

Tenant Satisfaction Survey 2016

Final Report

EAST LOTHIAN HOUSING ASSOCIATION

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TABLE A - SUMMARY OF KEY SATISFACTION RESULTS FROM TENANT SATISFACTION SURVEY 2016

<u>Service</u>	<u>% tenants very or fairly satisfied 2016</u> ¹	<u>% tenants very or fairly satisfied 2013</u> ²	<u>Change 2013-2016</u>	<u>RSL average (ARC 2014-2015)</u> ³
Overall satisfaction with ELHA service	88%	83%	↑	88%
Rent is value for money	70%	68% ⁴	↑	75%
Gas servicing arrangement	95%	93%	↑	-
Repairs service – last 12 months repair	88%	85%	↑	91%
Repair contractor showed ID	76%	70%	↑	-
Contractor kept to appt.	88%	89%	↓	-
Quality of home	89%	87%	↑	86%
Quality of home on moving in	93%	78%	↑	91%
Management of neighbourhood by ELHA	92%	85%	↑	86%
Major problem with dog fouling ⁵	14%	19%	↑	-
Major problem with parking	8%	11%	↑	-
Major problem with rubbish & litter	6%	8%	↑	-
Experienced problem neighbours	12%	18%	↑	-
Friendly and approachable staff	96%	91%	↑	-
Being able to quickly get in touch with the relevant person or department	93%	84%	↑	-
The help and/or advice given by staff	89%	77%	↑	-
Being kept informed about services	89%	87%	↑	90%

¹ Source 2016 tenant satisfaction survey

² Source 2013 tenant satisfaction survey, apart from 'rent is value for money'

³ Source 2014-2015 RSL ARC submissions to Scottish Housing Regulator

⁴ Source-annual rent increase consultation

⁵ Dog fouling, parking, and rubbish/litter are the 'top 3' neighbourhood problems. Green up arrow signals improvement in these 3 cases

<u>Service</u>	<u>% tenants very or fairly satisfied 2016¹</u>	<u>% tenants very or fairly satisfied 2013²</u>	<u>Change 2013-2016</u>	<u>RSL average (ARC 2014-2015)³</u>
Enabling tenants to participate in decision making	74%	66%		81%
How well tenants are kept informed following contact	61%	65%		-
ELHA listens and takes action	66%	65%		-
Satisfaction with outcome of most recent contact	58%	54%		-
Providing the service tenants expect from their landlord	91%	85%		-
ELHA has a good reputation in local area	86%	81%		-

EXECUTIVE SUMMARY

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of East Lothian Housing Association (ELHA) during March 2016. A total of 650 tenants were surveyed, representing 54% of all available tenants. Tenants were interviewed in their homes by means of a face to face administered questionnaire.

On balance, 88% of tenants are very or fairly satisfied with the service provided by ELHA. This result represents a 5% point increase on the figure recorded in 2013, and brings ELHA into line with the Scottish RSL average for this measure.

Tenants three main priorities for ELHA are to focus on: (1) repairs, with 69% of tenants choosing this service as 1 of their top 3 priorities); (2) the overall quality of the home (58%); and (3) providing value for money rents (51%).

The positive survey findings are as follows (in order of satisfaction):

- 96% of tenants agree that ELHA has friendly and approachable staff
- 95% are satisfied with gas servicing arrangements
- 93% agree that they are able to contact the right member of ELHA staff when they need to
- 93% are satisfied with the re-let standard of their home
- 92% are satisfied with how ELHA manages their neighbourhood
- 91% agree that ELHA provides the sort of service they expect from their landlord
- 89% find ELHA staff provide good information and advice
- 89% say that ELHA is very/fairly good at providing information on services/decisions
- 89% are satisfied with the quality of their home
- 88% are satisfied with the repair service in the last year
- 86% agree that ELHA has a good reputation locally
- 70% of tenants believe that rent represents good value for money.

Areas for improvement are focused on the following:

- Although 88% of tenants are satisfied with their last repair, elements of the service such as the repair being done right first time (11% dissatisfaction) and speed of completion (10%) are highlighted as two areas where tenants can be dissatisfied. It is also worthy of note that when tenants were asked how ELHA's service could be improved, 8% of the comments made were concerned with the repair service
- A minority of tenants pointed to a need for ELHA to improve its responsiveness and become more customer focused, e.g. to listen more and communicate better, including within the repair service. 25% of tenants who were dissatisfied with ELHA's service overall cited responsiveness/customer service as their reason for dissatisfaction. In addition, 29% of tenants who had contacted ELHA to discuss a matter other than repairs/pay rent were dissatisfied with being kept up to date/informed about their enquiry (note, this figure is based on a sample of 129 tenants)

- One in four tenants (24%) were also dissatisfied with the outcome of their last contact with ELHA (note again, this is 24% of non-repairs/rent contact and will cover issues such as rent arrears, transfer/exchange which may not lend themselves easily to satisfactory outcomes). However, considering the previous point, there may be room for improvement in the way that ELHA communicates the outcomes to tenants of decisions that are made
- More than one in ten (11%) of tenants are dissatisfied with ELHA's performance on listening and acting. This could be an additional area for improvement, although it is probably linked to the possible improvements already highlighted around responsiveness, communication and enquiry outcomes. The main reason for tenants to say they have been dissatisfied with the theme of listening and acting is '*ELHA does not always act on requests*'
- Although nearly three quarters of tenants (74%) were satisfied with the opportunities they had to participate in ELHA's decision making, almost 25% answered 'neither satisfied nor dissatisfied' on this item which we would interpret as a signal that tenants may not always be aware of what opportunities exist for them to participate in decision making. There may be scope therefore to make more tenants aware of the various ways by which they can participate in decision making activities
- Tenant satisfaction with value for money at 70% is an improvement on the feedback obtained during the most recent rent consultation but lags behind the RSL average (75%). This may be connected with perceived higher levels of rent when compared with other local landlords such as the Council, but may also be associated with property type/condition e.g. tenants living in 4-in-a block and houses are somewhat more likely than other property formats to rate rent value as poor
- Across all housing areas, dog fouling, rubbish/litter, and car parking are noted as neighbourhood problems. As these issues featured in the last survey (2013), there may be more that needs to be done to attend to these problems, although it is recognised that in many schemes, these items will be the responsibility of partners such as the local authority
- On average, 12% of ELHA tenants have indicated experience of a neighbour problem in the last 12 months. However, in Tranent the proportion is 30%. Neighbour related problems are also much more likely to be experienced in flats (21%).

We have set out (pages 41 to 42) a draft action plan that suggests areas that ELHA may wish to tackle based on the survey feedback. Clearly, the information contained in the action plan will need to be contextualised by ELHA to provide a set of priorities and actions for the improvement proposals.

INTRODUCTION

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of East Lothian Housing Association (ELHA) using a face to face questionnaire. The survey was administered to a sample of ELHA tenants during March 2016.

By the end of the survey period, a total of 650 ELHA tenants had been surveyed comprising 54% of all tenants.

Survey Responses - Demographics

A profile of the demographic characteristics of the survey responses is presented below, beginning with the location of the interview (table B). Table B illustrates where interviews took place (sample%) and the proportion of all interviews that were carried out in this town/village. For example, across 650 interviews in total, 9.5% were carried out in Dunbar, 16.8% in Musselburgh etc. Comparison with the ELHA population confirms there is a close match between the survey sample and the entirety of ELHA stock e.g. 11.5% of surveys took place in Haddington, whilst this town accounts for 11.9% of all stock.

Table B – Survey sample by location (base 650)

<u>Town/village</u>	<u>Sample %</u>	<u>Town/village</u>	<u>Sample %</u>
Athelstaneford	1.4%	Cockenzie	1.4%
Cockenzie	1.4%	Musselburgh	16.8%
Dirleton	0.9%	North Berwick	0.2%
Dunbar	9.5%	Ormiston	2.5%
East Linton	1.8%	Pencaitland	1.5%
East Saltoun	1.2%	Port Seton	0.8%
Elphinstone	0.5%	Prestonpans	13.2%
Gifford	2.2%	Stenton	1.4%
Gullane	0.9%	Tranent	19.2%
Haddington	11.5%	Wallyford	9.1%
Innerwick	0.5%	West Barns	0.6%
Athelstaneford	1.4%	Whitecraig	2.9%

Property comparisons

Table C sets out the property types surveyed e.g. 57% of the 650 surveys were with tenants living in house style properties. Once again, analysis shows a close match between the survey data and population data by dwelling type, e.g. 55% of all ELHA units are houses and 23% are tenements.

Table C – Survey sample by dwelling type (650)

<u>Property type</u>	<u>Sample %</u>	<u>Property type</u>	<u>Property type</u>
House	57%	Other flats	17%
Tenement	23%	4 in a block	3%

In table D we consider the survey sample broken down by age group of property. Table D shows for example that 27% of all properties surveyed were constructed between 1945 and 1964; a figure which is identical to the population proportion for this age group.

Table D – Survey sample by property age group (base 650)

<u>Build age</u>	<u>Sample %</u>	<u>Build age</u>	<u>Sample %</u>
1919 - 1944	<1%	Post 2002	32%
1945 - 1964	27%	Pre 1919	2%
1965 - 1982	6%	1919 - 1944	0.5%
1982 - 2002	33%		

Still with the theme of property, approx. 37% of the survey sample comprised LSVT stock (38% for all units) whilst 63% was ELHA own build.

Tenant profile

Most of the surveyed tenants (90%) were classified as general needs with a further 9% being amenity tenants and 1% living in sheltered housing.

A breakdown of the age of the survey sample is shown in figure 1 and illustrates that most interviews (61%) took place with tenants aged 30 to 60 years of age.

Figure 1 –Survey sample by age of respondent (base 650)

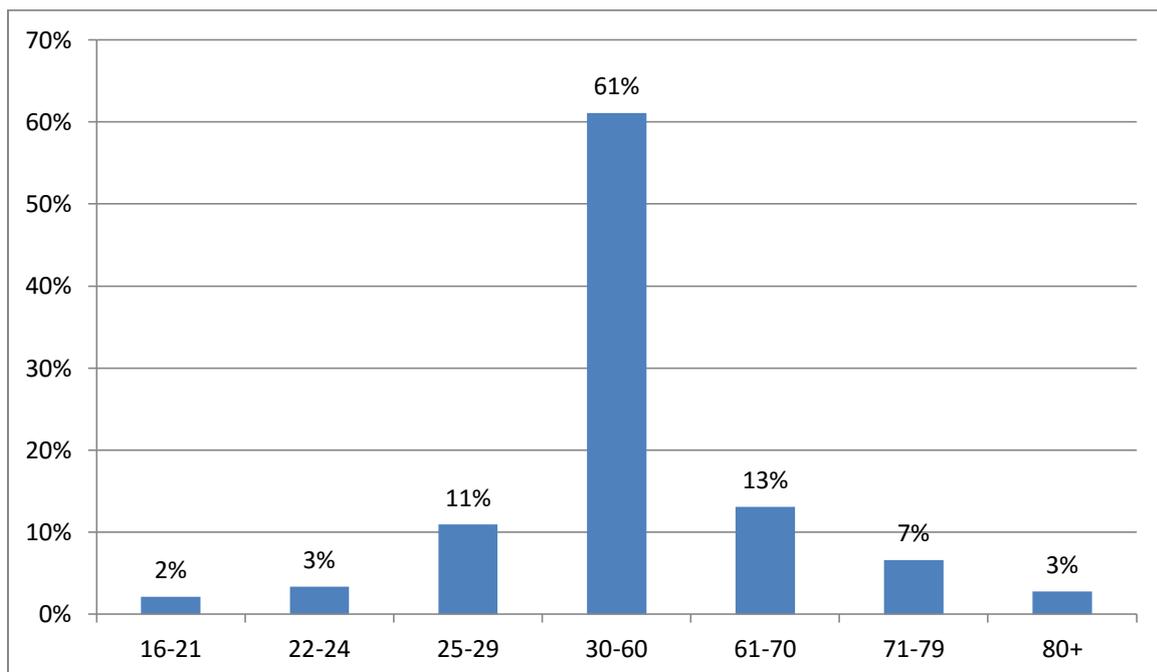
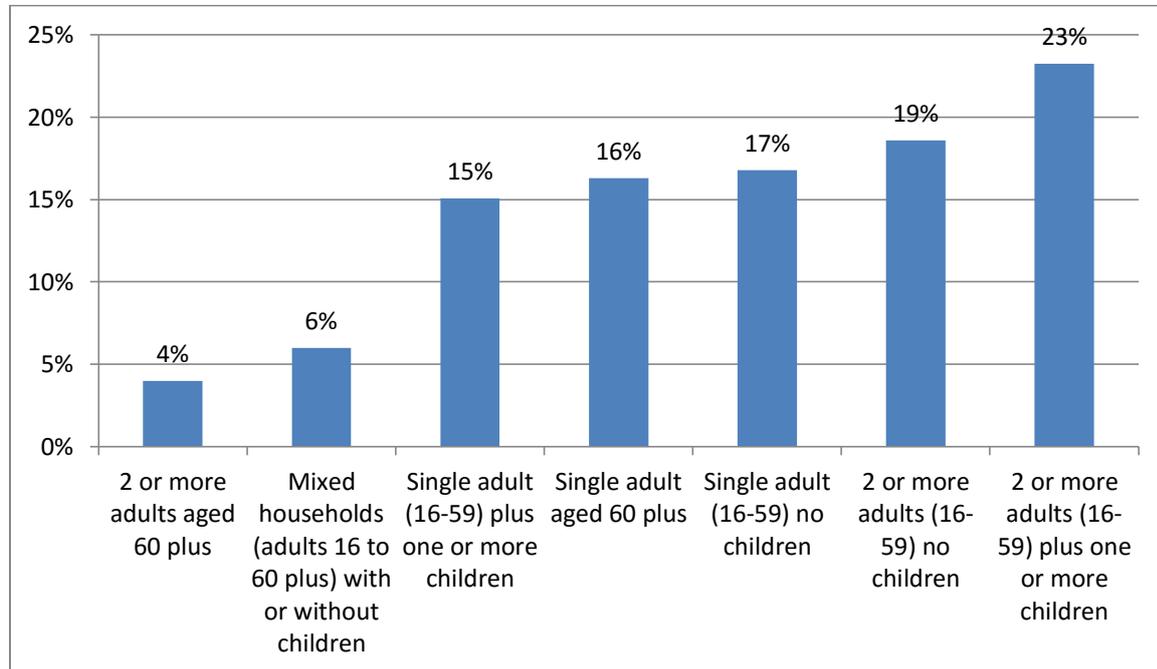


