

Tenant Satisfaction Survey 2022

Final Survey Report

EAST LOTHIAN HOUSING ASSOCIATION

February 8, 2023

Authored by: Alan Kennedy, Knowledge Partnership

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

<u>ARC indicator number</u>	<u>Measure</u>	<u>% tenants very and fairly satisfied 2019 (500 cases)</u>	<u>% tenants very and fairly satisfied 2022 (725 cases)</u>	<u>Social housing average since April 2020¹</u>
<u>Indicator</u>	<u>Survey method</u>	<u>Face to face</u>	<u>Face to face</u>	<u>Mixed methods</u>
Indicator 1	Satisfaction with elha's overall service	94.4%	90.5%	83.1%
Indicator 2	Satisfaction with being kept informed about services and decisions	97.7%	96.4%	86.2%
Indicator 5	Satisfaction with opportunities to participate in decision making	92.3%	96.8%	81.6%
Indicator 7	Satisfaction with quality of home	92.2%	89.5%	81.0%
Indicator 12	Satisfaction with repairs in last year	93.2%	83.8%	90.0% ²
Indicator 13	Satisfaction with contribution of elha to management of neighbourhood	94.6%	95.9%	80.3%
Indicator 25	Rating of rent as very good or fairly good value for money	79.5%	85.2%	78.8%

¹ Based on a sample of approx. 60,000 tenants surveyed across 103 Landlords since April 2020 - weighted average (source SHR)

² Includes transactional data compiled by landlord

Executive Summary

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of East Lothian Housing Association (elha) using an interviewer led face to face questionnaire. The survey was administered between October 21st 2022 and December 5th 2022 and by the conclusion of the survey period, 725 tenants had completed a survey, representing 55.3% of all sampled tenants.

Overall satisfaction

- Taking everything into account, 90.5% of elha tenants are satisfied with services overall in 2022 whilst 4.9% are dissatisfied. In 2019, 94.4% of tenants were satisfied overall whilst the Scottish social housing average is currently 83.1%.
- Analysis of the responses for overall tenant satisfaction by property style illustrates some degree of variation, e.g. 93.4% satisfied for tenants living in tenements, 90.1% for houses and 88.3% for tenants in other flats/4 in a block (7.1% of these tenants are also dissatisfied overall).
- We observe that a tenant's experience of service delivery and support during lockdown may have had a bearing on how they responded to the question of overall satisfaction i.e. where the tenant said they were satisfied with lockdown service delivery/support, 91.6% of these tenants were also satisfied with services overall. Conversely, for those tenants who were dissatisfied or 'neither satisfied nor dissatisfied' with respect to elha's lockdown response, a smaller proportion (82.1%) were satisfied with the services overall whilst 10.2% were dissatisfied.

Customer care and contacting elha

- On average, 90.9% of tenants agree with 4 statements around customer care whilst 1.7% disagree. Tenant agreement is highest for elha having friendly and approachable staff (94.9%) and lowest for elha having a good reputation locally (88.4%).
- In 2022, approx. half of tenants (49.0%) were aware of the Customer Charter whilst a similar proportion (51.0%) were not aware.
- Other than to instruct a repair, approx. one in ten tenants (11.4%), have contacted elha in the last 3 years. The main reasons for contact include to complain about a service (22.9% of tenants making contact) or discuss a neighbour dispute (19.3%).
- Most of the contact made by tenants who were not reporting a repair was done using the telephone (65.1%) followed by 'My Home' (28.9%) and email (18.1%). We observe that compared to 2019, a higher proportion of tenants are making contact using 'My Home' (up from 5.0% in 2019) and email (3.0% made contact in this way in 2019).
- On average, almost three quarters of tenants were satisfied with their last contact with elha (72.9%) whilst 14.0% were dissatisfied with this contact. The highest performing aspects of tenant contact are: 'Staff were friendly, polite and professional' (89.2%) and 'You were treated fairly and with respect' (86.7%). Conversely, the lowest performing aspects of tenant contact are: 'Staff did what they said they were going to' (62.6%) and 'If required, staff kept you informed' (60.3%).
- Approx eight in ten tenants (78.5%) would know how to complain about elha's service if they had to whilst 21.5% did not.

Information, tenant participation and digital services

- In 2022, 96.4% of tenants rated 'being kept informed' as good, whilst 1.4% said that elha was poor on this measure (and 2.2% replied 'neither good nor poor'). Tenant satisfaction with being kept informed is slightly lower than the 2019 survey (97.7% saying good). The sector average for this figure in 2022 is 86.2%.
- Tenants were asked which method they would prefer to use to access information on elha's services and the method most likely to be used for information is the tenant's 'My Home' account (47.4%). The other method most likely to be used by tenants to locate elha information is by telephoning the office (14.6%).
- Most tenants (96.8%) are satisfied with opportunities to participate whilst 0.9% are dissatisfied on this measure. In 2019, 92.3% were satisfied whilst the current sector average for tenant participation is 81.6%.
- Most tenants (81.0%) use the internet and approx. one in five of these (22.2%) follow elha on Facebook.
- Approx one third of tenants with internet access use other social media platforms such as Twitter, YouTube etc. (28.6% use these services). Amongst these existing users 69.6% use Instagram and 17.3% of these tenants would follow elha using this platform. The most popular channel for following elha would be Twitter (19.0%).

Repair services

- Amongst tenants whose homes have been repaired in the last year, 83.8% are satisfied with the last repair whilst 11.9% are dissatisfied. There comparable data from the 2019 survey is 93.2% satisfied with 1.4% dissatisfied. The social housing sector average for repairs satisfaction (which includes transactional data) is 90.0%.
- For tenants reporting a repair in the last year, most (62.6%) have phoned in the repair request whilst 38.0% have used the digital repair booking service.
- Repairs satisfaction by key feature shows that the most satisfactory element of the service is ease of reporting the repair (95.7% satisfied) whilst the least satisfactory is contractors doing the job expected (83.7%).
- More than six in ten tenants (64.8%) have had a gas servicing appointment in the last year, and for those who have, 99.8% are satisfied with the gas service.

Housing quality

- Most tenants (89.5%) are satisfied with their home whilst 6.5% are dissatisfied in 2022. The current year figure for satisfaction on this measure is approx. 3% points behind that found during the 2019 survey (92.9% satisfied). The social housing averaged for housing quality is currently 81.0%.
- Housing quality satisfaction is highest for tenants living in tenements (93.3% satisfied) and lowest for those living in houses (87.9%).

Neighbourhoods

- More than nine in ten tenants (94.9%) are satisfied with their neighbourhood as a place to live whilst 1.9% are dissatisfied. In 2019, a similar proportion (95.1%) were satisfied with their neighbourhood
- Tenants were asked if they were satisfied or dissatisfied with how their landlord managed the neighbourhood they lived in. Analysis show that 95.9% of tenants are satisfied on this measure whilst 2.5% are dissatisfied. In

2019, 94.6% of tenants were satisfied with 'neighbourhood management' whilst the sector average in 2022 is 80.3%.

- Tenants' perspectives on the major and minor neighbourhood problems affecting their local area shows that car parking (20.6%), rubbish and litter (15.6%), dog fouling (12.7%) and noisy neighbours (11.1%) are the primary neighbourhood issues (major and minor problems). Other problems (2.9%) include: fly tipping, noisy children, speeding on the main road etc.
- Most tenants (78.2%) say that their neighbourhood has stayed the same over the past 3 years whilst 9.0% say 'improved' and 9.5% say 'declined'.
- On average, one in ten tenants (10.2%) have experienced problems with their neighbours during the last 12 months. Tenants who experienced problems with neighbours either called elha about the issue (41.9%), did nothing (28.4%), or spoke to the neighbour concerned (27.0%).
- Tenants who had contacted elha to deal with a problem neighbour had mixed views as to how well elha handled this complaint i.e., 35.5% were satisfied, 29.0% were neither satisfied nor dissatisfied and 35.5% were dissatisfied.

Rent and financial support

- Most tenants (85.2%) rate rent as good value for money, whilst 10.1% say that rent is poor value (and 4.7% answered 'neither good nor poor' value). In 2019, 79.5% rated rent as good value, whilst the 2022 sector average is 78.8%.
- Analysis by property size shows that tenants living in tenements are the most positive on rent value (90.3% say rent is good value), whilst the least positive are those tenants who live in houses (83.3%).
- In relation to the support provided by elha to make housing affordable e.g. money advice, home energy advice etc, between 73.5% and 75.7% are aware of these services i.e. 74.9% are aware of money advice services and 73.7% are aware of energy advice services.

Lockdown response

- Tenants were asked to reflect on the Covid 19 pandemic and to say how satisfied or dissatisfied they had been with the services and support provided by their landlord during this time. The results of this enquiry show that almost nine in ten tenants (87.9%) were satisfied on this measure whilst less than one percent (0.9%) were dissatisfied. Approx. one in ten tenants (11.3%) responded 'neither-nor' to this question.

Tenant priorities

- Tenants' top three priorities for their landlord's services are effective repairs and maintenance (84.1% of tenants have this as one of their top three priorities), housing quality (75.0%), and rent value for money (49.4%).

Improvements and additional services

- All tenants were asked to provide one recommendation to improve elha's service. Most tenants said nothing needed to be improved about the service (58.3%) whilst 2.6% responded 'don't know'. The main areas where tenants thought that elha's services could be improved are:

- Repairs and maintenance (5.6% of all tenants)
- Rent levels (4.0%)
- Upgrading housing (2.2%)
- Better communication (2.2%)
- Improved heating systems (2.1%)
- Better parking (1.1%).

- Tenants were also asked what additional services elha could provide and in this case most tenants (94.6%) said no additional services were required or answered, 'don't know' (1.0%). The remaining comments made were more focused on improving current services, rather than being proposals for entirely new provision e.g., a handyman service to help tenants, bin collections, and checking up on tenancies.

Conclusions

The 2022 tenant satisfaction survey indicates that the majority of tenants (90.5%) are satisfied with the overall service they receive from elha but that satisfaction in some key areas e.g. repairs, has declined since 2019, which is likely in part to be driven by the enduring effect of lockdown service delivery on the views of a minority of tenants.

Possible areas for further investigation

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

- Increasing tenant awareness of the Customer Charter (currently at 49.0% of tenants).
- Ensuring staff keep their promises following contact from tenants and also keep tenants informed of actions, and any follow up when a service is requested. Eighteen percent of tenants (18.0%) and 21.7% respectively were dissatisfied with these elements following their most recent contact with elha.
- Making sure all tenants know how to complain (21.5% do not know how to do this).
- Considering other digital approaches to engaging with tenants e.g. Instagram (17.3% of tenants with internet access would follow elha on Instagram), or Twitter (19.0% would follow elha using this platform).
- Improving the repair service (11.9% were dissatisfied with their last repair) with comments made around completing repairs and the timeline for carrying out repairs e.g. 10.2% of tenants were dissatisfied with the contractor doing the job expected.
- Looking at ways to address tenants' neighbourhood concerns with matters such as car parking, litter, dog fouling and noisy neighbours.
- Responding better when neighbour related problems are reported to elha i.e. 35.5% of tenants reporting these issues are dissatisfied with elha's handling of them.
- Considering ways to position rent as better value for money given that Council rents are viewed as significantly less expensive than elha rents.

Introduction

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of East Lothian Housing Association (elha) using an interviewer led face to face questionnaire. The survey was administered between October 21st 2022 and December 5th 2022.

Survey sampling and survey response

The survey sampling frame comprised a stratified random sample of 1,331 tenant properties drawn from a population comprising all housing units³. Face to face (door to door) interviewing took place using a proportionate sampling method whereby interviews were administered according to factors such as town, property type etc. The adjusted survey response rate based on completing 725 interviews is 55.3%; this excludes 19 tenants who asked to be withdrawn from the interview process at the pre-survey stage.

Property and town profile

Property type

As illustrated in table B, most interviews were carried out with tenants living in houses (56.0%); this compares to 56.5% of all tenants living in this type of property.

Table B – Survey sample by property type

<u>Property type</u>	<u>Interviews</u>	<u>% interviews</u>	<u>Property type</u>	<u>Stock</u>	<u>% stock</u>
4 in a block	27	3.7%	4 in a block	50	3.8%
House	406	56.0%	House	752	56.5%
Other flat	127	17.5%	Other flat	223	16.8%
Tenement	165	22.8%	Tenement	306	23.0%
Total	725	100.0%	Total	1331	100.0%

Property age

As shown in table C, approx. one in three surveyed tenants lived in properties built between 1982 and 2002 (31.4%). This compares to 30.6% of all stock having this build age.

