

Tenant Satisfaction Survey 2025

MIDLOTHIAN COUNCIL HOUSING SERVICE
December 15 2025
Alan Kennedy Knowledge Partnership

Contents

Executive Summary	4
Introduction.....	8
Overall tenant satisfaction	12
Housing quality satisfaction.....	17
Maintenance service	23
Information, participation and contact	31
Rent value for money	34
Neighbourhood management satisfaction.....	38

TABLE A - SUMMARY OF KEY SATISFACTION RESULTS FROM TENANT SATISFACTION SURVEY 2019 to 2025

ARC indicator number	Measure	% tenants very and fairly satisfied 2019 (700 cases)	% tenants very and fairly satisfied 2022 (750 cases)	% tenants very and fairly satisfied 2025 (760 cases)	Scottish Council housing average 2025
<u>Indicator</u>	<u>Survey method</u>	<u>Face to face</u>	<u>Face to face</u>	<u>Face to face</u>	<u>Mixed methods</u>
Indicator 1	Satisfaction with Midlothian Council's overall service	84.4%	81.5%	82.1%	81.2%
Indicator 2	Satisfaction with being kept informed about services and decisions	85.0%	80.1%	81.8%	82.8%
Indicator 5	Satisfaction with opportunities to participate in decision making	81.6%	77.9%	77.5%	80.6%
Indicator 7	Satisfaction with quality of home	83.7%	83.9%	85.3%	80.5%
Indicator 12	Satisfaction with repairs in last year	82.4%	72.4%	79.1%	85.7%
Indicator 13	Satisfaction with contribution of Midlothian Council to management of neighbourhood	81.1%	85.5%	85.3%	79.5%
Indicator 25	Rating of rent as very good or fairly good value for money	84.4%	80.8%	81.7%	80.4%

Executive Summary

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Midlothian Council's Housing Service (the Council) using an interviewer led face to face questionnaire. The survey was administered between September 22nd 2025 and November 10th 2025, and by the conclusion of the survey period, 760 tenants had completed a survey, representing 25.4% of all sampled tenants.

Overall satisfaction

- Taking everything into account, 82.1% of Council tenants are satisfied with housing services overall in 2025 whilst 11.0% are dissatisfied. In 2022, 81.5% of tenants were satisfied overall whilst the Scottish council social housing average is currently 81.2%¹.
- Analysis of tenant satisfaction by profile shows a broadly consistent pattern with some of the highest levels of satisfaction found amongst those tenants who are beyond working age (85.8% satisfied) and those who have lived in their home for up to 1 year (85.7%). Satisfaction is lower amongst tenants who have occupied their homes for between 1 and 7 years (78.1% satisfied) and tenants who are 'other not working' i.e. job seekers, carers, stay at home tenants and those in training or education (72.5%).
- There is some degree of variation in tenant satisfaction by allocation area e.g. 87.6% overall satisfaction in Bonnyrigg compared to 80.2% in Penicuik.

Housing quality

- Most tenants (85.3%) are satisfied with their home whilst 6.6% are dissatisfied in 2025. The current year figure for satisfaction on this measure is above that that found during the 2022 survey (83.9% satisfied) and is also ahead of the Scottish Council average (80.5%).
- In relation to tenant profile, satisfaction with housing quality is highest amongst tenants who have lived in their home for up to one year (93.9% satisfied) and amongst single person households (87.8%). Conversely, satisfaction is lowest amongst tenants who are of working age (81.5% satisfied) and households who are unable to work (77.5%).
- There is some amount variation in satisfaction with housing quality by property type e.g. amenity/wheelchair (91.9% satisfied) and semi/detached (89.2%), compared to end terraced houses (80.6%).
- Housing quality satisfaction is highest for tenants living in smaller homes, e.g., 1 bed properties (90.4% satisfied), and lowest for those living 2 bed homes (82.7%).
- Approximately two in three tenants (66.6%) agree that their home is energy efficient whilst 23.7% disagree and 9.7% said 'don't know'. In relation to heating, approx. seven in ten tenants (72.8%) said they could afford to heat their home whilst around one than one in four (21.8%) said this was not the case (5.4% did not know).
- Analysis of the impact of 'heating the home' and 'energy efficiency' on tenants' views of housing quality illustrates for example that where a tenant can afford to heat their home, 88.4% are satisfied with housing quality whereas in the case of tenants who cannot afford to heat their

¹ Source SHR data published 2025 (Scottish Council's with rented stock)

home, housing quality drops to 75.6%. A similar picture is evident for tenants' views on their home's energy efficiency.

- Tenants who found it difficult to afford to heat their home said that their landlord could assist them by better insulating their home (16.4% of all responses) and improving draughty windows (15.7%) and doors (13.4%).

Maintenance service

- Amongst tenants whose homes have been repaired in the last year, 79.1% are satisfied with the last repair whilst 11.2% are dissatisfied. During the 2022 survey, 72.4% of tenants were satisfied with their most recent repair whereas 19.3% were dissatisfied. The Scottish Council housing sector average for repairs satisfaction (which includes transactional data), is 85.7%.
- As regards maintenance, the most satisfied tenants by property type are those living in mid terraced homes (84.5% satisfied) and amenity/wheelchair properties (81.8%), whereas the least satisfied tenants live in four in a block (ground or upper) properties (76.5% satisfied) and houses (bungalows or detached) - 63.6%.
- An analysis of repair service satisfaction by tenant profile illustrates that the most satisfied tenants (in terms of repairs carried out in the last year) are those who are not of working age (85.2% satisfied) or retired (86.0%) whereas the amongst the least satisfied tenants are those who are of working age (76.0%), and tenants who have lived in their home for up to 1 year (66.7% - caution 18 tenants only).
- A review of repair service satisfaction by period (within the last year) shows that tenants with repairs that were completed up to four months ago are more positive about the service (85.3% satisfied) than those tenants whose homes have received repairs in an earlier period (i.e. more than 6 months ago - 70.3% satisfied).

Damp and mould

- Around one in five tenants (17.1%) said they had experienced issues with damp and mould in their home during the last 12 months (80.9% said this was not the case) and 2.0% responded 'don't know'.
- Analysis shows that awareness of damp and mould is closely associated with the tenant's view of the repair service i.e. where the tenant is not aware of this problem, 83.3% are satisfied with their most recent property repair. Conversely, where the tenant considers that there might be damp and mould in their home, satisfaction with repairs declines to 65.3%, with approx. one in four (20.8%) saying they are dissatisfied with their last repair.
- Considering only those tenants that are aware of damp and mould, the majority (71.5%) have reported this matter to the Council. For those tenants who have reported damp and mould, most (63.4%) are waiting on the issue to be addressed, whilst 14.0% say that the issue has returned. Around one in four tenants (21.5%) say that the damp and mould problem has been resolved after reporting it to the Council.

Information, participation and contact

- In 2025, 81.8% of tenants rated 'being kept informed' as good, whilst 5.3% said that the Council is poor on this measure (and 12.9% replied 'neither good nor poor'). Tenant

satisfaction with being kept informed is slightly higher than the 2022 survey (80.1% saying good). The sector average for this figure in 2025 is 82.8%.

- Approx. eight in ten tenants (77.5%) are satisfied with opportunities to participate whilst 3.8% are dissatisfied on this measure. In 2022, 77.9% were satisfied whilst the current Scottish Council sector average for tenant participation is 80.6%.
- In 2025, most tenants (49.2%) are not particularly interested in getting involved in giving their views to their landlord (55.5% in 2022). However, where tenants do wish to give their views, surveys is the most popular method of participating – 40.4%.
- Most tenants (88.6%) agree with the statement ‘My landlord’s staff treat me fairly and with respect’. Around one in twenty tenants (5.1%) answered ‘neither agree nor disagree’ whilst 2.8% disagreed (and 3.7% said ‘don’t know’). We observe that where a tenant agrees that staff are fair and respectful, 85.6% of tenants are satisfied with services overall; this contrast with 35.0% tenant satisfaction when a tenant disagrees that staff are fair and respectful.
- Tenants’ preferences for contacting the Council in the future are principally telephone i.e. mobile (65.9%) and landline (13.2%). Digital methods e.g. email (12.0%) are also popular with tenants as a way of contacting the Council. The preferred means by which tenants prefer to be kept informed by their landlord are letter (36.3%), telephone (21.5%) and email (21.0%).

Rent

- Around eight in ten tenants (81.7%) consider rent to be good value for money, whilst 5.9% say that rent is poor value (and 12.4% answered ‘neither good nor poor’ value). In 2022, 80.8% rated rent as good value, whilst the 2025 Council sector average is 80.4%.
- Analysis of rent value by property and household size and shows that tenants living in one bed homes are the most positive on this measure (85.2% say rent is good value) alongside single person households (84.8%). Households with two or more persons (especially those living in 2 bed homes) are the least positive on rent value for money (79.6%).
- In relation to property type, tenants living in amenity/wheelchair adapted homes (91.9% say ‘good value’) are the most likely to say that rent is good value for money whilst the least likely to rate rent value as good are tenants living in flats (77.1%) and houses (bungalows or detached) (70.8%).
- Considering tenant profile, rent value for money varies somewhat with retired tenants (85.0%) being the most likely to say that rent is good value for money. This contrasts with the view of those who are unable to work where 77.5% say that rent is good value.

Neighbourhoods

- Most tenants, (85.3%) are satisfied with neighbourhood management whilst 5.1% are dissatisfied. In 2022, a very similar proportion of tenants (85.5%) was satisfied with ‘neighbourhood management’ whilst the sector average in 2025 is 79.5%.

Conclusions

The 2025 tenant satisfaction survey indicates that the majority of tenants (82.1%) are satisfied with the overall service they receive from their landlord and that satisfaction across several areas has improved since 2022.

Possible areas for further investigation

Whilst a majority of tenants have expressed satisfaction with the housing service they receive from the Council, a minority have identified some dissatisfaction and based on the tenant feedback in these and other areas, we would propose the following as having potential for further investigation.

- Considering what actions might improve the Council's **service overall**, the three main improvements are:
 - Providing a better repair service (13.2% of all tenant responses)
 - Improving the inside of the home (8.9%)
 - Upgrading the outside of the home (5.3%).
- On improving **housing quality**, the three main improvement items are:
 - Improving kitchen (13.0% of all tenant responses)
 - Improving the bathroom (14.5%)
 - reducing cold and draughts (8.4%).
- Additionally, on the matter of housing quality, making it easier for tenants to **heat their home** by providing more internal insulation (16.4% of all tenant responses) and improving draughty windows (15.7%) and doors (13.4%).
- From the perspective of **property repairs**, the three main areas for improvement are:
 - Reducing the time it takes to complete a repair (13.4% of all tenant responses)
 - Reducing the time it takes to start a repair (12.8%)
 - Completing a repair on the first visit (10.7%)
- In relation to damp and mould (which 17.1% of tenants say they are aware of), increasing the level of reporting (28.5% of tenants say they have not reported this issue) and improving the perceived outcomes in relation to resolving cases of damp and mould.
- Considering **rent value for money**, the three main suggestions for improving rent value are:
 - Reducing the level of rent increases (14.9% of all tenant responses)
 - Reducing the amount of rent charged (12.3%)
 - Improving the repair service (9.7%).
- The three main improvements that tenants are seeking in relation to **neighbourhood management** are:
 - Maintaining trees, shrubs, and grass areas (7.9% of all tenant responses)
 - Tackling dog fouling (7.6%)
 - Dealing with problem neighbours (5.8%).

Introduction

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Midlothian Council's Housing Service (the Council) using an interviewer led face to face questionnaire. The survey was administered between September 22nd 2025 and November 10th 2025.

Survey sampling and survey response

The survey sampling frame comprised a stratified random sample of 2,991 tenant properties drawn from a population comprising all housing units (being 7,129 properties). Face to face (door to door) interviewing took place using a proportionate sampling method whereby interviews were administered according to factors such as location, number of bedrooms, property type etc. The adjusted survey response rate based on completing 760 interviews is 25.4%; this excludes 9 tenants who asked to be withdrawn from the interview process at the pre-survey stage².

Property and location profile

Property type

As illustrated in table B, most interviews were carried out with tenants living in mid-terraced homes (23.7%); this compares to 22.7% of all tenants living in this type of property.

Table B – Survey sample by property type, number and percentage of interviews and stock and percentage of stock.

Property type	Interviews	% interviews	Property type	Stock	% stock
House Mid Terrace	180	23.7%	House Mid Terrace	1619	22.7%
House Semi Detached	130	17.1%	House End Terrace	1166	16.4%
House End Terrace	108	14.2%	House Semi Detached	1142	16.0%
Four in Block Ground	95	12.5%	Four in Block Ground	875	12.3%
Four in Block Upper	81	10.7%	Four in Block Upper	833	11.7%
Flat - Stair Ground	46	6.1%	Flat - Stair 1st Flr	442	6.2%
Flat - Stair 1st Flr	37	4.9%	Flat - Stair Ground	380	5.3%
House Amenity	27	3.6%	Flat - Stair 2nd Flr	226	3.2%
Flat - Stair 2nd Flr	22	2.9%	House Amenity	214	3.0%
House Bungalow	14	1.8%	House Detached	83	1.2%
House Detached	10	1.3%	House Bungalow	82	1.2%
House Wheelchair	10	1.3%	House Wheelchair	53	0.7%
Other	0	0.0%	Other e.g. studio	14	0.1%
Total	760	100.0%	Total	7,169	100.0%

Property size

As set out in table C, across a total of 760 completed surveys, there was a close match between the proportion of 'completes' by number of bedrooms and the 'all stock' percentages e.g. 50.1% of all interviews were completed with tenants living in 2 bed homes compared to 53.9% of all tenants who live in this size of property .

