



Tenant Satisfaction Survey 2018

337 (100%)

Section 1: Overall Satisfaction

Q1.1	Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by the Housing Service of Orkney Islands Council?	
	Very Satisfied	121 (36%)
	Fairly Satisfied	163 (48%)
	Neither Satisfied nor Dissatisfied	27 (8%)
	Fairly Dissatisfied	15 (4%)
	Very Dissatisfied	6 (2%)
	Don't Know / No Opinion	5 (1%)

Please note that in the remainder of this questionnaire we refer to the "Housing Service" for convenience.

Section 2: Communications and Participation

Q2.1	How good or poor do you feel the Housing Service is at keeping you informed about their services and decisions?	
	Very Good	134 (40%)
	Fairly Good	156 (47%)
	Neither Good nor Poor	22 (7%)
	Fairly Poor	16 (5%)
	Very Poor	4 (1%)
	* Please note that in this and other questions throughout the survey, you are asked to comment on the Housing Service and not council services more generally	
Q2.2a	Reporting or tracking a repair	
	Written communication such as letters or leaflets	124 (41%)
	Visit the Council's offices	75 (25%)
	E-mail	68 (22%)
	The Council's website	22 (7%)
	Text messaging	40 (13%)
	Social media (such as facebook or twitter)	10 (3%)
	Another method (please give details below)	49 (16%)
	Not answered	34 (11%)
	49 (100%)	
Q2.2b	A rent enquiry	
	Written communication such as letters or leaflets	92 (30%)
	Visit the Council's offices	76 (25%)
	E-mail	62 (20%)
	The Council's website	18 (6%)
	Text messaging	24 (8%)
	Social media (such as facebook or twitter)	3 (1%)
	Another method (please give details below)	35 (12%)
	Not answered	78 (26%)
	34 (100%)	

Q2.2c Paying your rent

Written communication such as letters or leaflets	82 (27%)
Visit the Council's offices	69 (23%)
E-mail	44 (15%)
The Council's website	40 (13%)
Text messaging	13 (4%)
Social media (such as facebook or twitter)	3 (1%)
Another method (please give details below)	35 (12%)
Not answered	83 (27%)
33 (100%)	

Q2.2d Applying for a home or a transfer

Written communication such as letters or leaflets	104 (34%)
Visit the Council's offices	85 (28%)
E-mail	53 (17%)
The Council's website	35 (12%)
Text messaging	12 (4%)
Social media (such as facebook or twitter)	3 (1%)
Another method (please give details below)	14 (5%)
Not answered	92 (30%)
12 (100%)	

Q2.2e A consultation about the Council's Housing Service's policies

Written communication such as letters or leaflets	122 (40%)
Visit the Council's offices	57 (19%)
E-mail	59 (19%)
The Council's website	29 (10%)
Text messaging	13 (4%)
Social media (such as facebook or twitter)	11 (4%)
Another method (please give details below)	9 (3%)
Not answered	87 (29%)
8 (100%)	

Q2.3 Which of the following best describes the level of involvement you would like to have in the work of the Housing Service? *Please tick one box only.*

Don't wish to have any involvement at all	63 (21%)
Happy just to be kept informed about what's happening	182 (60%)
Would like to have my say before decisions are taken	36 (12%)
Would like to be one of the people influencing decisions	8 (3%)
Don't know	14 (5%)

Q2.4 How satisfied or dissatisfied are you with the opportunities you are given to participate in the Housing Service's decision making processes?

Very Satisfied	92 (28%)
Fairly Satisfied	116 (35%)
Neither Satisfied nor Dissatisfied	95 (29%)
Fairly Dissatisfied	16 (5%)
Very Dissatisfied	10 (3%)

Section 3: Contact with the Housing Service

Q3.1	Have you had contact with the Housing Service in the last 12 months with a query other than to pay your rent or a service charge?	
	Yes	166 (55%) Go to Question 3.2
	No	121 (40%) Go to Question 3.8
	Not answered	16 (5%)
Q3.2	How did you last contact the Housing Service?	
	By telephone	115 (69%)
	By personal visit to the Housing Office in Kirkwall	28 (17%)
	By personal visit to the Office in Stromness	8 (5%)
	By letter	0 (0%)
	By e-mail	7 (4%)
	By text	1 (1%)
	Home visit	4 (2%)
	Via website enquiries	0 (0%)
	Not answered	3 (2%)
Q3.3	Was getting hold of the right person easy or difficult?	
	Easy	127 (77%) Go to Question 3.5
	Neither Easy nor Difficult	26 (16%) Go to Question 3.5
	Difficult	12 (7%) Go to Question 3.4
Q3.4	If you said it was difficult to get hold of the right person, please give brief details of this (e.g. finding the right person, having to speak to more than one person, unanswered calls etc.; it would also be helpful to know the time that you called if you can remember).	
	10 (100%)	
Q3.5	Did you find the Housing Service staff helpful or unhelpful?	
	Helpful	139 (84%)
	Neither Helpful nor Unhelpful	23 (14%)
	Unhelpful	3 (2%)
Q3.6	Was your query answered within a reasonable time?	
	Yes	132 (80%)
	No	27 (16%)
	Not answered	7 (4%)

Q3.7 How satisfied or dissatisfied were you with the final outcome of your query?

