



Rent Setting 2023/24 - Your Rent, Your Say, Your Priorities: Summary report

This report was created on Tuesday 07 June 2022 at 10:42 and includes **595** responses.

The activity ran from 13/05/2022 to 03/06/2022.

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Question 15: We can provide a range of support to tenants, and information to keep you updated about your housing. Please tick any of the boxes below if you would like to: 12

Support available

12

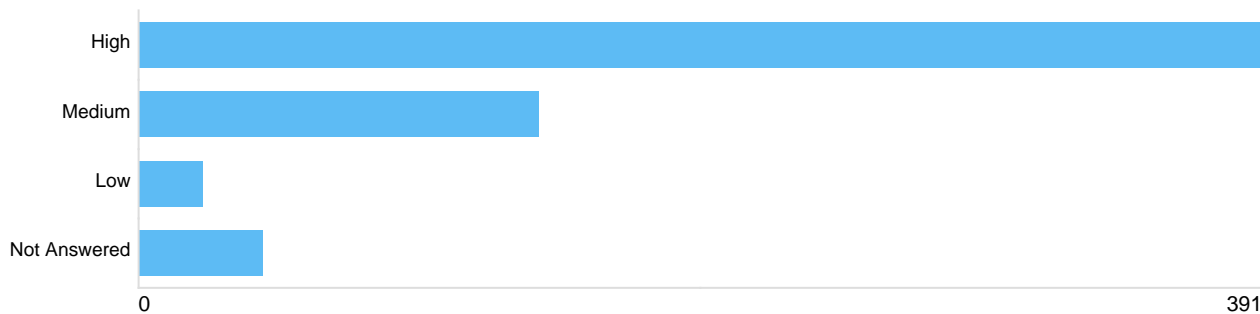
Question 1: What is your home address? (This information will only be used by us to verify that you are a Perth & Kinross Council tenant. It will not be held by us or shared with any third parties.)

Home address

There were 595 responses to this part of the question.

Question 2: When making decisions about the rent you pay, what level of priority do you think should be given to each of the following?

Priority areas - Improving your repairs service



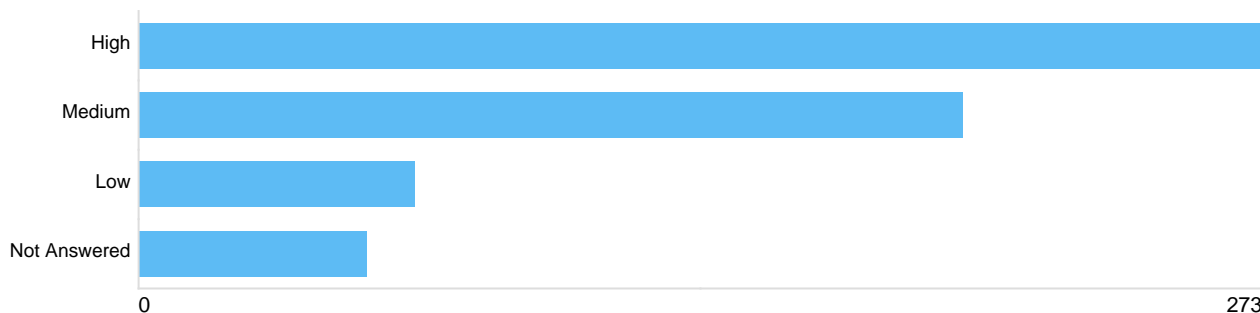
Option	Total	Percent
High	391	65.71%
Medium	139	23.36%
Low	22	3.70%
Not Answered	43	7.23%

Priority areas - Improving the quality of your home



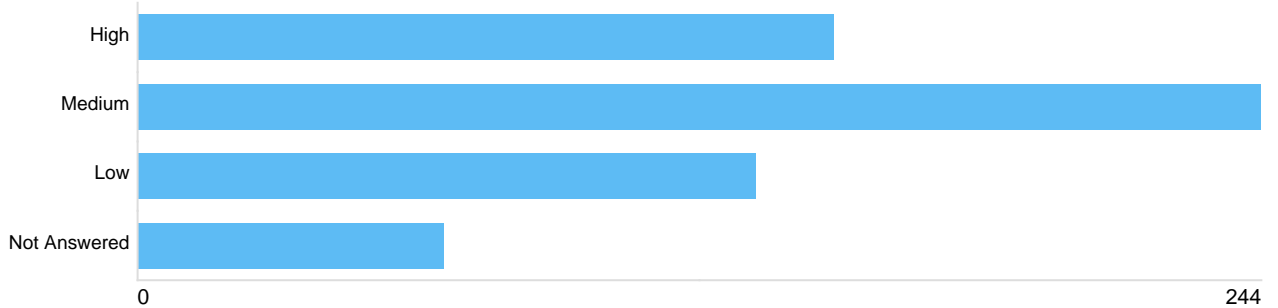
Option	Total	Percent
High	406	68.24%
Medium	118	19.83%
Low	23	3.87%
Not Answered	48	8.07%

