



Clackmannanshire Council

Tenant Satisfaction Survey

June 2023

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Clackmannanshire Council

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EXECUTIVE SUMMARY

INTRODUCTION

- Clackmannanshire Council commissioned Research Resource to carry out a tenant satisfaction and aspiration survey on their behalf.
- Overall, a total of 917 interviews were completed with Clackmannanshire Council Housing Property and Revenue's tenants.
- Tenant interviews were spread across each area of the Council's stock to ensure coverage of the full range of the Council's tenants and stock.
- This provides data accurate to $\pm 2.9\%$ based upon a 50% estimate at the 95% confidence level, providing robust data upon which the Council can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

SCOTTISH SOCIAL HOUSING CHARTER SATISFACTION INDICATORS

The table below shows the results for the Scottish Housing Regulator indicators for Clackmannanshire Council Housing Property and Revenues Services.

Scottish Housing Regulator Indicators					
	ARC 21/22	2016	2019	2023	Trend
Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Clackmannanshire Council Housing, Property and Revenue services as your landlord?	88%	94%	91%	93%	→ 2%
Q9 How good or poor do you feel Clackmannanshire Council Housing, Property and Revenue services is at keeping you informed about their services and decisions?	91%	92%	96%	97%	→ 1%
Q12 How satisfied or dissatisfied are you with opportunities given to you to participate in decision making processes?	87%	89%	88%	98%	↑ 10%
Q21 Thinking about the LAST time you had (day to day) repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Clackmannanshire Council Housing, Property and Revenue services?	88%	86%	92%	92%	→ 0%
Q28 Overall, how satisfied or dissatisfied are you with the quality of your home?	85%	89%	91%	93%	→ 2%
Q31 Overall, how satisfied or dissatisfied are you with Clackmannanshire Council Housing, Property and Revenue service's contribution to the management of the neighbourhood you live in?	85%	90%	91%	95%	↑ 4%
Q41 Taking into account the accommodation and the services Clackmannanshire Council Housing, Property and Revenue services provides, do you think that the rent for this property represents good or poor value for money? Is it...	83%	93%	86%	95%	↑ 9%

OVERALL SATISFACTION

- The survey began by asking respondents how satisfied or dissatisfied they were with **the overall service provided** by their landlord. Over nine in ten respondents (93%) were either very or fairly satisfied with the overall service provided by their landlord. This is consistent with the 2019 survey where 91% were satisfied in this respect.
- In terms of services that tenants felt their landlord should give the most priority to, the top three selected were **repairs and maintenance** (66%), followed by **making improvements to the existing stock of housing** (53%) and **listening to tenants' views and acting upon them** (30%).

KEEPING TENANTS INFORMED

- With regards to **internet access**, 74% of respondents said that they had internet access. This is an increase on 65% reported in the 2019 survey.
- Those who had **accessed the website** in the last 12 months were then asked how useful it was to them. Almost all respondents who had use the website (98%) said the website was very or fairly useful. The main reasons for visiting the website were to look up information about the housing service or to report a repair.
- In terms of **keeping tenants informed**, 97% of tenants were of the opinion that Clackmannanshire Council Housing Property and Revenue services were very or fairly good at keeping them informed about their services and decisions (96% in 2019).

TENANT PARTICIPATION

- Respondents were then asked if they were aware that they could get involved or participate in Clackmannanshire Council Housing, Property and Revenue service's decision-making processes. Awareness was highest in terms of **becoming a member of the Clackmannanshire Tenants and Residents federation or other Tenants and Residents Group** (39%), followed by becoming a member of a **Community group** (18%) and responding to **online surveys or text surveys** (14%). The proportion of tenants who not aware of any tenant participation activities has not changed significantly (48%) compared to the 2019 survey (45%).
- In terms of **the opportunities given to tenants to participate** in their landlord's decision making processes, the majority of respondents (98%) were very or fairly satisfied, which is significantly higher than the 2019 survey where 88% expressed satisfaction.
- When asked what describes their **preferred level of involvement** in their landlord's work, the majority of respondents (93%) said they were happy just

to be kept informed, 6% said they would like to have a say and 1% were unsure.

- 89% of respondents were of the opinion that the Council **listens to their views and acts upon them**. Overall satisfaction in this respect has increased from 84% in 2019.

CONTACTING THE LANDLORD

- Using the telephone was by far and away the **most popular method of contacting the Council** (99%), this was followed by email (10%) and face to face contact with a housing officer or other member of staff (3%).
- In terms of **future communication**, almost all respondents said they would be prepared to use the telephone (99%) One in five tenants (20%) said they would be prepared to use email (an increase from 14% in 2019).
- Over 9 in 10 respondents were very or fairly satisfied with the way their landlord **deals with enquires** (95%, 93% in 2019).

REPAIRS, MAINTENANCE AND HOUSING QUALITY

- Just under half of respondents (49%) reported having had reactive (day to day) repairs carried out in their property in the last 12 months. Of those who had repairs, the majority of respondents (92%) said they were very or fairly satisfied with the **repairs service** provided. This is consistent with the 2019 findings (92%).
- Following on from this, all respondents were asked how satisfied or dissatisfied they were with **various aspects of their repair** on the last occasion. Satisfaction levels were very high ranging from 93% in terms of the time taken before work started and the speed of work to 97% with regards to being able to make an appointment for work to be done at a suitable time.
- Three in ten respondents said they have or have had a problem with **damp or mould** within their home. Of these respondents, 65% were either very or fairly satisfied that the damp or mould was resolved.
- Nine in ten respondents (90%) were either very or fairly satisfied with the **quality of the heating system** within their property.
- Just over 9 in 10 respondents (93%) said they were very or fairly satisfied with the **quality of their home** (91% in 2019).

SATISFACTION WITH THE NEIGHBOURHOOD

- The majority of respondents who gave an opinion were very or fairly satisfied with the **maintenance of open spaces** in the neighbourhood (95%) and the **maintenance of common areas, such as drying greens, rubbish collection areas and closes** (94%).

- Satisfaction with Clackmannanshire Council Housing Property and Revenues Services **contribution to the management of the neighbourhood** was high with just over 9 in 10 respondents (95%) stating they were either very or fairly satisfied in this respect, and is an increase from 91% in 2019.
- The vast majority of tenants (79%) were of the opinion that over the last 3 years, **their neighbourhood has stayed the same**. On the other hand, 10% were of the opinion it had improved and 4% felt it had declined. The remaining 7% of respondents were unsure.
- The three biggest **neighbourhood concerns** for tenants were dog fouling or dog mess (14%), car parking (14%) and rubbish or litter (13%).
- All respondents were then asked to rate **how safe they felt when outside in their local neighbourhood** during the day and after dark. Almost all respondents (99%) felt safe during the day and 86% felt safe after dark.

RENT, VALUE FOR MONEY AND COVID RESPONSE

- More than 9 in 10 respondents (95%) said the rent for their property represented very or fairly good value for money. This is significantly higher than the 2019 survey where 86% said their rent was good value for money.
- Almost all tenants (97%) were either very or fairly satisfied with the way Clackmannanshire Council's Housing and Property Service provided services to tenants during the Covid-19 pandemic.

1. INTRODUCTION, BACKGROUND AND OBJECTIVES

1.1 Introduction

This report represents and discusses the findings to emerge from Clackmannanshire Council's 2023 Tenant Satisfaction and Aspiration Survey.

1.2 Background and objectives

Located just across the Firth of Forth, Clackmannanshire is Scotland's smallest county. Clackmannanshire Council's Housing Stock currently stands at approximately 5000 units. To manage these there are seven management areas.

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

- The customer care/ service delivery provided by Clackmannanshire Council;
- Awareness of services provided;
- Delivery of office services;
- Satisfaction with properties and how they are maintained;
- Priorities for improvement or change;
- Satisfaction with estate management.

It is against this background that Research Resource were commissioned to carry out Clackmannanshire Council's 2023 Tenant Satisfaction and Aspiration Survey.

2. RESEARCH METHOD

2.1 Research Method

The Ipsos MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement for a minimum of a 40% response rate and ensuring representative samples of tenants, it was decided that the tenant survey was carried out utilising an interviewer led face to face survey methodology.

Our primary reasons for recommending an interviewer led methodology were:

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

A small number of telephone interviews (28) were undertaken where face to face calls had not been successful and in order to meet a representative sample.

2.2 Questionnaire design

After consultation with Clackmannanshire Council representatives, a survey questionnaire was agreed which fully met the information needs and requirements of the organisation.

In developing the questionnaire, the following issues were considered:

- The information needs listed in the survey brief;
- Comparability to the Council's previous tenant satisfaction survey
- The Scottish Social Housing Charter indicators upon which Clackmannanshire Council is required to report; and
- Research Resource experience in relation to customer satisfaction surveying.

2.3 Sample size

The aim of the survey was to achieve a robust level of data upon which the Council can have confidence making decisions upon. Overall, a total of 917 interviews were completed with Clackmannanshire tenants, providing data accurate to $\pm 2.9\%$ based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across each area of the Council's stock to ensure coverage of all stock types.

The level of data accuracy of $\pm 2.9\%$ is what is known as sampling error and occurs because the survey is carried out with a sample of tenants and not by speaking to every single tenant. This means that if we were to repeat the survey again then we could be 95% confident that the result we would have would be + or – 2.93% of the result generated in this survey. For example, if 50% of tenants said that they knew how to make a complaint then, if we were to repeat the survey we would expect the results to be between 47.1% and 52.9% (i.e. 2.97% less or 2.97% more than the current result).

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

The tables below show the sample profile broken down by town, management area, dwelling type and apartment size compared to the population. As can be seen below, the interview profile is relatively in line with the overall tenant population profile. The profile of interviews has good coverage of all factors, varying by no more than 3 percentage points in terms of housing management area, property type and property size. We are therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required.

AREA	No. tenants	% of tenants	No. interviews	% of interviews
ALLOA	1606	34.6%	317	34.6%
ALVA	443	9.5%	87	9.5%
CAMBUS	17	0.4%	3	0.3%
CLACKMANNAN	461	9.9%	91	9.9%
COALSNAUGHTON	154	3.3%	30	3.3%
DEVONSIDE	37	0.8%	7	0.8%
DOLLAR	92	2.0%	18	2.0%
FISHCROSS	34	0.7%	5	0.5%
FORESTMILL	4	0.1%	-	-
GLENOCHIL VILLAGE	1	0.0%	-	-
KENNET	4	0.1%	1	0.1%
MENSTRIE	104	2.2%	20	2.2%
MUCKHART	5	0.1%	1	0.1%
SAUCHIE	760	16.4%	151	16.5%
TILlicOUNTRY	445	9.6%	92	10.0%
TULLIBODY	476	10.3%	94	10.3%
Total	4643	100%	917	100%

Management Area	No. tenants	% of tenants	No. interviews	% of interviews
1	1082	23.3%	182	19.8%
2	792	17.1%	156	17.0%
217	1	0.0%	0	0.0%
221	1	0.0%	0	0.0%
3	470	10.1%	92	10.0%
4	495	10.7%	97	10.6%
5	731	15.7%	148	16.1%
6	547	11.8%	107	11.7%
7	524	11.3%	135	14.7%
Total	4643	100.0%	917	100.0%

Dwelling type	No. tenants	% of tenants	No. interviews	% of interviews
4 In a Block Ground Floor	563	12.1%	105	11.5%
4 In a Block Upper Floor	494	10.6%	95	10.4%
Bungalow	610	13.1%	135	14.7%
Flat Above Ground Floor	394	8.5%	74	8.1%
Flat Ground Floor	371	8.0%	71	7.7%
House	2034	43.8%	396	43.2%
Maisonette Above Ground Floor	177	3.8%	41	4.5%
Total	4643	100.0%	917	100.0%

Apartment size	No. tenants	% of tenants	No. interviews	% of interviews
1	21	0.5%	1	0.1%
2	1227	26.4%	235	25.6%
3	2083	44.9%	439	47.9%
4	1178	25.4%	214	23.3%
5	131	2.8%	25	2.7%
6	3	0.1%	0	0.0%
Total	4643	100.0%	917	100.0%

2.4 Survey Analysis and Reporting

Survey data has been analysed and reported on largely at the overall Clackmannanshire Council level. It has also been analysed by a number of key variables as agreed by the organisation. Where any particular trends or issues are found for any one key group, this is detailed in the survey report.

Please note that not all percentages sum to 100% due to rounding. For the key Charter indicator responses, comparison has been drawn to the Council's previous tenant satisfaction surveys which were completed in 2016 and in 2019.

2.5 Report Structure

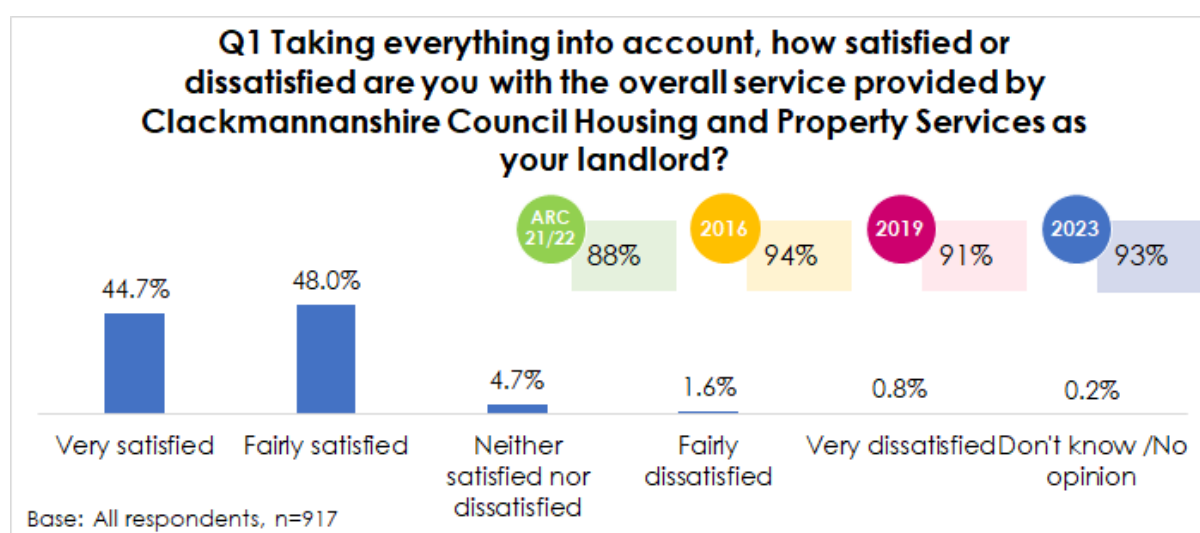
This document details the key findings to emerge from the survey.

CHAPTER 3.	OVERALL SERVICE PROVIDED
CHAPTER 4.	KEEPING TENANTS INFORMED
CHAPTER 5.	TENANT PARTICIPATION
CHAPTER 6.	CONTACTING THE LANDLORD
CHAPTER 7.	REPAIRS, MAINTENANCE AND HOUSING QUALITY
CHAPTER 8.	THE NEIGHBOURHOOD
CHAPTER 9.	VALUE FOR MONEY AND COVID RESPONSE
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3. THE OVERALL SERVICE PROVIDED

3.1 Overall Satisfaction (Q1/2)

The survey began by asking respondents how satisfied or dissatisfied they were with the overall service provided by Clackmannanshire Council Housing Property and Revenues Services as their landlord. The majority of tenants (93%) were very or fairly satisfied in this respect, compared to 5% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied. The proportion of respondents who said they were very or fairly satisfied with the overall service provided by the Council has not changed considerably since 2019 (91%). However, it is higher than the Scottish average for social landlords as reported in the Annual Return on the Charter for 2021/22 which is 88%.

