



Falkirk Council

Tenant Satisfaction Survey 2018

Research Report

Prepared by:

Research Resource

17b Main Street
Cambuslang
G72 7EX

Contact: Lorna Shaw

Email:

lorna.shaw@researchresource.co.
uk

Prepared for:

Falkirk Council

Municipal Buildings
West Bridge Street
Falkirk
FK1 5RS

Contact: Alan Christie

E-mail: alan.christie@falkirk.gov.uk





Report written by: Lorna Shaw

Lorna A Shaw

Date: 10/01/2019

Reviewed by: Elaine MacKinnon

Elaine MacKinnon

Date: 11/01/2019

Falkirk Council

Tenant Satisfaction Survey 2018

Contents

| | |
|---|----|
| 1. EXECUTIVE SUMMARY | 5 |
| 2. INTRODUCTION, OBJECTIVES AND METHODOLOGY | 8 |
| 2.1 Introduction, Background and Objectives | 8 |
| 2.2 Research Method..... | 8 |
| 2.3 Survey Analysis and Reporting | 9 |
| 3. OVERALL SATISFACTION | 10 |
| 3.1 Satisfaction with the overall service provided by the Council | 10 |
| 4. INFORMATION AND COMMUNICATION | 11 |
| 4.1 Internet access (Q3) | 11 |
| 4.2 Preferred communications methods (Q4 to Q6) | 11 |
| 4.3 Keeping tenants informed (Q7-Q8)..... | 13 |
| 5. TENANT PARTICIPATION | 15 |
| 5.1 Awareness/ interest of participation activities (Q9-Q10) | 15 |
| 5.2 Satisfaction with the opportunities to participate (Q11) | 16 |
| 6. REPAIRS AND MAINTENANCE..... | 17 |
| 6.1 General satisfaction with repairs and maintenance (Q12-Q13) | 17 |
| 6.2 Satisfaction with aspects of the home (Q14) | 18 |
| 6.3 Satisfaction with major works (Q15-Q17) | 18 |
| 6.4 Satisfaction with the quality of the home (Q18-Q19) | 19 |
| 7. THE NEIGHBOURHOOD | 21 |
| 7.1 Neighbourhood as a place to live (Q20)..... | 21 |
| 7.2 Satisfaction with neighbourhood services (Q21) | 21 |
| 7.3 Management of the neighbourhood (Q22-Q23) | 22 |
| 8. RENT AND VALUE FOR MONEY | 23 |
| 8.1 Awareness of Council rents relative to others (Q24)..... | 23 |
| 8.2 Priorities for spending rents (Q25)..... | 23 |
| 8.3 Value for money (Q27-Q28)..... | 24 |
| 8.4 Housing benefit receipt and affordability (Q29-Q30)..... | 25 |

| | | |
|--------------------------------------|-------------------------------------|----|
| 9. | OVERVIEW OF LANDLORD SERVICES..... | 27 |
| 9.1 | Changes in performance (Q31) | 27 |
| 9.2 | Tenancy aspirations (Q32-Q34)..... | 27 |
| 9.3 | Housing Needs (Q35-Q36) | 29 |
| 9.4 | Moving aspirations (Q37-Q38)..... | 30 |
| 10. | ABOUT YOU AND YOUR HOUSEHOLD | 31 |
| 10.1 | Age and gender (Q34/35) | 31 |
| 10.2 | Household composition (Q36/37)..... | 31 |
| 10.3 | Disability (Q38) | 32 |
| 10.4 | Ethnicity (Q39)..... | 32 |
| APPENDIX 1: QUESTIONNAIRE | | |
| APPENDIX 2: TECHNICAL REPORT SUMMARY | | |

1. EXECUTIVE SUMMARY

INTRODUCTION

- Falkirk Council commissioned Research Resource to carry out their Tenant Satisfaction Survey on their behalf.
- A total of 1,000 interviews were carried out with Falkirk Council tenants in order to assess satisfaction with the Council and the services they provide. Interviews took place between 29th October and 7th December 2018.
- 1,000 interviews represents a 40% response rate from the representative sample of 2,500 tenants that was drawn for the research and provides data accurate to +/-2.4% (based upon a 50% estimate at the 95% level of confidence).
- This executive summary highlights the key findings from this programme of research.

SCOTTISH SOCIAL HOUSING CHARTER SATISFACTION INDICATORS

The table below shows the overall satisfaction values for the charter indicator questions that were asked within the Tenant Satisfaction Survey (TSS). The Council undertook their last full scale TSS in December 2013/ January 2014 and in December 2016. The figures for these surveys are provided in the table below, highlighting that all indicators have seen an increase since December 2016.

| Scottish Housing Regulator Indicators (Tenants Only) | | | |
|---|----------|----------|----------|
| | Dec 2013 | Dec 2016 | Dec 2018 |
| Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Falkirk Council as your landlord? (% very/fairly satisfied) | 75% | 85% | 92% |
| Q6 How good or poor do you feel your landlord is at keeping you informed about their services and decisions? (% very/ fairly good) | 73% | 91% | 95% |
| Q11 How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes? (% very/ fairly satisfied) | 49% | 87% | 93% |
| Q18 Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied) | 76% | 81% | 94% |
| Q25 Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money? Is it... (% stating very/ fairly good) | 69% | 80% | 85% |
| Q21 Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in? (% very/ fairly satisfied) | 74% | 92% | 94% |

OVERALL SATISFACTION

- The survey began by asking respondents how satisfied or dissatisfied they were with the overall service provided by Falkirk Council as their landlord. 92% of respondents were very or fairly satisfied in this respect, an increase from 85% in 2016.

INFORMATION AND COMMUNICATION

- Written communication was by far and away the most popular method for the Council to get in touch with tenants about their tenancy and also about their services in general.
- Just over 9 in 10 respondents (95%) said that Falkirk Council was very or fairly good at keeping them informed about their services and decisions, an increase from 91% in 2016.
- Almost three quarters of respondents (71%) said they had access to the internet. The most common way of accessing the internet was by using a smartphone with mobile internet access (59%).

TENANT PARTICIPATION

- Respondents were asked about how aware they were of various ways in which they could help Falkirk Council Housing Service to improve their services. Respondents were most aware of customer comment cards at neighbourhood offices and one stop shops (40%), being able to take part in face to face surveys (31%), and postal surveys (19%).
- 30% said they were not aware of any ways in which they could become involved in Falkirk Council's Housing Services to help improve the service.
- Respondents expressed a low interest in becoming involved, with 77% stating they were not interested in getting involved. However, 10% did express an interest in taking part in face to face surveys and 12% said they would fill in a comment card at an office.
- Just over 9 in 10 respondents (93%) were very or fairly satisfied with the opportunities given to them to participate in their landlord's decision making processes, an increase from 87% in 2016.

REPAIRS AND MAINTENANCE OF THE HOME

- 87% of tenants were satisfied with the way the Council deals with repairs and maintenance.
- Tenants were then asked how satisfied or dissatisfied they were with various aspects of their home. Satisfaction was high, and had improved, across the board with respect to the home:

- 95% were satisfied with the general condition of the property overall (up from 85%)
- 95% were satisfied with the external appearance of the building (up from 87%)
- 93% were satisfied with the kitchen (up from 83%)
- 93% were satisfied with the bathroom (up from 84%)
- 93% were satisfied with the heating system (up from 89%)
- 88% were satisfied with the windows (up from 76%).
- 36% of respondents had major works carried out in their home, most notably replacement kitchens, bathrooms and roughcasting. Of those, 94% were very or fairly satisfied with the works completed.
- With regards to the quality of the home 94% were very or fairly satisfied, increasing from 81% in 2016.

THE NEIGHBOURHOOD

- Just over 9 in 10 respondents (94%) were very or fairly satisfied with their landlord's management of the neighbourhood they live in, a marginal increase from 92% satisfaction in 2016.

RENT AND VALUE FOR MONEY

- In terms of rent levels awareness was low, with 27% of respondents aware that Falkirk Council had the 5th lowest rent, 24% were aware that Falkirk Council had the 3rd highest level of repairs and improvement expenditure per house and 23% of respondents were aware that Falkirk Council had the 8th lowest level of supervision and management costs.
- Tenant priorities in terms of what they felt the Council should be spending more of their rent on were:
 - Increasing the supply of housing including new build houses and buying back properties (64%)
 - Internal improvements such as bathrooms and kitchens (62%)
 - External improvements such as windows, roofing and roughcasting (59%).
- 85% of tenants said they felt their rent represented very or fairly good value for money, an increase from 80% in 2016.
- Almost two thirds of respondents (65%) said they found their rent payments very or fairly easy to afford, compared to 32% who said they found the payments just about affordable and 3% of respondents who said their rent was very or fairly difficult to afford.

2. INTRODUCTION, OBJECTIVES AND METHODOLOGY

2.1 Introduction, Background and Objectives

This report represents and discusses the findings to emerge from Falkirk Council's Tenant Satisfaction Survey 2018.

The aim of the research was to seek tenants' views on the services that the Council, as a landlord, provides and how well it performs these services and to help identify areas where the service can be improved. Specifically, the research was designed to provide tenants views on the following:

- The quality of information provided by the Council;
- Feedback on customer care;
- Quality of accommodation;
- Service provision including repairs, maintenance and improvements;
- Tenant involvement/ opportunities for participation;
- Value for money.

It is against this background that Research Resource were commissioned to carry out Falkirk Council Housing Services 2018 Tenant Satisfaction Survey.

2.2 Research Method

After consultation with Council representatives, a survey questionnaire was agreed, which fully met the information needs and requirements of the Council. In developing the questionnaire, the following issues were considered:

- The Scottish Social Housing Charter indicators upon which the Council is required to report;
- Current information needs of the Council;
- Research Resource experience in relation to customer satisfaction surveying.

The aim of the survey was to achieve a robust level of data upon which the Council can have confidence making decisions.

A total of 1,000 interviews were completed between the 29th October and 7th December 2018. This is a 40% response rate from a representative sample of 2,500 tenants that was drawn from the overall Falkirk Council tenant population and provides data accurate to +/- 2.4% accuracy, based upon a 50% estimate and 95% level of confidence. Tenant interviews were spread across the Council's stock to ensure coverage of all stock types.

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities.

2.3 Survey Analysis and Reporting

This report presents the findings of the survey for tenants and focuses on the key findings of the survey.

Throughout this report the figures show the results as percentages and base numbers are also shown where appropriate.

Percentages are rounded up or down from one decimal place to the nearest whole number. For this reason, not all percentages sum to 100% due to rounding.

Rounding can also cause percentages described in the supporting text or summarising 'overall satisfaction' (i.e. adding very satisfied and fairly satisfied responses together) to differ from the charts by 1% when two percentages are added together. In some parts of the report percentages may be expressed to one decimal place.

