



**WESLO HOUSING MANAGEMENT LTD
TENANT SATISFACTION SURVEY 2010**

Survey Report

Prepared for:

**David McLaren
Housing Manager
Weslo Housing Management
66 North Bridge Street
Bathgate
West Lothian
EH48 4PP**

Prepared by:

**Alan Kennedy
Knowledge Partnership
Catchpell House Business Centre
5 Carpet Lane
Edinburgh
EH6 6SS**

June 25th 2010

CONTENTS

Executive Summary	Page 1-2
A. Background and introduction	Page 3-5
B. Service delivery, communication and listening	Page 6-11
C. Housing management	Page 12- 22
D. Property management	Page 23- 27
E. Bright ideas	Page 28- 29
F. Tenant profile	Page 30- 37
G. Conclusions and recommendations	Page 38- 39
H. Comparisons 2005-2010	Page 40
I. Company comparisons	Page 41- 44
Appendices 1 to 7	Page 45- 55

Executive summary

Knowledge Partnership surveyed 834 Weslo Housing tenants using a self-completion, postal questionnaire during May and June 2010. The purpose of this survey was to explore tenant satisfaction with the services provided by Weslo Housing.

Weslo Housing's key strengths

- Taking everything into account, 94% of Weslo Housing tenants are either very satisfied or fairly satisfied with the services provided by the organisation. This compares with a figure of 91% tenant satisfaction achieved during the 2005 tenant survey. In 2001, 94% of tenants are also satisfied with Weslo Housing as a landlord.
- On balance, 90% of tenants are satisfied with their home, with 39% saying they are very satisfied. 91% of tenants say the condition of their home is either very good (38%) or fairly good (53%).
- 63% of tenants are very satisfied with the emergency repair service and 28% are fairly satisfied.
- On average, 89% of tenants are either very satisfied or fairly satisfied with the ordinary repairs service.
- On balance, 88% of tenants say that they are satisfied with their neighbourhood and estate as a place to live with 42% saying they are very satisfied.
- 67% of tenants on average are satisfied with specific aspects of the area in and around their home, such as feeling safe, access, and lighting.
- 32% of Weslo Housing tenants think that their rent represents very good value for money while 43% say that rent is fairly good value for money.
- 93% of Weslo Housing tenants are satisfied with telephoning their local office; 93% are also satisfied with their experience of visiting their local office.
- Considering Weslo Housing's effectiveness at keeping tenants informed, 85% of tenants say that the organisation is either very or fairly good at this activity.

Areas for improvement

In light of the feedback from the tenant survey, the following recommendations are made for improving Weslo Housing's service.

- Reviewing the scope for increasing tenant privacy at local offices (6% of Bo'ness office users were dissatisfied with privacy as were 5% at Bathgate).

Weslo Housing Management Ltd Tenant Satisfaction Survey 2010

- Tackling issues of dog fouling/dogs roaming free and litter/rubbish. These issues were a very big problem for 22% and 13% of tenants respectively. In addition, children's play areas (25% dissatisfied) and parking (21%) were aspects with relatively high levels of dissatisfaction (when compared with the average of 13% dissatisfaction for all estate features).
- Dealing with the issues that lead to 28% of tenants saying they have been aware of anti-social behaviour over the past year. These issues include incidences of unruly behaviour by young people, noise disturbance from people, underage drinking and neighbour related problems.
- Examining ways of responding to tenant dissatisfaction with the ordinary repairs service, specifically; the time taken before work started (6% dissatisfied) and being told when workers would call (6% dissatisfied).
- Examining the cost-benefit of text messaging which 51% of tenants with mobile telephones say would be of interest to them.
- Encouraging the take up of home contents insurance particularly amongst younger tenants (27% have contents insurance) and unemployed tenants (29%); this compares with the average take up level of 63%.

We have set out in Appendices 1 to 7 tenants' specific suggestions for improvement which in conjunction with tenants' 'bright ideas' (appendix 7) should be incorporated into Weslo Housing's improvement plan.

A Background and introduction

Background

Weslo Housing Management Ltd (Weslo) was established in 1994 from a stock transfer of properties formerly owned by Scottish Homes. Today, Weslo serves the housing needs of 2,075 tenants; the company also provides estate management services to 3,500 private owners.

Weslo's housing stock is distributed throughout the West Lothian and Falkirk council areas with around half of all properties located in Bo'ness, Bathgate, and Whitburn. The balance of Weslo's stock is located in a further 27 settlements in West Lothian.

In line with the Housing (Scotland) Act 2001, Weslo has a statutory duty to consult with tenants, and has developed a Tenant Participation Strategy to facilitate this process. At an operational level, Weslo also asks for tenant feedback on matters such as repairs performance through customer satisfaction monitoring forms.

In 2010, Weslo determined to carry out a large scale tenant satisfaction survey to update the surveys completed in 2001 and 2005. This report presents the findings of the 2010 tenant satisfaction survey.

Objectives

The primary aim of this project was for the consultant to design and deliver a tenant satisfaction survey covering all of Weslo's tenant households. Underpinning this aim is a series of subsidiary objectives, which we have set out below¹:

- To obtain an overall measure of tenant opinion on key services such as property, repairs, estates, and contact with the service
- To measure tenant satisfaction with Weslo as a landlord
- To identify priority areas for service improvement
- To profile tenants according to equality measures such as gender, age, ethnicity etc, and to measure tenant income sources and levels
- To benchmark the survey results against Weslo's previous tenant satisfaction survey carried out in 2005 and against the survey results of other landlords.

Survey method

Knowledge Partnership issued a postal questionnaire to all Weslo tenants during May and June 2010. A total of 3,527 questionnaires were distributed to 2,075

¹ Source: Weslo Housing TSS brief

households. By the survey closing date, 834 completed questionnaires had been returned by tenants giving an overall survey response rate of 40%².

Survey statistics

It should be borne in mind that the figures quoted in this report are point estimates. This means that they are subject to a margin of error of $\pm 2.6\%$ on average. For example, the survey shows that 39% of tenants are very satisfied with their home. Here the margin of error is $\pm 2.6\%$, meaning that the population figure for this variable could be between 36.4% and 41.6% very satisfied.

Survey sample

The achieved survey sample of 834 Weslo tenants is analysed at table A. Table A compares the proportion of tenants in the Weslo population ("population % analysis") with the proportion of tenants that took part in the survey by area ("sample % analysis"). This shows for example that 17.4% of the tenant population lives in Bathgate; this compares with 17.3% from this area that took part in the survey. On balance, the survey achieved a good response rate overall, as well as by the key characteristic of household area.

TABLE A: TENANT POPULATION BY MAIN AREA COMPARED WITH SURVEY SAMPLE		
AREA	population % analysis	sample % analysis
Bathgate	17.4%	17.3%
Whitburn	14.3%	13.4%
Uphall	7.2%	8.2%
Livingston	6.8%	5.9%
Broxburn	5.4%	5.6%
Armadale	5.3%	6.7%
Other West Lothian	24.6%	25.3%
Bo'ness	19.0%	17.6%
Total percentages	100%	100%
Total tenant count	<u>2,075</u>	<u>834</u>

² 2,075 questionnaires were issued in May; a further 1,452 questionnaires were re-issued to non-respondents in June. Note that 31 visually impaired households received a large print questionnaire and 7 households where the tenant was blind were offered a telephone administered survey. The response rate for both the visually impaired and blind household surveys was 58%

Overall, we are confident that the survey results discussed in this report are representative of the Weslo tenant population including by the area characteristics shown in table A.

Structure of report

The report is structured as follows.

- Section A describes the background to the survey and the survey objectives. It sets out the approach to surveying Weslo tenants and the response rate achieved by the survey.
- Section B describes what tenants think about Weslo's information and communications. It also examines tenant satisfaction with telephone and visit contact at the local office level.
- Section C considers the housing management topics included in the survey. This section therefore explores tenants' opinions of rent charges and their overall service rating for Weslo. In addition to the above, section C examines tenants' satisfaction with their estate and neighbourhood, as well as their views on issues such as anti-social behaviour.
- Section D focuses on tenants' satisfaction levels with the home and also examines what tenants think about Weslo's repairs service. Finally, this section explores tenants' suggestions for how Weslo could improve the housing it provides.
- Section E presents a summary of Weslo tenants' bright ideas.
- Section F sets out a profile of the tenants that participated in the survey covering length of tenancy, household composition, occupational status, ethnicity, age, and income.
- Section G presents our conclusions and recommendations for future improvements to the services provide by Weslo.
- Section H compares key results for the 2010 Weslo survey with the 2005 survey.
- Section I compares the Weslo 2010 survey results with a range of other landlords across a number of key variables.

Please note that as a result of numerical rounding conventions, some figures presented in this report may not exactly match with the text. Also, in some cases, the reported sample size will be fewer than 834 (the total number of returned questionnaires). This is the result of tenants failing to complete a question in the survey.

B. Service delivery, communicating and listening

Telephone contact – volume and satisfaction

89% of tenants who mainly use the Bathgate office have telephoned this office at least once during the last 12 months; 83% of tenants who mainly use the Bo'ness office have telephoned this office at least once in the last 12 months. Overall, 88% of tenants using either office have telephoned their local office at least once in the last 12 months.

Table 1 indicates that most Weslo tenants are either very satisfied or fairly satisfied with 4 main features of their last telephone contact with their local office (on average, 95% of tenants are very or fairly satisfied).

Tenants who have telephoned the Bo'ness office in the last year are more likely to say that they are very satisfied overall when compared with those who have contacted the Bathgate office (78% very satisfied and 75% very satisfied respectively) – see table 1.

Table 1 – Satisfaction with telephone contact (base 726)

<u>Features</u>	Very satisfied	Fairly satisfied	Neither /nor	Fairly dissatisfied	Very dissatisfied	Don't know
The length of time it took to answer the telephone	76%	21%	1%	1%	-	1%
The length of time it took to speak to the relevant member of staff	73%	22%	1%	1%	-	3%
The helpfulness of the member of staff	77%	18%	1%	1%	-	2%
The quality of advice and assistance given	75%	18%	2%	2%	1%	3%
Average 4 features (Both offices)	75%	20%	1%	1%	-	2%
Average 4 features (Bathgate office)	<u>75%</u>	<u>21%</u>	<u>1%</u>	<u>1%</u>	<u>-</u>	<u>2%</u>
Average 4 features (Bo'ness office)	<u>78%</u>	<u>15%</u>	<u>2%</u>	<u>2%</u>	<u>1%</u>	<u>2%</u>

Weslo Housing Management Ltd Tenant Satisfaction Survey 2010

Dissatisfaction with telephone contact is highest for the quality of advice and assistance given with 3% of all tenants saying they have been dissatisfied. This figure breaks down into 4% dissatisfied for the Bo'ness office and 2% dissatisfied for the Bathgate office.

Visit contact – volume and satisfaction

Table 2 – Satisfaction with visit contact (base 517)

<u>Features</u>	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know
Ease of access to the building	76%	21%	1%	1%	-	1%
The reception area	74%	23%	1%	1%	-	1%
The helpfulness of the receptionist	77%	19%	2%	1%	-	2%
The helpfulness of any other member of staff you dealt with	74%	19%	2%	1%	-	4%
The quality of advice and assistance given	72%	21%	2%	1%	-	4%
The length of time kept waiting	70%	22%	2%	2%	-	4%
The privacy of your discussions	63%	24%	3%	3%	2%	5%
Ease of making an appointment	67%	17%	4%	1%	0%	11%
Average 8 features (both offices)	<u>72%</u>	<u>21%</u>	<u>2%</u>	<u>1%</u>	<u>0%</u>	<u>3%</u>
Average 8 features (Bathgate office)	<u>70%</u>	<u>22%</u>	<u>2%</u>	<u>1%</u>	<u>0%</u>	<u>4%</u>
Average 8 features (Bo'ness office)	<u>76%</u>	<u>17%</u>	<u>2%</u>	<u>1%</u>	<u>0%</u>	<u>4%</u>

Visit contact and tenant satisfaction

60% of tenants who mainly use the Bathgate office have visited their local office at least once during the last 12 months. 75% of tenants who mainly use the Bo'ness office have visited this office in the last 12 months. Overall, 63 % of tenants have visited their local office at least once during the last 12 months.

Table 2 indicates that most tenants are either very satisfied or fairly satisfied with 8 main features of their local office (on average, 94% of tenants are very or fairly

satisfied). Overall satisfaction levels for visit contact are similar for both offices (93% very or fairly satisfied for Bo'ness and 92% for Bathgate). The primary area of dissatisfaction on visit contact is the privacy of discussions with 5% of tenants saying they are very or fairly dissatisfied with this aspect. There is a slightly greater tendency for users of the Bo'ness office to say they are dissatisfied with privacy (6%).

Opening hours

91% of all tenants indicated that they found the opening hours of their local office to be acceptable. Analysis of this data by office used shows that 94% of tenants using the Bo'ness office were satisfied with the opening hours while 3% were dissatisfied (2% answered don't know). For the Bathgate office, 90% of tenants said they were satisfied with opening hours, while 2% said that they were dissatisfied (8% answered don't know).

Reasons to contact Weslo Housing

The main reason given by tenants to contact Weslo is emergency or ordinary repairs, with 84% making this type of contact during the last 12 months. 23% of tenants have contacted Weslo about rent or housing benefit, while 10% have contacted about neighbours. 9% have contacted Weslo about gardens/communal areas and 7% about a transfer or exchange.