² Effective sample was 2,991

Table C – Survey sample by number of bedrooms

Beds	Interviews	% interviews	Beds	Stock	% stock
1 bed	115	15.1%	1 bed	998	14.0%
2 bed	381	50.1%	2 bed	3,842	53.9%
3 bed	229	30.1%	3 bed	1,947	27.3%
4 or more	35	4.6%	4 or more	342	4.8%
Totals	760	100.0%	Total	7,169	100.0%

Allocation area

Table D considers the breakdown of completed surveys by allocation area. This shows a close match between the locations that were surveyed and the spread of these areas within the Council's population e.g., 19.3% of surveys were completed with tenants living in Dalkeith which compares to 19.8% of all tenants living within this allocation area.

Table D - Survey sample by allocation area

Interview area	Interviews	% interviews	Stock area	Stock	% stock
Dalkeith	147	19.3%	Dalkeith	1411	19.8%
Bonnyrigg	145	19.1%	Bonnyrigg	1352	19.0%
Penicuik	126	16.6%	Penicuik	1061	14.9%
Gorebridge	84	11.1%	Gorebridge	805	11.3%
Mayfield	74	9.7%	Mayfield	723	10.1%
Loanhead	58	7.6%	Loanhead	580	8.1%
Danderhall	38	5.0%	Danderhall	356	5.0%
Newtongrange	38	5.0%	Newtongrange	331	4.6%
Pathhead	14	1.8%	Pathhead	136	1.9%
Roslin	13	1.7%	Bilston	113	1.6%
Rosewell	12	1.6%	Roslin	112	1.6%
Bilston	11	1.4%	Rosewell	98	1.4%
Other areas	0	0.0%	Other areas e.g. Carrington	51	0.7%
Totals	760	100.0%	Total	7,169	100.0%

Person profile

As illustrated in table E, a wide range of tenant ages took part in the survey e.g., 12.2% of respondents were aged 25 to 34. Note in the case of table E comparisons between the survey interviews and household percentages should be treated with care as a large proportion of tenant ages in the Council's database have not been reported (8.2%).

Table E - Survey sample age break

Age	Interviews	% interviews	Age	Stock	% stock
16 to 24	23	3.0%	16-24	239	3.4%
25 to 34	93	12.2%	25-34	834	11.7%
35 to 44	106	13.9%	35-44	1399	19.6%
45 to 54	118	15.5%	45-54	1222	17.1%
55 to 64	146	19.2%	55-64	1348	18.9%

Age	Interviews	% interviews	Age	Stock	% stock
65 to 74	150	19.7%	65-74	884	12.4%
75 plus	117	15.4%	75 plus	615	8.6%
Rather not say	7	0.9%	Rather not say	588	8.2%
Total	760	100.0%	Total	7,129	100.0%

Table F illustrates the break-down of survey responses by household size/type. This shows a wide range of households for example, 15.0% of all surveyed households comprised one adult under 60 years of age, 30.1% comprised one adult aged 60 and over etc. Households containing children represent 21.6% of all households that were surveyed.

Table F –Survey sample by household size/composition (base 760)

Household size/composition	% all surveys
One adult under 60	15.0%
One adult aged 60 or over	30.1%
Two adults both under 60	9.2%
Two adults, at least one 60 or over	12.6%
Three or more adults 16 or over	10.1%
1 adult with children	11.4%
2 adults with children	8.6%
3 or more adults with children	1.6%
Other/rather not say	1.4%
Totals	100.0%

As set out in table G, most surveyed tenants were working (37.0%), retired (33.3%), or unable to work (17.4%). This table will add to more than 100% because tenants may have chosen more than one status e.g. part time work and student.

Table G –Survey sample by tenant status (base 760)

Status	% all surveys
Full time/part time work	37.0%
Retired	33.3%
Unable to work	17.4%
Not seeking work/at home with children	4.3%
Carer	3.9%
Job seeker	3.0%
Student/training	0.3%
Rather not say	3.9%

Ethnic origin

Most tenants surveyed were white, e.g. 91.7% declared themselves to be 'White Scottish', 4.1% said they were 'White British'.

Housing benefit status

Just over five in ten tenants (52.2%) received government assistance to pay their rent whilst 40.3% were in not in receipt of any government help to pay their rent. A proportion of tenants did not know or declined to answer this question (7.5%).

Report layout

This report sets out tenant feedback on the questions that were posed in the survey. For each section, figures are provided alongside the relevant commentary. Note that because of the way Excel deals with rounding (rounding up all data), some figures in the charts and tables contained within this report may not sum to exactly 100%. To make it easier to read the Excel charts, any figures of less than 3% have been excluded from the chart displays.

When we refer to a base as comprising 'tenant responses' or 'responses' in the charts and tables, these figures relate to multiple-choice questions where the base is the total number of responses given for each question rather than the total number of tenants.

The data supplied in this report is unweighted. Weighting can be applied following discussion with the Council if required.

Margin of error

Based on population of 7,169 households, and a response rate of 760 completed surveys, the margin of error for the data contained in this survey is $\pm 3.4\%$. This is well within the margin of error proposed by the Scottish Housing Regulator for service users surveys ($\pm 5.0\%$).

Comparisons

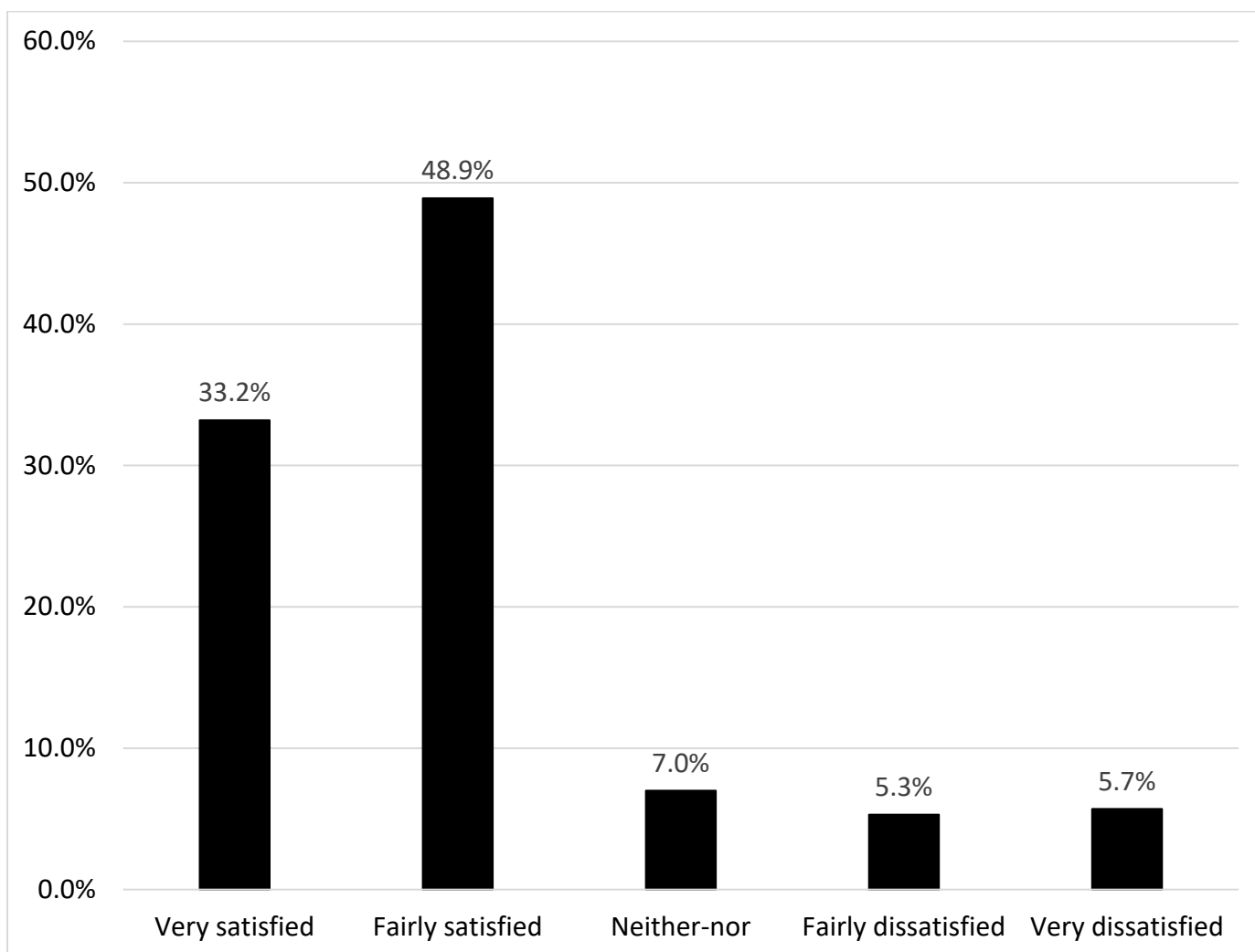
Throughout the report we have made comparisons where possible with the Council's previous tenant satisfaction survey (2022).

Overall tenant satisfaction

Figure 1 sets out the level of tenant satisfaction with the overall service provided by Midlothian Council (the Council) and illustrates that 82.1% of tenants are satisfied in 2025. Approx. one in ten tenants (11.0%) are dissatisfied with the Council's housing service overall. The comparable Council satisfaction figure for 2022 was 81.5% with 11.7% dissatisfied, whilst the Scottish social housing average satisfaction level for all councils is currently 81.2%.³

Figure 1 –Satisfaction with the overall service provided by the Council (base 760)

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



Tenant profile

Table 2 illustrates tenant satisfaction by profile and shows a broadly consistent pattern with some of the highest levels of satisfaction found amongst those tenants who are beyond working age (85.8% satisfied) and those who have lived in their home for up to 1 year (85.7%). Satisfaction is lower amongst tenants who have occupied their homes for between 1 and 7 years (78.1% satisfied) and tenants who are 'other not working' i.e. job seekers, carers, stay at home tenants and those in training or education (72.5%).

³ Source SHR data published 2025 (Scottish Council's with rented stock)

Table 1 - Overall satisfaction by tenant profile (base 760)

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

Tenant profile	Satisfied	Neither-nor	Dissatisfied
Not working age	85.8%	4.9%	9.4%
Working age	80.0%	8.2%	11.7%
Up to 1 year	85.7%	8.2%	6.1%
1 to 7 years	78.1%	9.8%	12.1%
7 years or more	83.3%	5.7%	11.0%
Children in household	85.4%	8.5%	6.1%
No children in household	81.2%	6.5%	12.3%
Single person	81.9%	6.4%	11.7%
Two or more persons	82.3%	7.4%	10.3%
Employed	82.8%	6.8%	10.4%
Other not working	72.5%	16.3%	11.3%
Retired	86.2%	4.7%	9.1%
All tenants	82.1%	7.0%	10.9%

Allocation area

Tenant satisfaction by allocation area is shown in table 2 and illustrates some degree of variation e.g. 87.6% overall satisfaction in Bonnyrigg compared to 80.2% in Penicuik. Some of the lowest levels of tenant satisfaction are accounted for by those living in Dalkeith (75.5%) and the group comprising Loanhead, Roslin, Bilston and Rosewell (74.5%).