Figure 2 illustrates the break-down of survey responses by household size and composition. This shows that the most frequently occurring ELHA households within the sample are those containing 2 or more adults aged 16-59 who also have one or more children. Single person households account for 32% of all tenants; a further 15% of households are single parents. Households containing children represent 39% of all surveyed households.

Figure 2 –Survey sample by household size and composition (base 650)



Data Accuracy

It is possible to estimate the accuracy of the tenant survey data with reference to a statistic called ‘margin of error’ (MoE). The margin of error is the amount by which the quoted survey statistics could vary from the population statistics if a census (as opposed to a survey) had been carried out. On the basis of a response level of 650 questionnaires, and assuming a tenant population of approx. 1,220, the margin of error for the data quoted in this report is $\pm 2.6\%$, which is well within the $\pm 5\%$ MoE proposed by the Scottish Housing Regulator.

Report Layout

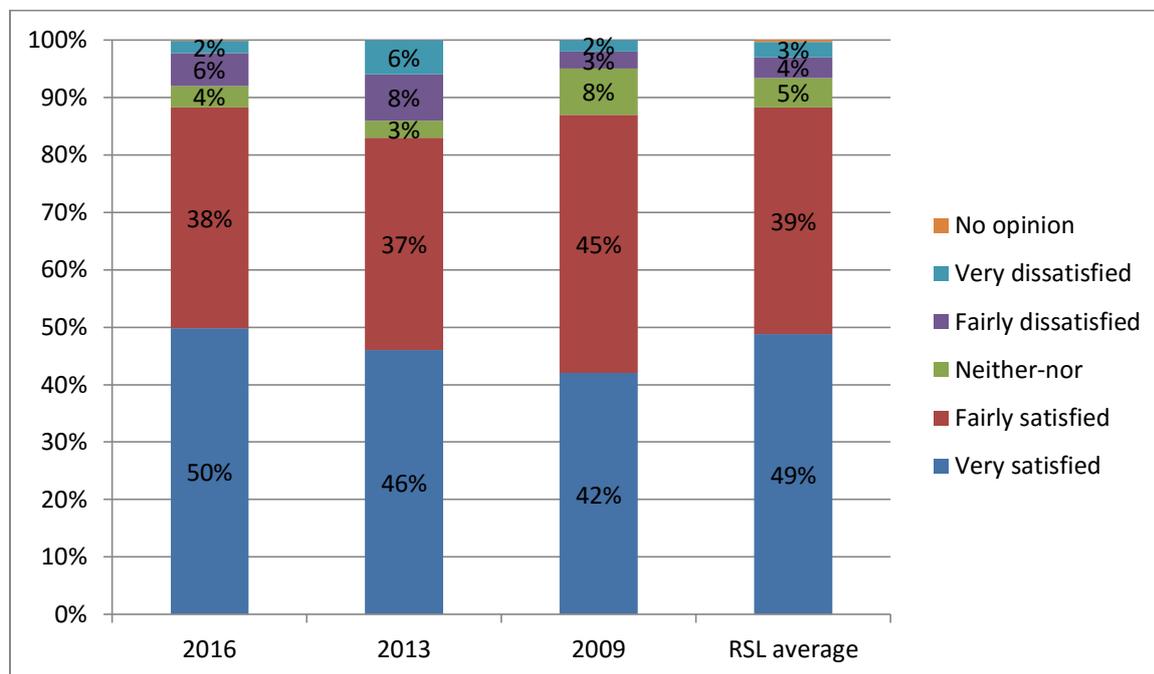
This report sets out the findings of the Tenant Satisfaction Survey following the order in which the survey questions were put to tenants. For each question, data tabulation is provided alongside the relevant commentary. The tenant questionnaire contained a number of follow on ‘comment’ style questions and these have been reported in the form of thematic summaries or detailed appendices, where appropriate.

Throughout the report we have made comparisons with ELHA’s last tenant survey in 2013 (and compared with 2009 where possible), as well as with the 2014-15 ARC averages for RSLs. It should be noted that the ability to compare results for 2009 is restricted by the limited number of cross over questions that were contained in that years’ survey questionnaire.

TENANT SATISFACTION & PRIORITIES

Figure 3 sets out the overall level of tenant satisfaction with the service provided by ELHA in 2016 and shows that 88% of tenants were satisfied, with 50% of these being very satisfied. This overall satisfaction figure represents a 5% point improvement on the result posted in 2013 (83%) and is now equal to the RSL sector average (88%). Eight percent (8%) of tenants were dissatisfied in 2016 which is 6% points fewer than was the case in 2013.⁶

Figure 3 –Satisfaction with the overall service provided by ELHA (base 650)



85% of ELHA tenants aged 16 to 29 are satisfied with the Association’s services overall, whilst the figures for those aged 30 to 60 and 61 plus are 89% and 90% satisfied respectively. This reflects a fairly typical pattern in which younger tenants, partly for reasons of expectations tend to rate social housing services as less satisfactory than older tenants.

In relation to property type, 88% of tenants living in houses are satisfied with ELHA’s service compared with 81% of tenants living in 4 in a block. The figures for those tenants living in 4 in-a-block properties should be treated with caution as they represent the views of only 16 tenants. The overall satisfaction levels for the remaining 2 property types are tenements (86%) and other flats (91%).

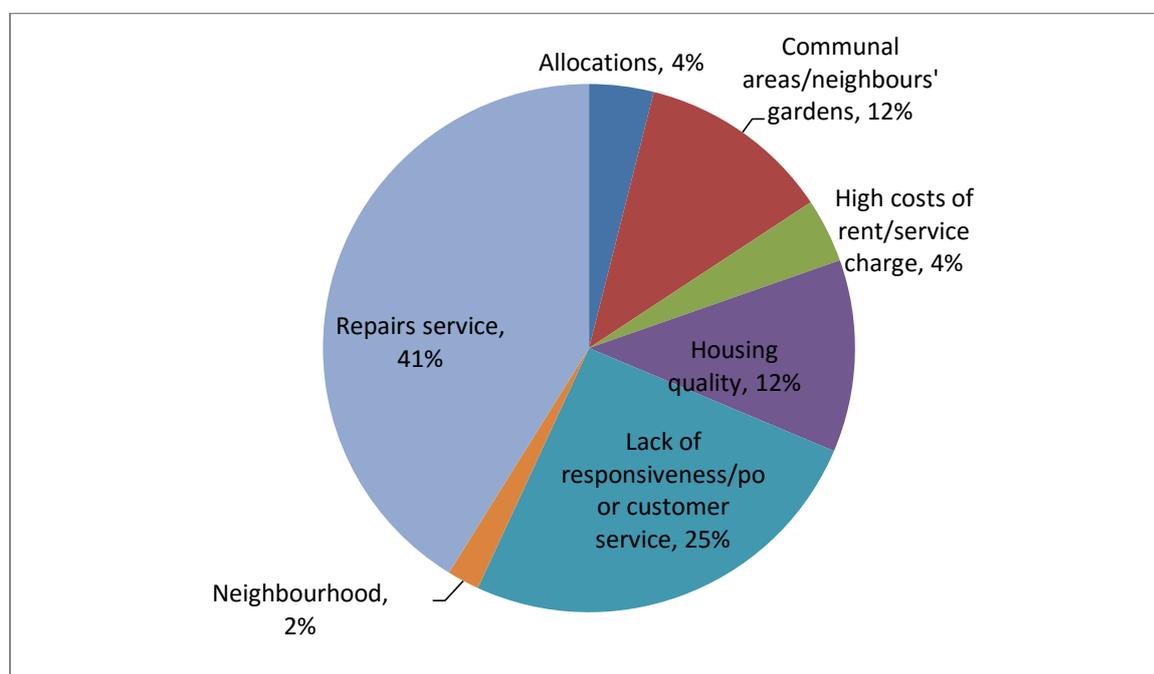
85% of ELHA homes containing children are satisfied with services overall which compares to 91% satisfaction for households that do not contain any children. Houses with children account for four in ten of all ELHA properties. The housing areas have reported overall satisfaction levels that are at or above the average figure of 88% are: Haddington (97% satisfied); Wallyford (95%); and Other towns/villages (90%). Those areas that record below or ‘at average’ satisfaction figures are: Dunbar/West Barns (88%); Tranent (87%); Musselburgh (84%) and Prestonpans (81%).

⁶ The question from the 2009 survey was: “How satisfied are you with the overall quality of services provided by the Association?”

Dissatisfaction

Tenants who were dissatisfied with the overall service provided by ELHA were asked to say why this was the case. The results of this enquiry are summarised in figure 4 and illustrate that problems with repairs (41%) and lack of responsiveness/poor customer (25%) are the 2 main causes of tenant dissatisfaction. A complete listing of all causes of tenant dissatisfaction by location is set out in annex 1.

Figure 4 – Reasons for tenant dissatisfaction with service overall (base 51)



Tenant Priorities for ELHA

Tenants were asked which 3 services ELHA should have as its top priorities and the results of this enquiry are set out in rank order in table 1. Table 1 shows that repairs and maintenance (69%), quality of the home (58%) and neighbourhood maintenance (51%) are tenants' top 3 service priorities for ELHA.

Table 1 – Ranking of ELHA service priorities (base 650)

<u>ELHA priorities</u>	<u>Percentage</u>
a)Repairs and maintenance	69%
b)The overall quality of your home	58%
e)Maintaining your neighbourhood as a good place to live	51%
d)Providing value for money for your rent	37%
f)Keeping tenants informed	26%
g)Listening to tenants' views and acting upon them	20%
h)Dealing with anti-social behaviour	11%
i)Providing advice and support on claiming welfare benefits and paying rent	5%

CONTACTING ELHA

20% of tenants have contacted ELHA in the last 3 years other than to report a repair or pay rent. The reasons given for contacting ELHA comprise: rent arrears (6%); financial advice (6%); transfer/exchange (15%); neighbour dispute (26%); complaint (9%) and other reasons (38%). The other reasons tenants gave for making contact (38%) are shown in table 2 and highlight issues connected with gardens, property condition, parking and rubbish (note that in table 2, 4% comprises 5 tenants).