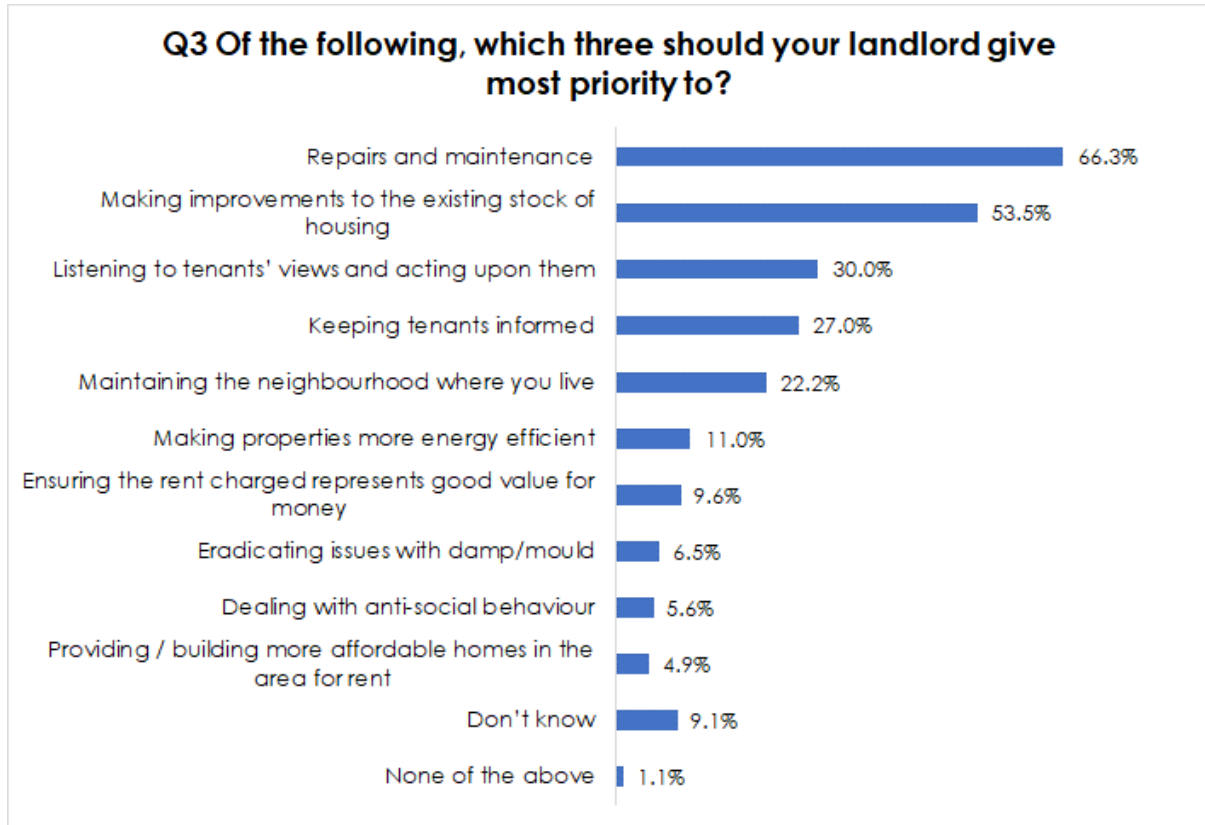


Respondents who were not satisfied with the overall service provided by Clackmannanshire Council Housing Property and Revenues Services were then asked to explain why they said that. The main reasons given for not being satisfied were where tenants felt repairs took too long to complete (37%), where tenants said their home had outstanding repairs issues (29%) or where they were unhappy with the quality of the repairs service (23%).

Q2 Why do you say that?		
Base: All respondents, n=65	No.	%
Repairs take too long to complete	24	36.9%
Outstanding issues/ repairs unfinished	19	29.2%
Poor repairs service/ poor quality repair	15	23.1%
Customer service/ communication/ telephone service issues	13	20.0%
Upgrades required	10	15.4%
Issues with bins/ uplifts etc	6	9.2%
Quality/ condition of housing is poor	5	7.7%
Damp/ mould present	4	6.2%
Dislike the area/ problems with ASB/ neighbourhood	3	4.6%
Need bigger/ smaller home	2	3.1%

3.2 Priorities (Q3)

In terms of services that tenants felt their landlord should give the most priority to, the top three were identified as repairs and maintenance (66%), followed by making improvements to the existing stock of housing (54%) and listening to tenants' views and acting upon them.



Over the course of the past three surveys, repairs and maintenance and making improvements to the current housing stock have consistently been chosen by tenants as the top two priorities for their landlord. In 2023, listening to tenants' views and acting upon them replaced maintaining the neighbourhood which was the third priority in 2019.

2016

- Repairs and Maintenance (79%)
- Making improvements to the current housing stock (60%)
- Listening to tenants views and acting upon them (41%)

2019

- Repairs and Maintenance (74%)
- Making improvements to the current housing stock (51%)
- Maintaining the neighbourhood where you live (37%)

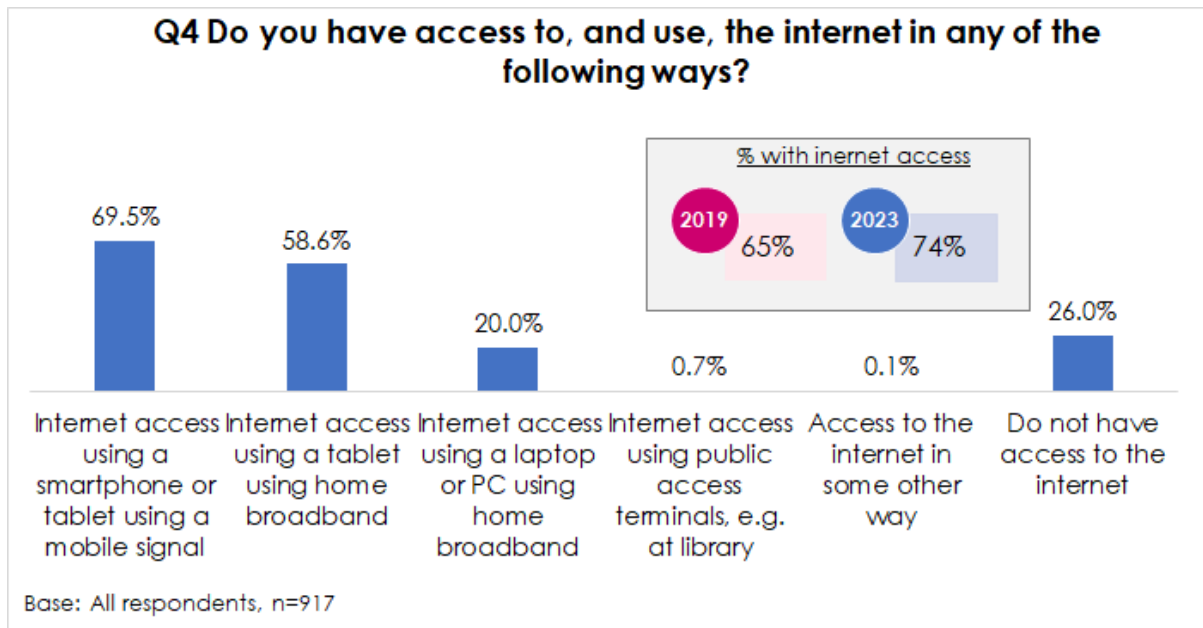
2023

- Repairs and Maintenance (66%)
- Making improvements to the current housing stock (54%)
- Listening to tenants views and acting upon them (30%)

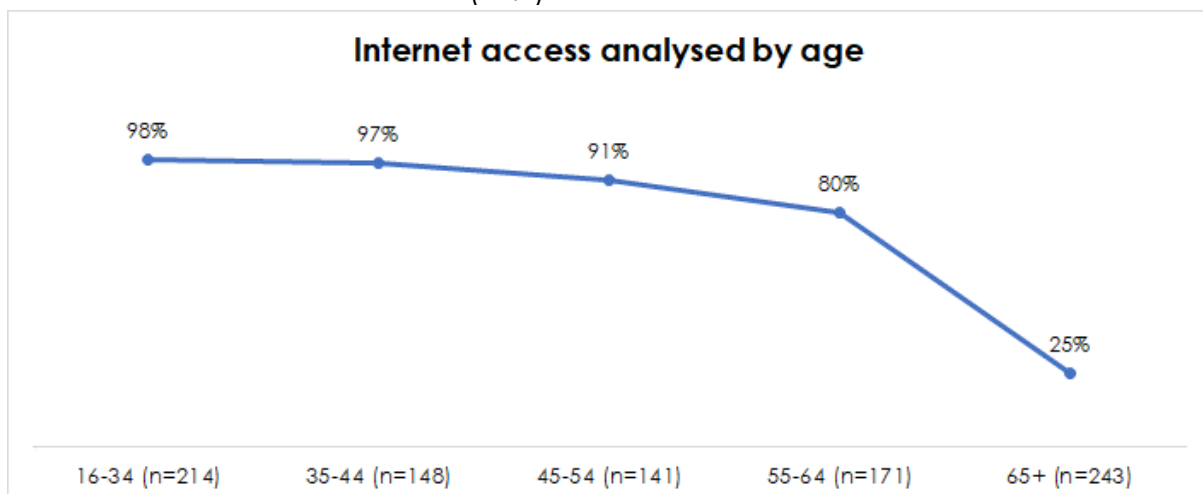
4. KEEPING TENANTS INFORMED

4.1 Internet Access (Q4)

With regards to internet access, 74% of respondents said that they had internet access. The most popular way to access the internet was by using a smartphone or tablet using a mobile signal (70%) followed by using a tablet using home broadband (59%). The proportion of tenants with internet access has increased significantly from 65% in 2019 to 74% in 2023.



Analysis by age, perhaps unsurprisingly, shows that younger tenants aged 16-34 were most likely to have internet access in some way (98%). Internet access decreases with age and is lowest amongst the 65 and over age group where just 1 in 4 tenants had internet access (25%).



4.2 Council's website (Q5-8)

Those with internet access were then asked if they had visited their landlord's website in the last 12 months, with 32% of respondents stating they had visited the website (34% in 2019). The main reasons for visiting the website were to look up information about the housing service (16%) and to report a repair (11%).

Q5 Have you visited your landlord's website in the past 12 months for any of the following reasons?		
Base: Have internet access, n=679	No.	%
Looking up information about the housing services	111	16.3%
Reporting a repair	71	10.5%
Paying rent via internet payments	50	7.4%
How to pay your rent	49	7.2%
Something else (please specify)	20	2.9%
Looking for information on energy saving measures	16	2.4%
Looking for help with cost of living	11	1.6%
Have not visited website	463	68.2%

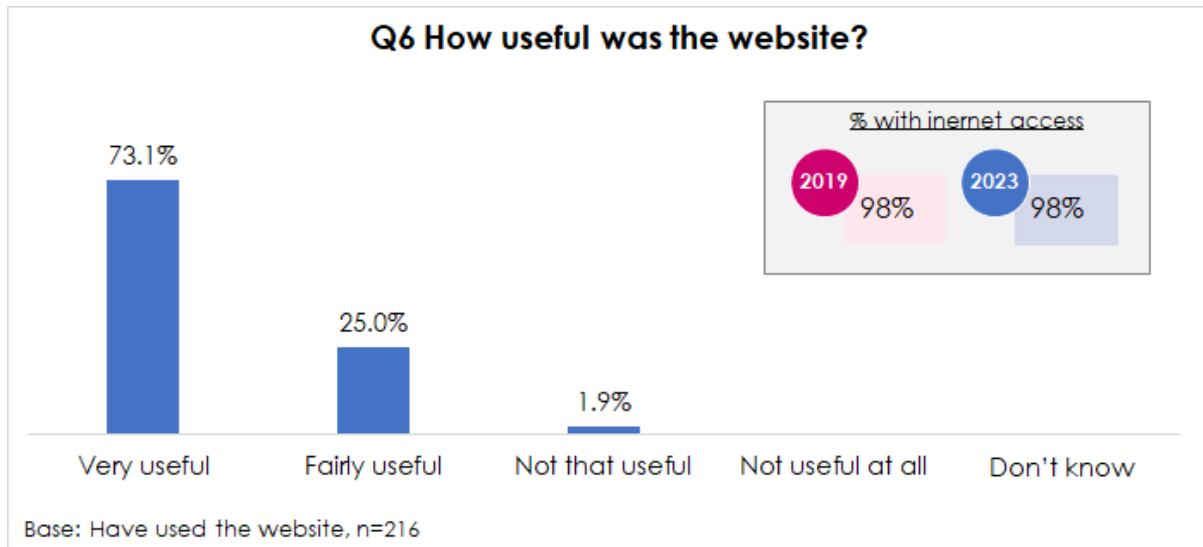
Analysis by age revealed that respondents aged 35-54 were most likely to visit their landlord's website looking up information about the housing services (24%). Respondents aged 16-34, 35-54, and 55-74 reported similar likelihood of paying rent via internet payments at around 7 or 8% for all age groups. Those aged 55-64 (74%) and aged 65+ were most likely to have not visited the website (75%).

Q5 Have you visited your landlord's website in the past 12 months for any of the following reasons?					
	16-34	35-44	45-54	55-64	65+
Base	209	143	129	137	61
Looking up information about the housing services	18%	24%	19%	6%	11%
Looking for help with cost of living	1%	1%	1%	1%	5%
Paying rent via internet payments	8%	7%	8%	7%	7%
How to pay your rent	7%	6%	7%	7%	11%
Reporting a repair	11%	12%	7%	12%	8%
Looking for information on energy saving measures	0%	1%	4%	4%	5%
Something else	4%	2%	3%	2%	2%
Have not visited website	66%	63%	68%	74%	75%

In terms of employment status, respondents who said they were unemployed/ at home looking after family or were unable to work due to a health concern (71%) and those who were retired (70%) were more likely to have said they have not visited the website than tenants who were in employment (63%).

Analysis by disability revealed that respondents who consider themselves to have a disability were more likely to have not visited the website (72%) than respondents who do not have a disability (66%).

Those who had accessed the website in the last 12 months were then asked how useful it was to them. Almost all respondents (98%) said the website was very or fairly useful, compared to 2% who said it was not that useful. These results are consistent with the findings from the 2019 survey.



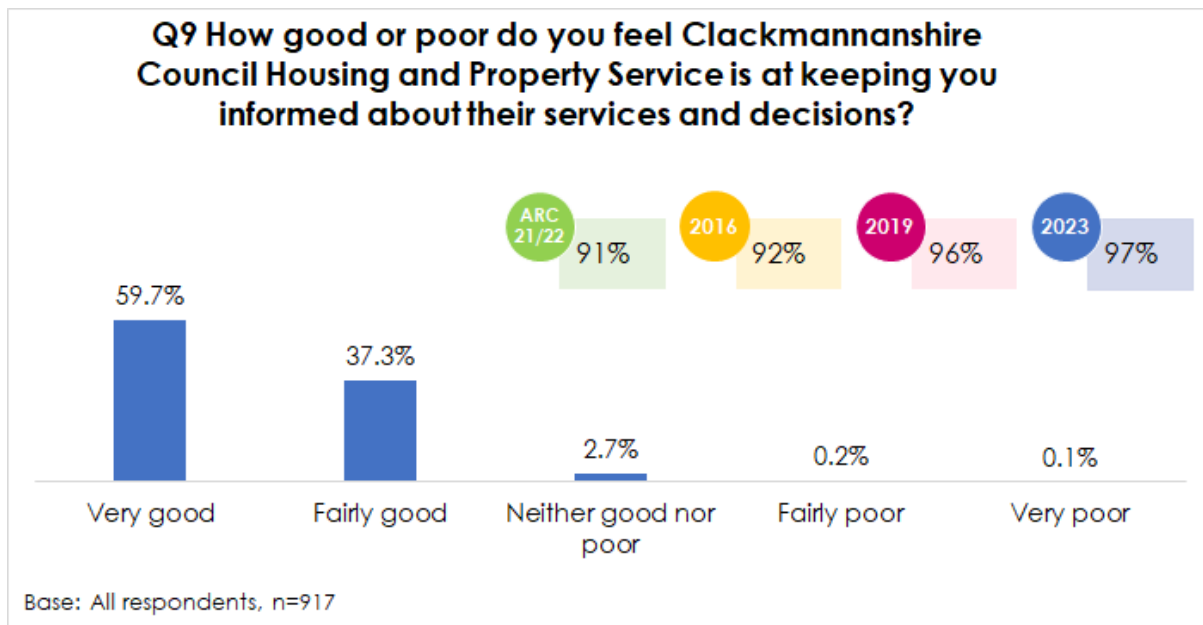
All respondents who had accessed the website in the last 12 months were then asked how their experience could be improved. Half of these respondents said they either had experienced no issues, had no suggestions for improvement or said they were happy with the website as it was (50%) and a further 44% were unsure. Where tenants did provide suggestions, 5 respondents suggested a live chat facility, 5 respondents suggested easier navigation, 2 tenants suggested more accurate and up to date information and 2 tenants would like to be able to view their rent account online.

Q7 How could your experience of using the website have been improved?		
Base: Have used the website, n=216	No.	%
Nothing/ No issues	88	41.3%
Happy with it	18	8.5%
Live chat	5	2.3%
Easier to navigate	5	2.3%
Needs to have up to date/ accurate information	2	0.9%
To be able to view rent account	2	0.9%
Don't know	93	43.7%

Following on from this, 31% of respondents were aware that Council meetings, minutes, agendas, and Microsoft Team recordings are available on the Council website and that they can attend these meetings.

