

Tenant Satisfaction Survey 2017

Final Survey Report

ANGUS COUNCIL HOUSING SERVICES

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Authored by: Alan Kennedy, Knowledge Partnership

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TABLE A - SUMMARY OF KEY SATISFACTION RESULTS FROM TENANT SATISFACTION SURVEY 2017

<u>Measure (Indicator)</u>	% tenants very and fairly satisfied 2015 (online & telephone survey)	% tenants very and fairly satisfied 2016 (face-face survey)	% tenants very and fairly satisfied 2017 (face-face survey)	<u>Council average 2015-16 (source ARC)</u>
Satisfaction with Angus Council Housing Service's overall service (Indicator 1)	78%	83%	83%	82%
Satisfaction with repairs service (Indicator 16)	97%	82%	82%	90%
Satisfaction with quality of home (Indicator 10)	69%	87%	86%	82%
Satisfaction with re-let standard of home (Indicator 9)	81%	84%	79%	87%
Rating of rent as very good or fairly good value for money (Indicator 29)	74%	80%	80%	79%
Satisfaction with management of neighbourhood by Angus Council Housing Service (Indicator 17)	70%	82%	82%	79%
Satisfaction with being kept informed about services and decision (Indicator 3)	76%	77%	80%	79%
Satisfaction with opportunities to participate in decision making (Indicator 6)	62%	64%	62%	71%

Executive Summary

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Angus Council Housing Services (Housing Service) during January and February 2017. A total of 1,003 tenants were surveyed, representing 15% of all tenants. Tenants were interviewed in their homes by means of a face to face administered questionnaire.

Key results

Taking everything into account, 83% of tenants are very or fairly satisfied with the service provided by the Housing Service. This figure is equivalent to the 2016 survey result but represents a 5% point improvement on the 2015 survey. Housing Service's result for overall satisfaction in 2017 is also now better than the Scottish Council average (82%).

In 2017, there are several aspects of the housing service which are shown to be performing more positively than the Scottish Council average, namely:

- Housing quality, where 87% of tenants are satisfied with their home (Scottish average 82%)
- Value for money of rents (80% in 2017, compared with the Scottish average of 79%)
- Neighbourhood management (82% for Housing Services contrasted with 79% across Scotland)
- Keeping tenants informed where satisfaction is now 80% compared to an average of 79%.

Compared with the 2015 position, the tenant satisfaction survey results for 2017 continue to show an improvement in key areas of service. Comparing 2017 and the last survey in 2016, most indicators are broadly similar (if not the same) although there has been an improvement in 2017 in the extent to which tenants feel informed about Housing Services (80% in 2017 compared with 77% in 2016). A new survey question posed in 2017 asked tenants if they were satisfied with the housing application process, and 77% of tenants said that they were satisfied on this measure.

The Charter indicator which has reduced most in 2017 (in terms of tenant satisfaction) is 'the standard of the home when moving in' which has declined from 84% satisfied in 2016 to 79%, although we would caution that these two sets of figures are based on small sub-groups of tenants and not the entire survey sample of 1,003 households¹.

Improvement areas

Areas for investigation or possible further improvement are focused on the following:

- Whilst service level satisfaction at 83% has increased to above the Scottish Council average, single parent households, households with children, tenants who are employed or job seekers, or who live in tenements are all less likely to say that they are satisfied overall e.g. 79% of tenants living in tenements are satisfied with the housing service overall. These differences point to the challenge of satisfying tenants who are at different life stages or who live in properties that might exhibit lesser degrees of housing quality.
- In relation to improving overall tenant satisfaction with the housing service, tenant feedback has indicated that there is some scope for the Housing Service to be more responsive to customer enquiries, including providing faster response times for repairs. In relation to the repairs service, a minority of tenants also suggest that there would be scope to improve communications and service quality, as well as speed of response of the service.
- Although 86% of tenants said they were satisfied with housing quality (a figure that is 4% points better than the all Council average), a substantial minority identified possible improvements to their home particularly in

¹ The estimated margin of error for the indicator 9, 're-let standards' is +/-8% which means that the population result for this figure in 2017 could be between 71% and 87% satisfied

terms of the condition of windows, bathrooms and heating. Some tenants also have concerns that their property has damp, or lacks adequate insulation.

- As already noted, satisfaction with re-let housing conditions has deteriorated slightly in 2017 (from 84% to 79%), and this aspect of service may require further investigation. However, it would also be relevant to confirm – prior to conducting any further investigations - that the tenants answering this survey question had in fact lived in their property for 1 year or less, and were not reflecting on a more historic experience of re-let standards.
- Considering the area of tenant participation, satisfaction with this aspect of service has very slightly declined in 2017 to 62%, which is the same as the figure recorded in 2015 (but is 2% points behind the 2016 result of 64% satisfied). Younger tenants are the group who are most likely to say they are dissatisfied with participation and this may require further engagement with these tenants to explore how they would prefer to participate.
- In relation to neighbourhood management, most tenants were satisfied with the role played by the Housing Service in managing their local area. However, there are a number of issues that could require to be addressed under the heading 'neighbourhood improvements' which include: providing better upkeep of communal areas; a review of parking facilities; addressing dog fouling; and tackling anti-social behaviour.

Introduction

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Angus Council Housing Services (Housing Service) using a face to face questionnaire. The survey was administered to a sample of Housing Service tenants during January 2017 and February 2017. By the end of the survey period, a total of 1,003 Housing Service tenants had been surveyed comprising approx. 15% of all available Council tenants².

Survey Responses - Demographics

A profile of the demographic characteristics of the survey responses is presented below, beginning with the local housing district (District, table B). Table B illustrates the proportion of all interviews that were carried out (% all surveys) across each of the Housing Service districts and compares this with the stock profile. For example, across 1,003 interviews in total, 29% were carried out in the Arbroath district compared to 29% of tenants that live in this district. In broad terms, the breakdown of the 1,003 surveys by district is in line with the overall profile of Housing Service stock by area. Annex 7 provides a more detailed geographic breakdown showing the number of interviews completed across each of Housing Service's 39 letting areas.

Table B – Survey sample by district (base 1,003)

District	% all surveys	% all stock
Arbroath	29%	29%
Brechin	11%	13%
Carnoustie	7%	7%
Forfar	22%	24%
Kirriemuir	9%	7%
Monifieth	3%	3%
Montrose	18%	17%
Total (count)	1,003	6,528

Table C illustrates the achieved surveys (sample %) by customer type and shows for example that 93% of all interviews took place with tenants who are described as general needs customers compared with 92% of the available tenant population that fits into this description.

Table C – Survey sample by customer type (base 1,003)

Customer	Sample %	Population %	Customer	Sample %	Population %
General needs	93%	92%	Sheltered/supported	7%	8%

Table D shows the tenant age groups surveyed. We have compared the survey data presented in table B with the Housing Service's customer data and we would observe that the sample is slightly more inclusive of older tenants e.g. 15% of the population are aged 75 plus compared to 17% within the sample.

² The total population of stock is 7,528. However, we removed from this number the 1,000 households who were surveyed in 2016 leaving an available tenant population of 6,528. We have used the data for this latter figure for sampling comparisons

Table D –Survey sample by age group (base 1,003)

<u>Age band</u>	<u>Sample %</u>	<u>Age band</u>	<u>Sample %</u>	<u>Age band</u>	<u>Sample %</u>
16 to 24	6%	45 to 54	16%	75 plus	17%
25 to 34	16%	55 to 64	14%	Declined	<1%
35 to 44	14%	65 to 74	16%		

Table E illustrates the break-down of survey responses by household size/composition. This shows a wide range of household types for example, 19% of all surveyed households comprised one adult under 60 years of age, 27% comprised one adult aged 60 and over etc. Households containing children represent 30% of all Housing Service households.

Table E –Survey sample by household size/composition (base 1,003)

<u>Household size/composition</u>	<u>Sample %</u>	<u>Household size/composition</u>	<u>Sample %</u>
One adult aged under 60	19%	One adult with children	13%
One adult aged 60 and over	27%	Two or more adults with children	17%
Two adults under 60	8%	Three or more adults (no children)	5%
Two adults at least one aged 60 and over	11%		

Ethnic origin

Most tenants surveyed were white, with 89% declaring themselves to be 'White Scottish'. Six percent (6%) of those surveyed were 'White Other British' whilst 2% said they were 'White Polish'. All other ethnic groups made up 3% of the survey sample.

Disability

Just over half (52%) of tenants said that a member of their household had a long term illness, or health problem that limited their daily activities; 47% disagreed that this was the case; 1% declined to answer. Amongst all tenants (not just those with a disability), 31% have mobility problems, 5% have sight and vision difficulties and 26% have another health problem (not specified).

Economic status

As highlighted in table F, 30% of respondents were in employment, 21% were unable to work and one in three (34%) were retired.

Table F –Survey sample by economic status (base 1,003)

<u>Economic status</u>	<u>Sample %</u>	<u>Economic status</u>	<u>Sample %</u>
Working full time or part time	30%	Unable to work	21%
Retired	34%	Carer or not seeking work	10%
Job seeker	5%	Other e.g. student	<1%

Property formats

Tables G and H present property format comparisons for the survey sample (% all surveys) and all Housing Service's stock and shows e.g. that 78% of surveys took place with tenants living in stock that has been improved more than 5 years ago compared with 77% of all stock that was improved > 5 years (table G).

Table G – Survey sample by build details (base 1,003)³

Build details	% all surveys	% all stock	Property factor	% all surveys	% all stock
New build	3%	2%	1 bedroom	36%	39%
Improved > 5 years	78%	77%	2 bedroom	43%	43%
Improved < 5 years	17%	17%	3 bedroom	17%	15%
Traditional	90%	91%	4 bedroom	2%	1%
Non-traditional	2%	2%	5 plus and bedsit	2%	2%

Table H illustrates a comparison of property format information for the survey sample (% all surveys) and for all available stock and shows a close match between the survey sample and all stock on this measure, e.g. 3% of all surveys were within deck access properties and 3% of all stock is in this format.

Table H – Survey sample by property format (base 1,003)

Property format	% all surveys	% all stock
Deck access	3%	3%
Detached	1%	1%
End Terrace	12%	11%
Mid Terrace	21%	18%
Own Door	27%	29%
Semi Detached	10%	10%
Tenement	27%	28%

Data accuracy and level of analysis

It is possible to estimate the accuracy of the tenant survey data with reference to a statistic called ‘margin of error’. The margin of error is the amount by which the quoted survey statistics could vary from the population statistics if a census (as opposed to a survey) had been carried out. On the basis of a response level of 1,003 questionnaires, the margin of error for the data quoted in this report is +2.9%. This level of error is well within the limits set by the SHR i.e. +5%.

Weighting and rounding

The data presented in this report is un-weighted because as this section indicates, the sample demographic profile is a close match with the actual tenant profile across a wide range of characteristics. Note that as a result of rounding, some figures in the charts and tables contained within this report may not add exactly to 100%.

Report layout

This report initially sets out the Scottish Social Housing Charter (Annual Return on the Charter-ARC) survey feedback and then presents data for the other questions that were posed in the survey. The tenant questionnaire contained a number of follow on questions where the respondent was asked to comment on a service. As the comments made by tenants could be quite extensive, we have only referred to the principal items in the body of the report, but have listed the full comments in the annexes. Throughout the report we have made comparisons where possible with Housing Service’s last two tenant surveys completed in 2015 and 2016 as well as with the local authority averages reported in the 2015-16 ARC submissions. Note we use weighted local authority averages and not the simple averages reported by SHR in its performance reports.

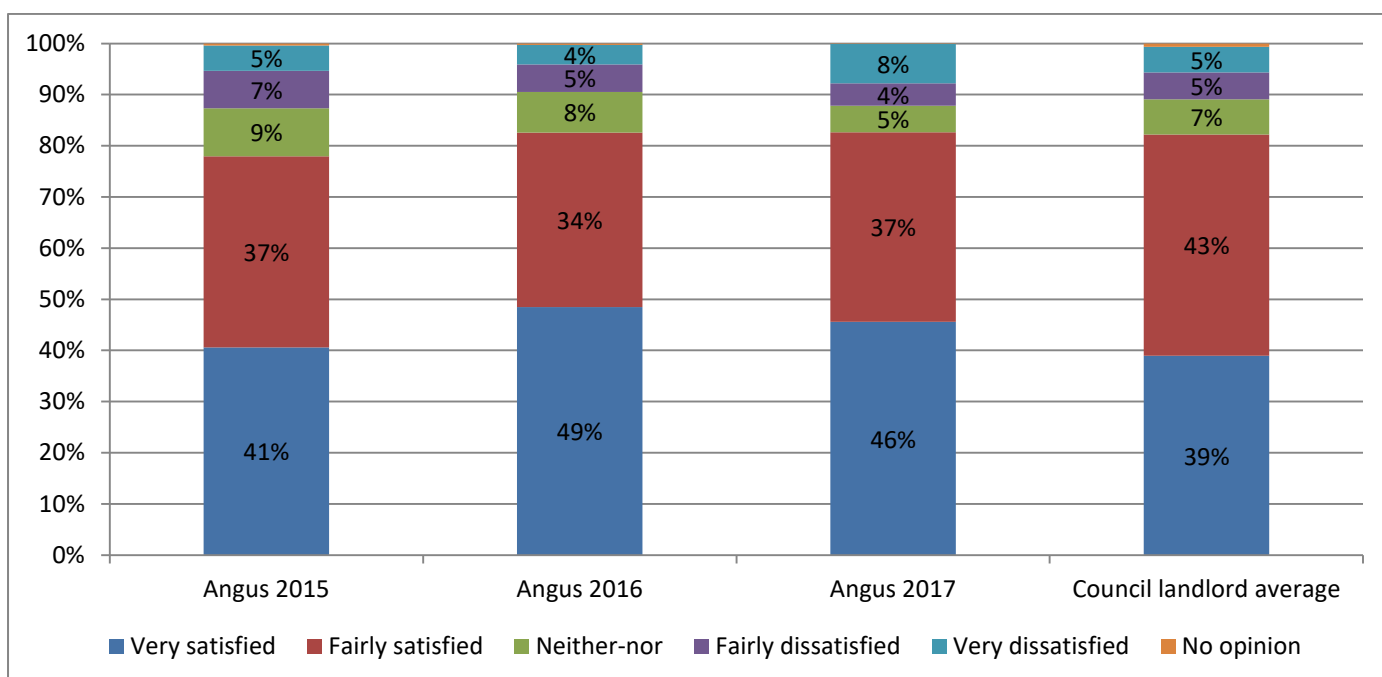
³ Reminder - in using the word ‘stock’ we are referring to an available tenant population of 6,528 i.e. all stock minus the 1,000 tenants who were surveyed in 2016.

Overall Tenant Satisfaction

Figure 1 sets out the level of tenant satisfaction with the overall service provided by Angus Council Housing Service (Housing Services) and illustrates that 83% of tenants are satisfied in 2017 which is the same proportion as 2016. The comparable Housing Service satisfaction figure for 2015 was 78%. Amongst all Councils submitting data to the Annual Return on the Charter (ARC) for 2015-16, the average satisfaction level recorded was 82%. On comparative basis, Housing Service is therefore performing better than the sector as a whole and is 5% points ahead of the 2015 measure of overall tenant satisfaction.

Figure 1 –Satisfaction with the service provided by Housing Service overall (base 1,003)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Angus Council's Housing Service?



Overall satisfaction by household type

Analysis of the responses for overall satisfaction by household type (figure 2) illustrates that the most satisfied tenants tend to be single person households, whilst the least satisfied household groups are those containing children, especially larger households with children, e.g. 73% of 2 adult households with children say they are satisfied, a figure which is 10% points behind the survey average for this measure.

Tenant satisfaction by respondent age is shown in figure 3 and highlights a fairly strong (but typical) association between age group and satisfaction i.e. older tenants are likely to be more satisfied than younger tenants. Figure 3 shows for example that 80% of tenants aged 16 to 24 are very/fairly satisfied compared with 89% satisfaction amongst tenants who are 75 years and older.

Figure 2 –Satisfaction with the service provided by Housing Service by household type (base 1,003)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Angus Council's Housing Service?

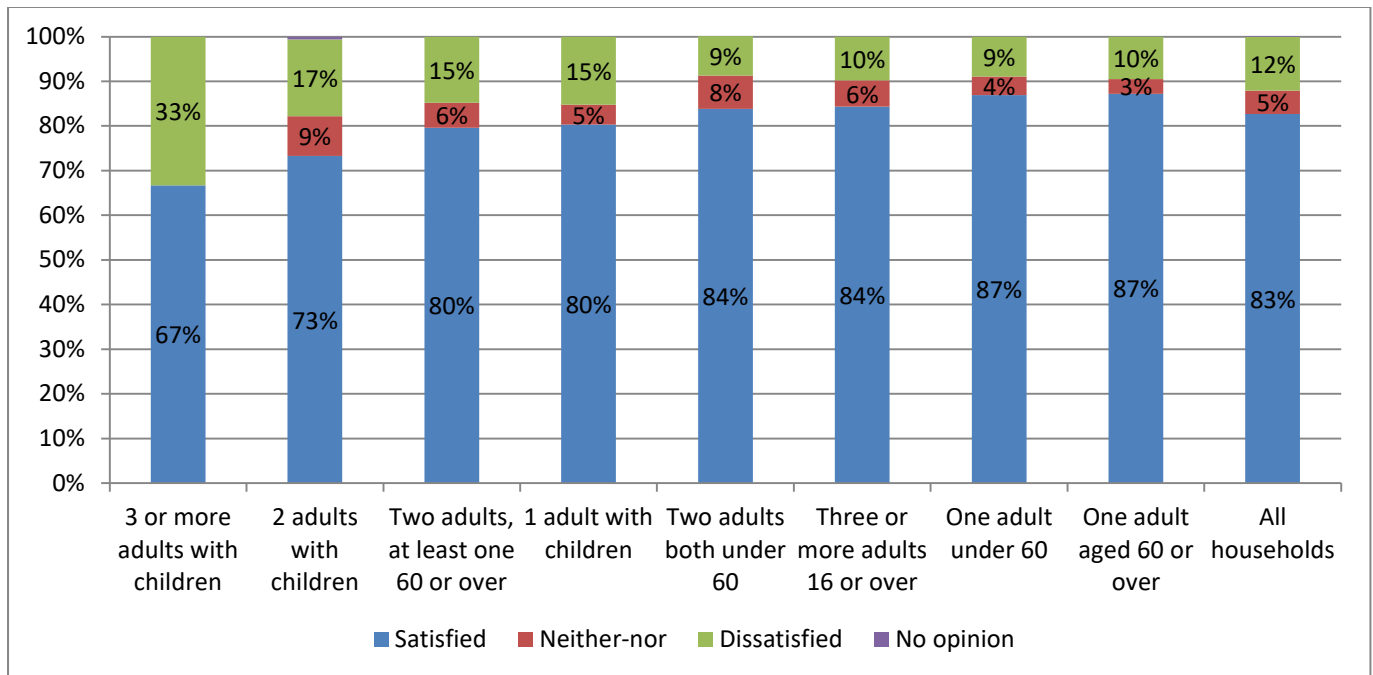


Figure 3 –Satisfaction with the service provided by Housing Service by age of tenant (base 1,003)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Angus Council's Housing Service?

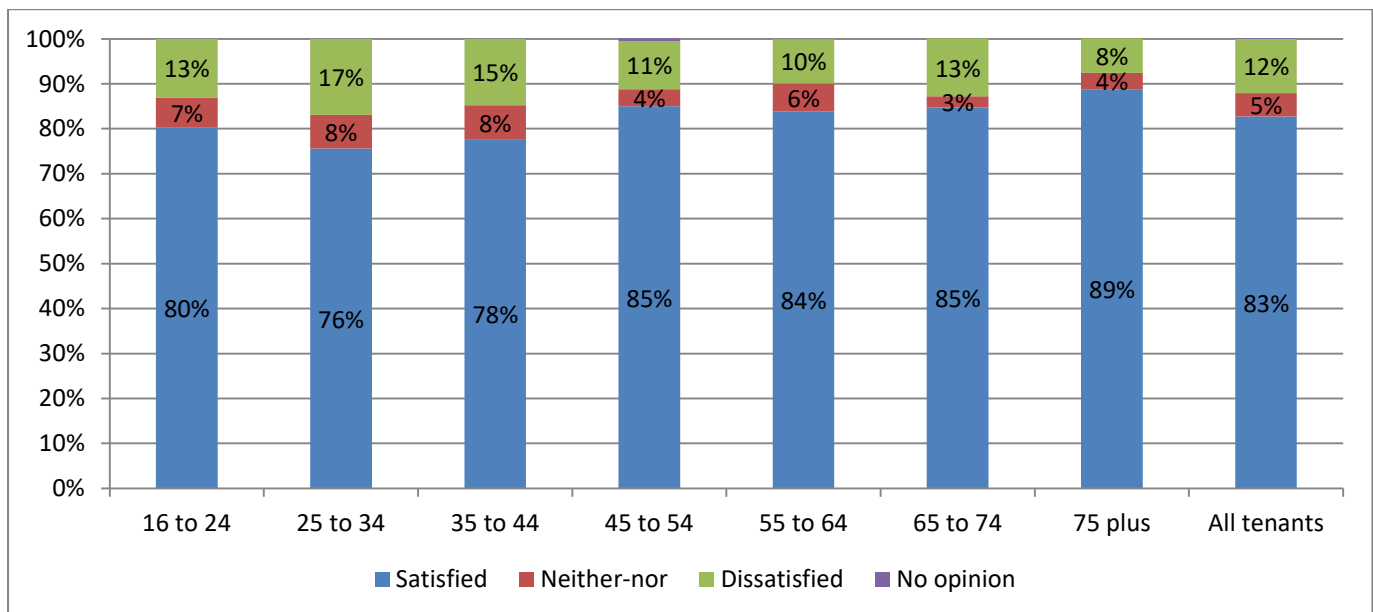
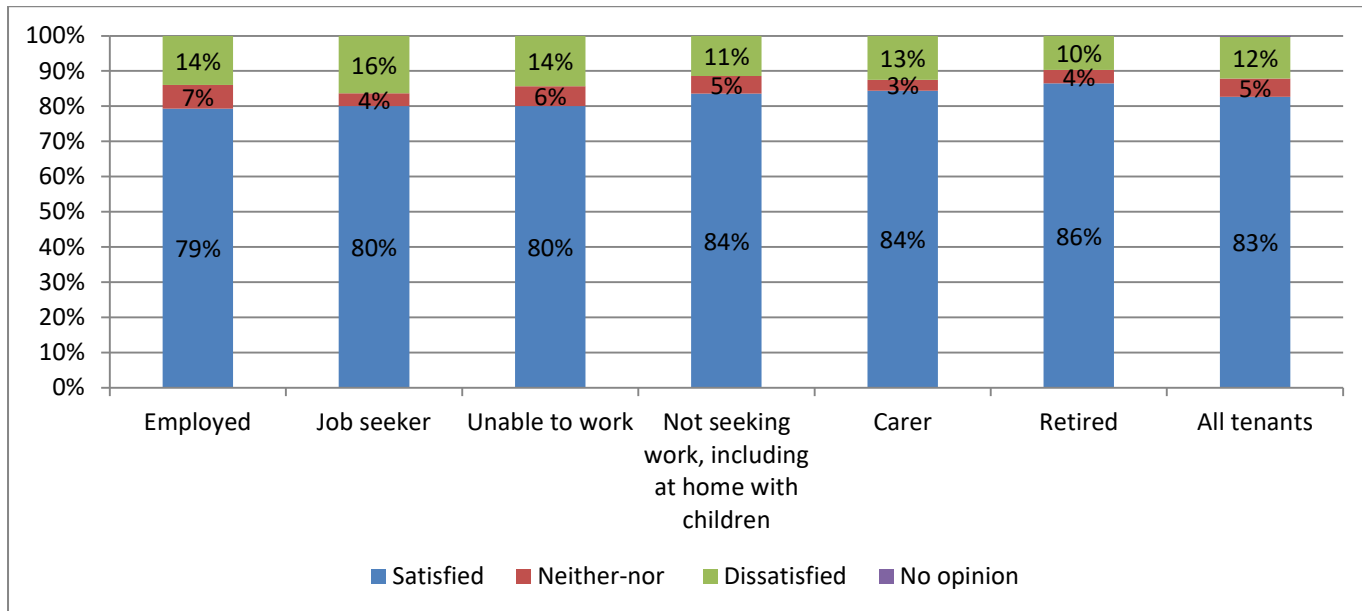


Figure 4 compares levels of satisfaction by a tenants' employment status and shows that the most satisfied tenants are those who are carers or retired (86% satisfied), whilst the least satisfied are tenants who are unable to work or those who are in employment (79%).

