

Life in Scotland's social rented sector: Survey analysis report

Analysis of new Consumer Scotland survey
evidence

Camilla Barnett & Heather Craig

March 2026

Contents

1. Executive Summary	4
Key findings	4
Most social renters are satisfied with their renting experience, but there are key demographic differences in the renter experience	4
Problems are common, and handled poorly	5
Many renters are unaware of their rights and routes to redress	5
2. Introduction	6
3. Methodology	8
4. Renter satisfaction	10
Overall satisfaction	10
Variation by demographic characteristics	10
Drivers of renter satisfaction	11
5. Property conditions	14
Renter perceptions of their home	14
Variation by demographic characteristics	15
Properties meeting renters' needs	17
Variation by demographic characteristics	17
6. Experience of problems	19
Problems with property condition	19
Variation by demographic characteristics	20
Renter journeys following a property condition problem	21
Renters not reporting issues	23
Renters self-managing issues	24
Variation by demographic characteristics	24

7. Awareness of rights and routes to redress	26
Knowing where to go if landlord fails to resolve issues	26
Variation by demographic characteristics	26
Awareness of rights and redress pathways	27
Awareness of regulatory bodies, rights and standards	28
8. Landlord handling of repairs, complaints, anti-social behaviour and other issues	30
Repairs	31
Variation by demographic characteristics	32
Complaints	33
Variation by demographic characteristics	34
Anti-social behaviour	36
Other issues	37
9. Landlord relationship	39
Satisfaction with landlord	39
Variation by demographic characteristics	40
Fairness, respect and relationship quality	41
Variation by demographic characteristics	42
Landlord communication	44
10. Landlord responsiveness	47
Variation by demographic characteristics	48
11. Housing officer or named point of contact	51
Presence and awareness of housing officer	51
Variation by demographic characteristics	52
Experience of contacting housing officer	53

12. Comparisons with the private rented sector	55
Property conditions	55
Problems with property condition	56
Renter journeys following a property condition problem	57
Knowing where to go if landlord fails to resolve issues	58
Landlord relationship	59
Landlord responsiveness	60
13. Conclusion	62
14. Appendix A: Methodology	64
Research objectives	64
Research questions	64
Method	64
Review	65
Focus groups	65
Pilot	66
Mainstage	67
Questionnaire	67
Sampling	67
Profile of respondents	68
Property characteristics	69
Analysis	70
15. Appendix B: Questionnaire	72
16. Endnotes	102

1. Executive Summary

The social rented sector plays a vital role in Scotland’s housing system, providing affordable and secure homes for those who might struggle in the private market. Almost a quarter (23%) of Scotland’s homes are social rented properties.

Our review of existing research identified a lack of recent evidence on the experiences of social renters, how those vary across characteristics of social renter, and how those compare with renters in the private rented sector. To better understand these experiences and identify where improvements to policy or practice could be made, Consumer Scotland commissioned IFF Research to undertake a representative survey of renters in Scotland’s social rented sector. The research aimed to generate robust evidence to support policy development, advocacy, and allow comparisons with the private rented sector.

The research explored key issues affecting social renters, including differences in experience across landlord types and demographic groups, to inform policy or practice changes which could strengthen renter outcomes. The research achieved a final sample of 1,402 Scottish social renters, via a blended methodology of online responses and telephone interviews to reduce digital exclusion and age bias. The survey covered landlord satisfaction, communication, property conditions, reporting and rights, accessibility and security, improvements, and demographic information.

Key findings

Most social renters are satisfied with their renting experience, but there are key demographic differences in the renter experience

- Most (74%) social renters are satisfied with their overall experience of renting their property – including the property itself, its costs, and their dealings with their landlord.
- The majority of renters are happy with their home, with 77% rating the overall condition as good.
- Energy efficiency / cost to heat the property is the poorest-performing area of self-reported property condition, with only 62% rating this as good.
- Most renters are satisfied with the overall repairs service (79%) but slightly less so for timeliness (76%) and communication (73%) of repairs.
- Certain groups consistently report worse experiences across a range of measures, even when controlling for the effects of potential explanatory variables:
 - Renters who have **health conditions or disabilities** that limit their day-to-day activities¹

- Renters **aged 35-44**
- Renters living in **older unrenovated properties** (that have been built over 10 years ago and have not been recently renovated)
- Renters **without a known housing officer or named point of contact** (do not have one or do not know how to contact them)

Problems are common, and handled poorly

- Over half (53%) of social renters have experienced at least one problem with the condition of their property in the last six months, such as difficulty keeping the home warm, repairs not being carried out, and serious damp or mould.
- Only 30% of renters who reported their condition-related problem to their landlord had it fully resolved.
- A small proportion (18%) of renters made a complaint to their landlord in last 12 months.
- Few renters are satisfied with their landlord interaction following a complaint – of those who made a complaint, only 30% are satisfied with the speed at which the complaint was resolved.
- Around a quarter (28%) of renters reported paying for or completing a repair themselves that they believed should have been covered by their landlord.
- Most renters (59%) always report issues to their landlord, but some choose not to for practical reasons – such as fixing the problem themselves or feeling it is not urgent or serious enough – rather than out of fear of landlord retaliation.

Many renters are unaware of their rights and routes to redress

- Few social renters know their rights; only 48% say that they know where to go if their landlord fails to address their issue or complaint.
- Similarly, only 43% of renters with property condition problems that had not been fully resolved by their landlord sought further help or advice.
- Most (71%) renters have a local housing officer or named point of contact and know how to contact them, but 29% do not.

2. Introduction

2.1 This report presents analysis of new survey data on renters' experiences in Scotland's social rented sector. It covers the main findings from the survey, across topics such as property conditions; repairs and maintenance; experience of problems; awareness of redress systems; and landlord relationships.

2.2 The social rented sector plays a vital role in the housing system, providing affordable and secure homes for people who might struggle in the private market. Almost a quarter (23%) of Scotland's homes are social rented properties.²

2.3 A Consumer Scotland 2024 scoping study found that, while there is a range of valuable existing evidence on the social rented sector, there remains limited large-scale, representative research capturing renters' experiences in sufficient detail to inform policy development.³ Existing sources – including the Scottish Housing Regulator's National Panel of Renters and Service Users,⁴ the National Report on the Scottish Social Housing Charter,⁵ and the Scottish House Condition Survey⁶ – provide useful high-level indicators. However, because they largely focus on housing stock characteristics or rely on data reported by landlords, they offer only a partial picture of renters lived experience across the sector. This highlights a gap for more granular, solution-focused evidence to inform decision-making.

2.4 Existing social rented sector research provides valuable insights into renter experiences, but much of it is thematic or based on relatively small, non-representative samples. For example, the National Panel research in 2025 provided strong qualitative evidence from 84 individuals, but the survey element only achieved 230 responses and was therefore not representative of the wider social rented population. Our initial review also highlighted important differences across tenures – such as between council and housing association renters, and social rented sector and private rented sector renters – which have not yet been fully explored in existing research.⁷

2.5 Recent private rented sector surveys, including RentBetter⁸ and Voice of the Tenant⁹, allow for detailed understanding of private renters' experiences. However, no equivalent large scale, representative data currently exists for the social rented sector.

2.6 At the same time, existing evidence indicates that many social renters continue to face issues relating to repairs, communication, influence over decisions, and landlord transparency. For example, the National Panel found that only a third (36%) of those who reported an issue felt it had been completely resolved, and many were not confident that their landlord would deal effectively with future problems.

2.7 To better understand the experiences of social renters in Scotland and to identify where improvements might be made to benefit those across both sectors, we resolved to:

- Gather quantitative evidence on the experiences of social renters, to identify what affects satisfaction levels and where improvement may be needed.
- Compare our evidence with similar recent surveys of private tenants, to identify disparities in outcomes across tenure types and support advocacy for improvements in each sector.

2.8 Consumer Scotland therefore commissioned IFF Research to conduct a representative survey of social renters in Scotland to get a better understanding of their experiences. This research seeks to address gaps by generating a richer, more representative picture of renter experiences across the social rented sector. This will help us identify where policy or practice change could most effectively improve outcomes for social renters.

2.9 The following report covers main findings from the survey. A separate policy briefing covers the wider policy context and recommendations based on these results.¹⁰

3. Methodology

3.1 Consumer Scotland commissioned this research to better understand the experiences of social renters in Scotland. See Appendix A for further information on methodology.

3.2 The research project began in January 2025 with a review of existing survey research. This review identified three themes central to renter satisfaction:

- Repairs and maintenance
- Communication, and
- Security of tenure

3.3 Three virtual focus groups were conducted in February 2025 with 18 participants from a diverse mix of demographics to further refine themes for the wider research. During the focus groups, participants expressed frustration with inconsistent waiting times and poor communication, including delays and lack of follow-up. Repairs dominated discussion, especially in older properties, with renters reporting issues around damp, mould and poor build quality. Many renters lacked awareness of their rights and wanted greater transparency and involvement in decision-making.

3.4 These insights shaped the pilot questionnaire, which was piloted in March 2025 with 100 respondents. The questionnaire covered satisfaction, communication, property conditions, problems and complaints, rights and redress routes, accessibility and security of tenure, and suggestions for improvement. Survey questions were designed to mirror existing measures, including: the Tenant Satisfaction Measures (England)¹¹; the RentBetter Research Programme¹²; and the Voice of the Tenant Survey Scotland.¹³

3.5 The mainstage survey ran between July and September 2025. A blended methodology (approximately 1,050 online responses and 350 telephone interviews) was used to reduce digital exclusion and age bias. The survey achieved a sample of 1,402 Scottish social renters, with quotas to balance representation between council and housing association renters. Weighting was applied to align the sample with the age profile of social renters in the Scottish Household Survey.

3.6 IFF Research provided the raw dataset and accompanying data tables, which include descriptive statistics for all survey questions and highlight statistical significance between key groups (based on significance testing at the 95% confidence level).

3.7 Consumer Scotland conducted additional analysis on the data, including further descriptive statistics, chi-square tests and logistic regression modelling. Because subgroup analysis only considers individual characteristics in isolation, logistic regression was used to identify which demographic and household characteristics were statistically significant predictors of key outcomes (such as overall satisfaction), after controlling for other relevant factors including property age and landlord type.

3.8 To support interpretation of these results, the report only presents descriptive subgroup percentages for those characteristics that remained statistically significant in the regression models. Unless otherwise specified, subgroup differences reported in the text are statistically significant at the 95% confidence level, and remain significant after accounting for potential explanatory variables, such as property age and landlord type.¹⁴

3.9 For example, initial results suggested that council tenants reported poorer property conditions and renting experiences than those renting from housing associations. However, once other variables were accounted for, many of these differences were no longer statistically significant. This indicates that the gap between landlord types is largely explained by other factors – most notably property age, given that council renters are more likely to live in older properties than housing association renters.¹⁵

3.10 Where possible, throughout this report we compare survey results with those from private rented sector studies, RentBetter and Voice of the Tenant.

4. Renter satisfaction

4.1 This chapter presents renters' satisfaction with their overall experience of renting their property – including the property itself, its costs, and their dealings with their landlord. While 74% of renters are satisfied with their renting experience, satisfaction was notably lower among some renters, particularly those living in older homes (over 10 years old) that have not been recently renovated and renters aged 35-44. Low satisfaction is also driven by renters' experiences – including having had a previous negative experience, encountering a recent condition-related problem, and having made a complaint.

Overall satisfaction

4.2 Most (74%) renters are satisfied with their overall experience of renting their property – including the property itself, its costs, and their dealings with their landlord. While a minority (13%) are dissatisfied, this corresponds to a substantial number of people – equivalent to 140,000 social renters in Scotland.

Variation by demographic characteristics

4.3 Certain groups of renters are less satisfied with their overall renting experience (Chart 4.1):¹⁶

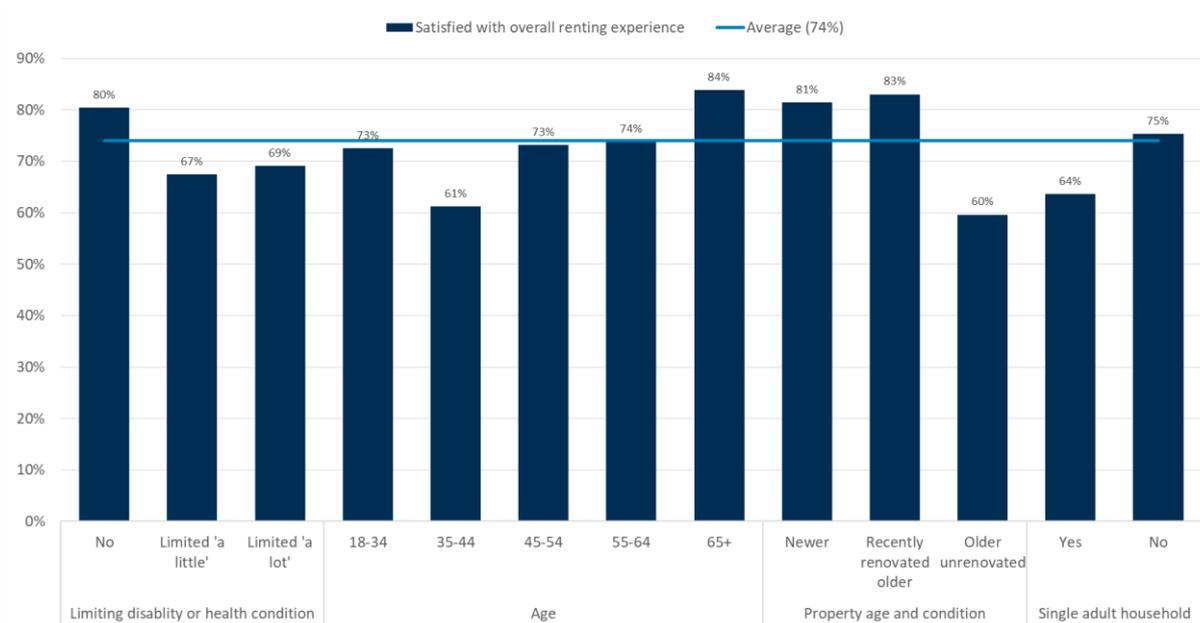
- Renters who have **disabilities or health conditions** that limit their day-to-day activities 'a little' (67%) or 'a lot' (69%), compared with those without (80%)
- Renters **aged 35-44** (61%), compared with 65+ (84%)
- Renters living in **older unrenovated properties** (over 10 years old and not recently renovated, 60%), compared with those in newer (81%) or recently renovated older properties (83%)
- **Single adult households** (64%) compared with other household types (75%)

4.4 Why is there this dip in satisfaction among 35-44 year olds? We explored several potential explanations—such as the possibility that this age group tends to have shorter tenancies or is more likely to have children in the household, factors which could reasonably influence housing experiences. However, the trend persists even after controlling for key variables including income, tenancy length, the presence of children under 18, and whether the household is a single adult household. This suggests that the lower satisfaction among 35-44 year olds cannot be fully explained

by these characteristics alone and may reflect other experiences or characteristics specific to this life stage.

Chart 4.1: Renter satisfaction is particularly lower among renters living in older properties (over 10 years old) that have not been recently renovated, and renters aged 35-44

Percentage of respondents who are ‘very satisfied’ or ‘fairly satisfied’ with the overall experience of renting their property, by demographics



Source: Consumer Scotland’s Social rented sector survey, A1. *Thinking about your overall experience of renting this property including the property itself, its costs, and your dealings with your landlord, how satisfied or dissatisfied are you with your overall experience?* N = 1,402.

Drivers of renter satisfaction

4.5 Having established overall satisfaction varies across demographic groups, this section further examines the underlying drivers of those differences. Logistic regression analysis allows us to assess which experiences continue to predict satisfaction after controlling for both renter characteristics and property characteristics.¹⁷ The results show that, while these demographic differences remain significant, experience-based variables also predict satisfaction levels.

4.6 The model includes a range of experience-based indicators, such as whether renters have:

- Had a negative experience while renting in the past five years (such as repairs not being done, complaints not being taken seriously, an unreasonable rent increase)
- Experienced a problem with the property’s condition in the last six months
- Had a repair carried out by their landlord in the last 12 months

- Reported anti-social behaviour to their landlord in the last 12 months
- Made a complaint to their landlord in the last 12 months
- Reported any other issues to their landlord in the last 12 months
- Know where to go if their landlord fails to address their issue or complaint

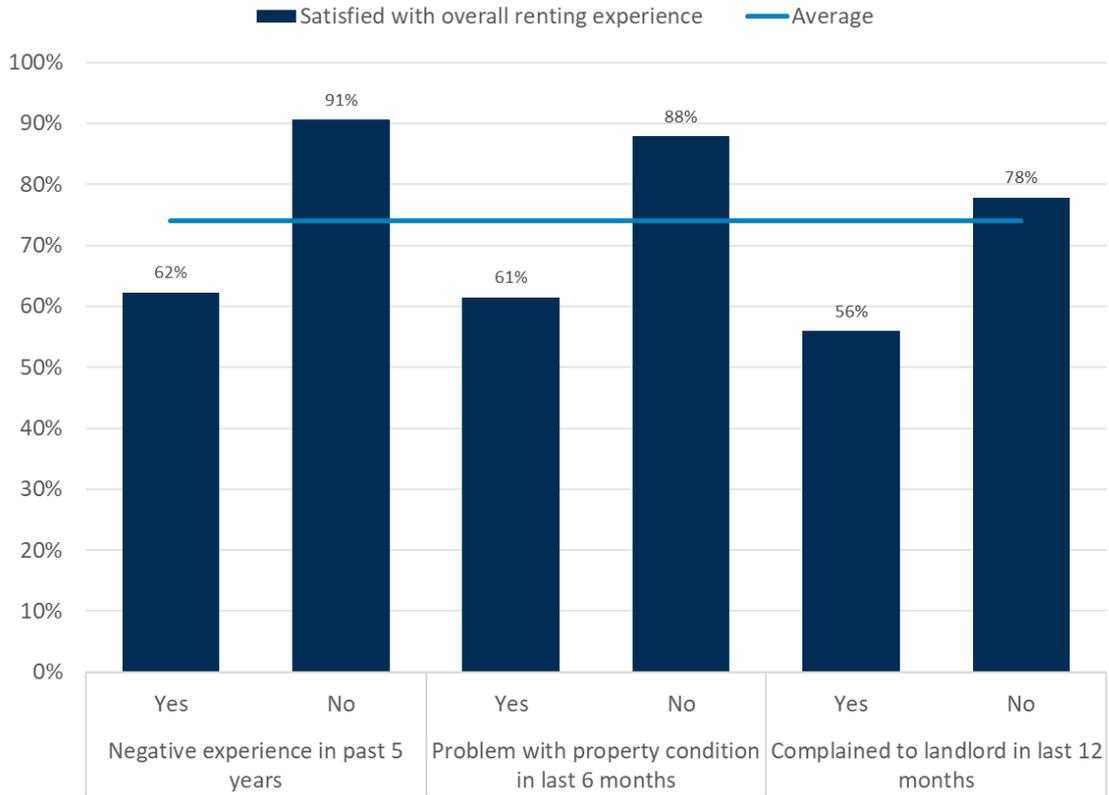
4.7 The analysis shows that specific types of negative renter experiences contribute most to overall dissatisfaction, over and above the demographic characteristics identified earlier (Chart 4.2). In particular:

- **Having had a negative experience in the past five years** is the strongest predictor in the model; renters who have had one were around 24 percentage points less likely to be satisfied with their overall renting experience.
- Renters who **experienced a property condition problem in the last six months** were also significantly less likely to be satisfied (by around 12 percentage points).
- Renters who had **made a complaint in the last 12 months** were also less likely to be satisfied (by around seven percentage points).

4.8 Other experience indicators – such as whether a repair had been carried out in the last 12 months or whether they had reported anti-social behaviour or other issues – showed no meaningful independent effect once the model adjusted for wider factors. The same was true of knowing where to seek help if a landlord fails to act, which was positive but not significant.

Chart 4.2: Renter satisfaction is also predicted by experience-based indicators, particularly whether renters have previous negative renting experiences

Percentage of respondents who are 'very satisfied' or 'fairly satisfied' with the overall experience of renting their property, by experience-based predictors of satisfaction



Source: Consumer Scotland's Social rented sector survey, A1. *Thinking about your overall experience of renting this property including the property itself, its costs, and your dealings with your landlord, how satisfied or dissatisfied are you with your overall experience?* N = 1,402.

5. Property conditions

5.1 This chapter explores how social renters perceive the quality of their homes and how well they meet their needs and expectations. It examines renter perceptions of specific aspects of their property, such as overall condition and energy efficiency / cost to heat the property. Renters generally rate their property well, but less so for energy efficiency / cost to heat it. Perceptions of property condition are particularly poorer among those living in older properties (over 10 years old) that have not been recently renovated.

Renter perceptions of their home

5.2 We asked renters about specific aspects of their property – including the overall condition; accessibility; state of repair; quality of fixtures and fittings; experience of neighbours; and energy efficiency / cost to heat the property – to allow comparison with the private rented sector (RentBetter survey, see Chapter 12).

5.3 Overall, social renters have positive perceptions of their homes; 77% rate the overall condition of their property as good, while 11% rate it as poor (Chart 5.1). The best-performing area is ease of getting into and moving around inside the property, with 85% rating this as good.

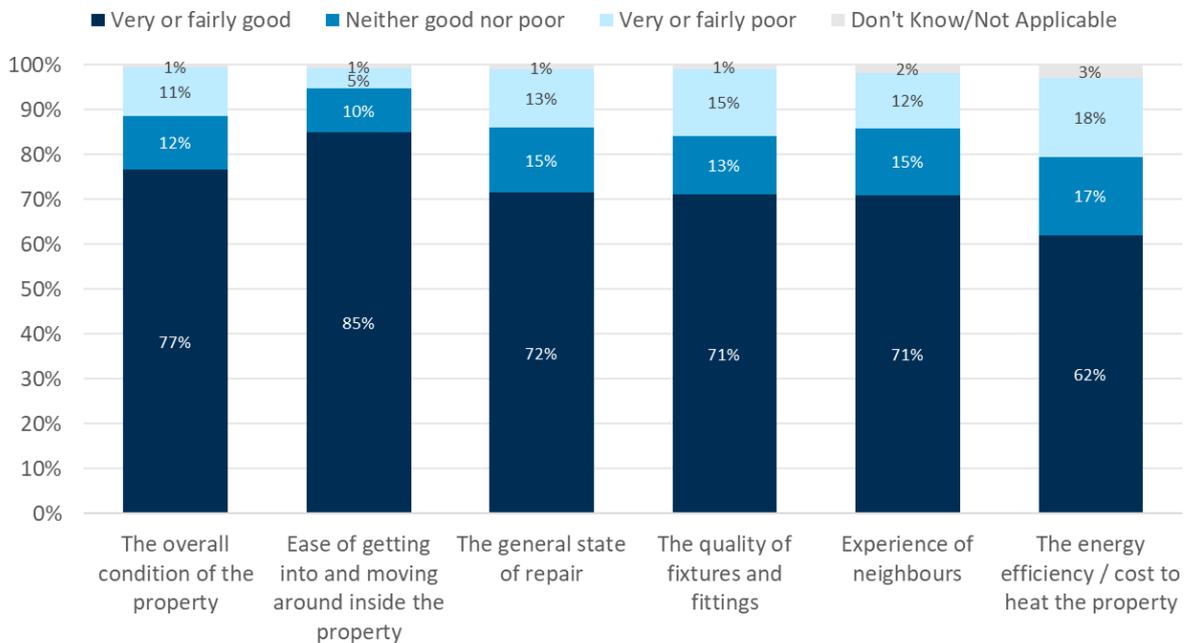
5.4 Renters are less happy with the energy efficiency / cost to heat the property, with only 62% rating this as good (and 18% rating it as poor). While this data highlights clear concerns, it is not possible to determine the extent to which these perceptions are driven by the property's actual energy efficiency – where landlords have direct influence – or by wider energy costs, which are out with landlords' control.

5.5 This distinction is important given that the social housing sector is generally more energy-efficient than other tenures; with higher levels of insulation and better EPC ratings (Scottish House Condition Survey).¹⁸ One factor explaining this is the introduction of the Scottish Housing Quality Standard in 2004, which requires social housing properties to have loft insulation if they have appropriate loft space.¹⁹

5.6 Despite this higher energy efficiency in the social rented sector, fuel poverty rates are significantly higher in this sector; 49% of social renters are in fuel poverty compared with 22% of private renters.²⁰ This highlights a structural challenge: social renters often have lower incomes and face higher rates of vulnerability, making them more exposed to energy cost pressures despite living in more energy-efficient homes.

Chart 5.1: Social renters generally rate the condition of their property as good, but less so for energy efficiency / cost to heat the property

Extent to which respondents rate their property condition as good



Source: Consumer Scotland's Social rented sector survey, C1. *How would you rate the following aspects of the property?* N = 1,402.

