



Rent Setting 2024/25 - Your Rent, Your Say, Your Priorities: Summary report

This report was created on Monday 05 June 2023 at 08:48 and includes **469** responses.

The activity ran from 24/04/2023 to 02/06/2023.

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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: 11

Support available

11

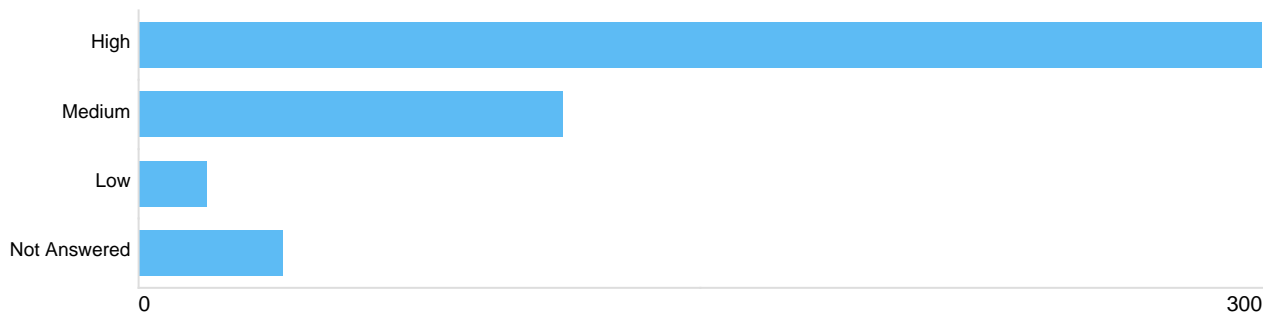
Question 1: What is your home address? (This information will only be used by us to verify that you are a Perth & Kinross Council tenant. It will not be held by us or shared with any third parties.)

Home address

There were **469** responses to this part of the question.

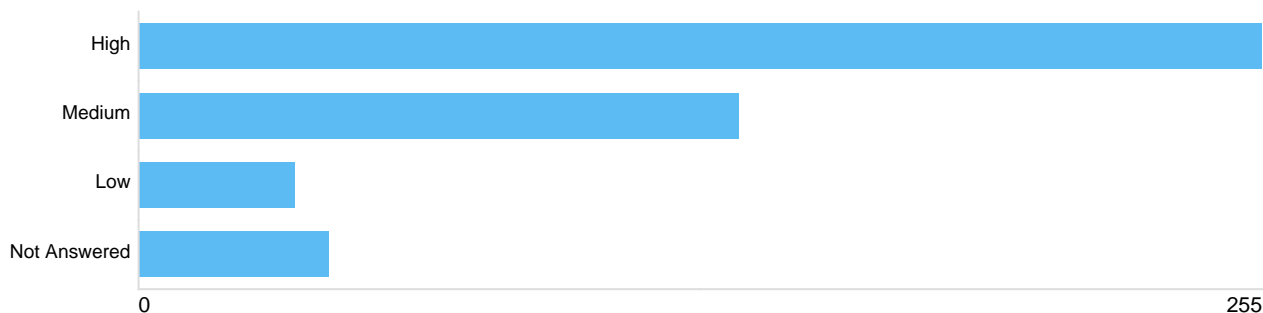
Question 2: When making decisions about the rent you pay, what level of priority do you think should be given to each of the following?

Priority areas - Improving our response to repairs in your home



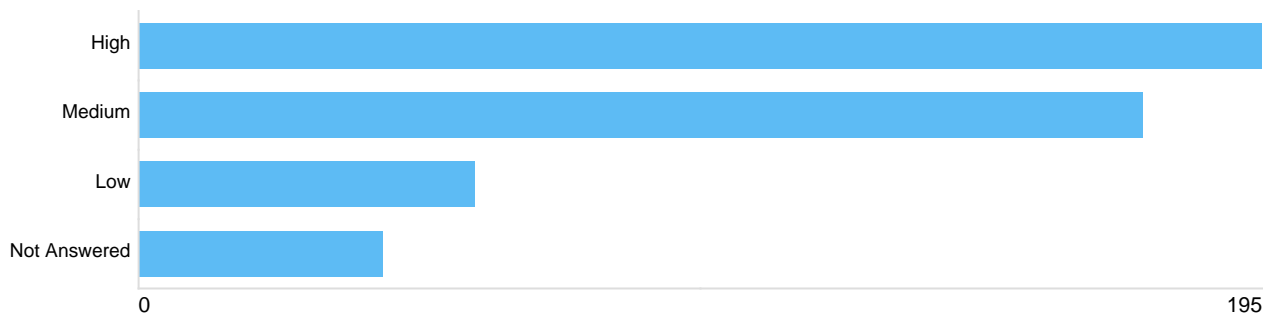
Option	Total	Percent
High	300	63.97%
Medium	113	24.09%
Low	18	3.84%
Not Answered	38	8.10%