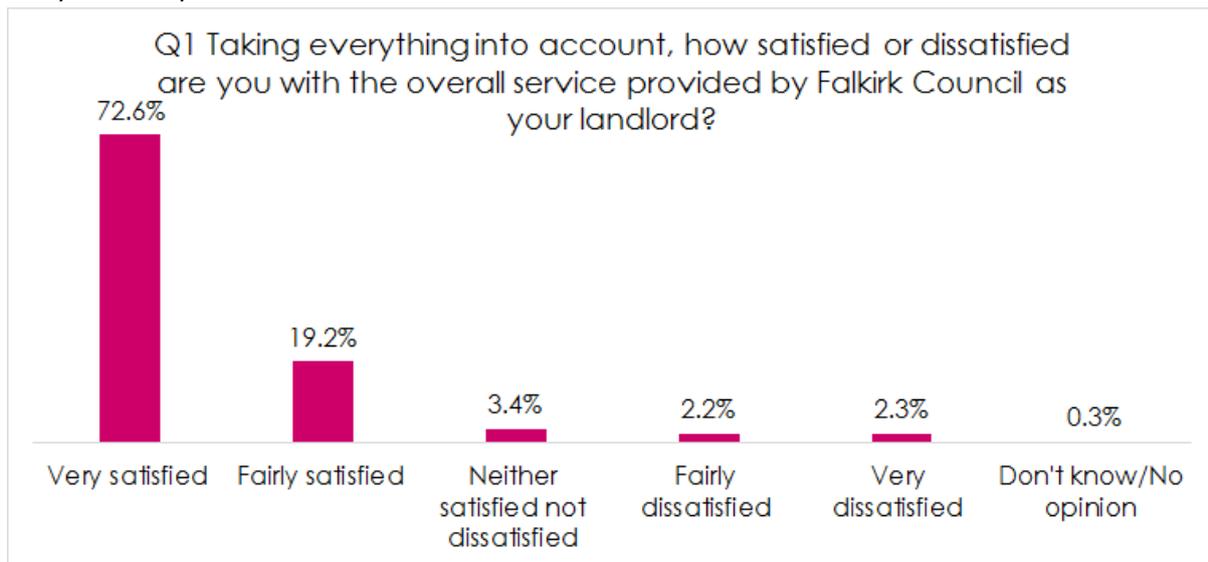
For the key Charter indicator responses, comparison has been drawn to the Council's previous tenant satisfaction surveys which were completed in 2013 and 2016.

Further data is available on the survey in the form of detailed top line results and anonymised raw survey data.

3. OVERALL SATISFACTION

3.1 Satisfaction with the overall service provided by the Council

The survey began by asking respondents how satisfied or dissatisfied they were with the overall service provided by Falkirk Council. As shown in the chart below, 92% of respondents were very or fairly satisfied in this respect compared to 3% who were neither satisfied nor dissatisfied and 5% who were very or fairly dissatisfied.



Overall satisfaction has increased from 75% in December 2013 and 85% in December 2016.



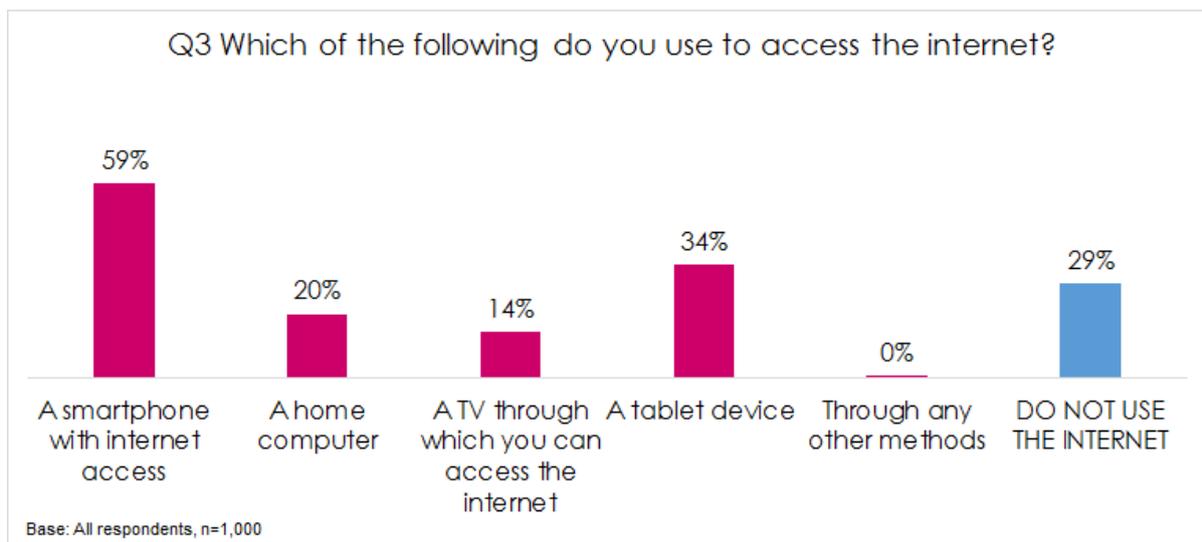
Following on from this, respondents who said they were not satisfied with the overall service provided by Falkirk Council (n=79) were then asked to explain why they felt this way. This was an open-ended question to allow respondents to answer fully. Their answers have subsequently been coded into common theme. The main reasons given for not being satisfied with the overall service provided by Falkirk Council related to:

- The repairs service (52%, n=41)
- Customer service (30%, n=24)
- Homes need upgrading (17%, n=13).

4. INFORMATION AND COMMUNICATION

4.1 Internet access (Q3)

Overall, 71% of tenants have access to the internet, most commonly using a smartphone (59%). 29% of tenants said they do not use the internet at all.



Analysis by age revealed that perhaps unsurprisingly the proportion of respondents with internet access decreases as age increases, for example 95% of tenants aged 16-34 to 41% of respondents aged 65 and over.

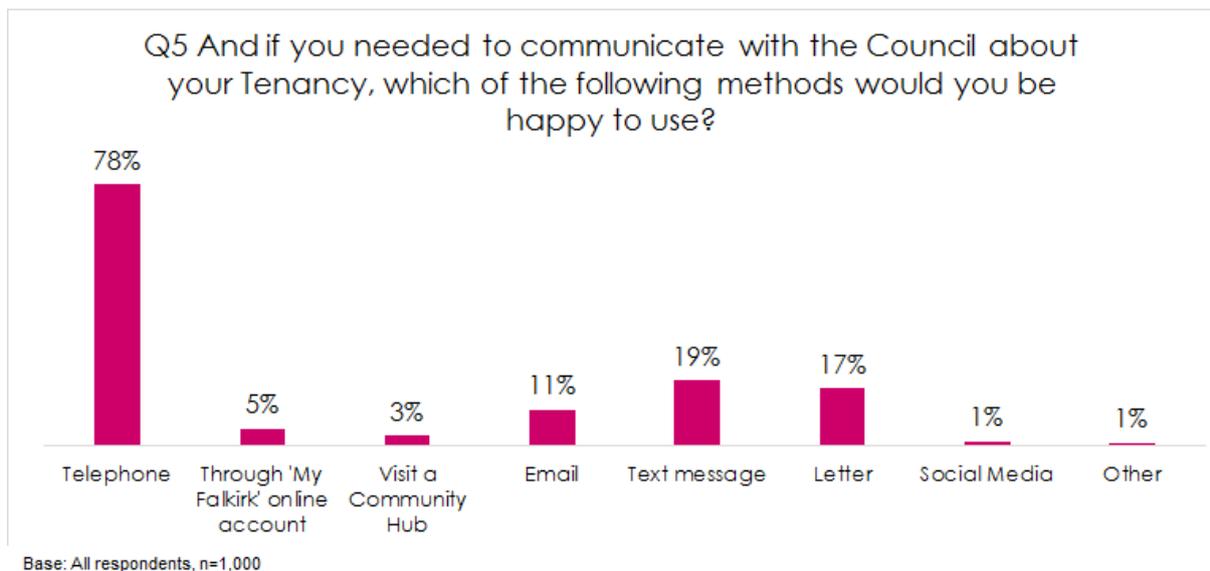
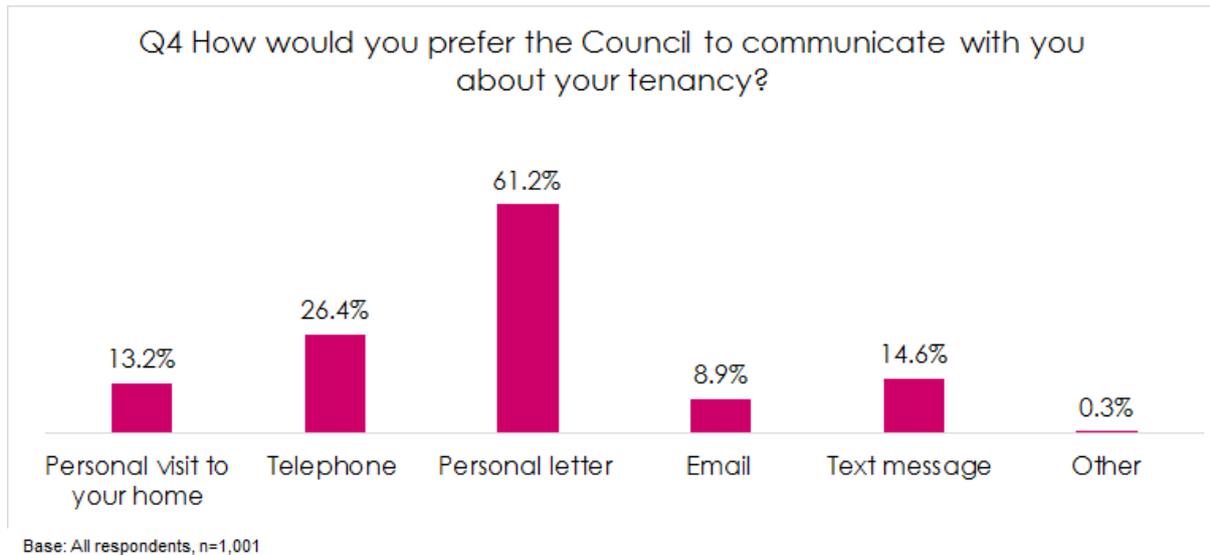
4.2 Preferred communications methods (Q4 to Q6)

Tenants were then asked their preferences for a range of communications circumstances:

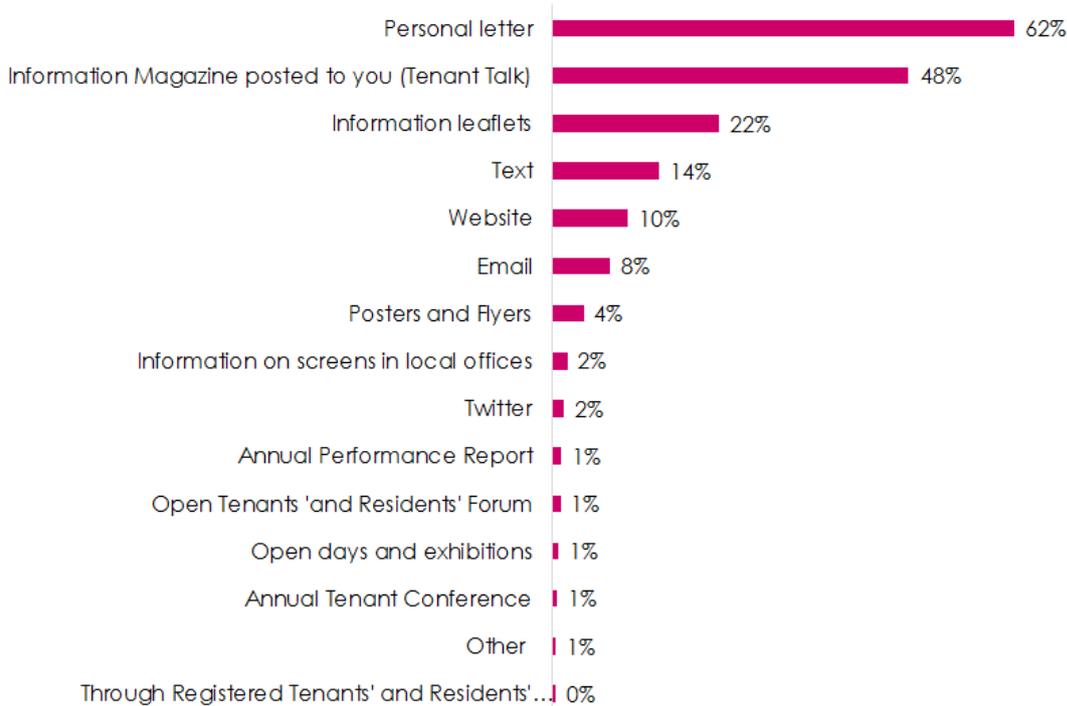
- Preference for the Council to communicate with them about their tenancy
- Preference for tenants to communicate with the Council about their tenancy
- Preference for the Council to keep them informed about general issues such as their services, decisions or events.