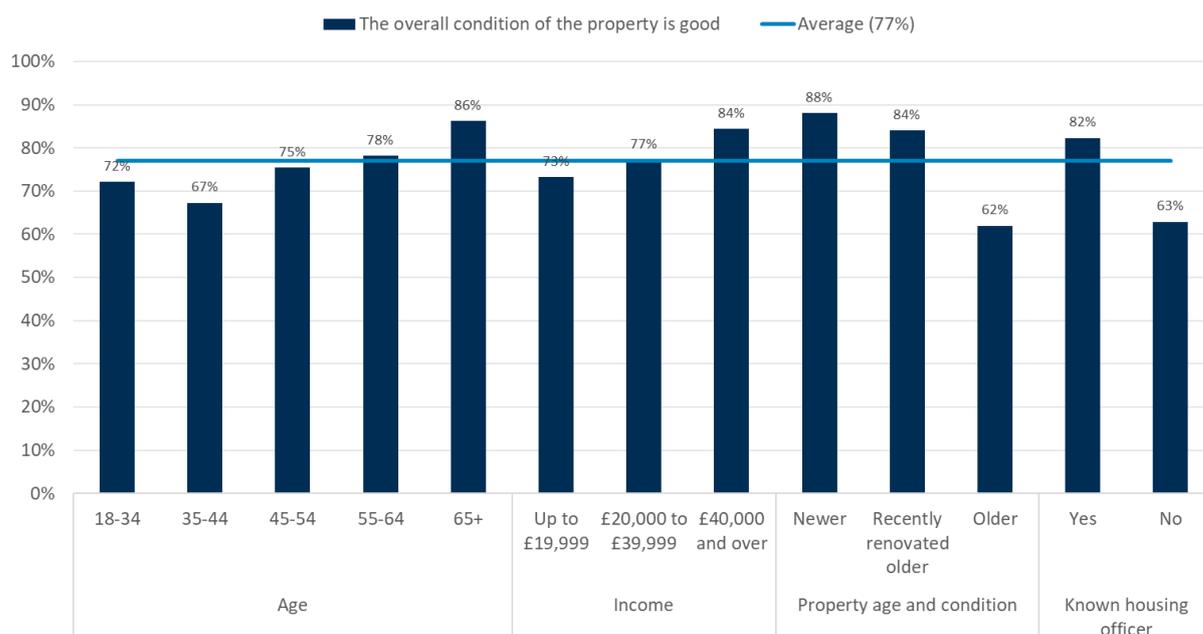
Variation by demographic characteristics

5.7 Patterns across these measures were broadly similar across groups of renters. Chart 5.2 shows the 'overall condition of the property' measure to illustrate this:

- Perceptions of property condition generally improve with age, but dips among renters aged **35-44**.
- For some aspects, including overall property condition, perceptions also improve with **income**.
- Renters living in **older unrenovated properties** (over 10 years old and not recently renovated) are less positive about their home than those in newer homes or recently renovated properties.
- Renters **without a known housing officer** are less positive compared with those with one.²¹

Chart 5.2: Perceptions of property condition are particularly poorer among those living in older properties (over 10 years old) that have not been recently renovated

Percentage of respondents rating the overall condition of their property as 'very good' or 'fairly good', by demographics



Source: Consumer Scotland’s Social rented sector survey, C1-1. *How would you rate the following aspects of the property? The overall condition of the property.* N = 1,402.

5.8 Energy efficiency / cost to heat the property is a particular concern across renters; it is consistently the poorest-rated aspect of property condition.

5.9 As with overall property condition, the same groups of renters give lower ratings on energy efficiency / cost to heat the property: renters aged 35-44; lower-income households; those living in older unrenovated properties; and those without a known housing officer (Chart 5.3).

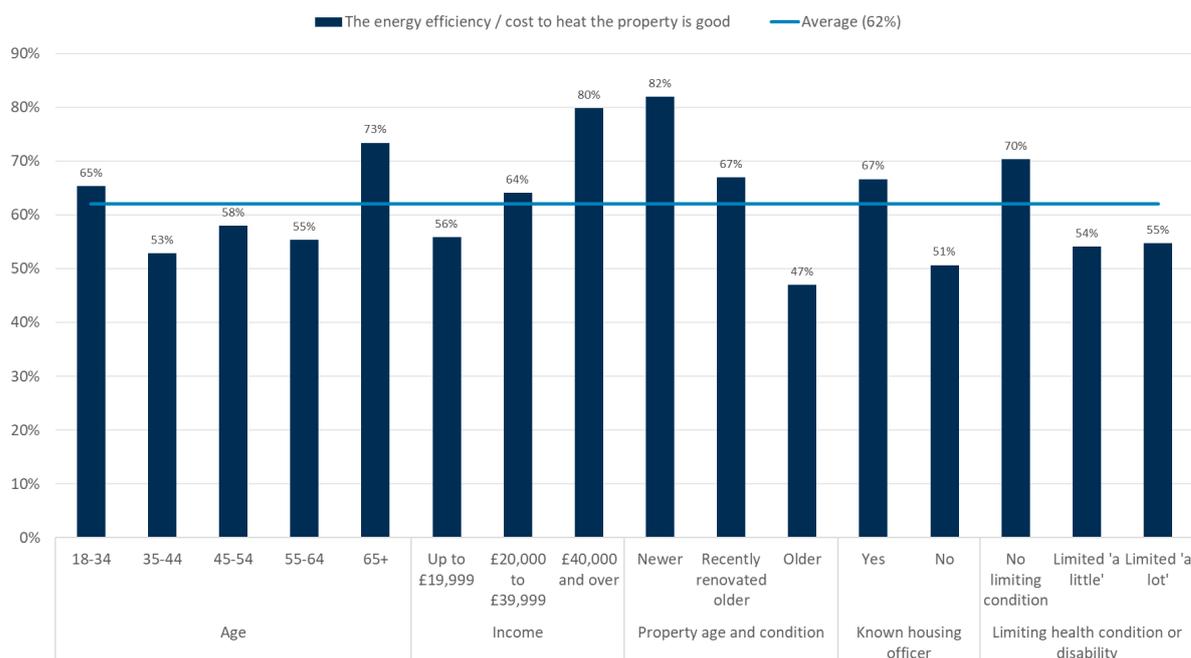
5.10 However, there is an additional effect of **disability or health condition status**. Only 54% of those with a condition that limits their day-to-day activities ‘a little’ and 55% of those limited ‘a lot’ rate the energy efficiency / cost to heat the property as good, compared with 70% of those without. This discrepancy also appears consistently throughout other measures of property condition.

5.11 As with overall property condition, positive perceptions of energy efficiency / cost to heat the property are particularly low among renters living in **older unrenovated properties** (over 10 years old and not recently renovated); only 47% rate this aspect as good.

5.12 These findings suggest that properties may not always be fully meeting the needs of renters with greater mobility, accessibility, or health-related requirements. In addition, aspects of the fabric of older unrenovated properties may contribute to poorer energy efficiency, higher heating costs, and lower satisfaction among these renters.

Chart 5.3: Energy efficiency / cost to heat the property is a concern for renters, especially those living in older properties (over 10 years old) that have not been recently renovated

Percentage of respondents rating the energy efficiency / cost to heat the property as 'very good' or 'fairly good', by demographics



Source: Consumer Scotland's Social rented sector survey, C1-4. How would you rate the following aspects of the property? The energy efficiency / cost to heat the property. N = 1,402.

Properties meeting renters' needs

5.13 Most renters (86%) feel that their current property meets their needs well, including 44% who said it meets their needs 'fully'. However, one in eight (13%) said their property meets their needs 'not very well', or 'not at all'.

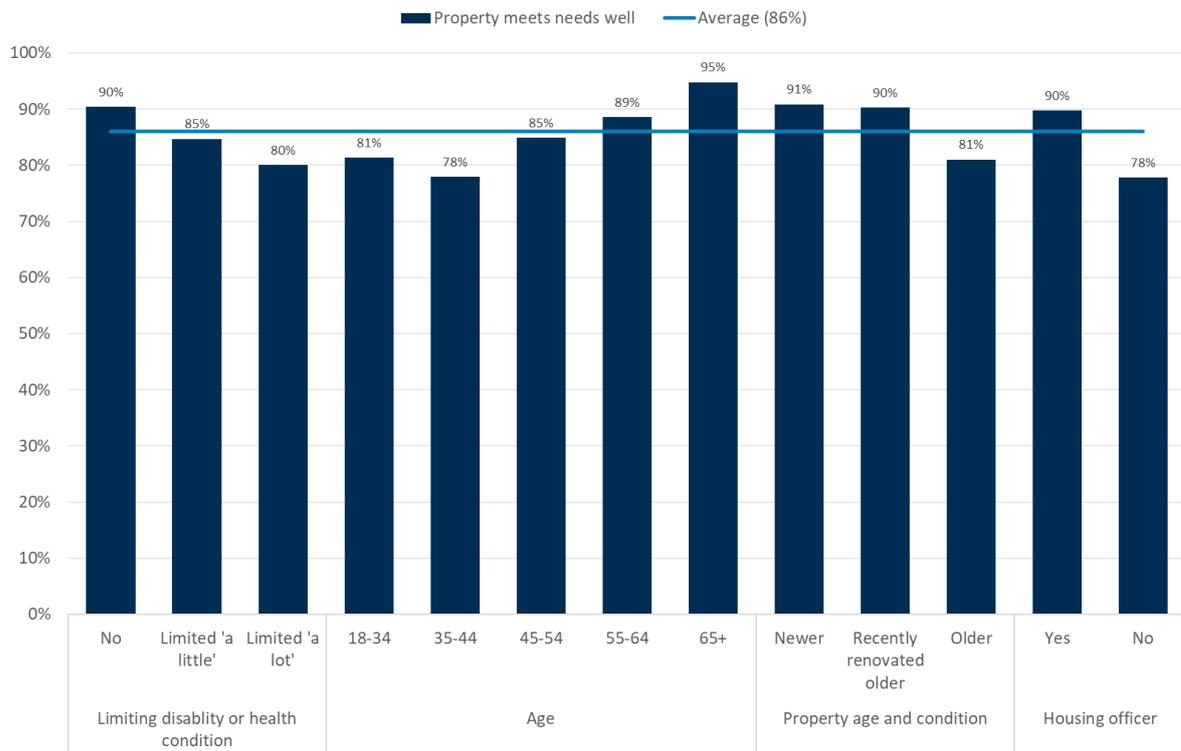
Variation by demographic characteristics

5.14 The characteristics of renters less likely to feel that their property meets their needs well mirror those associated with poorer perceptions of property condition (Chart 5.4):

- Renters who have **disabilities or health conditions** that limit their day-to-day activities 'a little' (85%) or 'a lot' (80%), compared with those without (90%).
- Renters **aged 18-44** (78-81%), compared with those aged 65+ (95%).
- Renters living in **older unrenovated properties** (over 10 years old and not recently renovated, 81%), compared with those living in newer (91%) or recently renovated older properties (90%).
- Renters **without a known housing officer** (78%) compared with those with one (90%).

Chart 5.4: Most renters feel that their property meets their needs well, but this is lower for some groups of renters

Percentage of respondents rating their property as meeting their needs ‘fully’ or ‘fairly well’, by demographics



Source: Consumer Scotland’s Social rented sector survey, E4. *How well does your current property meet your needs?* N = 1,402.

6. Experience of problems

6.1 This chapter examines whether renters have experienced problems with the condition of their home, and how well these were resolved. Just over half of renters encountered at least one condition-related problem with their home in the last six months. The most common are heating difficulties, unresolved repairs, and serious problems with damp or mould. Although most renters report these problems to their landlord, only a minority see them fully resolved. The chapter also covers why renters may not always report issues, and whether they self-manage repairs.

Problems with property condition

6.2 We asked respondents whether they had experienced any problems with the condition of their home in the last six months, to allow us to compare with data on the private rented sector (Voice of the Tenant survey, see Chapter 12).²²

6.3 Over half (53%) of renters have experienced at least one problem with the condition of their home. The most frequent problems are:

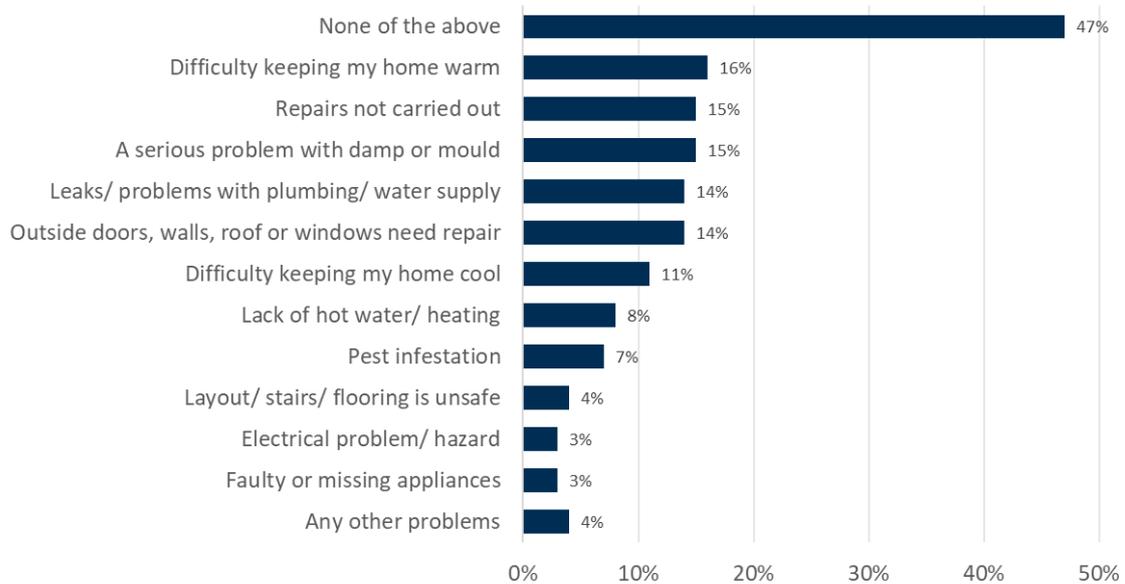
- Difficulty keeping the home warm (16%)
- Repairs not carried out (15%)
- Serious problems with damp or mould (15%)

6.4 Other notable issues include plumbing or water leaks (14%); problems with outside doors, walls, roof, or windows (14%); and difficulty keeping the home cool (11%, Chart 6.1).

6.5 Among those who had experienced a condition-related problem, over half (54%) reported having multiple issues.

Chart 6.1: Just over half of social renters had experienced a problem with the condition of their home in the last six months

Percentage of respondents who have experienced an issue with the condition of their home in the last six months



Source: Consumer Scotland’s Social rented sector survey, D1. *In the last 6 months, have you experienced any problems with the condition of your home, for example a serious problem with damp or mould, lack of hot water or heating or pest infestation?* A small number of respondents selected ‘No working smoke/ fire alarm or other fire hazard’. N = 1,402.

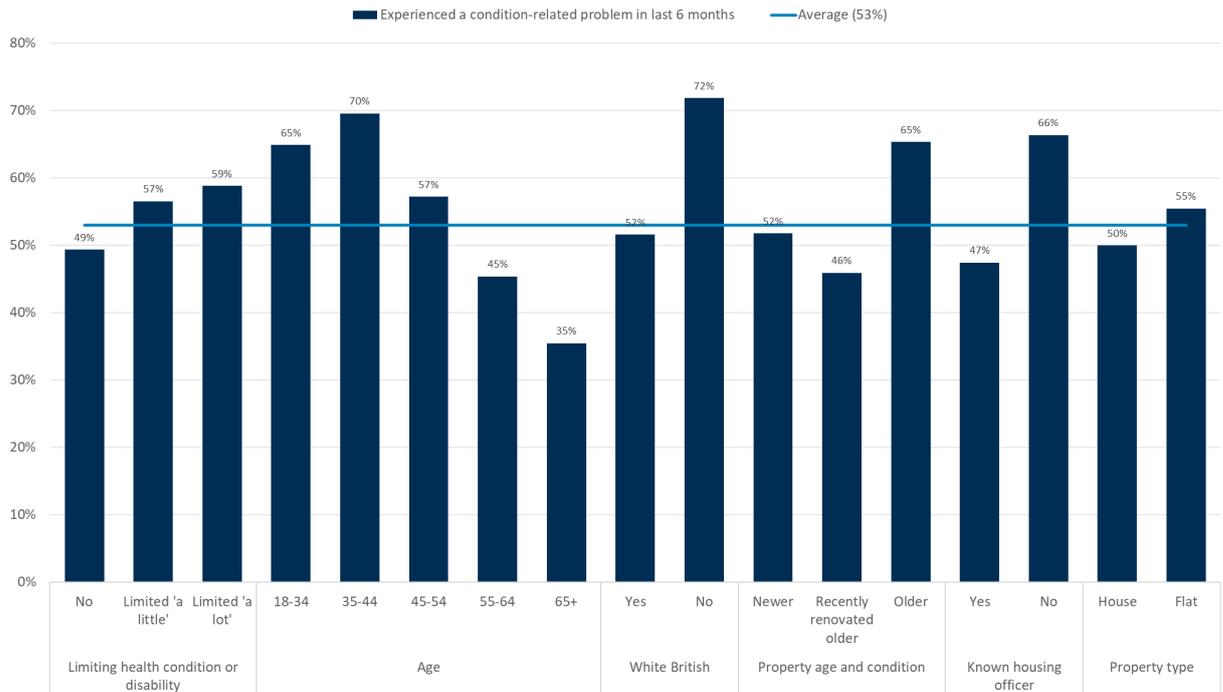
Variation by demographic characteristics

6.6 Certain groups of renters are more likely to have experienced a problem with the condition of their home in the last six months (Chart 6.2):

- Renters who have **disabilities or health conditions** that limit their day-to-day activities ‘a little’ (57%) or ‘a lot’ (59%), compared with those without (49%)
- Renters **aged 18-44** (65-70%), compared with 65+ (35%)
- Renters from **non-white British** backgrounds (72%) compared with white British renters (52%)
- Renters living in **older unrenovated properties** (over 10 years old and not recently renovated, 65%), compared with those living in newer (52%) or recently renovated older properties (46%)
- Renters without a known housing officer (66%) compared with those with one (47%)
- Renters living in **flats** (55%) compared with houses (50%)

Chart 6.2: Renters aged 35-44 are particularly more likely to have experienced a problem with the condition of their home in the last six months

Percentage of respondents who experienced a problem with the condition of their home in the last six month, by demographics



Source: Consumer Scotland's Social rented sector survey, D1. *In the last 6 months, have you experienced any problems with the condition of your home, for example a serious problem with damp or mould, lack of hot water or heating or pest infestation?* N = 1,402.

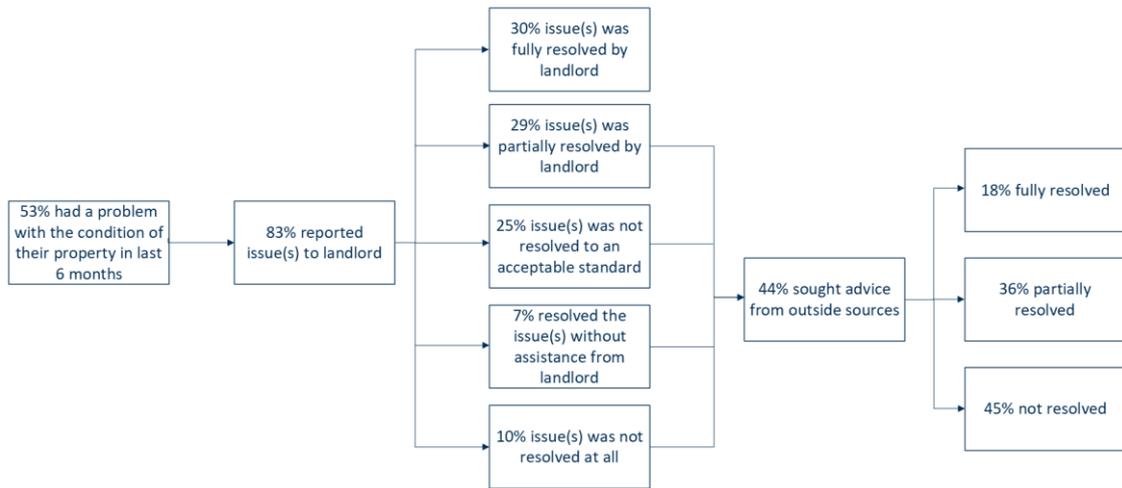
Renter journeys following a property condition problem

6.7 Most social renters who experienced one of these problems reported it to their landlord (83%), but only 30% of these renters felt that it had subsequently been fully resolved.

6.8 Of those whose issue was not fully resolved, only 43% sought help or advice from other sources, of which 18% had their issue fully resolved after doing so (Chart 6.3).

Chart 6.3: Only 30% of social renters feel that their issue was fully resolved by their landlord

Percentage of respondents reporting having a problem with the condition of their home, whether it was reported, and whether it was resolved



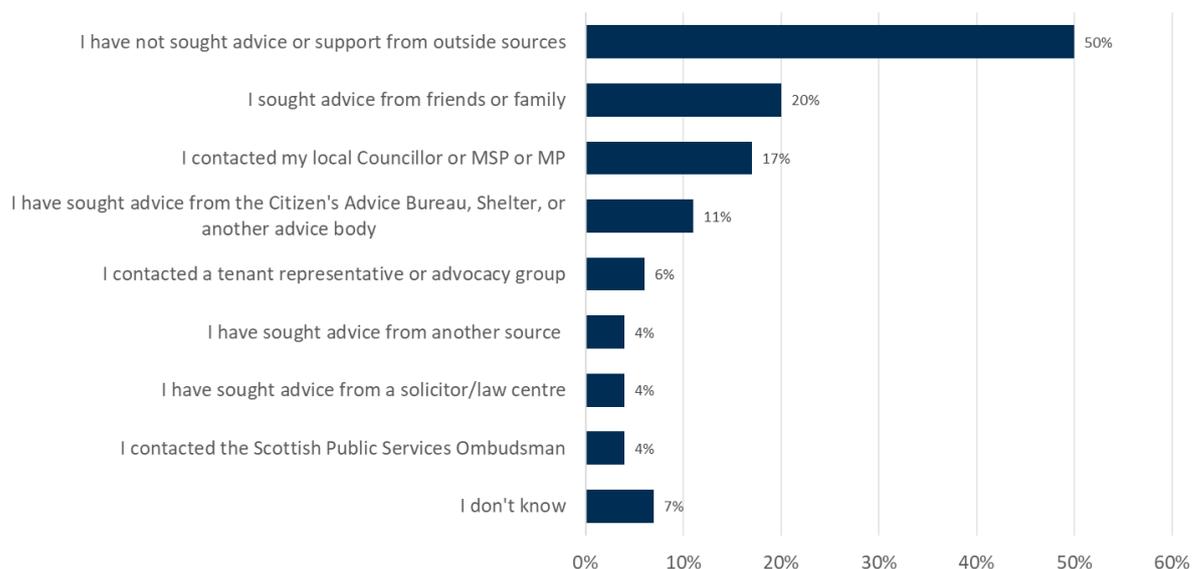
Source: Consumer Scotland’s Social rented sector survey

6.9 Less than half (44%) of respondents sought external advice or support regarding their unresolved condition-related problem (Chart 6.4). The most common source of advice was friends or family (20%), followed by contacting a local Councillor, MSP, or MP (17%). Smaller proportions sought help from other channels, such as the Citizens Advice Bureau or similar bodies and renter representatives or advocacy groups.

6.10 When excluding those who only sought advice from informal channels (friends or family), the percentage of people who sought advice falls to 33%. This suggests that renters tend to handle issues independently or rely on informal networks rather than formal support channels.

Chart 6.4: Half of renters did not seek external advice or support about their unresolved problem

Percentage of respondents who sought external advice to help with the unresolved issue or complaint



Source: Consumer Scotland's Social rented sector survey, D5. *Did you seek advice or support from sources to help with the issue or complaint?* N = 441.

Renters not reporting issues

6.11 The previous section focused on behaviours when a renter experienced a specific problem relating to property condition in the previous six months. We were also keen to explore more widely whether there were circumstances in which they did not or would not report to their landlord.

6.12 Most renters (59%) say they always report issues, but a substantial minority indicated that there are certain circumstances in which they would choose not to (Chart 6.5). Because respondents could select multiple reasons, some who say they "always report" also identified situations where they might not.

6.13 The most common reasons for not reporting were:

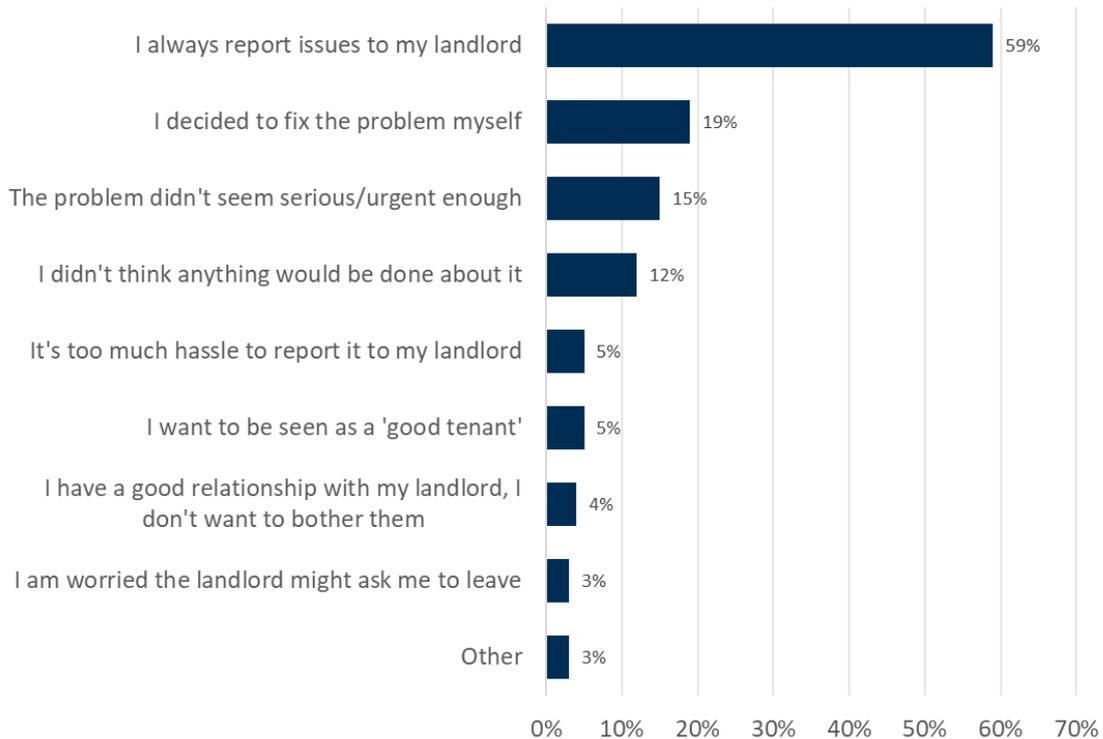
- Deciding to fix the problem themselves (19%)
- Feeling the issue is not serious or urgent enough to report (15%)
- Not thinking that anything would be done about it (12%)

6.14 Smaller proportions do not report issues because they find the process too much hassle (5%), they want to be seen as a 'good tenant' (5%), or do not want to bother a landlord with whom they have a good relationship (4%). Only 3% say they worry their landlord might ask them to leave if they raise an issue.

