ORKNEY
ISLANDS COUNCIL

Item: 11

Education, Communities and Housing Committee: 9 September 2026.

Tenant Satisfaction Survey.

Report by Director of Education, Communities and Housing.

1. Overview

1.1. This report presents the outcome of the tenant satisfaction survey, for information.

1.2. A wholescale tenant satisfaction survey is required by the Scottish Social Housing Charter the process for which is detailed and prescriptive for landlords with up to 1,500 tenants and requires a return rate of 40% of the landlord’s tenants.

1.3. The results are used by the Scottish Housing Regulator as part of the process of regulating Local Authority Housing Services.

1.4. Between March and May 2026, a tenant satisfaction survey was undertaken by an independent body, IBP Strategy and Research, on behalf of the Council. The results are attached as Appendix 1 to this report.

1.5. The results of the survey are notified to the Scottish Housing Regulator as part of the Annual Return against the Charter and linked to the Annual Assurance Statement, which is the topic of a separate report to this meeting.

2. Recommendations

2.1. It is recommended that members of the Committee:

i. Note the results of the tenant satisfaction survey, attached as Appendix 1 to this report.

3. Tenant Satisfaction Survey

3.1. The Scottish Social Housing Charter, which came into effect on 1 April 2012, has twice been reviewed, most recently in 2022, includes a series of outcomes and standards against which housing services are to be regulated.

3.2. The Scottish Social Housing Charter includes a requirement that landlords undertake regular surveys of their tenants to assess their satisfaction with services and report the findings to the Scottish Housing Regulator.

3.3. The Scottish Housing Regulator, in conjunction with Ipsos MORI, has produced guidance on undertaking such surveys. The guidance is detailed and prescriptive. It requires that landlords with up to 1,500 tenants are required to survey all their tenants and that all landlords seek to achieve at least a 40% return rate, which is challenging. It also provides detail on the type of questions to be asked to ensure that the Scottish Housing Regulator can in turn receive information on certain key outcomes.

3.4. This survey had an overall response rate of 29%, this is considered to be a robust sample size for a survey of this nature and is broadly in line with +/- 5% set out in the Scottish Housing Regulator’s Guidance.

3.5. It has been determined locally that it is more appropriate to undertake surveys every two years rather than every three years to ensure the data is reflective of the current tenant base. The last tenant survey was undertaken in May 2024.

3.6. IBP Strategy and Research, which specialises in undertaking surveys for landlords, was procured to undertake the survey. Using an independent contractor to undertake the survey allows the added advantage of being able to anonymise information and allows tenants to respond openly without the Council receiving details of individual responses.

3.7. The survey, which is the sixth one for Council tenants, was undertaken between March and May 2026.

3.8. The survey was undertaken using the main method of data gathering as a telephone interview. Tenants were also given the opportunity to request a paper copy of the questionnaire or complete the survey online. Of the responses, 4% were made by post/online and 96% by telephone interview. This compared to the survey of 2024, when 19% were by post/online and 81% by telephone. In addition, the methodology adopted for the 2024 survey allowed us to reach a higher proportion of younger tenants and in particular, working tenants.

3.9. The summary results of the 29% response rate by tenants (265 tenants responded) are listed below:

Indicator.	2024.	2026.
Percentage of tenants satisfied with the overall service provided by their landlord.	74%.	77%.
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions.	77%.	75%.
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes.	71%.	62%.
Percentage of tenants satisfied with the quality of their home.	68%.	70%.
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service.	84%.	80%.
Percentage of tenants satisfied with contribution to the management of the neighbourhood they live in.	59%.	68%.
Percentage of tenants who feel the rent for their property represents good value for money.	64%.	64%.

3.10. An action plan, attached as Appendix 2, has been developed and further evaluation and consultation will be taken in respect of this area of work.

For Further Information please contact:
Lesley Mulraine, Service Manager (Housing, Homelessness and Schoolcare Accommodation), extension 2170, email lesley.mulraine@orkney.gov.uk.

Implications of Report

1. **Financial:** The survey was undertaken by a private contractor, procured in line with the Council's Contract Standing Orders. The cost of this service was £5,338 exclusive of VAT.
2. **Legal:** The Housing (Scotland) Act 2010 section 31 introduced changes to the basis on which the Scottish Housing Regulator would be responsible for regulating housing services. As required by this section, the Scottish Social Housing Charter sets the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. This includes a requirement for a regular tenants' satisfaction survey to be undertaken and for a performance report to be published.

3. **Corporate Governance:** Not applicable.
4. **Human Resources:** None directly related to the recommendations of this report.
5. **Equalities:** An Equality Impact Assessment is not required in respect of performance monitoring.
6. **Island Communities Impact:** An Island Communities Impact Assessment is not required in respect of performance monitoring.
7. **Links to Council Plan:** The proposals in this report support and contribute to improved outcomes for communities as outlined in the following Council Plan strategic priorities:

   ☐Growing our economy.

   ☒Strengthening our Communities.

   ☐Developing our Infrastructure.

   ☐Transforming our Council.
8. **Links to Local Outcomes Improvement Plan**: The proposals in this report support and contribute to improved outcomes for communities as outlined in the following Local Outcomes Improvement Plan priorities:

   ☒Cost of Living.

   ☐Sustainable Development.

   ☒Local Equality.

   ☐Improving Population Health.
9. **Environmental and Climate Risk:** None directly related to the recommendations of this report.
10. **Risk:** None directly related to the recommendations in this report.
11. **Procurement:** None directly related to the recommendations in this report.
12. **Health and Safety:** None directly related to the recommendations in this report.
13. **Property and Assets:** None directly related to the recommendations in this report.
14. **Information Technology:** None directly related to the recommendations in this report.
15. **Cost of Living:** The survey incorporated questions around the cost of living and the impact on council tenants in respect of their financial situation.

Background Papers

None.

Appendices

Appendix 1 – Tenant Satisfaction Survey Summary.

Appendix 2 – Tenant Satisfaction – Action Plan.

Appendix 1

ibp Strategy & Research

ORKNEY
ISLANDS COUNCIL

Tenant Satisfaction Survey 2026

Draft Report

May 2026

ISO 9001 REGISTERED FIRM
UKAS QUALITY MANAGEMENT

MRS Evidence Matters™ Company Partner

CYBER ESSENTIALS

Contents

The point of contact for this report is as follows:

Eddy Graham, Director
e.graham@ibp.eu.com
01698 532021 / 07846 270104

ibp Strategy & Research

Summary of Key Findings

Background to the Survey

This document summarises the results of Orkney Islands Council Housing Service's tenant survey for 2026. The survey explores tenants' views in relation to a number of themes including: overall satisfaction with the Housing Service; communications and participation; contact with the Housing Service; complaints; the home; repairs and housing services; rent and financial issues; affordability and the impact of affordability and the cost of living; neighbourhood issues; future priorities.

Where possible, results have been compared to those from the 2024 survey and further back to the 2022 and 2020 surveys. With respect to this, the difference in methodology should be noted. For the 2026 survey, the main method of data gathering was telephone interviewing, with a small amount of requested postal and online responses. In 2024, the main method of data gathering was telephone interviewing, with a subsequent self-completion survey being issued to those tenants with an email address. In 2022, the main method of data gathering was postal self-completion survey with a follow-up telephone survey being conducted at that point to achieve the target response. The proportion of responses gathered by telephone in 2022 was, therefore, significantly lower than in 2024 and 2026.

Respondent Profile

The profile of survey respondents in relation to gender was broadly similar to that in the Housing Service's most recent survey in 2024, with 60% of respondents being female and 39% being male.

Compared to 2024, the sample had a slightly older age profile, with 60% being aged 45 or over compared to 55% in 2024. There were slightly fewer respondents aged 16-44 compared to 2024 (36% in 2026 compared to 43% in 2024).

Most commonly respondent households were single occupancy (54%, compared with 48% in 2024) while 11% were two adult, no children households (down slightly from 13%), 14% were lone parents (up slightly from 12%) and 13% were families with children (down from 20%).

The average net monthly income per household was estimated at £1,044.23 (up from £1,013.08 in 2024).

56% of respondents say that they or someone in their household have a physical illness or mental health condition or illness expected to last 12 months or more (49% in 2024).

Respondent Profile (continued)

Respondents were broadly split between Kirkwall (60%) and elsewhere in the Orkney Islands (40%). No location information could be identified for less than 1%. This profile was broadly similar for the 2024 survey but has a slightly higher proportion of Kirkwall tenants (57% previously).

Communications and Participation

There has been a slight decline in the proportion of tenants who feel that the Housing Service is good at keeping them informed about their services and decisions. This figure has decreased from 77% in 2024 to 74% in 2026.

This pattern is more evident in relation to satisfaction with opportunities to take part in the Housing Service's decision making processes, which has decreased from 71% to 62% between 2024 and 2026.

Contact with the Housing Service

50% of respondents said that they had contacted the Council's Housing Service in the last 12 months with a query other than to pay their rent or a service charge (down from 61% in 2024).

Respondents' last method of contact with the Council was mainly by telephone (74%, down slightly from 75% in 2024) or by email (13%, up slightly from 12% in 2024). There continues to be a small minority contacting the Housing Service by any other means.

The Council continues to achieve positive ratings across a number of aspects of customer service and the extent of this has improved in relation to all aspects. 88% of respondents indicate that staff were helpful compared to 82% in 2024; 85% said it was easy to get hold of the right person compared to 80% in 2024; 79% indicated that their query was answered within a reasonable time compared to 71% in 2024; 76% expressed satisfaction with the final outcome of their query compared with 60% in 2024.

Overall, 83% of respondents had a positive view of the overall quality of customer service compared to 80% in 2024.

Complaints Policy

The majority of respondents said they were aware of the Housing Service's complaints policy (60%, also 60% in 2024). The proportion that indicated they had made a complaint in the previous 12 months was 7%, up slightly from 5% in 2024. 56% expressed satisfaction with the final outcome of their complaint; this was substantially higher than the figure of 24% in 2024. 55% of those that said they had made a complaint expressed satisfaction with the way their complaint was handled overall, compared to 39% in 2024. It is important to note the very low base number of individuals who had made a complaint as this can mean that changes are based on responses from a very small group of people.

The Home

Of those that moved into their home in the last year, the majority (77%, up significantly from 58% in 2024) were satisfied with the standard of their home when they moved in.

Amongst respondents that moved into their home in the last year the majority were also satisfied with all aspects of the moving in process, with a significant improvement in the proportion of respondents that expressed satisfaction with the condition of the home when they moved in (from 58% in 2024 to 78% in 2026). A slightly higher proportion of respondents were satisfied with the process for applying for a home (87%, up from 85%). Again, the small base number of responses for this specific question means that significant percentage changes can arise based only on the views of a small number of people.

15 respondents indicated that they had had contact with the Council's homelessness and advice section over the past two years or so. Of these, 86% expressed satisfaction (down slightly from 92% in 2024). 15 people indicated that they had been provided with homeless accommodation. Of these, 66% expressed satisfaction (down from 100% in 2024).

Overall, 70% of respondents said that they were satisfied with the overall quality of their home; this was up slightly from the 68% recorded in 2024.

The majority of respondents were very or fairly satisfied with a range of specific aspects of their homes and satisfaction figures recorded in 2026 were generally comparable or slightly higher than those recorded in 2024. The exception being, satisfaction with private gardens (73%, down from 77% in 2024).

Ratings or some aspects of heating systems have shown improvement since 2024 with the majority rating most aspects as good or very good. The exception related to cost effectiveness where 42% rate it as very good or good (this is up slightly from 40% in 2024).

The Home (continued)

Satisfaction with a number of aspects of common areas, where relevant to the tenant, has declined between 2024 and 2026. This was the case for each of communal back / dying areas (66%, down slightly from 69%); common gardens (56% down significantly from 73%) and stair cleaning (40%, down from 44% in 2024). Again, these results are based on a small number of respondents relative to the whole sample.

Repairs and Housing Services

The majority of respondents (60%, down slightly from 61% in 2024) indicated that they had repairs carried out in their home in the last 12 months.

Amongst those that have had repairs carried out in their home in the last 12 months, 80% were satisfied with the service they received (down slightly from 84% in 2024).

The vast majority of respondents that have had repairs carried out in their home in the last 12 months were very or fairly satisfied with a range of specific aspects of the service they received; the level of satisfaction with specific aspects of service has improved slightly in relation to ease of reporting the repair (95%, up from 89% in 2024), the attitude of customer service staff (94%, up from 90%) and workers clearing up after themselves (93%, up from 87%). Conversely, a slight decline in levels of satisfaction is evident in relation to the attitude of workers (92%, down from 95%), arrangements for worker access (91%, down slightly from 92%), overall quality of work (87%, down from 92%) and the repair being done 'right first time' (80%, down slightly from 81%).

19% of respondents indicated that they had had planned maintenance improvements carried out in their home within the previous two years or so (this figure was 18% in 2024). 90% of those that had such work undertaken expressed satisfaction with it (up significantly from 78% in 2024).

Amongst all respondents, regardless of whether or not they have had repairs carried out in their home in the last 12 months, 80% were very or fairly satisfied overall with the Housing Service's repairs service (down very slightly from 81% in 2024).

Rent and Financial Issues

The profile of respondents by rent payment status is broadly similar to the previous survey with 51% paying full rent (compared with 53% in 2024), 29% having all costs met through Housing Benefit or Universal Credit (30% previously) and 14% paying part rent (12% previously).

Rent and Financial Issues (continued)

64% of respondents considered their rent to be good value for money (also 64% in 2024).

Overall, 54% of respondents indicated that they considered the Council's rents to be less expensive than those of other landlords (down from 61% in 2024) compared to 11% that considered them to be more expensive (down slightly from 9%).

The great majority of respondents (84%) consider that the Housing Service's approach to dealing with arrears is a reasonable one (the comparable figure in 2024 was 81%).

Affordability and Cost of Living issues

There have been only slight changes in the profile of the working status of the heads of household, with 47% in employment (down from 53% in 2024) and 24% retired (up from 19%).

8% of respondents indicate that they find it fairly or very difficult to afford their rent payments (down from 12% in 2024) and a further 43% finding this "just about affordable" (up from 35%). 23% indicate that more than 30% of their net household income goes on paying rent and service charges to the Council's Housing Service (down from 27% in 2024).

76% indicate that they spend more than 10% of their net household income on household fuel use and (down from 85% in 2024), of these, 46% indicate that they spend more than 20% of their net household income on this (down very slightly from 47%).

27% indicate that more than 10% of their net household income goes on paying their Council tax and water and sewage charges (down slightly from 31% in 2024).

In terms of overall finances, it is notable that less respondents now say that they are managing either quite or very poorly. This figure was 14% in 2024 and has now reduced to 10% in 2026. However, the proportion indicating that they are just about managing financially is 58% (up from 55%).

The Neighbourhood

Satisfaction with the Housing Service's contribution to the management of the neighbourhood has improved from 59% in 2024 to 68% in 2026.

The Neighbourhood (continued)

Ratings for various aspects of the neighbourhood have remained positive particularly in relation to feeling of safety (90% very or fairly good, down very slightly from 91% in 2024), followed by the cleanliness of the neighbourhood (78%, up slightly from 77%) and the overall appearance of the neighbourhood (77%, down slightly from 78%). Ratings were lowest in relation to car parking (61%, down from 68%) and grounds maintenance (62%, down from 65%).

Further analysis of the various satisfaction figures suggests that dissatisfaction with management of the neighbourhood overall is driven by dissatisfaction with grounds maintenance, as well as wider issues relating to neighbourhood appearance and car parking to a somewhat lesser extent.

Where respondents have reported anti-social behaviour in the last 12 months, ratings for the final outcome of their complaint have improved since 2024 (50%, up from 37% in 2024) while ratings have declined slightly in relation to the way the complaint was handled generally (45%, down from 50%).

Future Priorities

The issues that tenants most commonly place in their "three most important issues" are the quality of respondents' homes (65%, up slightly from 62% in 2024), the energy efficiency of the property (58%, down from 62%) and the quality of the repairs and maintenance service (48%, up significantly from 33%). In 2024, the top two issues were the same, but the third most important issue was the value for money of rents (41%).

83% of respondents (compared to 88% in 2024) feel it is important that the Housing Service make more properties available for rent.

Overall Satisfaction

Overall, 77% of respondents now indicate that they are very or fairly satisfied with the service provided by the Housing Service of Orkney Islands Council. This has improved from 74% recorded in 2024.

Results in Relation to Scottish Social Housing Charter Standards

The table below sets out results for the specific questions required in relation to the Annual Return on the Charter.

Indicator from the Scottish Social Housing Charter	Relevant Question	Housing Service Performance 2026[1]
Percentage of tenants satisfied with the overall service provided by their landlord (Charter Indicator 1)	Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by the Housing Service of Orkney Islands Council?	77%[2] satisfaction[3] (74%)
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Charter Indicator 3)	How good or poor do you feel the Housing Service is at keeping you informed about their services and decisions?	75% rating as very or fairly good (77%)
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Charter Indicator 6)	How satisfied or dissatisfied are you with opportunities given to you to participate in the Housing Service's decision making processes?	62% satisfaction (71%)
Percentage of tenants satisfied with the quality of their home (Charter Indicator 10)	Overall, how satisfied or dissatisfied are you with the quality of your home?	70% satisfaction (68%)
Percentage of tenants who have had repairs or maintenance carried out in last 12 months satisfied with the repairs and maintenance service(Charter Indicator 16)	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?	80% satisfaction (84%)

[1] 2024 figures in brackets.
[2] In these figures (and throughout the report) we have quoted the satisfaction figure as the combination of the "very" and "fairly" satisfied responses. It should be noted that, due to the effects of rounding, the overall satisfaction figure can vary slightly from this.
[3] Includes "Don't Know/No Opinion" responses as required by the Scottish Housing Regulator.

Indicator from the Scottish Social Housing Charter	Relevant Question	Housing Service Performance 2026
Percentage of tenants satisfied with contribution to the management of the neighbourhood they live in (Charter Indicator 17)	Overall, how satisfied or dissatisfied are you with the Housing Service's contribution to the management of the neighbourhood you live in?	68% satisfaction (59%)
Percentage of tenants who feel the rent for their property represents good value for money (Charter Indicator 29)	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….	64% rating a fairly or very good (64%)

ibp Strategy & Research

Tenant Satisfaction Survey 2026

Results based on feedback from 265 tenants

ORKNEY ISLANDS COUNCIL

77%

Overall, 77% of our tenants said that they were satisfied with overall service provided. 35% said they were "very" satisfied and 13% said they were dissatisfied.

64%

of tenants think their rent is good or very good value for money

80%

of tenants said they were satisfied with the repairs service

75% rated us positively for keeping tenants informed and 62% were satisfied with opportunities to take part in decision-making processes.

70% of tenants were satisfied with the quality of their home.

68% of tenants were satisfied with our management of the neighbourhood they live in.

To access a summary of the findings please email: housing@orkney.gov.uk (telephone 01856 873535 extension 2170)

1.0 Background, Objectives and Methodology

Background

1.1 Orkney Islands Council is a significant social landlord in Orkney Islands with 927 rented properties spread across a number of settlements.

The Council commissioned IBP to carry out a tenant survey on its behalf to meet the requirements of the Scottish Housing Regulator as well as providing additional feedback from residents to help guide the future strategic and operational direction of the Housing Service.

Objectives

1.2 The Council wished to carry out a survey which would seek to determine the attitudes and satisfaction levels of tenants across a variety of issues, as described below. The following issues were explored:

- The social, economic and demographic profile of tenants
- Perceived quality of communications
- Attitudes towards tenant participation in the work of the Housing Service
- Perceptions of various aspects of contacting the Housing Service
- Awareness and satisfaction with the Housing Service's complaints policy
- Satisfaction with aspects of the home and common areas
- Perception of the repairs service and associated services
- Financial issues and issues associated with value for money of rents
- Affordability of living costs such as rent, household fuel and Council Tax and the impact of the cost of living crisis
- Perceptions of local neighbourhoods
- Priorities for future service delivery
- Overall satisfaction with the Housing Service of the Council

These issues are dealt with in detail in this report.

METHODOLOGY

1.3 A quantitative survey questionnaire was developed in partnership with Orkney Island Council Housing Service staff. The structured questionnaire that was devised is included as Appendix 1.[4] A number of questions were similar to the Housing Service's previous survey conducted in 2024 and, where possible, the 2026 results have been compared to those from 2024 as well as the Housing Service's previous surveys in 2022 and 2020.

1.4 The questionnaire for the survey incorporates a number of "core" questions that have been included as specified by the Scottish Housing Regulator, which are required for the Council's Annual Return on the Charter (ARC). These are specifically noted as such in the body of the report.

