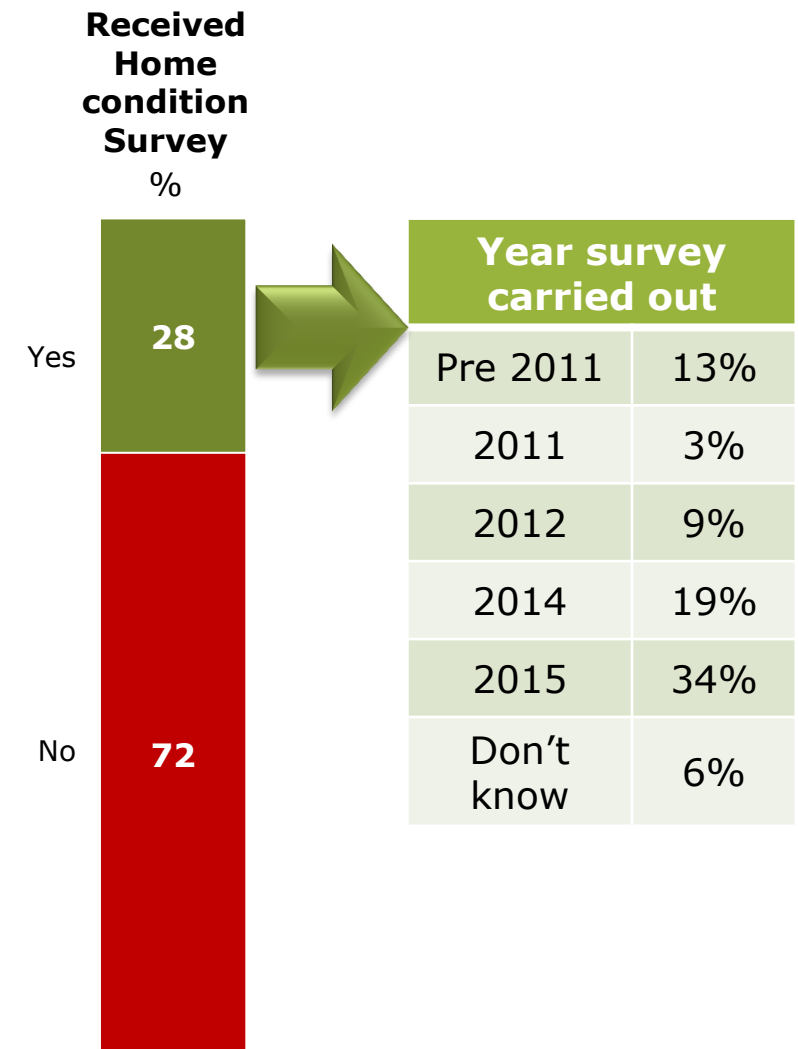
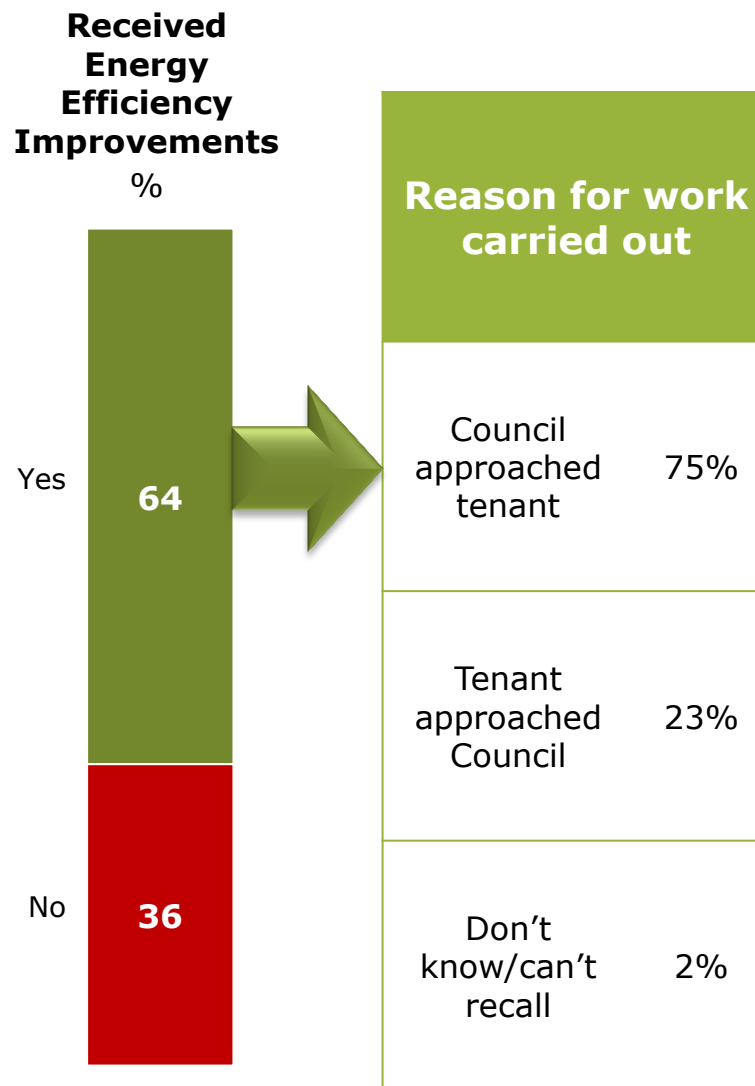
Base: All local authority tenants - 756



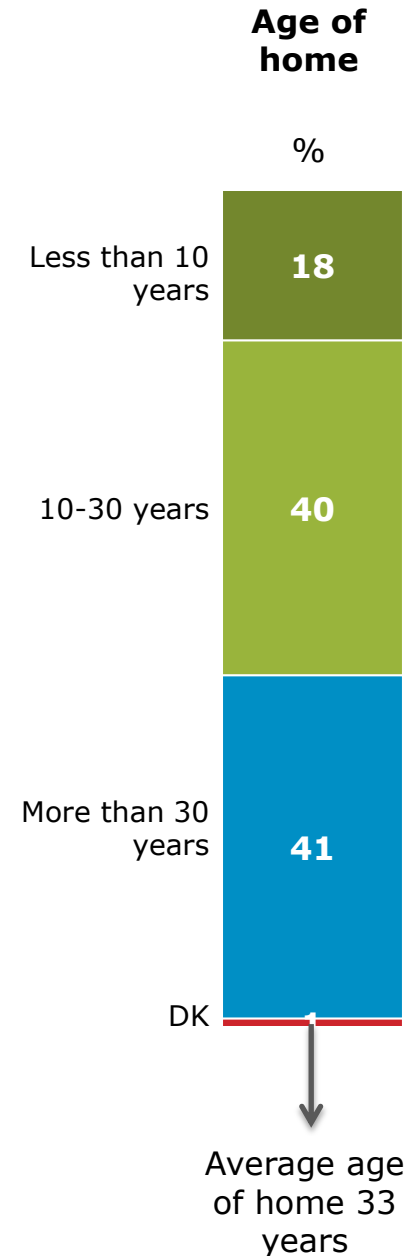
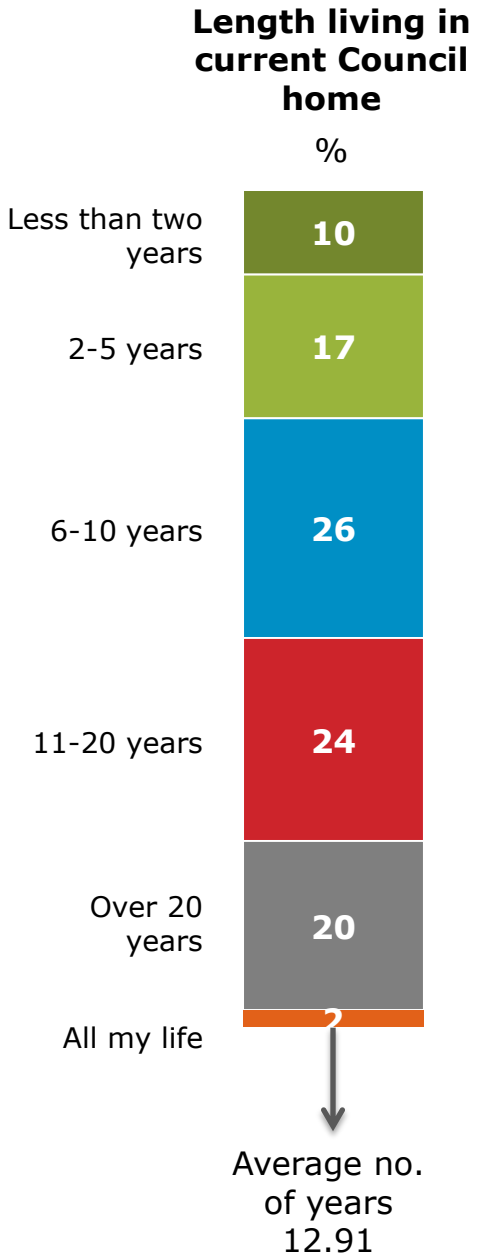
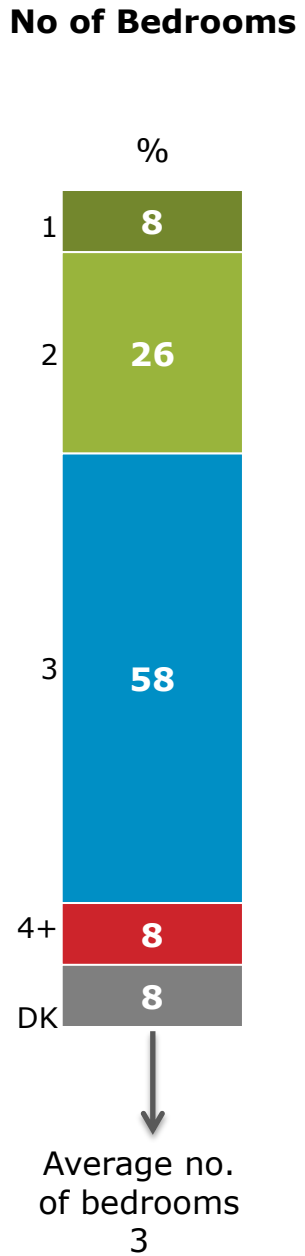
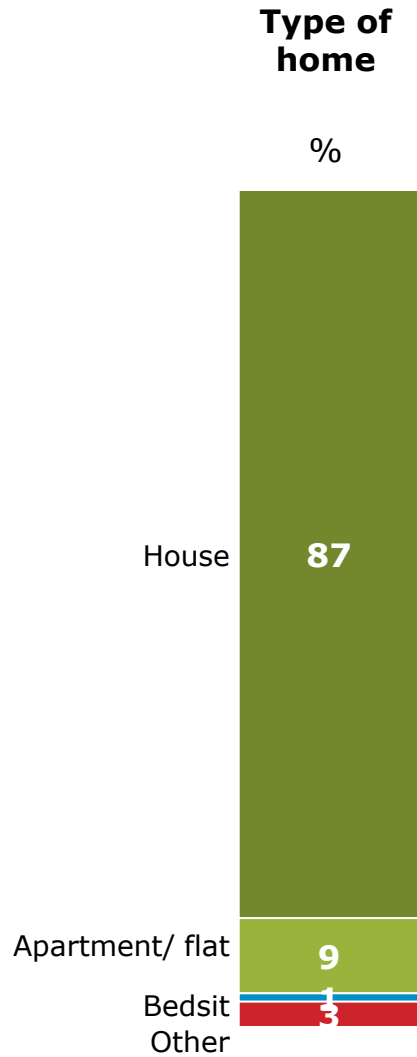
Quotas were placed on the number of interviews per local authority. All other criteria fell out naturally.

Profile Sample

Base: All local authority tenants - 756



Profile of house type



Main Findings

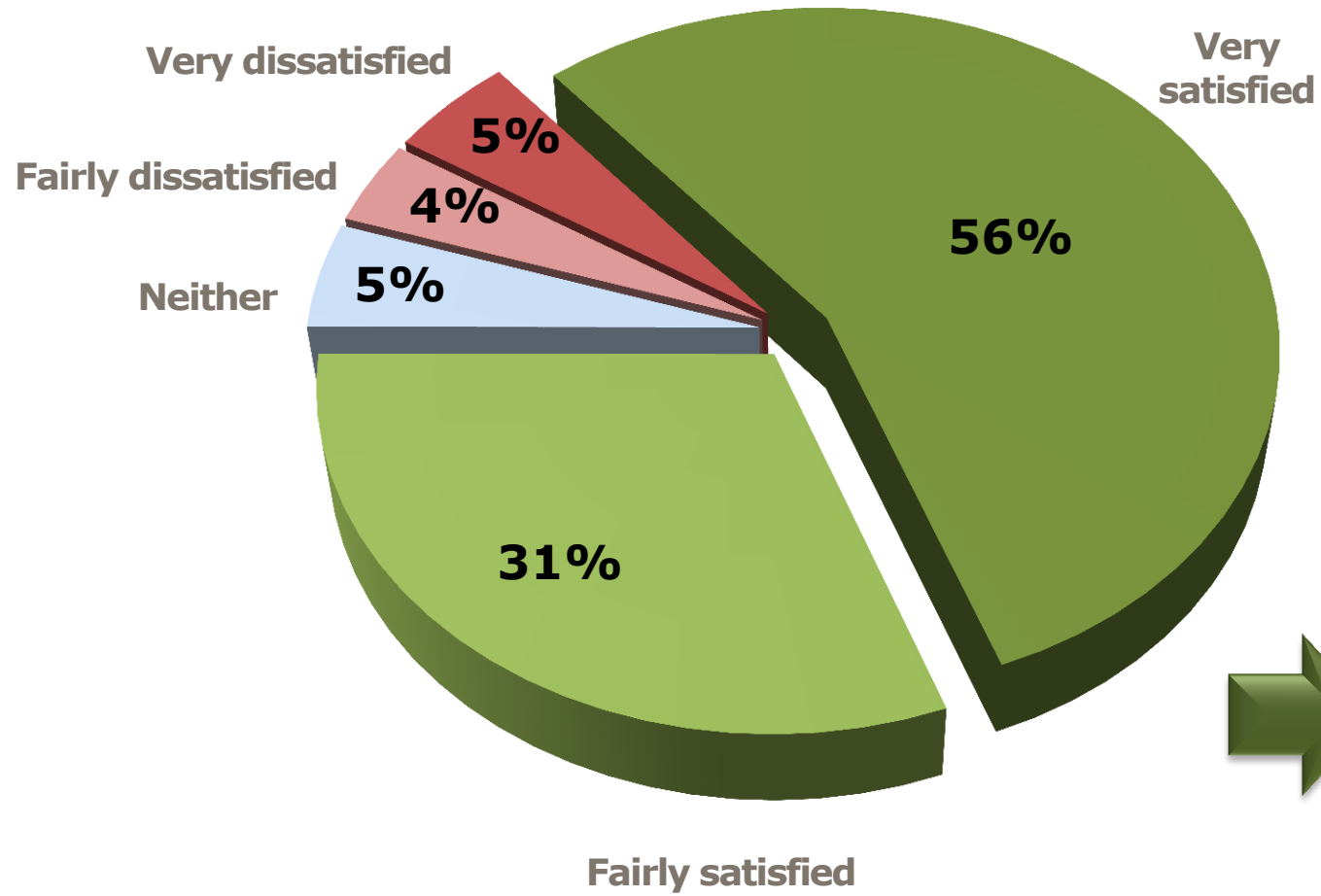


Satisfaction with the neighbourhood



Satisfaction with local neighbourhood

Base: All local authority tenants - 756



Very satisfied x length living in current home

<5 years	57%
6-10 years	51%
11-20 years	55%
>20 years	62%

Very satisfied x estate managed by council

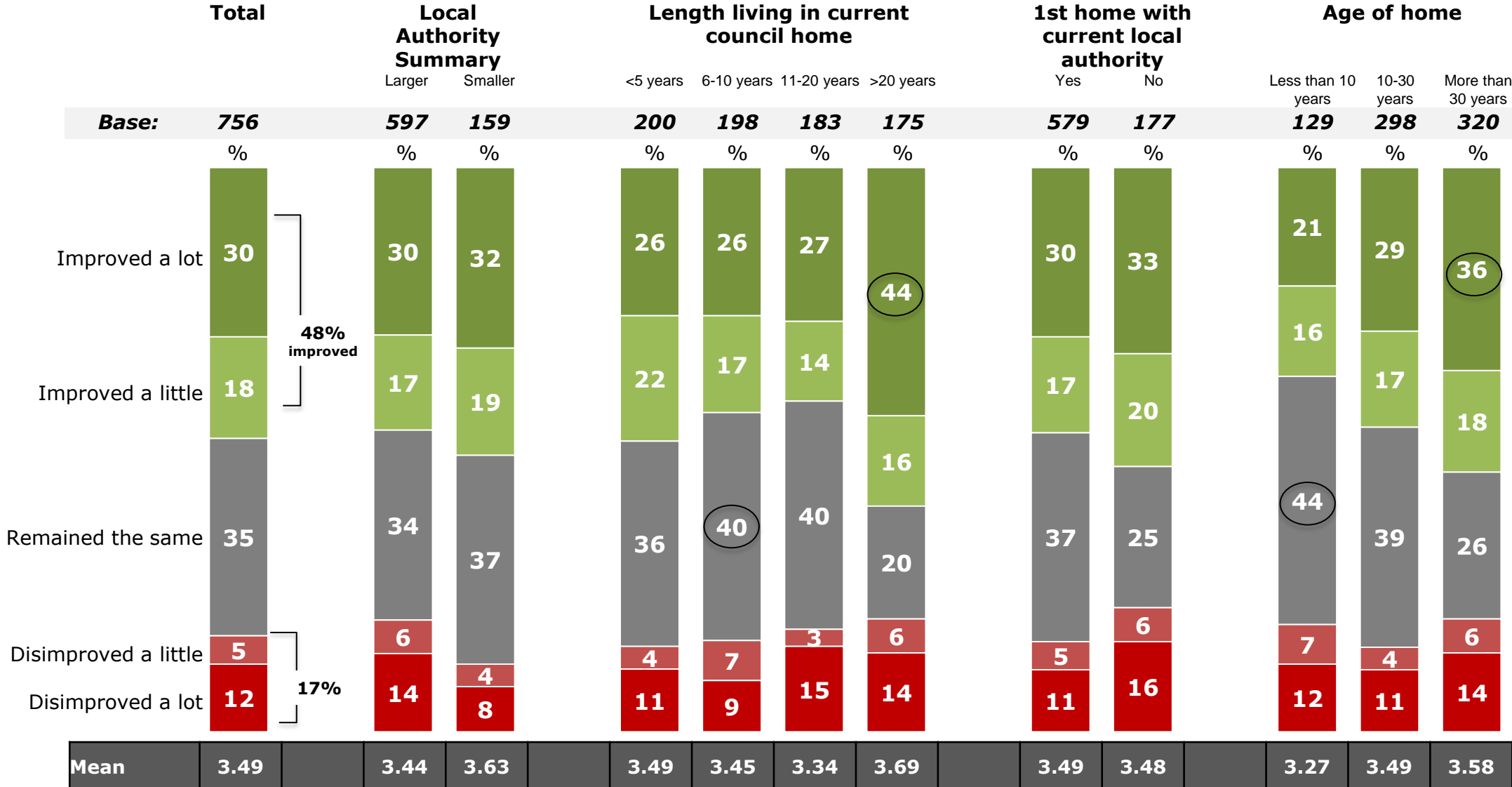
Yes	52%
No	75%

87% Any Satisfied

Almost 9 in 10 tenants are satisfied with their local neighbourhood. Those who have been living in their current Council home for a longer period of time (11+ years) and those not living in a Council estate have higher strength of satisfaction with the local neighbourhood.

Rating of Council service over the past 5 years - I

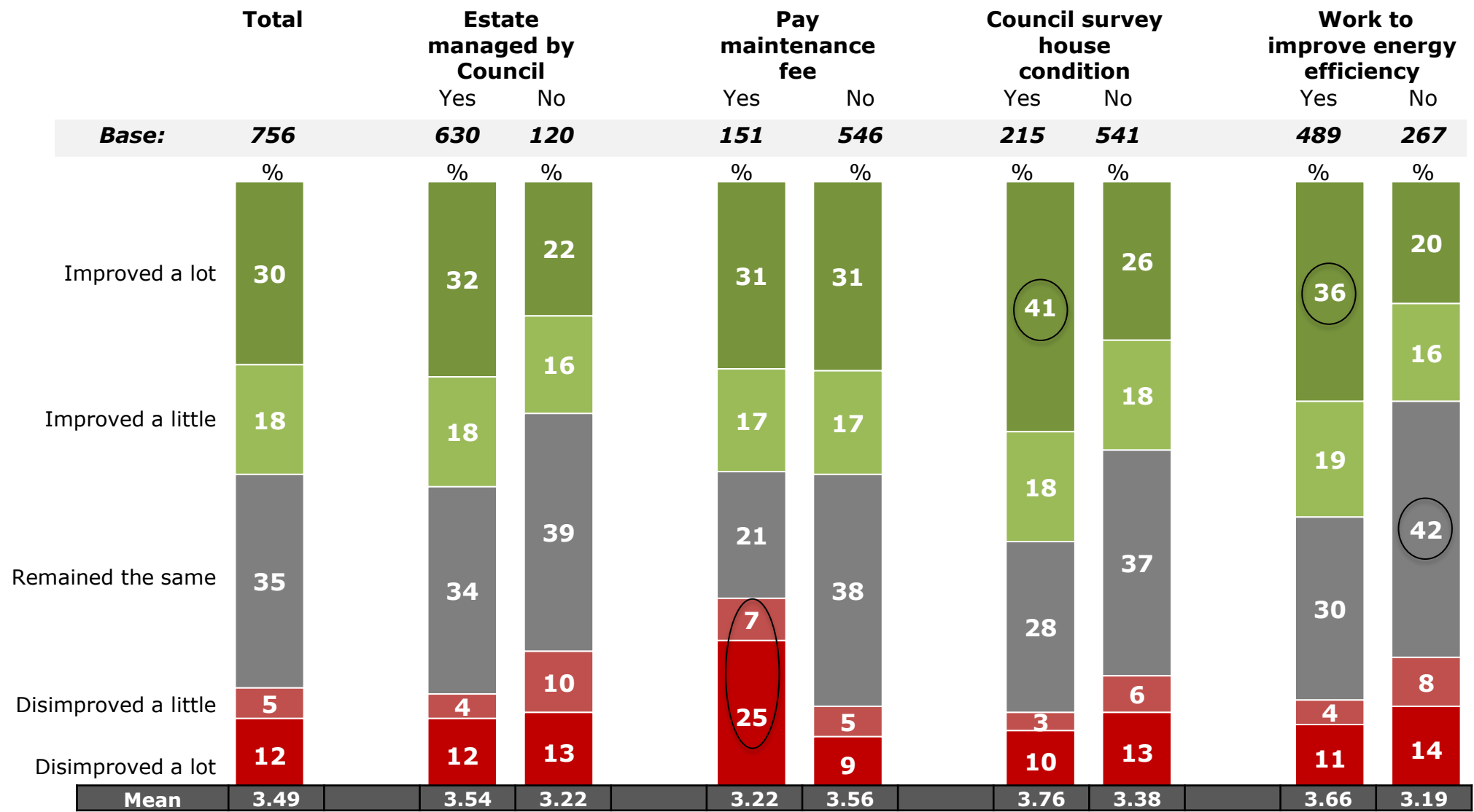
Base: Local authority tenants - 756



Half of Local Authorities tenants believe that the Council service has improved over the past 5 years. Mainly driven by those who have lived in their current home for 20+ year. Just 1 in 5 think that the Council's service has disimproved.