Very Satisfied	75 (46%)
Fairly Satisfied	42 (26%)
Neither Satisfied nor Dissatisfied	11 (7%)
Fairly Dissatisfied	13 (8%)
Very Dissatisfied	22 (13%)

Comments

28 (100%)

Q3.8 What is your overall view of the quality of customer service provided by the Housing Service?

Very Good	147 (45%)
Good	135 (41%)
Neither Good nor Poor	30 (9%)
Poor	12 (4%)
Very Poor	4 (1%)

Section 4: Complaints Policy

The following questions relate **ONLY** to complaints issues regarding the Housing Service and not to any more general complaints regarding other Council services.

Q4.1 The Housing Service has a formal complaints policy and procedures for tenants to use if they are unhappy about any aspect of the Housing Service's activities or services. Are you aware of it?

Yes	183 (60%)
No	105 (35%)
Not answered	15 (5%)

Q4.2 Have you made a complaint to the Housing Service in the last 12 months? Please note that this refers to a complaint about the organisation's services rather than, for example, a complaint that you might have made about a neighbour or anti-social behaviour.

Yes	22 (7%)	Go to Question 4.3
No	267 (88%)	Go to Section 5
Not answered	14 (5%)	

Q4.3 How satisfied or dissatisfied were you with the following aspects of the complaints service?

	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
How easy it was to make your complaint	4 (18%)	10 (45%)	5 (23%)	1 (5%)	2 (9%)
The information and advice provided by staff	3 (17%)	3 (17%)	9 (50%)	2 (11%)	1 (6%)
How well you were kept informed about the progress of your complaint	2 (12%)	1 (6%)	2 (12%)	8 (47%)	4 (24%)
The support you received while your complaint was dealt with	1 (6%)	1 (6%)	6 (33%)	6 (33%)	4 (22%)
The speed with which your complaint was dealt with	2 (11%)	3 (16%)	2 (11%)	6 (32%)	6 (32%)
The way your complaint was dealt with overall	2 (11%)	2 (11%)	4 (22%)	4 (22%)	6 (33%)
The final outcome of your complaint	2 (12%)	2 (12%)	4 (24%)	2 (12%)	7 (41%)

Section 5: Your Home

- Q5.1 Did you refuse any offer of housing from the Council before you moved into your current home?**
- | | | |
|--------------|-----------|---------------------------|
| Yes | 26 (9%) | Go to Question 5.2 |
| No | 268 (88%) | Go to Question 5.3 |
| Not answered | 9 (3%) | |
- Q5.2 Please explain briefly the reasons for you turning down this offer.**
- 25 (100%)
- Q5.3 Did you move into this property within the last year, that is since April 2017?**
- | | | |
|--------------|-----------|----------------------------|
| Yes | 45 (13%) | Go to Question 5.4 |
| No | 283 (84%) | Go to Question 5.10 |
| Not answered | 9 (3%) | |
- Q5.4 Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?***
- | | |
|------------------------------------|----------|
| Very Satisfied | 20 (44%) |
| Fairly Satisfied | 13 (29%) |
| Neither Satisfied nor Dissatisfied | 2 (4%) |
| Fairly Dissatisfied | 6 (13%) |
| Very Dissatisfied | 4 (9%) |
- * **"Standard of your home"** means things like general state of repair and cleanliness and tidiness
- Q5.5 How easy or difficult did you find applying for a property to be?**
- | | |
|----------------------------|----------|
| Very Easy | 21 (54%) |
| Quite Easy | 17 (44%) |
| Neither Easy nor Difficult | 0 (0%) |
| Quite Difficult | 0 (0%) |
| Very Difficult | 1 (3%) |

Q5.6 How satisfied or dissatisfied were you with each of the following issues when you moved into your home?

	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
The clarity of the allocations process	16 (46%)	11 (31%)	6 (17%)	1 (3%)	1 (3%)
The information that you were given on your housing options	18 (53%)	6 (18%)	8 (24%)	1 (3%)	1 (3%)
The property choices made available to you	16 (50%)	9 (28%)	4 (13%)	2 (6%)	1 (3%)
The length of time it took you to get your home	22 (61%)	6 (17%)	3 (8%)	3 (8%)	2 (6%)
The cleanliness of your home on moving in	19 (50%)	10 (26%)	3 (8%)	3 (8%)	3 (8%)
The decorative condition of your home on moving in	13 (34%)	9 (24%)	6 (16%)	5 (13%)	5 (13%)
The advice and support you received from the Housing Service to help you get the most out of your home	17 (47%)	7 (19%)	6 (17%)	2 (6%)	4 (11%)
The level of decoration grant	13 (41%)	8 (25%)	4 (13%)	1 (3%)	6 (19%)

Q5.7 Please use the space below to make any further comments that you would like about your experience of applying for, and being allocated and moving into your new home.