Priority areas - Improving your neighbourhood as a place to live



Option	Total	Percent
High	273	45.88%
Medium	200	33.61%
Low	67	11.26%
Not Answered	55	9.24%

Priority areas - Information for tenants and participation



Option	Total	Percent
High	151	25.38%
Medium	244	41.01%
Low	134	22.52%
Not Answered	66	11.09%

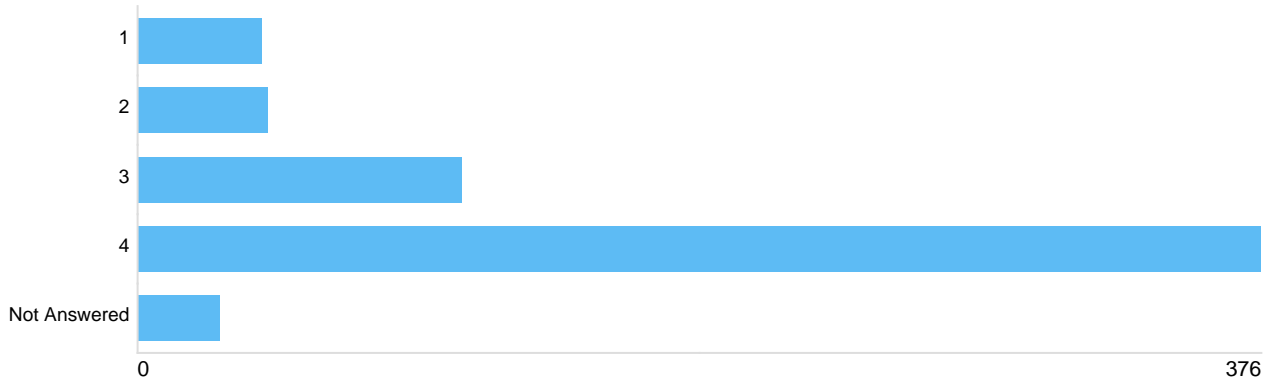
Question 3: If you have any other priorities please tell us what they are below.

Text box

There were 118 responses to this part of the question.

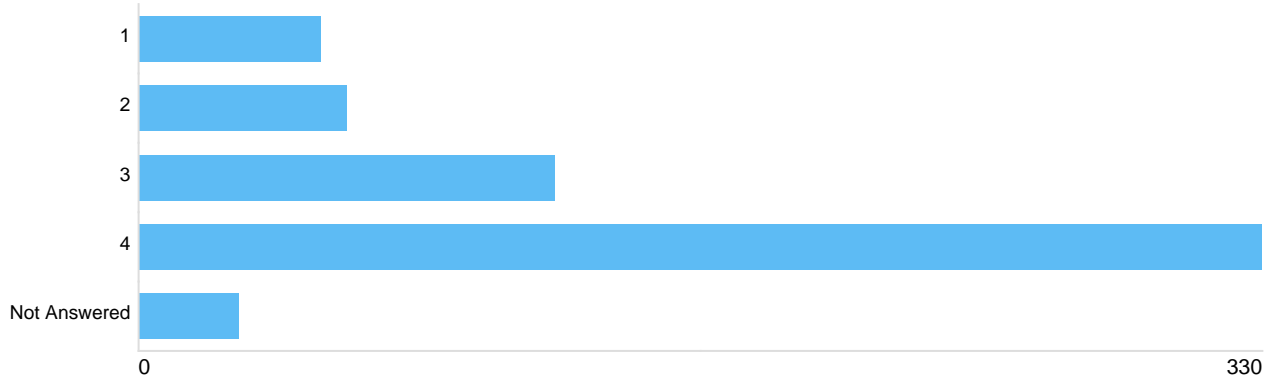
Question 4: With 4 being the most important and 1 the least important, please rank each of these statements from 1-4.

Improving repairs - Complete the repairs on the first visit wherever possible



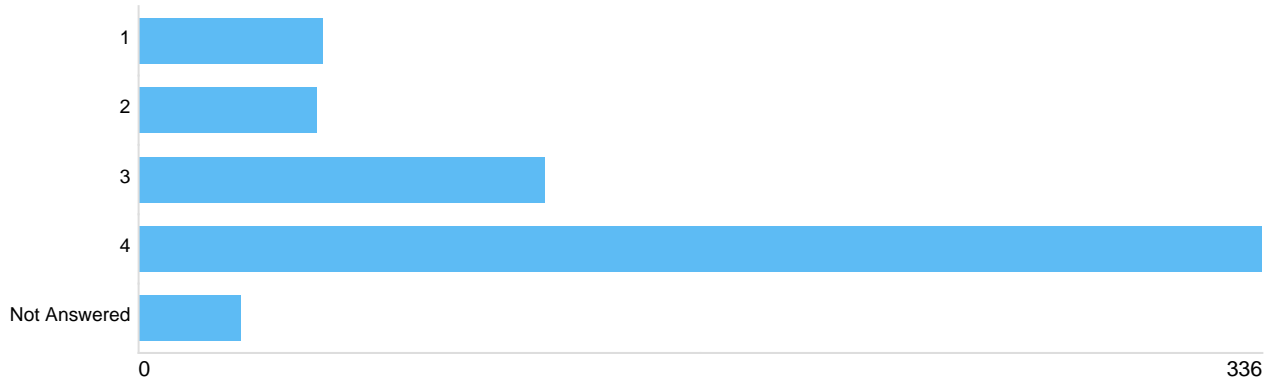
Option	Total	Percent
1	41	6.89%
2	43	7.23%
3	108	18.15%
4	376	63.19%
Not Answered	27	4.54%