The full results are detailed in the charts over the page, but this shows that tenant preference is for written communications when it comes to the Council contacting them, either by personal letter or Tenant Talk magazine. However, when it comes to tenants contacting the Council, preference is for telephone contact.

It is also worth noting that whilst the proportion of tenants interested in electronic communications is low, there is a proportion who are interested. In particular, almost one in five (19%) would be interested in being able to get in contact with the Council via text message. Moreover, for all of these questions, the proportion of tenants who would like to be able to communicate or receive communications electronically is much greater for younger tenants than older tenants, suggesting the desire for this form of communication is likely to increase over time.



Q6 The Council uses a range of different methods to keep you informed. How would you prefer the Council to keep you informed about general issues such as their services or decisions or events?

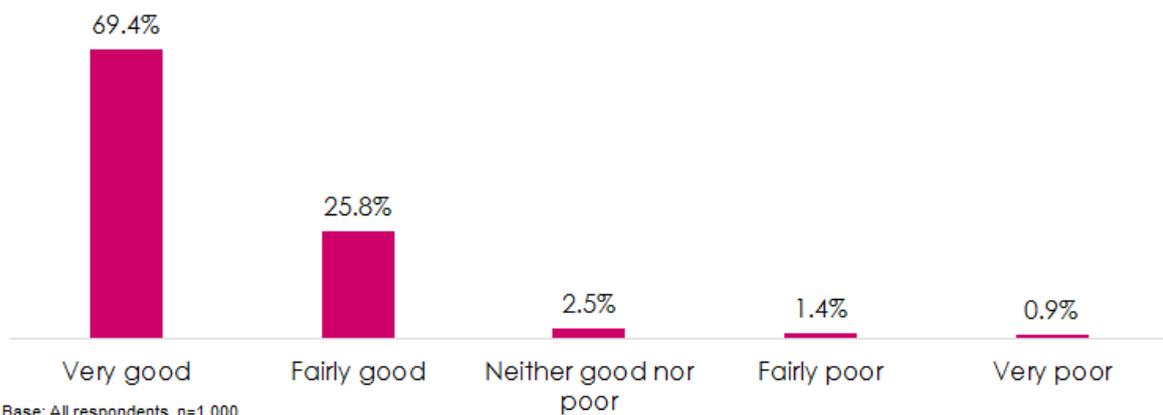


Base: All respondents, n=1,000

4.3 Keeping tenants informed (Q7-Q8)

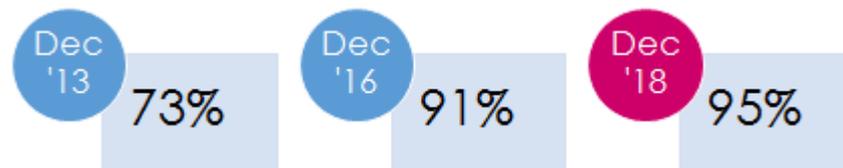
Over 9 in 10 tenants (95%) were of the opinion that Falkirk Council was very or fairly good at keeping them informed about their services and decisions, compared to 3% who felt they were neither good nor poor and 2% who felt they were very or fairly poor at keeping them informed.

Q7 How good or poor do you feel your landlord is at keeping you informed about their services and decisions?



Base: All respondents, n=1,000

Satisfaction in this respect has increased since the Council's last tenant satisfaction survey, rising significantly from 2013 where 73% rated the Association as very or fairly good at keeping them informed and again from 2016 when 91% rated the Council as good in this respect.



Following on from this, respondents who did not feel the Council were very or fairly good at keeping them informed (n=48) about their services and decisions were then asked to explain why they felt that way. The main reasons given for stating the Council was poor at keeping tenants informed were:

- Not being kept up to date with what is happening (33%, n=16)
- Don't do what they say they will (23%, n=11)
- Don't receive enough information (17%, n=8)

5. TENANT PARTICIPATION

5.1 Awareness/ interest of participation activities (Q9-Q10)

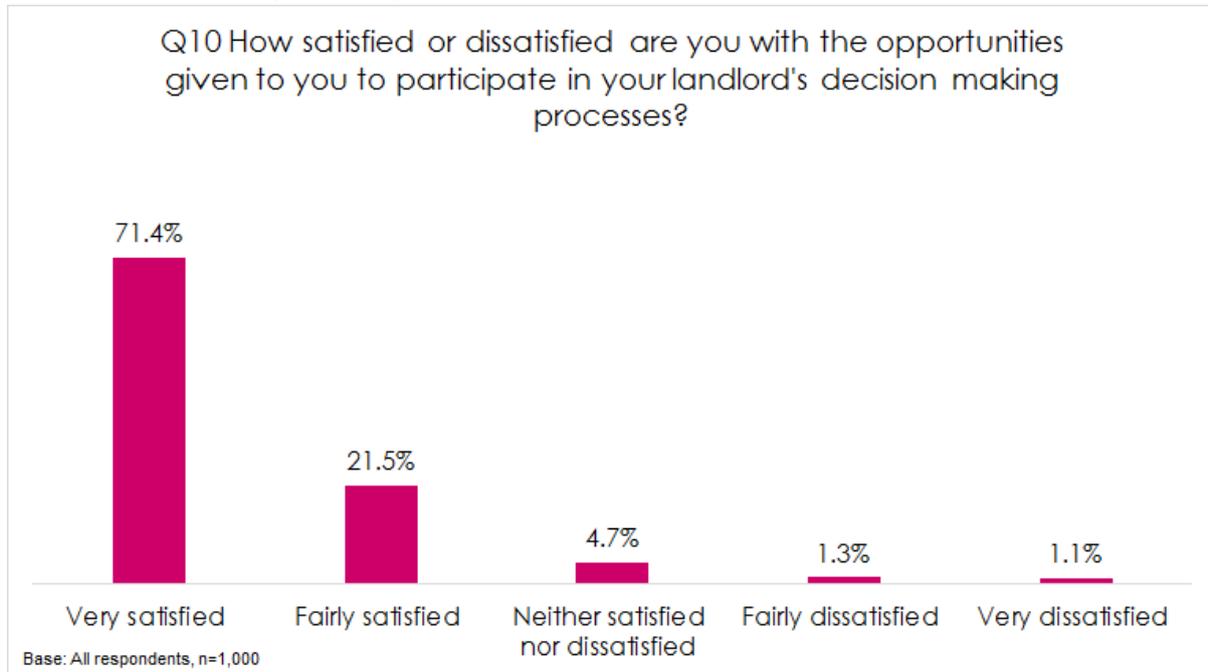
Respondents were asked about how aware they were of various ways in which they could help Falkirk Council Housing Service to improve their services and their interest in getting involved.

Respondents were most aware that they could provide their views on customer comment cards at neighbourhood offices and one stop shops (40%) or take part in a face to face survey (31%). 30% were not aware of any ways in which they could become involved. Respondents expressed a low interest in becoming involved, with 70% stating that they were not interested.

| Q9 Are you aware of the following ways in which you could become involved in Falkirk Council's Housing Services to help improve their services? | | | | |
|--|------------------|------------|-------------------|------------|
| | Awareness | | Interested | |
| | No. | % | No. | % |
| Customer comment cards at neighbourhood offices and one stop shops | 404 | 40% | 121 | 12% |
| Online questionnaires | 76 | 8% | 14 | 1% |
| Open Days and Exhibitions | 76 | 8% | 8 | 1% |
| Scrutiny Panel | 39 | 4% | 5 | 1% |
| Estate Walkabouts | 49 | 5% | 13 | 1% |
| Being on a consultation register | 44 | 4% | 8 | 1% |
| Answering customer satisfaction feedback questionnaires | 70 | 7% | 18 | 2% |
| Postal surveys | 194 | 19% | 11 | 1% |
| Face to face surveys | 308 | 31% | 99 | 10% |
| 'Make a Difference' Project Award Scheme | 35 | 4% | 6 | 1% |
| Going along to the Tenants 'and Residents' Forum | 170 | 17% | 6 | 1% |
| Becoming a member of a Registered Tenants 'and Residents' Organisation | 207 | 21% | 9 | 1% |
| Online Discussion Forum | 55 | 6% | 8 | 1% |
| Involvement in the Housing Revenue Account Focus Group | 19 | 2% | - | - |
| Involvement in Housing Asset Management Group | 16 | 2% | 1 | 0% |
| Being on an Editorial Panel | 19 | 2% | 3 | 0% |
| Being part of a short-term tenants sub group who look at and feedback on specific housing issues | 17 | 2% | 3 | 0% |
| Carry out customer led inspections | 20 | 2% | 3 | 0% |
| Making a complaint or suggestion for improvement to the service | 92 | 9% | 3 | 0% |
| None | 300 | 30% | 766 | 77% |

5.2 Satisfaction with the opportunities to participate (Q11)

Tenants were then asked how satisfied or dissatisfied they were with the opportunities given to them to participate in their landlord's decision making processes. Just over 9 in 10 respondents (93%) were very or fairly satisfied in this respect, compared to 5% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied.



This is a significant increase from the 2013 survey where 49% were satisfied and the 2016 survey where 87% were satisfied.



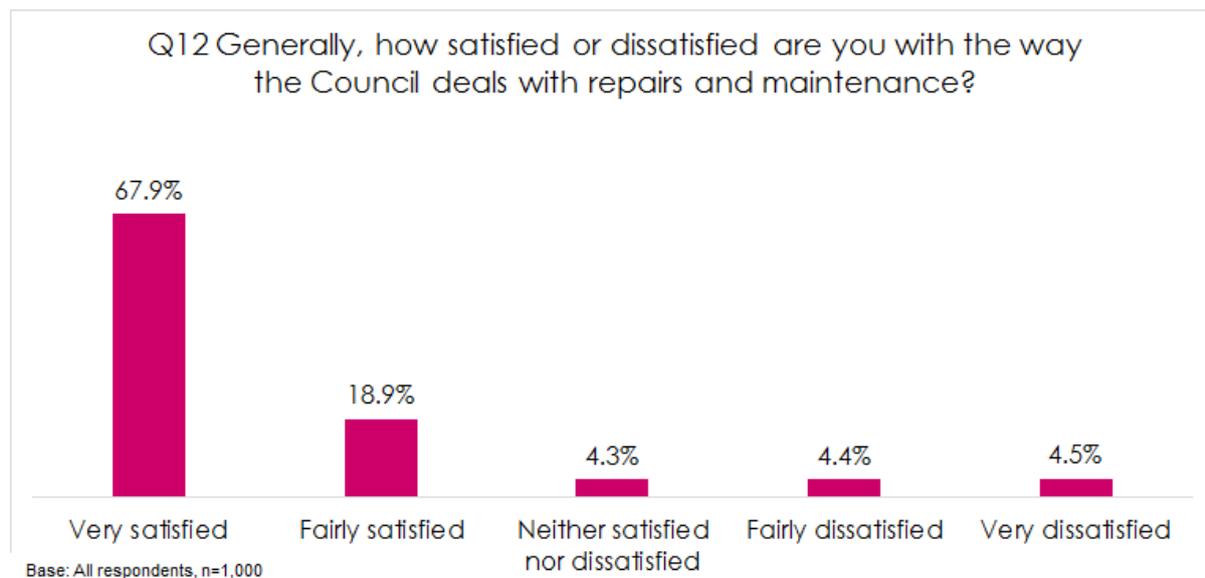
Respondents who were not satisfied with the opportunities given to them to participate in the Council's decision making processes (n=71) were then asked to explain why they felt this way. The main reasons given were:

- they don't know or aren't interested in participating (46%, n=33),
- they don't get a chance to get involved or don't get enough information about getting involved (25%, n=18),
- the Council does not listen to tenants' view (13%, n=9).

