

New Tenant Survey Results
Comparison 2010/11 to 2011/12

Surveys Sent

Number of Surveys Sent		Number of Surveys Returned		Percentage Returned	
2010/11	2011/12	2010/11	2011/12	2010/11	2011/12
220	430	75	105	34%	24%

Section 1 - Before you were allocated your property

1 Did you find it easy or difficult to apply for housing with Moray Council?	Number	%	Number	%
	2010/11		2011/12	
Easy	42	56%	59	56%
Very easy	22	29.33%	34	32%
Difficult	7	9.33%	9	9%
Very difficult	3	4%	3	3%
Not Answered	1	1.33%	0	0
TOTAL	75	100%	105	100%

1-2 Did you find it easy or difficult to understand the information we gave you when you applied for housing?	Number	%	Number	%
	2010/11		2011/12	
Easy	48	64%	64	61%
Very easy	20	27%	30	28%
Difficult	6	8%	6	6%
Cant remember	0	0%	3	3%
Very difficult	1	1%	2	2%
TOTAL	75	100%	105	100%

APPENDIX II

1-3 Were our staff able to help you with any questions or problems you may have had?	Number	%	Number	%
	2010/11		2011/12	
Yes	69	92%	92	88%
No	5	7%	2	2%
N/A	1	1%	8	8%
Not answered	0	0%	3	2%
TOTAL	75	100%	105	100%

1-4 How satisfied were you with the time you were given to make a decision when you were offered your home?	Number	%	Number	%
	2010/11		2011/12	
Very Satisfied	30	40%	45	43%
Satisfied	26	35%	44	42%
Neither satisfied nor dissatisfied	8	11%	9	9%
Dissatisfied	5	7%	3	3%
Very dissatisfied	6	8%	4	4%
Not Answered	0	0%	0	0%
TOTAL	75	100%	105	100%

1-5 Were you able to view your new home before you accepted the offer?	Number	%	Number	%
	2010/11		2011/12	
Yes	66	88%	86	82%
No	8	11%	18	17%
Not Answered	1	1%	1	1%
TOTAL	75	100%	105	100%

Section 2 - when you moved into your new home

2-1 Did your 'sign-up' interview give you all the information you needed about your rights and responsibilities as a tenant and Moray Council's rights and responsibilities as a landlord?	Number	%	Number	%
	2010/11		2011/12	
Yes	73	97.33%	103	98%
Not answered	1	1.33%	1	1%
No	1	1.33%	1	1%
TOTAL	75	100%	105	100%

APPENDIX II

2-2 How satisfied were you with the way your tenancy agreement was explained?	Number	%	Number	%
	2010/11		2011/12	
Very Satisfied	40	53.33%	59	56%
Satisfied	27	36%	43	41%
Neither satisfied nor dissatisfied	6	8%	3	3%
Dissatisfied	0	0%	0	0%
Very dissatisfied	1	1.33%	0	0%
Not answered	1	1.33%	0	0%
TOTAL	75	100%	105	100%

2-3 Were you given information on:

How to report a repair during office hours?	Number	%	Number	%
	2010/11		2011/12	
Yes	70	93%	100	95%
Not Answered	3	4%	3	3%
No	2	3%	2	2%
N/A	0	0%	0	0%
TOTAL	75	100%	105	100%

How to report an emergency repair outwith office hours?	Number	%	Number	%
	2010/11		2011/12	
Yes	67	89.33%	99	94%
Not Answered	4	5.33%	3	3%
No	4	5.33%	3	3%
N/A	0	0%	0	0%
TOTAL	75	100%	105	100%

Who to contact if you have any issues with your tenancy?	Number	%	Number	%
	2010/11		2011/12	
Yes	68	91%	99	94%
Not Answered	4	5%	2	2%
No	3	4%	4	4%
N/A	0	0%	0	0%
TOTAL	75	100%	105	100%

How to pay your rent?	Number	%	Number	%
	2010/11		2011/12	
Yes	66	88%	101	96%
No	5	7%	3	3%
Not Answered	4	5%	1	1%
N/A	0	0%	0	0%
TOTAL	75	100%	105	100%

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What to do if you could not pay your rent?	Number	%	Number	%
	2010/11		2011/12	
Yes	54	72%	88	84%
No	14	19%	11	10%
Not Answered	7	9%	3	3%
N/A	0	0%	3	3%
TOTAL	75	100%	105	100%

How to claim Housing Benefit and Council Tax benefit	Number	%	Number	%
	2010/11		2011/12	
Yes	64	85.33%	88	84%
No	6	8%	11	10%
Not Answered	4	5.33%	3	3%
N/A	1	1.33%	3	3%
TOTAL	75	100%	105	100%

How to use your heating system	Number	%	Number	%
	2010/11		2011/12	
Yes	50	67%	60	58%
No	20	27%	38	37%
Not Answered	4	5%	3	3%
N/A	1	1%	4	3%
TOTAL	75	100%	105	100%

2-4 Do you think any information was missing from your 'sign-up' interview?	Number	%	Number	%
	2010/11		2011/12	
Yes	59	78.67%	91	86%
No	11	14.67%	11	10%
Not Answered	3	4%	3	3%
N/A	2	2.67%	2	1%
TOTAL	75	100%	105	100%

