



**REPORT TO: HOUSING AND COMMUNITY SAFETY COMMITTEE ON 19
NOVEMBER 2024**

SUBJECT: TENANT SURVEY 2024

**BY: DEPUTE CHIEF EXECUTIVE (ECONOMY, ENVIRONMENT AND
FINANCE)**

1. REASON FOR REPORT

1.1 To inform the Committee of the Moray Council Tenant Survey 2024 findings.

1.2 This report is submitted to Committee in terms of Section III (G) (13) of the Council's Scheme of Administration relating to the Council's performance management framework.

2. RECOMMENDATIONS:

2.1 It is recommended that the Committee:

(i) considers the main findings of the Tenant Survey 2024; and

(ii) agrees that a Tenant Survey Improvement Plan will be reviewed and updated and presented to Committee during 2025.

3. BACKGROUND

3.1 The Council has instructed independent market researchers to survey tenants on their views on our Housing Services. Tenant feedback has an important role in assessing how the Council is performing in its landlord role and for prioritising service improvements.

3.2 Social landlords are required to report on tenant satisfaction as part of the Annual Return on the Charter (ARC) to the Scottish Housing Regulator (SHR). The SHR expects landlords to carry out a survey of tenants at least once every 3 years.

3.3 The Tenant Survey 2021 was reported to this Committee on 8 February 2022 (paragraph 8 of the Minute refers).

4. TENANT SURVEY 2024

- 4.1 Following a competitive tender process, the Housing Service commissioned Knowledge Partnership to carry out the 2024 survey and produce a report on the results. Knowledge Partnership is an independent market research organisation with extensive experience of working with social landlords on tenant surveys.
- 4.2 The survey aimed to assess tenants' views and experiences of the Housing Service, evaluate compliance against the Scottish Social Housing Charter outcomes and allow comparison with previous baseline results. The questionnaire was based around the following themes:
- views on landlord services;
 - views on accessing services, communication and tenant participation;
 - views on repairs and housing quality;
 - views on the neighbourhood;
 - views on rents and affordability; and
 - views on investment priorities.
- 4.3 The Customer Engagement Officer supported our Tenant representatives to review the questionnaire that would be utilised by the telephone researchers prior to its use. This feedback helped the service to develop a questionnaire that was both reasonable in length and easy to understand.
- 4.4 Publicity was arranged to raise awareness and maximise the response rate and included promotion within the Tenants' Voice newsletter, the Council's website, local press and on social media. Letters/emails and text messages were sent to potential correspondents.
- 4.5 During July through September 2024, Knowledge Partnership invited 1,500 randomly identified tenants to take part in the survey by telephone. They were divided by different categories like towns, property types, and number of bedrooms etc to ensure fair representation of our tenant profile.

5. KEY FINDINGS

- 5.1 The table below shows a summary of key satisfaction results from the Tenant Satisfaction Survey 2024:



Overall Tenant Satisfaction

5.2 81.7% of tenants are satisfied with the housing services provided in 2024, a slight decline from 82.8% in 2021 but within a statistical variance of 1.9%. Highest satisfaction levels come from tenants living in bungalows (86%) and smaller properties (1 bed) (85.1%). Tenants least satisfied live in small family homes (79.7%), flats (79.8%) and larger homes (74.9%).

Housing Quality

5.3 81% of tenants are satisfied with their housing quality, reduced slightly from 82.7% in 2021. Satisfaction is highest among tenants of smaller properties and air-source heated homes, and lowest in larger homes (73.5%).

Repairs Service

5.4 78.1% are satisfied with the repairs service, down from 83.7% in 2021. Tenants report dissatisfaction with delays in starting and completing repairs, as well as the quality of repairs.

Affordability

5.5 78% of tenants rate their rent as good value for money, down from 86.4% in 2021. Tenants in smaller properties are more likely to report their rent as good value (80.6%) compared to those in larger homes (74.8%).

Neighbourhood Management

5.6 73.6% of tenants are satisfied with how the Council manages the neighbourhoods, a substantial decrease from 89.6% in 2021. Primary concerns include maintenance of trees, shrubs, and grass areas, along with anti-social behaviour and noise.

Damp and Mould

5.7 26.1% of tenants report damp or mould issues, with 56.6% still waiting for the Council to address the issue after reporting it.

Communication and Participation

- 5.8 83.7% of tenants feel informed about services, though participation in decision-making processes has dropped significantly from 96.2% in 2021 to 74.9% in 2024.
- 5.9 These points reflect both positive areas and opportunities for improvement, particularly in repairs, tenant participation, and neighbourhood management. Knowledge Partnership will present their findings to the Housing and Community Safety Committee. A summary of the findings is available at **APPENDIX I**.

6. FUTURE ACTIONS

- 6.1 The findings of the survey will be reported to tenants via a future meeting of the Tenants Forum, via the Tenants' Voice newsletter and social media channels. The full report will be published on Moray Council's website at [Housing Performance - Moray Council](#)
- 6.2 Officers will consider the findings of this survey and will present an Improvement Plan to a future meeting of this Committee. The Improvement Plan will focus on areas of activity identified within the survey findings e.g. repairs, where a service review has already been initiated and tenant participation, where a new strategy was agreed by this Committee in May 2024.

7. SUMMARY OF IMPLICATIONS

(a) Corporate Plan and 10 Year Plan (Local Outcomes Improvement Plan (LOIP))

The monitoring and management of performance assists the Council to continue to improve its housing services and manage assets effectively to provide the best outcomes for tenants and other service users. This contributes towards meeting the actions, outcomes and priorities within the Corporate Plan and the Housing and Property Service Plan.

(b) Policy and Legal

Reporting on Scottish Social Housing Charter performance indicators is a legal requirement under the Housing (Scotland) Act 2010.

(c) Financial implications

The cost of this function was met within HRA budget. Any costs associated with implementing improvements will be met from within existing budgets.

(d) Risk Implications

There are no risk implications associated with this report.

(e) Staffing Implications

There are no staffing implications associated with this report.

(f) Property

There are no property implications associated with this report.

(g) Equalities/Socio Economic Impact

There are no equalities implications arising from this report.

(h) Climate Change and Biodiversity Impacts

There are no climate change nor biodiversity implications arising from this report.

(i) Consultations

Consultation on this report has been carried out with the Head of Housing and Property, the Housing Strategy and Development Manager, the Housing Services Manager, the Housing Needs Manager, the Building Services Manager, Senior Solicitor (Georgina Anderson), and Committee Services Officer (Lissa Rowan).

8. CONCLUSION

8.1 This report provides information on the development of the Moray Council Tenant Survey 2024.

8.2 The Tenant Survey Improvement Plan will be reviewed in the light of the findings of the 2024 survey and an updated plan presented to a future meeting of this Committee.

Author of Report: Martin Gray, Senior Housing Officer (Information)
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