6. REPAIRS AND MAINTENANCE

6.1 General satisfaction with repairs and maintenance (Q12-Q13)

All tenants were asked generally how satisfied or dissatisfied they are with the way the way the Council deals with repairs and maintenance. Overall, 87% of tenants were either very or fairly satisfied in this respect compared to 9% who were dissatisfied.



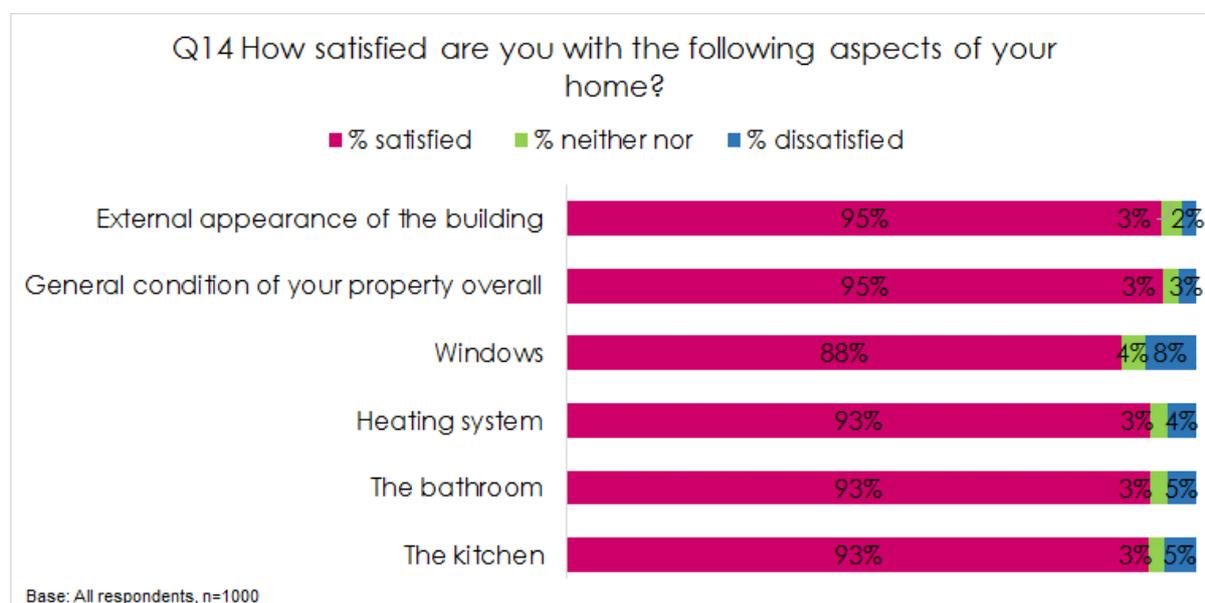
Those who were not satisfied with the repairs and maintenance service provided by Falkirk Council (n=132) were then asked to explain why they felt this way. The main reasons given were:

- Repairs take too long to complete/ issues are ongoing (60%, n=79)
- They don't get back to you/ follow up/ turn up (21%, n=28)
- Repairs are of poor quality (12%, n=16).

6.2 Satisfaction with aspects of the home (Q14)

Tenants were then asked how satisfied or dissatisfied they were with various aspects of their home. Satisfaction was high, and had improved, across the board with respect to the home:

- 95% were satisfied with the general condition of the property overall (up from 85%)
- 95% were satisfied with the external appearance of the building (up from 87%)
- 93% were satisfied with the kitchen (up from 83%)
- 93% were satisfied with the bathroom (up from 84%)
- 93% were satisfied with the heating system (up from 89%)
- 88% were satisfied with the windows (up from 76%).



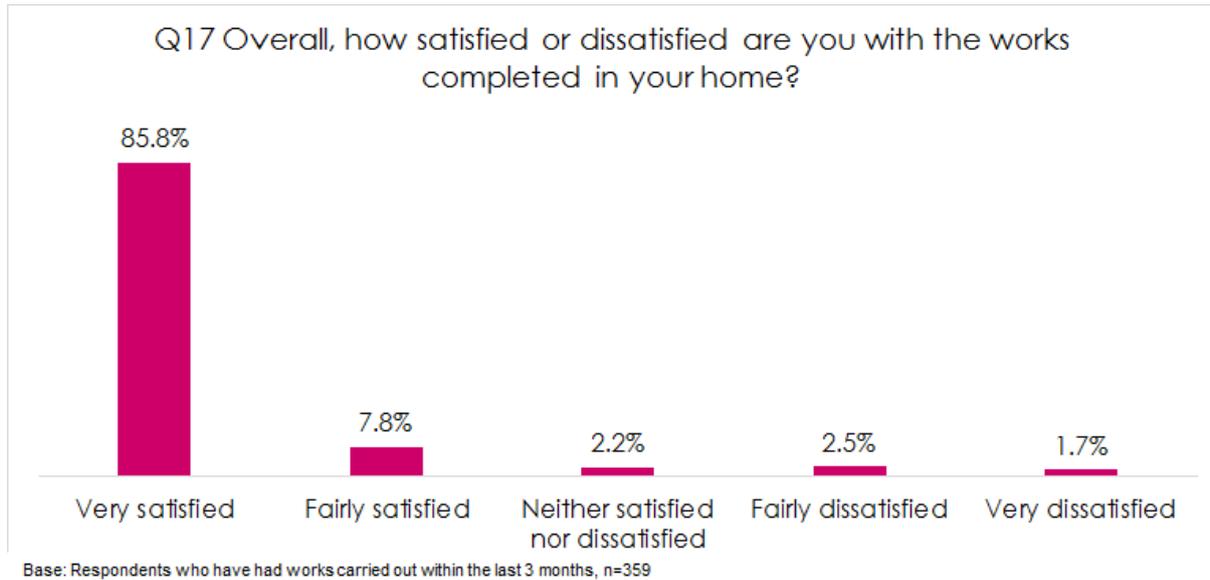
6.3 Satisfaction with major works (Q15-Q17)

Just over one third of respondents (36%) said they had major works carried out in their home by the Council's Housing Service in the past 3 years.

These were most commonly noted as:

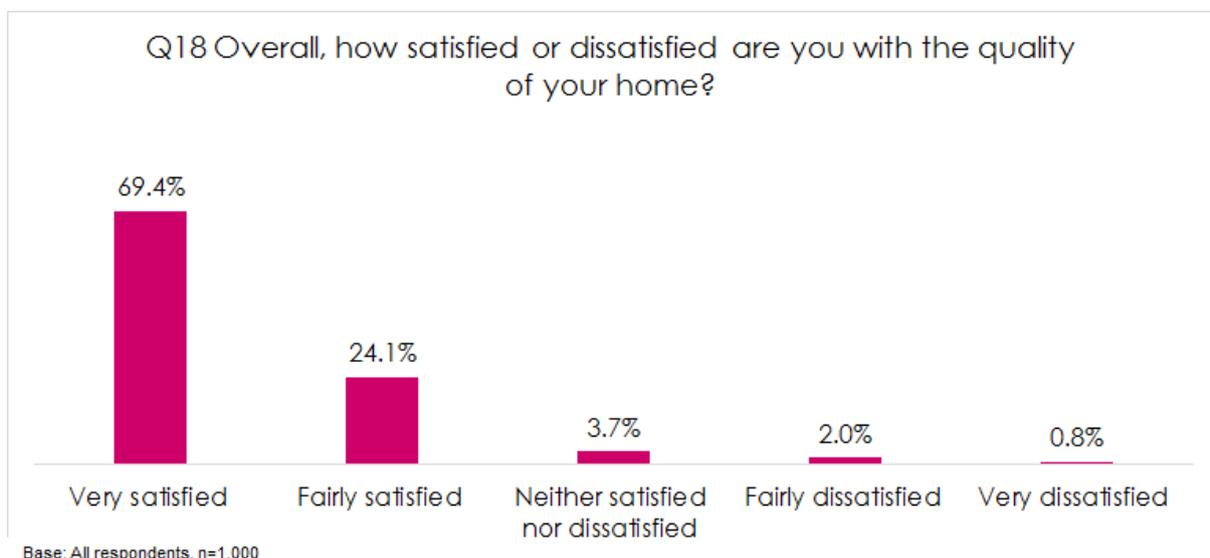
- Replacement kitchen (40%)
- Replacement bathroom (40%)
- Roughcasting (23%)
- Re-roofing (11%)
- Heating/ boiler replacement (10%).

Overall, the majority of tenants who had had works carried out were satisfied with the works completed, with 94% overall stating that they were very or fairly satisfied.

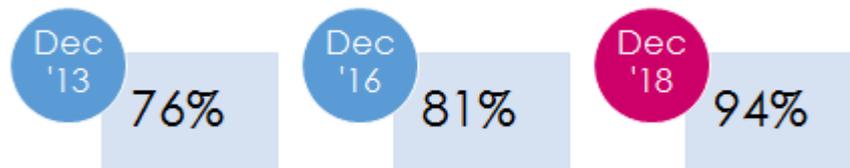


6.4 Satisfaction with the quality of the home (Q18-Q19)

With regards to the quality of the home, 94% were very or fairly satisfied, compared to 4% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied.



Satisfaction with the quality of the home has increased from 76% in 2013 and 81% in 2016.



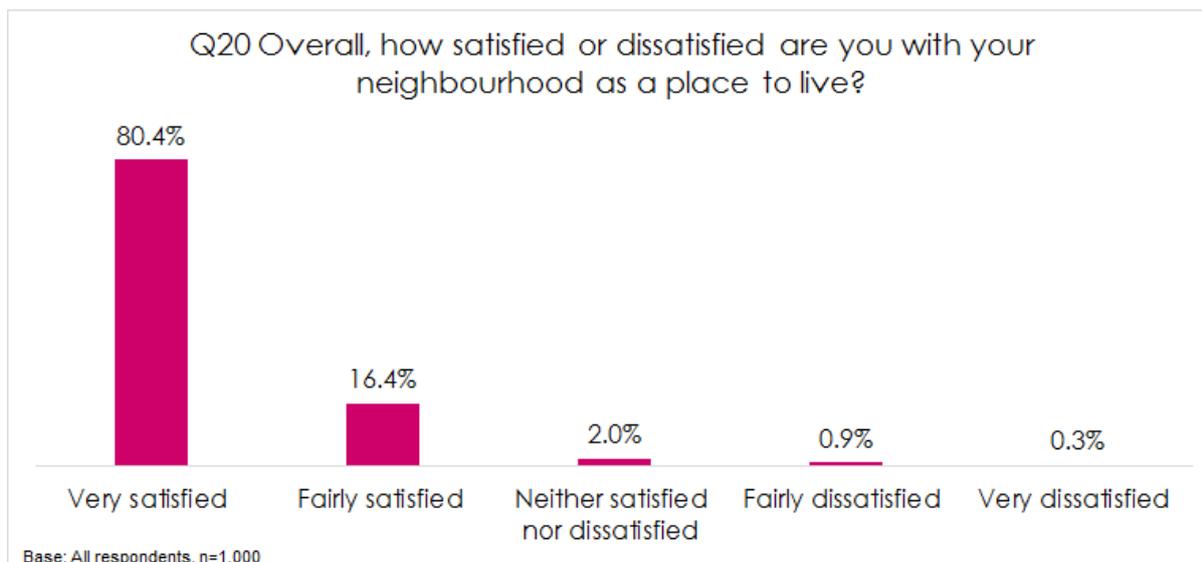
Respondents who were not satisfied with the quality of their home (n=65) were then asked how the Council could improve the quality of their home. The most common responses given were:

- General upgrading / repairs (51%, n=33)
- New windows/ doors (22%, n=14)
- New kitchen (12%, n=8)
- New bathroom (12%, n=8).