Figure 4 –Satisfaction with the service provided by Housing Service by employment status (base 1,003)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Angus Council's Housing Service?

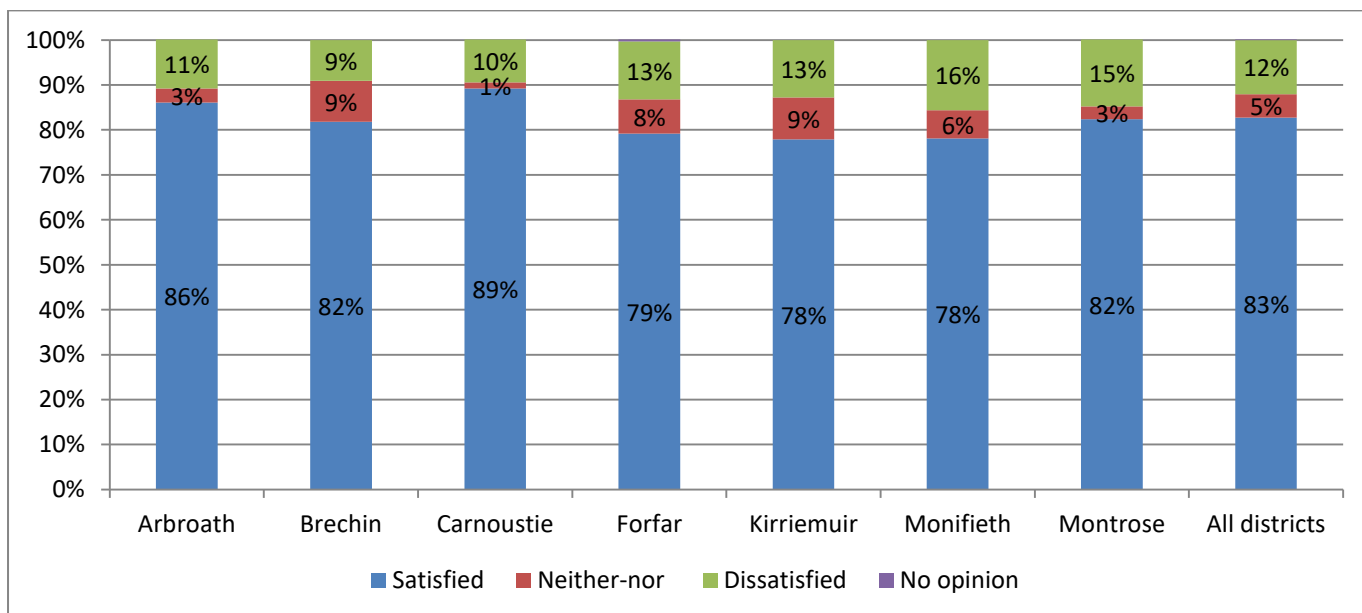


Overall satisfaction by district

Satisfaction with services by district is set out in figure 5 and highlights some degree of variation e.g. 89% overall satisfaction in Carnoustie contrasted with 78% in Monifieth and Kirriemuir.

Figure 5 –Satisfaction with the service provided by Housing Service by district (base 1,003)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Angus Council's Housing Service?

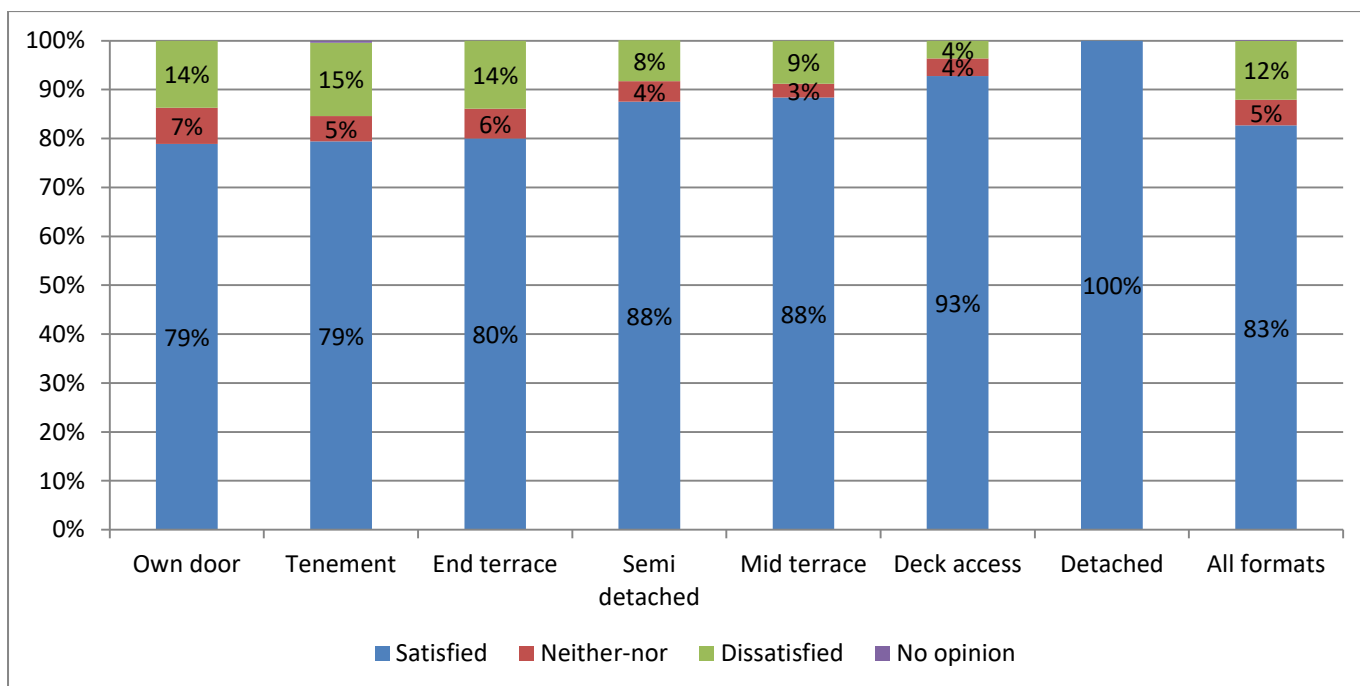


Overall satisfaction by format

Satisfaction with services by property format shows the lowest level of satisfaction for own door properties and tenement style homes, with higher than average satisfaction expressed by those living in mid terrace, deck access and detached properties.

Figure 6 –Satisfaction with the service provided by Housing Service by property format (base 1,003)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Angus Council's Housing Service?



Improving the housing service

Four hundred and seven tenants (41%) made one or more comment in relation to the overall housing service that represented potential improvements to the service.

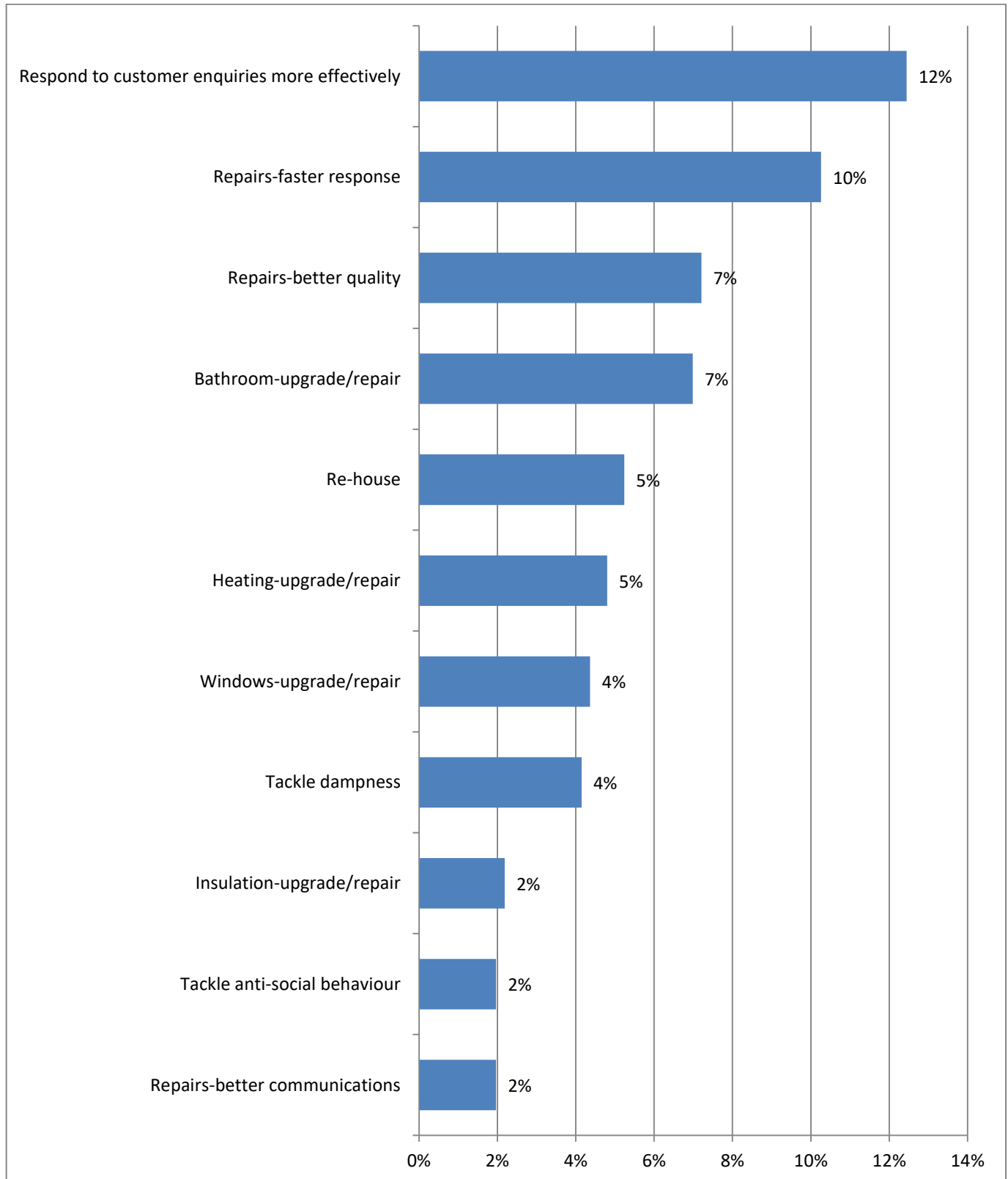
The comments made are shown in annex 1 by district. We have summarised the comments that tenants made in figure 7. As illustrated a number of these comments related to service responsiveness overall (12%) and the speed (10%) and quality of the repairs service (7%). Examples of comments made under the heading 'customer responsiveness' include:

- ✓ *'Listen to what people say and do what is asked - be available'*
- ✓ *'A little disappointing when making enquires as they don't act upon it'*
- ✓ *'If they take notice of complaints that are sent in'*
- ✓ *'More communication and interaction needed'*
- ✓ *'If they would do what they say they will. Waited 2 years for an outside light to be done - still waiting.'*
- ✓ *'Should be able to get through to Access office when phoning'*

In general, many tenants who commented in this section of the survey agreed that the service could be improved by providing a better response to customer enquiries and delivering a better repair service (two issues that may overlap to some extent).

Figure 7 – Areas for improvement in the service provided by the Housing Service (base 407)

Q- What would increase your satisfaction with the housing service you receive?



Note the balance of respondents for this question (59%) indicated that they were either satisfied with the service and were not aware of any pressing need for improvements, or did not know what specific improvements they required.

Housing Quality Satisfaction

Overall tenant satisfaction with the quality of housing is set out in figure 8 and reveals that 86% of tenants are satisfied with their home whilst 9% are dissatisfied in 2017. The current year figures for this measure are close to those recorded in 2016 (87% satisfied) but very much better than those recorded by the Housing Service in 2015 (69% satisfied). The 2017 figures are also above the Council average (82% satisfied). Figure 9 sets out the results for housing quality satisfaction by property format and highlights lower than average satisfaction for tenants living in own door and tenement style homes and higher satisfaction amongst those living in end terrace and detached properties.

Figure 8 –Satisfaction with housing quality overall (base 1,003)

Q- Overall, how satisfied or dissatisfied are you with the quality of your home?

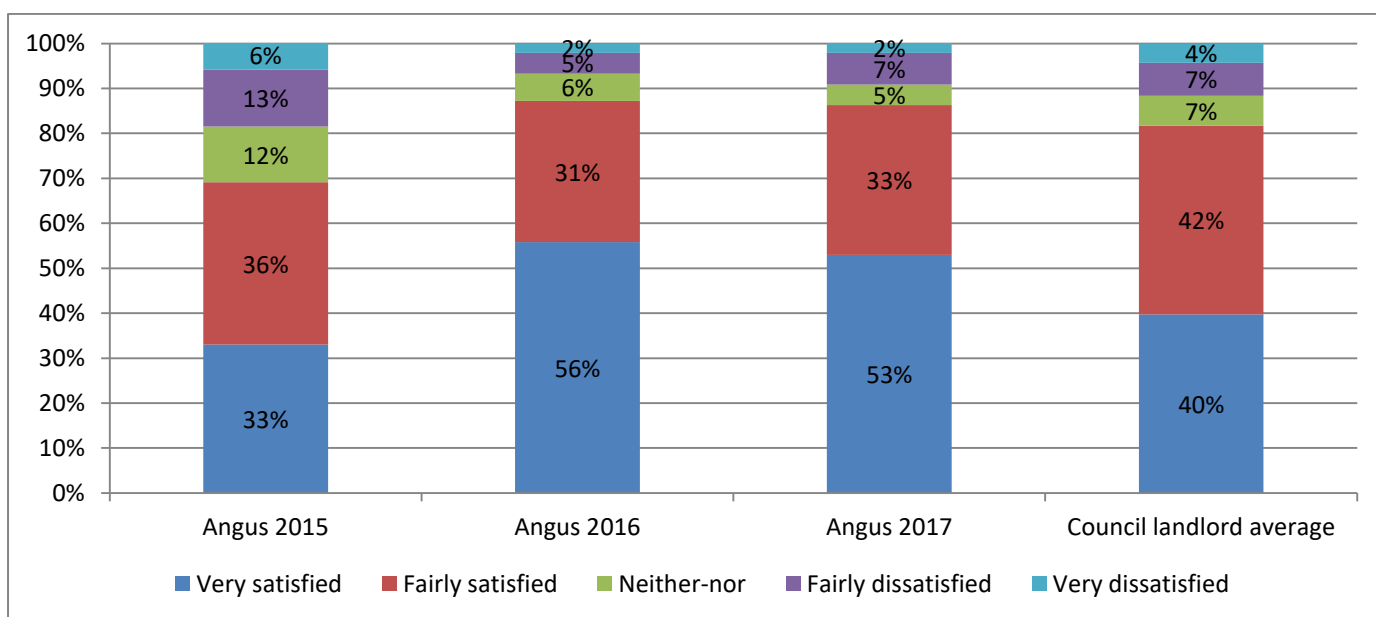


Figure 9–Satisfaction with housing quality by format (base 1,003)

Q- Overall, how satisfied or dissatisfied are you with the quality of your home?

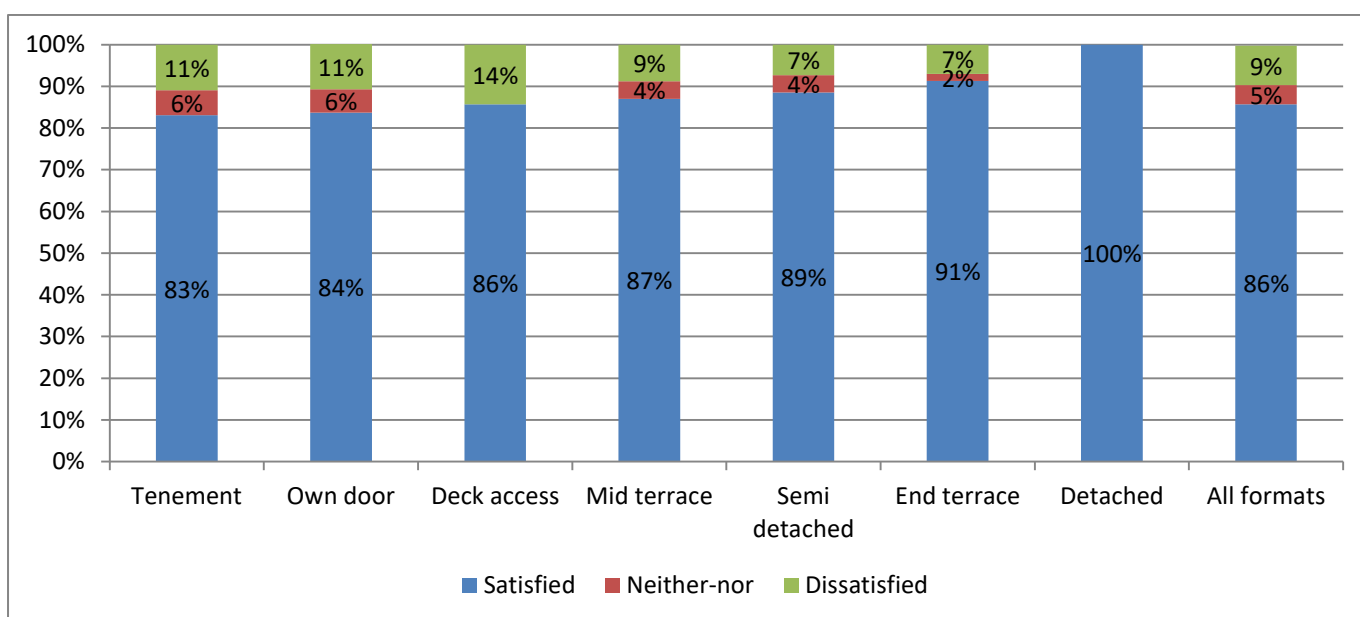


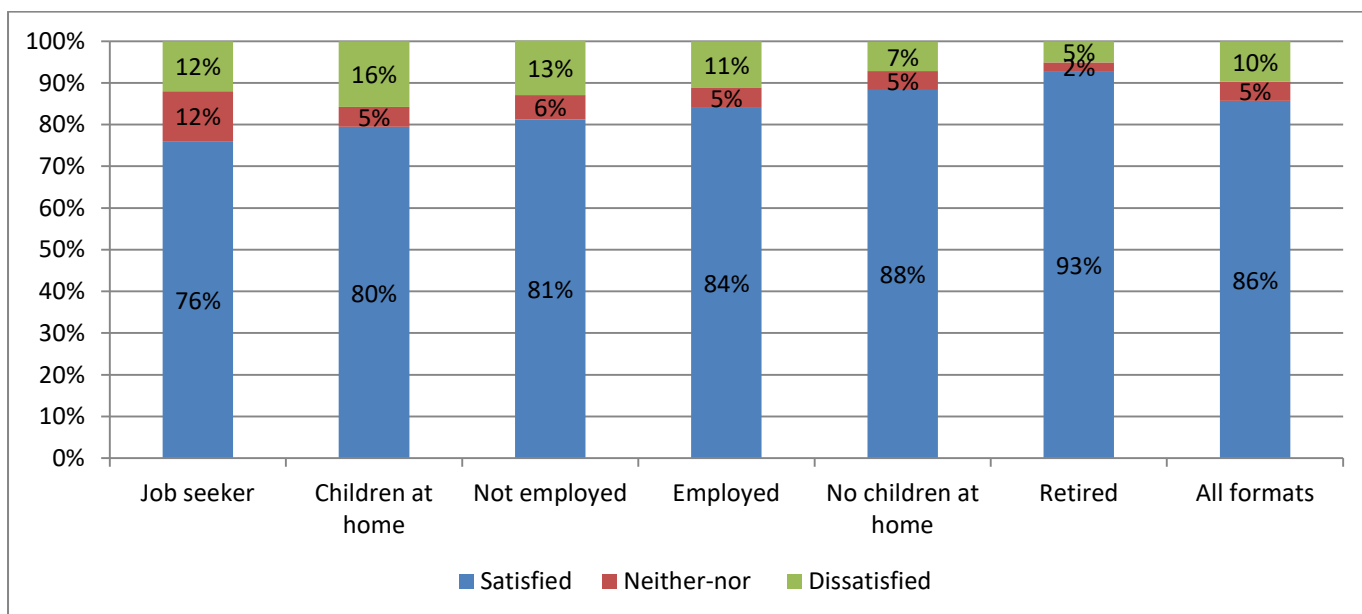
Table 1 highlights housing quality perceptions by district, and shows that tenants living in Brechin, Montrose and Monifieth are slightly more likely to say they are ‘very satisfied’ with their homes whilst the district most likely to be dissatisfied with housing quality is Kirriemuir. Figure 10 meanwhile illustrates that households with children (80% satisfied) and job seeking tenants (76%) are somewhat less satisfied when compared with tenants who are retired (93%) or tenants with no children living at home (88%).

Table 1 – Housing quality by district (base 1,003)

District	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Arbroath	45%	41%	6%	7%	1%
Brechin	61%	28%	2%	6%	3%
Carnoustie	54%	32%	1%	8%	4%
Forfar	44%	39%	6%	8%	3%
Kirriemuir	41%	41%	6%	12%	1%
Monifieth	59%	28%	6%	6%	-
Montrose	74%	16%	2%	6%	4%
All districts	52%	33%	5%	8%	2%

Figure 10–Satisfaction with housing quality by household size and working status (base 1,003)

Q- Overall, how satisfied or dissatisfied are you with the quality of your home?



Re-let standards

Approx. 12% of tenants said that they had moved into their current home within the last year, and this cohort was asked to comment on their satisfaction with the standard of their new home. Figure 11 shows that 79% of these tenants were satisfied with re-let standard which is a 5% point reduction on the 2016 figure (84% satisfied)⁴. The tenants who were least likely to say they were satisfied with re-let condition were based in Monifieth (50% satisfied) and Carnoustie (70%).

⁴ There is a large margin of error around this figure because of the small sample size – of the order of +8%. Housing Services may wish to compare this survey figure with transactional data in this area of service

Figure 11 –Satisfaction with re-let standards (base 122)

Q- Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?

