

# TENANT SATISFACTION SURVEY RESULTS

2023/24



# THE SURVEY

## What it is and why it matters

Our latest survey was carried out by an independent company who invited all tenants to take part. As a Registered Social Landlord (RSL), we do this at least once every 3 years, meeting Scottish Housing Regulator's requirements.

The survey asked for your views and opinions about the services we provide. It covered the key performance indicators that we report to the Regulator, and we also asked some questions to help us consider other important areas, including:

- Assessing the affordability of rent and energy costs,
- Reviewing our ways of working in local communities,
- Finding out more about preferred communication methods, and;
- Finding out more about levels of digital connectivity among tenants.

Thank you to everybody who completed the survey, and to those tenants who got involved to test and pilot the survey. Almost 1,000 households took part, representing 44% of tenants from across the region.

The results add to the feedback we collect throughout the year to give us a clear understanding of what tenants think of the services we provide and highlight where we must focus our attention to improve.

**It's important that we share what we've learned, and any actions that we're taking as a result.**



### Listening

We'll share our findings from the survey



### Learning

We'll use the survey results to plan and improve services



### Improving

We'll continue the conversation by involving tenants in shaping service improvements

The survey results show how Loreburn compares against the last published Scottish Average figures for other RSLs. We have also set out some of the actions we're taking to respond to your feedback. [The full survey report can also be seen here.](#)





Of tenants were fairly or very satisfied with the overall service Loreburn provides.

Scottish Average (22/23): 86.70%

## COMMUNICATION, CONTACT AND GETTING INVOLVED

### Keeping tenants informed about services and decisions



#### What we learned



**79.29%**

Agreed that Loreburn was good at keeping them informed about services and decisions

Scottish Average: 89.68%

Just under 8 in 10 tenants (79.29%) said Loreburn was good at keeping them informed about services and decisions. Some tenants stated that reaching us was sometimes difficult and that a lack of follow up was also sometimes a problem.

Being able to reach us quickly and easily by phone is still a high priority, with 87% preferring to reach us this way when they need to get in in touch.



#### What we're doing

- ✓ Our GREAT Communications Promise sets out the service standards and what you can expect when you need to reach us.
- ✓ A refreshed customer service and call handling training programme which aims



to improve the resolution of enquiries at first point of contact.

- ✓ We'll keep you updated with our Neighbourhood Officer whereabouts in local communities so you know when we're close by if you need a home visit or to meet with us.
- ✓ We'll continue to publish twice yearly newsletters and will carry out further surveys and information gathering to find out the content that you find useful.
- ✓ We're making changes to our call handling systems and developing new online routes of contact, such as Live Chat, to enable you to contact us with ease and speed.

## Satisfaction with opportunities to get involved



### What we learned



**66.46%**

Were satisfied with the opportunities to get involved

**Scottish Average: 85.86%**

66.46% of tenants were very or fairly satisfied with the opportunities given to participate in Loreburn's decision-making processes. The remaining 27% were neutral and 6% were dissatisfied.

A significant number of tenants (70%) said they were not interested in getting involved. It's still important that we offer tenants a wide range of opportunities to engage with us and shape services and local decisions.



### What we're doing

- ✓ A programme of regular pop-up events, surgeries and neighbourhood walkabouts will provide engagement opportunities for local communities.
- ✓ A review and re-launch of the existing Tenant Scrutiny Group will look at their terms of reference and how we can make this more accessible to a wider audience.



- ✓ Involved tenants will have opportunities to review key service delivery areas and report their findings and recommendations to Loreburn's Management Committee.
- ✓ We'll ask involved tenants to consider the findings of this survey to help us offer meaningful engagement methods that tenants want and have time for.

## REPAIRS & HOUSING QUALITY

### Satisfaction with the repairs service



#### What we learned

80.09% of tenants were very or fairly satisfied with the repairs service they received, 7% were neutral and 13% felt very or fairly dissatisfied. A high proportion of tenants were satisfied with the ease of booking a repair – at 87%, however, fewer tenants were satisfied with the speed with which their repairs are carried out, at 77%.



**80.09%**

Were satisfied our repairs service

Scottish Average: 88.02%

Of those who were not satisfied with the service, just under half – 48% - commented that timescales to complete repairs were too long. 18% said repairs were not completed on the first visit, and 15% were unhappy with the quality of the repair or communications and having to chase up repairs.



#### What we're doing

- ✓ Improvements to our repairs management software now allows us to keep you updated on the status of your repair, with reminders the day before an appointment and text communications with Operatives on their way.



- ✓ New quality assurance procedures for all external contractors to follow up outstanding jobs and those nearing their target date without an appointment will improve timescales.
- ✓ Improved van stocks, use of local suppliers and developing more proactive ways of managing the stock of parts will allow us to complete more jobs on the first visit.
- ✓ We'll continue to closely monitor re-appointed jobs, ensuring these only happen in emergency circumstances.
- ✓ We've put in place new procedures to post inspect the quality of repairs (all jobs costing £1,000 or above being inspected and a 10% sample of jobs costing less than £1,000).
- ✓ We will communicate the costs of no access visits to tenants with the aim of reducing these to free up capacity to carry out repairs more quickly.

## Satisfaction with the quality of homes



### What we learned



**71.94**

Were satisfied with the quality of their home

Scottish Average: 84.16%

71.94% of tenants were satisfied with the quality of their home, 12% were neither satisfied nor dissatisfied and 16% were either very or fairly satisfied dissatisfied.