Improving repairs - Reduce the time it takes to start and complete a repair



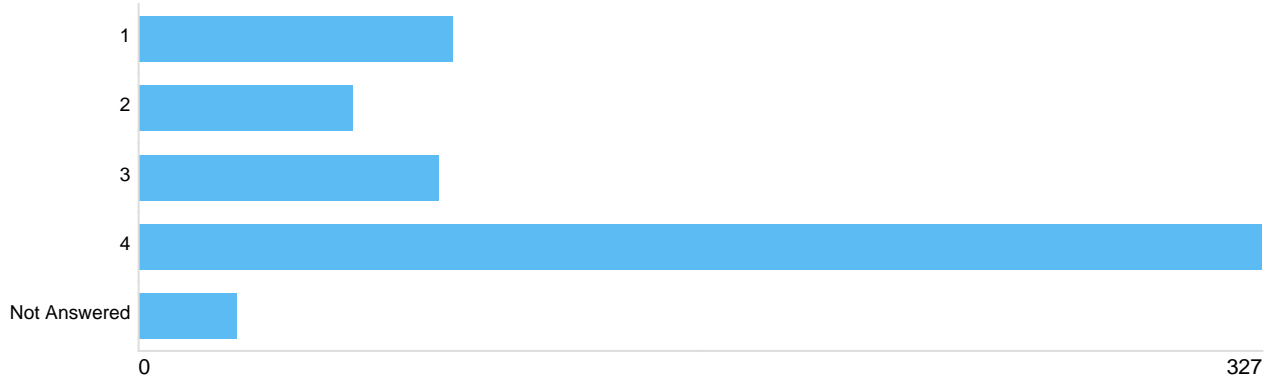
Option	Total	Percent
1	53	8.91%
2	61	10.25%
3	122	20.50%
4	330	55.46%
Not Answered	29	4.87%

Improving repairs - Improve the quality of the repair and the quality of materials used



Option	Total	Percent
1	55	9.24%
2	53	8.91%
3	121	20.34%
4	336	56.47%
Not Answered	30	5.04%

Improving repairs - Make it easier to report a repair



Option	Total	Percent
1	91	15.29%
2	62	10.42%
3	87	14.62%
4	327	54.96%
Not Answered	28	4.71%

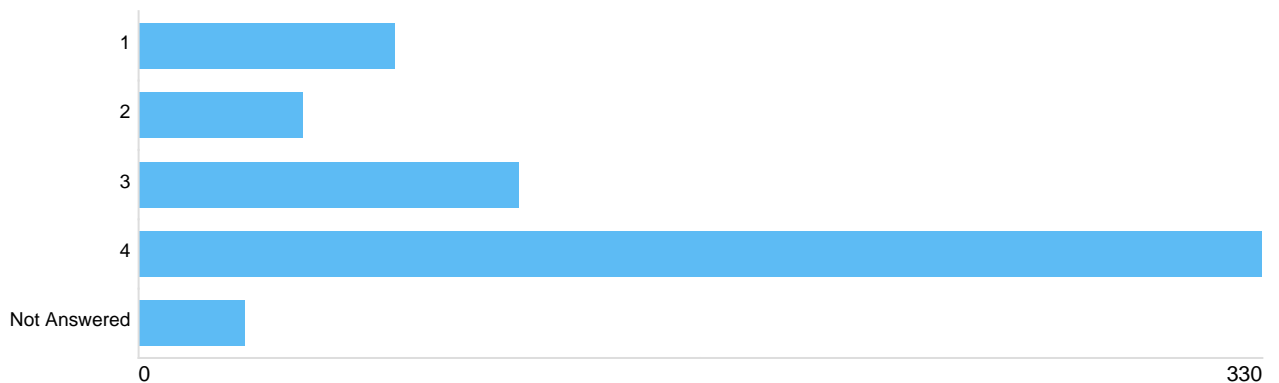
Question 5: If you have any other priorities for improving the Repairs Service please tell us below.

Other priorities

There were **76** responses to this part of the question.