Priority areas - Improving the quality of your home



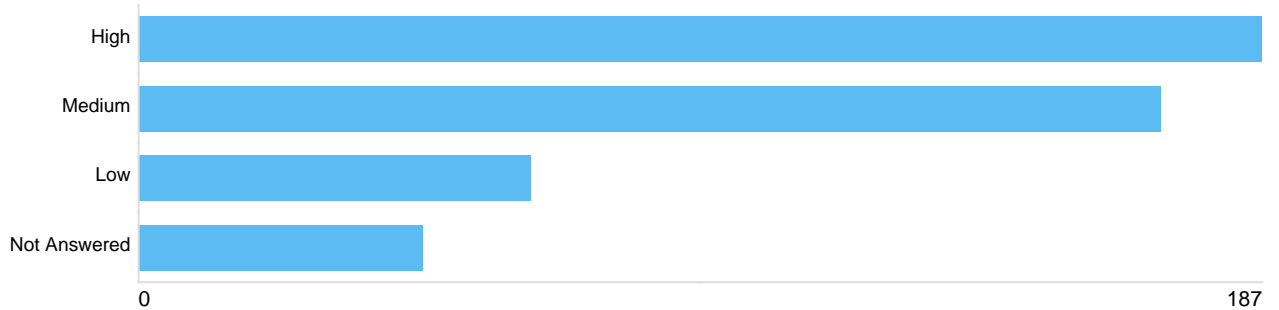
Option	Total	Percent
High	255	54.37%
Medium	136	29.00%
Low	35	7.46%
Not Answered	43	9.17%

Priority areas - Improving your neighbourhood and the place where you live



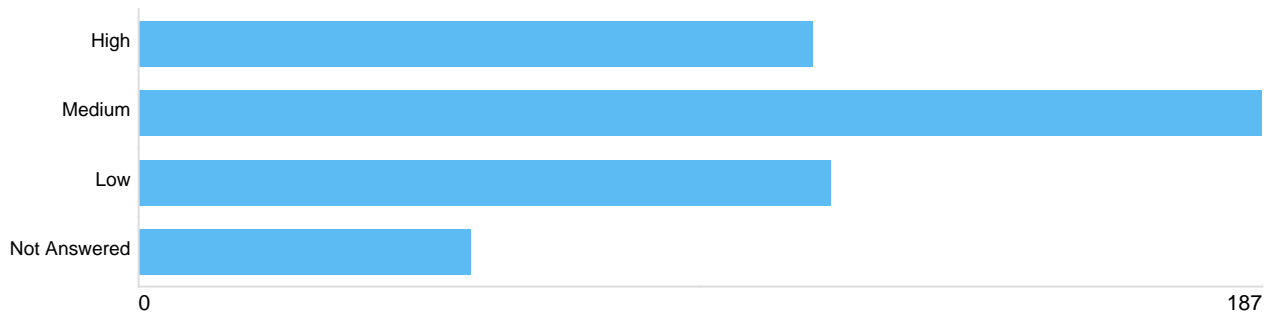
Option	Total	Percent
High	195	41.58%
Medium	174	37.10%
Low	58	12.37%
Not Answered	42	8.96%

Priority areas - Improving the support we provide to help in your home, and also to keep your home



Option	Total	Percent
High	187	39.87%
Medium	170	36.25%
Low	65	13.86%
Not Answered	47	10.02%

Priority areas - Improving the options to get you more involved in the decisions we make about the Housing Service



Option	Total	Percent
High	112	23.88%
Medium	187	39.87%
Low	115	24.52%
Not Answered	55	11.73%

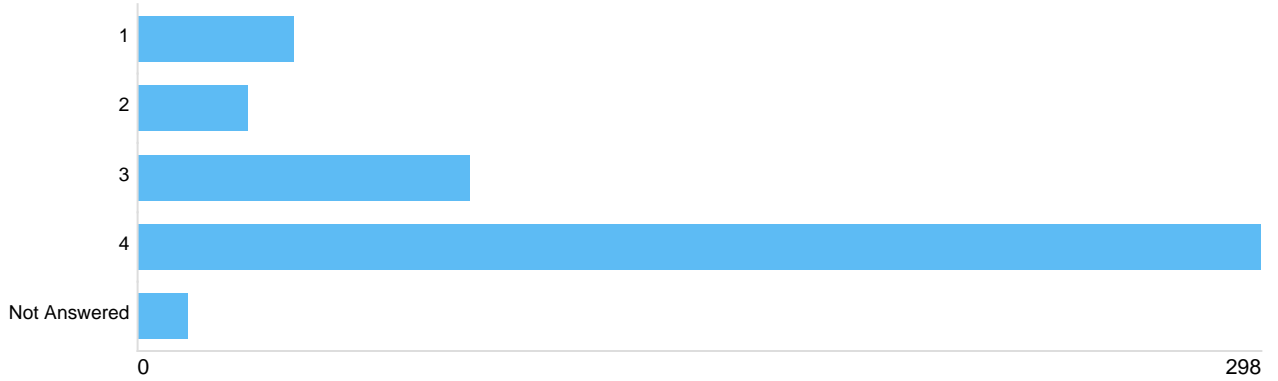
Question 3: If you have any other priorities please tell us what they are below.

Text box

There were **18** responses to this part of the question.