Rating of Council service over the past 5 years- II

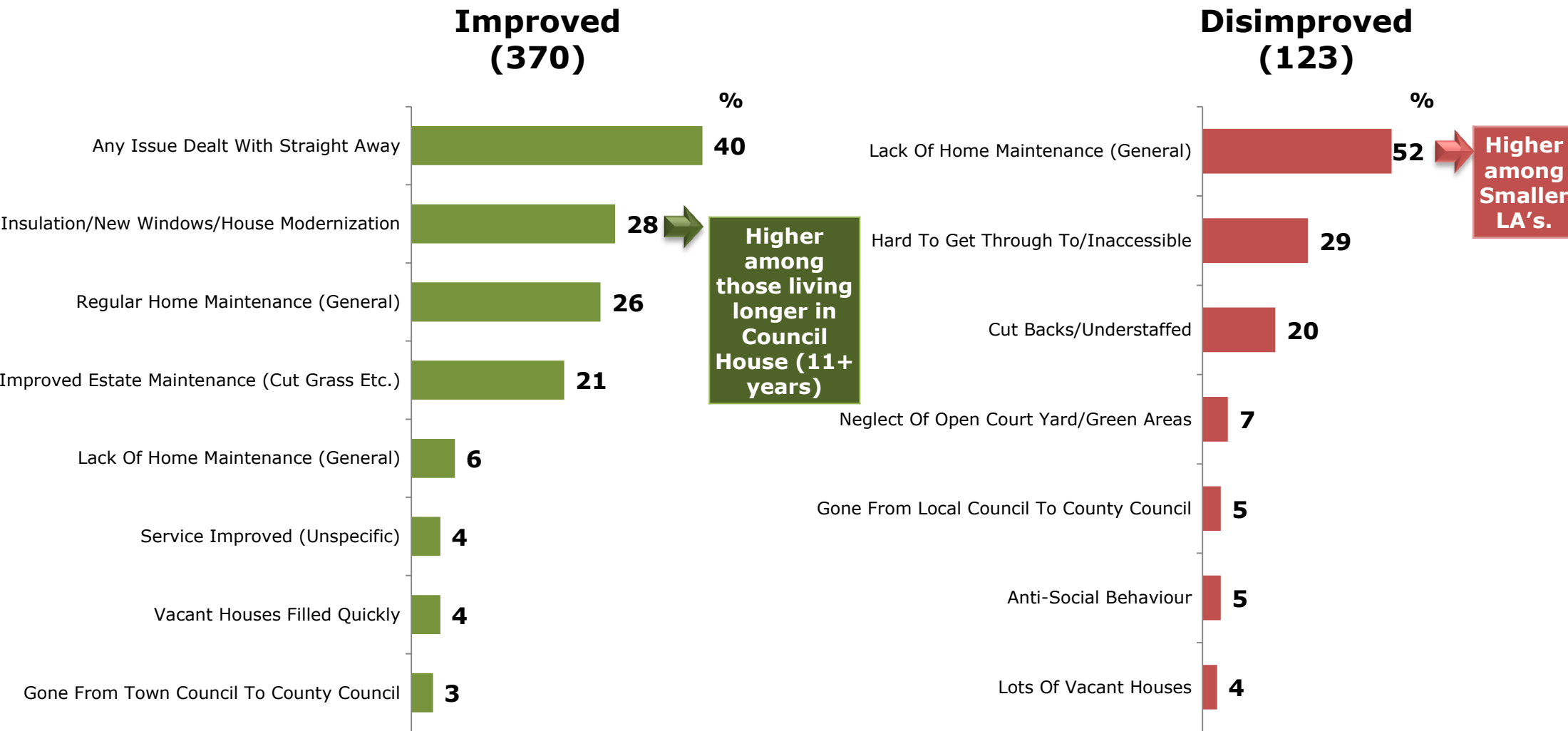
Base: Local authority tenants - 756



Tenants whose house has been surveyed and have had energy efficiency work conducted are more likely to rate the Council's service as an improved. Almost 1/3rd of those paying a maintenance fee feel the service has dis-improved.

Spontaneous reasons why Council's service has improved or disimproved

Base: Local authority tenants - 756



Spontaneous reasons why Council's service has improved x demographics

Base: All who live in estate managed by Council – 630

	Total	Local Authority Summary		Length living in current Council home				1st home with current Local Authority		Age of home		
		Larger	Smaller	<5 years	6-10 years	11-20 years	>20 years	Yes	No	Less than 10 years	10-30 years	More than 30 years
Unweighted Total	370	289	81	102	88	75	105	275	95	51	140	175
	%	%	%	%	%	%	%	%	%	%	%	%
Any Issue Dealt With Straight Away	40	42	37	49	43	33	36	40	41	51	42	37
Insulation/New Windows/House Modernization	28	28	30	13	30	38	36	29	26	14	27	33
Regular Home Maintenance (General)	26	25	30	29	22	30	24	25	29	28	26	25
Improved Estate Maintenance (Cut Grass Etc.)	21	20	22	20	23	14	24	21	19	16	22	20
Lack Of Home Maintenance (General)	6	6	8	6	6	6	8	6	7	4	6	8
Service Improved (Unspecific)	4	5	4	6	8	2	2	4	6	10	5	3
Vacant Houses Filled Quickly	4	5	4	4	5	5	4	4	5	5	2	6
Gone From Town Council To County Council	3	3	1	1	4	4	2	2	4	2	2	3

Spontaneous reasons why Council's service has improved x demographics

Base: All saying it was improved - 370

	Total	Estate managed by Council		Pay maintenance fee		Council survey house condition		Work to improve energy efficiency	
		Yes	No	Yes	No	Yes	No	Yes	No
Unweighted Total	370	321	45	75	265	127	243	273	97
	%	%	%	%	%	%	%	%	%
Any Issue Dealt With Straight Away	40	38	51	42	40	40	41	40	43
Insulation/New Windows/House Modernization	28	30	22	36	27	35	25	35	10
Regular Home Maintenance (General)	26	25	30	18	28	25	27	25	28
Improved Estate Maintenance (Cut Grass Etc.)	21	23	2	18	21	22	20	19	24
Home Maintenance (General)	6	5	15	7	6	4	8	6	6
Service Improved (Unspecific)	4	4	10	8	3	2	6	4	6
Vacant Houses Filled Quickly	4	5	-	2	5	2	6	4	6
Gone From Town Council To County Council	3	2	5	1	3	4	2	2	4

Spontaneous reasons why Council's service has disimproved x Demographics

Base: All saying it was disimproved - 123

	Total	Local Authority Summary		Length living in current Council home				1st home with current Local Authority		Age of home		
		Larger	Smaller	<5 years	6-10 years	11-20 years	>20 years	Yes	No	Less than 10 years	10-30 years	More than 30 years
Unweighted Total	123	104	19	26	31	33	33	86	37	23	40	60
	%	%	%	%	%	%	%	%	%	%	%	%
Lack Of Home Maintenance (General)	52	49	67	44	64	53	49	55	47	56	60	45
Had To Get Through To/Inaccessible	29	29	31	28	36	29	24	24	41	34	25	30
Cut Backs/Understaffed	20	19	25	22	19	20	19	22	14	17	23	19
Neglect Of Open Court Yard/Green Areas	7	7	5	7	6	7	7	8	3	11	5	6
Gone From Town Council To County Council	5	5	5	3	2	12	3	4	7	4	7	4
Anti-Social Behaviour	5	6	-	7	-	9	3	6	2	4	7	3
Lots Of Vacant Houses	4	5	-	3	3	2	8	3	7	-	4	6

Spontaneous reasons why Council's service has disimproved x Demographics

Base: All saying it was disimproved - 123

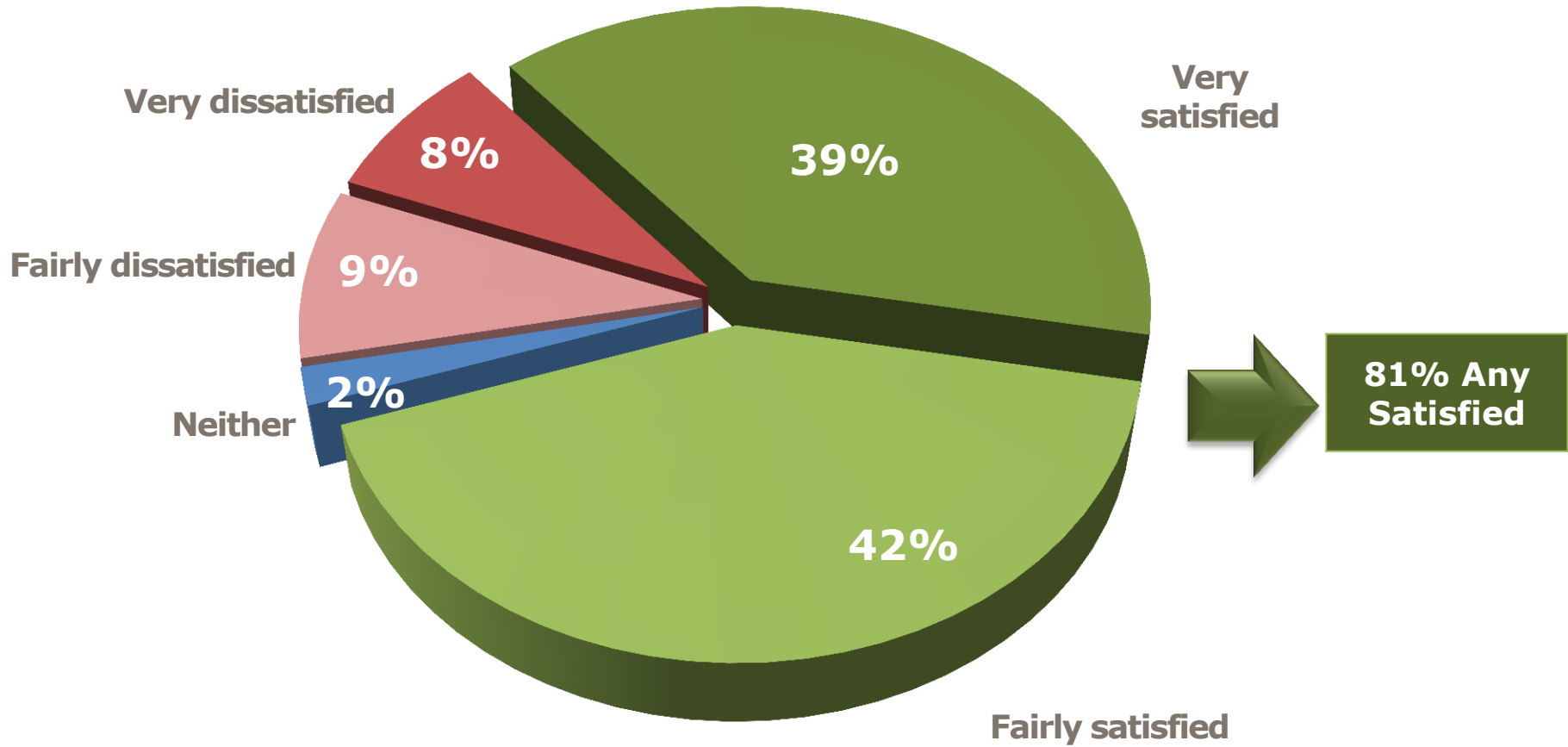
	Total	Estate managed by Council		Pay maintenance fee		Council survey house condition		Work to improve energy efficiency	
		Yes	No	Yes	No	Yes	No	Yes	No
Base:	123	94	28	44	70	27	96	66	57
	%	%	%	%	%	%	%	%	%
Lack Of Home Maintenance (General)	52	49	63	50	58	43	55	51	54
Had To Get Through To/Inaccessible	29	26	39	30	27	29	29	30	29
Cut Backs/Understaffed	20	23	10	17	21	29	18	19	21
Neglect Of Open Court Yard/Green Areas	7	8	4	8	6	8	6	5	9
Gone From Local Council To County Council	5	6	3	2	7	10	4	7	3
Anti-Social Behaviour	5	6	-	7	4	4	5	6	3
Lots Of Vacant Houses	4	4	3	8	2	3	4	3	6

Satisfaction with Condition and Maintenance of Dwelling



Satisfaction with structural condition of property

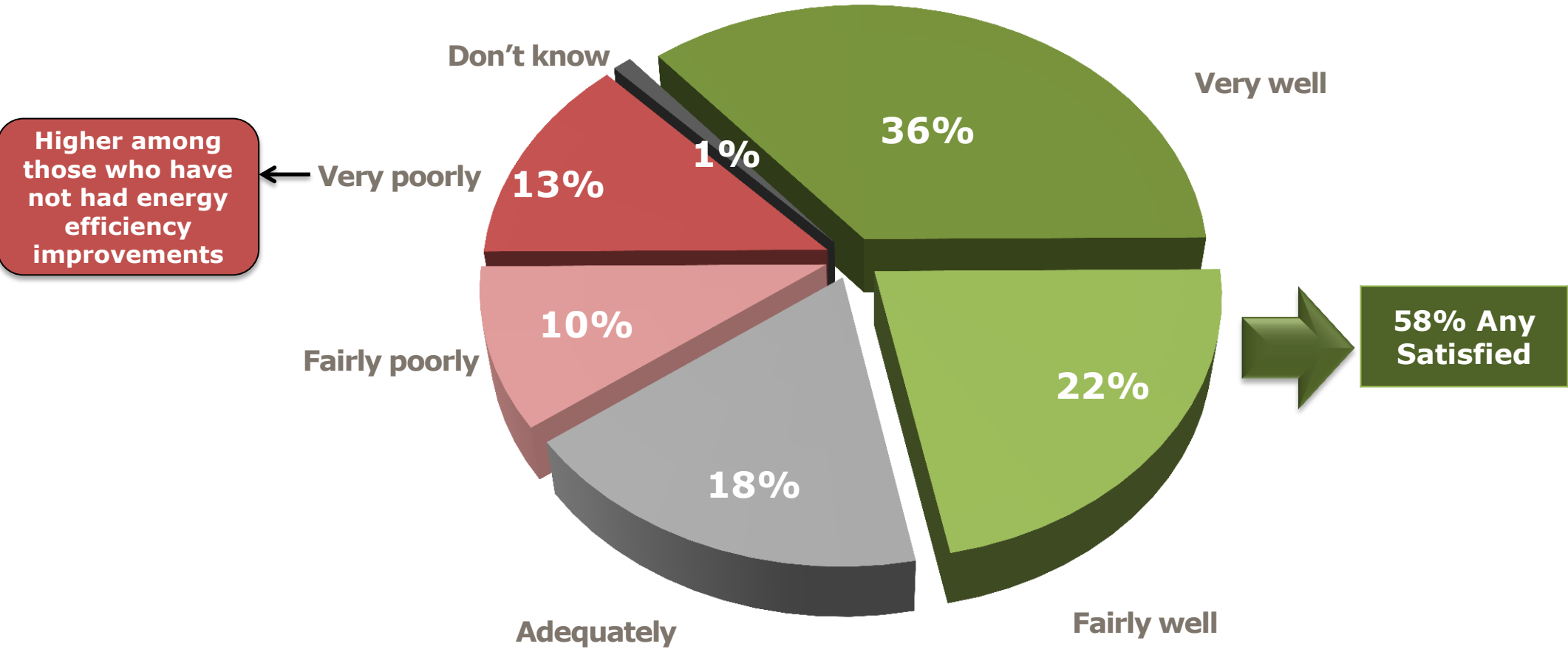
Base: All local authority tenants - 756



4 in 5 tenants are satisfied with the structural condition of their home. Satisfaction with the structural condition is higher among those living in smaller local authorities and those in newer homes (less than 10 years). Satisfaction is also higher among those who have had a survey of the condition of their home conducted.

How well does the Council maintain the structure of the property and the services within?

Base: All local authority tenants - 756

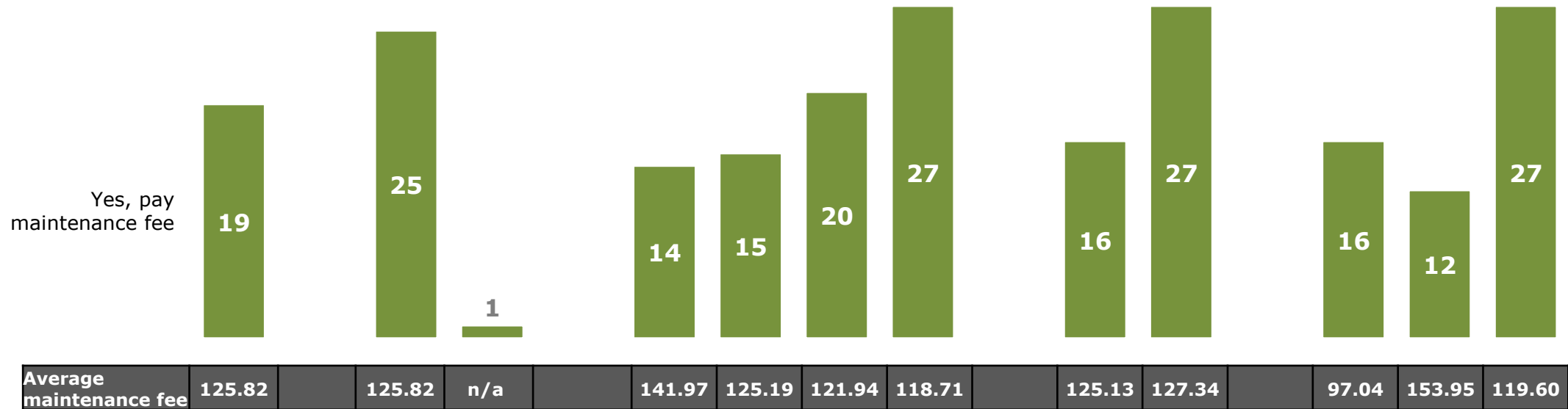


3 in 5 tenants feel that the Council does well in maintaining the structure of the property and services within (e.g. electrical/water/central heating systems), a further 1 in 5 believe that this is adequate. As per satisfaction with the structural condition of the property, satisfaction is again higher among those who have had a survey of the condition of their home conducted and those living in their current home 5 years or less.

Incidence of paying an annual maintenance fee to the Council

Base: Local authority tenants - 756

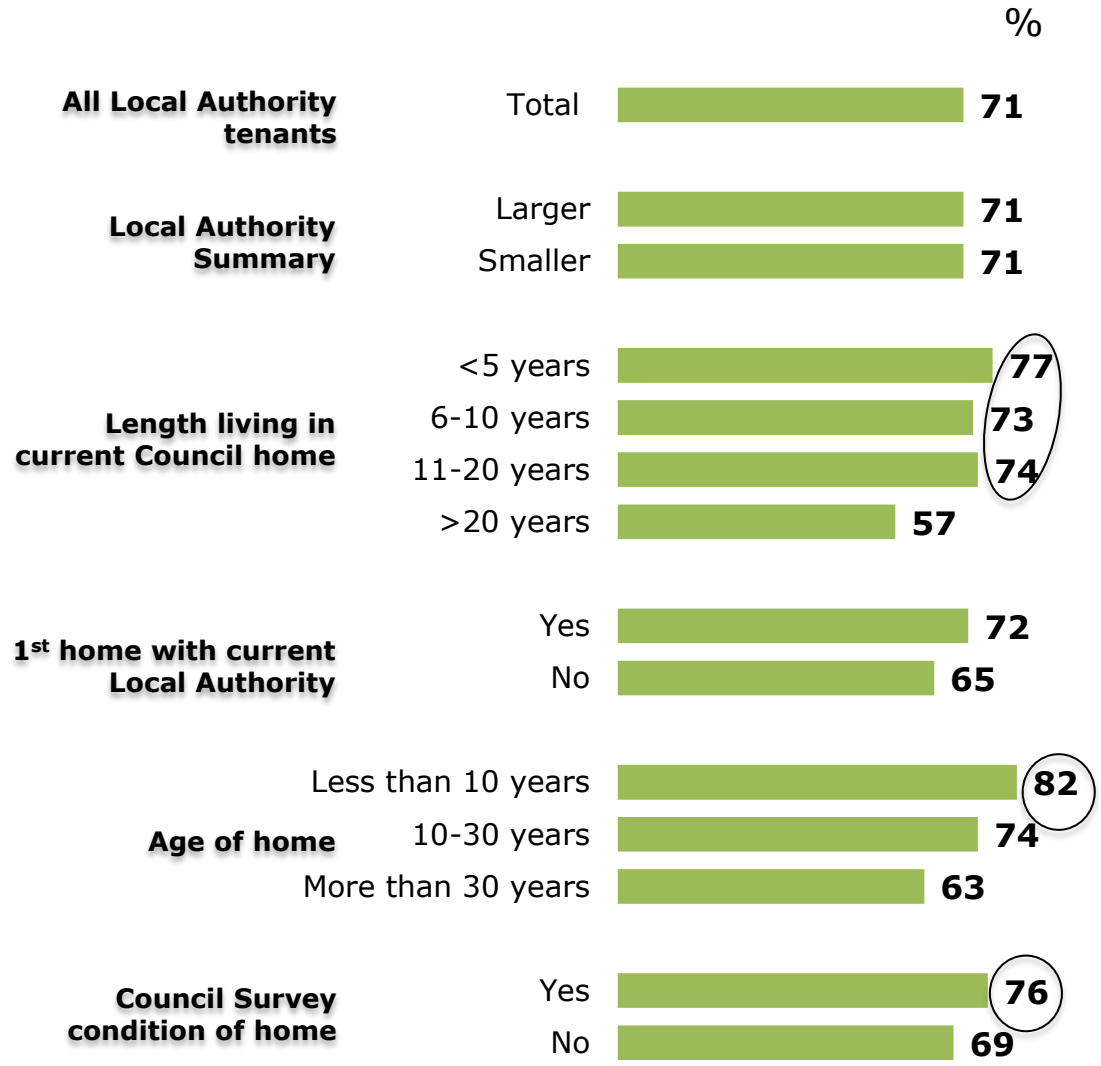
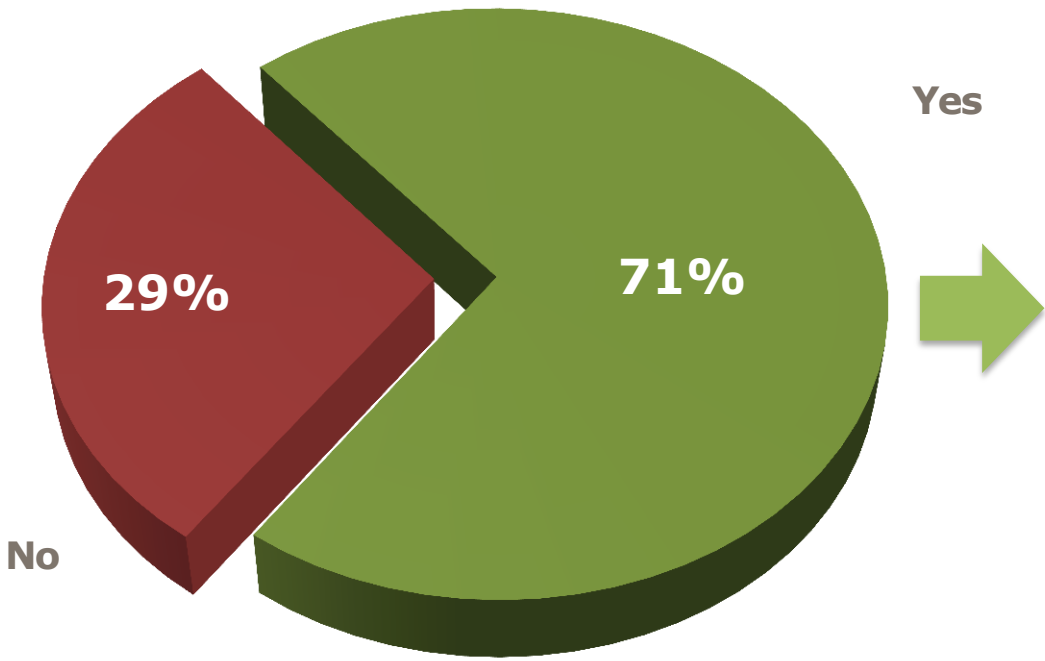
	Total	Local Authority Summary		Length living in current council home				1st home with current local authority		Age of home		
		Larger	Smaller	<5 years	6-10 years	11-20 years	>20 years	Yes	No	Less than 10 years	10-30 years	More than 30 years
Base:	756	597	159	200	198	183	175	579	177	129	298	320
	%	%	%	%	%	%	%	%	%	%	%	%



1 in 5 tenants pay an annual maintenance fee to the Council. Higher amongst those living in larger local authority's , those living in older homes.