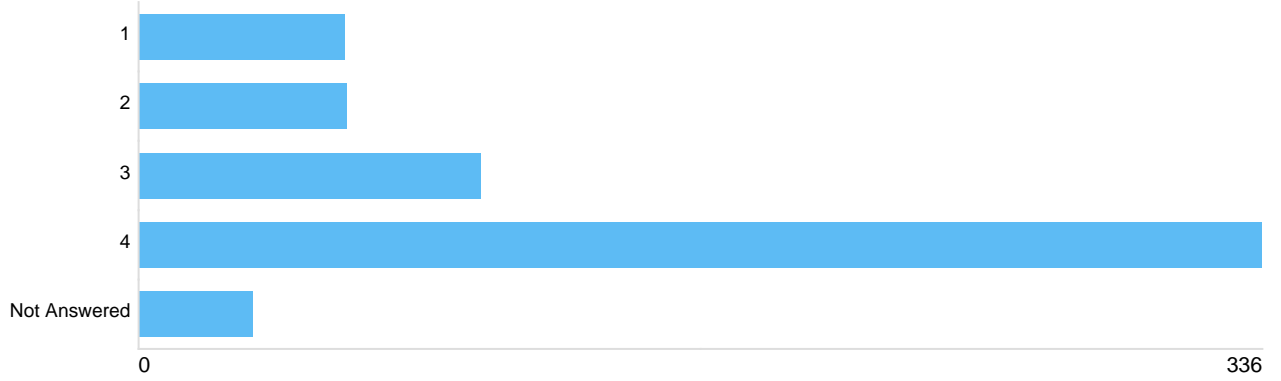
Question 6: With 4 being the most important and 1 the least important, please rank each of these statements from 1-4.

Quality of home - Improving soundproofing and insulation in your home



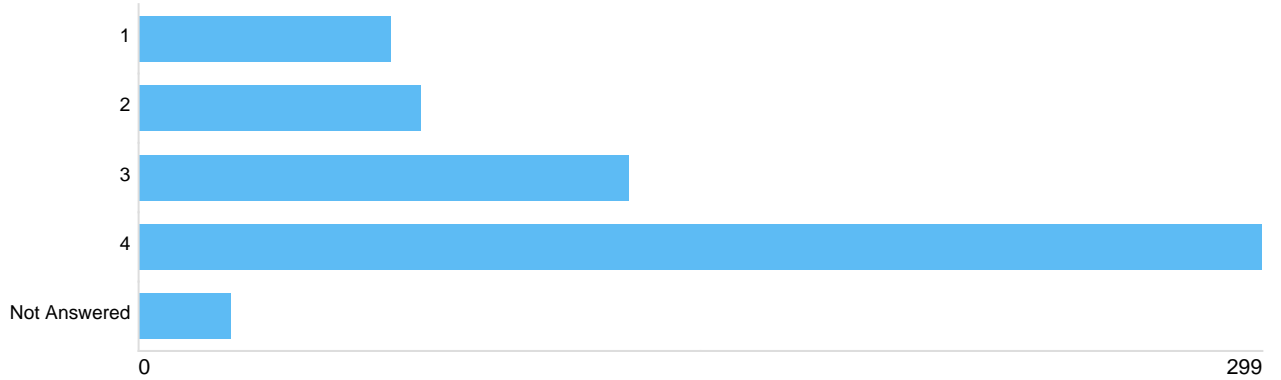
Option	Total	Percent
1	75	12.61%
2	48	8.07%
3	111	18.66%
4	330	55.46%
Not Answered	31	5.21%

Quality of home - Improving the inside of your home (eg kitchen/bathroom/internal doors/skirtings)



Option	Total	Percent
1	61	10.25%
2	62	10.42%
3	102	17.14%
4	336	56.47%
Not Answered	34	5.71%

Quality of home - Improving the exterior of your home (eg painting, roof/gutter cleaning)



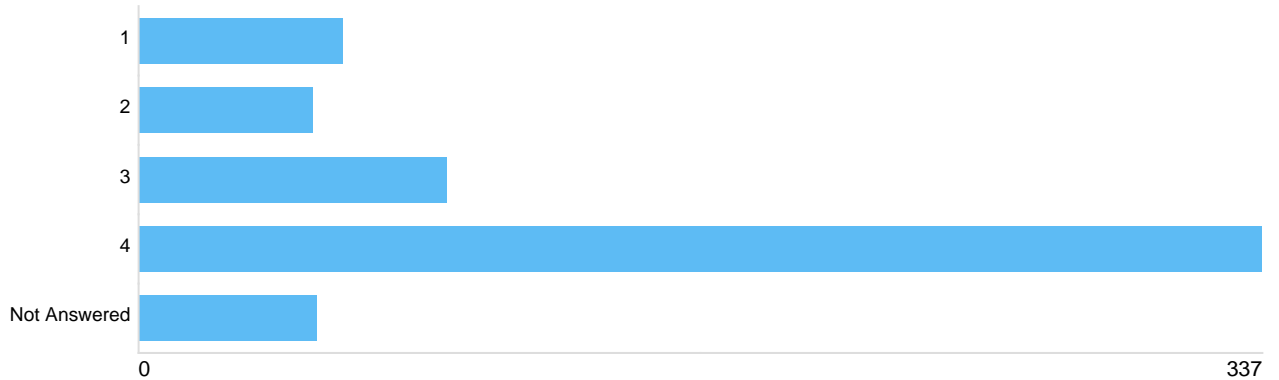
Option	Total	Percent
1	67	11.26%
2	75	12.61%
3	130	21.85%
4	299	50.25%
Not Answered	24	4.03%