Table 2 - Overall satisfaction by allocation area (base 760)

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

Allocation area	Satisfied	Neither-nor	Dissatisfied
Bonnyrigg	87.6%	7.6%	4.8%
Dalkeith	75.5%	5.4%	19.0%
Danderhall-Newtongrange-Pathhead	85.6%	6.7%	7.8%
Gorebridge	86.9%	7.1%	6.0%
Loanhead-Roslin-Bilston-Rosewell	74.5%	8.5%	17.0%
Mayfield	87.8%	5.4%	6.8%
Penicuik	80.2%	7.9%	11.9%
All tenants	82.1%	7.0%	10.9%

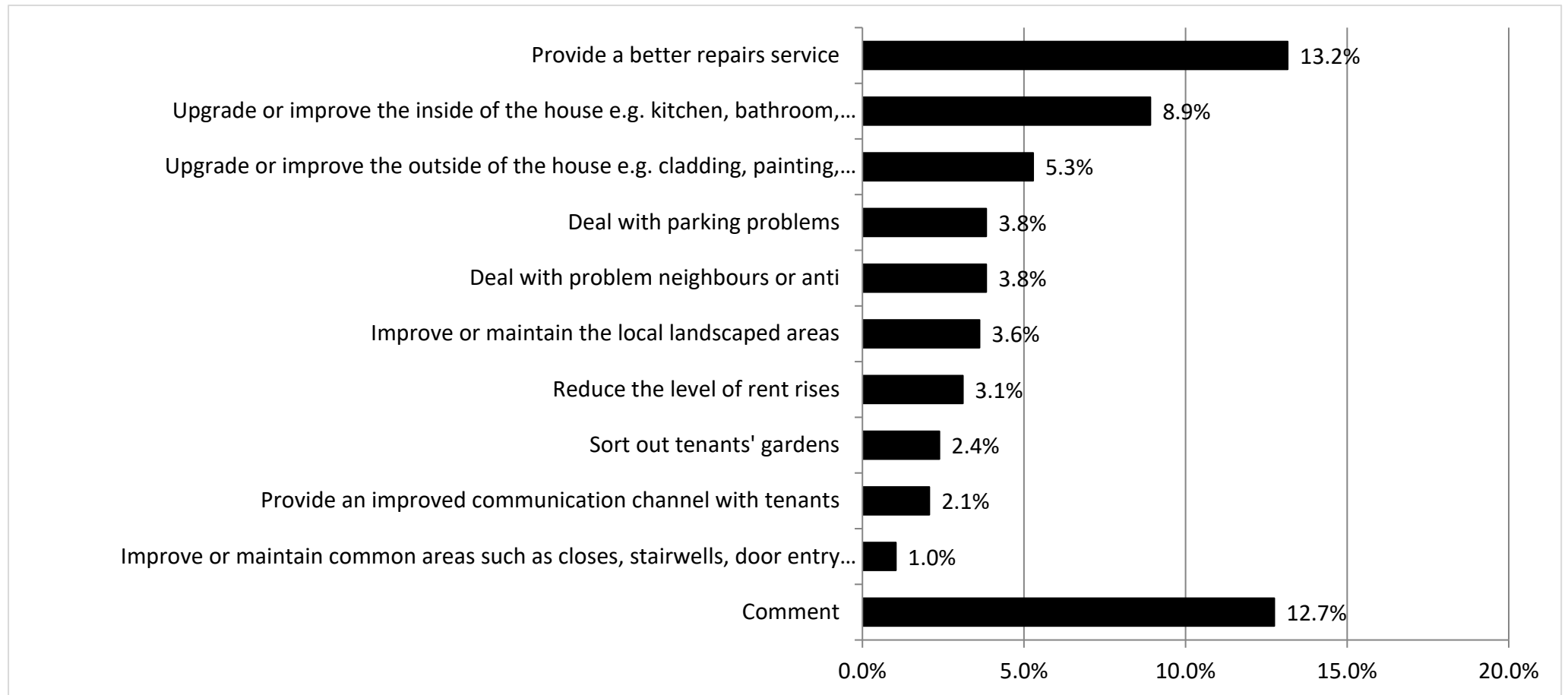
Service improvements

All tenants were asked to say how the Council could improve its overall service.

The results of this enquiry are set out in figure 2 and indicate that providing a better repair service (13.2% of all responses), improving the inside of the house (8.9%) and upgrading the external parts of the home (5.3%) are the three main improvement actions in terms of overall satisfaction. We observe that 34.7% of tenant responses were that nothing needed to be improved about the service whilst 5.3% were 'don't know'.

Figure 2 – Service improvements (965 responses from 760 tenants)

Q- *What if anything should your landlord do to improve its overall service?*



Other comments/suggestions

One hundred and twenty three tenants made a comment relating to the housing service and these are listed in annex 1 by allocation area. Some examples of the comments made are provided below:

Q- What if anything should your landlord do to improve its overall service? (comments)

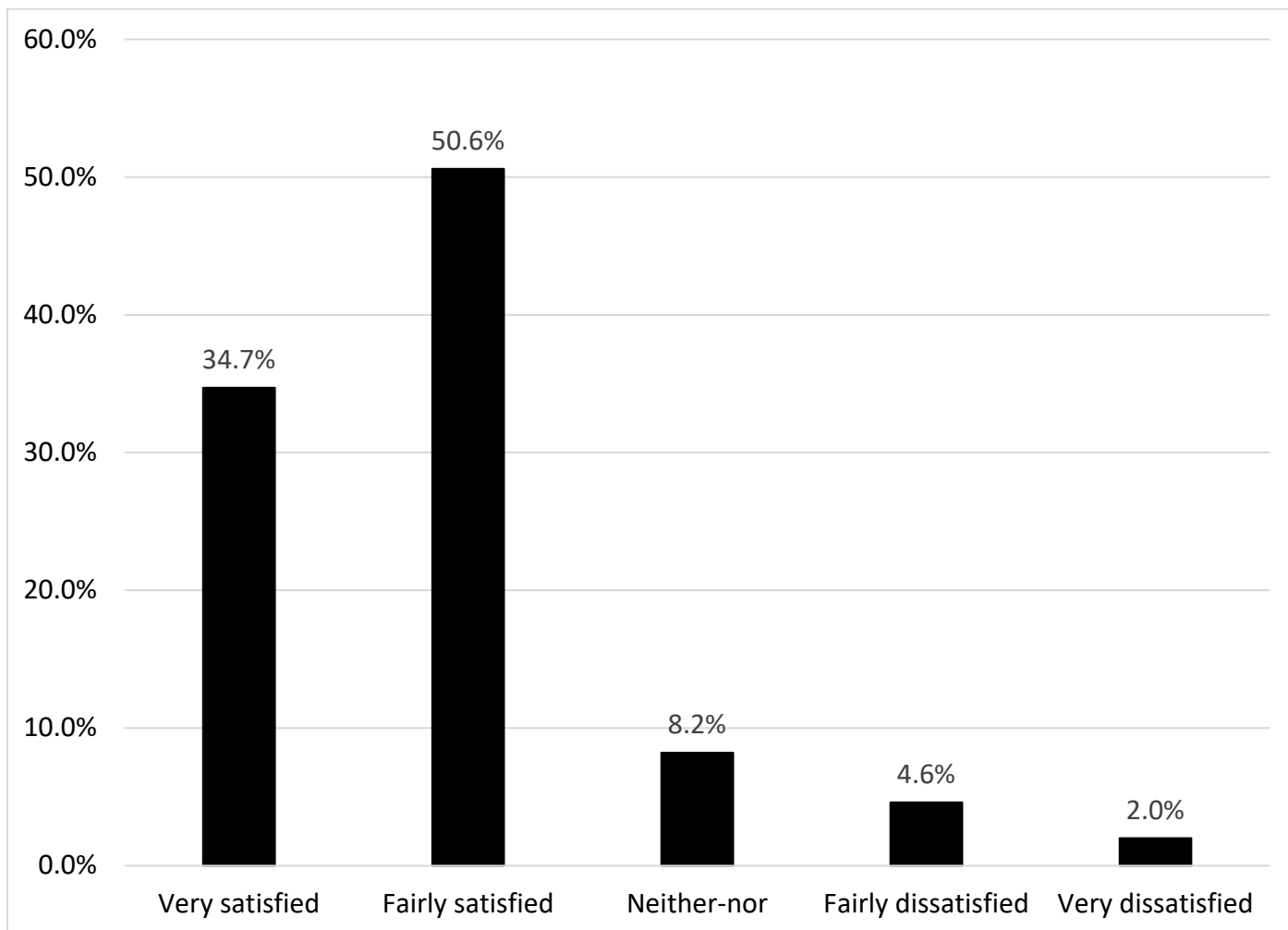
- ✓ Actually do the repairs that they say that they will do
- ✓ Been in touch with them in March but still waiting, so better communication
- ✓ Dampness in living room needs looked at
- ✓ Front and back doors jam and are draughty. Also, draughty windows throughout house
- ✓ It's a cold house and the electrics should be brought up to date
- ✓ Need guttering replaced and repairs take too long to start
- ✓ Sealant in doors, windows and bathroom are causing dampness
- ✓ The gardening service is not as good as it used to be.

Housing quality satisfaction

Overall tenant satisfaction with the quality of housing is set out in figure 3 and reveals that 85.3% of tenants are satisfied with their home whilst 6.6% are dissatisfied in 2025. The current year figure for satisfaction on this measure is above that that found during the 2022 survey (83.9% satisfied) and is also ahead of the Scottish Council average (80.5%).

Figure 3 –Satisfaction with housing quality overall (base 760)

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



Housing quality satisfaction is highest for tenants living in smaller homes, e.g., 1 bed properties (90.4% satisfied), and lowest for those living 2 bed, homes (82.7%) - (table 3).

Table 3 - Satisfaction with housing quality by property size (base 760)

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

Bedrooms	Satisfied	Neither-nor	Dissatisfied
1 bed	90.4%	5.2%	4.3%
2 beds	82.7%	8.7%	8.7%
3 beds or more	86.7%	8.7%	4.5%
All sizes	85.3%	8.2%	6.6%

Table 4 illustrates a small amount variation in satisfaction with housing quality by property type e.g. amenity/wheelchair (91.9% satisfied) and semi/detached (89.2%), compared to end terraced houses (80.6%).

Table 4 - Satisfaction with housing quality by property type (base 760)

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

Property type (surveys)	Satisfied	Neither-nor	Dissatisfied
Amenity/Wheelchair (37)	91.9%	2.7%	5.4%
Flat (105)	87.6%	8.6%	3.8%
Four in a Block (G/U) (176)	83.5%	8.5%	8.0%
House (B/D) (24)	83.3%	4.2%	12.5%
House End Terrace (108)	80.6%	11.1%	8.3%
House Mid Terrace (180)	84.4%	9.4%	6.1%
House Semi-Detached (130)	89.2%	5.4%	5.4%
All sizes	85.3%	8.2%	6.6%

In relation to tenant profile, table 5 illustrates that satisfaction with housing quality is highest amongst tenants who have lived in their home for up to one year (93.9% satisfied) and amongst single person households (87.8%). Conversely, satisfaction is lowest amongst tenants who are of working age (81.5% satisfied) and households who are unable to work (77.5%).

Table 5 - Satisfaction with housing quality by tenant profile (base 760)

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

Tenant profile	Satisfied	Neither-nor	Dissatisfied
Not working age	91.8%	5.2%	3.0%
Working age	81.5%	9.9%	8.6%
Up to 1 year	93.9%	2.0%	4.1%
1 to 7 years	81.3%	11.2%	7.6%
7 years or more	86.0%	7.4%	6.6%
Children in household	84.8%	6.1%	9.1%
No children in household	85.3%	8.7%	6.0%
Single person	87.8%	7.3%	5.0%
Two or more persons	83.0%	8.8%	8.1%
Pay full rent	87.3%	7.5%	5.2%
Rent benefits	83.9%	8.3%	7.8%
Employed	86.0%	9.3%	4.7%
Other not working	78.8%	6.3%	15.0%
Retired	90.9%	5.9%	3.2%
Unable to work	77.5%	9.2%	13.3%
All tenants	85.3%	8.2%	6.6%

Energy efficiency and heating the home

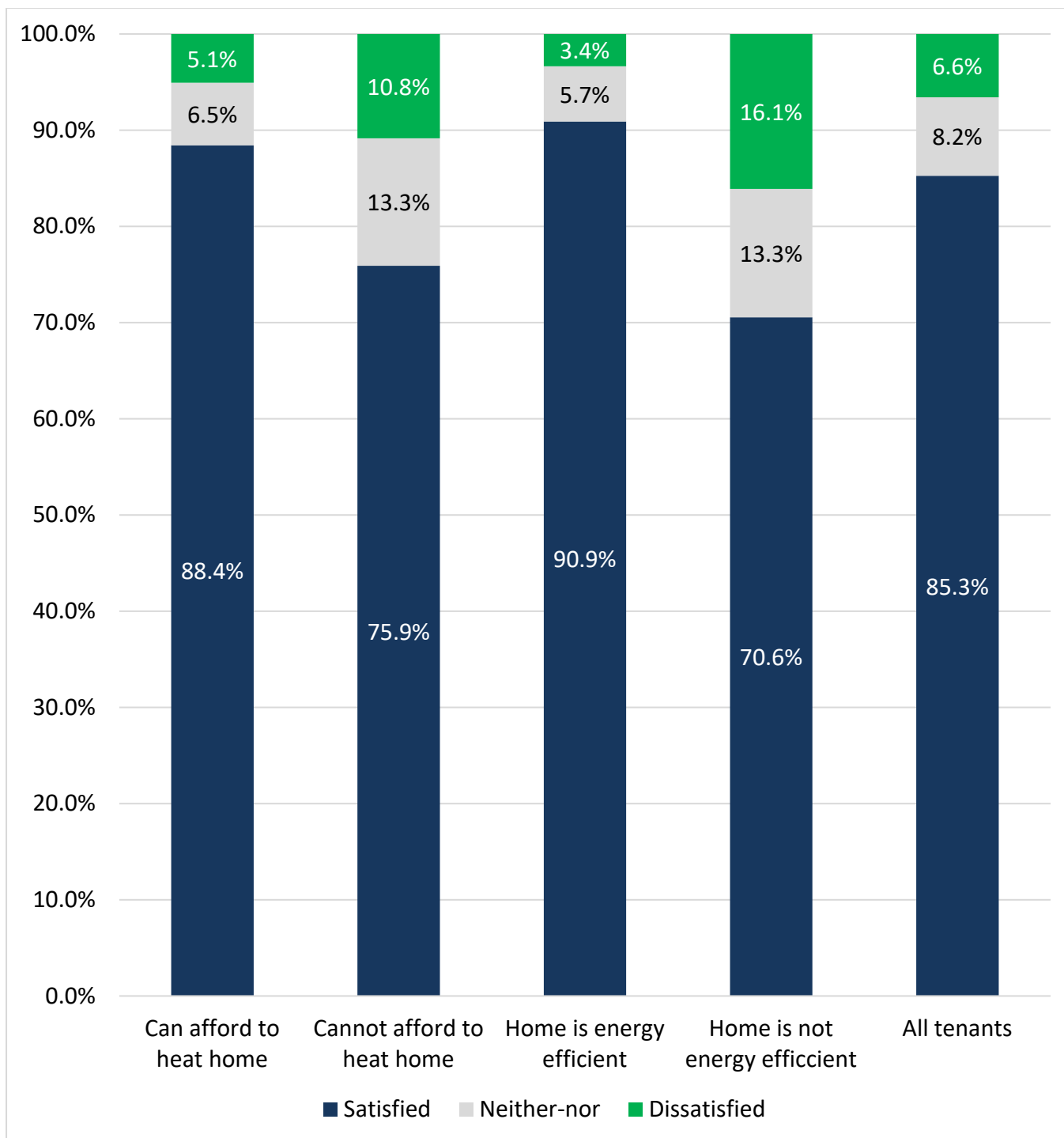
Approximately two in three tenants (66.6%) agreed that their home is energy efficient whilst 23.7% disagreed and 9.7% said 'don't know'. During the 2022 survey, a similar proportion (64.4%) said that their home was energy efficient whereas 25.9% said this was not the case.