Table C- Survey sample property age

<u>Age</u>	<u>Interviews</u>	<u>% interviews</u>	<u>Age</u>	<u>Stock</u>	<u>% stock</u>
1919 - 1944	1	0.1%	1919 - 1944	3	0.2%
1945 - 1964	160	22.1%	1945 - 1964	325	24.4%
1965 - 1982	37	5.1%	1965 - 1982	68	5.1%
1982 - 2002	228	31.4%	1982 - 2002	407	30.6%
Post 2002	292	40.3%	Post 2002	507	38.1%
Pre 1919	7	1.0%	Pre 1919	21	1.6%
Total	725	100.0%	Total	1331	100.0%

³ 1,312 units after excluding warmup letter refusals (19 properties)

Town

Table D considers the breakdown of completed surveys by town. This shows a close match between the locations that were surveyed and the spread of these areas within elha's population e.g., 17.4% of surveys were completed with tenants living in Tranent which compares to 17.1% of all tenants living within this town.

Table D - Survey sample by town

<u>Town</u>	<u>Interviews</u>	<u>% interviews</u>	<u>Town</u>	<u>Stock</u>	<u>% stock</u>
Tranent	126	17.4%	Tranent	228	17.1%
Haddington	105	14.5%	Haddington	181	13.6%
Musselburgh	105	14.5%	Musselburgh	191	14.4%
Prestonpans	75	10.3%	Prestonpans	164	12.3%
Wallyford	66	9.1%	Wallyford	106	8.0%
Dunbar	64	8.8%	Dunbar	117	8.8%
Cockenzie	32	4.4%	Cockenzie	57	4.3%
Ormiston	30	4.1%	Ormiston	62	4.7%
Whitecraig	22	3.0%	Whitecraig	42	3.2%
Other towns ⁴	100	14.0%	Other towns	183	13.6%
Total	725	100.0%	Total	1,331	100.0%

Person profile

Table E illustrates the break-down of survey responses by tenant age. This shows a wide range of ages for example, 7.2% of all surveyed tenants were aged 25 to 29, whilst 60.1% were aged 30-59.

Table E –Survey sample by tenant age (base 725)

<u>Tenant age</u>	<u>% all surveys</u>	<u>Tenant age</u>	<u>% all surveys</u>
18-21	1.4%	70-79	5.8%
22-24	2.2%	80+	3.3%
25-29	7.2%	Prefer not to say	1.4%
30-59	60.1%	Total	100.0%
60-69	18.6%		

As set out in table F, most surveyed tenants lived in households comprising one or more tenants aged 16 to 59 (75.1%). Approx one in three households (34.2%) contained children.

Table F –Survey sample by tenant status (base 725)

<u>Status</u>	<u>% all surveys</u>	<u>Status</u>	<u>% all surveys</u>
Households with one or more tenants aged 16 to 59	75.1%	No children in household	65.8%
Households with one or more tenants aged 60 plus	29.5%	One or more children in household	34.2%

⁴ E.g. East Linton, Gifford, Pencaitland, Stenton, Gullane, Athelstaneford, East Saltoun, Dirleton, Port Seton, Garvald, North Berwick, Bolton etc.

Previous housing arrangements

Table G illustrates the break-down of survey responses by a tenant's previous occupancy and shows that the main route into elha stock is from a Council house (24.0% of tenants were previously Council tenants).

Table G –Survey sample by previous occupancy (base 725)

<u>Tenant age</u>	<u>% all surveys</u>	<u>Tenant age</u>	<u>% all surveys</u>
Council	24.0%	Parent's home	9.7%
Always been an elha tenant	22.8%	Temporary accommodation	5.0%
Private let	17.0%	Owner occupier	4.7%
Other housing association	12.4%	Other	4.6%

Housing benefit status

Approx. four in ten tenants (38.6%) pay full rent to elha. The remaining tenants receive rent support either in the form of housing benefit (33.9%) or universal credit (27.7%). A small proportion of tenants (1.4%) receive a DHP.

Report layout and weighting

This report sets out tenant feedback on the questions that were posed in the survey. For each section, figures are provided alongside the relevant commentary. We have set out in the data tables an analysis of the survey results by characteristics such as property size etc. The survey data is unweighted because as illustrated in the preceding tables, there is reasonable match between the tenants, locations and properties that were surveyed and the wider tenant population on these measures.

Comparisons

Throughout the report we have made comparisons where possible with elha's previous tenant satisfaction survey (2019). The Scottish average figures are derived from data published by the Scottish Housing Regulator in August 2022. These comprise the weighted averages for approx. 60,000 social housing tenants. The reported figures only cover those landlords who carried out tenant surveys after April 2020 i.e. during and after lockdown (this covers 103 landlords).

Rounding

Note that as a result of the way Excel deals with rounding (rounding up all data), some figures in the charts and tables contained within this report may not sum to exactly 100%.

Small data sets

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

Margin of error

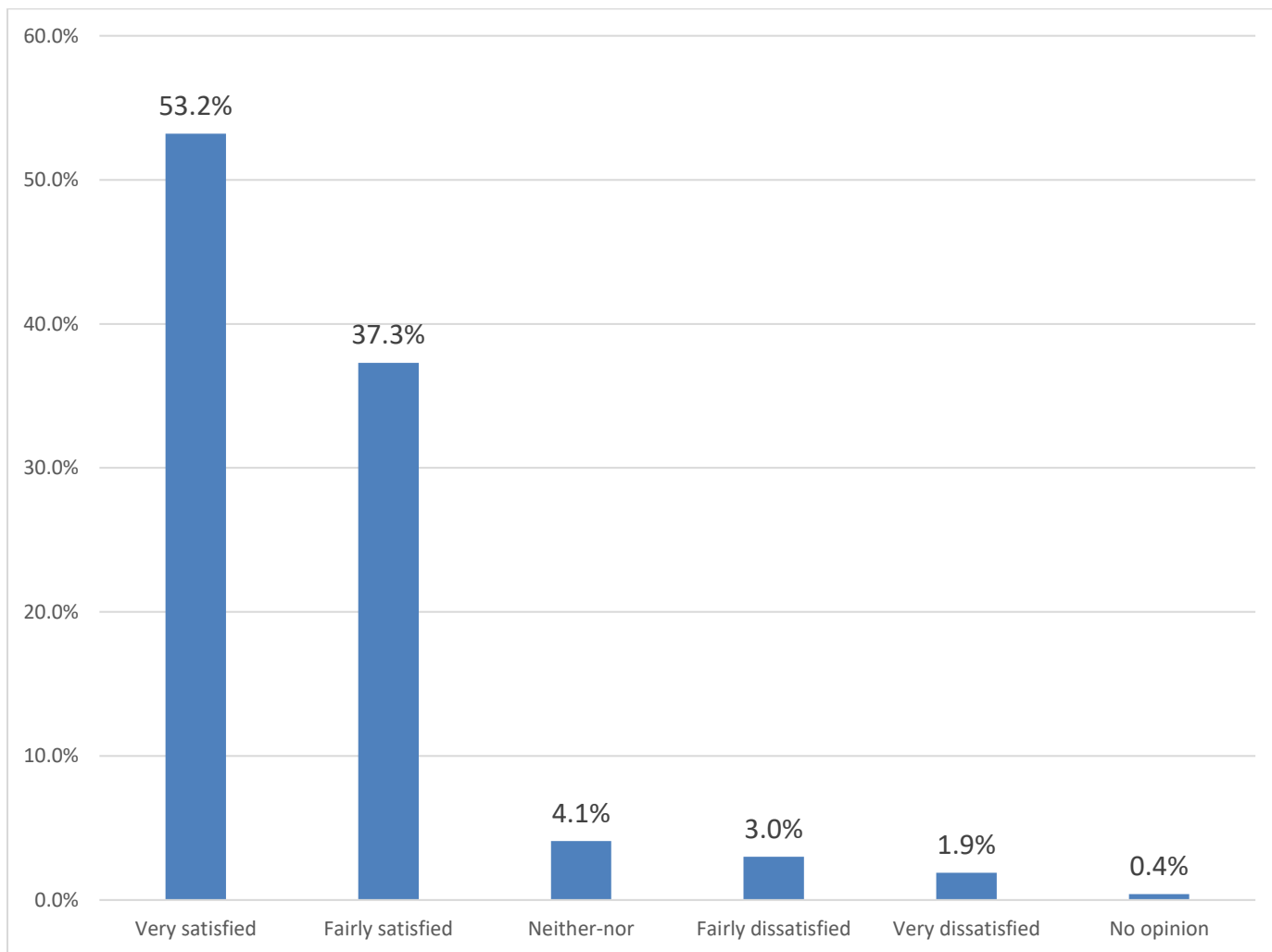
Based on an available population of 1,331 households, and a response rate of 725 completed surveys, the margin of error for the data contained in this survey is +/-2.5%.

Overall tenant satisfaction

Figure 1 sets out the level of tenant satisfaction with the overall service provided by East Lothian Housing Association (elha) and illustrates that 90.5% of tenants are satisfied in 2022. Approx. one in twenty tenants (4.9%) are dissatisfied with elha’s service overall. The comparable elha satisfaction figure for 2019 was 94.4% whilst 2.4% were dissatisfied. The Scottish social housing average satisfaction level is currently 83.1%.⁵

Figure 1 –Satisfaction with the overall service provided by elha (base 725)

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



Impact of lockdown

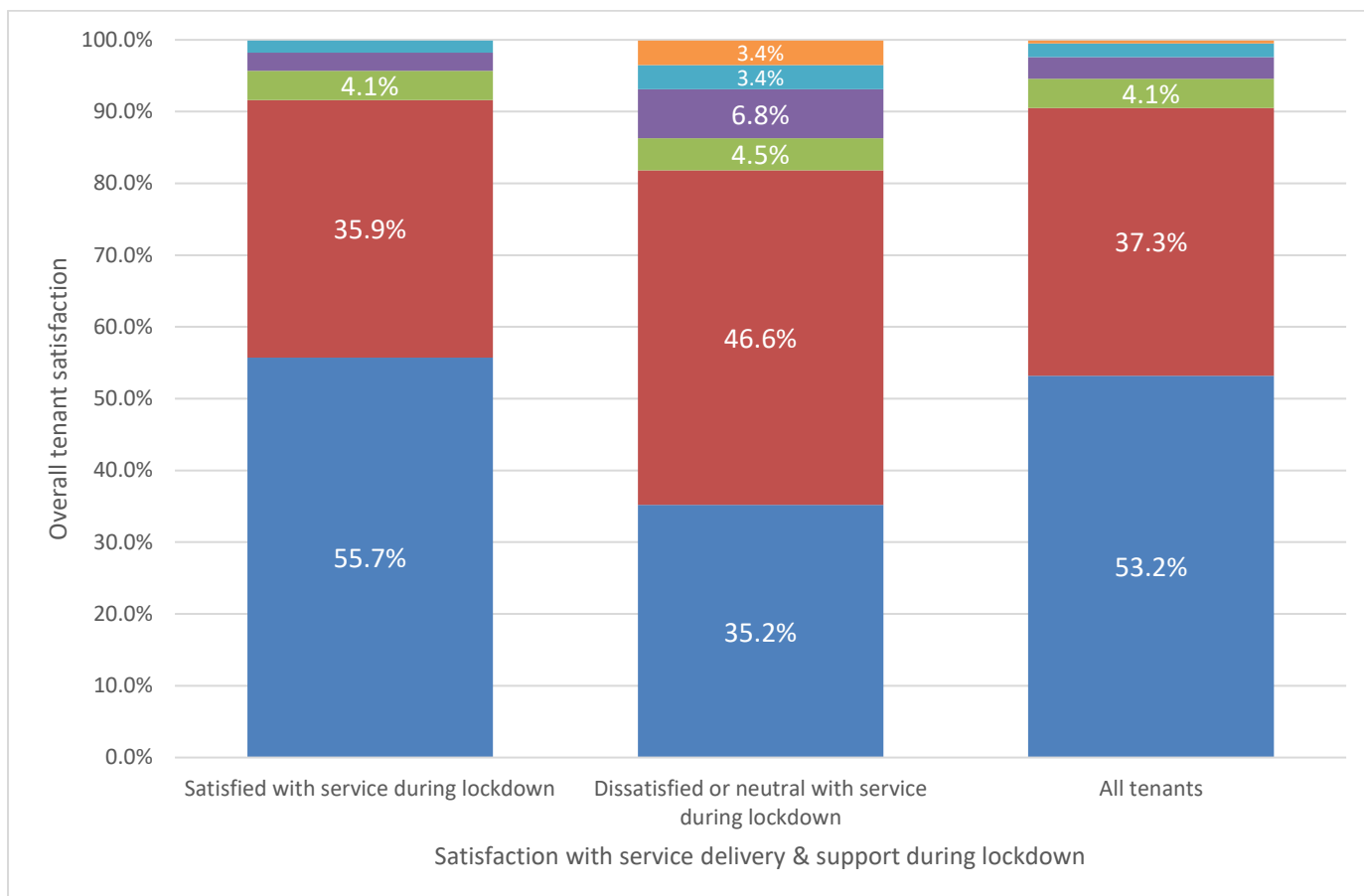
We observe that a tenant’s experience of service delivery and support during lockdown may have had a bearing on how they responded to the question of overall satisfaction i.e. where the tenant said they were satisfied with lockdown service delivery/support, 91.6% of these tenants were also satisfied with services overall (figure 2).