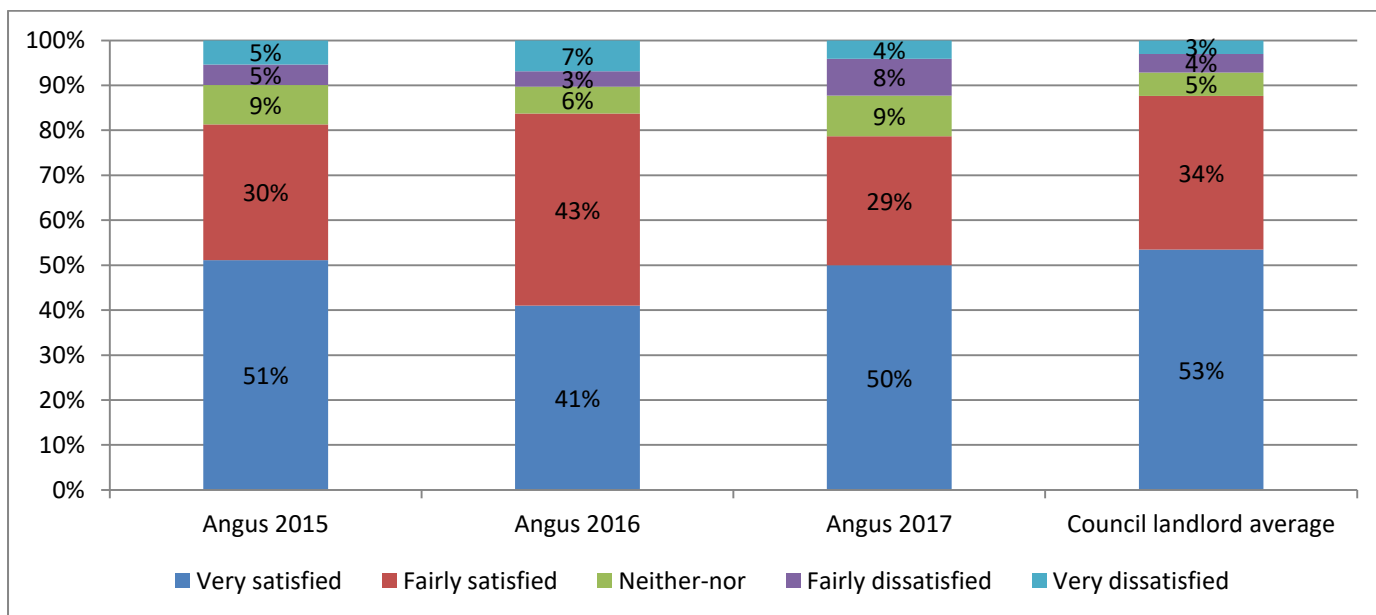


Table 2 shows tenant responses to a question about the ease or otherwise of applying for a property with Angus Housing and shows that three quarters of tenants (77%) were satisfied with the ease of applying for housing whilst 14% were dissatisfied.

Table 2 – Housing quality by district (base 122)

Q - And thinking about when you applied to Angus Council for housing, how easy or difficult did you find the housing application process?

<u>Very easy</u>	<u>Fairly easy</u>	<u>Neither-nor</u>	<u>Fairly difficult</u>	<u>Very difficult</u>
54%	23%	9%	7%	7%

Improvements to application process

Tenants who had moved into their property in the last year were asked if there was anything that could be done to improve the housing application process. Eight tenants said that they had been very happy with the application process e.g. 'I was pleased with the process and got a suitable house quickly'. Thirty three tenants however indicated that some improvements were required to the applications process (although some of these comments encompassed the allocation process more widely). A sample of suggested improvements is set out below with the full list provided at annex 2 by district.

Q - Is there anything that you think could be improved about the Council's housing application process?

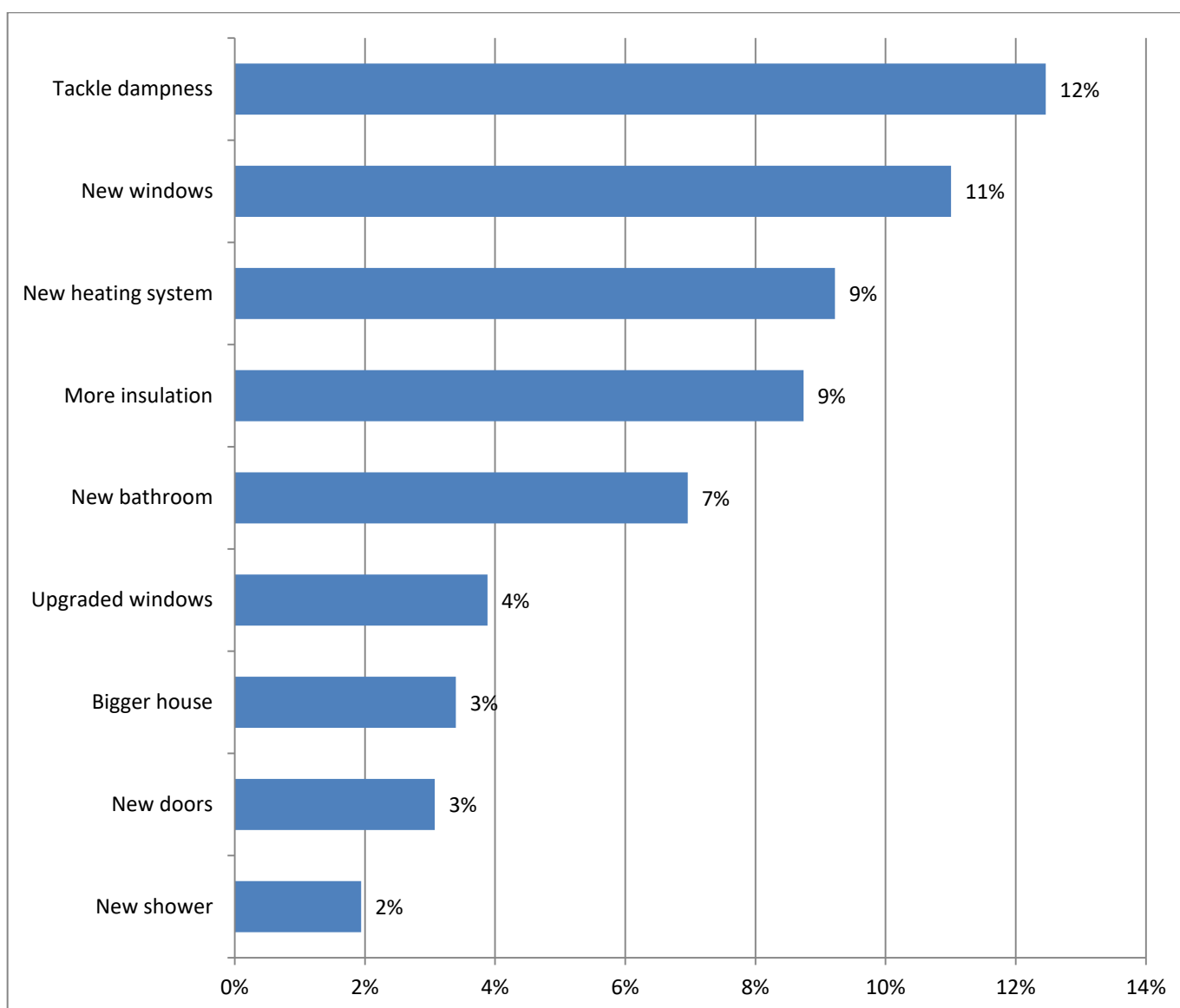
- ✓ 'A quicker application process as I was between houses'
- ✓ 'The application form needs broken down into sections'
- ✓ 'Should be better communication after allocation'
- ✓ 'The housing services application process does not fit all individual circumstances -should be more people centred'
- ✓ 'Show a bit more compassion following a bereavement; and I was pregnant'.

Improving housing quality

Four hundred and eighty tenants (48%) made one or more comments about improving housing quality and the condition of any shared areas, and a summary of the main observations made are set out in figure 12. Figure 12 shows the leading aspects that tenants would consider could be improved about housing quality, e.g. 12% indicate that tackling dampness would improve housing quality whilst 11% suggest new windows as being required. Annex 3 provides a detailed breakdown of the 'housing improvement' comments made by district.

Figure 12: Key aspects of housing requiring improvement (base 488)

Q- What would increase your satisfaction with the quality of your home?



Repairs Service

Tenant perspectives on the repairs service are shown in figure 13 and reveal that in 2016, 82% of tenants are very/fairly satisfied with the service whilst 11% are dissatisfied. Comparing Housing Service's results for the current period with the figure for 2016 indicates that satisfaction has remained consistent across the two survey periods (82% satisfied in 2016). We note the drop of 15% points in repairs satisfaction compared to the 2015 survey but would observe that part of the explanation for this change may be connected with the use of different data collection methods over the 2 periods. Compared with the Council average (90% satisfied), Housing Service's repairs satisfaction is somewhat lower than the sector 'norm'.

Figure 13 –Repairs service satisfaction (base 567-repair last year only)

Q- Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by the Council's Housing Service?

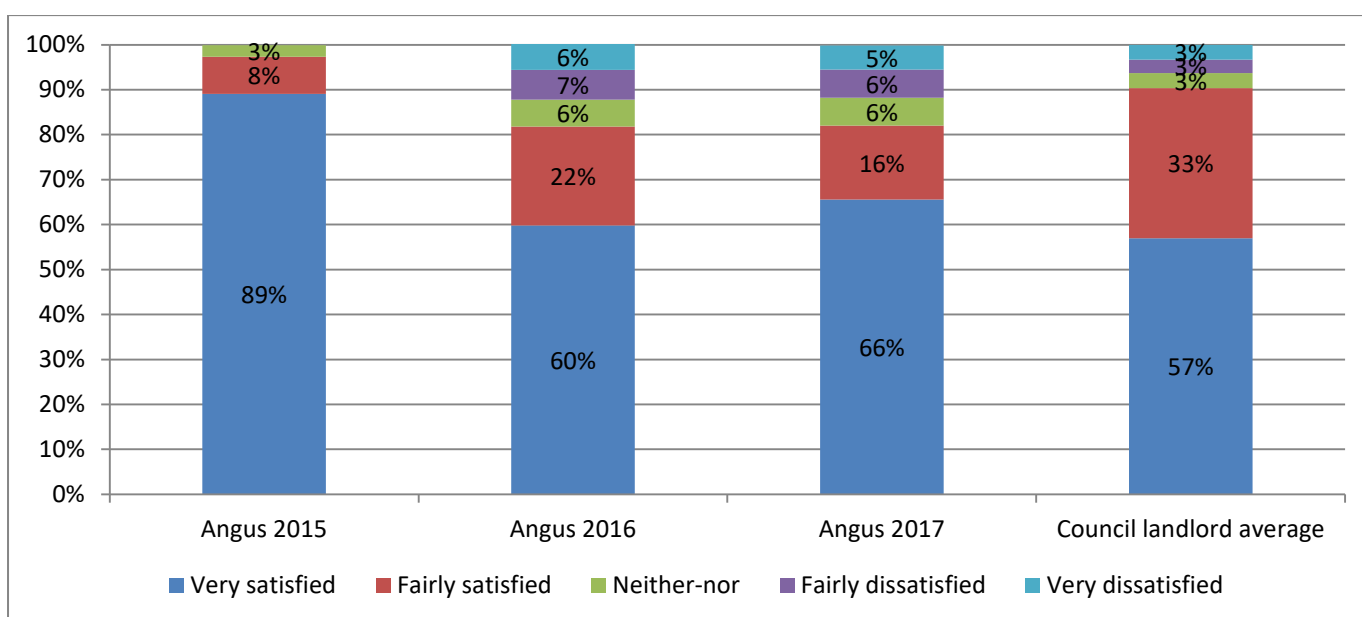


Table 3 illustrates repairs service satisfaction by district and highlights where tenants are more likely than average to say that they are dissatisfied i.e. Forfar (20% dissatisfied), Carnoustie (15%) and Monifieth (13%),

Table 3 – Repairs satisfaction by district – last year's repair only (base 567)

District	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Arbroath	71%	16%	5%	5%	3%
Brechin	69%	17%	4%	6%	4%
Carnoustie	66%	14%	6%	9%	6%
Forfar	52%	24%	5%	11%	9%
Kirriemuir	53%	24%	16%	8%	
Monifieth	61%	13%	13%	9%	4%
Montrose	82%	6%	4%	-	8%
All districts	66%	16%	6%	6%	5%

All tenants were asked to comment on their last repair (which could be more than 1 year ago) in terms of their satisfaction or dissatisfaction with elements of that repair. Table 4 sets out the results of this enquiry and indicates that tenants are satisfied with most aspects of their last repair, but that some dissatisfaction is expressed with: the

speed of completion of the work (9% dissatisfied); the time taken before work is started (9%); the contractors doing the job you expected (10%); and the overall quality of work (12%).

Table 4 – Repairs satisfaction by process – all repairs (base 1,003)

<u>Repair activity</u>	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied	Don't know
The attitude of workers	71%	21%	4%	1%	2%	2%
How easy it was to make an appointment for a repair	65%	24%	3%	4%	3%	-
Keeping dirt and mess to minimum	70%	19%	4%	2%	3%	1%
Being told when workers would call	66%	22%	4%	4%	4%	1%
Time taken before work started	65%	22%	3%	5%	4%	1%
The speed of completion of the work	68%	20%	3%	4%	5%	1%
The contractors doing the job you expected	67%	18%	3%	5%	5%	1%
The overall quality of work	64%	20%	3%	5%	7%	1%
Average	67%	21%	3%	4%	4%	1%

In the comments that tenants made in relation to improving the housing service, the repairs service was mentioned by approx. 10% of all tenants with some feeling that the service was slow to respond for day-day repairs, and sometimes exhibited poor communications and service quality. Examples of repair service related tenant comments include:

Q-What would increase your satisfaction with the housing service you receive?

Improve repair communications

‘Shower requires upgrading in - brought to attention before moved in - still not sorted, told me it was my responsibility - even though I was not yet a tenant’

‘They should respond better to requests for repairs’

‘Housing services should follow up on repairs request’

Improve repair service quality

‘Quicker administration and attention to repairs’

‘There should be more attention to detail when carrying out repairs. Tradesmen need to be better behaved and remember they are representing Angus Council housing’

‘Better attention to finishing touches from repairs work’

Improve repair service speed of response

‘Act more promptly when repairs are reported’

‘The bath is stained and had no hot water since May 2016. No one has been to seen how progress is. Window on front door smashed’

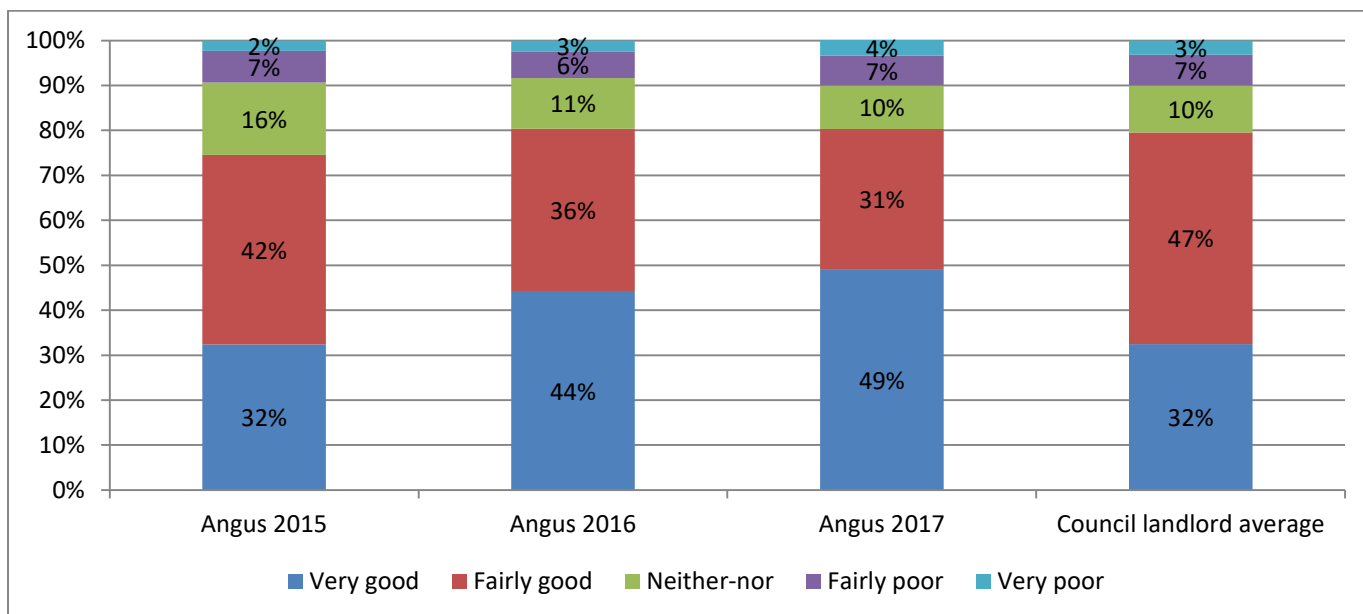
‘Quicker response to repair requests is needed’.

Value for Money

Tenant perspectives on value for money are shown in figure 14 and reveal that in 2016, 80% of tenants rate value for money of rents as either very or fairly good in 2017 (the same figure as 2016, although slightly more tenants are now inclined to say that rent is very good). The Council average figure for value for money is 79% and Housing Service's figure is 1% point above this level, indicating that the Service's tenants feel rent is slightly more value. This may reflect the combination of absolute rent levels being lower and higher than average satisfaction with housing quality.

Figure 14 – Rent value for money (base 1,003)

Q- Taking into account the accommodation and services the Housing Service provides, do you think the rent for this property represents good or poor value for money? Is it...?



On balance, tenants who do not receive housing benefit or who receive only part benefit are more likely (than those in receipt of full housing benefit to say that rent is poor value) i.e. 13% of the former say rent is poor value compared with 7% of those receiving full housing benefit.

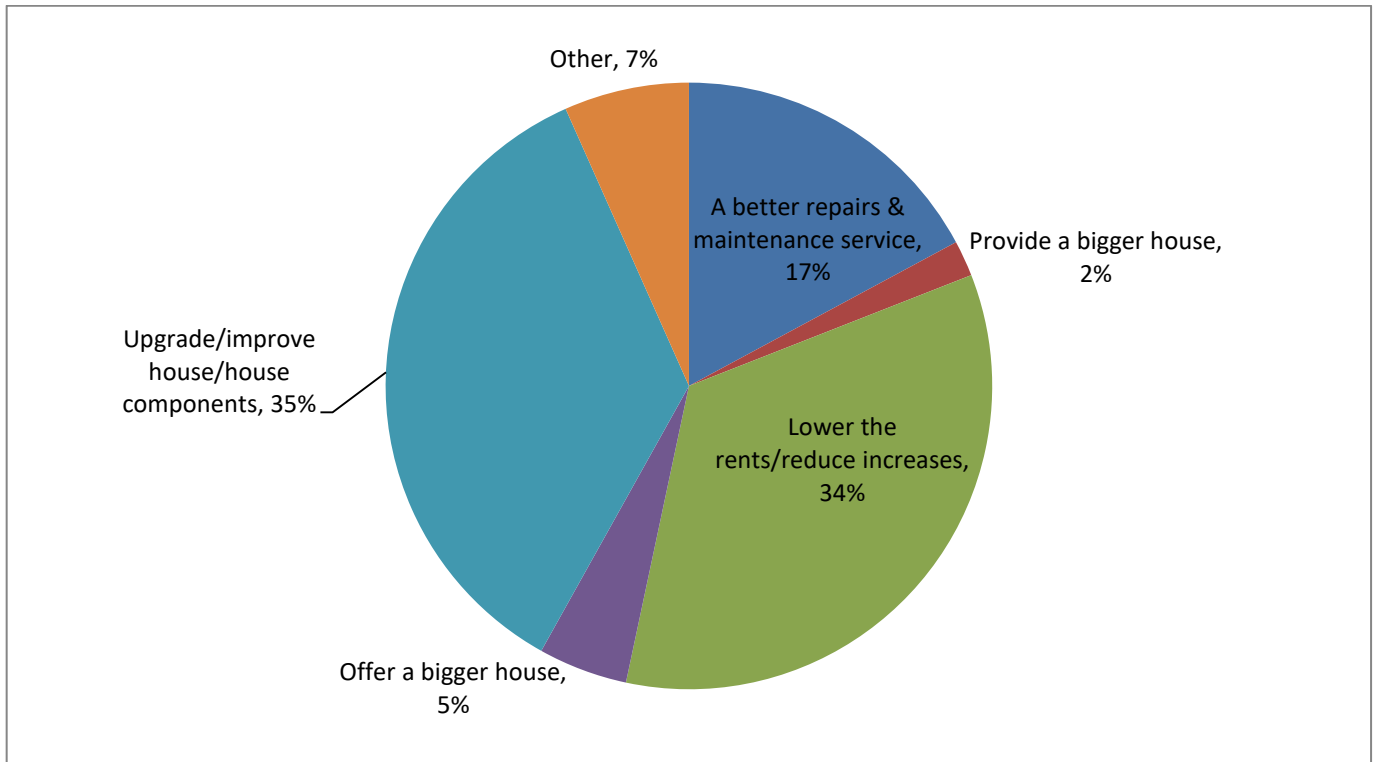
Making rents better value

One hundred and five tenants (10%) made a comment describing how rent could be better value, and the results of this enquiry are shown in figure 15, e.g. 34% of these 105 tenants thought that lower rents/reducing the levels of increase would make rent better value. All comments made on this item are set out in annex 4 by district:

- ✓ 'A bigger house for the amount of rent paid would be beneficial'
- ✓ 'If we had bigger rooms/house'
- ✓ 'A better repair service and quality of repair'
- ✓ 'If they did more building maintenance'.

Figure 15 – Making rent better value for money (base 105)

Q- If you said rent was poor value for money, what would improve the value for money of rents?

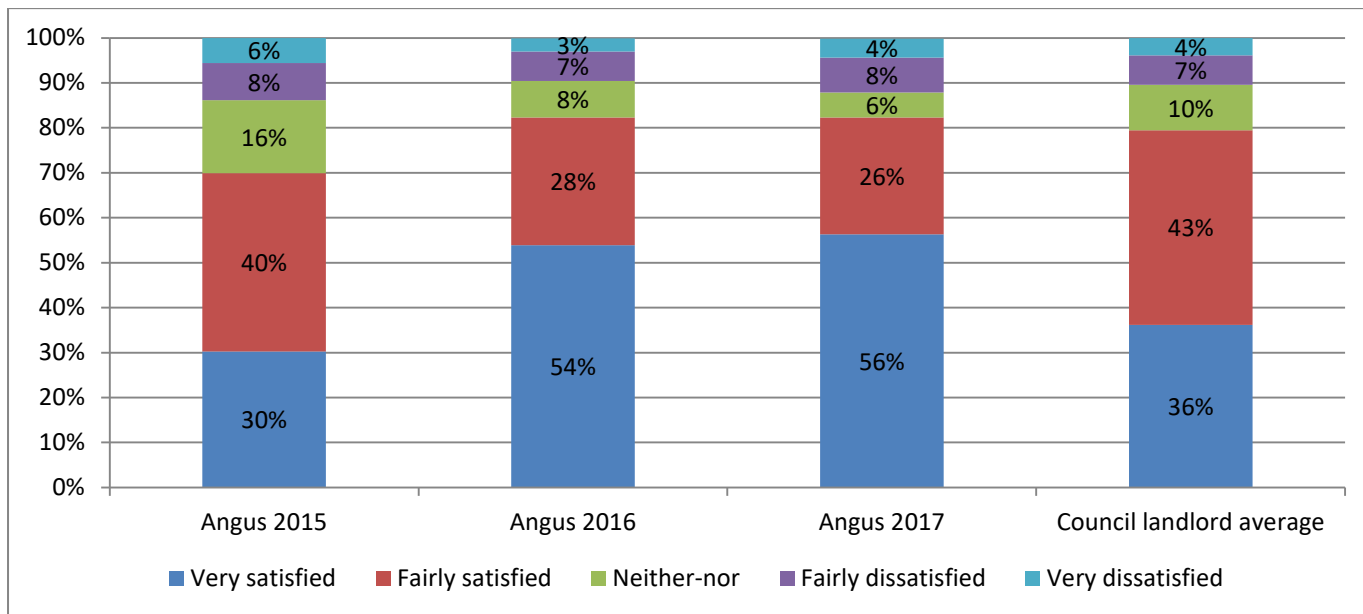


Neighbourhood Management

Figure 16 illustrates that in 2017, 82% of tenants were satisfied with the management of their neighbourhood by the Housing Service, whilst 12% were dissatisfied. The satisfaction figure reported in 2017 is broadly consistent with the one recorded during the 2016 survey but is now above the all Council average (79% satisfied).

