



Housing Services - How do you want us to spend your rent money?: Interim report

This report was created on Friday 09 August 2019 at 10:15.

The consultation had not yet closed when this report was generated. As such, this report may not accurately reflect the final distribution of responses, and should be treated as interim only.

Contents

Question 1: What's your name?	1
text box	1
Question 2: What's your address?	1
text box	1
Question 3: What would be your priority from the following options for your Repairs Service.	2
repairs	2
Question 4: What would you like to see us do to continue keeping your home warm and well maintained?	2
warm well maintained	2
Question 5: How do you think we should improve services for older tenants?	3
older tenants	3
Question 6: What is your priority for making investment in improving your home?	4
investing in homes	4
Question 7: How would you like to see us spending money to improve the area where you live?	5
neighbourhoods	5
Question 8: What would you like to see when it comes to maintaining your buildings?	6
building maintenance	6
Question 9: Which new ways would you like to see us supporting tenants to keep their tenancies?	7
tenancy support	7
Question 10: How can we improve the services we provide to support younger tenants?	7
younger tenants	7

Question 1: What's your name?

text box

There were **29** responses to this part of the question.

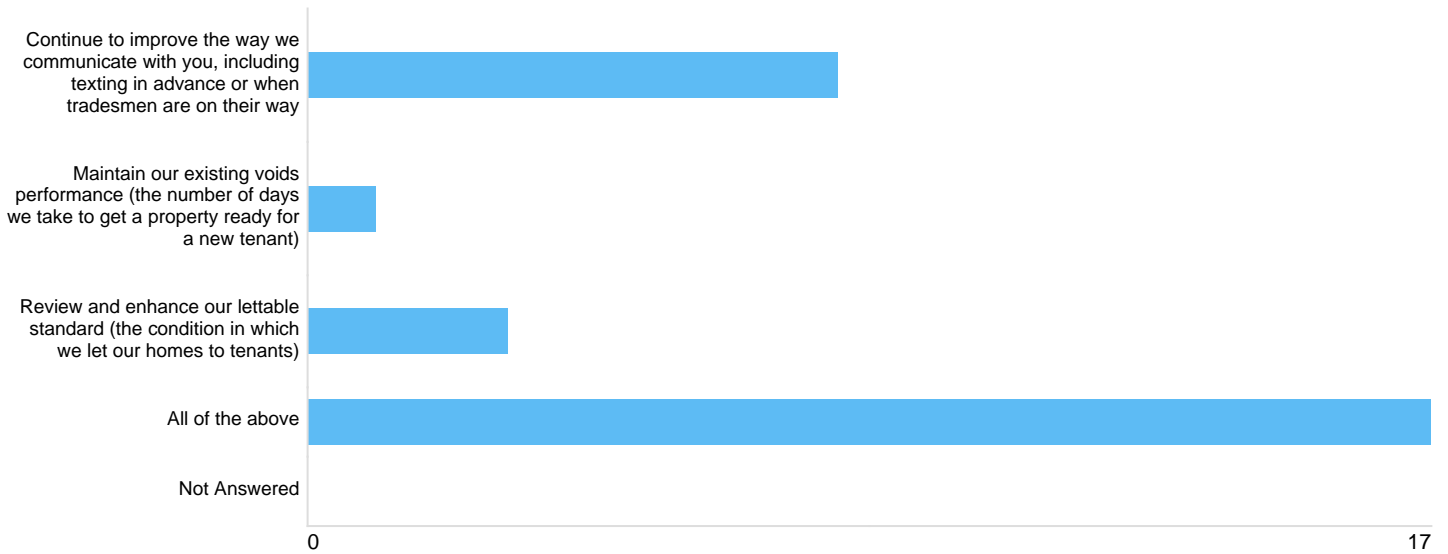
Question 2: What's your address?

text box

There were **29** responses to this part of the question.

Question 3: What would be your priority from the following options for your Repairs Service.