Quality of home - Making my home more energy efficient



Option	Total	Percent
1	55	9.24%
2	45	7.56%
3	91	15.29%
4	362	60.84%
Not Answered	42	7.06%

Quality of home - Improving the way we deal with dampness and condensation



Option	Total	Percent
1	61	10.25%
2	52	8.74%
3	92	15.46%
4	337	56.64%
Not Answered	53	8.91%

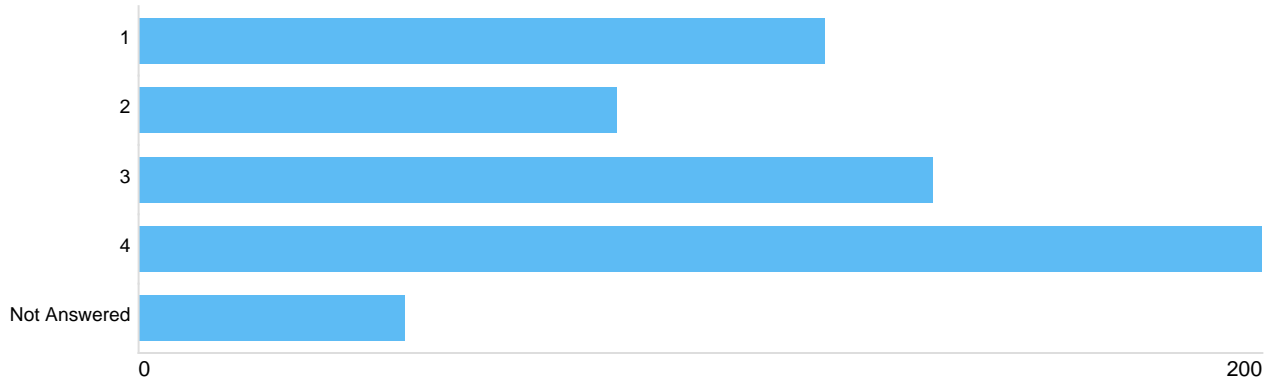
Question 7: If you have any other priorities for improving the quality of your home please leave details below.

Text box

There were **103** responses to this part of the question.

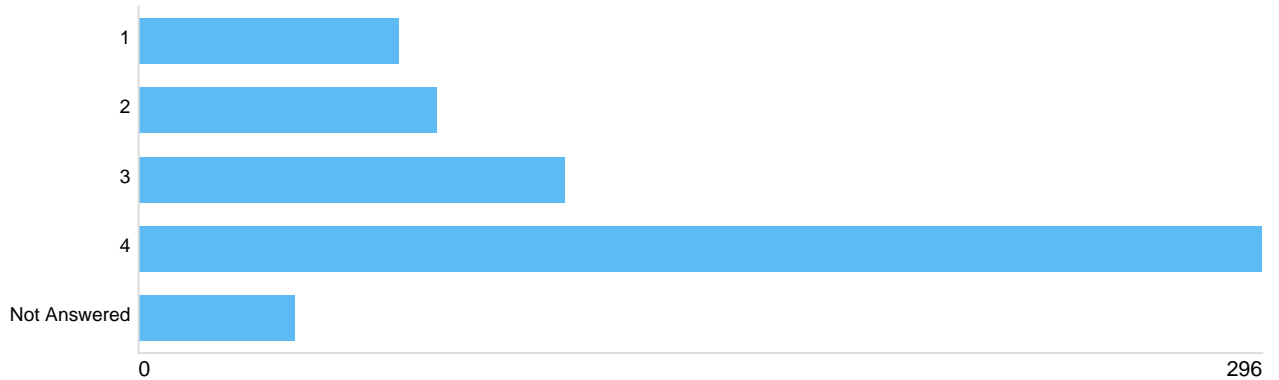
Question 8: With 4 being the most important and 1 the least important, please rank each of these statements from 1 - 4.