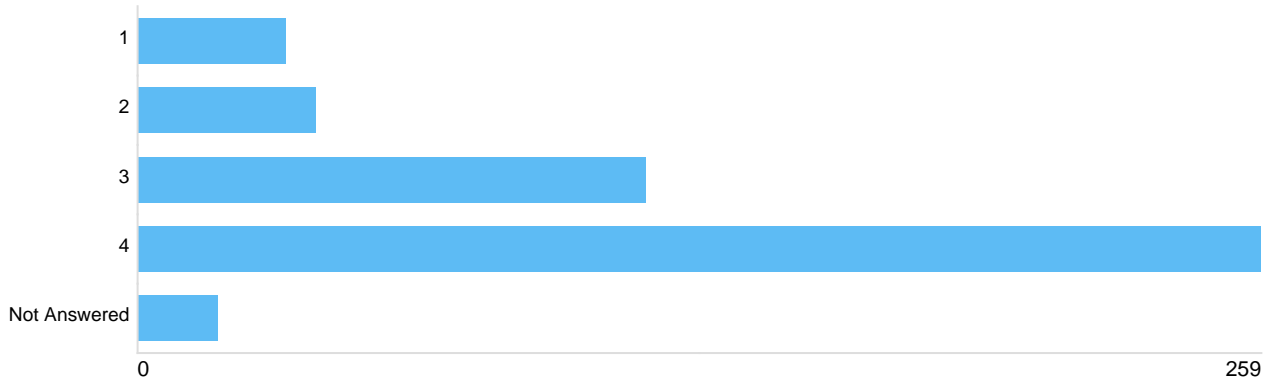
Question 4: With 4 being the most important and 1 the least important, please rank each of these statements from 1-4.

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



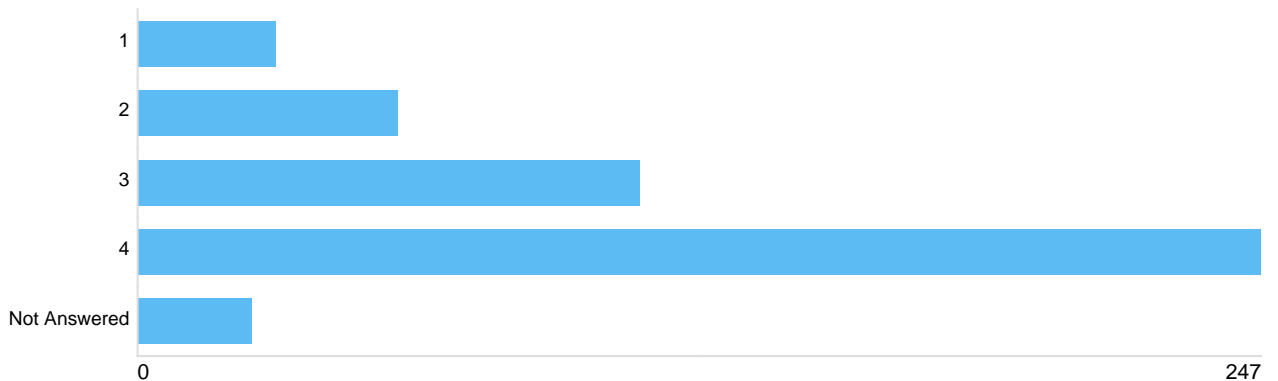
Option	Total	Percent
1	41	8.74%
2	29	6.18%
3	88	18.76%
4	298	63.54%
Not Answered	13	2.77%

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



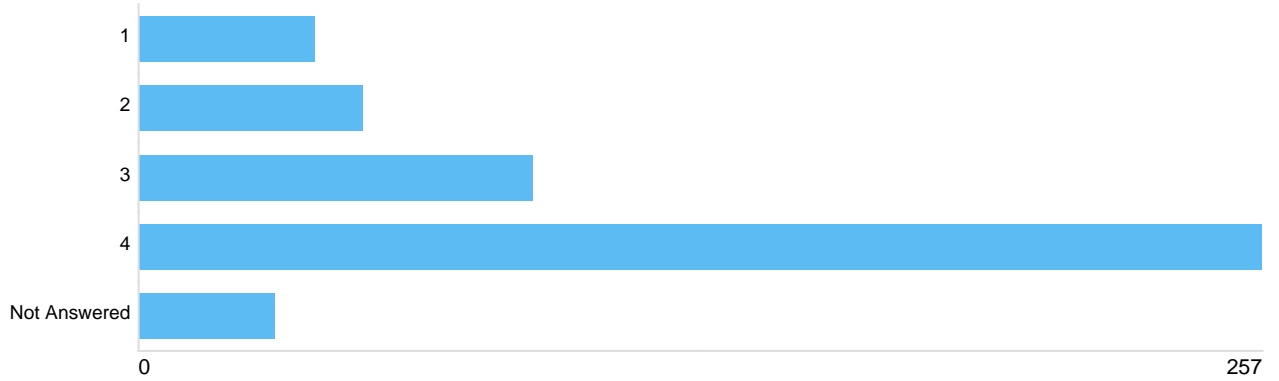
Option	Total	Percent
1	34	7.25%
2	41	8.74%
3	117	24.95%
4	259	55.22%
Not Answered	18	3.84%

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



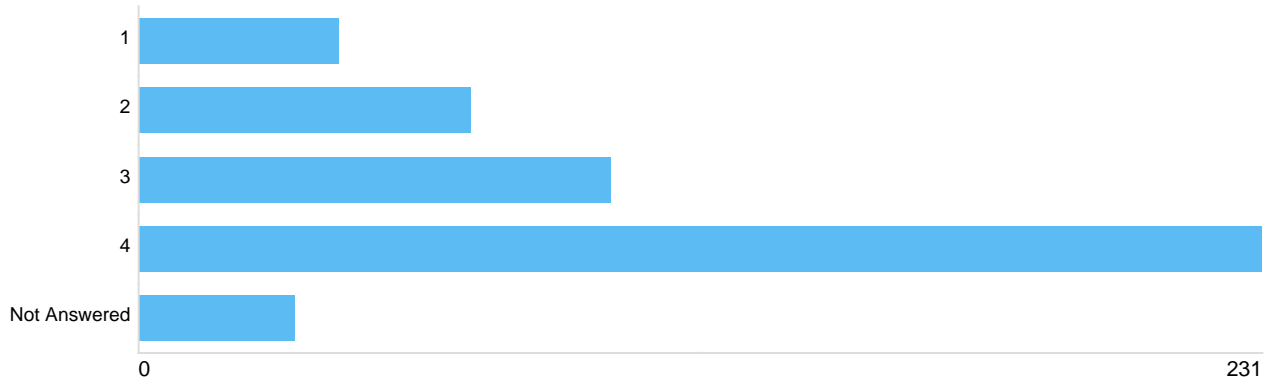
Option	Total	Percent
1	30	6.40%
2	57	12.15%
3	110	23.45%
4	247	52.67%
Not Answered	25	5.33%