4.3 Keeping tenants informed (Q9/10)

In terms of keeping tenants informed, 97% of tenants were of the opinion that Clackmannanshire Council Housing Property and Revenues Service were very or fairly good at keeping them informed about their services and decisions, compared to 3% who said they were neither good nor poor and less than 1% who said they were very or fairly poor. Overall satisfaction in this respect has seen no significant change compared to the results from 2019 (96%) and is higher than the Scottish average for social landlords as reported in the Annual Return on the Charter for 2021/22 which is 91%.



Respondents who felt Clackmannanshire Council Housing Property and Revenues Service were not good at keeping them informed about their services and decisions were then asked why they felt that way, amounting to 28 tenants. Reasons given were generally where tenants felt they did not receive enough information from Clackmannanshire Council Housing Property and Revenues Service or where they said they never hear from them or that they do not follow up on enquiries. A full list of the comments provided to this question have been passed over the Council for review.

5. TENANT PARTICIPATION

5.1 Awareness of participation opportunities (Q11)

Respondents were then asked if they were aware that they could get involved or participate in the Council's decision-making processes. As can be seen in the table below, awareness was highest in terms of becoming a member of the Clackmannanshire Tenants and Residents federation or other Tenants and Residents Group (39%), followed by becoming a member of a Community group (18%) and responding to online surveys or text surveys (14%). Since the 2019 survey the proportion of respondents saying they were not aware of any opportunities to get involved has not changed significantly (45% in 2019).

Q11 Were you aware that you could get involved or participate in Clackmannanshire Council Housing and Property Service's decision making processes in any of the following ways?		
Base: All respondents, n=917	No.	%
Become a member of the Clackmannanshire Tenants and Residents Federation or other Tenants and Residents Group	355	38.7%
Become a member of a Community Group	164	17.9%
Responding to online surveys or text surveys	125	13.6%
Taking part in a Working/ Focus group on rent, repairs etc.	58	6.3%
Be registered as an 'Interested Individual' on tenants database	56	6.1%
Taking part in a Federation Liaison meeting	50	5.5%
Not aware of any opportunities to get involved	437	47.7%

Age based analysis reveals that younger tenants aged 16-34 were most likely to be unaware of any participation opportunities (55%). Awareness of tenant and resident groups increases with age from 26% for those aged 16-24 to 47% for tenants aged 65 and over.

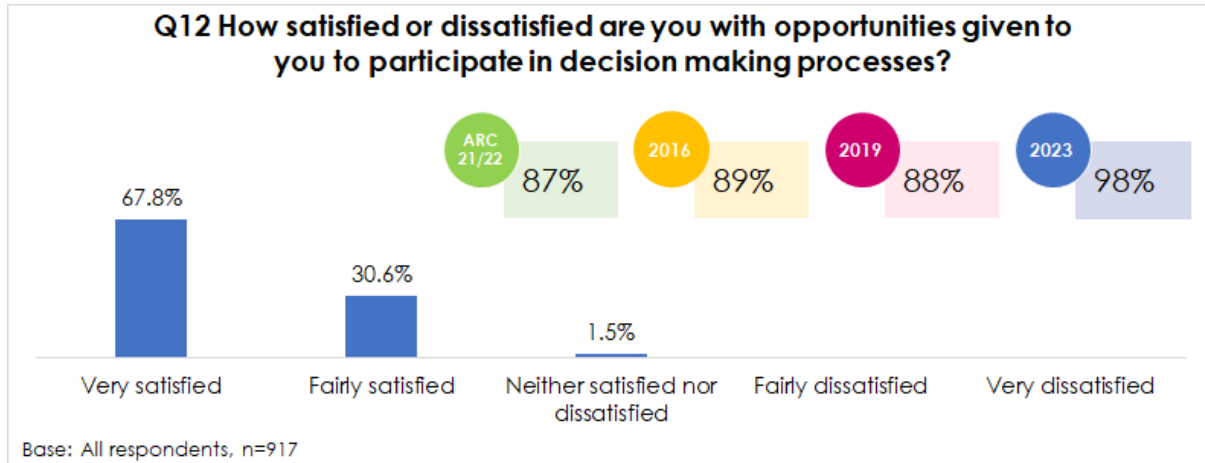
Q11 Were you aware that you could get involved or participate in Clackmannanshire Council Housing Property and Revenue's decision making processes in any of the following ways?					
	16-34	35-44	45-54	55-64	65+
Base	214	148	141	171	243
Become a member of the Clackmannanshire Tenants and Residents Federation or other Tenants and Residents Group	26%	34%	42%	44%	47%
Become a member of a Community Group	17%	25%	18%	15%	16%
Be registered as an 'Interested Individual' on tenants database	3%	7%	9%	9%	4%
Responding to online surveys or text surveys	18%	21%	15%	11%	7%
Taking part in a Federation Liaison meeting	4%	7%	5%	6%	6%
Taking part in a Working/ Focus group on rent, repairs etc.	6%	11%	8%	8%	2%
Not aware of any opportunities to get involved	55%	43%	46%	48%	44%

Analysis by area revealed that the proportion of respondents who were aware of at least one way they could get involved with Clackmannanshire Council Housing Property and Revenues Service's decision-making processes was highest in Alva and Menstrie (60%) and lowest in Bowmar (49%).

Q11 Were you aware that you could get involved or participate in Clackmannanshire Council Housing Property and Revenue's decision making processes in any of the following ways?							
	Alloa	Sauchie/ Fishcross	C'Man/ Kennet' F'mill	Tullibody/ Cambus	Tilly/ Dollar/ Coals/ D'side/ M'hart	Alva/ Menstrie	Bowmar
Base	182	156	92	97	148	107	135
Become a member of the Clackmannanshire Tenants and Residents Federation or other Tenants and Residents Group	40%	47%	37%	39%	36%	42%	29%
Become a member of a Community Group	13%	12%	18%	25%	22%	17%	24%
Be registered as an 'Interested Individual' on tenants database	5%	4%	3%	8%	9%	3%	10%
Responding to online surveys or text surveys	13%	8%	21%	14%	14%	20%	10%
Taking part in a Federation Liaison meeting	3%	1%	5%	6%	7%	2%	13%
Taking part in a Working/ Focus group on rent, repairs etc.	5%	4%	4%	10%	14%	6%	1%
Not aware of any opportunities to get involved	50%	47%	46%	46%	49%	40%	51%

5.2 Satisfaction with participation opportunities (Q12/13)

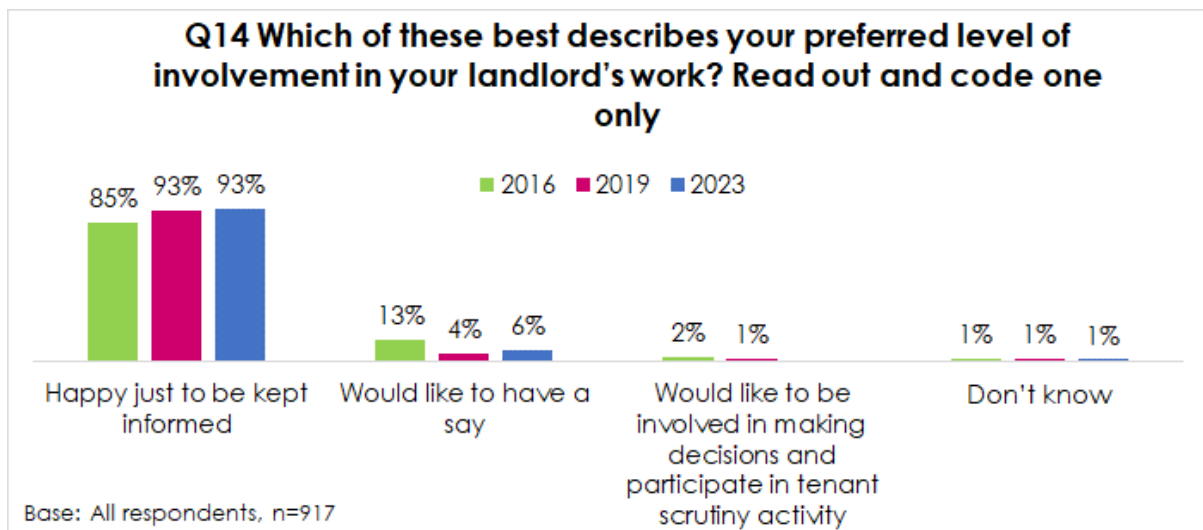
The majority of respondents (98%) were very or fairly satisfied with the opportunities given to them to participate in their landlord's decision-making processes, compared to 2% who were neither satisfied nor dissatisfied. Compared to the previous survey carried out in 2019, the proportion of respondents very or fairly satisfied with the opportunities given to them to participate has increased significantly from 88% in 2019 to 98% in 2023.



Of the 14 respondents who said they were not satisfied with the opportunities given to them to participate in their landlord's decision-making processes, this was generally where tenants were unaware or uninterested in the various ways they can get involved.

5.3 Preferred level of involvement (Q14)

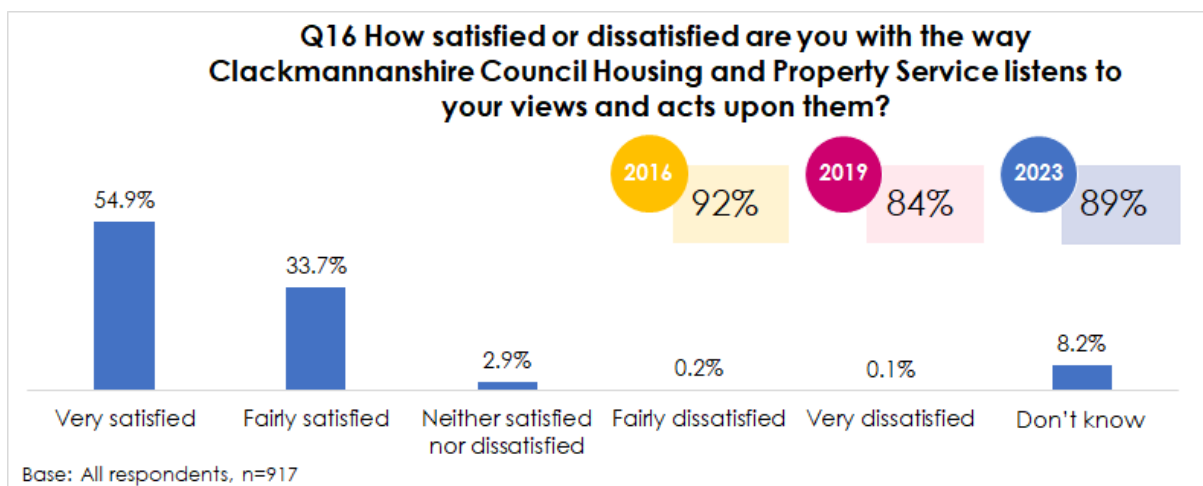
When asked to describe their preferred level of involvement in their landlord's work, the majority of respondents (93%) said they were happy just to be kept informed, 6% said they would like to have a say and 1% were unsure. Compared to the 2019 survey the proportion of respondents who said they were happy just to be kept informed has remained consistent at 93% and is higher than the 2016 survey where 85% had this opinion.



NB Option was changed from "would like to be involved in making decisions" in 2023 to "would like to be involved in making decisions *and participate in tenant scrutiny activity*"

5.4 Listening to your views and acting on them (Q16)

Respondents were then asked how satisfied or dissatisfied they were with the way Clackmannanshire Council Housing Property and Revenues Service listens to their views and acts upon them. Just under 9 in 10 respondents (89%) were very or fairly satisfied in this respect, compared to 3% who were neither satisfied nor dissatisfied and less than 1% who were very or fairly dissatisfied. Overall satisfaction in this respect has increased from 84% in 2019.



6. CONTACTING THE LANDLORD

6.1 Contact method (Q17/18)

Using the telephone is the most popular method of contacting the Council (99%, 97% in 2019). This was followed by email (10%) and face to face contact with a housing officer or other member of staff (3%). Email contact was most popular amongst younger tenants aged 16-34 (18%) and aged 35-44 (17%). No respondents aged 65 and over said they contacted the Council's housing and property service by email.

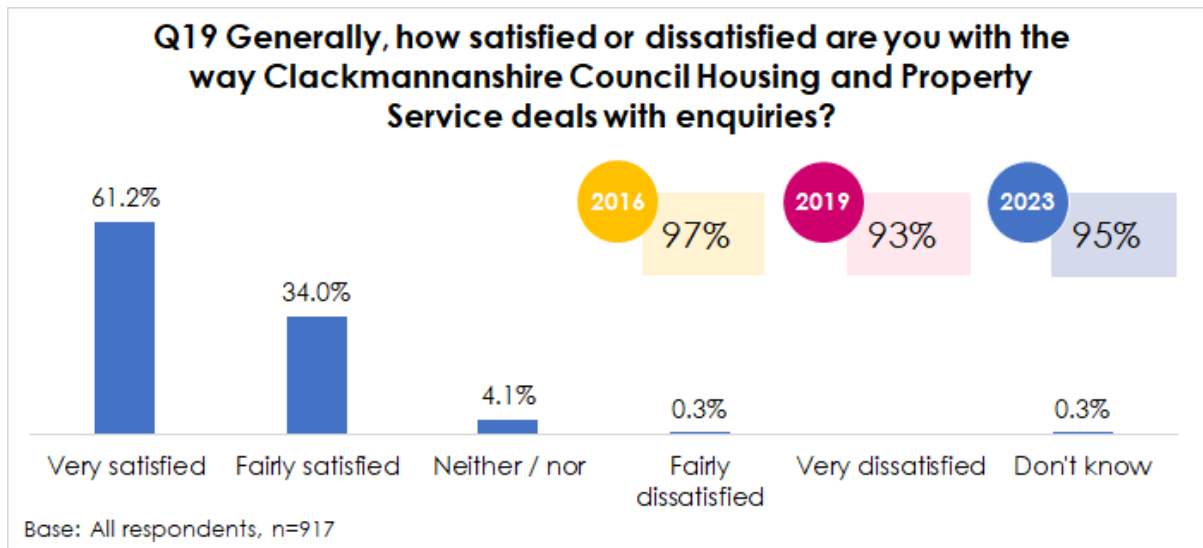
Q17 Which of the following ways do you use to contact Clackmannanshire Council Housing and Property Service?		
Base: All respondents, n=917	No.	%
Telephone	907	98.9%
Email	95	10.4%
Face to face contact with Housing Officer / other member of staff	30	3.3%
Visit to the office	20	2.2%
Text	1	0.1%
In writing	1	0.1%
Other	3	0.3%
Don't know	2	0.2%

In terms of future communication, almost all respondents said they would be prepared to use the telephone (99%), 20% said they would be prepared to use email and 6% said they would be prepared to use text.

Q18 Which of the following ways would you be prepared to use in the future to contact Clackmannanshire Council Housing and Property Service?		
Base: All respondents, n=917	No.	%
Telephone	907	98.9%
Email	187	20.4%
Text	51	5.6%
Face to face contact with Housing Officer / other member of staff	48	5.2%
Digital self-service portal allowing you to book appointments i.e. repairs	34	3.7%
Live chat on website	32	3.5%
Visit to the office	32	3.5%
Social media (Facebook, Twitter etc)	16	1.7%
In writing	2	0.2%
Video call	2	0.2%
Other	2	0.2%
Don't know	1	0.1%

6.2 Dealing with enquires (Q19)

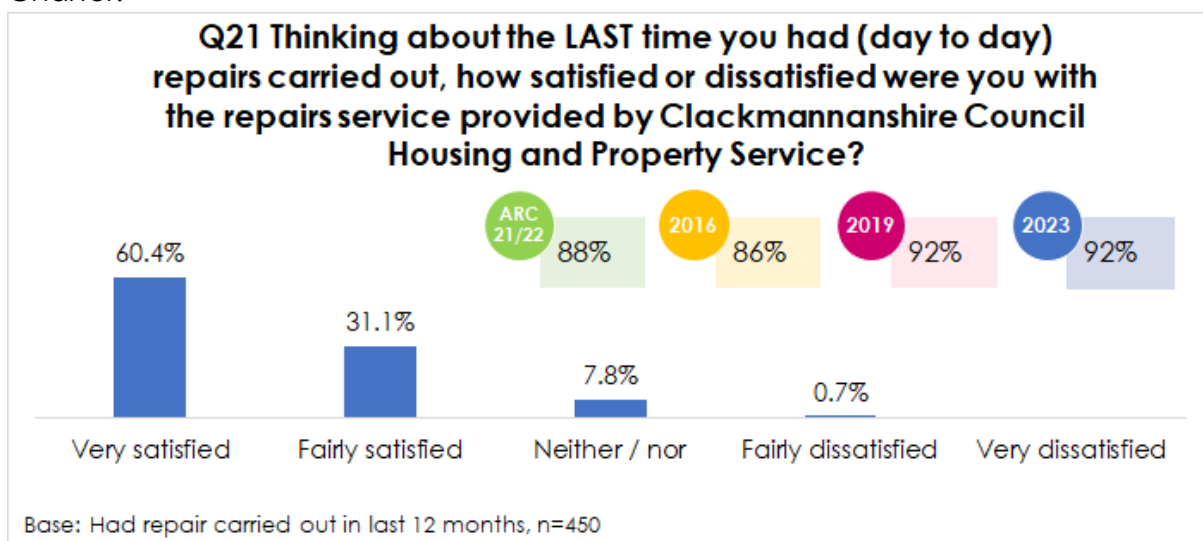
Over 9 in 10 respondents (95%) said they were very or fairly satisfied with how Clackmannanshire Council Housing Property and Revenues Services deals with their enquiries, compared to 4% who were neither satisfied nor dissatisfied and 0.3% who were very or fairly dissatisfied. The proportion of respondents who said they were very or fairly satisfied is not significantly different from the results reported in 2016 (97%) and in 2019 (93%).