Improving neighbourhoods - Improving communal areas internally and externally (eg close painting, bin storage or drying areas)



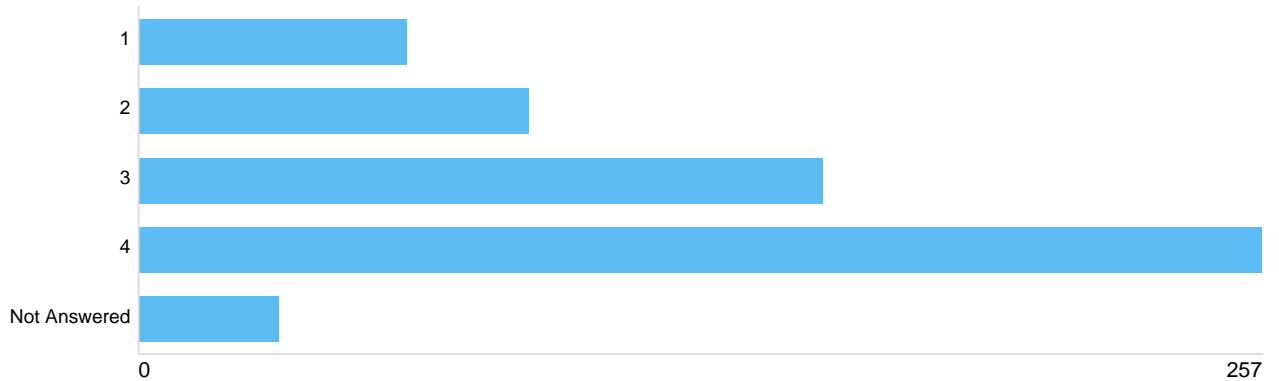
Option	Total	Percent
1	122	20.50%
2	85	14.29%
3	141	23.70%
4	200	33.61%
Not Answered	47	7.90%

Improving neighbourhoods - Additional resources to respond quickly and to tackle anti-social behaviour where it arises



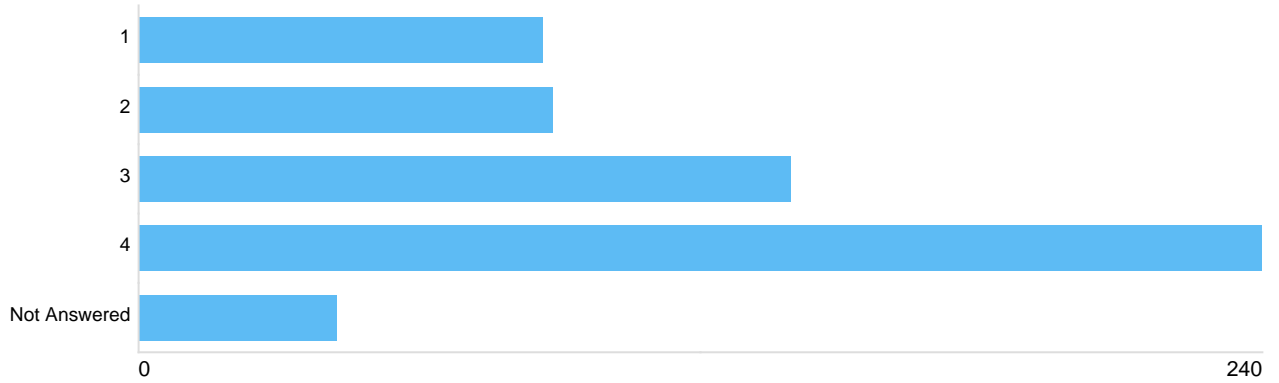
Option	Total	Percent
1	68	11.43%
2	78	13.11%
3	112	18.82%
4	296	49.75%
Not Answered	41	6.89%

Improving neighbourhoods - Improving the landscape and maintenance of the neighbourhood (such as fences/boundary walls)



Option	Total	Percent
1	61	10.25%
2	89	14.96%
3	156	26.22%
4	257	43.19%
Not Answered	32	5.38%

Improving neighbourhoods - Increase the opportunities for community safety improvements in relation to for example lighting in entrance ways



Option	Total	Percent
1	86	14.45%
2	88	14.79%
3	139	23.36%
4	240	40.34%
Not Answered	42	7.06%

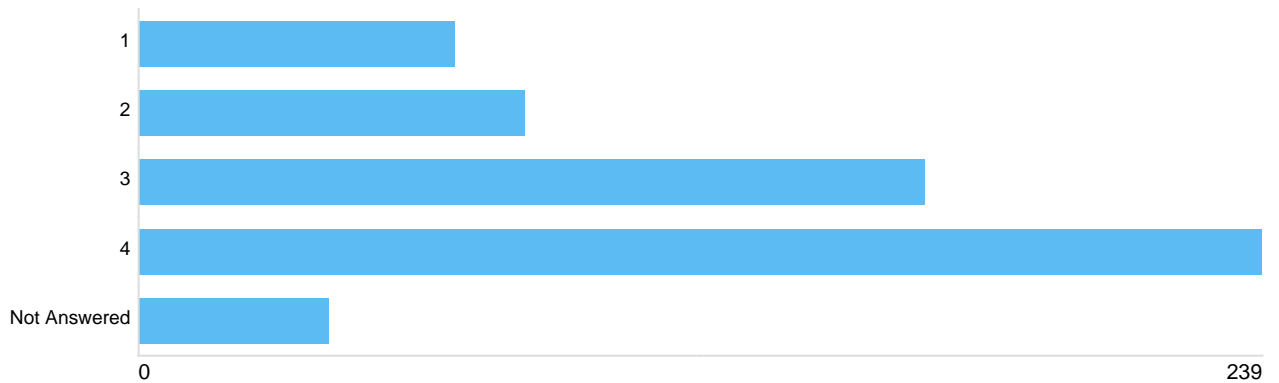
Question 9: If you have any other priorities for improving your neighbourhood please leave details below.