Figure 16 – Neighbourhood management (base 1,003)

Q- Overall how satisfied or dissatisfied are you with Housing Service’s management of the neighbourhood you live in?

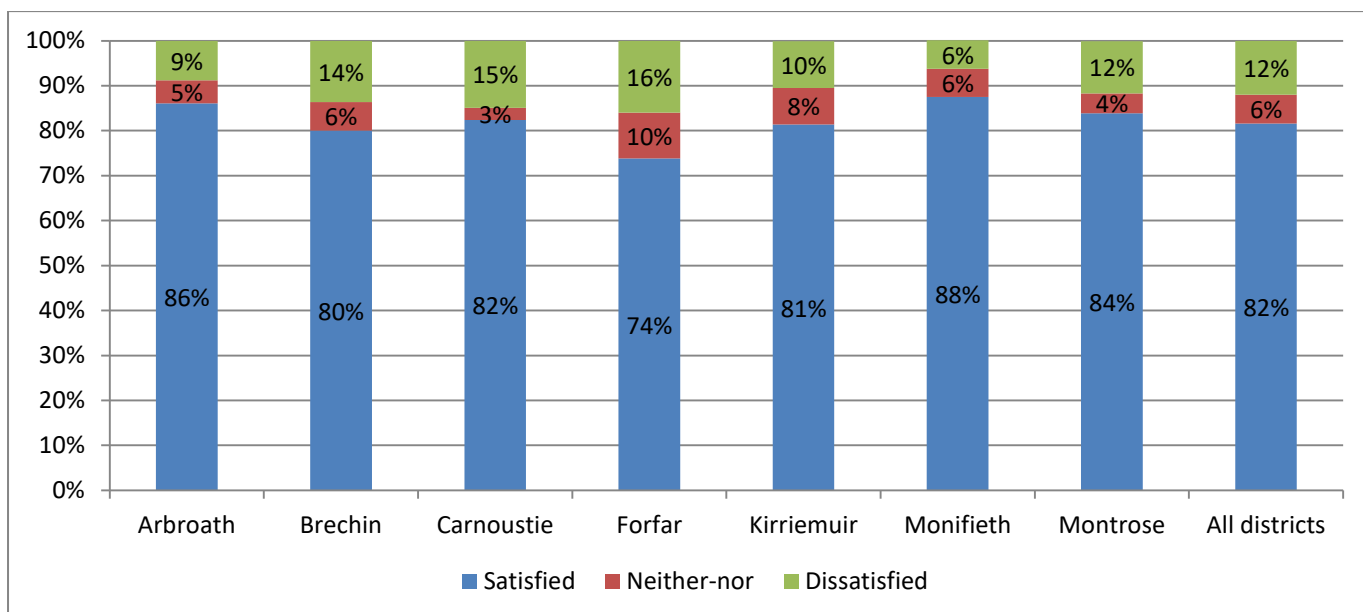


Neighbourhood management satisfaction by district

Satisfaction with neighbourhood management services by district is set out in figure 17 and highlights some degree of variation e.g. 80% overall satisfaction in Brechin contrasted with 88% in Monifieth and 86% in Arbroath.

Figure 17 –Satisfaction with the service provided by Housing Service by district (base 1,003)

Q- Overall how satisfied or dissatisfied are you with Housing Service’s management of the neighbourhood you live in?

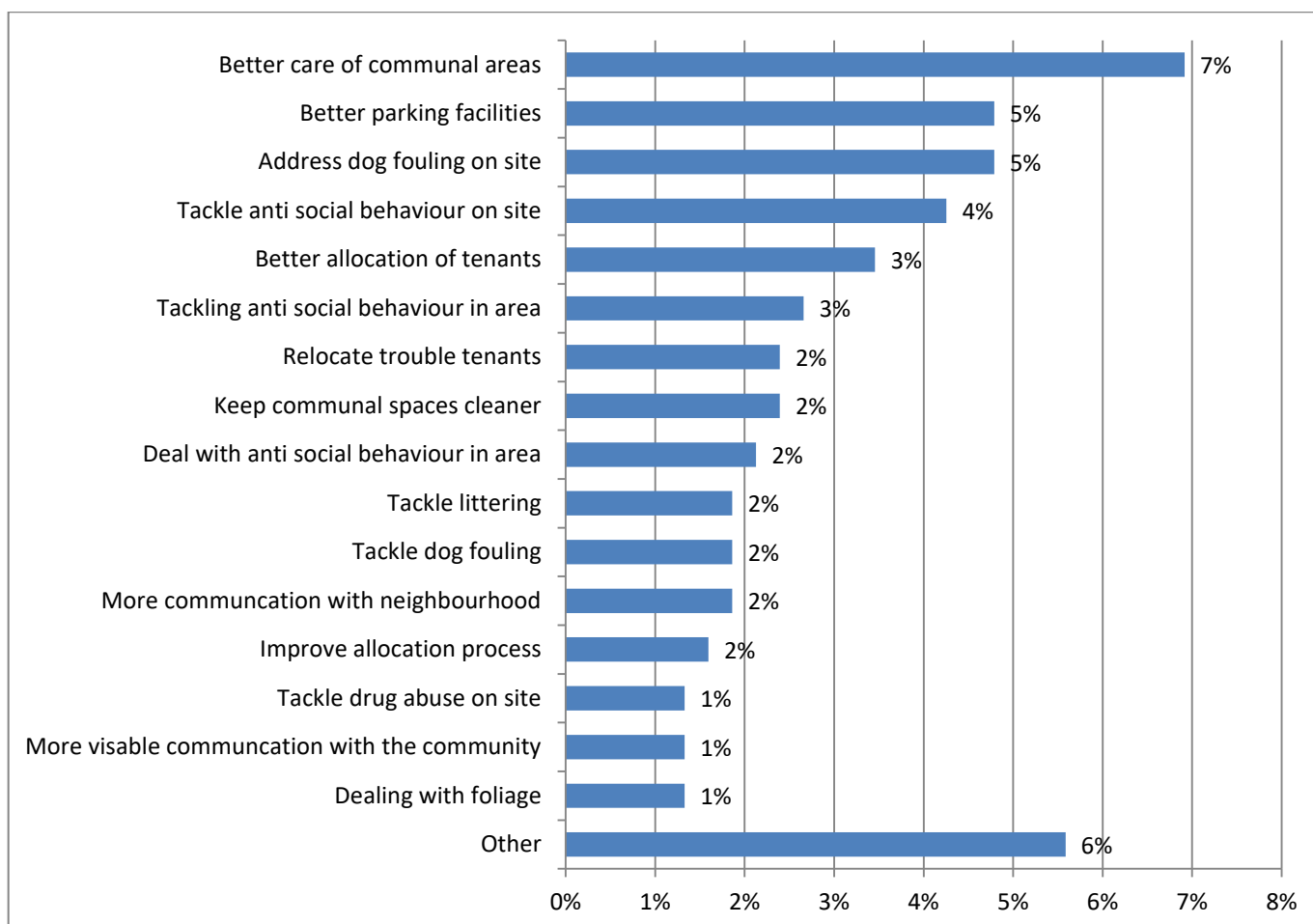


Neighbourhood management improvement

Thirty two percent (32%) of tenants commented on aspects of their neighbourhood that could be improved and a summary of the main topics raised is shown in figure 18, e.g. 7% of respondents thought that better care of communal areas would improve their neighbourhood, whilst 5% thought that dog fouling and car parking were important areas for improvement. The full list of 376 comments made on this item by tenants is set out by district in annex 5.

Figure 18: Key aspects of neighbourhood improvement (base 322)

Q- What would increase your satisfaction with the quality of your home?

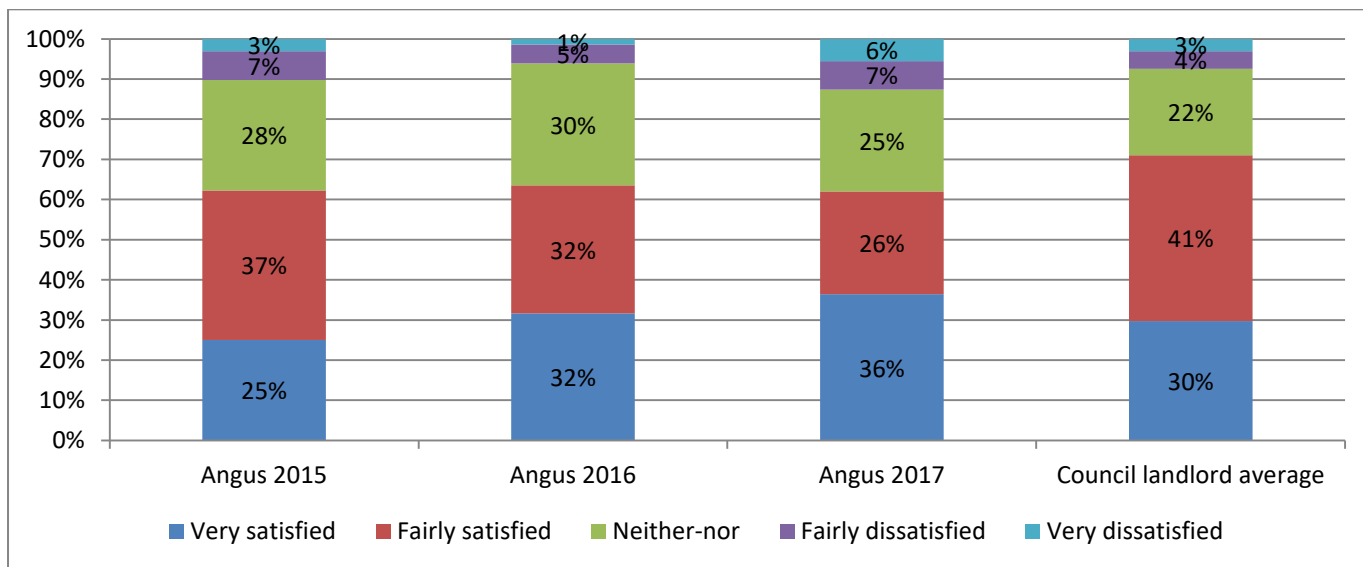


Participation and Information

In 2017, 62% of tenants were satisfied with opportunities to participate whilst 13% were dissatisfied (and 25% replied 'neither satisfied nor dissatisfied'). Tenant satisfaction on this measure has reduced by 2% points when compared to the 2016 survey (64% satisfied, figure 19), and is 9% points behind the Council average (71%).

Figure 19 –Participation (base 1,003)

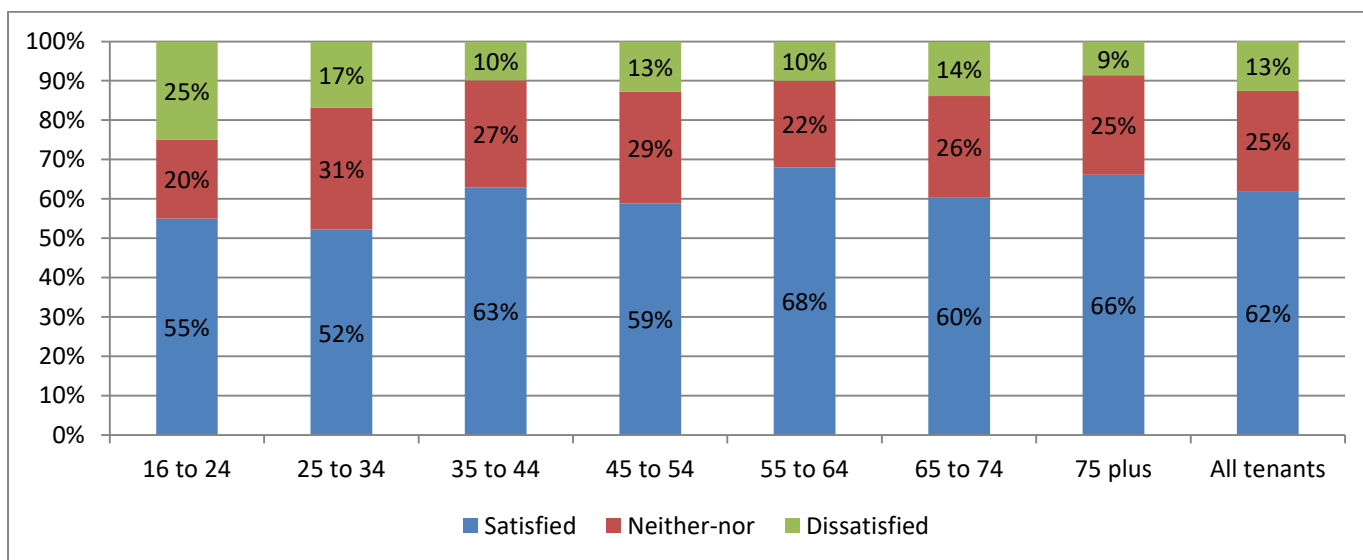
Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Housing Service's decision making process?



Tenant satisfaction with participation varies a little by age as illustrated by figure 20 which shows that tenants aged 16-34 are somewhat less likely to be satisfied when compared with older tenants e.g. 55% of tenants aged 16-24 are satisfied with participation contrasted with 66% of tenants aged 75 plus.

Figure 20 –Participation by age (base 1,003)

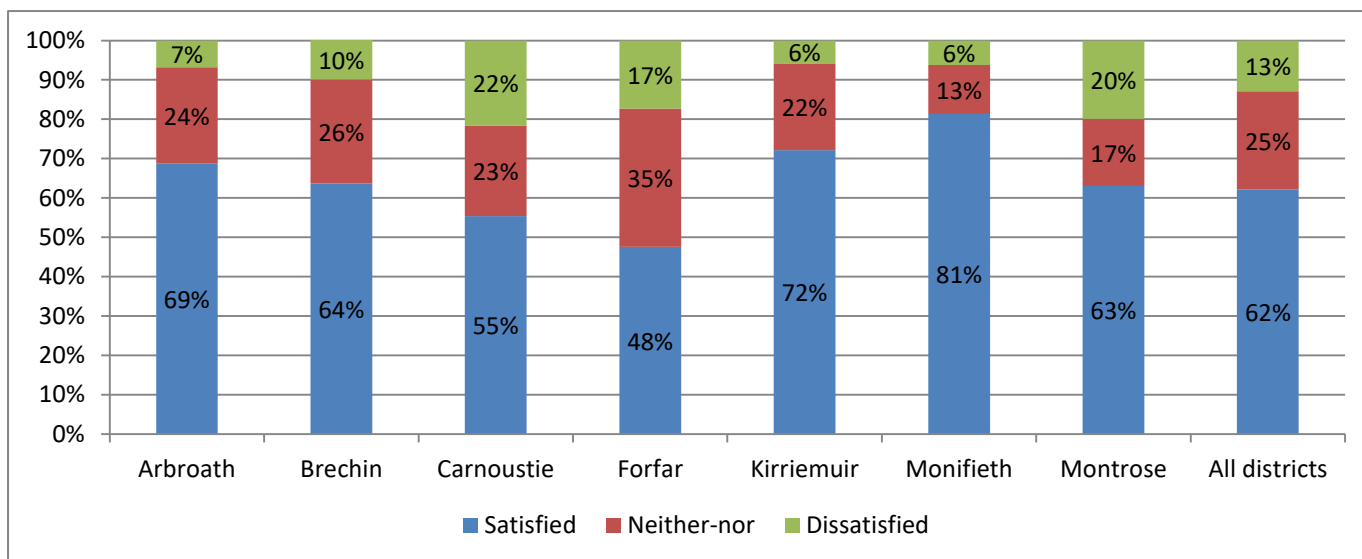
Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Housing Service's decision making process?



Satisfaction with participation by district is shown in figure 21 and indicates some element of variation with tenants in Forfar and Carnoustie less likely to be satisfied when compared with some other areas.

Figure 21 –Participation by district (base 1,003)

Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Housing Service’s decision making process?



Tenants’ awareness of Housing Services participation methods are set out below by district (table 5). Overall, 16% of tenants on average are aware of the individual participation methods provided by Housing Services; 82% however say they are not aware of any methods (same % as 2016). The two participatory activities that tenants are most aware of are the ‘Steering Group’ (11%) and the Rent Setting Group (11%).

Table 5 – District level awareness of participation methods (base 1,003)

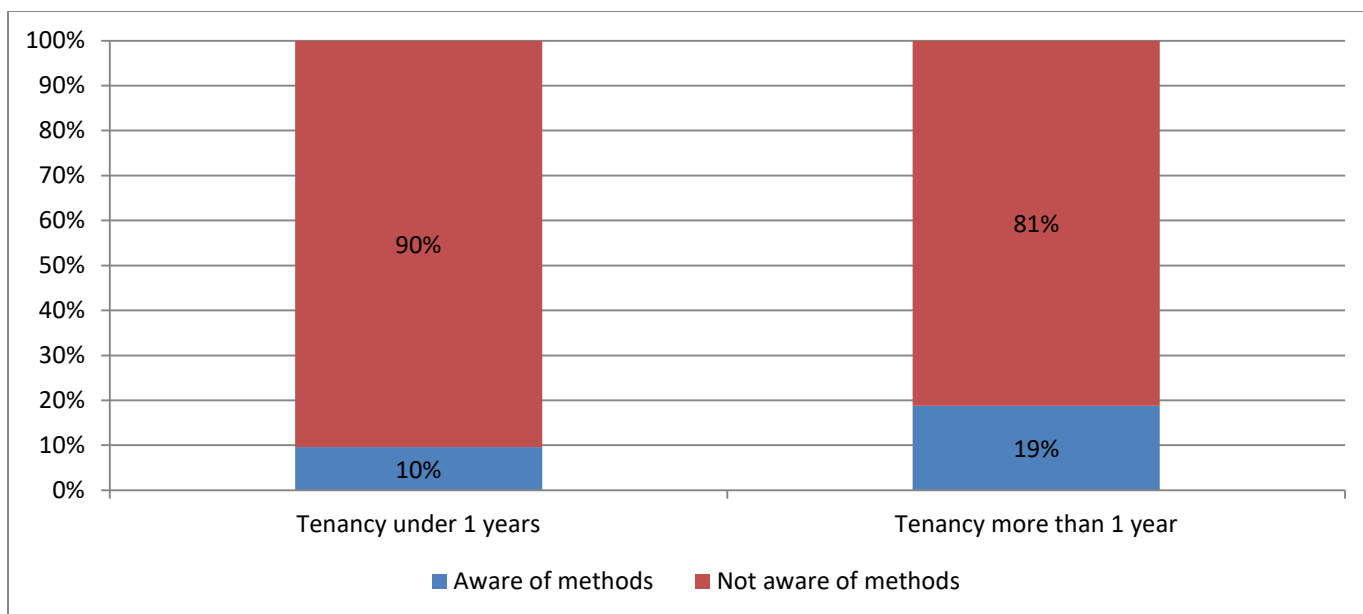
Q - Still thinking about participating in the decisions of Housing Services, are you aware of any of the following participation methods?

District and method	Steering Group	Audit & Scrutiny Group	Rent Setting Group	Scrutineers	None of these
Arbroath	16%	16%	17%	16%	72%
Brechin	10%	3%	4%	0%	88%
Carnoustie	11%	9%	12%	9%	88%
Forfar	7%	4%	11%	4%	87%
Kirriemuir	5%	3%	6%	3%	93%
Monifieth	19%	0%	6%	0%	84%
Montrose	4%	2%	7%	1%	92%
All districts	11%	7%	11%	7%	82%

Figure 22 illustrates awareness of tenant participation methods by length of tenancy and indicates that established tenants who have lived in their home for more than one year are more likely than other tenants to be aware of tenant participation methods.

Figure 22 – Awareness of participation activities by length of tenancy (base 1,003)

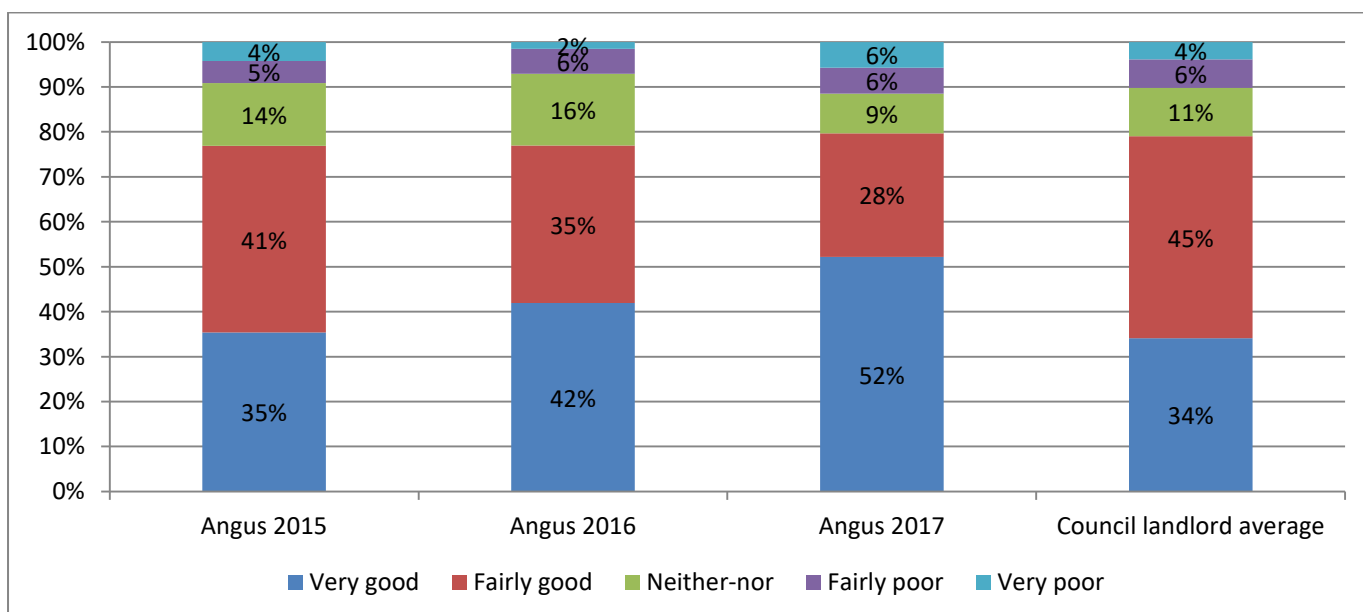
Q- Still thinking about participating in the decisions of Housing Services, are you aware of any of the following participation methods?



Tenants were also asked for their views on Housing Service’s information provision and these are set out in figure 23. Figure 23 shows that in 2016, 80% of tenants were satisfied on this measure. This result is an improvement on the one achieved in 2016 (77% satisfied) and is slightly ahead of the Council sector average (79%) for this measure.

Figure 23 – Information on services and decisions (base 1,003)

Q- How good or poor do you feel the Council’s Housing Service is at keeping you informed about their services and decisions?