10 (100%)

Q5.8 Have you been in temporary / emergency accommodation in Orkney in the last 12 months?

Yes	9 (23%)	Go to Question 5.9
No	30 (77%)	Go to Question 5.10
Not answered	0 (0%)	

Q5.9 How satisfied or dissatisfied were you with the overall quality of the temporary or emergency accommodation you were provided?

Very Satisfied	3 (33%)
Fairly Satisfied	3 (33%)
Neither Satisfied nor Dissatisfied	2 (22%)
Fairly Dissatisfied	1 (11%)
Very Dissatisfied	0 (0%)

Q5.10 Overall, how satisfied or dissatisfied are you with the quality of your home?*

Very Satisfied	121 (37%)
Fairly Satisfied	129 (39%)
Neither Satisfied nor Dissatisfied	34 (10%)
Fairly Dissatisfied	34 (10%)
Very Dissatisfied	11 (3%)

* "Quality of your home" refers to the quality to which your home is maintained and repaired by the landlord. It includes things like the general state of repair of the property and the standard of kitchen units and bathroom suites.

Q5.11 Now looking at the following list, how satisfied or dissatisfied are you with the following aspects of the inside of your home? Please tick one box in each row.

	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
The general layout of the rooms	121 (43%)	118 (42%)	23 (8%)	11 (4%)	6 (2%)
Accessibility (for example, if you have mobility problems)	104 (46%)	85 (37%)	23 (10%)	9 (4%)	7 (3%)
The size of the living room	153 (53%)	104 (36%)	17 (6%)	12 (4%)	2 (1%)
The size of the bedroom(s)	136 (48%)	121 (43%)	17 (6%)	6 (2%)	4 (1%)
The size of the kitchen	125 (44%)	100 (35%)	23 (8%)	24 (8%)	14 (5%)
The number of kitchen units	127 (45%)	95 (33%)	25 (9%)	30 (11%)	8 (3%)
The dining area	85 (38%)	67 (30%)	27 (12%)	19 (8%)	26 (12%)
Number of bathrooms / toilet	149 (53%)	99 (35%)	21 (8%)	5 (2%)	5 (2%)
Quality of bathrooms / toilet	112 (40%)	98 (35%)	31 (11%)	22 (8%)	20 (7%)
The amount of indoor storage space	99 (35%)	86 (30%)	32 (11%)	42 (15%)	26 (9%)
The amount of outdoor storage space	51 (22%)	52 (22%)	44 (19%)	38 (16%)	48 (21%)
Security	126 (47%)	100 (37%)	28 (10%)	9 (3%)	6 (2%)
Sound insulation between neighbours	101 (36%)	106 (37%)	27 (10%)	27 (10%)	23 (8%)
Heating system	85 (30%)	91 (32%)	39 (14%)	23 (8%)	45 (16%)
Number and position of electrical sockets	100 (35%)	115 (40%)	25 (9%)	27 (9%)	20 (7%)
Location of windows	146 (51%)	107 (38%)	24 (8%)	5 (2%)	3 (1%)
Design of windows	116 (41%)	94 (33%)	22 (8%)	24 (9%)	26 (9%)
Ventilation	100 (35%)	110 (39%)	33 (12%)	23 (8%)	16 (6%)
Size of garden	120 (45%)	102 (38%)	24 (9%)	15 (6%)	7 (3%)
Layout of garden	108 (40%)	101 (38%)	34 (13%)	16 (6%)	10 (4%)
Overall design and layout of your home	112 (39%)	123 (43%)	29 (10%)	15 (5%)	5 (2%)

Q5.12 What kind of heating do you have?

Air source	27 (9%)
Air-to-air	27 (9%)
Ground source	13 (4%)
Oil	16 (5%)
Open coal fire	3 (1%)
Solar / photovoltaic panels	5 (2%)
Solid fuel with back boiler	7 (2%)
Storage heating (Dimplex Quantum)	101 (33%)
Storage heating (Other)	74 (24%)
Other (please say what below)	13 (4%)
Not sure	17 (6%)
13 (100%)	

Q5.13 How would you rate your heating system according to the following? Please tick one box in each row.

