

## **Appendix 2 - Feedback from Tenants Rent Survey**

### **Question 1 – What would be your priority from the following options for you Repairs Service?**

- Continue to improve the way we communicate with you, including texting in advance or when tradesmen are on their way – 21%
- Maintain our existing voids performance – 6%
- Renew and enhance our lettable standard – 11%
- All of the above – 62%

### **Question 2 – What would you like to see us do to continue keeping your home warm and well maintained?**

- Expand our trade resources so that repairs are completed more quickly – 21%
- Continue to provide energy efficiency measures such as triple glazing, solar panels, heat pumps, boiler upgrades and insulation – 71%
- Provide more energy efficiency advice – 8%

### **Question 3 – How do you think we should improve services for older tenants?**

- Review and expand the auxiliary service within our Older Persons' Service to provide a home assistance service for tenants – 2%
- Increase the housing support service for tenants in sheltered housing to provide support after 5pm and weekends – 10%
- Expand the housing support service for older tenants, so that it includes tenants living in the community – 24%
- All of the above – 64%

### **Question 4 – What is your priority for making investment in improving your home?**

- Increase our external fabric works such as re-roofing, roughcast, new rainwater goods, etc – 5%
- Increase the level of internal refurbishment we carry out (such as replacing internal doors, facings, re-plastering wall surfaces and replacing skirtings – 6%
- Continue and include new internal refurbishment programmes such as electrical re-wiring, kitchens and bathrooms – 31%
- Invest more in soundproofing measures – 3%
- All of the above – 55%

**Question 5 – How would you like to see us spending money to improve the area where you live?**

- Increase our investment in external building maintenance such as upgrading bin stores and cellars – 8%
- Increase the amount of environmental works we carry out such as upgrading footpaths, steps, fences and parking areas to improve the surrounding of your home – 52%
- Increase our investment in Estate Based Initiatives – 13%
- All of the above – 27%

**Question 6 – What would you like to see when it comes to maintaining your buildings?**

- Introduce annual rhone cleaning and repair programme for Council owned properties – 42%
- Introduce an annual rhone cleaning and repair programme for multi-tenure blocks – 22%
- Increase our investment in planned maintenance for close painting – 13%
- Review the way we manage the Tenement Management Scheme – 23%

**Question 7 – Which new ways would you like to see us supporting tenants to keep their tenancies?**

- Expand the availability of housing support in localities for tenants after 5pm and at weekends – 26%
- Increase the opportunities for tenants to be supported through the use of technology which helps them live independently in their homes for longer – 8%
- Increase opportunities for tenants to be supported to use online services and access budgeting and income maximisation advice – 4%
- All of the above – 62%

**Question 8 – How can we improve the services we provide to support younger tenants?**

- Provide a dedicated housing support service for younger tenants – 13%
- Expand the availability of housing support in localities for younger tenants after 5pm and at weekends – 5%
- Pilot the benefit and success of Started Flats for younger tenants – 19%
- All of the above – 63%