



Aberdeenshire Council

Tenant Satisfaction Survey 2015

Summary of Key Findings

July 2015

## SUMMARY OF KEY FINDINGS

### THE KEY FINDINGS TO EMERGE FROM THIS REPORT AS SUMMARISED BELOW:

This document sets out the key findings of Aberdeenshire Council's Tenant Satisfaction Survey 2015. The purpose of this 2015 Tenant Satisfaction Survey has primarily been to gather the necessary survey-based information for the Annual Return of the Scottish Social Housing Charter (SSHC), in a manner compliant with the Scottish Housing Regulator's guidance. For further information on what the SSHC is all about, please log on to the attached link: [SSHC](#)

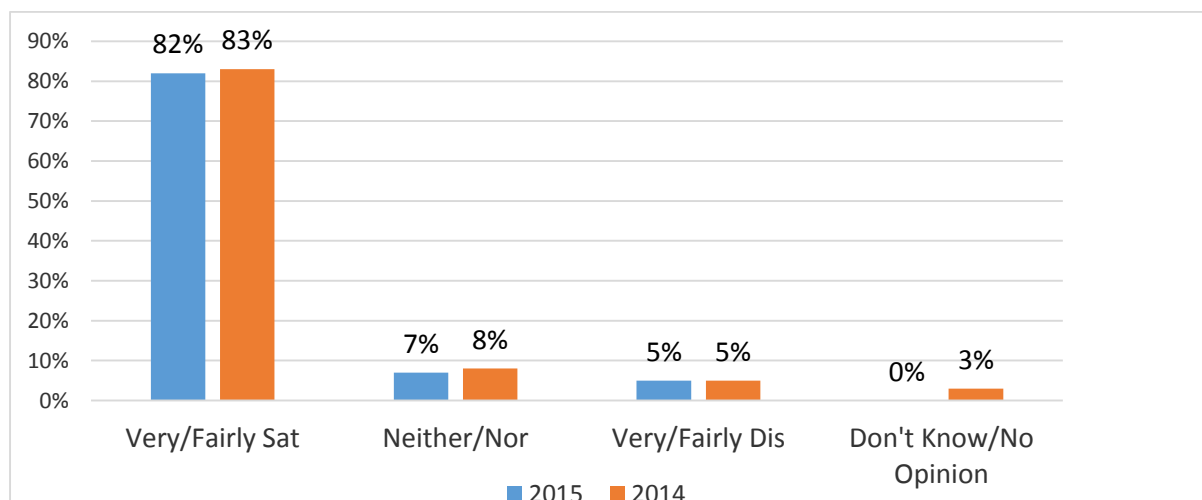
Feedback has been gathered on each of the following:

1. Overall satisfaction with service provided
2. Information about services and decisions
3. Opportunities to take part in decision making
4. Listening to tenants' views and acting upon them
5. Satisfaction with property on moving in (for those that had moved in within the past year)
6. Satisfaction with quality of home
7. Satisfaction with repairs service
8. Satisfaction with repairs and maintenance
9. Satisfaction with management of neighbourhood
10. Satisfaction with the neighbourhood as a place to live
11. Value for money of rent.

### 1. OVERALL SATISFACTION

Percentage of tenants satisfied with the overall service provided by their landlord