7. THE NEIGHBOURHOOD

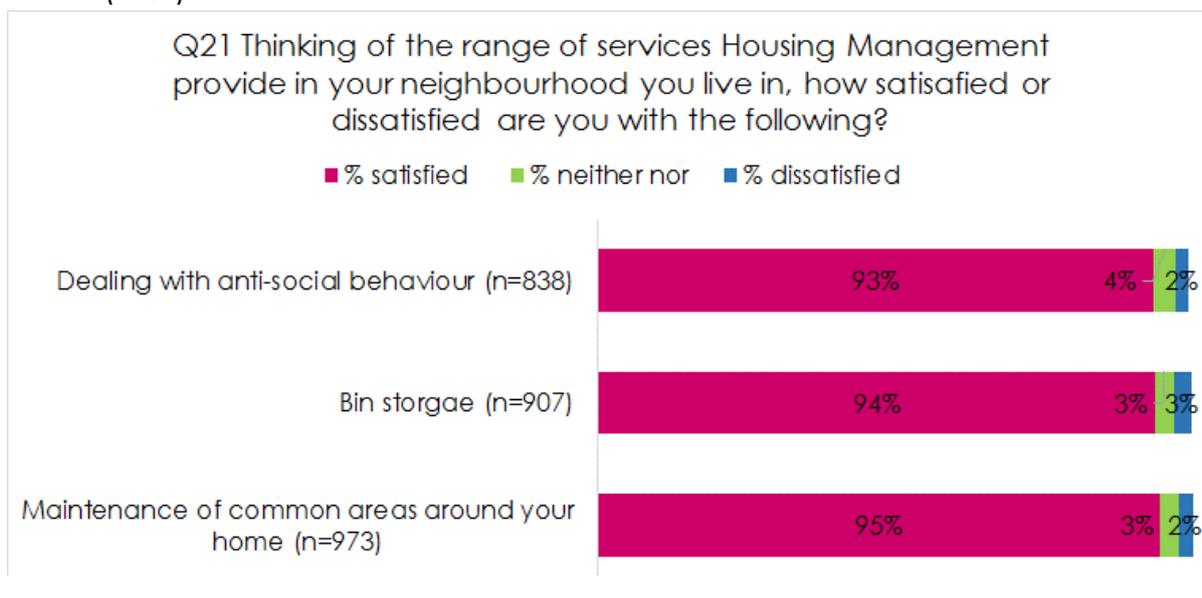
7.1 Neighbourhood as a place to live (Q20)

All respondents were asked how satisfied they were with their neighbourhood as a place to live. As shown below, satisfaction was very high with 97% stating they were either very or fairly satisfied in this respect compared to 2% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied.



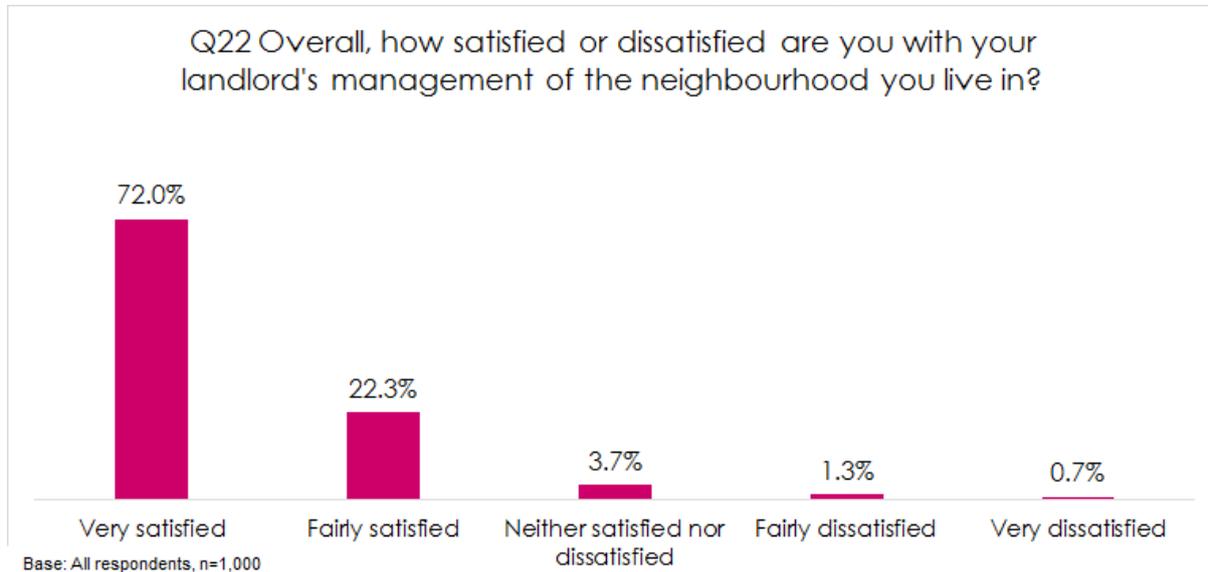
7.2 Satisfaction with neighbourhood services (Q21)

When asked about satisfaction with a range of services that housing management provide in their neighbourhood, the majority of tenants were satisfied with all aspects, most so with regard to the maintenance of common areas (95%).



7.3 Management of the neighbourhood (Q22-Q23)

Tenants were asked how satisfied or dissatisfied they were with their landlord's management of the neighbourhood they live in. 94% of respondents were very or fairly satisfied in this respect compared to 4% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied.



Satisfaction with neighbourhood management has increased from 74% in 2013 and 92% in 2016.



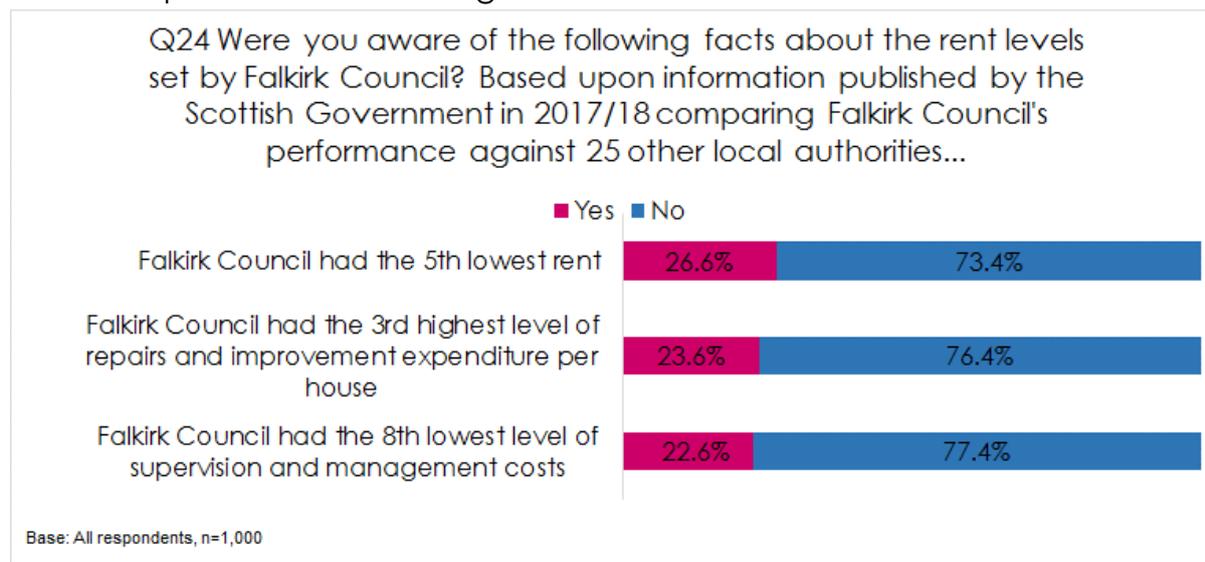
Those who were not satisfied with their landlord's management of the neighbourhood (n=57) were then asked how the housing service could improve their management of the neighbourhood. The most common responses given were:

- You never see them/ don't know what they do (33%, n=19)
- Problems with anti-social neighbours (25%, n=14)
- Problems with bins/ rubbish collection (18%, n=10)
- The area is not well kept/ untidy/ overgrown (14%, n=8).

8. RENT AND VALUE FOR MONEY

8.1 Awareness of Council rents relative to others (Q24)

In terms of rent levels awareness was relatively low, with 27% of respondents aware that Falkirk Council had the 5th lowest rent, 24% aware that Falkirk Council had the 3rd highest level of repairs and improvement expenditure per house and 23% of respondents aware that Falkirk Council had the 8th lowest level of supervision and management costs.



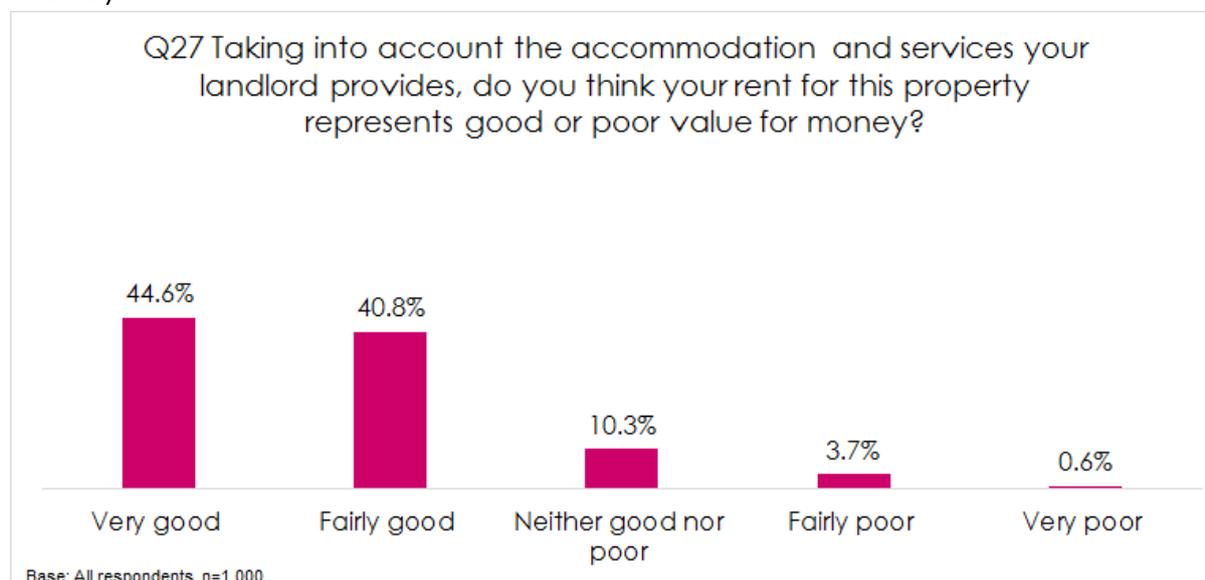
8.2 Priorities for spending rents (Q25)

Tenants were asked what they believed the Council should be prioritising spending more of what the income generated from rent is spent on. This shows that tenant priorities were:



8.3 Value for money (Q27-Q28)

Over 8 in 10 respondents (85%) were of the opinion that their rent represented very or fairly good value for money, compared to 10% who said it was neither good nor poor value and 4% who said it was very or fairly poor value for money.



The proportion of respondents who said the rent for their home was very or fairly good value has increased from 69% in 2013 and 80% in 2016.



