

## Dundee City Council Tenant Satisfaction Survey 2017/18

(Representative Sample of 500 Responses, all data unweighted)

### Q01 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by the Council's Housing Service?

Very satisfied	207	41.4%
Fairly satisfied	242	48.4%
Neither-nor	5	1.0%
Fairly Dissatisfied	23	4.6%
Very Dissatisfied	23	4.6%

### Q03 Did you move into this property within the last year that is since October 2016?

Yes - Go To Q4	64	12.8%
No - Go To Q5	436	87.2%

### Q04 Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?

Very satisfied	32	50.0%
Fairly satisfied	27	42.2%
Neither-nor	3	4.7%
Fairly Dissatisfied	2	3.1%

### Q05 Overall, how satisfied or dissatisfied are you with the quality of your home?

Very satisfied	211	42.2%
Fairly satisfied	243	48.6%
Neither-nor	15	3.0%
Fairly Dissatisfied	26	5.2%
Very Dissatisfied	5	1.0%

### Q06 Which 5 items from the list below do you think are priorities for improving your home?

(a) Improving the bathroom	55	8.4%
(b) Installing a shower	55	8.4%
(c) Improving the boiler/heating system	42	6.4%
(d) Improving the kitchen	31	4.7%
(e) Improving the house electrics e.g. installing more sockets	16	2.4%
(f) Improving the internal/external doors	34	5.2%
(g) Tackling condensation/dampness	52	7.9%
(h) Improving the windows	79	12.1%
(i) Improving the insulation	39	6.0%
(j) Nothing needs improving/don't know	252	38.5%

### Q07 Which 5 items from the list below do you think are priorities for improving the area outside your home, including any shared or common areas?

(a) Improving the garden fences	14	2.7%
(b) Improving the garden	74	14.3%
(c) Improving parking	9	1.7%
(d) Improving the common stairs	27	5.2%
(e) Improving the door entry systems	8	1.5%
(f) Improving the outside of buildings e.g. painter-works, installing cladding etc.	16	3.1%
(g) Improving the roofs	5	1.0%
(h) Improving the gutters and external pipework	10	1.9%
(i) Nothing	354	68.5%

### Q08 Have you had any repairs or maintenance carried out in this property in the last 12 months?

Yes	298	59.6%
No	202	40.4%

### Q09 Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by the Council?

Very satisfied	258	51.6%
Neither-nor	12	2.4%
Fairly satisfied	175	35.0%
Fairly Dissatisfied	32	6.4%
Very Dissatisfied	9	1.8%
Never had a repair	14	2.8%

<b>q10a Ease of reporting repair to customer call centre</b>		
Very satisfied	291	58.2%
Fairly satisfied	151	30.2%
Neither-nor	12	2.4%
Fairly Dissatisfied	17	3.4%
Very Dissatisfied	11	2.2%
Don't know	4	0.8%
Never had a repair	14	2.8%

<b>q10b The time taken before work started</b>		
Very satisfied	282	56.4%
Fairly satisfied	154	30.8%
Neither-nor	18	3.6%
Fairly Dissatisfied	17	3.4%
Very Dissatisfied	14	2.8%
Don't know	1	0.2%
Never had a repair	14	2.8%

<b>q10c The time taken to complete the work</b>		
Very satisfied	288	57.6%
Fairly satisfied	150	30.0%
Fairly Dissatisfied	16	3.2%
Neither-nor	15	3.0%
Very Dissatisfied	14	2.8%
Don't know	3	0.6%
Never had a repair	14	2.8%

<b>q10d Attitude of workers</b>		
Very satisfied	291	58.2%
Fairly satisfied	153	30.6%
Fairly Dissatisfied	16	3.2%
Neither-nor	16	3.2%
Very Dissatisfied	9	1.8%
Don't know	1	0.2%
Never had a repair	14	2.8%

<b>q10e Overall quality of repair work</b>		
Very satisfied	277	55.4%
Fairly satisfied	146	29.2%
Fairly Dissatisfied	22	4.4%
Neither-nor	18	3.6%
Very Dissatisfied	15	3.0%
Don't know	8	1.6%
Never had a repair	14	2.8%

