

Antisocial behaviour

- Two thirds of respondents know how to report a complaint of antisocial behaviour
- **11%** of tenants have made an antisocial behaviour complaint in the last 12 months.

The nature of these complaints were:

- Problems with youths (**25%**)
- Noisy neighbours (**19%**)
- A general complaint about neighbours (**19%**).

Satisfaction with various aspects of the complaint were:

Aspect of antisocial complaint	% satisfied 2008	% dissatisfied 2008
Ease of reporting	76%	6%
Way complaint was dealt with	51%	22%
Outcome of complaint	34%	35%



Tenant participation

Almost 9 out of 10 tenants (**88%**) feel that the Council is very good or good at keeping tenants informed about its activities and services.

This is an increase of **9%** from **79%** in 2006.

95% feel the Council takes account of tenants' views over matters that concern them, with **64%** rating the Council as excellent or good. This is an increase from **88%** in 2006.

Just **4%** of those interviewed were a member of a Tenants and Residents Association.

34% of those who are not members are aware of how to become a member.

In terms of the communication sources provided by North Ayrshire Council:

- **82%** consider the tenants handbook excellent or good (**83% in 2006**)
- **84%** find leaflets sent to the home

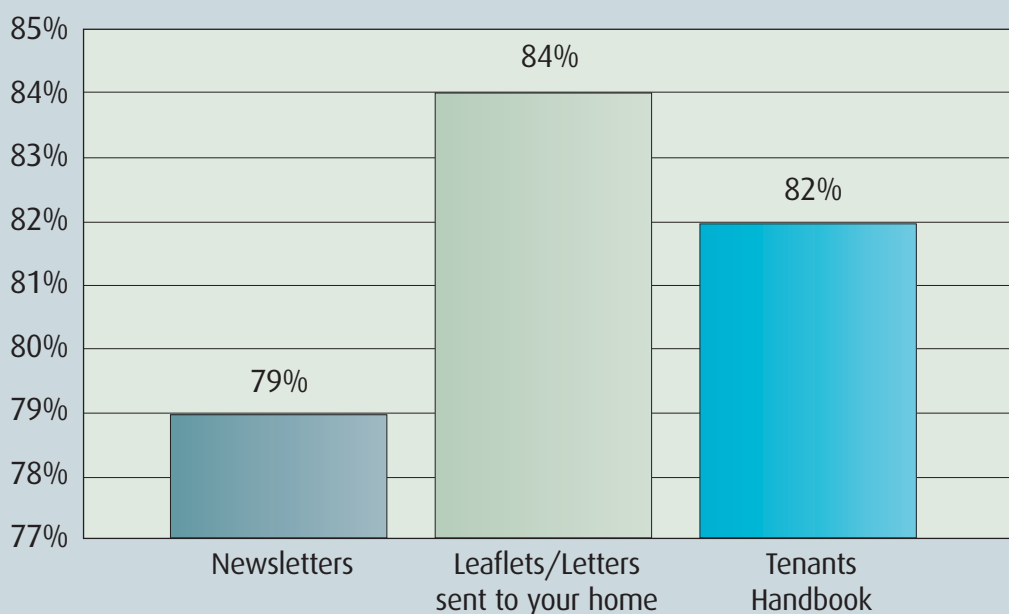
excellent or good (**67% in 2006**)

- Newsletters are considered excellent or good by **79%** of respondents (**73% in 2006**)

The most used methods of communications are:

- Newsletters (**88%**)
- Individual letters/leaflets sent to home (**72%**)
- The tenants handbook (**71%**).

How tenants rate the following sources of information



Areas for improvement

We will be working with our tenant representatives and tenant groups to create an action plan and work towards addressing the following areas where performance and service delivery can be improved:

Dealing with antisocial complaints

■ 22% of tenants who had reported an antisocial complaint stated the way their complaint was dealt with was poor or very poor.

Dog fouling

■ 43% of tenants reported dog fouling as a major problem in their area.

Awareness of staff visits

■ Only 39% of tenants are aware that North Ayrshire Council can arrange for a member of staff to visit them in their home.

Service standards

■ Only 23% were aware of the service standards which North Ayrshire Council work towards and aim to meet.

Length of time taken to complete repairs/ follow-up service

■ 14% of tenants who have had a repair carried out on their home rated the time taken to complete the repair as either poor or very poor.