All respondents were then asked why they felt this way in terms of value for money. The most common reasons given for believing that rents were good value were:

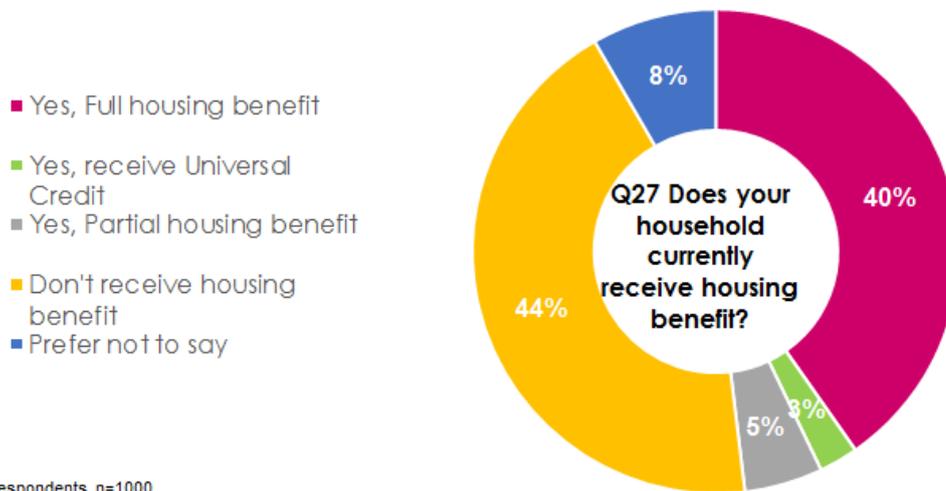
- It is affordable/ fair/ good value (34%)
- I receive housing benefit/ don't pay rent (18%)
- Rent paid is less than others/ private rents (15%)
- It is a nice area/ good location/ good neighbours (8%)
- It is a nice house (8%)

On the other hand, the most common reason for not rating value for money positively were:

- It is expensive (4%)
- Home needs repairs/ upgrades (2%)
- Rents are always increasing (1%)
- Service is poor (1%)

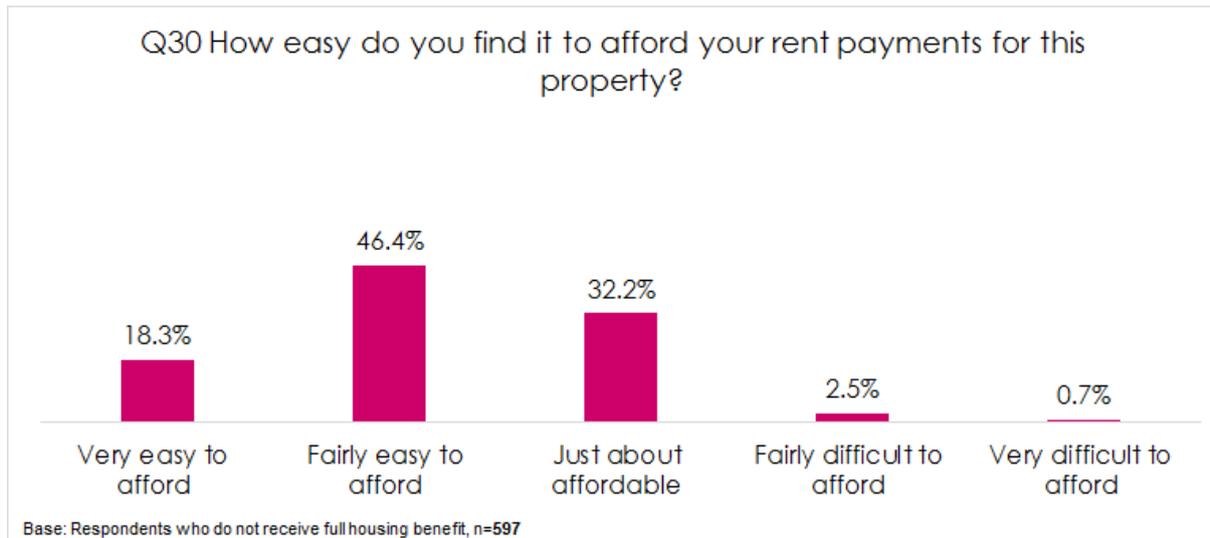
8.4 Housing benefit receipt and affordability (Q29-Q30)

Just under half of respondents (46%) said they were in receipt of full or partial housing benefit and 3% receive Universal Credit compared to 44% who said they did not receive any housing benefit. 8% of respondents preferred not to give this information.



Base: All respondents, n=1000

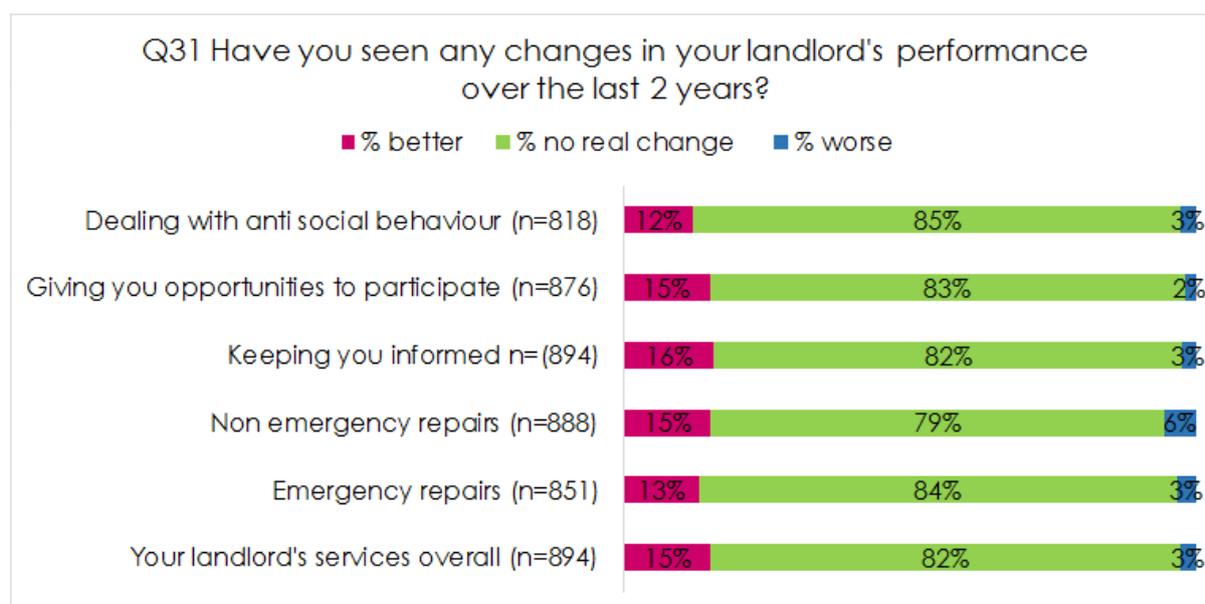
Respondents who did not receive full housing benefit were then asked how easy they find it to afford their rent payments. As shown in the chart below, 65% of respondents said they found their rent payments very or fairly easy to afford, compared to 32% who said they found their rent payments just about affordable and 3% of respondents who said their payments were fairly or very difficult to afford.



9. OVERVIEW OF LANDLORD SERVICES

9.1 Changes in performance (Q31)

Tenants were then asked if they had seen any changes in their landlord's performance over the last 2 years. As shown below, the majority of tenants felt their landlord's performance had stayed the same.



9.2 Tenancy aspirations (Q32-Q34)

A new series of questions were asked in order to understand the motivations of tenants moving into a Council house and their aspirations for housing. This was asked of all tenants.

Firstly, when asked why they moved to their current property, the most common reasons were:

- Right size/ kind of property (33%)
- To be near to family/ friends (31%)
- No choice – allocated by Council/ HA/ eviction (23%).

Analysis has been carried out to understand if there were any differences in terms of this profile by length of tenancy and it is interesting to note that there are no significant trends by length of tenancy with 'no choice' being as likely to be a response given by new tenants as it was for those that have been in their home for a number of years.

A full list of responses is provided over the page.

| Q32 What were your reasons for moving to this property? | | |
|---|-----|-----|
| Base: All respondents, n=1000 | No. | % |
| Right size/kind of property | 326 | 33% |
| To be near family/friends | 311 | 31% |
| No choice - allocated by Council/HA, eviction | 227 | 23% |
| Like the area/nice area | 127 | 13% |
| Health reason, including move to bungalow/flat | 78 | 8% |
| Change in family/household circumstances/left home | 57 | 6% |
| To rent a place of own | 48 | 5% |
| To be close to work/employment | 25 | 3% |
| Cheaper property | 22 | 2% |
| Good schools | 20 | 2% |
| Other (please specify) | 14 | 1% |
| Wanted a garden/land | 13 | 1% |
| Good transport | 10 | 1% |
| To avoid violence/discrimination | 9 | 1% |
| Move to the countryside/sea | 4 | 0% |
| Good services/amenities | 3 | 0% |
| Moved to sheltered housing/supported accommodation | 1 | 0% |

In terms of tenancy aspirations, tenants note that they were most likely to wish to live in the following property type/ tenure:

- **Tenure:** rented from Council (67%), owned (32%).
- **Property Type:** House (67%), Four in a block flat (15%), other flat/ maisonette (7%).

When asked what has stopped them moving from the type of property they would most like to live in, the reason most commonly given was not enough money (44%).

| Q34 What things have stopped you moving to a property you would most like to live in? | | |
|---|-----|-------|
| Base: All respondents, n=1000 | No. | % |
| Not enough money | 441 | 44.1% |
| Nothing | 168 | 16.8% |
| Happy here/ don't want to move | 162 | 16.2% |
| Not available/limited supply where I want to live | 124 | 12.4% |
| Waiting list are too long | 110 | 11.0% |
| Other | 17 | 1.7% |
| Don't know | 8 | 0.8% |

9.3 Housing Needs (Q35-Q36)

83% said that they feel their current property will meet their needs over the next 5 years. This was similar across all age groups with, interestingly, younger respondents (aged 16-34) slightly less likely to state yes (81%) than those aged 65 and over (85%).



Just 52 respondents stated that they do not believe that their current property will meet their needs over the next 5 years. The most common reason for this was that they believed their home would be too small (48%).

| Q36 Why do you not believe your current property will meet your needs over the next 5 years? | | |
|--|-----|-----|
| Base: Respondents, n=52 | No. | % |
| Too small | 25 | 48% |
| Too big | 7 | 14% |
| I struggle to move about the home e.g. cope with stairs | 7 | 14% |
| Other | 6 | 12% |
| Difficult to maintain the house | 4 | 8% |
| I struggle to get in and out of the property | 3 | 6% |
| I would like to be closer to family and friends | 3 | 6% |
| Difficult to maintain the garden | 1 | 2% |
| It is too expensive | 1 | 2% |

9.4 Moving aspirations (Q37-Q38)

Just 5% of respondents (n=47) said that they would like to move from their current property. These tenants were most likely to wish to move in the next year (59%).

| Q38 When would you like to move? | | |
|-----------------------------------|-----|-----|
| Base: Respondents, n=47 | No. | % |
| In the next 6 months | 18 | 38% |
| Over 6 months to less than a year | 10 | 21% |
| Over 1 year, less than 2 years | 9 | 19% |
| Don't know | 6 | 13% |
| Over 2 years, less than 3 years | 2 | 4% |
| Over 3 years, less than 4 years | 1 | 2% |
| More than 5 years | 1 | 2% |

10. ABOUT YOU AND YOUR HOUSEHOLD

10.1 Age and gender (Q34/35)

With regards to gender, just under 6 in 10 respondents (57%) were female and 43% were male.