<b>q10f Keeping dirt and mess to a minimum</b>		
Very satisfied	283	56.6%
Fairly satisfied	151	30.2%
Fairly Dissatisfied	17	3.4%
Neither-nor	20	4.0%
Very Dissatisfied	14	2.8%
Don't know	1	0.2%
Never had a repair	14	2.8%

<b>Q11 Was the LAST repair you had carried out completed right first time?</b>		
Yes	413	82.6%
No	71	14.2%
Don't know	2	0.4%
Never had a repair	14	2.8%

<b>Q12 If you had a choice, how would you prefer to report repairs in the future?</b>		
Telephone	454	88.0%
Face to face (e.g. at office)	48	9.3%
Using the Council's website	9	1.7%
E-mail or text	5	1.0%

<b>Other (please specify)</b>		
Boiler needing repaired	1	5.9%
Get another person to report it	1	5.9%
Intercom	1	5.9%
The warden	11	64.7%
Through contact by sheltered housing	1	5.9%
Through the carers	1	5.9%
Wardens doing it for me	1	5.9%

<b>Q14 Has the council undertaken any major works to your home in the last 12 months?</b>		
Yes - Go To Q15	72	14.4%
No - Go To Q17	428	85.6%

<b>Q15 What type of improvement work was carried out by the Council? (Tick only one type of work)</b>		
Bathrooms	6	8.3%
Central Heating/boilers	29	40.3%
Doors/flooring	4	5.6%
Insulation works	3	4.2%
Kitchens	6	8.3%
Other	3	4.2%
Plumbing replacement	2	2.8%
Rewiring/electrical upgrading	8	11.1%
Roof renewal	2	2.8%
Roughcasting/painting	3	4.2%
Window replacement	6	8.3%

<b>Q15 Other (please specify)</b>		
About flooring	1	12.5%
Damp outside	1	12.5%
Floor boards	1	12.5%
Flooring replaced	1	12.5%
New stairs	1	12.5%
Painting	2	25.0%
Work on stairs	1	12.5%

<b>Q16a Helpfulness of repairs call centre staff in arranging for work to be completed to your home</b>		
Very satisfied	56	77.8%
Fairly satisfied	12	16.7%
Fairly Dissatisfied	3	4.2%
Very Dissatisfied	1	1.4%

<b>Q16b Attitude and helpfulness of contractors/workmen</b>		
Very satisfied	57	79.2%
Fairly satisfied	13	18.1%
Fairly Dissatisfied	2	2.8%

<b>Q16c The speed with which the work was carried out</b>		
Very satisfied	55	76.4%
Fairly satisfied	14	19.4%
Fairly Dissatisfied	2	2.8%
Very Dissatisfied	1	1.4%

<b>Q16d Being kept informed by the Council</b>		
Very satisfied	55	76.4%
Fairly satisfied	13	18.1%
Fairly Dissatisfied	4	5.6%

<b>Q16e Overall quality of work completed</b>		
Very satisfied	52	72.2%
Fairly satisfied	17	23.6%
Fairly Dissatisfied	2	2.8%
Very Dissatisfied	1	1.4%

<b>Q17 How good or poor do you feel the Council's Housing Service is at keeping you informed about their services and decisions?</b>		
Very good	192	39.8%
Fairly good	238	49.3%
Neither-nor	27	5.6%
Fairly poor	26	5.4%