Incidence of having read the Tenants Handbook issued by Council

Base: All local authority tenants - 756



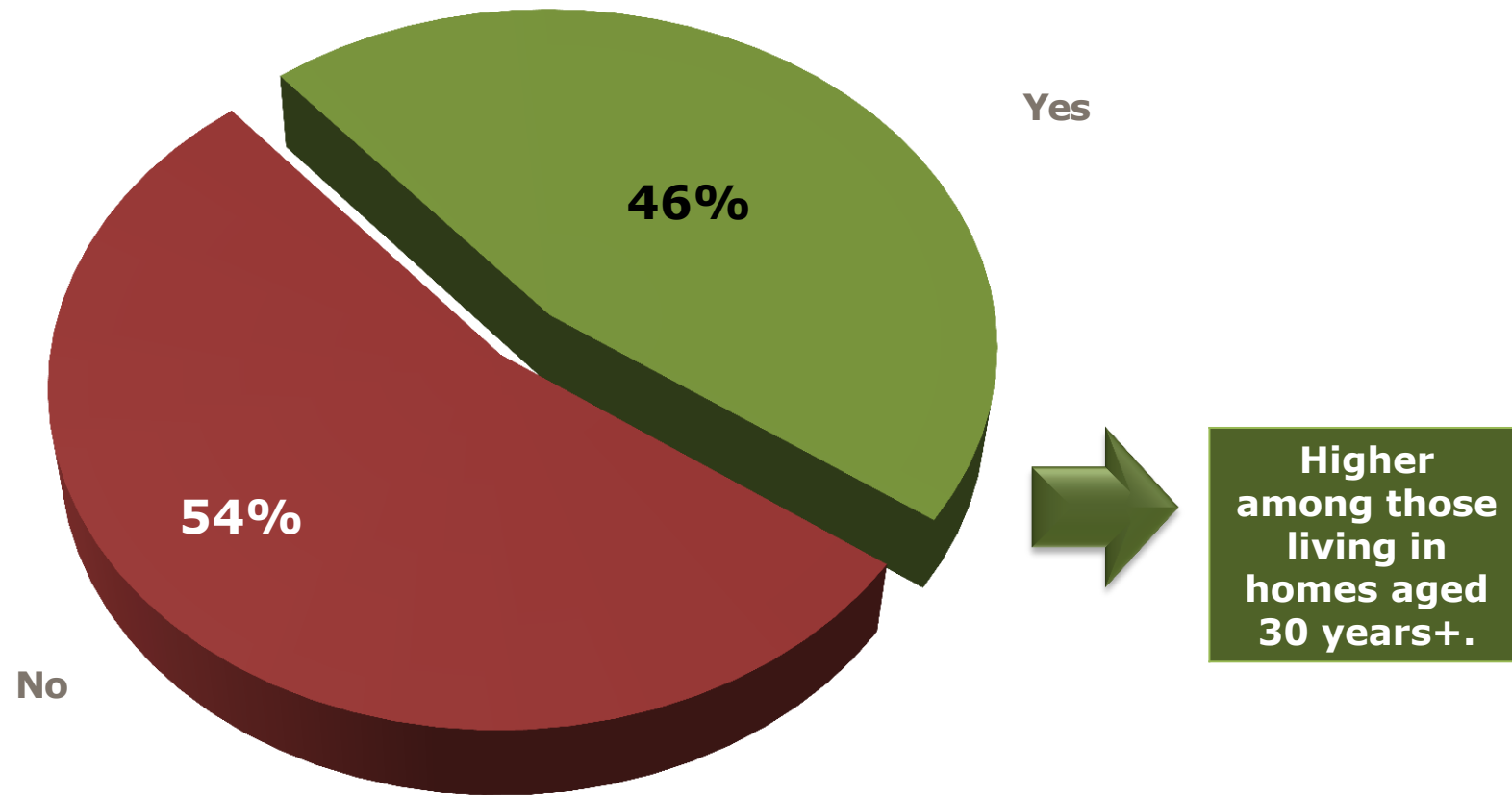
A high level, 7 in 10 tenants, claim to have read the tenants handbook, with newer tenants being the most likely to have read the handbook. Also higher among those who have had a survey of the condition of their home conducted.

Review of emergency repair works



Incidence of contacting the Council regarding emergency repair work

Base: All local authority tenants - 756



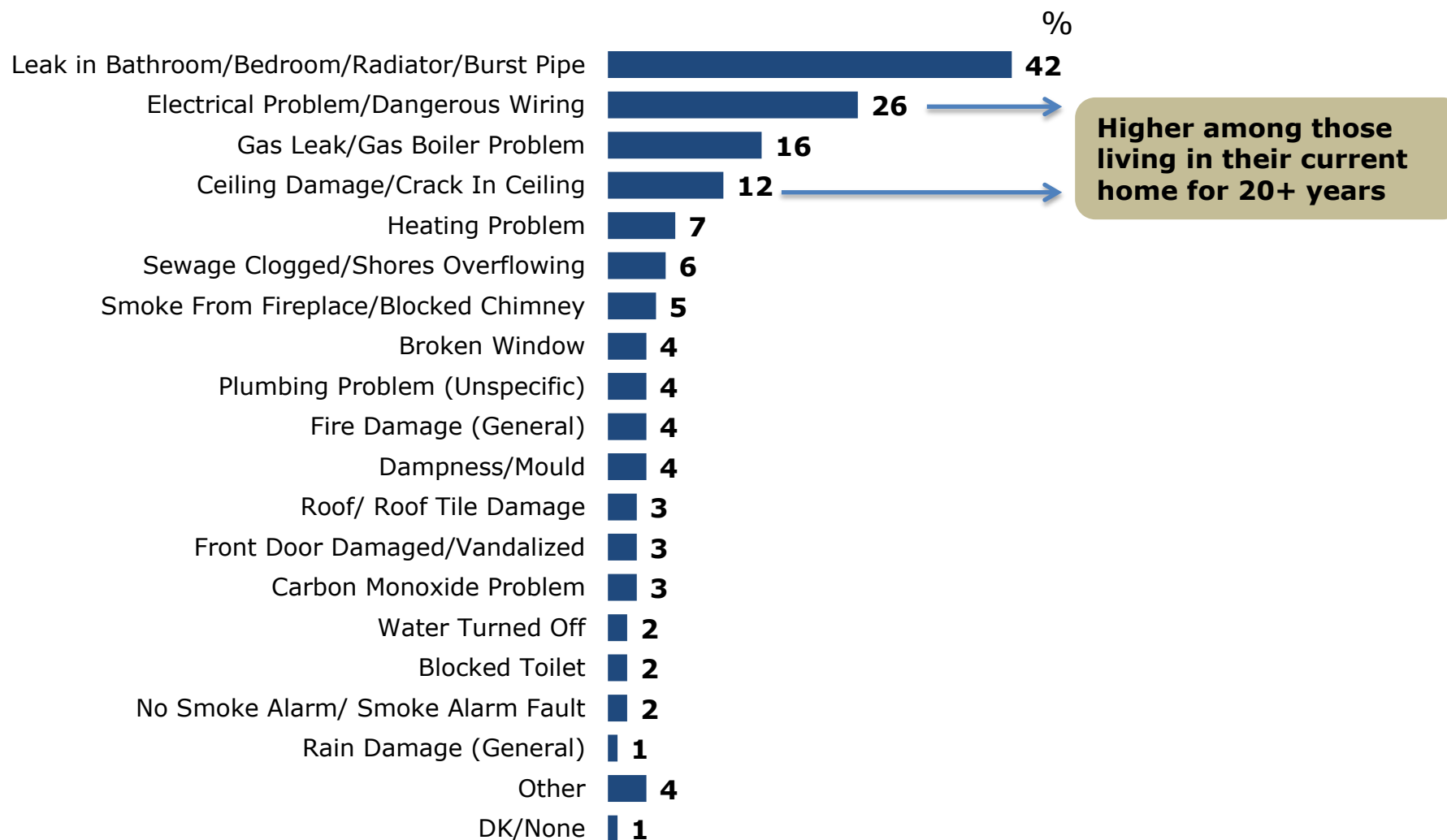
Almost half of tenants have contacted their local authority regarding emergency repair work, with those living in older homes (30+ year old homes) and those paying maintenance fees being most likely.

Q.

Have you ever contacted your Council about an emergency repair, that is a serious one involving a threat to life, health or safety (e.g. flooding, dangerous wiring, etc.)?

Nature of the last emergency repair works

Base: All had emergency repair carried out - 349

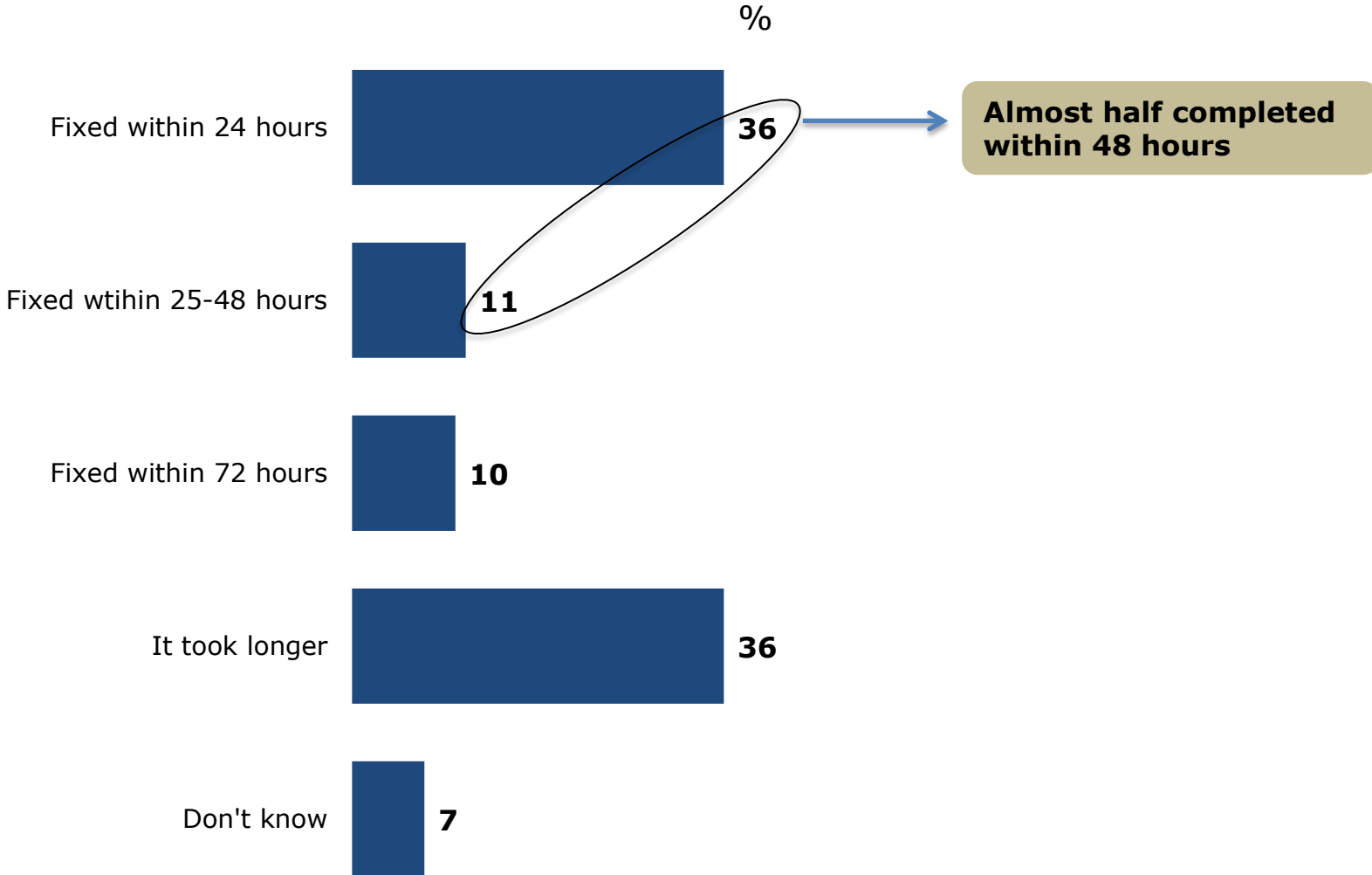


Higher among those living in their current home for 20+ years

Leaks were the most common reasons for needing emergency repair work, followed by electrical problems.

Length of time taken to deal with an Emergency Repair

Base: All had emergency repair carried out - 349



Length taken by the Council to deal with repair

Base: All had emergency repair carried out - 349

	Total	Local Authority Summary		Length living in current Council home				1st home with current Local Authority		Age of home			Estate managed by Council		Pay maintenance fee		Council survey house condition		Work to improve energy efficiency	
		Larger	Smaller	<5 years	6-10 years	11-20 years	>20 years	Yes	No	Less than 10 years	10-30 years	More than 30 years	Yes	No	Yes	No	Yes	No	Yes	No
Base:	349	279	70	84	95	91	79	268	81	54	122	167	288	60	76	247	95	254	228	121
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Fixed within 24 hours	36	37	33	48	32	28	37	32	47	38	33	37	37	33	28	38	43	33	39	30
Fixed within 25-48 hours	11	12	9	9	15	8	13	12	9	17	10	11	12	7	14	11	7	13	12	11
Fixed within 72 hours	10	10	10	8	14	10	9	11	9	9	12	9	9	15	13	10	8	11	9	13
It took longer to fix	36	35	39	28	35	46	33	38	28	30	36	37	35	37	36	36	36	36	35	37
Don't know	7	6	10	7	5	7	8	7	6	7	8	5	6	8	9	5	5	7	5	10

2 in 5 faults were fixed within 24 hours. A similar number took more than 72 hours to fix however.

Nature of repair work x time taken to deal with it

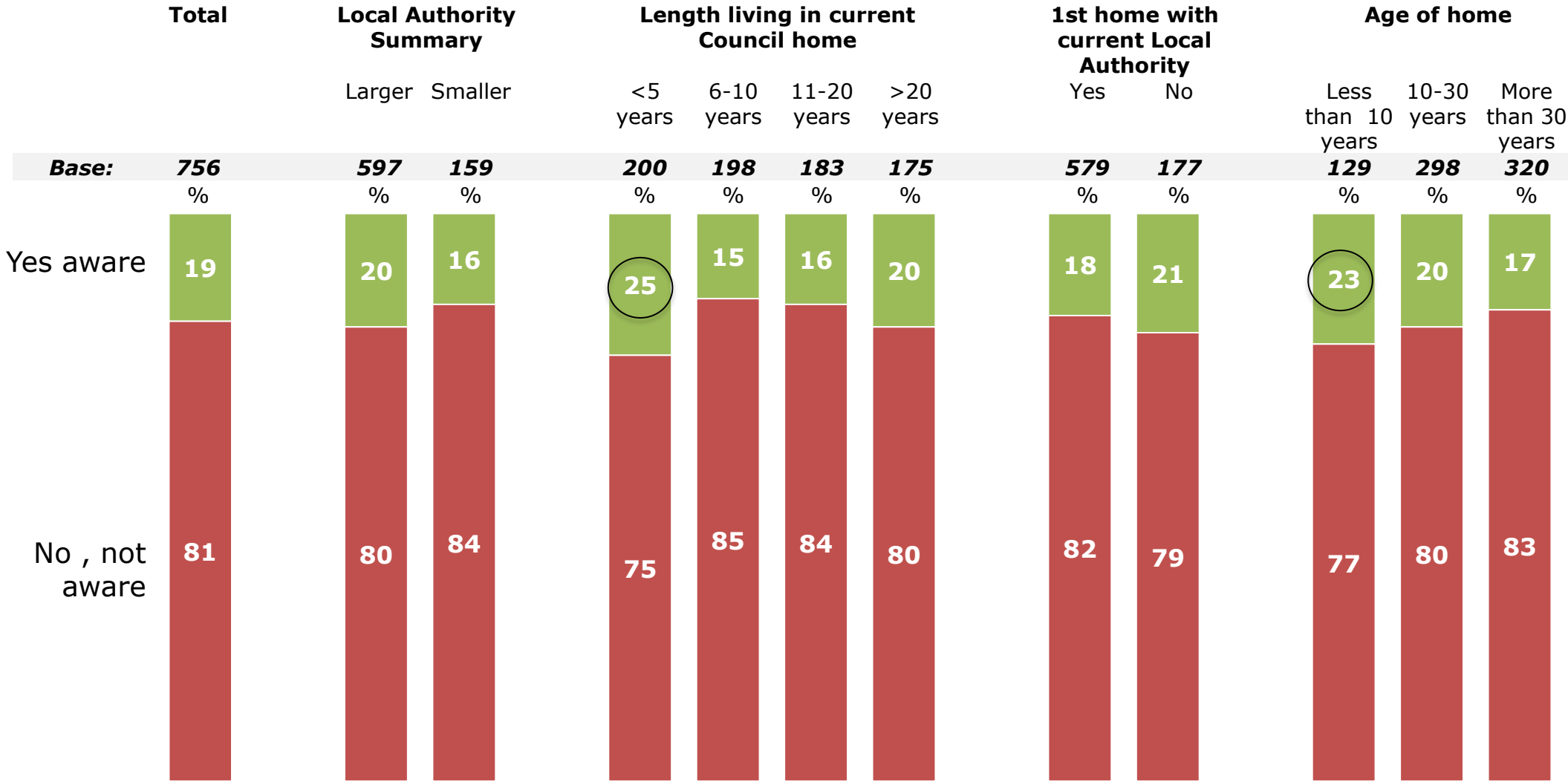
Base: All had emergency repair carried out - 349

	TOTAL	Leak in Bathroom/ Bedroom/ Radiator/ Burst Pipe (150)	Electrical Problem/ Dangerous Wiring (91)	Gas Leak/ Gas Boiler Problem (57)	Ceiling Damage/ Crack In Ceiling (39)	Heating Problem (25)
	%	%	%	%	%	%
Fixed within 24 hours	36	39	47	40	36	19
Fixed within 25-48 hours	11	11	10	13	12	12
Fixed within 72 hours	10	11	4	25	5	13
It took longer to fix	36	34	32	20	35	54
Don't know	7	4	5	2	12	2

Base too small on all others

Awareness of LA setting targets for repair times

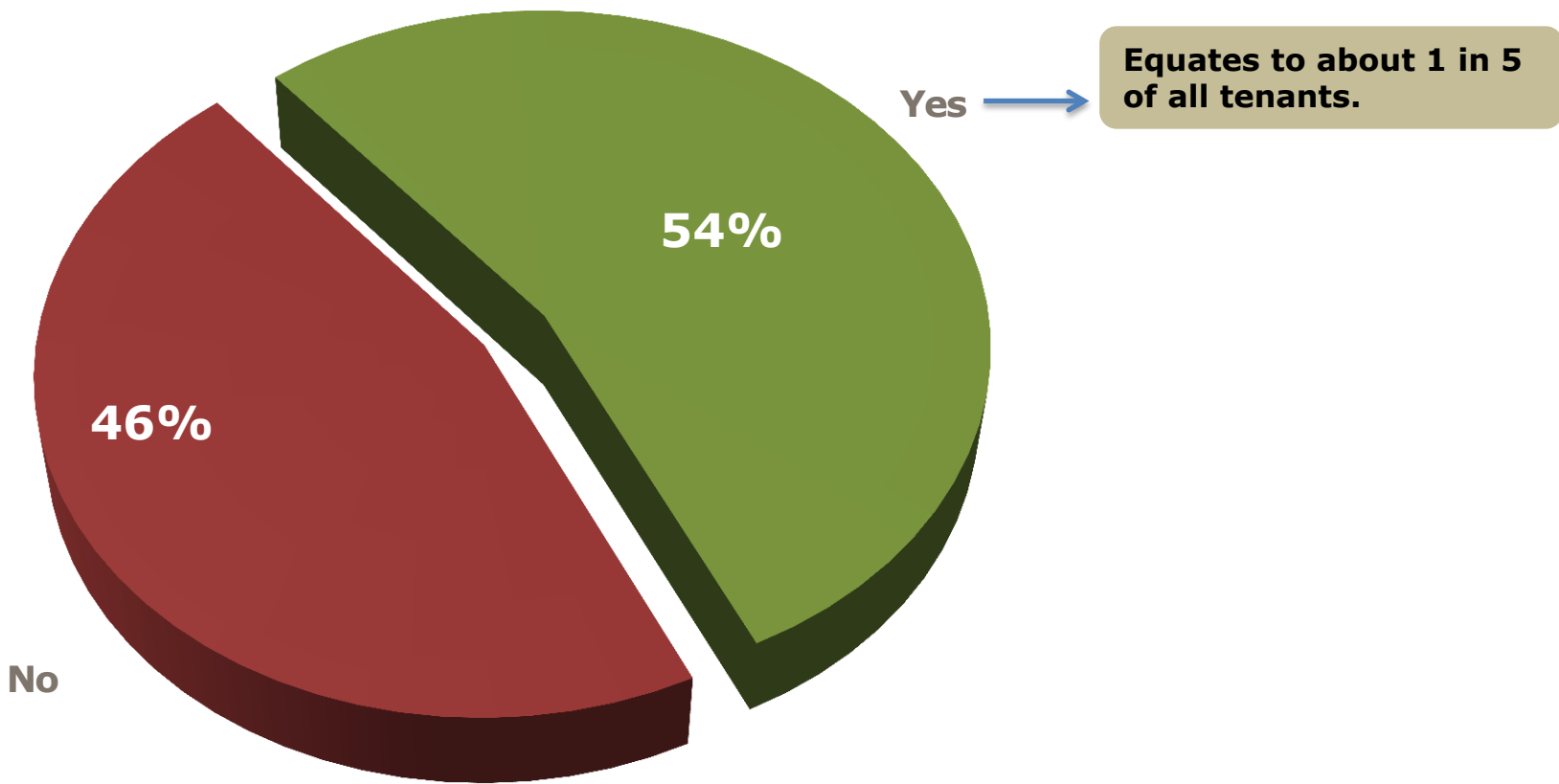
Base: All local authority tenants - 756



Just 1 in 5 tenants are aware that the Council sets targets on response times for dealing with various types of repairs requests. Awareness is highest among newer tenants.

Awareness of the LA meeting target repair times

Base: All aware Council has set time targets - 144



Just over half of tenants who are aware that their Council has repairs response time targets know how the Council performs on meeting those targets.