Just under 1 in 5 respondents (18%) were aged under 35, 33% were aged 35 to 54, 18% were aged 55 to 64 and 18% were aged 65 and over.

| Q34 Age | | |
|-------------------------------|-----|-----|
| Base: All respondents, n=1000 | No. | % |
| 16 to 34 | 184 | 18% |
| 35 to 54 | 334 | 33% |
| 55 to 64 | 180 | 18% |
| 65 and over | 180 | 18% |
| Unknown | 22 | 2% |

10.2 Household composition (Q36/37)

In terms of household composition, just under 4 in 10 respondents (38%) were single adult households, 28% were two adult households with no children, 12% were couples with at least one child, 9% were lone parents with at least one child and 8% were households with three or more adults.

| Q43 How would you describe the composition of your household? | | |
|---|-----|-----|
| Base: All respondents, n=1000 | No | % |
| One adult aged 60 or over | 223 | 22% |
| Two adults both under 60 | 162 | 16% |
| One adult under 60 | 155 | 16% |
| Two adults both over 60 | 117 | 12% |
| Three or more adults, 16 or over | 77 | 8% |
| 2 parent family with 1 child under 16 | 56 | 6% |
| 2 parent family with 2 children under 16 | 53 | 5% |
| 1 parent family with 1 child under 16 | 49 | 5% |
| 1 parent family with 2 children under 16 | 32 | 3% |
| Two adults, at least one 60 or over | 31 | 3% |
| 2 parent family with 3 or more children under 16 | 14 | 1% |
| Other | 14 | 1% |
| 1 parent family with 3 or more children under 16 | 11 | 1% |
| Prefer not to say | 6 | 1% |

10.3 Disability (Q38)

Just under 4 in 10 respondents said they had some form of disability or long-term health condition (37%). This was most commonly a physical disability or chronic illness.

| Q44 Does you have any of the following conditions which have lasted, or are expected to last, at least 12 months? | | |
|---|-----------|----------|
| Base: All respondents, n=1,000 | No | % |
| No condition | 626 | 63% |
| A physical disability (a condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying) | 151 | 15% |
| A chronic illness (such as cancer, HIV, diabetes, heart disease or epilepsy) | 135 | 14% |
| Prefer not to say | 85 | 9% |
| Mental health condition (such as depression or schizophrenia) | 40 | 4% |
| Deafness or severe hearing impairment | 20 | 2% |
| Development disorder (for example, Autistic Spectrum Disorder or Asperger's Syndrome) | 9 | 1% |
| Blindness or severe vision impairment | 8 | 1% |
| Learning difficulty (for example dyslexia or dyspraxia) | 4 | 0% |

10.4 Ethnicity (Q39)

In terms of ethnicity, the vast majority of respondents were White Scottish or Other British (97%).

| Q45 What is your ethnic group? | | |
|--|-----------|----------|
| Base: All respondents, n=1,000 | No | % |
| Scottish | 947 | 94.7% |
| Other British | 18 | 1.8% |
| Irish | 2 | 0.2% |
| Gypsy/Traveller | 1 | 0.1% |
| Polish | 21 | 2.1% |
| Other white ethnic group, please write in | 4 | 0.4% |
| Any mixed or multiple ethnic groups, please write in | 1 | 0.1% |
| Pakistani, Pakistani Scottish or Pakistani British | 1 | 0.1% |
| Indian, Indian Scottish or Indian British | 2 | 0.2% |
| Bangladeshi, Bangladeshi Scottish or Bangladeshi British | 1 | 0.1% |
| African, African Scottish or African British | 1 | 0.1% |
| Prefer not to say | 1 | 0.1% |

Appendix 1

Survey Questionnaire

Overall Service

1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Falkirk Council as your landlord?

| | | |
|------------------------------------|---|----------|
| Very satisfied | 1 | Go to Q3 |
| Fairly satisfied | 2 | |
| Neither satisfied nor dissatisfied | 3 | Go to Q2 |
| Fairly dissatisfied | 4 | |
| Very dissatisfied | 5 | |
| Don't know/ No opinion | 6 | Go to Q3 |

2. Can you please explain why you said you were not satisfied with the overall service provided by Falkirk Council as your landlord?

| |
|--|
| |
|--|

Information and communication

3. Which of the following do you use to access the internet? CIRCLE ALL THAT APPLY OR 'DO NOT USE'

| | |
|---|---|
| A smartphone with internet access | 1 |
| A home computer through which you can access the internet | 2 |
| A TV through which you can access the internet | 3 |
| A tablet device through which you can access the internet | 4 |
| Through any other methods (please describe) | 5 |
| DO NOT USE THE INTERNET | 6 |

4. How would you prefer the Council to communicate with you about your Tenancy? [ALL THAT APPLY]

| | |
|-----------------------------|---|
| Personal visit to your home | 1 |
| Telephone | 2 |
| Personal letter | 3 |
| Email | 4 |
| Text message | 5 |
| Other (please specify) | 6 |

5. And if you needed to communicate with the Council about your Tenancy, which of the following methods would you be happy to use? [ALL THAT APPLY]

| | |
|-------------------------------------|---|
| Telephone | 1 |
| Through 'My Falkirk' online account | 2 |
| Visit a Community Hub | 3 |
| Email | 4 |
| Text message | 5 |
| Letter | 6 |
| Through Elected Member | 7 |
| Social Media | 8 |
| Other (please specify) | 9 |

6. SHOWCARD The Council uses a range of different methods to keep you informed. How would you prefer the Council to keep you informed about general issues such as their services or decisions or events? [ALL THAT APPLY]

| | |
|--|----|
| Information Magazine posted to you (Tenant Talk) | 1 |
| Annual Performance Report | 2 |
| Open days and exhibitions | 3 |
| Open Tenants' and Residents' Forum | 4 |
| Through Registered Tenants' and Residents' Organisations | 5 |
| Annual Tenant Conference | 6 |
| Website | 7 |
| Twitter | 8 |
| Email | 9 |
| Text | 10 |
| Information leaflets | 11 |
| Information on screens in local offices | 12 |
| Posters and Flyers | 13 |
| Personal letter | 14 |
| Other (please specify) | 15 |

7. How good or poor do you feel your landlord is at keeping you informed about their services and decisions?

| | | |
|-----------------------|---|----------|
| Very good | 1 | Go to Q9 |
| Fairly good | 2 | |
| Neither good nor poor | 3 | Go to Q8 |
| Fairly poor | 4 | |
| Very poor | 5 | |

8. Can you please explain why you said that you feel Falkirk Council are poor at keeping you informed about their services and decisions?

Tenant Participation

9. SHOWCARD

A) Are you aware of the following ways in which you could become involved in Falkirk Council's Housing Services to help improve their services?

B) Whether or not you have participated in these activities in the past, would you be interested in participating in any of these in the future to help the Council improve their housing services?

| | a) aware | b) interested |
|---|----------|---------------|
| Customer comment cards at neighbourhood offices and one stop shops | 1 | 1 |
| Online questionnaires | 2 | 2 |
| Open Days and Exhibitions | 3 | 3 |
| Scrutiny Panel (a group of tenants who meet to check the Council's performance and make recommendation for areas for improvement) | 4 | 4 |
| Estate Walkabouts where tenants can identify areas of concern on their local estate | 5 | 5 |
| Being on a consultation register | 6 | 6 |
| Answering customer satisfaction feedback questionnaires | 7 | 7 |
| Postal surveys | 8 | 8 |
| Face to face surveys | 9 | 9 |
| 'Make a Difference' Project Award Scheme | 10 | 10 |
| Going along to the Tenants' and Residents' Forum | 11 | 11 |
| Becoming a member of a Registered Tenants' and Residents Organisation | 12 | 12 |
| Online Discussion Forum | 13 | 13 |
| Involvement in the Housing Revenue Account Focus Group (to talk about rents, how they are spent and value for money) | 14 | 14 |
| Involvement in Housing Asset Management Group (to talk about new build and investment) | 15 | 15 |
| Being on an Editorial Panel who comment on the content and publication of the Tenant Talk magazine and other publications | 16 | 16 |
| Being part of a short-term tenants sub group who look at and feedback on specific housing issues such as allocations or repairs | 17 | 17 |
| Carry out customer led inspections to scrutinise a particular area of the housing service | 18 | 18 |
| Making a complaint or suggestion for improvement to the service | 19 | 19 |
| None | 20 | 20 |

10. How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes?

| | | |
|------------------------------------|---|-----------|
| Very satisfied | 1 | Go to Q12 |
| Fairly satisfied | 2 | |
| Neither satisfied nor dissatisfied | 3 | Go to Q11 |
| Fairly dissatisfied | 4 | |
| Very dissatisfied | 5 | |

11. You said you were neither satisfied nor dissatisfied/ dissatisfied with the opportunities given to you to participate in your landlord's decision making processes, can you explain why you gave this response?

| |
|--|
| |
|--|

Repairs and maintenance

12. Generally, how satisfied or dissatisfied are you with the way the Council deals with repairs and maintenance?

| | | |
|------------------------------------|---|-----------|
| Very satisfied | 1 | Go to Q14 |
| Fairly satisfied | 2 | |
| Neither satisfied nor dissatisfied | 3 | Go to Q13 |
| Fairly dissatisfied | 4 | |
| Very dissatisfied | 5 | |

13. Can you explain why you are not satisfied with the way the Council deals with repairs and maintenance?

| |
|--|
| |
|--|

14. How satisfied are you with the following aspects of your home?

| | Very Satisfied | Fairly Satisfied | Neither / Nor | Fairly Dissatisfied | Very Dissatisfied |
|--|----------------|------------------|---------------|---------------------|-------------------|
| The kitchen | 1 | 2 | 3 | 4 | 5 |
| The bathroom | 1 | 2 | 3 | 4 | 5 |
| Heating system | 1 | 2 | 3 | 4 | 5 |
| Windows | 1 | 2 | 3 | 4 | 5 |
| General condition of your property overall | 1 | 2 | 3 | 4 | 5 |
| External appearance of the building | 1 | 2 | 3 | 4 | 5 |

15. Have you had any major work carried out in your home by the Council's Housing Service in the past 3 years (e.g. windows, doors, roofs, heating system etc)?

| | | |
|-----|---|-----------|
| Yes | 1 | Go to Q16 |
| No | 2 | Go to Q18 |

16. If yes, what was the nature of these works? CIRCLE ALL THAT APPLY

| | | | |
|--------------------------------|---|------------------------|----|
| Rewiring/ electrical upgrading | 1 | Replacement Doors | 7 |
| Window replacement | 2 | Re-Roofing | 8 |
| Heating/ Boiler replacement | 3 | Roughcasting | 9 |
| Aids and adaptations | 4 | Insulation | 10 |
| Replacement kitchen | 5 | Other (please specify) | 11 |
| Replacement bathroom | 6 | | |

17. Overall, how satisfied or dissatisfied are you with the works completed in your home?

| | |
|------------------------------------|---|
| Very satisfied | 1 |
| Fairly satisfied | 2 |
| Neither satisfied nor dissatisfied | 3 |
| Fairly dissatisfied | 4 |
| Very dissatisfied | 5 |

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

| | | |
|------------------------------------|---|-----------|
| Very satisfied | 1 | Go to Q20 |
| Fairly satisfied | 2 | |
| Neither satisfied nor dissatisfied | 3 | Go to Q19 |
| Fairly dissatisfied | 4 | |
| Very dissatisfied | 5 | |

19. How could Falkirk Council improve the quality of your home?

The neighbourhood

20. Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

| | |
|------------------------------------|---|
| Very satisfied | 1 |
| Fairly satisfied | 2 |
| Neither satisfied nor dissatisfied | 3 |
| Fairly dissatisfied | 4 |
| Very dissatisfied | 5 |

21. Thinking of the range of services Housing Management provide in your neighbourhood, how satisfied or dissatisfied are you with the following?

| | Very Satisfied | Fairly Satisfied | Neither / Nor | Fairly Dissatisfied | Very Dissatisfied | Don't know |
|--|----------------|------------------|---------------|---------------------|-------------------|------------|
| Maintenance of common areas around your home | 1 | 2 | 3 | 4 | 5 | 6 |
| Bin storage | 1 | 2 | 3 | 4 | 5 | 6 |
| Dealing with anti-social behaviour | 1 | 2 | 3 | 4 | 5 | |

22. Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?

| | | |
|------------------------------------|---|-----------|
| Very satisfied | 1 | Go to Q24 |
| Fairly satisfied | 2 | |
| Neither satisfied nor dissatisfied | 3 | Go to Q23 |
| Fairly dissatisfied | 4 | |
| Very dissatisfied | 5 | |

23. You said you were not satisfied with your landlord's management of the neighbourhood you live in. Can you please explain how the housing service could improve their management of the neighbourhood?