<b>Q18 How satisfied or dissatisfied are you with the opportunities given to you to participate in Housing Service's decision making processes?</b>		
Very satisfied	160	32.0%
Fairly satisfied	216	43.2%
Neither-nor	67	13.4%
Fairly Dissatisfied	40	8.0%
Very Dissatisfied	17	3.4%
<b>Q19 Do you currently participate in a Tenants and Residents Association?</b>		
No	484	96.8%
Yes	16	3.2%
<b>Q20 Which of the following methods do you prefer the Council to use when they want to keep you informed or consult with you about housing issues or housing services?</b>		
Public meetings with tenants	9	1.3%
Through networking sites (e.g. Twitter)	4	0.6%
By letter	416	61.4%
Telephone call	128	18.9%
By email	52	7.7%
By text	7	1.0%
Tenants Magazine/newsletter	53	7.8%
Website	9	1.3%
<b>Q20 Other (please specify)</b>		
Go to office	1	16.7%
In person	1	16.7%
Personal visit	1	16.7%
Tell wardens	1	16.7%
Through the wardens	1	16.7%
Through warden	1	16.7%
<b>Q21 Have you used the Housing section of the Council's website during the last year?</b>		
No - Go To Q25	404	80.8%
Yes - Go To Q22	96	19.2%
<b>Q22 How good or poor is the Council's website in relation to providing information and services about local housing?</b>		
Very good	31	32.3%
Fairly good	49	51.0%
Neither-nor	6	6.3%
Fairly poor	9	9.4%
Very poor	1	1.0%
<b>Q23 Would you be interested in accessing more housing services using the Council's website?</b>		
Yes - Go To Q24	35	36.5%
No -Go To Q25	54	56.3%
Don't know - Go To Q25	7	7.3%
<b>Q24 What additional services or information should be available on the housing section of the website?</b>		
A link to the welfare department	Information about the physio department	
A page to find out about certain things	Information on road closures	
A regular forum	Information on why upgrades programme been stopped	
A website that is easier to use	Lettings page	
Access to phone numbers	Make it easier to find stuff	
Accommodation listing	Make website easier to get around	
An 'available now' list	More details of Flats	
Available houses on transfer list	Not sure	
Check new Flats and houses	Repair bookings	
Checking housing availability.	Repairs	
Don't know	Request repairs	
Events	Rubbish collection times	
Everything	See what mainstream houses are available	
Gardening	Some sort of service to arrange visits to houses	
Getting phone numbers for each department	To report problems	
Houses let oinformation	Troubleshooting	
If was easier to use, it would be better	Website would be better If they changed it (layout)	

**Q24 What additional services or information should be available on the housing section of the website?**

A link to the welfare department	Information about the physio department
A page to find out about certain things	Information on road closures
A regular forum	Information on why upgrades programme been stopped
A website that is easier to use	Lettings page
Access to phone numbers	Make it easier to find stuff
Accommodation listing	Make website easier to get around
An 'available now' list	More details of Flats
Available houses on transfer list	Not sure
Check new Flats and houses	Repair bookings
Checking housing availability	Repairs
Don't know	Request repairs
Events	Rubbish collection times
Everything	See what mainstream houses are available
Gardening	Some sort of service to arrange visits to houses
Getting phone numbers for each department	To report problems
Houses let information	Troubleshooting
If was easier to use, it would be better	Website would be better If they changed it (layout)

**Q25 Have you contacted the Council about any housing matter in the past 12 months?**

No - Go To Q29	144	28.8%
Yes - Go To Q26	356	71.2%

**Q26 How did you last contact the Council?**

E-mailed	6	1.7%
Other	6	1.7%
Telephoned	315	88.5%
Visited office	28	7.9%
Wrote a letter	1	0.3%

**Other (please specify)**

Daughter did it	1	16.7%
Submitted repairs on website	1	16.7%
Through the carer	1	16.7%
Told warden	3	50.0%

**Q27 What was your most recent contact about?**

Repairs and Maintenance	284	56.8%
No Response	144	28.8%
Housing Transfer/Exchange	25	5.0%
Rent/Housing Benefit Matter	23	4.6%
Garden/Communal areas	7	1.4%
Other	6	1.2%
Neighbours/Neighbourhood issues	5	1.0%
To report a complaint	4	0.8%
Information on waiting list application	2	0.4%

**Q27 Other (please specify)**

About son coming to stay in Flat	1	12.5%
Council tax	1	12.5%
Deceased relative	1	12.5%
Dog bin overflowing	1	12.5%
For information on council tax rise	1	12.5%
Pay council tax.	1	12.5%
Ramp outside property	1	12.5%
To discuss points situation and position on housing list.	1	12.5%