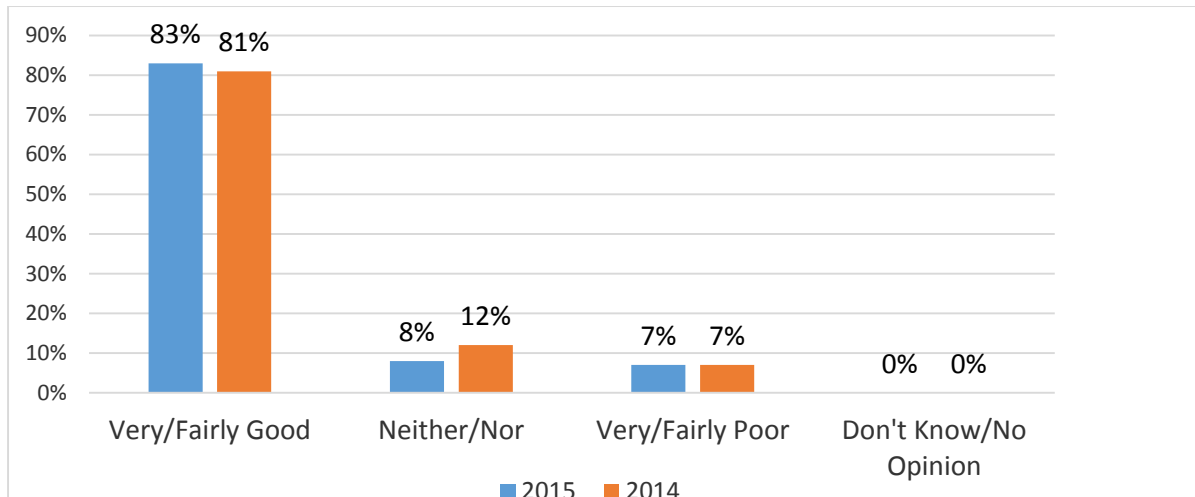
The overall satisfaction figure in response to this question is 82% which is down from 83% in 2014.



## 2. INFORMATION ABOUT SERVICES AND DECISIONS

Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions

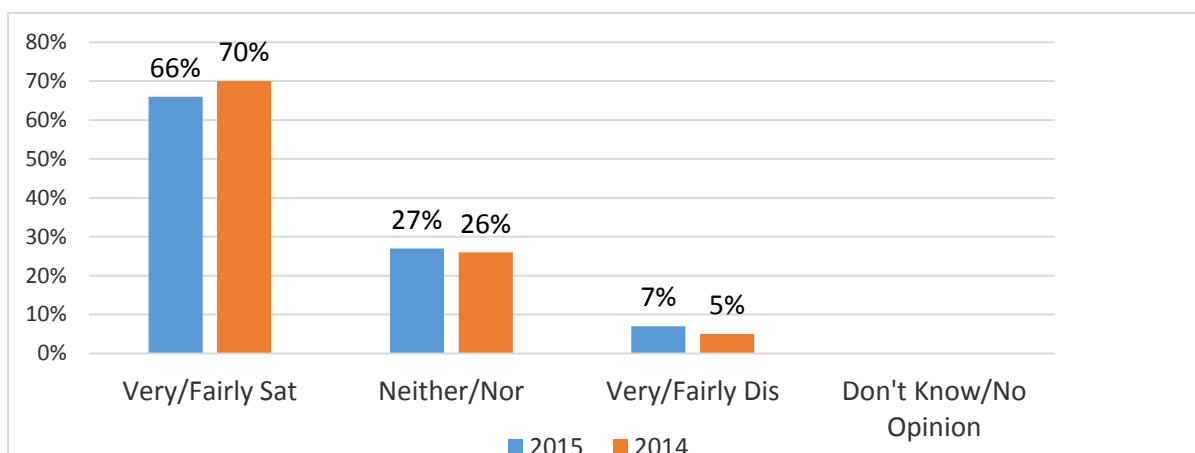
A substantial majority (83%) give a favourable rating for the Council keeping them informed about its activities and services. This is a slight increase from 81% in 2014.



## 3. OPPORTUNITIES TO TAKE PART IN DECISION MAKING

Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes.