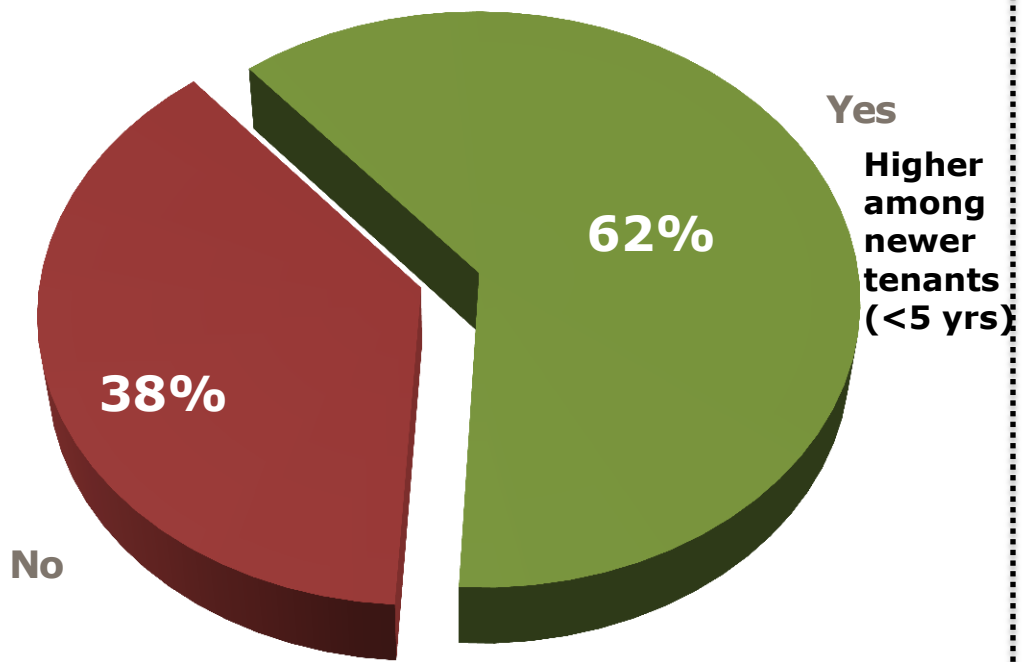
Review of non-emergency repair works



Awareness of who is responsible for various types of non-emergency repair work

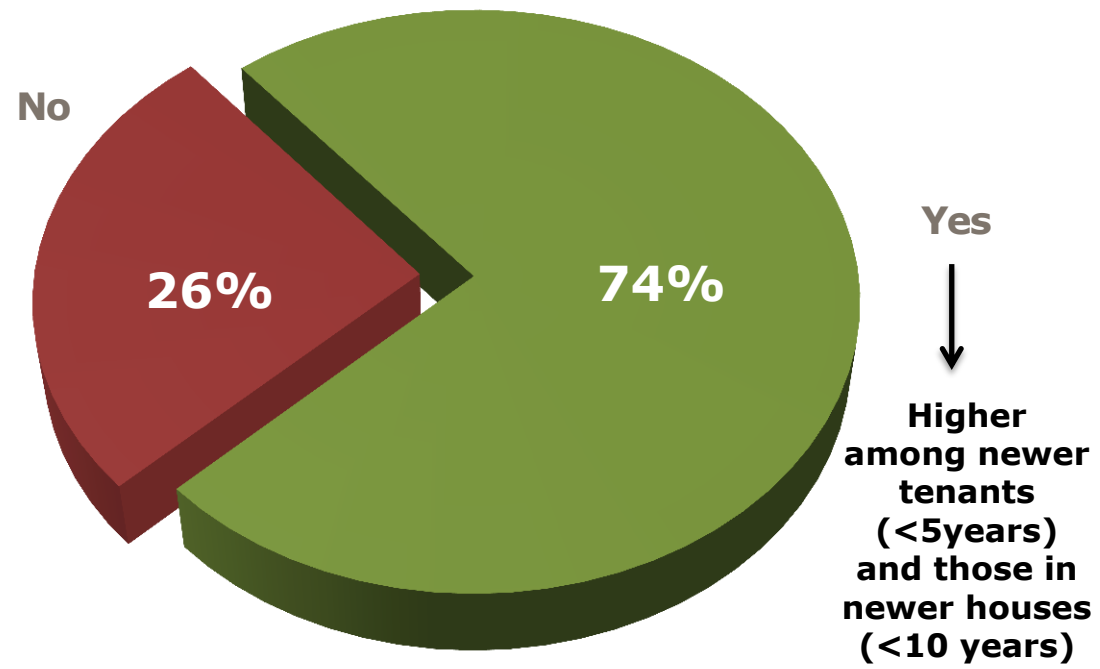
Base: All local authority tenants - 756

Awareness of repair which is Council's responsible



Reflective of those most likely to have read the tenants handbook, newer tenants (those living in local authority housing for 5 years or less) are the most likely to know what non-emergency repair the Council is responsible for.

Awareness of repair which is tenants responsibility



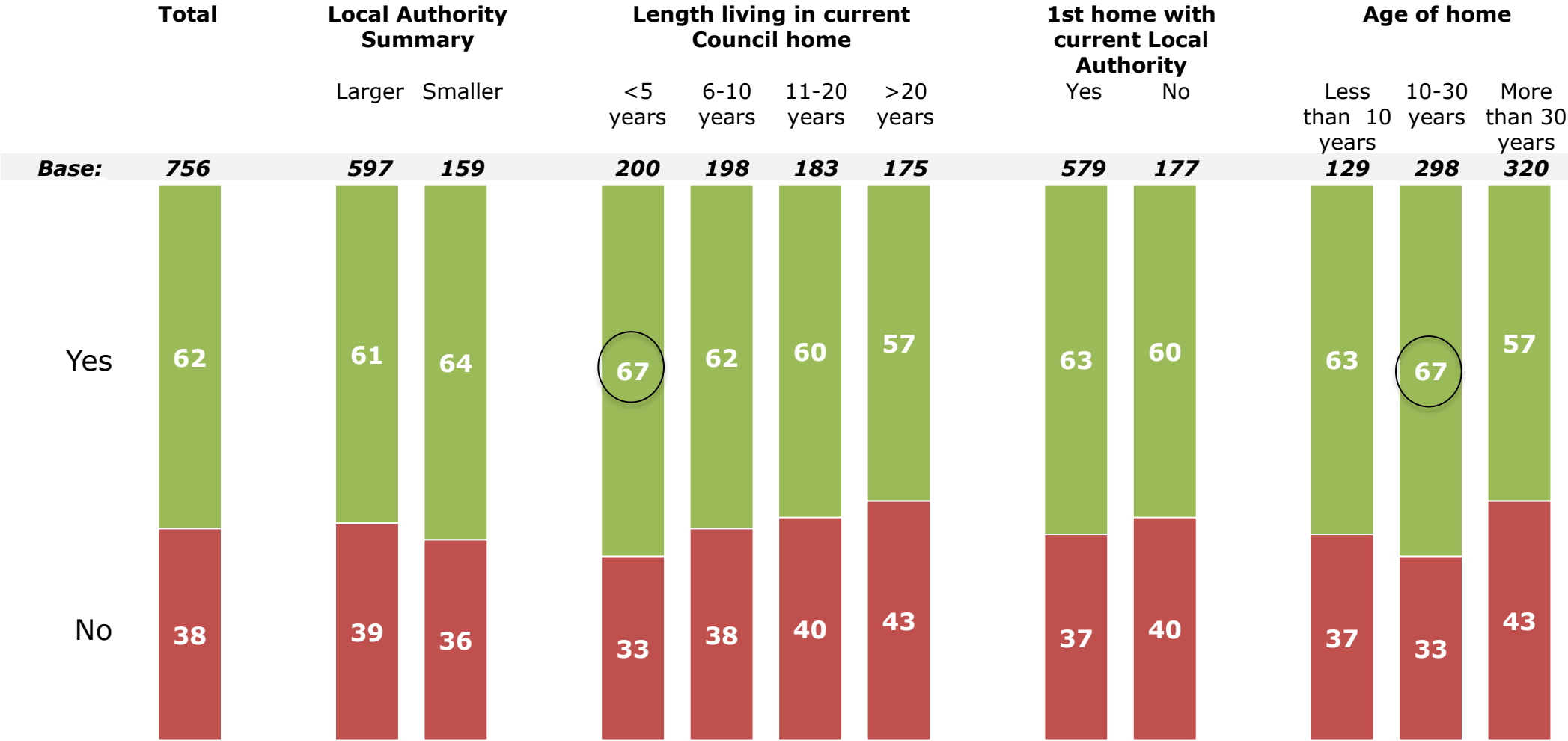
3 in 4 tenants are aware of the type of repair work which are the tenant's responsibility, again higher among new tenants.



- Q. Do you know what type of non-emergency routine repair or maintenance work is the responsibility of the Council under your tenancy agreement?
- Q. Do you know what type of repair works in your home are your responsibility under your tenancy agreement?

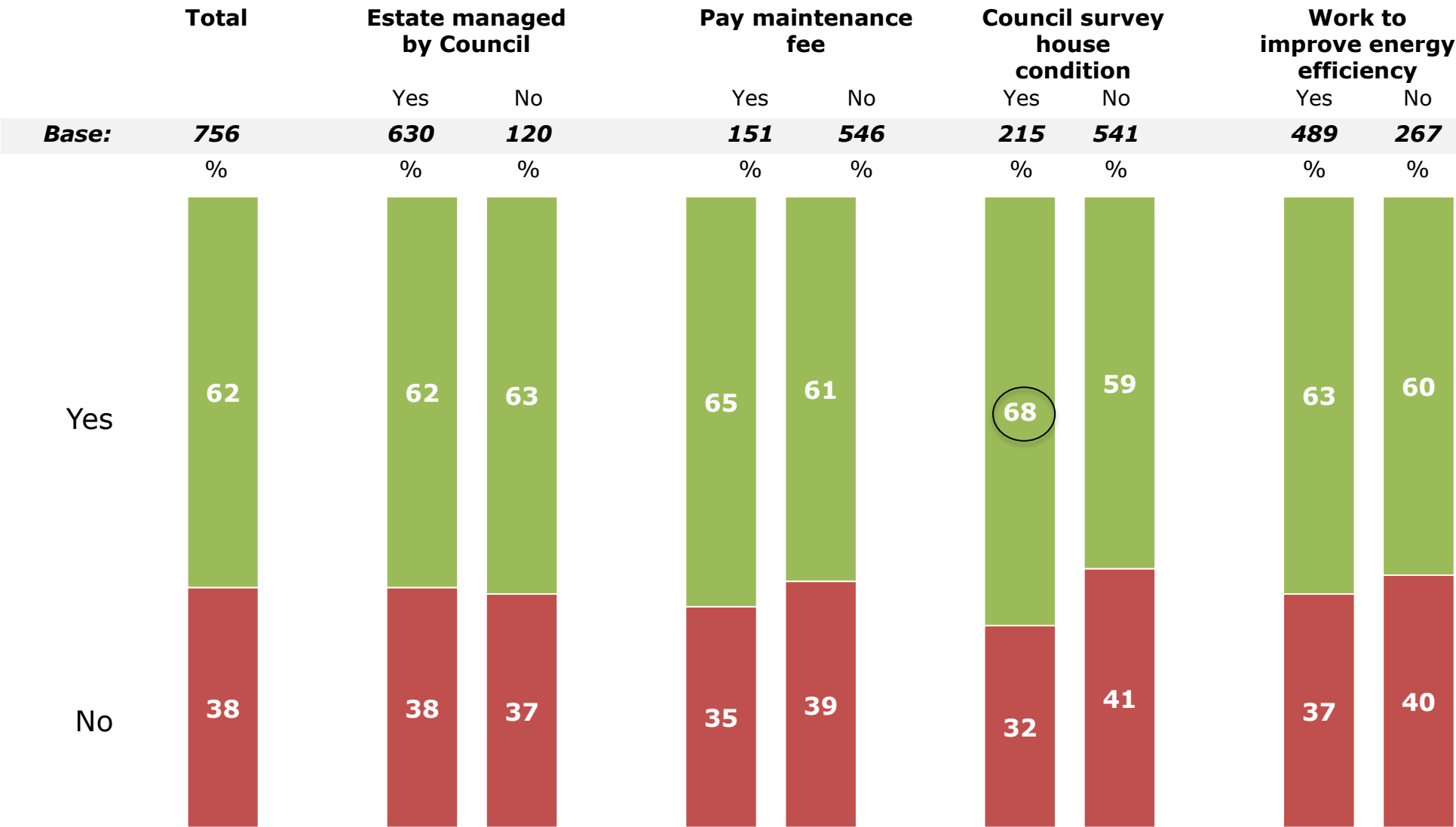
Awareness of the type of non-emergency repair or maintenance work for which the Council is responsible - I

Base: All local authority tenants - 756



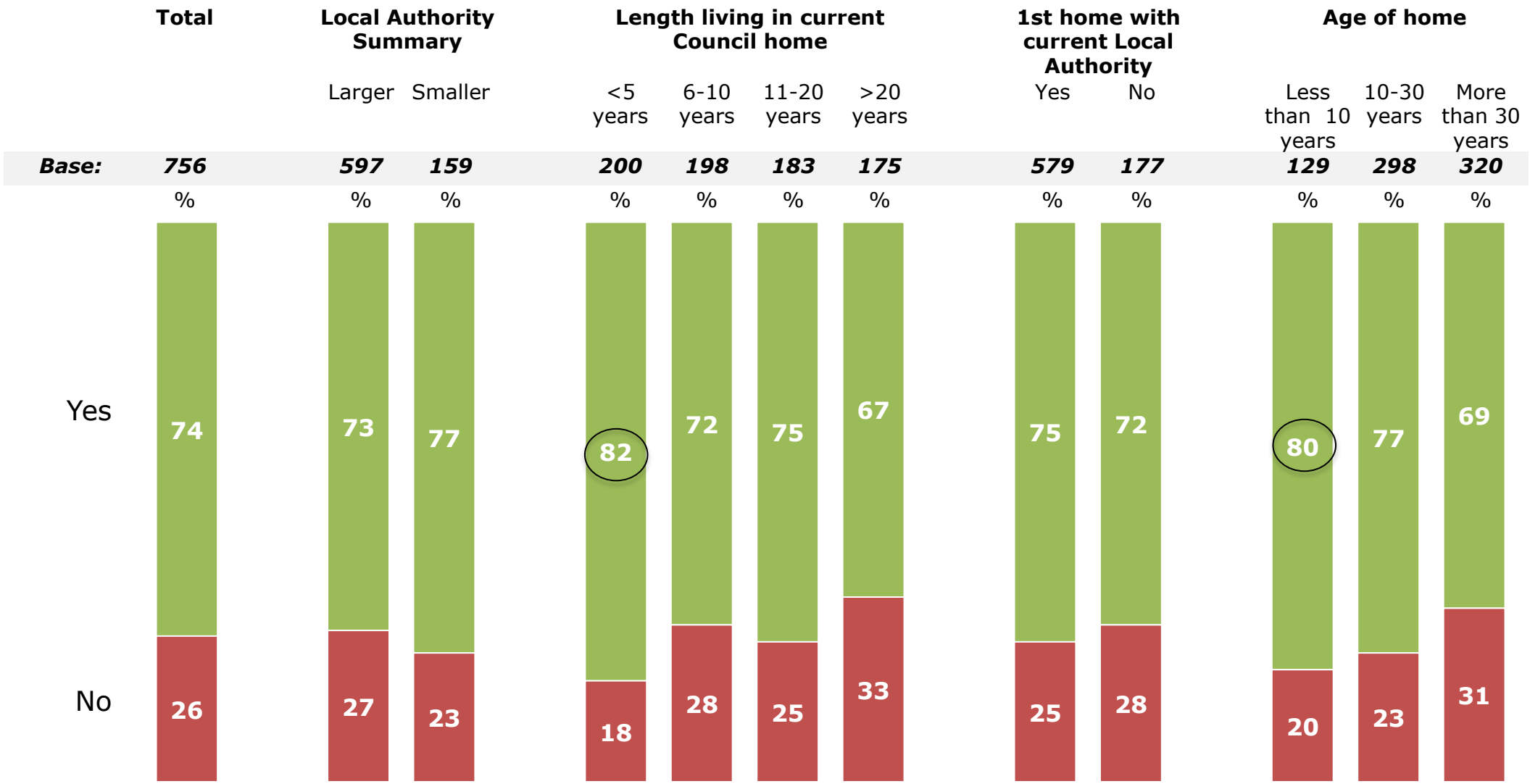
Awareness of the type of non-emergency repair or maintenance work for which the Council is responsible - II

Base: All local authority tenants - 756



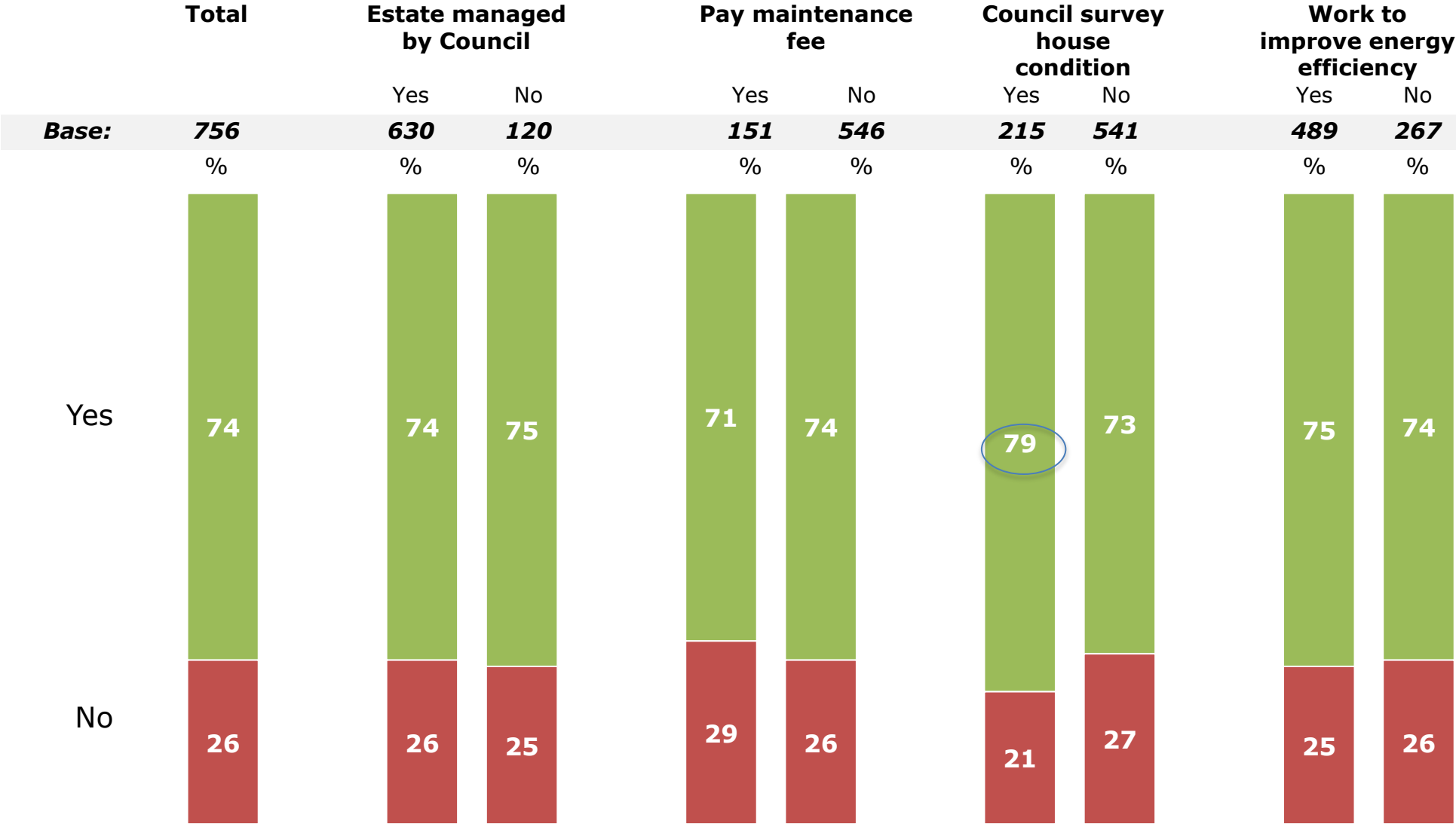
Awareness of repair work that is the tenant's responsibility under tenancy agreement - I

Base: All local authority tenants - 756



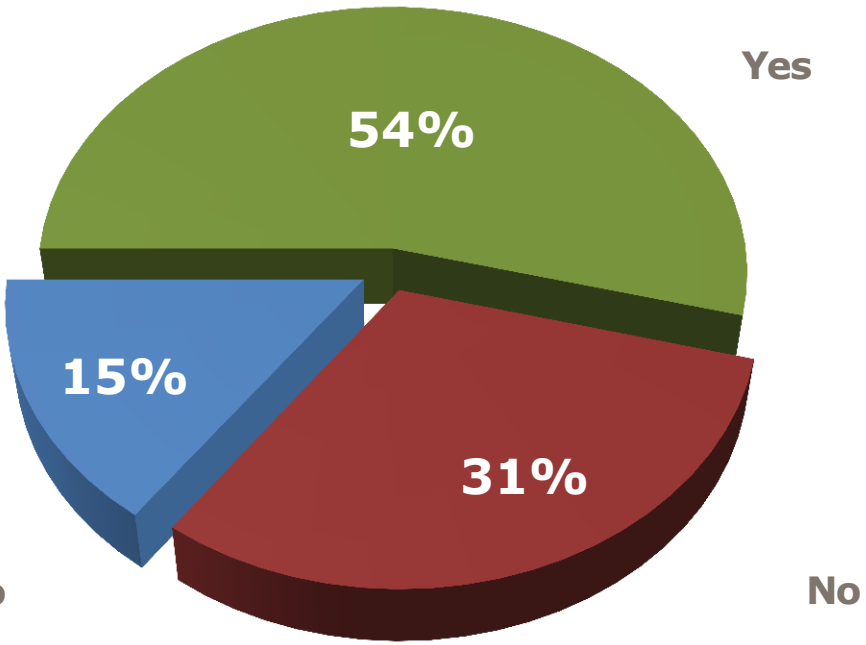
Awareness of repair work that is the tenant's responsibility under tenancy agreement II

Base: All local authority tenants - 756



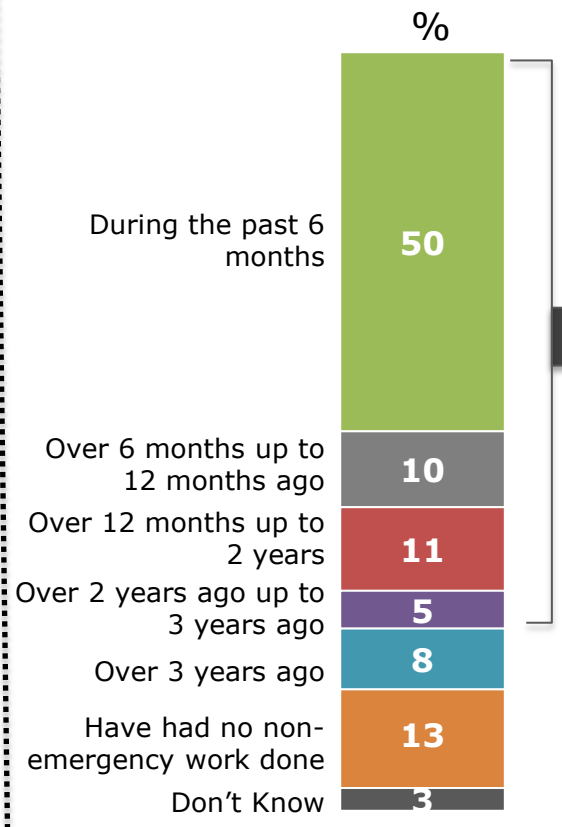
Incidence of contacting the Council to carry out non-emergency routine repair/maintenance work

Incidence of always contacting the Council to carry out non emergency repairs
 (Base: All local authority tenants – 756)

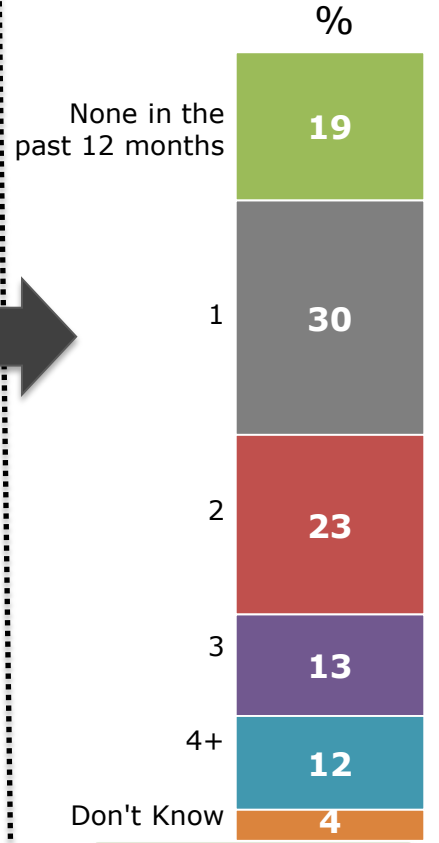


Over half of tenants claim to always contact the Council when they need non-emergency repair work conducted. 1 in 7 have never needed to – mainly those living in newer homes.