7. REPAIRS, MAINTENANCE AND HOUSING QUALITY

7.1 Repairs carried out in the last 12 months (Q20-22)

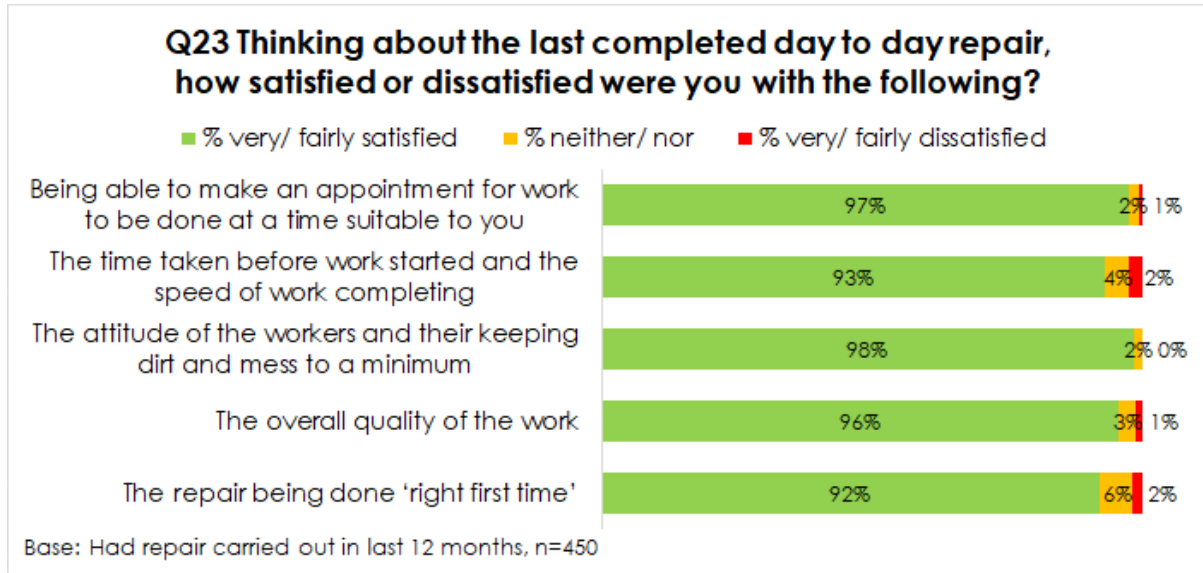
Just under half of respondents (49%) reported having had reactive (day to day) repairs carried out in their property in the last 12 months. Of those who had repairs, the majority of respondents (92%) said they were very or fairly satisfied with the repairs service provided, compared with 8% who said they were neither satisfied nor dissatisfied and 2% who said they were very or fairly dissatisfied. Compared to the 2019 survey the proportion of respondents satisfied with this service has seen no significant change (92% in 2019). Overall satisfaction with the repairs service is slightly higher than the Scottish average as reported in the 2021/22 Annual Return on the Charter.



Respondents who were not satisfied with the repairs service were then asked to explain their reasons for feeling this way. A total of 38 tenants were not satisfied and the reasons given tended to be where tenants were unhappy with the length of time to get repairs done, the quality of repairs or where they had outstanding repairs issues that had not been completed.

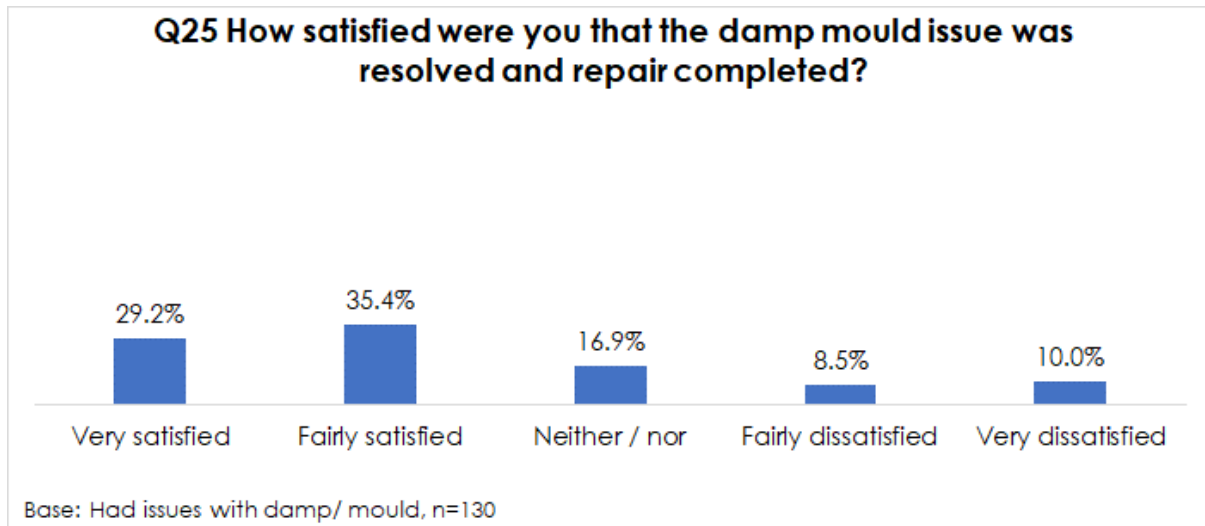
7.2 Satisfaction with aspects of the repairs service (Q23)

Respondents who had a repair carried out in the last 12 months were asked how satisfied or dissatisfied they were with various aspects of their repair on the last occasion. This revealed that satisfaction levels were very high ranging from 93% in terms of the time taken before work started and the speed of work to 97% with regards to being able to make an appointment for work to be done at a suitable time.



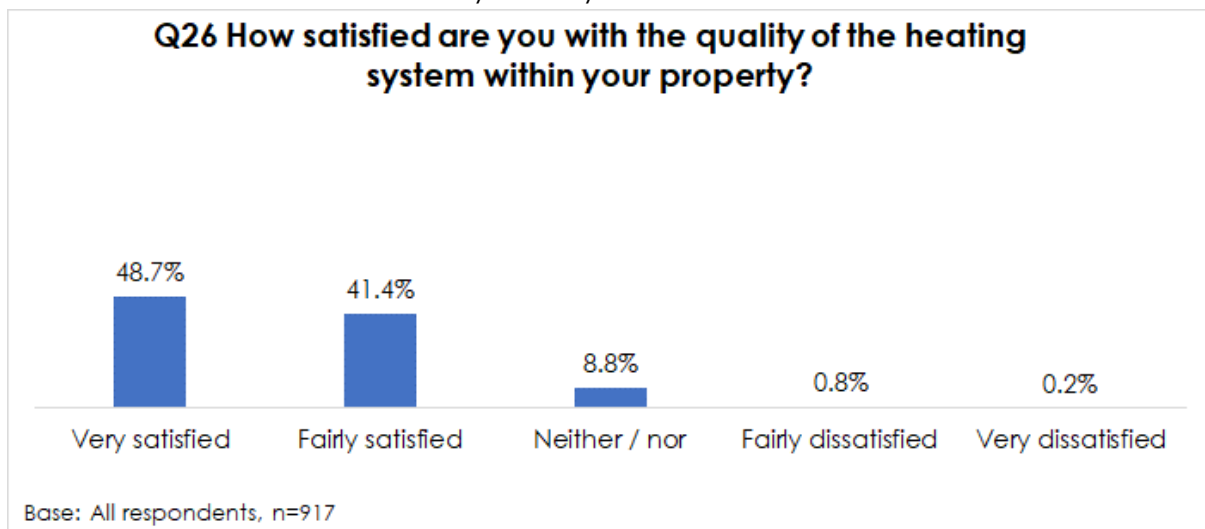
7.3 Damp/ mould repair works (Q24/25)

Three in ten respondents said they have or have had a problem with damp or mould within their home. Of these respondents, 65% were either very or fairly satisfied that the damp or mould was resolved, and repair was completed, compared to 19% who were very or fairly dissatisfied and 17% who were neither satisfied nor dissatisfied.

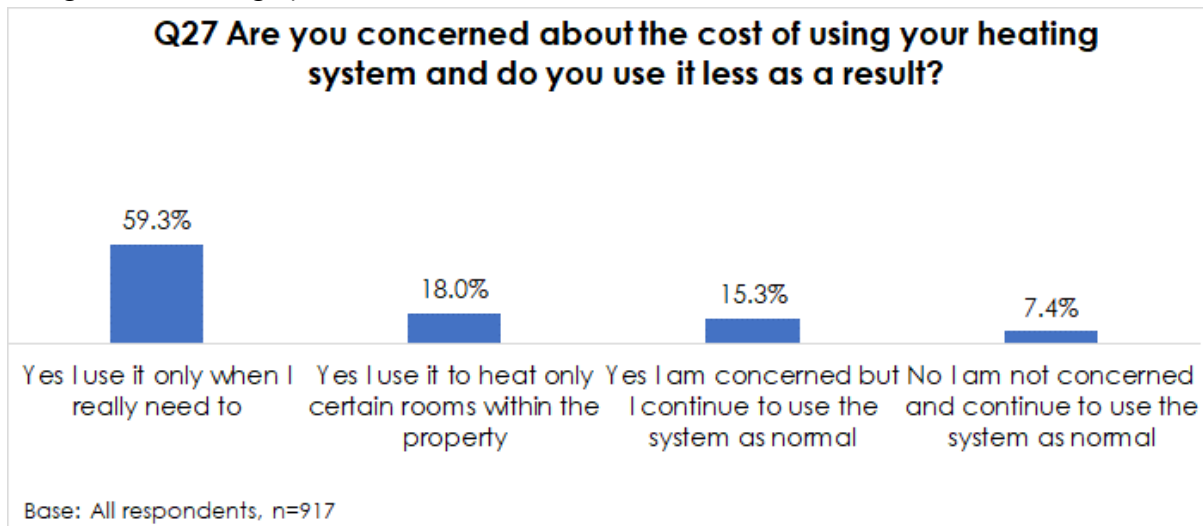


7.4 Heating systems (Q26/27)

Nine in ten respondents (90%) were either very or fairly satisfied with the quality of the heating system within their property, compared to 9% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied.

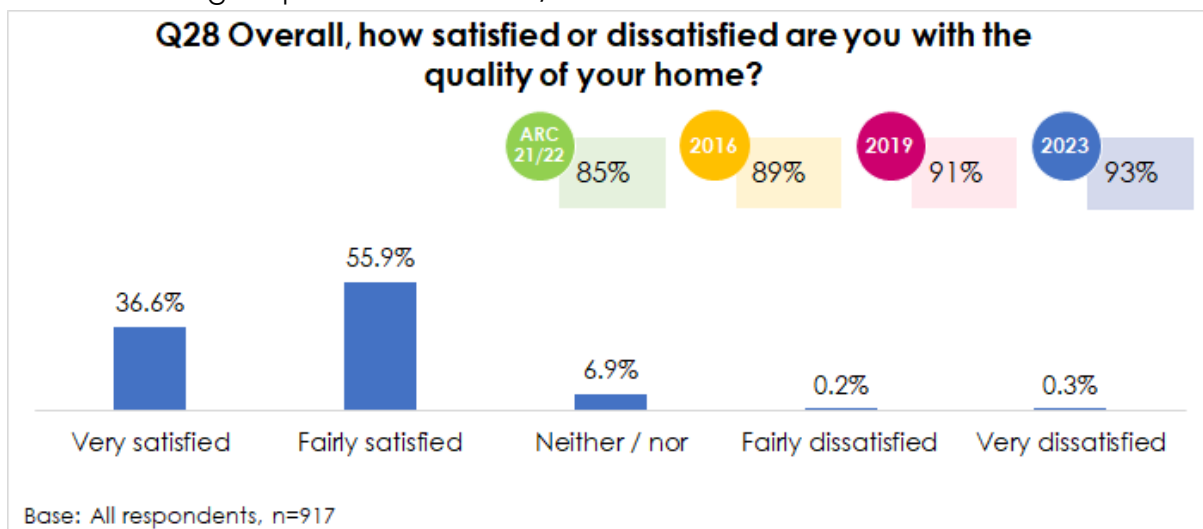


Following on from this, tenants were asked if they were concerned about the cost of using their heating system and whether they use it less as a result. This reveals that 59% said they only use it when they really need to, 18% said they only use it to heat certain rooms and 15% said they are concerned but continue to use the system as normal. On the other hand, just 7% said they were not concerned about the cost of using their heating system and continue to use it as normal.



7.5 Quality of the home (Q28/29)

Just over 9 in 10 respondents (93%) said they were very or fairly satisfied with the quality of their home, compared to 7% who were neither satisfied nor dissatisfied and less than 1% who were very or fairly dissatisfied. Overall satisfaction with the quality of the home has not changed significantly compared to the results from 2019 (91%). However, overall satisfaction is higher than was reported in 2016 (89%) and the Scottish average reported in the 2021/22 Annual Return on the Charter.



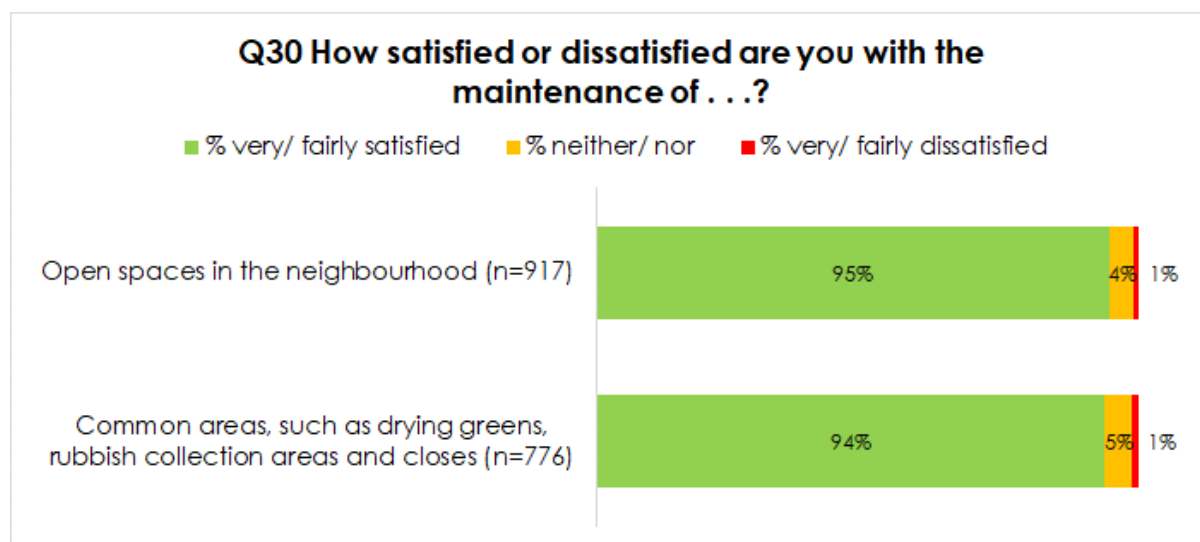
Respondents who were not satisfied with their home were then asked to explain why they felt this way. Of the 68 individuals, 24% said their home was in need of upgrades and improvements such as kitchens or bathrooms, 22% said their home was in need of new windows and 19% said they had issues with dampness or had outstanding repairs that needed to be complete.