What happens now?

■ The results of this survey show that the majority of tenants are satisfied with their homes and the services provided by us.

This is reflected in the findings that 94% of tenants were satisfied with the overall service. Importantly, satisfaction is also improving in a number of areas. However, there are some areas of performance that are

not as high as others and where performance and service delivery can be improved.

Based upon these results, the service will be developing an action plan to address areas where there are higher levels of dissatisfaction.

We are currently studying the results of the survey and will be working with our tenant representatives and tenant

groups to see how we can address some issues raised by the results.

We would like to thank all those who took part in the survey.

The information provided plays an important role in letting us know what you think of the services we are providing, and the information provided will be used to improve our service to you.

Comparison from 2006-2008 surveys

■ We have compared the key findings of the survey to the equivalent carried out in 2006 and the table below shows the changes.

Directional change	Satisfaction Level 2006	Satisfaction Level 2008	Directional Change
Overall satisfaction with Council as landlord	91%	94%	+3%
Satisfaction with helpfulness of reception staff	72%	77%	+5%
Satisfaction with neighbourhood	93%	88%	-5%
Satisfaction with repair service	86%	89%	+3%
Satisfaction with Major Repairs service	81%	87%	+6%
Satisfaction with Housing Benefit Service	70%	81%	+11%
Satisfaction with keeping tenants informed of activities and services	93%	98%	+5%
Satisfaction with Cleansing Services	96%	97%	+1%

Tenant Satisfaction Survey 2008

Summary of findings from North Ayrshire Council's Tenant Satisfaction Survey



- Housing Services recently commissioned an independent market research company to carry out its second Tenant Satisfaction Survey.
- Research Resource was asked to collect and assess customer satisfaction of housing and related services and undertook the survey in June 2008 using face-to-face interviews.
- A total of 1,059 tenants took part. This report summarises the findings of the survey.

June 2009

This document is available in other formats such as audiotape, CD, Braille, and in large print. It can also be made available in other languages, on request (please contact 01294 324680)

ਇਹ ਦਸਤਾਵੇਜ਼ ਹੋਰ ਰੂਪਾਂ ਵਿਚ ਵੀ ਮਿਲ ਸਕਦਾ ਹੈ, ਜਿਵੇਂ ਸੁਣਨ ਵਾਲੀ ਟੇਪ 'ਤੇ, ਸੀ ਡੀ 'ਤੇ, ਬ੍ਰੇਲ ਅਤੇ ਵੱਡੇ ਅੱਖਰਾਂ ਵਿਚ। ਮੰਗ ਆਉਣ 'ਤੇ ਇਹ ਹੋਰ ਥੋਲੀਆਂ ਵਿਚ ਵੀ ਦਿੱਤਾ ਜਾ ਸਕਦਾ ਹੈ।

یہ دستاویز دیگر شکلوں میں بھی دستیاب ہے، جیسے آڈیو ٹیپ، سی ڈی، بریل اور بڑے حروف کی چھپائی میں۔ درخواست کرنے پر یہ دستاویز دیگر زبانوں میں بھی مہیا کی جا سکتی ہے۔

該文件還有其他形式，如語音磁帶、CD、盲文版本及大字體版本。如有需求，還提供 其他語言版本。

Ten dokument jest do uzyskania w różnych formatach: na taśmie dźwiękowej, płycie CD, brajlem i dużym drukiem. Na żądanie, można go także otrzymać w innych e otrzymać w innych wersjach językowych.

Overall satisfaction with North Ayrshire Council as a landlord

■ Tenants were asked to rate their overall satisfaction with North Ayrshire Council as a landlord. 94% of tenants were satisfied, with 70%

rating the Council as either excellent or good. This represents an increase of 3% on the 2006 Tenant Satisfaction Survey.

Customer care at local offices

More than half of respondents (57%) have contacted the local office in the last 12 months.

Satisfaction with the telephone service is very high:

■ 89% stating they are satisfied with the reception staff

■ 82% satisfied with the way that the member of staff identified themselves.

