

To: HOUSING AND SOCIAL WORK SERVICES COMMITTEE		Subject: RESULTS OF NORTH LANARKSHIRE COUNCIL'S TENANT SURVEY 2008
From: HEAD OF HOUSING SERVICES		
Date: 25 FEBRUARY 2009	Ref: MP/PH/WR	

### 1. Purpose of Report / Introduction

The purpose of this report is to update Committee on the results of Housing Service's tenant survey 2008.

### 2. Background

- 2.1. A commitment was given in the Council's Tenant Participation Strategy 2006 – 2009 to survey North Lanarkshire Council tenants in order to evaluate customer satisfaction and identify areas for service improvement.
- 2.2. In July 2008 a questionnaire was posted to 16,000 council tenants, which represents a significant sample of the Council's 37,990 properties. The questionnaire was accompanied by a letter from the Executive Director of Housing and Social Work encouraging tenants to respond as well as a pre-paid reply envelope and all replies were entered into a free prize draw. There were 2,248 completed survey forms returned giving a response rate of 14%. The results of the survey have been analysed and give an indication of tenants' priorities and satisfaction levels.
- 2.3. Following analysis of the survey, a number of issues have been identified which will be further analysed and action points identified which can be monitored via the Continuous Improvement Groups as well as the Council's Tenant Participation Strategy Steering Group.

### 3. Proposals / Considerations

- 3.1. One of the main purposes of the survey was to measure tenant satisfaction, including satisfaction with the Housing Service overall, and also with individual aspects such as repairs and dealing with antisocial behaviour. The 2008 survey records that overall satisfaction levels are high with 84% of NLC tenants stating they are either satisfied or very satisfied with North Lanarkshire Council as their landlord.
- 3.2. The survey also asks if respondents consider the Housing Service to have improved, stayed the same or become worse in the past year. 51% of respondents consider the service to have stayed the same, 33% said it had improved and 16% considered it to have worsened.
- 3.3. Some aspects of the housing service in particular recorded very high levels of satisfaction:
  - (i) 89% of respondents were satisfied or very satisfied with the range of information available on housing services
  - (ii) 84% of respondents were satisfied or very satisfied with the level of customer service from staff
  - (iii) 85% were satisfied or very satisfied with the accessibility and responsiveness of First Stop Shops/housing offices

- 3.4. Areas of the service which registered lower rates of satisfaction with tenants included:
- (i) 38% of respondents were satisfied or very satisfied with Housing Services response to anti social behaviour
  - (ii) 51% of respondents stated they were satisfied or very satisfied with the time taken to complete repairs
  - (iii) 56% of respondents stated they were satisfied or very satisfied with opportunities to participate in improving housing services

3.5 To continue to address these areas of concern partnership and multi agency working is in place throughout North Lanarkshire. Specific initiatives include Joint Tasking and Coordinating with the Community Police, Tenant Led Inspections and local regeneration teams.

3.6 As well as satisfaction levels, the 2008 survey provided valuable feedback on tenants' priorities for investment. Respondents were asked to choose from a range of options, indicating what any additional investment should be spent on. Results show that tenants view the following as priorities:

- (i) Investment in Capital Programmes (66%)
- (ii) Improving repair response times (40%)

Tenants were then asked to identify the main priority for improvement in their home. Results indicate that tenants' priorities are:

- (i) Kitchen units (38%)
- (ii) Bathroom (28%)
- (iii) Central heating (14%)

These priorities reflect the Council's own identification of priorities reflected in the HRA Capital Programme.

3.7 All of the issues raised in the tenant survey will be considered and used to develop improvement actions. Improvement actions will involve further tenant consultation at local area levels and via this year's tenant conference and where appropriate incorporated within the future Tenant Participation Strategy.

3.8 Progress on all these issues will be regularly monitored by the appropriate Continuous Improvement Groups and/or Service Manager.

#### **4. Financial / Personnel / Legal / Policy Implications**

There are no direct financial, legal or personnel implications arising from this report.

#### **5. Recommendations**

It is recommended that the Committee note the results of the tenants' survey and the proposed approach to taking forward the issues identified.



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**Date 26 January 2009**

For further information about this report please contact Wendy Rizza on 01698 724155.