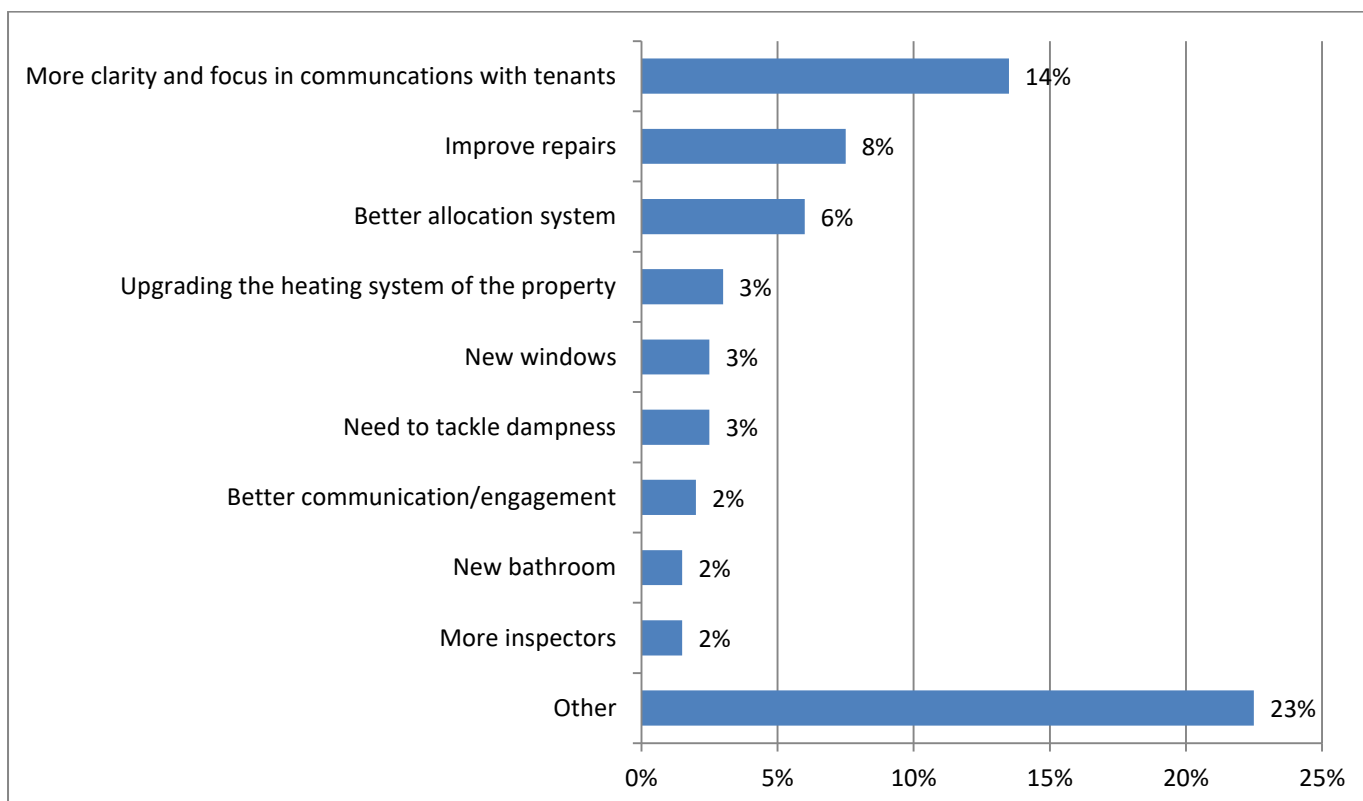
Other Changes or Service Improvements

At the conclusion of the satisfaction survey, tenants were asked: 'And finally, are there any changes or improvements would you like the Council's Housing Service to make to the service it currently provides'?

Two hundred tenants (20%) made one or more comments at this part of the survey, and their summarised feedback (principal comments only) is set out in figure 24. This and indicates that 14% of observations related to improved communication with tenants, whilst 8% referred to improving the repairs service. The specific tenant comments made have been set out in annex 6.

Figure 24 – Main comments relating to improving/changing the Housing Service (base 200)

Q- And finally, are there any changes or improvements would you like the Council's Housing Service to make to the service it currently provides?



Annex 1 – Improving the housing service overall

Q2 - What would increase your satisfaction with the housing service you receive?

Service problem/suggested improvement	District
A flat/house without a stair would be a big benefit.	Arbroath
A house where we are not overcrowded; in a 2 bedroom with 2 adults and 4 children. Rubbish allowed to build up with neighbours.	Arbroath
A little more attention to my request for a more suitable house to meet mobility needs - husband is in a wheelchair soon.	Arbroath
A more efficient heating system. Better attention to grass cutting.	Arbroath
A warm house, central heating needs upgrading.	Arbroath
Angus Council housing services could make some other tenants maintain and keep their gardens tidy.	Arbroath
Angus Council housing services very helpful dealing with specific need.	Arbroath
Angus Council services are great but, must be quicker to help when security door breaks.	Arbroath
Angus housing have been very helpful to me.	Arbroath
Answer requests for repairs.	Arbroath
Attention to leaf collection.	Arbroath
Better attention to repairs and maintenance. Attend to holes in garden and to fence at front of house which will improve safety for small child.	Arbroath
Awaiting transfer to a bigger house that meets family needs.	Arbroath
Better administration and communication re moving in.	Arbroath
Better allocations of homes suitable to my needs.	Arbroath
Better and quicker attention to repairs and maintenance. Upgrade heating system and improve insulation.	Arbroath
Better attention to anti-social behaviour would like to feel a little safer	Arbroath
Better attention to finishing touches from repairs work.	Arbroath
Better attention to garden ground. Rectify damp.	Arbroath
Better attention to provided maintenance (bathroom and electrics)	Arbroath
Better communication about repairs and maintenance and follow up actions	Arbroath
Better communication for teams within housing services to avoid difficulties dealing with arrears.	Arbroath
Better communication.	Arbroath
Better communication. More reason with rent arrears. More pro-active and quicker resolution rather than let matters drag.	Arbroath
Better heating.	Arbroath
Better insulation - windows and house. More efficient heating.	Arbroath
Better insulation.	Arbroath
Better maintenance and attention to damp.	Arbroath
Better tenancy allocations.	Arbroath
Could be much easier to contact by telephone, often a long time to wait on phone.	Arbroath
Could be quicker with rent payment administration when there is a change of circumstances	Arbroath
Council housing services should listen to tenants' view point. Difficult to deal with re rent arrears poor attention to repairs.	Arbroath
Do the things they used to do.	Arbroath
Door needs to be replaced for safety.	Arbroath
Extremely satisfied with house and service.	Arbroath
Feel housing service are very fair.	Arbroath
Fix fence and gap in rear window. Front window requires attention. More help as English is not my first language.	Arbroath

Service problem/suggested improvement	District
Flat would benefit from security door.	Arbroath
Full time emergency cover.	Arbroath
Gaps on doors; draughts.	Arbroath
Gas heating installation.	Arbroath
Get heating done quicker.	Arbroath
Get things done quicker. Fairer system for grants.	Arbroath
Good to be quicker, occasional with attention to repairs.	Arbroath
Heating and water system are not efficient.	Arbroath
Heating system is insufficient. House is poorly insulated and heating bills are expensive.	Arbroath
House repairs; have been refused attention but they were a problem when I moved in.	Arbroath
Housing officer might be a bit friendlier and accommodating.	Arbroath
Housing services manager is now working with me to help with repairs.	Arbroath
Housing services should follow up on repairs request.	Arbroath
I am waiting on a bigger house to meet family needs.	Arbroath
I expected gas central heating by now - there has been a delay.	Arbroath
I have asked for a transfer as the neighbours unlock the security door and I don't feel safe. No one cleans stairs. There is a mess outside, and as I do not keep well and this house is not suitable.	Arbroath
I have waited 4 months for handrail. This is a safety concern.	Arbroath
I would like a new bathroom as I have been expecting.	Arbroath
I would like a smaller house near the shops otherwise I am very happy.	Arbroath
Improve mix of tenants in flats to ensure a better mix. Better attention to safety.	Arbroath
Initial repair work was poor but quickly rectified.	Arbroath
Installation of gas heating.	Arbroath
Access line on phone -often have to wait a long time on the phone during breaks at work.	Arbroath
Listen to concerns more and take action. Need accommodation to meet needs or give an indication of timescale.	Arbroath
Listen to tenant feedback across all issues.	Arbroath
Listen to tenants.	Arbroath
Long and frustrating process as to who gets accommodation. Very pleased now though.	Arbroath
Major impact with outside painting. Paint spillage - poor finish and contractors did not return - clerk of works did not check work - still not satisfactory.	Arbroath
Make it easier to keep track of rent payments. Was better when paid at local office.	Arbroath
Minor repairs and maintenance should not be ignored. Gas boiler needs to be replaced. Gas company confirm - Council housing services only repair (WRB gas called three times this week).	Arbroath
More attention to detail when carrying out repairs. Tradesmen need to be better behaved and remember they are representing Angus Council housing.	Arbroath
More attention to repairs and maintenance.	Arbroath
More services available at local offices - more local offices.	Arbroath
More tolerance and understanding when rent payments are late - try to work with tenants. Upkeep needs to be better for communal areas and gardens.	Arbroath
Need to be quicker for repairs and maintenance.	Arbroath
New bathroom - shower required for personal safety.	Arbroath
New boiler required there have been numerous calls for repairs over the last 12 months.	Arbroath
New doors and windows would improve security and insulation in property.	Arbroath
Previous home had a damp problem. Has taken time to settle into new home.	Arbroath
Quicker response time.	Arbroath
Quicker action re anti-social neighbours. House is cold and damp.	Arbroath
Quicker action regarding repair of broken windows and doors. Son has health problem and	Arbroath

Service problem/suggested improvement	District
needs a bit more help and understanding.	
Quicker administration and attention to repairs.	Arbroath
Quicker and more effective attention to anti-social problem.	Arbroath
Quicker and more efficient attention to anti-social behaviour.	Arbroath
Quicker attention to repairs.	Arbroath
Quicker attention to repairs.	Arbroath
Quicker attention to repairs - sometimes have to do ourselves.	Arbroath
Quicker attention to repairs and maintenance.	Arbroath
Quicker attention to repairs and maintenance for minor jobs.	Arbroath
Quicker attention to repairs and maintenance work to protect house from elements.	Arbroath
Quicker attention to repairs and maintenance work. Often have to report work four times.	Arbroath
Quicker attention to repairs and maintenance. Security door sometimes open all night.	Arbroath
Quicker attention to repairs and renewals. More understanding about arrears.	Arbroath
Quicker attention to urgent repairs and maintenance to take safety into account.	Arbroath
Quicker follow up and action when I call about anti-social behaviour and repairs and maintenance.	Arbroath
Quicker repair service.	Arbroath
Quicker response to repair and maintenance request; less time spent in phone queues.	Arbroath
Quicker responses to maintenance requests.	Arbroath
Quicker to repairs.	Arbroath
Rectify damp in house. More efficient heating.	Arbroath
Rectify dangerous socket in kitchen - electricians required attention.	Arbroath
Rectify sewage problems and provide satisfaction re asbestos complaint.	Arbroath
Repair damp problem - more attention to overcrowding - repair condensation on windows.	Arbroath
Repair security doors.	Arbroath
Repair service has a lot to improve on. Better communication on repair works.	Arbroath
Repairs should be attended to quickly - I have had to phone frequently. Start to take more responsibility.	Arbroath
Reported a sagging step - needs to be rebuilt. Front and back steps need attention a safety concern.	Arbroath
Seals on windows need attention - condensation sometimes a problem.	Arbroath
Security door.	Arbroath
Sewage problems.	Arbroath
Shower requires upgrading in - brought to attention before moved in - still not sorted, told me it was my responsibility - even though I was not yet a tenant.	Arbroath
Some information about decoration grant and outside maintenance.	Arbroath
Stairs and access make house unsuitable given health conditions (heart surgery). Dampness in house has been treated but has returned.	Arbroath
Still awaiting 2nd key fob for entry. This is important for me, for the size of my family. Improved intercom system.	Arbroath
Taking too long to meet family needs. House size is not suitable for family make up.	Arbroath
There are a lot of children in this area - school and park. Angus Council housing services must be more effective and take quicker attention with anti-social behaviour and take care to protect those situations happening.	Arbroath
Top floor flat is unsuitable as I have disabilities. I made housing services aware of this sometime ago.	Arbroath
Upgraded heating would improve house tremendously.	Arbroath
Upgrading of doors for security inside and outside. I've raised this twice at local office.	Arbroath
Very comfortable in house. Quick to repairs.	Arbroath

Service problem/suggested improvement	District
Viewing of house was poor; not given second chance to view. House was not cleaned before move in (had flees).	Arbroath
Would like to see housing officer more frequently and have a named contact.	Arbroath
Would need space for mobility scooter.	Arbroath
Would prefer a shower rather than bath given my age.	Arbroath
Allow me to put in walk in shower.	Brechin
Answer queries about water pressure.	Brechin
Bathroom and sort out dampness.	Brechin
Bathroom replacement and outside lighting.	Brechin
Been over crowded for 3 years.	Brechin
Better advice re damp problems	Brechin
Better bathroom facilities	Brechin
Better contact with WRB due to boiler repairs and water leak.	Brechin
Better neighbours	Brechin
Better neighbours	Brechin
Better outside maintenance	Brechin
Better pest control	Brechin
Better understanding of our needs.	Brechin
Clear arrears and Council Tax.	Brechin
Clear damp in bathroom	Brechin
Gas central heating less damp	Brechin
Gas heating.	Brechin
Get through to switchboard quickly.	Brechin
If they would respond to complaints.	Brechin
Less damp	Brechin
Less damp, better heating system and tackle mould	Brechin
More support.	Brechin
Need a bigger house.	Brechin
No rent increases	Brechin
Not having to chase up repairs.	Brechin
Prepare house for allocation.	Brechin
Quicker and better response	Brechin
Quicker house allocation.	Brechin
Quicker installation of bathroom and windows	Brechin
Quicker response to repair requests.	Brechin
Repairs are poor	Brechin
Replace TSOs (tenant support officers)	Brechin
Sometimes a bit slow	Brechin
Tenancy allocations	Brechin
Ventilation in bathroom, drainage and windows	Brechin
Warmer home.	Brechin
Windows need replacing.	Brechin
Would like communal carpets cleaned better.	Brechin
Can't see them or phone easily to housing.	Carnoustie
Customer service is shocking.	Carnoustie
Damp in bedroom; crack near window.	Carnoustie
Difficulty at the beginning with financial arrangement	Carnoustie

Service problem/suggested improvement	District
Dog fouling is a problem	Carnoustie
Gardens a mess. Bins not emptied.	Carnoustie
Getting through on phone could be better / quicker	Carnoustie
Great house but expensive in terms of rent.	Carnoustie
Have damp problem. No enough room.	Carnoustie
If they built upstairs I would have extra space as there is not enough now.	Carnoustie
It's a bit understaffed here.	Carnoustie
Long time to wait for repairs.	Carnoustie
Maintenance of house is lacking.	Carnoustie
Minor repairs left for a long length of time.	Carnoustie
New bathrooms promised 10 years ago	Carnoustie
New kitchen coming soon hopefully.	Carnoustie
No problems just the charge for garden rubbish.	Carnoustie
Not a problem good service.	Carnoustie
People who come out to do work are a problem in terms of reliability.	Carnoustie
Rents are confusing, problem with overpayment. A lot of things need sorted.	Carnoustie
Repairs are not addressed. Waiting 2 years.	Carnoustie
Repairs done properly	Carnoustie
Repairs not carried out properly	Carnoustie
The flats have high ceilings encourages damp in house.	Carnoustie
The paintwork is peeling on windows. Needs attention.	Carnoustie
The state of the house when we moved in was not great	Carnoustie
Trouble with boiler; that's about it.	Carnoustie
TV aerial not working; they could fix that.	Carnoustie
Workers not showing up at appointed time.	Carnoustie
A bigger bin. I asked for one but they refused. Also asked for light at back door as there are steps.	Forfar
A house in town	Forfar
A little disappointing when making enquires as they don't act upon it.	Forfar
Act more promptly when repairs are reported.	Forfar
Although they listen they don't follow through; office staff included. Get responsible workers to do repairs properly first time.	Forfar
Answers to questions.	Forfar
Be able to get through to access office when phoning	Forfar
Better and quicker repair service.	Forfar
Better joined up thinking.	Forfar
Better repairs as need to get them done several times before its fixed	Forfar
Better response to what tenants are saying to them. Better communication between council staff and tenants.	Forfar
Bigger car park and clear out guttering.	Forfar
Bins being emptied weekly again. Better repairs to roads and pavements.	Forfar
Cannot get common area repairs done due to owned flats in the bock and owners won't pay a share to have work done.	Forfar
Cleaning contractor could be better - always in a rush. Backdoor security needs attention.	Forfar
Councillors to visit tenants.	Forfar
Dampness in flats.	Forfar
Deal with things faster - repairs	Forfar
Decent heating.	Forfar

Service problem/suggested improvement	District
Do repairs when reported; still not done since last summer.	Forfar
Do what is asked of them.	Forfar
Do what they say they're going to do just do it.	Forfar
Don't know.	Forfar
Easier access on phone to speak to who you want to speak to. We have always been forgotten when work has been done to other properties.	Forfar
Easier access on phone to who you want to speak to. Repair service could be improved.	Forfar
Faster getting things done.	Forfar
Follow through with complaints. Complaints about bins have not been dealt with.	Forfar
Get rehoused	Forfar
Give more checks of properties to signal repairs. Be more flexible with appointment times to suit working people.	Forfar
Give out light bulbs	Forfar
Help to cut and keep back gardens. Do repairs when necessary.	Forfar
Housing officer to do what they say they are supposed to do. We signed a letter to say everyone would use bins properly but some don't.	Forfar
If the workmen would be honest and say that they didn't have the part as I had no heating and they kept saying they were coming.	Forfar
If they acted on reports of noise; they never do anything about it.	Forfar
If they did repairs on time and listened to the tenants.	Forfar
If they take notice of complaints sent in.	Forfar
If they would do what they say they will and don't. Waited 2 years for an outside light to be done - still waiting.	Forfar
If they would follow through and do what they said they will do.	Forfar
Improve services i.e. pest control and electrical repairs. I had to pay to have a kitchen light put up.	Forfar
Install bin for cigarette ends, service button does not release in the mornings.	Forfar
Keep gardens (tidy).	Forfar
Keep tenants up to date like with what's happening. Jobs taking too long to complete. Improve quality of work with some things. Security doors are temperamental; keep staying locked.	Forfar
Like a meeting with a housing officer to discuss issues	Forfar
Listen to people when they make a complaint	Forfar
Listen to tenants when they report things; they don't take on board what you say.	Forfar
Listen to what people say and do what is asked - be available	Forfar
Make it easier and quicker to get through on access line	Forfar
Make it easier to get repairs done sometimes have to fight for them.	Forfar
Make it easier to speak to the person you want to speak to. Pay rent at the cross.	Forfar
More communication and interaction	Forfar
More communication between people when phoning. Takes too long.	Forfar
More help and more time to decorate before moving into a house	Forfar
More people at end of phone to make it easier to get to person you want. It can cost a lot to hang on and wait when you call and they don't answer.	Forfar
No payment for green bin	Forfar
Not having a homeless house, next to mine. Tenants are undesirable and anti-social.	Forfar
Out of hours service needs improved.	Forfar
Payment is not enough to cover requirements from resource centre when you have nothing	Forfar
Problems with repairs getting done. Checks should be made on properties. Requests always ignored improved access line service.	Forfar
Provide bigger house; 7 in two bedrooms.	Forfar

Service problem/suggested improvement	District
Provide for disabled people.	Forfar
Quicker move out of homeless accommodation; I've been here for 18 months.	Forfar
Quicker repairs	Forfar
Quicker repairs	Forfar
Quicker response to repairs	Forfar
Quicker to respond to complaints	Forfar
Reduction in council tax.	Forfar
Reintroduce free garden bin uplift.	Forfar
Repair buzzer for my entry can't release block door.	Forfar
Repairs been done by qualified workmen and don't make a mess behind them.	Forfar
Resolve problems update things which need done.	Forfar
Respond to complaints quicker and sometimes they don't respond at all. Unsatisfactory arrangement for bins as I have to go to the close next door and down three lots of steps. Then have to bring it up to the street level for collection.	Forfar
Respond to requests a bit quicker	Forfar
Respond to requests for repairs	Forfar
Respond to requests for reported repairs. Still waiting.	Forfar
Retain rent and council tax office at the cross.	Forfar
Send up to date rent and council tax statements.	Forfar
Sort out bin area stinking.	Forfar
Sort out the problem with bins.	Forfar
Sound proofing.	Forfar
Speed up issuing rent card sooner. I went to pay rent and they said i couldn't pay until I got a rent card then i got a letter saying i was in arrears.	Forfar
Stop children playing football.	Forfar
Take heed of complaints	Forfar
Take notice of workmen's reports. Time taken to do repairs.	Forfar
Talk to someone who can give answers. Bring back the services on the flats.	Forfar
The bin area is a disgrace; it's used as a tip. Pick up all the leaves around front entrance to block as they are very slippy.	Forfar
They don't come when I've reported a repair. Grass gets left after its cut. We pay £25 now to have garden bin emptied.	Forfar
To finish jobs they started.	Forfar
To resume free uplift of green bins. As lorry is coming down to uplift a few so it wold be the same expense.	Forfar
Weekly refuse collection as they overflow at flats.	Forfar
Answer phone when you call.	Kirriemuir
Do not listen to complaints; need to be more prompt in doing work	Kirriemuir
Chimney reported last march. Front not taken off. Leak after back chimney. Complain nothing gets done	Kirriemuir
Clear blocked sink, getting the roof insulated.	Kirriemuir
Communication is a weak point.	Kirriemuir
Anti-social behaviour and need another handrail on the door.	Kirriemuir
Dog fouling a problem.	Kirriemuir
Draft in living room window, haven't got to the bottom of it.	Kirriemuir
Drafty in house, new windows.	Kirriemuir
Electric sockets repaired on wall. Cannot change light in bathroom. Bathroom toilet leaks- never fixed.	Kirriemuir

