

West Lothian Housing Partnership – Tenant Satisfaction Survey 2017/18

In August to October 2017, BMG Research completed 155 face-to-face interviews after targeting all 380 addresses. The data presented has been weighted by management group by property type and by number of storeys.

Scottish Social Housing Charter indicators

- **Indicator 1:** There has been a significant increase in the proportion of tenants satisfied with the overall service provided by West Lothian Housing Partnership (WLHP) when compared to 2016/17 (97% cf. 93%). By area, 96% of Bathgate / Boghall Bathgate tenants, 97% of Blackburn tenants, and all tenants in the 'other' management areas are satisfied. There are no significant differences in the levels of satisfaction observed when analysing by other socio-demographics.
- **Indicator 3:** 95% of tenants have positive perceptions on how good WLHP is at keeping them informed about decisions that may affect them. This is a 2-percentage point increase since the previous year (93%). Those tenants living in the 'other' management areas are least likely to state WLHP is good at keeping them informed about their services and decisions (88% cf. 97% Bathgate / Boghall Bathgate, 100% Blackburn) and most likely to state that WLHP are poor at keeping them informed (7% cf. 2% overall).
- **Indicator 6:** 96% of tenants are satisfied with the opportunities given to them to participate in decision making. All tenants living in Blackburn are satisfied with the opportunities given to participate in WLHP's decision making process, in comparison, those tenants living in the 'other' management areas are significantly more likely to indicate dissatisfaction (6% cf. 2% overall). There are limited differences observed when analysing by other socio-demographics.
- **Indicator 10:** Satisfaction with the quality of home has significantly increased when compared to 2016/17 (94% cf. 85%). Those in a flat are slightly more satisfied than those in a house however this difference is not significant (96% cf. 93%), there are also limited differences in the levels of satisfaction indicated by tenants within the different areas; 95% of Bathgate/Boghall Bathgate tenants, 94% of Blackburn tenants and 91% of tenants living in the other management areas are satisfied.
- **Indicator 17:** There has been a 4-percentage point increase in satisfaction compared to the previous year in regards to WLHP'S management of the neighbourhood they live in (94% cf. 90%), however this is not significant. There are no significant differences found when analysing levels of satisfaction by socio-demographic groups.
- **Indicator 29:** Similar to 2016, 89% of tenants said that their rent represents good value for money with nearly half (47%) saying it provides very good value for money. Although not significant, there is an indication that those tenants living in Bathgate/ Boghall Bathgate and Blackburn (92% for both) are more likely to feel that their rent represents good value for money compared to those living in the 'other' management areas (81%). Male tenants are significantly more likely than female tenants to feel that their rent represents good value for money (96% cf. 84%), as do those on housing benefit compared to those who are not (96% cf. 81%).

Image of WLHP

- Perceptions are highest that WLHP offers good choice in the services it provides (97%) and WLHP cares about its tenants (96%), although perceptions are high (>87%) for all measures rated. Those in the 'Other' area are significantly less likely to agree WLHP is improving homes (83% cf. 93%).
- The Net Promoter Score for WLHP in 2017 is +70 with 74% defined as promoters and 5% defined as detractors. This is higher than in 2016 (+57). Those living in a 2-parent household (+50) or the 'Other' areas (+55) indicate the lowest NPS, whilst those aged 55-64 (+82), economically inactive (77%) or not in employment (inactive) (77%) indicate the highest.

Housing and neighbourhood

- 91% of tenants agreed that their home meets theirs and their households needs. This is a 3-percentage point increase from the previous year, however this is not significant. There are no significant differences by subgroup.
- There has been a significant increase in satisfaction with the neighbourhood as a place to live (94% cf. 89%). Bathgate/ Boghall has also seen a significant increase since the previous year (97% cf. 88%) as did patch A (95% cf. 85%).
- Nine in ten tenants say they feel safe when walking alone in the dark in their neighbourhoods (91%), which is an 8% increase from the previous year, whilst 4% feel unsafe. Families (9%) and multi-adult households (7%) are most likely to feel unsafe in their neighbourhood after dark.

Repairs and maintenance

- Overall, just under nine in ten are satisfied with the way WLHP deals with the day to day repairs and maintenance (88%). This mirrors the results from the 2016 survey. There are no significant differences between any of the sub groups.
- Tenants who had a repair in the last 12 months (50%) hold the most positive views how easy it was to report the repair (96%), the helpfulness of the person who took the repair (96%), the attitude of the workers (93%), and the overall quality of work (93%). The biggest increases compared to the previous year were the repair being done right the first time (90% cf. 84%) and the overall quality of work (93% cf. 87%). The two largest decreases from 2016 were being told when the worker would call (87% cf. 95%) and appointments being kept to carry out work (89% cf. 95%).
- Over five in ten (55%) tenants indicated having improvements works carried out, most commonly a new kitchen (51%). Perceptions for the maintenance works are highest for being told when work would start (100%), the amount of notice given before work was due to start (94%), keeping the appointments to carry out the work (100%) and the consultation carried out before the work began (99%), and lowest for speed with which the work was completed (79%). Those who had a new shower installed were significantly less likely to agree the attitude of the workers were good (89% cf. 95%).

Environmental service

- Just under nine in ten (89%) of tenants said they were satisfied with the environmental services provided in their area, a 4-percentage point increase from the previous year, however this is not significant. Those in Patch B are significantly more likely than Patch A tenants to be satisfied with the environmental services (97 cf. 82%).
- For those who receive the stair cleaning service, 93% are satisfied with the general attitude/helpfulness of staff, the cleanliness of the communal areas and the quality/standard of work. All three measures stayed at similar levels to the previous year, all increasing by just 1-percentage point.

Communication & participation

- 96% feel that WLHP is good at keeping them informed about things that might affect them as a resident, a three-percentage point increase from 2016.
- Over nine in ten (92%) feel that WLHP take account of tenants' views a little or a lot, this proportion has increased by 9-percentage points from the previous year.
- Face to face surveys (47%) is the method most commonly preferred to get involved with WLHP. Although, over four in ten (43%) stated they wouldn't prefer any of the options available to get involved.
- 89% of tenants currently find out information about WLHP through letters, with 82% preferring to use this method, whilst 84% currently find out information about WLHP through the Tenants update magazine, 78% would prefer using this method. Regarding the latter, over half (55%) said that they always read the magazine. For those that read it (92%), 90% find it useful, staying in line with the 2016 result (91%).
- Two thirds of tenants contacted WLHP in the last 12 months (84%), most commonly by phone (77%) and most commonly about repairs (58%). During this contact, perceptions are highest for the promptness of answering the call (99%), the opportunity for tenants to have their say (97%), and responding in full to phone enquires/ requests (97%). Some measures did score higher but as base sizes were too low they should be taken as indicative only.

Complaint handling

- 9% of WLHP tenants indicated that they complained about a WLHP service, this rises significantly amongst those living in Blackburn (19%) and those aged 45 to 54 (24%). 100% of these complaints were made directly to WLHP. Although due to the low base (11) these findings should be treated as indicative only, over eight in ten (85%) said they agreed staff were polite and courteous (85%), whilst just 29% thought the outcome of their complaint was good.

Financial inclusion

- Very few tenants find it difficult to meet costs very often: with all measuring 0% except paying council tax, where just 1% said very often. Around nine in ten say they never struggle to pay for any of the costs: Rent (89%), Gas, electricity and other fuel bills (89%), Food (92%) and council tax (88%).

Digital inclusion

- A quarter of tenants say they don't use the internet. This significantly increases for 55-64 year olds (37%) and those 65 and over (67%).