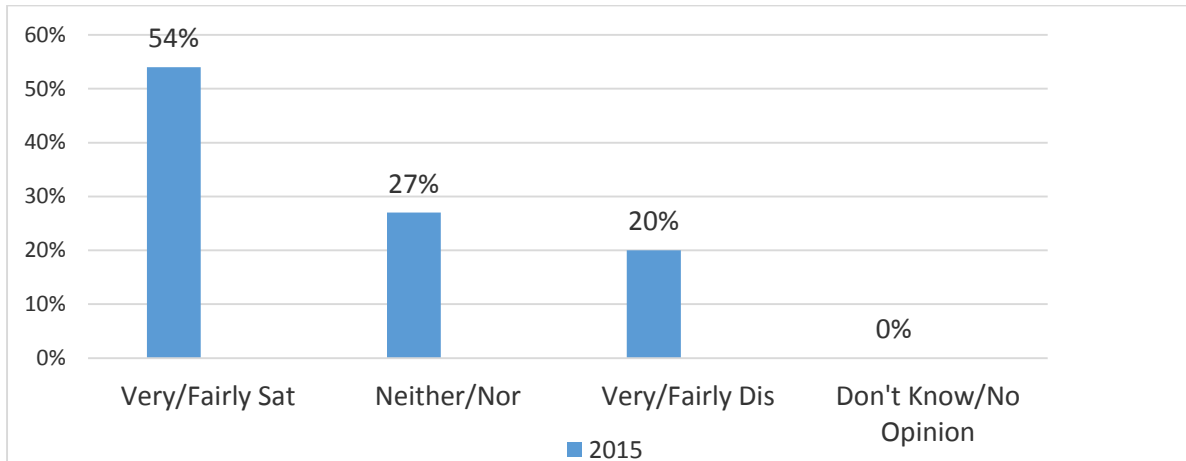
66% of respondents express satisfaction with opportunities to take part in decision making with 36% indicating that they are "very satisfied". This overall figure of 66% is a decrease from 70% in 2014.



#### 4. LISTENING TO YOUR VIEWS AND ACTING UPON THEM

Percentage of tenants satisfied that their landlord listens to their views and acts upon them.

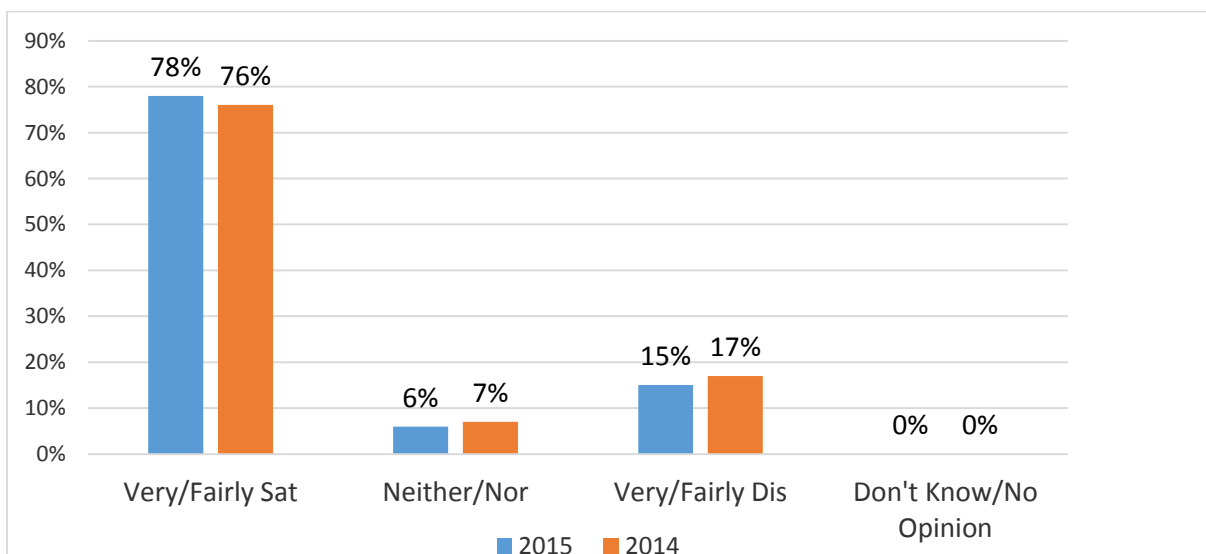
54% of respondents are satisfied to an extent that the Council’s Housing Service listens to their views and acts upon them.



#### 5. SATISFACTION WITH PROPERTY ON MOVING IN

Percentage of tenants satisfied with the standard of their home when moving in.