6.15 This is quite different to the private sector, in which a quarter of renters do not report issues because they want to be seen as a 'good tenant' (26%) and are worried that the landlord might ask them to leave (24%, Voice of the Tenant survey); suggesting that there are lower levels of concern about retaliatory eviction in the social rented sector.

Chart 6.5: While most renters predict they would always report problems to their landlord, the most common reason for not doing so deciding to fix the problem themselves

Percentage of respondents who always report issues to their landlord, and the reasons for them not reporting



Source: Consumer Scotland's Social rented sector survey, D7. *Are there certain issues that you did not or would not report to your landlord? If so what were your reasons?* N = 1,402. Respondents could choose more than one response option, to totals may not sum to 100%.

Renters self-managing issues

6.16 We also asked renters if they had ever paid for or repaired something themselves that they believed should have been covered by their landlord. Over a quarter (28%) of renters reported that they had done this at some point.

6.17 As the question does not specify when renters have done this, we do not know whether they undertook this work before contacting their landlord, or after reporting the issue but not receiving a satisfactory response. Nor do we know the types of issues they are choosing to resolve themselves.

Variation by demographic characteristics

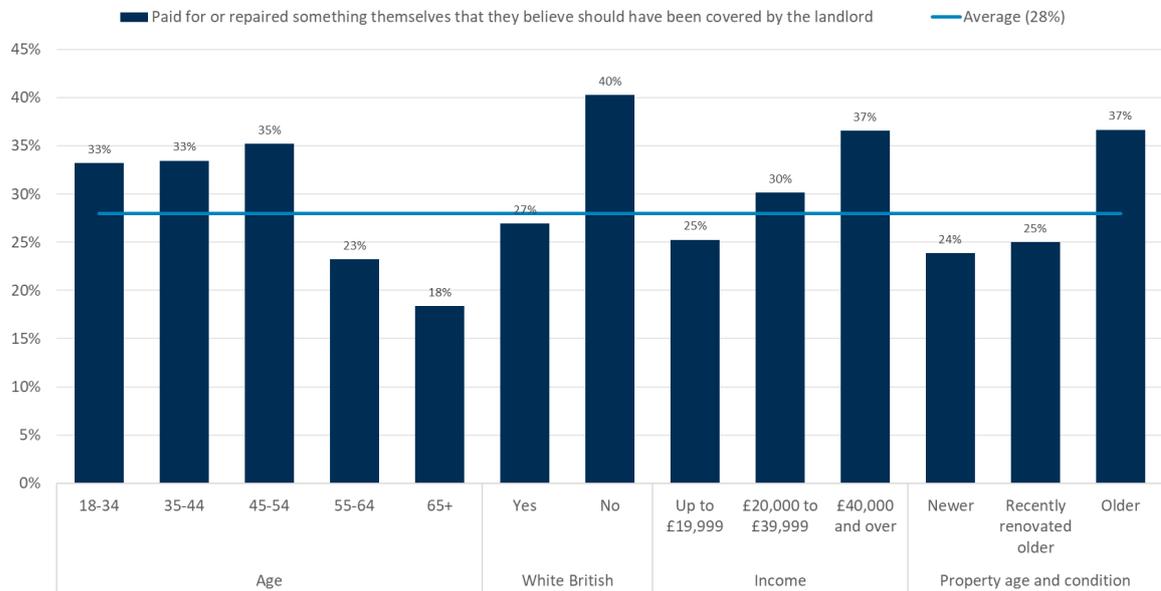
6.18 The groups most likely to self-manage repairs differ slightly from those highlighted in earlier sections (Chart 6.6). Renters who are most likely to self-manage are:

- Renters **aged 18-54** (33-35%), compared with those aged 65+ (18%)
- Renters from **non-white British** backgrounds (40%) compared with white British renters (27%)
- **Higher-income** households (over £40,000) are more likely to manage repairs themselves (37%), compared with lower-incomes (up to £19,999, 25%), likely due to fewer resources to fund repairs out-of-pocket

- Renters living in **older unrenovated properties** (over 10 years old and not recently renovated, 37%), compared with those in newer properties (24%)

Chart 6.6: A third of renters aged 18-54 had self-managed a repair

Percentage of respondents who had paid for or repaired something themselves that they believe should have been covered by the landlord, by demographics



Source: Consumer Scotland's Social rented sector survey, D8. *Have you ever paid for or repaired something yourself that you believe should have been covered by your landlord?* N = 1,402.

7. Awareness of rights and routes to redress

7.1 This chapter explores renters' understanding of where to seek help if issues remain unresolved, their familiarity with key regulatory bodies and housing standards, and how awareness varies across demographic and property characteristics. While most renters report feeling confident about their responsibilities and ability to contact their landlord, awareness of external redress pathways is notably weaker.

Knowing where to go if landlord fails to resolve issues

7.2 We asked all renters whether they would know where to go if their landlord fails to address their issue or complaint, to allow us to compare with the private rented sector (Voice of the Tenant survey, see Chapter 12).

7.3 Although most renters were aware of at least one housing standard or body, only 48% said that they would know where to go if their landlord fails to address an issue or complaint.²³ A further 40% said they do not, and 12% said they do not know.

Variation by demographic characteristics

7.4 Certain groups of renters are less likely to know where to go if their landlord does not resolve an issue or complaint (Chart 7.1):

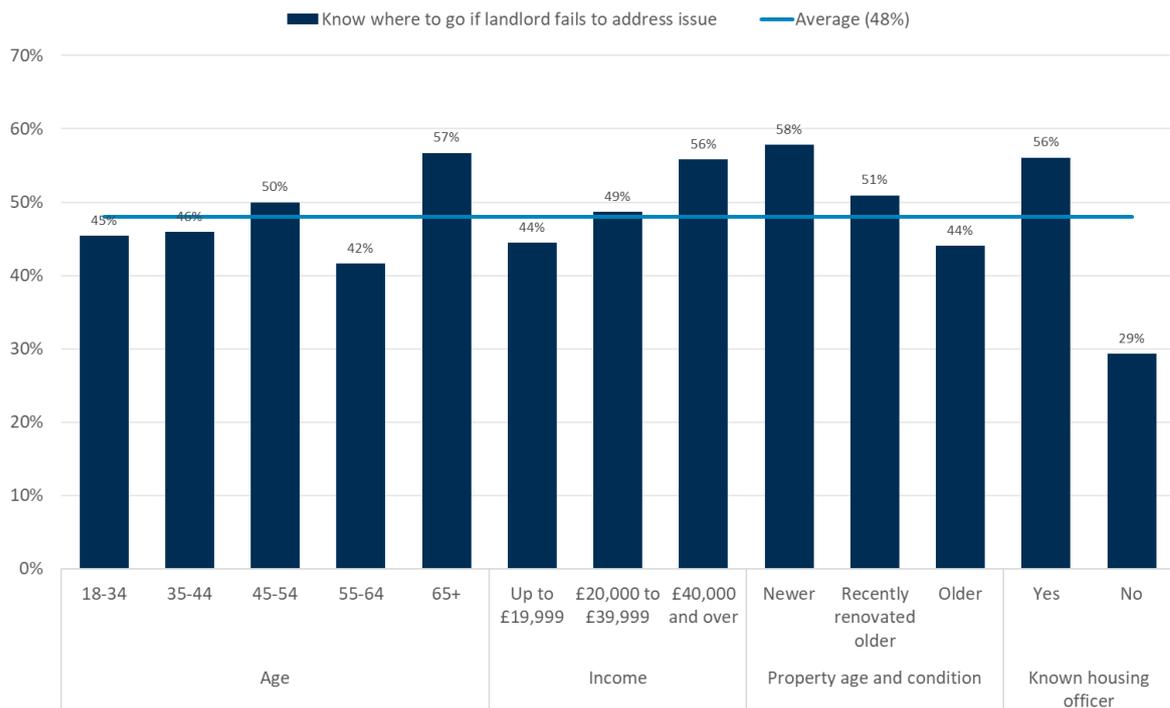
- Renters aged **55-64** (42%), compared with 65+ (57%)
- **Lower-income households** (up to £19,999, 44%) compared with higher income (£40,000 and over, 56%)
- Renters living in **older unrenovated properties** (over 10 years old and not recently renovated, 44%), compared with newer properties (58%)
- Renters **without a known housing officer** (29%) compared with those with one (56%)

7.5 These findings indicate that many renters are unaware about where to seek help, with particularly low levels of awareness among these groups. This gap in knowledge is especially concerning given that those living in older unrenovated

properties and those without a known housing officer report poorer experiences across areas such as property condition, repairs handling and landlord relationship. As a result, the challenges they face may be further compounded by not being able to access effective routes to redress.

Chart 7.1: Only 29% of renters without a known housing officer know where to go if their landlord fails to address their issue or complaint

Percentage of respondents who know where to go if their landlord fails to address their issue or complaint, by demographics



Source: Consumer Scotland’s Social rented sector survey, D10. *Do you know where to go if your landlord fails to address your issue or complaint?* N = 1,402.

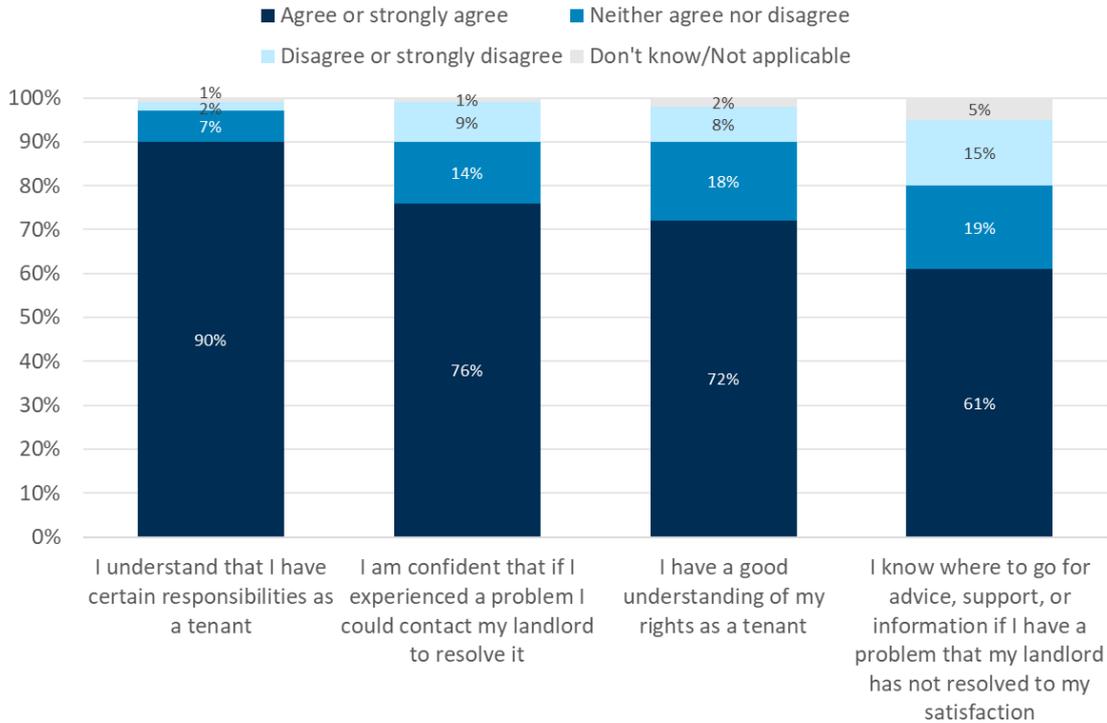
Awareness of rights and redress pathways

7.6 Most (90%) renters feel that they understand they have certain responsibilities as a renter (Chart 7.2). Most also feel confident they could contact their landlord to resolve an issue (76%) and around seven in ten (72%) feel that they have a good understanding of their rights as a renter.

7.7 However, fewer renters feel confident about where to seek help if issues remain unresolved. Only 61% agree that they know where to go for advice, support, or information if they have a problem that their landlord has not resolved to their satisfaction.

Chart 7.2: Most renters feel they understand their rights and responsibilities, but fewer know where to go if their landlord does not address their issues

Extent to which respondents understand renter responsibilities and rights



Source: Consumer Scotland’s Social rented sector survey, D11. *To what extent do you agree or disagree with the following statements?* N = 1,402.

Awareness of regulatory bodies, rights and standards

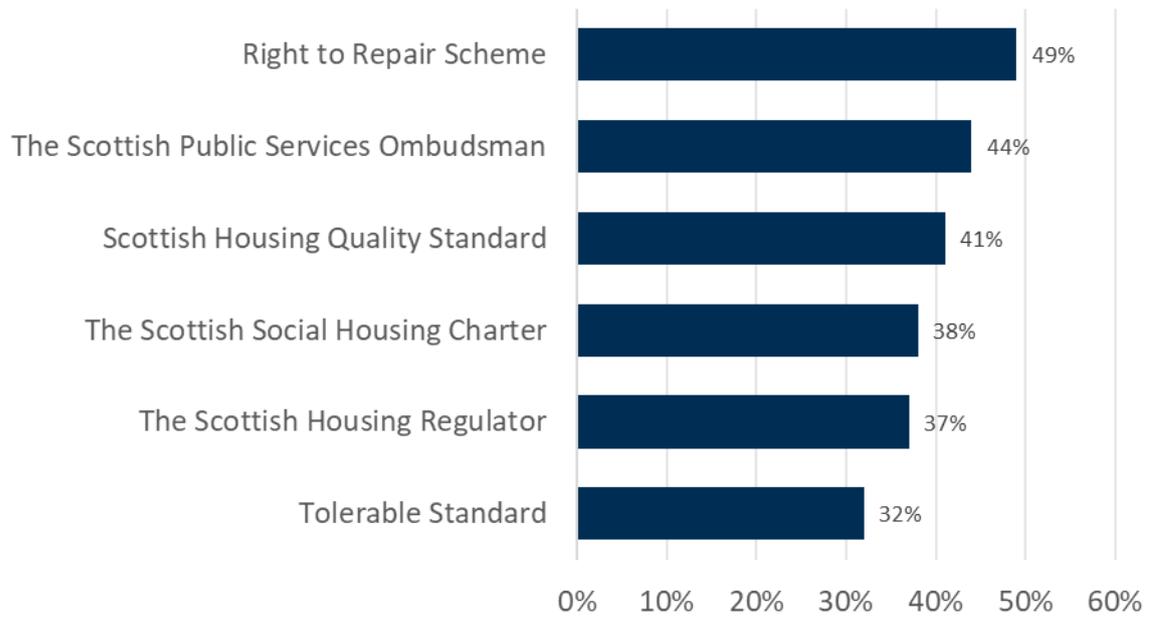
7.8 We asked renters whether they were aware of certain regulatory bodies, rights and standards. Most (69%) respondents are aware of at least one of these, but fewer than half of renters are aware of any individual standard or body (Chart 7.3).

7.9 Awareness is highest for the Right to Repair Scheme (49%), followed by the Scottish Public Services Ombudsman (44%). Around four in ten know about the Scottish Housing Quality Standard (41%), the Scottish Social Housing Charter (38%), and the Scottish Housing Regulator (37%). Awareness is lowest for the Tolerable Standard (32%).

7.10 Overall, these findings indicate that a substantial proportion of renters are unaware of the formal protections and standards designed to support them.

Chart 7.3: Less than half of renters are aware of any individual housing regulatory standard or body

Percentage of respondents aware of key housing regulatory bodies, rights and standards



Source: Consumer Scotland's Social rented sector survey, D12. *Are you aware of any of the following?* N = 1,402.

8. Landlord handling of repairs, complaints, anti-social behaviour and other issues

8.1 This chapter examines renters' recent interactions with their landlord across four areas: repairs, complaints, anti-social behaviour (ASB) and other issues. Over half (54%) of renters reported that their landlord had carried out a repair to their home in the last 12 months. Most renters were satisfied with repairs, with positive ratings across most measures. By contrast, far fewer renters had made a complaint (18%), reported anti-social behaviour (16%), or raised another type of issue (17%) in the last 12 months. Among those who had, satisfaction with how their landlord handled these matters was significantly lower, with fewer than half of renters satisfied with any individual aspect of the process.

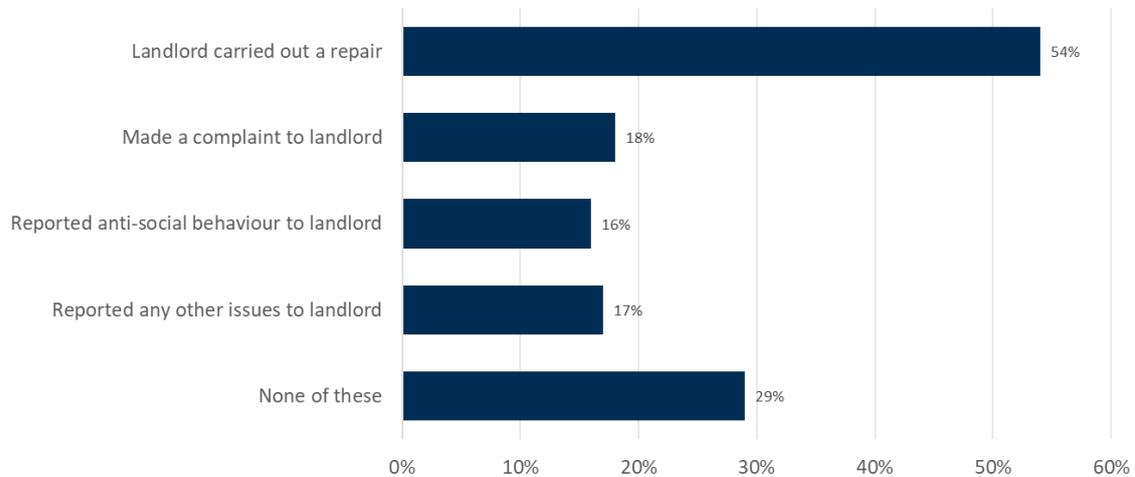
8.2 We asked renters about whether they had interacted with their landlord in any of the following ways in the last 12 months:

- Their landlord had carried out a repair to their home
- They had made a complaint to their landlord
- They had reported anti-social behaviour (ASB) in their neighbourhood to their landlord
- They had reported any other issue to their landlord

8.3 Just over half (54%) of renters said that their landlord had carried out a repair to their home in the last 12 months, while far fewer had made a complaint (18%), reported ASB (16%) or raised another type of issue (17%). Only 29% had not experienced any of these (Chart 8.1).

Chart 8.1: Most renters had had a repair, made a complaint, reported ASB or other issues to their landlord in the last 12 months

Percentage of renters who have had a landlord interaction in the last 12 months about repairs, complaints, ASB and other issues



Source: Consumer Scotland's Social rented sector survey, D13. *Now thinking about your more general interactions with your landlord...?* N = 1,402. Respondents could choose more than one response option, to totals may not sum to 100%.

Repairs

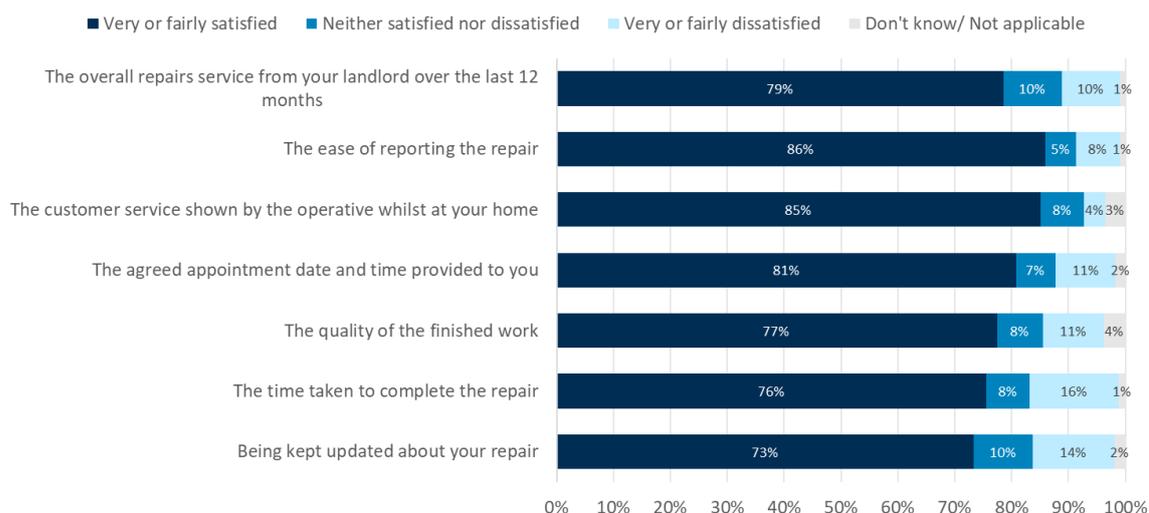
8.4 Overall, renters are satisfied with the way their landlord handles repairs; over 70% of respondents are satisfied with any individual aspect of the repairs process (Chart 8.2).

8.5 Ease of reporting repairs scores particularly well, with 86% of renters being satisfied with this. Similarly, 85% of renters are satisfied with the customer service from the operative whilst at their home. This suggests that renters find the initial contact process straightforward and effective.

8.6 Satisfaction was lower for aspects of timeliness and communication during repairs; 76% of renters are satisfied with the time taken to complete repairs, and 73% are satisfied with being kept updated about the repair, with dissatisfaction reaching 16% and 14% respectively. These findings indicate that, although the repair itself and the reporting process work well for most renters, landlords' communication and speed of completion are weaker points.

Chart 8.2: Most renters are satisfied with the most recent repair carried out by their landlord, but are less satisfied with the time taken and being kept updated

Of those who have had a repair in the last 12 months, extent to which renters are satisfied with their most recent repair



Source: Consumer Scotland’s Social rented sector survey, D14. *Thinking about your most recent repair how satisfied or dissatisfied are you with...?* N = 757.

Variation by demographic characteristics

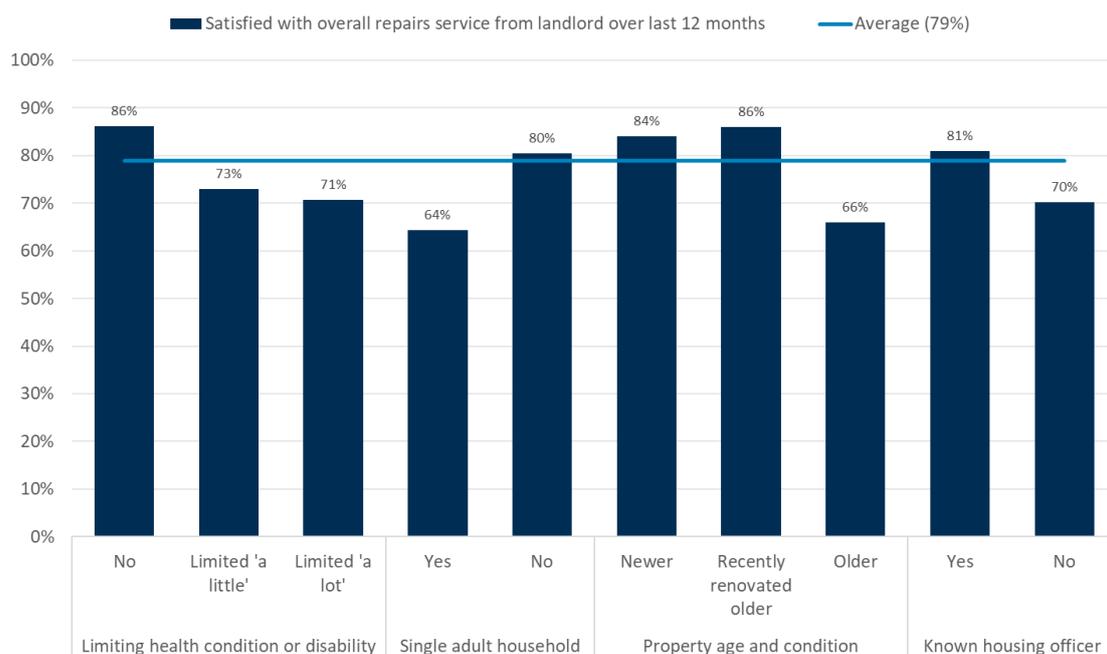
8.7 The characteristics associated with repair satisfaction differs depending on the aspect of repair that renters are asked about. This section and Chart 8.3 show demographics who differ on the ‘overall repairs service from landlord over last 12 months’ measure.