Information issued by Weslo Housing to tenants

Tenants were asked to say how satisfied they were with a range of written and electronic communications provided by Weslo. The results of this enquiry are set out in table 3 and indicate that the majority of tenants are satisfied with Weslo's communications, including 79% who are very or fairly satisfied with the tenant newsletter. A proportion of tenants answered "don't know" to this question, including 73% who said they did not know enough about Weslo's website information to comment.

Table 3 – Tenant satisfaction with Weslo communications (base 822) – no tenant was very dissatisfied

<u>Tools</u>	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Don't know
Annual report	37%	30%	11%	1%	21%
Tenants handbook	37%	29%	11%	1%	21%
Leaflets	32%	30%	12%	1%	25%
Newsletter	45%	34%	8%	1%	12%
Website	6%	5%	15%	-	73%

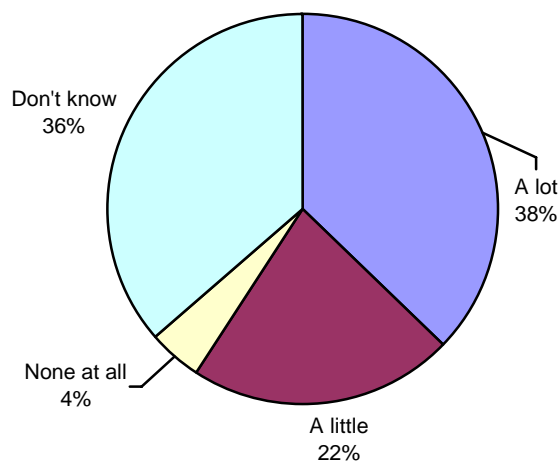
Tenants were asked to comment on whether recent updates had made Weslo's website better or worse than it was previously. Excluding those who either hadn't used the website or who answered "don't know" to this question³, 74% said that the website was now better than it was before while 24% answered "the same as before". 2% of these tenants (2 people) said the website was now worse.

Listening to tenants' views

In 2010, 37% of tenants agreed that Weslo Housing takes "a lot" of account of their views when making decisions; 22% say "a little". 36% of tenants did not know how much account the Company took of tenants' views when making decisions and 4% said that Weslo took no account of tenants' views (figure 1). We reviewed the results shown in figure 1 by area and found that 41% of tenants in Bo'ness agree that Weslo takes "a lot of account" of their views compared with 33% saying "a lot" in Armadale and in other smaller settlements in West Lothian. The other smaller settlements in West Lothian are also the most likely to say that Weslo takes no account of their views when making decisions (8% compared with 4% for the entire survey sample).

In 2005, tenants were also asked to comment on the degree to which Weslo took account of tenants' views when making decisions. The findings from this survey revealed that 47% of tenants thought that Weslo took "a lot" of account of their views when making decisions, while 27% said "a little" account. 22% of tenants in 2005 had no opinion on this question and 4% thought that Weslo took "no account" of tenants' views when making decisions.

Figure 1 – How much account does Weslo take of tenants' views when making decisions in 2010? (base 823)



47% of tenants in 2010 said that they were either very satisfied or fairly satisfied with the opportunities they had to participate in the management and decision

³ 87% of the sample

making of Weslo (table 4). We have set out in table 4 the comparative results for 2005 which indicate that overall satisfaction levels have declined somewhat in 2010 (from 60% satisfied in 2005 to 47% satisfied in 2010). It is also noteworthy that many more tenants in 2010 answered “don’t know” to this question than was the case in 2005. This result would appear to suggest a need for tenants to be made more aware of the opportunities that exist to participate in the management and decision making of Weslo⁴.

On an area basis, 49% of Bo’ness tenants said they were very or fairly satisfied with opportunities to participate compared to 47% for West Lothian. In 2010, the 2 Weslo housing areas most likely to answer “don’t know/no opinion” in relation to table 4 are Livingston and Uphall (in both of these areas 45% responded “don’t know/no opinion”).

Table 4 – Satisfaction with opportunities to participate in management and decision making (base 825)

Survey period	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don’t know
2010	20%	27%	17%	1%	1%	33%
2005	27%	33%	21%	2%	1%	16%

How tenants wish to be consulted or informed

83% of tenants said that on matters that might affect them as a tenant, they would prefer to be consulted or informed by letter (85% in 2005). In 2010, 41% also said they would prefer to be consulted or informed by means of a magazine or newsletter (37% in 2005). Comparing 2010 and 2005, there has been an increase (from 5% to 11%) in the proportion of tenants who would prefer to be consulted or informed by e-mail and a 19% decline in the percentage who would select “by telephone”.

In table 5 we compare the 2010 results for being consulted or informed by Weslo with the figures from the 2005 survey. It should be noted here that comparisons may suffer from the effect of changing the 2010 survey question to include the action of being informed by Weslo (in 2005, the survey question only asked tenants which methods they preferred Weslo to use when it consulted with them).

⁴ However, it should also be noted that in 2 recent tenant surveys (2010) carried out by Knowledge Partnership “don’t know” ratings for these 2 landlords were 29% each which is close to the 2010 Weslo result

Weslo Housing Management Ltd
Tenant Satisfaction Survey 2010

Table 5 – Tenants’ preferred methods for being kept informed, or being consulted by Weslo (base 834) – note, the 2005 question related only to tenant preferences for being consulted

<u>Preferred method</u>	2010	2005	<u>Preferred method</u>	2010	2005
Open meetings/AGM	7%	3%	Personal visit	31%	30%
Online forums	3%	-	Magazine/newsletter	41%	37%
By letter	83%	85%	Local office notice board	6%	2%
Telephone call	37%	56%	By e-mail	11%	5%

Mobile telephone contact

73% of tenants use a mobile telephone and 51% of these would be prepared to be contacted by Weslo using text messaging; 7% don't know, and 42% say they would not wish to be contacted in this way by Weslo Housing. The age group most likely to say that they would be prepared to accept text messaging from Weslo is 16-44 years (66% on average of tenants in this age group would accept text messaging).

C. Housing management

Overall rating of service provided by Weslo Housing

Taking into account both services and housing, on balance, 94% of tenants are satisfied with the service provided by Weslo. 3% of tenants said they were dissatisfied with the service provided by the Company (table 6). During the 2005 survey, 91% of tenants were either very or fairly satisfied with the service provided by Weslo and 4% were dissatisfied.

Table 6 – Overall satisfaction with the service provided by Weslo comparing 2010 and 2005 (2010 base 833)

Survey period	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know
2010	57%	37%	2%	2%	1%	1%
2005	54%	37%	5%	3%	1%	-

We have analysed overall satisfaction levels by area (table 7). This illustrates that Bo'ness tenants are slightly more likely to say they are very satisfied with Weslo's service when compared with West Lothian tenants. The individual settlement where tenants are most likely to say that they are satisfied is Livingston (100%) whilst the 2 areas least likely to be satisfied are Broxburn and Uphall (both 91%).

Table 7 – Overall satisfaction with the service provided by Weslo 2010 by area (base 833)

Area (base)	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
West Lothian (692)	56%	37%	2%	2%	1%	2%
Bo'ness (141)	60%	34%	1%	1%	2%	2%
All areas (833)	57%	37%	2%	2%	1%	1%

Tenants were also asked to give their rating of Weslo as a landlord. The results of this enquiry are identical to those shown in table 6, with 94% saying very or fairly satisfied and 2% being dissatisfied. In table 8, we also show a comparison with the closest question contained in the 2005 survey which asked tenants to say how satisfied they were with "...the way that Weslo is run"⁵. This 'comparison' illustrates that more tenants were prepared to say they were very satisfied in 2010. On an area basis, 94% of Bo'ness tenants were satisfied with Weslo as a landlord, and 94% of West Lothian tenants agreed.

⁵ 2010 question in table 8 "Taking everything into account, how satisfied or dissatisfied are you with Weslo as a landlord?"

Weslo Housing Management Ltd
Tenant Satisfaction Survey 2010

Table 8 – Overall satisfaction with the Weslo Housing as a landlord (base 831)

Survey period	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know
2010	62%	32%	2%	2%	1%	1%
2005	46%	40%	7%	3%	-	4%

Relative importance of Weslo services

Tenants were asked to rate the important of a series of Weslo services and functions. The results of this enquiry are shown in table 9. This table shows for example, that the most important services to tenants are repairing and maintaining their homes (96% rate these services very or fairly important).

Table 9 – Importance attached to Weslo services and functions (base 814)

Service /function	Very important	Fairly important	Not very important	Not at all important	Don't know/no opinion
Improving tenants' homes	77%	17%	1%	-	4%
Maintaining tenants' homes	83%	13%	-	-	3%
Repairing tenants' homes	85%	11%	-	-	3%
Processing housing transfer applications	34%	32%	8%	2%	24%
Processing home purchase applications	28%	26%	12%	3%	30%
Providing housing benefit advice and assistance	62%	21%	3%	1%	12%
Providing other welfare benefits advice and assistance	54%	24%	3%	2%	17%
Providing assistance if you have difficulties paying rent	63%	18%	2%	1%	16%
Providing convenient ways for tenants to pay rent	65%	20%	2%	-	12%
Keeping tenants informed	70%	23%	2%	-	5%
Listening to tenants' views and opinions	71%	20%	1%	-	7%
Getting tenants more directly involved in managing their area or neighbourhood	42%	35%	7%	1%	15%
Helping to make the area or neighbourhood more secure	69%	20%	2%	-	9%
Helping to resolve neighbour problems	66%	22%	2%	-	9%

Weslo Housing Management Ltd Tenant Satisfaction Survey 2010

Tenants were also asked to rate their satisfaction with a range of services and functions provided by Weslo. The results of this enquiry are set out in table 10. This shows for example that 86% of tenants are satisfied with the service provided in relation to repairing tenants' homes.

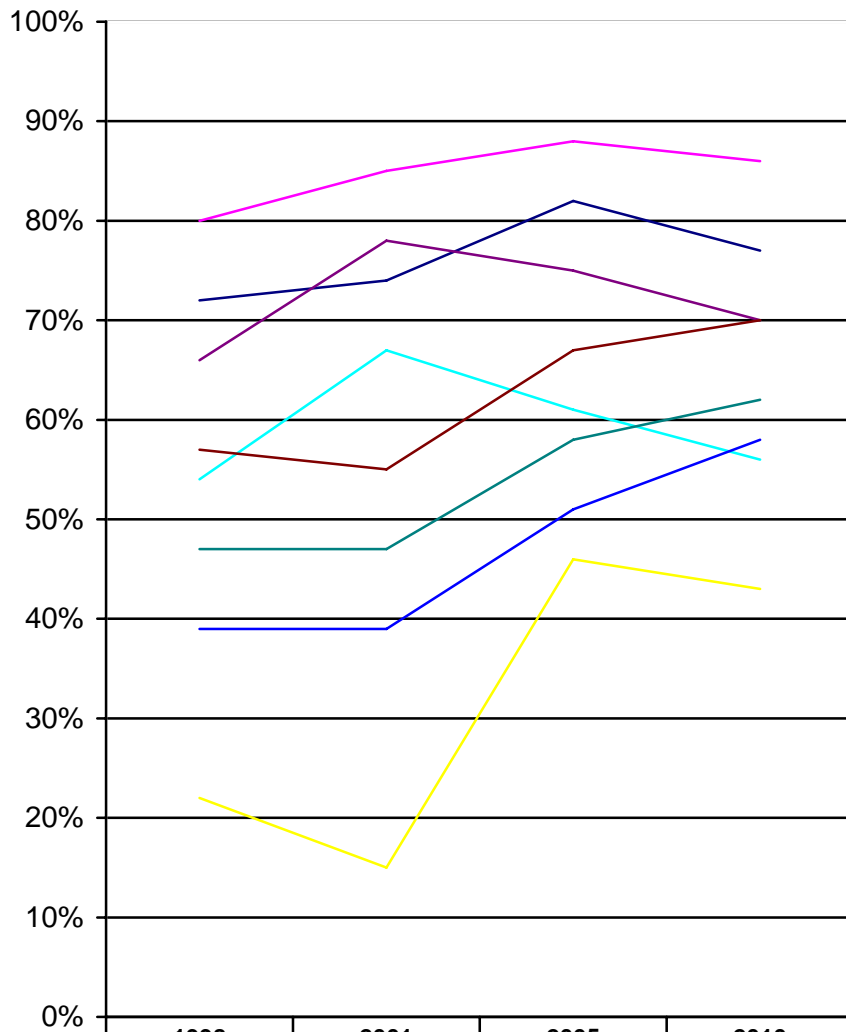
Table 10 – Satisfaction with Weslo services and functions (base 814)

Service /function	Very satisfied	Fairly satisfied	Neither /nor	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
Improving tenants' homes	38%	39%	8%	4%	2%	9%
Maintaining tenants' homes	46%	37%	5%	3%	2%	8%
Repairing tenants' homes	53%	33%	4%	2%	1%	7%
Processing housing transfer applications	21%	22%	14%	1%	-	41%
Processing home purchase applications	16%	18%	17%	-	-	48%
Providing housing benefit advice and assistance	38%	24%	11%	1%	1%	25%
Providing other welfare benefits advice and assistance	35%	22%	11%	-	1%	30%
Providing assistance if you have difficulties paying rent	36%	20%	10%	1%	-	32%
Providing convenient ways for tenants to pay rent	42%	28%	8%	-	-	21%
Keeping tenants informed	47%	38%	6%	1%	-	11%
Listening to tenants' views and opinions	40%	30%	8%	2%	2%	18%
Getting tenants more directly involved in managing their area or neighbourhood	25%	31%	15%	2%	1%	26%
Helping to make the area or neighbourhood more secure	34%	28%	10%	3%	2%	23%
Helping to resolve neighbour problems	32%	26%	11%	2%	2%	27%

The questions posed in tables 9 and 10 were also asked during the 2005 (and previous) tenant surveys. We have set out in figure 2 the trend line for 8 of these questions that are common to all recent Weslo surveys.