Table 2 –Other reasons for contacting ELHA (base 129)

<u>Other reasons for contact</u>	<u>Percentage</u>	<u>Other reasons for contact</u>	<u>Percentage</u>
Garden	4%	Finances	1%
Property (internal)	4%	Food bank query	1%
Parking	3%	Gas query	1%
Rubbish	3%	Gritting	1%
Dogs	2%	Medical pass	1%
Neighbour issue	2%	Moving in	1%
Vermin	2%	Other animals	1%
Adaptations	1%	Property (external)	1%
Anti-social young people	1%	Rent	1%
Door entry	1%		

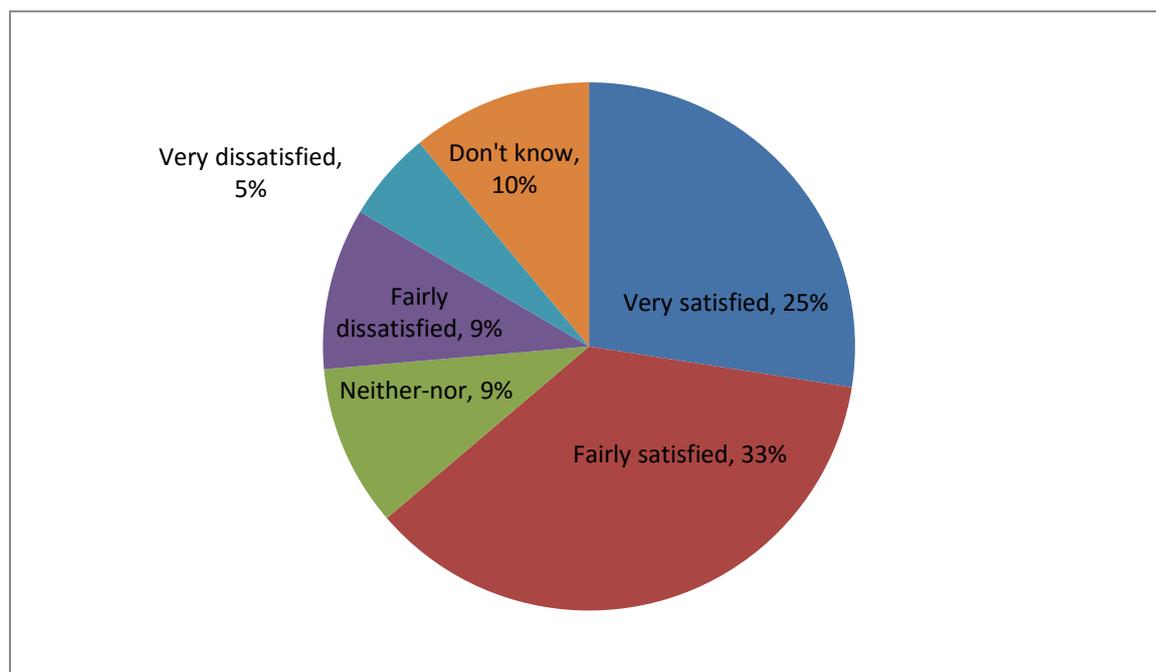
On average, 77% of tenants who have contacted ELHA in the last 3 years (for reasons other than paying rent or reporting a repair) are very or fairly satisfied with their most recent contact (table 3); 16% are dissatisfied with this contact; this figure includes 29% who were dissatisfied with how well they were kept informed (table c, item c). Item 'c' feedback may relate to the reasons given previously for tenant dissatisfaction i.e. problems with housing quality, communal areas and poor customer responsiveness.

Table 3 –Satisfaction with most recent ELHA contact (apart from repairs/rent) (base 129)

<u>Aspect</u>	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied	Don't know
a)How quickly you were able to get in touch with the relevant person or department	65%	28%	1%	1%	5%	-
b)The help and/or advice given by staff	54%	25%	9%	6%	7%	-
c)How well you were kept informed	41%	20%	7%	16%	13%	3%
<u>Average</u>	<u>53%</u>	<u>24%</u>	<u>6%</u>	<u>8%</u>	<u>8%</u>	<u>1%</u>

Figure 5 illustrates tenants' level of satisfaction with the outcome of their most recent contact with ELHA (again, excluding repairs and rent payment contacts). This figure shows that 58% of tenants were satisfied with the outcome of their last contact whilst 24% were dissatisfied.

Figure 5 –Satisfaction with the outcome of tenants’ most recent ELHA contact (base 129)



Amongst those tenants who were dissatisfied with the outcome of their last contact i.e. 24% or 32 households, the main reasons given for this view are set out in table 4. This shows that ‘problems not being resolved’ (37%) is the leading reason for tenants to say they are dissatisfied with the outcome of their most recent ELHA contact.

Table 4 –Dissatisfaction with the outcome of the most recent ELHA contact (base 32)

<u>Reason for dissatisfaction with outcome of contact</u>	<u>Percentage</u>
Issue not resolved	37%
Nothing has been done	13%
Issue not properly dealt with	10%
No outcome yet	10%
No improvement	7%
Not responded	7%
Lack of information	3%
Lack of response	3%
No outcome (repairs still outstanding)	3%
No response	3%
Nothing has been done/no communication	3%

How tenants contact ELHA

All tenants were asked to say which methods they normally used to contact ELHA (including for repairs requests and paying rent). The results of this enquiry show that the main tool used by tenants to contact ELHA is the telephone (95% normally use the telephone to contact ELHA).

Alternative or additional methods used comprise: e-mail (5%); office visits (6%); Live Help (0.5%); elha.com (2%) and other (1%). The 'other' contact methods comprising 1% consisted mainly of contact via a warden or family member/ carer.

Customer Service Charter

40% of all tenants are aware that ELHA has a Customer Service Charter, whilst 60% are not aware (note in 2013, 46% of tenants said they were aware of the Charter). Amongst the tenants who were aware of the Charter in 2016, 76% agreed that ELHA was delivering on its Charter Service Standards, (77% in 2013). Five percent of tenants (5%) disagreed and 19% answered don't know.

Considering only those 5% of tenants who said that they disagreed that Charter standards were being met (13 tenants), 85% of this group would know how to complain to ELHA whilst 15% (2 tenants) would not know how to complain. In 2013, 64% of these tenants said that they would know how to complain to ELHA.

Financial Inclusion Service

13% of tenants have used ELHA's Money Advice Service. Amongst these tenants, 96% were very satisfied or fairly satisfied with the service provided. 1% of tenants (1 tenant) was very dissatisfied with the service stating: *'They didn't help me at the end of the day; they just did the basics'*.

ELHA'S REPUTATION

On average, 91% of all tenants strongly agree or agree with 3 statements relating to ELHA's service and reputation (table 5). 96% of tenants agree that that ELHA has friendly and approachable staff although 5% disagree that ELHA is providing the service they expect (81% however agree with this statement).

Table 5 –Tenant perspectives on ELHA's reputation (base 650)

<u>Aspect of service or reputation</u>	Strongly agree	Agree	Neither -nor	Disagree	Strongly disagree	Don't know
ELHA has friendly and approachable staff	54%	42%	2%	1%	0%	1%
ELHA is providing the service I expect from my landlord	46%	45%	3%	4%	1%	1%
ELHA has a good reputation in my area	44%	42%	5%	4%	1%	4%
<u>Average</u>	<u>48%</u>	<u>43%</u>	<u>3%</u>	<u>3%</u>	<u>1%</u>	<u>2%</u>

Overall, 5% of tenants disagreed with the series of statements shown in table 5. The principal reasons tenants gave for disagreeing with these statements are set out in table 6 and draw attention to the need to be more responsive to tenants in addition to issues created by the repairs service and housing conditions.

Table 6 –Reasons to disagree with ELHA reputational/service statements (base 41)

<u>Reasons to disagree with statements in table 5</u>	<u>Percentage</u>
Be more responsive/listen more/act on things	34%
Better repairs service	22%
Improve house quality	15%
Lower the rents	10%
Better service overall	7%
Communication with housing officer	2%
Do more for tenants	2%
Explain heating better	2%
Offer better value for money	2%
Other	2%

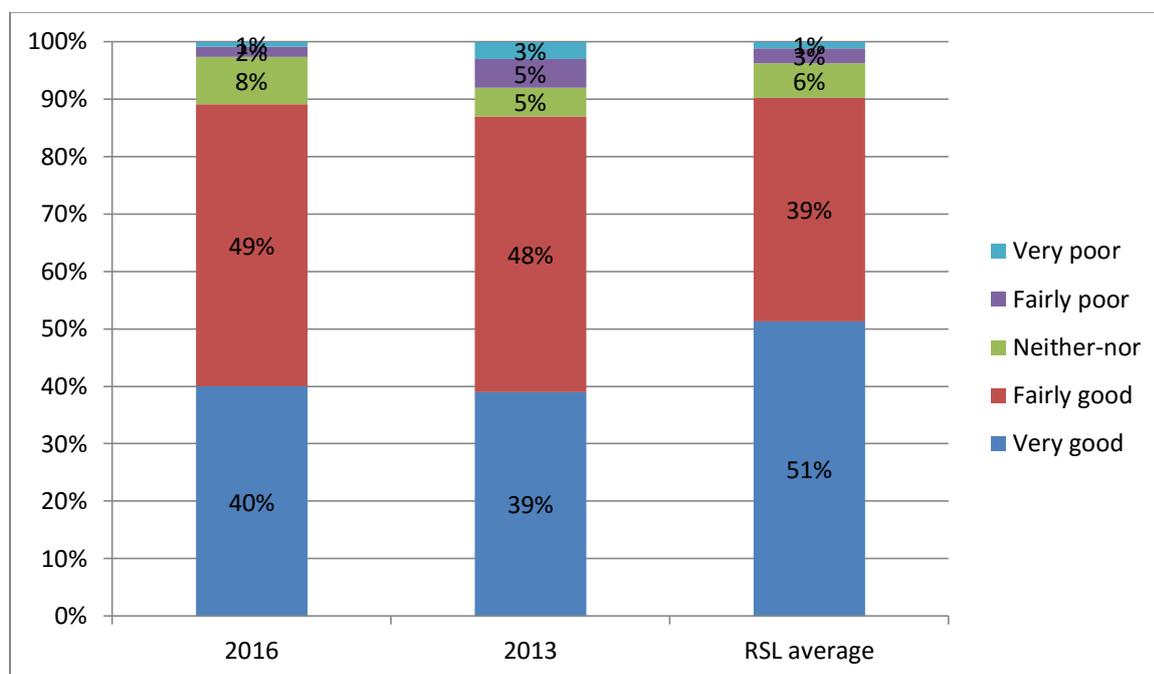
COMMUNICATION & TENANT INVOLVEMENT

Tenants were asked to say how they obtain information on ELHA services if they needed to know this. One third of tenants (35%) said they would use the website; a further 35% said they would get information from the newsletter. 24% of tenants said they would telephone ELHA to enquire about service related information and 15% would read the Tenants Handbook. Less than 10% of tenants would ask at the office or enquire of their warden.

Information provision

On balance, 89% of tenants rate ELHA's capacity to keep them informed as either very good or fairly good. 3% of tenants overall rated ELHA as poor in this area (Figure 6). ELHA's 2016 survey result for this measure is slightly improved on the feedback obtained in 2013 (87% saying 'good') and is also close to the 2014-15 RSL average (90%).

Figure 6 –Tenant satisfaction with being kept informed (base 650)



On average, 66% of tenants are satisfied that ELHA listens to them and takes account of their views. Conversely, 11% of tenants are dissatisfied on this measure (table 7).

Table 7 –Satisfaction with ELHA's capacity to listen and take action (base 650)

Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied	Don't know
28%	38%	17%	6%	5%	7%

In the case of tenants who were fairly or very dissatisfied with ELHA's capacity to listen to their views, or to act upon these, we have set out their reasons for this point of view in table 8. This table shows for example that nearly a quarter (of 66 tenants) feel that ELHA does not always act on

requests made, and that 10% of this group thinks the Association needs to be more responsive and listen more. Some tenant comments on the topic of ‘acting on requests’ are set out below:

- ✓ *‘The fence our neighbour put up gave me concern but EHLA has done nothing. The posts are dangerous to my son’*
- ✓ *‘They have not got rid of the neighbour that I asked about’*
- ✓ *‘There’s been no action taken on the parking problems’.*

Table 8– Reasons for dissatisfaction with ELHA listening and acting (base 66)

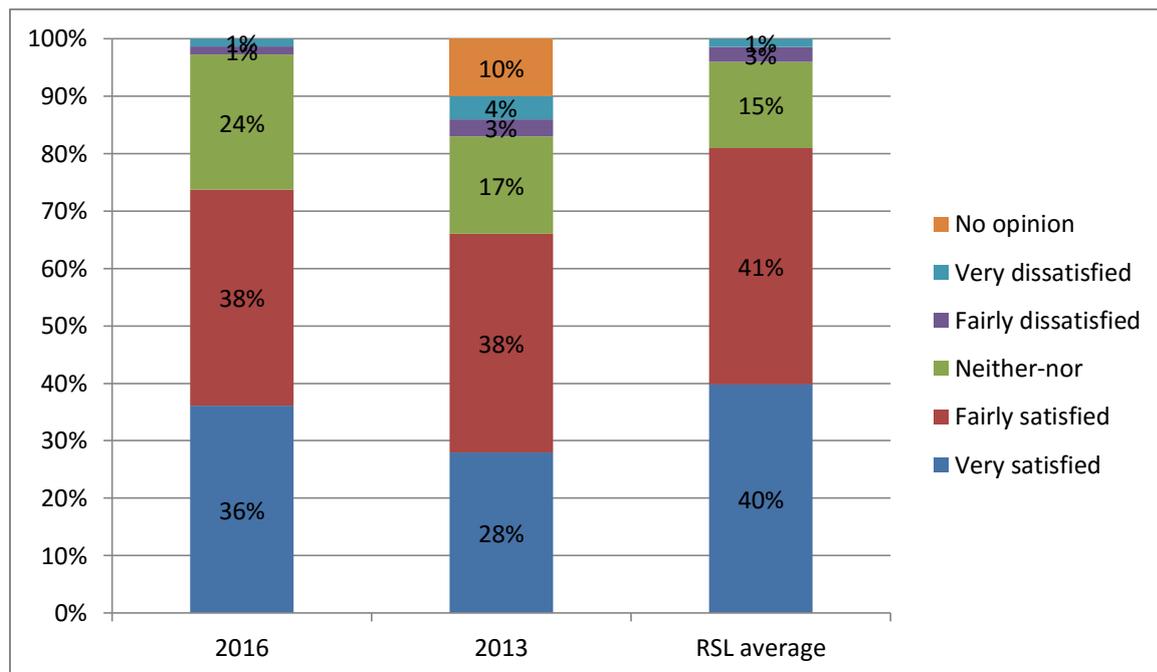
<u>Reason to be dissatisfied</u>	<u>Percentage</u>
Don't always act on requests	23%
Need to listen more/be more responsive	12%
Repairs not been dealt with	12%
Do not do enough to help	10%
Need to listen more	10%
Complaints not heeded	3%
Takes a long time for them to act/provide information	3%
Could help disabled people more	2%
Do not keep promises	2%
Don't always get back to you	2%
Don't always respond to calls	2%
Don't follow up on surveys	2%
Have been difficult to deal with	2%
Haven't dealt with issue	2%
Not doing enough with modernisation	2%
Not enough information to decide	2%
Say one thing and do another	2%
They are not interested	2%
Other	8%

Opportunities to participate

On average, 74% of tenants were satisfied with the opportunities they had for participating in the decision making process of ELHA. 2% of tenants were dissatisfied with these opportunities and 24% responded ‘neither nor’ (figure 7).