This metric has declined considerably since our last satisfaction survey when a much higher proportion of tenants were happy with the quality of their home (88%).



### What we're doing

- ✓ We will set out and deliver an improvement and investment programme, with a pledge of £2.4m of investment in 2024/25.





- ✓ A dedicated budget of at least £400,000 for the next two years to focus on retrofitting energy efficiency measures – to make homes warmer and more affordable to heat.
- ✓ Over 300 homes in this financial year will receive improvements as part of a planned maintenance programme.
- ✓ A strengthened approach to managing damp and mould to improve a home's condition and comfort where these issues exist.
- ✓ A review of our letting standard will ensure we balance costs with quality.

[Read more about the investment programme here](#)

## NEIGHBOURHOOD MANAGEMENT



### What we learned



**72.23%**

Were satisfied with our contribution to neighbourhood management

**Scottish Average: 84.30%**

72.23% of tenants were either very or fairly satisfied with Loreburn's contribution to the management of their neighbourhood.

Responses showed us that Later Living tenants were most satisfied.

A fifth of people indicating less satisfaction reported problems with antisocial behaviour.



### What we're doing

- ✓ Improved visibility in our neighbourhoods with estate/neighbourhood inspections and prompt action on issues highlighted.



- ✓ Look at options for a dedicated budget to support a programme of external improvements
- ✓ Work alongside tenants to develop an estate standard to enhance local surroundings
- ✓ Strengthening the management of antisocial behaviour, with additional training for staff to support them in their roles.
- ✓ More visible reporting of antisocial behaviour – so you know the outcome of reported incidents.

## RENT – VALUE FOR MONEY AND AFFORDABILITY



### What we learned

Three in four tenants (75.54%) thought that the rent for their home represented very or fairly good value for money, compared to 15% who were neutral, and 10% who said it offered very or fairly poor value.

A theme among those who did not feel their rent offered value for money was that property upgrades were needed (40%). 20% said their rent was too expensive or was too high for the size and quality of the property.

Quality of repairs and energy efficiency were another notable theme in the feedback.

Just under half of tenants (46%) felt the rent for their home was very or fairly easy to afford compared to 44% who said it was just about affordable and 10% said it was very or fairly difficult to afford.

More than 3 in 10 tenants (34%) felt the gas or electricity bills for their home were very or fairly easy to afford compared to 39% who said it was just about affordable and 27% said it was very or fairly difficult to afford.



**75.54%**

Thought their rent represented very or fairly good value for money

**Scottish Average: 81.79%**







## What we're doing

- ✓ A rent and service charge review in 2024/25 will consider homes with lower energy efficiency and new build homes where energy efficiency is of a higher standard.
- ✓ A review of our operating model and structure will ensure we deliver services efficiently and cost effectively so we can continue to maximise investment.
- ✓ A long-term strategy to reduce energy costs. A retrofit programme is already underway with a dedicated budget identified for the next 2 years minimum.
- ✓ We will continue to seek out funding opportunities that can support tenants with cost-of-living expenses and utility costs.

## OFFICE CLOSURE IMPACT

After consulting tenants in 2020, we closed our two offices. For many of our remote tenants, getting to the office was inconvenient and often costly. Closing offices meant that we were able to use money that would otherwise have been spent running and maintaining them for other things that could better meet tenants' priorities.

This new approach meant we were more regularly available in local communities and could meet with you – in person if that was a preference – at a time and place that was convenient, including home visits.

We have used the survey to get a sense of how well this was working and whether the closure has caused any difficulties.





## What we learned

91% of tenants told us that the decision to close offices had not caused any difficulties. This aligns with almost 60% of tenants never having visited an office previously and with the majority of the remainder stating they visited rarely. Just 4% of tenants said they visited the office at least once a month.

Those who did report a problem indicated that they were unsure about the ways in which they could get in touch, or they were unsure about how they could see us face to face.



**91%**

Said that the decision to close our offices has not caused any difficulties



## What we're doing

- ✓ Changes to our call handling will make it quick and easy to reach us by phone. If we can't conclude your enquiry or you'd like to see someone in person, we'll make arrangements to do that at a time and place that's convenient for you.
- ✓ Our Neighbourhood Officers will promote their regular presence in local communities and we'll keep these dates updated on our website, social media channels and through local community notice boards.
- ✓ We'll be ensuring our teams are easily identifiable when out and about, wearing Loreburn clothing and easy to spot identification badges.
- ✓ We'll put in place a regular programme of localised events and opportunities for you to connect with us face to face.
- ✓ A programme of regular estate and neighbourhood inspections will be advertised so tenants can join us – or know when we're in the area to pick up on any issues.
- ✓ The Garrick employability hub in Stranraer will be open to tenants as a drop in hub when it opens later this year.





We'll continue to advertise and promote the direct contact details of Neighbourhood and Income Officers to enable immediate contact with a local officer.

**We think our services should be tailored to individual needs and preferences.**

With online engagement growing in demand, we must evolve and change to meet those needs. In doing so, we can in turn dedicate more time to focus on more complex queries or tenants who prefer to see us face to face or interact by phone.

## YOUR FEEDBACK MAKES A DIFFERENCE

Although this survey is conducted at least every three years, you can contact us any time to share your feedback. It helps us get to the heart of issues and understand what we can do to improve.

There's lots of ways you can contribute - please get in touch if you'd like to know more of visit [www.loreburn.org.uk/get-involved](http://www.loreburn.org.uk/get-involved) to register your interest.

Thank you again to everybody who took part in the 2023/24 Tenant Satisfaction Survey.



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