Those who have made personal visits to the Council's housing office are most satisfied with:

■ The ease of access to the building (98%)

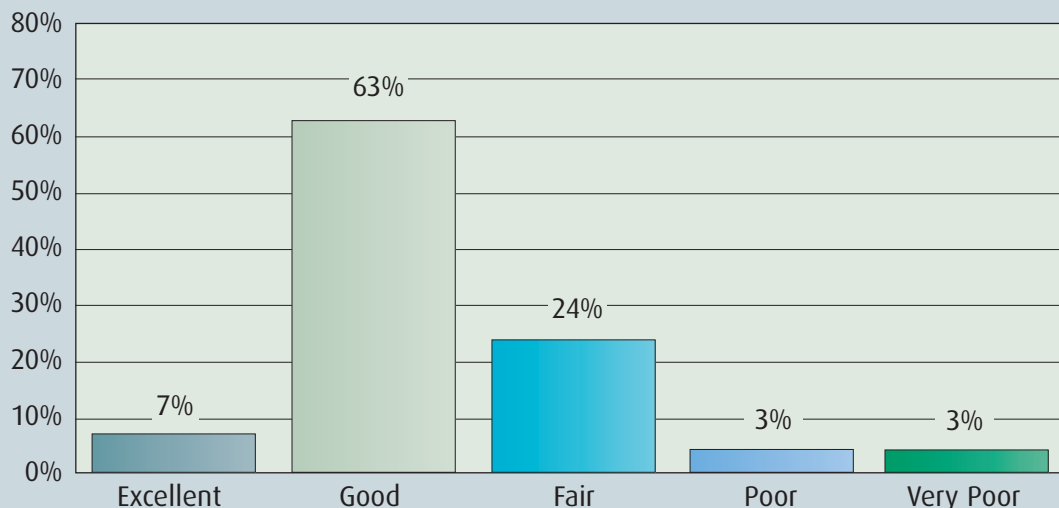
■ The reception area (97%)

■ The privacy of discussions (75%)

All of these findings represent an increase in tenant satisfaction with customer care.

39% of tenants are aware that the Council can arrange home visits for older people or disabled people.

Overall satisfaction of North Ayrshire Council as a landlord



FROM NORTH AYRSHIRE COUNCIL'S TENANTS



Rent collection and arrears

■ **55%** of tenants pay their rent by housing benefit and **27%** pay their rent at the area office

■ **62%** of tenants are aware that they can pay

by instalments if they fall behind on their rent.

■ **52%** are aware that if they have rent arrears, the Council may offer them debt advice or can refer to other agencies.

If you are having difficulty paying your rent what do you think North Ayrshire Council would do...	% of tenants 2008	% of tenants 2006	% change
Give me the chance to pay in instalments	62%	66%	-4%
Allow me to sort out my finances	52%	44%	+8%
Check I am receiving the help I am entitled to	38%	32%	+6%

Estate management and satisfaction with neighbourhood

Overall, **77%** of tenants consider their neighbourhood as either excellent or good.

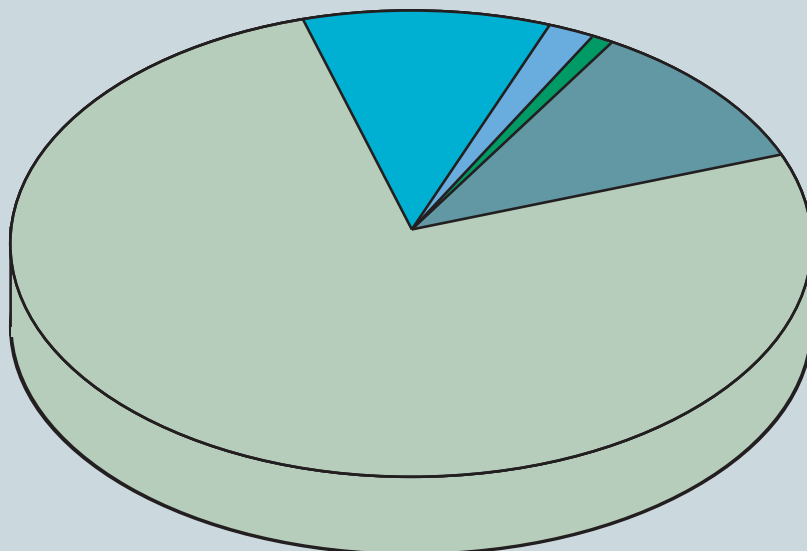
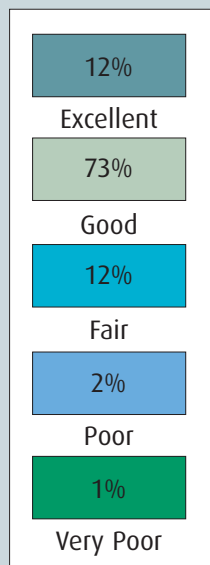
For those dissatisfied, the main problems cited were issues with antisocial behaviour, drink/drugs and youth disorder.