Weslo Housing Management Ltd
Tenant Satisfaction Survey 2010

Figure 2 – Trend line 1998-2010 for 8 key service variables (2010 base 814)



	1998	2001	2005	2010
— Improving tenants' homes	72%	74%	82%	77%
— Repairing tenants' homes	80%	85%	88%	86%
— Processing housing transfer applications	22%	15%	46%	43%
— Providing assistance if you have difficulties paying rent	54%	67%	61%	56%
— Providing convenient ways for tenants to pay rent	66%	78%	75%	70%
— Listening to tenants' views and opinions	57%	55%	67%	70%
— Helping to make the area/neighbourhood more secure	47%	47%	58%	62%
— Helping resolve neighbour problems	39%	39%	51%	58%

Areas for improvement

Tenants were asked to identify one change that would improve the service provided by Weslo. 22% of all tenants made comments at this point of the survey. Amongst this group of 185 tenants, 5% said they “did not know” what changes were required, while a further 35% said that “no change” was required, i.e., the service was working effectively. For the remaining tenants that made suggestions for change (being 60% of the sub-sample and 13% of all tenants), a sample of the changes proposed is shown in list 1, with the full listing of 110 comments supplied at appendix 6.

List 1 – What one thing should be improved about Weslo’s service? (base 110 tenants making suggestions for change – sample only), see appendix 6 for full listing

ITEM -1 comment per tenant
Allocated day/time for repairs would be beneficial for both parties
Annual property inspection, external/internal
Clean gutters and moss from roofs
Erect fences around tenants' gardens instead of driveways
Improve gardening service, cutting grass neater/give tenants time to move pots etc.
Introduce measures to enable tenants to feel more secure in their homes
Paint the outside of house more often
Tenant should have choice of colour when external doors painted
Upgrade external pipes
Weslo & West Lothian Council should liaise over transfers/exchanges of houses

Weslo’s complaints procedures

10% of tenants said that they had made a formal complaint to Weslo within the last 12 months. Amongst this group, when asked how satisfied or dissatisfied they had been with Weslo’s handling of their complaint, 63% said they were satisfied (including 32% who were very satisfied). However, 20% said they were dissatisfied with how Weslo had handled their complaint.

Rents

44% of Weslo tenants are in receipt of full housing benefit and 14% are in receipt of partial housing benefit. 39% of tenants do not receive housing benefit (4% answered don't know/refused).

Tenants were asked for their opinion on the value for money of Weslo's rents. The results for this enquiry are set out in table 11 which also shows comparisons with the 2005 survey result. Table 11 shows that overall, 75% of tenants in 2010 agree that their rent is good value for money (71% in 2005).

Table 11 Is the rent paid to Weslo good or poor value for money? (base 832 in 2010)

Survey period	Very good	Fairly good	Neither-nor	Fairly poor	Very poor	Don't know/no opinion
2010	32%	43%	9%	5%	2%	10%
2005	29%	42%	15%	7%	2%	5%

We have analysed the data for rental value for money in table 12 using different categories as the break-variable.

Table 12 – Rent value for money by tenant group (base 526)

Category	Very good	Fairly good	Neither-nor	Fairly poor	Very poor	Don't know/no opinion
West Lothian	31%	43%	9%	5%	1%	10%
Bo'ness	35%	42%	5%	5%	3%	11%
No HB	21%	54%	12%	9%	2%	1%
Full HB	42%	32%	6%	2%	1%	17%
Partial HB	36%	49%	7%	3%	1%	3%
All respondents	32%	43%	9%	5%	2%	10%

On balance, table 12 illustrates that tenants receiving full housing benefit are the most likely to say that rent is very good value for money, while tenants not in receipt of any housing benefit are the least likely to say that rent is value for money. On an area basis, 77% of Bo'ness tenants say that rent is very good value for money compared with 75% for Bathgate tenants.

Improving rental value for money

7% of tenants indicated that no changes were required to improve the value for money of Weslo's rents, and 2% answered "don't know". A total of 127 tenants (15% of all tenants) made at least one suggestion for how Weslo could improve the value for money of its rents. The main suggestions made are set out in list 2. The full list of suggestions is contained in appendix 4.

As illustrated in list 2, most tenants consider that upgrading properties is the key change required to improving the value for money of rents.

List 2 – How can Weslo improve the value for money of its rents? (base127)

ITEM	COUNT
Upgrade bathrooms	29
Reduce/maintain current rent levels	20
Upgrade fences/gates surrounding properties/gardens	14
Upgrade kitchens	12
Upgrade gardens/including prior to allocation	12
Upgrade external doors/internal doors	10
Maintain roofs/gutters/rhone pipes/external walls	6
Upgrade property to high standard	5
Improve repairs/reduce waiting times for repairs	5
Allocate parking spaces	5
Improve insulation	5

Affordability of rent

Using the SFHA method of calculating affordability we can determine that 3% of Weslo households (respondent and second adult) are in employment and also receive full or partial housing benefit. This means that Weslo rents are affordable to 97% of households where the respondent or a second adult is employed for 16 hours or more per week.

Estates and neighbourhood

On balance, 42% of tenants are very satisfied and 46% fairly satisfied with their neighbourhood as a place to live (table 13). 6% of tenants said they were dissatisfied with their local neighbourhood. During 2005, 48% of tenants were very satisfied and 39% fairly satisfied with their neighbourhood as a place to live. In 2010, Bo'ness tenants (46%) were more likely to say they were very satisfied with their neighbourhood compared to West Lothian tenants (41%). The 2 areas

in which tenants are most likely to be dissatisfied with their neighbourhood are Whitburn (10% very or fairly dissatisfied) and Other West Lothian (8%).

Table 13 – Overall satisfaction with neighbourhood (2010 and 2005; 2010 base 832)

Area	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
West Lothian	41%	47%	3%	4%	2%	3%
Bo'ness	46%	39%	5%	3%	4%	3%
All areas	42%	46%	3%	4%	2%	3%
West Lothian 2005	46%	40%	-	8%		-
Bo'ness 2005	55%	45%	-	3%		-
All 2010	42%	46%	3%	4%	2%	3%
All 2005	48%	39%	6%	4%	3%	-

Estates issues

Weslo tenants were also asked to say how satisfied they were with 6 features of their estate. The results for this question are set out at table 14 and show that on average, the majority of tenants are either very satisfied (30%) or fairly satisfied (37%) with most aspects of their estate.

13% of tenants were dissatisfied with particular aspects of their estate. The main areas of dissatisfaction are play areas for children (25% dissatisfied) and parking (21%). Analysis of the data for play areas indicates that parents are the group most likely to be dissatisfied with this feature (44% are very or fairly dissatisfied). With regard to parking, this is an item of dissatisfaction for most areas with the exception of Broxburn and to a lesser degree, Livingston.

Table 14 – Satisfaction with estate (2010) – no equivalent question asked in 2005

<u>Features</u>	Very satisfied	Fairly satisfied	Neither /nor	Fairly dissatisfied	Very dissatisfied	Don't know
Feeling safe	36%	45%	6%	5%	2%	7%
Access	39%	41%	6%	3%	2%	9%
Lighting	40%	41%	6%	6%	2%	6%
Garden areas	29%	41%	9%	7%	5%	9%
Parking	24%	31%	11%	10%	11%	13%
Play areas for children	12%	24%	18%	12%	13%	22%
Average 6 features	<u>30%</u>	<u>37%</u>	<u>9%</u>	<u>7%</u>	<u>6%</u>	<u>11%</u>

Neighbourhood issues

Weslo tenants were asked if they were experiencing any problems in their local neighbourhood based on a listing of 11 potential neighbourhood issues. The results of this enquiry are set out in table 15. This shows that the 2 most serious problems facing tenants are dog fouling/dogs roaming free (22% say this is a very big problem), and litter and rubbish (13% say this is a very big problem). During the 2005 survey, 23% of tenants strongly agreed that dog fouling and litter and rubbish were a problem in their neighbourhood.

Analysis of area level data indicates that dog fouling/dogs roaming free is a very big problem or fairly big problem for 47% of Bo'ness tenants; this compares with 45% for West Lothian tenants. Litter and rubbish is also a very or fairly big problem for 33% of Bo'ness tenants compared to 29% for West Lothian tenants.

On an estate basis, the settlement with the largest problem with dogs is Other West Lothian (50% say this issue is a very big or fairly big problem) while for litter and rubbish, 36% of Broxburn tenants say this issue is a very big or fairly big problem.

Table 15 – Neighbourhood problems (2010; base 776-786)

Problem	A very big problem	A fairly big problem	Not very big problem	Not a problem
Dog fouling or dogs roaming free	22%	23%	30%	24%
Litter and rubbish	13%	17%	40%	30%
Noise from people	7%	10%	36%	46%
Drug dealing	6%	6%	24%	64%
Problems with neighbours	4%	5%	22%	69%
Vandalism	3%	8%	41%	47%
Noise from traffic	3%	8%	32%	56%
Other crime	3%	4%	27%	66%
People damaging your home	2%	3%	15%	81%
Graffiti	1%	4%	34%	61%
Racial harassment	-	1%	15%	83%

Neighbourhood and estate improvements

8% of tenants indicated that there was nothing Weslo needed to do to improve their local neighbourhood and 1% answered 'don't know'. A total of 232 tenants (28% of all tenants) made at least one suggestion for how Weslo could improve their local neighbourhood as a place to live. The main suggestions made are set out in list 3. The full list of suggestions is contained in appendix 1.

As illustrated in list 3, a large number of tenants would like to see Weslo establish or improve play areas for children (24% of all suggestions) while 40 tenants (17% of those responding) would like to see some action on parking.

List 3 – How can Weslo improve your neighbourhood? (base 232)

ITEM	COUNT
Establish/improve play areas for children	56
Provide designated parking areas/increase parking areas/lower kerbs for vehicle access	40
Manage litter/rubbish/tackle dog fouling	37
Address bad tenants/drug dealing/vandalism/anti-social behaviour	37
Maintain gardens/communal areas/ensure all tenants take responsibility	30
Maintain/erect fencing around garden/housing	26
Improve street lighting/front/back door lighting/car park/stair lighting	19
Introduce speed bumps/traffic calming measures	12
Maintain footpaths/access ways/improve road access	9
Allocate properties only after vetting tenants	8

Anti-social behaviour

28% of tenants said that they had been aware of anti-social behaviour in their neighbourhood during the last 12 months. The figures for awareness of anti-social behaviour can be broken down by area to show that 26% of tenants in Bo'ness have been aware of anti-social behaviour compared to 29% for those living in West Lothian. On a settlement basis, tenants living in Broxburn (38%) and Bathgate (37%) are the most likely to say they have been aware of anti-social behaviour in the last year. Tenants who had been aware of anti-social behaviour were asked to say what sort of behaviour they had experienced (see list 4).

List 4 – Types of anti-social behaviour tenants have been aware of (base 234) – top items only, see appendix 2 for complete listing

ITEM	COUNT	ITEM	COUNT
Youths loitering/unruly behaviour	56	Broken windows/damage to windows	18
Late night noise/general noise	54	Damage to gardens	18
Underage drinking	38	Adults/youths fighting	18
Neighbour problems	37	Dog barking/fouling	14
Damage to parked cars	24	Damage to communal areas/property	13
Drug abuse/drug dealing	22	Litter	11

D. Property management

General condition of tenants' homes

Tenants were asked to rate the general condition of their home. The results of this enquiry are set out in table 16 and indicate that on balance, 91% of tenants rated the condition of their home as either very or fairly good. This result compares with a figure of 87% saying very or fairly good in 2005.

Table 16 – Rating of condition of home (base 832) – exc. “don’t know”

Survey period	Very good	Fairly good	Neither-nor	Fairly poor	Very poor
2010	38%	53%	4%	2%	-
2005	39%	48%	8%	3%	1%

Overall satisfaction with the home

On balance, 90% of Weslo tenants are very or fairly satisfied with their home in 2010 compared to 88% in 2005. 4% of tenants are dissatisfied in 2010 (table 17).

Table 17 – Overall satisfaction with home (base 832) – exc. “don’t know”

Survey period	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
2010	39%	50%	4%	2%	1%
2005	53%	35%	5%	3%	2%

An analysis of satisfaction with the home by area is shown in table 18. This illustrates similar levels of satisfaction by area.

Table 18 – Overall satisfaction with home (832)

<u>Area</u>	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
West Lothian	39%	50%	4%	3%	1%
Bo'ness	39%	52%	4%	2%	1%
All areas	39%	50%	4%	2%	1%

Tenants living in the Livingston settlement are those most likely to say that they are very satisfied with their home (55% are very satisfied), while tenants living in Whitburn are least likely to say they are very satisfied (33%) with their home.

Improvements needed to tenants' homes

Tenants were asked if there was anything that Weslo Housing could do to improve their home. 313 tenants (37%) made 1 or more suggestions for improvement and the results of this enquiry are shown at list 5. In addition, 61 tenants (7% of all tenants) said that Weslo could do nothing to improve their home, while 5 tenants responded "don't know". As illustrated in list 5, upgrades to bathrooms are the most popular home improvement sought by Weslo tenants.