However, for those tenants who were dissatisfied or ‘neither satisfied nor dissatisfied’ (neutral) with respect to elha’s lockdown response, a smaller proportion (82.1%) were satisfied with the services overall whilst 10.2% were dissatisfied. Tenants who were dissatisfied or neutral regarding elha’s lockdown service delivery represent approx. ten percent (12.1%) of all tenants. Approx. nine in ten tenants (87.9%) were satisfied with lockdown service delivery and support during the pandemic.

⁵ Based on a sample of approx. 60,000 tenants surveyed across 103 Landlords since April 2020 - weighted average (source SHR)

Figure 2 –Satisfaction with the overall service provided by elha v. lockdown service delivery (base 725)

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



Property style

Analysis of the responses for overall tenant satisfaction by property style (table 1) illustrates some degree of variation, e.g. 93.4% satisfied for tenants living in tenements, 90.1% for houses and 88.3% for tenants in other flats/4 in a block (7.1% of these tenants are also dissatisfied overall).

Table 1 - Overall satisfaction by property style (base 725)

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

Style	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied	No opinion
House	54.9%	35.2%	4.7%	3.4%	1.2%	0.5%
Other flat/4 in a block	57.1%	31.2%	4.5%	1.9%	5.2%	-
Tenement	45.5%	47.9%	2.4%	3.0%	0.6%	0.6%
All types	53.2%	37.3%	4.1%	3.0%	1.9%	0.4%

Area profile

Table 2 illustrates tenant satisfaction by area and shows that overall satisfaction is highest in Wallyford (98.5% satisfaction) and Dunbar (93.7%) and lowest in Tranent (85.7%).

Table 2 - Overall satisfaction by area (base 725)

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

<u>Area profile</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
Dunbar	32.8%	60.9%	3.1%	-	-	3.1%
Haddington	59.0%	32.4%	3.8%	3.8%	1.0%	
Musselburgh	36.2%	55.2%	1.0%	3.8%	2.9%	1.0%
Other area ⁶	62.5%	26.6%	6.0%	3.3%	1.6%	-
Prestonpans	34.7%	54.7%	6.7%	4.0%	-	-
Tranent	50.8%	34.9%	5.6%	4.0%	4.8%	-
Wallyford	90.9%	7.6%	-	-	1.5%	-
All areas	53.2%	37.3%	4.1%	3.0%	1.9%	0.4%

Tenant dissatisfaction

Sixty six tenants (9.0%) were asked why they were not satisfied with the overall service provided by elha and some examples of the comments made are provided below (note many⁷ of the comments made relate to property maintenance matters):

Q- You said you were not satisfied with the overall service provided by your landlord; can you please explain why?

- ✓ They don't listen.
- ✓ Have been 3 weeks without heating.
- ✓ I want to move because of neighbours.
- ✓ Not good at repairs. Heating system is diabolical and costs a fortune for an old system.
- ✓ Ongoing issues since 2010 with heating; hot water doesn't work.
- ✓ They tell you things then they don't happen.
- ✓ We've asked for repairs, and they've not been done.

⁶ Includes smaller settlements such as Cockenzie, Whitecraig, Gifford, Pencaitland, East Saltoun, Dirleton, North Berwick, Bolton etc.

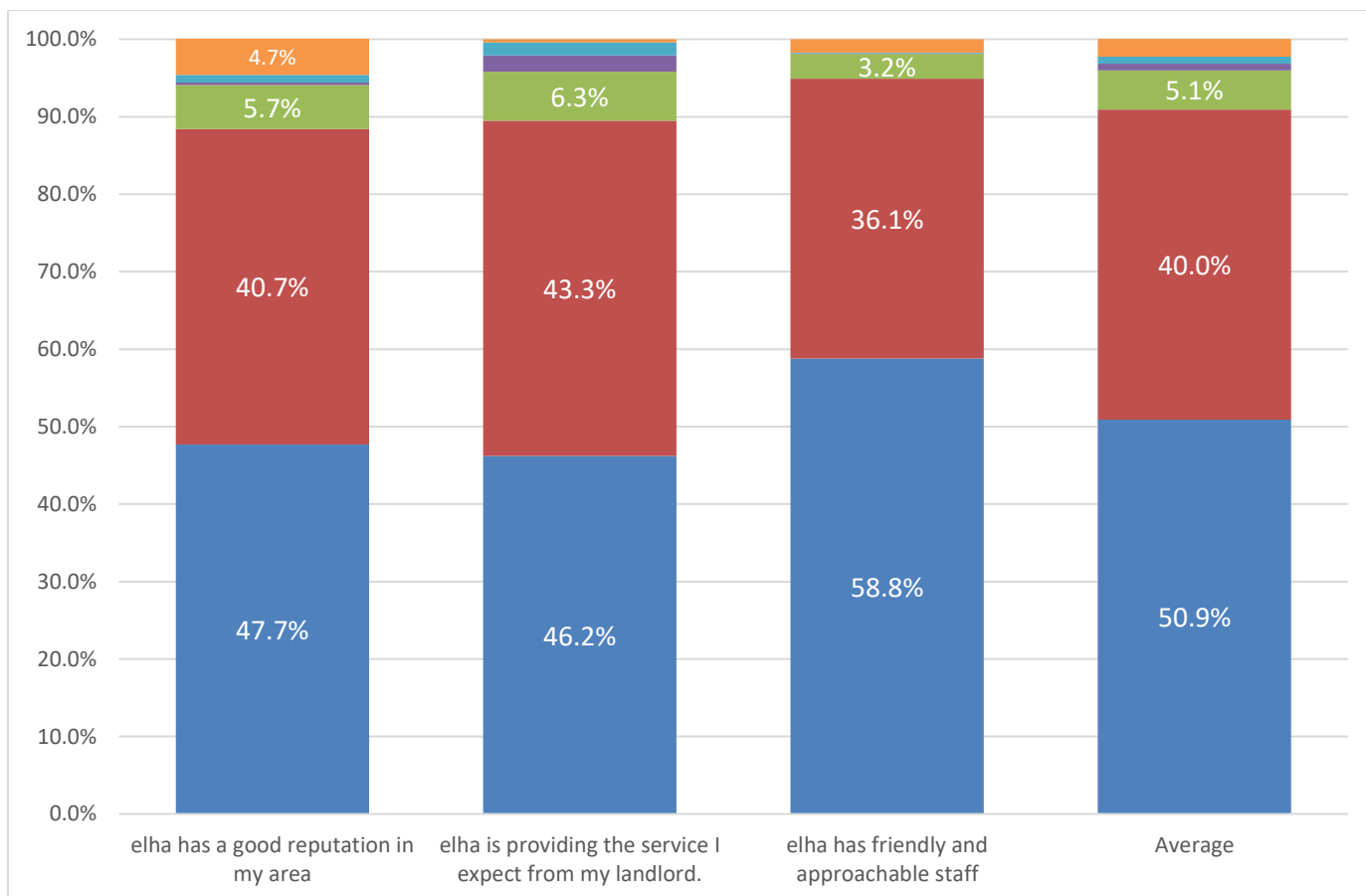
⁷ Approx 35.0% of comments refer to repairs

Customer care and charter

As illustrated in figure 3, on average, 90.9% of tenants agree with the statements set out around customer care whilst 1.7% disagree. Tenant agreement is highest for elha having friendly and approachable staff (94.9%) and lowest for elha having a good reputation locally (88.4%).

Figure 3 –Satisfaction with the customer care provided by elha (base 725)

Q- To what extent do you agree or disagree with the following statements?



Customer charter

In 2022, approx. half of tenants (49.0%) were aware of the Customer Charter whilst a similar proportion (51.0%) were not aware (table 3). We observe that the awareness level in 2022 is much lower than it was in 2019 (79.0%).

Table 3 – Customer charter awareness (base 725)

Q - Are you aware of elha's Customer Service Charter which sets out the targets and timescales that they have set themselves for responding to enquiries?

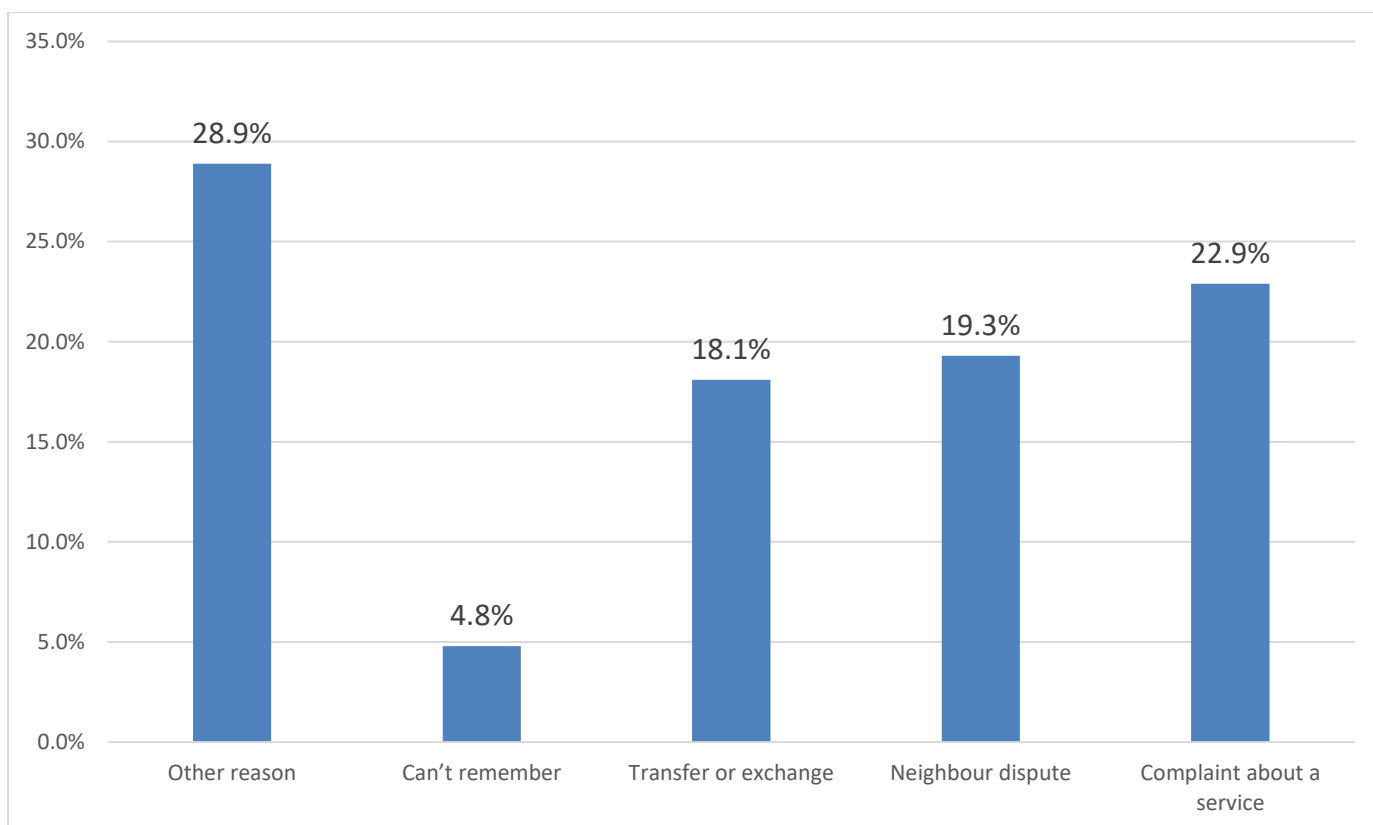
Status	% all tenants
Yes - aware	49.0%
No – not aware	51.0%

Contacting elha

Other than to instruct a repair, approx. one in ten tenants (11.4%), have contacted elha in the last 3 years. The reasons for contact include to complain about a service (22.9% of 83 tenants) or a neighbour dispute (19.3%).

Figure 4 –Contact reasons other than repair (base 83)

Q- Thinking of the LAST time you contacted elha, apart from paying rent or reporting a repair, what was your reason for contact?