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor
Ease of use	92 (32%)	114 (39%)	47 (16%)	25 (9%)	12 (4%)
Comfort levels	73 (27%)	118 (43%)	37 (13%)	28 (10%)	19 (7%)
Reliability	88 (32%)	112 (41%)	42 (15%)	21 (8%)	10 (4%)
Level of noise while heating system is operating	103 (38%)	105 (38%)	44 (16%)	15 (5%)	7 (3%)
Cost effectiveness over the course of the year	43 (16%)	83 (30%)	54 (20%)	45 (16%)	49 (18%)

109 (100%)

£ weekly

131 (100%)

£ monthly

48 (100%)

£ annually

Q5.15 Have you compared prices from alternative energy suppliers over the past year or so (for example, by using comparison websites or by asking for quotes from alternative suppliers)?

Yes	53 (17%)	Go to Question 5.16
No	236 (78%)	Go to Question 5.18
Not sure	14 (5%)	Go to Question 5.18

Q5.16	Did you go ahead and switch suppliers or change tariff with your existing supplier?	
	Yes, switched suppliers	13 (25%) Go to Question 5.18
	Yes, changed tariff with existing supplier	9 (17%) Go to Question 5.18
	No	31 (58%) Go to Question 5.17
	Not answered	0 (0%)

Q5.17	Which of the following would you say were reasons why you did not go ahead and switch energy suppliers? <i>Please tick all that apply.</i>	
	Never got round to change tariff	2 (6%)
	Found it difficult to compare different tariffs	2 (6%)
	Existing tariff was the best value	10 (32%)
	Another reason (please say what below)	15 (48%)
	Not answered	3 (10%)
	15 (100%)	

Q5.18 How satisfied are you with the common areas of your property (if relevant) with regard to the following?

	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
Common entrance / door entry	82 (44%)	63 (34%)	28 (15%)	8 (4%)	7 (4%)
Communal back / drying area	70 (42%)	58 (35%)	25 (15%)	8 (5%)	6 (4%)
Bin areas	61 (34%)	59 (33%)	30 (17%)	17 (10%)	10 (6%)
Gardens	72 (40%)	61 (34%)	31 (17%)	5 (3%)	12 (7%)
Stair cleaning	19 (26%)	23 (32%)	20 (28%)	3 (4%)	7 (10%)
Fencing	46 (27%)	48 (28%)	36 (21%)	26 (15%)	14 (8%)

Q5.19 The Housing Service is looking at the possibility of introducing door entry systems to blocks that do not currently have them; this would need to be agreed with any owners in these blocks.

Do you currently live in a common block?

Yes	13 (4%) Go to Question 5.20
No	262 (86%) Go to Section 6
Not answered	28 (9%)

Q5.20 Do you already have a door entry system in your block?

Yes	4 (31%) Go to Section 6
No	9 (69%) Go to Question 5.21
Not answered	0 (0%)

Q5.21 Which of the following best describes what you would like to see in the future with regard to this?

Have a door entry system put in	5 (56%)
Retain the current arrangement	3 (33%)
No preference	1 (11%)
Not answered	0 (0%)

Section 6: Repairs and Housing Services

Q6.1	Have you had any repairs carried out in this property in the last 12 months?	
	Yes	212 (63%)
	No	119 (35%)
	Not answered	6 (2%)

Q6.2	Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by the Housing Service?*	
	Very Satisfied	153 (50%)
	Fairly Satisfied	102 (33%)
	Neither Satisfied nor Dissatisfied	15 (5%)
	Fairly Dissatisfied	16 (5%)
	Very Dissatisfied	21 (7%)

*** We are referring to "reactive repairs" rather than any repairs or maintenance carried out as part of a planned programme.**

Comments

50 (100%)

Q6.3	Thinking about the LAST time you had any repairs or maintenance work carried out, did the workers arrive at the agreed time?	
	Yes	229 (76%)
	No	25 (8%)
	Not sure	49 (16%)

Q6.4 Again, thinking about the LAST time you had repairs or maintenance carried out by the Housing Service, how satisfied or dissatisfied were you with each of the following?

	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
Ease of reporting the repair	184 (67%)	75 (27%)	12 (4%)	3 (1%)	2 (1%)
The attitude of the Housing Service when you reported the repair	177 (65%)	75 (27%)	12 (4%)	6 (2%)	3 (1%)
Arrangements for workers getting access to your home	169 (62%)	80 (29%)	14 (5%)	7 (3%)	3 (1%)
The attitude of workers	200 (74%)	53 (20%)	11 (4%)	6 (2%)	1 (0%)
The overall quality of work	175 (64%)	68 (25%)	12 (4%)	12 (4%)	7 (3%)
Workers clearing up after themselves	182 (67%)	62 (23%)	16 (6%)	6 (2%)	4 (1%)
The time taken to complete the work	168 (63%)	68 (25%)	12 (4%)	9 (3%)	11 (4%)
The repair being done 'right first time'	157 (57%)	63 (23%)	20 (7%)	18 (7%)	17 (6%)

