

# Central Region Network

“Your opinion matters to us”

Summary of survey responses

November 2010

## ***Introduction***

Central Region Network published an issue of its newsletter *The Peoples Voice* in August 2010 to all RTOs in the region. The content of the newsletter was purposely designed to inform tenants, homeless people and service users of the intention to establish a Scottish Social Housing Charter. As a means of encouraging RTOs to start thinking about what Outcomes they would wish to see included in the Charter, the newsletter included a survey asking tenants and residents groups to rank, in terms of perceived importance, the services that really matter to them. This paper provides a summary of responses received.

## ***Who Responded?***

29 completed survey responses were received by the closing date. A breakdown of respondents is not possible to determine because a few RTOs, with support from their landlords, photocopied the survey and distributed it more widely to individual tenants. Given this happening, it can be deduced that the responses received represent a mix of both group and individual tenant's views. It can also be assumed that the number of responses would most likely been higher if individual group members had completed and returned their own survey. Nonetheless, Central Region Committee is confident that the survey did manage to stimulate a good level of debate, resulting in a high degree of consensus around the type of Outcomes social landlords should be delivering on behalf of tenants, homeless people and service users.

Housing Management	Not Important %	Important %	Very Important %
Landlords should provide fair and open access to their housing using a transparent assessment process. Allocations should meet the housing needs of individuals and families while also encouraging sustainable communities.	0	17.24	82.76
Landlords should cooperate and work in partnership to enhance the housing options for existing tenants, prospective tenants and homeless people.	3.45	24.1	72.41
Landlords should, in consultation with tenants and service users, set affordable and fair rent and service charges. Landlords should publish transparent and detailed accounts that allow tenants and service users to easily understand and determine value for money.	10.34	10.35	79.31
Landlords should deliver housing services efficiently, making best use of scarce resources. They should publish clear guidance and assist tenants to maintain their tenancy so as to prevent unnecessary evictions.	3.45	20.69	75.86
Landlords should have robust systems in place so that effectiveness of service delivery can be properly measured. Information gathered should be published in clear and meaningful terms in order that tenants and service users can compare the performance of their landlord with other comparable landlords.	6.9	13.79	79.31
Landlords should ensure ongoing maintenance and upkeep of neighbourhoods and local environments.	0	24.14	75.86
Landlords should effectively deal with anti-social behaviour occurring in individual homes, neighbourhoods and environments. Working in partnership with local communities, police and other service providers, they should pursue appropriate responses so that it is the perpetrators and not the victims who are penalised.	0	13.79	86.21

<b>Property Maintenance</b>	<b>Not Important %</b>	<b>Important %</b>	<b>Very Important %</b>
Landlords should ensure tenants' homes meet the Scottish Housing Quality Standard by 2015 and plan to maintain homes to this standard after this date.	0	17.24	82.76
Landlords should provide cost-effective repairs and maintenance services by appointment and within suitable timescales. Landlords should also set their sights on completing repairs and improvements right first time.	0	13.79	86.21
Landlords should have sound stock-management strategies to ensure houses they own are in demand, maintained, modernised and adapted as people's needs change.	0	24.14	75.86
Landlords should provide value for money in setting an appropriate balance between planned and responsive repairs. When carrying out capital works, landlords should be responsive to tenants' genuine interests and concerns.	0	17.24	82.76

<b>Tenant Involvement</b>	<b>Not Important %</b>	<b>Important %</b>	<b>Very Important %</b>
Landlords should provide tenants, homeless people and service users, either individually or collectively, with an array of options and opportunities of becoming directly involved in decision making relating to housing and related services.	10.34	20.69	68.97
Landlords should provide adequate funding and resources for Tenant Participation so that tenants gain sufficient capacity to positively engage and bear influence on the development of housing policies and practices and related services.	0	31	69
Landlords should actively involve tenants, homeless people and service users in monitoring the standards of performance and quality of housing and related services they receive, as a means towards driving continuous improvement.	6.9	27.59	65.51
Landlords should involve tenants, homeless people and service users when putting together the annual self-assessment and prior to submitting it to the Scottish Housing Regulator.	3.45	41.38	55.17

Focusing on Customers	Not Important %	Important %	Very Important %
Landlords should act in non-discriminatory ways in the provision of their services by treating all customers with respect and ensuring suitable access to services is provided.	0	20.69	79.31
Landlords should provide good information and advice in plain English and in a format that meets the individual needs of customers. Landlords should also promote a culture of openness in respect to information that is of interest to customers.	0	27.59	72.41
Landlords should respond to customer feedback and demonstrate the information gathered is improving services.	10.34	20.69	68.97
Landlords should have appropriate Complaints and Appeals processes that customers find easy to understand and use and should respond within reasonable timescales. Reference to the role of the Public Services Ombudsman should be included in all complaints and appeals literature.	6.9	20.69	72.41

Homelessness	Not Important %	Important %	Very Important %
Landlords should help alleviate and prevent homelessness and ensure the support needs of homeless people are appropriately met as quickly as possible. RSL landlords should actively assist by making available suitable properties to house homeless people.	10.34	41.38	48.28
Landlords should promote open access to information and advice and homeless assessment processes. Appropriate appeals processes should be in place so as homeless people can appeal against adverse decisions.	10.34	41.38	48.28
Landlords should provide temporary and permanent accommodation that treat homeless people fairly and appropriately in terms of tenancy provision, quality of housing and location. Landlords should provide temporary accommodation when needed while maximising the availability of suitable permanent accommodation for homeless people.	10.34	31.03	58.63