Other reasons for contact and include:

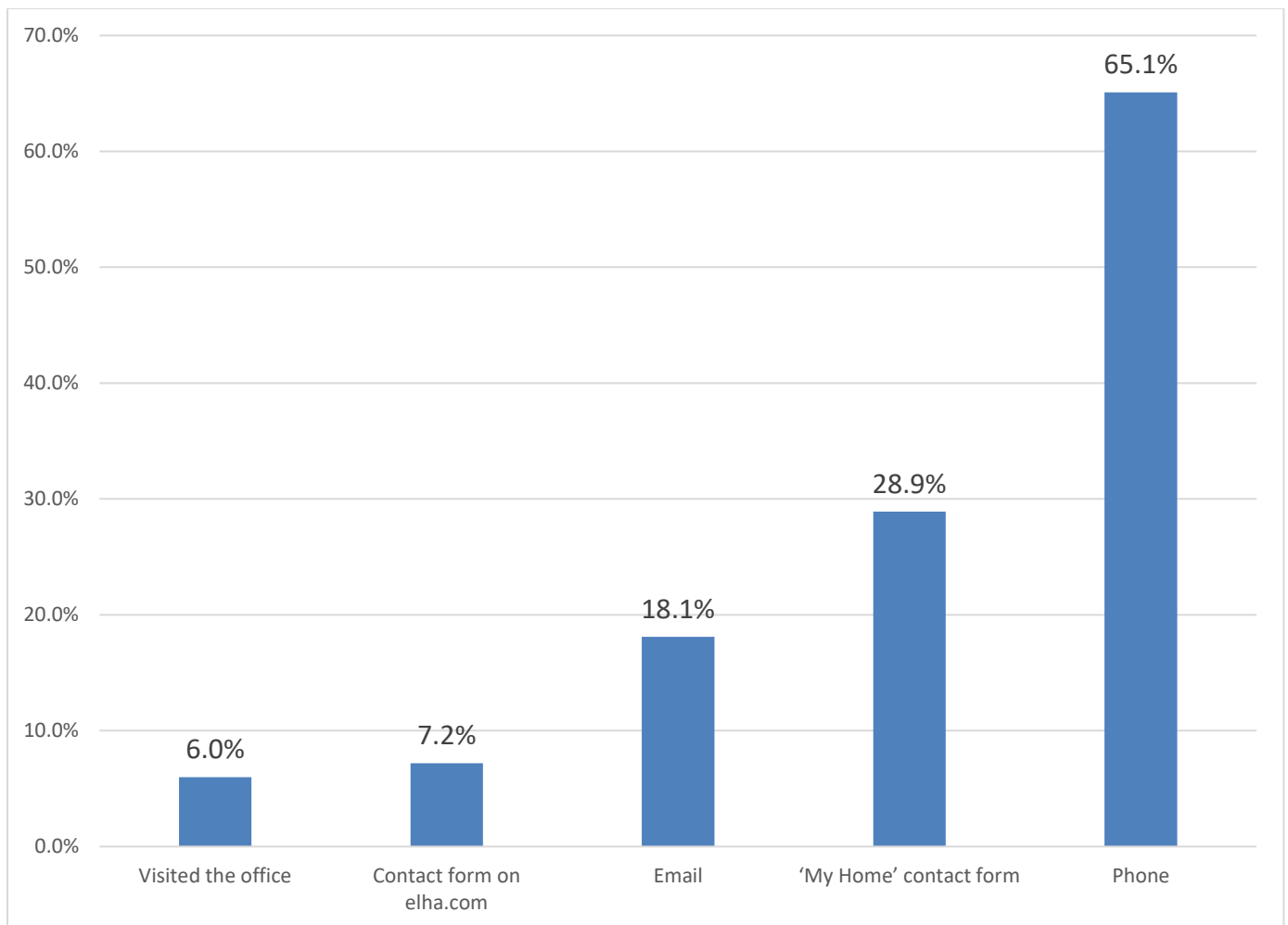
- ✓ Bin store and kids' vandalism.
- ✓ Dog fouling from next door.
- ✓ Flooded back green.
- ✓ Going digital free.
- ✓ Heating.
- ✓ Hedges.
- ✓ Pest control.
- ✓ To put up a shed and paint the fence.

Contact method for last contact

As illustrated in figure 5, most of the contact made by tenants who were not reporting a repair was done using the telephone (65.1%) followed by 'My Home' (28.9%) and email (18.1%). We observe that compared to 2019, a higher proportion of tenants are making contact using 'My Home' (up from 5.0% in 2019) and email (3.0% made contact in this way in 2019).

Figure 5 –Contact method (base 83)

Q- Thinking of the LAST time you contacted elha, (apart from paying rent or reporting a repair), how did you make contact?



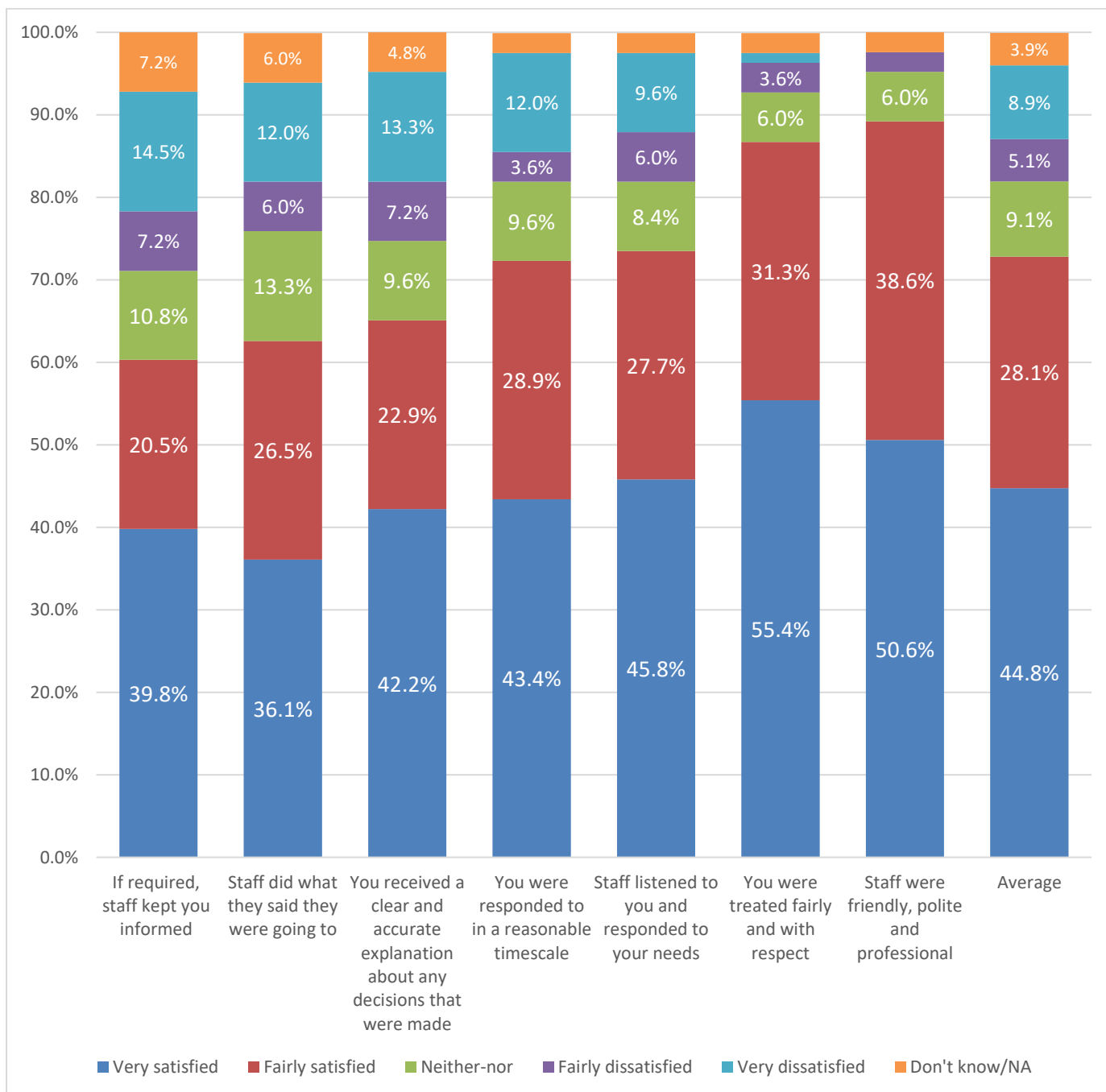
Tenant satisfaction with contact

As set out in figure 6, on average, almost three quarters of tenants were satisfied with their last contact with elha (72.9%) whilst 14.0% were dissatisfied with this contact.

The highest performing aspects of tenant contact are: 'Staff were friendly, polite and professional' (89.2%) and 'You were treated fairly and with respect' (86.7%). Conversely, the lowest performing aspects of tenant contact are: 'Staff did what they said they were going to' (62.6%) and 'If required, staff kept you informed' (60.3%).

Figure 6 –Contact satisfaction (base 83)

Q- Thinking about this last contact, how satisfied or dissatisfied were you with the following?



Complaints

All tenants were asked if they knew how to complain to elha if they needed to. Approx eight in ten tenants (78.5%) would know how to complain about elha’s service if they had to whilst 21.5% did not.

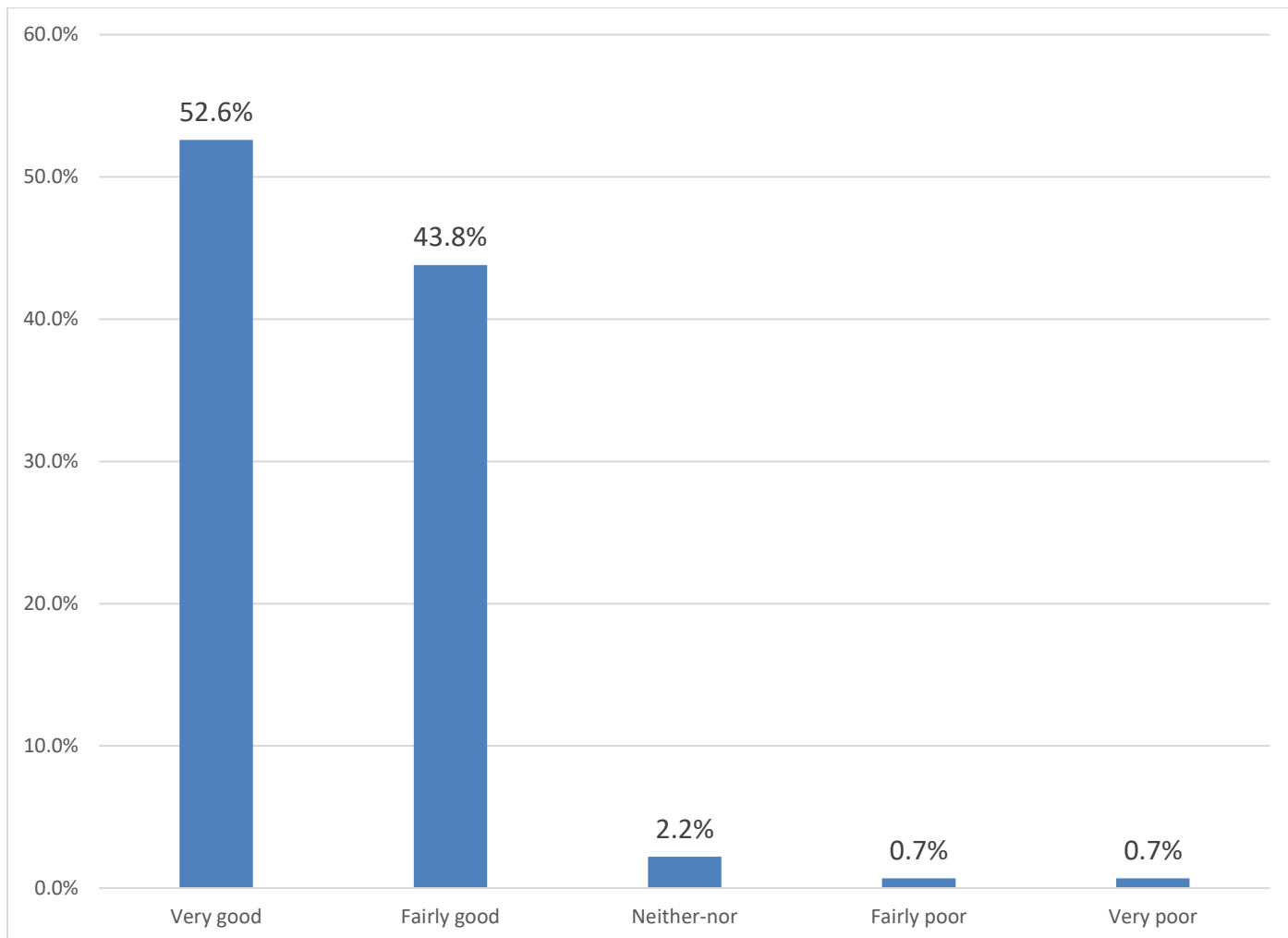
In 2019, 84.0% of tenants said they would know how to complain.

Information, tenant participation and digital services

In 2022, 96.4% of tenants rated 'being kept informed' as good, whilst 1.4% said that elha was poor on this measure (and 2.2% replied 'neither good nor poor') (figure 7). Tenant satisfaction with being kept informed is slightly lower than the 2019 survey (97.7% saying good). The sector average for this figure in 2022 is 86.2%.