Q29 Why do you say that?		
Base: Not satisfied with the quality of the home, n=68	No.	%
Upgrades required - kitchens, bathrooms	16	23.5%
Issues with windows/ doors/ needs improved	15	22.1%
Repairs required/ take too long	13	19.1%
Mould/ dampness present	13	19.1%
General updates required	10	14.7%
Ceilings/ walls/ floors	8	11.8%
Internal doors/ skirtings	5	7.4%
Heating issues e.g. boiler/ insulation	4	5.9%
Would prefer different home (overcrowding, size etc)	4	5.9%
Other	5	7.4%

8. THE NEIGHBOURHOOD

8.1 Outside Maintenance (Q30)

The majority of respondents who gave an opinion were very or fairly satisfied with the maintenance of common areas, such as drying greens, rubbish collection areas and closes (94%) and the maintenance of open spaces in the neighbourhood (95%).

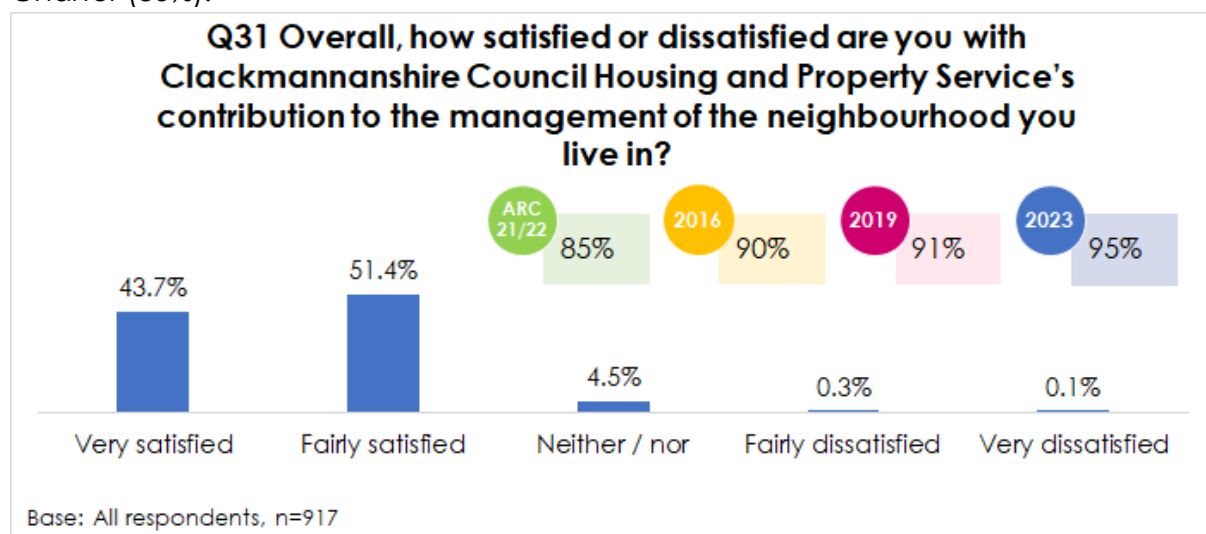


Compared to the 2019 survey, satisfaction with neighbourhood maintenance has increased by 3 percentage points in terms of the maintenance of open spaces in the neighbourhood and by 4 percentage points in terms of the maintenance of common areas.

Q30 How satisfied or dissatisfied are you with the maintenance of . . . ?			
	2019	2023	Trend
Open spaces in the neighbourhood	92%	95%	↑ 3%
Common areas, such as drying greens, rubbish collection areas and closes	90%	94%	↑ 4%

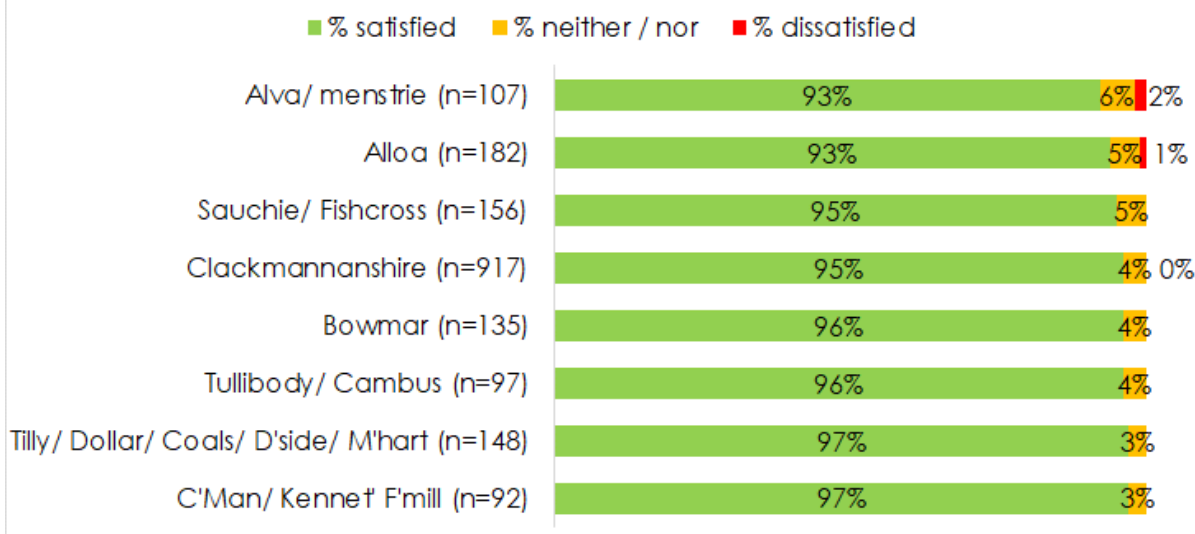
8.2 Satisfaction with Clackmannanshire Council Housing Property and Revenues service's contribution to the management of the neighbourhood (Q31/32)

Satisfaction with Clackmannanshire Council Housing Property and Revenue service's contribution to the management of the neighbourhood was high with just over 9 in 10 respondents (95%) stating they were either very or fairly satisfied in this respect compared to 5% who were neither satisfied nor dissatisfied and less than 1% who were fairly or very dissatisfied. The proportion of respondents very or fairly satisfied with their landlord's contribution to the management of their neighbourhood has increased from 91% in the 2019 survey. Overall satisfaction in this respect is also higher than the Scottish average reported in the 2021/22 Annual Return on the Charter (85%).



Analysis by area revealed that satisfaction with Clackmannanshire Council Housing Property and Revenues Service's contribution to the management of the neighbourhood was highest in Clackmannan and Kennet (97%) and in Tillicoultry, Coalshaughton, Devonside and Muckhart (97%) and lowest in Tillicoultry and Alloa (93%).

Q31 Satisfaction with contribution to the management of the neighbourhood analysed by housing management area

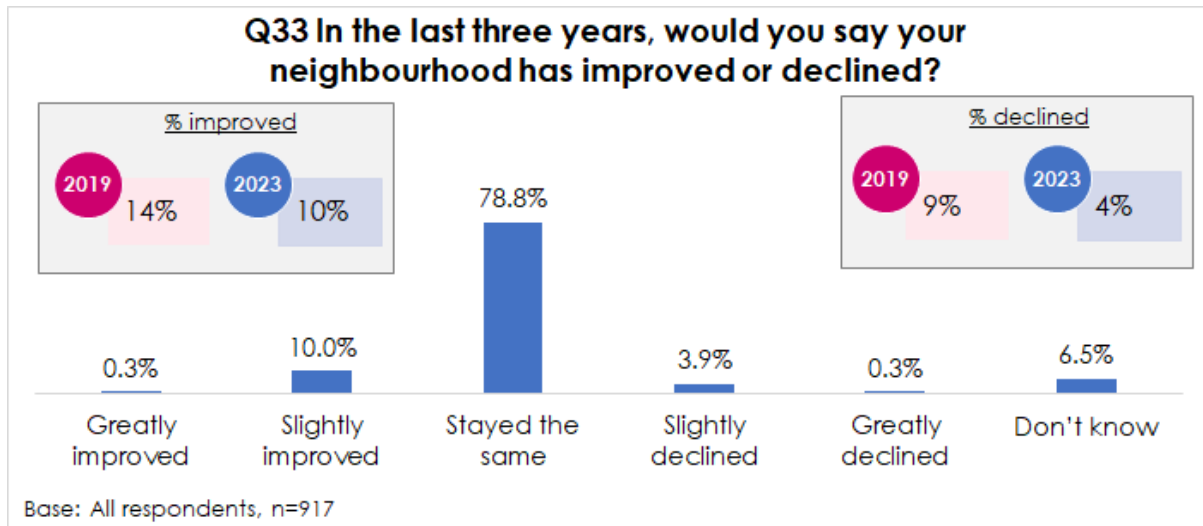


Respondents who were not satisfied with their landlord's contribution to the management of the neighbourhood were then asked to explain why they felt that way. The main reason given was where tenants were dissatisfied with the maintenance of communal landscaping and felt it needs improved (42%). This was followed by anti-social behaviour issues (24%).

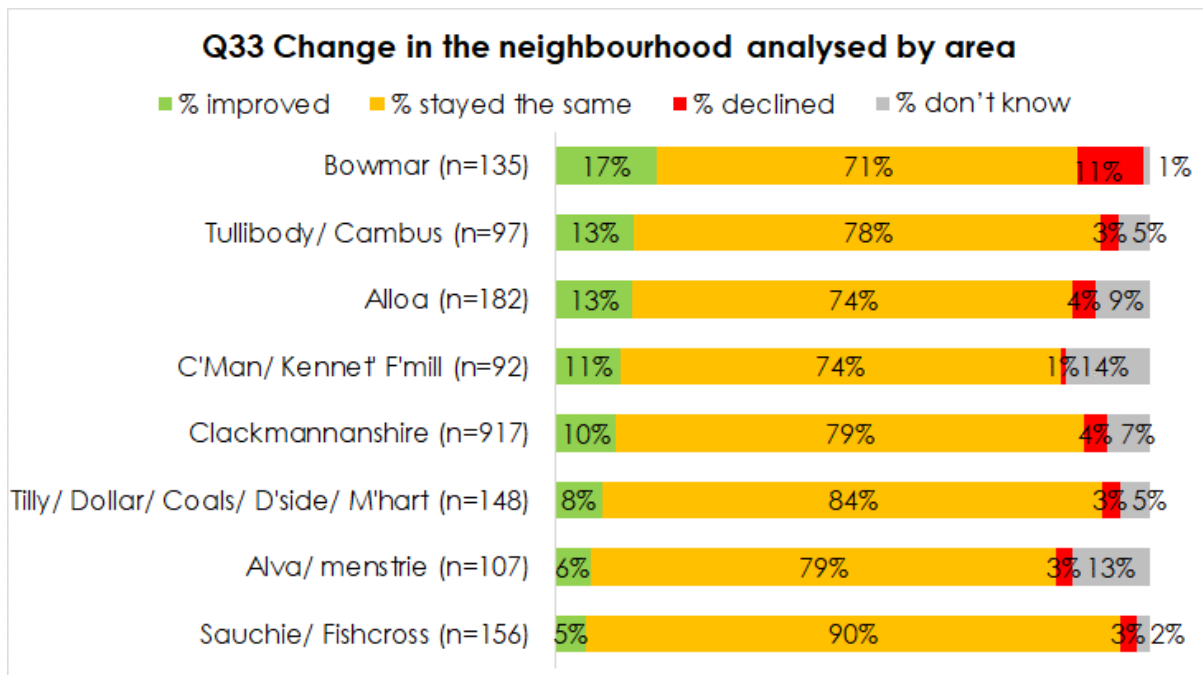
Q32 Why do you say that?		
Base: Not satisfied with contribution to management of neighbourhood, n=45	No.	%
Maintenance of communal landscaping needs improved e.g. grass cutting, cutting back trees etc	19	42.2%
ASB issues/ Vetting should be better	11	24.4%
Tenants should maintain their own gardens/ some tenants' gardens are a mess	4	8.9%
Rubbish/ bin issues	4	8.9%
Do not see the council doing anything in the area	4	8.9%
Issues with sewerage	2	4.4%
Not a good area to live	2	4.4%
Other	3	6.7%

8.3 Change in the neighbourhood in the last 3 years (Q33)

Just under 8 in 10 tenants (79%) were of the opinion that over the last 3 years their neighbourhood has stayed the same. On the other hand, 10% were of the opinion that it had improved and 4% were of the opinion that it had declined. 7% of respondents said they were unsure. Compared to 2019, the number of respondents who felt their neighbourhood has improved has decreased by 4 percentage points from 14% to 10% and the proportion of tenants stating their neighbourhood has declined has also decreased from 9% in 2019 to 4% in 2023.



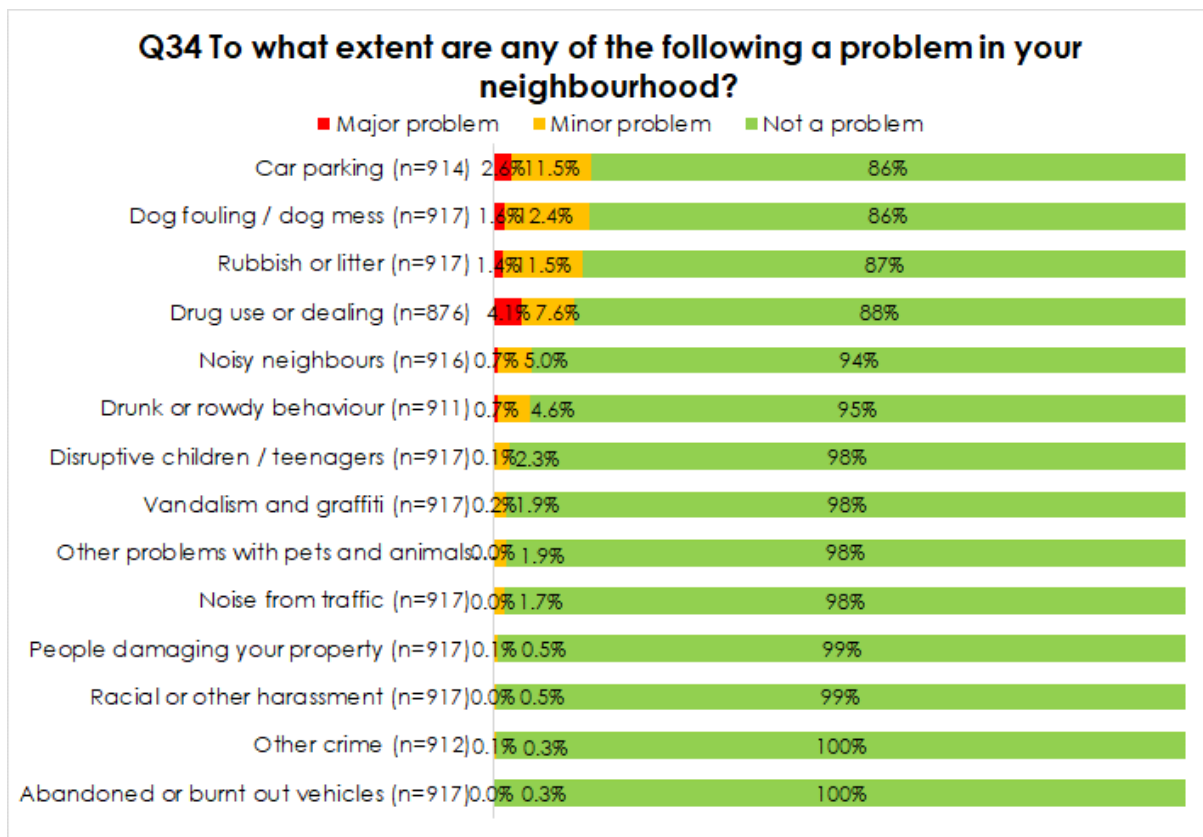
Analysis by area revealed that respondents from Bowmar (17%) were the most likely to be of the opinion that their neighbourhood has improved in the last 3 years. Tenants living in Bowmar were also most likely to say their neighbourhood has declined (11%).



8.4 Neighbourhood problems (Q34)

Tenants were read out a list of neighbourhood issues and asked to what extent they considered each of these to be a major problem, a minor problem or not a problem in their neighbourhood. The three biggest concerns for tenants were:

- Dog fouling/ dog mess (14% stating major or minor problem)
- Car parking (14%)
- Rubbish or litter (13%)
- Drug use or dealing (12%)



NB % stating don't know to each problem has been excluded from this analysis.