When last repairs were conduct by Council
 (Base: All ever contacted the council about repairs – 645)



No. of separate requests in the past 12 months
 (Base: All had repair conducted in past 3 years - 494)



Average number of requests = 2

- Q. Do you always contact the Council to carry out non-emergency routine repairs/maintenance (e.g. fix radiators, replace missing roof tiles, rotten window frame etc.)?
- Q. When did you last get any non-emergency repairs/maintenance conducted by the Council on your current home?
- Q. In the last 12 months, how many separate non-emergency routine repair/ maintenance requests did you make to your Council?

Method used to contact the Council for non-emergency repairs/maintenance

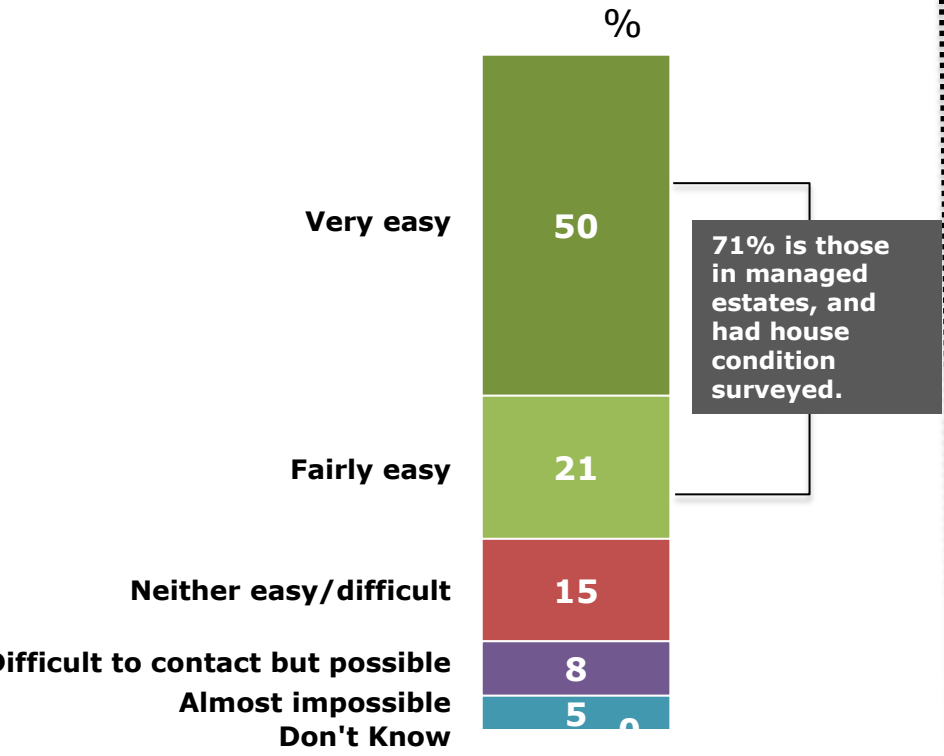
Base: All contacted council regarding non-emergency repairs in past 3 years - 494

	Total	Local Authority Summary		Length living in current Council home				1st home with current Local Authority		Age of home			Estate managed by Council		Pay maintenance fee		Council survey house condition		Work to improve energy efficiency	
		Larger	Smaller	<5 years	6-10 years	11-20 years	>20 years	Yes	No	Less than 10 years	10-30 years	More than 30 years	Yes	No	Yes	No	Yes	No	Yes	No
Base:	494	396	98	126	133	123	112	371	123	77	193	216	412	79	105	353	133	361	328	166
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
Telephone	88	91	80	88	90	92	82	89	84	97	86	86	89	86	90	87	90	87	87	90
In person e.g. call to Council offices	21	17	31	20	23	20	20	20	23	17	23	21	21	21	20	21	18	22	22	18
Email	3	3	1	4	3	2	2	3	1	2	3	3	3	2	5	2	3	3	3	3
Council online system	1	1	1	-	2	1	2	1	1	-	1	2	1	2	2	1	1	1	1	1
Other	3	4	1	5	1	3	4	2	8	3	4	3	3	5	4	3	4	3	3	3

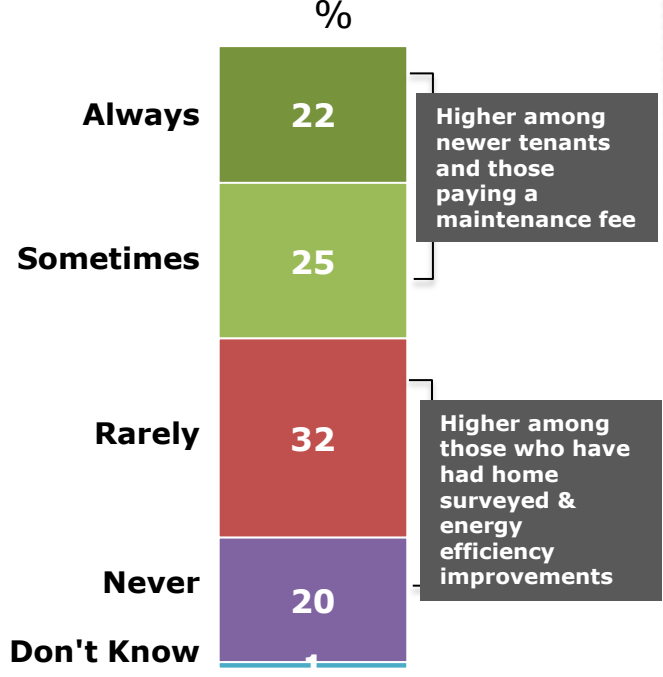
Ease of contacting Council about non-emergency repairs

Base: All contacted Council regarding non-emergency repairs in past 3 years - 494

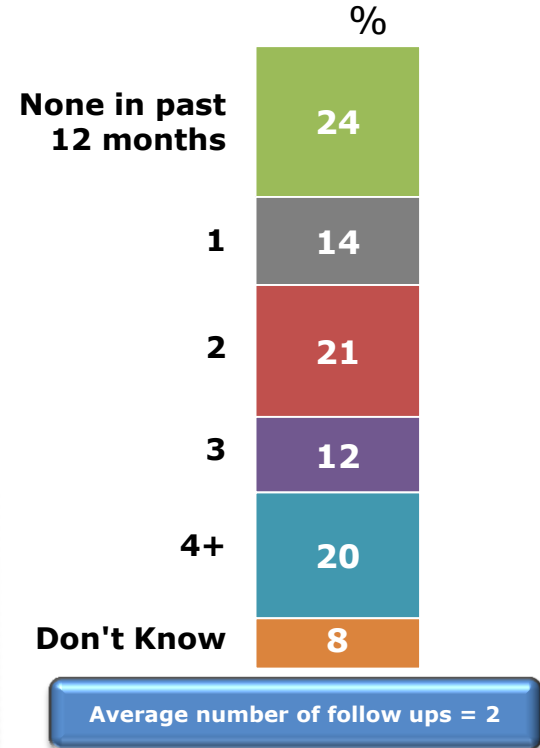
Ease of contacting



Frequency of having to make more than one contact per request



Average number of follow up contacts per request



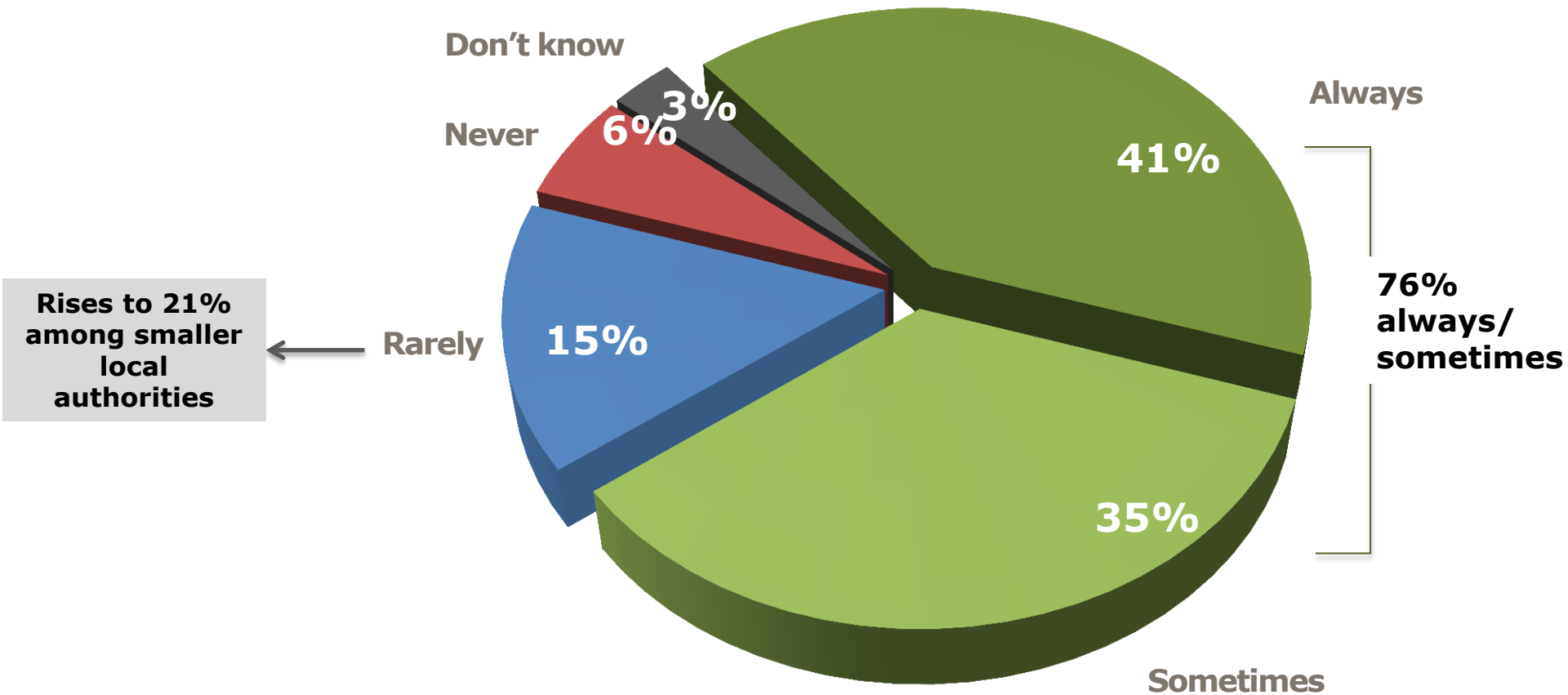
7 in 10 tenants who contacted the Council regarding non-emergency repairs in the past 3 years, said it was easy to do so. Higher among those living in smaller local authority areas, those in managed estates and had a house condition surveyed.

1 in 5 tenants who have contacted the Council regarding non-emergency repairs claim to always have to make one or more requests. Higher among newer tenants.

The average number of follow up calls that tenants need to make to the Council regarding non-emergency repair works is 2. This rises to 3 among newer tenants and those living in order houses.

Extent to which the Council responds to non-emergency repair requests within the target or reasonably quick timescale

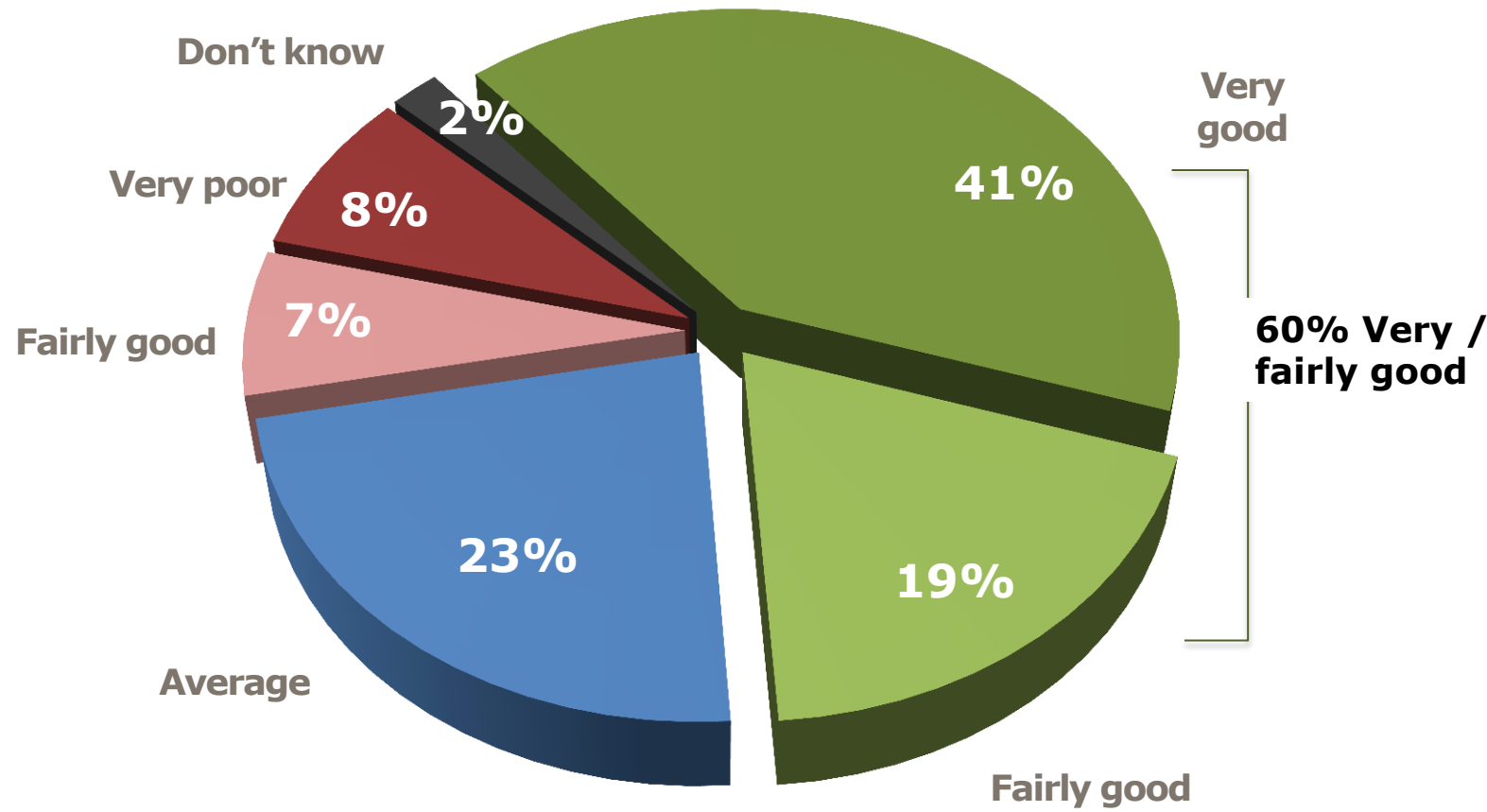
Base: All who had repairs conducted in the past 3 years - 494



2 in 5 tenants who have had non-emergency repair work conducted in the past 3 years believe that the Council responds to requests always within the target time.

Rating of the quality of non-emergency repairs/maintenance work carried out by the Council

Base: All had repairs conducted in past 3 years - 494



3 in 5 tenants who had non emergency work conducted in the past 3 years, rate the quality of the work as good, while 1 in 4 rate the quality of work as average. Satisfaction with the work is higher among those whose homes were surveyed by the council.

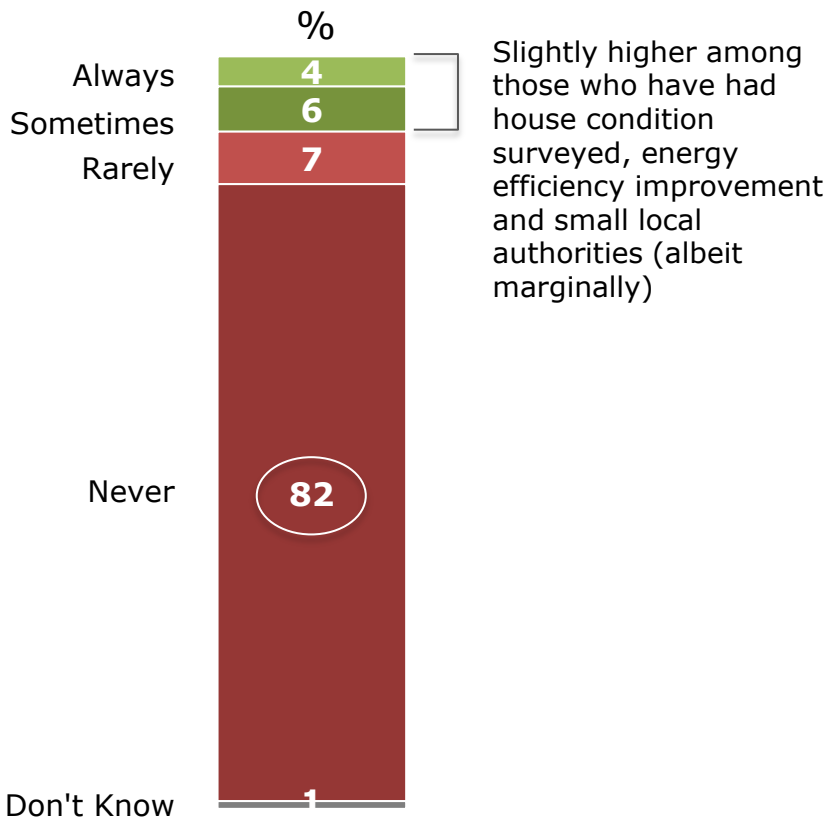
Tenant feedback & repairs inspection – emergency & non-emergency work



Emergency & non-emergency repairs reviews

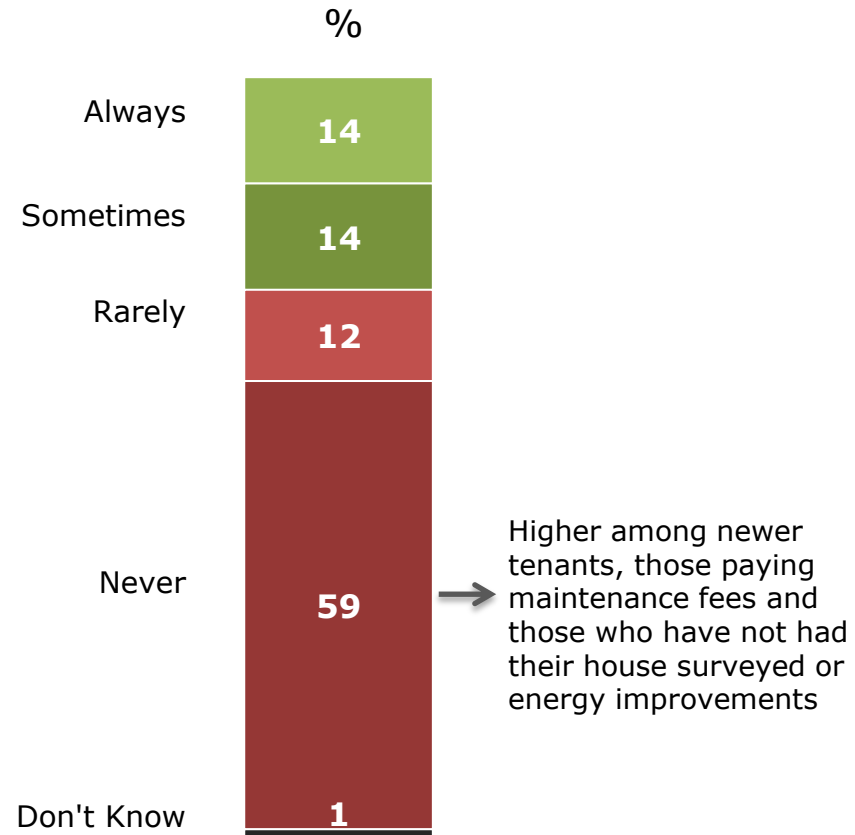
Base: All had repairs conducted in past 3 years - 494

Incidence of being asked by the Council for feedback about how repair/maintenance requests were handled



4 in 5 tenants have never been asked for feedback or how the Council handled their non-emerging repair requests were dealt with. Those living in smaller local authority areas are more likely to have been asked albeit only marginally.

Incidence of completed repairs being inspected on behalf of Council

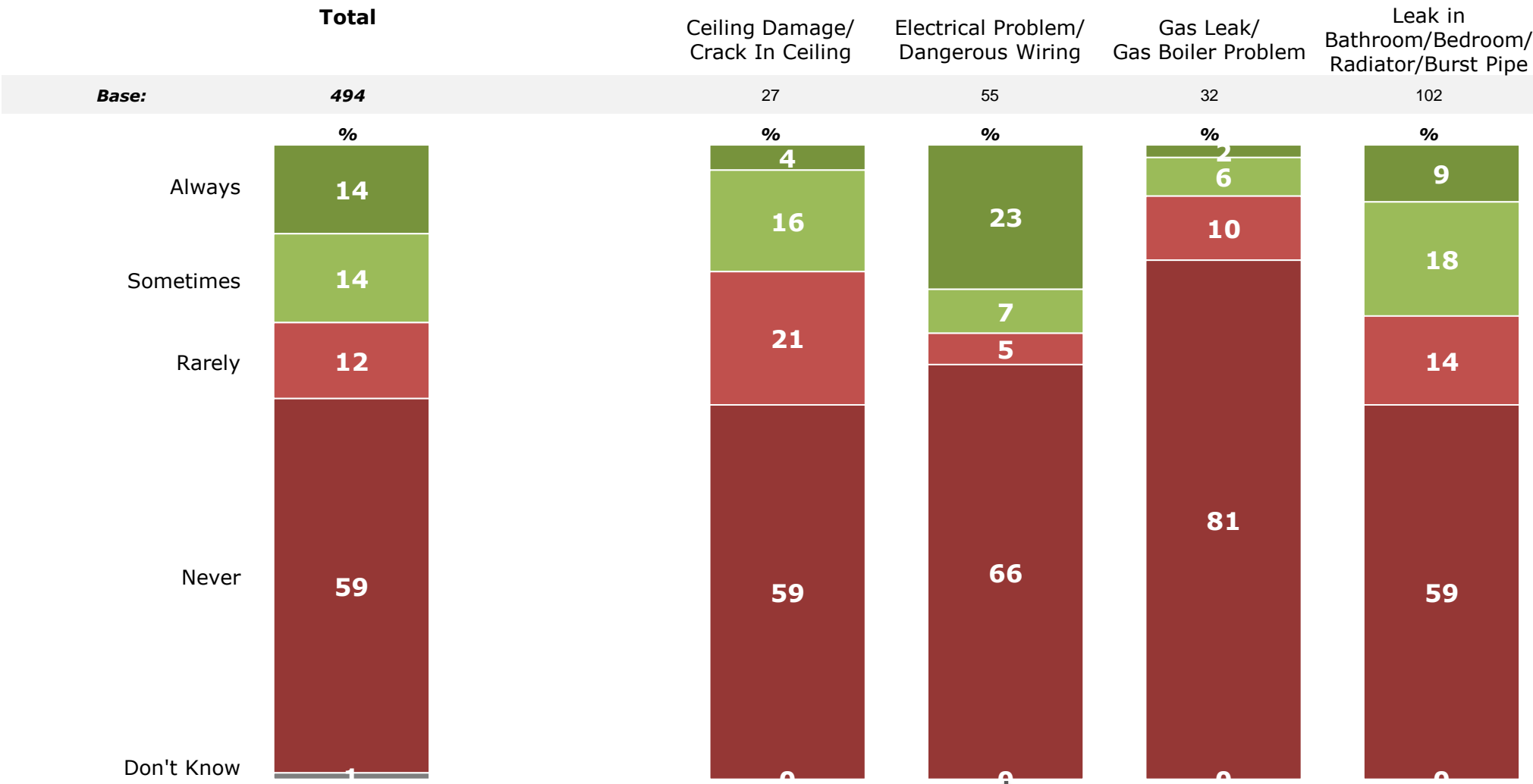


3 in 5 tenants who have had repair work conducted in the past 3 years claim that the repairs have never been inspected. Higher among newer tenants and those living in newer houses.