List 5 – Home improvements suggested by tenants (base 313)

Improvement	Count
Improve/upgrade bathroom	125
Install/upgrade fencing/upgrade garden area/maintain shrubs/hedges	41
Upgrade kitchen	38
Upgrade windows	36
Upgrade external doors	34
Improve insulation/deal with condensation	30
Install/upgrade central heating/upgrade heating/fire/boiler	30
Upgrade internal doors/skirting/floorboards	23
Paint/re-plaster internal walls/ceilings	16
Upgrade/repair roofs/guttering/rhones	16

The full list of improvements set out in list 5 is contained in appendix 3.

Emergency repairs

31% of tenants have used the emergency repairs service during the last 12 months. 31% of tenants living in West Lothian have requested an emergency repair compared with 29% of those living in Bo'ness. Levels of satisfaction with this service are set out in table 19. This table indicates that 91% of tenants on average are satisfied with the emergency repairs service whilst 6% are dissatisfied. The settlements most likely to be dissatisfied with emergency repairs are Whitburn and Bo'ness (both 9% dissatisfied), and Uphall (8% dissatisfied).

Table 19 – Satisfaction with emergency repairs amongst users (base 257)

Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied	Don't know/no opinion
63%	28%	2%	2%	4%	-

Ordinary repairs

80% of tenants⁶ had commissioned an ordinary repair during the last 12 months and this sample was invited to say how satisfied they had been with a number of specific attributes of this repair. The results of this enquiry are shown in table 20.

Table 20 highlights that there is a high level of satisfaction with the repairs service amongst those tenants that have commissioned a repair in the last 12 months (on average, 67% of tenants are very satisfied with repairs). On average, 3% of tenants are dissatisfied with ordinary repairs with 2% being fairly dissatisfied.

Table 20 – Satisfaction with last ordinary repair (commissioned during previous 12 months – base 664 – excludes “don't know”

<u>Attributes</u>	Very satisfied	Fairly satisfied	Neither - nor	Fairly dissatisfied	Very dissatisfied
Ease of reporting the repair	75%	21%	1%	1%	1%
Attitude of workers	78%	17%	2%	0%	1%
Keeping dirt to a minimum	72%	21%	2%	1%	1%
Overall quality of repair work	67%	23%	4%	1%	2%
Speed with which work was completed	65%	24%	3%	2%	2%
Access arrangements for workers	61%	28%	5%	1%	1%
Being told when workers would call	59%	29%	3%	4%	2%
Time taken before work started	56%	31%	3%	4%	2%
Average	<u>67%</u>	<u>24%</u>	<u>3%</u>	<u>2%</u>	<u>1%</u>

⁶ 87% in 2005 – this figure is likely to include emergency repairs

Weslo Housing Management Ltd Tenant Satisfaction Survey 2010

The 2 main items of repairs dissatisfaction set out in table 20 are both timing related:

- Time taken before work started (6% dissatisfied)
- Being told when workers would call (6%).

Dissatisfaction with the time taken before starting a repair is particularly associated with tenants living in Livingston (8% are dissatisfied) and Bo'ness (7%). Dissatisfaction with being told when workers would call is particularly evident amongst tenants in Livingston (10%) and to a lesser degree Bathgate (7%) and Bo'ness (6%).

During the 2005 survey, tenants were asked to rate Weslo's repair service using a good-poor rating with no "neither-nor" option included in the survey questionnaire. This makes it problematic to directly compare the repairs service attributes between 2010 and 2005. However, we have set out in table 21 the comparative performance of repair service attributes using the figures reported in 2005 (these are shown in brackets in table 21). Analysis of the data in table 21 indicates that the average level of satisfaction with the attributes measured was 91% in 2010 and 89% in 2005.

Table 21 – Satisfaction with repairs attributes – comparisons 2010 and (2005)

<u>Attributes</u>	Very satisfied – (very good)	Fairly satisfied – (fairly good)	Neither – nor (2010)	Fairly dissatisfied – (fairly poor)	Very dissatisfied – (very poor)
Being told when workers would call	59% (58%)	29% (30%)	3%	4% (6%)	2% (4%)
Time taken before work started	56% (53%)	31% (36%)	3%	3% (6%)	2% (3%)
Speed with which work was completed	65% (65%)	24% (29%)	3%	2% (3%)	2% (2%)
Attitude of workers	78% (77%)	17% (20%)	1%	- (1%)	- (1%)
Overall quality of repair work	67% (66%)	23% (27%)	4%	1% (3%)	2% (3%)
Keeping dirt to a minimum.	72% (70%)	21% (26%)	2%	- (2%)	1% (1%)

Overall satisfaction with repairs

All tenants (regardless of whether they had commissioned a repair during the last 12 months), were invited to comment on their level of satisfaction with the repairs

service. 61% of tenants said that on balance, they were very satisfied with the service, while 28% said they were fairly satisfied. Table 22 shows the full results for this question and provides the comparative results for 2005. This table shows that the overall level of satisfaction with repairs amongst all tenants has increased slightly from 88% in 2005 to 89% in 2010.

Table 22 – Satisfaction with ordinary repairs all respondents (2010 base 834)

Survey period	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
2010	61%	28%	3%	2%	2%
2005	54%	34%	4%	5%	2%

On an area basis, 61% of tenants living in Bo'ness were very satisfied with repairs service overall, while 29% were fairly satisfied. For West Lothian, the comparative results for the repairs service were 61% very satisfied and 28% fairly satisfied.

Suggested improvements to the repairs service

99 tenants (12% of all tenants) proposed 17 different improvements to the repairs service and these are set out in list 6 (most frequently mentioned items only-see appendix 5 for complete listing). 11% of tenants said that the service was satisfactory as it was and required no improvements, whilst 15 answered "don't know".

List 6 – Proposed improvements to the repairs service (base 99)

Improvement	Count
Ensure repairs completed to high standard/check work completed/stop recurring repairs	19
Inform tenants when repair will be carried out/give date & time	18
Reducing the waiting times for repairs	14
Operate more flexible appointment times for repairs	12
Listen to tenants/deal with complaints on first contact	7
Arrange for tradesmen to call tenants when on the way/if delayed	6
Employ own tradesmen and not sub-contractors	5
Provide better quality fixtures/fittings	4
Employ qualified/responsible sub-contractors	3

E. Bright ideas

At the end of the questionnaire, Weslo tenants were invited to propose any “bright ideas” they had for improving Weslo’s services. It should be noted here that tenants were given the opportunity at other stages of the questionnaire to propose improvements to specific services and that the comments made in the “bright ideas” section should be brought together with these other suggestions when considering the full range of tenants’ suggestions for improvement.

Bright Ideas

97 tenants (12%) made a comment in the bright ideas section. 34 of these comments (35%) were positive, for example:

“As Weslo have been extremely supportive to me I could not change anything. I have no problems”

“Can't think of anything at moment, very satisfied with Weslo”

“I have only been a Weslo tenant for few months but I'm completely satisfied with my home and with all staff I've had dealings with”

“Just keep doing what they do”.

The remaining 63 comments comprised suggestions for improvement in Weslo’s service. We have presented in list 7 a sample of the bright ideas suggestions; a full listing is provided in appendix 7.

List 7 – Bright Ideas (improvements) (base 63) – sample only

Comments (sample only) – 1 comment per tenant
A few hours service on a Saturday would be helpful.
Allotments on vast space areas/building energy efficient pensioner housing round communal areas/partial ownership of rental properties.
Assisting tenants, who are already taking good care of their property, to improve interior of house.
Concentrate on own tenants. Vet tenants and give priority to local people with family nearby. Don't liaise with local council.
Deal more sympathetically with tenants who have valid problems.
Ensure that inspectors, workmen etc keep appointments with tenants or inform them of delays, etc
Ensure workmen keep appointments for repairs and don't keep tenants waiting around for them to show.

Weslo Housing Management Ltd
 Tenant Satisfaction Survey 2010

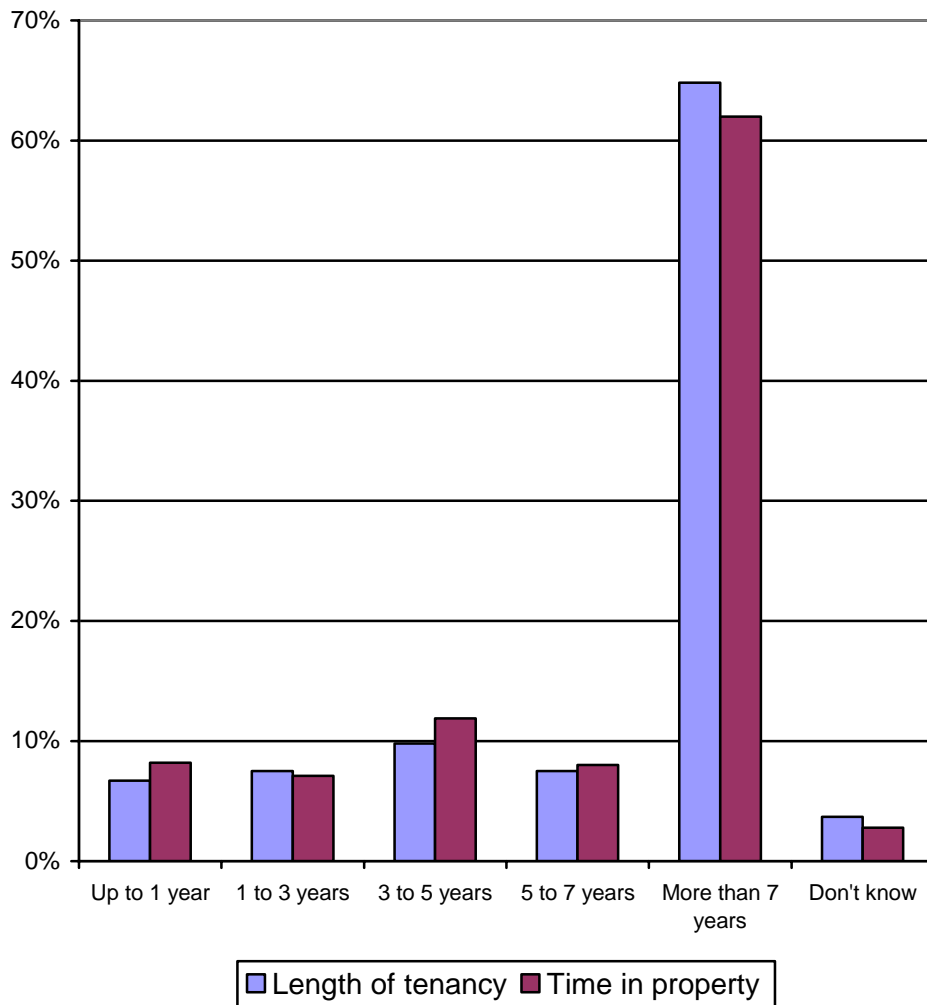
Comments (sample only) – 1 comment per tenant
Exchange property list for tenants who wish to downsize to 1-bedroom flat.
Home & gardens inspections to ensure maintained well. Patrol streets at night to see problems with youth.
Home visits or appointments to discuss personal circumstances rather than receive "warning" letters. Pay extra rent to "buy" improvements to properties.
If repairs are required they should be carried out regardless of cost.
Inform tenants about outstanding repairs.
Information concerning right-to-buy system, if this applies to Weslo tenants.
Lower ceilings in staircase to maintain heat from radiators at bottom of stairs.
Modernise home by upgrading bathroom.
More landscape required with shrubbery/trees.
More security measures in place with confidential line to report vandalism, etc. Liaise with police for more patrols in area.
Offer grass cutting service paid by monthly instalments.
Provide insurance for tenants who can't get insurance because of the type of housing, e.g., wooden houses.
Staff could be more understanding in dealing with tenants with all types of disabilities, more training.
Upgrade bathrooms.
Weslo should provide fencing round front gardens.

F. Tenant profile

Length of tenancy and time in property

65% of households have been a tenant of Weslo for 7 years or more and 62% have been in their current home for 7 or more years. 7% have been a tenant for less than 1 year, while 8% have lived for only 1 year in their current home.