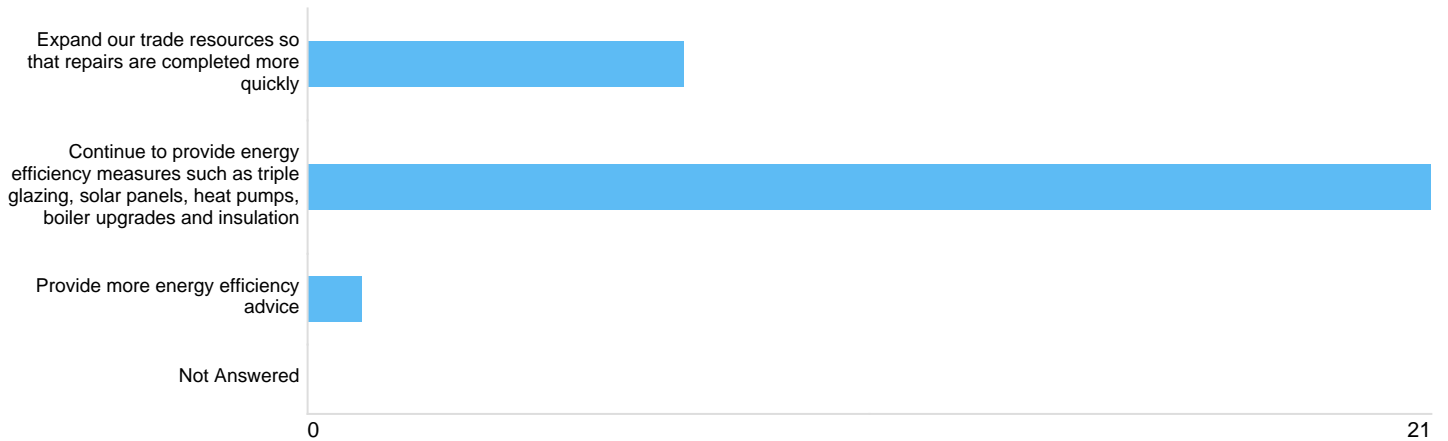
repairs



Option	Total	Percent
Continue to improve the way we communicate with you, including texting in advance or when tradesmen are on their way	8	27.59%
Maintain our existing voids performance (the number of days we take to get a property ready for a new tenant)	1	3.45%
Review and enhance our lettable standard (the condition in which we let our homes to tenants)	3	10.34%
All of the above	17	58.62%
Not Answered	0	0%

Question 4: What would you like to see us do to continue keeping your home warm and well maintained?