Incidence of the quality of repairs being inspected x type of repair work conducted

Base: All had repairs conducted in past 3 years - 494

***What was the nature of the last such emergency repair**



Some indications of more consistent follow-up on dangerous aspects such as wiring.

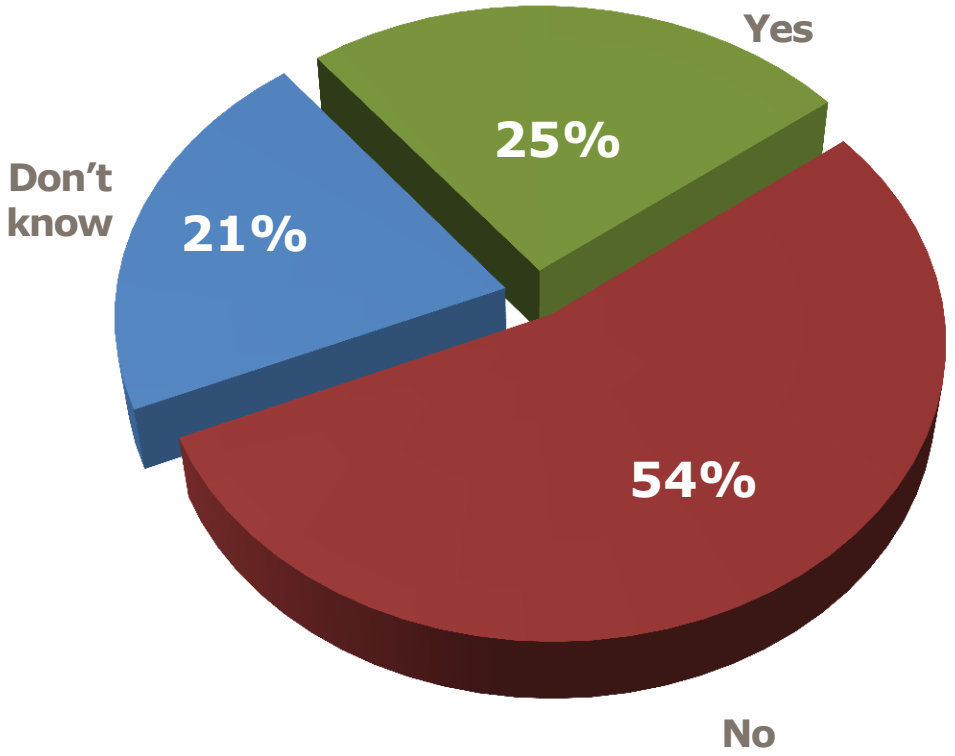
**Caution small base
All other bases too small*

Council Estate Management



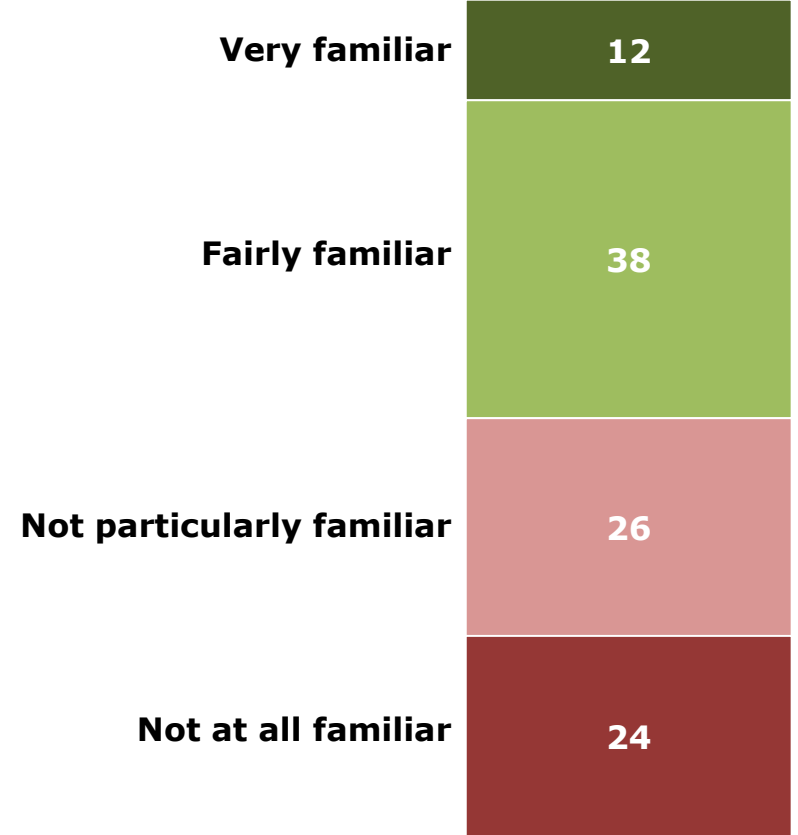
Estate Management Policy

Incidence of receiving a copy of Council's estate management policy
 (Base: All who live in an estate managed by the Council - 630)



Just one quarter of tenants living in an estate managed by the Council recall receiving a copy of the estate's management policy. Higher recall amongst newer tenants.

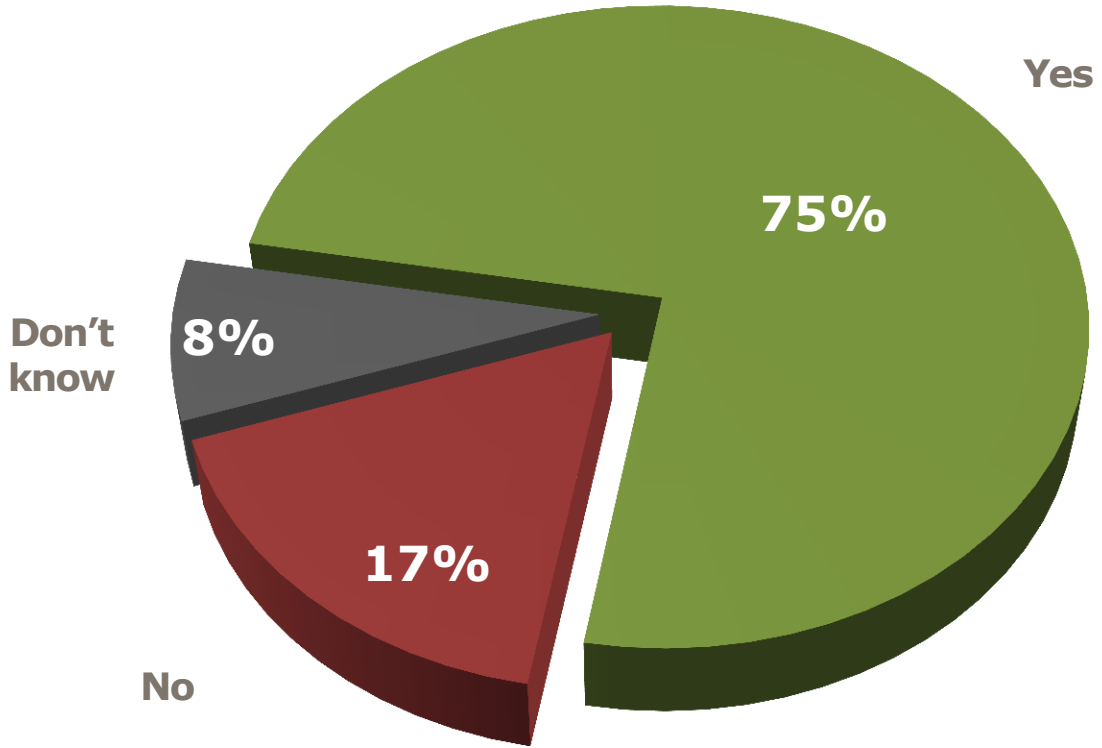
Level of familiarity with policy content
 (Base: All received a copy of the Council's Estate management Policy - 155)



Half of the tenants who received a management policy claim to be in some way familiar with the document. Familiarity is higher amongst those with Council contact (a survey, maintenance fee payers, etc).

Does the Council comply with its estate management policy

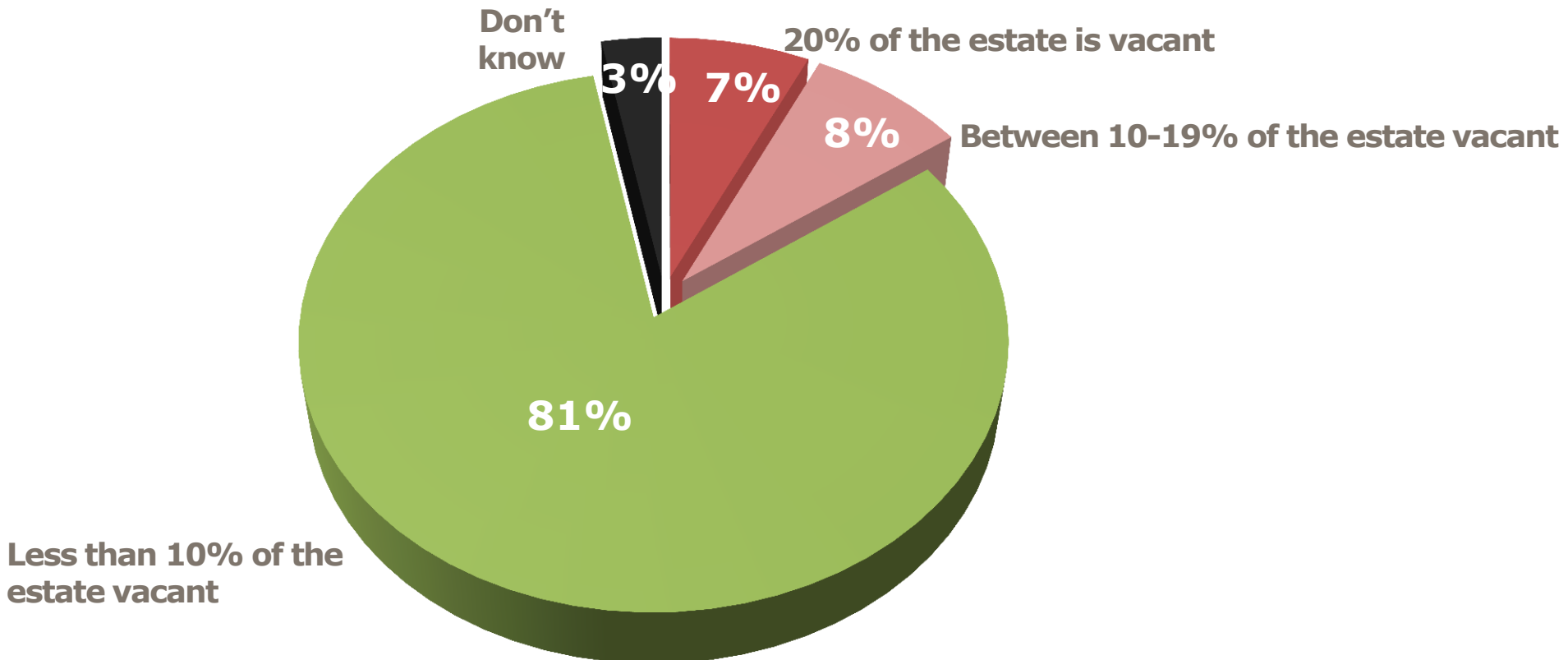
Base: All received a copy of Council's estate management policy - 155



3 in 4 tenants who received the estate management policy believe that the Council complies with the document.

Proportion of the dwellings on your estate that have been vacant for more than a month

Base: All who live in estate managed by Council – 630

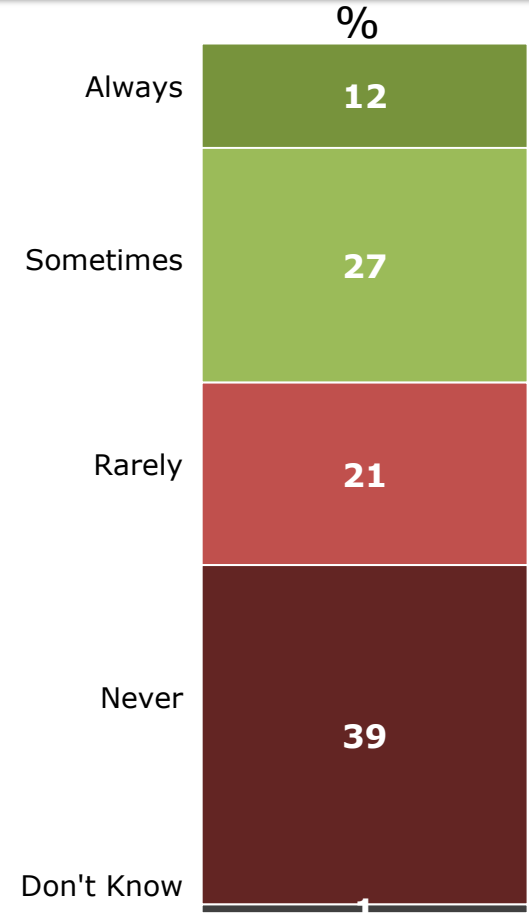
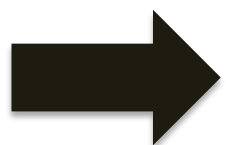
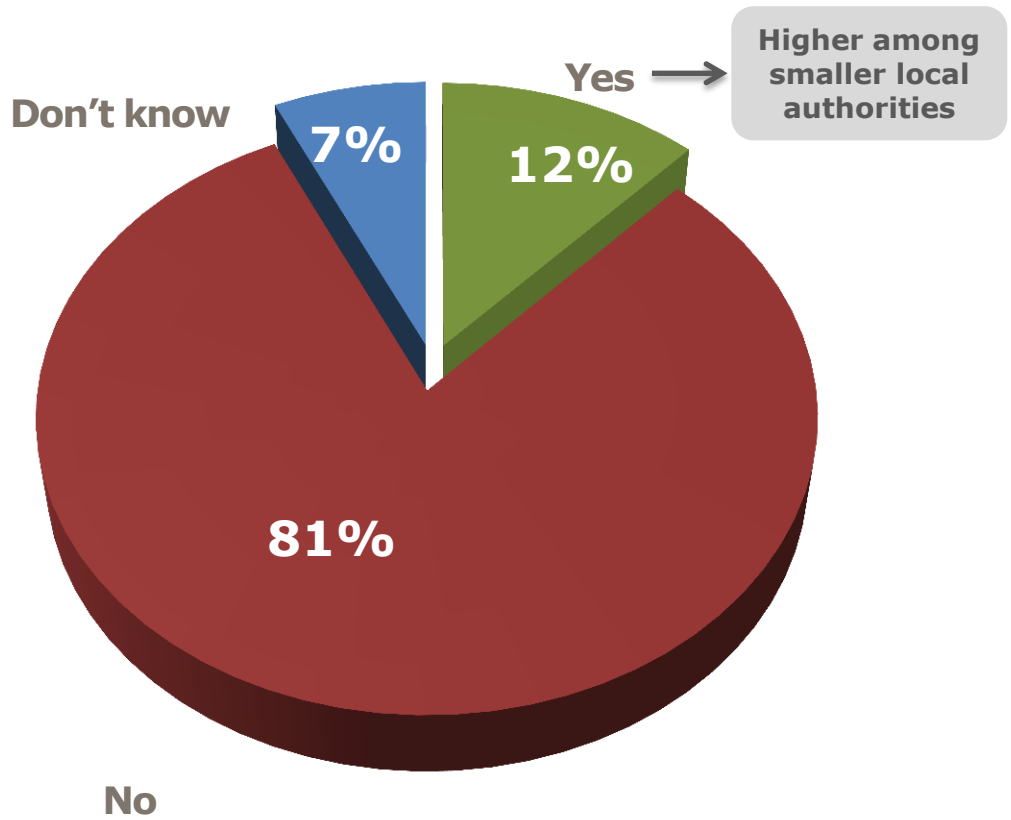


Some 15% of tenants claim that at least 10% or more of the properties in their estate have been vacant for more than one month – rises to 23% in smaller local authorities.

Council and tenant meetings

Incidence of Councils holding regular meetings with tenants
 (Base: All who live in estate managed by Council – 630)

Frequency of attending Council/Tenant meetings
 (Base: All Council holds meetings – 77)

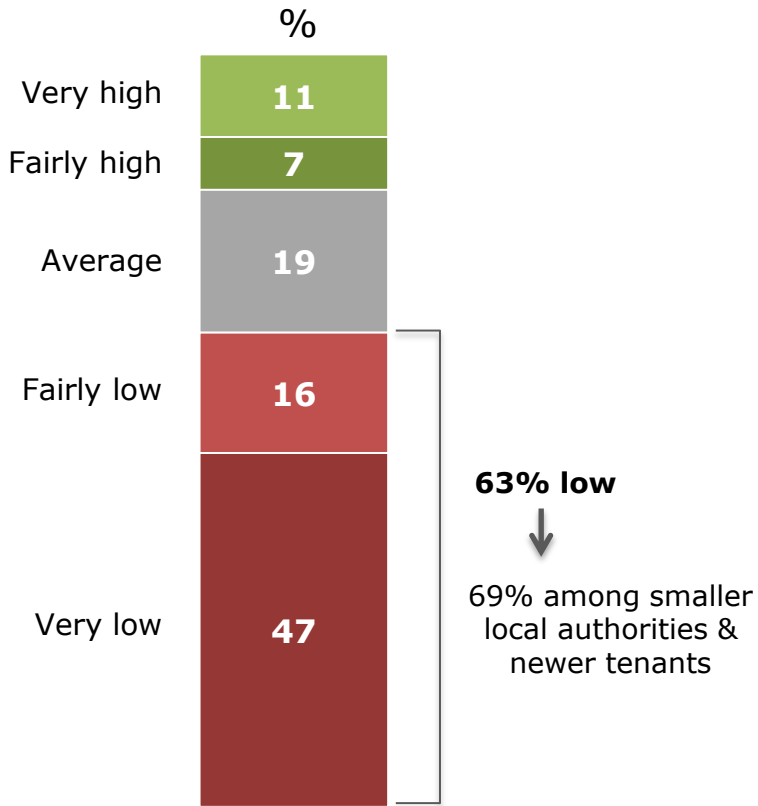


According to tenants, just 1 in 10 councils hold regular meetings with tenants. Frequency of attending meetings is low with just 2 in 5 attending meetings always/sometimes.

Rating of incidence of anti-social behaviour on estate

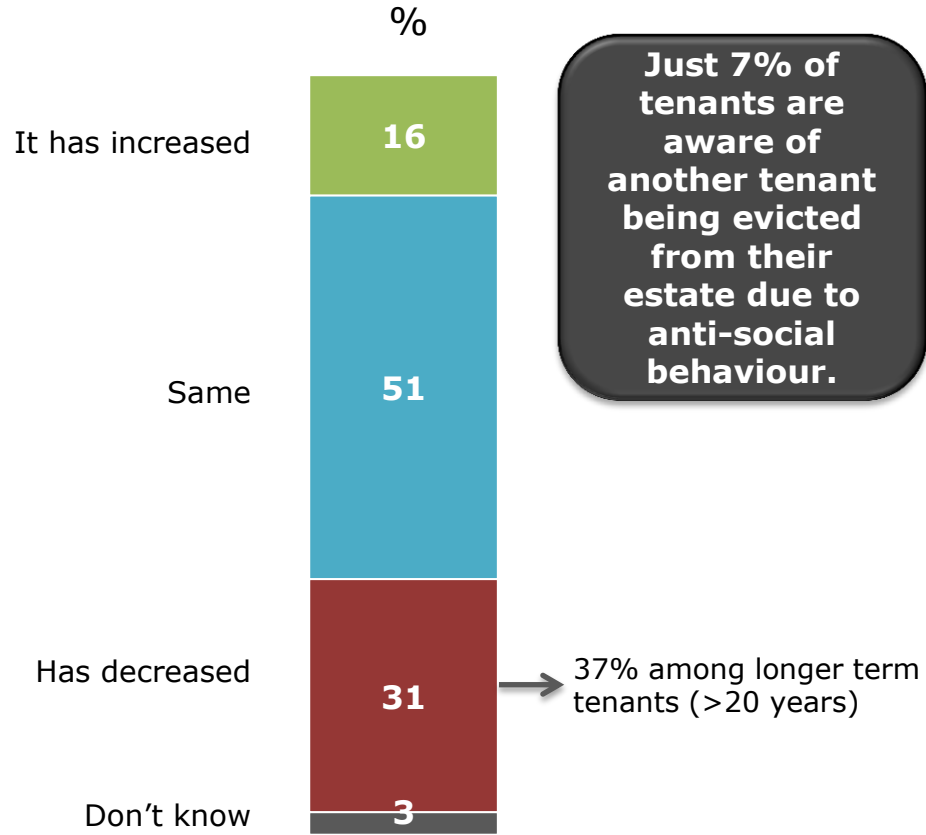
Base: All living in an estate managed by the Council

Rating of anti-social behaviour



3 in 5 tenants rate anti-social behaviour in their estate as being low. Lower levels of anti-social behaviour reported in smaller local authority areas and among newer tenants.

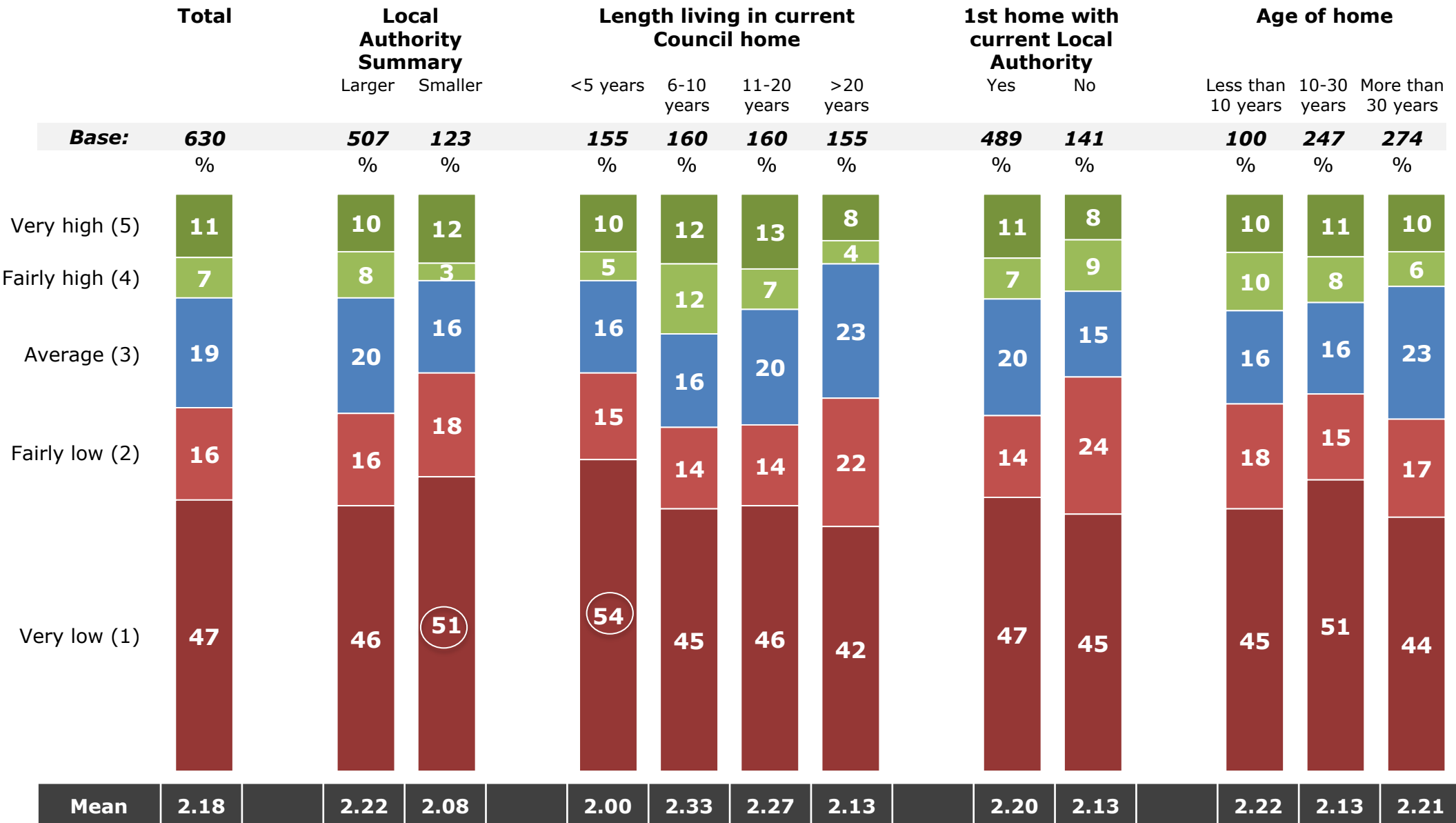
Level of anti-social behaviour over past 2 years



More believe the level of anti-social behaviour has decreased, rather than increased.