1.5 Survey fieldwork took place over the period from mid-February to mid-April 2026.

1.6 A total of 927 tenant households were identified and all were contacted in advance to provide background information on the survey. The primary survey method for the survey was telephone interview. From the total database of tenant households provided to IBP, telephone numbers were available in a total of 813 cases.[5] IBP were able to secure a total of 253 responses through the telephone route.

Respondents were given the opportunity to request a paper copy of the questionnaire and 2 responses were secured in this way.

A small minority of tenants requested to complete the survey online and a further 10 responses were secured in this way.

The total response level overall was, therefore, 265, of which 12 (4%) were by post / online and 253 by telephone (96%). This represents an overall response rate of 29% based on a population of 927 tenant households. An overall sample size of 265 provides data accurate to +/- 5.09%, which is a robust sample size for a survey of this nature and is broadly in line the target figure of +/- 5% set out in the Scottish Housing Regulator's guidance on survey questions pertaining to the ARC return.[6]

[4] Appendices have been provided under separate cover.

[5] This figure also takes account of changed / wrong numbers and opt-outs.

[6] The response rate was below the target set of 40%, which would have equated to 371 responses achieving a margin of error of +/-3.94%.

1.7 This methodology differs somewhat from the most recent survey in 2024 where tenant households for whom no telephone number was available or who could not be contacted by telephone were contacted by email with an invitation to complete the survey online. In 2024, a total of 337 responses were secured, of which 274 were by telephone (81%) and 63 (19%) were online. In 2022, the main method of data gathering was a postal self-completion survey, including an initial mailing and reminder mailing, with a programme of follow-up telephone interviews being undertaken. A total of 377 responses were secured of which 242 were by post (64%) and 135 were by telephone (36%).

1.8 Throughout this report we have provided comment on the results by location (in particular, respondents from Kirkwall compared to respondents from elsewhere in the Orkney Islands). We have also commented, where appropriate, on the differences in response from different demographic groups.

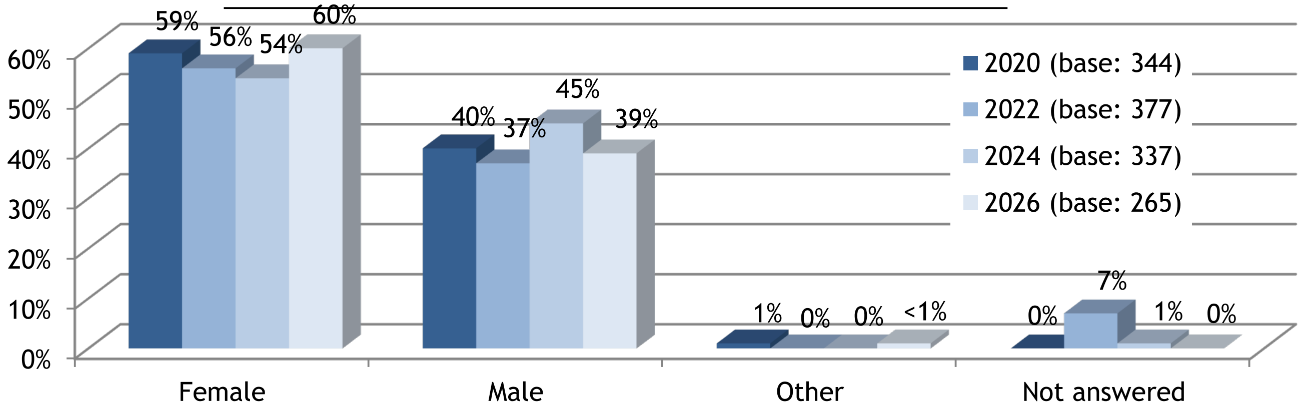
1.9 Interviewers were able to note any specific comments made by respondents in relation to each of the survey themes. Where appropriate, we have commented on any common themes that have arisen from these open-ended comments.

1.10 The full cross-tabulated results are presented as Appendix 2 including a detailed breakdown of responses by various respondent criteria. Appendix 3 includes the full listing of the additional open-ended comments that were noted by interviewers.

2.0 Respondent Profile

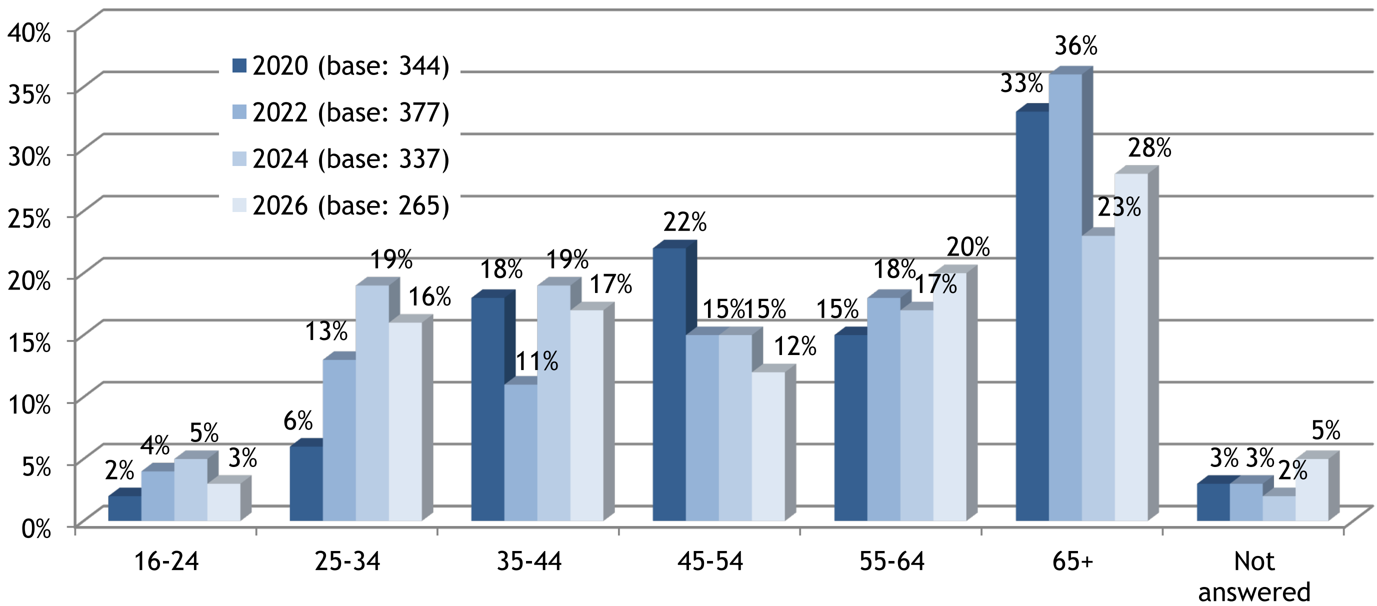
2.1 The profile of respondents by gender is illustrated in Figure 2.1. This shows a similar profile to 2024 where respondents are more likely to be female, although this has increased from 54% to 60%. This is typical in surveys of this nature.

Figure 2.2: Gender of Respondents



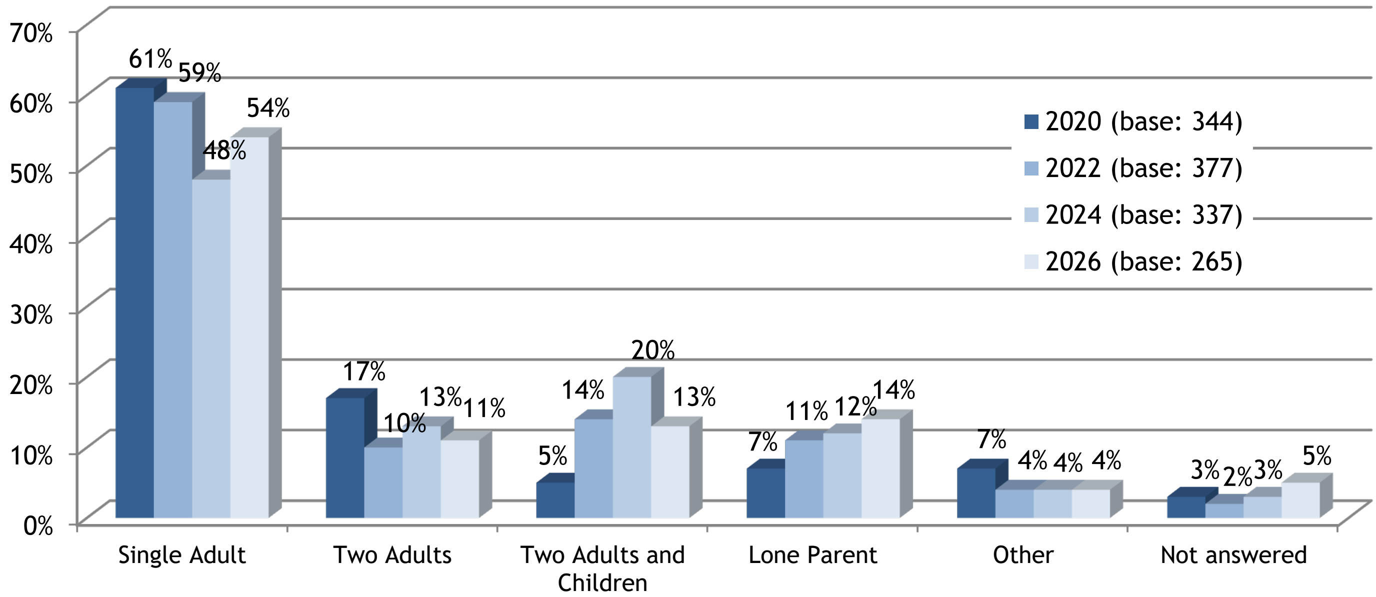
2.2 Figure 2.2 illustrates the age ranges of respondents. Compared to 2024, there is a lower proportion of tenants aged 16 to 44 (36%, down from 43%) and conversely a higher proportion of tenants aged 45 or over (60%, up from 55%).

Figure 2.4: Age of Respondent



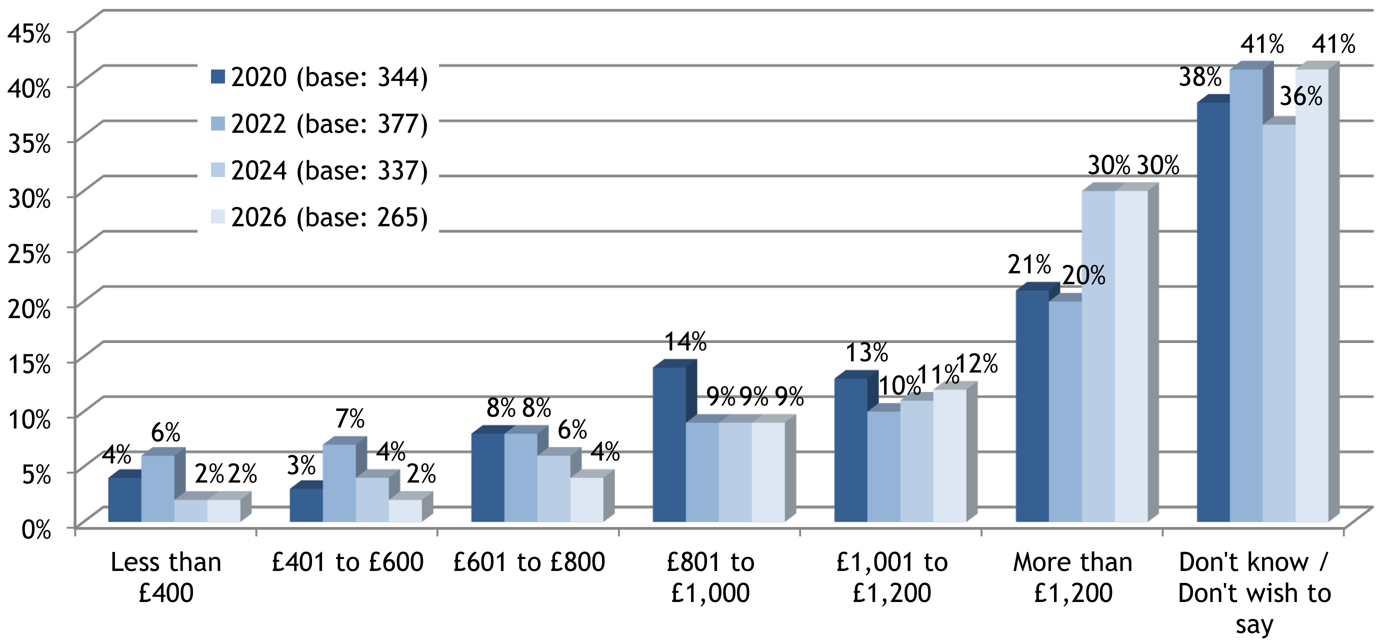
2.3 Figure 2.3 illustrates a broad range of household types with single occupancy households being the most common. This was also the case in previous surveys.

Figure 2.3: Household Composition



2.4 Figure 2.4 illustrates the monthly **net** income of households which takes into account income from employment, pensions, benefits (excluding Housing Benefit) and interest from savings. As shown, a large minority (41%) either did not know or refused to provide this information (which is common in surveys of this nature). However, 59% of respondents did provide this information.

Figure 2.4: Monthly Household Income



Taking the mid-points from the above income bands (assuming "less than £400" as "£400" and "more than £1,200" as "£1,200") we can calculate that the minimum average net income per household is as follows:

- Average net **weekly** income per household – £240.98 (compared with £233.79 in 2024, £208.72 in 2022 and £221.99 in 2020)

- Average net **monthly** income per household – £1,044.23 (compared with £1,013.08 in 2024, £904.46 in 2022 and £961.67 in 2020)

- Average net **annual** income per household - £12,530.76 (compared with £12,157.01 in 2024, £10,853.57 in 2022 and £11.543.64 in 2020).

Although average income figures are slightly higher than the previous year, the proportion of the achieved sample being in employment is slightly lower than the previous year (i.e. 47% in either full time, part time or self-employment, compared with 53% in 2024). However, it should be noted that the above average income figures are based on information provided by 156 respondents (compared with 214 in 2024).

2.6 56% of respondents say that they, or a member of their household, have a physical or mental health condition or illness lasting or expected to last 12 months or more (49% in 2024). Table 2.1 illustrates the nature of the disability.[7]

Table 2.1: Nature of Disability

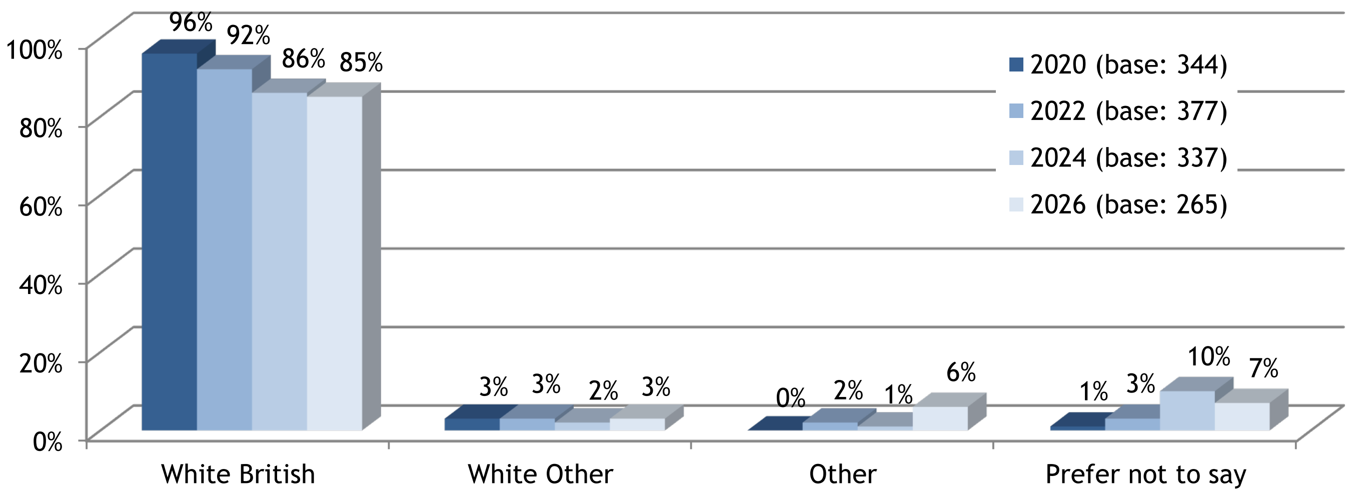
Nature of Disability	2024	2026
Physical impairment	34%	31%
Mental health issue	36%	29%
Neuro-divergent condition	21%	7%
Learning difficulties	2%	5%
Autoimmune	8%	4%
Sensory impairment: hearing	2%	3%
Sensory impairment: visual	5%	1%
Other	15%	29%
Prefer not to say	13%	14%
Base:	163	149

[7] The options for nature of disability have were updated in 2024 and are not comparable with surveys prior to this.

Most commonly, those with a disability had a physical impairment (31%, compared with 34% in 2024) or a mental health issue (29%, compared with 36% previously). There has been a large decrease in those who have a neuro-divergent condition (7%, down from 21% in 2024).

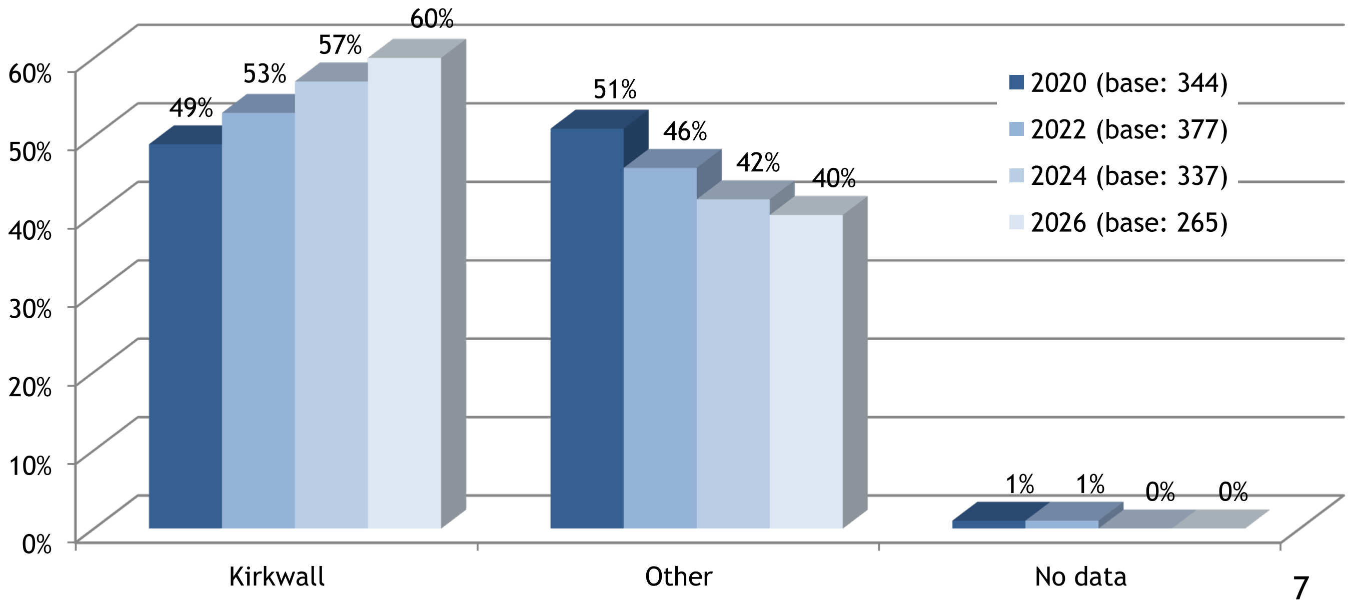
2.7 Figure 2.7 compares the ethnic origin of respondents. As shown, the vast majority of respondents (85%) are of White British origin. Again, a broadly similar profile was recorded in 2024.

Figure 2.7: Ethnic Group



2.8 The geographical profile of respondents is illustrated in Figure 2.8. This shows that respondents were broadly split between those living in Kirkwall (60%) and those living elsewhere (40%). This profile has a very slightly higher proportion of Kirkwall tenants than previously.

Figure 2.8: Geographical Profile



KEY POINTS IN RELATION TO RESPONDENT PROFILE

The profile of survey respondents in relation to gender was broadly similar to that in the Housing Service's most recent survey in 2024, with 60% of respondents being female and 39% being male.

Compared to 2024, the sample had a slightly older age profile, with 60% being aged 45 or over compared to 55% in 2024. There were slightly fewer respondents aged 16-44 compared to 2024 (36% in 2026 compared to 43% in 2024).

Most commonly respondent households were single occupancy (54%, compared with 48% in 2024) while 11% were two adult, no children households (down slightly from 13%), 14% were lone parents (up slightly from 12%) and 13% were families with children (down from 20%).