Figure 7 – Information (base 725)

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



Improving information

Less than five percent of tenants (3.6%) suggested ways in which elha could improve its information flow and some examples of the comments made are provided below:

Q - Can you explain how elha could improve how they keep you informed about their services and decisions?

- ✓ Give us more notice of things like changing windows.
- ✓ Don't get much information so give us more.
- ✓ Provide regular updates.
- ✓ Get in touch with us: waited a year and heard nothing from them.
- ✓ Listen more; it's as though no one listens to me.
- ✓ Just keep us up to date.
- ✓ Just give us more information.

Information methods

Tenants were asked which method they would prefer to use to access information on elha's services and as illustrated in table 4 the method most likely to be used for information is the tenant's 'My Home' account (47.4%). The other method most likely to be used by tenants to locate elha information is by telephoning the office (14.6%).

Table 4 – Information access (base 725)

Q - If you were looking for information on elha's services, how would you prefer to get this?

<u>Access method</u>	<u>% tenants</u>
Use your My Home account	47.4%
Search elha.com	36.7%
Check Talkback or the e-Talk newsletters	7.9%
Pick up or request an information leaflet	6.3%
Other (principally telephoning the office & visiting)	19.9%

Tenant participation

As illustrated in table 5, most tenants (96.8%) are satisfied with opportunities to participate whilst 0.9% are dissatisfied on this measure. In 2019, 92.3% were satisfied whilst the current sector average for tenant participation is 81.6%.

Table 5 - Satisfaction with tenant participation (725)

Q- How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes?

<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
54.1%	42.7%	2.3%	0.3%	0.6%

When asked what elha could do to improve opportunities to participate, tenants who were asked this question (3.2%) mainly said provide more information.

Tenant participation methods

Table 6 shows that a larger proportion of tenants are aware of opportunities to participate than are interested in giving their views e.g. 34.5% are aware of the Tenant Panel but only 6.1% would be interested in joining this panel.

Table 6 – Awareness of and interest in tenant participation (725)

Q- elha provides a range of ways for tenants to get involved in their decision making processes and give their views. (A):Were you aware that you could get involved in any of the following ways and (B): would you be interested in getting more involved in any of the following ways?

<u>Method</u>	<u>Aware</u>	<u>Interested</u>
Responding to the rent consultation	37.4%	11.6%
Tenant Panel	34.5%	6.1%
Becoming a tenant member and attending the AGM	27.0%	3.7%
TIG Web	25.1%	5.1%
Becoming a member of the elha Management Committee	24.3%	3.4%
TIF Focus	21.7%	3.4%
Scrutiny Group	17.2%	4.0%
TIG other	16.0%	2.8%

Digital services

Most tenants (81.0%) use the internet and approx. one in five of these (22.2%) follow elha on Facebook.

When tenants who do not follow elha on Facebook were asked if there was anything elha could use Facebook for which would make them more likely to follow the Association, most these tenants (80.7%) said ‘no’, 5.2% said having more information about the site would help, and 4.8% said ‘don’t know’.

Approx one third of tenants with internet access use other social media platforms such as Twitter, YouTube etc. (28.6% use these services). Table 7 illustrates that amongst these existing users 69.6% use Instagram and that 17.3% of these tenants would follow elha using this platform. The most popular channel for following elha would be Twitter (19.0%).

Table 7 – Awareness of and interest in tenant participation (168)

Q- Which social media do you use, and which ones would you use to follow elha?

<u>Platform</u>	<u>Use already</u>	<u>Would follow elha on this platform</u>
Instagram	69.6%	17.3%
You Tube	53.6%	10.1%
Twitter	45.8%	19.0%
LinkedIn	19.6%	8.9%

Repair service

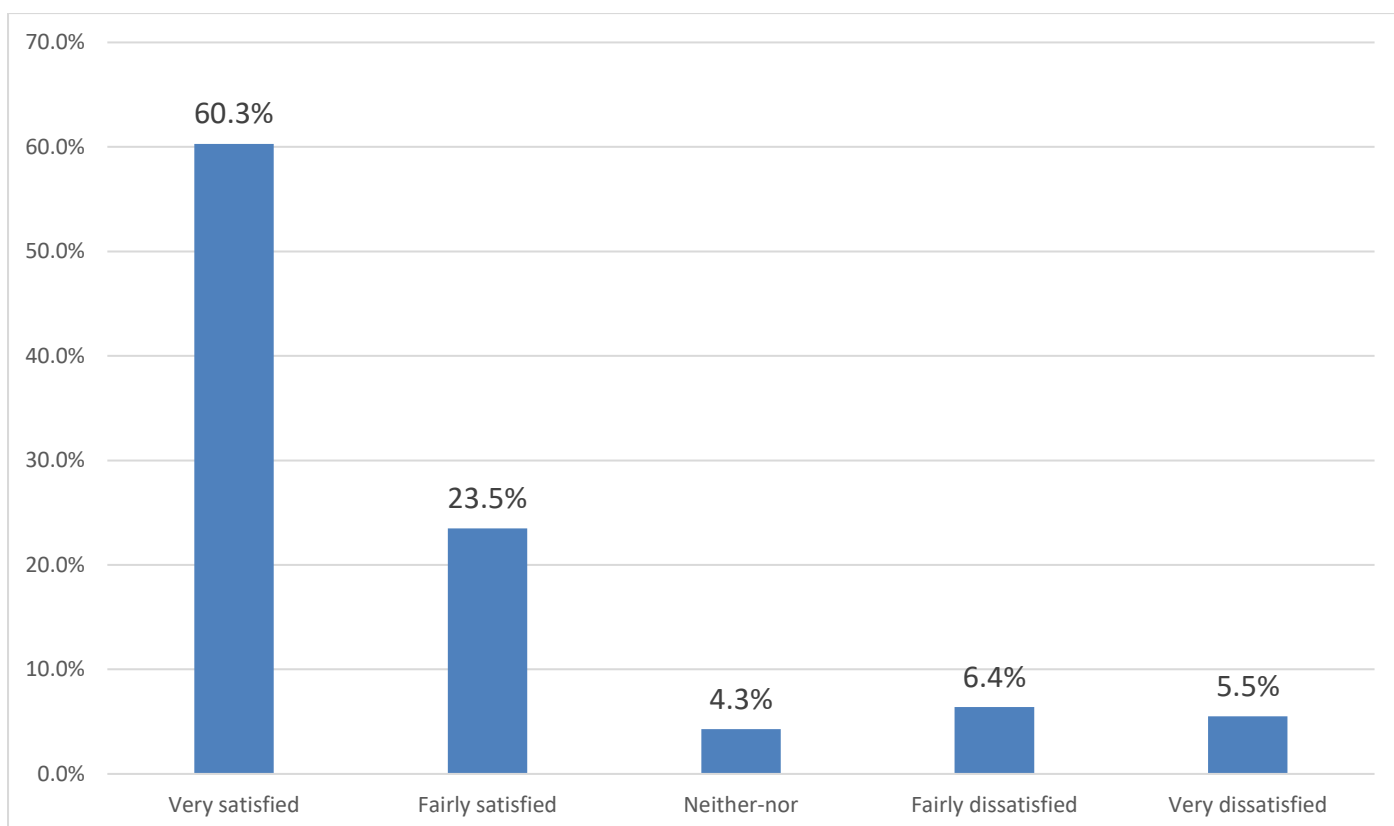
Satisfaction with repairs

Approx. half of ten tenants (47.8%) have had a property repair in the last 12 months.

Amongst tenants whose homes have been repaired in the last year, 83.8% are satisfied with the last repair whilst 11.9% are dissatisfied (figure 8). There comparable data from the 2019 survey is 93.2% satisfied with 1.4% dissatisfied. The social housing sector average for repairs satisfaction (which includes transactional data), is 90.0%.

Figure 8 – Satisfaction with the repair service (base 345-repair in last year only)

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



Reporting

Amongst tenants reporting a repair in the last year, most (62.6%) have phoned in the repair request whilst 38.0% have used the digital repair booking service.

Table 8 – Reporting a repair (base 345-repair in last year only)

Q- Thinking about the LAST time you had repairs carried out, how did you report this?

<u>Method of reporting</u>	<u>% last year</u>
Called the repair line	62.6%
Used the digital repair booking service	38.0%
Clicked the emergency repair live help	1.4%
Other (visited office, email, via Inspector)	4.9%

Service improvements

Fifty six tenants whose homes had been repaired in the last year were asked how the repair service could be improved. Some examples of the comments made in relation to this areas are provided below:

Q - Can you please explain how the repairs service could have been improved?

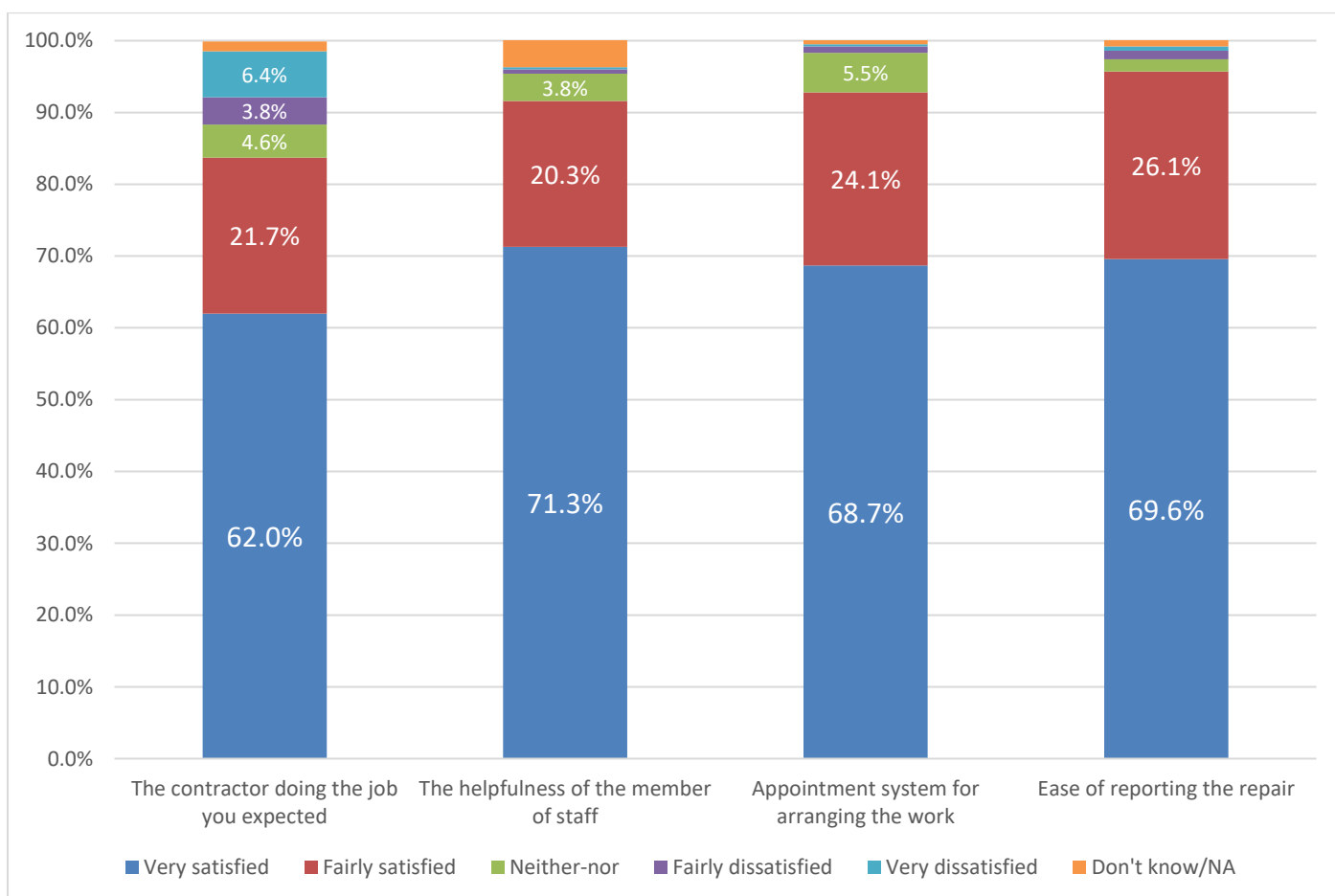
- ✓ Actually come out and get back to you.
- ✓ Complete jobs-came out screwed window shut came back unscrewed it but never returned.
- ✓ Getting the right people here in the first place The way it turned out wasn't what I expected. The electricians couldn't get their heads together to fix the problem.
- ✓ Heating faulty and it's not fixed; took a year to get new boiler.
- ✓ Repairs not done right. I am a disabled person; this house is mouldy, and they won't fix it.
- ✓ Still not got a date for repairs. Waited more than 2yrs for kitchen and have mould in bathroom.
- ✓ They've ripped up the flooring. Not a problem caused by me, but I'm told I have to pay for new flooring.
- ✓ Window still leaks after repairs and can't get anyone to come back.