As illustrated in figure 7, ELHA’s 2016 level of tenant satisfaction on this measure is much better than the 2013 survey result (66% satisfied) but is slightly below the RSL average of 81%.

Figure 7 –Tenant satisfaction with opportunities to participate (base 650)



For those tenants who were dissatisfied with opportunities to participate, table 9 highlights how these tenants feel they could be more involved. Note that ‘other’ includes comments about having lower rents which would appear to have a limited contribution to make towards encouraging participation.

Table 9 –How could ELHA help tenants to participate (base 13)

<u>Method to encourage participation</u>	<u>Count</u>
Listen to tenants more	5
Give more opportunities to participate	3
Do what they say the will	2
Explain better what's involved	2
Arrange public meetings	1
Visit tenants	1
Other	4

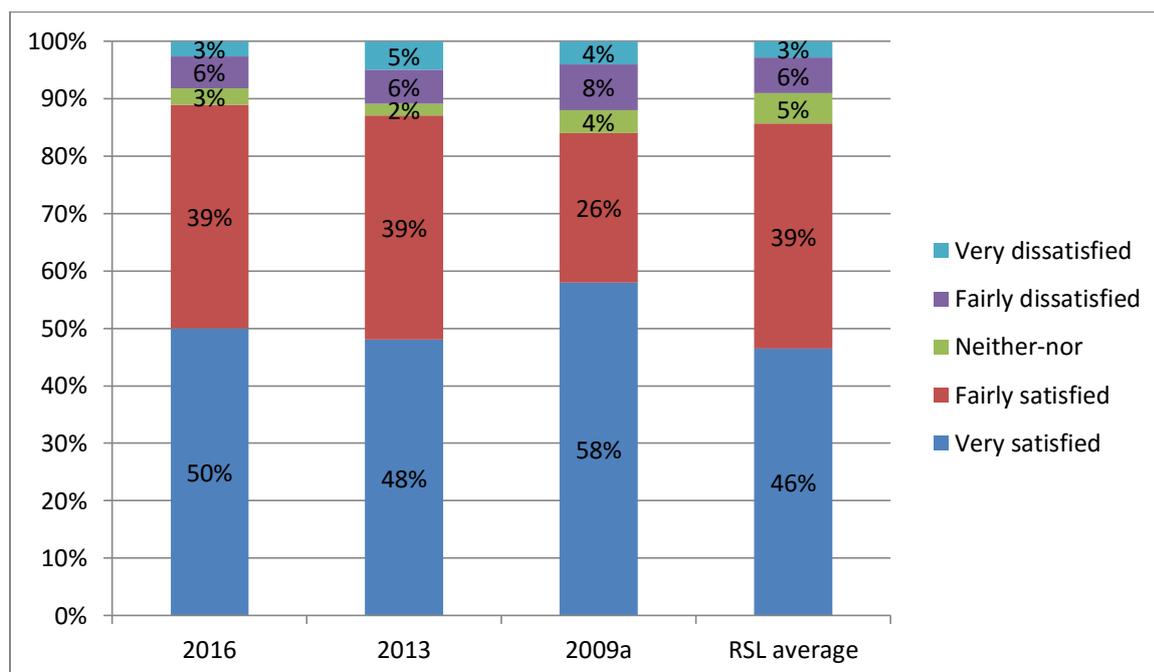
HOUSING SATISFACTION & REPAIRS

Housing Satisfaction

In 2016, 89% of tenants are satisfied with the quality of their home (87% in 2013 and 84% in 2009); 9% are dissatisfied in 2016 (figure 8). Higher levels of housing satisfaction are associated with: own build properties (91% satisfaction); and houses that do not contain children (93% of these household types are satisfied contrasted with 82% of those that contain children).

Considering property type, 89% of tenants living in tenements are satisfied with the quality of their home compared with 81% of tenants living in 4 in a block.

Figure 8 –Tenant satisfaction with housing quality (base 650)⁷



Re-let standards

6% of all ELHA tenants have been living in their property for less than 1 year (excludes mutual exchange tenants). These tenants were asked to comment on the quality of their home when moving in and the results of this enquiry are set out in table 10.

Table 10 shows that 93% of these recently allocated tenants were satisfied with their home on moving in whilst 8% were dissatisfied.

The 8% dissatisfied tenants (3 people) indicated that they were dissatisfied because of the condition of the property. Two of these tenants were Homehunt applications whilst one was a homeless referral.

⁷ Note, there is no directly comparable question from the 2009 survey. The 2009 data presented here is the average of 15 satisfaction questions pertaining to aspects inside the home, e.g. location of windows, size of bedrooms, security etc.

Table 10 –Tenant satisfaction with the quality of their home on moving in (allocations in last year) (base 40)

Year/average	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
2016	63%	30%	-	5%	3%
2013	49%	29%	-	10%	12%
<u>RSL average</u>	<u>64%</u>	<u>26%</u>	<u>4%</u>	<u>3%</u>	<u>3%</u>

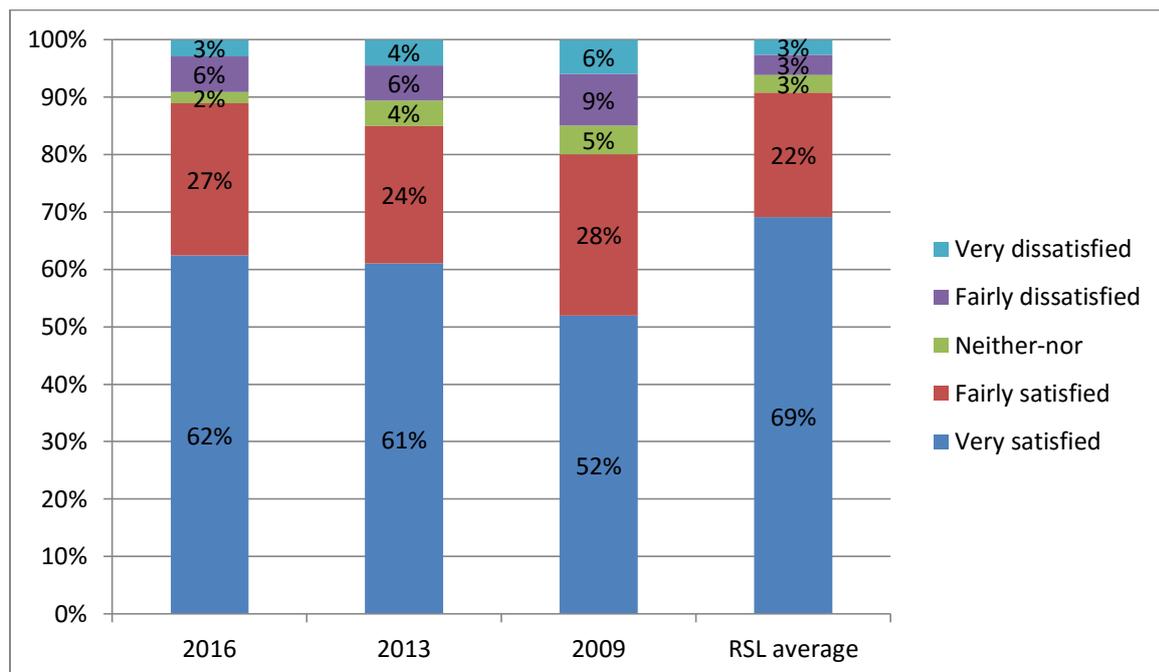
Repairs Service

64% of tenants have had a repair carried out during the last 12 months with 89% of these repairs being standard repairs and 4% being out of hours repairs. 90% of repairs were carried out within the home and 6% were completed out-with the home, or were communal repairs (4% of tenants could not recall).

Tenants overall satisfaction with their last repair (last 12 months only) is shown in figure 9. This illustrates that 89% of tenants are satisfied with their last repair whilst 9% are dissatisfied. The 2016 figure for this service is 4% points improved on the 2013 result (85% satisfied) and is similar to the RSL average (91%).

Figure 9 –Tenant satisfaction with last repair – 12 months only (base 415)

Q - Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by ELHA?



The method by which tenants typically report a repair is by telephoning the repair line (87%). A minority have used the digital service/Live Help to report a repair (5%) whilst a further 8% have used another method e.g. warden, or have not reported a repair.

All tenants (regardless of whether they had reported a repair in the last year) were asked to comment on their level of satisfaction with their last repair. The results of this enquiry are set out in table 11 and show that on average, 88% of tenants are satisfied with their last repair whilst 5% are dissatisfied. During the 2013 survey, 85% of tenants were satisfied on average with their last repair whilst 10% were dissatisfied.

Table 11 –Satisfaction with most recent repair (base 650)

<u>Aspect</u>	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied	Don't know
The ease of use of the digital service ⁸	60%	36%	-	-	4%	-
The attitude of workers	68%	24%		1%		6%
The helpfulness of the person you reported the repair to	65%	27%	-	1%	1%	7%
Keeping dirt and mess to a minimum	67%	24%	1%	1%	1%	6%
Appointment system for arranging work	66%	25%	1%	1%	1%	6%
Appointment being kept	63%	26%	2%	2%	2%	6%
Time taken before work started	60%	26%	2%	3%	5%	5%
The overall quality of work	62%	23%	1%	3%	5%	6%
The contractors doing the job you expected	61%	24%	2%	3%	5%	6%
The speed of completion of the work	60%	22%	2%	4%	6%	6%
The repair being done 'right first time'	59%	23%	1%	5%	6%	6%
<u>Average</u>	<u>63%</u>	<u>25%</u>	<u>1%</u>	<u>2%</u>	<u>3%</u>	<u>5%</u>

It is evident from table 11 that the 'best' performing aspects of the repairs service are the ease of use of the digital service (96% very or fairly satisfied) and staffing (tradesmen and ELHA staff) e.g. 92% of tenants are very or fairly satisfied that the attitude of the workers who attended the repair and with staff helpfulness. Conversely, the elements of the service where there is least satisfaction relate to the repair done 'right first time' (82% satisfied), and the speed of completion of the repair (82%).