The proportion of respondents who considered these issues to be a major or minor problem varies most significantly, when analysed by area, in terms of:

- **Car parking** was significantly more of a problem for tenants who lived in Clackmannan/, Kennet and Fishcross (26%) and in Alva and Menstrie (24%) than it was for tenants who lived in Bowmar (1%);
- **Dog fouling** was more likely to be considered as a neighbourhood problem by respondents living in Clackmannan, Kennet and Fishcross (23%) and Bowmar (21%) than respondents living in Tillicoultry, Coalsnaughton, Devonside and Muckhart (4%);
- The proportion of respondents who were of the opinion **drug use or dealing** was a major or minor problem was greater in Tullibody/ Cambus (18%) and in Sauchie and Fishcross (19%) than it was in Alva and Menstrie (3%);

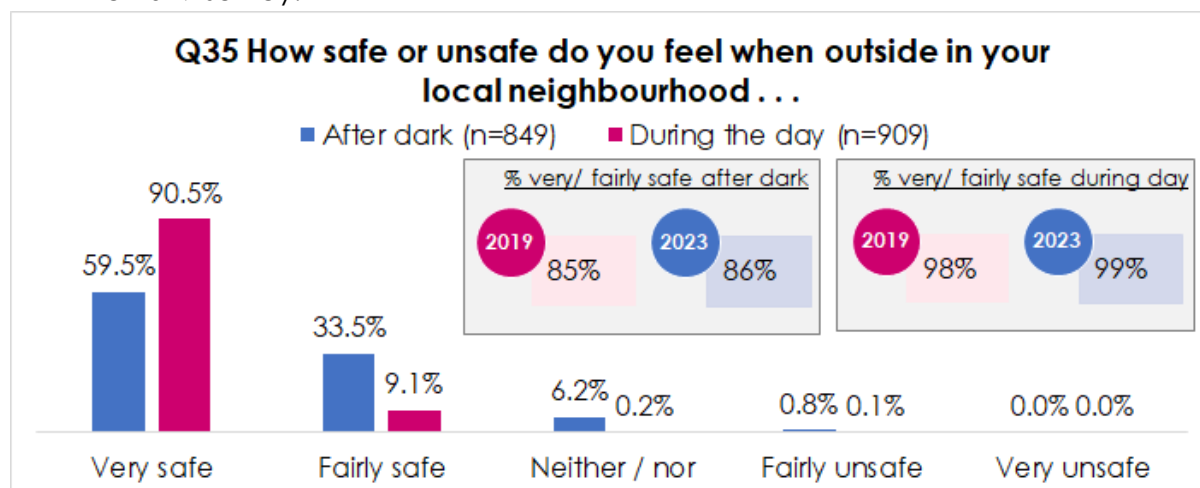
A full breakdown of the results provided to this question can be found in the appendix.

Compared to the 2019 survey, the proportion of tenants stating that these issues were not a problem has increased by 9 percentage points with regards to dog fouling or dog mess and 8 percentage points in terms of rubbish or litter. On the other hand, there has been a decrease in the proportion of tenants stating that drug use or drug dealing was not a problem, falling from 92% in 2019 to 88% in 2023.

Q33 To what extent are any of the following a problem in your neighbourhood? % stating 'not a problem' (2019/2023 comparison)			
	2019	2023	Trend
Abandoned or burnt out vehicles	100%	100%	→ 0%
Car parking	84%	86%	→ 2%
Disruptive children/teenagers	95%	98%	↑ 3%
Dog fouling/dog mess	77%	86%	↑ 9%
Drug use or dealing	92%	88%	↓ -4%
Drunk or rowdy behaviour	89%	95%	↑ 6%
Noise from traffic	99%	98%	→ -1%
Noisy neighbours	90%	94%	↑ 4%
Other crime	98%	100%	→ 2%
Other problems with pets and animals	97%	98%	→ 1%
People damaging your property	97%	99%	→ 2%
Racial or other harassment	98%	99%	→ 1%
Rubbish or litter	79%	87%	↑ 8%
Vandalism and graffiti	96%	98%	→ 2%

8.5 Feeling of safety in the local neighbourhood (Q35)

All respondents were then asked to rate how safe they felt when outside in their local neighbourhood during the day and after dark. Almost all respondents (99%) feel safe during the day and 86% feel safe after dark. These results are consistent with the 2019 survey.



Compared to the 2019 survey the proportion of tenants who felt safe in their neighbourhood either during the day or after dark has remained consistent.

How safe or unsafe do you feel when out in your local neighbourhood...? % stating safe (2019/2023 comparison)			
	2019	2023	Trend
During the day	98%	99%	➔ 1%
After dark	85%	86%	➔ 1%

Analysis by area revealed that the proportion of tenants who felt very safe when out in their local neighbourhood after dark ranged from 45% in Clackmannan, Kennet and Forestmill to 75% in Bowmar.

How safe or unsafe do you feel when out in your local neighbourhood after dark?						
	Base	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe
Bowmar	134	75.4%	19.4%	5.2%	-	-
Tilly/ Dollar/ Coals/ D'side/ M'hart	134	67.9%	27.6%	3.7%	0.7%	-
Tullibody/ Cambus	88	61.4%	30.7%	5.7%	2.3%	-
Alva/ Menstrie	101	60.4%	32.7%	6.9%	-	-
Alloa	173	53.8%	37.0%	8.7%	0.6%	-
Sauchie/ Fishcross	133	49.6%	42.1%	6.8%	1.5%	-
C'Man/ Kennet' F'mill	86	45.3%	47.7%	5.8%	1.2%	-

In terms of during the day, the proportion of respondents who said they felt very or fairly safe when out in their local neighbourhood ranged from 71% in Clackmannan, Kennet and Forestmill to 97% in Bowmar.

How safe or unsafe do you feel when out in your local neighbourhood during the day?						
	Base	Very safe	Fairly safe	Neither safe nor unsafe	Fairly unsafe	Very unsafe
Bowmar	135	97.0%	3.0%	-	-	-
Tilly/ Dollar/ Coals/ D'side/ M'hart	143	94.4%	5.6%	-	-	-
Tullibody/ Cambus	97	92.8%	7.2%	-	-	-
Alloa	181	91.7%	7.7%	0.6%	-	-
Sauchie/ Fishcross	155	90.3%	9.7%	-	-	-
Alva/ /Menstrie	107	89.7%	9.3%	0.9%	-	-
C'Man/ Kennet' F'mill	91	71.4%	27.5%	-	1.1%	-

Analysis by age revealed that respondents aged 55-64 were the most likely to feel very safe out in their neighbourhood after dark (71%). On the other hand, younger tenants aged 16-34 were least likely (49%).

Neighbourhood safety after dark						
Age	Base	Very safe	Fairly safe	Neither / nor	Fairly unsafe	Very unsafe
16-34	212	49.1%	41.0%	7.5%	2.4%	-
35-44	147	66.7%	32.7%	0.7%	-	-
45-54	141	68.1%	27.0%	5.0%	-	-
55-64	156	70.5%	23.7%	5.8%	-	-
65+	193	50.3%	38.3%	10.4%	1.0%	-

In terms of during the day, the proportion of respondents who said they felt very safe was lowest for those aged 16-34 (86%).

Neighbourhood safety during the day						
Age	Base	Very safe	Fairly safe	Neither / nor	Fairly unsafe	Very unsafe
16-34	212	86.3%	12.7%	0.5%	0.5%	-
35-44	147	91.8%	8.2%	-	-	-
45-54	141	88.7%	10.6%	0.7%	-	-
55-64	169	92.9%	7.1%	-	-	-
65+	240	92.9%	7.1%	-	-	-

8.6 Anti-social behaviour (Q35-39)

16 individuals (2%) said they had experienced anti-social behaviour in the past 12 months. Of these individuals, 7 said they had reported the problem to Clackmannanshire Council Housing Property and Revenues Service. Of the 9 individuals who did not report their problem to Clackmannanshire Council Housing Property and Revenues Service, 5 said they did not do so as they did not want to get involved, 3 respondents said they did not report their problem due to fear of reprisals, 1 tenant said they did not feel anything would be done and 1 tenant said they reported the issue to police,

Q38 Why did you not report the anti-social behaviour to Clackmannanshire Council Housing and Property Service?		
Base: Did not report ASB, n=9	No.	%
Did not want to get involved	5	55.6%
Fear of reprisals	3	33.3%
Did not feel anything would be done	1	11.1%
Reported to police	1	11.1%

Those who had reported the issue to Clackmannanshire Council Housing and Property service were asked how satisfied they were with the final outcome of their complaint and with the way their complaint was dealt with. 4 out of 7 tenants were satisfied with each of these aspects.

Q39 How satisfied or dissatisfied were you with the . . .						
Base: Reported ASB, n=7	Very satisfied	Fairly satisfied	Neither / nor	Fairly dissatisfied	Very dissatisfied	Don't know
Final outcome of your anti-social behaviour complaint	4	-	1	1	-	1
And setting aside the final outcome, how satisfied were you with the way your anti-social behaviour complaint was dealt with	4	-	1	1	-	1

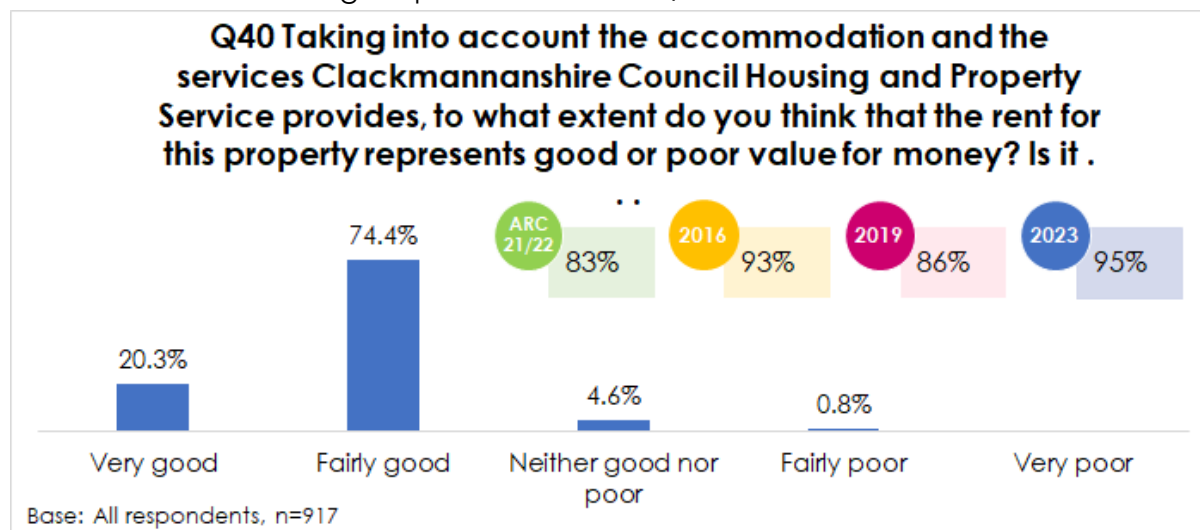
Satisfaction levels have increased compared to the results reported in 2019.

How satisfied or dissatisfied were you with...? (2019/2023 comparison)			
	2019	2023	Trend
Way your anti-social behaviour complaint was dealt with	45%	57%	↑ 12%
Final outcome of your anti-social behaviour complaint	45%	57%	↑ 12%

9. VALUE FOR MONEY AND COVID RESPONSE

9.1 Value for money (Q40-42)

Just over 9 in 10 respondents (95%) said the rent for their property represented very or fairly good value for money compared to 5% who said it was neither good nor poor and 1% who rated it very or fairly poor value. Compared to the 2019 survey the proportion of respondents of the opinion that their rent represents very or fairly good value for money has increased from 86% to 95%. Overall satisfaction is also higher than the Scottish average reported in the 2021/22 Annual Return on the Charter.



Respondents who felt their rent did not represent good value for money were then asked why they felt that way. 27% said their rent was too expensive, 19% said the condition of their home was poor or that upgrades were required and 10% said repair work took too long.

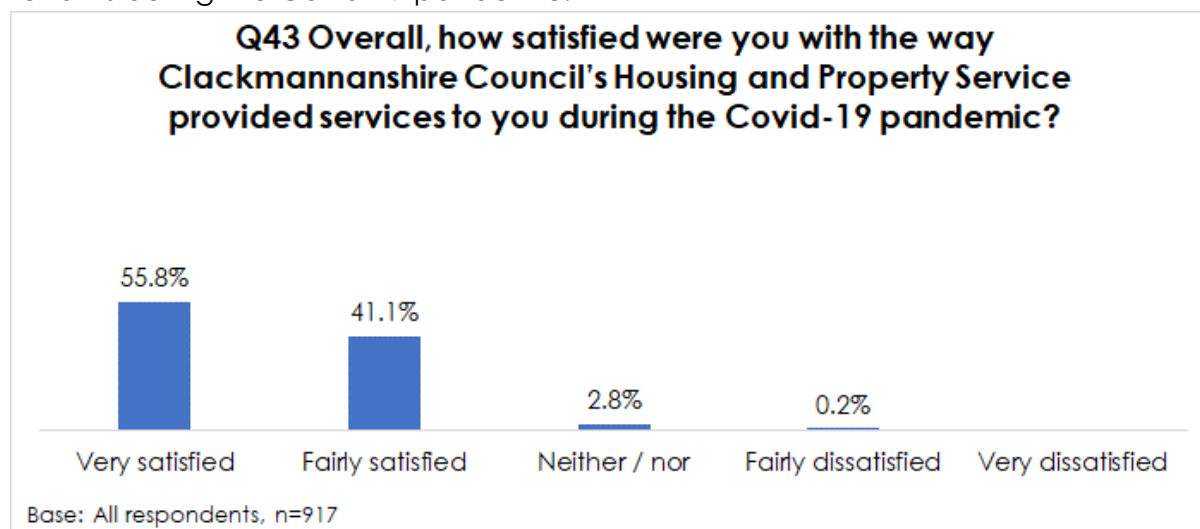
Q41 Why do you say that?		
Base: Do not think rent is good value for money, n=48	No.	%
Too expensive	13	27.1%
Condition of home is poor/ upgrades required	9	18.8%
Repairs take too long	5	10.4%
Too high for the size	4	8.3%
I get help to pay rent	4	8.3%
Keeps going up	3	6.3%
Area needs improvement/ too high for area	3	6.3%
Don't know/ unsure	11	22.9%
Other	5	10.4%

When asked what the Council could do to improve its value for money for rents, the top response was to improve and upgrade the inside or outside of homes (47%), this was followed by improving and upgrading common grounds and external areas (14%) and reducing the rent levels (13%).

Q42 What if anything should Clackmannanshire Council do to improve its value for money for rents?		
Base: All respondents, n=917	No.	%
Improve and upgrade inside/outside my home	428	46.7%
Improve and upgrade common grounds and external areas	124	13.5%
Reduce the rent level	121	13.2%
Improve the energy efficiency of my home	83	9.1%
Build more new homes	59	6.4%
Improve the repairs service	56	6.1%
Do more to reduce anti-social behaviour	27	2.9%
Do more to remove damp and mould from homes	17	1.9%
Improved contact with my housing officer	2	0.2%

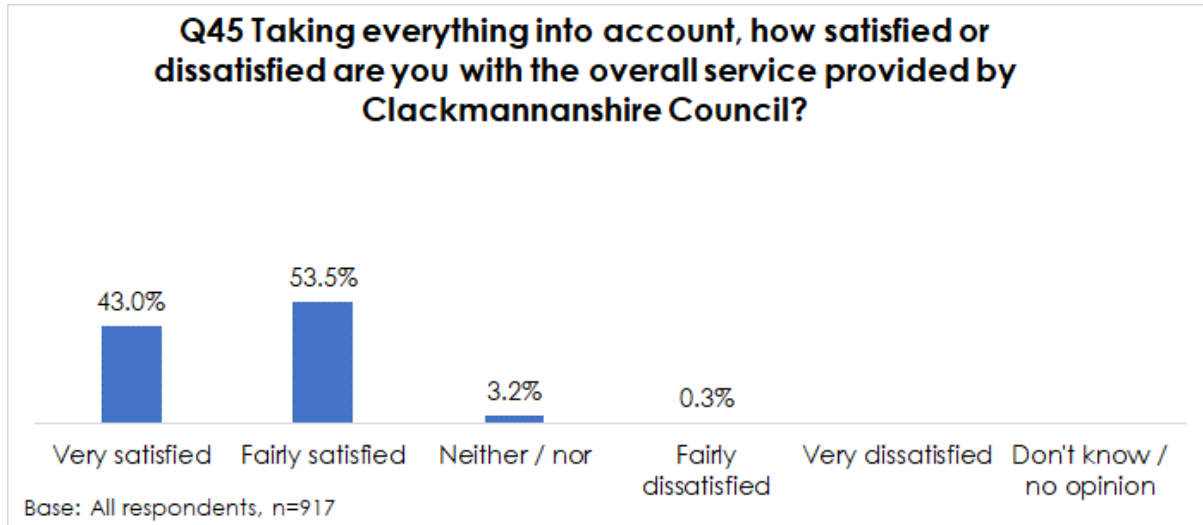
9.2 Satisfaction with services provided during the Covid-19 Pandemic (Q43/44)

Almost all tenants (97%) were either very or fairly satisfied with the way Clackmannanshire Council's Housing and Property Service provided services to tenants during the Covid-19 pandemic.



