

## **EXECUTIVE SUMMARY**

### **Introduction**

Falkirk Council commissioned Research Resource to carry out the Council's first comprehensive face to face tenant satisfaction survey aimed at addressing the following objectives:

- to obtain a profile of tenants
- to obtain an indication of satisfaction levels with the services provided by the Council
- to identify satisfaction levels with the home and neighbourhood
- to investigate customers' views on participation and ways of influencing and feeding back to the Council, including membership and how this can be improved

The 'Tenant Satisfaction Survey' was undertaken using a face to face survey methodology with residents. All interviews were undertaken by Research Resource's highly trained and experienced field force utilising a quantitative survey questionnaire. A total of 1004 interviews were achieved with Falkirk Council tenants providing overall data accurate to +3.01%.

### **Key Highlights**

Issue	Evidence
Satisfaction with the telephone service is high.	Aspects of the telephone service rated highest are with regards to: <ul style="list-style-type: none"><li>▪ the helpfulness of reception staff (98% stating excellent/good or fair)</li><li>▪ the length of time to answer the telephone (97%)</li><li>▪ staff identifying themselves over the telephone (97%)</li></ul>
The majority of tenants are satisfied with the Council as a landlord.	93% of tenants stated the Council is excellent, good or fair in this respect.
The cleansing service within the Council is highly rated.	91% of tenants rated the cleansing service as excellent, good or fair.
The majority of tenants are happy with the quality of their environment.	93% of tenants rated the quality of environment as excellent, good or fair.
The service provided when paying rent at the area housing office is highly rated.	98% of tenants stated they believe the service they receive when paying their rent at their local housing office is excellent, good or fair.

The majority of tenants are happy with the Housing Benefit Service.	91% of tenants rated the housing benefit service excellent, good or fair.
The repairs service is considered overall to be satisfactory.	<p>Several aspects of the repairs service are highly rated:</p> <ul style="list-style-type: none"> <li>▪ Attitude of tradesmen involved (97% stating excellent, good or fair)</li> <li>▪ Workmen tidying up (96%)</li> <li>▪ Helpfulness of Council staff (95%)</li> <li>▪ Helpfulness of Council staff (95%)</li> </ul>
The majority of tenants were given notice in advance of major works being undertaken.	96% of tenants were given enough notice in this respect.
Satisfaction with major works is high.	<p>The following aspects of major works are most highly rated:</p> <ul style="list-style-type: none"> <li>▪ Helpfulness of Council staff (97% stating excellent, good or fair)</li> <li>▪ Appointment system (97%)</li> <li>▪ Workmen introducing themselves and showing ID (97%)</li> <li>▪ Attitude of tradesmen involved (97%)</li> </ul>
Awareness of out of hours repairs service is high.	93% of tenants are aware that the Council provides an out of hours repairs service for emergency repairs.
Tenants are happy with the information provided to them prior to becoming a tenant.	93% stated the information provided to them prior to tenancy was excellent, good or fair.
The majority of tenants feel the Council keeps them informed about its activities and services.	94% stated the Council was excellent, good or fair with regards to keeping them informed.
Communication sources are highly rated.	<p>The following communication sources were highly rated:</p> <ul style="list-style-type: none"> <li>▪ Tenants handbook (98% rated the handbook excellent, good or fair)</li> <li>▪ Leaflets/ letters sent to the home (98%)</li> <li>▪ Newsletter (98%)</li> <li>▪ Website (97%)</li> </ul> <p>The 'In Your Neighbourhood' newsletter provided to tenants was perceived as excellent, good or fair by 98% of tenants in terms of format and content.</p>
The design and layout of the home is	94% stated the design and layout of their

perceived as satisfactory.	home is excellent, good or fair.
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### **Key Issues**

Issue	Evidence
Awareness of the Council's anti social behaviour team is low.	66% of tenants stated they were aware of this service.
Satisfaction with anti-social complaints is low.	50% of tenants who reported an anti-social complaint to the Council stated they found the outcome of the complaint excellent, good or fair and 69% stated the service received was excellent, good or fair.
Information provided by the Council to tenants regarding housing transfer is perceived as poor.	63% of tenants stated the information provided to tenants was excellent, good or fair.
Awareness of the Council's Allocations policy is low.	Less than 1 in 4 tenants know what Falkirk Council's Allocation Policy is.
Awareness of the repairs service opening hours is low.	43% of tenants are aware repairs can be reported at contact centre up to 9pm, 5 days a week.
The condition of the house when tenants moved in is poorly perceived	Just over half of tenants (54%) were happy with the condition of their home when they moved in
Tenants are less satisfied with the length of time to complete repairs and follow up service regarding repairs.	78% of tenants stated the length of time between reporting repair and finishing repair was excellent, good or fair 76% of tenants were happy with the follow up service on repairs.