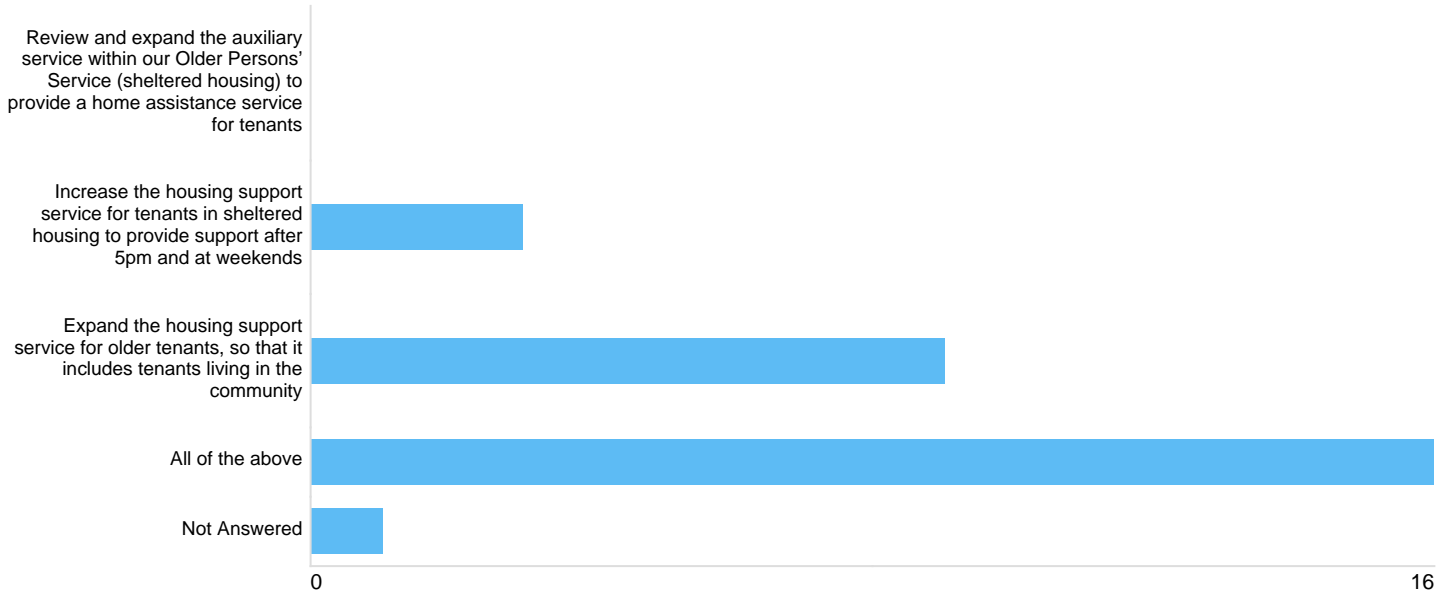
warm well maintained



Option	Total	Percent
Expand our trade resources so that repairs are completed more quickly	7	24.14%
Continue to provide energy efficiency measures such as triple glazing, solar panels, heat pumps, boiler upgrades and insulation	21	72.41%
Provide more energy efficiency advice	1	3.45%
Not Answered	0	0%

Question 5: How do you think we should improve services for older tenants?