Q6.5 The Housing Service has different service standards for the times within which emergency, urgent and routine repairs should be carried out. Please say whether you think these target standards are too short, reasonable or too long.*

	Too short	Reasonable	Too long	Not answered
Emergency (e.g. heating not working, broken external door, significant sewage leak) - 24 hours	11 (4%)	217 (72%)	43 (14%)	32 (11%)
Urgent (e.g. blocked drain, broken internal door, partial loss of heating) - 3 days	14 (5%)	178 (59%)	76 (25%)	35 (12%)
Routine (e.g. broken door handles, leaking downpipes, broken gates) - 20 days	13 (4%)	180 (59%)	70 (23%)	40 (13%)

* Please note that in this question you are asked to comment on the target for the standard and not whether it is actually being met.

Q6.6 How important would it be for you to have the repairs service available at the following times?

	Very Important	Quite Important	Neither Important nor Unimportant	Quite Unimportant	Very Unimportant
On a weekday evening	60 (22%)	87 (32%)	82 (30%)	30 (11%)	17 (6%)
On a Saturday	65 (25%)	76 (29%)	80 (30%)	28 (11%)	15 (6%)

Q6.7	Overall, how satisfied or dissatisfied are you with the Housing Service repairs and maintenance service?	
	Very Satisfied	118 (42%)
	Fairly Satisfied	108 (39%)
	Neither Satisfied nor Dissatisfied	27 (10%)
	Fairly Dissatisfied	10 (4%)
	Very Dissatisfied	15 (5%)
	Comments	
	23 (100%)	
Q6.8	Have any planned maintenance improvements been carried out to your home in the last 12 months or so? This would include things like new kitchens and window or door replacements or insulation being fitted.	
	Yes	26 (9%) Go to Question 6.9
	No	266 (88%) Go to Section 7
	Not answered	11 (4%)
Q6.9	Were you contacted in advance of the works starting with advice about what to expect?	
	Yes	23 (88%)
	No	0 (0%)
	Don't Know	3 (12%)
Q6.10	Were you kept informed of any changes or delays?	
	Yes	16 (62%)
	No	2 (8%)
	Don't Know / Not Applicable	8 (31%)

Q6.11 Thinking about any such planned maintenance improvements over the past year or so, how would you rate each of the following?

	Very Good	Good	Neither Good nor Poor	Poor	Very Poor
Advance notice of start date	10 (42%)	14 (58%)	0 (0%)	0 (0%)	0 (0%)
Information received before and during the course of works	9 (38%)	12 (50%)	3 (13%)	0 (0%)	0 (0%)
Arrangements for workers getting access to your home	13 (52%)	12 (48%)	0 (0%)	0 (0%)	0 (0%)
The attitude of workers	18 (69%)	7 (27%)	1 (4%)	0 (0%)	0 (0%)
The overall quality of work	17 (65%)	8 (31%)	1 (4%)	0 (0%)	0 (0%)
Workers clearing up after themselves	15 (58%)	9 (35%)	2 (8%)	0 (0%)	0 (0%)
The time taken to complete the work	17 (65%)	6 (23%)	1 (4%)	0 (0%)	2 (8%)
Any choices made available to you	10 (53%)	7 (37%)	2 (11%)	0 (0%)	0 (0%)
The overall service you received	14 (54%)	11 (42%)	1 (4%)	0 (0%)	0 (0%)

Section 7: Rent and Financial Issues

Q7.1a Which of the following methods do you usually use to pay your rent?

Cheque	6 (2%)
Debit card	28 (9%)
Credit card	0 (0%)
Direct Debit	71 (23%)
Standing Order	68 (22%)
Over the counter at the bank / Post Office	6 (2%)
Over the counter at a Housing Office	40 (13%)
Internet banking	9 (3%)
Online through the Council's website	18 (6%)
Phone banking	5 (2%)
Other	38 (13%)
Not answered	42 (14%)
37 (100%)	

Q7.1b Which of the following methods would you prefer to use to pay your rent if it was available?

Cheque	3 (1%)
Debit card	15 (5%)
Credit card	2 (1%)
Direct Debit	51 (17%)
Standing Order	29 (10%)
Over the counter at the bank / Post Office	1 (0%)
Over the counter at a Housing Office	25 (8%)
Internet banking	14 (5%)
Online through the Council's website	15 (5%)
Phone banking	3 (1%)
Other	8 (3%)
Not answered	156 (51%)
7 (100%)	

Q7.2	Taking into account the accommodation and the services the Housing Service provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it....	
	Very Good	80 (25%)
	Fairly Good	155 (48%)
	Neither Good nor Poor	42 (13%)
	Fairly Poor	33 (10%)
	Very Poor	11 (3%)

Q7.3	How do you think rent levels for the Housing Service's properties compare to those of similar properties from other landlords in your area?	
	Council rents are much more expensive	17 (6%)
	Council rents are slightly more expensive	25 (9%)
	Council rents are about the same	77 (27%)
	Council rents are slightly less expensive	116 (41%)
	Council rents are much less expensive	47 (17%)

From time to time, some tenants go into arrears, often through no fault of their own. The Housing Service is committed to dealing with arrears sensitively whilst also ensuring that rents are collected when they are due as this is necessary to maintain services to all tenants.