In relation to heating, approx. seven in ten tenants (72.8%) said they could afford to heat their home whilst around one than one in four (21.8%) said this was not the case (5.4% did not know).

Figure 4 shows the impact of ‘heating the home’ and ‘energy efficiency’ on tenants’ views of housing quality and illustrates for example that where a tenant can afford to heat their home, 88.4% are satisfied with housing quality whereas in the case of tenants who cannot afford to heat their home, housing quality drops to 75.6%. A similar picture is evident for tenant views on their home’s energy efficiency.

Figure 4 – Heating the home and energy efficiency v housing quality (base 760)

Q- Can you afford to heat your home and is your home energy efficient v. housing quality?



Making it easier to heat the home

Tenants who said that they found it difficult to afford to heat their home were asked to say what their landlord could do to help them heat their home more easily. The results of this enquiry are shown in table 6 and illustrate that better internal insulation of the home (16.4% of all responses), improving draughty windows (15.7%) and improving draughty doors (13.4%), are the three main ways in which the Council could help tenants heat their home more easily.

Table 6 – Landlord help with heating costs (base 268 responses from 166 tenants)

Q- How could your landlord help you to heat your home more easily?

Improvement	%
Better internal insulation of the home	16.4%
Improve windows (draughty)	15.7%
Improve doors (draughty)	13.4%
Better external insulation e.g. cladding	10.8%
Better heating system	6.7%
Offer energy saving tips/advice	5.2%
Offer help with changing gas/electricity supplier	4.5%
Improve boiler	3.7%
Comment	6.3%

Seventeen tenants added a comment about heating the home and these are set out below.

Q- How could your landlord help you to heat your home more easily? (comment)

- ✓ Better, larger radiators
- ✓ Deal with water ingress
- ✓ Deal with damp
- ✓ Deal with dampness in living room
- ✓ Do something about the energy firms
- ✓ Heating prices with utility firms are ridiculously out of control
- ✓ Help to reduce bills
- ✓ Improve seals around windows causing dampness
- ✓ Invest in solar panels in existing housing
- ✓ It's these energy companies who are just getting so greedy and must realise that a lot of folk just can't keep affording these huge increases
- ✓ Make rents manageable for most tenants
- ✓ Not a landlord problem. Utility companies need to stop the increases
- ✓ Put solar panels on the roof
- ✓ Solar panels would make a huge difference to my bills
- ✓ Sort out the cavity wall insulation
- ✓ Stop increasing rents all the time
- ✓ Supposed to be getting a new boiler and radiators.

Property improvements

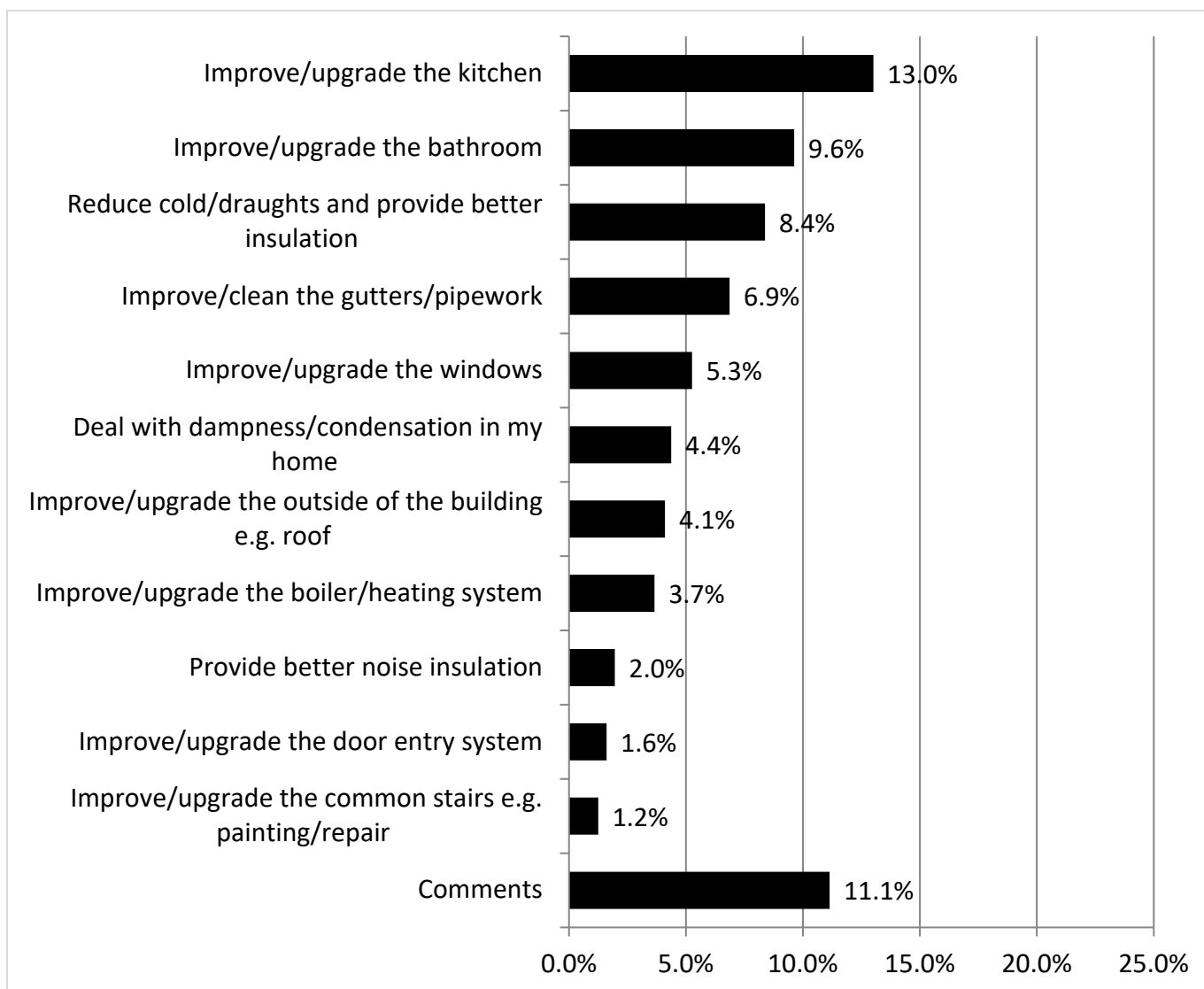
All tenants were asked to say how the Council could improve the quality of their home.

Figure 5 indicates that improving kitchens (13.0% of all tenant comments), improving the bathroom (9.6%), and reducing cold and draughts (8.4%) are the three main housing quality improvement actions required by tenants.

We observe here that 26.8% of tenant responses were that nothing needed to be improved about the quality of their home whilst 2.0% of responses were 'don't know'.

Figure 5 –

Q- What specific improvements if any should your landlord make to provide you with a better quality home?



Other comments/suggestions

One hundred and twenty five tenants made a comment relating to their housing and these are listed in annex 2 by allocation area. Some examples of the comments made are provided below. We note that approx. one in four comments (24.0%) concerned internal or external doors.

Q- What specific improvements if any should your landlord make to provide you with a better quality home? (comments)

- ✓ Back door needs to be replaced. It has been measured about 4 years ago but not yet done

- ✓ Better heating needed
- ✓ Better storage space & we need access to the loft
- ✓ Damp all over – needs sorted
- ✓ Far too small as a home
- ✓ Floor is warped due to flooding
- ✓ Front door replaced 2 years ago but there is still a draught coming in
- ✓ Lack of storage cupboards
- ✓ Radiators are too small.

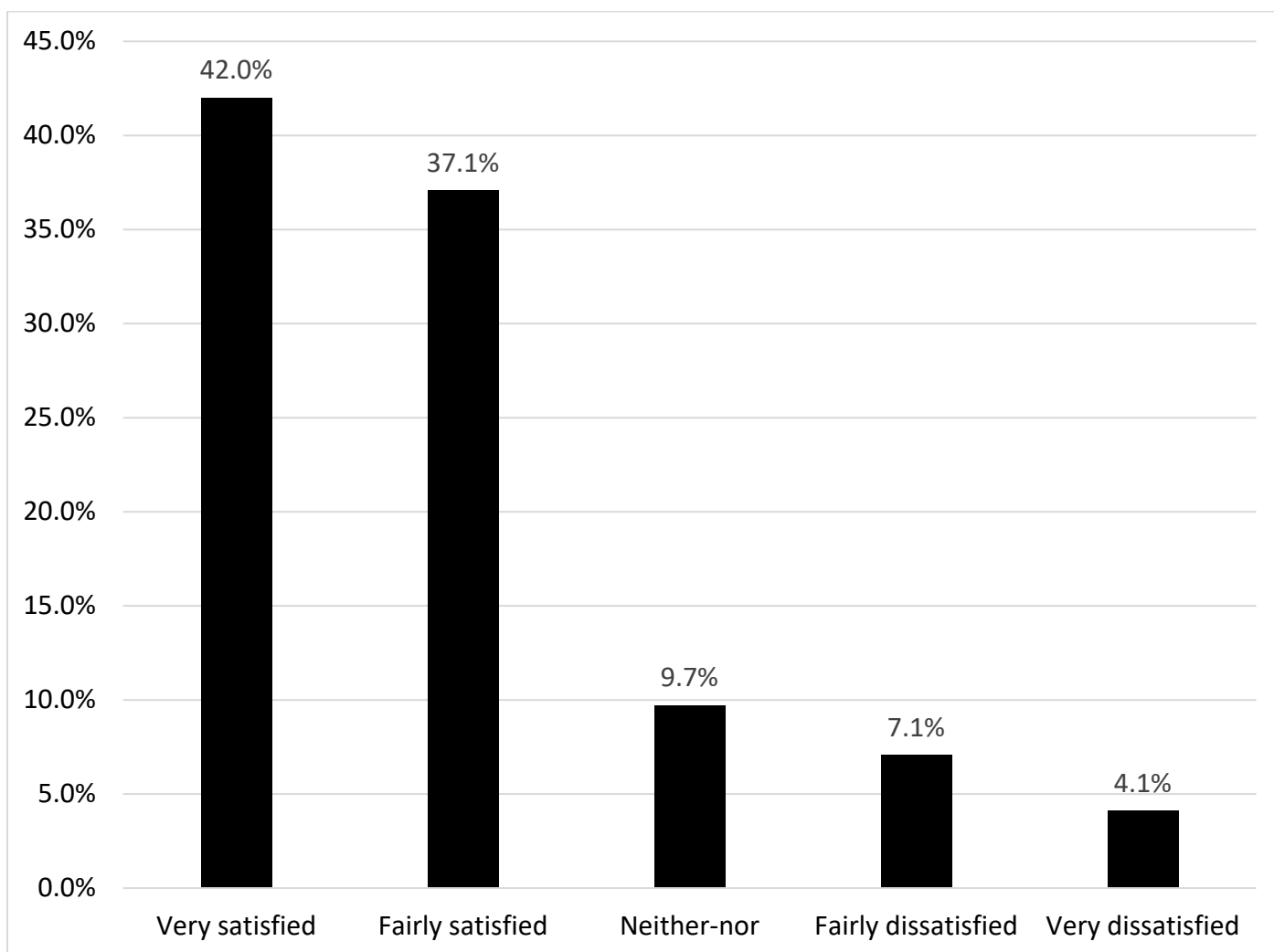
Maintenance service

Satisfaction with repairs

Amongst tenants whose homes have been repaired in the last year, 79.1% are satisfied with the last repair whilst 11.2% are dissatisfied (figure 6). During the 2022 survey, 72.4% of tenants were satisfied with their most recent repair whereas 19.3% were dissatisfied. The Scottish Council housing sector average for repairs satisfaction (which includes transactional data), is 85.7%.