**Q28a Overall time taken to deal with your enquiry**

Very satisfied	157	44.1%
Fairly satisfied	132	37.1%
Neither-nor	10	2.8%
Fairly Dissatisfied	32	9.0%
Very Dissatisfied	22	6.2%
No opinion	3	0.8%

<b>Q28b Being able to get to the right person easily</b>		
Very satisfied	161	45.2%
Fairly satisfied	131	36.8%
Neither-nor	19	5.3%
Fairly Dissatisfied	25	7.0%
Very Dissatisfied	16	4.5%
No opinion	4	1.1%

<b>Q28c That someone took charge of your enquiry</b>		
Very satisfied	159	44.7%
Fairly satisfied	133	37.4%
Neither-nor	24	6.7%
Fairly Dissatisfied	21	5.9%
Very Dissatisfied	15	4.2%
No opinion	4	1.1%

<b>Q28d Being given accurate information that was easy to understand</b>		
Very satisfied	163	45.8%
Fairly satisfied	126	35.4%
Neither-nor	23	6.5%
Fairly Dissatisfied	23	6.5%
Very Dissatisfied	18	5.1%
No opinion	3	0.8%

<b>Q28e The service did what they said they would</b>		
Very satisfied	155	43.5%
Fairly satisfied	121	34.0%
Neither-nor	19	5.3%
Fairly Dissatisfied	27	7.6%
Very Dissatisfied	26	7.3%
No opinion	8	2.2%

<b>Q28f Being kept up to date with progress</b>		
Very satisfied	151	42.4%
Fairly satisfied	121	34.0%
Neither-nor	27	7.6%
Fairly Dissatisfied	28	7.9%
Very Dissatisfied	22	6.2%
No opinion	7	2.0%

<b>Q28g The helpfulness of staff</b>		
Very satisfied	163	45.8%
Fairly satisfied	127	35.7%
Neither-nor	21	5.9%
Fairly Dissatisfied	24	6.7%
Very Dissatisfied	16	4.5%
No opinion	5	1.4%

<b>Q28h Any correspondence received was easy to understand and to complete</b>		
Very satisfied	142	39.9%
Fairly satisfied	119	33.4%
Neither-nor	23	6.5%
Fairly Dissatisfied	19	5.3%
Very Dissatisfied	14	3.9%
No opinion	39	11.0%

<b>Q28i The outcome of your enquiry</b>		
Very satisfied	153	43.0%
Fairly satisfied	114	32.0%
Neither-nor	18	5.1%
Fairly Dissatisfied	28	7.9%
Very Dissatisfied	31	8.7%
No opinion	12	3.4%

<b>Q29 Overall, how satisfied or dissatisfied are you with the Council's management of the neighbourhood you live in?</b>		
Very satisfied	222	44.4%
Fairly satisfied	200	40.0%
Neither-nor	23	4.6%
Fairly Dissatisfied	45	9.0%
Very Dissatisfied	10	2.0%

<b>Q30 Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live?</b>		
Very satisfied	212	42.4%
Fairly satisfied	222	44.4%
Neither-nor	25	5.0%
Fairly Dissatisfied	13	2.6%
Very Dissatisfied	28	5.6%
<b>Q31a Rubbish or litter</b>		
Very big problem	35	7.0%
Fairly big problem	62	12.4%
Not a problem	403	80.6%
<b>Q31b Noisy Neighbours</b>		
Very big problem	35	7.0%
Fairly big problem	26	5.2%
Not a problem	439	87.8%
<b>Q31c Pets and animals</b>		
Very big problem	17	3.4%
Fairly big problem	26	5.2%
Not a problem	456	91.2%
Don't know	1	0.2%
<b>Q31d Disruptive children/ Teenagers</b>		
Very big problem	10	2.0%
Fairly big problem	19	3.8%
Not a problem	470	94.0%
Don't know	1	0.2%
<b>Q31e Racial or other harassment</b>		
Very big problem	8	1.6%
Fairly big problem	7	1.4%
Not a problem	483	96.6%
Don't know	2	0.4%
<b>Q31f Drunk or rowdy behaviour</b>		
Very big problem	14	2.8%
Fairly big problem	21	4.2%
Not a problem	463	92.6%
Don't know	2	0.4%
<b>Q31g People damaging your property</b>		
Very big problem	6	1.2%
Fairly big problem	9	1.8%
Not a problem	482	96.4%
Don't know	3	0.6%
<b>Q31h Drug use or dealing</b>		
Very big problem	38	7.6%
Fairly big problem	26	5.2%
Not a problem	435	87.0%
Don't know	1	0.2%
<b>Q31i Other crime</b>		
Very big problem	13	2.6%
Fairly big problem	9	1.8%
Not a problem	477	95.4%
Don't know	1	0.2%
<b>Q31j Car parking</b>		
Very big problem	18	3.6%
Fairly big problem	12	2.4%
Not a problem	468	93.6%
Don't know	2	0.4%