The average net monthly income per household was estimated at £1,044.23 (up from £1,013.08 in 2024).

56% of respondents say that they or someone in their household have a physical illness or mental health condition or illness expected to last 12 months or more (49% in 2024).

Respondents were broadly split between Kirkwall (60%) and elsewhere in the Orkney Islands (40%). No location information could be identified for less than 1%. This profile was broadly similar for the 2024 survey but has a slightly higher proportion of Kirkwall tenants (57% previously).

3.0 Communications and Participation

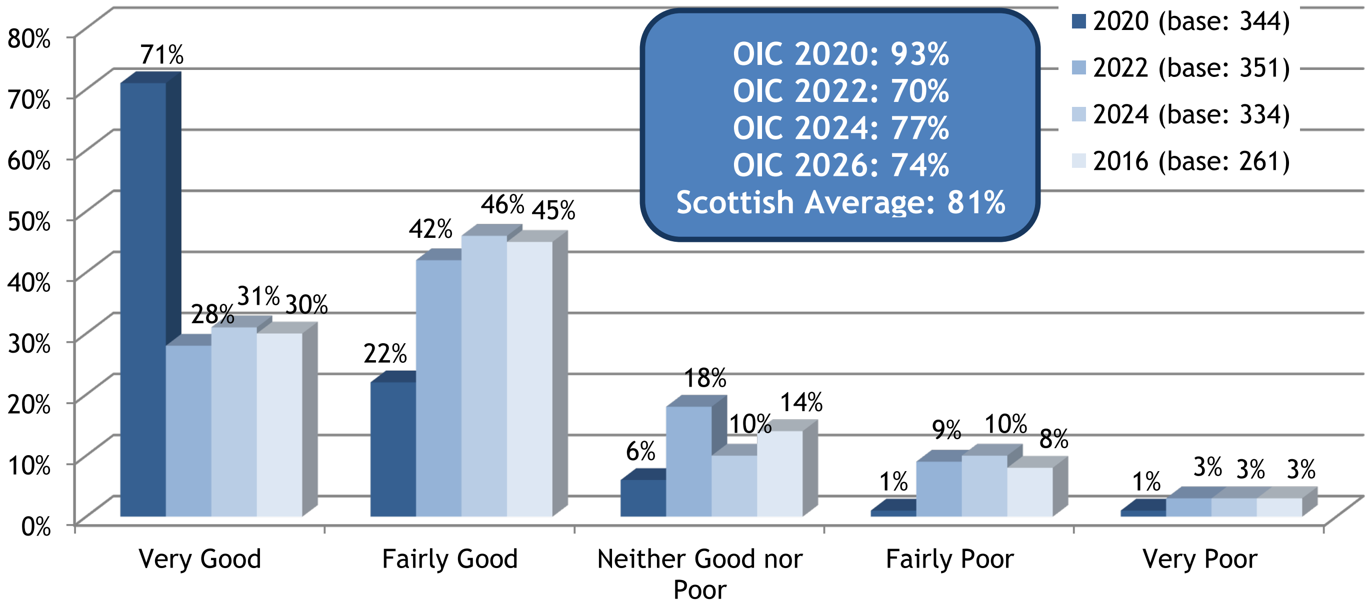
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (Charter Indicator 2).

3.1 The following question was posed with respect to the extent to which the Council's Housing Service is seen to keep tenants informed about their services and decisions:

"How good or poor do you feel the Housing Service is at keeping you informed about their services and decisions?"

The results are set out in Figure 3.1 below[8].

Figure 3.1: Being Kept Informed



As shown above, 74% of tenants rate the Housing Service as very or fairly good in relation to keeping them informed about their services and decisions (down from 77% in 2024 and slightly lower than the Scottish average of 81%[9]). A small minority (11%, down slightly from 13% in 2024) rated the Council as very or fairly poor.

[8] It should be noted that throughout the survey a small number of respondents may not have answered all questions. The base quoted is each case is the actual number of respondents. In some cases, responses may not sum to 100% due to rounding.

[9] Scottish Average figures throughout this report are quoted from the Scottish Housing Regulator's Charter Indicators and Data by Outcomes and Standards for Local Authorities 2024-25. It should be noted that this data can date back some years and so these comparisons should be treated with caution.

Ratings for this aspect of service are lower in other areas (68%), when compared to Kirkwall (78%).

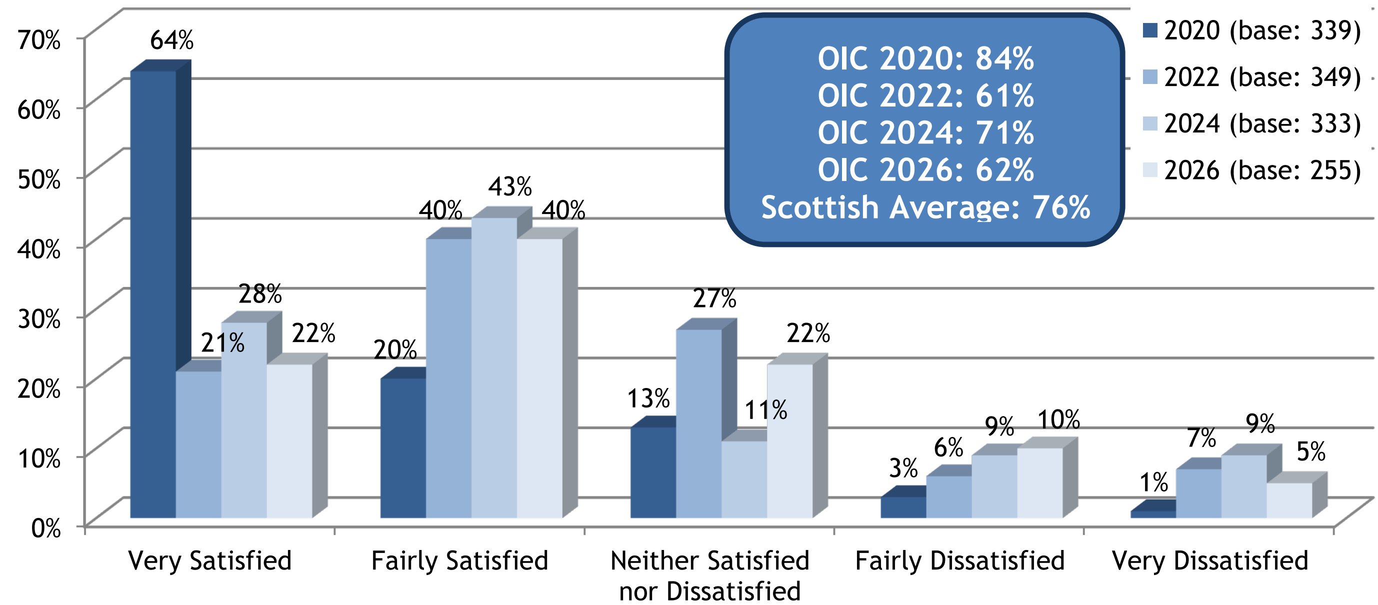
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes (Charter Indicator 5).

3.2 The following question was posed with respect to satisfaction with the opportunities given to participate in the Housing Service's decision-making processes:

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

The results are set out in Figure 3.2 below.

Figure 3.2: Satisfaction with Opportunities to Take Part in the Housing Service's Decision Making Processes



The majority of respondents were very or fairly satisfied that they have the opportunity to take part in the Housing Service's decision making processes (62%, down from 71% in 2024 and lower than the Scottish average of 76%). A small minority expressed dissatisfaction (15%, down slightly from 18% in 2024).

Satisfaction levels are slightly higher than the average figure amongst respondents in Kirkwall (64%) compared with respondents in other areas (61%).

Key Points in Relation to Communications and Participation

There has been a slight decline in the proportion of tenants who feel that the Housing Service is good at keeping them informed about their services and decisions. This figure has decreased from 77% in 2024 to 74% in 2026.

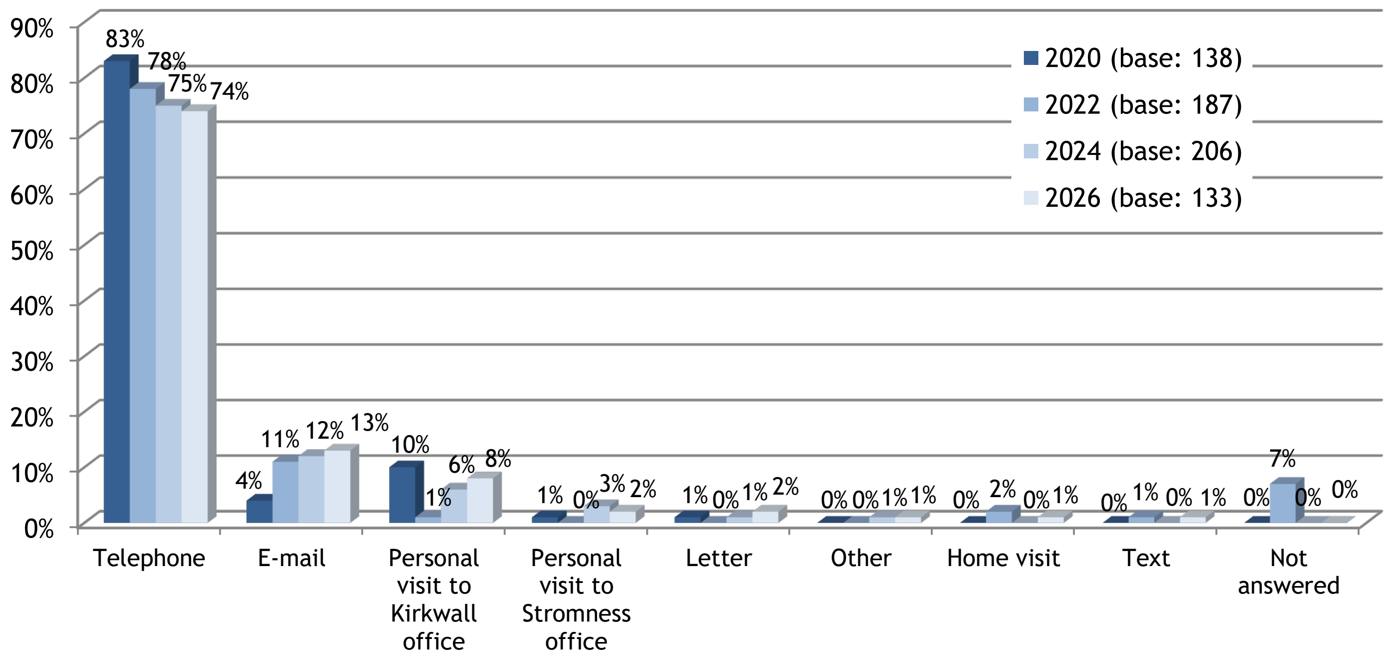
This pattern is more evident in relation to satisfaction with opportunities to take part in the Housing Service's decision making processes, which has decreased from 71% to 62% between 2024 and 2026.

4.0 CONTACT WITH THE HOUSING SERVICE

4.1 50% of respondents have contacted the Housing Service in the last 12 months with a query other than to pay their rent (61% in 2024). The methods by which respondents last contacted the Housing Service are illustrated in Figure 4.1.

Figure 4.1: Method of Contact

How did you last contact the Housing Service?
Base is only those that have contacted the Council's Housing Service in the last 12 months with a query other than to pay their rent or a service charge.



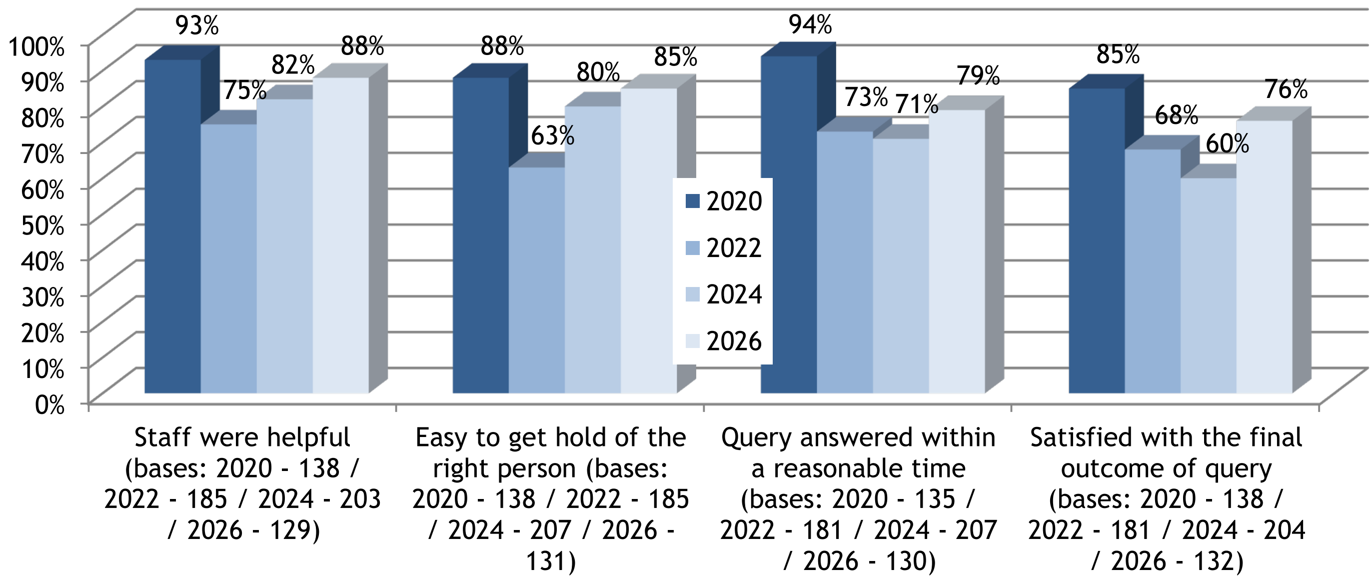
As shown, respondents mainly contact the Housing Service by telephone (74%, down slightly from 75% in 2024), followed to a much lesser extent by email (13%, up slightly from 12%). Comparatively few people make contact by other means.

Respondents in other areas were slightly less likely to contact the housing service by telephone (67%) when compared to respondents from Kirkwall (80%). The opposite was true in relation to contacting the housing service by email (19% in other areas and 9% in Kirkwall).

4.2 Figure 4.2 illustrates respondents' perception of a range of aspects of customer service such as ease of getting hold of the right person, helpfulness of staff, time taken to deal with the query and satisfaction with the outcome of the query.

Figure 4.2: Aspects of Customer Service

Was getting hold of the right person easy or difficult?
Did you find the Housing Service's staff helpful or unhelpful?
Was your query answered within a reasonable time?
How satisfied or dissatisfied were you with the final outcome of your query?
Bases are only those that have made contact in last 12 months and gave an answer.



The Housing Service is rated positively in relation to all of the above aspects of customer service, particularly in relation to helpfulness of staff (88%, up from 82% in 2024) and ease of getting hold of the right person (85%, up significantly from 80%). These figures have also improved in relation to queries being answered in an acceptable time (79%, up from 71%) and satisfaction with the final outcome of the query (76%, up significantly from 60%).[10]

Respondents in Kirkwall were significantly more likely than respondents in other areas to provide a positive rating in relation to query being answered within a reasonable time (83%, compared to 73% in other areas), satisfaction with the final outcome of the query (80%, compared to 69% in other areas) and ease of getting hold of the right person (90%, compared to 79% in other areas). Although, in relation to staff being helpful respondents in other areas were slightly more positive (88%, compared to 87% in Kirkwall).

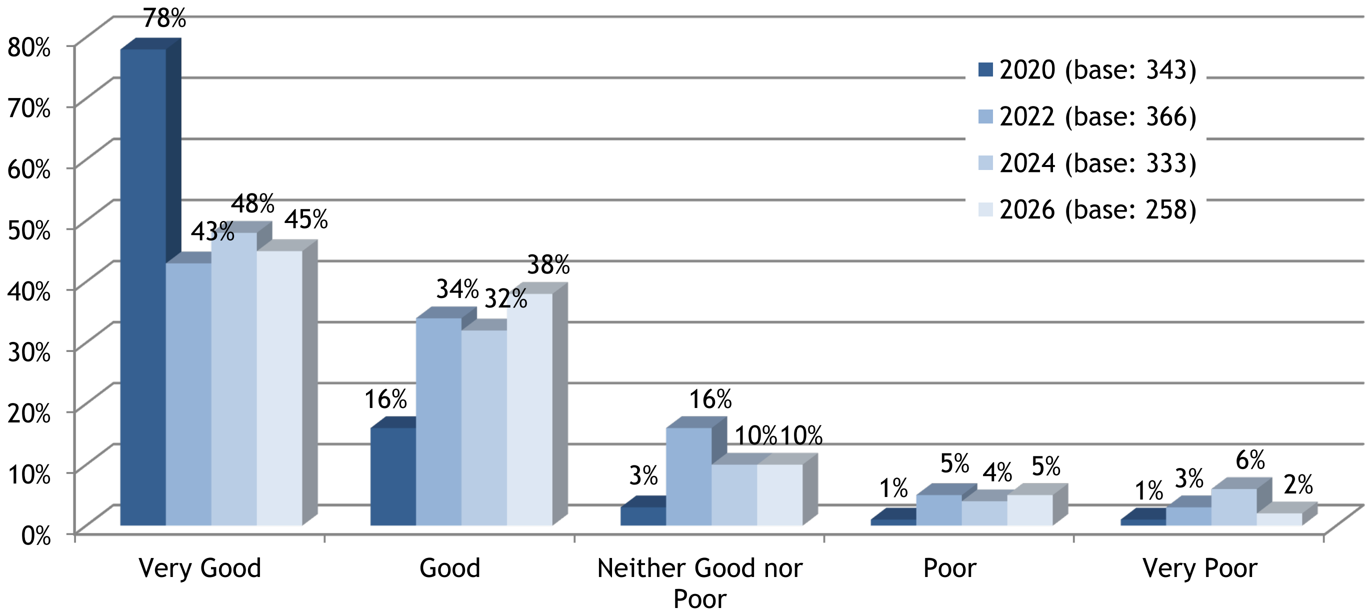
[10] Throughout this report "significant" generally refers to percentage figures being 10% more or less, than 2024 figures.

4.3 Comments made by respondents in relation to difficulties they found getting hold of the right person mainly referred to issues getting passed between departments and calls not being answered or returned. A full list of these comments can be found in Appendix 3.

4.4 Figure 4.3 illustrates respondents' overall rating of the quality of customer service provided by the Council.

Figure 4.3: Overall View of Quality of Customer Service

What is your overall view of the quality of customer service provided by the Housing Service?
Base is only those that provided an answer.



The Housing Service achieves a high rating in relation to the overall quality of customer service with 83% of respondents rating it as good or very good (up from 80% in 2024). Only a small minority rated it as poor or very poor (7%, down from 10%) and the remaining 10% gave a neutral response (also 10% previously).

Respondents in Kirkwall (86%) were more likely to give a positive rating when compared with other areas (80%).

KEY POINTS IN RELATION TO CONTACT WITH THE HOUSING SERVICE

50% of respondents said that they had contacted the Council's Housing Service in the last 12 months with a query other than to pay their rent or a service charge (down from 61% in 2024).

Respondents' last method of contact with the Council was mainly by telephone (74%, down slightly from 75% in 2024) or by email (13%, up slightly from 12% in 2024). There continues to be a small minority contacting the Housing Service by any other means.

The Council continues to achieve positive ratings across a number of aspects of customer service and the extent of this has improved in relation to all aspects. 88% of respondents indicate that staff were helpful compared to 82% in 2024; 85% said it was easy to get hold of the right person compared to 80% in 2024; 79% indicated that their query was answered within a reasonable time compared to 71% in 2024; 76% expressed satisfaction with the final outcome of their query compared with 60% in 2024.