Improving repairs - Improve how we respond to issues regarding damp and condensation



Option	Total	Percent
1	40	8.53%
2	51	10.87%
3	90	19.19%
4	257	54.80%
Not Answered	31	6.61%

Improving repairs - Improve how we communicate with you regarding repair works in your home



Option	Total	Percent
1	41	8.74%
2	68	14.50%
3	97	20.68%
4	231	49.25%
Not Answered	32	6.82%

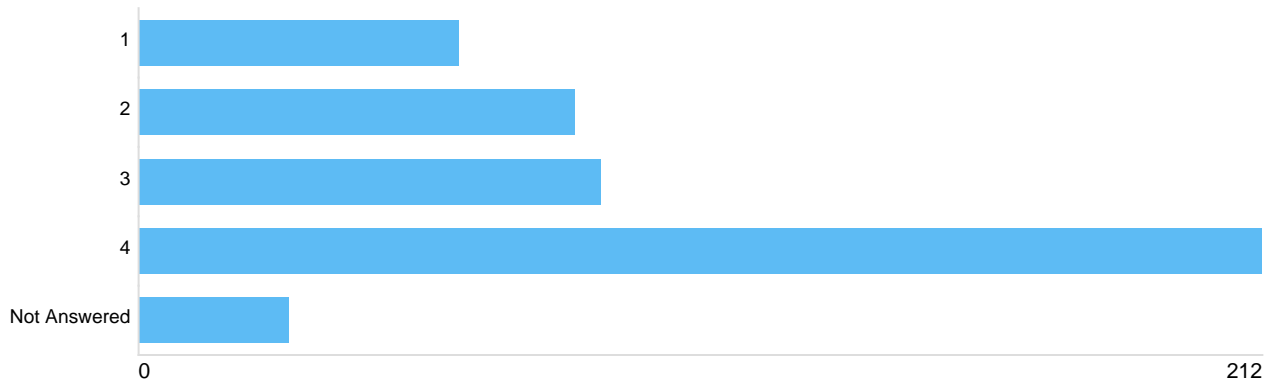
Question 5: If you have any other priorities for improving the Repairs Service please tell us below.

Other priorities

There were 12 responses to this part of the question.

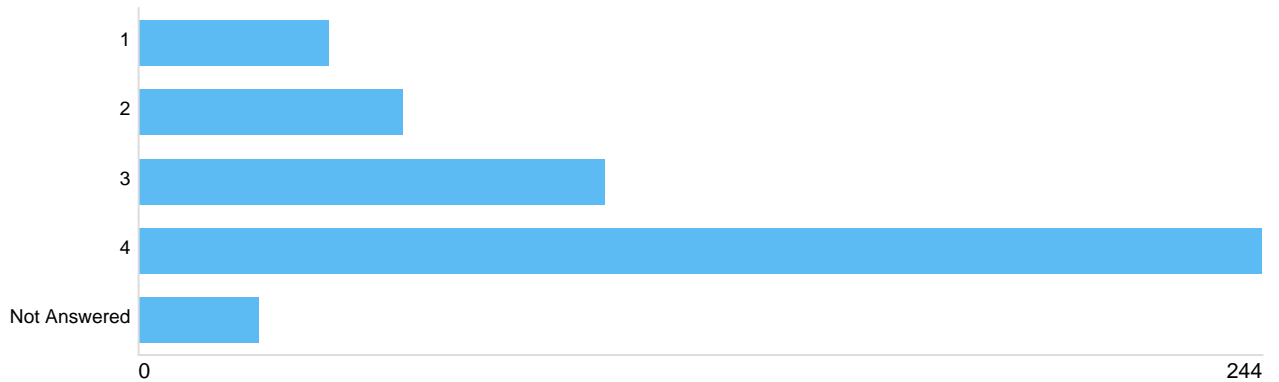
Question 6: With 4 being the most important and 1 the least important, please rank each of these statements from 1-4.