Satisfaction with various aspects of the neighbourhood was highest with regard to:

- Street lighting (**85% satisfied**)
- Feeling of safety (**81% satisfied**).
- Cleansing Service is high with **97%** rating the service excellent, good or fair compared with just **3%** who consider the service poor or very poor.



Satisfaction with the Cleansing Service



Housing Benefit

■ **81%** consider the Housing Benefit Service as either excellent or good, an increase of **11%** on the **70%** reported in 2006.

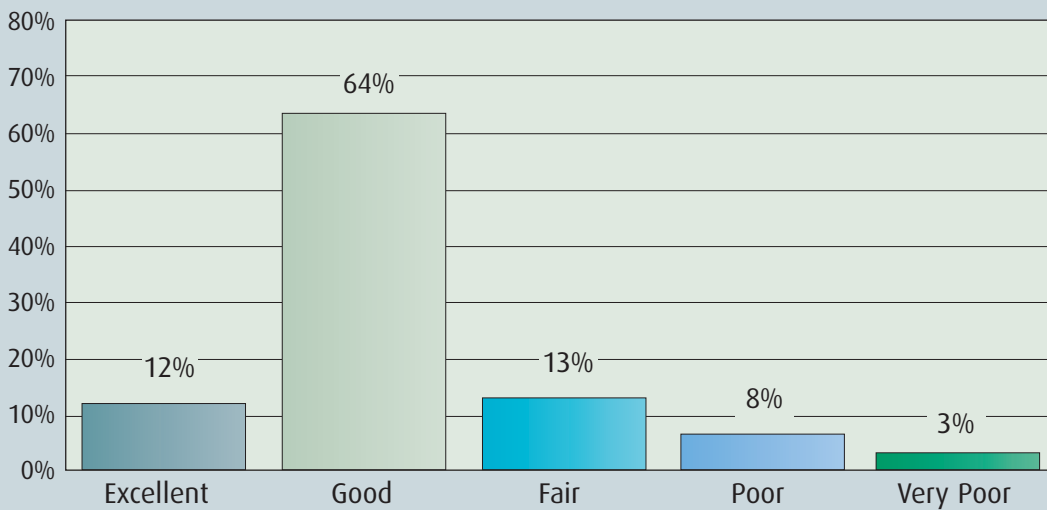
Repairs and Major Works Service

Overall satisfaction with the repairs service is high with **89%** of tenants satisfied with the service – **76%** stated it was excellent or good.

The majority of repairs reported, tended to be:

- Plumbing (35%)
- Joinery (23%)
- Heating (18%).

Overall satisfaction with the Repairs Service



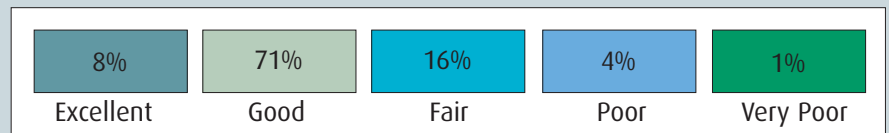
Community Alarm

■ **6%** of tenants interviewed have a Community Alarm. Of these respondents, **87%** stated the alarm makes them feel safer in their home.

■ **79%** rated the response as either excellent or good, and **8%** felt the response was poor or very poor.

Satisfaction with various aspects of the repairs service is highest in terms of:

- Attitude of tradesmen involved (**84%**)
- Workmen introducing themselves and showing ID (**83%**)
- Tradesmen arriving at time arranged (**82%**).



However, dissatisfaction rises with regard to:

- Follow-up service (**16% dissatisfied**)
- The repair carried out properly first time (**14%**)
- Length of time taken to do repairs (**14%**).

87% of tenants said they were satisfied with Major Works completed in their home. This is an increase from **81%** in 2006.

79% of tenants rated the design and layout of their home as excellent or good.

The top three priorities for improvements stated by tenants are:

- Kitchen upgrade (**34%**), bathroom upgrade (**32%**), window replacement (**16%**).

Overall satisfaction with design and layout of home