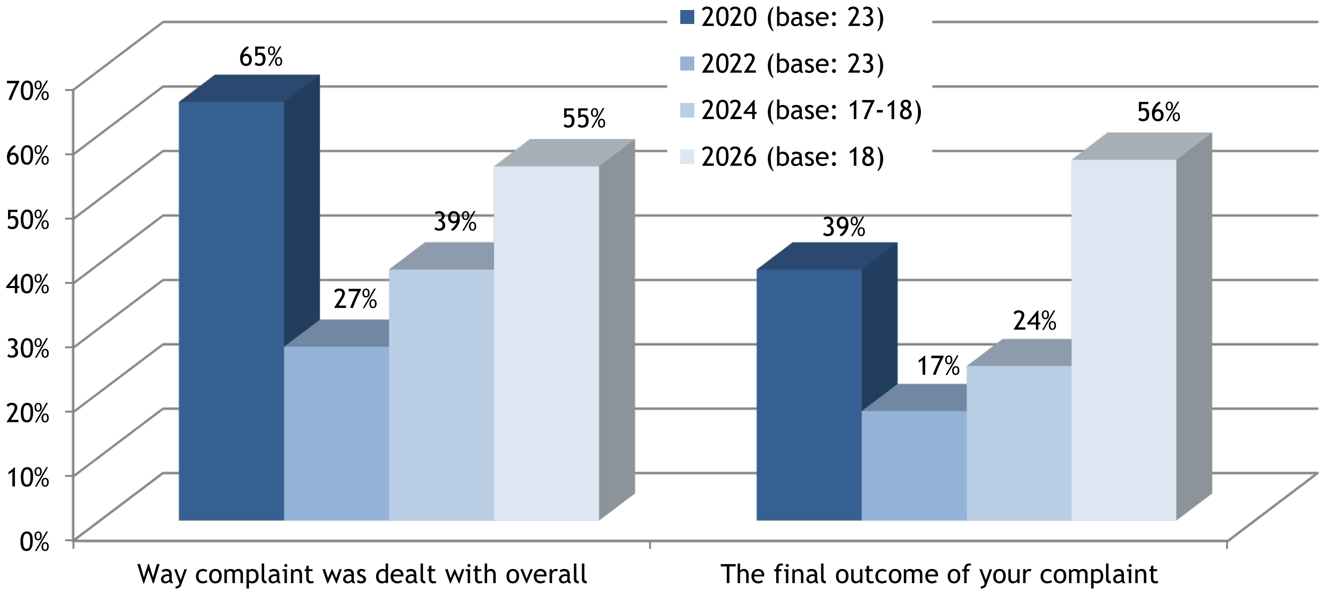
Overall, 83% of respondents had a positive view of the overall quality of customer service compared to 80% in 2024.

5.0 Complaints Policy

5.1 60% of respondents are aware of the Housing Service's complaints policy (also 60% in 2024). Amongst all respondents, 7% have made a complaint to the Housing Service in the last 12 months (5% in 2024). Figure 5.1 illustrates the combined figures for very or fairly satisfied and compares this to the results from 2024, 2022 and 2020.[11]

Figure 5.1: Satisfaction with Aspects of Complaints Service

How satisfied or dissatisfied were you with the following aspects of the complaints service?
Bases are only those that have made a complaint in the last 12 months.



Amongst respondents that have made a complaint to the Housing Service in the last 12 months (18 people), satisfaction is highest in relation to the final outcome of their complaint (56%, up substantially from 24% in 2024). The majority of tenants were very or fairly satisfied with the way the complaint was dealt with overall (55%, up significantly from 39% in 2024).

[11] The very low base number of responses in each case should be noted.

Key Points in Relation to the Complaints Policy

The majority of respondents said they were aware of the Housing Service's complaints policy (60%, also 60% in 2024). The proportion that indicated they had made a complaint in the previous 12 months was 7%, up slightly from 5% in 2024. 56% expressed satisfaction with the final outcome of their complaint; this was substantially higher than the figure of 24% in 2024. 55% of those that said they had made a complaint expressed satisfaction with the way their complaint was handled overall, compared to 39% in 2024. It is important to note the very low base number of individuals who had made a complaint as this can mean that changes are based on responses from a very small group of people.

6.0 THE HOME

NEW TENANTS AND MOVING IN

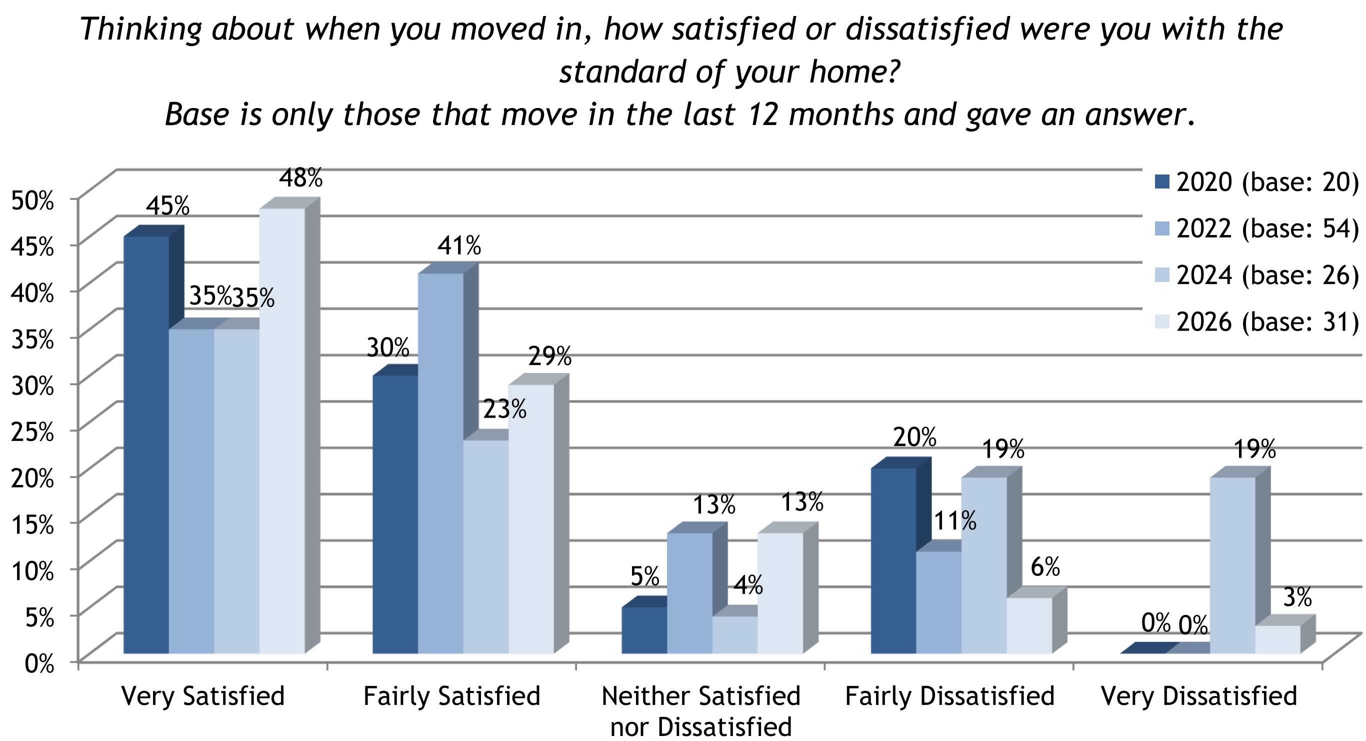
6.1 For this section, respondents were asked if they had moved into their property within the last year (that is, since January 2025). 12% (31 respondents, up from 8% / 26 respondents in 2024) said that they had done so, and the results set out below are based on only this group of respondents.[12]

6.2 The following question was posed with respect to satisfaction with the standard of the home when moving in:[13]

"Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?"

The results are set out in Figure 6.1 below.

Figure 6.1: Satisfaction with Standard of Home on Moving In



[12] It should be noted that this question was a former Charter Indicator but was removed as such by the Scottish Housing Regulator during 2019.

[13] The questionnaire indicated that "standard of your home" meant things like general state of repair and cleanliness and tidiness.

The majority of respondents that have moved into their home within the last year were very or fairly satisfied with the standard of their home when they moved in (77%, up significantly from 58% in 2024).

This satisfaction figure is higher amongst Kirkwall respondents (80%) compared with respondents in other areas (72%).

It should, however, be noted that these results are based on a small number of respondents.

6.3 Respondents that moved into their home within the last year were asked to say how satisfied or dissatisfied they were with a range of aspects relating to the moving in process. Table 6.1 details the combined figures for very or fairly satisfied and compares this to the results from 2024, 2022 and 2020.[14]

Table 6.1: Satisfaction with Aspects of Moving In Process

How satisfied or dissatisfied were you with each of the following issues when you moved into your home?
Bases are only those that moved in the last 12 months and gave an answer.

Aspect of moving in process	Very or Fairly Satisfied			
	2020	2022	2024	2026
The process of applying for a home[15]	-	76%	85%	87%
The condition of the home when you moved in[16]	63%	64%	58%	78%
Bases	**18-19**	**31-37**	**26**	**31**

The majority of tenants that moved into their home in the last 12 months were very or fairly satisfied with the process of applying for a home (87%, up slightly from 87% in 2024). Fewer respondents were very or fairly satisfied with the condition of the home when they moved in (78%, up significantly from 58%).

6.4 48% of respondents that had moved into their home in the last 12 months (15 respondents) had contact with the Council's homelessness and advice section over the past two years (compared with 54% / 14 respondents in 2024). Amongst these respondents, the vast majority (86%, down from 92% in 2024) were very or fairly satisfied with their dealings with the Council's homelessness and advice service.

[14] The low base number of responses in each case should be noted.

[15] "How easy it was to apply for a property" in 2022.

[16] "The decorative condition of your home on moving in" up to 2022.

6.5 80% of respondents that had moved into their home in the last 12 months (15 respondents) were provided with homeless accommodation (compared to 46%, 12 respondents in 2024). Amongst these respondents, 66% were very or fairly satisfied with the overall quality of the homeless accommodation they were provided with (compared with 100% in 2024).

QUALITY OF HOME

Percentage of tenants satisfied with the quality of their home (Charter Indicator 7).

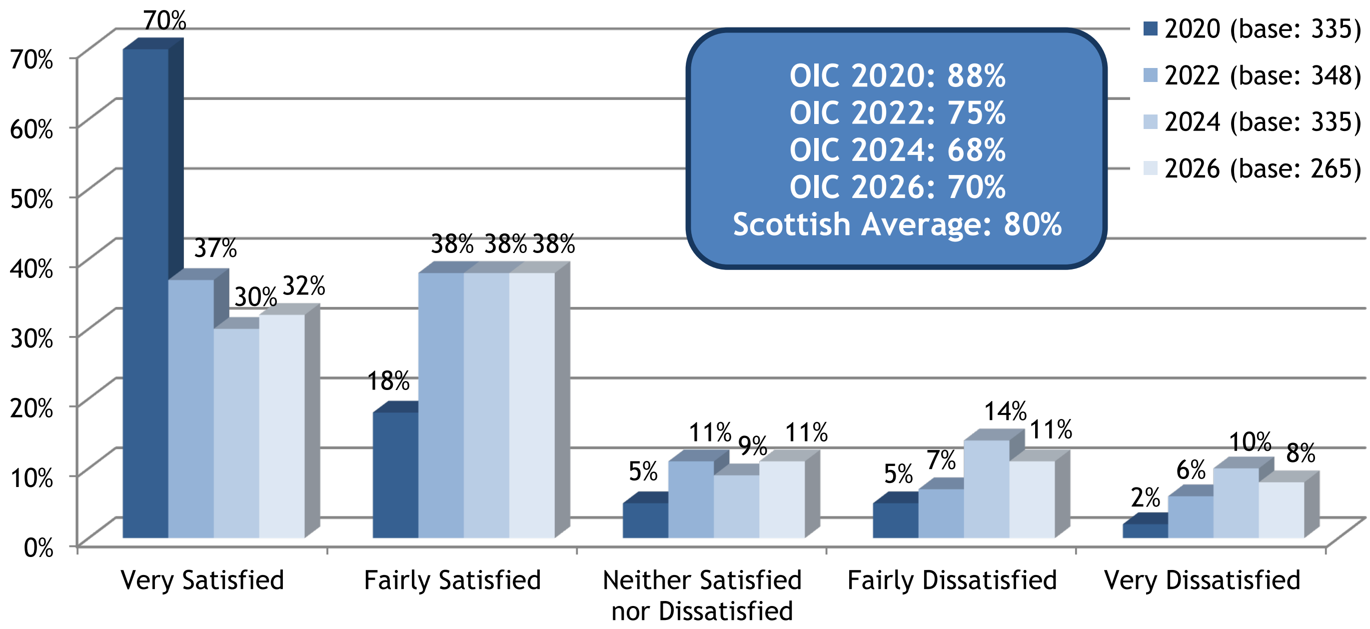
6.6 The following question was posed to all respondents with respect to satisfaction with the quality of their home:[17]

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

The results are set out in Figure 6.4.

Figure 6.4: Satisfaction with Quality of Home

Overall, how satisfied or dissatisfied are you with the quality of your home?
Base is only those that provided an answer.



[17] The questionnaire indicated that "quality of your home" referred to the quality to which homes were repaired and maintained by the landlord. It further noted that it included things like the general state of repair of the property and the standard of kitchen units and bathroom suites.

The majority of respondents (70%, up from 68% in 2024, but lower than the Scottish average of 80%) were very or fairly satisfied with the quality of their home overall. A significant minority were very or fairly dissatisfied (19%, compared to 24% in 2024) and the remaining 11% gave a neutral response (compared to 11% in 2024).

Kirkwall respondents provide a slightly higher level of satisfaction (71%) when compared to respondents from other areas (70%).

6.7 Table 6.1 details how satisfied or dissatisfied respondents are with aspects of their home. These figures are compared to the overall satisfaction figures from 2024.

Table 6.1: Satisfaction with Aspects of Home

How satisfied or dissatisfied are you with the following aspects of the inside of your home?

Aspect of Home	Very or Fairly Satisfied 2024	Very or Fairly Satisfied 2026	Very Satisfied	Fairly Satisfied	Neither Satisfied nor Dissatisfied	Fairly Dissatisfied	Very Dissatisfied	Base
External appearance of home	78%	87%	43%	44%	5%	4%	4%	262
Living room	84%	84%	45%	39%	6%	6%	4%	264
Bedroom(s)	78%	80%	42%	38%	6%	7%	7%	264
Kitchen	74%	78%	43%	35%	5%	10%	7%	265
Private Gardens	77%	73%	39%	34%	12%	4%	11%	251
Bathroom(s)	69%	71%	38%	33%	9%	13%	7%	265
Windows	65%	67%	40%	27%	6%	12%	16%	264
Doors	67%	67%	34%	33%	6%	14%	13%	264
Heating	51%	53%	28%	25%	7%	18%	23%	262

The majority of respondents were either very or fairly satisfied with all aspects of their home, most notably with the external appearance of the home (87%, up from 78% in 2024), the living room (84%, also 84% previously), bedrooms(s) (80%, up slightly from 78%) and kitchens (78%, up from 74%). However, respondents are significantly less likely to be satisfied with heating (53%, up slightly from 51%).

Satisfaction levels were comparable for respondents living in Kirkwall and respondents living in other areas in relation to external appearance (87% in both areas), living room (84%) and heating (53%). Levels of satisfaction were higher amongst respondents in Kirkwall in relation to bedrooms (81%, compared to 79% in other areas), kitchens (78%, compared to 76% in other areas) and bathrooms (75%, compared to 65% in other areas). Conversely, levels of satisfaction were higher amongst respondents in other areas in relation to private gardens (79%, compared to 69% in Kirkwall), windows (71%, compared to 64% in Kirkwall) and doors (70%, compared to 65% in Kirkwall).

6.8 Table 6.2 profiles the type of central heating respondents said they had in their home compared with the profile from 2024, 2022 and 2020.

Table 6.2: Type of Heating

What kind of heating do you have?

Heating Type	2020	2022	2024	2026
Air source	15%	19%	18%	14%
Air-to-air	0%	0%	2%	0%
Ground source	6%	9%	5%	9%
Oil	0%	1%	0%	2%
Open coal fire	2%	1%	1%	1%
Solar / photovoltaic panels	1%	0%	0%	1%
Solid fuel with back boiler	1%	3%	1%	0%
Storage heating	67%	54%	59%	56%
Other	6%	7%	8%	12%
Not sure	2%	6%	5%	6%
Base	343	333	336	263

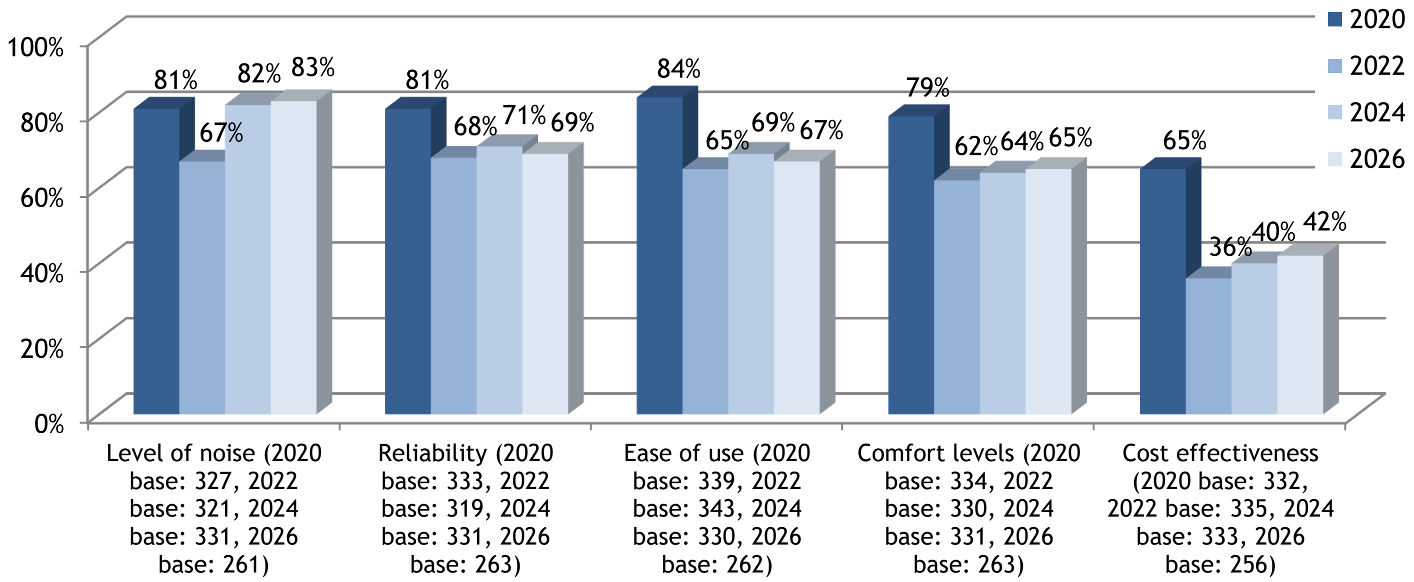
As shown above, the profile shows a slightly lower proportion of respondents with storage heating (56%, compared to 59% previously) and air source heating (14%, compared to 18%) and a slightly greater proportion of respondents with ground source heating (9%, up from 5%).

This profile is also broadly similar across Kirkwall and other areas, although storage heating was more common in Kirkwall when compared with other areas (59%, compared with 50% in other areas) and air source heating was significantly more common in other areas (21%, compared with 9% in Kirkwall).

6.9 Respondents' rating of their heating system is illustrated in Figure 6.5 below. This shows the proportion that rate their heating system as very good or good and is compared to the results from previous surveys back to 2020.

Figure 6.5: Rating of Aspects of Heating System

How would you rate your heating system according to the following?
Bases are those that gave an answer.

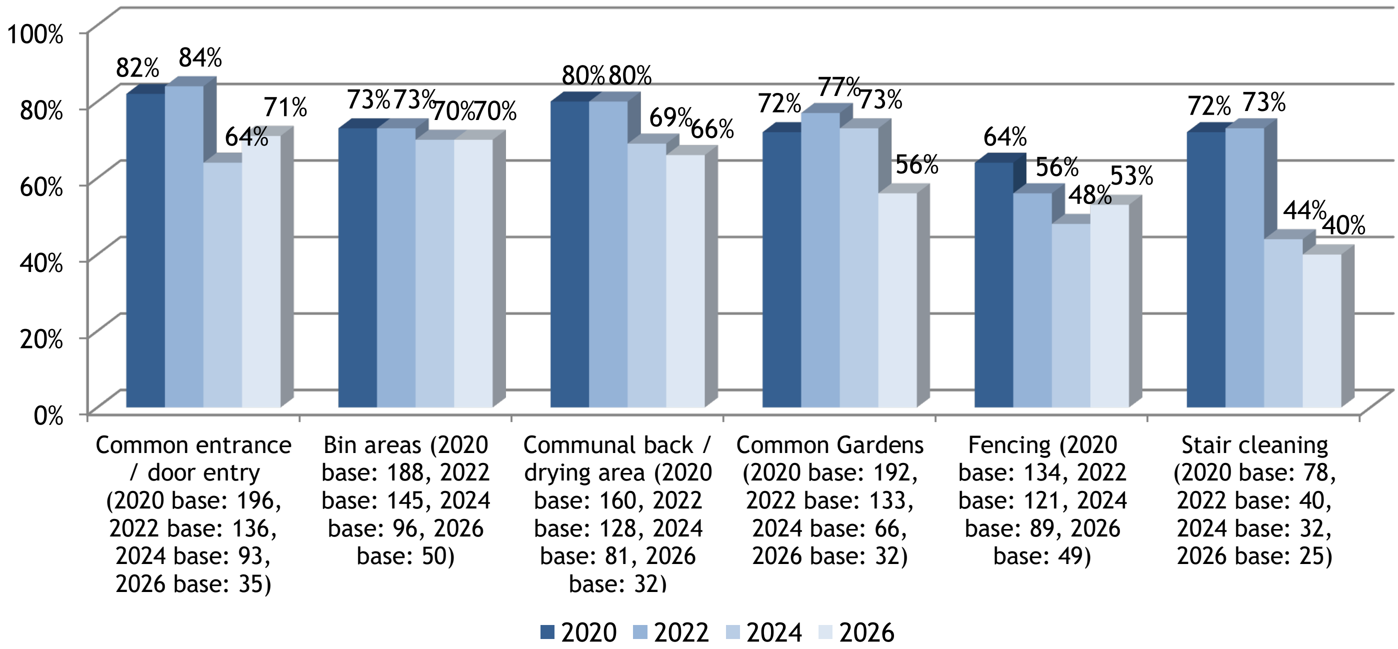


The majority of respondents rate most aspects of their heating systems as good or very good, with the exception being in relation to cost effectiveness where 42% rate it as very good or good (this is up slightly from 40% in 2024). Ratings were highest in relation to level of noise (83%, up slightly from 82% in 2024), followed by reliability (69%, down slightly from 71%), ease of use (67%, down slightly from 69%) and comfort levels (65%, up slightly 64%).