Repairs satisfaction by feature

Figure 9 illustrates repairs satisfaction by key feature and shows that the most satisfactory element of the service is ease of reporting the repair (95.7% satisfied) whilst the least satisfactory is contractors doing the job expected (83.7%).

Figure 9 – Satisfaction with the repair service features (base 345-repair in last year only)

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



Repair dates

Almost all of the repairs covered in the preceding commentary were instructed after the pandemic restrictions were lifted (98.6%). Tenant satisfaction with repairs post-pandemic was 83.9% whilst for repairs instructed during the pandemic it was 80.0% (base is 1.4% of repairs in the last year).

Gas servicing

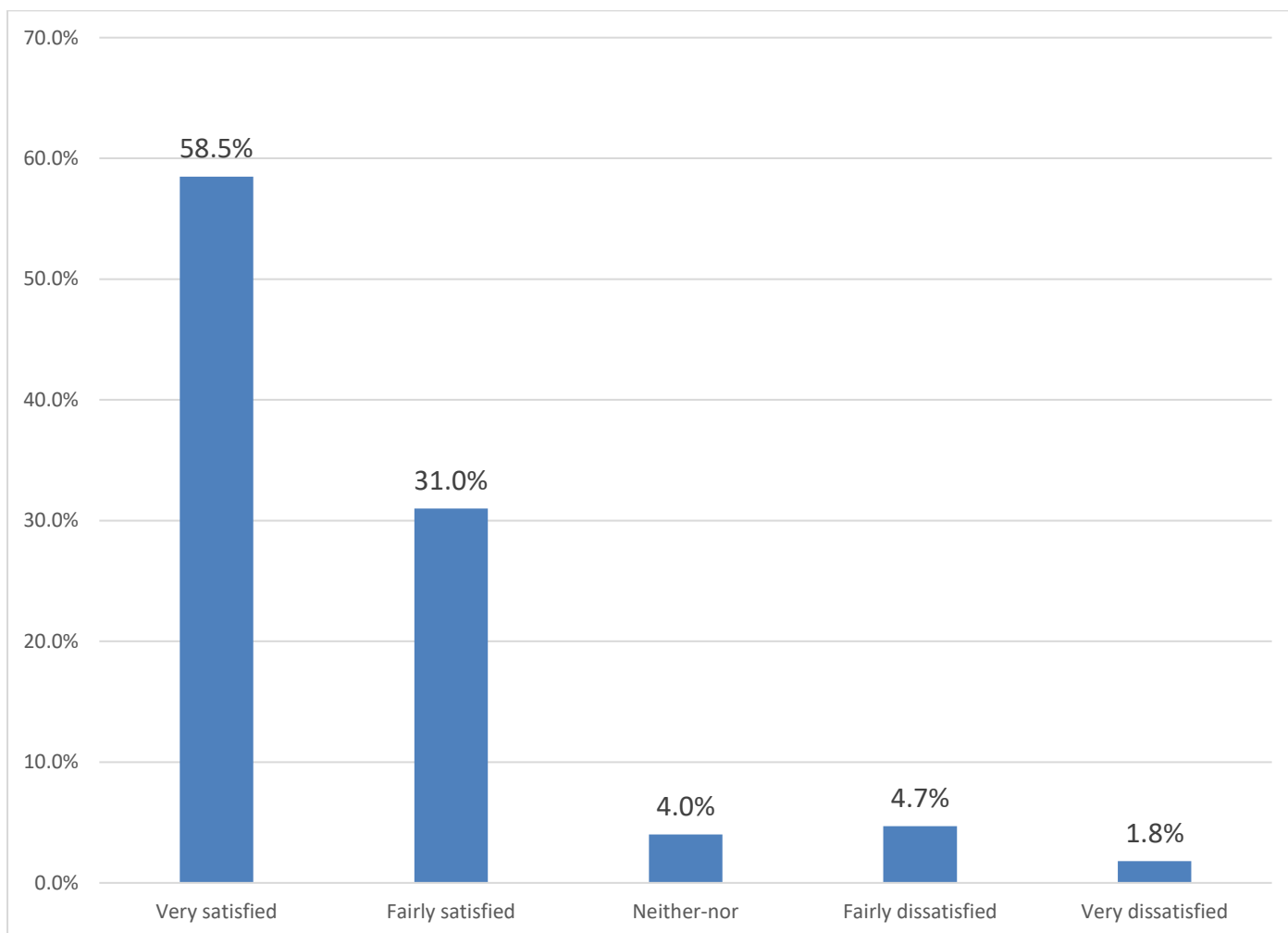
More than six in ten tenants (64.8%) have had a gas servicing appointment in the last year, and for those who have, 99.8% are satisfied with the gas service (one tenant responded 'neither satisfied nor dissatisfied' saying that the service could be improved if it would, 'Sort issues. Did report a problem but it wasn't fixed').

Housing quality satisfaction

Overall tenant satisfaction with the quality of housing is set out in figure 10 and reveals that 89.5% of tenants are satisfied with their home whilst 6.5% are dissatisfied in 2022. The current year figure for satisfaction on this measure is approx. 3% points behind that found during the 2019 survey (92.9% satisfied). The social housing averaged for housing quality is currently 81.0%.

Figure 10 – Satisfaction with housing quality overall (base 725)

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



Housing quality satisfaction is highest for tenants living in tenements (93.3% satisfied) and lowest for those living in houses (87.9%) - (table 9).

Table 9 - Satisfaction with housing quality by property type (base 725)

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

Style	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
House	59.6%	28.3%	4.7%	5.4%	2.0%
Other flat/4 in a block	61.0%	28.6%	4.5%	3.9%	1.9%
Tenement	53.3%	40.0%	1.8%	3.6%	1.2%
All types	58.5%	31.0%	4.0%	4.7%	1.8%

Housing quality improvements

Seventy six tenants suggested ways in which their home could be improved, and some example comments are provided below:

Q – How could the quality of your home be improved?

- ✓ Don't like the outside. Was poorly painted last time and windows are very poor.
- ✓ Heating doesn't work properly and have a leaky ceiling.
- ✓ Need new doors and kitchen. Shower needs fixed.
- ✓ Needs damp sorted, new bathroom, and other upgrades.
- ✓ New windows, doors, and heating system.
- ✓ Repairs and snagging needs done.
- ✓ The kitchen needs updated; it's falling apart. Bathroom seats are cheap rubbish.

Neighbourhood management satisfaction

Satisfaction with neighbourhood

More than nine in ten tenants (94.9%) are satisfied with their neighbourhood as a place to live whilst 1.9% are dissatisfied (table 10). In 2019, a similar proportion (95.1%) were satisfied with their neighbourhood.

Table 10 – Neighbourhood living (base 725)

Q- Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to?

<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
66.2%	28.7%	3.2%	1.2%	0.7%

Neighbourhood management

Tenants were asked if they were satisfied or dissatisfied with how their landlord managed the neighbourhood they lived in. Table 11 show that 95.9% of tenants are satisfied on this measure whilst 2.5% are dissatisfied. In 2019, 94.6% of tenants were satisfied with 'neighbourhood management' whilst the sector average in 2022 is 80.3%.

Table 11 – Neighbourhood management (base 725)

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

<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
66.8%	29.1%	1.7%	1.4%	1.1%

Neighbourhood management improvements

Thirty tenants suggested how elha could improve neighbourhood management. Some examples of the comments made are provided below:

Q – Can you explain how elha could improve their contribution to the management of the neighbourhood you live in?

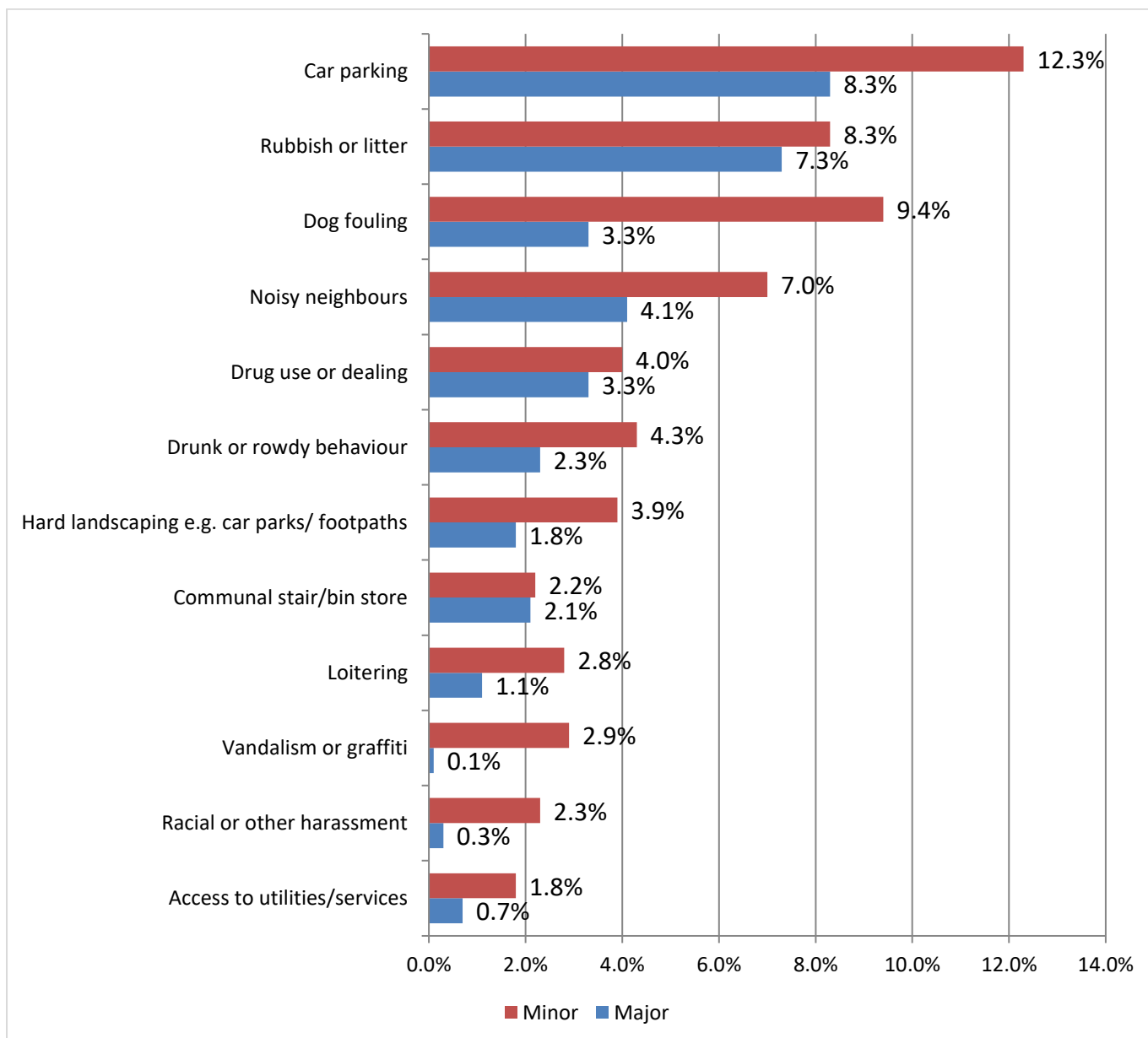
- ✓ Clean up the drugs.
- ✓ Could be tidier; it's messy with lots of weeds.
- ✓ Deal with neighbour issues.
- ✓ Increase maintenance in public areas.
- ✓ Monitor bin areas and do walkabouts.
- ✓ More facilities - nothing here for young folk.
- ✓ Stop dogs barking.
- ✓ Tidy the place up a bit.

Neighbourhood problems

Figure 11 sets out tenants' perspectives on major and minor neighbourhood problems and shows that car parking (20.6%), rubbish and litter (15.6%), dog fouling (12.7%) and noisy neighbours (11.1%) are the primary neighbourhood issues (major and minor problems). Other problems (2.9%) include: fly tipping, noisy children, speeding on the main road etc.

Figure 11 –Major and minor neighbourhood problems (base 725)

Q- To what extent are any of the following a problem in your neighbourhood?



Neighbourhood changes

As illustrated in table 12, most tenants (78.2%) say that their neighbourhood has stayed the same over the past 3 years whilst 9.0% say 'improved' and 9.5% say 'declined'. The two areas most likely to say their neighbourhood has improved are Tranent (11.9%) and Wallyford (19.7%) while the areas recording the highest level of decline are Dunbar (15.6%) and Musselburgh (18.1%).

Table 12 – Neighbourhood changes base 725)

Q- In the last 3 years, would you say your neighbourhood has?

Greatly improved	Slightly improved	Stayed the same	Slightly declined	Greatly declined	Don't know
1.4%	7.6%	78.2%	8.0%	1.5%	3.3%

Neighbour problems

On average, one in ten tenants (10.2%) have experienced problems with their neighbours during the last 12 months. As illustrated in table 13, these problems vary somewhat by area e.g. Haddington (13.3% have experienced problems) compared to Wallyford (4.5%).

