

**EAST AYRSHIRE COUNCIL**  
**HOUSING COMMITTEE – 28 JANUARY 2004**

**TENANT SATISFACTION SURVEY**

**Report by Director of Homes and Technical Services**

**1. PURPOSE OF REPORT**

- 1.1 To seek Members approval to undertake a Tenant Satisfaction Survey.

**2. BACKGROUND**

- 2.1 Within the Single Regulatory Framework guidance provided by Communities Scotland (GS3.1), it is expected that all social landlords will regularly assess the satisfaction levels of their tenants with the services provided to them.
- 2.2 The last Tenant Satisfaction Survey was carried out in 1998 and therefore requires to be up-dated.

**3. CURRENT POSITION AND PROPOSALS**

- 3.1 As part of its normal business the department regularly undertakes research and surveys into the various aspects of housing. Current activity includes:
- Analysis of Low Demand Housing (Private Sector)
  - Housing Needs Survey (All Sectors)
  - Longpark Wider Action Survey (All Sectors)
  - Stock Condition Survey (LA stock)
  - Housing Stock Options Appraisal (LA Stock)

All of the above are used to inform current business activity and provide the necessary evidence to construct the Local Housing Strategy.

- 3.2 As the last Tenant Satisfaction Survey is now over 5 years old, it no longer provides current data upon which to make business judgements, nor can it be used to evidence any of the emerging actions that will be contained within the Local Housing Strategy. A new survey will therefore require to be undertaken.
- 3.3 It is proposed that an appropriate sample survey be designed, in conjunction with a suitably qualified market research company, to:

- Understand tenants' current views on service provision
- Seek their views or aspirations on future service provision
- Link the proposed survey to the 1998 survey to establish any changes in tenants' views over the intervening five years.

3.4 The appointed market research company would be expected to carry out a door to door survey, analyse the results and present an appropriate report to the Department. The analysis would then be fed into the Local Housing Strategy process.

#### **4. FINANCIAL IMPLICATIONS**

4.1 It is estimated that the cost will be in the region of £25,000 and that this can be met from within existing budgets

#### **5. POLICY IMPLICATIONS**

5.1 The Council, at its meeting held on 24 September 1998 (item8, page 3754) agreed the Standing Orders relating to contracts, which apply to all contracts for the supply of goods or materials or for the provision of services or for the execution of works. This contract will be tendered for in terms of these Standing Orders.

5.2 The undertaking of this survey will meet the aim of the Community Plan in terms of "*Listening to, Communicating with and Involving the Community*".

5.3 In terms of the Departmental Service Plan, which was recently approved by the Committee, it meets objective P08 i.e. "*To implement the East Ayrshire Tenants' Participation Strategy*"

5.4 There are no additional policy implications

#### **6. LEGAL IMPLICATIONS**

6.1 There are no legal implications beyond those highlighted above.

#### **7. RECOMMENDATIONS**

7.1 It is recommended that members:

- (i) Approve the carrying out of a Tenant Satisfaction Survey; and
- (ii) Agree that an appropriate market research company be engaged; and
- (iii) Otherwise note the contents of this report.

## **LIST OF BACKGROUND PAPERS**

Performance Standards – Communities Scotland et al.

For further information please contact Joseph Cassidy, Policy and Strategy Manager, on 01563-576617.

Implementation Officer: Christopher McAleavey, Head of Homes.