Quality of home - Improve soundproofing within your home



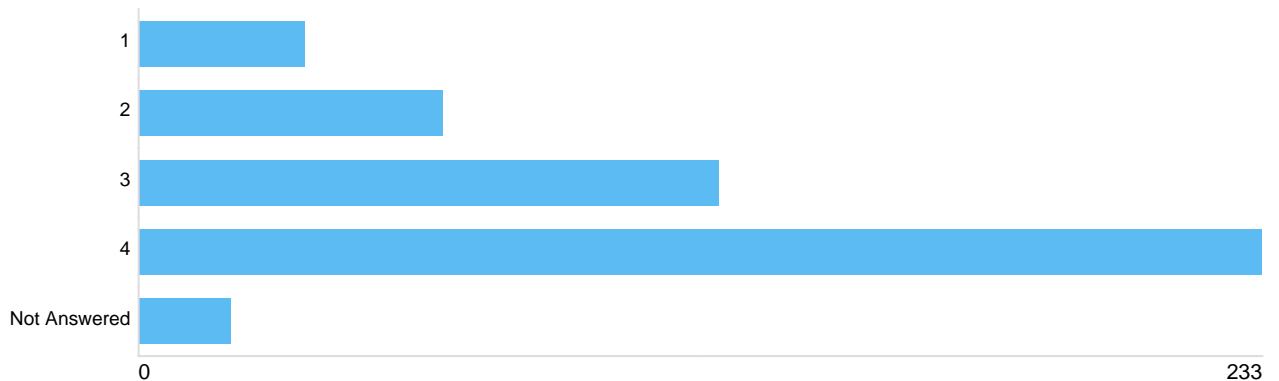
Option	Total	Percent
1	60	12.79%
2	82	17.48%
3	87	18.55%
4	212	45.20%
Not Answered	28	5.97%

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



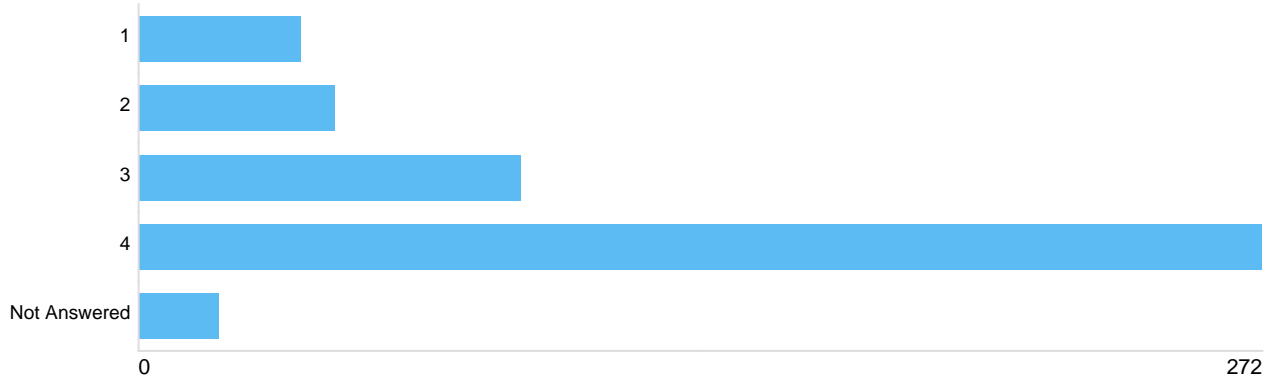
Option	Total	Percent
1	41	8.74%
2	57	12.15%
3	101	21.54%
4	244	52.03%
Not Answered	26	5.54%

Quality of home - Improve the outside of your home (eg painting, roof/gutter cleaning)



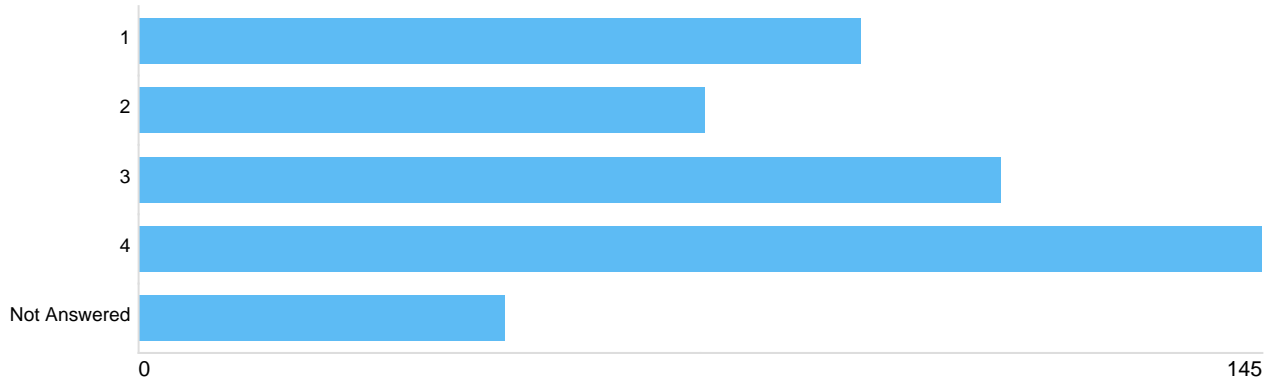
Option	Total	Percent
1	34	7.25%
2	63	13.43%
3	120	25.59%
4	233	49.68%
Not Answered	19	4.05%

Quality of home - Make your home more energy efficient



Option	Total	Percent
1	39	8.32%
2	47	10.02%
3	92	19.62%
4	272	58.00%
Not Answered	19	4.05%

Quality of home - Improve communal areas (close painting, bin storage and drying areas)



Option	Total	Percent
1	93	19.83%
2	73	15.57%
3	111	23.67%
4	145	30.92%
Not Answered	47	10.02%