Figure 6 – Satisfaction with the repair service (base 340 repair in last year only)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by the Council?



Repairs satisfaction by property factors

Table 7 illustrates repairs satisfaction by property type.

This table shows that the most satisfied tenants by property type are those living in mid terraced homes (84.5% satisfied) and amenity/wheelchair properties (81.8%), whereas the least satisfied tenants live in four in a block (G/U) properties (76.5% satisfied) and houses (B/D) - 63.6%.

Table 7 - Satisfaction with the repair service (base 340-repair in last year only)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by the Council?

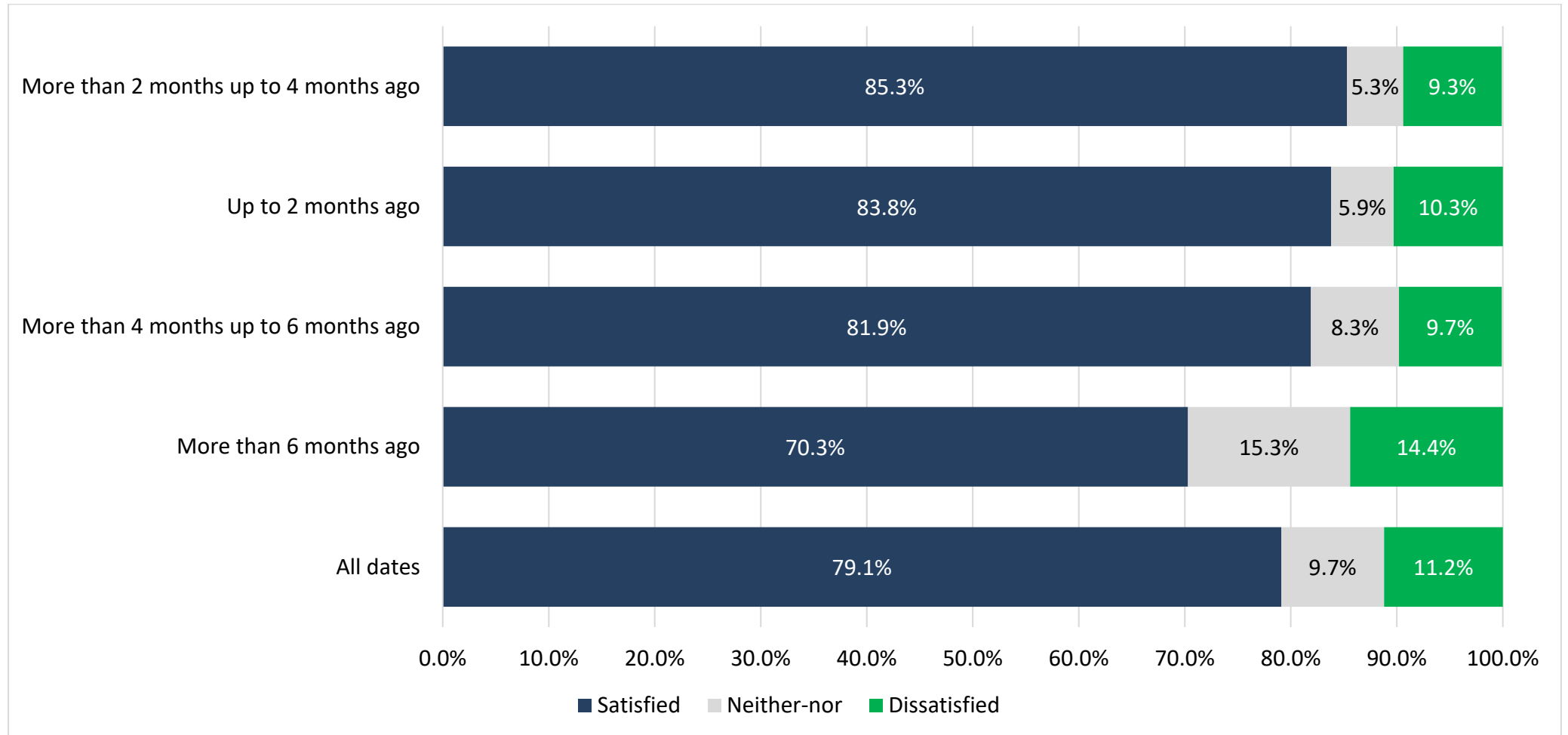
Property type (surveys)	Satisfied	Neither-nor	Dissatisfied
Amenity/Wheelchair (37)	81.8%	0.0%	18.2%
Flat (105)	81.1%	10.8%	8.1%
Four in a Block (G/U) (176)	76.5%	17.6%	5.9%
House (B/D) (24)	63.6%	9.1%	27.3%
House End Terrace (108)	78.4%	9.8%	11.8%
House Mid Terrace (180)	84.5%	2.4%	13.1%
House Semi-Detached (130)	77.0%	9.8%	13.1%
All types	79.1%	9.7%	11.2%

Repairs satisfaction by period (last year only)

Figure 7 analyses repair service satisfaction according to when the repair was completed (within the last year) and shows that tenants with repairs that were completed up to four months ago are more satisfied (85.3%) than those tenants whose homes have received repairs in an earlier period (i.e. more than 6 months ago - 70.3% satisfied).

Figure 7 – Satisfaction with the repair service (base 340 -repair in last year only)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by the Council?



Repairs satisfaction by tenant profile

Table 8 analyses repair service satisfaction by the tenant profile and illustrates that the most satisfied tenants in terms of repairs carried out in the last year are those who are not of working age (85.2% satisfied), or retired (86.0%), whilst the amongst the least satisfied tenants are those who are of working age (76.0%), and tenants who have lived in their home for up to 1 year (66.7%)⁴.

Table 8 – Satisfaction with the repair service (base 340-repair in last year only)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by the Council?

Tenant profile	Satisfied	Neither-nor	Dissatisfied
Not working age	85.2%	7.0%	7.8%
Working age	76.0%	11.3%	12.7%
1 to 7 years	75.0%	13.5%	11.5%
7 years or more	81.9%	7.2%	10.9%
Up to 1 year	66.7%	22.2%	11.1%
Children in household	80.2%	9.3%	10.5%
No children in household	78.7%	10.0%	11.2%
Single person	77.1%	13.6%	9.3%
Two or more persons	80.5%	7.2%	12.3%
Employed	80.8%	7.5%	11.7%
Other not working	74.5%	10.6%	14.9%
Retired	86.0%	6.5%	7.5%
Unable to work	69.4%	18.4%	12.2%
All tenants	79.1%	9.7%	11.2%

Repair satisfaction by allocation area is set out in table 9 and shows a somewhat mixed picture e.g. 87.3% repair service satisfaction in Bonnyrigg compared to 70.2% in Penicuik. We observe that compared to other allocation areas, Penicuik contains a higher than average proportion of employed tenants (44.7%), a lower than average degree of satisfaction with housing quality (79.4%) and a higher level of experience of damp and mould (see table 10) which may all be contributory factors to explaining this area's comparatively low overall satisfaction with repairs.

Table 9 – Satisfaction with the repair service (base 340-repair in last year only)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by the Council?

Allocation area	Satisfied	Neither-nor	Dissatisfied
Bonnyrigg	87.3%	0.0%	12.7%
Dalkeith	78.3%	8.7%	13.0%
Danderhall-Newtongrange-Pathhead	73.0%	16.2%	10.8%
Gorebridge	87.0%	4.3%	8.7%
Loanhead-Roslin-Bilston-Roswell	71.2%	19.2%	9.6%
Mayfield	88.2%	5.9%	5.9%
Penicuik	70.2%	14.9%	14.9%
All areas	79.1%	9.7%	11.2%

⁴ Caution – 18 tenants only

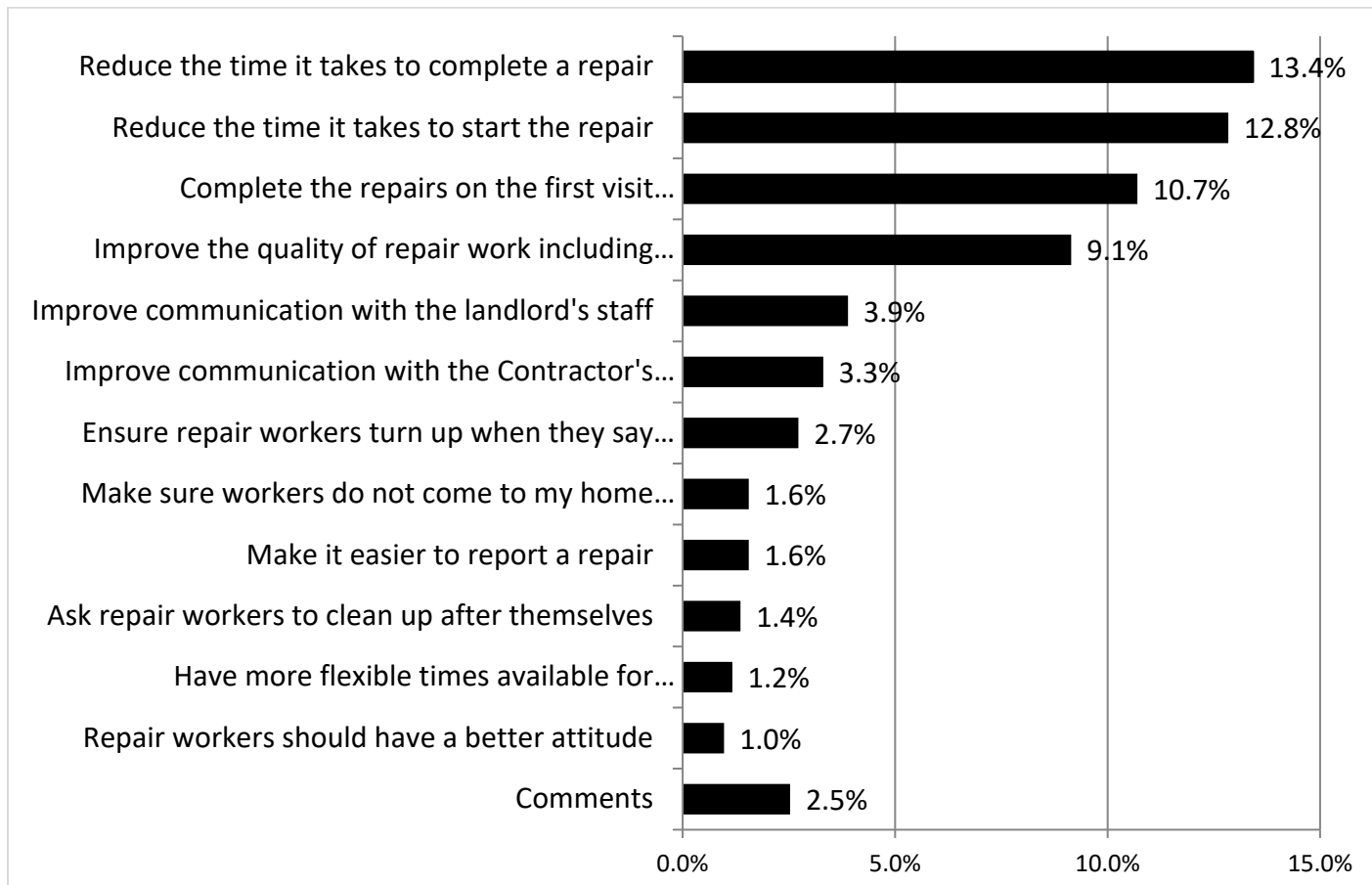
Improving the repair service

As shown in figure 8, the top four improvement suggestions for the repair service are:

1. Reduce the time it takes to complete a repair (13.4% of all tenant comments)
2. Reduce the time it takes to start the repair (12.8%)
3. Complete the repairs on the first visit (10.7%)
4. Improve the quality of repair work (9.1%).

Figure 8 – Improving the repair service (base 514 responses from 340 tenants)

Q- How if at all, do you think that your landlord should improve its repair service?



Comments

The other comments made in relation to the repair service (2.5% of all responses) are set out below:

Q- How if at all, do you think that your landlord should improve its repair service? (Comments)

- ✓ Boiler needs replaced. Radiators are not secured onto the wall
- ✓ Both extractor fans do not work and have been reported on 2 occasions
- ✓ Do the repairs we ask for
- ✓ Hallway wall is crumbling and needs repair
- ✓ Kitchen is missing a unit door (needs fixed)
- ✓ Mould and no insulation in loft - roof wasn't changed either
- ✓ Phoned one time about the gutter but they never came or got in touch
- ✓ Replace rather than repair

- ✓ Shower leaking and bathroom ceiling needs fixed. Shower needs checked for dampness. Windows throughout house now getting dampness
- ✓ Sometimes they don't get back to you
- ✓ Still a lot of dampness in daughter's bedroom and they've been out a few times
- ✓ Take more care not to damage property
- ✓ Turn up when they're meant to - housing officer never comes out - has been requested 3 times.

Damp and mould

Around one in five tenants (17.1%) said they had experienced issues with damp and mould in their home during the last 12 months (80.9% said this was not the case) and 2.0% responded 'don't know'. Table 10 shows some degree of variation by allocation area on this measure e.g. 20.4% experience in Dalkeith compared to 16.2% in Mayfield.