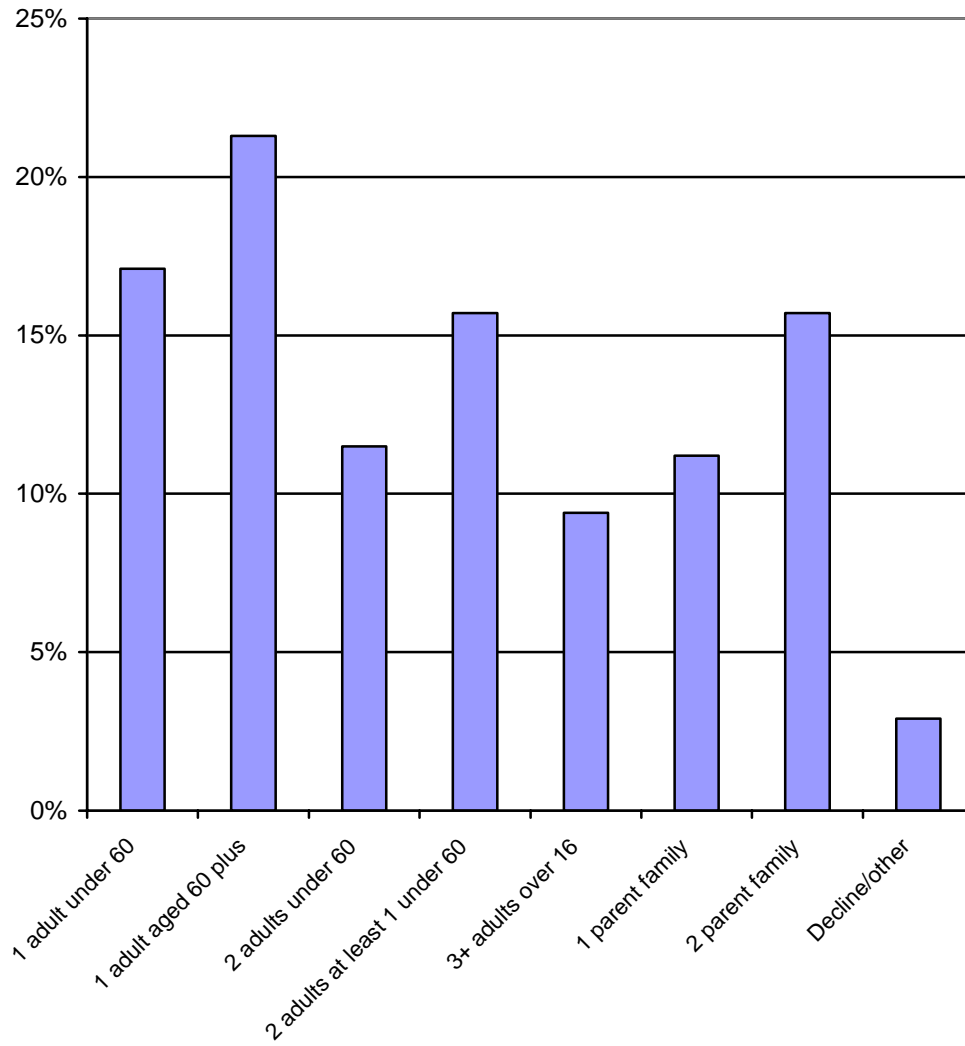
Figure 3 - Length of tenancy with Weslo and time in property (base 826)



Household composition

21% of Weslo households are single people aged 60 plus; 11% are single parents. Households with children make up 27% of tenant households.

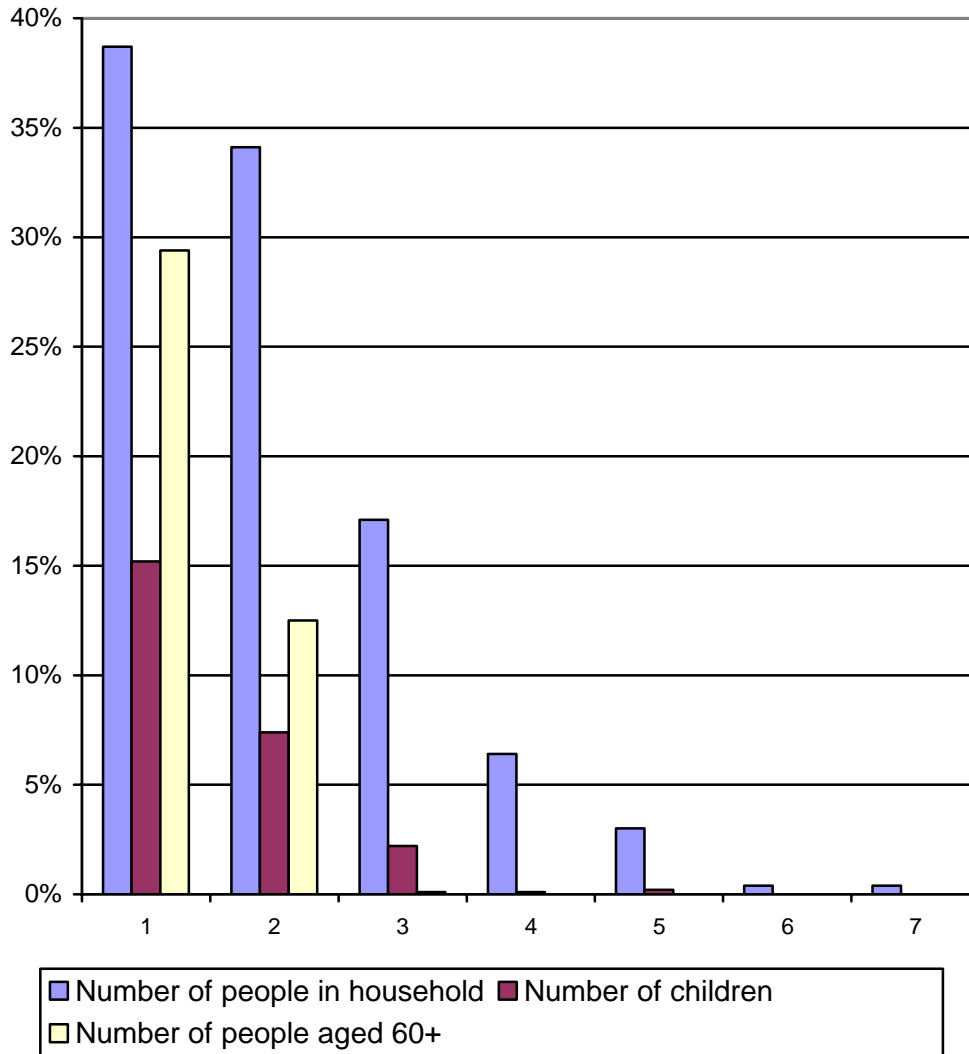
Figure 4 - Household composition (base 834)



Size of household

38% of Weslo Housing households contain single people; 34% contain 2 people. Households with 1 or more children represent 25% of all households with 15% of these containing only 1 child. 42% of Weslo households contain at least 1 adult who is aged 60 plus.

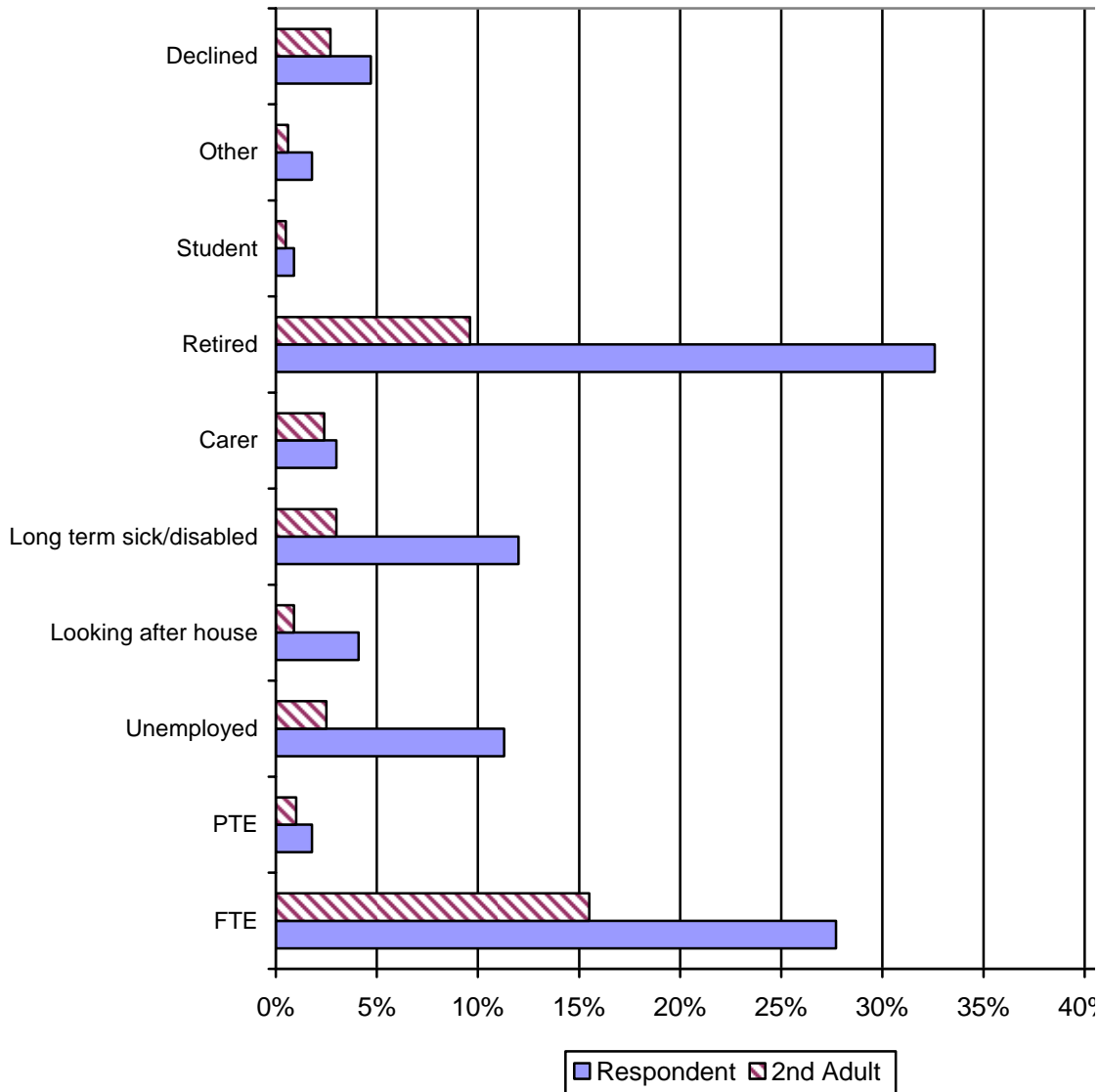
Figure 5 – Size of household (base 834)



Household composition by occupational activity

Figure 6 shows that most Weslo households (respondent and second adult) are either retired (33% for respondent) or in FT employment (28% for respondent).

Figure 6 - Household composition (base 823) – note, 2nd adult figures calculated using total household base



Household composition by health

43% of respondents indicated that they, or someone in their household, had a long standing illness or disability; 47% had no disability (9% refused to answer).

Household composition by ethnic group

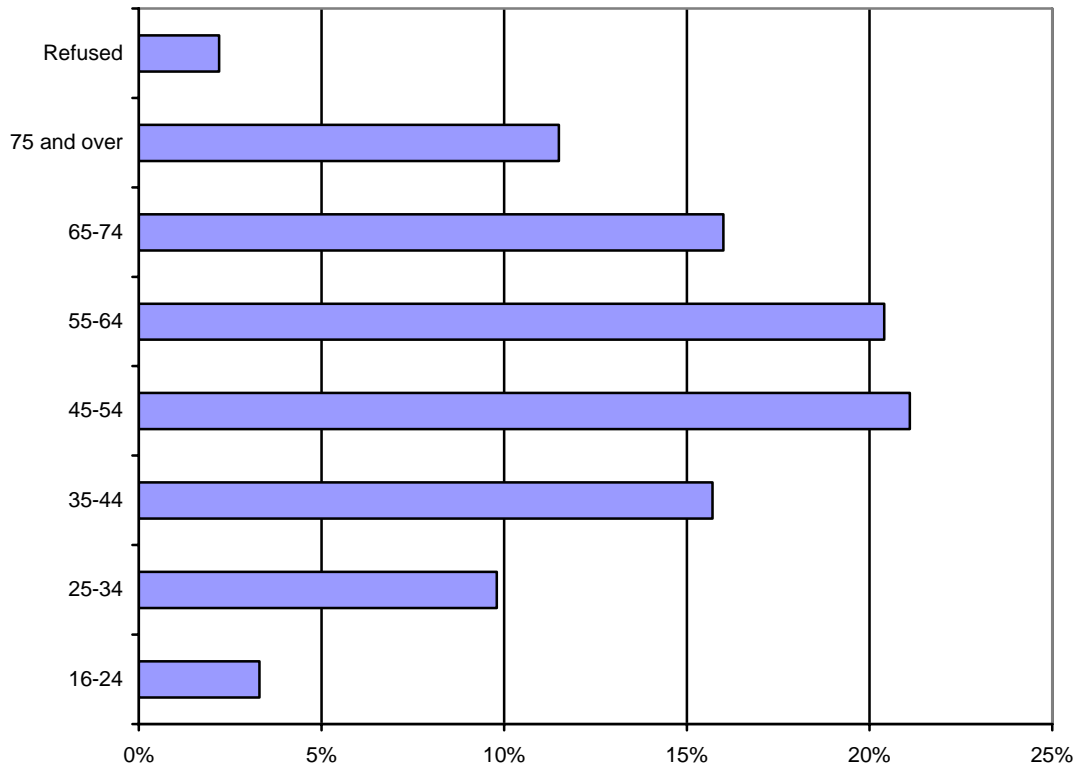
Surveyed tenants were asked to describe their own ethnic group and cultural background. The results of this question are as follows:

- ⇒ 88% described their ethnic group as White Scottish and 9% said White British
- ⇒ 1% of respondents described their ethnic group as White Other (8 tenants), Other Asian (1), or White Irish (1). 2% of tenants declined to answer.

Respondent age profile

The age profile of Weslo tenants (respondents) is set out in figure 7. This shows an even spread of respondent by age group, with the largest proportions being in the 45-54 age group (21%) and the 55-64 age group (20%).