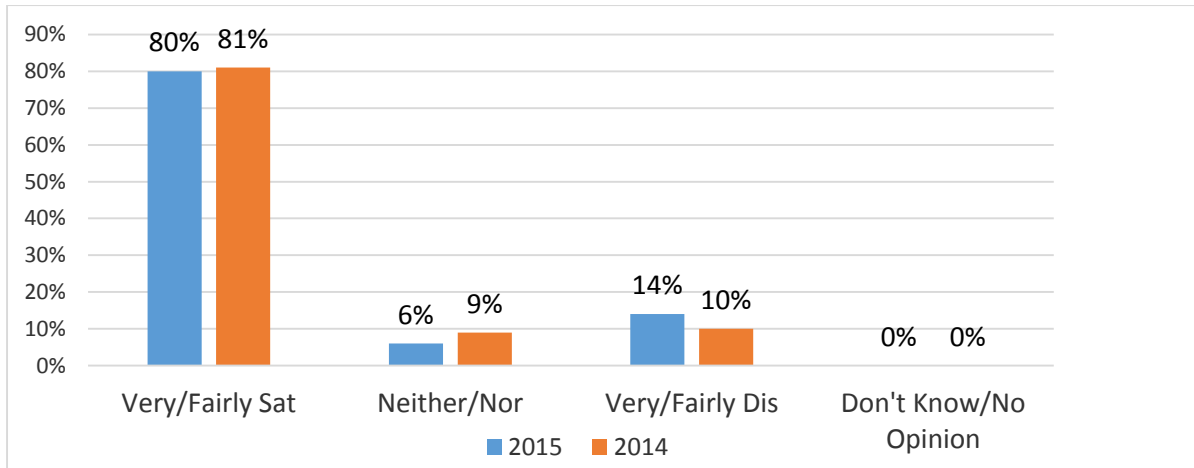
78% of those that had moved into their home in the previous year indicated that they were satisfied with the standard of their home when moving in, up from 76% in 2014. This included 57% that were “very satisfied” with a total of 15% expressing dissatisfaction.



## 6. SATISFACTION WITH QUALITY OF HOME

Percentage of tenants satisfied with the quality of their home).

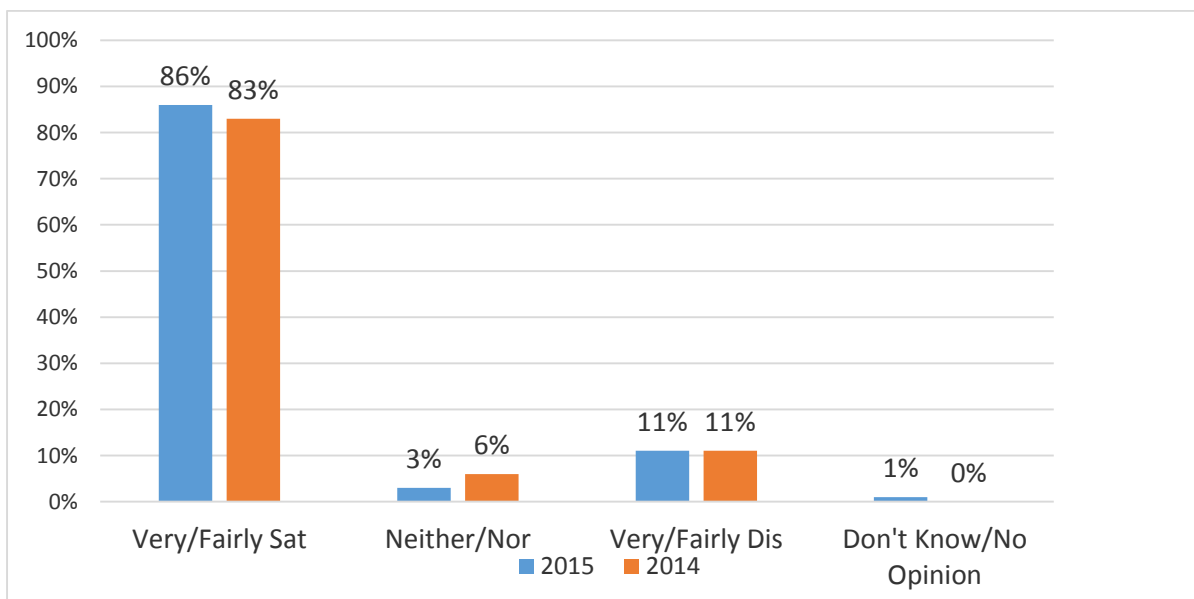
80% of respondents indicate satisfaction with the quality of their home (down very slightly from 81% in 2014); these are fairly evenly divided between those that indicate they are “very satisfied” and those that are “fairly satisfied”. In total, 14% of respondents expressed dissatisfaction.