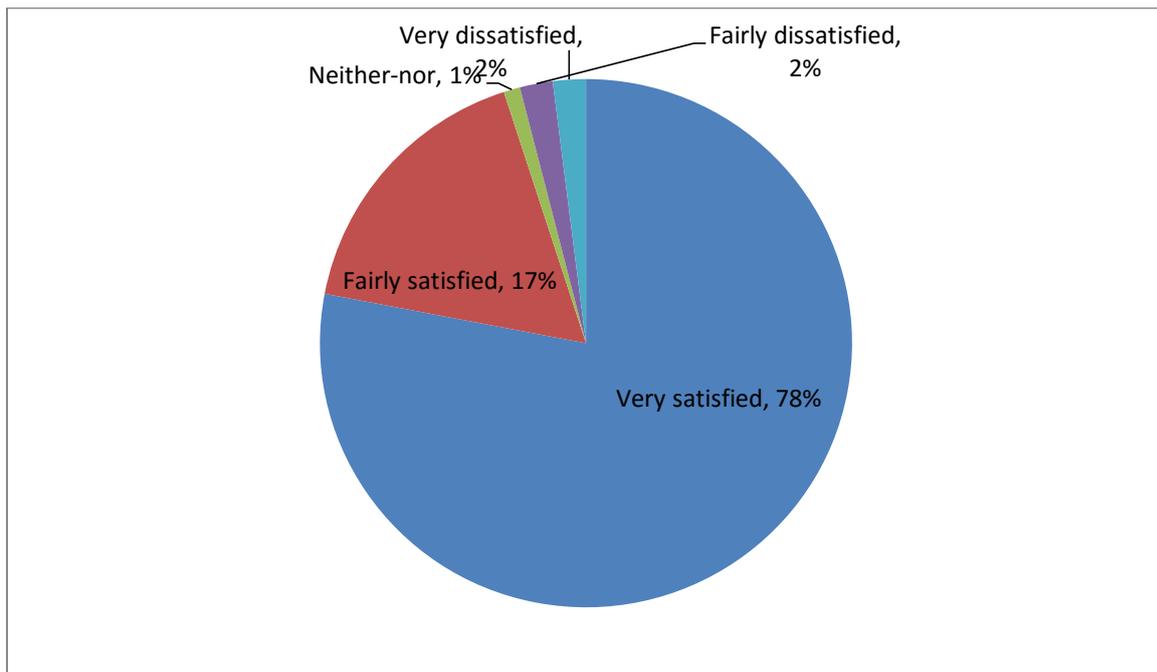
⁸ Reflects the views of those who said they had used the service for their most recent repair (5%)

76% of tenants reporting a repair agreed that the contractor had shown proof of ID; 7% said the contractor did not show ID and 17% responded 'does not apply/can't remember'. 88% of these tenants agreed that the contractor kept to the appointment time for the repairs whilst 4% disagreed and 8% answered 'does not apply/can't remember'.

Gas servicing

95% of tenants are satisfied with ELHA's gas servicing arrangements whilst 4% are dissatisfied. Note that the base for this calculation excludes 25% of all tenants who answered 'don't know' to this question (figure 10).

Figure 10 –Tenant satisfaction with gas servicing arrangements (base 488-excludes 'don't knows')



NEIGHBOURHOOD

Neighbourhood Satisfaction

Tenants were asked to rate their satisfaction with ELHA’s management of their neighbourhood and the results of this enquiry are set out in table 12. In 2016, 92% of tenants were satisfied and 4% are dissatisfied with ELHA’s neighbourhood management. The satisfaction figure for 2016 contrast with 85% satisfied in 2013 and a RSL average of 86%.

Table 12 –Tenant satisfaction with the neighbourhood management (base 650)

Q - Overall, how satisfied or dissatisfied are you with ELHA’s management of the neighbourhood you live in?

<u>Neighbourhood satisfaction</u>	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied	No opinion
2016	49%	43%	5%	3%	1%	-
2013	42%	43%	7%	4%	2%	3%
<u>RSL average</u>	<u>43%</u>	<u>43%</u>	<u>8%</u>	<u>5%</u>	<u>3%</u>	<u>-</u>

ELHA’s neighbourhood management satisfaction by location is illustrated in figure 11 and shows that tenants living in Tranent are the least satisfied with neighbourhood management, whilst those in Haddington are the most satisfied.

Figure 11 - Neighbourhood management satisfaction by location (base 650)

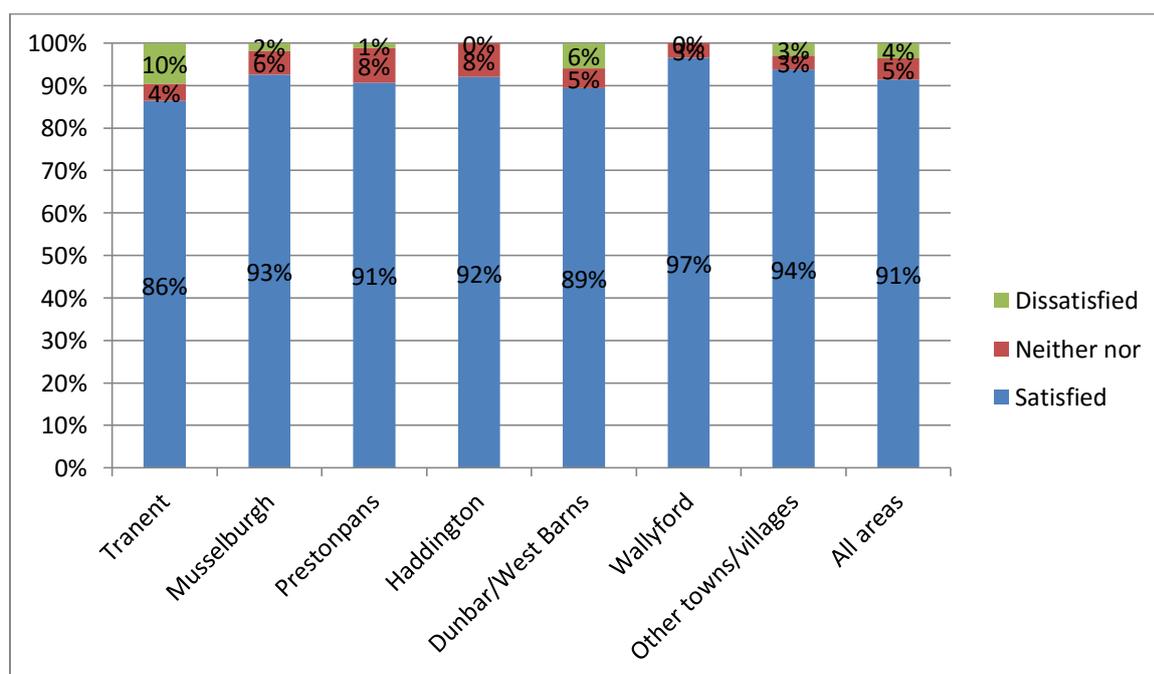


Table 13 sets out tenant views in relation to any changes to the condition of the neighbourhood over the past 3 years and shows that most (67%) agree that their neighbourhood has stayed the same over the this time frame whilst 15% say their neighbourhood has improved.

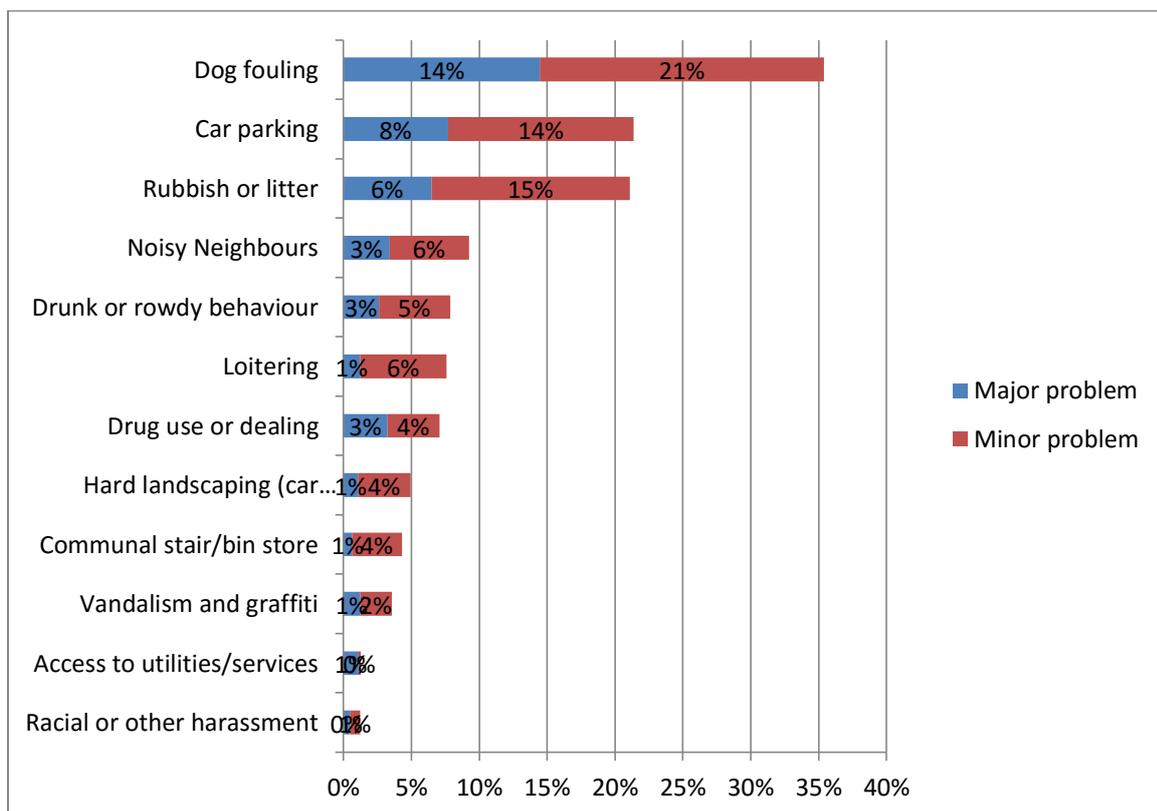
Table 13 – In last 3 years has neighbourhood improved or declined (base 650)

Greatly improved	Slightly improved	Stayed the same	Slightly declined	Greatly declined	Don't know
2%	13%	67%	9%	1%	9%

Neighbourhood problems

Tenants were invited to highlight any aspect of their neighbourhood they would consider to be a major or minor problem (figure 12). Three key problems stand out from the issues presented in figure 12 i.e. dog fouling (35% say this is a major or minor problem), car parking (22%) and rubbish/litter (21%).

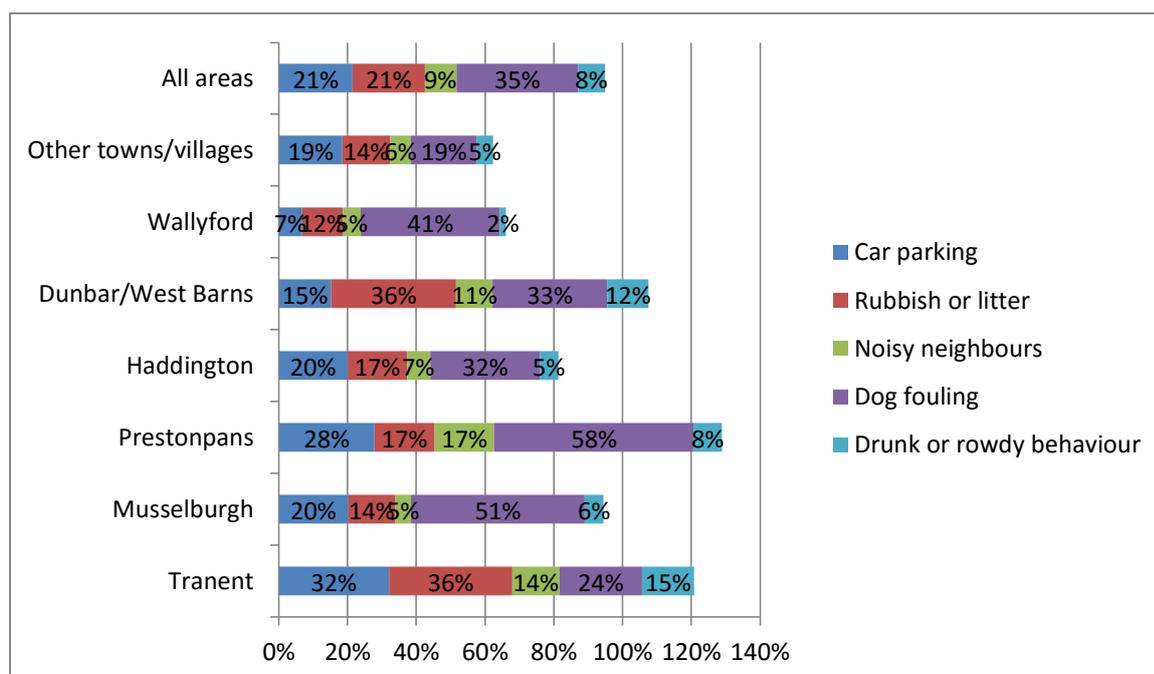
Figure 12 –Neighbourhood issues-major and minor issues (base 650)



Neighbourhood problems by location

Figure 13 illustrates the spread of the top 5 major and minor neighbourhood problems by principal location and suggests that Prestonpans and Tranent have the greatest incidence of problems with dog fouling, noisy neighbours, rubbish etc, whilst dog fouling appears to be a major or minor issue in most locations.

Figure 13 –Neighbourhood issues-to 5 major and minor issues by location (base 650)



Neighbour Issues

12% of tenants have experienced a neighbour related problem during the last 12 months; 88% have experienced no such issues. Neighbour related problems are most likely to be found in Tranent (31% of tenants in this area have experienced a problem with neighbours) and Prestonpans (24%).

Amongst the eighty tenants (12%) who had experienced a neighbour related problem, 72% had reported this problem to ELHA; 18% discussed the issue to their neighbour; 14% spoke to the Police. Amongst those tenants who reported this problem to ELHA, 50% were satisfied and 36% were dissatisfied (table 14).