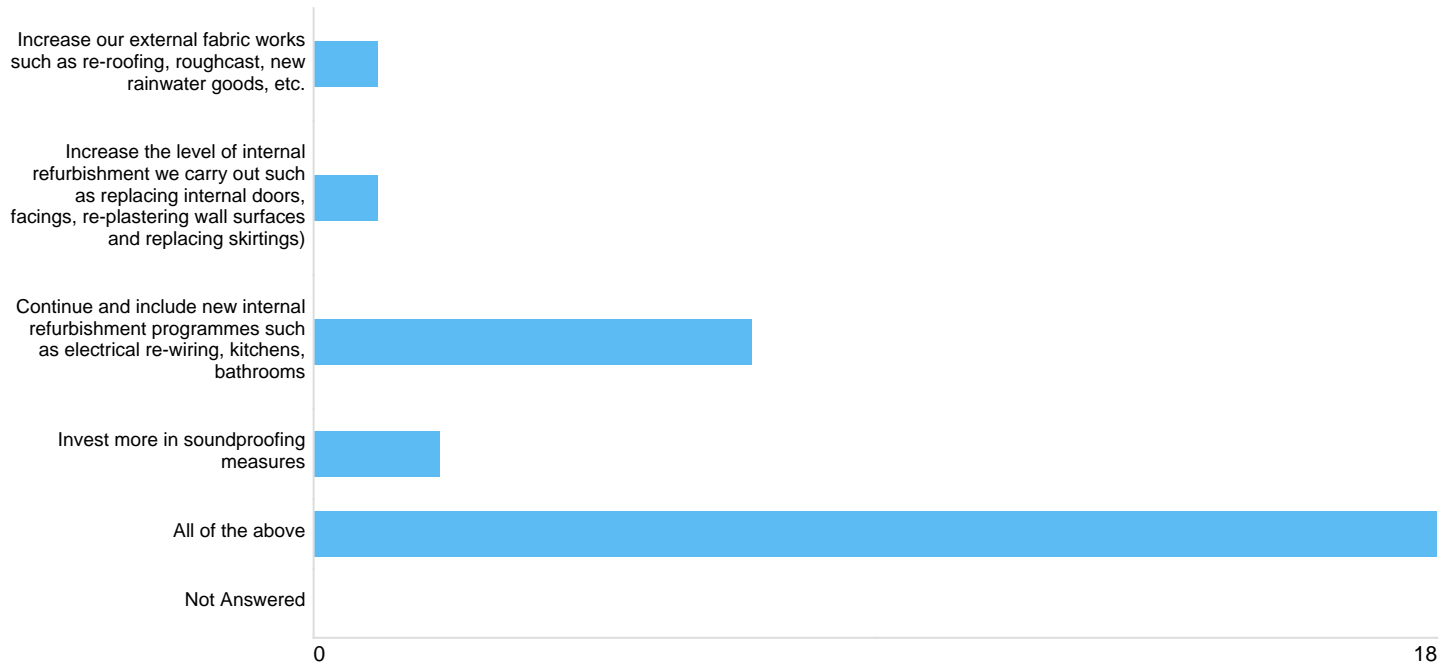
older tenants



Option	Total	Percent
Review and expand the auxiliary service within our Older Persons' Service (sheltered housing) to provide a home assistance service for tenants	0	0%
Increase the housing support service for tenants in sheltered housing to provide support after 5pm and at weekends	3	10.34%
Expand the housing support service for older tenants, so that it includes tenants living in the community	9	31.03%
All of the above	16	55.17%
Not Answered	1	3.45%

Question 6: What is your priority for making investment in improving your home?