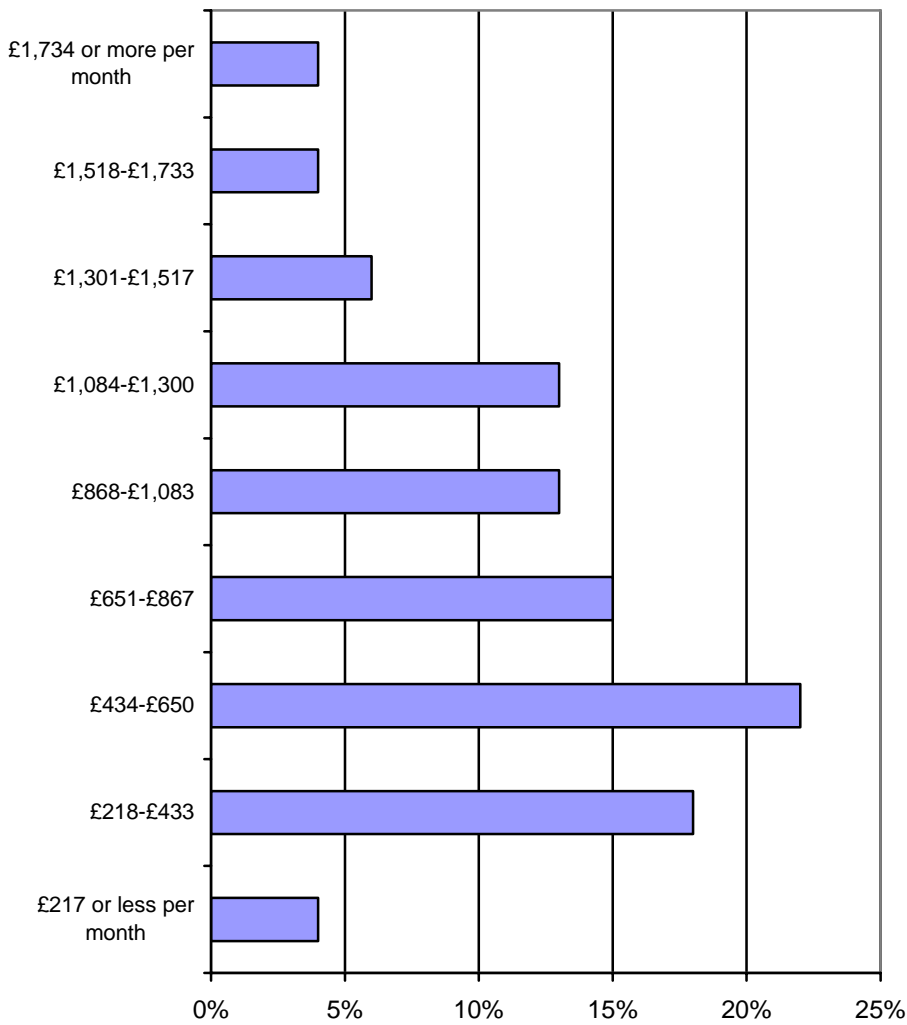
Figure 7 - Age profile of Weslo households (base 824)



Income profile of households

The net after tax income of Weslo households is shown in figure 8. Excluding refusals and don't know responses (38% of all cases), the most frequently cited income level of Weslo households was £434-£650 per month (22% of households have this income level).

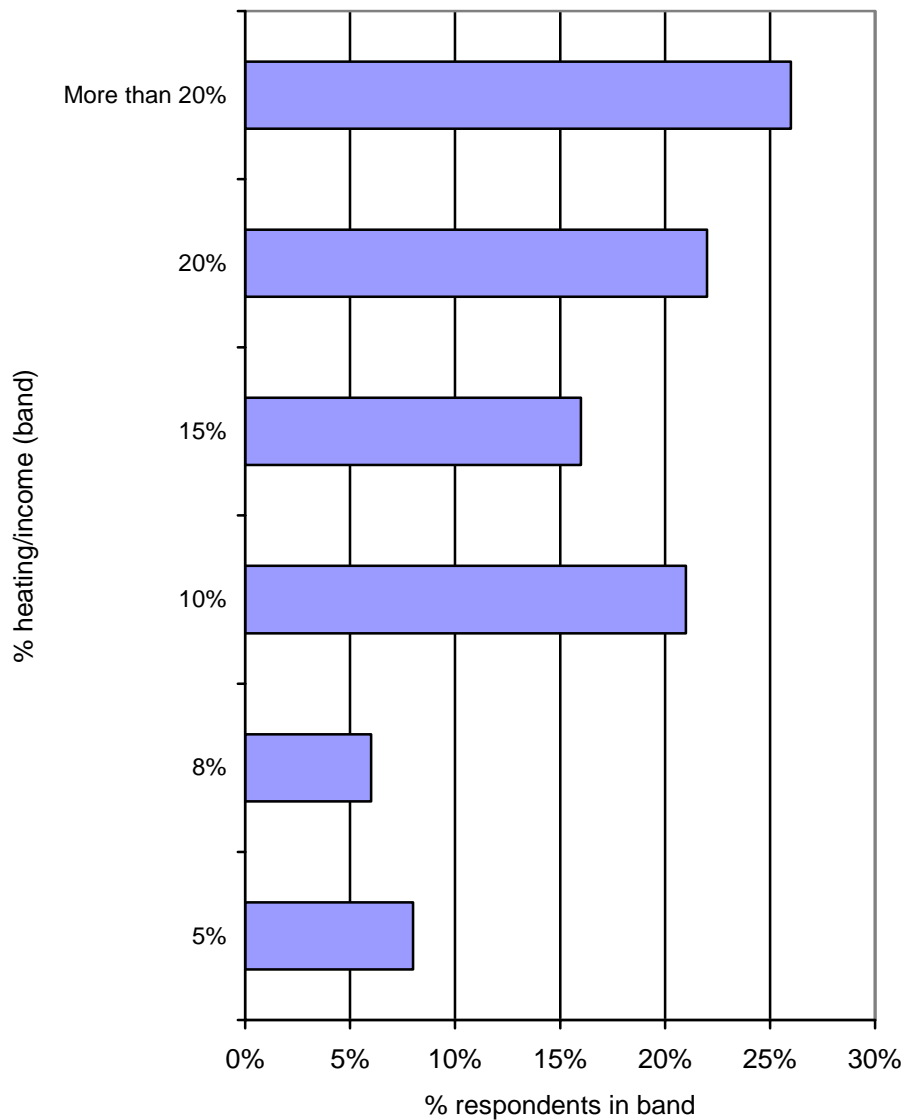
Figure 8- Monthly income profile of all households excluding refusals (base 513)



Heating costs

The proportion of annual income spent on heating costs for Weslo households is shown in figure 9. Excluding refusals, no replies, and don't knows, (65% of all cases), figure 9 shows that 26% of respondents spend more than 20% of their annual income on heating their home while 8% spend 5% of their annual income on heating.

Figure 9 - Proportion of income spent on heating costs (annually) - expenditure excluding refusals (base 295)



Home contents insurance

63% of tenants have home contents insurance; 29% do not have this type of insurance.

In 2010, the tenants least likely to have home contents insurance are:

- Tenants receiving full HB - 52% have home contents insurance
- Single parent households - 46%
- One adult households (under 60) - 42%
- Unemployed - 29%
- 16-24 households - 27%

G. Conclusions and recommendations

Conclusions

The 2010 Weslo tenant satisfaction survey reveals a picture of an organisation that is achieving a high level of performance overall (94% of tenants are satisfied), and whose performance is improving in several areas (91% of tenants were satisfied in 2005). The following areas are particular strengths:

- Providing an effective office network (93% of tenants are satisfied with telephoning their local office and/or visiting).
- Keeping tenants informed (85% agree this process is effective).
- Managing neighbourhoods that most tenants describe as satisfactory (88% of tenants says their neighbourhood is a good place to live).
- Delivering an effective repairs service (89% of tenants are satisfied).
- Providing good quality housing (90% of tenants are satisfied with their home and 91% say the condition of their home is either very good or fairly good).
- Providing services at fair rents (75% say rent is value for money).

Overall, and across many of the key service areas listed above, Weslo performs as well as, or better, when compared with the survey results for the 2005 tenant survey (see section H).

Recommendations

In light of the feedback from the tenant survey, the following recommendations are made for improving Weslo's service.

- Reviewing the scope for increasing tenant privacy at local offices (6% of Bo'ness office users were dissatisfied with privacy as were 5% at Bathgate).
- Tackling issues of dog fouling/dogs roaming free and litter/rubbish. These issues were a very big problem for 22% and 13% of tenants respectively. In addition, children's play areas (25% dissatisfied) and parking (21%) are aspects where relatively high levels of dissatisfaction existed (compared with the average of 13% dissatisfaction for all estate features).
- Dealing with the issues that lead to 28% of tenants saying they have been aware of anti-social behaviour over the past year. These issues include incidences of unruly behaviour by young people, noise disturbance from people, underage drinking and neighbour related problems.

Weslo Housing Management Ltd Tenant Satisfaction Survey 2010

- Examining ways of responding to tenant dissatisfaction with the ordinary repairs service, specifically; the time taken before work started (6% dissatisfied) and being told when workers would call (6% dissatisfied).
- Examining the cost-benefit of text messaging which 51% of tenants with mobile telephones say would be of interest to them.
- Encouraging the take up of home contents insurance particularly amongst younger tenants (27% have contents insurance) and unemployed tenants (29%); these figures compare with the average take up level of 63%.

In addition to the above, we have set out in Appendices 1 to 7 tenants' specific suggestions for improvement which should be incorporated into the survey action plan.

H. Comparisons 2005 – 2010

The table below compares the Weslo tenant survey results for the 2005 and 2010 surveys. The '+-' sign located in the right hand column indicates how the percentage results have changed between the 2 periods.

WESLO HOUSING SURVEY COMPARISONS	2005	2010	+ -
Overall satisfaction with service (very/fairly satisfied)	91%	94%	+3%
Overall satisfaction with Weslo as landlord (very/fairly satisfied)	86%	94%	+8%
Rent is value for money (very good or fairly good)	71%	75%	+4%
Satisfied with neighbourhood (very/fairly satisfied)	87%	88%	+1%
Dog fouling (% strongly agree or rating very big problem)	23%	22%	-1%
Litter and rubbish (% strongly agree or rating very big problem)	23%	13%	-10%
Overall condition of home (very good or fairly good)	87%	91%	+4%
Satisfaction with home (very/fairly satisfied)	89%	90%	+1%
Satisfied with repairs overall (very/fairly satisfied)	88%	89%	+1%
Keeping tenants informed	82%	81%	-1%
Listening to tenants' views and opinions	67%	70%	+3%

I. Company comparisons

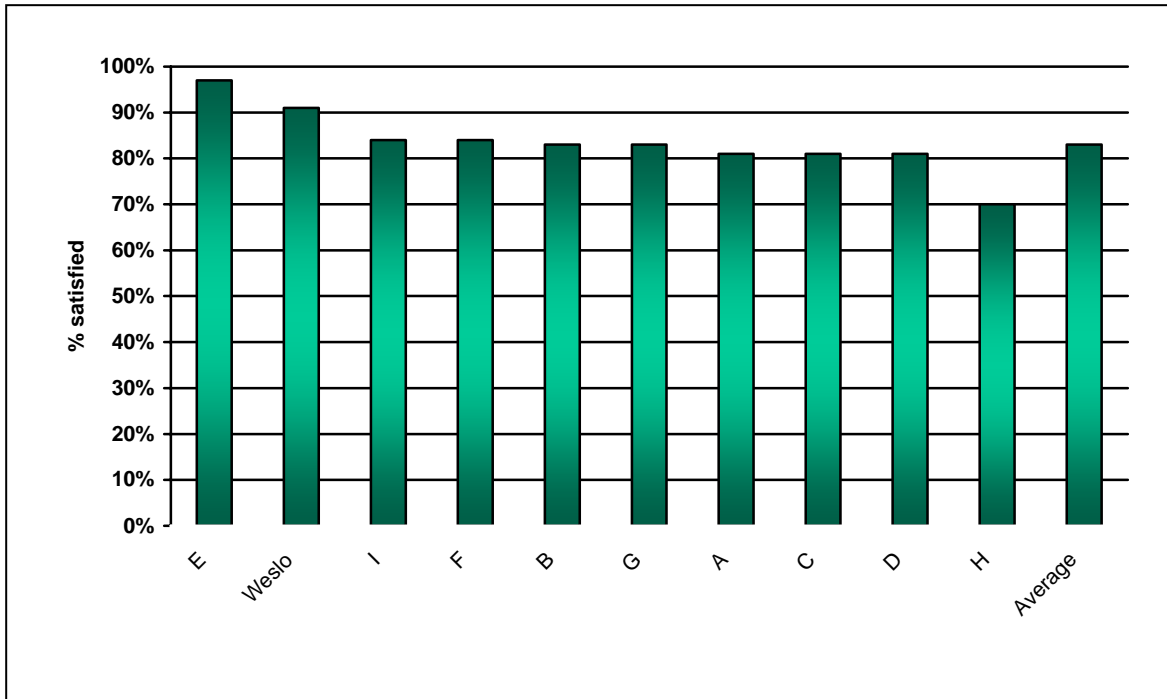
Introduction

We have set out in this section a series of charts comparing Weslo's performance with that of other registered social landlords surveyed by our company. To protect confidentiality, we are not able to identify the comparator companies, but as a guide, the companies set out in this section have the following basic characteristics.