Service problem/suggested improvement	District
Fitted with a shower before you move in; garden/fencing fixed	Kirriemuir
Front door stiff.	Kirriemuir
Green bin not having to pay £25 for it per year.	Kirriemuir
Haven't checked electricity. Not fixed pipe problem.	Kirriemuir
Hot water tank replaced.	Kirriemuir
House warmer.	Kirriemuir
If leave house for so long, would I lose my house?	Kirriemuir
Let you know about things when repairing doors.	Kirriemuir
Lower rent. Had to do without heating and water for two days in winter.	Kirriemuir
More repairs done quicker	Kirriemuir
Mould in bedroom. I hide it and clean it. Told me (they would) come and sort it a few months ago.	Kirriemuir
New bathroom promised 6 years stick ago stick to what they say they will do. Problem with rooms not been cleaned up.	Kirriemuir
Not enough insulation in the house.	Kirriemuir
Nothing.	Kirriemuir
Promised a new bathroom, never got one.	Kirriemuir
Quality of the house when I moved in. Got permission to do what we want to do.	Kirriemuir
Quicker response to queries and repairs	Kirriemuir
Quicker to action complaints or repairs. Shower/bath leaks to downstairs bathroom.	Kirriemuir
Reduce community tax. Cut your own grass get rid of cutting into compost yourself.	Kirriemuir
Relocation - bigger house	Kirriemuir
Remove trees	Kirriemuir
Repair bathroom, damp	Kirriemuir
Repairs done quicker. Have a bath need a shower can't (get) in and out of bath.	Kirriemuir
Repairs, slugs in kitchen. Council say nothing they can do, so have to do it myself.	Kirriemuir
Repairs/dampness say condensation refuse to do anything	Kirriemuir
Salt pavement outside	Kirriemuir
Setting up direct debits.	Kirriemuir
Shorter times for contact - put in for a shower still waiting to hear back	Kirriemuir
Smoke alarm bleeping.	Kirriemuir
Take your word on things - they disbelieve in what you are saying	Kirriemuir
Temporary basis no flooring	Kirriemuir
Toilet not working, when moved in. Gas condemned when I got here.	Kirriemuir
Too long to do things.	Kirriemuir
Trying to get work done. Not easy too many channels to go through.	Kirriemuir
Waiting for an exchange. Dogs in area barking.	Kirriemuir
Waiting for gas.	Kirriemuir
Waiting on gas central heating	Kirriemuir
Were supposed to rehouse me last May, yet I am still here.	Kirriemuir
Wasps, beers rats, mice- not their job. Bins emptied every week.	Kirriemuir
Wouldn't replace shower - would like a shower.	Kirriemuir
Bathroom upgrade.	Monifieth
Better plumbing/sewage.	Monifieth
Change windows draughty.	Monifieth
Do something about my reports over the last two years. Next door garden's not safe for my child; and my child cannot go out into the garden.	Monifieth

Service problem/suggested improvement	District
Get things sorted quicker.	Monifieth
Getting through to them easier at main switchboard.	Monifieth
New heating system but not gas.	Monifieth
No follow up form following repairs.	Monifieth
Return calls when message left.	Monifieth
State of home allocated.	Monifieth
Time taken to do recent renovations.	Monifieth
Would like a move.	Monifieth
A new bathroom; the whole bathroom is old and falling apart.	Montrose
A shower as I am disabled and have prostate cancer. Rhone's leaking and water coming in ceiling. Drains are smelling	Montrose
A shower needed.	Montrose
Bath too high; can't get in bath shower needed.	Montrose
Bathroom outdated	Montrose
Bathroom repair	Montrose
Be able to go and pay rent.	Montrose
Better communication; installation of gas quicker. Overall less hassle.	Montrose
Better response to queries.	Montrose
Better tenants.	Montrose
Building stairs got painted and decorated; paint all coming off. Kick bars are dangerous could fall. Vinyl is lifting up; dangerous.	Montrose
Customer service doesn't return phone calls. Have had us waiting a long time for another house for my son who is disabled.	Montrose
Deal with issues when they arise.	Montrose
Doing what they say. Neighbours slabs need done	Montrose
Doors in bathroom need replaced.	Montrose
Electric people left a board sitting in the hall/haven't come back for it	Montrose
Friendly and more knowledgeable housing staff.	Montrose
Front door draughty	Montrose
Garden/can't use it -the dog does its business - not suitable for children	Montrose
Get new windows. Condensation doesn't go away in between windows.	Montrose
Hole in roof leaking; 12 months to fix. Ruined all my furniture	Montrose
Housing officer; between housing officer. Neighbours' making false allegations.	Montrose
If they would listen; communication. Offered new house but couldn't view it until 4/5 weeks.	Montrose
Kitchen door front door needs repair. Better communication.	Montrose
Kitchen layout of cupboards poor (would) like new bathroom and kitchen. Bathroom all mouldy seal around bath silicone breaks up. The windows child safety locks broken. Condensation causes mould; kickboards coming off a gas pipe open to children.	Montrose
Kitchen window broken still gaps in kitchen window.	Montrose
Mr [name withheld] throws oil downstairs and uses my bin for his rubbish/	Montrose
Need a bath only shower in here.	Montrose
Need a shower 92 years old. Overflow outside, wall leaking badly; ants keep coming in kitchen.	Montrose
Neighbour's house had a leak in the hall not fixed/lack of help from the Council	Montrose
New front doors and smoke alarm in correct place	Montrose
New kitchen needed - approx. 20 years old	Montrose
New way of paying rent going to bank first. Won't take debit card at pay point.	Montrose
New windows	Montrose
New windows as current ones very draughty and been in over 30 years.	Montrose

Service problem/suggested improvement	District
New windows needed. Garden needs cleared; Council put in the plant and it's overgrown. I am not able to maintain it.	Montrose
No parking space; communal laundry not suitable in flat; no worktop space no space for dishwasher. A better designed flat	Montrose
Not very helpful about repairs.	Montrose
Notice when bin due	Montrose
Office contractors don't come. Supposed to come on 24th January never been here at all.	Montrose
Only 1 bedroom need a bigger house - 2 children	Montrose
Overall better service.	Montrose
Phone access line doesn't understand me when reporting.	Montrose
Quicker at fixing repairs. Catch broken	Montrose
Radiators hanging off the wall.	Montrose
Renovations of bathroom. Nothing done despite being told it would be a year ago.	Montrose
Shower in bathroom needed	Montrose
Showers being put in would save some water and electricity.	Montrose
Slugs keep coming in the bathroom	Montrose
Tell the truth. On a voluntary group for council had walkout. Promise things they don't do.	Montrose
The barking from the dog downstairs, it goes all day. The insulation is poor	Montrose
The bath is stained and no hot water since May 2016. No one has been to see how progress is. Window on front door smashed.	Montrose
The bathroom and toilet; walls not finished for shower.	Montrose
The bathroom needs replacing. I am 91 years old - can't get in bath	Montrose
The fan in the kitchen needs repaired	Montrose
The heating being replaced with gas/they don't answer emails	Montrose
The kitchen is freezing. Utility room always freezing - no door on it.	Montrose
The windows are draughty heating on constant. Made a complaint already.	Montrose
The windows need replacing - very cold.	Montrose
Tiles coming off at bathroom and kitchen.	Montrose
Toilet seat needs replaced.	Montrose
Toilets need replacement	Montrose
Waiting for ramp.	Montrose
Waiting to get ceiling fixed, a leak from the bathroom	Montrose
Waiting for them to move drug dealers next door.	Montrose
Windows draughty.	Montrose

Annex 2 – Improving the housing application process

Q2 - Is there anything that you think could be improved about the Council's housing application process?

Improvement suggestion	District
A quicker application process as I was between houses.	Arbroath
Application form needs broken down into sections.	Forfar
Better communication after allocation.	Montrose
Better help for the homeless.	Kirriemuir
Be quicker - couldn't get a Council house so had to go private for a while.	Kirriemuir
Enclose a small map of town so people from out of town can see the areas on offer.	Forfar
Everything should be improved.	Brechin
For them to believe I am British.	Brechin
Had to fight to get the house. Had to wait until junkies actually came through the door.	Arbroath
Have points for over- crowded but they didn't read the information.	Brechin
Help filling in the forms.	Forfar
Housing services application process does not fit all individual circumstances -should be more people centred.	Arbroath
If someone came to help me with it (form filling).	Montrose
Keep me updated on position; answer request about bedroom tax.	Arbroath
More communication would help.	Montrose
More contact if waiting on a property. More feedback on likelihood of you getting a property.	Kirriemuir
More suitable offer first time. I am on the medical list.	Arbroath
Need to consider size of rooms not just the number (bedrooms). Could be more understanding of peoples' needs.	Arbroath
Process was ok but was lengthy wait for a house.	Arbroath
Quicker action for homeless people.	Arbroath
Quicker attention when on waiting list. Especially when you have special needs.	Arbroath
Quite lengthy temporary housing application process.	Arbroath
Redecoration would have been welcomed. Bathroom and kitchen now needing replaced.	Carnoustie
Show a bit more compassion following bereavement; and I was pregnant.	Arbroath
Stop giving junkies houses before decent people who pay tax.	Montrose
Take more consideration for family circumstances.	Forfar
Takes too long on phone or a personal visit to get to person asked for.	Forfar
Waited too long.	Arbroath
Wording of questions needs to be clearer.	Forfar
Would have preferred 2 bedrooms.	Brechin
Would still like a 2 bedroom house - one child lives at Grans house - no room here.	Montrose

Annex 3 – Improving housing quality satisfaction

Q4 - What would increase your satisfaction with the quality of your home?

Housing problem/improvement suggestion	District
A few small items- poorly fitting doors mould on windows.	Arbroath
A functional heating system.	Arbroath
A more efficient hot water system would improve satisfaction.	Arbroath
A security entry door is a priority for this close.	Arbroath
A shower would be a benefit. More efficient windows.	Arbroath
A toilet downstairs.	Arbroath
An efficient heating system would help.	Arbroath
An improved heating system. A shower for safety.	Arbroath
As mentioned; be watertight.	Arbroath
Attending to repair on outside wall - raised with Angus Council.	Arbroath
Attention required for outside flooring which is dangerous.	Arbroath
Attention to damp and better insulation.	Arbroath
Attention to damp and windows and follow up to relaying floor.	Arbroath
Attention to minor repairs.	Arbroath
Attention to repair work	Arbroath
Attention to window seals.	Arbroath
Awaiting insulation. Windows require upgrading.	Arbroath
Back hall is difficult to heat.	Arbroath
Bathroom dampness; new windows.	Arbroath
Bathroom upgrade required.	Arbroath
Better access to use mobility scooter.	Arbroath
Better and more efficient heating. Better insulation and warmer home.	Arbroath
Better attention to damp and windows.	Arbroath
Better external house light for safety.	Arbroath
Better heating.	Arbroath
Better heating and windows.	Arbroath
Better insulation.	Arbroath
Better insulation - bathroom is sometimes difficult to heat.	Arbroath
Better insulation. Better windows.	Arbroath
Better insulation. Bottom windows. More efficient heating system.	Arbroath
Better insulation and problem with ants.	Arbroath
Better insulation on draughty windows.	Arbroath
Better positioned light switches would improve safety and security.	Arbroath
Better quality windows that are secure and don't let water in. Remedy for damp problem outside house.	Arbroath
Better security door. Snow on door does not drain properly.	Arbroath
Better storage. Better suitability for disability.	Arbroath
Better window insulation for heat and noise.	Arbroath
Better windows.	Arbroath
Bigger home.	Arbroath
Central heating not effective, needs upgrading. House could be much better insulated.	Arbroath
Central Heating system could be more efficient. Windows are draughty.	Arbroath
Central heating system requires repair.	Arbroath

Housing problem/improvement suggestion	District
Cheaper rent.	Arbroath
Clear up dampness; kitchen cupboard doors.	Arbroath
Condensation in windows sometimes a problem. House could be better insulated.	Arbroath
Could have more efficient radiators.	Arbroath
Damp problem in the house that needs attention.	Arbroath
Dampness needs sorted and walls are poorly insulated.	Arbroath
Dangerous light in bathroom needs repaired. Gap at front door lets draughts in. Better insulated. Windows upgraded.	Arbroath
Doors require attention. More efficient heating system.	Arbroath
Doors require to be replaced.	Arbroath
Drafty living room window. Requires attention.	Arbroath
Drains require attention & security door required.	Arbroath
Easier to heat house. Better insulated doors and windows.	Arbroath
Electrics need attention. Windows are dusty inside.	Arbroath
Fencing required for safety and security. Young children play in the garden.	Arbroath
Find it difficult to manage stairs.	Arbroath
Fix damp. Replace garden fences.	Arbroath
Fix damp problem.	Arbroath
Fix damp problem as children in the house.	Arbroath
Flat could be better lit. Prefer a shower instead of a bath.	Arbroath
Flat is wee bit difficult to heat. A more efficient boiler/better insulation would be a help.	Arbroath
Front and back door could be better weatherproofed.	Arbroath
Front and back doors could be better insulated.	Arbroath
Front door stop is dangerous and needs handrail. Rear door handle is rotten.	Arbroath
Gas central Heating.	Arbroath
Gas central heating required. Present system not suitable for an elderly person.	Arbroath
Gas central heating would be a benefit given my age. Night storage heaters are not flexible.	Arbroath
Gas central heating would be a big help - house is cold in winter.	Arbroath
Gas heating.	Arbroath
Heating can be temperamental.	Arbroath
Heating less dampness.	Arbroath
Heating needs repaired.	Arbroath
Heating required upgrading.	Arbroath
Heating system requires upgrading. Have had someone call ours to repair but keeps breaking down.	Arbroath
House can be draughty and difficult to heat.	Arbroath
House could be better insulated and windows require attention.	Arbroath
House could be better insulated. Windows are cold.	Arbroath
House is cold and damp - this requires attention.	Arbroath
House is dark and damp.	Arbroath
House is draughty - better insulation.	Arbroath
I have a beautiful house but it does not meet mobility needs.	Arbroath
Improve doors otherwise ok.	Arbroath
Improve efficiency of first window sometimes draughty.	Arbroath
Improve insulation on bedroom windows.	Arbroath
Improve water pressure for hot water.	Arbroath
Improve windows - drafty - broken safety catches - steps at house are not safe.	Arbroath

Housing problem/improvement suggestion	District
Improved heating system as night heaters are expensive.	Arbroath
Improved heating system required. Attend to damp. Windows require upgrading.	Arbroath
Large windows are drafty. Safety catches are missing.	Arbroath
Leaking windows and dampness needs rectified.	Arbroath
Less dampness. Not suitable for my needs.	Arbroath
More care and attention to repair and maintenance work.	Arbroath
More effective heating system (This is in plan).	Arbroath
More effective insulation in home.	Arbroath
More efficient heating system and better windows.	Arbroath
More efficient heating system, more efficient windows.	Arbroath
More efficient heating system. Better insulated home.	Arbroath
More storage space.	Arbroath
Move the water tank.	Arbroath
Need some repairs walls are crumbling.	Arbroath
New bath needed; will contact housing services.	Arbroath
New doors.	Arbroath
New insulation and windows.	Arbroath
New windows.	Arbroath
New windows.	Arbroath
Nice house but too small for family needs.	Arbroath
Outside security lighting would improve security.	Arbroath
Outside stairs can be slippy.	Arbroath
Outside wall dampness sorted.	Arbroath
Overall good but older windows have a problem with condensation.	Arbroath
Overall quality is good. I would help with the buzzer as I cannot hear it.	Arbroath
Pipework in house in noisy.	Arbroath
Poisonous fumes come from neighbours flat.	Arbroath
Poor heating system required upgrading. There are door and window gaps - house is difficult to heat. Doors require replacing.	Arbroath
Rear door needs gap fixed as it's draughty.	Arbroath
Rectification of dampness of condensation.	Arbroath
Remedy damp problem and better insulated windows.	Arbroath
Remedy of damp problem, young child in house.	Arbroath
Remedy of shower issue.	Arbroath
Repair glass on front door.	Arbroath
Replacement door and windows.	Arbroath
Replacement of cracked shower. Remedy condensation in windows and drafts. Better disabled access.	Arbroath
Replacement/upgrade of bathroom.	Arbroath
Reply to repair enquiry.	Arbroath
Safer windows.	Arbroath
Security door fob does not always work, security door rakes too long to close. Min door is often open all night impacting on security and safety.	Arbroath
Security door instillation would help.	Arbroath
Security within the flat needs to be connected.	Arbroath
Sort the damp out. Garden and fence need to be sorted.	Arbroath
There are cracks in the building.	Arbroath

Housing problem/improvement suggestion	District
There are leaks in the house. Windows are requiring an upgrade.	Arbroath
There is a leak from the flat above and causes dampness. Apart from that then its fine.	Arbroath
Tidier exterior. Litter left from other blocks.	Arbroath
Upgrade to heating.	Arbroath
Upgraded bathroom.	Arbroath
Upgraded electric sockets and better insulation.	Arbroath
Upgraded heating system would be a big benefit.	Arbroath
Upgrading of bathroom; new windows and doors/better insulation.	Arbroath
Very comfortable and warm home.	Arbroath
Very happy with house.	Arbroath
Very pleased with house very suitable for your needs.	Arbroath
We would like action taken re condensation and efficiency of windows.	Arbroath
Windows and front door could be better insulated. Windows rattle and the door jams.	Arbroath
Windows and garden fence requires upgrade.	Arbroath
Windows are a bit draughty.	Arbroath
Windows are drafty and require attention. Storage heaters are not efficient and walls are very thin.	Arbroath
Windows are drafty. Handrail requires attention.	Arbroath
Windows are quite old - problem with condensation - requires attention.	Arbroath
Windows are sometime cold, drafty with condensation - need upgrading	Arbroath
Windows could be better for heating loss and noise insulation.	Arbroath
Windows could be better insulated. Windows could be safer for flat.	Arbroath
Windows could be improved from draughts and noise.	Arbroath
Windows could be more efficient. Windows require upgrading.	Arbroath
Windows could do with attention	Arbroath
Windows need to be much better insulated and sealed.	Arbroath
Windows require attention. Eradicate rising damp in bedroom walls.	Arbroath
Windows require to be upgraded. Rear kitchen window is only single glazed.	Arbroath
Windows require upgrading and water tightening.	Arbroath
A new home.	Brechin
A walk in shower.	Brechin
Bathroom upgrade.	Brechin
Better bathroom.	Brechin
Better sound insulation.	Brechin
Better windows and bigger house.	Brechin
Clear damp smell in bathroom.	Brechin
Could do with bigger.	Brechin
Dampness.	Brechin
Far too small and draughty.	Brechin
Gas heating and bathroom upgrade.	Brechin
Gas heating.	Brechin
Gas heating.	Brechin
Get the little repairs done.	Brechin
Glass replacement on veranda door.	Brechin
Less damp.	Brechin
Less damp. Windows leak. Better heating system.	Brechin
Less damp and mould.	Brechin

Housing problem/improvement suggestion	District
Less damp more decoration.	Brechin
Less damp.	Brechin
Less damp.	Brechin
Less damp.	Brechin
Less dampness.	Brechin
More insulation.	Brechin
More secure front door.	Brechin
Needs paint and decoration.	Brechin
New bathroom.	Brechin
New bathroom	Brechin
New bathroom	Brechin
New bathroom and dampness.	Brechin
New bathroom.	Brechin
New kitchen.	Brechin
Quicker repairs.	Brechin
Replace guttering.	Brechin
Sound insulation, window replacement and new bathroom.	Brechin
Tiling in bathroom.	Brechin
Warmer and no condensation.	Brechin
Windows.	Brechin
Windows / bathroom.	Brechin
Windows needing fixed.	Brechin
Would like a bigger house.	Brechin
A bit big.	Carnoustie
A bit damp.	Carnoustie
Bathroom being done.	Carnoustie
Could do with a bigger house.	Carnoustie
Damp in bedrooms.	Carnoustie
Damp. More room.	Carnoustie
Doors need sorted wrong hinges just a 'bodge' up.	Carnoustie
External condition. Harling is very poor and dampness is a problem.	Carnoustie
Extra space.	Carnoustie
Fitted kitchen has been promised.	Carnoustie
Get central heating controls fixed	Carnoustie
Had to re-decorate the extension after mould problem. Had to renew skirting and doors.	Carnoustie
Heating not efficient and expensive.	Carnoustie
Just as problem with the finishing on the upstairs toilet flush.	Carnoustie
Just the damp.	Carnoustie
Leak in roof.	Carnoustie
Like a smaller house less costly to heat.	Carnoustie
More lights on ceilings.	Carnoustie
Mould and damp issues.	Carnoustie
Need new windows. Not in line with current fire regulations.	Carnoustie
No bathroom suite. Needs redecorated.	Carnoustie
No issue apart from boiler problem.	Carnoustie
Not big enough. Problems with neighbours; noise.	Carnoustie
Not enough space.	Carnoustie

Housing problem/improvement suggestion	District
Plumbing problem with dishwasher.	Carnoustie
Problem with stairs.	Carnoustie
Still a lot of things outstanding. Damp in cupboards, external light not working.	Carnoustie
Tiles off in bathroom. Damp problem.	Carnoustie
Windows and doors need replaced. Damp and draughty.	Carnoustie
Windows are draughty.	Carnoustie
Windows needing replaced. Damp problems.	Carnoustie
A back door into garden as no access; have to go out front and round the back of house.	Forfar
A backdoor into the garden.	Forfar
A bigger house.	Forfar
A shower as unable to get out of bath now.	Forfar
A walk in shower	Forfar
Address dampness	Forfar
Airflow in bedrooms as it's causing condensation.	Forfar
Another bedroom. Shower instead of bath as small bathroom.	Forfar
Attend to damp in bedroom draughty windows need replaced.	Forfar
Attic extensions as don't want to move.	Forfar
Better draught proofing in kitchen.	Forfar
Better heating system.	Forfar
Better heating.	Forfar
Better inside doors.	Forfar
Better insulation.	Forfar
Better insulation.	Forfar
Better insulation.	Forfar
Better insulation to keep house warm new heating system promised still waiting.	Forfar
Better insulation.	Forfar
Better insulation.	Forfar
Better insulation. Better fitting doors and windows as very draughty.	Forfar
Better quality workmanship.	Forfar
Better walls; all bumpy.	Forfar
Better water pressure as cistern takes ages to fill up.	Forfar
Better windows as they are drafty, get rid of rotten wood in bathroom and floorboards.	Forfar
Better windows; draughty.	Forfar
Bigger house as my son sleeps in the living room and my grandson sleeps with me	Forfar
Bigger rooms and garden.	Forfar
Blow up and start again. Nothing right one thing after another.	Forfar
Brick up under front window as it loses a lot of heat being wood.	Forfar
Buzzer keeps breaking.	Forfar
Can't get light bulb for the bathroom.	Forfar
Cannot manage steps up to the house therefore I cannot go out.	Forfar
Carry out repairs when reported still waiting after 2 years +.	Forfar
Damp issues to be resolved, attention to squeaky floorboards, sound proofing.	Forfar
Dampness.	Forfar
Deal with damp and mould.	Forfar
Deal with damp on outside walls. Time taken to get a bigger property for health reasons.	Forfar
Deal with dampness on walls.	Forfar
Deal with the damp problem always a smell. Bigger rooms or house.	Forfar

Housing problem/improvement suggestion	District
Decent windows; too draughty.	Forfar
Different hating. Storage heaters are very expensive to run.	Forfar
Door frames have gaps and wind blows in.	Forfar
Door replaced, no window keys, general upgrade.	Forfar
Drafty windows need replaced. Backdoor path needs repaired as child keeps falling with the cracks.	Forfar
External insulation.	Forfar
Gas central heating.	Forfar
Gas central heating.	Forfar
Gas central heating to be installed.	Forfar
Gas central heating. Windows are draughty and damp in bedroom.	Forfar
Get rid of damp patch in bedroom.	Forfar
Have the roof and guttering cleaned. Every time it rains I'm left with a mess of moss on the path and doorstep.	Forfar
Home improvements better work done; electric sockets some don't work and loose. New bathroom floor is rotten.	Forfar
If job was done to regulations and had not left damp in bedroom.	Forfar
If problem with rain flooding porch could be solved. They tried but unsuccessful.	Forfar
Improve heating and attend to draughty doors.	Forfar
Install a manual humidity fan as in the winter the fan draws all the heat out of the house.	Forfar
Kitchen and bathroom need updated.	Forfar
Kitchen heater has never worked and kitchen is very cold.	Forfar
Modernise it. Deal with dampness in bedrooms.	Forfar
More cupboard space and better Yale locks.	Forfar
More storage but there is no room for it.	Forfar
More storage in the kitchen more cupboards - not enough space to put things away.	Forfar
Move wash hand basin away from bath was promised a new bathroom.	Forfar
Need new cistern as it keeps getting repaired but other parts go wrong.	Forfar
New bath.	Forfar
New bathroom	Forfar
New bathroom	Forfar
New bathroom	Forfar
New bathroom	Forfar
New bathroom	Forfar
New bathroom	Forfar
New bathroom been waiting 3 years for a shower as its difficult using bath.	Forfar
New bathroom promised years ago still waiting.	Forfar
New bathroom which was promised 16 years ago. Better heating system. Improve the hot water system as it takes too long for hot water to flow.	Forfar
New bathroom.	Forfar
New bathroom. We were told we were getting one year ago.	Forfar
New bathroom; this one is old fashioned. They said would come out but still waiting.	Forfar
New central heating - stairs are very squeaky.	Forfar
New inside and outside doors.	Forfar
New kitchen window draughty.	Forfar
New outside doors - very draughty.	Forfar
New radiators in living room.	Forfar