## 7. SATISFACTION WITH REPAIRS SERVICE

Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.

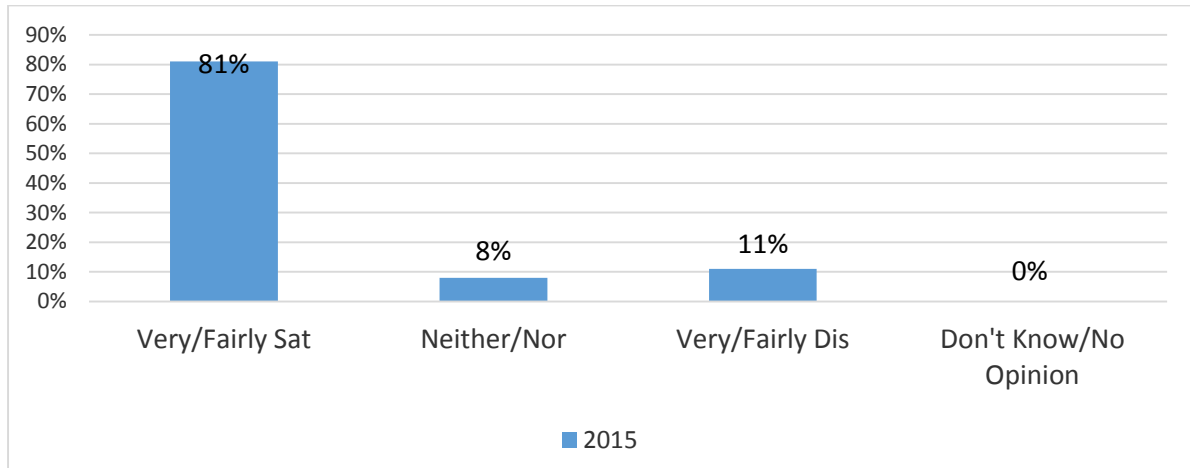
86% of tenants that had repairs carried out in the last 12 months express satisfaction (up from 83% in 2014).



## 8. SATISFACTION WITH REPAIRS AND MAINTENANCE

Percentage of tenants satisfied with the way Aberdeenshire Council deals with repairs and maintenance overall.

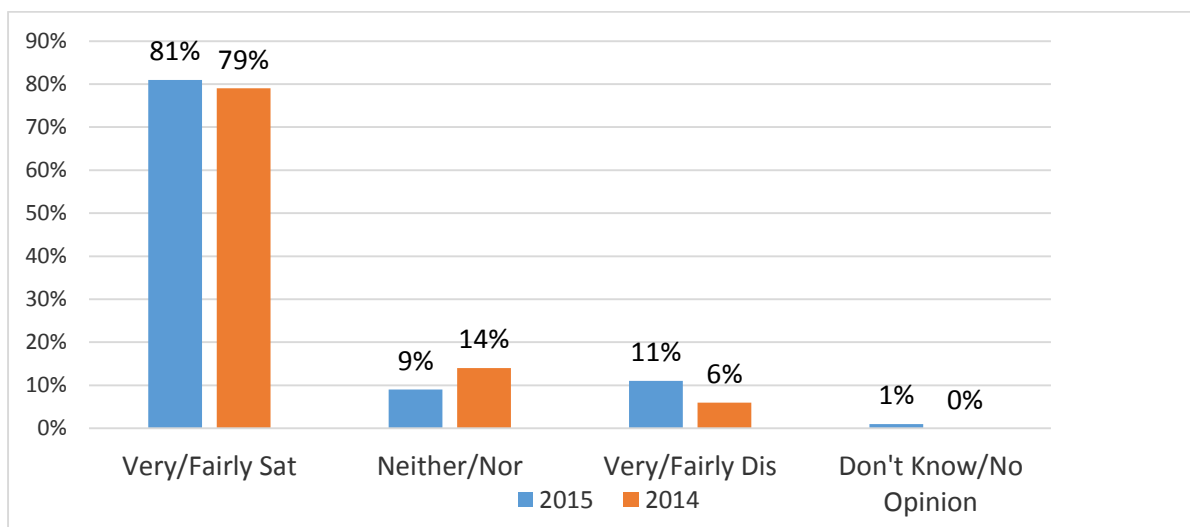
81% of respondents are satisfied, in general, with the way the Council’s Housing Service deals with repairs and maintenance, however, 11% express dissatisfaction.