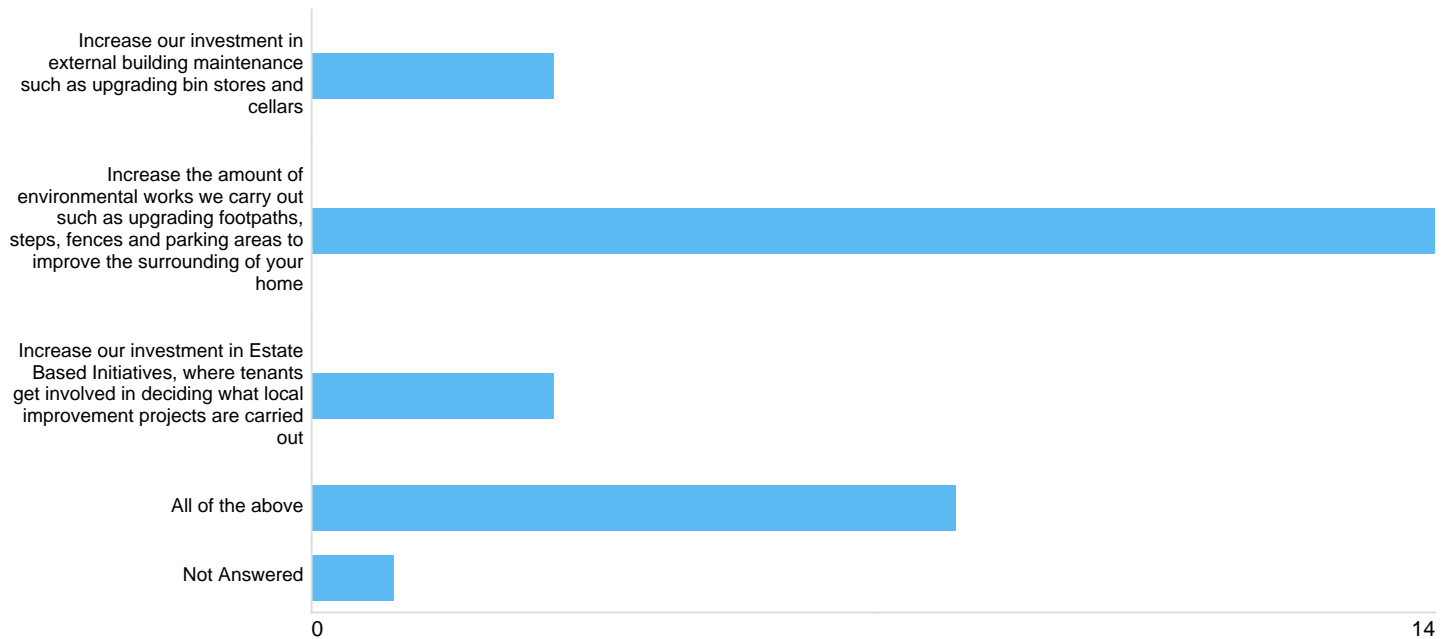
investing in homes



Option	Total	Percent
Increase our external fabric works such as re-roofing, roughcast, new rainwater goods, etc.	1	3.45%
Increase the level of internal refurbishment we carry out such as replacing internal doors, facings, re-plastering wall surfaces and replacing skirtings)	1	3.45%
Continue and include new internal refurbishment programmes such as electrical re-wiring, kitchens, bathrooms	7	24.14%
Invest more in soundproofing measures	2	6.90%
All of the above	18	62.07%
Not Answered	0	0%

Question 7: How would you like to see us spending money to improve the area where you live?