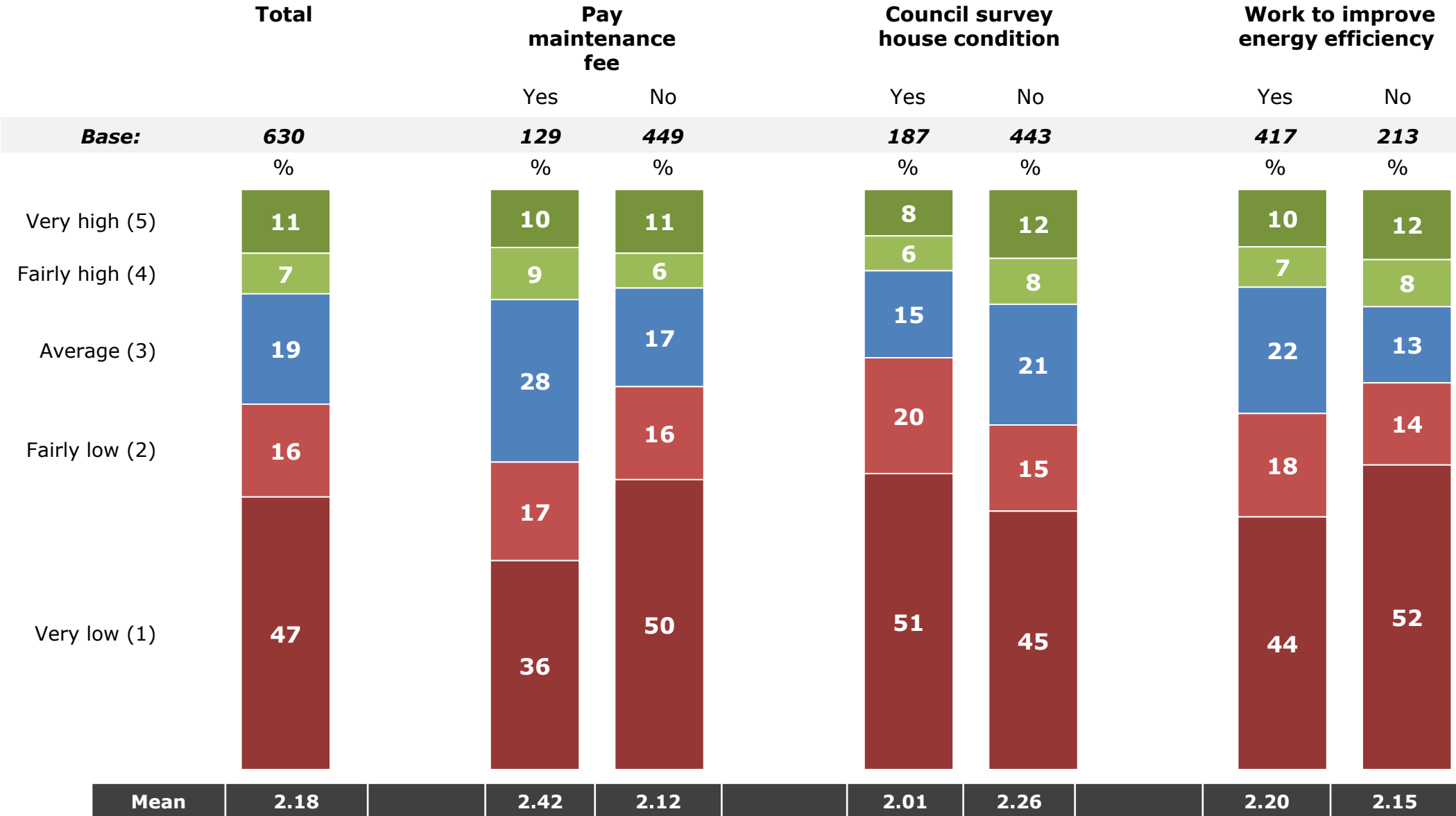
Rating of incidence of anti-social behaviour - I

Base: All who live in estate managed by Council – 630



Rating of incidence of anti-social behaviour - II

Base: All who live in estate managed by Council – 630



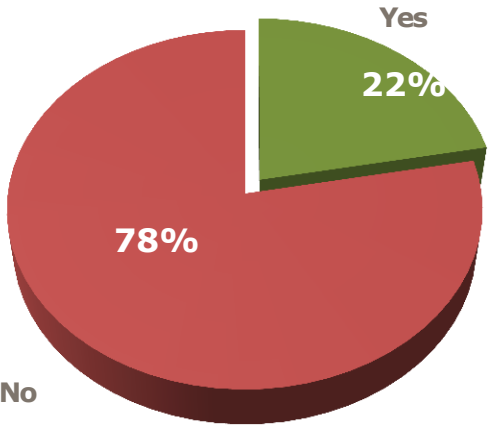
Complaint handling



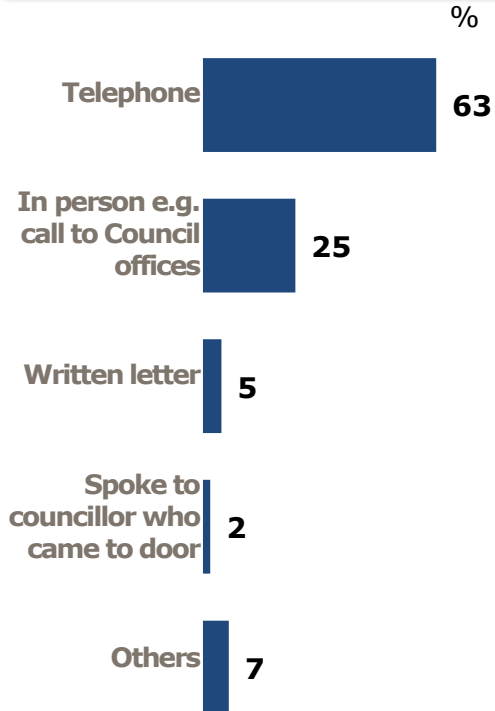
Complaints made to the Council – Anti-social behaviour

Base: All who live in estate managed by Council – 630

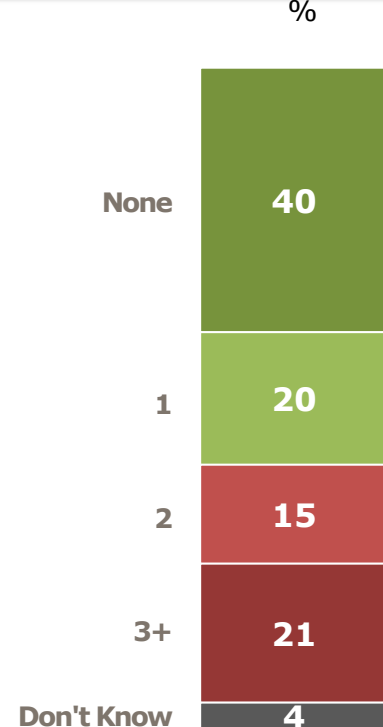
Ever complained to Council about anti social behaviour
(Base: All who live in estate managed by Council – 630)



Method mainly used to contact the Council regarding complaint
(Base: All who made anti-social complaints – 132)

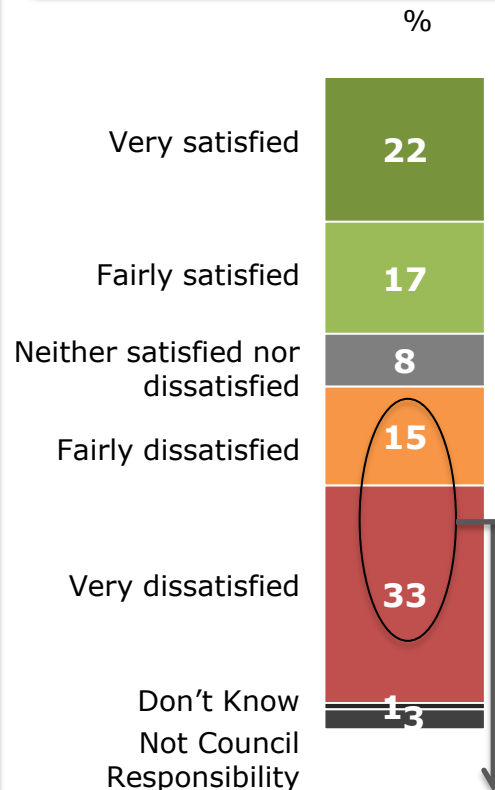


No. of such complaints in past 12 months



Average no. of complaints = 2

Satisfaction with Councils handling of last complaint



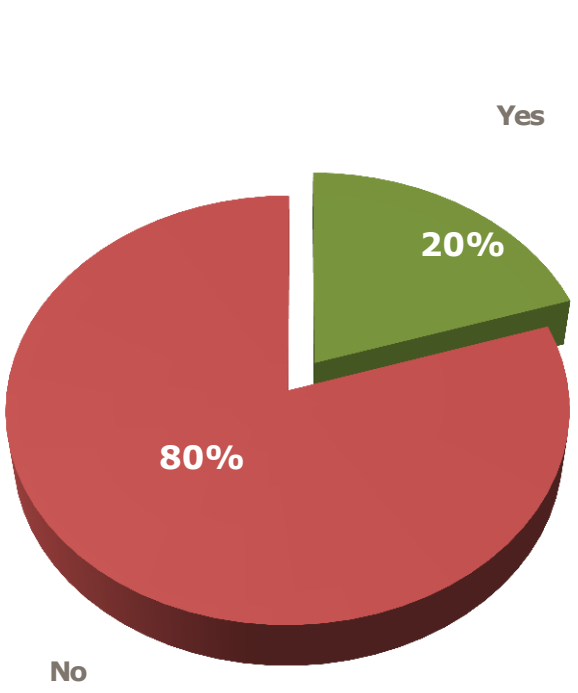
Main reason for dissatisfaction was lack of feedback

Complaints made to the Council – Maintenance

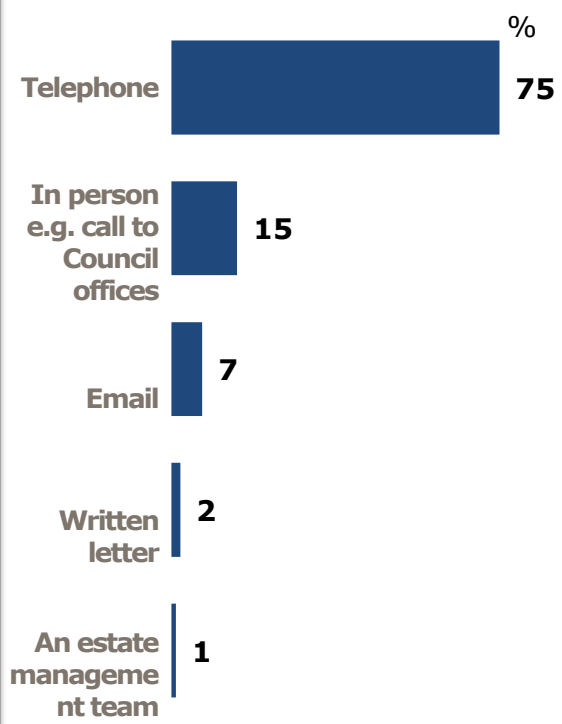
(e.g. road, footpaths, boundary walls/open spaces)

Base: All who live in estate managed by Council – 630

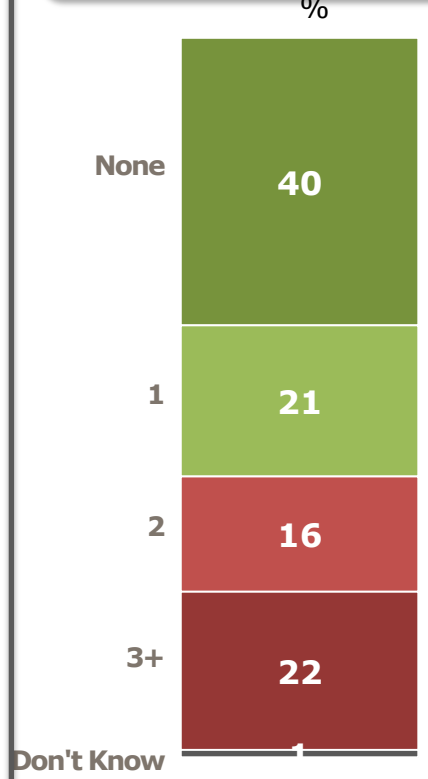
Ever complained to Council about maintenance
(Base: All who live in estate managed by Council – 630)



Method mainly used to contact the Council regarding complaint
(Base: All who made maintenance complaints – 123)

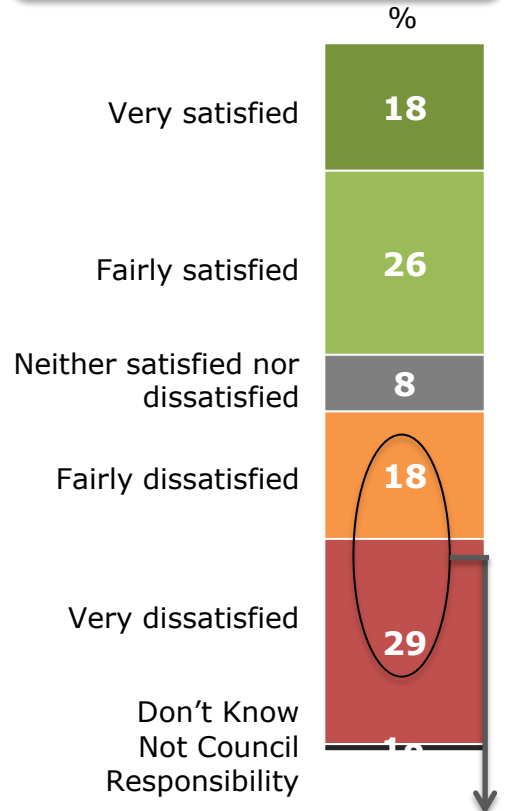


No. of such complaints past 12 months



Average no. of complaints = 3

Satisfaction with Councils handling of last complaint

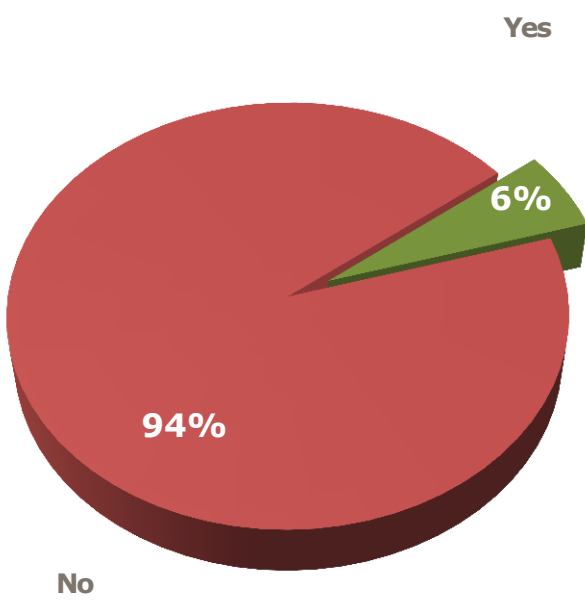


Lack of maintenance & lack of feedback main reasons for dissatisfaction

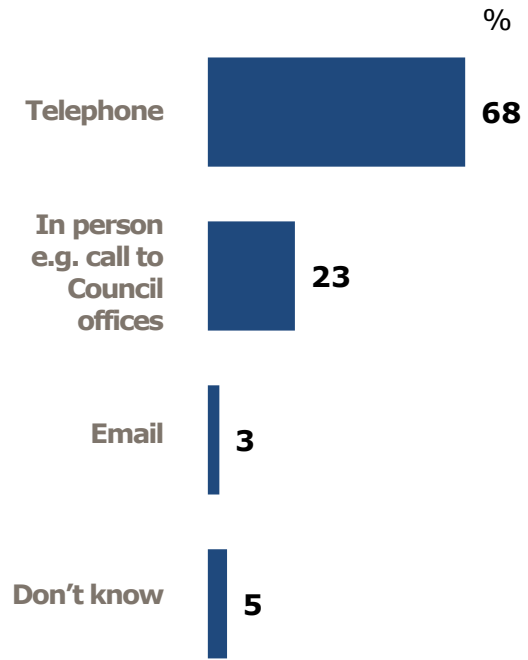
Complaints made to the Council - Apartment block communal areas (e.g. lifts/corridors/roof/pipes/drains)

Base: All who live in estate managed by council – 630

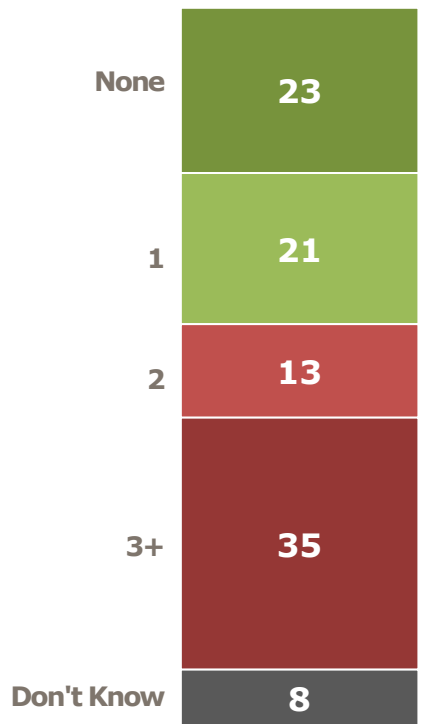
Ever complained to Council about apartment communal areas
(Base: All who live in estate managed by Council – 630)



Method mainly used to contact the Council regarding complaint
(Base: All who made apartment block complaints – 37)

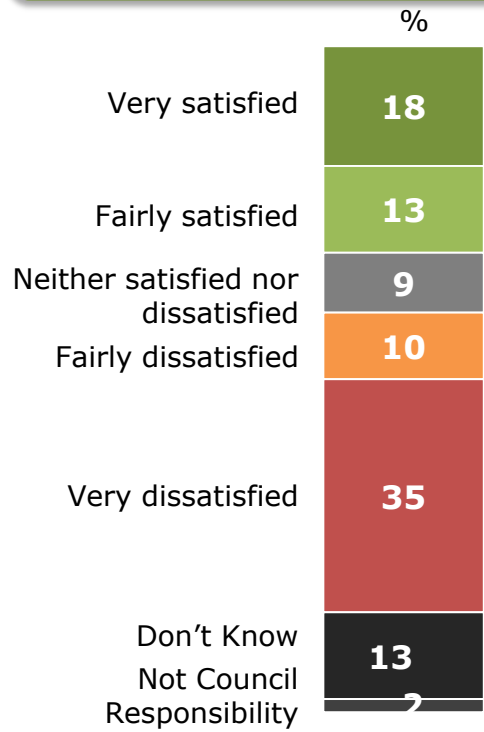


No. of such complaints past 12 months



Average no. of complaints = 3

Satisfaction with Councils handling of last complaint



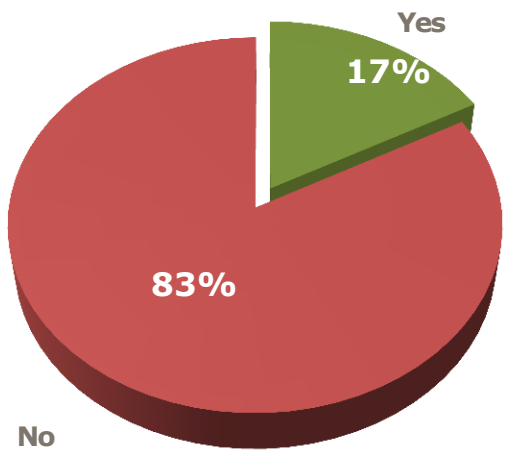
Lack of feedback main reason for dissatisfaction

Awareness of your Council publishing or making available information on actions it has taken

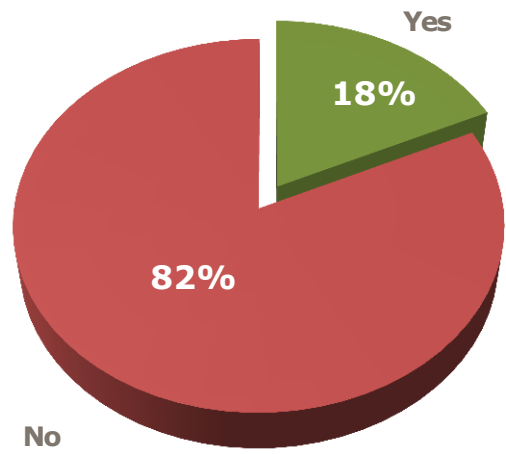
Base: All who live in estate managed by Council – 630

Do you know how the Council actually performs regarding...

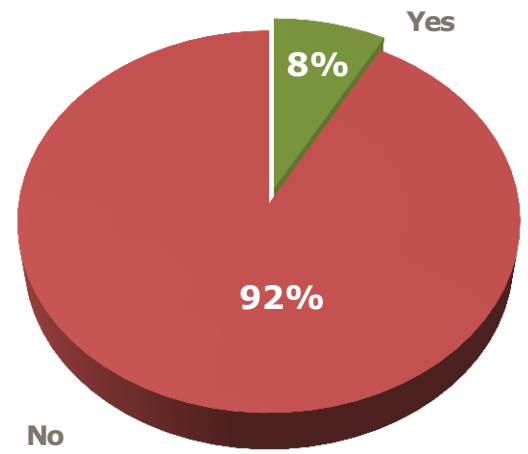
Anti-social behaviour on the estate



Maintenance (e.g. roads, footpaths, boundary walls and open spaces) within the estate



Apartment blocks (e.g. lifts, corridors, roof, pipes, drains)

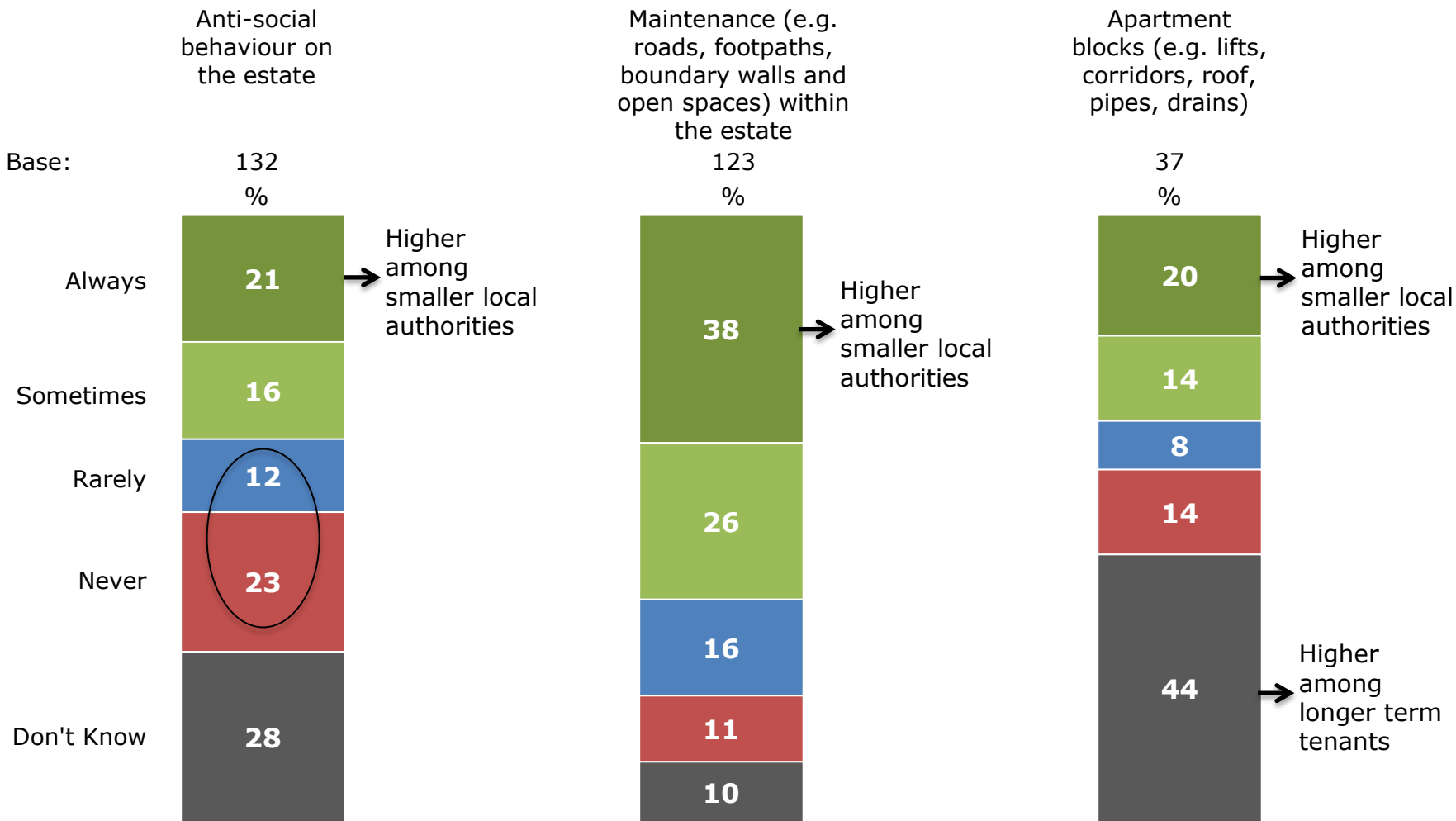


Higher among newer tenants (<5 years)

Extent that the Council responds in a timely manner to estate problems referred to them

Base: All who live in estate managed by Council – 630

Council responds in a timely manner to ...