Q7.4	Which of the following best describes you?	
	Previously in arrears but not now	56 (18%)
	Currently in arrears	26 (9%)
	Have never been in arrears	200 (66%)
	Not answered	21 (7%)

Q7.5	From what you know, which of the following statements best describes the Housing Service's approach to dealing with arrears?	
	The Housing Service is too lenient with people who go into arrears	22 (7%)
	The Housing Service takes a reasonable approach to people who go into arrears	101 (33%)
	The Housing Service is too strict with people who go into arrears	9 (3%)
	Don't Know / No Opinion	171 (56%)

Section 8: Your Neighbourhood

Q8.1 Overall, how satisfied or dissatisfied are you with the Housing Service's management of the neighbourhood you live in?*

Very Satisfied	110 (33%)
Fairly Satisfied	143 (43%)
Neither Satisfied nor Dissatisfied	46 (14%)
Fairly Dissatisfied	21 (6%)
Very Dissatisfied	11 (3%)

*** By "management of the neighbourhood" we mean things like: management of anti-social behaviour; dealing with nuisance neighbours; the maintenance of the estate; and, overall, making sure the neighbourhood is a safe place to be. The "neighbourhood" is the street in which you live and the immediate surrounding area.**

Comments

27 (100%)

Q8.2 How safe or unsafe do you feel in your neighbourhood?

Very Safe	172 (58%)
Fairly Safe	99 (33%)
Neither Safe nor Unsafe	18 (6%)
Fairly Unsafe	2 (1%)
Very Unsafe	7 (2%)

Comments

18 (100%)

Q8.3 How satisfied or dissatisfied are you with the grounds maintenance and overall appearance of your neighbourhood?

Very Satisfied	80 (28%)
Fairly Satisfied	135 (47%)
Neither Satisfied nor Dissatisfied	38 (13%)
Fairly Dissatisfied	24 (8%)
Very Dissatisfied	12 (4%)

Q8.4 To what extent do you think there is a problem with any of the following in your community?

	No Problem	Minor Problem	Serious Problem	Not answered
Abandoned vehicles	196 (65%)	60 (20%)	11 (4%)	36 (12%)
Anti-social behaviour	189 (62%)	65 (21%)	9 (3%)	40 (13%)
Crime	208 (69%)	48 (16%)	4 (1%)	43 (14%)
Dog fouling	111 (37%)	101 (33%)	63 (21%)	28 (9%)
Drug dealing	190 (63%)	46 (15%)	18 (6%)	49 (16%)
Fly-tipping	226 (75%)	31 (10%)	6 (2%)	40 (13%)
Graffiti	242 (80%)	20 (7%)	0 (0%)	41 (14%)
Harassment	234 (77%)	18 (6%)	8 (3%)	43 (14%)
Inconsiderate parking	136 (45%)	90 (30%)	41 (14%)	36 (12%)
Noisy neighbours	206 (68%)	46 (15%)	11 (4%)	40 (13%)
Personal safety	237 (78%)	24 (8%)	3 (1%)	39 (13%)
Rubbish	201 (66%)	54 (18%)	12 (4%)	36 (12%)
Vandalism	222 (73%)	39 (13%)	2 (1%)	40 (13%)

Q8.5 If you think any of these things are a major problem in your neighbourhood you may use the space below to make further comment on this, should you wish.

29 (100%)

Q8.6 Have you reported anti-social behaviour to the Housing Service in the last 12 months?

Yes	13 (4%)	Go to Question 8.7
No	280 (92%)	Go to Section 9
Not answered	10 (3%)	

Q8.7 How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?

	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied
The advice and support provided by Housing Service staff	4 (31%)	5 (38%)	0 (0%)	2 (15%)	2 (15%)
How well you were kept up to date with what was happening	3 (23%)	2 (15%)	2 (15%)	2 (15%)	4 (31%)
The speed with which your anti-social behaviour case was dealt with overall	4 (31%)	3 (23%)	1 (8%)	2 (15%)	3 (23%)
The way your anti-social behaviour complaint was dealt with generally	5 (38%)	1 (8%)	2 (15%)	2 (15%)	3 (23%)
The final outcome of your anti-social behaviour complaint	4 (33%)	1 (8%)	3 (25%)	1 (8%)	3 (25%)

Comments

4 (100%)

Section 9: Your Final Comments About the Housing Service

Q9.1a Please choose up to 3 of these things that are MOST IMPORTANT to you.