Table 14 –Satisfaction with reporting a neighbour related problem to ELHA (base 80)

Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied	Don't know
19%	22%	24%	19%	12%	3%

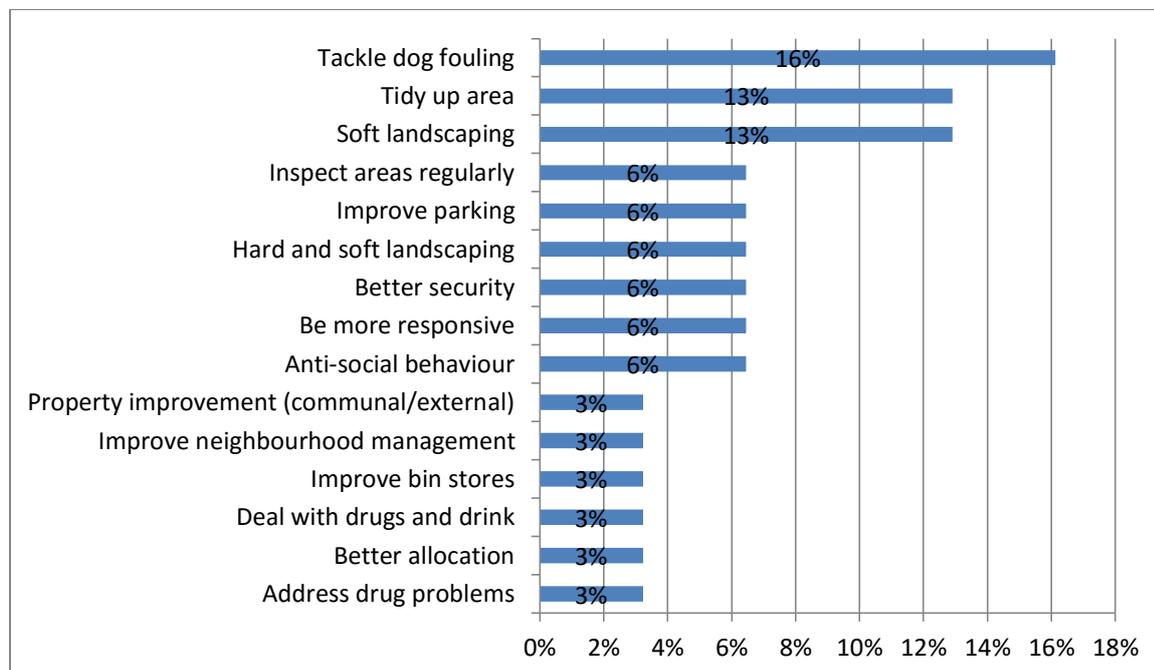
Tenants who were dissatisfied with ELHA in terms of the Association's handling of neighbour complaints were asked how the service could be improved. The comments made by these 18 tenants comprise: achieving a faster resolution to the issue (11%); keep people better informed (11%); take more effective action (37%); and resolve the problem/stop it from going on (42%).

Neighbourhood issues

In the case of tenants who were dissatisfied with neighbourhood management, this group was asked how ELHA's neighbourhood management could be improved (figure 14). Figure 15 addresses a similar set of issues and reflects all tenants' views in relation to how their neighbourhood could be improved.

Figure 14 summarises tenants' views in relation to improving ELHA's neighbourhood management e.g. doing more to tackle dog fouling (16%), tidying up the area (13%), and better/more landscaping (13%). The detail of tenant's comments in relation to this item is set out in annex 2.

Figure 14 –How could ELHA's neighbourhood management be improved? (base 31)



Tackling neighbourhood problems

Figure 15 sets out the principal themes arising from 122 tenant comments on the question: *'Is there anything more you would like ELHA to do in terms of managing your neighbourhood?'* As set out in figure 15, there is interest amongst tenants in efforts to improve parking (16% of all 122 comments made referred to this item), tackle dog fouling (11%) and tidy up/clean shared areas (11%). The detail of tenant comments made in relation to neighbourhood management are listed at annex 3.

Some comments from tenants provide an illustration of the problems/solutions they see:

Parking

'Car parking is getting worse. Don't know if anything can be done about it'

'Have resident only parking signs here'

'Number parking bays for houses'

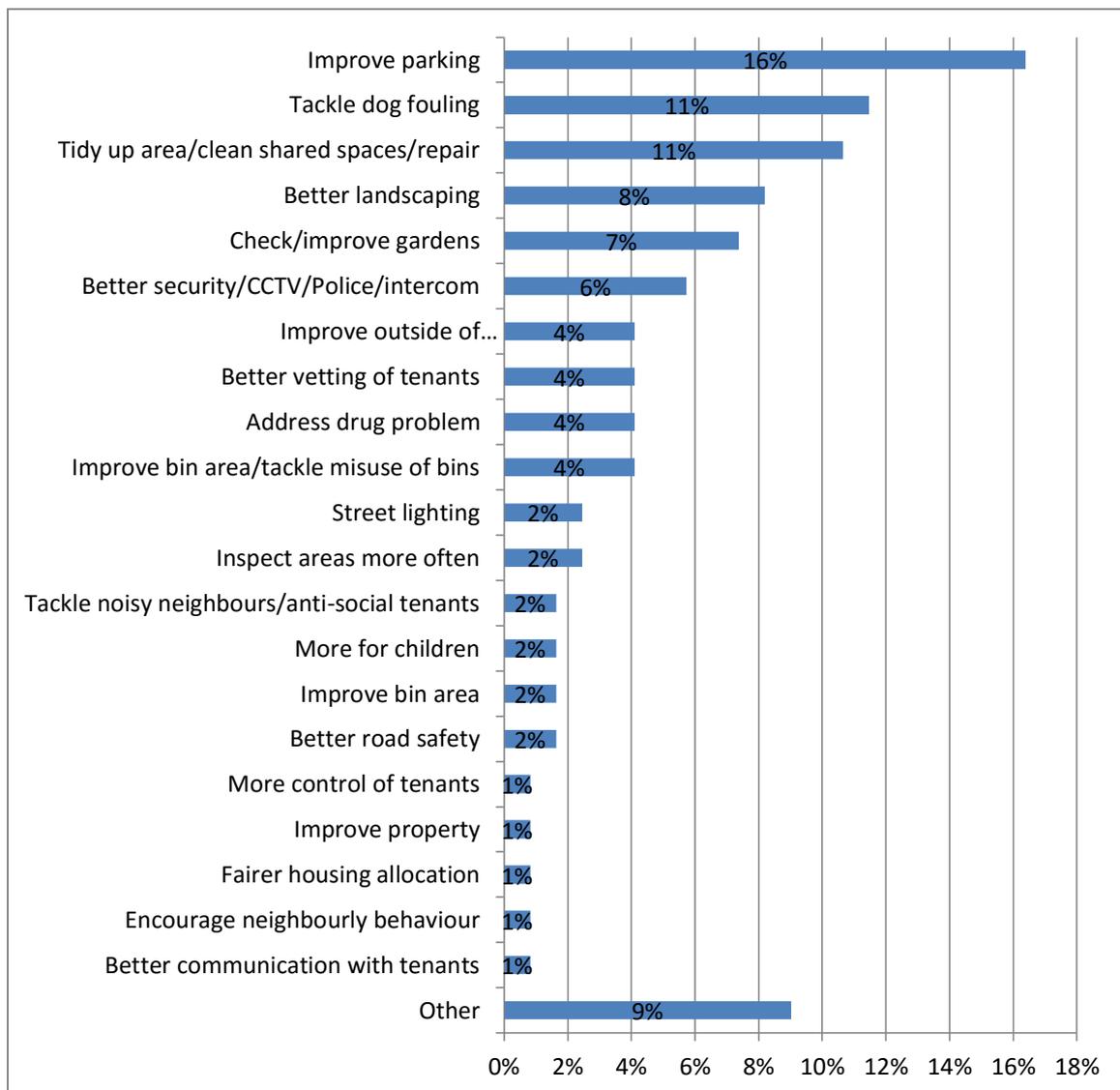
Dog fouling/tidy up area

'Have dog fouling bins and wardens [should be] around'

'Dog warden would be great'.

'The streets could be cleaner'.

Figure 15 –What more could ELHA do to improve the neighbourhood? (base 122)



VALUE FOR MONEY

Tenants were asked to say how far they believed that the rent they paid for the housing and services supplied by ELHA was good or poor value for money, and the results of this enquiry are set out in figure 16. As shown in figure 16, in 2016, 70% of tenants agree that rent is good value for money whilst 20% disagree (says rent is poor value). During ELHA's latest rent consultation, 68% of tenants thought that rent was value for money, whilst the RSL average for this measure was 75%.

Figure 16 –Tenant rating of value for money (base 650)

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

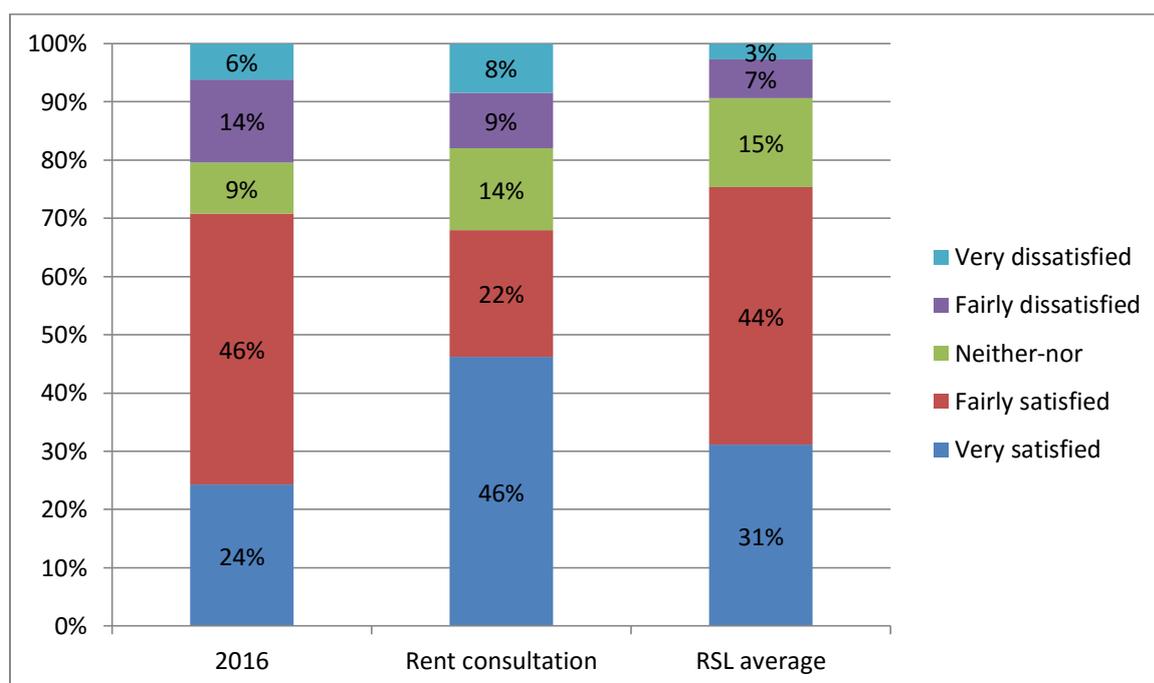


Table 15 illustrates the breakdown of rental value by customer & property format and shows some degree of variation for this measure.