## 9. SATISFACTION WITH MANAGEMENT OF NEIGHBOURHOOD

Percentage of tenants satisfied with the management of the neighbourhood they live in.

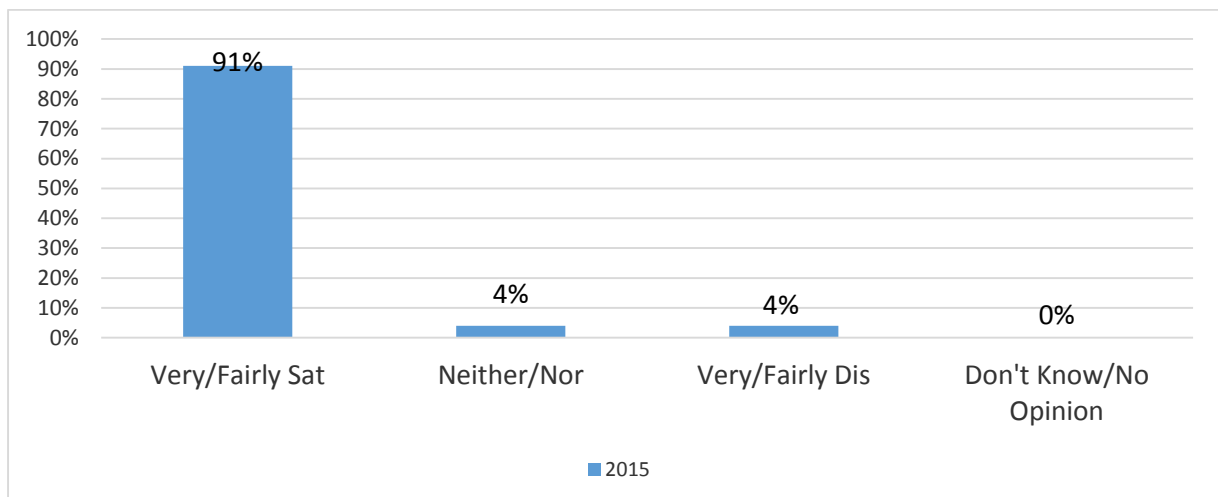
A substantial majority of tenants (81%, up from 79% in 2014) express satisfaction with Aberdeenshire Council Housing Service’s management of the neighbourhood that they live in (with 42% indicating that they are “very satisfied”); however, 11% express dissatisfaction.



## 10. SATISFACTION WITH YOUR NEIGHBOURHOOD AS A PLACE TO LIVE

Percentage of tenants satisfied with their neighbourhood as a place to live.

91% of respondents express satisfaction with their neighbourhood as a place to live with 67% indicating that they are “very satisfied”.



## 11. VALUE FOR MONEY OF RENTS

Percentage of tenants who feel the rent for their property represents good value for money.

Overall, 77% of respondents indicated that the rent they paid represented either fairly or very good value for money, although this has fallen slightly from 79% in 2014.