Communication from the Housing Service about its services and decisions	73 (24%)
Having the chance to be involved in decisions about the Housing Service's policies and practices	15 (5%)
The quality of customer service that you receive from the Housing Service	101 (33%)
The overall quality of your home	196 (65%)
The energy efficiency of your property	156 (51%)
The quality of the repairs and maintenance service	115 (38%)
The value for money of rents	98 (32%)
Your overall neighbourhood environment	44 (15%)
The Housing Service making more houses available for people to rent	34 (11%)
Not answered	18 (6%)

Q9.1b Please choose up to 3 of these things that are LEAST IMPORTANT to you.

Communication from the Housing Service about its services and decisions	120 (40%)
Having the chance to be involved in decisions about the Housing Service's policies and practices	195 (64%)
The quality of customer service that you receive from the Housing Service	52 (17%)
The overall quality of your home	8 (3%)
The energy efficiency of your property	13 (4%)
The quality of the repairs and maintenance service	13 (4%)
The value for money of rents	33 (11%)
Your overall neighbourhood environment	76 (25%)
The Housing Service making more houses available for people to rent	90 (30%)
Not answered	68 (22%)

Q9.2 To what extent do you agree or disagree with the following?

	Agree Strongly	Agree	Neither Agree nor Disagree	Disagree	Disagree Strongly
The Housing Service has knowledgeable staff	61 (21%)	177 (61%)	42 (15%)	5 (2%)	3 (1%)
The Housing Service treats its residents fairly and with respect	85 (30%)	154 (54%)	32 (11%)	11 (4%)	2 (1%)
The Housing Service has a good reputation in my area	69 (25%)	137 (49%)	54 (19%)	13 (5%)	5 (2%)
The Housing Service has friendly and approachable staff	105 (36%)	154 (53%)	23 (8%)	4 (1%)	2 (1%)
I trust the Housing Service	78 (27%)	132 (46%)	56 (20%)	12 (4%)	7 (2%)
The Housing Service recognises my individual needs	62 (22%)	128 (46%)	59 (21%)	20 (7%)	8 (3%)
The Housing Service gives me clear information about how rent and other money is spent	69 (24%)	139 (49%)	56 (20%)	11 (4%)	7 (2%)
The Housing Service provides appropriate support for tenants that may need adaptations to their home in order to help them to remain in their home	56 (21%)	107 (40%)	95 (36%)	3 (1%)	5 (2%)

Q9.3 If you have disagreed with any of these statements you may use the box below to make further comments, should you wish.

19 (100%)

Section 10: About You

Finally, we have some questions about your household. This information will be used for the purposes of statistical analysis by the market research company and your individual response will not be passed on to the Housing Service.

Q10.1 Do you have access to the internet?

Yes	228 (68%)	Go to Question 10.2
No	105 (31%)	Go to Question 10.6
Not answered	4 (1%)	

Q10.2 Do you have internet access from the following? *Please tick all that apply.*

Home	214 (94%)
Work	70 (31%)
Public access (e.g. library)	51 (22%)
Not answered	2 (1%)

Q10.3 Which of the following methods do you use to access the internet? *Please tick all that apply.*

Home computer	55 (27%)
Laptop	111 (55%)
Tablet (e.g. iPad, Amazon Fire Tablet etc)	106 (52%)
Smartphone (e.g. iPhone, Samsung etc.)	118 (58%)
Other (please say what below)	11 (5%)
Not answered	3 (1%)
10 (100%)	

Q10.4 Have you used the internet over the past 12 months to access the housing pages (Housing Options Guide) on Orkney Islands Council's website?

Yes	70 (34%)	Go to Question 10.5
No	131 (65%)	Go to Question 10.6
Don't Know	2 (1%)	Go to Question 10.6

Q10.5 Which of the following things to do with the Housing Service have you done online? Please tick all that apply.

Apply for a transfer	5 (7%)
Get information about the Housing Service's plans for the future in general	15 (21%)
Get information about the Housing Service's performance	5 (7%)
Pay your rent online	19 (27%)
Report a repair	8 (11%)
Take part in surveys / respond to consultations	7 (10%)
View properties that may be available for mutual exchange	16 (23%)
Something else (please say what below)	12 (17%)
Not answered	3 (4%)
11 (100%)	

Q10.6 For how long have you been a tenant of the Housing Service?

Less than 1 year	31 (9%)
1 to 2 years	36 (11%)
2 to 5 years	69 (20%)
5 to 10 years	57 (17%)
10 to 20 years	45 (13%)
More than 20 years	88 (26%)
Don't know	11 (3%)

Q10.7 Do you:

Pay part rent and receive part of your housing costs through Housing Benefit or Universal Credit	49 (15%)
Receive all of your housing costs through Housing Benefit or Universal Credit	93 (28%)
Pay full rent	178 (53%)
Not answered	17 (5%)

Q10.8 Taking everything together, which of the following statements best describes how you and your household are managing financially these days?