6.10 Figure 6.6 over the page illustrates how satisfied or dissatisfied respondents are with aspects of the common areas of their property. This shows the proportion that are very or fairly satisfied with aspects of the common areas of their property, again compared to the results from previous surveys.

Figure 6.6: Satisfaction with Common Areas

How satisfied are you with the common areas of your property (if relevant) with regard to the following?
Bases exclude 'Don't know / Not relevant' responses.



The majority of respondents were very or fairly satisfied with most aspects of the common areas of their property. This was the case in relation to: common entrance / door entry systems (71% very or fairly satisfied, up from 64% in 2024); bin areas (70%, also 70% previously); communal back / dying areas (66%, down slightly from 69%); common gardens (56% down significantly from 73%) and fencing (53%, up from 48%). Satisfaction was significantly lower in relation to stair cleaning (40%, down from 44% in 2024).

Satisfaction levels were higher amongst respondents in Kirkwall when compared to respondents from other areas in relation to bin areas (72%, compared to 65% for respondents in other areas), common gardens (57%, compared to 51% in other areas) and fencing (59%, compared to 47% in other areas). Conversely, satisfaction levels were higher amongst respondents in other areas compared to respondents in Kirkwall in relation to common entrance / door entry (83%, compared to 72% amongst Kirkwall respondents), communal back / drying area (66%, compared to 64% in Kirkwall) and stair cleaning (50%, compared to 38% in Kirkwall). It should be noted that these figures are based on a small number of tenants that have each of these common areas.

Key Points in Relation to the Home

Of those that moved into their home in the last year, the majority (77%, up significantly from 58% in 2024) were satisfied with the standard of their home when they moved in.

Amongst respondents that moved into their home in the last year the majority were also satisfied with all aspects of the moving in process, with a significant improvement in the proportion of respondents that expressed satisfaction with the condition of the home when they moved in (from 58% in 2024 to 78% in 2026). A slightly higher proportion of respondents were satisfied with the process for applying for a home (87%, up from 85%). Again, the small base number of responses for this specific question means that significant percentage changes can arise based only on the views of a small number of people.

15 respondents indicated that they had had contact with the Council's homelessness and advice section over the past two years or so. Of these, 86% expressed satisfaction (down slightly from 92% in 2024). 15 people indicated that they had been provided with homeless accommodation. Of these, 66% expressed satisfaction (down from 100% in 2024).

Overall, 70% of respondents said that they were satisfied with the overall quality of their home; this was up slightly from the 68% recorded in 2024.

The majority of respondents were very or fairly satisfied with a range of specific aspects of their homes and satisfaction figures recorded in 2026 were generally comparable or slightly higher than those recorded in 2024. The exception being, satisfaction with private gardens (73%, down from 77% in 2024).

Ratings or some aspects of heating systems have shown improvement since 2024 with the majority rating most aspects as good or very good. The exception related to cost effectiveness where 42% rate it as very good or good (this is up slightly from 40% in 2024).

Satisfaction with a number of aspects of common areas, where relevant to the tenant, has declined between 2024 and 2026. This was the case for each of communal back / dying areas (66%, down slightly from 69%); common gardens (56% down significantly from 73%) and stair cleaning (40%, down from 44% in 2024). Again, these results are based on a small number of respondents relative to the whole sample.

7.0 REPAIRS AND HOUSING SERVICES

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

7.1 With respect to the repairs service, respondents were asked firstly if they had any repairs carried out to their property in the last 12 months.[18] 60% of respondents indicated that this was the case (compared to 61% in 2024).

In line with the Regulator's guidance, the follow up question described below was asked of all respondents. However, the Regulator's guidance is that, although this question should be asked of all tenants, the information for the Annual Return on the Charter (ARC) should be based only on those that indicated that they had repairs carried out in the last 12 months. We have therefore set out the results below on this basis (that is, for those that indicate they have had repairs carried out over the past 12 months).

7.2 The following question was posed with respect to satisfaction with the repairs service:

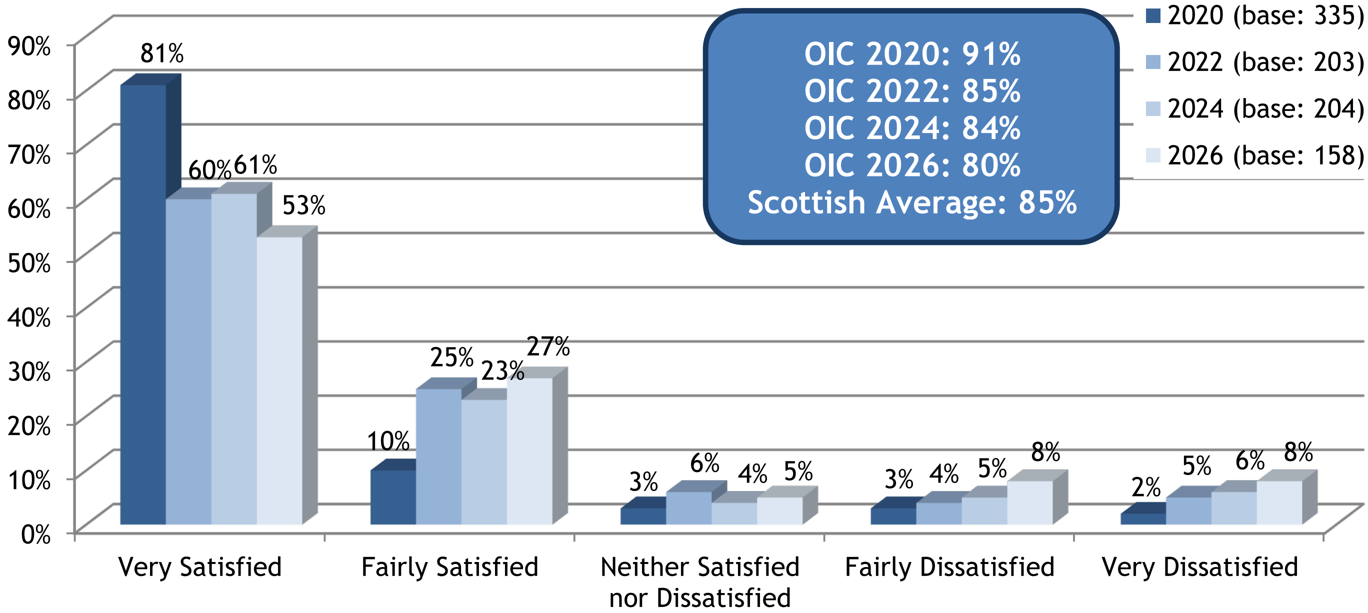
"Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by the Housing Service?"

The results are set out in Figure 7.1 on the following page.

[18] The questionnaire noted that repairs related to "reactive repairs" rather than any repairs or maintenance carried out as part of a planned programme.

Figure 7.1: Satisfaction with Repairs Service

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?
Base is only those that have had repairs carried out in the last 12 months.



Amongst those that have had repairs carried out in their home in the last 12 months, the Council achieves a high level of satisfaction with 80% of respondents being very or fairly satisfied (down slightly from 84% in 2024 and slightly lower than the Scottish average of 85%).

Satisfaction levels vary between respondents in Kirkwall (77%) and respondents from other areas (84%).

7.3 Figure 7.2a and 7.2b over the page illustrate how satisfied respondents were with aspects of the repairs service they received. This is based on respondents that have had repairs carried out in the last 12 months. This shows the proportion that are very or fairly satisfied with aspects of the repairs service compared to the results from previous surveys.

Figure 7.2a: Satisfaction with Aspects of Repairs Service

Thinking about the last time you had repairs carried out by the Housing Service, how satisfied or dissatisfied were you with each of the following?
Bases are only those that have had a repair carried out in the last 12 months and excludes 'Don't know / No opinion' responses.

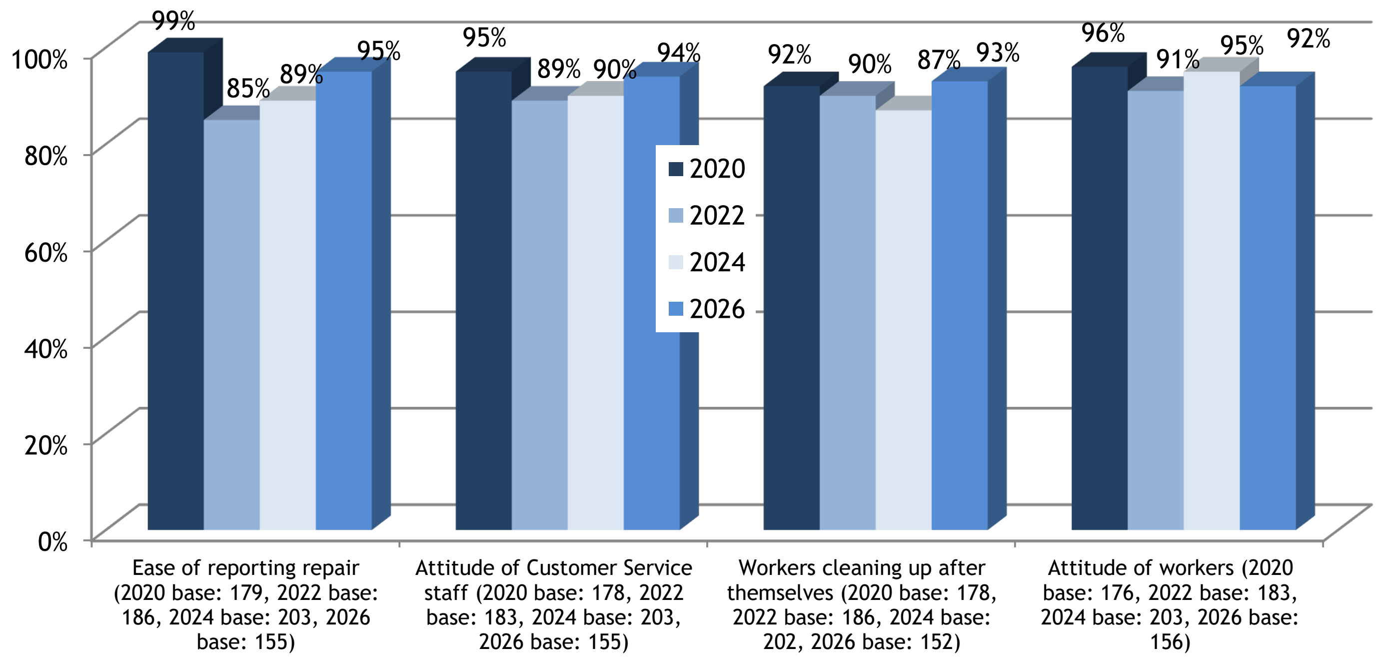
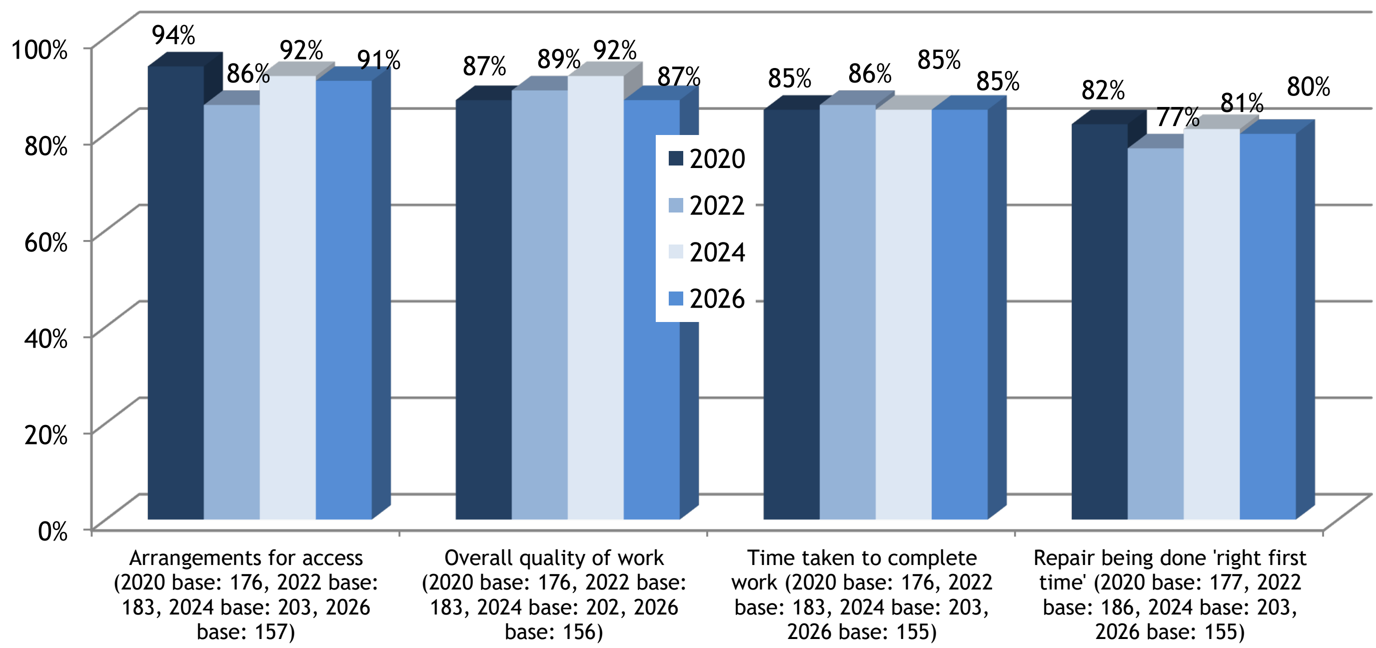


Figure 7.2b: Satisfaction with Aspects of Repairs Service (continued)

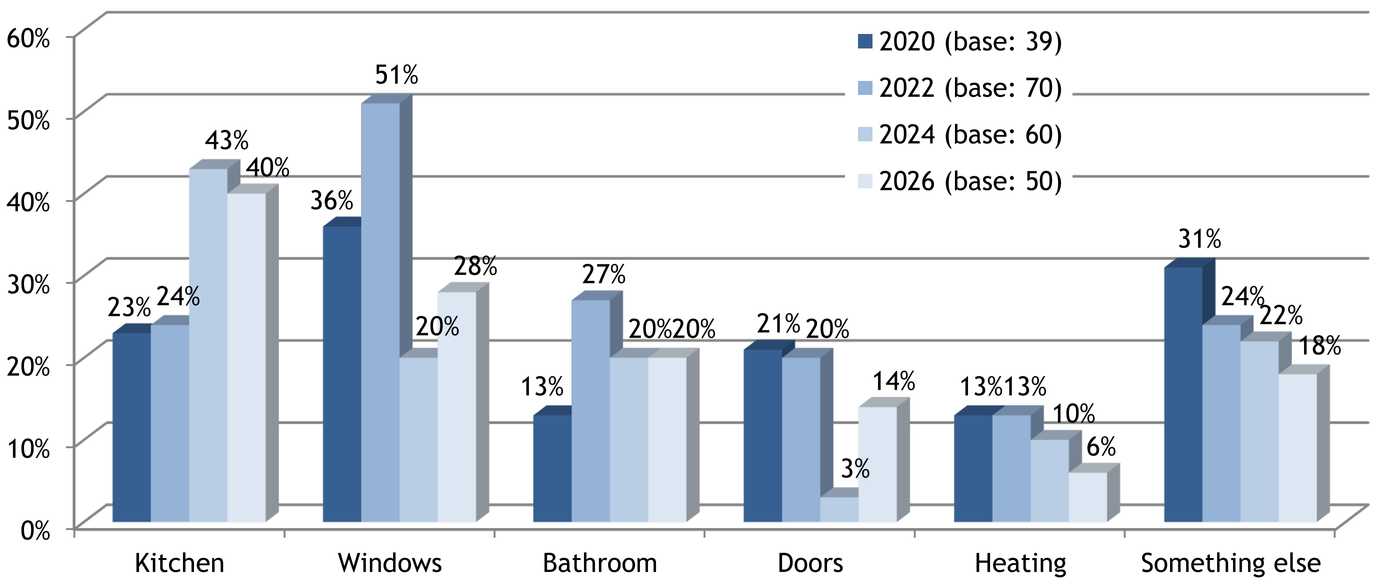


The majority of respondents were very or fairly satisfied with all aspects of the repairs service they have received in the last 12 months, particularly in relation to the ease of reporting the repair (955 very or fairly satisfied, up from 89% in 2024), the attitude customer service staff (94%, up from 90%), workers clearing up after themselves (93%, up from 87%), the attitude of workers (92%, up substantially from 67%) and the arrangements for worker access (91%, down slightly from 92%). Satisfaction levels are significantly lower by comparison in relation to the repair being done "right first time" (80%, down slightly from 81%); these are still very positive results.

7.4 19% of all respondents have had planned maintenance improvements carried out to their home in the last 2 years or so (18% in 2024). Figure 7.3 illustrates the improvements that respondents had carried out to their home.

Figure 7.3: Planned Maintenance Improvements

What improvements did this work include?
Bases exclude 'Don't know' responses.

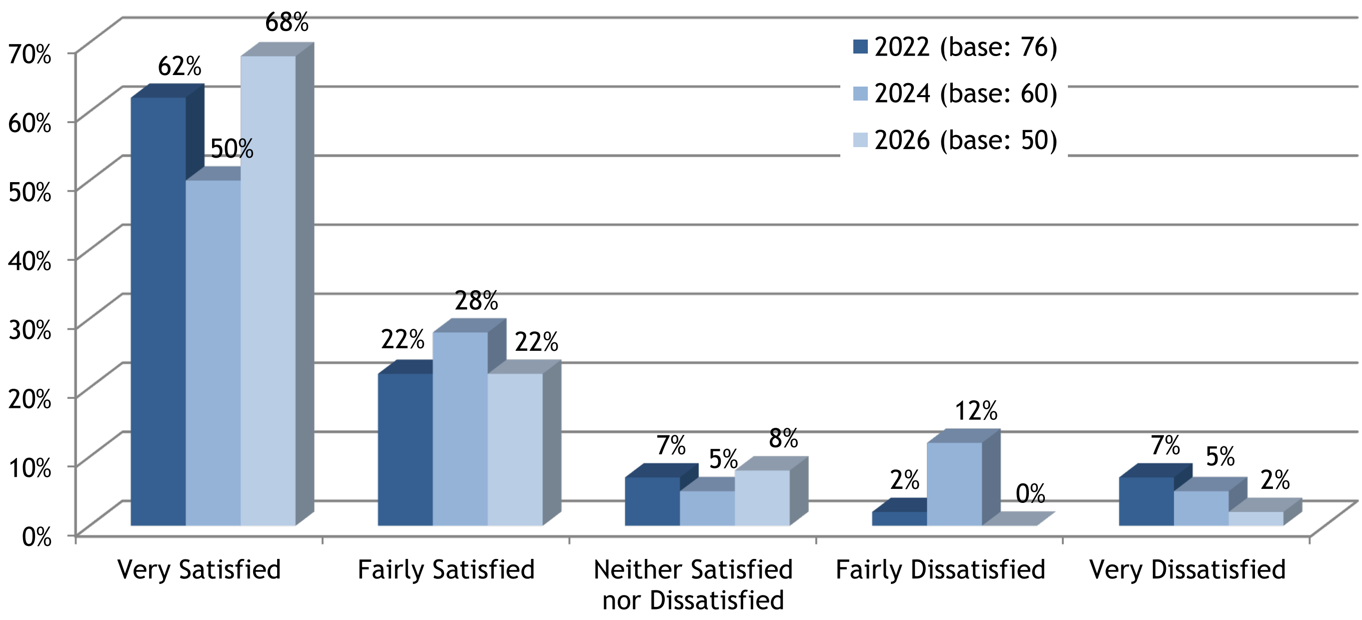


Amongst those that have had planned maintenance improvements carried out to their home over the last two years this most commonly related to kitchens (40%, down slightly from 40% in 2024), windows (28%, up from 20%) and bathrooms (20%, also 20% previously). Some respondents cited other types of specific improvements, a full listing of which can be found in the appendices.