9.3 Satisfaction with overall service provided by the Council (Q45/46)

More than 9 in 10 tenants (97%) were either very or fairly satisfied with the overall service provided by Clackmannanshire Council compared to 4% who were neither satisfied nor dissatisfied and 0.3% who were fairly dissatisfied.



The 32 tenants who were not satisfied with the overall service provided by the Council were asked to explain why they felt this way. Again, the comments have been provided to the Council for their review and were largely regarding dissatisfaction with repairs, with the quality of the home and where it was believed that improvements should be made to homes.

10. HOUSEHOLD INFORMATION

10.1 Age and Gender (Q47-49)

Half of interviews (50%) were undertaken with males and 49% were females. The remaining 2 tenants refused to say whether they were male or female. No tenants identified as transexual or transgender.

In terms of the age profile of respondents 23% were aged 16-34, 16% were aged 35-44, 15% were aged 45-65, 19% were aged 55-64 and 26% were aged 65 and over.

Q49 Which of the following age bands do you fall into?		
Base: All respondents, n=917	No.	%
16-24	37	4.0%
25-34	177	19.3%
35-44	148	16.1%
45-54	141	15.4%
55-64	171	18.6%
65-74	183	20.0%
75+	60	6.5%

10.2 Household composition (Q50)

In terms of household composition, 40% lived as a single person, 22% were couples with no children, 6% were three or more adults, 19% were one parent families and 12% were 2 parent families.

Q50 How would you describe the composition of your household?		
Base: All respondents, n=917	No.	%
One adult under 60	165	18.0%
One adult aged 60 or over	205	22.4%
Two adults, both under 60	96	10.5%
Two adults, at least one 60 or over	105	11.5%
Three or more adults, 16 or over	55	6.0%
1 parent family with children, at least one under 16	176	19.2%
2 parent family with children, at least one under 16	108	11.8%
Other	5	0.5%
Don't know	-	-
Prefer not to say	2	0.2%

10.3 Occupational status (Q51)

Just over a third of respondents (34%) were in full or part time employment, 26% were retired, 14% were permanently sick or disabled, 9% were unemployed and 13% were looking after the family.

Q51 Which of the following best describes your status?		
Base: All respondents, n=917	No.	%
Employee in full time job (30 hours or more per week)	207	22.6%
Employee in part time job (Less than 30 hours per week)	105	11.5%
Self employed – full or part time	-	-
Government supported training	2	0.2%
Unemployed and available for work	82	8.9%
Wholly retired from work	237	25.8%
Full time education at school, college, or university	1	0.1%
Looking after family / home	120	13.1%
Permanently sick / disabled	132	14.4%
Doing something else	14	1.5%
Prefer not to say	17	1.9%

10.4 Length of tenancy (Q52)

Around 5% of respondents said they had been a tenant with Clackmannanshire Council Housing Property and Revenues Service for less than 2 years, 32% said they had been a tenant for more than 2 years but less than 10, 39% of respondents said they had been a tenant with their landlord for more than 10 years, 22% had been a tenant for between 11 and 20 years and 34% had been a tenant for more than 20 years.

Q52 How long have you / your household been a tenant with this landlord?		
Base: All respondents, n=917	No.	%
Under 1 year	16	1.7%
1 – 2 years	29	3.2%
3 – 5 years	116	12.6%
6 – 10 years	243	26.5%
11 – 20 years	199	21.7%
21+ years	307	33.5%
Don't know	7	0.8%

10.5 Ethnicity (Q53)

In terms of ethnicity almost all respondents were of Scottish ethnicity (96%).

Q53 Which of the following best describes your ethnicity?		
Base: All respondents, n=917	No.	%
Scottish	878	95.7%
Other British	11	1.2%
Irish	1	0.1%
Polish	6	0.7%
Gypsy/ Traveller	-	-
Roma	-	-
Showman/ showwoman	1	0.1%
Other white ethnic group	3	0.3%
Any mixed or multiple ethnic groups	1	0.1%
Pakistani, Pakistani Scottish or Pakistani British	4	0.4%
Indian, Indian Scottish, or Indian British	1	0.1%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	1	0.1%
Chinese, Chinese Scottish, or Chinese British	1	0.1%
Other Asian ethnic group	1	0.1%
African, African Scottish, or African British	1	0.1%
Scottish Caribbean, Black Scottish	5	0.5%
Arab, Arab Scottish, or Arab British	-	-
Other	1	0.1%
Prefer not to say	1	0.1%

11. CONCLUSIONS

11.1 Areas of high performance

The results of the 2023 survey reveal that, in general, Clackmannanshire Council Housing, Property and Revenue services is performing to a high standard and above the Scottish average for all SHR indicators. The following points show the key highlights where satisfaction is high or has increased since the 2019 survey

- Satisfaction with the **overall service** provided by Clackmannanshire Council Housing, Property and Revenue services is high with 93% satisfaction. This is not significantly different from 2019 where 91% were satisfied with the overall service.
- Where respondents **visited the website**, almost all (98%) found it very or fairly useful.
- The majority of tenants were satisfied that the Council Housing, Property and Revenue service **keeps tenants well informed** (97%, 96% in 2019).
- Satisfaction with participation opportunities is high with 98% of tenants being satisfied in this respect, an increase from 88% in 2019.
- In terms of **the repairs service**, satisfaction is very high in terms of the service received (92%, 92% in 2019).
- Satisfaction with the **quality of the home** is high at 93% (91% in 2019).
- With regards to Clackmannanshire Council Housing Property and Revenues Service's **contribution to the management of the neighbourhood**, 95% of tenants were very or fairly satisfied which is higher than the 2019 survey result (91%).
- **Value for money of rents** has seen a significant increase from 86% in 2019 to 95% in 2023.
- 97% of tenants were either very or fairly satisfied with the way Clackmannanshire Council's Housing and Property Service provided **services to tenants during the Covid-19 pandemic**.

11.2 Areas for consideration

The following points have been made to highlight key areas where there is room for improvement in terms of the Council Housing, Property and Revenue services current service offering. In particular, areas of lower satisfaction and low awareness have been highlighted as potential areas which would benefit from future action planning:

- Despite high levels of satisfaction with tenant participation opportunities, awareness of the ways tenants can become involved remains high with 48%

of tenants stating they are unaware of any of the ways they can get involved in decision making.

- A significant proportion of tenants had a problem with damp or mould in their home (30%). Satisfaction was lower in relation to how their damp and mould issue has been resolved and repair completed with only 65% of tenants being satisfied in this respect and 19% being dissatisfied.
- The cost of living crisis appears to be having an impact on tenants with 59% of tenants stating they only use their heating when they really need to, 18% who said they only use it to heat certain rooms and 15% said they are concerned but continue to use the system as normal. Only 7% of tenants said they were not concerned about the cost of using their heating system and continue to use it as normal.

Appendix 1

Survey Questionnaire

Housing Management Area / Ward:

Clackmannanshire Council

Monitor Quota

1 (Alloa)	1
2 Sauchie / Fishcross	2
3 Clackmannan / Kennett	3
4 Tullibody / Cambus	4
5 Tillicoultry / Coalshaughton	5
6 Alva / Menstrie	6
7 (Alloa Bowmar)	7

Property type:

Monitor Quota

House	1
Own door flat	2
Flat in close	3
Bungalow	4

Section 1: The overall service provided

Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by **Clackmannanshire Council Housing and Property Services** as your landlord?

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

Q2. Why do you say that?

Write in verbatim

Q3. Of the following, which three should your landlord give most priority to? **no more than three**

1	Keeping tenants informed
2	Making improvements to the existing stock of housing
3	Listening to tenants' views and acting upon them
4	Repairs and maintenance
5	Making properties more energy efficient
6	Eradicating issues with damp/mould
7	Dealing with anti-social behaviour
8	Maintaining the neighbourhood where you live
9	Ensuring the rent charged represents good value for money
10	Providing / building more affordable homes in the area for people to rent
11	Don't know
12	None of the above

Keeping Tenants Informed

Read out: I'd now like to ask some questions about how your landlord keeps you informed.

Q4. Do you have access to, and use, the internet in any of the following ways?

1	Internet access using a smartphone or tablet using a mobile signal	Go to Q5
2	Internet access using a tablet using home broadband	
3	Internet access using a laptop or PC using home broadband	
4	Internet access using public access terminals, e.g. at library	
5	Access to the internet in some other way (please specify)	
6	Do not have access to the internet	Go to Q9

Q5. Have you visited your landlord's website in the past 12 months for any of the following reasons?

Read out and code all that apply. After each response ask: Anything else?

1	Looking up information about the housing services	Go to Q6
2	Looking for help with cost of living	
3	Paying rent via internet payments	
4	How to pay your rent	
5	Reporting a repair	
6	Looking for information on energy saving measures	
7	Something else (please specify)	
8	Have not visited website	Go to Q8

Q6. How useful was the website? **Show card 4 and code one only**

1	Very useful	Go to Q7
2	Fairly useful	
3	Not that useful	
4	Not useful at all	
5	Don't know	

Q7. How could your experience of using the website have been improved?

Write in verbatim

--

Q8. (NEW) Do you know that Council Meetings, Minutes, Agendas and Microsoft Team recordings are available on the Council website? Did you know that you can attend these meetings?

1	Yes
2	No

Q9. How good or poor do you feel Clackmannanshire Council Housing and Property Service is at keeping you informed about their services and decisions? **code one only**

1	Very good	Go to Q11
2	Fairly good	
3	Neither good nor poor	Go to Q10
4	Fairly poor	
5	Very poor	

Q10. Why do you say that? **Write in verbatim**

Tenant Participation

Q11. Were you aware that you could get involved or participate in Clackmannanshire Council Housing and Property Service's decision making processes in any of the following ways? **all that apply**

1	Become a member of the Clackmannanshire Tenants and Residents Federation or other Tenants and Residents Group
2	Become a member of a Community Group
3	Be registered as an 'Interested Individual' on tenants database
4	Responding to online surveys or text surveys
5	Taking part in a Federation Liaison meeting
6	Taking part in a Working/ Focus group on rent, repairs etc.
7	Not aware of any opportunities to get involved

Q12. How satisfied or dissatisfied are you with opportunities given to you to participate in decision making processes? **code one only**

1	Very satisfied	Go to Q14
2	Fairly satisfied	
3	Neither satisfied nor dissatisfied	Go to Q13
4	Fairly dissatisfied	
5	Very dissatisfied	

Q13. Why do you say that? **Write in verbatim**

Q14. Which of these best describes your preferred level of involvement in your landlord's work? **Read out and code one only**

1	Happy just to be kept informed	Go to Q16
2	Would like to have a say	
3	Would like to be involved in making decisions and participate in tenant scrutiny activity	Go to Q15
4	Don't know	Go to Q16

Q15. [IF TENANT IS INTERESTED IN GETTING INVOLVED] Are you happy for us to pass your name and address to the Council so that they can get in touch with more information about how to get involved? All your other answers will remain completely confidential and anonymous.

1	Yes	Go to Q16
2	No	

Q16. How satisfied or dissatisfied are you with the way Clackmannanshire Council Housing and Property Service listens to your views and acts upon them? **code one only**

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

Contacting the landlord

Read: The next questions are about contacting Clackmannanshire Council Housing and Property Service.

Q17. Which of the following ways do you use to contact Clackmannanshire Council Housing and Property Service? **code all that apply. After each response ask:** Any other?

1	E-mail
2	Telephone
3	Text
4	In writing
5	Social media (Facebook, Twitter)
6	Visit to the office
7	Face to face contact with Housing Officer / other member of staff
8	Other
9	Don't know

Q18. Which of the following ways would you be prepared to use in the future to contact Clackmannanshire Council Housing and Property Service? **code all that apply. After each response ask:** Any other?

1	E-mail
2	Telephone
3	Text
4	In writing
5	Social media (Facebook, Twitter)
6	Video call
7	Live chat on website
8	Digital self service portal allowing you to book appointments i.e. repairs
9	Visit to the office
10	Face to face contact with Housing Officer / other member of staff
11	Other
12	Don't know

Q19. Generally, how satisfied or dissatisfied are you with the way Clackmannanshire Council Housing and Property Service deals with enquiries? **Show card 1 and code one only**

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

Repairs, Maintenance and Housing Quality

Read: The next section of the questionnaire is about repairs, maintenance and housing quality in your home.

Q20. Have you had any reactive (day to day) repairs carried out in this property in the last 12 months?

1	Yes	Go to Q21
2	No	Go to Q26

Q21. Thinking about the LAST time you had (day to day) repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Clackmannanshire Council Housing and Property Service? **code one only**

1	Very satisfied	Go to Q23
2	Fairly satisfied	
3	Neither satisfied nor dissatisfied	Go to Q22
4	Fairly dissatisfied	
5	Very dissatisfied	

Q22. Why do you say that? **Write in verbatim**

--

Q23. Thinking about the last completed day to day repair, how satisfied or dissatisfied were you with the following? **Show card 1 and read out each aspect**

	Aspect	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
1	Being able to make an appointment for work to be done at a time suitable to you	1	2	3	4	5
2	The time taken before work started and the speed of work completing	1	2	3	4	5
3	The attitude of the workers and their keeping dirt and mess to a minimum	1	2	3	4	5
4	The overall quality of the work	1	2	3	4	5
5	The repair being done 'right first time'	1	2	3	4	5

Q24. (NEW) Have you had any damp mould repair works undertaken within the last 12 months?

1	Yes	Go to Q25
2	No	
3	Don't know	

Q25. (NEW) How satisfied were you that the damp mould issue was resolved and repair completed?

1	Very satisfied
2	Fairly satisfied
3	Neither satisfied nor dissatisfied
4	Fairly dissatisfied
5	Very dissatisfied

Q26. (NEW) How satisfied are you with the quality of the heating system within your property?

1	Very satisfied
2	Fairly satisfied
3	Neither satisfied nor dissatisfied
4	Fairly dissatisfied
5	Very dissatisfied

Q27. (NEW) Are you concerned about the cost of using your heating system and do you use it less as a result?

1	Yes I use it only when I really need to
2	Yes I use it to heat only certain rooms within the property
3	Yes I am concerned but I continue to use the system as normal
4	No I am not concerned and continue to use the system as normal

Q28. Overall, how satisfied or dissatisfied are you with the quality of your home?

Show card 1 and code one only

1	Very satisfied	Go to Q30
2	Fairly satisfied	
3	Neither satisfied nor dissatisfied	Go to Q29
4	Fairly dissatisfied	
5	Very dissatisfied	

Q29. Why do you say that? **Write in verbatim**

--

Satisfaction with the neighbourhood

Q30. Read: I would now like to ask you some questions about the local neighbourhood.

How satisfied or dissatisfied are you with the maintenance of . . . **code one for each row**

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable
Open spaces in the neighbourhood	1	2	3	4	5	6	7
Common areas, such as drying greens, rubbish collection areas and closes	1	2	3	4	5	6	7

Q31. Overall, how satisfied or dissatisfied are you with Clackmannanshire Council Housing and Property Service's contribution to the management of the neighbourhood you live in? **code one only**

1	Very satisfied	Go to Q33
2	Fairly satisfied	
3	Neither satisfied nor dissatisfied	Go to Q32
4	Fairly dissatisfied	
5	Very dissatisfied	

Q32. Why do you say that? **Write in verbatim**

--

Q33. In the last three years, would you say your neighbourhood has improved or declined?
code one only

1	Greatly improved
2	Slightly improved
3	Stayed the same
4	Slightly declined
5	Greatly declined
6	Don't know

Q34. To what extent are any of the following a problem in your neighbourhood?
read out problems

	Problems	Major problem	Minor problem	Not a problem	Don't know
A	Car parking	1	2	3	4
B	Rubbish or litter	1	2	3	4
C	Noisy neighbours	1	2	3	4
D	Dog fouling / dog mess	1	2	3	4
E	Other problems with pets and animals	1	2	3	4
F	Disruptive children / teenagers	1	2	3	4
G	Racial or other harassment	1	2	3	4
H	Drunk or rowdy behaviour	1	2	3	4
I	Vandalism and graffiti	1	2	3	4
J	People damaging your property	1	2	3	4
K	Drug use or dealing	1	2	3	4
L	Abandoned or burnt out vehicles	1	2	3	4
M	Other crime	1	2	3	4
N	Noise from traffic	1	2	3	4
O	Any other problems (please specify)	1	2		

Q35. How safe or unsafe do you feel when outside in your local neighbourhood . . . **read out times of day, code one each row**

	Very safe	Fairly safe	Neither nor	Fairly unsafe	Very unsafe	Don't know
After dark	1	2	3	4	5	6
During the day	1	2	3	4	5	6

Q36. Have you experienced any anti-social behaviour in the past 12 months? **Code one only**

1	Yes	Go to Q37
2	No	
3	Don't know	

Q37. Have you reported anti-social behaviour to Clackmannanshire Council Housing and Property Service in the past 12 months? **Code one only**

1	Yes	Go to Q39
2	No	Go to Q38
3	Don't know	Go to Q40

Q38. Why did you not report the anti-social behaviour to Clackmannanshire Council Housing and Property Service? **Show card 10 and code all that apply. After each response ask: Anything else?**

1	Did not want to get involved
2	Did not know who or where to report the problem to
3	Did not feel anything would be done
4	Fear of reprisals
5	Some other reason – Please specify
6	Don't know

Now go to Q40

Q39. How satisfied or dissatisfied were you with the . . .