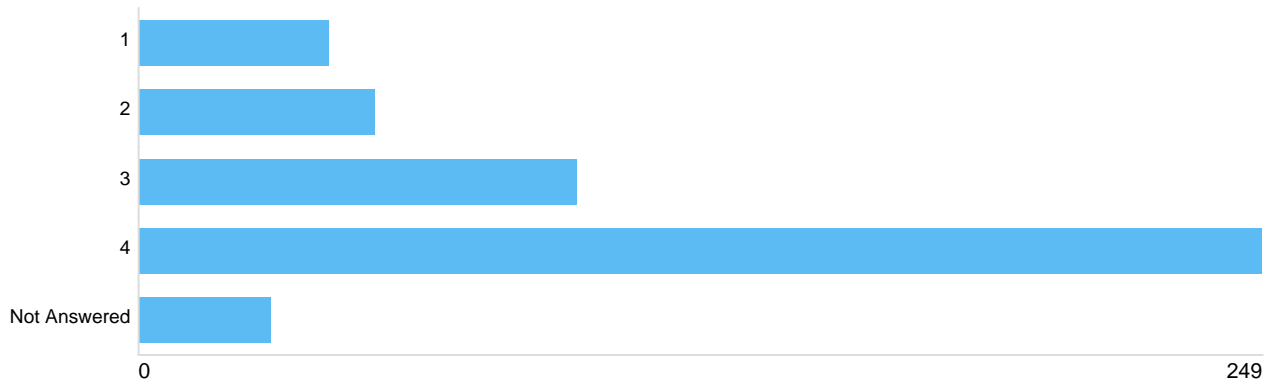
Question 7: If you have any other priorities for improving the quality of your home please leave details below.

Text box

There were **14** responses to this part of the question.

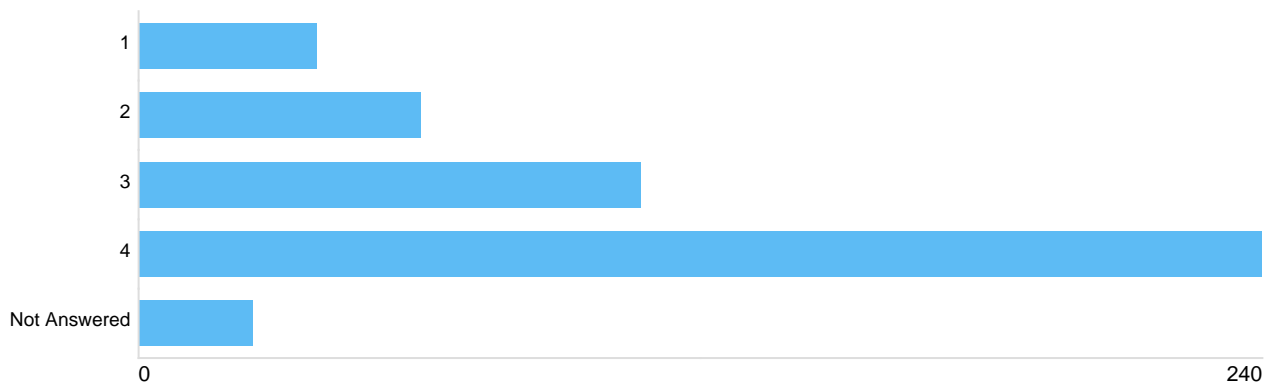
Question 8: With 4 being the most important and 1 the least important, please rank each of these statements from 1 - 4.

Improving neighbourhoods - Improve how we respond to anti-social behaviour concerns and issues



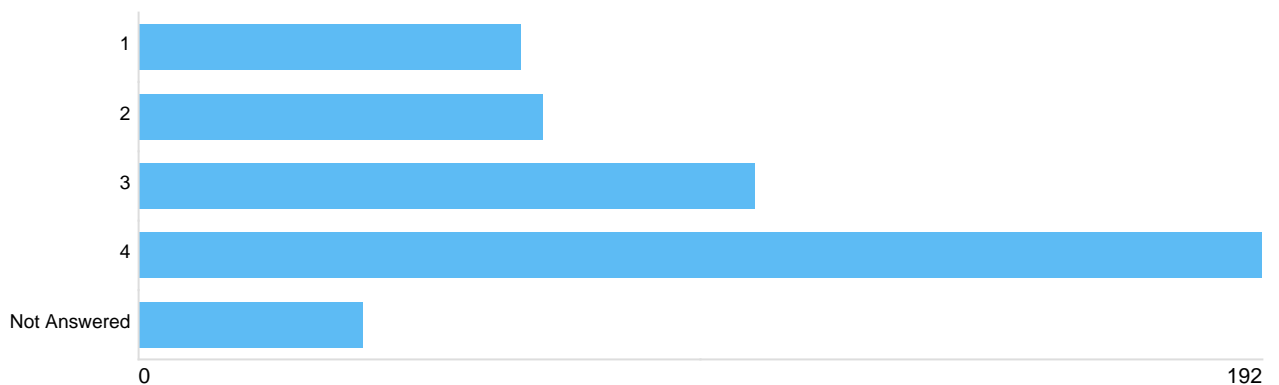
Option	Total	Percent
1	42	8.96%
2	52	11.09%
3	97	20.68%
4	249	53.09%
Not Answered	29	6.18%

Improving neighbourhoods - Improve the appearance of your neighbourhood (fencing, boundary walls and paths)



Option	Total	Percent
1	38	8.10%
2	60	12.79%
3	107	22.81%
4	240	51.17%
Not Answered	24	5.12%

Improving neighbourhoods - Increase the opportunities to make your neighbourhood feel safer through improved stair lighting and lighting in entrance ways



Option	Total	Percent
1	65	13.86%
2	69	14.71%
3	105	22.39%
4	192	40.94%
Not Answered	38	8.10%