8.8 Satisfaction with the overall repairs service is lower among:

- Renters who have **disabilities or health conditions** that limit their day-to-day activities ‘a little’ (73%) or ‘a lot’ (71%) compared with those without (86%)
- **Single adult households** (64%) compared with other household types (80%)
- Renters living in **older unrenovated properties** (over 10 years old and not recently renovated, 66%) compared with newer (84%) properties
- Renters **without a known housing officer** (70%) compared with those with one (81%)

Chart 8.3: Satisfaction with the overall repairs service is particularly lower among single adult households

Of those who have had a repair in the last 12 months, percentage of respondents who are ‘very’ or ‘fairly’ satisfied with the overall repairs service, by demographics



Source: Consumer Scotland’s Social rented sector survey, D14-7. *Thinking about your most recent repair how satisfied or dissatisfied are you...with the overall repairs service from your landlord over the last 12 months?* N = 757.

Complaints

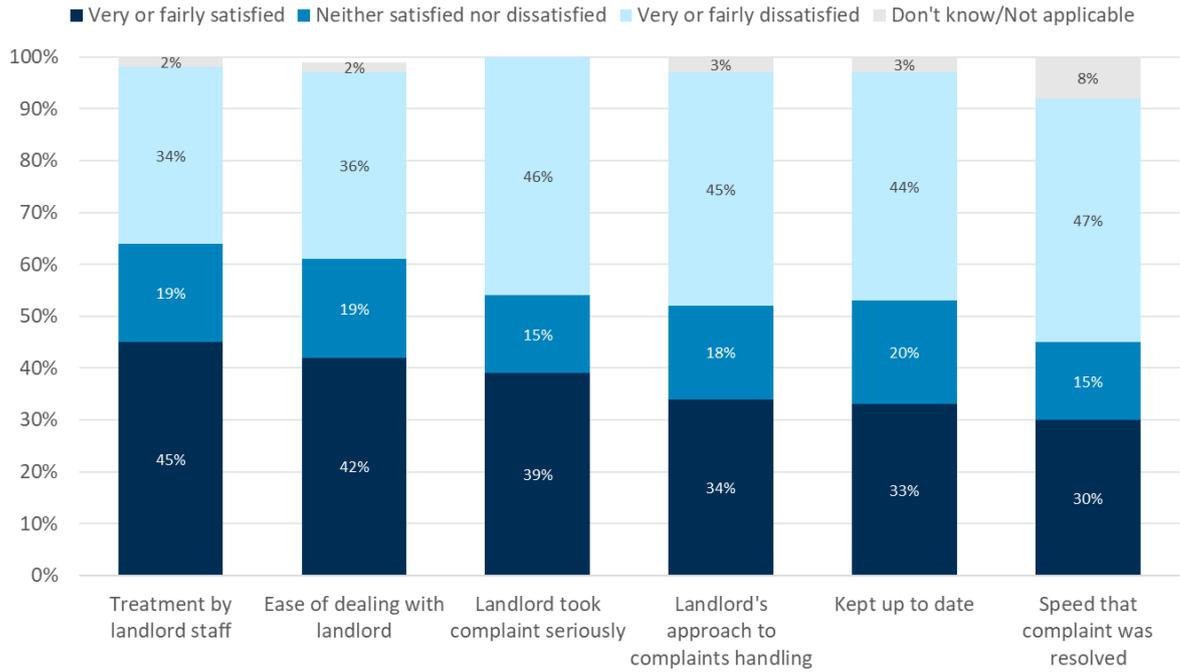
8.9 A relatively small proportion (18%) of renters made a complaint to their landlord in last 12 months. However, satisfaction with complaint handling was low – fewer than half of renters were satisfied with any individual aspect of the process (Chart 8.4).

8.10 Satisfaction was highest for treatment by landlord staff (45%) and ease of dealing with the landlord (42%). Only 39% of renters felt that their landlord took their complaint seriously. A third are satisfied with their landlord’s approach to complaints handling (34%) and with being kept up to date (33%).

8.11 Satisfaction is lowest for the speed that the complaint was resolved: just 30% of renters are satisfied with the speed, while almost half (47%) are dissatisfied.

Chart 8.4: Fewer than half of renters are satisfied with their landlord’s handling of complaints

Of those who have raised a complaint with their landlord in the last 12 months, satisfaction with landlord during process



Source: Consumer Scotland Social renters survey, D17. *Thinking about your most recent complaint, how satisfied or dissatisfied are you...?* N = 253.

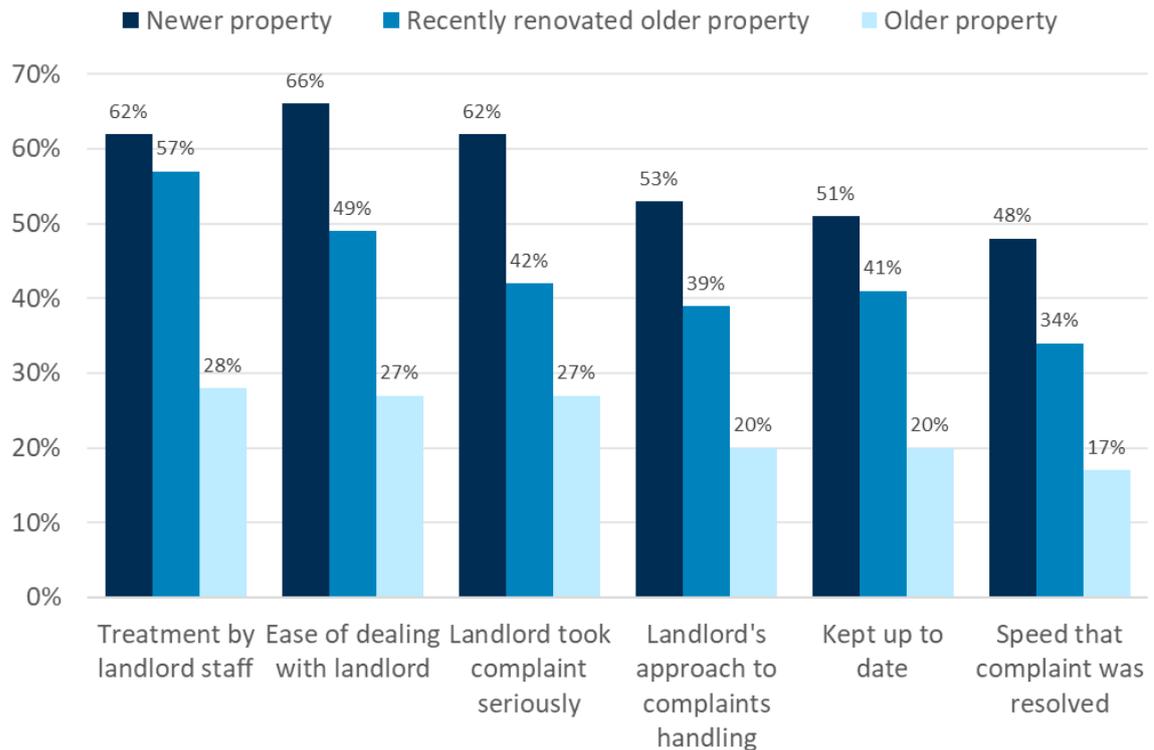
Variation by demographic characteristics

8.12 Because only a small proportion of renters reported raising a complaint in the last 12 months, the analysis in this section only considers individual characteristics in isolation and does not account for potential explanatory variables.

8.13 Satisfaction with complaint handling varied noticeably by property age and condition (Chart 8.5). Renters living in older unrenovated properties (over 10 years old and not recently renovated) consistently report low satisfaction across all aspects of the complaints process, with only 17-28% satisfied on each measure. By contrast, those in newer properties were much more satisfied, where over half of renters (48-62%) were satisfied. Those living in recently renovated older properties fell between these two groups. For example, only 17% of renters in older unrenovated properties were satisfied with the speed of complaint handling, compared with 34% in recently renovated older properties and 48% in newer properties.

Chart 8.5: Those living in newer properties were much more likely to be satisfied with their landlord's complaints handling

Of those who have raised a complaint with their landlord in the last 12 months, satisfaction with landlord during process, by property age and condition

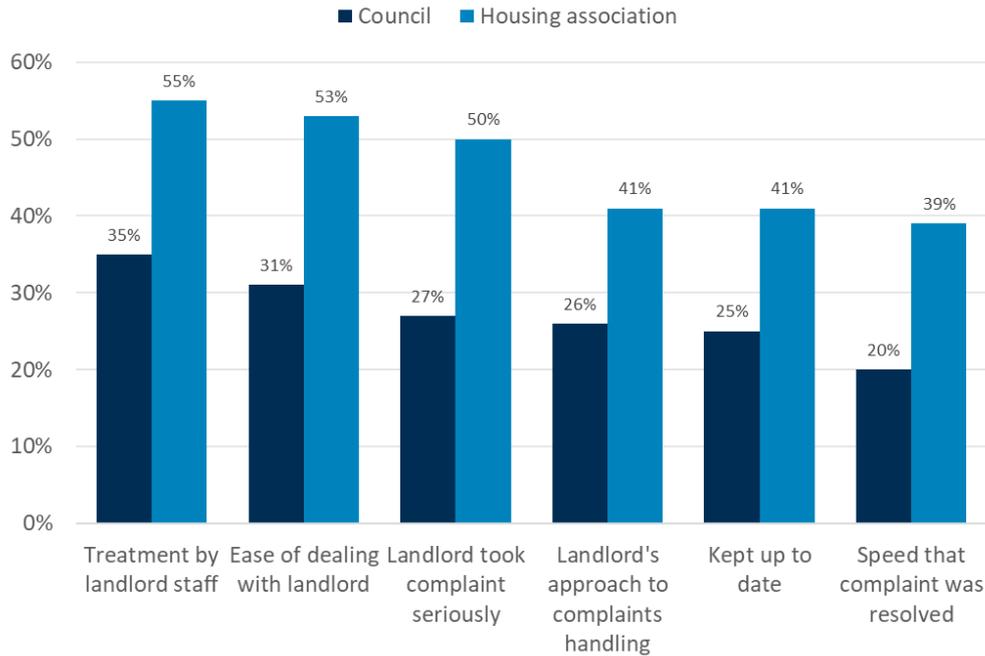


Source: Consumer Scotland Social renters survey, D17. *Thinking about your most recent complaint, how satisfied or dissatisfied are you...?* N = 253.

8.14 Satisfaction with complaint handling also differed by landlord type (Chart 8.6). Renters in housing association homes were significantly more likely to be satisfied with how their landlord handled complaints than those renting from councils. For example, 55% of housing association renters were satisfied with how they were treated by landlord staff, compared with 35% of council renters. A similar pattern appears across all measures, including ease of dealing with the landlord (53% vs 31%) and the speed of complaint resolution (39% vs 20%).

Chart 8.6: Those renting from housing associations were almost twice as likely to be satisfied with their landlord’s complaints handling

Of those who have raised a complaint with their landlord in the last 12 months, satisfaction with landlord during process, by landlord type



Source: Consumer Scotland Social renters survey, D17. *Thinking about your most recent complaint, how satisfied or dissatisfied are you...?* N = 253.

Anti-social behaviour

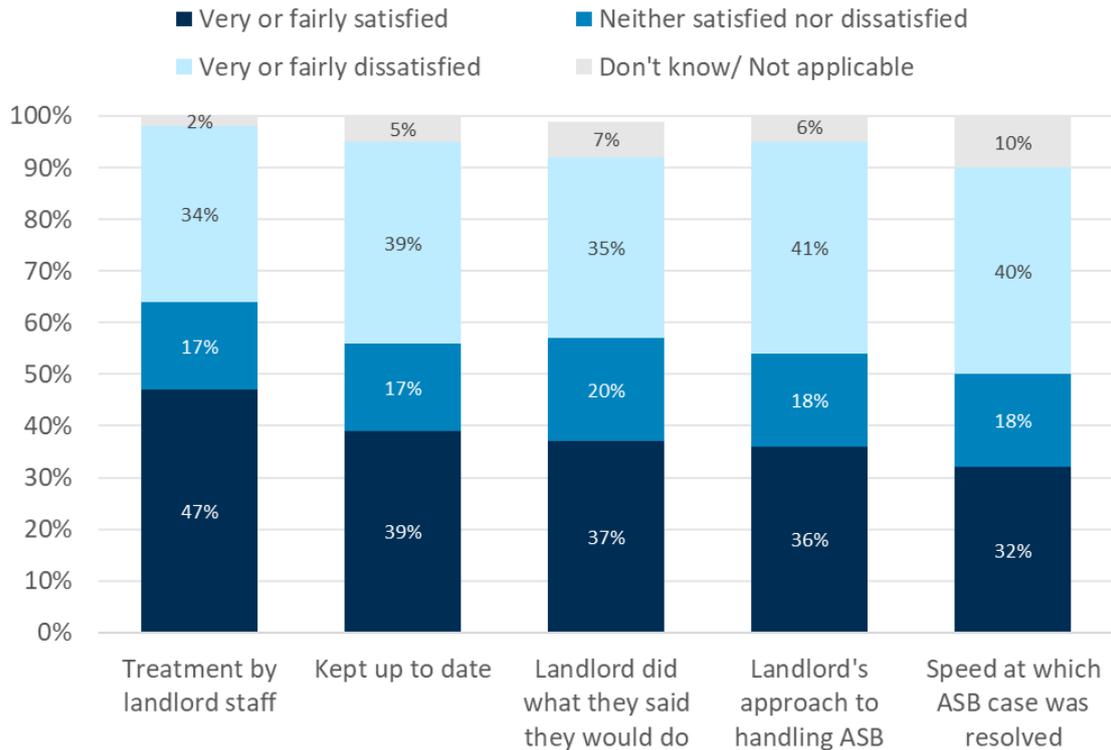
8.15 A minority (16%) of respondents have experienced anti-social behaviour in their neighbourhood in the last 12 months and reported it to their landlord.

8.16 Similar to complaints, renters feel that anti-social behaviour reports are handled poorly, with under half being satisfied by any individual aspect (Chart 8.7). And a considerable proportion (24-30%) are 'very dissatisfied' with a given measure.

8.17 Respondents are generally more satisfied with the way they are treated by landlord staff during anti-social behaviour cases, but this number was still less than half (47%). Satisfaction was lowest for the speed at which the case was resolved, at 32%.

Chart 8.7: Less than half of renters are satisfied with their landlord's handling of anti-social behaviour issues

Of those who had reported ASB to their landlord, satisfaction with how the issue was handled



Source: Consumer Scotland Social renters survey, D15. *Thinking about the most recent antisocial behaviour (ASB) you reported, how satisfied or dissatisfied are you...?* N = 223.

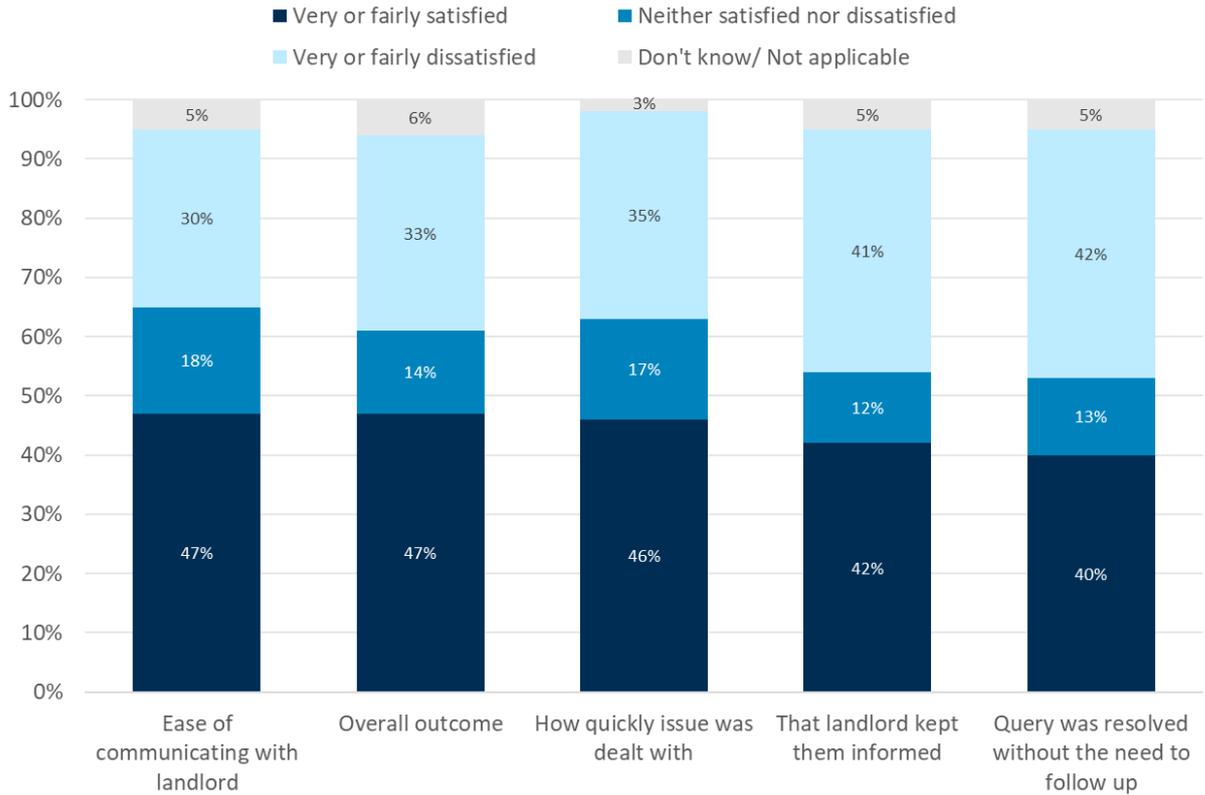
Other issues

8.18 Similarly, 17% of respondents have raised any other type of issue (other than repairs, complaints or anti-social behaviour) with their landlord in the last 12 months.

8.19 Again, respondents rated this experience negatively – with under half (40-47%) being satisfied by any individual aspect (Chart 8.8). The most positively rated aspect was ease of communicating with landlord (47%), and the poorest was that the query was resolved without the need to follow up (40%).

Chart 8.8: Less than half of renters are satisfied with their landlord's handling of other issues

Of those who had reported any other issue to their landlord, satisfaction with their most recent interaction with their landlord



Source: Consumer Scotland Social renters survey, D16. *Thinking about your most recent interaction with your landlord, how satisfied or dissatisfied are you...?* N = 240.

8.20 Taken together, these findings suggest that while satisfaction with repairs is generally high, satisfaction with how complaints and other issues are handled is much lower. In particular, renters are least satisfied with the speed of resolution and the extent to which they are kept informed throughout the process.

9. Landlord relationship

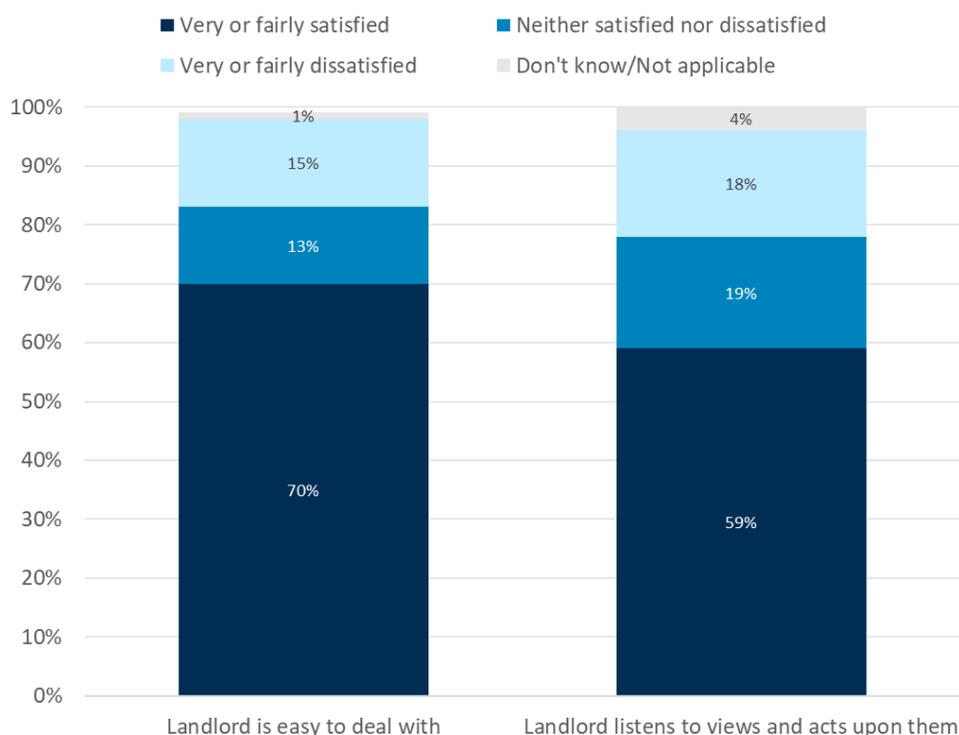
9.1 This chapter examines renters’ relationship with their landlord, including whether they feel listened to and treated fairly and with respect. Most renters feel that they have a good relationship with their landlord, and that they are easy to deal with. However, this was lower among some renters, particularly those aged 35-44 and those living in older properties (over 10 years old) that have not been recently renovated.

Satisfaction with landlord

9.2 We asked renters about their experience with their landlord (Chart 9.1). Most (70%) are satisfied that their landlord is easy to deal with, and only 15% are dissatisfied. Fewer (59%) renters are satisfied that their landlord listens to their views and acts upon them (and 18% are dissatisfied).

Chart 9.1: Renters are generally satisfied that their landlord is easy to deal with and listens to their views and acts upon them

Percentage of respondents rating their satisfaction with their landlord



Source: Consumer Scotland Social renters survey, A3. *How satisfied or dissatisfied are you that your landlord...?* N = 1,402.

Variation by demographic characteristics

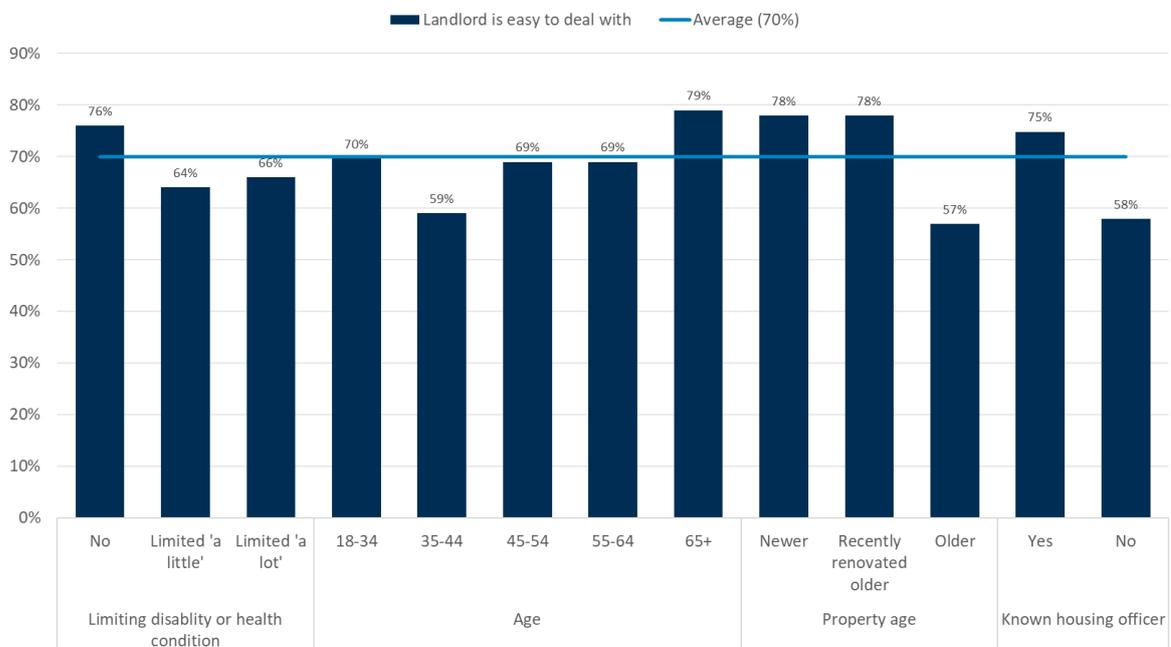
9.3 Across both measures, there were statistically significant differences between groups of renters depending on disability, or health condition, renter age, landlord type, and property age (Chart 9.2).

9.4 Feeling that their landlord is easy to deal with is lower among:

- Renters who have **disabilities or health conditions** that limit their day-to-day activities 'a little' (64%) or 'a lot' (66%) compared with those without (76%)
- Renters **aged 35-44** (59%) compared with those aged 65+ (79%)
- Renters living in **older unrenovated properties** (over 10 years old and not recently renovated, 57%) compared with newer (78%) or recently renovated older (78%) properties
- Renters **without a known housing officer** (58%) compared with those with one (75%)

Chart 9.2: Feeling that their landlord is easy to deal with is lowest among renters living in older properties (over 10 years old) that have not been recently renovated, at 57%

Percentage of respondents who are 'fairly satisfied' or 'very satisfied' that their landlord is easy to deal with, by demographics



Source: Consumer Scotland Social renters survey, A3-2. *How satisfied or dissatisfied are you that your landlord...is easy to deal with?* N = 1,402.