Table 13 – Neighbour related problems (base 725)

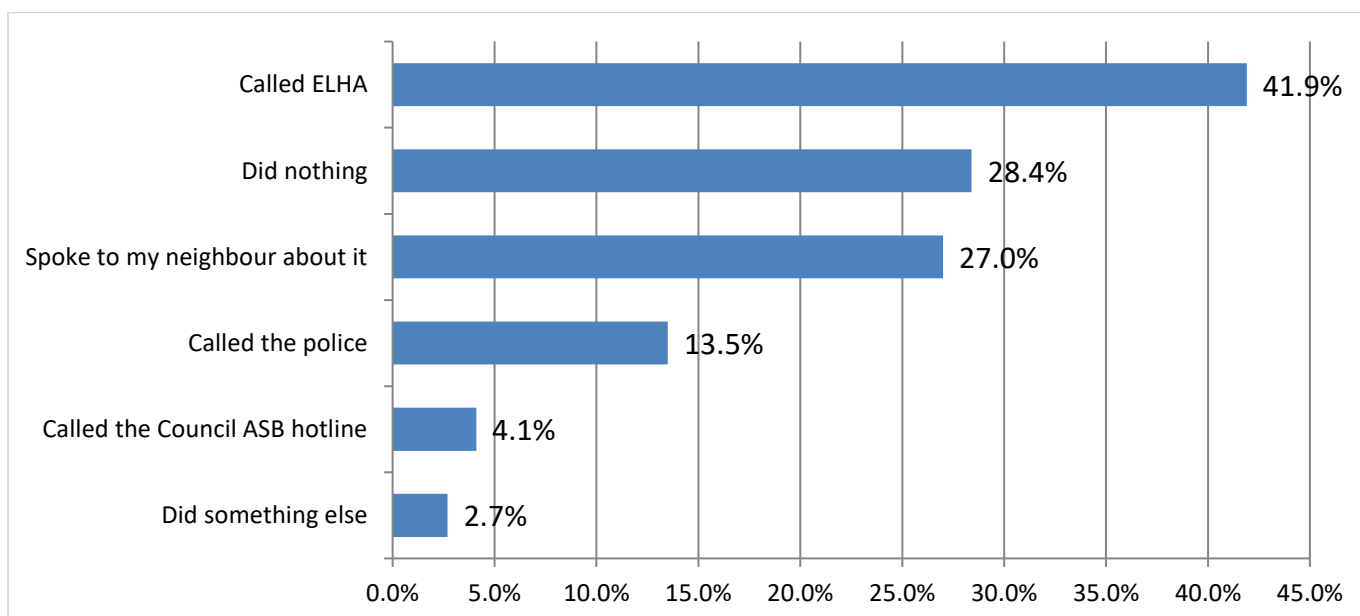
Q- Have you experienced any problems with your neighbours during the last 12 months?

<u>Area</u>	<u>Yes</u>
Dunbar	10.9%
Haddington	13.3%
Musselburgh	12.4%
Other area	8.2%
Prestonpans	8.0%
Tranent	12.7%
Wallyford	4.5%
All areas	10.2%

As shown in figure 12, tenants who experienced problems with neighbours either called elha about the issue (41.9%), did nothing (28.4%), or spoke to the neighbour concerned (27.0%).

Figure 12 –Dealing with problem neighbours (base 74)

Q- How did you deal with the problem?



Doing nothing

Tenants who said they 'did nothing' about their problem neighbour chose this course of action for various reasons including fear of reprisals and hoping the issue would resolve itself. The list of reasons given for this response are set out below:

Q – Why did you choose to do nothing about the problem neighbour?

- ✓ A neighbour reported it.
- ✓ Concerned about reprisals
- ✓ Didn't want to get involved.
- ✓ Didn't want to.
- ✓ Don't want any trouble.
- ✓ Don't want to cause trouble.
- ✓ Drugs related.
- ✓ Hoping it calms down by itself.
- ✓ Ignoring it but will need to get it sorted
- ✓ Ignored her.
- ✓ It's an insulation issue so can be noisy.
- ✓ It's not too bad
- ✓ Just put up with it.
- ✓ Not worth reporting
- ✓ Nothing gets done.
- ✓ Someone else called the police.
- ✓ Tried to ignore it.
- ✓ Thinking of going into the office to see them about it.
- ✓ Want to keep the peace.
- ✓ Worried about reporting it.

Elha's handling of neighbour complaint

Table 14 shows that tenants had mixed views as to how well elha handled their neighbour complaint i.e., 35.5% were satisfied, 29.0% were neither satisfied nor dissatisfied and 35.5% were dissatisfied.

Table 14 – elha's handling of neighbour complaints (base 31)

Q- How satisfied or dissatisfied were you the way elha dealt with your neighbour complaint?

<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
22.6%	12.9%	29.0%	12.9%	22.6%

Amongst the tenants who were either dissatisfied or 'neither satisfied nor dissatisfied', the principal 'complaint' was that nothing was done about their report and therefore the main improvement for elha would be to 'do something' about tenants' requests e.g.,

Q – How could this have been improved?

- ✓ Didn't seem like they were able to do anything.
- ✓ Didn't deal with it.
- ✓ Nothing changed.
- ✓ Still ongoing.
- ✓ They did nothing about it.

Rent value for money and financial support

As set out in figure 13, most tenants (85.2%) rate rent as good value for money, whilst 10.1% say that rent is poor value (and 4.7% answered 'neither good nor poor' value). In 2019, 79.5% rated rent as good value, whilst the 2022 sector average is 78.8%.

Figure 13 – Rating of rent value for money (base 725)

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

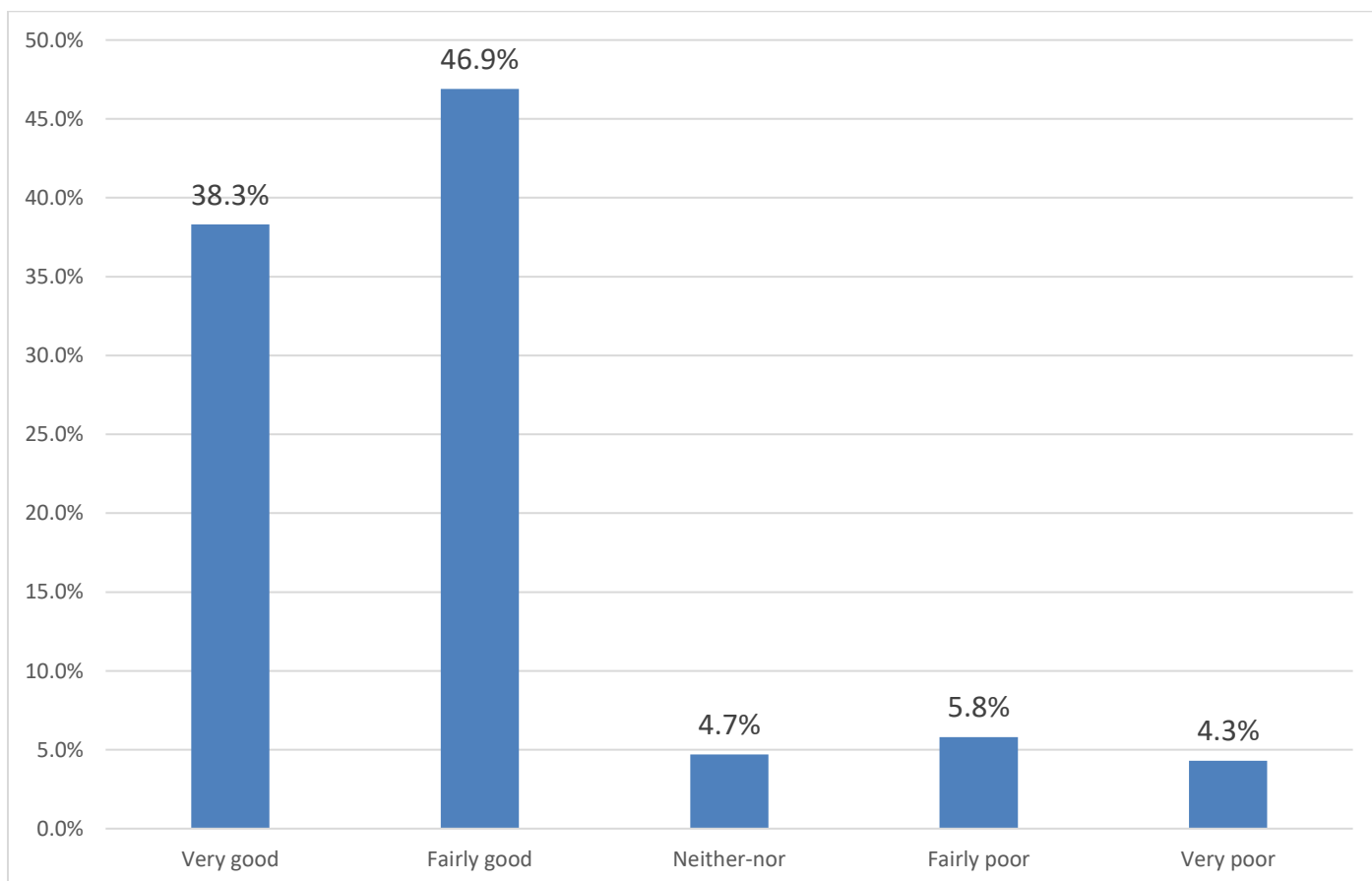


Table 15 indicates rent value by property type and shows that tenants living in tenements are the most positive on this measure (90.3% say rent is good value), whilst the least positive are those tenants who live in houses (83.3%).

Table 15 - Rating of rent value for money by property type (base 725)

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

Type	Very good	Fairly good	Neither-nor	Fairly poor	Very poor
House	40.9%	42.4%	5.7%	7.1%	3.9%
Other flat/4 in a block	40.9%	44.2%	2.6%	5.2%	7.1%
Tenement	29.7%	60.6%	4.2%	3.0%	2.4%
All types	38.3%	46.9%	4.7%	5.8%	4.3%

Rent value issues

One hundred and eight tenants were asked to say why they said that rent was poor value or was ‘neither good nor poor’ value. We observe that around four in ten comments referred to elha’s rents as being expensive, especially when compared with the Council. Some examples of the comments made around value for money are provided below:

Q - Can you explain why you say that your rent is not good value for money?

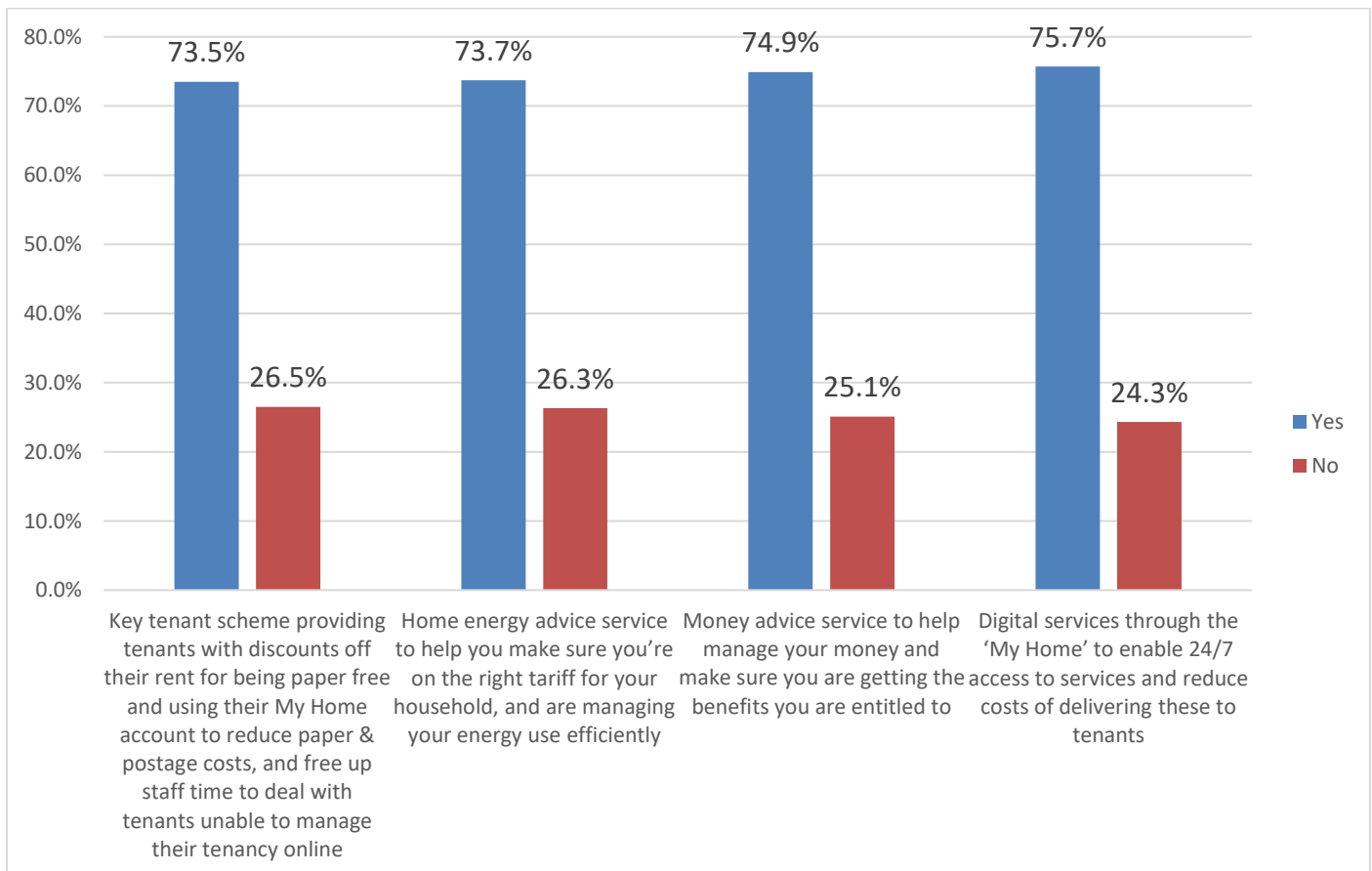
- ✓ A three bedroom council house is cheaper than this one bedroom flat.
- ✓ Compared to council much more expensive.
- ✓ Condition of house and garden doesn’t merit it.
- ✓ Heating and other problems; just too expensive.
- ✓ I'm paying full rent but have 3 children in the one bedroom.
- ✓ It’s too expensive compared with council.
- ✓ It’s very expensive compared to the council and it always goes up more than inflation.
- ✓ Quite dear for a one bed flat.