Table 10 – Experience of damp and mould (base 760)

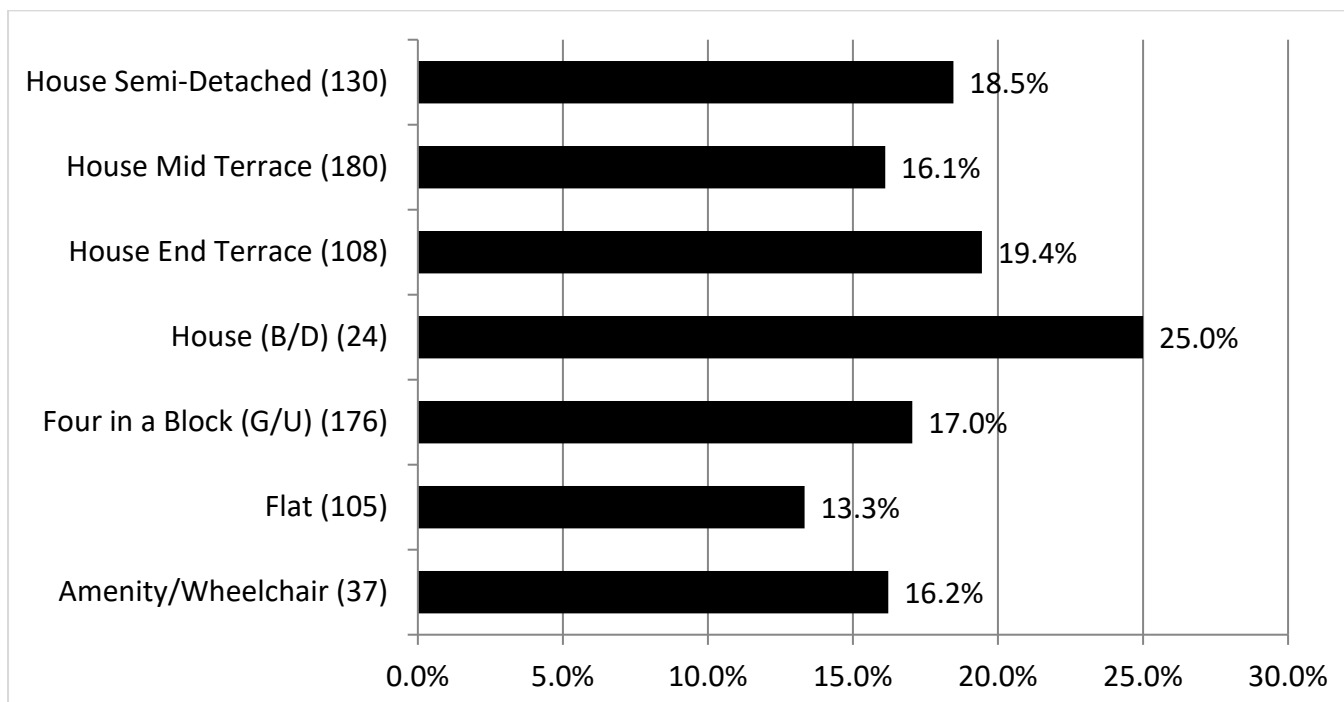
Q- Have you experienced damp and mould in your home over the last 12 months?

Allocation area	Yes	No	Don't know
Bonnyrigg	16.6%	79.3%	4.1%
Dalkeith	20.4%	78.9%	0.7%
Danderhall-Newtongrange-Pathhead	10.0%	88.9%	1.1%
Gorebridge	19.0%	78.6%	2.4%
Loanhead-Roslin-Bilston-Rosewell	14.9%	81.9%	3.2%
Mayfield	16.2%	83.8%	0.0%
Penicuik	19.8%	78.6%	1.6%
All areas	17.1%	80.9%	2.0%

Figure 9 illustrates tenant experience of damp and mould by property type e.g. 25.0% of tenants living in houses (B/D) have experienced damp and mould compared to 13.3% in flats.

Figure 9 – Tenants experiencing damp and mould in the home (base 760)

Q – Have you experienced damp and mould in your home over the last 12 months? (Yes)



Damp, mould and repair service

As illustrated in table 11, awareness of damp and mould is closely associated with the tenant’s view of the repair service i.e. where the tenant is not aware of this problem, 83.3% are satisfied with their most recent property repair. Conversely, where the tenant considers that there might be damp and mould in their home, satisfaction with repairs declines to 65.3%, with approx. one in four (20.8%) saying they are dissatisfied with their last repair.

Table 11 – Damp and mould and repair service (base 340)

Q – Have you experienced any issues with damp, mould or condensation in your home in the last year? v. Overall satisfaction with last repair

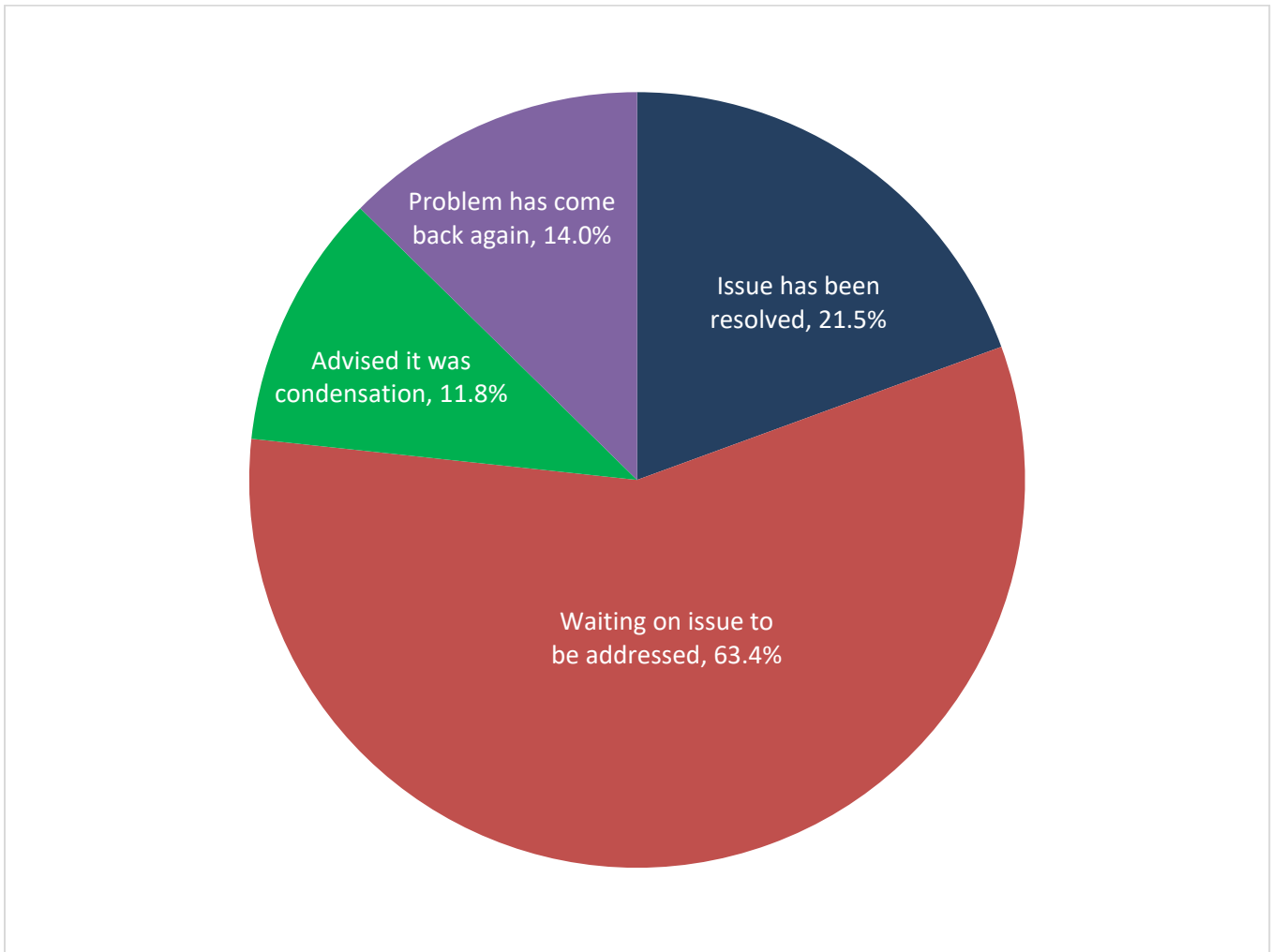
	Satisfied	Neither-nor	Dissatisfied
Aware of damp and mould	65.3%	13.9%	20.8%
Not aware of damp and mould	83.3%	8.0%	8.7%
All tenants	79.1%	9.7%	11.2%

Considering only those tenants that are aware of damp and mould, the majority (71.5%) have reported this matter to the Council.

Figure 10 shows that for those tenants who have reported damp and mould to the Council, most (63.4%) are waiting on the issue to be addressed, whilst 14.0% say that the issue has returned. Around one in four tenants (21.5%) say that the damp and mould problem has been resolved after reporting it to the Council.

Figure 10 –Damp and mould reporting (base 93 tenants)

Q- Which of the following statements best describes what has happened with the damp and mould in your property?

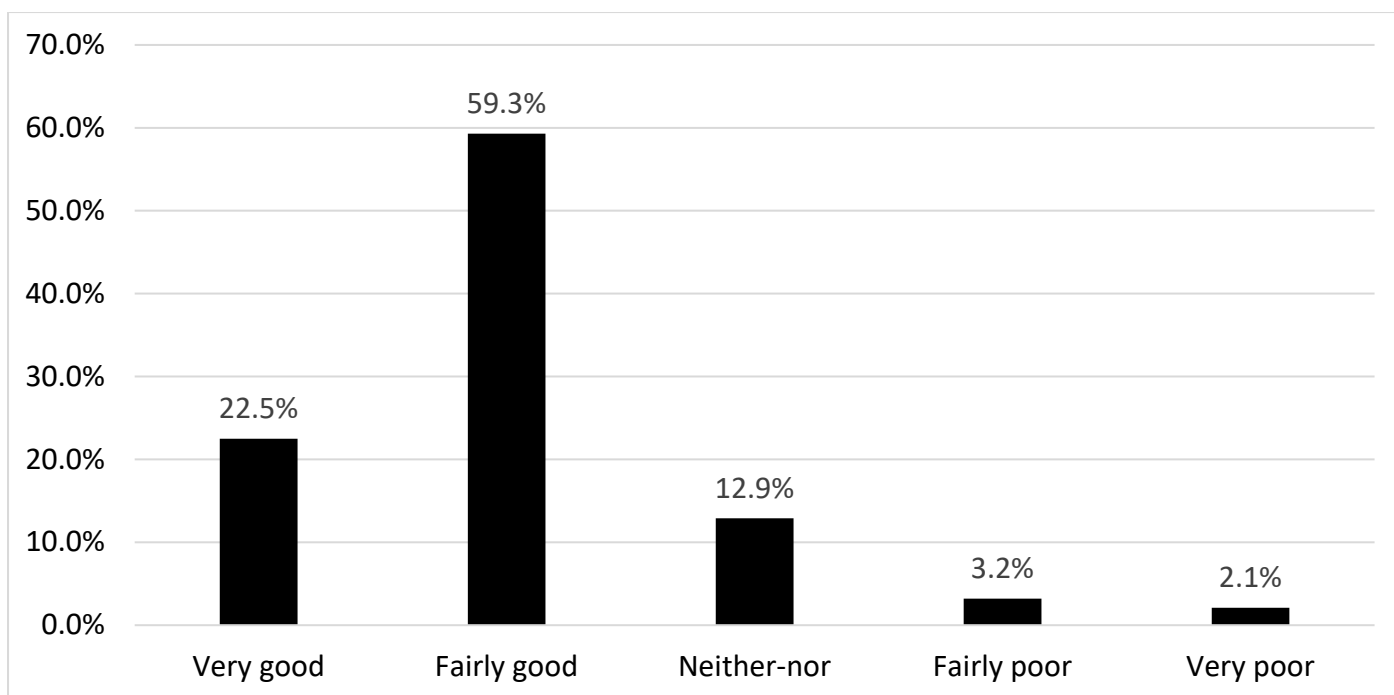


Information, participation and contact

In 2025, 81.8% of tenants rated 'being kept informed' as good, whilst 5.3% said that the Council was poor on this measure (and 12.9% replied 'neither good nor poor') (figure 11). Tenant satisfaction with being kept informed is slightly higher than the 2022 survey (80.1% saying good). The sector average for this figure in 2025 is 82.8%.

Figure 11 – Information (base 760)

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



Tenant participation

As illustrated in table 12, approx. eight in ten tenants (77.5%) are satisfied with opportunities to participate whilst 3.8% are dissatisfied on this measure. In 2022, 77.9% were satisfied whilst the current Scottish Council sector average for tenant participation is 80.6%.

Satisfaction on this aspect of service varies by tenant profile and allocation area (table 12) ranging from 80.5% for tenants who are who not of working age to 65.0% for tenants who are 'other not working'. In terms of allocation areas, tenant satisfaction is highest in the Loanhead-Roslin-Bilston-Rosewell grouping (80.9%) and lowest in Gorebridge (71.4%).