7.5 Respondents' level of satisfaction with the planned maintenance work that was carried out in their home is detailed in Figure 7.4. This question was not asked prior to the 2022 survey.

Figure 7.4: Planned Maintenance Improvements

How satisfied or dissatisfied were you with the planned maintenance work that was carried out?
Bases exclude 'Don't know' responses.



The vast majority of tenants that have had planned maintenance carried out were very or fairly satisfied with the work done (90%, up significantly from 78% in 2024). Satisfaction with this was significantly lower amongst Kirkwall tenants (87%), compared with tenants elsewhere (100%).

Key Points in Relation to Repairs and Housing Services

The majority of respondents (60%, down slightly from 61% in 2024) indicated that they had repairs carried out in their home in the last 12 months.

Amongst those that have had repairs carried out in their home in the last 12 months, 80% were satisfied with the service they received (down slightly from 84% in 2024).

KEY POINTS IN RELATION TO REPAIRS AND HOUSING SERVICES (CONTINUED)

The vast majority of respondents that have had repairs carried out in their home in the last 12 months were very or fairly satisfied with a range of specific aspects of the service they received; the level of satisfaction with specific aspects of service has improved slightly in relation to ease of reporting the repair (95%, up from 89% in 2024), the attitude of customer service staff (94%, up from 90%) and workers clearing up after themselves (93%, up from 87%). Conversely, a slight decline in levels of satisfaction is evident in relation to the attitude of workers (92%, down from 95%), arrangements for worker access (91%, down slightly from 92%), overall quality of work (87%, down from 92%) and the repair being done 'right first time' (80%, down slightly from 81%).

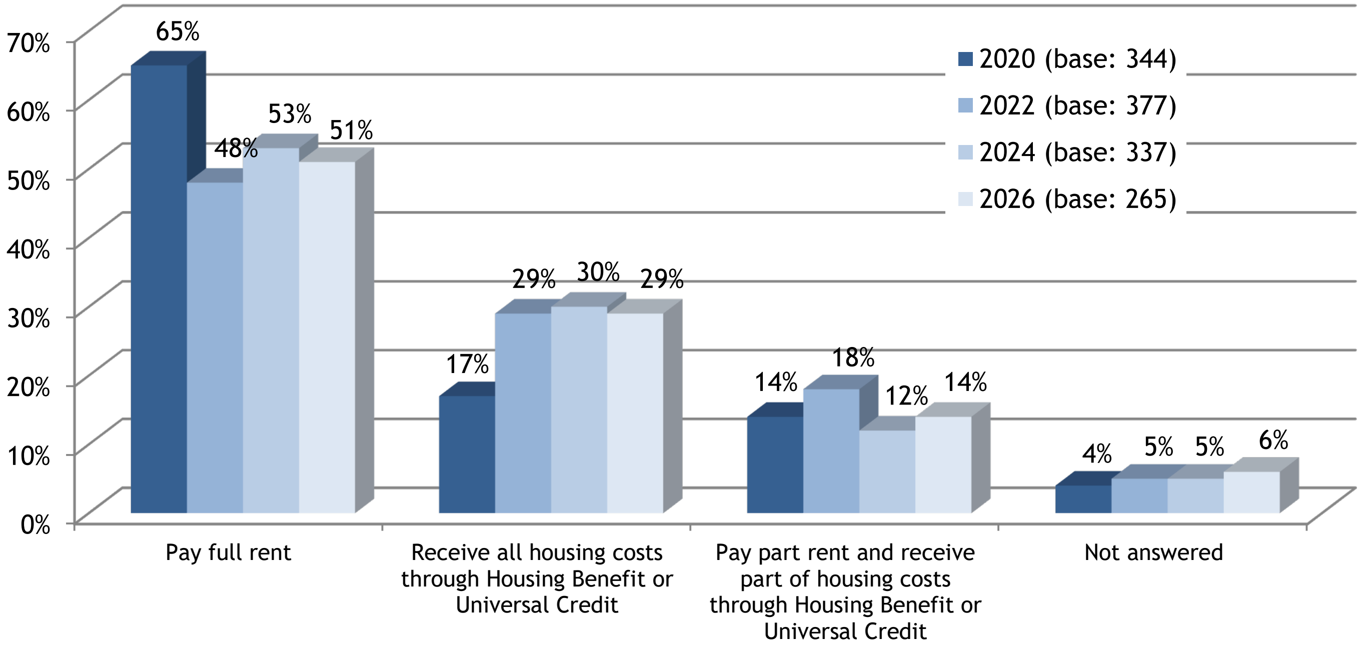
19% of respondents indicated that they had had planned maintenance improvements carried out in their home within the previous two years or so (this figure was 18% in 2024). 90% of those that had such work undertaken expressed satisfaction with it (up significantly from 78% in 2024).

Amongst all respondents, regardless of whether or not they have had repairs carried out in their home in the last 12 months, 80% were very or fairly satisfied overall with the Housing Service's repairs service (down very slightly from 81% in 2024).

8.0 RENT AND FINANCIAL ISSUES

8.1 Figure 8.1 illustrates whether respondents pay full rent, receive full Housing Benefit / Universal Credit or partial Housing Benefit / Universal Credit. This is compared to the profiles from 2024, 2022 and 2020.

Figure 8.1: Method of paying rent



The majority of respondents stated that they pay full rent (51%, down slightly from 53% in 2024) while 29% say they receive all housing costs through Housing Benefit or Universal Credit (down slightly from 30%). A further 14% say they pay part rent and receive part of their housing costs through Housing Benefit or Universal Credit (up slightly from 12%). The remaining 6% did not answer this question (up slightly from 5% in 2024).

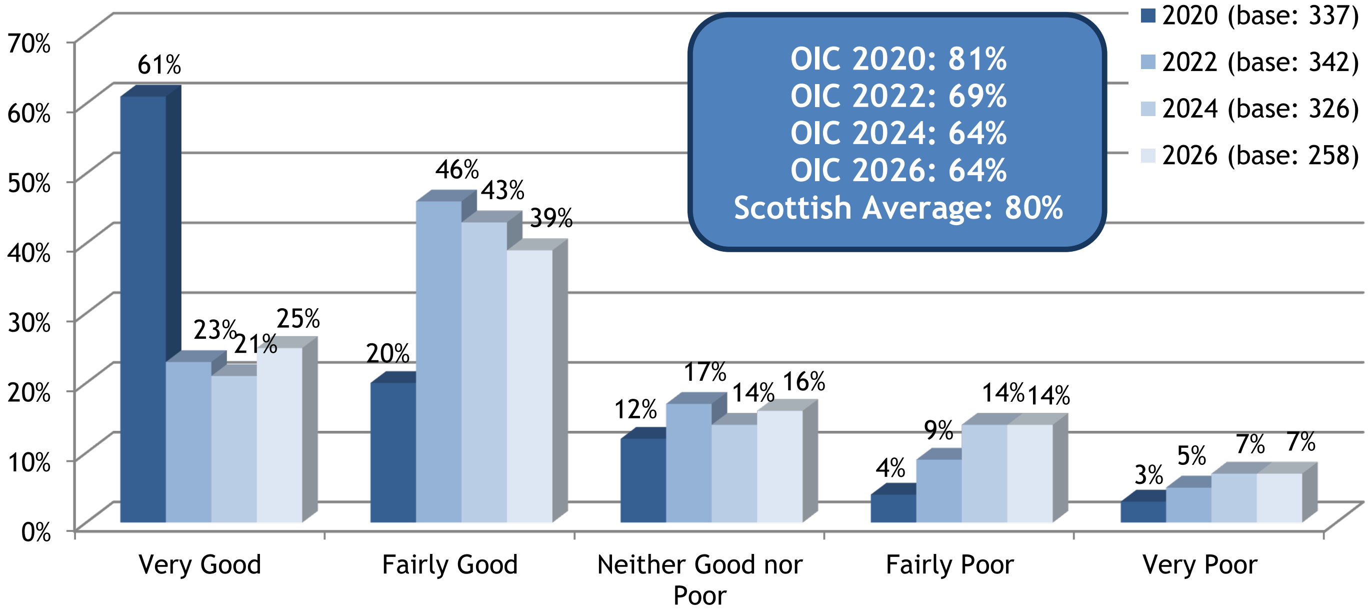
Percentage of tenants who feel the rent for their property represents good value for money (Charter Indicator 25).

8.2 The following question was posed with respect to the accommodation and services provided:

"Taking into account the accommodation and the services the Housing Service provides, do you think that the rent for this property represents good or poor value for money? Is it...."

The results are set out in Figure 8.2 over the page.

Figure 8.2: Rating of Value for Money of Rent



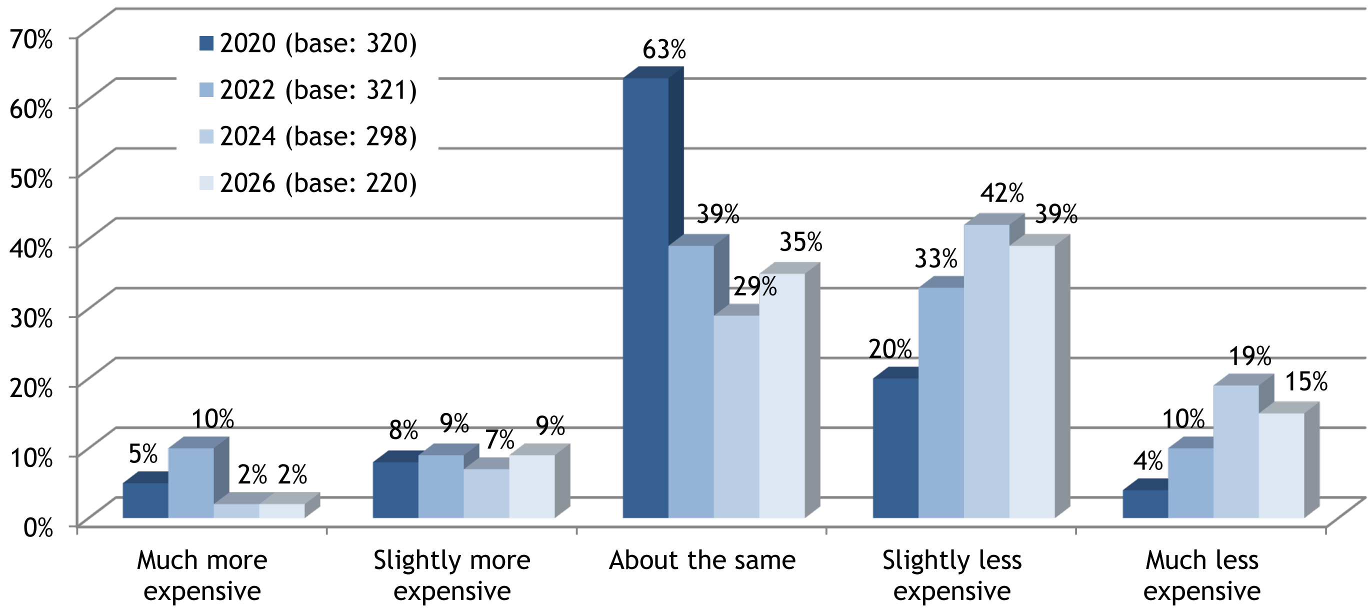
64% of respondents rate the rent that they pay as very or fairly good value for money (also 64% in 2024 and below the Scottish average of 80%) while 21% rate it as very or fairly poor (also 21% previously). A further 16% gave a neutral response (up slightly from 14%).

These results are very slightly more positive amongst Kirkwall respondents (64%) compared to respondents in other areas (63%).

8.3 Figure 8.3 over the page illustrates respondents' perception of rent levels for the Housing Service's properties compared to similar properties held by other landlords in the area. This is compared to the results from 2024, 2022 and 2020.

Figure 8.3: Rent Levels Compared to Other Landlords

How do you think rent levels for the Housing Service's properties compare to those of similar properties from other landlords in your area?



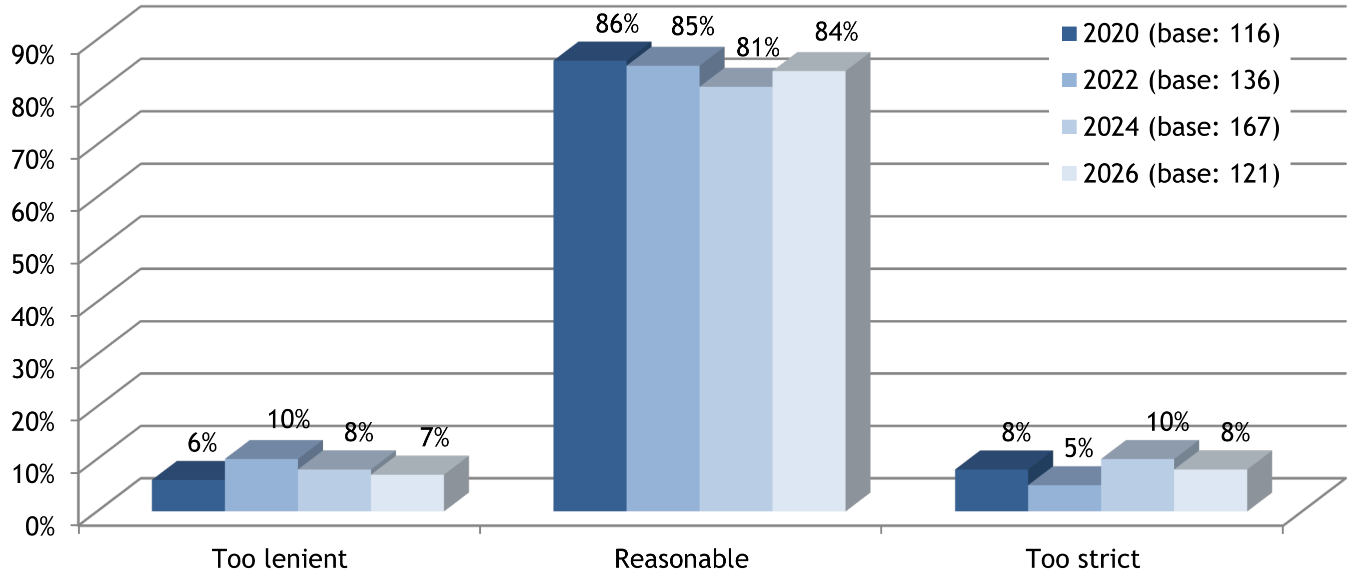
Overall, the majority of respondents indicated that they considered the Council's rents to be less expensive than those of other landlords (54%, down from 61% in 2024) compared to 11% that considered them to be more expensive (up from 9% in 2024). Also, a greater proportion indicated that rent levels were "about the same" (35%, up from 29%).

Kirkwall respondents are more likely than respondents in other areas to perceive that the Housing Service's rent levels were slightly or much less expensive (56%, compared with 49% respectively). However, Kirkwall tenants were slightly less likely to think that the Council's rents were more expensive than other landlords (9%, compared to 13% amongst tenants in other areas).

8.4 Respondents' perception of the Housing Service's approach to dealing with arrears is illustrated in Figure 8.4 over the page. This is compared to the results from 2024, 2022 and 2020.

Figure 8.4: The Housing Service's Approach to Dealing with Arrears

From what you know, which of the following statements best describes the Housing Service's approach to dealing with arrears?
Base excludes 'Don't know / No opinion' responses.



The majority of respondents that provided an answer (84%, up from 81% in 2024) perceive the Housing Service to have a reasonable approach to dealing with arrears while a further 7% perceive the Housing Service to be too lenient (down slightly from 8% in 2024) and 8% perceive the Housing Service to be too strict (down from 10% in 2024).

Key Points in Relation to Rent and Financial Issues

The profile of respondents by rent payment status is broadly similar to the previous survey with 51% paying full rent (compared with 53% in 2024), 29% having all costs met through Housing Benefit or Universal Credit (30% previously) and 14% paying part rent (12% previously).

64% of respondents considered their rent to be good value for money (also 64% in 2024).

Overall, 54% of respondents indicated that they considered the Council's rents to be less expensive than those of other landlords (down from 61% in 2024) compared to 11% that considered them to be more expensive (down slightly from 9%).

Key Points in Relation to Rent and Financial Issues (continued)

The great majority of respondents (84%) consider that the Housing Service’s approach to dealing with arrears is a reasonable one (the comparable figure in 2024 was 81%).

9.0 Affordability and Cost of Living Issues

9.1 The working status of the head of the household compared to the profile in 2024 and 2022 are detailed in Table 9.1.

Table 9.1: Working Status of Head of Household

What is the working status of the head of your household?

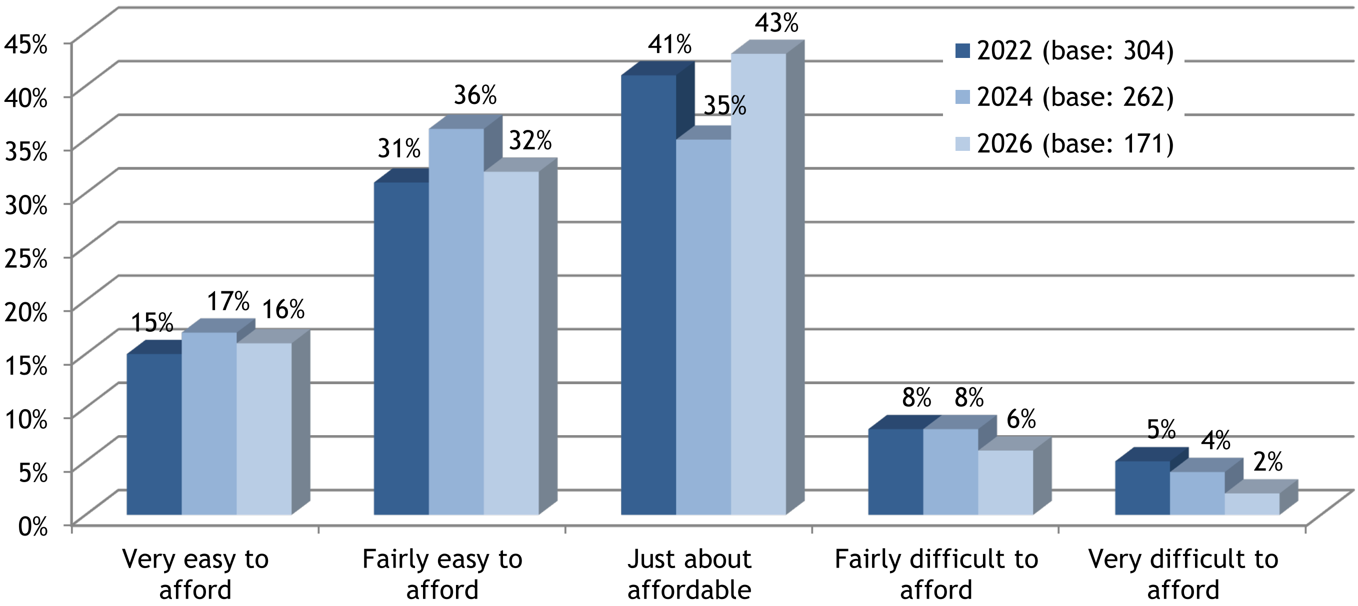
Working Status of Head of Household	2022	2024	2026
Employed full-time	21%	38%	31%
Employed part-time	12%	12%	12%
Self-employed	5%	3%	4%
In full-time education	-	1%	1%
Unemployed, seeking work	3%	2%	2%
Looking after home and family	2%	1%	1%
Not working due to ill health / disability	12%	20%	22%
Retired	43%	19%	24%
Other (please say what)	0%	2%	2%
Prefer not to say	2%	2%	3%
Base	**359**	**337**	**265**

As shown above, the profile above shows a slightly lower proportion in full time work (31%, down from 38%) or in work at all, the latter including people employed part-time or self-employed (47% compared to 53%). The proportion of respondents not working due to ill health or disability has increased slightly from 20% to 22% and there is a slightly higher proportion of retired tenants (24%, up from 19%). However, these changes do not represent a significant change in the overall working status profile.