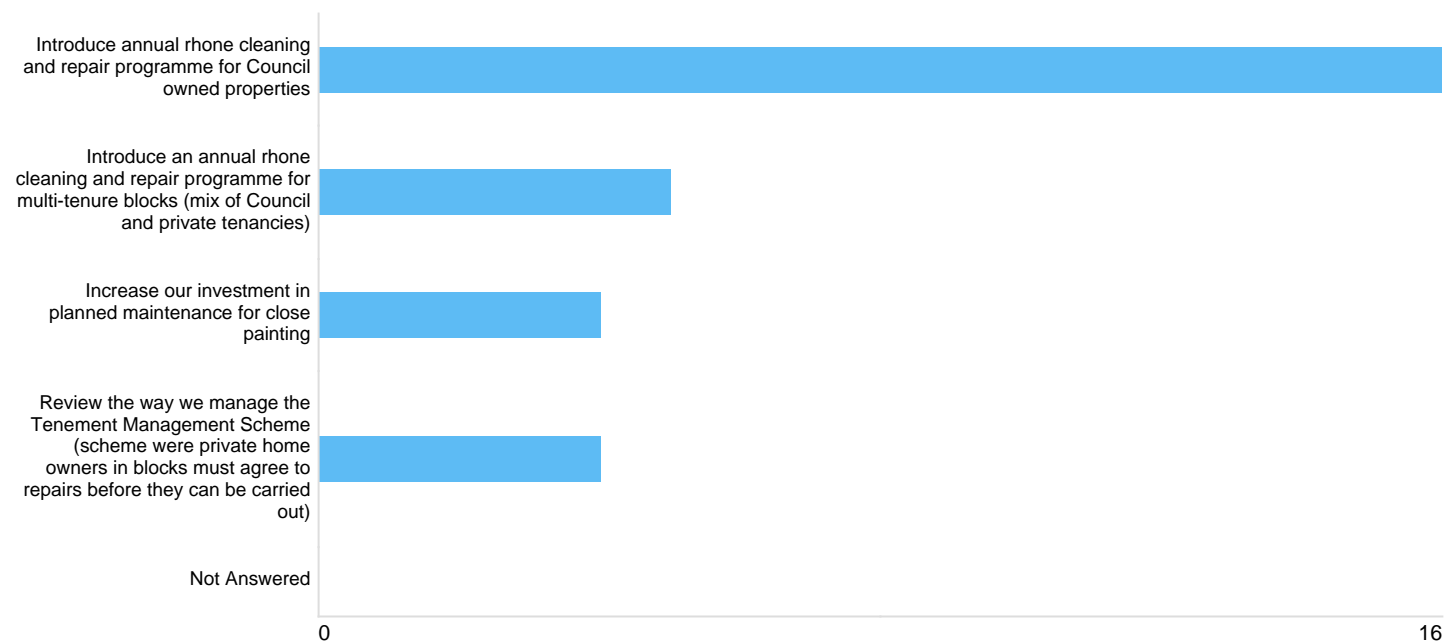
neighbourhoods



Option	Total	Percent
Increase our investment in external building maintenance such as upgrading bin stores and cellars	3	10.34%
Increase the amount of environmental works we carry out such as upgrading footpaths, steps, fences and parking areas to improve the surrounding of your home	14	48.28%
Increase our investment in Estate Based Initiatives, where tenants get involved in deciding what local improvement projects are carried out	3	10.34%
All of the above	8	27.59%
Not Answered	1	3.45%

Question 8: What would you like to see when it comes to maintaining your buildings?

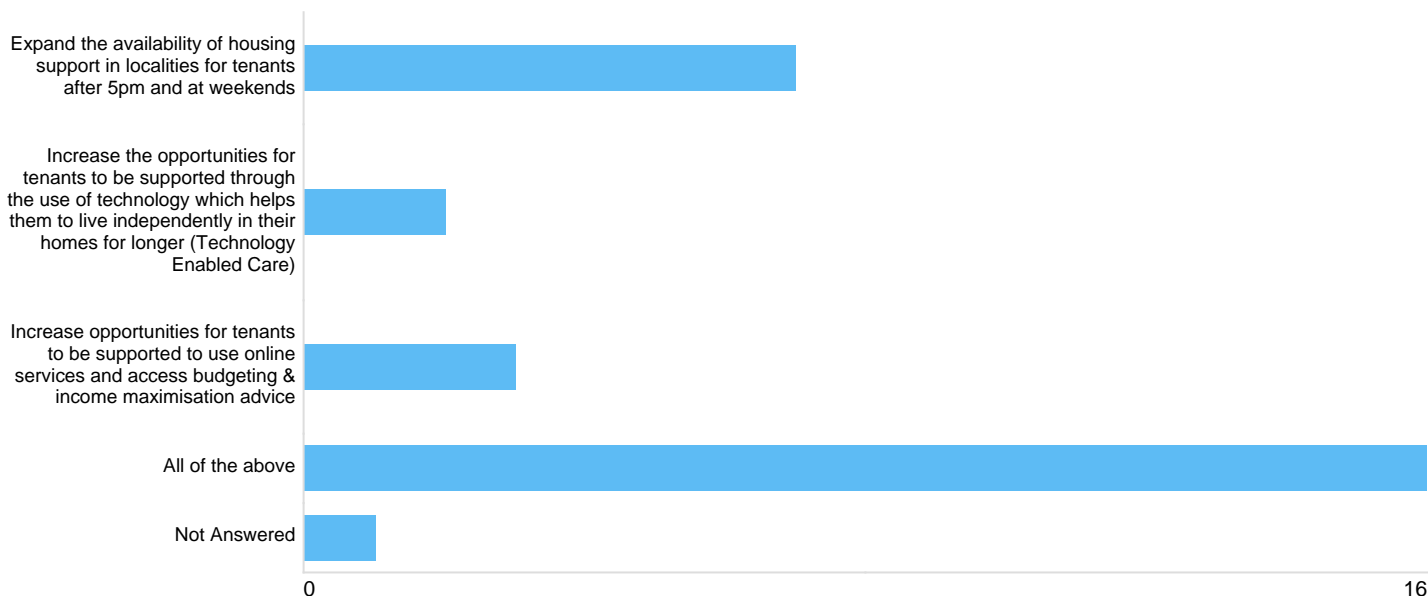
building maintenance



Option	Total	Percent
Introduce annual rhone cleaning and repair programme for Council owned properties	16	55.17%
Introduce an annual rhone cleaning and repair programme for multi-tenure blocks (mix of Council and private tenancies)	5	17.24%
Increase our investment in planned maintenance for close painting	4	13.79%
Review the way we manage the Tenement Management Scheme (scheme were private home owners in blocks must agree to repairs before they can be carried out)	4	13.79%
Not Answered	0	0%