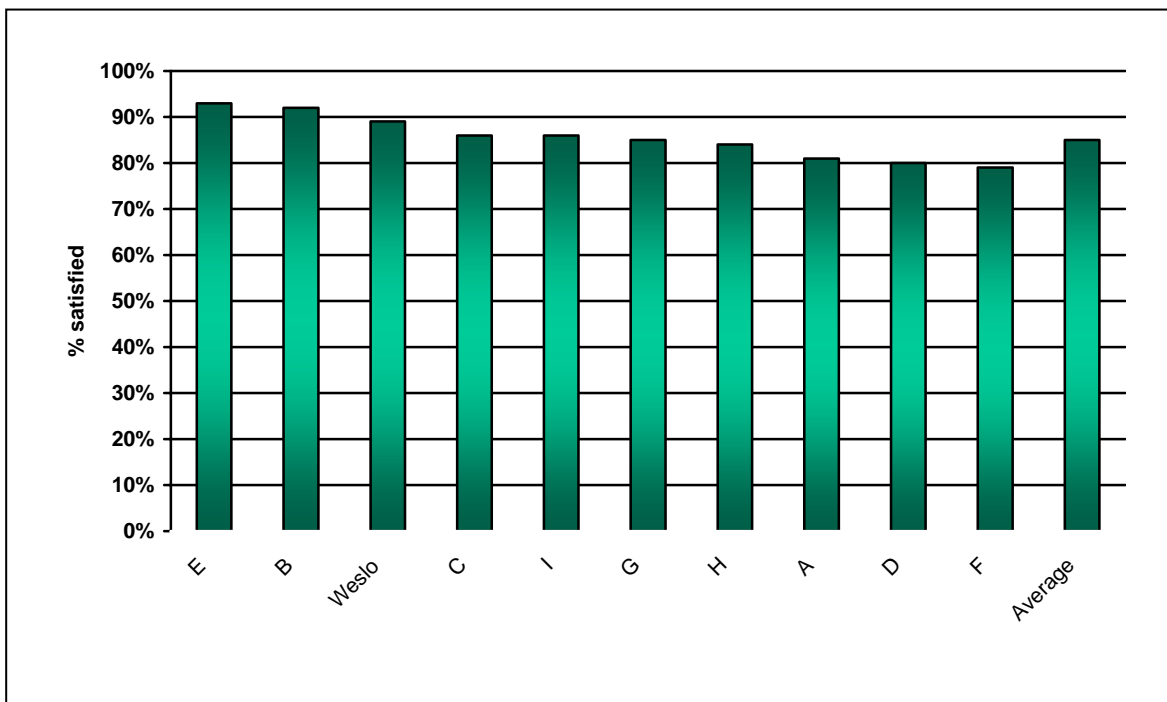
Table 16 – Profile of comparator companies based on APSR

Alpha Code	Peer group
A	Stock transfer with more than 1,000 units
B	Stock transfer with less than 1,000 units
C	Urban with more than 1,000 units
D	Urban with more than 1,000 units
E	Rural
F	Stock transfer with more than 1,000 units
G	Stock transfer with more than 1,000 units
H	Urban with less than 500 units
I	Urban with more than 1,000 units

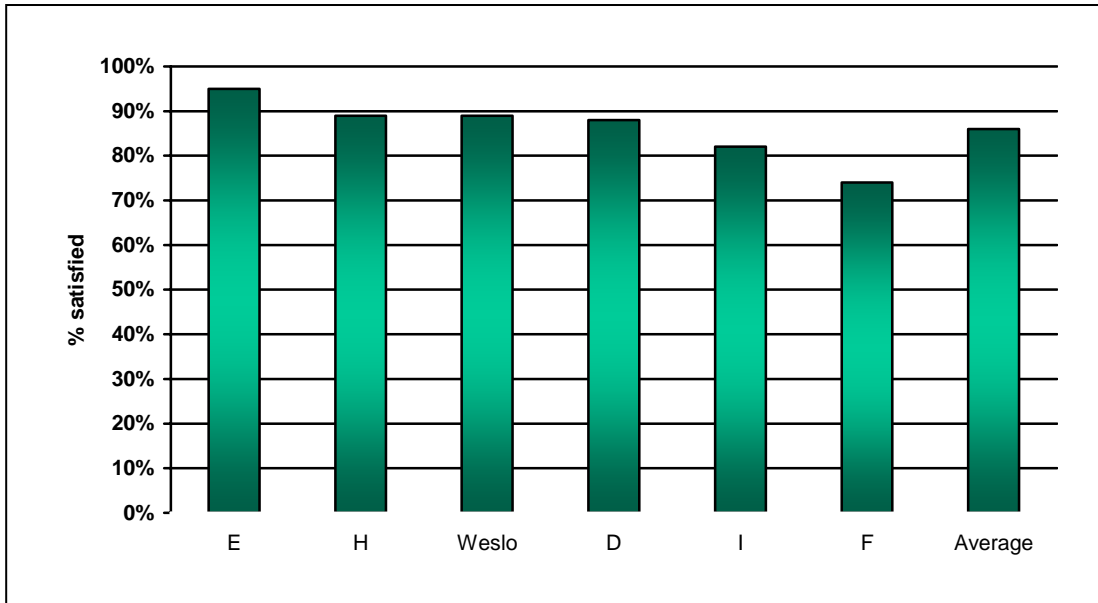
Comparisons – Emergency repairs (very and fairly satisfied)



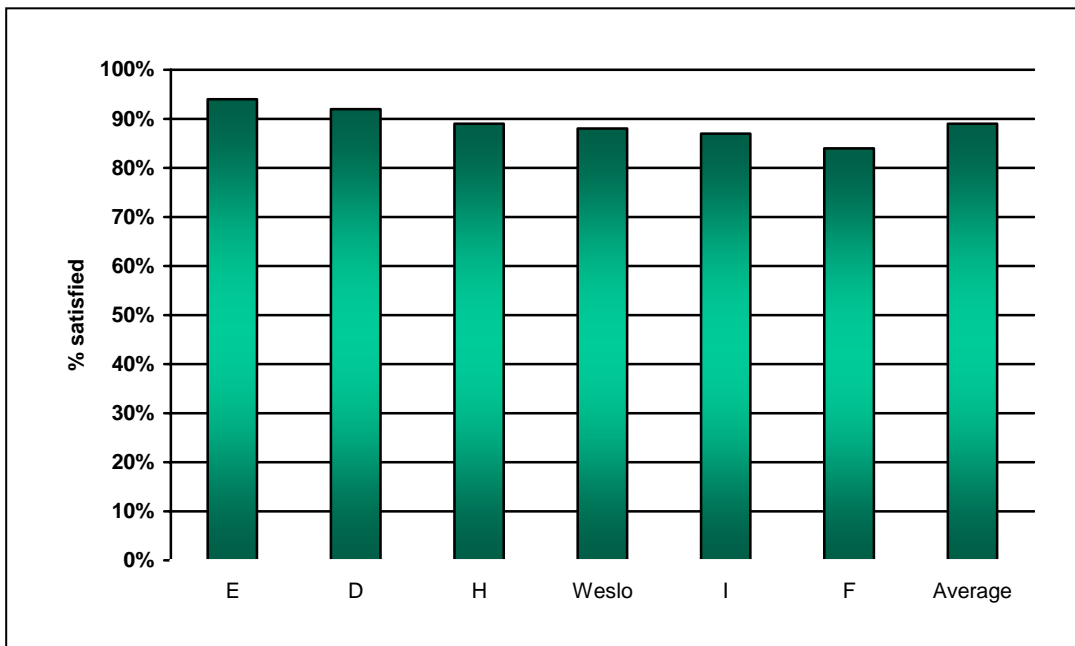
Comparisons – Ordinary repairs (very and fairly satisfied)



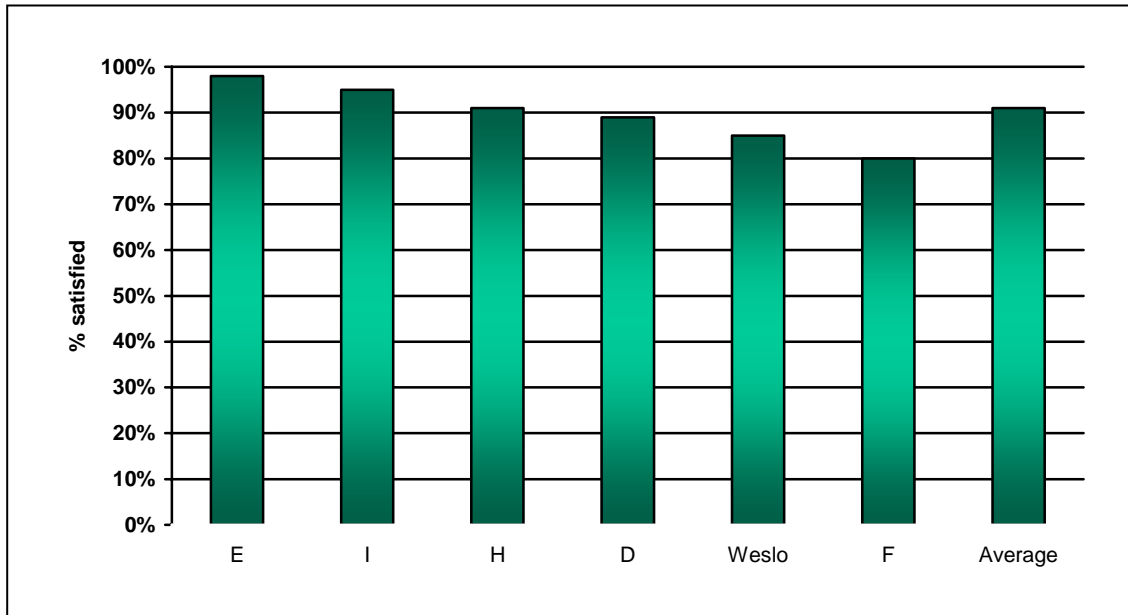
Comparisons – Housing satisfaction (very and fairly satisfied)



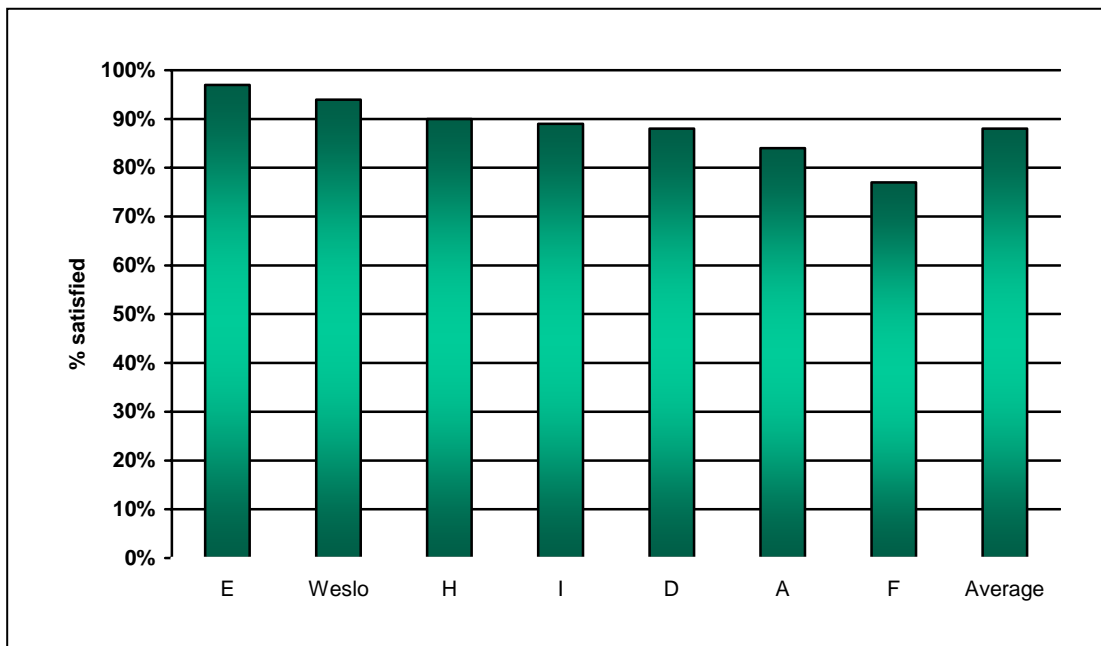
Comparisons – Neighbourhood satisfaction (very and fairly satisfied)



Comparisons-Being kept informed (very and fairly good)



Comparisons – Overall satisfaction (very and fairly satisfied)



APPENDICES 1- 7

In this section, we have provided a complete listing of the improvement suggestions made by tenants who took part in the survey.