Section 3 - About your new home

3-1 When you moved into your new home how satisfied or dissatisfied were you with the general condition of the property?	Number	%	Number	%
	2010/11		2011/12	
Very Satisfied	29	39%	42	40%
Satisfied	24	32%	34	32%
Neither satisfied nor dissatisfied	10	13%	15	14%
Dissatisfied	4	5%	6	6%
Very dissatisfied	6	8%	5	5%

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Not answered	2	3%	3	3%
TOTAL	75	100%	105	100%

3-2 Thinking about the condition of your home when you moved in:

Were the repairs finished when we said they would be?	Number	%	Number	%
	2010/11		2011/12	
Yes	47	63%	66	63%
No	15	20%	24	23%
N/A	7	9%	12	11%
Not answered	6	8%	3	3%
TOTAL	75	100%	105	100%

Was there any rubbish left outside the property?	Number	%	Number	%
	2010/11		2011/12	
No	54	72%	72	69%
Yes	19	25%	32	30%
Not answered	2	3%	1	1%
TOTAL	75	100%	105	100%

Was the inside of the property clean and tidy?	Number	%	Number	%
	2010/11		2011/12	
Yes	58	77%	88	84%
No	14	19%	16	15%
Not answered	3	4%	1	1%
TOTAL	75	100%	105	100%

Were the garden paths, fences and gates in a good state of repair?	Number	%	Number	%
	2010/11		2011/12	
Yes	55	73.33%	73	69%
No	15	20%	22	21%
N/A	1	1.33%	6	6%
Not answered	4	5.33%	4	4%
TOTAL	75	100%	105	100%

Was your garden tidy?	Number	%	Number	%
	2010/11		2011/12	
Yes	46	61%	60	57%
No	23	31%	35	33%
N/A	4	5%	8	8%
Not answered	2	3%	2	2%
TOTAL	75	100%	105	100%

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Was the standard of internal decoration acceptable to you?	Number	%	Number	%
	2010/11		2011/12	
Yes	38	51%	73	70%
No	30	40%	28	26%
Not answered	4	5%	3	3%
N/A	3	4%	1	1%
TOTAL	75	100%	105	100%

Were you given a decoration allowance?	Number	%	Number	%
	2010/11		2011/12	
Yes	29	78%	27	84%
No	4	11%	4	13%
Not Answered	4	11%	1	3%
TOTAL	37	100%	32	100%

Did you receive two sets of keys for all outside doors to your property?	Number	%	Number	%
	2010/11		2011/12	
Yes	59	78.67%	84	80%
No	14	18.67%	19	18%
Not answered	2	2.67%	2	2%
TOTAL	75	100%	105	100%

3-3 When you moved into your new home, were you given a CP12 landlord's gas safety record which shows that your gas heating system and appliances have been serviced and are safe to use?	Number	%	Number	%
	2010/11		2011/12	
Yes	41	55%	48	46%
Not gas heating	15	20%	29	28%
No	12	16%	9	8%
Don't know	4	5%	16	15%
Not answered	3	4%	3	3%
TOTAL	75	100%	105	100%

3-4 Are you confident you can use your heating system?	Number	%	Number	%
	2010/11		2011/12	
Yes	57	76%	77	73.3%
No	9	12%	20	19%
Don't know	6	8%	7	6.7%
Not answered	3	4%	1	1%
TOTAL	75	100%	105	100%

APPENDIX II

3-5 Do you think that the rent you pay for your new home gives you good value for money?	Number	%	Number	%
	2010/11		2011/12	
Yes	62	83.67%	91	87%
Don't know	8	11.67%	11	10%
Not answered	3	4%	2	2%
No	2	2.67%	1	1%
TOTAL	75	100%	105	100%

3-6 How satisfied are you with the ways you can pay your rent?	Number	%	Number	%
	2010/11		2011/12	
Very Satisfied	30	40%	51	48%
Satisfied	36	48%	40	38%
Neither satisfied nor dissatisfied	2	3%	4	4%
Dissatisfied	0	0%	1	1%
Very dissatisfied	0	0%	1	1%
Don't know	3	4%	5	5%
Not answered	4	5%	3	3%
TOTAL	75		105	100%

3-7 Has your new home been specially designed or adapted to help someone with a disability?	Number	%	Number	%
	2010/11		2011/12	
No	48	64%	65	62%
Yes	23	31%	35	33%
Not answered	4	5%	5	5%
TOTAL	75	100%	105	100%

3-7a If you answered yes to question 3.7, how satisfied or dissatisfied are you with the facilities and adaptations that have been made?	Number	%	Number	%
	2010/11		2011/12	
Very Satisfied	6	26%	12	34%
Satisfied	13	56%	16	46%
Neither satisfied nor dissatisfied	0	0%	5	14%
Dissatisfied	0	0%	1	3%
Very dissatisfied	2	9%	1	3%
Not answered	2	9%	0	0%
TOTAL	23	100%	35	100%

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3-8 How likely are you to move from your home within the next 12 months?	Number	%	Number	%
	2010/11		2011/12	
Very unlikely	41	54.67%	72	68.5%
Unlikely	17	22.67%	15	14%
Don't know	8	10.67%	9	8.5%
Very likely	4	5%	6	6%
Likely	3	4%	1	1%
Not answered	2	3%	2	2%
TOTAL	75	100%	105	100%