Table 12 - Satisfaction with tenant participation (760)

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

Tenant profile	Satisfied	Neither-nor	Dissatisfied
Total	77.5%	18.7%	3.8%
Not working age	80.5%	17.6%	1.9%
Working age	76.1%	19.3%	4.5%
Up to 1 year	75.5%	22.4%	2.0%

Tenant profile	Satisfied	Neither-nor	Dissatisfied
1 to 7 years	75.0%	21.0%	4.0%
7 years or more	79.2%	17.4%	3.4%
Children in household	72.0%	24.4%	3.7%
No children in household	79.5%	17.2%	3.2%
Single person	83.1%	14.6%	2.3%
Two or more persons	73.5%	22.4%	4.2%
Employed	78.9%	17.6%	3.6%
Other not working	65.0%	28.8%	6.3%
Retired	80.6%	17.4%	2.0%
Unable to work	77.5%	18.3%	4.2%
Bonnyrigg	79.3%	17.9%	2.8%
Dalkeith	80.3%	15.6%	4.1%
Danderhall-Newtongrange-Pathhead	74.4%	23.3%	2.2%
Gorebridge	71.4%	27.4%	1.2%
Loanhead-Roslin-Bilston-Rosewell	80.9%	17.0%	2.1%
Mayfield	79.7%	18.9%	1.4%
Penicuik	74.6%	15.1%	10.3%
Total	77.5%	18.7%	3.8%

Preferred ways of offering tenant views

Most tenants (49.2%) are not particularly interested in getting involved in giving their views to their landlord (55.5% in 2022). Where tenants do wish to give their views, surveys is the most popular method of participating – 40.4%, (table 13).

Table 13 – Consultation preferences (799 responses from 760 tenants)

Q- How do you prefer to give your views about your landlord's activities and decisions?

Method	%
Through surveys (paper, online, phone etc.)	40.4%
Taking part in meetings and events	5.5%
Focus groups	1.5%
Other e.g. face-face, email, social media	1.0%
Don't know	2.4%
Not interested in giving my views, happy to leave this to others	49.2%

Contact experience

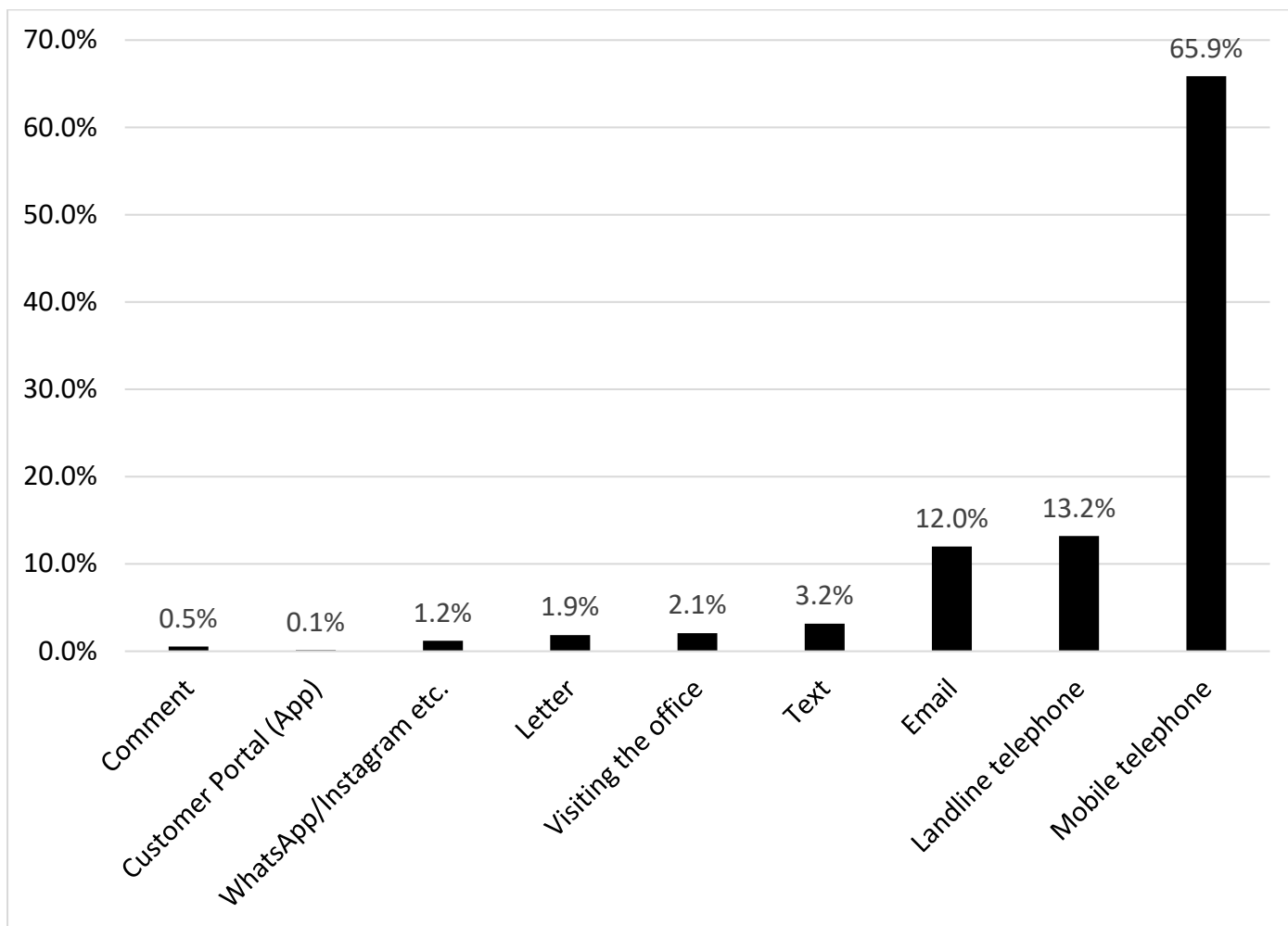
Most tenants (88.6%) agree with the statement 'My landlord's staff treat me fairly and with respect'. Around one in twenty tenants (5.1%) answered 'neither agree nor disagree' whilst 2.8% disagreed (and 3.7% said 'don't know'). We observe that where a tenant agrees that staff are fair and respectful, 85.6% of tenants are satisfied with services overall; this contrast with 35.0% tenant satisfaction when a tenant disagrees that staff are fair and respectful.

Contact preferences

Tenants' preferences for contacting the Council in the future are principally telephone i.e. mobile (65.9%) and landline (13.2%). Digital methods e.g. email (12.0%) are also popular with tenants as a way of contacting the Council (figure 12).

Figure 12 – Contacting the Council (base 917 responses from 760 tenants)

Q - What would be your preferred ways of contacting the Council in the future?



As illustrated in table 14, the preferred means by which tenants prefer to be kept informed by their landlord are letter (36.3%), telephone (21.5%) and email (21.0%).

Table 14 – Information preferences (base 1,130 responses from 760 tenants)

Q- And how do you prefer the Council to keep you informed about their services and decisions?

Method	% preference
Letter	36.3%
Telephone	25.1%
Email	21.0%
Newsletter	9.6%
Text	6.5%
Visits from housing officers	0.7%
WhatsApp/Instagram etc.	0.6%
Comment (Deaf Action)	0.1%

Rent value for money

As set out in figure 13, most tenants (81.7%) consider rent to be good value for money, whilst 5.9% say that rent is poor value (and 12.4% answered 'neither good nor poor' value). In 2022, 80.8% rated rent as good value, whilst the 2025 Council sector average is 80.4%.

Figure 13 – Rating of rent value for money (base 760)

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

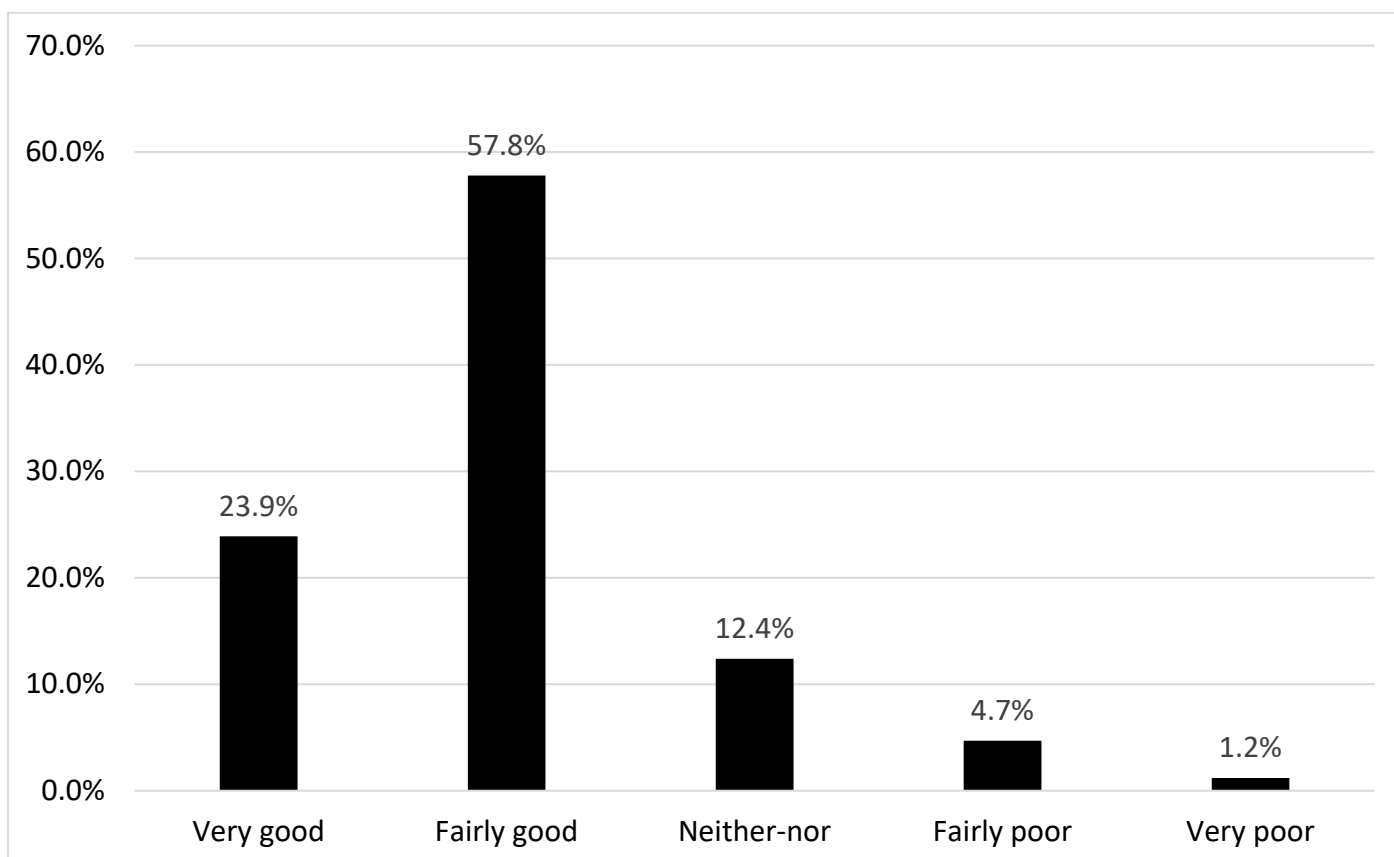


Table 15 indicates rent value by property and household size and shows that tenants living in one bed homes are the most positive on this measure (85.2% say rent is good value) alongside single person households (84.8%). Households of two or more persons (especially those living in 2 bed homes) are the least positive on rent value for money (79.6%).

Table 15 - Rating of rent value for money by property and household size (base 760)

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

Beds and household size	Good	Neither-nor	Poor
1 bed	85.2%	7.0%	7.8%
2 beds	80.6%	12.6%	6.8%
3 beds plus	81.8%	14.4%	3.8%
Single person	84.8%	10.2%	5.0%
Two or more persons	79.6%	13.8%	6.6%
All sizes	81.7%	12.4%	5.9%

In relation to property type, tenants living in amenity/wheelchair adapted homes (91.9% say 'good value') are the most likely to say that rent is good value for money whilst the least likely to rate rent value as good are tenants living in flats (77.1%) and houses (B/D) (70.8%) – table 16.

Table 16 - Rating of rent value for money by property type (base 760)

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

Property type (surveys)	Good	Neither-nor	Poor
Amenity/Wheelchair (37)	91.9%	5.4%	2.7%
Flat (105)	77.1%	16.2%	6.7%
Four in a Block (G/U) (176)	84.7%	8.0%	7.4%
House (B/D) (24)	70.8%	25.0%	4.2%
House End Terrace (108)	78.7%	13.9%	7.4%
House Mid Terrace (180)	81.7%	11.1%	7.2%
House Semi-Detached (130)	83.1%	15.4%	1.5%
All sizes	81.7%	12.4%	5.9%

Across different tenant characteristics, rent value for money varies somewhat with retired tenants (85.0%) being the most likely to say that rent is good value for money. This contrasts somewhat with those who are unable to work, 77.5% of whom say that rent is good value.