Managing very well	41 (14%)
Managing quite well	113 (37%)
Just about managing	101 (33%)
Managing quite poorly	13 (4%)
Managing very poorly	7 (2%)
Don't know	2 (1%)
Don't wish to answer	26 (9%)

Q10.9 Do you have a current account with a high street bank or building society or a credit union current account that is capable of accepting electronic payments? This may be important in the future due to changes in terms of how Housing Benefit / Universal Credit is paid.

Yes	233 (77%)
No	25 (8%)
Not sure	45 (15%)

Q10.10 What age band are you in?

16-24	18 (5%)	55-64	47 (14%)
25-34	42 (12%)	65+	125 (37%)
35-44	48 (14%)	Not answered	6 (2%)
45-54	51 (15%)		

Q10.11 Are you?

Female		217 (64%)
Male		106 (31%)
Other		1 (0%)
Not answered		13 (4%)

Q10.12 Who lives in the household with you?

No-one, you live alone		180 (53%)
A partner / spouse / flatmate only		64 (19%)
Children only		38 (11%)
A partner / spouse / flatmate and children		40 (12%)
Other family members		10 (3%)
Not answered		5 (1%)

Q10.13 How would you describe the occupation of the head of your household at the present time?

Full-time paid work (30 hours or more a week)		102 (30%)
Part-time paid work (less than 30 hours a week)		21 (6%)
Part-time paid work (less than 16 hours a week)		7 (2%)
Self employed		14 (4%)
Full-time education		0 (0%)
Part-time education		0 (0%)
Government training programme		0 (0%)
Unemployed		13 (4%)
Long-term sick / disabled		42 (12%)
Looking after family / home		4 (1%)
Retired		124 (37%)
Other (please say what below)		2 (1%)
Not answered		8 (2%)
2 (100%)		

Q10.14 The Housing Service is collecting information on its tenants' income so that it can ensure that its rents are affordable to the people it houses. Bearing in mind this survey is completely confidential, can you say which of the following bands your MONTHLY household income falls into? Please use net income, i.e. after tax. Please take into account income from employment, pensions, tax credits, benefits (EXCLUDING benefits towards your housing costs) and interest from savings. Your individual response will not be made available to the Housing Service.

Less than £200	10 (3%)	£1,001 to £1,200	29 (10%)
£200 to £400	19 (6%)	More than £1,200	34 (11%)
£401 to £600	27 (9%)	Don't know	28 (9%)
£601 to £800	34 (11%)	Don't wish to say	96 (32%)
£801 to £1,000	26 (9%)		

Q10.15 Do you or any member of your household have a physical or mental health condition or illness lasting or expected to last 12 months or more?

Yes	131 (39%)	Go to Question 10.16
No	206 (61%)	Go to Question 10.17

Q10.16 Does this condition or illness affect you in any of the following areas?

Vision	17 (13%)	Memory	28 (21%)
Hearing	17 (13%)	Mental health	52 (40%)
Mobility	75 (57%)	Stamina or breathing or fatigue	43 (33%)
Dexterity	23 (18%)	Socially or behaviourally	21 (16%)
Learning or understanding or concentrating	19 (15%)	Other (please say what below)	9 (7%)
		Not answered	2 (2%)
8 (100%)			

Q10.17 What is your ethnic group?

White - Scottish	240 (71%)
White - Other British	85 (25%)
White - Irish	2 (1%)
White - Gypsy / Traveller	0 (0%)
White - Polish	0 (0%)
White - Any other White background	4 (1%)
Mixed or multiple ethnic background	0 (0%)
Asian, Asian Scottish or Asian British - Indian	0 (0%)
Asian, Asian Scottish or Asian British - Pakistani	0 (0%)
Asian, Asian Scottish or Asian British - Bangladeshi	0 (0%)
Asian, Asian Scottish or Asian British - Chinese	0 (0%)
Asian, Asian Scottish or Asian British - Any other Asian background	1 (0%)
Black, Black Scottish or Black British - Caribbean	0 (0%)
Black, Black Scottish or Black British - African	0 (0%)
Black, Black Scottish or Black British - Any other Black background	0 (0%)
Other ethnic group - Arab, Arab Scottish or Arab British	0 (0%)
Other ethnic group - Any other ethnic group (please say what below)	1 (0%)
Not answered	4 (1%)
1 (100%)	

Thank you for taking the time to complete this survey.

SHOULD YOU WISH TO OPT OUT OF THE PRIZE DRAW TO WIN ONE OF TWO CASH PRIZES OF £50 AND £25, PLEASE SELECT THE BOX BELOW.

Opt Out 21 (100%)

Please click the "Submit" button below to return your survey.