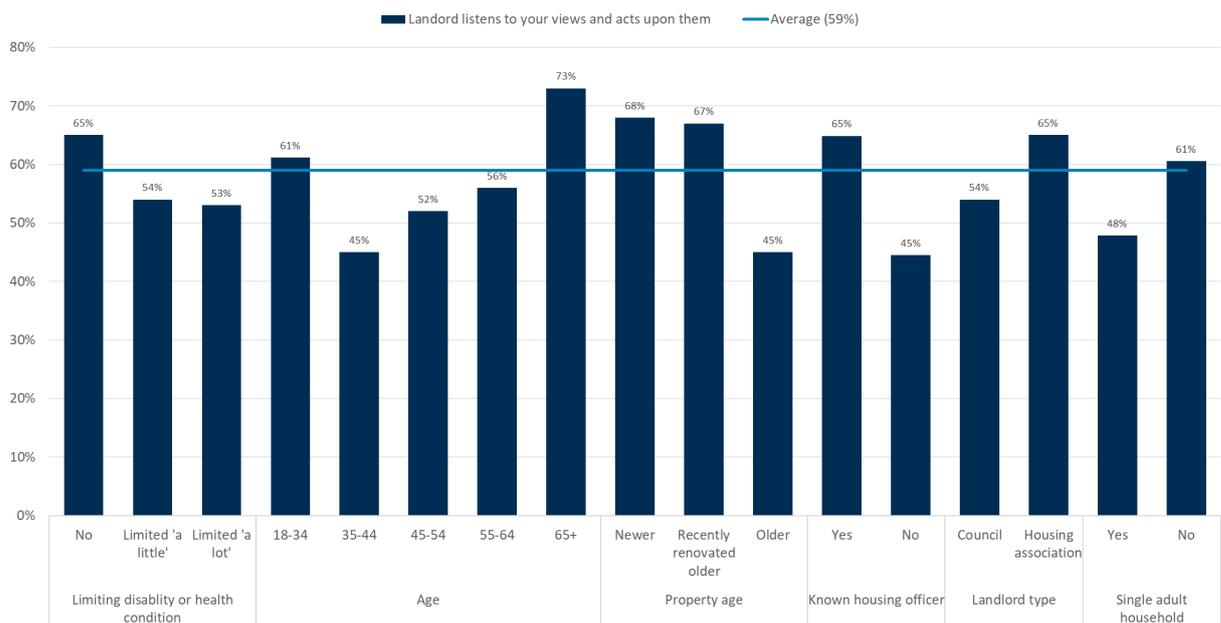
9.5 A similar pattern emerges when looking at whether renters feel their landlord listens to their views and acts upon them. The groups who are less likely to feel this are: renters aged 35-44; those with disabilities or health conditions that limit their day-to-day activities; those living in older unrenovated properties; and those without a known housing officer (Chart 9.3).

9.6 However, there are additional effects of landlord type and household type:

- Only 54% of those **renting from councils** feel that their landlord listens to their views and acts upon them, compared with 65% among housing association renters.
- Less than half (48%) of **single adult households** feel that their landlord listens to their views and acts upon them, compared with 61% of other household types.

Chart 9.3: Less than half of renters aged 35-44, those living in older properties (over 10 years old) that have not been recently renovated, and those without a known housing officer feel that their landlord listens to their views and acts upon them

Percentage of respondents who are 'fairly satisfied' or 'very satisfied' that their landlord listens to their views and acts upon them, by demographics



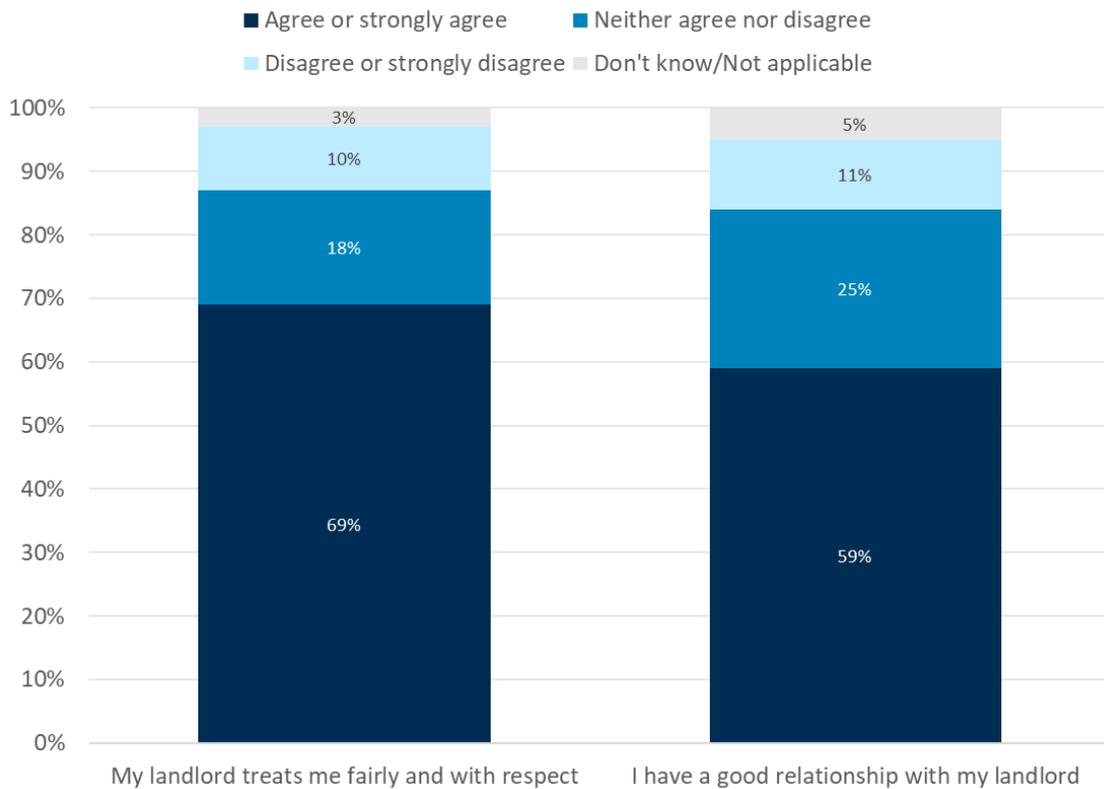
Source: Consumer Scotland Social renters survey, A3. *How satisfied or dissatisfied are you that your landlord...listens to your views and acts upon them?* N = 1,402.

Fairness, respect and relationship quality

9.7 Most (69%) renters agree that their landlord treats them fairly and with respect, while 10% disagree. Slightly fewer (59%) agree that they have a good relationship with their landlord, while 11% disagree (Chart 9.4).

Chart 9.4: Most renters feel that their landlord treats them fairly and with respect

Extent to which renters agree with statements about their landlord



Source: Consumer Scotland Social renters survey, A4. *To what extent do you agree or disagree with the following statements?* N = 1,402.

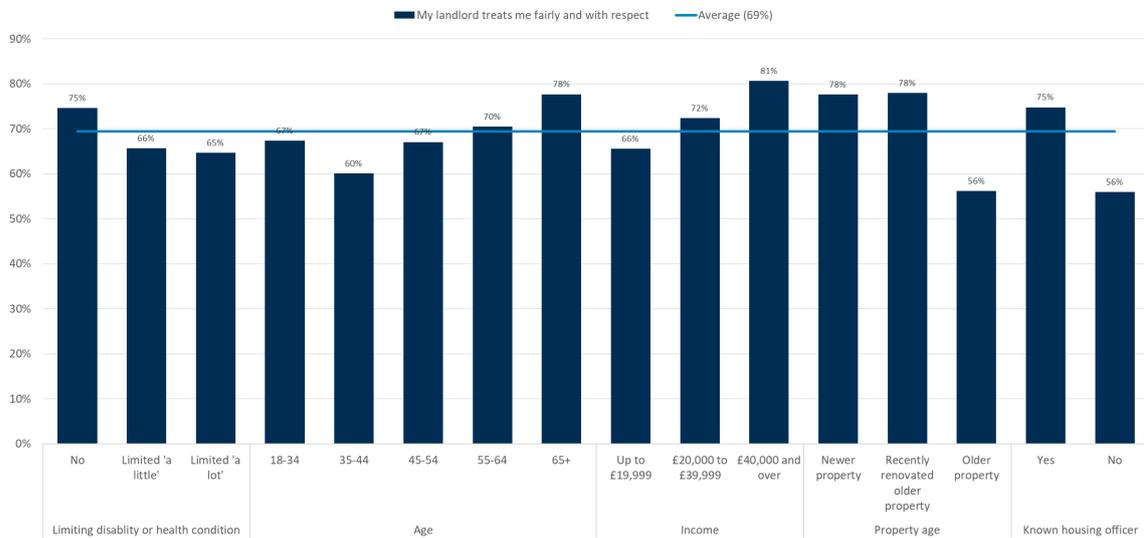
Variation by demographic characteristics

9.8 Again, similar groups of renters are less likely to report that their landlord treats them fairly and with respect (Chart 9.5):

- Renters who have **disabilities or health conditions** that limit their day-to-day activities 'a lot' (65%) compared with those without (75%)
- Renters **aged 35-44** (60%) compared with 65+ (78%)
- **Lower-income** households (up to £19,999, 66%) compared with higher income (£40,000 and over, 81%)
- Renters living in **older unrenovated properties** (over 10 years old and not recently renovated, 56%) compared with newer or recently renovated older (78%) properties
- Renters **without a known housing officer** (56%) compared with those with one (75%)

Chart 9.5: Feeling that their landlord treats them fairly and with respect is lower among renters living in older properties (over 10 years old) that have not been recently renovated and those without a known housing officer

Percentage of respondents who ‘agree’ or ‘strongly agree’ that their landlord treats them fairly and with respect, by demographics



Source: Consumer Scotland Social renters survey, A4. *To what extent do you agree or disagree with the following statements: my landlord treats me fairly and with respect.* N = 1,402.

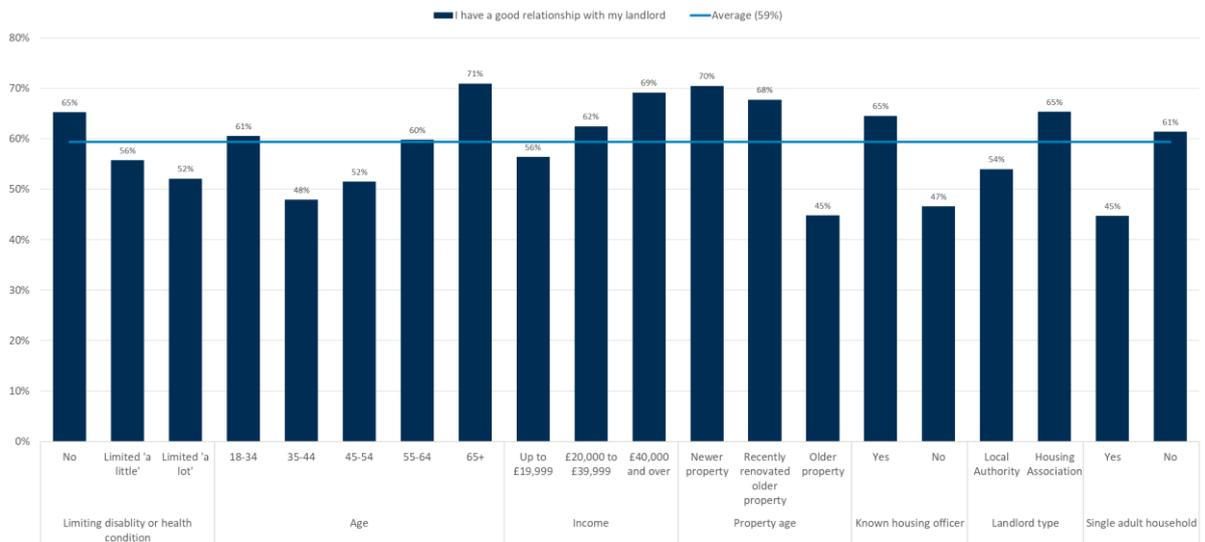
9.9 These same demographics are also less likely to feel that they have a good relationship with their landlord (Chart 9.6). But again, there are additional effects of landlord type and household type:

- Only 54% of those **renting from councils** feel that they have a good relationship with their landlord, compared with 65% among housing association renters.
- Less than half (45%) of **single adult households** feel that they have a good relationship with their landlord, compared with 61% of other household types.

9.10 Although the quality of landlord relationships and communication varies across multiple demographics depending on the exact measure, renters who have a housing officer or named point of contact – and know how to contact them – consistently report better outcomes. While it is not possible to determine whether the presence of a housing officer directly drive these higher ratings, this strong association suggests that this role is are working as intended by strengthening communication between renters and landlords. Notably, this pattern holds even when accounting for other potentially influential renter and property characteristics. This indicates that expanding access to housing officers or improving renters’ awareness and visibility of existing staff members, may help improve renter experiences.

Chart 9.6: Most renters feel that they have a good relationship with their landlord, but this is lower for some groups of renters

Percentage of respondents who ‘agree’ or ‘strongly agree’ that they have a good relationship with their landlord, by demographics



Source: Consumer Scotland Social renters survey, A4. To what extent do you agree or disagree with the following statements: I have a good relationship with my landlord. N = 1,402.

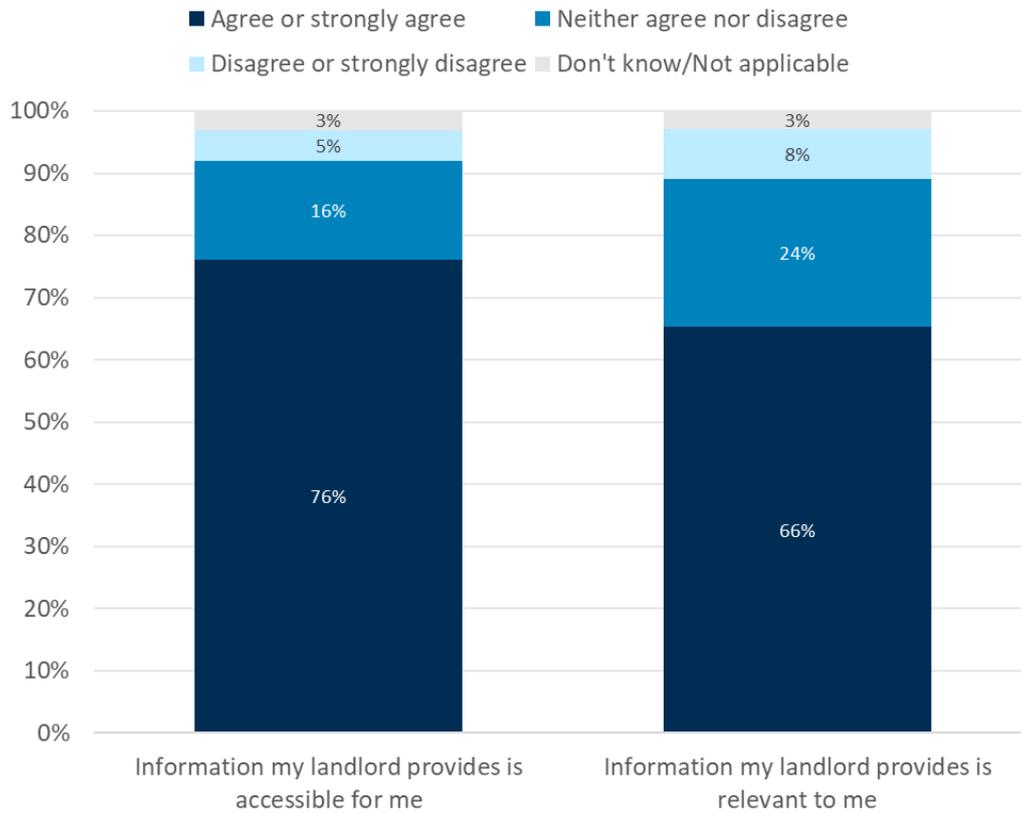
Landlord communication

9.11 Most renters find the information provided by their landlord to be accessible. Over three-quarters (76%) agree that landlord communications are accessible to them, including 31% who strongly agree.

9.12 Fewer renters find the information provided to be relevant. Still, two-thirds (66%) agree that landlord communications are relevant to them, including 23% who strongly agree (Chart 9.7).

Chart 9.7: Most renters feel that landlord communication is accessible, but fewer find it relevant

Of those who receive communications from landlord, agreement with statements on accessibility and relevance of information

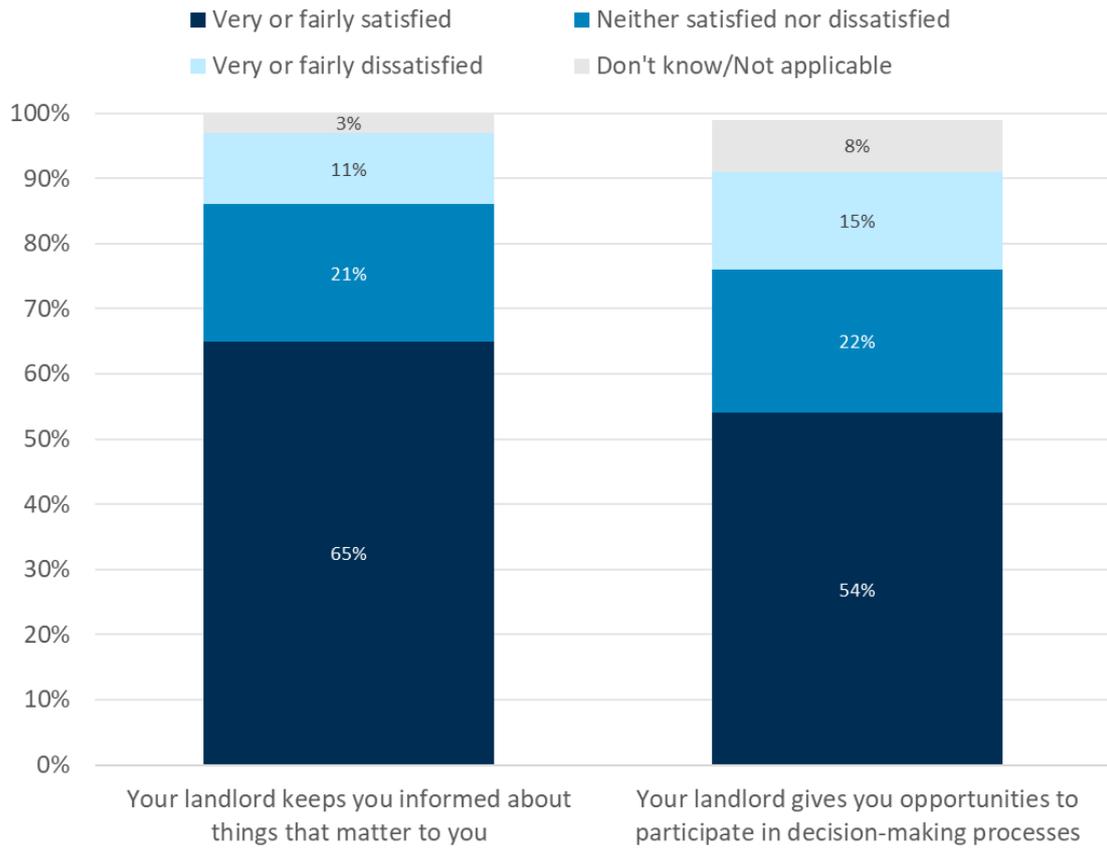


Source: Consumer Scotland Social renters survey, B3. *To what extent do you agree or disagree with the following statements?* N = 1,402.

9.13 Most (65%) renters are satisfied that their landlord keeps them informed about things that matter to them (including 30% who are very satisfied). Fewer (54%) agree that their landlord gives them opportunities to participate in decision-making, including 25% who are very satisfied (Chart 9.8).

Chart 9.8: Just over half of renters are satisfied that their landlord gives them opportunities to participate in decision-making

Satisfaction that landlord keeps renter informed and gives opportunities to participate in decision-making



Source: Consumer Scotland Social renters survey, B6. *How satisfied or dissatisfied are you that...?* N = 1,402.

10. Landlord responsiveness

10.1 This chapter examines how well landlords respond or help renters with various things like general communication, repairs, and complaints. Most renters rate their landlord well, particularly around general contact, day-to-day repairs and ongoing maintenance and upkeep. Renters without a known housing officer and those living in older properties (over 10 years old) that have not been recently renovated were less positive about their landlord's responsiveness.

10.2 We asked renters how well their landlord responds or helps them with various things like general communication, repairs, and complaints. This question was taken from RentBetter, to allow us to compare with the private rented sector (see Chapter 12).

10.3 Most renters rate their landlord's responsiveness well, but there are differences across measures (Chart 10.1).

10.4 Renters generally feel that their landlord responds well to:

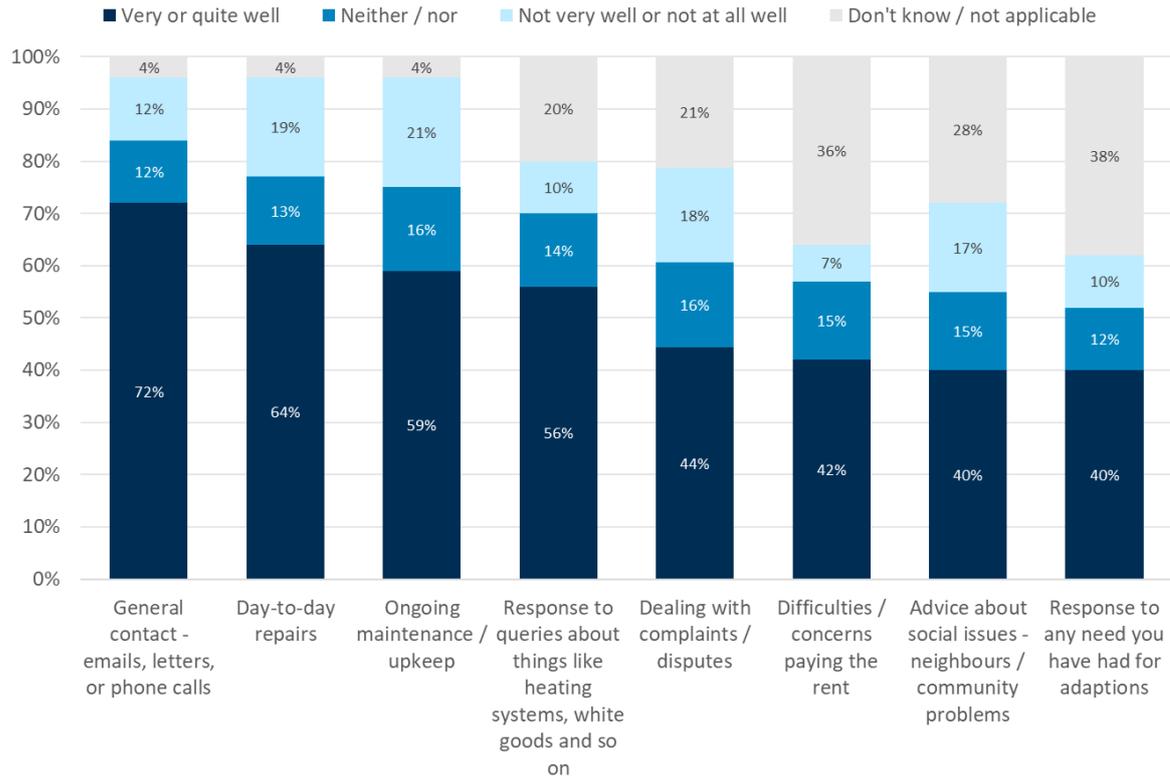
- General contact (72%)
- Day-to-day repairs (64%)
- Ongoing maintenance and upkeep (59%)

10.5 Other aspects were rated slightly lower, largely because many respondents responded "Don't know / not applicable" to these questions – such as difficulties paying rent, advice about social issues, and response to adaptations. For example, while only 40% of renters feel their landlord responds well to property adaptations, 38% of renters responded "Don't know / not applicable" to this question. When excluding these responses, this rises to 65% of renters rate this well and 16% rate it poorly.

10.6 However, even when taking these into account, smaller proportions of renters feel that their landlord responds well to dealing with complaints and disputes, and advice about social issues, such as neighbourhood or community problems. This is unsurprising, as landlords are unlikely to have much control over social issues.

Chart 10.1: Renters generally rate their landlord's responsiveness well, but less so for dealing with complaints and disputes, and advice about social issues

Extent to which renters feel their landlord responds well



Source: Consumer Scotland Social renters survey, B1. *How well, or not, does your landlord respond or help you with the following...?* N = 1,402.