**Q32 Is there anything in particular you would like to see improved about your neighbourhood or estate?**

Address rubbish / bin misuse / fly tipping	25.0%
Deal with anti-social behaviour	18.0%
Tackle drug use / dealing	14.0%
Improve parking	10.0%
Improve security / CCTV / door entries	7.0%
Improve green spaces	5.0%
Other	5.0%
Provide more for children	4.0%
Tackle dog / cat fouling	4.0%
Improve the houses	4.0%
Reduce traffic volume and speed	3.0%

**Q33 Have you reported any anti-social behaviour to the Council in the past year? (since October 2016)**

No - Go to Q35	445	89.0%
Yes - Go to Q34	55	11.0%

**Q34a Advice provided by Council staff**

Very satisfied	17	30.9%
Fairly satisfied	13	23.6%
Neither-nor	8	14.5%
Fairly Dissatisfied	7	12.7%
Very Dissatisfied	10	18.2%

**Q34b Being kept informed**

Very satisfied	16	29.1%
Fairly satisfied	14	25.5%
Neither-nor	10	18.2%
Fairly Dissatisfied	5	9.1%
Very Dissatisfied	9	16.4%
No opinion	1	1.8%

**Q34c Support provided by staff**

Very satisfied	17	30.9%
Fairly satisfied	14	25.5%
Neither-nor	10	18.2%
Fairly Dissatisfied	5	9.1%
Very Dissatisfied	8	14.5%
No opinion	1	1.8%

**Q34d How the report was dealt with**

Very satisfied	16	29.1%
Fairly satisfied	16	29.1%
Neither-nor	7	12.7%
Fairly Dissatisfied	7	12.7%
Very Dissatisfied	9	16.4%

**Q34e Speed with which your report was dealt with**

Very satisfied	14	25.5%
Fairly satisfied	14	25.5%
Neither-nor	9	16.4%
Fairly Dissatisfied	6	10.9%
Very Dissatisfied	9	16.4%
No opinion	3	5.5%

**Q34f The final outcome**

Very satisfied	15	27.3%
Fairly satisfied	10	18.2%
Neither-nor	10	18.2%
Fairly Dissatisfied	5	9.1%
Very Dissatisfied	9	16.4%
No opinion	6	10.9%

**Q35 Taking into account the accommodation and the services the Council provides do you think that the rent for this property represents good or poor value for money?**

Very good	190	38.0%
Fairly good	244	48.8%
Neither-nor	31	6.2%
Fairly poor	29	5.8%
Very poor	6	1.2%



<b>Q36 In the next year, do you intend to move from your current home?</b>		
Don't know - Go To Q38	12	2.4%
No - Go To Q38	430	86.0%
Yes - Go To Q37	58	11.6%

<b>Q37 If you do intend to move home from your current home in the next year, what housing options would you consider?</b>		
Apply to transfer to another Council/Housing Association property	53	82%
Look at exchanging homes with another Council/Housing Association tenant	8	12%
Rent a private property in Dundee	2	3%
Move outwith the Dundee area and buy a property	2	3%

<b>Q38 Have you ever received support to help you to stay in your tenancy (e.g. support worker, social worker, housing officer) ?</b>		
No - Go To Q40	409	81.8%
Yes - Go To Q39	91	18.2%