Table 15 –Tenant rating of value for money by customer and property (base 650)

Customer and property	Very good	Fairly good	Neither-nor	Fairly poor	Very poor
Full HB	32%	45%	8%	11%	5%
Part HB	26%	42%	10%	13%	9%
No HB	20%	49%	9%	16%	6%
4 in a block	25%	31%	13%	31%	
House	22%	47%	8%	15%	8%
Other flat	36%	45%	7%	10%	2%
Tenement	21%	47%	12%	15%	5%
All	24%	47%	9%	14%	6%

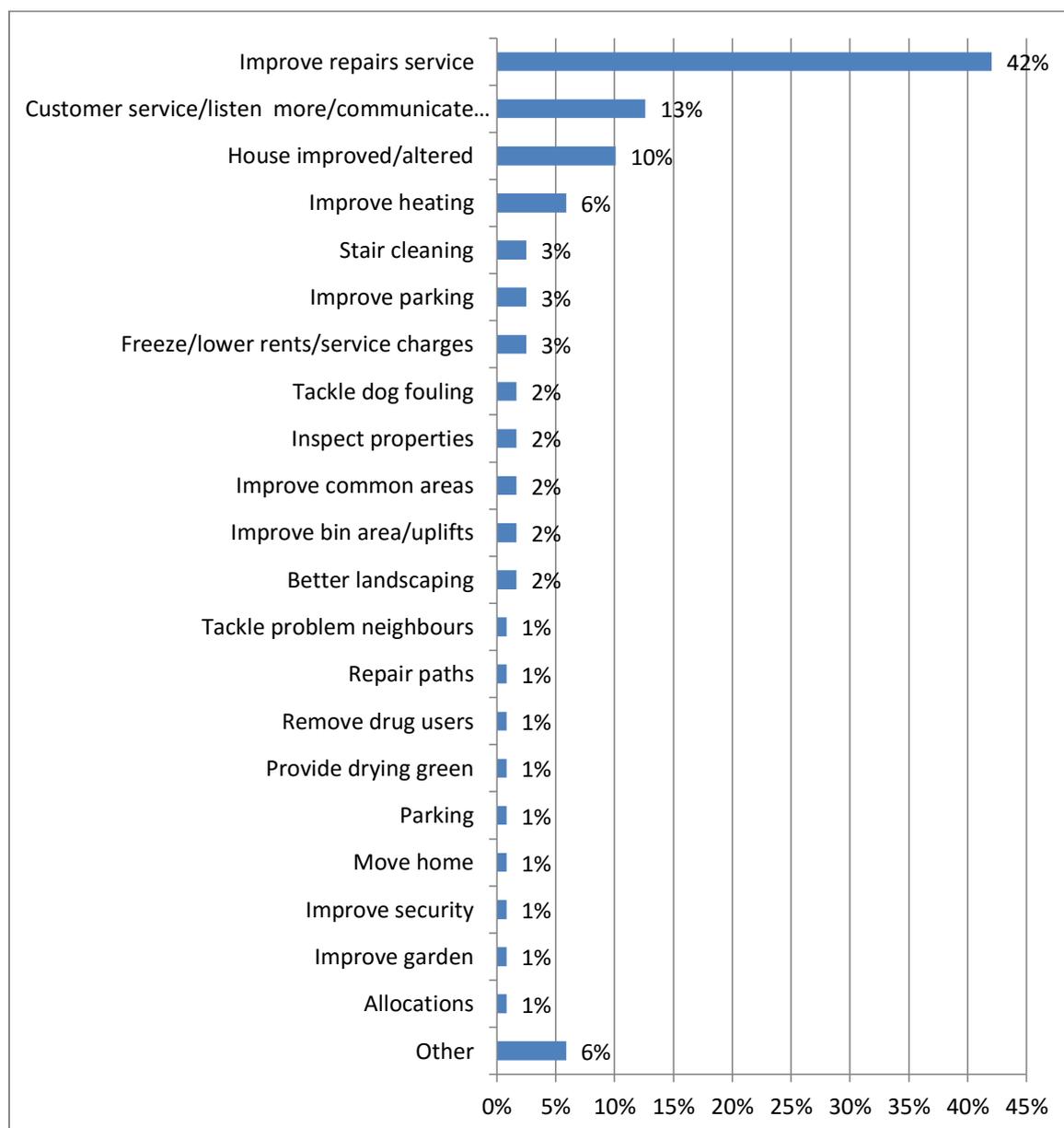
As illustrated in table 15, tenants who receive part housing benefit are the least likely to rate value for money as 'good' (66%), whilst tenants living in 4 in a block properties are the least likely to say rent is value for money when compared with other property formats (56%).

OTHER CHANGES & IMPROVEMENTS

At the conclusion of the survey, all tenants were asked to respond to the following question: “Finally, is there anything that you would like ELHA to change or improve about the services it provides?” The summarised results for this enquiry are set out in figure 17 for the 119 tenants that made a suggested improvement and highlight that 42% of all comments in this section were associated with the repair service.

Figure 17 - Main changes or improvements proposed (base 119)

Q - Finally, is there anything that you would like ELHA to change or improve about the services it provides?



The full list of comments made by tenants in relation the main changes or improvements proposed is set out in annex 4.

Annex 1 - Reasons for dissatisfaction with ELHA's service overall (base 51)

<u>Q2 – Reasons for dissatisfaction with service overall</u>	<u>Location</u>
Cost of rent compared to facilities is bad.	Dunbar/West Barns
Keep asking for advice on heating; it's too expensive.	Dunbar/West Barns
Old properties not attended to.	Dunbar/West Barns
Repairs need to be done.	Dunbar/West Barns
They don't come for repairs.	Dunbar/West Barns
Communal garden not being kept tidy. It's just a dog's toilet.	Haddington
Area I am in - bad close.	Musselburgh
Bathroom taps not working. Bath panel missing. Letter box; none here.	Musselburgh
Don't listen to us.	Musselburgh
House doesn't suit me. Waiting 7 weeks to get something done.	Musselburgh
House is freezing, windows aren't good.	Musselburgh
Problems with leaks since we moved in.	Musselburgh
Three kids here and the house is much too small; they don't care and won't re-house me.	Musselburgh
Damages floors after repairs.	Other areas
Don't get a good feedback. Lack of response to calls; lack of cooperation.	Other areas
Garden at no 10 very untidy complained already.	Other areas
Have asked for new smoke alarms and CO2 detector for 3 years but still nothing.	Other areas
No inspections done. No estate visits since joined.	Other areas
Not always satisfactory on benefit advice if query is not straightforward.	Other areas
They don't phone back when they promise to do. Different people don't know what you have said before.	Other areas
They often don't complete things 1st time.	Other areas
They take too long to do repairs and then don't do the work properly.	Other areas
Took over a year to fix the hole in my roof. Repairs take forever.	Other areas
Badly needing things done in my house.	Prestonpans
Don't agree with factor fees to clean stairs and doors, it's a rip off.	Prestonpans
Heating leaking old carbon monoxide detector not replaced.	Prestonpans
House was a mess when we moved in. Had burst pipe 8 months ago and it's still not fixed properly. Boiler is 60 years old.	Prestonpans
My house is a disgrace. The walls are too thin and the stairs are terrible for me.	Prestonpans
Not listening at all.	Prestonpans
Only one block flats had solar panels. We want them.	Prestonpans
Repairs are slow; taken a year.	Prestonpans
Repairs service is a joke. No communication.	Prestonpans
Still waiting on a fence do get done, finished painting.	Prestonpans
Being disabled I asked for a ramp 6 years ago. This has still not been done. I wanted bath changed to a walk in bath but was told I would need to move. I have waited 2 years and heard nothing.	Tranent
Housing officer doesn't deal with problems.	Tranent
I have made a regular complaint and nothing has been done.	Tranent

<u>Q2 – Reasons for dissatisfaction with service overall</u>	<u>Location</u>
My back garden has never been sorted. Parking is atrocious here.	Tranent
Poor repair service.	Tranent
Poor service. Lack of communication.	Tranent
Problems with back gate and parking problems not getting done.	Tranent
Problems with repair service; repairs don't get finished.	Tranent
Some people get things done and others don't.	Tranent
Some repairs are not good enough.	Tranent
Stairs are not well cleaned. Garden area not well kept and a lot of dog fouling and fag ends lying about.	Tranent
They don't do repairs properly.	Tranent
They don't do repairs when needed.	Tranent
They want £90 to repair a broken window on top of the rent. Constant boiler problems.	Tranent
Repair work was not done when the letter said it would be.	Tranent
House is in need of repairs. Got kitchen a good few years ago and it's never been finished.	Wallyford
I got this 14 years as an exchange and they still won't help with my repairs and not helpful.	Wallyford
Repairs take ages, it's a joke.	Wallyford

Annex 2 – Ways in which ELHA could improve its neighbourhood management (base 31)

<u>Q46 – If dissatisfied with neighbourhood management, how to be improved?</u>	<u>Location</u>
All needs painting. In need of intercoms for doors.	Dunbar/West Barns
Drugs and drink.	Dunbar/West Barns
It could be tidier.	Dunbar/West Barns
School kids through away papers and rubbish and it all comes into this little cul-de-sac. We are all elderly and not able to pick up after them.	Haddington
Could do more with it.	Musselburgh
Deal with drug problem.	Musselburgh
Dog dirt is an issue.	Musselburgh
Neighbour has van, car and doesn't use his drive.	Musselburgh
Could do more for hard landscaping. Bushes only get trimmed once a year.	Other areas
Have used a private contractor who you cannot contact.	Other areas
Lack of attention to trees and hedges in communal areas which we have to pay extra for.	Other areas
They do not inspect it.	Other areas
Dog mess needs cleaned up.	Prestonpans
Dog's dirt should be addressed.	Prestonpans
It's all down to Council and Police/wardens.	Prestonpans
They need to come and have a look at this area.	Prestonpans
Big problems with parking.	Tranent
Car parking is insufficient.	Tranent
Communal garden needs more pruning.	Tranent
Grass needs more cutting.	Tranent
Litter could be cleared.	Tranent
Not enough gardening done.	Tranent
Not fixed communal gate. Not listened or acted on complaints.	Tranent
People drive up over path and cause mess with splashed mud.	Tranent
Problems in the street like noise are continuous from one person and nothing has been done.	Tranent
Put a gate on the bucket area - there is glass and needles there.	Tranent
They are slow with dealing with some problems.	Tranent
They let idiots in. Don't help those who need it.	Tranent
Dog's dirt is a problem.	Wallyford
Dog's dirt is vile on these paths.	Wallyford
Policing.	Wallyford

Annex 3 – What more could ELHA do to improve the neighbourhood (base 124)

<u>Q48 – Is there anything that could be done better in terms of neighbourhood management?</u>	<u>Location</u>
Do something about drug misuse.	Dunbar/West Barns
Keep on top of drugs and drink. Needs in gardens.	Dunbar/West Barns
Try to control traffic very busy at times.	Dunbar/West Barns
Need a form of protection for children. Attend to paths. Barrier sign.	Dunbar/West Barns
Provide internal intercom. Better lighting.	Dunbar/West Barns
Keep garden area tidier.	Dunbar/West Barns
Tidy gardens up a bit.	Dunbar/West Barns
Paint my front door.	Dunbar/West Barns
Get bins emptied more often on time.	Dunbar/West Barns
More inspections needed.	Dunbar/West Barns
Send inspectors out more often to see what's going on.	Dunbar/West Barns
Be strict on tenants.	Dunbar/West Barns
Better kid's facilities needed.	Dunbar/West Barns
Good drying area for clothes is needed.	Dunbar/West Barns
Lighting at back bad. Storage huts too small.	Dunbar/West Barns
More street lights needed.	Dunbar/West Barns
Please repair vandalized lights.	Dunbar/West Barns
Tidy it up.	Dunbar/West Barns
Be more choosey when putting new tenants in.	Haddington
Just get people to take their bins in. It's dangerous and it makes the place look untidy.	Haddington
Car parking is getting worse. Don't know if anything can be done about it.	Haddington
Just the car parking issues.	Haddington
Communal area can't be used because too much dog poo.	Haddington
Send some dog wardens around and catch the people not picking up after their dogs.	Haddington
Just the rubbish.	Haddington
The streets could be cleaner.	Haddington
Deal with drugs.	Musselburgh
They are putting anyone into the houses.	Musselburgh
Have more of a back area, maybe slab it.	Musselburgh
Keep the back garden area clean.	Musselburgh
A bit messy out the back with recycling.	Musselburgh
The bins blow over if it is windy.	Musselburgh
Bring back private parking signs.	Musselburgh
Have resident only parking signs here.	Musselburgh
Private resident only parking sign.	Musselburgh
'Residents only' parking sign.	Musselburgh
Sign for residents parking.	Musselburgh
Dog dirt.	Musselburgh
Dog's dirt.	Musselburgh

<u>Q48 – Is there anything that could be done better in terms of neighbourhood management?</u>	<u>Location</u>
Dog's dirt is awful.	Musselburgh
Grounds at the back. Take care of better stair cleaning.	Musselburgh
Tidy up the outside area more. Parking is an issue.	Musselburgh
Better maintenance of common garden areas.	Other areas
Better response to noise. Better landscaping of common areas.	Other areas
Get rid of the bushes here.	Other areas
More gardening of common areas. Have more colour.	Other areas
Make sure back and front gardens are well kept.	Other areas
Visit more often and pay attention.	Other areas
They make me pass complaints onto the Police. Need exterior lighting for the nights.	Other areas
Would like fencing in gardens.	Other areas
Better parking and stair cleaning.	Other areas
Number parking bays for houses.	Other areas
Prevent outsiders using car parking area.	Other areas
Driveway here needs lowered.	Other areas
Influence the Council to get a bus service up here.	Other areas
Too many cats in the area - fed up cleaning up after them.	Other areas
Enclose gardens to prevent dog fouling on private property.	Other areas
Area untidy.	Other areas
Clean the venal.	Other areas
Improve outside spaces and garden areas.	Other areas
Get rid of the drug abusers	Prestonpans
Better landscaping.	Prestonpans
Do more outside areas.	Prestonpans
Maybe some more planting.	Prestonpans
Maybe some CCTV.	Prestonpans
More Police on beat.	Prestonpans
More Police.	Prestonpans
More Policing.	Prestonpans
Watch who you put into the houses.	Prestonpans
Fix the bins out - overflowing.	Prestonpans
Provide recycle bins.	Prestonpans
Finish my fence painting.	Prestonpans
Parking can be an issue.	Prestonpans
Parking; sort it out.	Prestonpans
Would like more parking and signs for the flats as people find it tricky to fund us.	Prestonpans
Come round more.	Prestonpans
Provide drying area.	Prestonpans
Warden to come when I phone - about a dog.	Prestonpans
Dog fouling bins. Wardens around.	Prestonpans