Rent and value for money

24. Were you aware of the following facts about the rent levels set by Falkirk Council? Based upon information published by the Scottish Government in 2017/18 comparing Falkirk Council's performance against 25 other local authorities....

| | Yes | No |
|--|-----|----|
| Falkirk Council had the 5 th lowest rent | 1 | 2 |
| Falkirk Council had the 3 rd highest level of repairs and improvement expenditure per house | 1 | 2 |
| Falkirk Council had the 8 th lowest level of supervision and management costs | 1 | 2 |

25. SHOWCARD I'd like to ask you what you think the Council should be spending more of your rent on. From the list on this showcard, can you let me know which three things you would prioritise in terms of what income generated from rents is spent on?

| | |
|--|---|
| Increasing the supply of housing including new build houses and buying back properties | 1 |
| Internal improvements such as bathrooms and kitchens | 2 |
| External improvements such as windows, roofing and roughcasting | 3 |
| External improvements such as gardens, fencing and pathways | 4 |
| Advice and support services | 5 |
| Anti-social behaviour services | 6 |
| Increasing front line staffing levels | 7 |
| Improving the energy efficiency of existing properties | 8 |

26. Please provide any further information about what you believe should be the Housing Services priorities in terms of delivering the best service possible?

| |
|--|
| |
|--|

27. Taking into account the accommodation and services your landlord provides, do you think your rent for this property represents good or poor value for money?

| | |
|-----------------------|---|
| Very good | 1 |
| Fairly good | 2 |
| Neither good nor poor | 3 |
| Fairly poor | 4 |
| Very poor | 5 |

28. Can you explain why you say that?

| |
|--|
| |
|--|

29. Does your household currently receive housing benefit or the housing element of Universal Credit?

| | | |
|-------------------------------|---|-----------|
| Yes, Full housing benefit | 1 | Go to Q31 |
| Yes, receive Universal Credit | 2 | |
| Yes, Partial housing benefit | 3 | Go to Q30 |
| Don't receive housing benefit | 4 | |
| Prefer not to say | 5 | |

30. How easy do you find it to afford your rent payments for this property?

| | |
|----------------------------|---|
| Very easy to afford | 1 |
| Fairly easy to afford | 2 |
| Just about affordable | 3 |
| Fairly difficult to afford | 4 |
| Very difficult to afford | 5 |

Overview of landlord services

31. Have you seen any change in your landlord's performance over the last 2 years?

| | Much better | A little Better | No real change | A little worse | Much worse | Don't know |
|---|-------------|-----------------|----------------|----------------|------------|------------|
| Your landlord's services overall | 1 | 2 | 3 | 4 | 5 | 6 |
| Emergency repairs | 1 | 2 | 3 | 4 | 5 | 6 |
| Non-emergency repairs | 1 | 2 | 3 | 4 | 5 | 6 |
| Keeping you informed | 1 | 2 | 3 | 4 | 5 | 6 |
| Giving you opportunities to participate | 1 | 2 | 3 | 4 | 5 | 6 |
| Dealing with anti-social behaviour | 1 | 2 | 3 | 4 | 5 | 6 |

Tenancy sustainment

32. What were your reasons for moving to this property? [INTERVIEWER: ASK AS AN OPEN QUESTION AND CODE ALL THAT APPLY]

| | |
|--|----|
| To be near family/friends | 1 |
| Change in family/household circumstances/left home | 2 |
| Health reasons, including move to bungalow/flat | 3 |
| Like the area/nice area | 4 |
| Good schools | 5 |
| Good transport | 6 |
| Right size/kind of property | 7 |
| No choice – allocated by Council/HA, eviction | 8 |
| To be close to work/employment | 9 |
| To rent a place of own | 10 |
| Moved to sheltered housing/supported accommodation | 11 |
| Move to the countryside/sea | 12 |
| Good services/amenities | 13 |
| Wanted a garden/land | 14 |
| Cheaper property | 15 |
| To avoid violence/discrimination | 16 |
| Other (Please specify) | 17 |

33. SHOWCARD What kind of property would you most like to live in? [INTERVIEWER: ASK BOTH TENURE AND PROPERTY TYPE]

| TENURE | |
|-------------------------------------|---|
| Owned (outright or with a mortgage) | 1 |
| Rented from the Council | 2 |
| Rented from a Private Landlord | 3 |
| Part owned, part rented | 4 |
| Rented from a Housing Association | 5 |

| PROPERTY TYPE | |
|-----------------------------------|---|
| House | 1 |
| Tenement Flat | 2 |
| Other Flat/Maisonette | 3 |
| Sheltered/Supported accommodation | 4 |
| High Rise Flat | 5 |
| Four in a Block Flat | 6 |
| Other (Please specify) | 7 |

**34. What things have stopped you moving to a property you would most like to live in?
[INTERVIEWER: ASK AS AN OPEN QUESTION AND CODE ALL THAT APPLY]**

| | |
|--|---|
| Not enough money | 1 |
| Waiting lists are too long | 2 |
| Not available/ limited supply where I want to live | 3 |
| Other (please specify) | 4 |

35. Do you think your current property will meet your needs over the next 5 years?

| | | |
|------------|---|-----------|
| Yes | 1 | Go to Q37 |
| No | 2 | Go to Q36 |
| Don't know | 3 | Go to Q37 |

**36. Why do you not believe your current property will meet your needs over the next 5 years?
[ALL THAT APPLY]**

| | |
|--|---|
| Too big | 1 |
| Too small | 2 |
| Difficult to maintain the house | 3 |
| Difficult to maintain the garden | 4 |
| I struggle to move about the home e.g. cope with stairs | 5 |
| I struggle to get in and out of the property | 6 |
| I would like to be closer to family or friends | 7 |
| I would like to be closer to facilities e.g. shops, doctor, dentist etc. | 8 |
| It is too expensive | 9 |
| Other (please specify) | |

37. Would you like to move from your current property?

| | | |
|------------|---|-----------|
| Yes | 1 | Go to Q38 |
| No | 2 | Go to Q39 |
| Don't know | 3 | |

38. When would you like to move?

| | |
|-----------------------------------|---|
| In the next 6 months | 1 |
| Over 6 months to less than a year | 2 |
| Over 1 year, less than 2 years | 3 |
| Over 2 years, less than 3 years | 4 |
| Over 3 years, less than 4 years | 5 |
| Over 4 years, less than 5 years | 6 |
| More than 5 years | 7 |
| Don't know | 8 |

**39. Do you have any final comments you wish to make about your landlord and its services?
[INTERVIEWER: RECORD FULLY]**

About you and your household

Finally, I'd like to ask about you and your household. This will only be used for analysis purposes to see if there are differences in the views between different types of tenant household. Please answer these questions as fully as you are willing or able.

40. What is your age?

41. Gender?

| | |
|-------------|---|
| Male | 1 |
| Female | 2 |
| Transgender | 3 |

42. How many people usually live in this house?

43. How would you describe the composition of your household?

| | |
|--|----|
| One adult under 60 | 1 |
| One adult aged 60 or over | 2 |
| Two adults both under 60 | 3 |
| Two adults both over 60 | 4 |
| Two adults, at least one 60 or over | 5 |
| Three or more adults, 16 or over | 6 |
| 1 parent family with 1 child under 16 | 7 |
| 1 parent family with 2 children under 16 | 8 |
| 1 parent family with 3 or more children under 16 | 9 |
| 2 parent family with 1 child under 16 | 10 |
| 2 parent family with 2 children under 16 | 11 |
| 2 parent family with 3 or more children under 16 | 12 |
| Other – specify | 13 |
| Prefer not to say | 14 |

44. Do you have any of the following conditions which have lasted, or are expected to last, at least 12 months? [CODE ALL THAT APPLY]

| | |
|---|----|
| Deafness or severe hearing impairment | 1 |
| Blindness or severe vision impairment | 2 |
| Learning disability (for example Down's Syndrome) | 3 |
| Learning difficulty (for example dyslexia or dyspraxia) | 4 |
| Developmental disorder (for example, Autistic Spectrum Disorder or Asperger's Syndrome) | 5 |
| A Physical disability (a condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying) | 6 |
| Mental health condition (such as depression or schizophrenia) | 7 |
| A chronic illness (such as cancer, HIV, diabetes, heart disease or epilepsy) | 8 |
| Other condition, please specify | 9 |
| No condition | 10 |
| Prefer not to say | 11 |

45. What is your ethnic group?

| | |
|--|----|
| WHITE | |
| Scottish | 1 |
| Other British | 2 |
| Irish | 3 |
| Gypsy/ Traveller | 4 |
| Polish | 5 |
| Other white ethnic group, please write in | 6 |
| MIXED OR MULTIPLE ETHNIC GROUPS | |
| Any mixed or multiple ethnic groups, please write in | 7 |
| ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH | |
| Pakistani, Pakistani Scottish or Pakistani British | 8 |
| Indian, Indian Scottish or Indian British | 9 |
| Bangladeshi, Bangladeshi Scottish or Bangladeshi British | 10 |
| Chinese, Chinese Scottish or Chinese British | 11 |
| Other, please write in | 12 |
| AFRICAN, CARIBBEAN OR BLACK | |
| African, African Scottish or African British | 13 |
| Caribbean, Caribbean Scottish or Caribbean British | 14 |
| Black, Black Scottish or Black British | 15 |
| Other, please write in | 16 |
| OTHER ETHNIC GROUP | |
| Arab, Arab Scottish or Arab British | 17 |
| Other group, please write in | 18 |
| Prefer not to say | 19 |

Thank and close statement

- **Thank you very much for completing the questionnaire.**
- **Here is a 'Thank you' slip which tells you a bit more about Research Resource, the interviewing process and how we use your data on the Privacy Notice**

Appendix 2

Technical Report Summary

| | |
|--|---|
| Project number | P983 |
| Project name | Falkirk Council Satisfaction Survey |
| Objectives of the research | <p>The aim of the research was to seek tenants' views on the services that the Council, as a landlord, provides and how well it performs these services and to help identify areas where the service can be improved. Specifically, the research was designed to provide tenants views on the following:</p> <ul style="list-style-type: none"> ■ The quality of information provided by the Council; ■ Feedback on customer care; ■ Quality of accommodation; ■ Service provision including repairs, maintenance and improvements; ■ Tenant involvement/ opportunities for participation; ■ Value for money. |
| Target group | Tenants of the Council |
| Target sample size | 1000 interviews from a representative sample of 2500 Council tenants |
| Achieved sample size | 1000 interviews |
| Date of fieldwork | Interviewing took place between 29 th October and the 7 th December 2018. |
| Sampling method | Interviews were spread across the Council's stock |
| Data collection method | Interviews were undertaken with the tenant or their partner on a face to face basis. All responses were recorded on a paper questionnaire and the data entered into a survey analysis package by a team of data processors. |
| Response rate and definition and method of how calculated | 40% (1,000 interviews from 2500 tenants in the scope for research) |
| Any incentives? | Not applicable |
| Number of interviewers | 8 |
| Interview validation methods | 10% of each interviewer's work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards. |
| Showcards or any other materials used? | Showcards used as per instructions on the questionnaire |
| Weighting procedures | Not applicable |
| Estimating and imputation procedures | Not applicable |

Reliability of findings

+/- 2.4% based upon a 50% estimate at the 95% confidence level.