Weslo Housing Management Ltd
Tenant Satisfaction Survey 2010

Appendix 1 – Improvements to neighbourhood

ITEM	COUNT
Nothing	70
Establish/improve play areas for children	56
Provide designated parking areas/increase parking areas/lower kerbs for vehicle access	40
Manage litter/rubbish/tackle dog fouling	37
Address bad tenants/drug dealing/vandalism/anti-social behaviour	37
Maintain gardens/communal areas/ensure all tenants take responsibility	30
Maintain/erect fencing around garden/housing	26
Improve street lighting/front/back door lighting/car park/stair lighting	19
Introduce speed bumps/traffic calming measures	12
Don't know	10
Maintain footpaths/access ways/improve road access	9
Allocate properties only after vetting tenants	8
Remove/cut back trees	5
Establish a Neighbourhood Watch/improve home security	5
Maintain signage in communal areas	4
Maintain pavement/provide access for tenants with mobility issues	4
Manage empty houses	2
Liaise with house owners re property maintenance	2
Issue tenants with current rules/regulations/policies	1
Advise tenants of location of emergency housing in area	1
Re-introduce balconies for flats	1
Ensure tenants have names on their doors	1
Liaise with Police/Council to introduce CCTV	1
Tackle unruly youths	1

Weslo Housing Management Ltd
Tenant Satisfaction Survey 2010

Appendix 2 – Anti-social behaviour issues

ITEM	COUNT
Youths loitering/unruly behaviour	56
Late night noise/general noise	54
Underage drinking	38
Neighbour problems	37
Damage to parked cars	24
Drug abuse/drug dealing	22
Broken windows/damage to windows	18
Damage to gardens	18
Adults/youths fighting	18
Dog barking/fouling	14
Damage to communal areas/property	13
Litter	11
Theft/break-ins	9
Verbal abuse	9
Motorbikes/quad-bikes using pavements/paths	8
Arson	7
Speeding traffic	6
Graffiti	6
Inconsiderate parking	5
Sectarianism/racial abuse	3
Physical abuse	2
Air guns	1

Appendix 3 – Improvements to the home

ITEM	COUNT
Improve/upgrade bathroom	125
Nothing	61
Install/upgrade fencing/upgrade garden area/maintain shrubs/hedges	41
Upgrade kitchen	38
Upgrade windows	36
Upgrade external doors	34
Improve insulation/deal with condensation	30
Install/upgrade central heating/upgrade heating/fire/boiler	30
Upgrade internal doors/skirting/floorboards	23
Paint/re-plaster internal walls/ceilings	16
Upgrade/repair roofs/gutters/rhones	16
Improve external walls	9
Improve storage space/built in cupboards/wardrobes	8
Maintain/upgrade outside steps/paths	7
Upgrade electrics	6
Install/improve outside lighting/door lights	5
Don't know	5
Install/repair intercom system	4
Install/upgrade sound-proofing	3
Provide off-street parking/drive-way access	3
Maintain drains	2
Lower ceilings	1
Improve close stair cleaning	1

Weslo Housing Management Ltd
Tenant Satisfaction Survey 2010

Appendix 4 – Improvements to rental value for money

ITEM	COUNT
Nothing	57
Upgrade bathrooms	29
Reduce/maintain current rent levels	20
Don't know	20
Upgrade fences/gates surrounding properties/gardens	14
Upgrade kitchens	12
Upgrade gardens/including prior to allocation	12
Upgrade external doors/internal doors	10
Maintain roofs/gutters/rhones/external walls	6
Upgrade property to high standard	5
Improve repairs/reduce waiting times for repairs	5
Allocate parking spaces	5
Improve insulation	5
Upgrade windows	4
Upgrade central heating systems	4
Repair/plaster internal walls	3
Introduce stair cleaning service/more regular stair cleaning	3
Increase rents only when property renovated/upgraded	2
Supply better quality materials	2
Introduce painting/decorating service	2
Offer rent free weeks as per Council	2
Consult more with tenants regarding any concerns	2
Introduce a shared ownership scheme	1
Pay extra rent towards home upgrades/improvements	1
Ensure all tenants treated same regardless of location	1
Confirm tenants eligibility for HB	1
Reduce staff numbers in administration	1

Weslo Housing Management Ltd
Tenant Satisfaction Survey 2010

Appendix 5 – Improvements to repairs service

ITEM	COUNT
Nothing	89
Don't know	15
Ensure repairs completed to high standard/check work completed/stop recurring repairs	19
Inform tenants when repair will be carried out/give date & time	18
Reducing the waiting times for repairs	14
Operate more flexible appointment times for repairs	12
Listen to tenants/deal with complaints on first contact	7
Arrange for tradesmen to call tenants when on the way/if delayed	6
Employ own tradesmen and not sub-contractors	5
Provide better quality fixtures/fittings	4
Employ qualified/responsible sub-contractors	3
Provide immediate response to water leaks	3
Have more property inspections/internal and external	2
Employ sufficient people to complete jobs	1
Replace items instead of temporary repairs	1
Ensure details of new repairs 'phone numbers are communicated	1
Monitor attitude of workmen	1
Introduce cheap insurance scheme to allow tenants to pay for quality repairs	1
Ensure all repairs completed prior to allocation	1

Appendix 6 – Single improvements (general)

ITEM – 1 comment per tenant (excludes “don’t know” and “nothing” comments)
Additional help with garden maintenance
Advice on benefits
Allocated day/time for repairs would be beneficial for both parties
Allow tenants to buy materials for improvements but Weslo to fit items for free
Annual inspections of property, internal & external, with tenant present to discuss issues
Annual property inspection, external/internal
Arrange for a community police officer to deal with children loitering at shops
Assist elderly tenants to maintain garden, especially when they cover large areas
Better customer service from higher management with better understanding of tenant's circumstances
Bigger discount in right-to buy scheme for tenants who have had few repairs, etc
Carry out refurbishment of property
Cheaper rent for one-bedroom flat
Cheaper rents
Choose new tenants more carefully
Clean gutters and moss from roofs
Cleaning service for communal areas, stairs, etc.
Convert loft into extra room to accommodate family increase
Deal more effectively with anti-social behaviour/neighbour problems
Dealing effectively with anti-social behaviour, including evictions
Do more to combat anti social behaviour
Employ better subcontractors for repair work with better quality materials and quicker repairs
Employ more housing officers
Ensure property up to standard when allocated
Ensure that repairs are carried out to a high standard and not left incomplete
Ensure that repairs are carried out to high standard and inspected thoroughly
Erect fences around tenants' gardens instead of driveways
Erect or upgrade fencing round properties
Examination of current rent levels
Exchange house for a two bedroom property as currently sharing room with child
Exchange or transfer to a bigger property
Extra insurance without big excess to cover other areas damaged by original repair e.g., water leaks
Faster repair service
Feedback on results of complaints
Garden fence has never been varnished or painted since I took over the tenancy in 2000
General improvement on external view of flats, i.e., main entrance, etc.
Give tenants more information about major repairs needing to be done
Have more contact with tenants of pensionable age
Help and information in seeking an exchange/transfer
Help for tenants on benefits to upgrade home interiors
Help in maintaining trees in garden
Help with exchange/ transfer process
Help with the garden and fencing
Home visits from housing officers to discuss any problems with house/area
Housing officer should show more respect and be more impartial

Weslo Housing Management Ltd Tenant Satisfaction Survey 2010

ITEM – 1 comment per tenant (excludes “don’t know” and “nothing” comments)
Housing officers carrying out more thorough property inspections, e.g., checking back of buildings etc
I would like secure tenancy agreement since long-term tenant (1986-91;1994 to date)
I would like the area to be a bit more private. They could put up a higher fence/enclose parking
Improve exchange/transfer system
Improve gardening service, cutting grass neater/give tenants time to move pots etc
Improve speed of dealing with applications for carrying out own changes/improvements
Improve staff attitude and efficiency when dealing with complaints
Improve time-scale for repairs
Improvement in good repairs
Improvement to out-of hours services
Information on right-to-buy scheme
Inspection of property both internal/external regularly
Inspections of house and gardens to ensure being maintained well
Install intercom system in 4-in-block flats
Install gas meters that can be paid through a key
Introduce a neighbourhood watch scheme
Introduce measures to enable tenants to feel more secure in their homes
Invest in eco efficient building projects/ energy efficient houses
Listen sympathetically to tenants, and senior management should keep promises made to tenants
Maintain gardens for single people who can't look after them themselves
Management should be more sympathetic and understanding of tenants' problems
Managers should be more considerate and pleasant to customers
More consideration when housing families; allocate homes with garden rather than flat
More contact with housing officers via home visits
More efficient housing inspectors dealing with repairs
More feedback on what is happening in the area
More home improvements
More housing officer home visits to estate
More information for new tenants in an area
More personal visits from estate manager
More practical help and advice for disabled tenants in maintaining their homes
More selective in allocating tenancy
More selective of tenants when allocating houses
More support with neighbour problems
More sympathetic dealing with tenant's rent debt problems/review wording of letters sent out
More sympathetic/understanding with people in full-time work in arranging repairs, meetings etc
More upgrading of houses, e.g., bathroom, shower
Open an office in Whitburn
Opportunity to buy my house
Paint the outside of house more often
Provide information in Braille or in large print
Provide information on things tenants may do/not do to their gardens
Provide play areas for children
Re transfer/ exchange, ensure new property is in habitable state, especially for someone disabled

Weslo Housing Management Ltd
Tenant Satisfaction Survey 2010

ITEM – 1 comment per tenant (excludes “don’t know” and “nothing” comments)
Receive feedback on this survey
Reinforce regulations re upkeep of gardens
Right-to-buy
Secure parking areas
Should listen and take more account of tenants views
Staff should listen and show interest in tenants concerns and give more help and advice
System for house exchanges
Take repairs to the house more seriously
Tenant should have choice of colour when external doors painted
Transfer to larger accommodation
Upgrade bathroom
Upgrade bathroom
Upgrade external pipes
Upgrade garden
Upgrade house interiors
Upgrade interior of houses
Upgrade locks on all doors
Upgrade the interiors of houses
Weslo & West Lothian Council should liaise over transfers/exchanges of houses
Weslo should take ownership of their own housing waiting list again for speedier transfers /exchange
Whatever problem tenants have and whatever timescale, Weslo should have a solution/rectify matter
When reporting a repair you should be given a job number and receipt
Would like a shower fitted

Weslo Housing Management Ltd Tenant Satisfaction Survey 2010

Appendix 7 – Bright ideas

ITEM - 1 comment per tenant (excludes “don’t know” and “nothing” comments)
A few hours service on a Saturday would be helpful
Advise tenants if there is special needs/emergency accommodation in their areas and consult tenants before letting this type of property
Allotments on vast space areas/building energy efficient pensioner housing round communal areas/partial ownership of rental properties
Annual survey of property finding out what upgrades are necessary with either Weslo paying costs or payment plan added to tenants rents
Assistance with garden work
Assisting tenants, who are already taking good care of their property, to improve interior of house
Better management of litter etc including better refuse collection system
Better outside lighting and upgrading of heating system and insulation. Installation of shower
Central heating system needs to be updated as old system very costly to run
Check up on homes allocated to the homeless to ensure they are kept tidy etc.
Concentrate on own tenants. Vet tenants giving priority to local people with family nearby. Don't liaise with local council.
Deal more sympathetically with tenants who have valid problems
Employ qualified sub-contractors and use better quality materials for repairs
Employ someone to clean entrance halls for a small charge to tenants as not all tenants prepared to take turn cleaning area
Ensure complaints are investigated professionally and promises made by senior staff are adhered to
Ensure that inspectors, workmen etc keep appointments with tenants or inform them of delays, etc
Ensure workmen keep appointments for repairs and don't keep tenants waiting around for them to show
Establish a neighbourhood watch system
Exchange property list for tenants who wish to downsize to 1-bedroom flat
Give full-rent paying tenants low interest rate loan to carry out home improvements, to be paid back monthly with rent payment
Ground floor toilets in every new built & retrospectively in older buildings re health/age concerns
Home & gardens inspections to ensure maintained well. Patrol streets at night to see problems with youth
Home visits or appointments to discuss personal circumstances rather than receive "warning" letters. Pay extra rent to "buy" improvements to properties
I have never had new fences in my front or back gardens since I moved in 20 years ago. I would like them to look at this
If repairs are required they should be carried out regardless of cost
Improve efficiency in dealing with complaints and pass to relevant people/department
Increase security by installing intercom system
Inform tenants about outstanding repairs
Information concerning right-to-buy system, if this applies to Weslo tenants
Install electric showers in all properties

Weslo Housing Management Ltd Tenant Satisfaction Survey 2010

Issue a newsletter
Keep present system of morning/afternoon visits for repairs
Liaise with authorities over harassment to tenants from people in privately owned houses in same street
Lower ceilings in staircase to maintain heat from radiators at bottom of stairs
Modernise home by upgrading bathroom
More contact with housing officers making it easier to discuss issues
More efficiency required when dealing with tenants reporting repairs
More home visits
More landscape required with shrubbery/trees
More privacy when visiting offices e.g. paying rent
More security measures in place with confidential line to report vandalism, etc. Liaise with police for more patrols in area
More stringent follow-up to annual external survey to ensure improvements to untidy properties
New fencing should be installed as gardens are upgraded
Newsletters re what is happening in the area as currently don't receive anything
Offer grass cutting service paid by monthly instalments
Office staff should return tenants' phone calls as promised
Produce housing support information sheets, especially for disabled people, so you know what help is available. More help with garden maintenance
Provide insurance for tenants who can't get insurance because of the type of housing, e.g., wooden houses
Provide new fencing around property for safety issues and stop stray dogs coming onto property
Shorten/improve 3rd party representation, e.g. elderly tenant unable to deal with requests, gets family member to speak/act on their behalf
Staff could be more understanding in dealing with tenants with all types of disabilities, more training
Supply energy efficient monitors. Grass cutting service. All flats to have adequate lighting
Support rent-paying tenants in any disputes with people in private lets
Take more notice of tenants needs, make tenants feel less stressful
Tenants should be given a specified time and day for repairs to be carried out to ensure neither tenant/contractor's time wasted
Upgrade bathrooms
Upgrade bathrooms, option of having bath/shower
Upgrade home interiors and also gardens that are in untidy states
Use Weslo website to obtain permission for certain things, e.g. improvements. Provide help if you wish to do your own upgrades
Very helpful to have fitted bathrooms installed
Weslo should consider offering tenants contents-insurance at a competitive price in line with other housing societies/local authorities
Weslo should provide fencing round front gardens
Weslo should work alongside local council and police re anti-social behaviour problems

Weslo Housing Management Ltd
Tenant Satisfaction Survey 2010