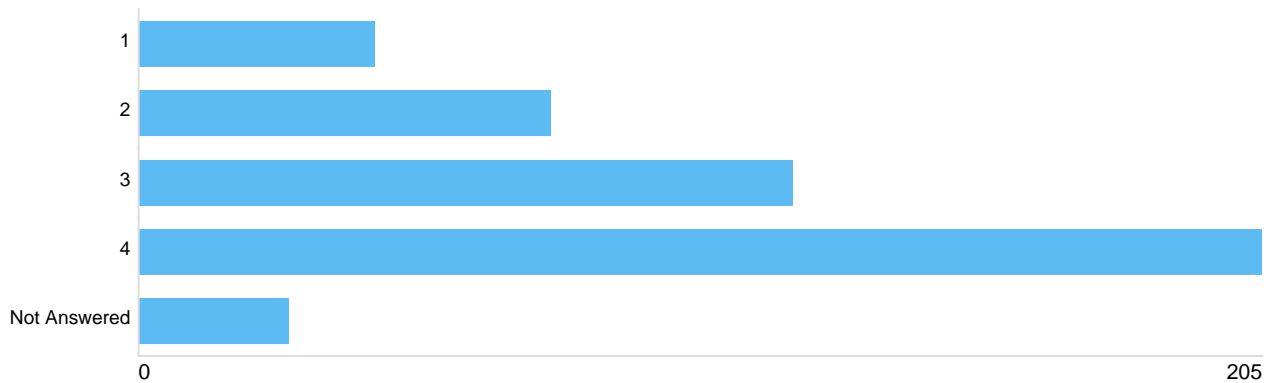
Question 9: If you have any other priorities for improving your neighbourhood please leave details below.

Text box

There were 13 responses to this part of the question.

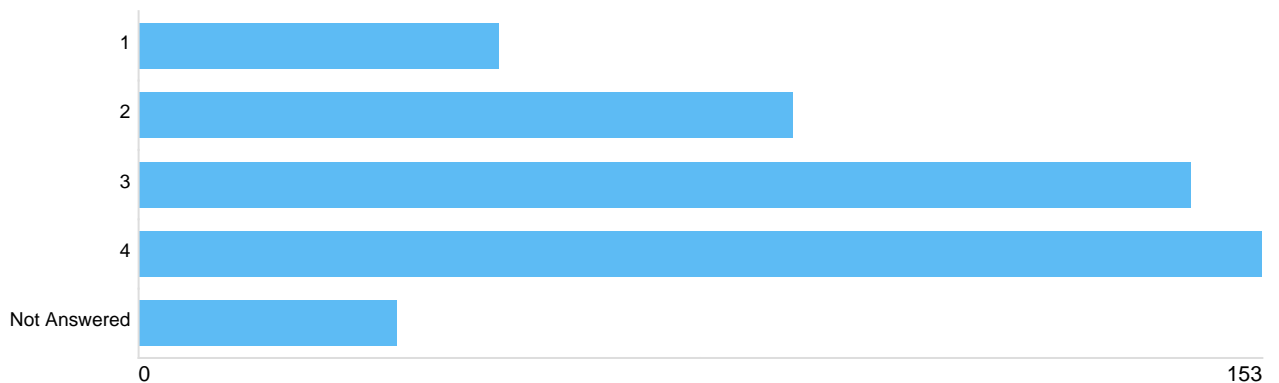
Question 10: With 4 being the most important and 1 the least important, please rank each of these statements from 1 - 4.

Information and participation - Improve how we offer support to tenants in their home and also to keep a home



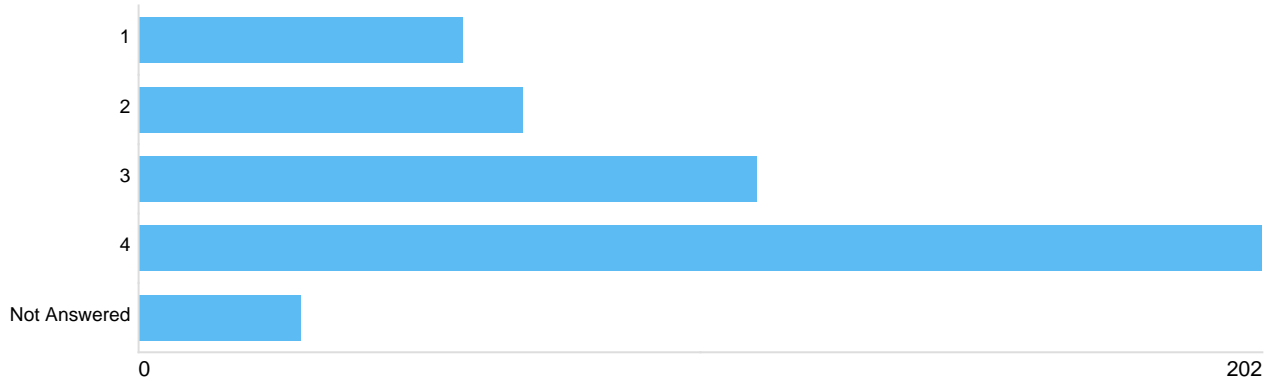
Option	Total	Percent
1	43	9.17%
2	75	15.99%
3	119	25.37%
4	205	43.71%
Not Answered	27	5.76%

Information and participation - Provide more help regarding financial advice and assistance