Financial management

As set out in figure 14, most tenants (between 73.5% and 75.7%) are aware of elha’s tenant support services with respect to making rents affordable.

Figure 14 – Affordability services (base 725)

Q- elha are concerned with providing value for money for their rent and making sure that their homes are affordable to live in. Answering 'yes' or 'no', can you tell me if you were aware that elha provides the following for their tenants?

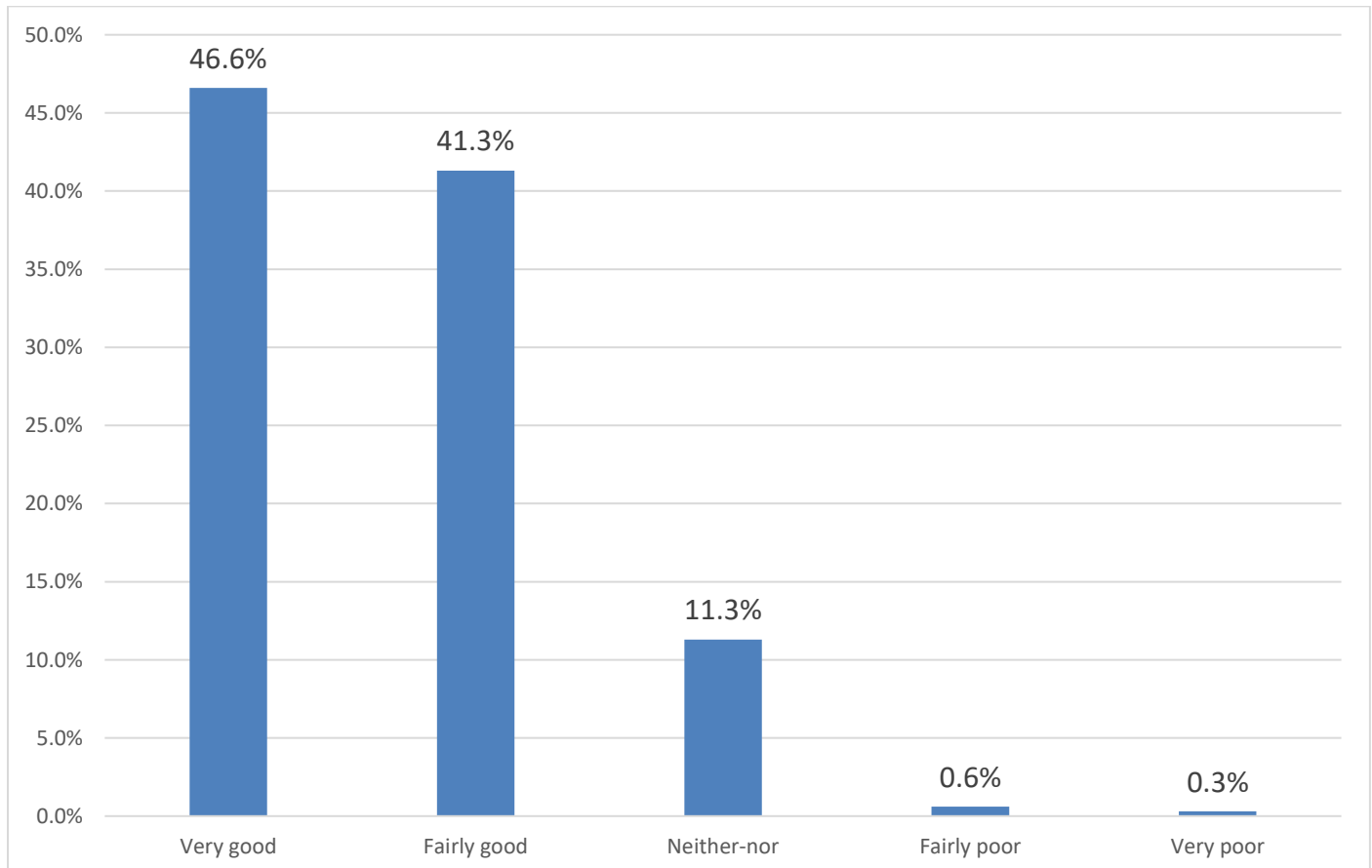


Covid pandemic

Figure 15 illustrates tenants' views on elha's services and support during the Covid pandemic and shows that almost nine in ten tenants (87.9%) were satisfied on this measure whilst less than one percent (0.9%) were dissatisfied. Approx. one in ten tenants (11.3%) responded 'neither-nor' to this question.

Figure 15 – Pandemic response (base 725)

Q- Thinking back to the Covid Pandemic, how satisfied or dissatisfied were you with how elha provided its services and supported tenants during this time?



Reasons for dissatisfaction with response

Six tenants said they were dissatisfied with elha's Covid response and their comments are provided below:

Q - Why were you dissatisfied with how services or support were provided during the Pandemic?

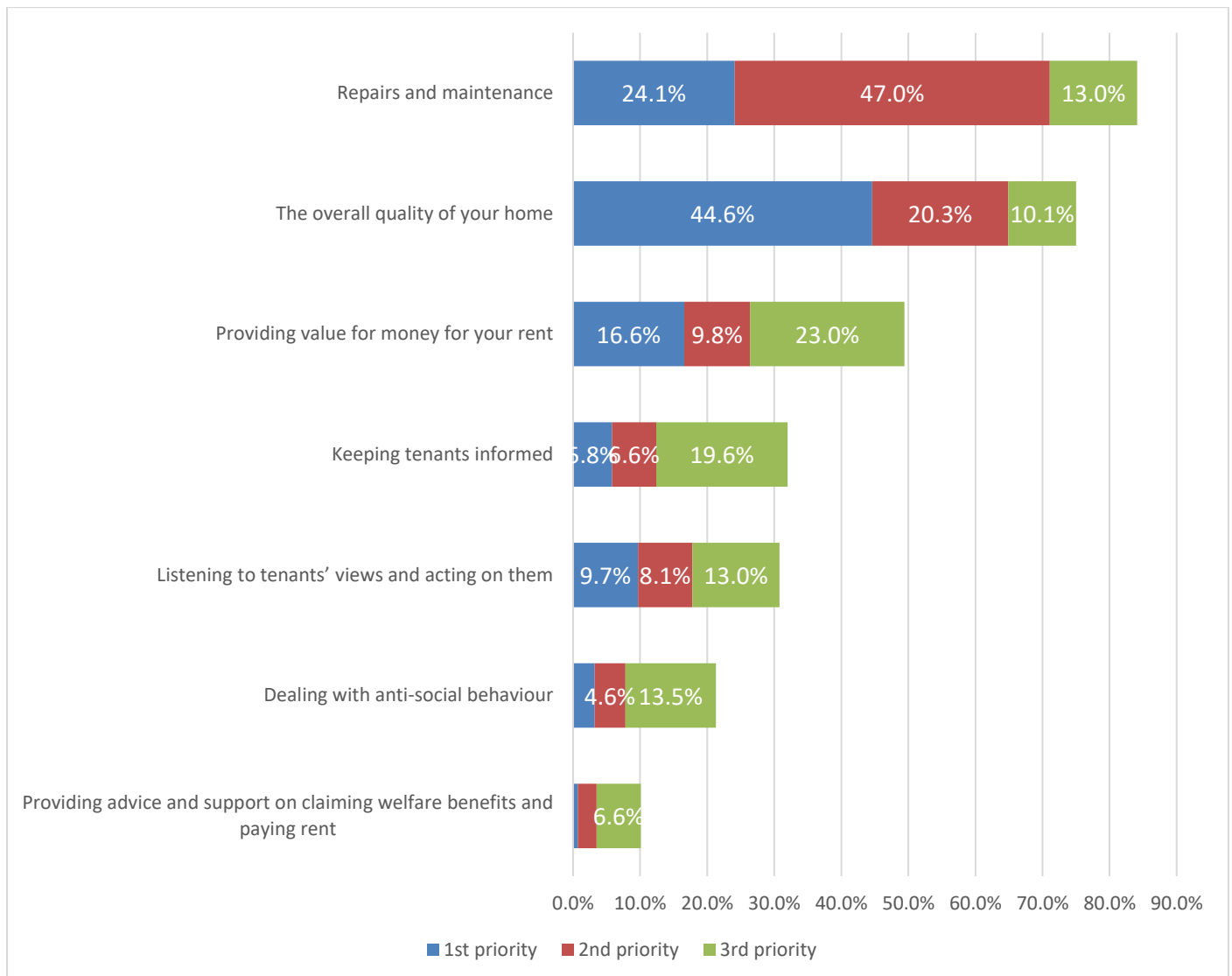
- ✓ Didn't hear much from them.
- ✓ Didn't hear anything from them.
- ✓ Didn't hear from them.
- ✓ Didn't see them.
- ✓ It was all online.

Tenant priorities

Tenants' top three priorities for their landlord's services are set out in figure 16 and illustrate an emphasis on effective repairs and maintenance (84.1% of tenants have this as one of their top three priorities), housing quality (75.0%), and rent value for money (49.4%).

Figure 16 – Priorities (base 725)

Q- Which services provided by your landlord would you consider to be your top three priorities?



Other priorities

A small number of tenants suggested other priorities as follows:

- ✓ Allowing people to move home.
- ✓ Cheaper rent.
- ✓ Cleanliness and parking.
- ✓ Heating and need a walk in shower.
- ✓ Instant access to workmen.
- ✓ Listening to my views.
- ✓ Locations of houses.
- ✓ Moving to a bigger house.

- ✓ More communication but not by internet.
- ✓ Better parking provision and landscaping.
- ✓ Better parking.
- ✓ Parking.
- ✓ Reduce rent.
- ✓ Pets policy.
- ✓ Upkeep of the area.
- ✓ Upkeep of the green spaces and parking.
- ✓ Vetting new neighbours.

Improvements and additional services

Improvements

All tenants were asked to provide one recommendation to improve elha's service. Most tenants said nothing needed to be improved about the service (58.3%) whilst 2.6% responded 'don't know'. The primary areas where tenants thought that elha's services could be improved are set out in table 16.

Table 16 – Recommended improvement area (base 725)

Q - If you could give elha one recommendation for improvement, what would it be?

<u>Improvement</u>	<u>% all tenants</u>
Repairs and maintenance	5.6%
Rent levels	4.0%
Upgrading housing	2.2%
Better communication	2.2%
Improved heating systems	2.1%
Better parking	1.1%
Other areas e.g. solar panels, grass cutting etc.	21.9%

Additional services

Tenants were also asked what additional services elha could provide and in this case most tenants (94.6%) said no additional services were required or answered, 'don't know' (1.0%). The remaining comments were more focused on improving current services, rather than being proposals for entirely new provision e.g.,

Q - Are there any additional services you think elha should provide?

- ✓ A handyman service to help tenants.
- ✓ Bin collections.
- ✓ Check up on tenancies.
- ✓ Cleaning the area more often.
- ✓ Housing officers to have better rapport with tenants.
- ✓ Insulate the exterior of homes.
- ✓ More contact.
- ✓ More sensitive communications.
- ✓ Snagging to be sorted before tenant moves in.
- ✓ Something to sort out rats.
- ✓ To be able to change the name on a previous heating account.
- ✓ Upkeep homes better.