Text box

There were 91 responses to this part of the question.

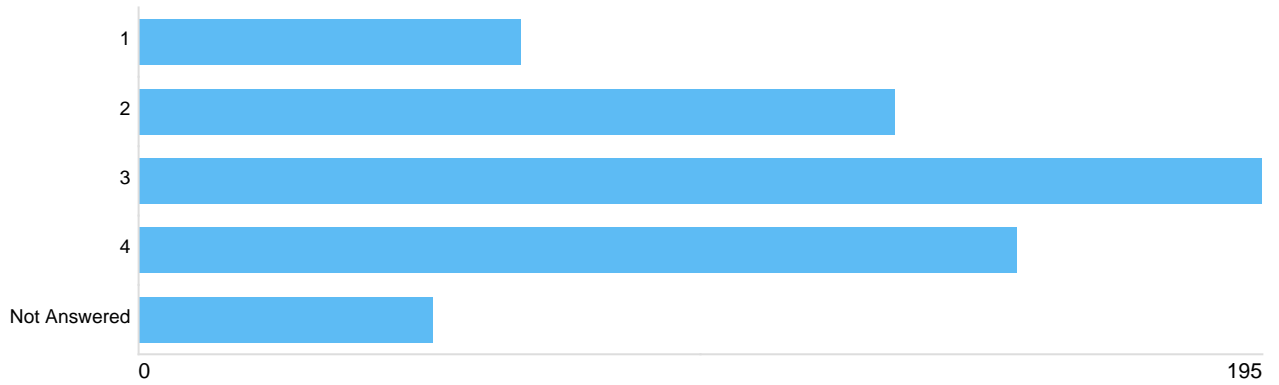
Question 10: With 4 being the most important and 1 the least important, please rank each of these statements from 1 - 4.

Information and participation - Increasing the availability of the advice and assistance in relation to increases in the cost of living, and accessing practical and financial support



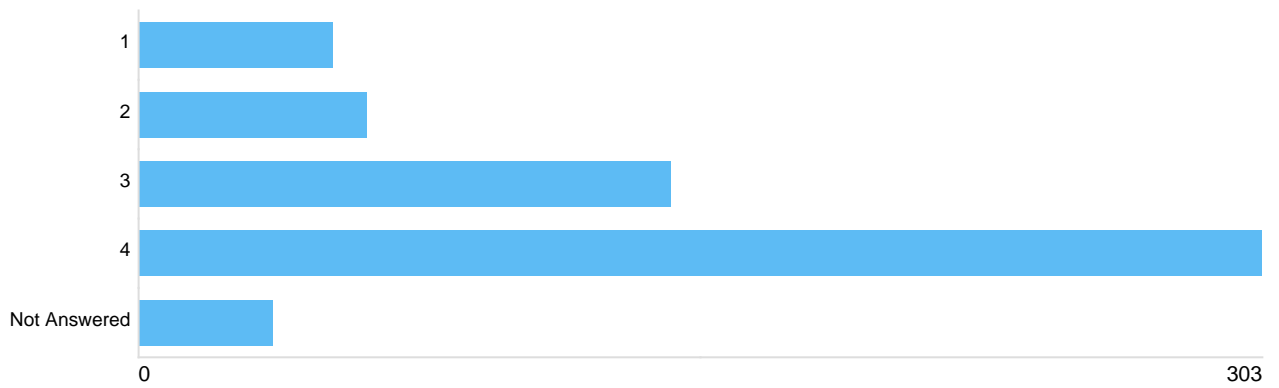
Option	Total	Percent
1	67	11.26%
2	82	13.78%
3	167	28.07%
4	239	40.17%
Not Answered	40	6.72%

Information and participation - Increase the the opportunities for you to participate and have your say in the decisions we make (including for example digital inclusion)