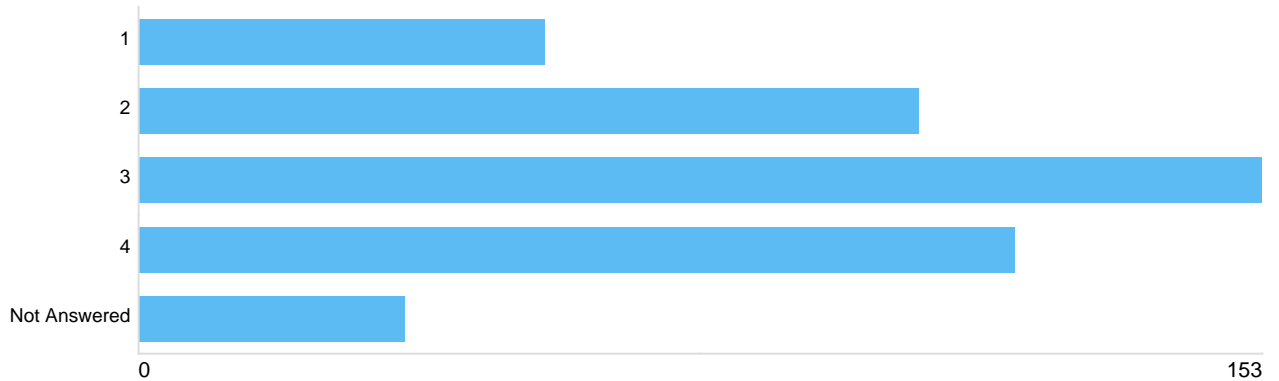
Option	Total	Percent
1	49	10.45%
2	89	18.98%
3	143	30.49%
4	153	32.62%
Not Answered	35	7.46%

Information and participation - Increase the opportunities to use SMART technology in homes to help with support needs, how to better manage heating your home and support you to be more energy efficient



Option	Total	Percent
1	58	12.37%
2	69	14.71%
3	111	23.67%
4	202	43.07%
Not Answered	29	6.18%

Information and participation - Improve the options available to get you more involved in the decisions we make about the Housing Service



Option	Total	Percent
1	55	11.73%
2	106	22.60%
3	153	32.62%
4	119	25.37%
Not Answered	36	7.68%

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

Text box

There were **10** responses to this part of the question.

Question 12: Your name.

Your name

There were **440** responses to this part of the question.

Question 13: Your home or mobile telephone number.

Your phone number

There were **351** responses to this part of the question.

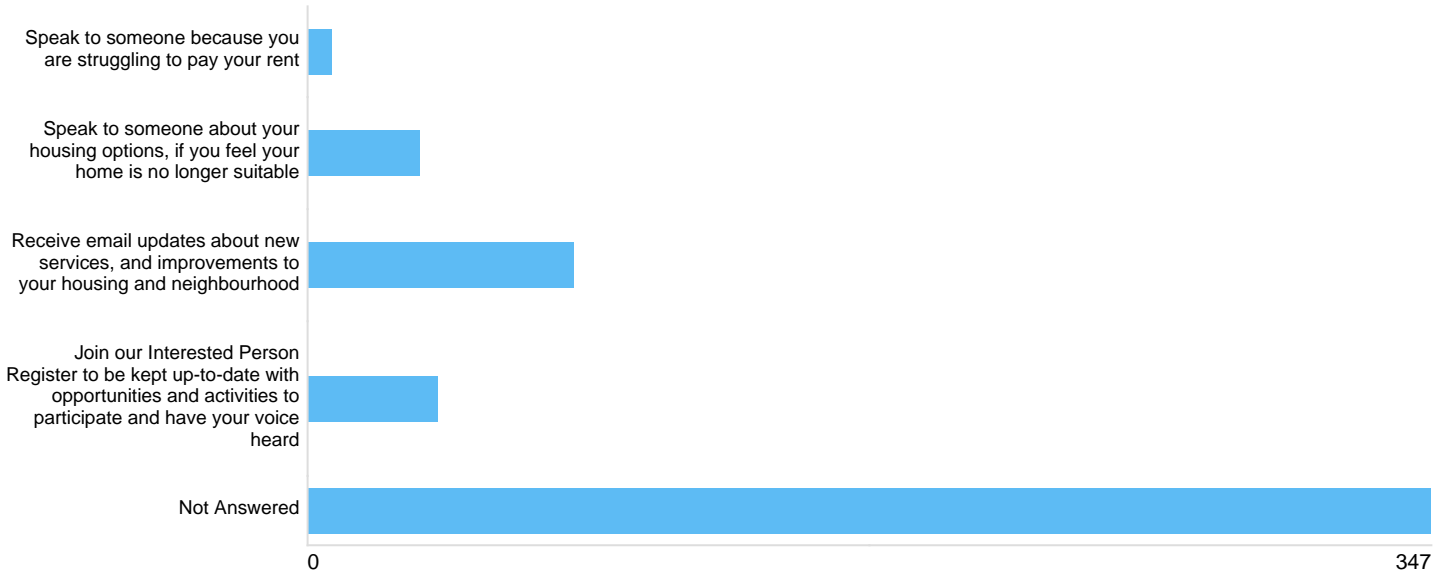
Question 14: And/or your email address.

Email

There were **209** 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 because you are struggling to pay your rent	7	1.49%
Speak to someone about your housing options, if you feel your home is no longer suitable	34	7.25%
Receive email updates about new services, and improvements to your housing and neighbourhood	82	17.48%
Join our Interested Person Register to be kept up-to-date with opportunities and activities to participate and have your voice heard	40	8.53%
Not Answered	347	73.99%