Question 9: Which new ways would you like to see us supporting tenants to keep their tenancies?

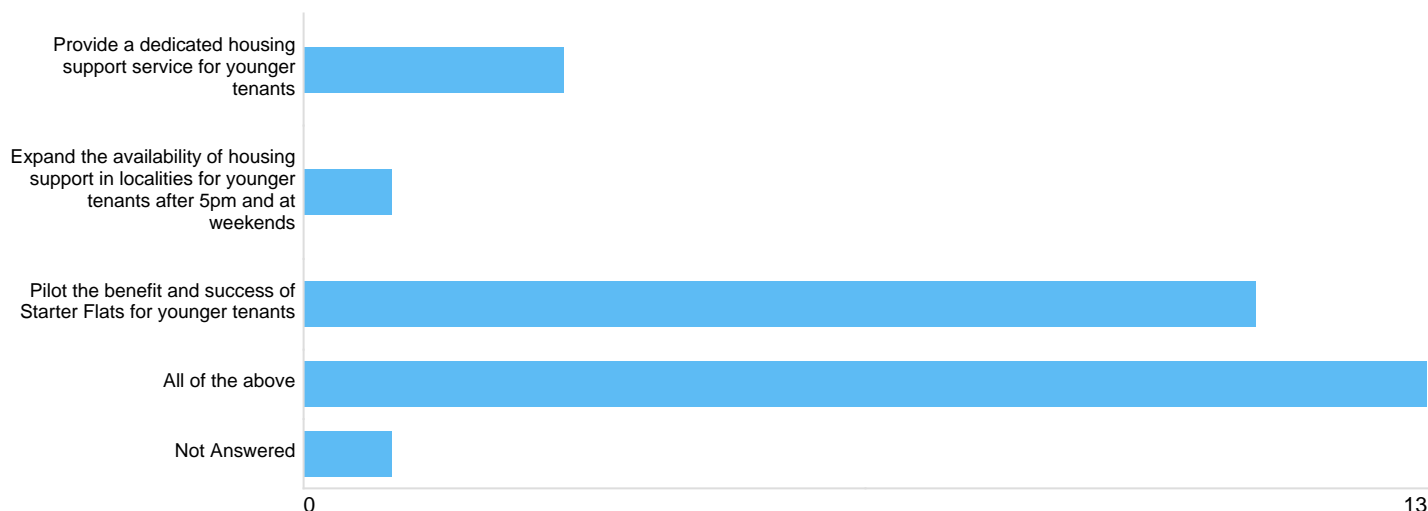
tenancy support



Option	Total	Percent
Expand the availability of housing support in localities for tenants after 5pm and at weekends	7	24.14%
Increase the opportunities for tenants to be supported through the use of technology which helps them to live independently in their homes for longer (Technology Enabled Care)	2	6.90%
Increase opportunities for tenants to be supported to use online services and access budgeting & income maximisation advice	3	10.34%
All of the above	16	55.17%
Not Answered	1	3.45%

Question 10: How can we improve the services we provide to support younger tenants?

younger tenants



Option	Total	Percent
Provide a dedicated housing support service for younger tenants	3	10.34%
Expand the availability of housing support in localities for younger tenants after 5pm and at weekends	1	3.45%
Pilot the benefit and success of Starter Flats for younger tenants	11	37.93%
All of the above	13	44.83%
Not Answered	1	3.45%