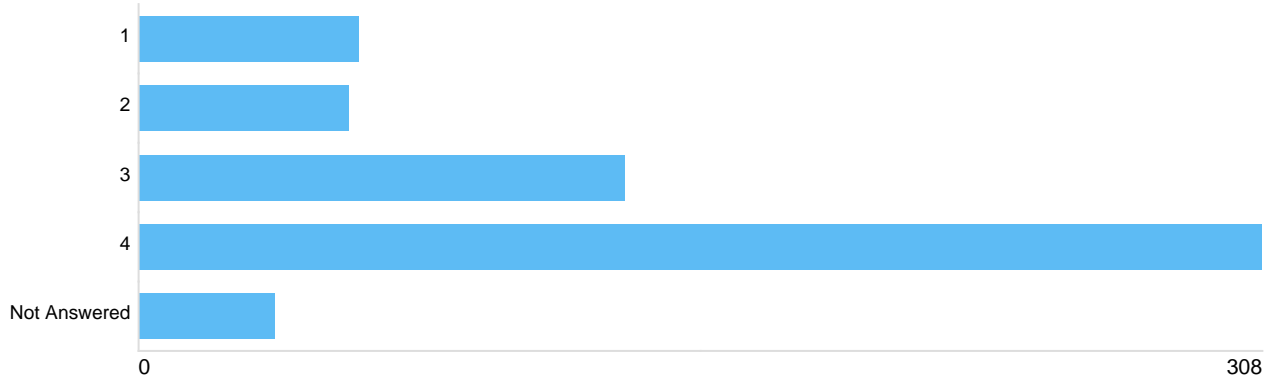
Option	Total	Percent
1	66	11.09%
2	131	22.02%
3	195	32.77%
4	152	25.55%
Not Answered	51	8.57%

Information and participation - Improving communication across the Service (eg repairs, complaints)



Option	Total	Percent
1	52	8.74%
2	61	10.25%
3	143	24.03%
4	303	50.92%
Not Answered	36	6.05%

Information and participation - Providing more support to tenants to help them keep their home



Option	Total	Percent
1	60	10.08%
2	57	9.58%
3	133	22.35%
4	308	51.76%
Not Answered	37	6.22%

Question 11: If you have any other priorities for this area of our work, please let us know below.

Text box

There were **54** responses to this part of the question.

Question 12: Your name.

Your name

There were **557** responses to this part of the question.

Question 13: Your home or mobile telephone number.

Your phone number

There were **482** responses to this part of the question.

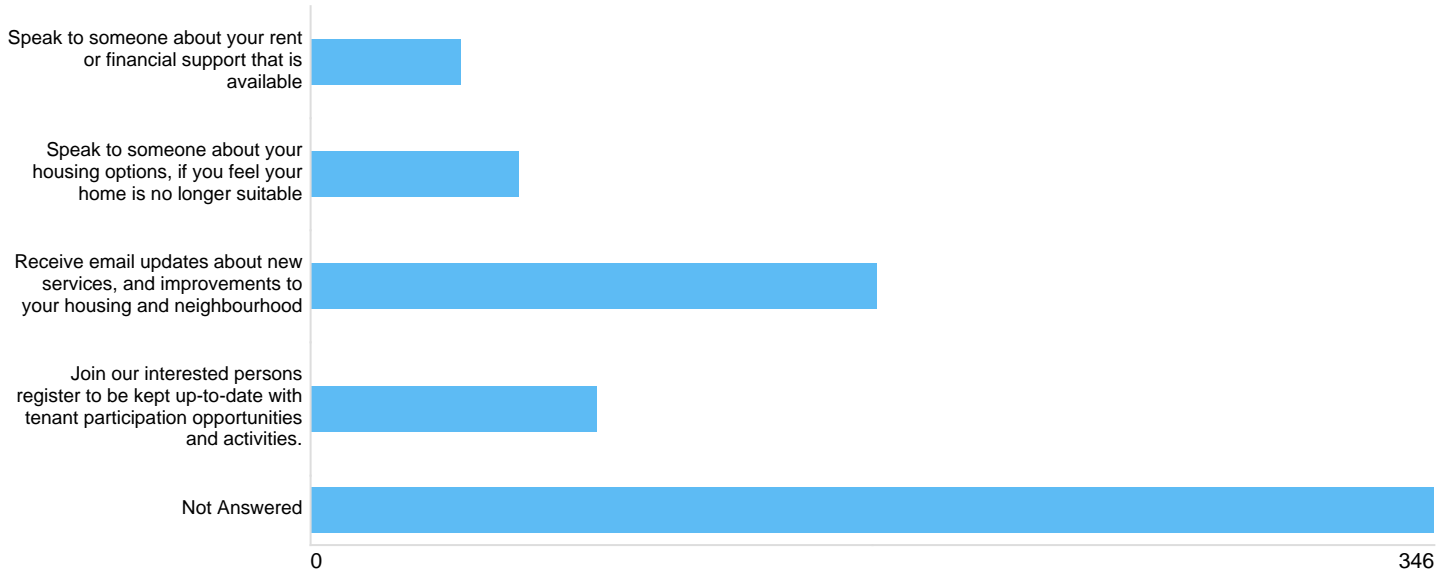
Question 14: And/or your email address.

Email

There were **329** responses to this part of the question.

Question 15: We can provide a range of support to tenants, and information to keep you updated about your housing. Please tick any of the boxes below if you would like to:

Support available



Option	Total	Percent
Speak to someone about your rent or financial support that is available	46	7.73%
Speak to someone about your housing options, if you feel your home is no longer suitable	64	10.76%
Receive email updates about new services, and improvements to your housing and neighbourhood	174	29.24%
Join our interested persons register to be kept up-to-date with tenant participation opportunities and activities.	88	14.79%
Not Answered	346	58.15%