Variation by demographic characteristics

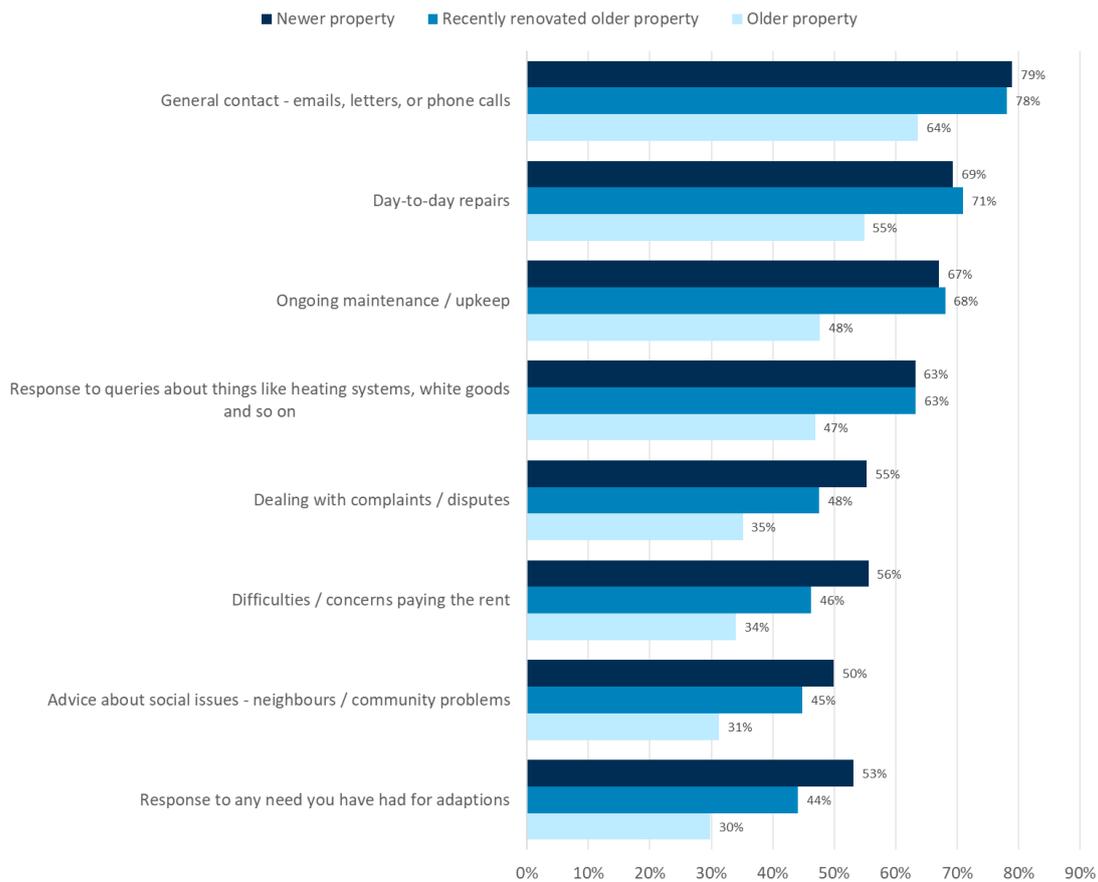
10.7 Property age is associated with landlord responsiveness, with renters living older unrenovated properties (over 10 years old and not recently renovated) rating landlord responsiveness as better than those in newer or recently renovated older properties (Chart 10.2).

10.8 For example, only 64% of renters in older unrenovated properties rate their landlord's responsiveness to general contact positively, compared with 78% of those in recently renovated older and 79% in newer properties.

10.9 These differences persist even when taking into account the "Don't know / Not applicable" responses.

Chart 10.2: Landlord responsiveness is lower among renters living in older properties (over 10 years old) that have not been recently renovated

Percentage of respondents rating their landlord's responsiveness as 'very well' or 'quite well', by property age and condition



Source: Consumer Scotland’s Social rented sector survey, B1. *How well, or not, does your landlord respond or help you with the following...?* N = 1,402.

10.10 Across all these measures, renters who **do not have a housing officer whom they know how to contact** (‘known housing officer’) report poorer ratings on landlord responsiveness, compared with those who do (Chart 10.3).

10.11 For example, only 57% of renters without a known housing officer rate their landlord’s responsiveness to general contact positively, compared with 77% of those with one.

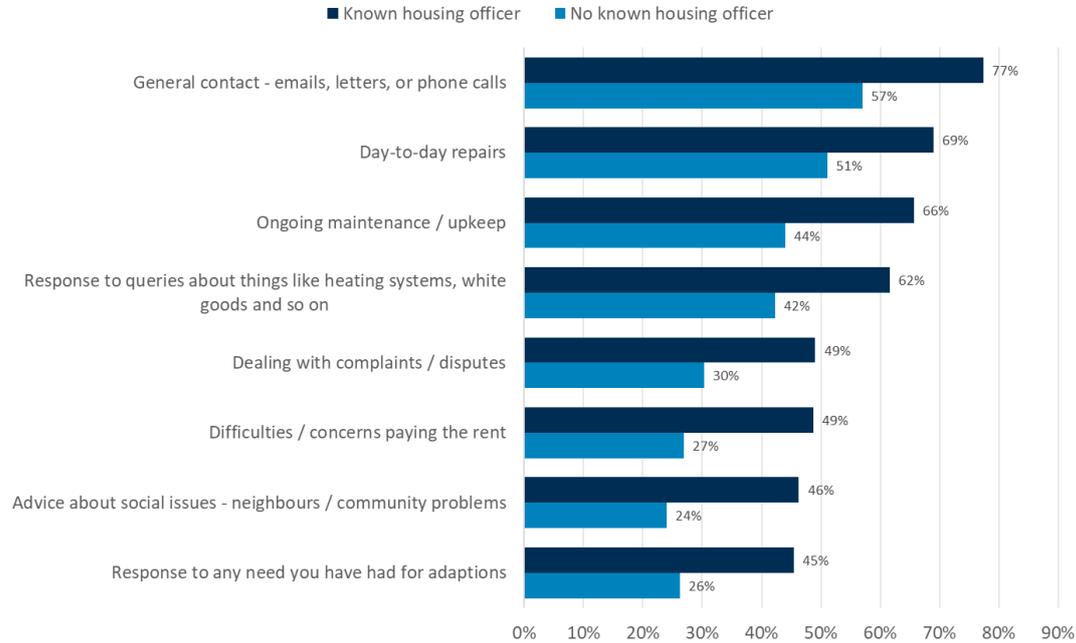
10.12 This difference was especially stark for advice on social issues: just 24% of renters without a known housing officer rated this positively, compared with 46% of those with one.

10.13 Again, these differences persist even when taking into account the “Don’t know / Not applicable” responses.

10.14 These consistent better perceptions of landlord responsiveness are perhaps unsurprising, as housing officers are intended to facilitate communication between renters and their landlords. This reinforces the previous findings, suggesting that housing officers are working as intended to bridge communication between renters and their landlords.

Chart 10.3: Renters without a known housing officer whom they know how to contact report poorer landlord responsiveness

Percentage of respondents rating their landlord’s responsiveness as ‘very well’ or ‘quite well’, by known housing officer



Source: Consumer Scotland Social renters survey, B1. *How well, or not, does your landlord respond or help you with the following...?* N = 1,402.

11. Housing officer or named point of contact

11.1 This chapter examines whether renters have a housing officer or named point of contact, and their experience of contacting them. Most (71%) renters have a housing officer or named point of contact whom they know how to contact. However, a sizeable minority (29%) do not – they do not know how to contact them, do not have one, or do not know whether they have one – and this is associated with a more negative renting experience overall. Among those who do have a housing officer or named point of contact, around half say that it is always easy to get in touch with them. And three-quarters of renters who have contacted them are satisfied with the experience.

Presence and awareness of housing officer

11.2 In the social rented sector, a housing officer or named point of contact is a frontline staff member responsible for day-to-day management of rental properties. Their responsibilities include supporting housing applications, organising repairs, and assisting with neighbour problems and rent arrears. Social landlords are not legally required to provide a housing officer or named point of contact.

11.3 Most renters (71%) report having a housing officer or named point of contact whom they know how to contact. The remaining 29% fall into three roughly equal groups (Chart 11.1):

- 9% have one but do not know how to contact them
- 9% do not have one
- 11% do not know whether they have one

11.4 These results may reflect a combination of landlord communication and tenant engagement. For example, some tenants who say they do not know how to contact their housing officer may not recall being informed, while others who report not having a contact may in fact have one but are unaware.

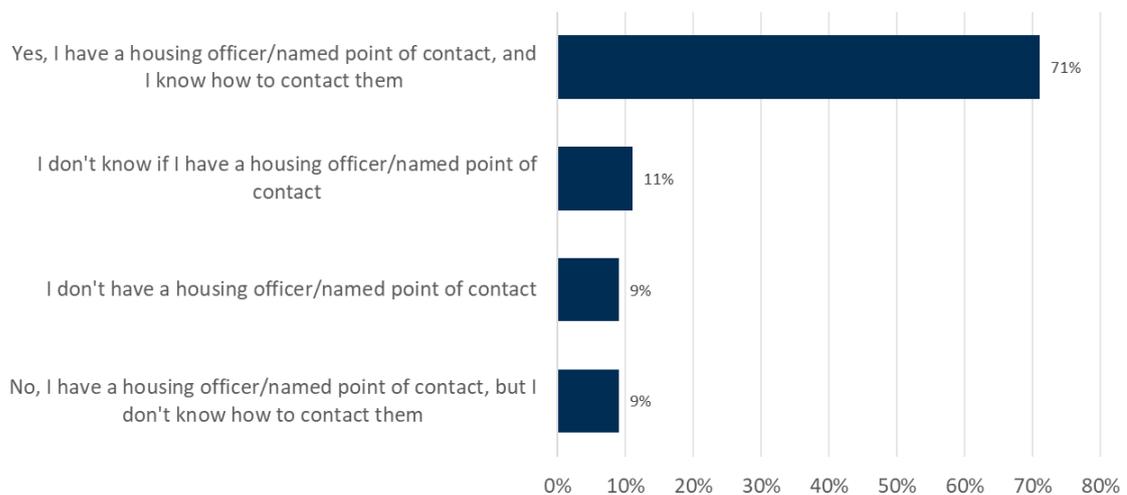
11.5 Although the provision of a housing officer or named point of contact is not mandatory, renters with one and know how to contact them consistently report a more positive renting experience across multiple measures, including property

condition, repair handling and landlord relationship. While we cannot determine whether the presence of a housing officer directly improves outcomes, the strength and consistency of the association indicates that accessible frontline support plays an important role in shaping tenants' experiences.

11.6 Taken together, these findings suggest that improving the visibility and accessibility of housing officers or named points of contact – whether through clearer communication, increased engagement, or expanding provision – could help ensure that more tenants benefit from this support.

Chart 11.1: 71% of renters have a housing officer or named point of contact whom they know how to contact

Knowledge of housing officer/named point of contact



Source: Consumer Scotland Social renters survey, B11. *Do you know how to contact your local housing officer/named point of contact for your tenancy if you need to?* N = 1,402.

Variation by demographic characteristics

11.7 Certain groups of tenants are less likely to have a housing officer or point of contact whom they know how to contact (Chart 11.2):

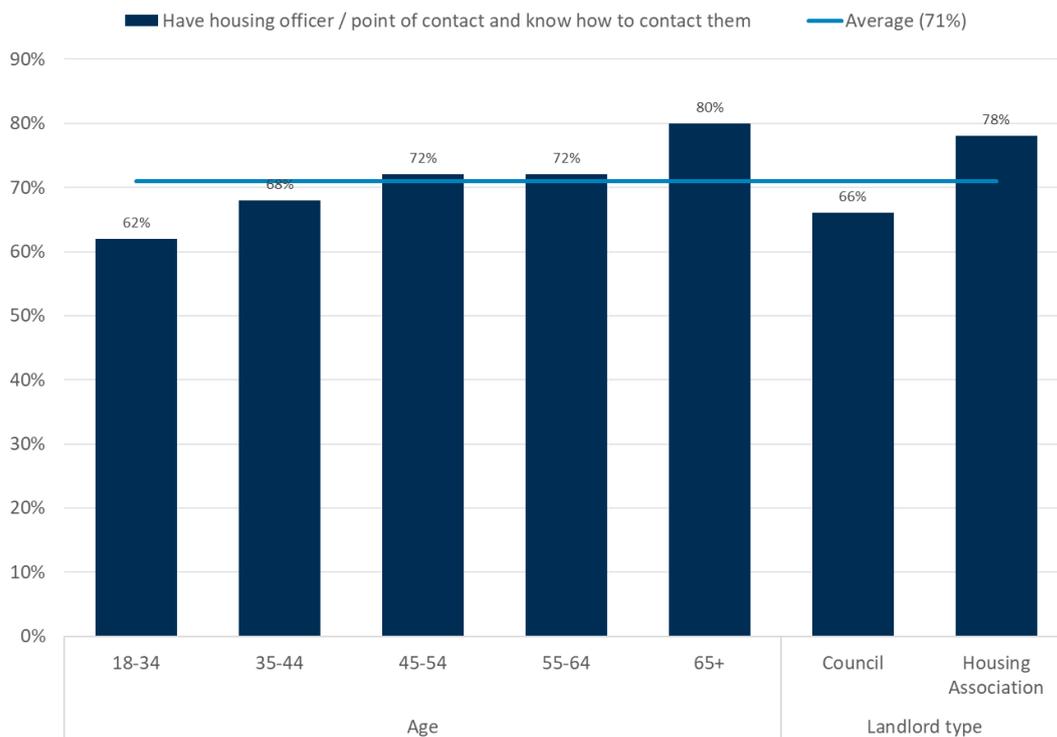
- Renters **aged 18-44** (62-68%) compared with those aged 65+ (80%)
- Renters renting from **councils** (66%) compared with housing associations (78%)

11.8 These patterns may reflect several factors. Younger renters may have shorter or more interrupted tenancies, giving them fewer opportunities to establish and build relationships with housing staff. Differences between landlord types may relate to variations in staffing models, visibility of frontline staff, or communication practices. Importantly, these differences between groups persist even after accounting for related factors such as tenancy length, suggesting that structural and organisational factors may also play a role.

11.9 These disparities indicate that some groups renters are not benefiting equally from this role, despite the clear association between having an accessible housing officer and a more positive renting experience.

Chart 11.2 Younger renters and those renting from councils are less likely to have a housing officer or point of contact whom they know how to contact

Percentage of renters who have a housing officer/named point of contact and know how to contact them, by demographics



Source: Consumer Scotland Social renters survey, B11. *Do you know how to contact your local housing officer/named point of contact for your tenancy if you need to?* N = 1,402.

Experience of contacting housing officer

11.10 Among renters who have a housing officer or point of contact and know how to contact them, 89% have contacted them (Chart 11.3):

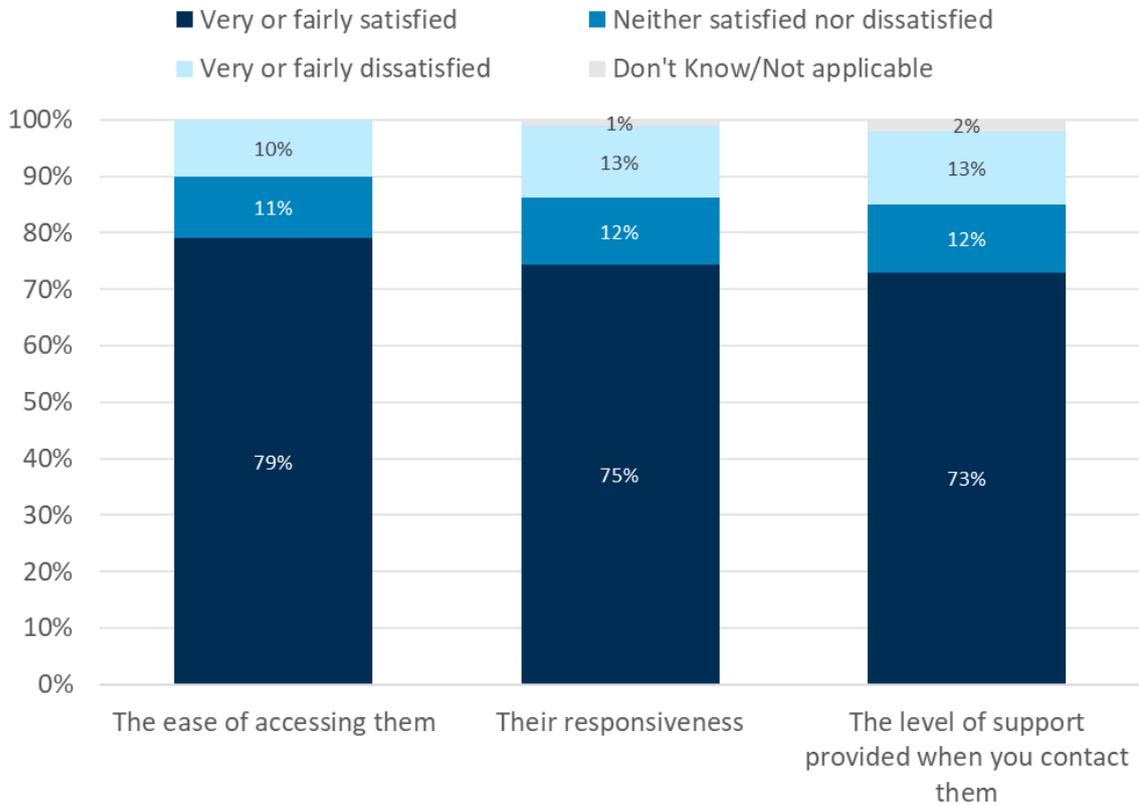
- 52% say it's always easy to get in touch
- 27% have encountered delays
- 10% have trouble getting in touch

11.11 These figures suggest overall good accessibility but highlight that a significant minority still face barriers, with 37% experiencing delays or trouble getting in touch.

11.12 Renters are generally satisfied with their experience of contacting their housing officer or named point of contact. Three-quarters of renters who have contacted them are satisfied with the ease of accessing them (79%), their responsiveness (75%) and the level of support provided (73%).

Chart 11.3: Renters are generally satisfied with their experience of contacting their housing officer

Of those who have contacted their housing officer/named point of contact, satisfaction with experience



Source: Consumer Scotland Social renters survey, B13. *Thinking about your interactions with your housing officer/named point of contact, how satisfied or dissatisfied are you with...?* N = 892.

12. Comparisons with the private rented sector

12.1 Throughout this chapter, we draw on findings from the RentBetter Research Programme and SafeDeposits Scotland’s Voice of the Tenant survey to provide comparisons with the private rented sector. However, social and private renters differ substantially in socio-economic characteristics, including household income and the types and cost of the properties they rent. As a result, differences between sectors should be interpreted with caution, as they may reflect these underlying demographic and financial factors rather than tenure alone. Where possible, we explored comparisons by income bands to help mitigate these differences.²⁴

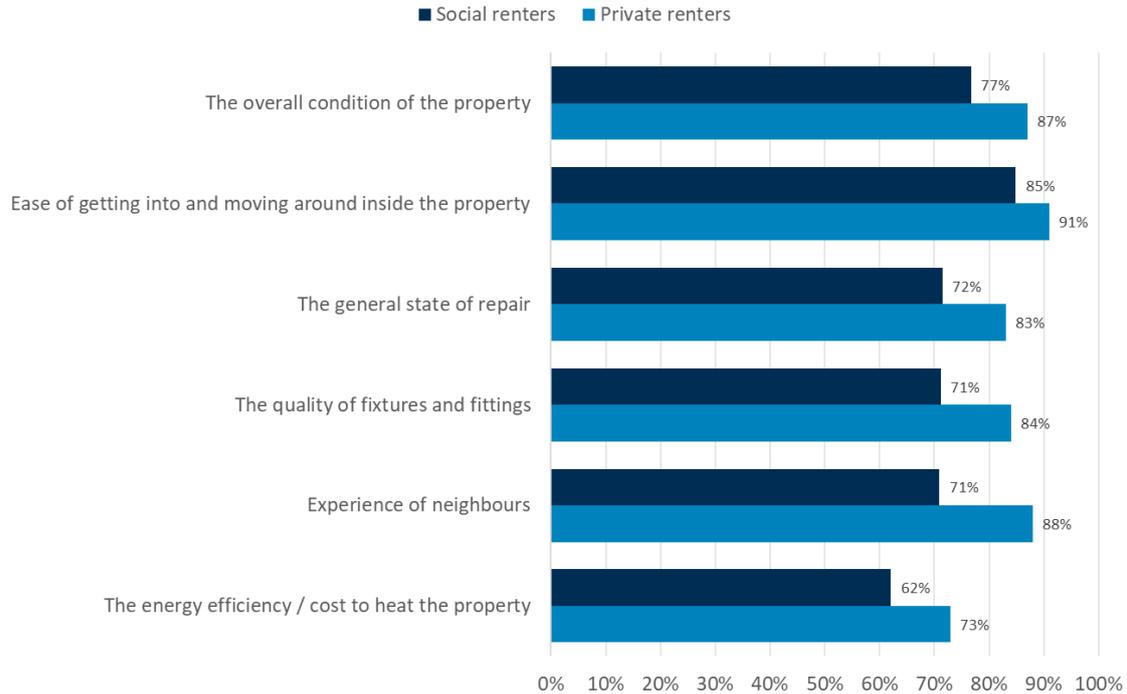
Property conditions

12.2 Private renters tend to be more positive than social renters about the condition of their property (Chart 12.1). For example, 87% of private renters rate the overall condition of the property as good, compared with 77% of social renters (RentBetter survey).

12.3 While this may reflect true differences in landlord practice, differences between sectors may reflect underlying demographic and financial characteristics of the renter populations rather than from tenure alone, so should be interpreted with caution.

Chart 12.1: Private renters are more positive about their property than social renters, though this may reflect demographic or property differences rather than tenure alone

Percentage of respondents rating their property as ‘very good’ or ‘fairly good’ across a range of measures, by sector



Source: Consumer Scotland’s Social rented sector survey, C1. *How would you rate the following aspects of the property?* Private rented sector figures are from RentBetter Wave 3 Tenants survey analysis report (2024), p.26.

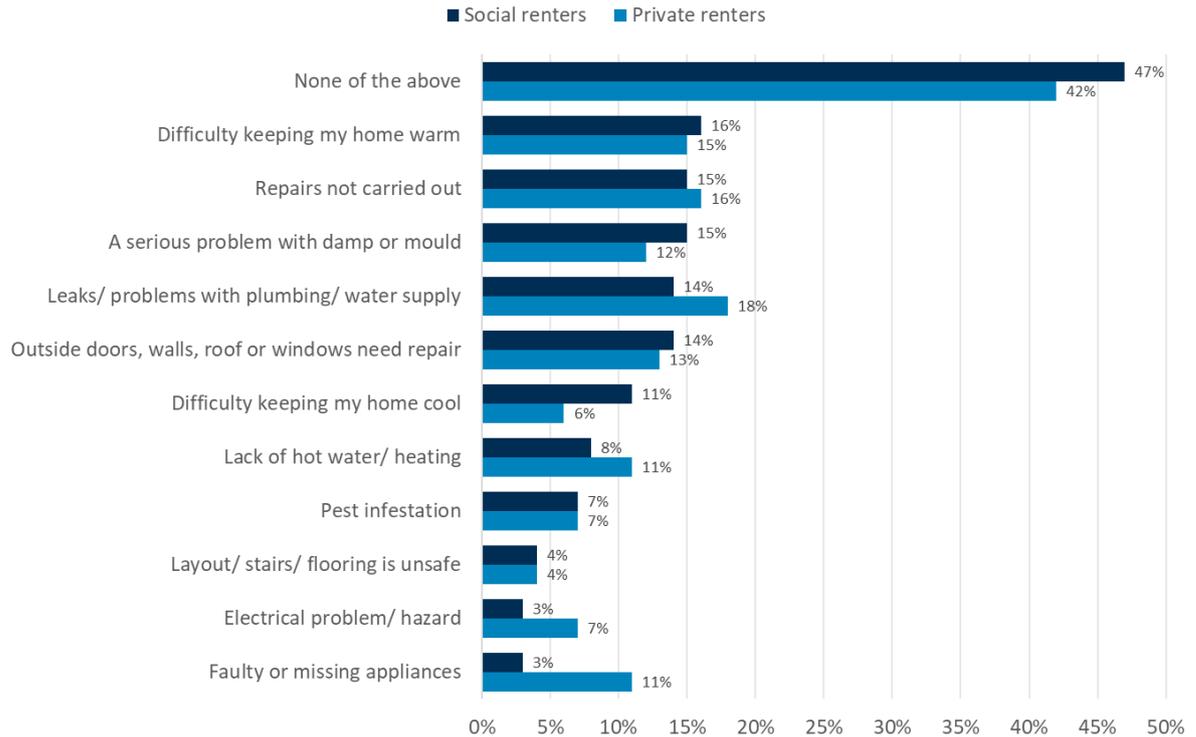
Problems with property condition

12.4 Private renters are slightly more likely to report having experienced a problem with the condition of their property in the last six months (58%, Voice of the Tenant survey) compared with social renters (53%). Issues such as plumbing problems, electrical hazards, and faulty or missing appliances appear more common in the private rented sector (Chart 12.2).

12.5 Taken together, these findings suggest that condition-related problems are more prevalent in the private rented sector. This may reflect a range of factors: private renters may have higher expectations due to paying more for their housing; they may be more likely to rent a furnished property and therefore encounter a wider range of items that could fail; or conditions in the private rented sector may genuinely be worse. It may also matter that the private rented sector includes many individual landlords and does not have an equivalent regulator or Ombudsman, which can affect how consistently standards are upheld.