<b>Q39 What kind of help or support have you received ?</b>		
Basic housing support (e.g. to manage my finances)	35	35.7%
Financial, legal or housing advice	24	24.5%
Help with costs of white goods or furniture	8	8.2%
Help from Social Work or Health or Community Care Services	16	16.3%
Counselling, meditation, befriending or mentoring	10	10.2%
Help finding alternative accommodation	5	5.1%

<b>Q39 Other (please specify)</b>		
Dundee Women's Aid (support)	1	4.5%
Energy advice	1	4.5%
Help with disruptive neighbours	1	4.5%
Learning disability help	1	4.5%
OT Therapy	1	4.5%
Sheltered housing	16	72.7%
Stair lift/ shower	1	4.5%

<b>Q40 In the next 12 months, are you likely to require support to help you to stay in your tenancy? (e.g. support worker, social worker, housing officer)</b>		
Yes - Go To Q41	75	15.0%
No - Go To Q41a	422	84.4%
Don't know - Go To Q41a	3	0.6%

<b>Q41 What kind of help or support might you require ?</b>		
Basic housing support (e.g. to manage my finances)	20	30.3%
Financial, legal or housing advice	19	28.8%
Help with costs of white goods or furniture	3	4.5%
Help from Social Work or Health or Community Care Services	13	19.7%
Counselling, meditation, befriending or mentoring	6	9.1%
Help finding alternative accommodation	5	7.6%

<b>Other (please specify)</b>		
Energy advice	1	4.2%
Getting a ramp	1	4.2%
Help with disruptive neighbours	1	4.2%
Learning disability help	1	4.2%
OT Therapy	1	4.2%
Personal care	1	4.2%
Sheltered housing	17	70.8%
Stair lift/ shower	1	4.2%

<b>Q43 Looking at this list, which THREE areas of service are most important to you? (Tick up to 3 services)</b>		
Providing an effective repairs and maintenance service to your home	264	22.9%
Keeping tenants informed	193	16.7%
Dealing with complaints effectively	176	15.3%
Providing good customer service	168	14.6%
Taking tenants' views into account	135	11.7%
Dealing with anti-social behaviour	108	9.4%
Allocation of houses	81	7.0%
Providing accurate information and advice in relation to housing issues	29	2.5%

<b>Other (please specify)</b>		
Fortnightly bin collections	1	10.0%
Help me move	1	10.0%
If they could tell you when workmen were coming	1	10.0%
Litter picking up could be better	1	10.0%
Stop selling the houses	1	10.0%
Trying to get through on phone could be made easier	1	10.0%
Other	4	40.0%

<b>Q44 And looking at this same list, which THREE areas of the Council's housing service do you think are most in need of improvement? (Tick up to 3 services)</b>		
Keeping tenants informed	27	7.7%
Allocation of houses	36	10.2%
Taking tenants' views into account	30	8.5%
Providing an effective repairs and maintenance service to your home	95	27.0%
Dealing with anti-social behaviour	47	13.4%
Providing good customer service	42	11.9%
Dealing with complaints effectively	50	14.2%
Providing accurate information and advice in relation to housing issues	8	2.3%
Enforcing tenancy conditions on our Council Tenants (i.e. making sure tenants are adhering to their tenancy agreement)	17	4.8%

<b>Other (please specify)</b>		
Answering the phone quicker	1	0.4%
Bin collection	1	0.4%
Build more houses	1	0.4%
Clean up rubbish	1	0.4%
Dogs barking	1	0.4%
Have more housing officers	1	0.4%
Help me move	1	0.4%
Helping with garden	1	0.4%
Keep my support worker visiting me	1	0.4%
Lack of communication between departments	1	0.4%
Litter pick up	1	0.4%
Modernising houses	1	0.4%
More play areas for children	1	0.4%
None of these	242	93.4%
Repairs take ages to fix and times not always suitable	1	0.4%
Seeing too many bins in front of house	1	0.4%
Stop selling the houses	1	0.4%
Trying to get through on phone is difficult	1	0.4%