9.2 The extent to which tenants find it easy or difficult to afford their rent payments is illustrated in Figure 9.1 over the page. This question was not asked prior to the 2022 survey.

Figure 9.1: Ease of Affording Rent Payments

How easy or difficult do you find it to afford your rent payments for this property? Base excludes those that did not know or did not wish to answer.



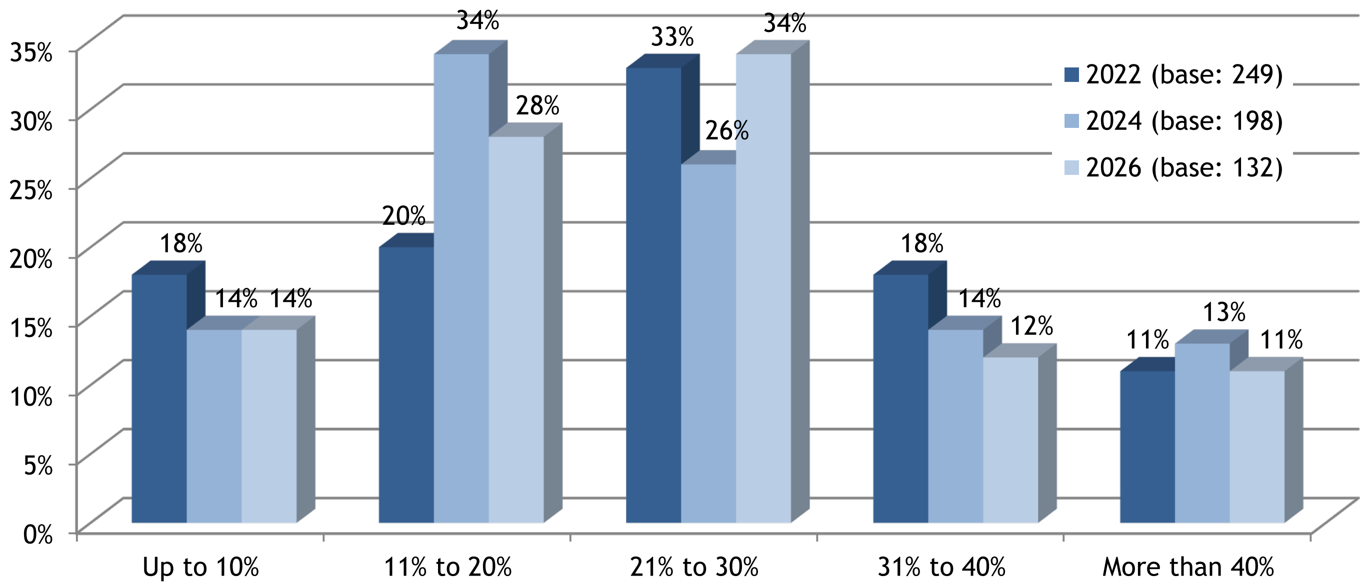
48% of tenants say they find their rent payments very or fairly easy to afford (down from 53% in 2024) while a further 43% say they are just about affordable (up from 35%). The remaining 8% of respondents say they find their rent payments very or fairly difficult to afford (down from 12%).

Those most likely to say that it was either fairly or very difficult to afford their rent payments were in the 45-54 age group (15%) and single tenant households (15%). In terms of working status, those not working due to ill health or disability were most likely to say that they found their rent either fairly or very difficult to afford (43%).

9.3 Figure 9.2 over the page illustrates the proportion of net household income that tenants say goes on paying their rent. Again, this question was not asked prior to the 2022 survey.

Figure 9.2: Proportion of Income on Rent

Approximately what percentage of your net household income (that is, after tax) goes on paying your rent (and any service charges) to the Council's Housing Service? Base excludes those that did not know or did not wish to answer.



42% of respondents spend up to 20% of their income on paying rent and service charges (down from 48% in 2024) while 34% spend between 21% and 30% of their income (up from 26%). A further 23% spend over 30% of their income on paying rent (down from 27%), with 11% of this paying more than 40% (down slightly from 13%).

Those most likely to be spending more than 30% of their net household income on paying their rent and service charges included respondents aged 65+ (38%) and lone parents (31%).

In relation to working status, those employed retired or not working due to ill health or disability were considerably more likely than others to say that they spent more than 30% of their net household income on rent or service charges (36% and 33% respectively).

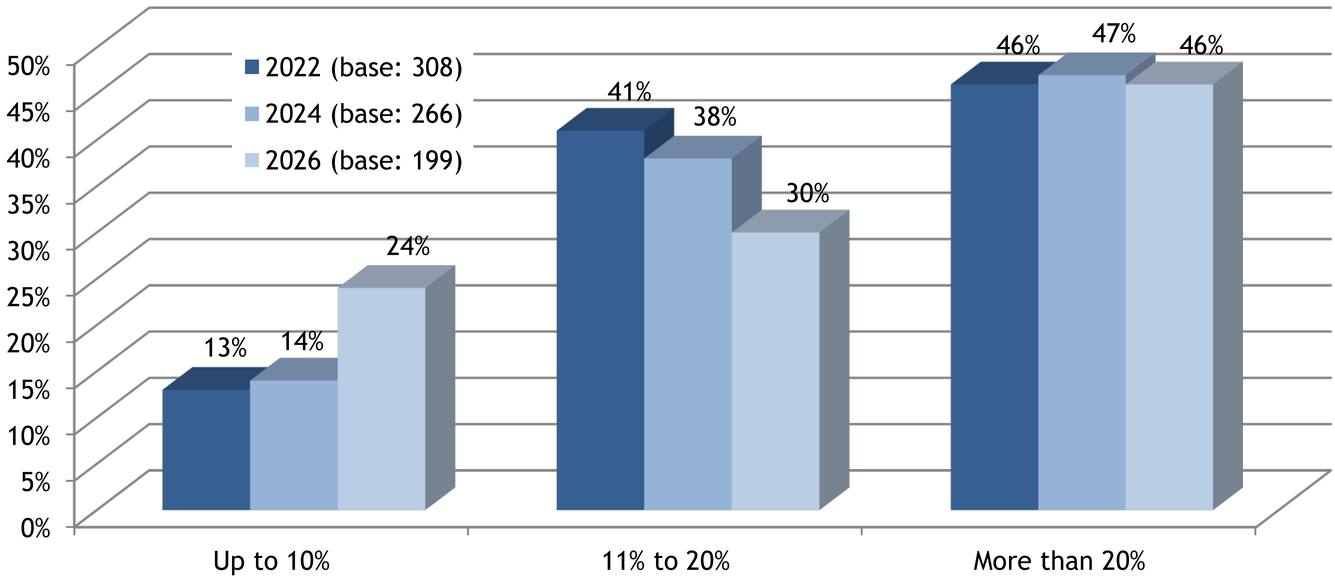
9.4 The Scottish Government has adopted the following definition of fuel poverty[19]:

"After housing costs have been deducted, more than 10% (20% for extreme fuel poverty) of their net income is required to pay for their reasonable fuel needs."

Tenants were therefore asked to indicate the approximate proportion of their net household income that goes on all household fuel use. These results are illustrated in Figure 9.3.

Figure 9.3: Affordability

Approximately what percentage of your net household income (that is, after tax) goes on all household fuel use (including gas, electricity, heating etc.?
Base excludes those that did not know or did not wish to answer.



These results indicate that the majority of respondents (76%) are in fuel poverty (down from 85% in 2024) with 46% of these being in extreme fuel poverty (i.e. 20% or more of their household income being spent on all household fuel use), down very slightly from 47% in 2024.

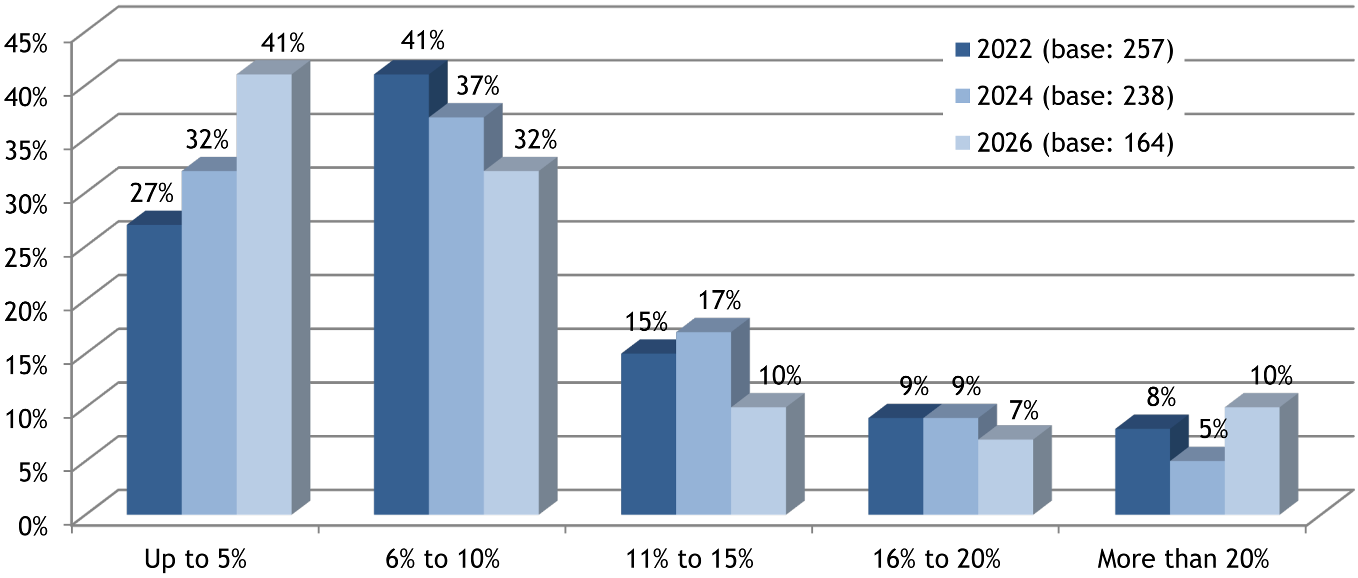
Tenants more likely than others to say that they spent more than 20% of their net income on household fuel use were aged 45 to 54 (54%), lone parents (65%), tenants with a disability (54%), those working part-time (71%) and tenants receiving support with part of their rent (62%) or all of their rent (59%).

[19] https://www.gov.scot/policies/home-energy-and-fuel-poverty/fuel-poverty/

9.5 The proportion of tenants' household income that goes on paying Council Tax, water and sewage charges is illustrated in Q9.4. Again, this question was not asked prior to the 2022 survey.

Figure 9.4: Proportion of Income on Council Tax, Water and Sewage

Approximately what percentage of your net household income (that is, after tax) goes on paying your Council Tax and water and sewage charges?
Base excludes those that did not know or did not wish to answer.

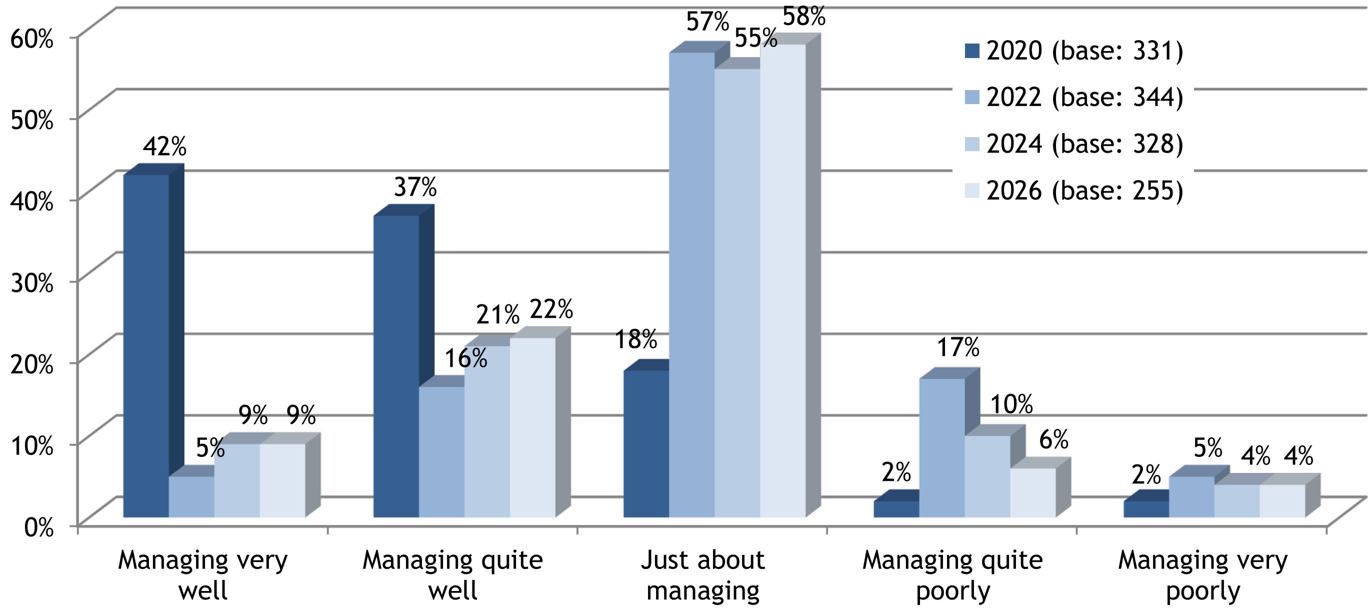


The majority of respondents spend 10% or less of their income on paying Council Tax, water and sewage charges (73%, up from 69% in 2024) while a further 10% spend between 11% and 15% of their income (down from 17%). The remaining 17% spend over 15% of their income on paying rent (up from 14%), with 10% of this paying more than 20% (up from 5%).

9.6 Figure 9.5 over the page illustrates how well or otherwise respondents feel they and their household are currently managing financially. This is compared to the results from 2024, 2022 and 2020.

Figure 9.5: Financial Health of Household

Taking everything together, which of the following statements best describes how you and your household are managing financially these days?
Base excludes those that did not know or did not wish to answer.



The majority of households (68%, down slightly from 69% in 2024) perceive that they are just about managing, managing quite poorly or managing very poorly. Conversely, a significant minority (31%, up slightly from 30% in 2024) perceive that they are managing quite or very well.

Those most likely to say that they are managing quite or very poorly included respondents aged 45-54 (26%), lone parents (16%), respondents with a disability (14%) those not working due to ill health or disability (18%) and those employed part-time (16%).

Key Points in Relation to Affordability and Cost of Living Issues

There have been only slight changes in the profile of the working status of the heads of household, with 47% in employment (down from 53% in 2024) and 24% retired (up from 19%).

KEY POINTS IN RELATION TO AFFORDABILITY AND COST OF LIVING ISSUES (CONTINUED)

8% of respondents indicate that they find it fairly or very difficult to afford their rent payments (down from 12% in 2024) and a further 43% finding this “just about affordable” (up from 35%). 23% indicate that more than 30% of their net household income goes on paying rent and service charges to the Council’s Housing Service (down from 27% in 2024).

76% indicate that they spend more than 10% of their net household income on household fuel use and (down from 85% in 2024), of these, 46% indicate that they spend more than 20% of their net household income on this (down very slightly from 47%).

27% indicate that more than 10% of their net household income goes on paying their Council tax and water and sewage charges (down slightly from 31% in 2024).

In terms of overall finances, it is notable that less respondents now say that they are managing either quite or very poorly. This figure was 14% in 2024 and has now reduced to 10% in 2026. However, the proportion indicating that they are just about managing financially is 58% (up from 55%).

10.0 The Neighbourhood

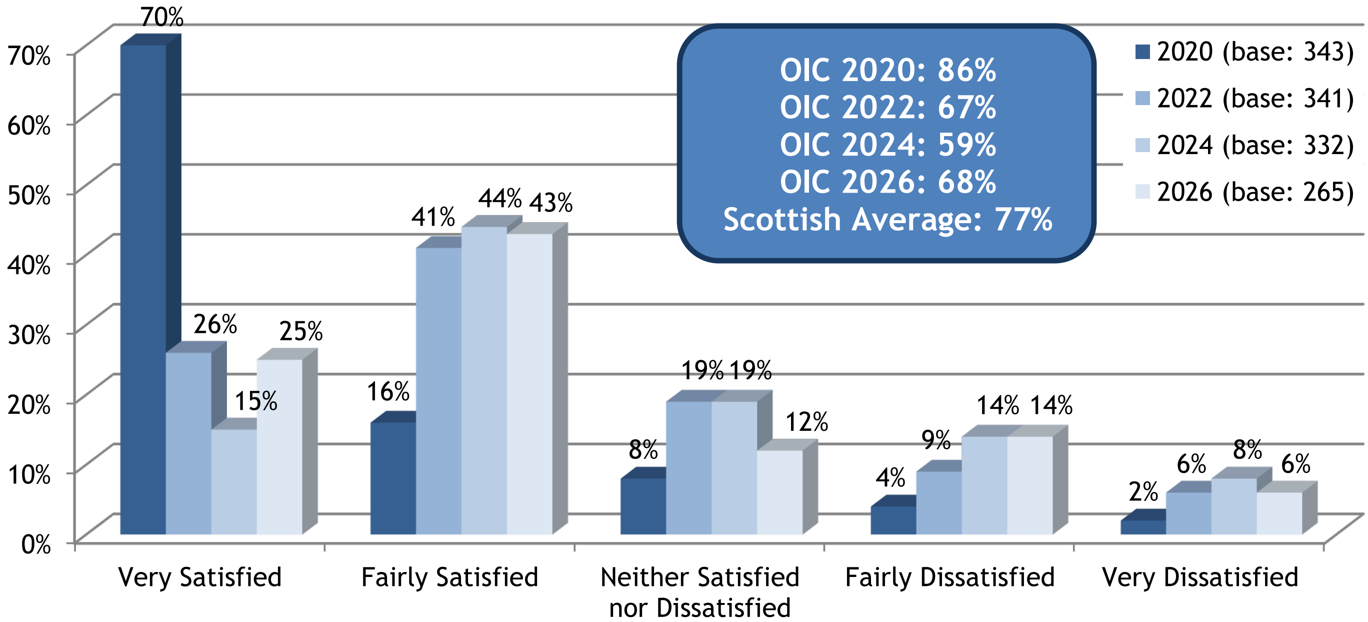
Percentage of tenants satisfied with the management of the neighbourhood they live in (Charter Indicator 13).

10.1 The following question was posed with respect to satisfaction with management of the neighbourhood:

"Overall, how satisfied or dissatisfied are you with the Housing Service's contribution to the management of the neighbourhood you live in?"[20]

The results are set out in Figure 10.1 below.

Figure 10.1: Satisfaction with Management of Neighbourhood



The majority of respondents (68%, up from 59% in 2024, but lower than the Scottish average of 77%) were very or fairly satisfied with the Housing Service's contribution to the management of their neighbourhood. 20% were very or fairly dissatisfied (down slightly from 22% in 2024) and the remaining 12% provided a neutral response (down from 19%).

[20] "Management of the neighbourhood" was described as being 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" was described as the street in which you live and the immediate surrounding area. The wording of this question was changed between 2018 and 2020 with the addition of the words "contribution to". The comparative results should be seen in this context.

Satisfaction with the Housing Service's contribution to the management of the neighbourhood is slightly lower than average amongst Kirkwall respondents (67%) and slightly higher than average amongst respondents in other areas (71%).

10.2 Figure 10.1 details how satisfied or dissatisfied respondents are with various aspects of their neighbourhood.

Table 10.1: Rating of Aspects of Neighbourhood

How would you rate each of the following aspects of your neighbourhood? Bases exclude 'Don't know' responses.

Aspect	Overall Positive 2024	Overall Positive 2026	Very Good	Fairly Good	Neither Good nor Poor	Fairly Poor	Very Poor	Base
Feeling of safety	91%	90%	60%	30%	4%	5%	1%	263
Cleanliness of the neighbourhood	77%	78%	30%	48%	9%	10%	4%	263
Overall appearance of the neighbourhood	78%	77%	34%	43%	11%	10%	3%	263
Grounds maintenance	65%	62%	23%	39%	18%	12%	8%	262
Car parking	68%	61%	23%	38%	13%	13%	13%	261

The majority of respondents gave a positive rating to all aspects of their neighbourhood, particularly in relation to feeling of safety (90% very or fairly good, down very slightly from 91% in 2024), followed by the cleanliness of the neighbourhood (78%, up slightly from 77%) and the overall appearance of the neighbourhood (77%, down slightly from 78%). Ratings were lowest in relation to car parking (61%, down from 68%) and grounds maintenance (62%, down from 65%).

Ratings for most aspects are lower than average in Kirkwall. The exceptions related to feeling of safety where 88% of respondents in other areas rated this element positively (compared with 92% in Kirkwall). Cleanliness of the neighbourhood was rated positively by 77% of respondents in both Kirkwall and other areas. The overall positive figures in Kirkwall for the remaining elements were 75% for overall appearance of the neighbourhood (compared with 77% in other areas), 59% for grounds maintenance (compared with 66% in other areas) and 56% for car parking (compared with 70% in other areas).