Table 17 - Rating of rent value for money by tenant (base 760)

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

Tenant profile	Good	Neither-nor	Poor
Not working age	84.3%	9.0%	6.7%
Working age	80.5%	14.2%	5.3%
Up to 1 year	87.8%	8.2%	4.1%
1 to 7 years	84.4%	14.3%	1.3%
7 years or more	79.9%	11.9%	8.3%
Children in household	84.8%	14.6%	0.6%
No children in household	81.2%	11.4%	7.3%
Pay full rent	80.7%	11.4%	7.8%
Rent benefits	83.1%	12.1%	4.8%
Employed	82.4%	11.5%	6.1%
Other not working	78.8%	18.8%	2.5%
Retired	85.0%	8.3%	6.7%
Unable to work	77.5%	15.8%	6.7%
All sizes	81.7%	12.4%	5.9%

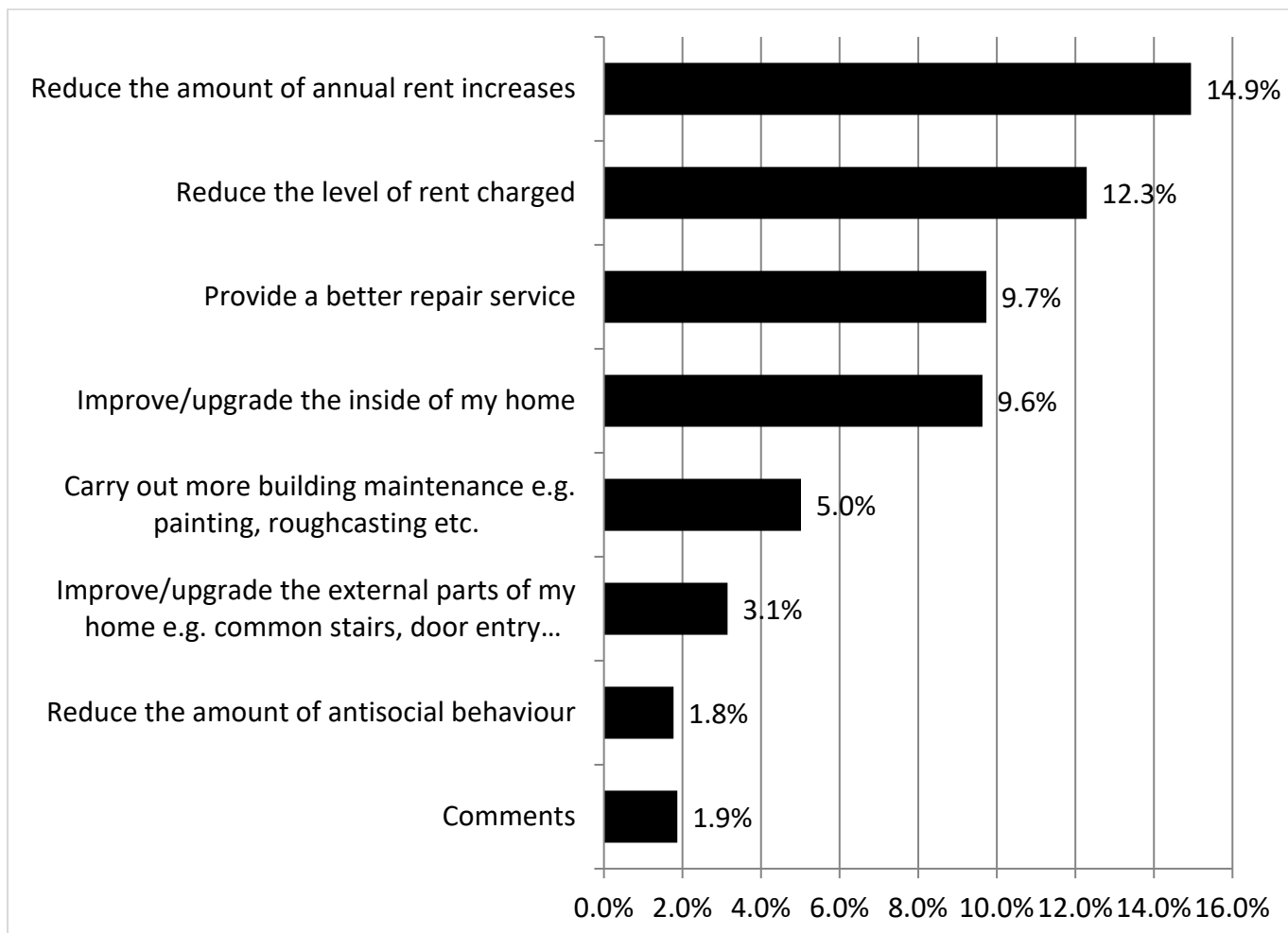
Improving value for money

All tenants were asked to say what the Council should do to improve rent value. The results for this question are set out in figure 14 and show that reducing the level of rent increases (14.9% of all tenant responses), reducing the amount of rent charged (12.3%), providing a better repair service (9.7%) and improving the interior of the home (9.6%) are the four main ways in which value

for money could be improved. We would observe here that most tenant responses (32.8%) were that nothing needed to be improved about rent value whilst 8.8% of responses were 'don't know'.

Figure 14 – Improving rent value for money (base 1,107 responses from 760 tenants)

Q – What if anything should the Council do improve value for money?



Tenants' comments in relation to rent value for money mainly relate to property matters.

Q – What if anything should the Council do improve value for money?

- ✓ Do something about the heating
- ✓ Fix the damp
- ✓ Fix dampness in living room
- ✓ Follow up work on windows is required
- ✓ Holes in the gutters need fixed
- ✓ If my back door was replaced and my garden was maintained more often it would make it better value for money
- ✓ Issues with vermin in this area
- ✓ It's getting a bit high (the rent)
- ✓ Need a wet room due to a disability
- ✓ Need to invest more money into all tenants' homes
- ✓ Rent forms are very complicated/need simplified
- ✓ Replace back and front garden fences
- ✓ Sort dampness in bathroom

- ✓ Sort out our living room as the dampness is killing us
- ✓ Too many people coming into this area and not paying rent
- ✓ Workers in the house should take more care when they are here
- ✓ Would improve if they would just get my house sorted
- ✓ Would like a move from here.

Neighbourhood management satisfaction

Tenants were asked if they were satisfied or dissatisfied with how their landlord managed the neighbourhood they lived in. Table 18 shows that 85.3% of tenants are satisfied on this measure whilst 5.1% are dissatisfied. In 2022, a very similar proportion of tenants (85.5%) was satisfied with 'neighbourhood management' whilst the sector average in 2025 is 79.5%.

Table 18 – Neighbourhood management (base 760)

Q- Overall, how satisfied or dissatisfied are you with the Council's contribution to the management of the neighbourhood you live in?

Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
31.2%	54.1%	9.6%	3.7%	1.4%

Neighbourhood management by town

Table 19 illustrates neighbourhood management satisfaction by town and shows range of satisfaction with the highest figure for Newtongrange (92.1% satisfied) and the lowest for Lasswade and Easthouses (both 80.0%). Note that some of the towns set out in table 19 comprise a small number of surveys which reduces the reliability of the figures.

Table 19 – Neighbourhood management (760)

Q – Overall, how satisfied or dissatisfied are you with the Council's contribution to the management of the neighbourhood you live in?

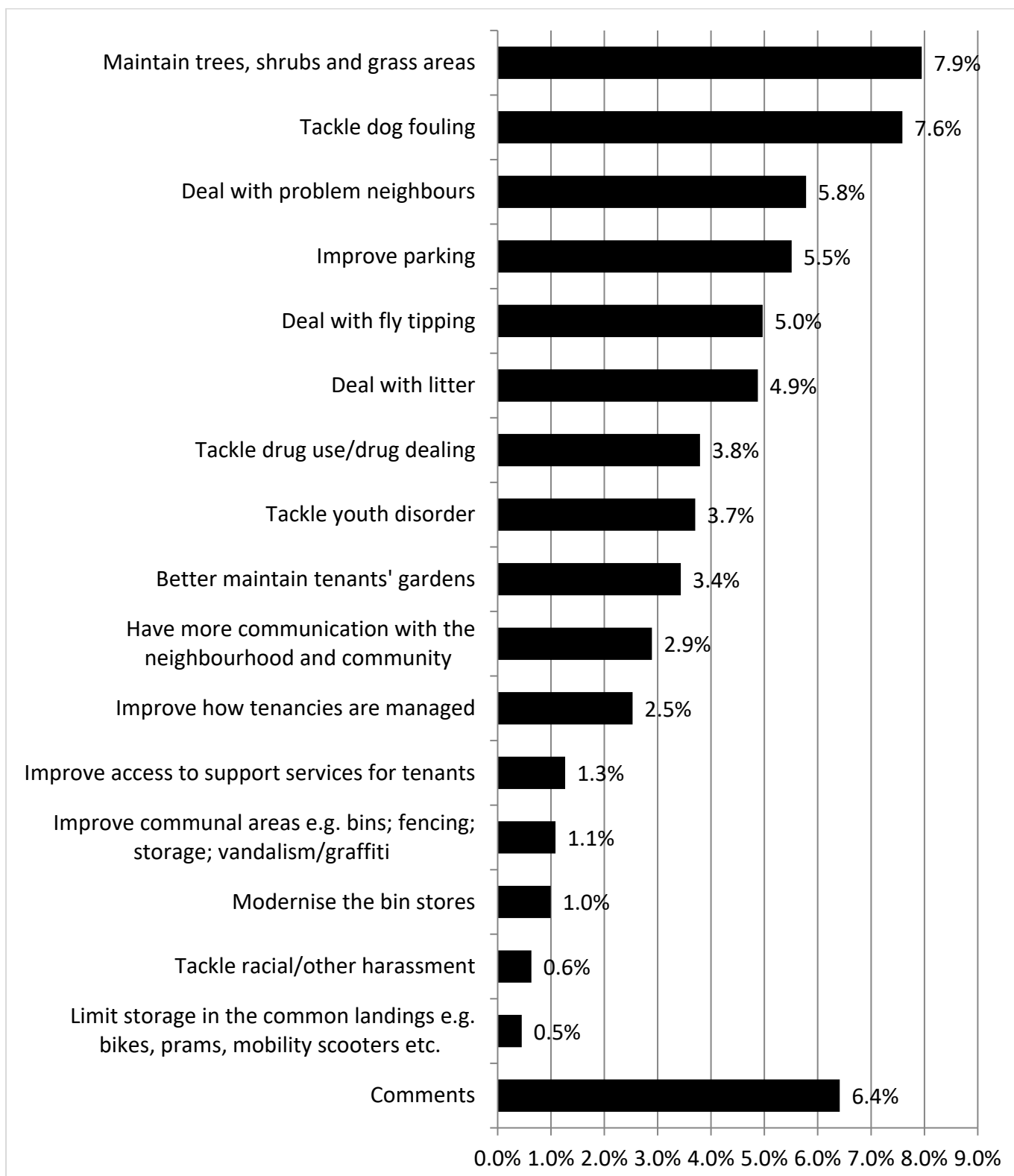
Town - surveys	Satisfied	Neither-nor	Dissatisfied
Bilston-11	81.8%	18.2%	0.0%
Bonnyrigg-131	86.3%	12.2%	1.5%
Dalkeith-147	80.3%	8.2%	11.6%
Danderhall-38	86.8%	10.5%	2.6%
Easthouses-5	80.0%	20.0%	0.0%
Gorebridge-78	91.0%	6.4%	2.6%
Gowkshill-6	83.3%	0.0%	16.7%
Lasswade-5	80.0%	0.0%	20.0%
Loanhead-58	82.8%	15.5%	1.7%
Mayfield-69	87.0%	10.1%	2.9%
Newtongrange-38	92.1%	2.6%	5.3%
Pathhead-14	85.7%	14.3%	0.0%
Penicuik-126	84.9%	7.1%	7.9%
Poltonhall-9	88.9%	11.1%	0.0%
Rosewell-12	83.3%	16.7%	0.0%
Roslin-13	84.6%	15.4%	0.0%
Total-760	85.3%	9.6%	5.1%

Improving the neighbourhood

All tenants were asked to say what might improve their neighbourhood as a place to live. As illustrated in figure 15, the top six neighbourhood improvements are maintaining trees, shrubs, and grass areas (7.9% of all responses), tackling dog fouling (7.6%), dealing with problem neighbours (5.8%), improving parking (5.5%), dealing with fly tipping (5.0%) and tackling litter (4.9%).

Figure 15 – Improving the neighbourhood (base 1,104 response from 760 tenants)

Q- In your view, what if anything, should be done to improve your neighbourhood as a place to live?



Other neighbourhood issues

Seventy one tenants made a comment on improvements to their neighbourhood and these comments and suggestions are supplied at annex 3 by allocation area. These include for example:

Q- In your view, what if anything, needs to be done to improve your neighbourhood as a place to live?

- ✓ Better close cleaning
- ✓ Better management of traffic
- ✓ Cut trees back and pick up leaves in autumn
- ✓ Deal with our neighbour
- ✓ Get street cleaners back - clean out the gulleys
- ✓ Make the place tidier
- ✓ Sort out the roads all the pot holes
- ✓ Speed bumps needed on main road on Queensway
- ✓ Things for kids & community things for adults
- ✓ Traffic flow is too fast - should be 20 speed limit.