Chart 12.2: Private renters are slightly more likely to have experienced a problem with the condition of their property (58%) compared with social renters (53%)

Percentage of respondents experiencing an issue with the condition of their property in the last six months, by sector



Source: Consumer Scotland’s Social rented sector survey, D1. *In the last 6 months, have you experienced any problems with the condition of your home, for example a serious problem with damp or mould, lack of hot water or heating or pest infestation?* Private rented sector figures are from Voice of the Tenant Survey Scotland, Wave 2 (2026), p.28. Note: both surveys were conducted in summer. ‘No working smoke/ fire alarm or other fire hazard’ is excluded due to low counts.

Renter journeys following a property condition problem

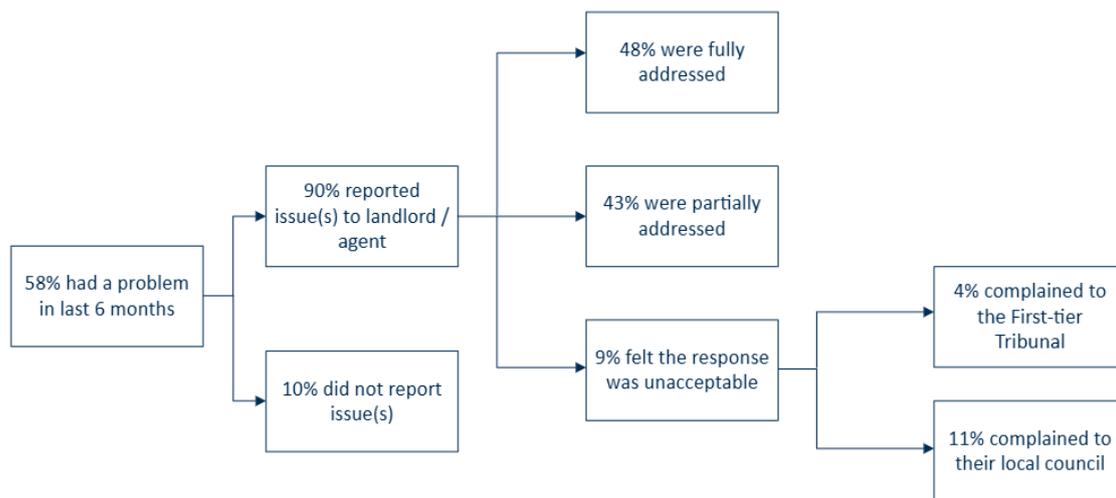
12.6 Despite experiencing more condition-related problems, private renters report faster or fuller resolution (Chart 12.3).

12.7 More private renters than social renters reported these issues to their landlord (90% and 83% respectively). However, private renters are more likely to have had their issues resolved fully (48% compared with 30%) or partially (43% compared with 29%) by their landlord.

12.8 Private landlords may face stronger incentives to respond quickly to retain tenants or avoid reputational risk. Social landlords, who manage larger and more complex estates, may face heavier repair workloads.

Chart 12.3: 48% of private renters have had their issues fully resolved by their landlord, compared with 30% of social renters

Percentage of private renters reporting having a problem with the condition of their property, and whether it was resolved



Source: The Voice of the Tenant Survey Scotland, Wave 2 (2026), p.29.

Knowing where to go if landlord fails to resolve issues

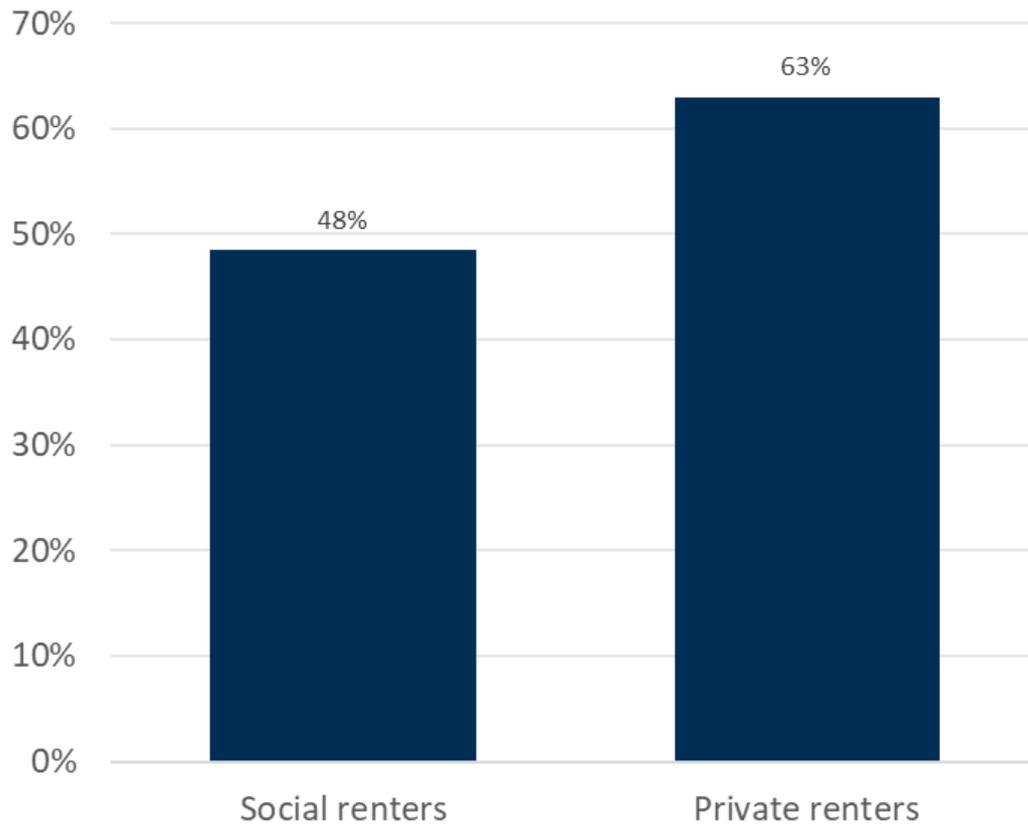
12.9 More private renters (63%) than social renters (48%) say that they know where to go if their landlord fails to address their issue or complaint (Voice of the Tenant survey).²⁵ This indicates relatively low awareness across both sectors, and a considerable awareness gap between them (Chart 12.4).

12.10 This limited awareness is consistent with Consumer Scotland’s earlier work, which highlighted a need to increase private renters’ awareness on their tenancy rights and how to resolve issues as they often do not pursue formal routes even when problems persist. The pattern observed here among social renters – where awareness is even lower – reinforces Consumer Scotland’s previous recommendation to improve understanding and awareness of rights and redress pathways in the rental sector.²⁶

12.11 Awareness among social renters rises considerably with income, while awareness among private renters remains more stable across income groups. This suggests that lower-income social renters may particularly benefit from an awareness campaign on where to go if their landlord fails to address their issue or complaint.

Chart 12.4: Under half of social renters know where to go if their landlord fails to address their issue or complaint, lower than in the private sector

Percentage of respondents who know where to go if their landlord fails to address their issue or complaint, by sector



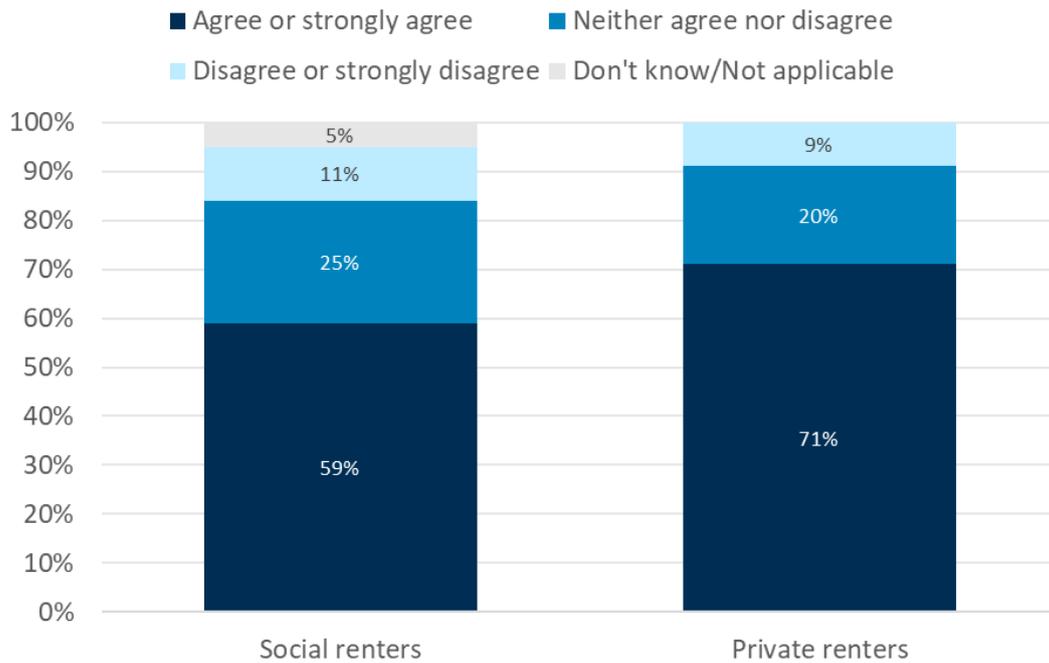
Source: Consumer Scotland’s Social rented sector survey, D10. *Do you know where to go if your landlord fails to address your issue or complaint?* Private rented sector figures are from Voice of the Tenant Survey Scotland, Wave 2 (2026), p.31. *If you had a problem with your rented home that your landlord / letting agent failed to address, would you know where to take your complaint next?*

Landlord relationship

12.12 Private renters are more likely to feel that they have a good relationship with their landlord (71%, Voice of the Tenant survey) than social renters (59%). However, this difference is largely driven by higher neutrality among social renters rather than higher dissatisfaction (Chart 12.5).

Chart 12.5: Private renters are more likely than social renters to feel that they have a good relationship with their landlord

Agreement with statement ‘I have a good relationship with my landlord’, by sector



Source: Consumer Scotland Social renters survey, A4. *To what extent do you agree or disagree with the following statements... I have a good relationship with my landlord.* Private rented sector figures are from Voice of the Tenant Survey Scotland, Wave 2 (2026), p.26.

Landlord responsiveness

12.13 Private renters are more likely than social renters to feel that their landlord responds well on a range of areas (RentBetter survey, Chart 12.6).

12.14 For example, while a high proportion of social renters rated general contact well (72%), this was even higher among private renters (89%).

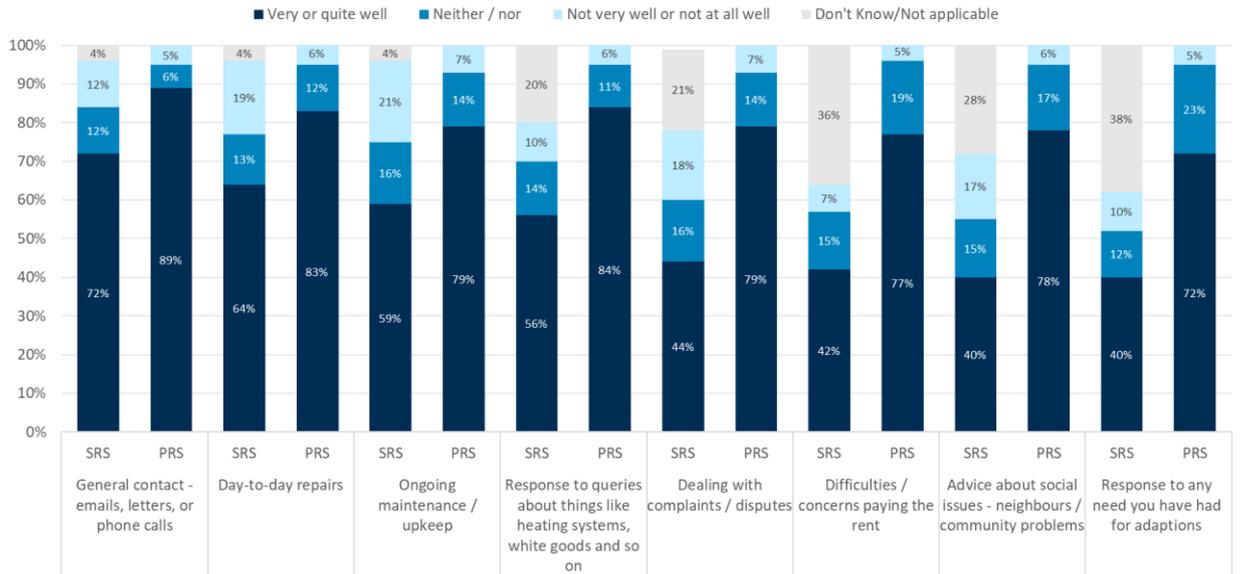
12.15 Similarly, the vast majority of private renters (83%) feel their landlord responds very or quite well to day-to-day repairs, compared with 64% of social renters. The gap is similar for ongoing maintenance, where 79% of private renters rate responsiveness well, compared with 59% of social renters.

12.16 However, a relatively high proportion of social renters respond “Don’t know / Not applicable” to certain areas. Even after excluding these responses, private renters remain more positive — particularly regarding support with rent difficulties or advice on social or community issues.

12.17 As previously discussed, differences between sectors may reflect underlying demographic and financial characteristics of the renter populations rather than from tenure alone. For example, private landlords may have stronger financial incentives to address renters’ queries or issues promptly, which could contribute to higher levels of responsiveness.

Chart 12.6: Private renters are more likely than social renters to rate landlord responsiveness well

Extent to which renters rate their landlord as responding or helping with different areas, by sector



Source: Consumer Scotland Social renters survey, B1. *How well, or not, does your landlord respond or help you with the following...?* private rented sector figures are from RentBetter Wave 3 Tenants survey analysis report (2024), p.37.

13. Conclusion

13.1 This research provides one of the most comprehensive recent assessments of the experiences of renters in the Scottish social rented sector. Renters are generally positive about their renting experience, including property condition, repairs and maintenance. However, there are areas for improvement, such as complaints handling and awareness of rights and redress pathways. Moreover, certain groups of renters – particularly those with disabilities or health conditions that limit their day-to-day activities, those living in properties over 10 years old, and those without a known housing officer – consistently have poorer experiences overall.

13.2 Overall, renters in the social rented sector are satisfied, with most reporting positive experiences of their homes and landlord interactions. However, satisfaction is not universal, and our research also revealed that there are key areas where improvement is needed.

13.3 Problems with property condition are common, and resolution is often slow, incomplete, or poorly communicated, with some renters taking on the cost or work of repairs themselves. Complaints handling presents similar challenges, with low satisfaction at every aspect of the process, particularly for speed of resolution. At the same time, many renters are unaware of their rights or of where to seek help when landlords fail to act, limiting their ability to pursue redress or challenge unresolved issues.

13.4 Certain groups of renters consistently report poorer experiences across multiple measures, even after accounting for other characteristics. These include renters who have disabilities or health conditions that limit their day-to-day activities; younger and middle-aged renters (particularly those aged 35-44); those living in older properties (over 10 years old) that have not been recently renovated; and those without a known housing officer or named point of contact. By contrast, renters aged 65 and over were overwhelmingly positive about their renter experience; they repeatedly reported having a better experience across many measures.

13.5 Comparisons with private rented sector data highlight several notable differences between sectors. Private renters are more likely than social renters to report experiencing condition-related problems, yet they are also more likely to have their problems fully resolved. Social renters show far lower levels of concern about retaliatory eviction than private renters. And while awareness of where to go if their landlord fails to address an issue or complaint is low across both sectors, it is even

lower among social renters. However, these differences should be interpreted with caution, as social and private renters vary substantially in their socio-economic characteristics – including income and the types and costs of the properties they rent.

13.6 Taken together, the evidence points to a sector that works well for many, but where significant vulnerabilities remain. Ensuring a more equitable renting experience for different groups, improving complaint handling, and increasing awareness of rights – particularly for disabled renters, younger and middle-aged tenants, and those in older homes – will be essential to ensuring more equitable outcomes and improving renter confidence across the sector.

14. Appendix A: Methodology

14.1 Following completion of a scoping study which identified a need for in-depth, quantitative research with a representative sample of social renters, Consumer Scotland commissioned IFF Research to conduct this survey research. The overall aim of this research was to develop a better understanding of the experience of social renters in Scotland and to identify what factors would help improve their renting experience.

Research objectives

14.2 The objectives of the research were to:

- Gather quantitative evidence on the renting experience of social rented sector tenants to allow us to generate policy recommendations and conduct advocacy aimed at improving outcomes in the social rented sector
- Compare evidence from the social rented sector with existing evidence around the experience of private rented sector tenants, to allow the identification of disparities in outcomes across tenure types or across groups of consumers. This will support advocacy to improve outcomes in both sectors

Research questions

14.3 The key research questions were:

- What are the key issues affecting social rented sector tenants that could be addressed through changes in policy and/or practices?
- How does experience differ across tenures (e.g. between tenants with council and housing association landlords, and between private and social renters) and demographics?

Method

14.4 Consumer Scotland commissioned IFF Research to conduct this research in two stages. A design and pilot stage was carried out between January and April 2025, with mainstage fieldwork commencing in July 2025.

Review

14.5 The first stage of the research design was to review existing surveys of both social and private renter experiences and relevant publications including:

- Consumer Scotland (2024), A Fairer Rental Market: Consumer challenges in the private and social rented sectors: Scoping study²⁷
- Scottish Housing Regulator (2025), National Panel of Tenants and Service Users 2024 to 2025²⁸
- Scottish Housing Regulator (2024), National Report on the Scottish Social Housing Charter - Headline Findings - 2023-2024²⁹
- SafeDeposits Scotland Charitable Trust (2024), Living in the Private Rented Sector in 2024: The Voice of the Tenant Survey Scotland (Wave 1)³⁰
- Indigo House in association with IBP Strategy and Research (2024), Rent Better: Wave 3 Tenants survey analysis report³¹
- Regulator of Social Housing (2024), Tenant Satisfaction Measures 2023/24: Key findings³²
- IFF Research (2024), Tenant Satisfaction Measures: Key trends and Insights from the first year³³

14.6 Analysis from this phase was collated into a framework by IFF Research, identifying key topic areas to take forward into the primary research stages. The review identified three key service areas – repairs and maintenance, tenant communication, and security of tenure – as central to overall tenant satisfaction. It also highlighted affordability and accessibility challenges for private rented tenants, which were explored further in social renters focus groups.

14.7 The review emphasised the need to examine tenant engagement, trust in landlords, and how easily tenants can navigate the housing system within the mainstage survey. Addressing these topics would provide meaningful insights to inform improvements in housing services and policy across both sectors.

Focus groups

14.8 As part of the design phase Consumer Scotland also wanted to include the perspective of Scottish social renters themselves on what issues might require further research. We therefore commissioned IFF Research to conduct three focus groups with 18 tenants in total. The focus groups explored the following topic areas:

- Accessibility, affordability, and security of tenure
- The landlord–tenant relationship
- Tenant interactions
- Reporting issues and renters’ rights
- Engagement and communication

14.9 Focus group participants were recruited by Taylor McKenzie Research. A structured sampling framework and detailed screening process were applied to ensure a diverse mix of tenants, capturing a broad range of perspectives across demographic groups. Participants received incentive payments of £50 in recognition of their time.

14.10 Fieldwork took place during the week commencing 10 February 2025 and comprised three virtual focus groups conducted via Microsoft Teams, each with 5-7 participants and lasting 90 minutes.

14.11 Participants were selected to be representative across key demographics, including age, gender, ethnicity, urban/rural location, income level, employment status, disability status, property type, and landlord type (council vs. housing association).

14.12 During analysis, each group discussion was mapped against the initial thematic framework. For each topic, both the importance (the extent to which the issue shaped or influenced their overall renting experience) and the impact (the severity or consequences experienced when problems arose) were assessed.

14.13 The focus groups highlighted several areas for inclusion in the pilot survey, centred on tenant experiences with housing allocation, repairs, communication, landlord relationships, and overall satisfaction.

14.14 Key findings included:

- Frustration with inconsistent waiting times for accessing or moving within social housing, with tenants feeling that individual needs were not always recognised.
- Repairs dominated discussion, with many reporting damp, mould, and poor build quality – issues more common in older properties than newer ones.
- Communication challenges were widespread, including delays, lack of follow-up, and reliance on online channels. Tenants expressed a need for more personal and consistent contact with housing officers.
- Many tenants lacked awareness of their rights, particularly around repairs, and wanted greater transparency and involvement in decision-making.
- Accessibility was less of a concern, though waiting times remained an issue. Tenants felt rent offered good value but were more sceptical about service charges.

Pilot

14.15 Following the analysis of review and focus group findings, a pilot survey of approximately 15 minutes in length was developed. A key consideration in design was to ensure that key questions would generate data comparable with existing measures, including the Tenant Satisfaction Measures for Social Housing tenants, the Rent Better Research Programme, and the SafeDeposits Scotland Voice of the Tenant Survey Scotland, which capture insights from private rented sector tenants.

14.16 Fieldwork was conducted between 20 and 27 March 2025. A total of 100 responses were collected, with representation across age groups and a balanced mix of Local Authority and Registered Social Landlord tenants.

14.17 After reviewing results of the pilot, minor changes were made to the questionnaire to be taken forward to the mainstage.

Mainstage

14.18 Fieldwork for the mainstage of the research was conducted between July and September 2025.

Questionnaire

14.19 The final survey included the following areas:

- General satisfaction with the social housing landlord
- Communication with the social housing landlord
- Property conditions and standards
- Issues, complaints and rights
- Accessibility and security of tenure
- Thoughts for improvement
- Property and tenancy details
- Demographics

14.20 Full questionnaire is included as Appendix B.

Sampling

14.21 The mainstage survey used a blended online panel approach supplemented with CATI Lifestyle telephone interviews to achieve a total sample size of 1,400 Scottish socially renting tenants.

14.22 It was important that the survey achieved responses from across the social housing sector and was not overly skewed towards council or housing association tenants. Therefore, a quota was set on the proportions of council and housing association respondents. Other demographics were allowed to fall naturally in the sample but were monitored throughout the fieldwork.

14.23 The blended panel approach was used to maximise the number of participants. 3 online panels (Savanta, Yonder, and Norstat) were used to gather a sample of 1,050 Scottish tenants in the social rented sector.

14.24 In order to minimise digital exclusion in the sample, a further 350 participants were surveyed by IFF Research via telephone with the sample supplied by Sagacity. Monitoring of the online sample showed a bias towards younger participants, so the

telephone interviews were initially targeted at older social renters to boost this demographic before being opened up more widely.

Profile of respondents

14.25 Comparison with demographics for Scotland’s social rented sector from the 2022 Census and 2022 Scottish Household Survey (SHS) provided that, while our sample was broadly representative, the age profile differed slightly from what would be expected.

14.26 The age profile of the achieved sample being slightly older than other large data sets would suggest. We therefore applied weighting to adjust the sample to be in line with the age profile suggested by the Scottish Household Survey 2022.

Table 14.1: Weights were applied to correct for the age profile of the survey sample

Percentage of respondents by age, compared to Scottish Household Survey of social renters

Age Band	Unweighted Sample	Scottish Household Survey
18-24	3%	4%
25-34	16%	16%
35-44	19%	17%
45-54	19%	17%
55-64	19%	20%
65 or over	23%	26%

Source: Consumer Scotland’s Social rented sector survey and Consumer Scotland’s analysis of the Scottish Government’s Scottish Household Survey (2022)

14.27 The final breakdown of demographics and property characteristics for the survey is depicted in the below tables. Note this is following the application of weighting.

Table 14.2: Social renters in Scotland represent a diverse range of demographics

Percentage of respondents by renter demographic

Renter demographic	Category	%
Age	18-34	20%
	35-44	17%
	45-54	17%
	55-64	20%
	65+	26%
White British	Yes	92%
	No	6%
Gender	Male	43%
	Female	57%
Children under 18 in household	Yes	26%
	No	74%
Household income (gross)	Up to £19,999	44%
	£20,000 to £39,999	31%
	£40,000 and over	11%
Receiving any benefits	Yes	72%
	No	25%
Any long-term health condition or disability	Yes	50%
	No	47%
Disability/condition reduces ability to carry out day-to-day activities	No	47%
	A little	22%
	A lot	24%
Length of tenancy	Less than 12 months	7%
	1 to 2 years	9%
	2 to 5 years	20%
	6 years or more	63%

Source: Consumer Scotland's Social rented sector survey. Totals may not sum to 100% due to rounding and non-responses.

Property characteristics

14.28 Within the social rented sector, there has been a significant shift from council stock to housing association stock. As of 31st March 2024, there were 633,030 social rented properties in Scotland, roughly evenly split between council (325,477) and housing association homes (307,553).³⁴

14.29 In line with these published figures, survey respondents are roughly evenly split between homes managed by councils and those managed by housing associations (Table 14.3).

14.30 The properties themselves vary in age and condition. While fewer than one in five (18%) respondents describe their home as a newer building (built within the last 10 years), 41% live in recently renovated older properties (over 10 years old but recently renovated), and a third (33%) live in older unrenovated properties (over 10 years old and not recently renovated).³⁵ A 10-year cut-off was used as it provides respondents with a clearer and more meaningful way to assess the age and condition

of their property, reducing uncertainty for those who may not know the exact year their home was built or last upgraded.