10.3 To further explore perceptions in relation to the "management of the neighbourhood" issue, IBP undertook an analysis as to how satisfaction with this varied according to satisfaction with the different specific elements discussed in 10.2 above. This showed the following figures for those that expressed dissatisfaction with contribution to the management of the neighbourhood:

- 79% of those dissatisfied were satisfied with feeling of safety (overall satisfaction figure 91%).

- 55% of those dissatisfied were satisfied with cleanliness of the neighbourhood (overall satisfaction figure 78%).

- 40% of those dissatisfied were satisfied with overall appearance of the neighbourhood (overall satisfaction figure 77%).

- 23% of those dissatisfied were satisfied with grounds maintenance (overall satisfaction figure 62%).

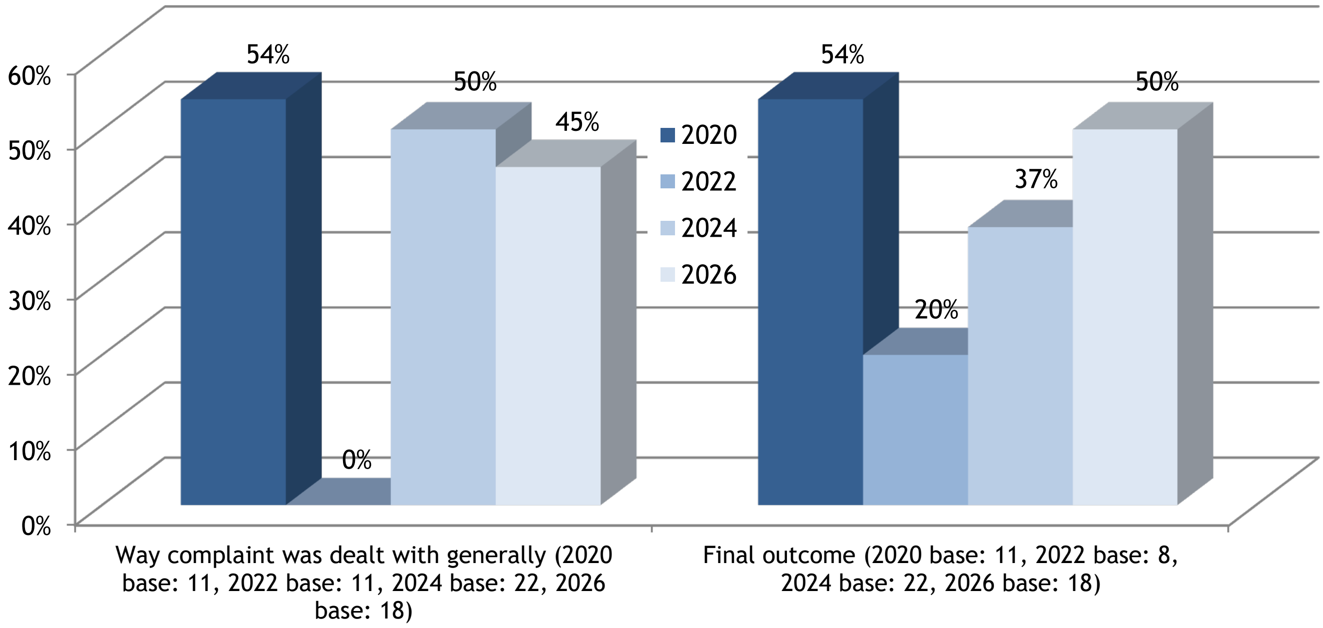
- 47% of those dissatisfied were satisfied with car parking (overall satisfaction figure 61%).

These figures suggest strongly that grounds maintenance is the biggest driver of the dissatisfaction that exists in relation to this question along with wider issues around neighbourhood appearance and car parking to a somewhat lesser extent.

10.4 Only 7% of respondents (18 people) had reported anti-social behaviour to the Housing Service in the last 12 months (compared with 7%, 22 people in 2024). Figure 10.2 over the page illustrates how satisfied or dissatisfied respondents were with aspects of the anti-social behaviour service they received and compares this with the figures from 2024, 2022 and 2020.

Figure 10.2: Satisfaction with Aspects of the Anti-Social Behaviour Service

How satisfied or dissatisfied were you with the following aspects of the anti-social behaviour service?
Bases are only those that have reported anti-social behaviour in the last 12 months and gave an answer to this question.



As shown above, there has been an improvement in relation to ratings for the final outcome of the anti-social behaviour complaint (50%, up significantly from 37% in 2024) while ratings have declined slightly in relation to the way the complaint was handled generally (45%, down from 50%). However, it should be noted that these results are based on very small numbers; a full breakdown of responses is contained in the appendices.

KEY POINTS IN RELATION TO THE NEIGHBOURHOOD

Satisfaction with the Housing Service's contribution to the management of the neighbourhood has improved from 59% in 2024 to 68% in 2026.

Ratings for various aspects of the neighbourhood have remained positive particularly in relation to feeling of safety (90% very or fairly good, down very slightly from 91% in 2024), followed by the cleanliness of the neighbourhood (78%, up slightly from 77%) and the overall appearance of the neighbourhood (77%, down slightly from 78%). Ratings were lowest in relation to car parking (61%, down from 68%) and grounds maintenance (62%, down from 65%).

Key Points in Relation to the Neighbourhood (continued)

Further analysis of the various satisfaction figures suggests that dissatisfaction with management of the neighbourhood overall is driven by dissatisfaction with grounds maintenance, as well as wider issues relating to neighbourhood appearance and car parking to a somewhat lesser extent.

Where respondents have reported anti-social behaviour in the last 12 months, ratings for the final outcome of their complaint have improved since 2024 (50%, up from 37% in 2024) while ratings have declined slightly in relation to the way the complaint was handled generally (45%, down from 50%).

11.0 Future Priorities

11.1 Respondents were shown a list of different issues to do with their tenancy and the service they receive and were asked to choose their top three most important issues. These results are detailed in Table 11.1. This is compared to the results from 2024, 2022 and 2020.

Table 11.1: Importance of Issues - Services and Activities

We have listed below a number of specific services and activities that may or may not be important to you. Please choose up to 3 of these things that are most important to you.

Issue	2020	2022	2024	2026
The overall quality of your home	71%	68%	62%	65%
The energy efficiency of your property	52%	62%	62%	58%
The quality of the repairs and maintenance service	47%	41%	33%	48%
The value for money of rents	38%	33%	41%	41%
The Housing Service making more houses available for people to rent	15%	22%	23%	30%
Your overall neighbourhood environment	20%	22%	23%	28%
Communication from the Housing Service about its services and decisions	23%	16%	18%	11%
The quality of customer service that you receive from the Housing Service	31%	23%	16%	8%
Having the chance to be involved in decisions about the Housing Service's policies and practices	23%	5%	6%	2%
Base:	327	349	317	249

The quality of respondents' homes (65%, up slightly from 62% in 2024), the energy efficiency of the property (58%, down from 62%) and the quality of the repairs and maintenance service (48%, up significantly from 33%) are the elements most commonly placed in respondents' top three issues followed by the value for money of rent (41%, also 41% previously). The Housing Service making more houses available for people to rent (30%, up from 23%) and the overall neighbourhood environment (28%, up from 23%) are also commonly perceived to be among the most important issue for tenants.

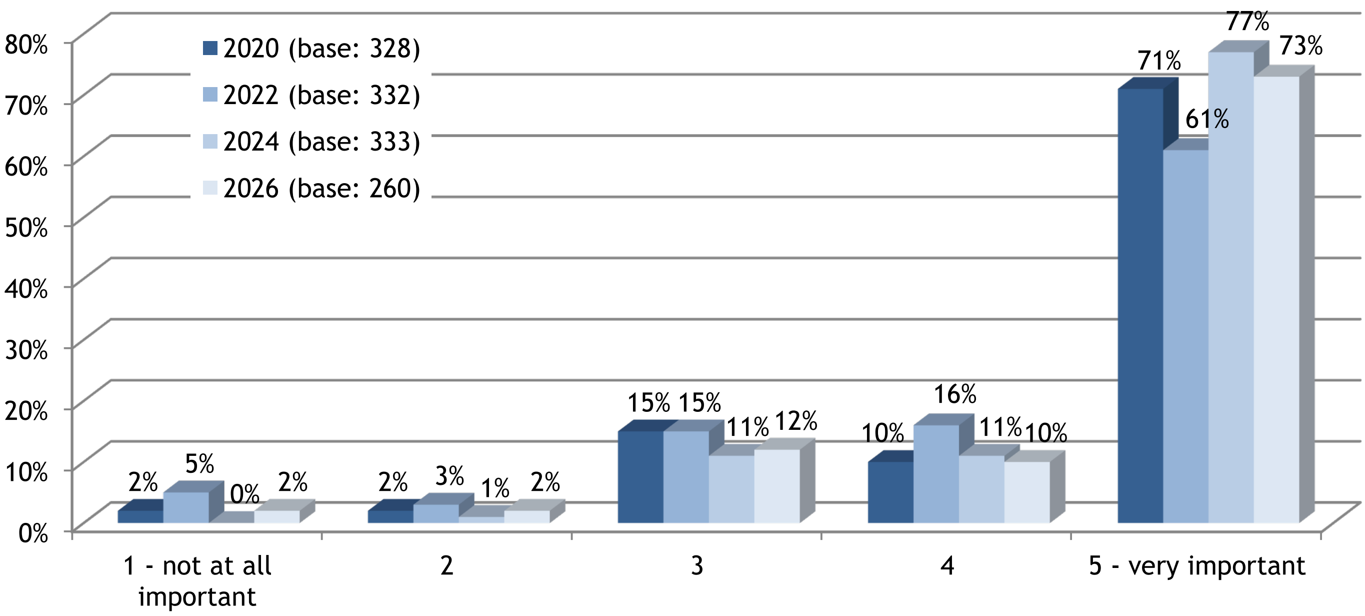
Conversely, the issues ascribed least importance were having the chance to be involved in decisions about the Housing Service's policies and practices (2%, down from 6%), the quality of customer service received from the Housing Service (8%, down from 16%) and communication from the Housing Service about its services and decisions (11%, down from 18%).

11.2 These results are broadly similar between Kirkwall and the other areas, although more emphasis is placed on the quality of the repairs and maintenance service by respondents in other areas (56%, compared with 43% in Kirkwall) and value for money of rents (48%, compared with 35% in Kirkwall). A full breakdown of responses is contained in the appendices. Slightly more emphasis is placed on energy efficiency amongst Kirkwall respondents (59%, compared with 55% of respondents in other areas) and overall quality of the home (67%, compared with 64% of respondents in other areas).

11.3 Figure 11.1 illustrates how important or not respondents feel it is for the Housing Service to make more properties available for rent.

Figure 11.1: Importance of Making More Properties Available for Rent

Thinking more generally about the future priorities for the Housing Service, how important or unimportant is it for the Housing Service to make more properties available for rent. Please answer on a scale of 1 to 5 where 1 is "not at all important" and 5 is "very important".
Bases exclude 'Don't know' responses.



The vast majority of respondents (83%, up significantly from 88% in 2024) feel it is important that the Housing Service make more properties available for rent. Comparatively few (4% up from 1%) feel it is not important and 12% feel it is neither important nor unimportant (up slightly from 11%).

Key Points in Relation to Future Priorities

The issues that tenants most commonly place in their "three most important issues" are the quality of respondents' homes (65%, up slightly from 62% in 2024), the energy efficiency of the property (58%, down from 62%) and the quality of the repairs and maintenance service (48%, up significantly from 33%). In 2024, the top two issues were the same, but the third most important issue was the value for money of rents (41%).

83% of respondents (compared to 88% in 2024) feel it is important that the Housing Service make more properties available for rent.

12.0 Overall Satisfaction

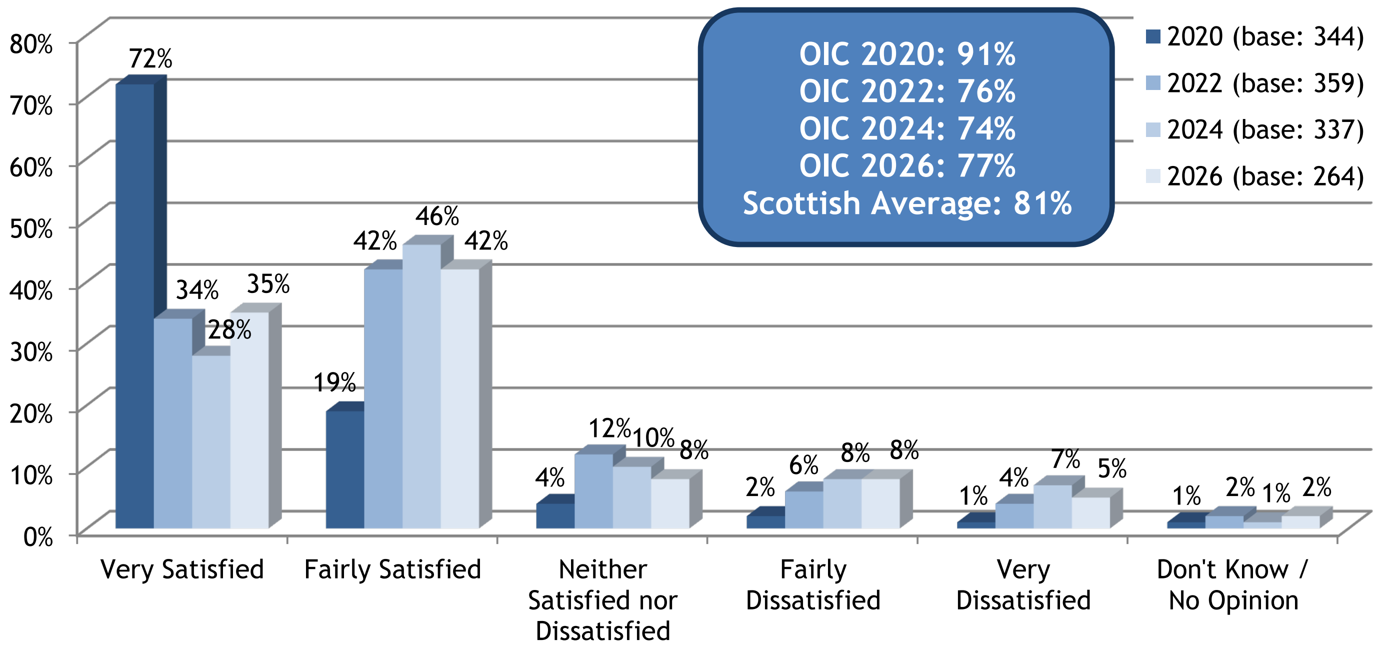
Percentage of tenants satisfied with the overall service provided by their landlord (Charter Indicator 1).

12.1 The following question was posed with respect to satisfaction with overall service provided:

"Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by the Housing Service of Orkney Islands Council?"

The results are set out in Figure 12.1 below.

Figure 12.1: Overall Satisfaction with Service Provided



12.2 Overall, 77% of respondents are very or fairly satisfied with the service provided by the Housing Service of Orkney Islands Council (up from 74% in 2024, but lower than the Scottish average of 81%). 13% are very or fairly dissatisfied (down from 15% in 2024) while 8% provided a neither / nor response (down slightly from 10% in 2024) and 2% did not know or had no opinion (1% in 2024).

Overall satisfaction levels are slightly higher amongst Kirkwall respondents (78%) compared with respondents from other areas (75%) and respondents in Kirkwall are slightly more likely to be "very satisfied" (36%) than respondents from other areas (34%).

KEY POINTS IN RELATION TO OVERALL SATISFACTION

Overall, 77% of respondents now indicate that they are very or fairly satisfied with the service provided by the Housing Service of Orkney Islands Council. This has improved from 74% recorded in 2024.

Appendix 2: Housing Services – Tenant Satisfaction Action Plan

Indicator.	Stats (to 31/03/24).	Stats (to 31/03/26).	Action.	Performance Measure.	Target.	Resource Requirement.	Completed.
Customer Satisfaction.							
Percentage of tenants who feel their landlord is good at keeping them informed about their services and decisions (indicator 3).	77%.	75%.	1. Continue to raise the profile of service work through regular social media posts and quarterly newsletter which is provided either digitally or hard copy dependent on tenant's choice.	Customer satisfaction for indicator 3 to have increased to 80% by next survey.	May 2028.	Tenant Participation Officer.	14/07/2026 – TPO to arrange discussion with OIC Resident Panel reps and Armchair Panel.
				Continue to encourage participation through various methods.	Ongoing.		06/07/2026 – Housing Service uses Facebook / Instagram and now has an Armchair Panel alongside its Resident Panel.
				Annually Spring, Summer and Winter Newsletter to be distributed.	Ongoing.		06/07/2026 – Summer newsletter in process of being distributed includes encouragement to participate. Also includes newsletter preference

Indicator.	Stats (to 31/03/24).	Stats (to 31/03/26).	Action.	Performance Measure.	Target.	Resource Requirement.	Completed.
							survey which gives tenants the option to receive paper or digital copy and the option to become part of Armchair Panel.
			2. The Tenant Participation Officer along with the Housing Management team to continue to promote participation and engagement such as Resident Panel, Armchair Panel, Residents' Groups, Facebook / Instagram pages, etc. in community.	Increase participation in tenants.	Ongoing.	Tenant Participation Officer / Housing Management Team.	06/07/2026 – Increase in members in respect of Armchair Panel since survey in 2024. Since last survey, Flotta Residents Association has been established.
			3. Housing Management team to use written resources to promote tenant participation to new/ existing tenants.	Increase participation in tenants.	Ongoing.	Housing Management Team / Tenant Participation Officer.	06/07/2026 – A review of the Tenant Participation documents was undertaken in July 2025.

Indicator.	Stats (to 31/03/24).	Stats (to 31/03/26).	Action.	Performance Measure.	Target.	Resource Requirement.	Completed.
			4. Arrange one-off events to encourage participation.	Create a diary of events for each year.	Annually in January.	Tenant Participation Officer.	06/07/2026 – Tenant Participation Officer creates a diary in December / January. Additional one-off events are arranged during the year, as required.
Percentage of tenants satisfied with the opportunities given to them to participate in their landlord's decision-making processes (indicator 6).	71%.	62%.	1. Tenant Participation Officer along with Housing Management team to continue to promote participation and engagement such as Resident Panel, Armchair Panel, Residents' Groups, Facebook Page, etc. in community.	Customer satisfaction for Indicator 5 to increase to 77%.	Ongoing.	Tenant Participation Officer.	06/07/2026 – New Instagram page for Housing Services along with Facebook posts.
				Regular posts on Housing Service social media page evident.	Ongoing.		
				Newsletter completed and distributed to ensure 100% coverage.	Annually Spring, Summer and Winter Newsletter to be distributed.		06/07/2026 – Summer Newsletter distributed this week.

Indicator.	Stats (to 31/03/24).	Stats (to 31/03/26).	Action.	Performance Measure.	Target.	Resource Requirement.	Completed.
			2. Tenant Participation Officer to continue to develop written information for tenants to encourage participation, including information on Council website / social media.	Continue to enhance the information available to tenants through website / written information.	Ongoing.	Tenant Participation Officer.	06/07/26 – Website has been enhanced in respect of Tenant Participation and newsletters available on site.
			3. Arrange one-off events to encourage participation.	Create a diary of events each year.	Annually in January.	Tenant Participation Officer.	06/07/2026 – Tenant Participation Officer creates a diary in December / January. Additional one-off events are arranged during the year, as required. Examples: Planned walkabout to Kirkland's Road to try and establish Resident

Indicator.	Stats (to 31/03/24).	Stats (to 31/03/26).	Action.	Performance Measure.	Target.	Resource Requirement.	Completed.
							group; Tenant Participation Officer attendance at CLDE Summer Family Picnics, etc.
Percentage of repairs or maintenance carried out in last 12 months satisfied with the repair and maintenance service (indicator 16).	89%. *	85%. *	1. Ongoing evaluation of complaints / compliments / comments being discussed with Measured Term Contractor / IOD on monthly basis.	Discussion with Measured Term Contractor / IOD monthly.	Ongoing.	Service Manager (Housing Homelessness and Schoolcare Accommodation). Service Manager (Resources). Team Manager (Maintenance and Heritage). Data Analysts.	06/07/2026 – Regular monthly meetings are in place with Measured Term contractor and IOD staff, gives an opportunity to highlight areas of concern. Regular monthly meeting with IOD staff to discuss repairs / maintenance issues.

* Figures from repairs satisfaction questionnaires rather than tenant satisfaction survey.