<u>Q48 – Is there anything that could be done better in terms of neighbourhood management?</u>	<u>Location</u>
Dog warden would be great.	Prestonpans
Dog wardens. Buckets for dog mess.	Prestonpans
Dog's dirt.	Prestonpans
Put in dog bins area.	Prestonpans
Get rid of noisy neighbours.	Prestonpans
Move those using drugs.	Tranent
Better communication with some tenants.	Tranent
Do more gardening.	Tranent
Tidy it up a bit. Prune bushes. Clean up garden.	Tranent
Visit more to trim bushes.	Tranent
Have a one way system here for children's safety.	Tranent
Check tenants out before allocating them a house.	Tranent
Put appropriate tenants in.	Tranent
Check gardens sometimes.	Tranent
Get tenants to tidy gardens.	Tranent
Tidy up the garden areas.	Tranent
Be fairer in allocating houses.	Tranent
Provide more bins.	Tranent
Fix the gate here.	Tranent
Improving fencing to stop neighbours dog jumping over.	Tranent
Come up with parking options.	Tranent
Convert tree areas to extra parking spaces.	Tranent
Explain recent white lines on a public path in rear carpark.	Tranent
Just create more parking.	Tranent
Number the parking bays.	Tranent
Sort the car parking out	Tranent
Have a play area for children.	Tranent
Rebuild the wall in Potters Path.	Tranent
Sort the concrete blocks at the side of my street.	Tranent
Take down old goalposts as promised.	Tranent
There is a pedophile living on the street and nothing has been done about it as he is still here	Tranent
Vet the tenants properly.	Tranent
Fix the street lighting.	Tranent
Liaise with police over problem tenants.	Tranent
Repair communal areas.	Tranent
Repair the communal gate.	Tranent
Policing.	Wallyford
Get neighbours to talk more.	Wallyford
Put car parking in.	Wallyford
Clean dog's dirt.	Wallyford
Do something about the dog dirt.	Wallyford

<u>Q48 – Is there anything that could be done better in terms of neighbourhood management?</u>	<u>Location</u>
Dog's dirt.	Wallyford
Do something about rubbish and dogs dirt.	Wallyford
Just outside to keep it tidy.	Wallyford

Annex 4 – What should ELHA change/improve about its service (base 121)

<u>Q49 – Is there anything that ELHA should change or improve about its service?</u>	<u>Location</u>
To read complaints they get properly and not just read and not act on them.	Dunbar/West Barns
Would like a new fire in living room.	Dunbar/West Barns
Give more home improvements and quicker repairs.	Dunbar/West Barns
I would like a shower fitted.	Dunbar/West Barns
Please modernise houses. Street lights are bad.	Dunbar/West Barns
Bin store is bad and food recycling is bad.	Dunbar/West Barns
It's heating, rent, repairs need to be more affordable and repairs done on time.	Dunbar/West Barns
Update heating system and boiler.	Dunbar/West Barns
Do repairs better. Get inspectors out to see things.	Dunbar/West Barns
Repairs could be better.	Dunbar/West Barns
The repairs service is bad.	Dunbar/West Barns
Inspection of radiators in houses.	Dunbar/West Barns
I want an exchange to Haddington, can it be arranged?	Dunbar/West Barns
Car parking on roads. You cannot see to get onto main road for parked cars on corner.	Dunbar/West Barns
Stair cleaning is bad. Still marked after cleaning.	Dunbar/West Barns
Stairwell in bad condition and clean it up. Very dirty.	Dunbar/West Barns
Bins been uplifted more often.	Haddington
Heating system is not good.	Haddington
The central heating does not heat up my house.	Haddington
Act more quickly on repairs. Our stair door has been broken for 1 year. It has been reported several times by different people but nothing has been done.	Haddington
Do repairs faster. Front door been broken for ages.	Haddington
Just to let you know when they are coming for repairs. I missed them one day and had to re-schedule.	Haddington
The stair cleaning is bad.	Haddington
Deal with common areas and cut trees.	Musselburgh
Informing tenants of any work to be carried out.	Musselburgh
Lower rents.	Musselburgh
Improve the back gardens in flats.	Musselburgh
Better quality repairs.	Musselburgh
Better repair quality.	Musselburgh
Do repairs better.	Musselburgh
Finish jobs.	Musselburgh
Repairs should be better.	Musselburgh
Provide CCTV, Neighbourhood Watch.	Musselburgh
Think it through when they are building these houses.	Musselburgh
Get rid of drug users.	Musselburgh
Stop putting young people into the houses here.	Other areas
Pay more attention to tenants' comments. Give us more info on their activities.	Other areas

<u>Q49 – Is there anything that ELHA should change or improve about its service?</u>	<u>Location</u>
To act quicker when we report things.	Other areas
Can I have a shower installed as difficult getting into bath?	Other areas
Change bathroom position to back of house.	Other areas
Draughty doors at back and front needing attention but inspector insists nothing is wrong.	Other areas
House needs upgraded.	Other areas
More modernisation needed.	Other areas
Speed up maintenance of windows and heating. Ensure people don't allow pets to foul in gardens.	Other areas
Deal with drainage at back of house. Always flooding.	Other areas
Heating is bad.	Other areas
More explanation on the heating / hot water system.	Other areas
A better repair service. Quicker response time and the right maintenance of outside areas.	Other areas
An improvement between housing staff and repair company.	Other areas
Completed the repairs properly.	Other areas
Do repairs 1st before putting them up for lease.	Other areas
Do repairs properly not half finished jobs.	Other areas
Do repairs quicker. Communicate with R3 better.	Other areas
Get back to people quicker and sort out problems quicker.	Other areas
Have more experienced contractors for repairs who know what they are doing.	Other areas
Make sure tradesmen bring right part 1st time.	Other areas
Please be more flexible or communicate better with gas servicing arrangements.	Other areas
Sort out the meter readings and issue of bills.	Other areas
They spend too much money on printing off the yearly accounts brochure. This money could go to better use.	Other areas
Keep a record of problem neighbours on file.	Other areas
Keep us informed with issues and complaints that are ongoing.	Prestonpans
Listen to the tenants a lot more.	Prestonpans
Listen to us when we bring up a problem e.g. dog bins.	Prestonpans
The service charges are too expensive. They are not worth the money.	Prestonpans
I want a new boiler and bathroom.	Prestonpans
Improve courtyard and gates.	Prestonpans
Lower rent. Change the heating system. Update and provide a shower.	Prestonpans
I am happy apart from the parking.	Prestonpans
Finish jobs they start.	Prestonpans
Improve the repair department.	Prestonpans
Keep better records between them and R3 repairs.	Prestonpans
My landlord isn't very good with giving me time about doing repairs to the house.	Prestonpans
Quicker repair service.	Prestonpans
Repairs could be quicker.	Prestonpans

<u>Q49 – Is there anything that ELHA should change or improve about its service?</u>	<u>Location</u>
Repairs service needs to be a lot quicker.	Prestonpans
They need to have someone to come out regularly and taking note of everything.	Prestonpans
Could do with a drying green.	Prestonpans
Dog bins.	Prestonpans
Dog litter bins.	Prestonpans
Clear up after gardening.	Tranent
Give more notice of appointments especially gas servicing so I can arrange to be home	Tranent
Make sure complaints are attended.	Tranent
More contact with housing officer.	Tranent
Reply back to people quicker.	Tranent
To know outcome of requests when things are not fixed. Give us feedback.	Tranent
Have a rent freeze. Improve rear fencing.	Tranent
Mark car park with allocated spaces.	Tranent
Number car parking spaces.	Tranent
Fix the gate on our path.	Tranent
Follow up repair requests quicker.	Tranent
Get repair services to come when they say they will and to return phone calls.	Tranent
Get repairs done right 1st time.	Tranent
Get repairs done right first time and keep us informed of progress.	Tranent
Get the boiler fixed properly.	Tranent
Have a better repair service.	Tranent
Have better repair service. Don't delay so much.	Tranent
Improve repair service.	Tranent
Improve repair service.	Tranent
Improve repair service.	Tranent
Improve the repair service. Get it right 1st time.	Tranent
Keep us better informed. Do repairs right 1st time.	Tranent
Make sure tradesmen don't cause damage; electrician chipped my bath.	Tranent
Quicker response to repairs. Complete work fully.	Tranent
Repair is unprofessional / poor.	Tranent
Speed up repairs.	Tranent
Remove broken goal posts as promised.	Tranent
I've contacted ELHA endless times about all the different problems and I feel let down.	Wallyford
Listen to tenants' needs i.e. 'room sharing'.	Wallyford
Start paying attention to the views we have re dampness.	Wallyford
Update houses.	Wallyford
Feel that the inspectors don't want to finish things. Outside the house has been half finished, they start work and don't finish.	Wallyford
Quicker repair service.	Wallyford
Repairs could be improved.	Wallyford

<u>Q49 – Is there anything that ELHA should change or improve about its service?</u>	<u>Location</u>
Repairs service needs improved.	Wallyford
Repairs service should be improved.	Wallyford
Repairs should be quicker, takes ages to get repairs done.	Wallyford
Let us adapt the house.	Wallyford
Need to enforce tenancy agreements more.	Wallyford
Come and repair paths.	Wallyford

OUTLINE ACTION PLAN – TENANT SATISFACTION SURVEY

Item	Survey evidence	Action	Priority (ELHA to determine)	Is further tenant research needed? (Y/N)	Team responsible for progress (ELHA to determine)	Timescale (ELHA to determine)
1.Repairs service	(a) repair being done 'right first time' (11% dissatisfied); (b) speed of completion of work (10%). Various comments throughout survey by tenants referring to repair service communication, responsiveness issues	Cross refer with in-house data to explore nature of problem around 'right 1 st time' and speed of repair/responsiveness and address if necessary	Survey suggests this is tenants' No 1 priority (69% rate repairs as their top service)			
2.Contact follow up	29% of tenants were dissatisfied with how well they were kept informed by ELHA after making contact on various services (aside from repairs/pay rent). Several tenants have identified better customer service/responsiveness as an area for improvement	Focus group with recently contacted tenants to explore any areas for improvement around follow up/information	26% of tenants say that keeping tenants informed is a priority			
3.Outcome of contact	24% of tenants were dissatisfied with the outcome of their last contact. Seems to be partly tied up with not following up on contact, and not keeping tenants informed, and (mainly) problems being left unresolved	Possible link to above focus group. Is there any internal evidence (complaints/anecdotal) to support the survey feedback?	37% of tenants who were dissatisfied with the outcome of their last contact with ELHA say their problem has not been resolved (note this is 37% of 32 tenants). Need to exercise caution however, as in many cases, dissatisfaction with an outcome often reflects dissatisfaction with a decision			

Item	Survey evidence	Action	Priority (ELHA to determine)	Is further tenant research needed? (Y/N)	Team responsible for progress (ELHA to determine)	Timescale (ELHA to determine)
4. Listening and taking action	11% of tenants are dissatisfied with ELHA's capacity to listen and take action. This result is closely associated with items 2 and 3	Focus group/workshop with tenants to determine what expectations they have of listening and acting; link to customer standards in this area	20% of all tenants say that listening to tenants and taking action is a priority			
5. Neighbourhood issues	There are area widely spread issues with dog fouling, car parking and rubbish/litter	Combine with in-house data to drill down to nature of problem. Determine if these areas do come under ELHA responsibility in any schemes	51% of tenants say that maintaining the neighbourhood as a good place to live is a priority			
6. Neighbour complaints	Larger problem in Tranent when compared with the average. Possible issue around dealing with case once report to ELHA (31% are dissatisfied with reporting a neighbour related problem to ELHA)	Nature of problem in Tranent to be investigated through tenant workshop/evidence from neighbour complaints	11% of tenants say that dealing with anti-social neighbours is a priority			
7. Value for money	At 70% satisfaction this is somewhat behind the industry average. May link to absolute levels of weekly rent as well as possible differences associated with property format/size	Rent level comparisons; focus group with tenants to determine what drives their view of ELHA value for money	37% of tenants rate 'value for money' as one of their top 3 service priorities			

Item	Survey evidence	Action	Priority (ELHA to determine)	Is further tenant research needed? (Y/N)	Team responsible for progress (ELHA to determine)	Timescale (ELHA to determine)
8. Participation	74% of tenants are satisfied on average but 24% may not be unaware of what opportunities exist to participate (a figure that is higher than the RSL average)	Review of participation methods for tenants and experience of engagement to determine if more can be done to publicise participation opportunities				