Housing problem/improvement suggestion	District
New toilet.	Forfar
New windows - drafty	Forfar
New windows and doors – draughty.	Forfar
New windows and doors as house is very draughty and does not retain heat. Change heating to gas. New bathroom.	Forfar
New windows draughty kitchen is freezing.	Forfar
New windows draughty. Bathroom taps need new washers.	Forfar
New windows.	Forfar
New windows.	Forfar
New windows; draughty.	Forfar
New windows; draughty. Security entry repaired. Improve inside front door area.	Forfar
Nothing recently moved in so work is ongoing.	Forfar
Outside walls need harled and painted.	Forfar
Overcrowded at moment so need more space.	Forfar
Put in central heating as house is cold.	Forfar
Remove mould from walls. Bath needs refitted; coming away from wall.	Forfar
Repair dampness in bedroom.	Forfar
Repair new windows they are worse than ones taken out.	Forfar
Repair the bathroom.	Forfar
Repair to door after break in. New boiler.	Forfar
Repair to inner wall which i reported 3 years ago.	Forfar
Repair to kitchen floor as its sinking.	Forfar
Repairs needing done and not getting done.	Forfar
Repairs to the porch as the timber is rotting. Bedroom window doesn't open properly.	Forfar
Resolve dampness.	Forfar
Resolve problem with draughty windows and doors. Kitchen and bathroom taps need replaced as they hurt my hands.	Forfar
Separate bedroom instead of bedsit.	Forfar
Shower installed as disabled.	Forfar
Solve damp problem in walls.	Forfar
Solve small damp patch in bedroom.	Forfar
Stairlift as my wife is disabled she has osteoporosis.	Forfar
The layout.	Forfar
Underfloor insulation.	Forfar
Update bathroom - all the doors and need replaced. Draught windows and dampness.	Forfar
Update the kitchen and more economical heating.	Forfar
Upgrade bathroom.	Forfar
Upgrade for retaining heat better insulation.	Forfar
Upgrade insulation and heating.	Forfar
Upgrade its showing signs of age.	Forfar
Upgrade kitchen and bathroom; better windows draughty even though they are new.	Forfar
Upgrade sink and toilet in bathroom.	Forfar
Walk in shower.	Forfar
Walk in shower.	Forfar
Wall insulation. Wind blows in from the north.	Forfar
Warmer floor.	Forfar
Worker said council should have a look at chimney and would report it but nobody has been.	Forfar

Housing problem/improvement suggestion	District
Bathroom needs upgraded.	Kirriemuir
Bathroom/dampness/mould.	Kirriemuir
Being rehoused.	Kirriemuir
Better windows.	Kirriemuir
Bigger house	Kirriemuir
Bigger kitchen. Bathroom modernised.	Kirriemuir
Carpets instead of flooring place cold.	Kirriemuir
Coal fire.	Kirriemuir
Damp problems sorted.	Kirriemuir
Floorboards needing replacing - dampness - feel water on walls.	Kirriemuir
Flooring squeaks.	Kirriemuir
Gas central heating.	Kirriemuir
Get a move nearer to my mum.	Kirriemuir
Get gas central heating put in.	Kirriemuir
Heating in the house is not hot enough.	Kirriemuir
House needs more insulation.	Kirriemuir
Longer length gas radiators.	Kirriemuir
More cupboards.	Kirriemuir
More efficient windows and doors.	Kirriemuir
Mould, lack of heating.	Kirriemuir
Needs upgrading.	Kirriemuir
New bathroom.	Kirriemuir
New front door. Kitchen window to come further in to open.	Kirriemuir
New toilet. Electric fixed in bathroom.	Kirriemuir
New windows to cut down on draughts.	Kirriemuir
New windows.	Kirriemuir
New windows. Garden take out driveway in speeds ramps on road.	Kirriemuir
Nicer doors/skirting and nicer gardens.	Kirriemuir
Not enough storage.	Kirriemuir
Nothing- a new bathroom.	Kirriemuir
Outside harled.	Kirriemuir
Painting of exterior walls.	Kirriemuir
Repair bathroom sink. Replace bath and toilet.	Kirriemuir
Things sorted out before moving in.	Kirriemuir
Top door at stairs to stop children falling down them.	Kirriemuir
Waiting on gas central heating, expensive to run storage heaters.	Kirriemuir
Walls a mess cold downstairs.	Kirriemuir
Wider doors.	Kirriemuir
Windows at front of house are rotten.	Kirriemuir
Windows draughty, dampness/condensation bathroom walls.	Kirriemuir
Windows/doors draughty.	Kirriemuir
Work been done before you move in.	Kirriemuir
Back door replacement.	Monifieth
Better electric meter.	Monifieth
Better heating system.	Monifieth
Better neighbours.	Monifieth
Better noise insulation.	Monifieth

Housing problem/improvement suggestion	District
Better shower and handrail.	Monifieth
Cure dampness; repair outside heating; better double glazing and doors double glazed.	Monifieth
Cure for dampness.	Monifieth
Garden too big.	Monifieth
Gas heating.	Monifieth
More maintenance, decoration and upgrade bathroom.	Monifieth
Tackle damp.	Monifieth
Plumbing in bathroom and kitchen.	Monifieth
Sort out structural problems.	Monifieth
Warmer (home).	Monifieth
3 bedrooms needed.	Montrose
A bath needed.	Montrose
A bigger house.	Montrose
Absolute shambles when you get house/industrial cleaners never done anything.	Montrose
Airing cupboard window broken - Lost keys can't get into house have had to leave it open	Montrose
Bathroom is damp.	Montrose
Better bathroom. Could be laid out better and give us a shower.	Montrose
Better front door.	Montrose
Better kitchen, bathroom and porch. Draughty and falling to bits.	Montrose
Better outlook; better neighbours.	Montrose
Better water flow, Letterbox and central heating.	Montrose
Could do with bigger house.	Montrose
Council to take care of their own property. Listen to the tenant and communicate.	Montrose
Dampness in airing cupboard/need an extra switch at this end of hall -unable to reach other one	Montrose
Different house.	Montrose
Door handles falling off. Cable In bedroom light fitting not working.	Montrose
Draught proof on doors needed.	Montrose
Extra step at door or rail.	Montrose
Heater in bathroom. Rusting next to sink.	Montrose
Home is good bathroom needs finishing.	Montrose
Its damp; corner in living room damp, all the bedrooms damp; refuse help; coming near pipes.	Montrose
Just repairs.	Montrose
Kitchen.	Montrose
Kitchen - water damage in cupboard that they didn't fix properly.	Montrose
Kitchen again.	Montrose
Leaving me alone.	Montrose
Less dampness.	Montrose
Looking to move. On priority list but number 96.	Montrose
More light in hall and external close door.	Montrose
More space.	Montrose
Move us.	Montrose
Need new windows. Handles so stiff on kitchen window.	Montrose
Need new windows. No cavity wall insulation.	Montrose
Needs insulation.	Montrose
New bathroom.	Montrose
New doors and outside painters. The paint is peeling off the walls outside.	Montrose
New kitchen needed.	Montrose

Housing problem/improvement suggestion	District
New kitchen needed.	Montrose
New windows.	Montrose
New windows.	Montrose
New windows/cold windows/the wind/mouldy and damp.	Montrose
Noise insulation in the house/neighbours above.	Montrose
Noise insulation.	Montrose
Overall better design; more productive space.	Montrose
Paying full rent; a lot of repairs need done reported 3 times.	Montrose
Pull cord in bathroom needing fixed.	Montrose
Shower again.	Montrose
Shower needed.	Montrose
Shower needed. Got heart problem.	Montrose
Shower needed. Had a stroke; mobility.	Montrose
Skirting boards need painted.	Montrose
Some repairs done new bath; how water works no central heating and it was promised.	Montrose
The area is poor. Druggies going about shouting.	Montrose
The kitchen door one side of the runners off. Front door broken and sticking.	Montrose
The nails on the boarding coming through wall.	Montrose
The outside wall being repaired.	Montrose
The repairs being done. These are not family homes; overcrowding.	Montrose
The walls are falling apart big holes everywhere. The quality of the walls; windows as well.	Montrose
Upgrade of the property.	Montrose
Waiting on disabled ramp coming.	Montrose
We need new windows. They are very cold which means our heating bill goes up.	Montrose
Windows again.	Montrose
Windows draughty.	Montrose
Would like a move.	Montrose

Annex 4 – Rent level issues/improvement options

Q13 - If you said rent was 'POOR' value for money, what would improve the value for money of rents?

Issue with rent value/improvement	District
£70 weekly for a bedsit is poor.	Montrose
A bigger house for the amount of rent paid would be beneficial.	Arbroath
Charge is a bit steep/should be lower.	Kirriemuir
Amenities charge is excessive.	Brechin
Another house.	Arbroath
Attention to damp and repairs.	Arbroath
Bathroom sorted.	Kirriemuir
More bedrooms.	Forfar
Better heating system. And (rent) it's gone up again.	Monifieth
Better house with better neighbours.	Forfar
Better housing.	Montrose
Better housing.	Brechin
Better quality and less damp.	Brechin
Better quality house.	Brechin
Better repair service and quality.	Brechin
Better standard of house.	Monifieth
Bigger rooms/house.	Forfar
Condition of building.	Brechin
Do more building maintenance.	Arbroath
Do necessary repairs and keep house up to standard.	Forfar
Do repairs as required.	Forfar
Do the improvements.	Brechin
Do the necessary repairs.	Forfar
Don't put rents up.	Arbroath
Sort internal draughts.	Kirriemuir
Easier to heat. All utilities are expensive.	Arbroath
Expensive for age and quality of house.	Arbroath
Expensive for age of house.	Arbroath
Expensive for area and quality of house.	Arbroath
Expensive for size of house.	Carnoustie
Expensive for size of property.	Arbroath
Expensive for what it is.	Carnoustie
For a 2 bedroom house in a poor condition.	Carnoustie
For security and quality of home, rent is poor value for money.	Arbroath
For standard age of house and facilities and find it high when combined with Council tax.	Arbroath
Gas heating.	Arbroath
Get work finished on time. Take care of building.	Forfar
Good value for money if damp sorted and windows better.	Arbroath
Having a house with repairs done and finished properly.	Montrose
Heating is not adequate and expensive.	Arbroath
Hefty rent here.	Montrose
High for location (near railway) and age of property.	Arbroath
House has been broken into twice; feel it is expensive for area.	Arbroath

I compare the rent to others who pay less for better and bigger homes.	Arbroath
I pay £309 for rent, I find this too expensive.	Montrose
I think it is expensive for the quality of a one bedroom flat.	Arbroath
I think the rent is expensive for type of property and location/amenities.	Arbroath
I would expect a quicker response to enquiries for the level of rent that I pay.	Arbroath
If all repairs required were done.	Forfar
If items were upgraded.	Brechin
Improve on the jobs being done.	Montrose
Improvements to the house.	Forfar
It's a flat; rent more like a home.	Brechin
Just a bit expensive.	Forfar
Keep it down.	Arbroath
Kitchen needing revamp a bedroom; all the old stuff been left.	Montrose
Lack of insulation. Bathroom could be re-done.	Brechin
Less damp.	Brechin
Modernise it. Soundproof it.	Forfar
More eco-friendly.	Forfar
More space.	Brechin
New windows. Waste of time doing. Wall insulation and leaving draughty windows.	Forfar
No increases.	Monifieth
Not for standard of house. House is expensive to heat.	Arbroath
Nothing could be done, except modernize bathroom.	Forfar
Nothing just too expensive for one bedroom house.	Forfar
Poor area for value of house /need a bigger house.	Montrose
Poor storage in house. Would be good if garden and fence were sorted.	Arbroath
Do not put rent up.	Kirriemuir
Quicker repairs.	Arbroath
Reasonable for the quality of the house.	Arbroath
Rent arrears, holes in walls.	Kirriemuir
Stop rent going up in price.	Montrose
Rent is expensive for condition of house and taking heating bills into consideration.	Arbroath
Rent is expensive for facilities and age of house.	Arbroath
Rent is fairly expensive for the age of the house.	Arbroath
Rent is not good value for money for standard of property.	Arbroath
Rent would be good value for money if house bills were reasonable.	Arbroath
Repair the house.	Forfar
Repairs getting done; the garden. Am not able (to do it) now.	Montrose
Requires too much attention and not being done.	Forfar
Security doors and heating.	Brechin
Similar houses are cheaper.	Forfar
Sort out the problems we pay for everything.	Brechin
Stop raising it.	Monifieth
The repairs done on house.	Montrose
They don't use competent contractors to do repairs and maintenance.	Forfar
Too dear.	Kirriemuir
Too expensive-reduce level.	Carnoustie
Too expensive-reduce level.	Carnoustie
Too expensive-reduce level.	Brechin

Too expensive for a one bedroom flat.	Montrose
Too expensive for one bedroom.	Forfar
Too expensive.	Carnoustie
Too expensive.	Carnoustie
Too high for size of home.	Brechin
Too high for the type of property, needs updated.	Forfar
Two rooms for £67 a week per person seems high.	Kirriemuir
Updating property would help.	Forfar
Updating the property and new heating system.	Forfar
Reduce it -very expensive.	Forfar
Warmer house.	Brechin
Work carried out that they say they are going to do.	Kirriemuir
Would be very good if heating worked.	Arbroath
Would be very good if repairs were attended to and house was easier to heat.	Arbroath

Annex 5 – Improving the neighbourhood

Q13 - What would be likely to increase your satisfaction with the management of your local neighbourhood?

Neighbourhood issue/improvement	District
There is sometimes a disturbance in the close. A security door would help.	Arbroath
A better social mix; we often get problems with anti-social behaviour.	Arbroath
A more suitable property. I am the only tenant who attends to communal areas.	Arbroath
To have a safe place for children to play.	Arbroath
Adjacent grass could be cut more often - weed control is a problem.	Arbroath
Better attention to communal outside areas would be a benefit.	Arbroath
Better attention to tree cutting and leaf collection.	Arbroath
Better care and attention to grass cutting. Also follow up on anti-social litter problems.	Arbroath
Better care of hedges and trees to avoid becoming overgrown.	Arbroath
Better communication, posters to keep neighbours engaged with communal cleaning.	Arbroath
Better communication and more community engagements.	Arbroath
Better communication re car parking and use of spaces and garages. Would make road safer at night.	Arbroath
Better communication with neighbours about anti-social behaviour. Community officers need to be more effective.	Arbroath
Better community engagement to improve communal aspects of tenancy.	Arbroath
Better control of dog fouling.	Arbroath
Better control of tree growth.	Arbroath
Follow up on our anti-social behaviour. Litter and mess is a problem on stair and communal areas.	Arbroath
Better follow up on rubbish and litter problem.	Arbroath
Better implications of tenant regulations re anti-social behaviour.	Arbroath
Better leaf collection and grass collection (can lead to a slipping hazard).	Arbroath
Better security door.	Arbroath
Better tenancy allocations.	Arbroath
Bin management and litter problems around houses could be better managed.	Arbroath
Bring attention to problem with rubbish being dumped outside flat.	Arbroath
Care taken to ensure good tenants are located in this area when there are children, schools and parks to ensure their safety.	Arbroath
Clear rubbish from common areas.	Arbroath
Clearance of litter and rubbish.	Arbroath
Collection of leaves could be better.	Arbroath
Communal area is poorly kept and needs addressed.	Arbroath
More communal grass cutting would be much better.	Arbroath
Communication with noisy neighbours could be better.	Arbroath
Could be a lot quicker in dealing with anti-social behaviour.	Arbroath
Could be quicker to deal with anti-social behaviour.	Arbroath
Could do more for community and provide amenities for kids.	Arbroath
Council housing services is very good at cleaning rubbish but better communication with neighbourhood is needed.	Arbroath
Council housing services were excellent when dealing with troublesome neighbours.	Arbroath
Deal with anti-social behaviour quickly (has been a problem for 2 years).	Arbroath
Effective clearing of blown leaves on path. Those causing a slipping hazard.	Arbroath
More external lighting is a priority as it is not safe at nights.	Arbroath

Neighbourhood issue/improvement	District
External lighting should be changed. Security door not provide security.	Arbroath
More external security lighting.	Arbroath
Tidying up grass cuttings.	Arbroath
Better grass maintenance and better parking facilities.	Arbroath
Housing service try their best but feel other tenants could be better motivated to keep area tidy.	Arbroath
Housing services need to engage with other agencies to make environment safe and secure.	Arbroath
I am a bit left out in this house - leaf collection is a problem- a slipping hazard.	Arbroath
Leaves could be tidied quicker. Blown leaves create a hazard for slipping and better gritting.	Arbroath
Less noise and dealing with rubbish.	Arbroath
Deal with the problem of littering.	Arbroath
Litter problem - bin provision is insufficient for number of flats.	Arbroath
Maintain the garden grounds.	Arbroath
Make sure tenants keep properties to high standards.	Arbroath
More attention to cleaning communal areas. Everyone should take their turn.	Arbroath
More Council presence better garden management.	Arbroath
More engagement with tenants and improve the areas.	Arbroath
More help with anti-social behaviour .Making sure people behave sociably.	Arbroath
Need to give security door maintenance a priority.	Arbroath
Neighbourhood could be motivated to do more. Better bin management.	Arbroath
Getting rid of tenants who drug abuse.	Arbroath
Operation of security door is somewhat of a worry.	Arbroath
Overall a nice well-kept area however driveway used by now resident cars. More recognition required for award winning gardens to keep standards high.	Arbroath
Path could be gritted in the winter.	Arbroath
Quicker action to challenge noisy neighbours.	Arbroath
Quicker and more effective attention to anti-social behaviour. Check stain is being cleaned.	Arbroath
Quicker and more effective management of anti-social behaviour. Too quick to give benefit of doubt to persistent offenders.	Arbroath
Quicker attention when anti-social behaviour manifests itself to ensure incidents are rectified quickly.	Arbroath
A rear external lighting to improve security	Arbroath
Fix the rear security door.	Arbroath
Roads and pavements could be swept more frequently	Arbroath
Rubbish is taken away when we phone but there is an underlying problem with the neighbourhood and rubbish that needs addressed.	Arbroath
Security door sometimes doesn't work.	Arbroath
Security door would likely cut down noise in close.	Arbroath
Security door.	Arbroath
Some of the other blocks are untidy and could do with attention.	Arbroath
Tenancy allocations.	Arbroath
Tenant's communication. Issue with untidy neighbours. Could be more for the kids to do.	Arbroath
The flat neighbours could be improved.	Arbroath
There are a lot of anti-social neighbours in this area. This is a concern with children. More consideration of this required.	Arbroath
There is a problem with litter from neighbouring properties. Follow up on walk around.	Arbroath
Tidy up rough ground.	Arbroath

Neighbourhood issue/improvement	District
Window replacement.	Arbroath
To get rid of a lot of untidiness.	Brechin
Actually have someone in post.	Brechin
Better allocation of houses; been landed with bad neighbours.	Brechin
Better house allocation.	Brechin
Better housing allocation.	Brechin
Better litter and rubbish clearance.	Brechin
Better outside lighting.	Brechin
Better tenancy allocation. Maintenance of gardens.	Brechin
Better tenants and neighbours.	Brechin
Better traffic management.	Brechin
Better winter snow clearance.	Brechin
Carpet cleaned.	Brechin
Replace exterior fence.	Brechin
Exterior maintenance.	Brechin
Free green bins.	Brechin
Install gas central heating.	Brechin
It's going downhill.	Brechin
Less anti-social neighbours.	Brechin
Less hassle from neighbours.	Brechin
Less mess.	Brechin
Less rubbish.	Brechin
Make better use of spare ground; build homes.	Brechin
More engagement with tenants.	Brechin
Deal with the private tenants that cause problems.	Brechin
Quicker roof repairs.	Brechin
Reinstate TSO	Brechin
Repair of skips.	Brechin
Security doors working permanently.	Brechin
More Speed limits.	Brechin
Would like a fence because wall at rear is dangerous.	Brechin
Deal with anti-social neighbours.	Carnoustie
Prevent dog fouling.	Carnoustie
Prevent dog fouling from neighbour's dog.	Carnoustie
Dog fouling is a problem. Rubbish thrown into garden.	Carnoustie
Dog fouling is a problem.	Carnoustie
Dog fouling is a problem. More bins needed.	Carnoustie
Dog fouling, broken glass, antisocial behaviour.	Carnoustie
Everyone should have to look after the garden. Noise and parties at weekends.	Carnoustie
Mend fences, area not being looked after.	Carnoustie
Gardens need done. Do the job properly.	Carnoustie
Clean up grass cuttings.	Carnoustie
Grass needs cut more often.	Carnoustie
Clean up untidy gardens.	Carnoustie

Neighbourhood issue/improvement	District
Landing and stairs are filthy. Needs cleaning with industrial cleaning products.	Carnoustie
No complaints.	Carnoustie
Fix the poor street lighting in certain points of area.	Carnoustie
Deal with noise such as dogs barking.	Carnoustie
Deal with Anti-social behaviour.	Carnoustie
Deal with the damage caused by other tenants. People use my disabled space.	Carnoustie
Resolving security issues.	Carnoustie
Sometime branches left on path.	Carnoustie
Workers are not really fussy about quality of work.	Carnoustie
Address dog fouling on the grass.	Forfar
An area of grass should be put into a car park as when all the residents are at home it's difficult for an ambulance or fire engine to get past.	Forfar
Another bin.	Forfar
Attention to the tenants who impact on other tenants.	Forfar
Be more selective with the tenants they put in. Install large bins.	Forfar
Better parking at back of house. Back garden to be fenced off.	Forfar
Better parking facilities as people come and leave cars and go down town.	Forfar
Better parking facilities.	Forfar
Better parking.	Forfar
Better road maintenance.	Forfar
Better space management for parking which is bad in a narrow street. The grass area not big enough for play areas which could be used.	Forfar
Bring back Council wardens as I can't afford the private services.	Forfar
Bring back the wardens. Improve the work done by the 2 workers who are supposed to do it.	Forfar
Check for dog mess around the scheme.	Forfar
Clean up dog mess.	Forfar
Clear out the junkies.	Forfar
Clear the pavements when it's snowing as I had difficulty going out of my house at weekend due to my disability.	Forfar
Clear up leaves more often. 4 huge trees nearby cause a lot of mess and it's unsafe to walk.	Forfar
Continue to maintain the garden hedges.	Forfar
Council should vet people before they let them live beside tenants. Front garden not fenced off so dog owners let their dogs use it as a toilet.	Forfar
Council to listen to complaints as dogs foul in my garden.	Forfar
Deal with complaints about dogs barking at all hours.	Forfar
Deal with complaints.	Forfar
Deal with problems with upstairs neighbours. Noise police always here.	Forfar
Do proper checks on people who say they are entitled to the tenancy.	Forfar
Dog mess addressed. Heavy traffic and fast traffic. Children dropping litter.	Forfar
Dog wardens to deal with the fouling and put up more bins and signs.	Forfar
Dog fouling needs addressed; very bad here.	Forfar
The Drying greens are too small and recycling bins are too near. Put up cigarette bins outside the flats as people go outside to smoke and it's littered with cig ends.	Forfar
Educate the neighbours to read the instructions on how to use the recycling bins which don't then get lifted with wrong.	Forfar
Enforce rules and regulations when dog owners do not pick up behind their dogs.	Forfar