<b>Q45 Tenant Age</b>		
16 to 24	14	2.8%
25 to 34	102	20.4%
35 to 44	45	9.0%
45 to 54	78	15.6%
55 to 64	79	15.8%
65 to 74	97	19.4%
75 plus	83	16.6%
Rather not say	2	0.4%

<b>Q46 Tenant Gender</b>		
Male	217	43.4%
Female	283	56.6%

<b>Q47 How long have you/your household been a tenant of Dundee City Council?</b>		
Don't know/can't remember	1	0.2%
More than 1 year up to 3 years	84	16.8%
More than 3 years up to 5 years	45	9.0%
More than 5 years up to 7 years	26	5.2%
More than 7 years	310	62.0%
Up to 1 year	34	6.8%

<b>Q48 Number of people living in household in total</b>		
1	278	55.6%
2	126	25.2%
3	46	9.2%
4	38	7.6%
5	10	2.0%



<b>Q49 Number of children in household</b>		
0	402	80.4%
1	42	8.4%
2	36	7.2%
3	18	3.6%
4	2	0.4%

<b>Q50 Which of the following best describes the make-up of your household? (Tick one box only)</b>		
1 adult with children	42	8.4%
2 adults with children	54	10.8%
3 or more adults with children	2	0.4%
One adult aged 60 or over	160	32.0%
One adult under 60	118	23.6%
Three or more adults 16 or over	18	3.6%
Two adults both under 60	49	9.8%
Two adults, at least one 60 or over	57	11.4%

<b>Q50a Children?</b>		
Adult household	403	80.6%
Children in household	97	19.4%

<b>Q51 Does anyone in your household have any long-term illness, health problem or disability which limits their daily activities or the work they can do, including any problems which are due to old age?</b>		
Yes - Go To Q52	325	65.0%
No - Go To Q53	175	35.0%

<b>Q52 Which aspect of your/their health does this disability or long term health condition affect?</b>		
Mobility	181	47.1%
Vision	8	2.1%
Hearing	14	3.6%
Other	179	46.6%
Rather not say	2	0.5%

<b>Q53 Does anyone in your household use a wheelchair?</b>		
Yes, both inside and outside the house	21	4.2%
Yes outside the house only	23	4.6%
No do not use a wheelchair	456	91.2%

<b>Q54 TENANT - Please state what you consider your ethnic origin to be.</b>		
African, African Scottish or African British	3	0.6%
Any mixed ethnic group	1	0.2%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	1	0.2%
Indian, Indian Scottish or Indian British	1	0.2%
Irish	3	0.6%
Other	1	0.2%
Other British	21	4.2%
Other white ethnic group	5	1.0%
Pakistani, Pakistani Scottish or Pakistani British	6	1.2%
Polish	18	3.6%
Scottish	440	88.0%

<b>Q56 Does your household receive any Housing Benefit?</b>		
Housing Benefit covers all of the rent	335	67.0%
Housing Benefit covers some of the rent	47	9.4%
No Housing Benefit	118	23.6%

<b>Q57 Do you have access to the Internet for personal use, or do you have any plans to arrange for access in the future?</b>		
Yes - Go to Q58	275	55.0%
No – but will get access to the Internet within the next 12 months - Go To Q59	34	6.8%
No – do not have any plans to get Internet access - Go to Q59	191	38.2%

<b>Q58 How do you currently access the Internet for personal use? (Tick all that apply)</b>		
PC or laptop	137	34.8%
Smart mobile phone	147	37.3%
Tablet e.g. iPad	98	24.9%
Smart TV	12	3.0%

**Q63 Ward**

Coldside Ward	95	19.0%
East End Ward	116	23.2%
Lochee Ward	114	22.8%
Maryfield Ward	31	6.2%
North East Ward	25	5.0%
Strathmartine Ward	65	13.0%
The Ferry Ward	26	5.2%
West End Ward	28	5.6%

**Q64 House Type**

Cottage	129	25.8%
Flat	328	65.6%
Maisonette	14	2.8%
Multi-Flat	29	5.8%

**Q65 Number of Bedrooms**

0	8	1.6%
1	144	28.8%
2	260	52.0%
3	72	14.4%
4	12	2.4%
5	4	0.8%