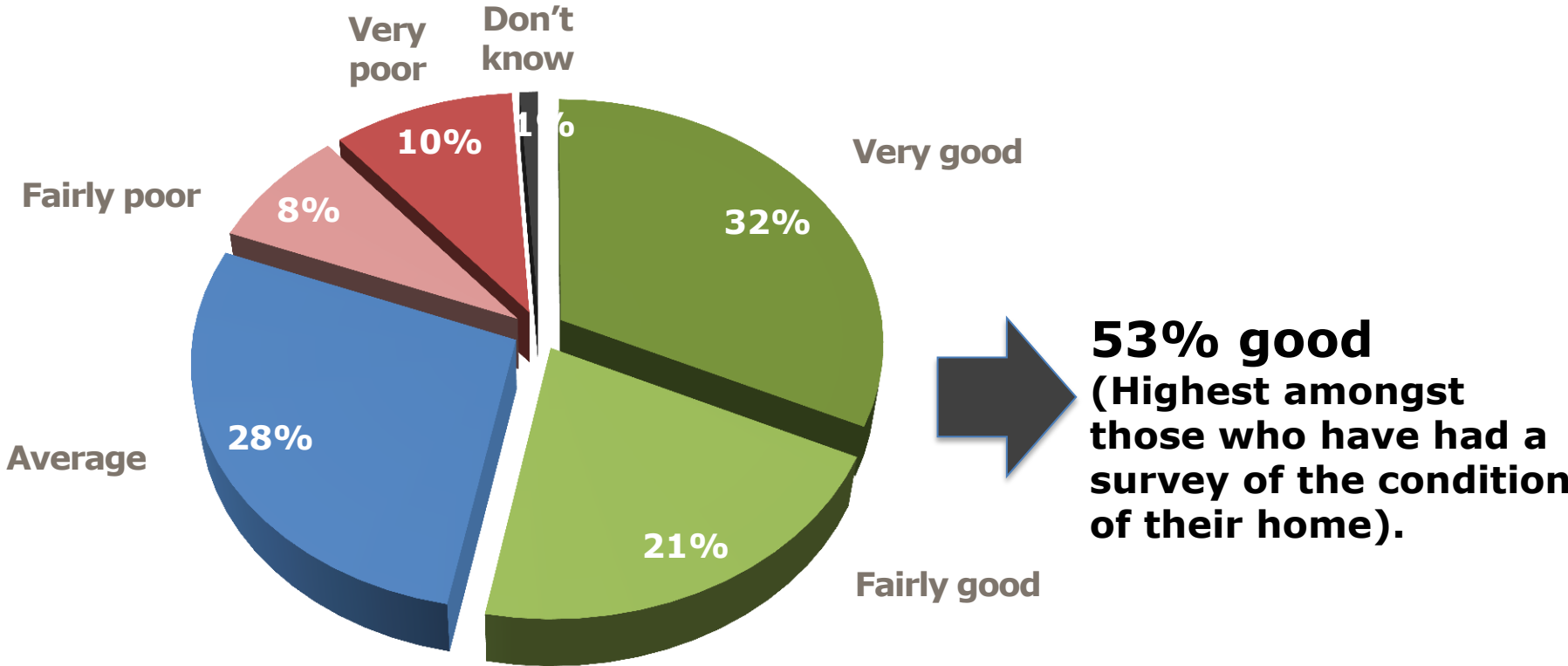
Local Authorities (especially those in smaller authorities areas) are more likely to respond in a timely manner to maintenance issues vs anti-social or apartment block issues. There is however a large proportion of tenants who don't know how quickly their Council responds. Note: acceptable response times to these issues differ.

Council Estate Overall Satisfaction



Overall rating of how well the Council looks after the estate

Base: All who live in estate managed by Council – 630



Half of Council estate tenants rate how well the Council looks after their estate as good. A high proportion (3 in 10) however rate the Council as average.

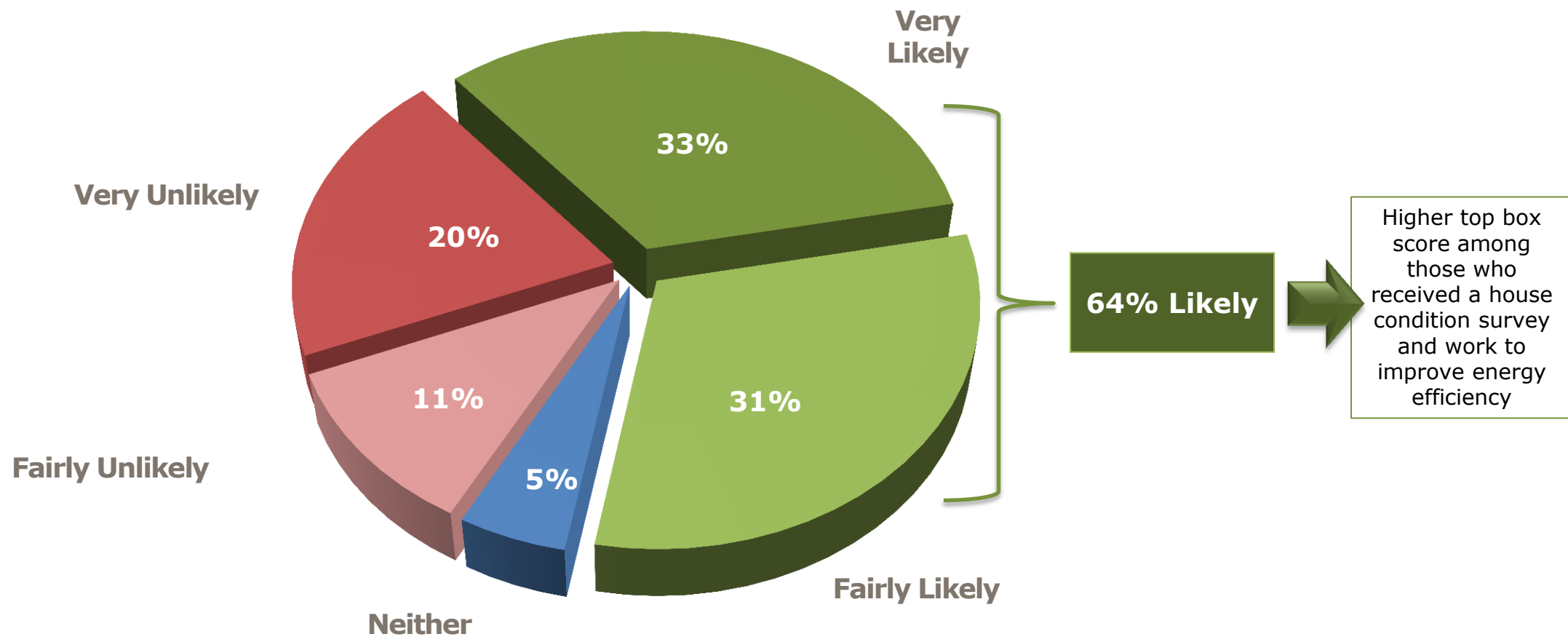
Suggested actions to improve satisfaction rating

Base: All who live in estate managed by Council – 630

	Total	Local Authority Summary		Length living in current Council home				1st home with current Local Authority		Age of home			Pay maintenance fee		Work to improve energy efficiency	
		Larger	Smaller	<5 years	6-10 years	11-20 years	>20 years	Yes	No	Less than 10 years	10-30 years	More than 30 years	Yes	No	Yes	No
Unweighted	630	507	123	155	160	160	155	489	141	100	247	274	129	449	417	213
	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%	%
More Estate Management/Maintenance (Cut Grass, Litter Pick Up Etc.)	34	35	32	33	29	35	40	35	33	24	35	38	43	31	38	28
Regular Home Improvements/Modernization	26	29	17	21	27	30	27	26	25	20	25	29	37	23	23	31
More Communication With Residents	19	19	17	20	23	18	13	17	25	28	19	14	24	18	15	25
Sort Out Anti-Social Behaviour	14	14	14	14	16	13	11	13	15	14	13	15	18	13	14	13
Fix Roads/Footpaths/Potholes/Speed Bumps	11	13	7	10	12	10	14	11	13	9	9	15	15	11	13	9
Quicker To Respond To Enquiries/Problems	10	11	6	14	9	10	6	9	12	12	9	9	11	9	8	13
Facilities For Children (Playground Etc.)	9	9	7	10	13	6	6	9	9	11	10	7	2	10	10	6
House Inspections/Investigations	5	5	6	4	9	4	3	6	3	11	4	3	4	5	4	7
Be More Accessible Over Phone	4	4	2	2	3	4	5	3	4	1	3	5	10	2	3	5
Other	2	2	1	3	1	2	2	2	2	2	1	3	2	2	2	2
DK/None	5	4	7	6	3	5	4	5	2	8	4	4	3	5	4	5

How likely to praise the Council's housing and maintenance services to friends or family

Base: All who live in estate managed by Council – 630

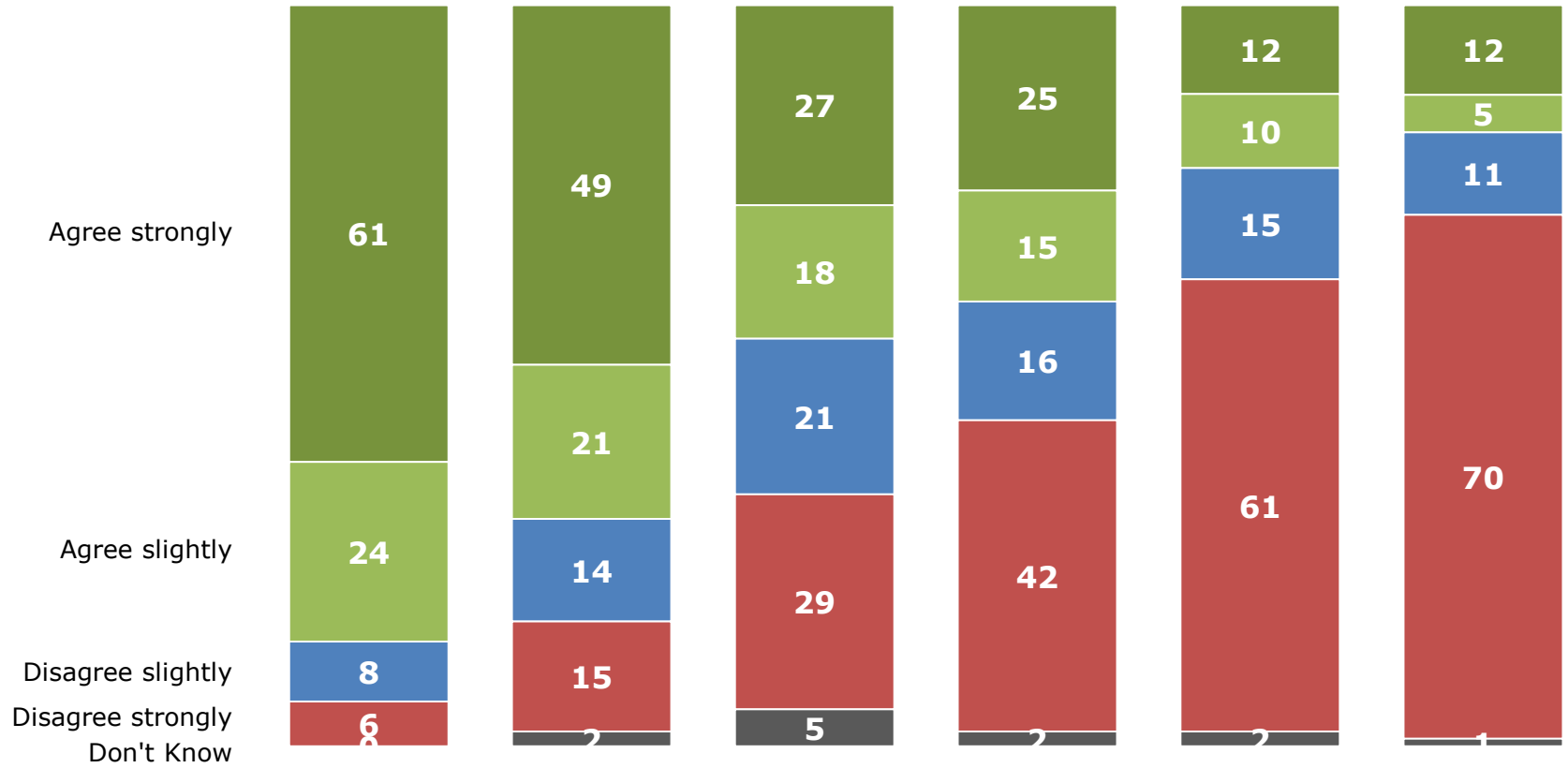


2 in 3 tenants of Council estates claim to be likely to praise the Council's housing and maintenance services to friends and family. Little variation in overall likelihood across demographics.

Extent to which tenants agree or disagree with estate descriptions

Base: All who live in estate managed by Council – 630

My estate is a pleasant place to live	My estate is well built and settled and does not require much involvement by the Council	The only problem with my estate is that the Council does not maintain the dwellings, roads, paths and open spaces properly	My estate is problematic and this is mainly due to the behaviour of a small number of tenants	In general the tenants in my estate have no respect for their homes and for the other people living here	I have applied for a transfer and/or would prefer to live in any other estate in the area
%	%	%	%	%	%



ANY Agree	85	69	45	40	22	17
ANY Disagree	14	29	50	58	76	81
Mean	3.41	3.05	2.45	2.23	1.71	1.59

Extent to which tenants agree with estate descriptions

Base: All who live in estate managed by Council – 630

	Total	Local Authority Summary		Length living in current Council home				1st home with current Local Authority		Age of home		
		Larger	Smaller	<5 years	6-10 years	11-20 years	>20 years	Yes	No	Less than 10 years	10-30 years	More than 30 years
Unweighted Total	630	507	123	155	160	160	155	489	141	100	247	274
	%	%	%	%	%	%	%	%	%	%	%	%
My estate is a pleasant place to live	85	84	91	81	83	88	89	85	86	79	88	86
My estate is well built and settled and does not require much involvement by the Council	69	69	70	70	66	70	71	71	64	67	73	67
The only problem with my estate is that the Council does not maintain the dwellings, roads, paths and open spaces properly	45	48	38	50	40	49	42	45	45	39	48	46
My estate is problematic and this is mainly due to the behaviour of a small number of tenants	40	39	41	36	47	38	38	40	37	39	41	38
In general the tenants in my estate have no respect for their homes and for the other people living here	22	22	20	19	27	21	19	22	19	14	25	21
I have applied for a transfer and/or would prefer to live in any other estate in the area	17	17	17	18	23	20	7	17	19	16	20	14

Extent to which tenants agree with estate descriptions

Base: All who live in estate managed by Council – 630

	Total	Pay maintenance fee		Council survey house condition		Work to improve energy efficiency	
		Yes	No	Yes	No	Yes	No
Unweighted Total	630	129	449	187	443	417	213
	%	%	%	%	%	%	%
My estate is a pleasant place to live	85	80	87	87	85	86	84
My estate is well built and settled and does not require much involvement by the Council	69	62	71	70	69	71	65
The only problem with my estate is that the Council does not maintain the dwellings, roads, paths and open spaces properly	45	52	44	38	48	46	45
My estate is problematic and this is mainly due to the behaviour of a small number of tenants	40	40	40	35	42	41	38
In general the tenants in my estate have no respect for their homes and for the other people living here	22	19	23	20	22	21	23
I have applied for a transfer and/or would prefer to live in any other estate in the area	17	21	17	13	19	15	22

Summary of Findings



Key Highlights

- Half of tenants (48%) believe that the Council's service has improved over the past 5 years.
- 4 in 5 are satisfied with the structural condition of their home and satisfaction with how well the Council maintains the structure of the property and services within is also high.
- Almost half of tenants (46%) have contacted their local authority regarding emergency repair work, with leaks being the most common reason (42%), followed by electrical/dangerous wiring (26%).
- Awareness of the Council setting targets on response times for dealing with various types of repair requests is low, with just 1 in 5 tenants being aware.
- Not all tenants are aware of which repairs are the Council's responsibility (38% are not aware).
- Ease of contacting local authorities regarding repairs is quite positive, as 7 in 10 tenants rate the process as easy.
- 3 in 5 tenants rate the quality of non emergency repair work as good.
- However the vast majority are not asked for feedback on the repair. In addition, less than one third claimed the repairs are always/sometimes inspected.
- More estate management/maintenance (e.g. grass, litter, etc) and regular home improvement modernisation were the main spontaneous improvements requested by tenants.
- Just 1 in 5 tenants living in a Council estate have complained about anti-social behaviour – with lack of feedback from the Council and not knowing how their complaint was being handled being the main reason for dissatisfaction with the outcome.
- Overall 2 in 3 tenants living in an estate managed by a Council, would praise their Council's housing and maintenance services.

Summary of Findings

Satisfaction

- **Tenant satisfaction with their neighbourhood is high** (87% satisfied). Longer term tenants and those not living in Council run estates displayed a higher level of satisfaction. Only 17% of those living in a managed estate have applied for a transfer/would like to live elsewhere.
- Overall rating of the Council's service (managing their housing) is also quite positive, with **half of tenants reporting that the Council's service has improved in the past 5 years**. This positivity centres on; issues being dealt with straight away, insulation of new windows/house modernisation and regular home maintenance. Reflective of this, longer term tenants and those who have had energy efficiency improvements and the condition of their home surveyed are also more likely to rate the Council's service as having improved.
- **Satisfaction with the structural condition of the property is also high**, with 4 in 5 satisfied. Satisfaction with the structural condition is higher among those living in newer homes (<10 yrs), and those in smaller local authorities.
- Satisfaction with **how well the Council maintains the structure of the property and services is also high** at 3 in 5, with a further 1 in 5 believing that it is adequate. As per satisfaction with the structural condition of the property, those living in newer homes and those who have had the condition of their home surveyed are most satisfied.
 - However only 28% of residents have had a Home Condition Survey.

Note that 71% have read their Council's Tenants Handbook (to any degree).

Summary of Findings

Emergency repairs

- Almost **half of tenants have contacted their local authority regarding emergency repairs**, with those living in older homes (30+ year old homes) and those paying maintenance fees being the most likely.
- **Leaks were the most common reason for needing emergency repair work (42%), followed by electrical/dangerous wiring (26%).**
 - 2 in 5 emergency faults were fixed within 24 hours. In total almost half are fixed within 48 hours.
 - Over one third took longer than 72 hours.
- **Awareness of the Council setting targets on response times for dealing with various types of repair requests is low**, with just 1 in 5 tenants being aware, mainly driven by newer tenants. Among those who are aware of the Council's target response time, almost 3 in 5 claim to know how the Council performs (this equates to 1 in 5 of all tenants).

Summary of Findings

Non-emergency repairs

- **Not all tenants are aware of which repairs are the Council's responsibility** (38% are not aware).
- Over **half of tenants claim to always contact the Council when they need non-emergency repair work conducted**. 1 in 7 have never needed to (mainly those living in new homes).
- The average number of requests being made to the Council in the past 12 months is two per tenant, with the majority of requests (88%) being made over the phone.
- **Ease of contacting local authorities regarding repair is quite positive**, as 7 in 10 tenants rate the process as easy – mainly driven by those living in smaller local authorities and in estates managed by the Council. **Almost half however claim that they always/sometimes have to make more than one contact to the Council per request**, with the average number of contacts being two.
- **2 in 5 tenants believe that the Council always responds to non-emergency repair requests within the target time** or in a reasonably quick timescale. Slower response rates however are noted in smaller local authorities, with 21% saying rarely.
- On rating the quality of non-emergency repairs, **3 in 5 tenants rate the work as good, while 1 in 4 rate the quality of the work as average**.
- However the **vast majority are not asked for feedback on the repair**. In addition, **less than one third claimed the repairs are always/sometimes inspected**.

Summary of Findings

Council Estate Management

- **Overall satisfaction with how well the Council looks after the estates which it manages is relatively positive** (53% good) and 28% average. Overall good ratings are relatively stable across larger and smaller local authority areas, however those living in smaller areas are more likely to give a very good rating.
- More **estate management/maintenance (e.g. grass, litter, etc) and regular home improvement modernisation were the main spontaneous improvements requested by tenants.**
- Just **one quarter of tenants living in an estate managed by the Council recall receiving a copy of the estate management policy** and just half of these claim to be in any way familiar with the document – mainly newer tenants. 3 in 4 of the tenants receiving the policy document, believe that the Council complies with the policy.
- Some 15% of tenants claim that at least 10% of the properties in their estate have been vacant for more than one month – higher in smaller local authorities.
- **Attendance at estate meetings is low with just 1 in 10 tenants reporting that their Council holds regular meetings** and only 2 in 5 who are aware of these meetings claim to attend.
- Positively **3 in 5 tenants living in Council run estates rate anti-social behaviour as being low.** Lower levels of anti-social behaviour were reported in smaller local authorities and among newer tenants. One third of tenants also believe that the level of anti-social behaviour in their estate has decreased over the past 2 years.

Summary of Findings

Council Estate Complaint Handling

- **1 in 5 tenants living in a Council estate have complained about anti-social behaviour**, a similar number have complained about maintenance issues, while 6% have complained about apartment block communal areas.
- Amongst the small proportion who have made these various kinds of complaints, **dissatisfaction with the Council's handling of the complaint is relatively high**; circa one third are very dissatisfied, **mainly due to a lack of feedback from the Council** and not knowing how their complaint was being handled.
- **Awareness of the Council publishing its actions in relation to these areas is low** – less than 1 in 5 for anti-social behaviour and maintenance and less than 1 in 10 for apartment blocks.
- **Overall 2 in 3 tenants living in an estate managed by a Council, would praise their Council's housing and maintenance services** to friends or family.