Neighbourhood issue/improvement	District
Erect resident parking only sign. Clean up parking area which is covered in leaves and mud. Repair holes in fence or put in a gate. School kids are making a short cut through it.	Forfar
Every year I have bother with leaves from Baron Hill Grounds. I am over 90 and unable to clean them up. Help from Council would be good.	Forfar
Follow through complaints about the person it concerns. Should not be homeless flat in middle of block.	Forfar
Garden area needs weeded. Bin area is a disgrace.	Forfar
Grit paths in icy conditions.	Forfar
Grit pavements in bad weather. I have already fallen would make a difference as a lot of pensioners here.	Forfar
Grit the road in bad icy weather.	Forfar
Deal with drug dealing in the area, police is very often in street.	Forfar
If area got swept. Gritted in winter; wish park was kept cleaner as full of cans and broken glass. Doggy bin put up also, car parking improved.	Forfar
If they come round to see the problems and do something about it.	Forfar
Improve bin collection.	Forfar
Improve the play area.	Forfar
Install CCTV or security lights.	Forfar
Install security buzzer, arrange between neighbours to clean common close.	Forfar
Keep a closer eye on known antisocial tenants. There are drug users and alcohol abusers in the neighbourhood they do what they want with no supervision.	Forfar
Keep area cleaner.	Forfar
Keep area tidier.	Forfar
Keep out anti-social people and problems with drugs.	Forfar
Keep out undesirable tenants.	Forfar
Keep reminding tenants in flats to take in bins as it could cause problems walking past.	Forfar
Keep street lighting in working order, clean up dog mess from pavement.	Forfar
Keep track of tenants who are causing problems.	Forfar
Light at back door as very dark when taking bin out as there are steps. Flag stones are uneven.	Forfar
Listen to complaints about dog mess and damage to property.	Forfar
Listen to people who attend the residents meetings. Keep area cleaner.	Forfar
Listen to single tenants not just couples and families.	Forfar
Make it safer for kids, keep out drug users.	Forfar
Make regular checks in block houses, to ensure tenants do their bit to keep it tidy. Put out and take in bins.	Forfar
Make the avenue one way as it's a bus route and it's very narrow with parked cars and no passing places.	Forfar
More parking; make use of grass areas.	Forfar
New street lights are too dark. Roads around here don't get gritted as not on bus route.	Forfar
Nothing except people letting their dogs foul on grass outside window.	Forfar
Notify some tenants to take in bins. Salt and grit pavements when required.	Forfar
Only problem is with cats and dogs.	Forfar
Outside area needs attention. Broken slabs and bannister need repaired and dip in flagstones. Mark out places in car park.	Forfar
Paint common areas in building.	Forfar
Park is not safe; nothing for little children; swings are all rusty.	Forfar
Parking facilities are a nightmare here.	Forfar

Neighbourhood issue/improvement	District
Better parking for emergency services outside my house.	Forfar
Pay attention to homeless units as they cause problems.	Forfar
Pay attention to the kind of people they put in.	Forfar
Pay more attention to the anti-social neighbours.	Forfar
Pay more attention to the type of tenant put in with young families. No druggies!!	Forfar
Pay more enforcement to the bins. Put on the original stickers saying what is allowed in each one.	Forfar
Pick up grass after its cut as it comes into the house on your feet.	Forfar
Put on gates with keys to tenants as path is used by people dog walking and it's covered in dog mess.	Forfar
Put up a residents only sign in car park as it's used by nearby businesses.	Forfar
Put up more notices for penalty fines for dog fouling.	Forfar
Remind tenants to do their share of keeping the outside of the flats clean and tidy. Follow up on complaints. Remind tenants to put bins out to be emptied.	Forfar
Remind tenants to use the recycling bins properly.	Forfar
Removal of litter from garden areas.	Forfar
Retain the children's play park	Forfar
Seats in the little park area.	Forfar
Solve flooring on pathway. Broken slabs on doorway need replaced.	Forfar
Solve problem with dog fouling on path.	Forfar
Some of the neighbours coming into the scheme are not desirable. I have had to phone the police about kids throwing a ball and damaging the garden door.	Forfar
Sort out problems with anti-social tenants all night parties. Young singles should not be put in with families and older people.	Forfar
Stop next door been used as homeless unit as the tenants don't take of it and leave a mess behind.	Forfar
Stop putting junkies near families.	Forfar
Street lighting for security.	Forfar
Take care of grounds.	Forfar
Take control of drug addicts and dealers.	Forfar
Tell tenants to put bins out the rubbish collects.	Forfar
To tell tenants to put rubbish into bins outside and not in buildings.	Forfar
To tell tenants to take bins off the streets.	Forfar
Tenants being informed sooner when roadworks take place.	Forfar
The bins are always full. The pathway through the park gets flooded.	Forfar
The path down into the estate is a mess junkies steal from garden. The trees make a mess in my garden.	Forfar
The path from my house down to Tarrantly is a disgrace. Dog mess, rubbish and weeds.	Forfar
Tidy up the surrounding area.	Forfar
To notify tenants of their responsibility to keep area clean and act on complaints. Also restrict number of dogs in one household to one as specified.	Forfar
Try to resolve dog mess in area.	Forfar
Work on back area of house; it's an eyesore.	Forfar
To tackle antisocial behaviour in the area.	Kirriemuir
Address issues with neighbours.	Kirriemuir
Car parking only white lines boxed in with car.	Kirriemuir
There is dog dirt everywhere; fix the broken roads.	Kirriemuir
Stop all the dogs barking.	Kirriemuir
Deal with the amount of drug users.	Kirriemuir

Neighbourhood issue/improvement	District
Stop everyone looking in my window. An Extra bedroom.	Kirriemuir
Get told what is happening.	Kirriemuir
More help with neighbour problems.	Kirriemuir
Getting on with the neighbours.	Kirriemuir
Getting people to look after their garden.	Kirriemuir
By giving me good neighbours.	Kirriemuir
Great down here.	Kirriemuir
Have more kids play in the park.	Kirriemuir
Having fewer dogs in the area.	Kirriemuir
More dog bins and signs, drains getting cleared.	Kirriemuir
More police presence as drug dealing is going on.	Kirriemuir
More speed bumps.	Kirriemuir
Move junkies out.	Kirriemuir
Implement a neighbourhood watch and a better Police attitude.	Kirriemuir
Neighbours keep their gardens tidier.	Kirriemuir
Deal with the nettles on the path, garden needs grass cut.	Kirriemuir
Asking No 12 to leave.	Kirriemuir
Parking issues should be tenants only; can't park car near house.	Kirriemuir
Parking under control. Parking permits nobody seems to know about it.	Kirriemuir
Deal with complaint about neighbours nothing has been done; also the dog next door constantly barks.	Kirriemuir
Problem with neighbours.	Kirriemuir
Problems with parking.	Kirriemuir
Remove dog fouling.	Kirriemuir
Repair the pavement.	Kirriemuir
Enforce speed limit.	Kirriemuir
Speed ramps on the road. More community wardens.	Kirriemuir
Stop dog barking- sort out damp.	Kirriemuir
Tackle drug user neighbours; say nothing can be done. Tidy up tenant gardens. More checks on estate; say they have no money but update homes.	Kirriemuir
Cut the tree down.	Kirriemuir
Better parking facilities.	Monifieth
Better tenant allocations.	Monifieth
Better waste collection; better maintenance.	Monifieth
Clean up the dog poo.	Monifieth
Get rid of the junkies.	Monifieth
More community spirit.	Monifieth
Really need a move.	Monifieth
If you saw more of the housing service on the website.	Montrose
To tackle noise in the area as it is a bit noisy.	Montrose
A fence around garden would help as my daughter is autistic and could run away.	Montrose
A new house.	Montrose
Again don't put homeless people with families and junkies and perverts.	Montrose
Path is very uneven, needs addressed.	Montrose
Car parking facilities.	Montrose

Neighbourhood issue/improvement	District
Condition of pavements in lower hall street need to be better as I have fallen with the buggy.	Montrose
Council listen to tenants and doing what they say.	Montrose
Dog mess on pavement is terrible and needs fixed.	Montrose
Deal with all the Dogs mess and no wardens going about.	Montrose
Deal with druggies in the street and drug dealers about.	Montrose
Stop drunks knocking at my door; neighbours offering drink while being a recovering alcoholic.	Montrose
Stop drunks fighting every night.	Montrose
Help me get my garden back.	Montrose
Handyman to do repairs.	Montrose
I have overpaid to April well overpaid have asked three different and got no word back.	Montrose
Address the level of drug addicts in the neighbourhood they live at [removed] Ferry street everyone knows this.	Montrose
Less noise and better outlook.	Montrose
Stop the letting of houses.	Montrose
Montrose Council very slap dash. Don't listen to the customer. Waiting for request from Council to do job.	Montrose
More information regarding bin service.	Montrose
Move the junkies out.	Montrose
Driveway needs repaired as the slabs are loose.	Montrose
A New entry system someplace.	Montrose
Deal with neighbours at the top of the road they cause a disturbance.	Montrose
Neighbours next door leave mess in stair, they pulled off curtains of windows and they broke Christmas tree on stairs big bags of rubbish left outside door.	Montrose
Have my neighbours dealt with have complained nothing done.	Montrose
Deal with the neighbours upstairs; shouts abuse at my kids. Social involved and police.	Montrose
Stop the noise from dogs barking; about 5 or 6 dogs in the flat area. Dogs barking in the garden. It's a mess.	Montrose
Paying for green bins is not acceptable when paying full community charge.	Montrose
Get of drunks at number 24; he is a nuisance steaming drunk in wheelchair.	Montrose
Salt needed for road	Montrose
Someone feeds the seagulls which brings more to the area.	Montrose
Speed of cars in housing scheme.	Montrose
The garden to have it done when moved in no one has been.	Montrose
The garden I have complained about it.	Montrose
The neighbours dog barking all day.	Montrose
Sorting out neighbours.	Montrose
The scatter flats of homeless people, drug takers and perverts.	Montrose
To an extent happy. Neighbours leave rubbish on lawn and dogs dirt/ dogs digging in gardens.	Montrose
Too many junkies and polish people. Very noisy top flat.	Montrose
To exchange me to a 2 bed house.	Montrose

Annex 6 – Other comments/changes proposed

Q - Finally, are there any changes or improvements that would you like the Council's Housing Service to make to the service it currently provides?

Housing and service issues/suggested improvements	District
Allocate houses to suit tenant's needs.	Arbroath
Angus Council work quickly to deal with anti-social behaviour but with children in the house feel more could be done about damp.	Arbroath
Aside from the lighting issue raised I am very happy with ACHS.	Arbroath
Communications should be more focused and interesting to make sure the cost of newsletter gives value for money to tenants and council tax payers.	Arbroath
Council are good at keeping the neighbourhood tidy, but damp in my house is getting me down.	Arbroath
Easier to contact the local office face to face and on the phone.	Arbroath
English is not my first language; I sometimes need a bit more help.	Arbroath
English is not my first language so i would sometimes need a little help to better understand things.	Arbroath
Everything.	Arbroath
Installing gas heating.	Arbroath
Head office needs to make me aware of tenant groups.	Arbroath
Happy to keep using the service. Perhaps a Facebook page would be useful in communicating with tenants.	Arbroath
Happy with house over long standing tenancy.	Arbroath
Improve the standard of heating.	Arbroath
House meets needs perfectly, safe and secure. Repairs attended quickly to 3 years ago.	Arbroath
House would benefit from better heating.	Arbroath
How to work panels.	Arbroath
I am a member of some of the participation groups above. I feel that Angus Council Housing Services should do more to encourage a wider participation.	Arbroath
I am delighted with the resettlement help from Angus Council Housing Services.	Arbroath
I am highly delighted with house and service from ACHS.	Arbroath
I am highly delighted with my flat ""the best one in Arbroath'	Arbroath
I am very pleased with them.	Arbroath
I find Angus Council Housing Services fair and in my case very helpful.	Arbroath
I hope to settle into new home soon.	Arbroath
I like using Facebook for keeping up to date and would use this more in the future.	Arbroath
I look forward to hearing about the groups above to help improve communication.	Arbroath
A service where someone could help me with my English.	Arbroath
I would like a bit more help from Angus Council Housing Services in relaying information on repairs.	Arbroath
I would like housing services to take upgrades into account rather than putting them off.	Arbroath
Just as stated.	Arbroath
Keep maintenance and repair work local.	Arbroath
Listen to tenants' feedback.	Arbroath
Local offices are very helpful.	Arbroath
More attention to path sweeping otherwise very happy	Arbroath
News windows and damp cleaning.	Arbroath
Newsletter could be more neighbourhood specific.	Arbroath
Experience of allocation and condition of home on move in was poor.	Arbroath
Overall happy but think there could be better follow up on minor repair requirements.	Arbroath
Overall happy with service.	Arbroath

Housing and service issues/suggested improvements	District
Better participation of every group in the area essential this area is included in all decision making.	Arbroath
Quicker allocation.	Arbroath
Quicker attention to tenants' health requirements.	Arbroath
Quicker attention to repair work.	Arbroath
Quicker attention to safety handrail on front door.	Arbroath
Repairs should be more long term e.g. Rotten fence was re-instated but really should have been replaced.	Arbroath
Replace outside vent.	Arbroath
Sometimes difficult time and consuming to contact on telephone.	Arbroath
There are three payments for maintenance and repairs etc would be good if these could be co-ordinated into one payment.	Arbroath
We have raised poor step issues which are of concern for safety. Better administration still not got contract.	Arbroath
More participation with tenants to contribute views.	Arbroath
Allocate me a new house.	Brechin
Better advice re damp.	Brechin
Better contact through switchboard.	Brechin
Better engagement with tenants.	Brechin
Better house allocation.	Brechin
Better mice control.	Brechin
Make the properties more value for money.	Brechin
Installing gas heating.	Brechin
Have an option of three bedroom houses.	Brechin
Less untidiness.	Brechin
Just the improvements / better parking facilities	Brechin
Make sure I am included in all maintenance / some houses are bought.	Brechin
Make sure jobs are done right and proper inspection after completion.	Brechin
New kitchen.	Brechin
I have 3 children and 2 adults need more rooms in my house.	Brechin
Re-home me.	Brechin
Windows improved.	Brechin
Clarification on what changes I can make to interior of house.	Carnoustie
Disappointed that repairs haven't been carried out.	Carnoustie
Garden is a mess. Stumps of trees left. Should get a grant for redecorating.	Carnoustie
Have been told not to use the attic for storage.	Carnoustie
Houses need new doors and windows.	Carnoustie
Inspectors not sent to assess repairs.	Carnoustie
Problems with parking spaces.	Carnoustie
Lack of information from council.	Carnoustie
A less drafty house.	Carnoustie
No problems just kitchen not fit for purpose.	Carnoustie
People not turning up when supposed to.	Carnoustie
Should be an audit on work carried out.	Carnoustie
Slight problem with purchasing.	Carnoustie
Smoke detectors are too sensitive. Faulty units were installed.	Carnoustie
Improve the speed of repairs and lack of proper carers.	Carnoustie
TV aerial needs attention.	Carnoustie

Housing and service issues/suggested improvements	District
We need a dog bin and litter bin.	Carnoustie
Would like to be able to buy house.	Carnoustie
A Council representative from the housing dept. to visit at least monthly to discuss what's happening and deal with complaints.	Forfar
Age limit for siblings to share a room should be reduced; 16 is too old, should be 12.	Forfar
All tenants whether employed or unemployed should be treated equally. Unemployed seem to get all the attention and people to pay full rent have to wait.	Forfar
Better communication with the service.	Forfar
Bring back Tso	Forfar
Bring back wardens to the area.	Forfar
Bring rent office back to the cross change contractors for work and repairs.	Forfar
Check houses properly for faults before being offered to prospective tenants to view.	Forfar
Clean the outside of the building as rubbish gets left out need bigger bins.	Forfar
Clean up the area around the flats as it's very dirty, my neighbours and I try to keep it clean.	Forfar
Do more work on the outside of the buildings. The pavements are breaking up and need repaired.	Forfar
Do what they say they will do.	Forfar
Feedback from meetings which discuss things needed to be done. Waiting for work which was reported 8 years ago.	Forfar
Finish jobs they start.	Forfar
Garden bins were introduced without cost to tenants and now council cannot afford if tenants have to pay.	Forfar
More time to decide whether or not to accept a house. I had to decide in 10 minutes, looking back i would not accept it now.	Forfar
I will bring anything up at next meeting.	Forfar
Improve work done to property when required.	Forfar
Just better water pressure.	Forfar
Just bin area.	Forfar
Keep a closer check on anti-social neighbours tenants make rules and stick to them.	Forfar
Keep things local instead of being based in Monifieth.	Forfar
Listen to what is said at the resident association meetings.	Forfar
Listen to what people say to them.	Forfar
Make decisions when asked.	Forfar
Make it easier to make payments.	Forfar
Make sure the rules and regulations are kept and checked. No point getting people to sign if it's not checked and record kept.	Forfar
Points method to be used to get a house.	Forfar
More 4 bedroom houses.	Forfar
More attention to who they house beside families.	Forfar
Friendlier and easier accessibility to make a report or complaint. I'm not at all impressed with their service.	Forfar
More help for the tenants moving in especially when the property is not in good condition	Forfar
More information about the communities that may have similar problems so work could be done at same time.	Forfar
More information for people who are not on internet to have queries resolved.	Forfar
More rewards for longer standing good tenants. Less points to people who just appear on lists and given front and back doors.	Forfar
More visits from clerk of works to inspect properties which would get regular maintenance done.	Forfar
What i have already said.	Forfar
Paying tenants should get same consideration given to those on benefits.	Forfar

Housing and service issues/suggested improvements	District
Promised new bathrooms years ago	Forfar
Regular check on properties.	Forfar
Remove the garden bin charge.	Forfar
Stick to tenancy health and safety regulations.	Forfar
Telephone service to council offices.	Forfar
Too many chiefs not enough Indians.	Forfar
Update flats.	Forfar
Annual check on houses. Ask tenants if anything needs done.	Kirriemuir
Bins getting emptied.	Kirriemuir
Call outs quicker for gas and electric.	Kirriemuir
The Community alarm is too slow.	Kirriemuir
Dampness occurring in cupboards.	Kirriemuir
Dampness in house needs sorted.	Kirriemuir
Elderly tenants are being put beside undesirable tenants. Think before allocating people in houses.	Kirriemuir
Fix electricity.	Kirriemuir
Follow up on what they say when asked.	Kirriemuir
Generally listening to what people are saying more leadership in the council.	Kirriemuir
Green bins.	Kirriemuir
Clear up the gutters.	Kirriemuir
Had a problem with children in the area.	Kirriemuir
Heating and bathroom done.	Kirriemuir
Hot water tank needs to be repaired or replaced.	Kirriemuir
Private lease upstairs doesn't put in good tenants.	Kirriemuir
Housing officer not being rude and understanding your problems	Kirriemuir
Listen to people when they complain about black mould.	Kirriemuir
More communication. Be informed of what is going on in neighbourhood.	Kirriemuir
Pull forward bathroom programme keep promises; no information since 2011.	Kirriemuir
Rent at Christmas sending letters out should send out sooner. Incurring bank charges. Rent not coming out every Friday.	Kirriemuir
Stop draft coming in to the window.	Kirriemuir
Stop putting young ones beside pensioners.	Kirriemuir
Temporary accommodation.	Kirriemuir
Better allocation system. Some sort of resettlement allowance.	Monifieth
Children to be able to play in the garden.	Monifieth
Just the plumbing.	Monifieth
New bathroom.	Monifieth
Stop charge for green bin.	Monifieth
A lot of people don't have internet and can't receive it. Older people also; closing of access offices for older people to pay rents. Some don't have bank account/ can't pay by direct debit.	Montrose
Better communication easier to deal with.	Montrose
Better parking facilities.	Montrose
Bins meant to be picked up. Don't need or want green bin.	Montrose
Check the drains as they seem to be clogged.	Montrose
Council need make more money available to get things done.	Montrose
Dog wardens back checking the street. More traffic wardens checking the street.	Montrose
English is not my first language so i would sometimes need a little help to better understand things.	Montrose
Fix repairs quicker.	Montrose

Housing and service issues/suggested improvements	District
Garden needs done. I am 81 years old and not able to bend over. It is full of weeds	Montrose
Get literature to promote the housing scheme.	Montrose
Get a brochure that has all the information about the properties.	Montrose
Get a brochure that has all the information about the properties.	Montrose
A charge for Green bin use.	Montrose
Having to pay for the green bins.	Montrose
Happy with repairs. Send information on what's happening in area.	Montrose
Love house if could move to another area.	Montrose
Make the area better.	Montrose
Modernise old houses and revamp.	Montrose
More attention to repairs and new windows	Montrose
More information in general.	Montrose
No one interested in the tenancy here.	Montrose
Notification of work getting done for the area.	Montrose
Pavements are uneven.	Montrose
Pavements are very patchy and dangerous.	Montrose
A brochure on upgrades sent to me.	Montrose
Quite happy.	Montrose
Refused to take part in any more of the survey	Montrose
Rehouse decent people.	Montrose
Send a booklet to tenants.	Montrose
Send emails to tenants. Council should work with tenants and should not put tenants beside mentally unstable tenants	Montrose
Send out more information.	Montrose
Send the booklet now.	Montrose
Improve the shower.	Montrose
Take notice of complaints going in and emails being sent.	Montrose
To get back to everyone on time.	Montrose
Would like to know who do the fences belong to?	Montrose
Would like a move.	Montrose
Would like my views heard and take notice instead of palming me off.	Montrose
Would like to know what's happening in the area.	Montrose
Would like my views to be heard.	Montrose

Annex 7 – List of letting areas and interview numbers

Letting Area	Count	% all interviews	Letting Area	Count	% all interviews
Arbroath Cairnie	24	2.4%	Forfar North	2	0.2%
Arbroath Central	92	9.2%	Forfar South	35	3.5%
Arbroath Clifftown	36	3.6%	Forfar West	69	6.9%
Arbroath Elms	9	0.9%	Kirriemuir Central	14	1.4%
Arbroath Hayshead	16	1.6%	Kirriemuir Knowehead	22	2.2%
Arbroath Kirkton	8	0.8%	Kirriemuir Landward	3	0.3%
Arbroath Landward	9	0.9%	Kirriemuir North	10	1.0%
Arbroath Timmergreens	60	6.0%	Kirriemuir South	38	3.8%
Arbroath Wardykes	41	4.1%	Monifieth Central	30	3.0%
Brechin Central	20	2.0%	Monifieth Landward	1	0.1%
Brechin East	11	1.1%	Montrose Barracks	29	2.9%
Brechin Landward	15	1.5%	Montrose Borrowfield	23	2.3%
Brechin North	14	1.4%	Montrose Central	36	3.6%
Brechin South	50	5.0%	Montrose Glens	41	4.1%
Carnoustie Central	26	2.6%	Montrose Landward	13	1.3%
Carnoustie East	6	0.6%	Montrose Links	17	1.7%
Carnoustie West	42	4.2%	Montrose Rossie Island	6	0.6%
Forfar Central	16	1.6%	Montrose Southesk	16	1.6%
Forfar East	67	6.7%	TOTALS	1,003	100%
Forfar Landward	36	3.6%			