Show card 1 and code one for each row

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
Final outcome of your anti-social behaviour complaint	1	2	3	4	5	6
And setting aside the final outcome, how satisfied were you with the way your anti-social behaviour complaint was dealt with	1	2	3	4	5	6

Rent, Value for Money and Covid Response

Q40. Read: I now have some questions about rent, value for money and Covid Response. Taking into account the accommodation and the services Clackmannanshire Council Housing and Property Service provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it . . . **code one only**

1	Very good	Go to Q42
2	Fairly good	
3	Neither good nor poor	Go to Q41
4	Fairly poor	
5	Very poor	

Q41. Why do you say that? **Write in verbatim**

Q42. (NEW) What if anything should Clackmannanshire Council do to improve its value for money for rents? **Code one only**

1	Improve and upgrade inside/outside my home	
2	Improve and upgrade common grounds and external areas	
3	Improve the repairs service	
4	Improved contact with my housing officer	
5	Reduce the rent level	
6	Improve the energy efficiency of my home	
7	Build more new homes	
8	Do more to reduce anti-social behaviour	
9	Do more to remove damp and mould from homes	

Q43. (NEW) Overall, how satisfied were you with the way Clackmannanshire Council's Housing and Property Service provided services to you during the Covid-19 pandemic?

1	Very satisfied	Go to Q45
2	Fairly satisfied	
3	Neither satisfied nor dissatisfied	Go to Q44
4	Fairly dissatisfied	
5	Very dissatisfied	

Q44. Why do you say that? **Write in verbatim**

Q45. (NEW) Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Clackmannanshire Council? **code one only**

1	Very satisfied	Go to Q47
2	Fairly satisfied	
3	Neither satisfied nor dissatisfied	Go to Q46
4	Fairly dissatisfied	
5	Very dissatisfied	
6	Don't know /No opinion	

Q46. (NEW) Why do you say that? **Write in verbatim**

You and your household

Read: The final questions are about you and your household. This information will be kept confidential by Research Resource. The questions have been included to help us analyse the responses from all survey respondents to the other questions you have been asked today.

Q47. Gender

1	Male
2	Female
3	Prefer not to say

Q48. Gender Identity

Do you identify as transsexual/transgender?

1	Yes
2	No
3	Prefer not to say

Q49. Which of the following age bands do you fall into?

1	16-24
2	25-34
3	35-44
4	45-54
5	55-64
6	65-74
7	75+
8	Prefer not to say

Q50. How would you describe the composition of your household?

1	One adult under 60
2	One adult aged 60 or over
3	Two adults, both under 60
4	Two adults, at least one 60 or over
5	Three or more adults, 16 or over
6	1 parent family with children, at least one under 16
7	2 parent family with children, at least one under 16
8	Other
9	Don't know
10	Prefer not to say

Q51. Which of the following best describes your status?

1	Employee in full time job (30 hours or more per week)
2	Employee in part time job (Less than 30 hours per week)
3	Self employed – full or part time
4	Government supported training
5	Unemployed and available for work
6	Wholly retired from work
7	Full time education at school, college or university
8	Looking after family / home
9	Permanently sick / disabled
10	Doing something else
11	Prefer not to say

Q52. How long have you / your household been a tenant with this landlord? Code one only

1	Under 1 year
2	1 – 2 years
3	3 – 5 years
4	6 – 10 years
5	11 – 20 years
6	21+ years
7	Don't know

Q53. (Ind2) Which of the following best describes your ethnicity?

WHITE	
Scottish	1
Other British	2
Irish	3
Polish	4
Gypsy/ Traveller	5
Roma	6
Showman/ showwoman	7
Other white ethnic group	8
MIXED OR MULTIPLE ETHNIC GROUPS	
Any mixed or multiple ethnic groups	9
ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	
Pakistani, Pakistani Scottish or Pakistani British	10
Indian, Indian Scottish or Indian British	11
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	12
Chinese, Chinese Scottish or Chinese British	13
Other	14
AFRICAN,	
African, African Scottish or African British (please write in)	15
CARIBBEAN OR BLACK	
e.g. Scottish Caribbean, Black Scottish please write in	16
OTHER ETHNIC GROUP	
Arab, Arab Scottish or Arab British	17
Other (please specify)	18
Prefer not to say	19

Q54. Do you consider yourself to have a disability? **Code one only**

1	Yes	Go to Q55 THANK AND CLOSE
2	No	
3	Prefer not to say	

Q55. Are any support needs you may have being met in order for you to keep you tenancy with the Council?

1	Yes	
2	No	
3	Prefer not to say	

- **Thank you very much for completing the questionnaire.**
- **Would you like to take a note of our website address to learn more about Research Resource and how your data is used? You can find our Privacy Information Notice at www.researchresource.co.uk/privacy-notice**

Appendix 2

Data Tables

Counts Break % Respondents	Total	AREA2						
		Alloa	Sauchie/ Fishcross	C'Man/ Kennet' F'mill	Tullibody/ Cambus	Tilly/ Dollar/ Coals/ D'side/ M'hart	Alva/ menstrie	Bowmar
Base	917	182	156	92	97	148	107	135
Car parking								
Major problem	24 2.6%	-	1 0.6%	8 8.7%	5 5.2%	4 2.7%	6 5.6%	-
Minor problem	105 11.5%	16 8.8%	16 10.3%	16 17.4%	14 14.4%	22 14.9%	19 17.8%	2 1.5%
Not a problem	785 85.6%	166 91.2%	138 88.5%	68 73.9%	78 80.4%	122 82.4%	80 74.8%	133 98.5%
Don't know	3 0.3%	-	1 0.6%	-	-	-	2 1.9%	-
Counts Break % Respondents	Total	AREA2						
Base	917	182	156	92	97	148	107	135
Rubbish or litter								
Major problem	13 1.4%	4 2.2%	1 0.6%	-	1 1.0%	2 1.4%	-	5 3.7%
Minor problem	105 11.5%	15 8.2%	22 14.1%	11 12.0%	13 13.4%	17 11.5%	19 17.8%	8 5.9%
Not a problem	799 87.1%	163 89.6%	133 85.3%	81 88.0%	83 85.6%	129 87.2%	88 82.2%	122 90.4%
Don't know	-	-	-	-	-	-	-	-
Counts Break % Respondents	Total	AREA2						
Base	917	182	156	92	97	148	107	135
Noisy neighbours								
Major problem	6 0.7%	1 0.5%	-	-	-	1 0.7%	-	4 3.0%
Minor problem	46 5.0%	10 5.5%	8 5.1%	4 4.3%	7 7.2%	6 4.1%	4 3.7%	7 5.2%
Not a problem	864 94.2%	171 94.0%	148 94.9%	88 95.7%	89 91.8%	141 95.3%	103 96.3%	124 91.9%
Don't know	1 0.1%	-	-	-	1 1.0%	-	-	-
Counts Break % Respondents	Total	AREA2						
Base	917	182	156	92	97	148	107	135
Dog fouling / dog mess								
Major problem	15 1.6%	2 1.1%	1 0.6%	4 4.3%	1 1.0%	1 0.7%	-	6 4.4%
Minor problem	114 12.4%	26 14.3%	16 10.3%	17 18.5%	12 12.4%	5 3.4%	16 15.0%	22 16.3%
Not a problem	788 85.9%	154 84.6%	139 89.1%	71 77.2%	84 86.6%	142 95.9%	91 85.0%	107 79.3%
Don't know	-	-	-	-	-	-	-	-
Counts Break % Respondents	Total	AREA2						
Base	917	182	156	92	97	148	107	135
Other problems with pets and animals								
Major problem	-	-	-	-	-	-	-	-
Minor problem	17 1.9%	8 4.4%	-	-	-	5 3.4%	-	4 3.0%
Not a problem	900 98.1%	174 95.6%	156 100.0%	92 100.0%	97 100.0%	143 96.6%	107 100.0%	131 97.0%
Don't know	-	-	-	-	-	-	-	-

Counts Break % Respondents	Total	AREA2						
		Alloa	Sauchie/ Fishcross	C'Man/ Kennet' F'mill	Tullibody/ Cambus	Tilly/ Dollar/ Coals/ D'side/ M'hart	Alva/ menstrie	Bowmar
Base	917	182	156	92	97	148	107	135
Racial or other harassment								
Major problem	-	-	-	-	-	-	-	-
Minor problem	5 0.5%	3 1.6%	-	1 1.1%	1 1.0%	-	-	-
Not a problem	912 99.5%	179 98.4%	156 100.0%	91 98.9%	96 99.0%	148 100.0%	107 100.0%	135 100.0%
Don't know	-	-	-	-	-	-	-	-
Counts Break % Respondents	Total	AREA2						
		Alloa	Sauchie/ Fishcross	C'Man/ Kennet' F'mill	Tullibody/ Cambus	Tilly/ Dollar/ Coals/ D'side/ M'hart	Alva/ menstrie	Bowmar
Base	917	182	156	92	97	148	107	135
Drunk or rowdy behaviour								
Major problem	6 0.7%	-	-	2 2.2%	3 3.1%	-	-	1 0.7%
Minor problem	42 4.6%	8 4.4%	14 9.0%	3 3.3%	8 8.2%	1 0.7%	1 0.9%	7 5.2%
Not a problem	863 94.1%	171 94.0%	140 89.7%	87 94.6%	86 88.7%	146 98.6%	106 99.1%	127 94.1%
Don't know	6 0.7%	3 1.6%	2 1.3%	-	-	1 0.7%	-	-
Counts Break % Respondents	Total	AREA2						
		Alloa	Sauchie/ Fishcross	C'Man/ Kennet' F'mill	Tullibody/ Cambus	Tilly/ Dollar/ Coals/ D'side/ M'hart	Alva/ menstrie	Bowmar
Base	917	182	156	92	97	148	107	135
Vandalism and graffiti								
Major problem	2 0.2%	1 0.5%	-	-	-	-	-	1 0.7%
Minor problem	17 1.9%	3 1.6%	4 2.6%	-	6 6.2%	1 0.7%	-	3 2.2%
Not a problem	898 97.9%	178 97.8%	152 97.4%	92 100.0%	91 93.8%	147 99.3%	107 100.0%	131 97.0%
Don't know	-	-	-	-	-	-	-	-
Counts Break % Respondents	Total	AREA2						
		Alloa	Sauchie/ Fishcross	C'Man/ Kennet' F'mill	Tullibody/ Cambus	Tilly/ Dollar/ Coals/ D'side/ M'hart	Alva/ menstrie	Bowmar
Base	917	182	156	92	97	148	107	135
People damaging your property								
Major problem	1 0.1%	1 0.5%	-	-	-	-	-	-
Minor problem	5 0.5%	-	-	1 1.1%	1 1.0%	-	-	3 2.2%
Not a problem	911 99.3%	181 99.5%	156 100.0%	91 98.9%	96 99.0%	148 100.0%	107 100.0%	132 97.8%
Don't know	-	-	-	-	-	-	-	-
Counts Break % Respondents	Total	AREA2						
		Alloa	Sauchie/ Fishcross	C'Man/ Kennet' F'mill	Tullibody/ Cambus	Tilly/ Dollar/ Coals/ D'side/ M'hart	Alva/ menstrie	Bowmar
Base	917	182	156	92	97	148	107	135
Drug use or dealing								
Major problem	36 3.9%	12 6.6%	4 2.6%	4 4.3%	9 9.3%	1 0.7%	2 1.9%	4 3.0%
Minor problem	67 7.3%	14 7.7%	24 15.4%	1 1.1%	8 8.2%	11 7.4%	1 0.9%	8 5.9%
Not a problem	773 84.3%	151 83.0%	116 74.4%	87 94.6%	76 78.4%	123 83.1%	97 90.7%	123 91.1%
Don't know	41 4.5%	5 2.7%	12 7.7%	-	4 4.1%	13 8.8%	7 6.5%	-

Counts Break % Respondents	Total	AREA2						
		Alloa	Sauchie/ Fishcross	C'Man/ Kennet' F'mill	Tullibody/ Cambus	Tilly/ Dollar/ Coals/ D'side/ M'hart	Alva/ menstrie	Bowmar
Base	917	182	156	92	97	148	107	135
Abandoned or burnt out vehicles								
Major problem	-	-	-	-	-	-	-	-
Minor problem	3 0.3%	2 1.1%	-	-	-	-	-	1 0.7%
Not a problem	914 99.7%	180 98.9%	156 100.0%	92 100.0%	97 100.0%	148 100.0%	107 100.0%	134 99.3%
Don't know	-	-	-	-	-	-	-	-
Counts Break % Respondents	Total	AREA2						
		Alloa	Sauchie/ Fishcross	C'Man/ Kennet' F'mill	Tullibody/ Cambus	Tilly/ Dollar/ Coals/ D'side/ M'hart	Alva/ menstrie	Bowmar
Base	917	182	156	92	97	148	107	135
Other crime								
Major problem	1 0.1%	-	-	-	-	1 0.7%	-	-
Minor problem	3 0.3%	1 0.5%	-	-	-	-	-	2 1.5%
Not a problem	908 99.0%	181 99.5%	156 100.0%	91 98.9%	95 97.9%	145 98.0%	107 100.0%	133 98.5%
Don't know	5 0.5%	-	-	1 1.1%	2 2.1%	2 1.4%	-	-
Counts Break % Respondents	Total	AREA2						
		Alloa	Sauchie/ Fishcross	C'Man/ Kennet' F'mill	Tullibody/ Cambus	Tilly/ Dollar/ Coals/ D'side/ M'hart	Alva/ menstrie	Bowmar
Base	917	182	156	92	97	148	107	135
Noise from traffic								
Major problem	-	-	-	-	-	-	-	-
Minor problem	16 1.7%	3 1.6%	7 4.5%	1 1.1%	1 1.0%	1 0.7%	-	3 2.2%
Not a problem	901 98.3%	179 98.4%	149 95.5%	91 98.9%	96 99.0%	147 99.3%	107 100.0%	132 97.8%
Don't know	-	-	-	-	-	-	-	-

Appendix 3

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	Clackmannanshire Council TSS 2023
Project number	P1299
Objectives of the research	<p>The aim of the research was to seek tenants' views on the services that Clackmannanshire Housing Services provides and how well it performs these services and to help identify areas where the service can be improved. Specifically the research was designed to provide customers views on the following:</p> <ul style="list-style-type: none"> ■ The customer care/ service delivery provided by Clackmannanshire Council; ■ Awareness of services provided; ■ Delivery of office services; ■ Satisfaction with properties and how they are maintained; ■ Priorities for improvement or change ■ Satisfaction with estate management.
Target population	Clackmannanshire Council Tenants
Description of sample frame/ source and validation methods if applicable	A customer database was provided by the Council containing tenants names, addresses and phone numbers.
Sampling method (probability or non probability) and quotas used	N/A no sample was drawn. All addresses were used for interviewing to allow for refusals, tenants being unavailable etc and tenants were selected at random. Quotas were set for interviewers spread geographically by stock.
Sample units drawn	A database of 4643 addresses.
Target sample size	Data to +/-3% (915 interviews)
Achieved sample size and reasons if target not achieved	917
Date of fieldwork	Interviewing took place between the 8 th of May 2023 and the 23 rd of May 2023.
Data collection method	Face to Face methodology * 28 interviews were completed by telephone
Response rate and definition and method of how calculated	917 interviews from a sample of 4643 tenants represents a 20% response rate from tenants.
Questionnaire length	10-15minutes
Any incentives?	No
Number of interviewers	11

Interview/ self completion validation methods	10% of interviews have been validated by respondent recontact and 5% by remote listening for the telephone interviews.
Showcards or any other materials used?	None
Weighting procedures (if applicable)	Not applicable. The interview profile is relatively in line with the overall tenant population profile in terms of geography, property type and property size.
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings and methods of statistical analysis if applicable	+/-2.9% for tenants based upon a 50% estimate at the 95% confidence level

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