14.31 Flats (including tenements, maisonettes, apartments, and bedsits) make up over half (54%) of all property types, while houses and bungalows account for just under half (44%).³⁶

Table 14.3: A third of respondents live in older properties (over 10 years old) that have not been recently renovated

Percentage of respondents by property characteristic

Property characteristic	Category	%
Landlord type	Council	52%
	Housing association	48%
Property age	Newer property (built within the last 10 years)	18%
	Recently renovated older property (over 10 years old but recently renovated)	41%
	Older unrenovated property (over 10 years old and not recently renovated)	33%
Property type	Flat (including tenement, maisonette, apartment or bedsit)	54%
	House (including bungalow)	44%
Number of bedrooms	1	27%
	2	44%
	3	25%
	4+	3%
Location (according to postcode)	Urban	81%
	Rural	10%
Region	North East Scotland	18%
	Highlands and Islands	5%
	South Scotland	7%
	West Scotland	17%
	Central, Mid-Scotland and Fife	23%
	Lothians	12%
	Glasgow	18%

Source: Consumer Scotland's Social rented sector survey. Totals may not sum to 100% due to rounding and non-responses.

Analysis

14.32 Frequency tables were produced to summarise overall patterns in the survey data, providing a clear view of tenant responses across key measures. Cross-tabulations were then used to examine differences between demographic and tenancy groups, supported by chi-square tests to identify statistically significant associations. This approach enabled a robust assessment of how experiences and perceptions vary across the tenant population.

14.33 To explore this further, we performed logistic regression analyses to model the probability of an outcome variable (such as overall satisfaction), as a function of various explanatory variables. Unless otherwise specified, all demographic differences reported are statistically significant at the 95% confidence level, and remain significant after accounting for relevant factors, including: renter age; known housing officer; children under 18 in household; limiting disability or health condition; household income; landlord type; property age and condition; property type; tenancy length; single adult household.

14.34 Where comparable, findings are compared to published results from two recent surveys of private rented sector tenants – the Rent Better Research Programme, and the SafeDeposits Scotland Voice of the Tenant Survey Scotland. It is important to note that social and private sector renter populations differ in several socio-economic characteristics, including household income and the nature and cost of the properties they rent. As a result, differences between sectors should be interpreted with caution, as they may reflect these underlying demographic and financial factors rather than differences in tenure alone. Where possible, we compare results across income bands to help mitigate these differences.

15. Appendix B: Questionnaire

Screener

READ OUT IF CATI ONLY

Firstly I have a few questions to check you are eligible to take part.

ASK ALL

S5 Which of the following best describes your current housing situation?

SINGLE CODE. READ OUT.

I rent from a private landlord/lady	1	SCREEN OUT
I rent from a lettings agency	2	SCREEN OUT
I part own/part rent (Shared ownership)	3	SCREEN OUT
I rent from a Housing association	4	IF HIT QUOTA (48), SCREEN OUT
I rent from the council	5	IF HIT QUOTA (52), SCREEN OUT
I own my home/I do not rent	6	SCREEN OUT

IF SCREEN OUT (S5=1, 2, 3 OR 6)

Thank you for your time today and your interest in this research. Unfortunately you are not eligible to take part in this survey as we are looking to gather insight from people living in Scotland who are responsible, either solely or jointly, for their tenancy with a social housing landlord.

IF HIT QUOTA (S5=4 OR 5)

Thank you for your time today and your interest in this research. Unfortunately we have reached our maximum number of participants for this survey from this category of social landlord.

ASK ALL

S6 What is the name of your current landlord?

WRITE IN		
Prefer not to say	1	

ASK ALL

S7 Which of the following best describes your tenancy situation?

SINGLE CODE. READ OUT.

I am solely responsible for my tenancy agreement	1	
I am jointly responsible for my tenancy agreement	2	
The tenancy agreement is not in my name	3	SCREEN OUT

IF SCREEN OUT (S7=3)

Thank you for your time today and your interest in this research. Unfortunately you are not eligible to take part in this survey as we are looking to gather insight from people living in Scotland who are responsible, either solely or jointly, for their tenancy with a social housing landlord.

ASK ALL

S2a What country do you live in?

SINGLE CODE. PROMPT IF NECESSARY.

Scotland	1	
England	2	SCREEN OUT
Wales	3	SCREEN OUT
Northern Ireland	4	SCREEN OUT
Outside UK	5	SCREEN OUT

IF SCREEN OUT (S2A=2-5) [I.E. OUTSIDE OF SCOTLAND]

Thank you for your time today and your interest in this research. Unfortunately you are not eligible to take part in this survey as we are looking to gather insight from people living in Scotland who are responsible, either solely or jointly, for their tenancy with a social housing landlord.

S2 What region of Scotland do you live in?

SINGLE CODE. READ OUT.

North East Scotland	1	
Highlands and Islands	2	
South Scotland	3	
West Scotland	4	
Central, Mid-Scotland and Fife	5	
Lothians	6	
Glasgow	7	

ASK ALL

S3 What is your postcode?

CATI ONLY READ OUT IF NECESSARY:

This will be used to understand which region you live in and whether this is rural or urban. Your postcode will not be linked to you or used in the final data itself, and will be kept confidential.

WRITE IN

Prefer not to say	1	
-------------------	---	--

ASK ALL

S4 Do you live in an urban or rural area?

SINGLE CODE. READ OUT.

Urban area - <i>densely populated city or large town with a population of over 10,000 people</i>	1	
Rural area - <i>sparsely populated small town or village with a population of roughly less than 10,000 people.</i>	2	
Don't know	3	

ASK ALL

S1 Which of the following age brackets does your age at your last birthday fall under?

SINGLE CODE. READ OUT.

Under 18	1	SCREEN OUT
18 – 24	2	IF HIT QUOTA (2), SCREEN OUT
25 – 34	3	IF HIT QUOTA (17), SCREEN OUT
35 – 44	4	IF HIT QUOTA (16), SCREEN OUT
45 – 54	5	IF HIT QUOTA (15), SCREEN OUT
55 – 64	6	IF HIT QUOTA (13), SCREEN OUT
65 or over	7	IF HIT QUOTA (37), SCREEN OUT

IF SCREEN OUT (S1=1)

Thank you for your time today and your interest in this research. Unfortunately you are not eligible to take part in this survey as we are looking to gather insight from people living in Scotland who are responsible, either solely or jointly, for their tenancy with a social housing landlord.

IF HIT QUOTA (S1=2, 3, 4, 5, 6, 7)

Thank you for your time today and your interest in this research. Unfortunately we have reached our maximum number of participants for this survey in your age bracket.

A Introductory Questions/General Satisfaction Level

ASK ALL

A1 Thinking about your overall experience of renting this property including the property itself, its costs, and your dealings with your landlord, how satisfied or dissatisfied are you with your overall experience?

SINGLE CODE. READ OUT.

Very satisfied	1	
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know/Not applicable	6	

ASK ALL

A2 Please could you provide a reason for your answer?

WRITE IN

ASK ALL

A3 How satisfied or dissatisfied are you that your landlord...

SINGLE CODE PER ROW. READ OUT.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/Not applicable
_1...listens to your views and acts upon them?	1	2	3	4	5	6
_2...is easy to deal with?	1	2	3	4	5	6

ASK ALL

A4 To what extent do you agree or disagree with the following statements:

SINGLE CODE PER ROW. READ OUT.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable
_1..."my landlord treats me fairly and with respect"?	1	2	3	4	5	6
_2..."I have a good relationship with my landlord"	1	2	3	5	5	6

ASK ALL

A5 To what extent do you think your experience with your previous social landlord(s) affects your perception of your current landlord?

SINGLE CODE. PROMPT WITH ITALICS IF NEEDED.

Not at all – <i>My experience with previous landlords has no impact on how I view my current landlord.</i>	1	
A little – <i>My experience with previous landlords has some influence, but it's not a major factor in how I view my current landlord.</i>	2	
Somewhat - <i>My experience with previous landlords plays a fair role in shaping my opinion of my current landlord.</i>	3	
A lot – <i>My previous experience strongly influences how I view my current landlord.</i>	4	
Completely – <i>My previous experience has a major influence on how I view my current landlord.</i>	5	
Don't know	6	
Not applicable- <i>I don't have prior experience with social landlords</i>	7	

ASK ALL

A6 In the past 5 years, have you ever had experience of any of the following, whether in this property or another social housing property?

MULTI CODE. READ OUT.

An unreasonable rent increase	1	
An unreasonable increase in service charges	2	
Repairs not being done	3	
The property being in very poor condition	4	
Being served an eviction notice by your landlord	5	
Anti-social behaviour concerns not being treated seriously/handled appropriately	6	
Complaint not being taken seriously/handled appropriately	7	
Other problems while renting (please specify)	8	WRITE IN
Not applicable – I was not renting socially during this period	9	
None of these	10	

ASK ALL

A7 IF ONLINE: **How would you say your experience of renting in the social housing sector has changed over the past 5 years or so?**

IF CATI: **Compared to the past 5 years or so, has your experience of renting in the social housing sector got better or worse, or has it stayed the same?**

SINGLE CODE. PROMPT TO PRE-CODE LIST AS NECESSARY.

Experience of renting in the social housing sector is now much better	1	
Experience of renting in the social housing sector is now a bit better	2	
Experience of renting in the social housing sector is the same	3	
Experience of renting in the social housing sector is now a bit worse	4	
Experience of renting in the social housing sector is now much worse	5	
Not applicable – I was not renting socially during this period	6	
Don't know	7	

ASK IF EXPERIENCE IS NOW BETTER (A7=1,2)

A8 **You have said that your experience of renting in the social housing sector is now better than it was 5 years ago, why is this?**

WRITE IN

ASK IF EXPERIENCE IS NOW WORSE (A7=4,5)

A9 **You have said that your experience of renting in the social housing sector is now worse than it was 5 years ago, why is this?**

WRITE IN

B General Communication and Representation

ASK IF SAMPLE SOURCE = SAVANTA

B1A **Which of the following is a colour?**

SINGLE CODE. RANDOMISE CODES 1-5

Car	1	
Triangle	2	
Horse	3	

Paper	4	
Green	5	
Don't know	6	

ASK ALL

B1 How well, or not, does your landlord respond or help you with the following...?

SINGLE CODE PER ROW. READ OUT.

	Very well	Quite well	Neither / nor	Not very well	Not at all well	Don't Know/Not applicable
_1 General contact – emails, letters, or phone calls	1	2	3	4	5	6
_2 Day-to-day repairs	1	2	3	4	5	6
_3 Ongoing maintenance / upkeep	1	2	3	4	5	6
_4 Dealing with complaints / disputes	1	2	3	4	5	6
_5 Difficulties / concerns paying the rent	1	2	3	4	5	6
_6 Advice about social issues – neighbours / community problems	1	2	3	4	5	6
_7 Response to queries about things like heating systems, white goods and so on	1	2	3	4	5	6
_8 Response to any need you have had for adaptations (e.g. for	1	2	3	4	5	6

mobility or other reasons)						
----------------------------	--	--	--	--	--	--

ASK ALL

B2 How often do you receive communications from your landlord?

SINGLE CODE. READ OUT.

Weekly	1	
Monthly	2	
Every few months	3	
Only when there's an issue or emergency	4	
Occasionally, as needed	5	
Never	6	
Don't know	7	

ASK ALL WHO RECEIVE COMMUNICATION FROM LANDLORD (B2 = 1-5)

B3 To what extent do you agree or disagree with the following statements:

SINGLE CODE PER ROW. READ OUT.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable
_1...“the information my landlord provides is accessible for me”?	1	2	3	4	5	6
_2...“the information my landlord provides is relevant to me”	1	2	3	4	5	6

ASK ALL WHO RECEIVE COMMUNICATION FROM LANDLORD (B2 = 1-5)

B4 IF ONLINE: How does your landlord usually communicate with you and how would you prefer to be communicated with? (please select the same option if this does not differ)

IF CATI: How does your landlord usually communicate with you and how would you prefer to be communicated with?

SINGLE CODE. PROMPT IF NECESSARY.

	Usual communication channel	Preferred communication channel
Email	1	1
Text or WhatsApp	2	2
Phone call	3	3

Postal	4	4
Online tenant portal	5	5
Social media channels	6	6
Face-to-face	7	7

ASK ALL WHO RECEIVE COMMUNICATION FROM LANDLORD (B2 = 1-5)

B5 What topics do you currently receive communications from your landlord about?

MULTI-CODE. PROMPT WITH ITALICS IF NECESSARY.

Consultations and/or Written Notices: <i>This could include communication about issues like rent payments or changes in terms of the tenancy.</i>	1	
Maintenance Information: <i>Communication about any necessary repairs, property updates or routine inspections.</i>	2	
Rent Reminders/Invoices: <i>Notices about upcoming rent payments, late fees, or statements detailing amounts due.</i>	3	
Emergency Alerts: <i>Immediate notices for urgent situations, such as plumbing issues, power outages, or fire safety inspections.</i>	4	
General Announcements: <i>News or updates about regeneration and retrofitting of your building, policy changes, neighbourhood events, or updates that affect the tenants in the building.</i>	5	
Updates about the local neighbourhood: <i>Progress updates on regeneration projects or new social housing being built or converted in your local neighbourhood by your landlord, that do not affect the tenants in your building.</i>	6	
Quarterly/Annual official reports: <i>This may include for example performance around tenant satisfaction or new homes being built in your local neighbourhood by your landlord</i>	7	
Legal Notices: <i>These may include eviction notices, violation warnings, or other legal correspondence in relation to the tenancy.</i>	8	
Other (please specify)	9	WRITE IN
Don't know	10	

ASK ALL

B6 How satisfied or dissatisfied are you that...

SINGLE CODE PER ROW. READ OUT.

	Very satisfied	Fairly satisfied	Neither satisfied nor	Fairly dissatisfied	Very dissatisfied	Don't know/Not
--	----------------	------------------	-----------------------	---------------------	-------------------	----------------

			dissatisfied			applicable
_1... your landlord keeps you informed about things that matter to you?	1	2	3	4	5	6
_2... your landlord gives you opportunities to participate in decision-making processes?	1	2	3	4	5	6

ASK ALL

B7 Some buildings, complexes or areas have a Registered Tenants Organisation in place, to enable tenants and residents to engage with their landlord. Such organisations are often called a Tenants and Residents Association, or a Neighbourhood Association.

Are you aware if a Registered Tenants Organisation is representing your area?

SINGLE CODE.

Yes	1	
No	2	

ASK IF AWARE OF A RTO (B8 = 1)

B8 How would you rate your understanding of the following:

SINGLE CODE PER ROW. READ OUT.

	Fully understand	Partially understand	Do not understand	Don't Know
_1 What a Registered Tenants Organisation does to improve the experience of tenants in its area	1	2	3	4
_2 Who can join a Registered Tenants Organisation	1	2	3	4

_3 How engaging with a Registered Tenants Organisation could help you improve your experience as a tenant	1	2	3	4
---	---	---	---	---

ASK ALL

B9 Which of the following best describes your involvement with the following...?
SINGLE CODE PER ROW. READ OUT.

	Have been/am involved with	Have not been involved but would like to be involved in future	Have not been involved and would not like to be involved in future	Don't know
_1 Registered Tenants Organisation, such as a Tenants and Residents Association	1	2	3	4
_2 Tenant groups or consultations	1	2	3	4
_3 Housing forums, meetings, or workshops	1	2	3	4

ASK ALL

B10 Do you know how to contact your local housing officer/named point of contact for your tenancy if you need to?

SINGLE CODE. PROMPT IF NECESSARY.

Yes, I have a housing officer/named point of contact, and <u>I know how to contact them</u>	1	
No, I have a housing officer/named point of contact, but <u>I don't know how to contact them</u>	2	
I don't have a housing officer/named point of contact	3	

I don't know if I have a housing officer/named point of contact	4	
---	---	--

ASK IF HAVE A HOUSING OFFICER/NAMED POINT OF CONTACT (B11 = 1)

B11 Have you experienced any difficulties reaching your housing officer/named point of contact for your tenancy (e.g., difficult to get in touch with, long wait times, lack of availability)?

SINGLE CODE. READ OUT.

No, it's always easy to get in touch	1	
Yes, sometimes there are delays	2	
Yes, I have trouble getting in touch with them	3	
I've never contacted my housing officer	4	
I don't know	5	

ASK THOSE WHO HAVE HAD OR ATTEMPTED INTERACTIONS WITH THEIR HOUSING OFFICER (B12 = 1, 2 OR 3)

B12 Thinking about your interactions with your housing officer/named point of contact, how satisfied or dissatisfied are you with...

SINGLE CODE PER ROW. READ OUT.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't Know/Not applicable
_1...the ease of accessing them?	1	2	3	4	5	6
_2... their responsiveness?	1	2	3	4	5	6
_3... the level of support provided when you contact them?	1	2	3	4	5	6

C Property Conditions and Standards

ASK IF SAMPLE SOURCE = SAVANTA

C1a Which day of the week comes after Tuesday?

SINGLE CODE. RANDOMISE CODES 1-5

Sunday	1	
Monday	2	
Tuesday	3	
Wednesday	4	
Thursday	5	
Don't know	6	

ASK ALL

C1 How would you rate the following aspects of the property?

SINGLE CODE PER ROW. READ OUT.

	Very Good	Fairly Good	Neither good nor poor	Fairly Poor	Very Poor	Don't Know/Not Applicable
_1 The overall condition of the property	1	2	3	4	5	6
_2 The quality of fixtures and fittings	1	2	3	4	5	6
_3 The general state of repair	1	2	3	4	5	6
_4 The energy efficiency / cost to heat the property	1	2	3	4	5	6
_5 Ease of getting into and moving around inside the property	1	2	3	4	5	6
_6 Experience of neighbours	1	2	3	4	5	6

ASK ALL

C2 How satisfied or dissatisfied are you...

SINGLE CODE PER ROW. READ OUT.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable / don't know
_1...that your landlord makes a positive contribution to your neighbourhood?	1	2	3	4	5	6
_2...that your rent provides you value for money?	1	2	3	4	5	6
_3... that your service charges provide you value for money?	1	2	3	4	5	6
_4...that your landlord keeps the communal areas clean and well maintained?	1	2	3	4	5	6

D Issues, Complaints and Rights

ASK ALL

D1 IF ONLINE: In the last 6 months, have you experienced any of the following problems with the condition of your rented home?

IF CATI: Have you experienced any problems with the condition of your rented home? For example, a serious problem with damp or mould, or difficulty keeping your home warm.

Please select all that apply.

MULTI CODE. PROMPT IF NECESSARY. CODE TO PRE-CODE LIST BELOW.

A serious problem with damp or mould	1	
Difficulty keeping my home warm	2	
Difficulty keeping my home cool	3	

Leaks/ problems with plumbing/ water supply	4	
Lack of hot water/ heating	5	
Layout/ stairs/ flooring is unsafe	6	
Outside doors, walls, roof or windows need repair	7	
Pest infestation (e.g. mice or rats)	8	
Faulty or missing appliances (e.g., washing machine, fridge)	9	
Electrical problem/ hazard	10	
No working smoke/ fire alarm or other fire hazard	11	
Repairs not carried out	12	
Any other problems – please specify	13	WRITE IN
None of the above: I have not had any problems in the last 6 months	14	EXCLUSIVE

ASK ALL WHO EXPERIENCED A PROBLEM (D1 = ANY 1 TO 13)

D2 When you experienced these problems(s), did you report it to your landlord?
SINGLE CODE.

Yes	1	
No	2	
I don't know	3	

ASK IF ISSUES WERE NOT REPORTED TO THE LANDLORD (D2 = 2)

D3 Why did you not report this issue(s) to your landlord?

WRITE IN

ASK ALL WHO REPORTED ISSUE TO LANDLORD (D2 = 1)

D4 Was the issue(s) you experienced resolved by your landlord?
SINGLE CODE. READ OUT.

The issue(s) was fully resolved by my landlord	1	
The issue(s) was partially resolved by my landlord	2	
The issue(s) was not resolved to an acceptable standard	3	
I resolved the issue(s) myself without assistance from my landlord	4	

The issue(s) was not resolved at all	5	
--------------------------------------	---	--

ASK ALL WHO DID NOT GET A FULL RESOLUTION FROM THAIR LANDLORD (D4 = 2, 3 OR 4)

D5 Did you seek advice or support from sources to help with the issue or complaint?

MULTI CODE. READ OUT.

I contacted a tenant representative or advocacy group.	1
I contacted my local Councillor or MSP or MP.	2
I contacted the Scottish Public Services Ombudsman.	3
I sought advice from friends or family.	4
I have sought advice from the Citizen's Advice Bureau, Shelter, or another advice body	5
I have sought advice from a solicitor/law centre	6
I have sought advice from another source (please specify)	7
I have not sought advice or support from outside sources.	8
I don't know	9
Other (please specify)	WRITE IN

ASK IF SOUGHT ADVICE OR SUPPORT FROM SOURCES (D5 = 1-7)

D6 Was your issue or complaint resolved after you sought advice or support from outside sources?

SINGLE CODE. READ OUT.

The issue was fully resolved	1
The issue was partially resolved	2
The issue was not resolved to an acceptable standard	3

ASK ALL

D7 Are there certain issues that you did not or would not report to your landlord? If so, what were your reasons?

MULTICODE. PROMPT AS NECESSARY.

The problem didn't seem serious/urgent enough	1
I decided to fix the problem myself	2
I am worried the landlord might ask me to leave	3
I didn't think anything would be done about it	4

I have a good relationship with my landlord, I don't want to bother them	5
It's too much hassle to report it to my landlord	6
I want to be seen as a "good tenant"	7
Not applicable – I always report issues to my landlord	8
Other (please specify)	WRITE IN

ASK ALL

D8 Have you ever paid for or repaired something yourself that you believe should have been covered by your landlord? Such as a repairs or fixtures in your home, treated a small patch of mould, or fixed or replaced an appliance.

SINGLE CODE.

Yes	1	
No	2	
I don't know	3	

ASK IF HAVE PAID OR REPAIRED SOMETHING THEMSELVES (D8 = 1)

D9 Please can you provide more details about this. What it was for? Did you raise it with your landlord? What made you decide to resolve it yourself?

WRITE IN

ASK ALL

D10 Do you know where to go if your landlord fails to address your issue or complaint?

SINGLE CODE.

Yes	1
No	2
I don't know	3

ASK ALL

D11 To what extent do you agree or disagree with the following statements:

SINGLE CODE PER ROW. READ OUT.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Don't know/Not applicable
_1 "I have a good understanding of my rights as a tenant"	1	2	3	4	5	6
_2 "I am confident that if I experienced a problem I	1	2	3	4	5	6

could contact my landlord to resolve it”						
_3 “I know where to go for advice, support, or information if I have a problem that my landlord has not resolved to my satisfaction”	1	2	3	4	5	6
_4 “I understand that I have certain responsibilities as a tenant”	1	2	3	4	5	6

ASK ALL

D12 Are you aware of any of the following?

SINGLE CODE PER ROW. READ OUT.

	Yes	No	Don't know
Right to Repair Scheme	1	2	3
Tolerable Standard	1	2	3
Scottish Housing Quality Standard	1	2	3
The Scottish Social Housing Charter	1	2	3
The Scottish Housing Regulator	1	2	3
The Scottish Public Services Ombudsman	1	2	3

ASK ALL

D13 Now thinking about your more general interactions with your landlord...

MULTI CODE. READ OUT.

_1...has your landlord carried out a repair to your home in the last 12 months?	1	
_2...have you experienced anti-social behaviour in your neighbourhood that	2	

you have reported to your landlord in the last 12 months?		
_3...have you made a complaint to your landlord in the last 12 months?	3	
_4...have you reported any other issues to your landlord?	4	
_5 Not applicable - have not had any interactions with your landlord in last 12 months	5	

ASK ALL WHO HAVE HAD A RECENT REPAIR TO THEIR LANDLORD (D13=1)

D14 Thinking about your most recent repair how satisfied or dissatisfied are you...
SINGLE CODE PER ROW. READ OUT.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ Not applicable
_1...with the ease of reporting the repair?	1	2	3	4	5	6
_2...with the agreed appointment date and time provided to you?	1	2	3	4	5	6
_3...with being kept updated about your repair?	1	2	3	4	5	6
_4...time taken to complete the repair?	1	2	3	4	5	6
_5...with the quality of the finished work?	1	2	3	4	5	6
_6...with the customer	1	2	3	4	5	6

service shown by the operative whilst at your home?						
_7...with the overall repairs service from your landlord over the last 12 months?	1	2	3	4	5	6

ASK ALL WHO HAVE RAISED A RECENT ASB COMPLAINT TO THEIR LANDLORD (D13=2)

D15 Thinking about the most recent antisocial behaviour (ASB) you reported, how satisfied or dissatisfied are you...

SINGLE CODE PER ROW. READ OUT.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ Not applicable
_1...with the way you were treated by your landlord staff during your ASB case?	1	2	3	4	5	6
_2...with how well you were kept up to date throughout your ASB case?	1	2	3	4	5	6
_3...that your landlord did what they said	1	2	3	4	5	6

they would do?						
_4...with the speed at which your ASB case was resolved?	1	2	3	4	5	6
_5...with your landlord's approach to handling anti-social behaviour?	1	2	3	4	5	6

ASK ALL WHO HAVE RAISED OTHER ISSUES WITH THEIR LANDLORD (D13=4)

D16 Thinking about your most recent interaction with your landlord, how satisfied or dissatisfied are you...

SINGLE CODE PER ROW. READ OUT.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ Not applicable
_1...with how quickly your issue was dealt with?	1	2	3	4	5	6
_2...that your landlord kept you informed throughout your issue?	1	2	3	4	5	6
_3...with the ease of communicating with your landlord throughout your issue?	1	2	3	4	5	6
_4...that your query was resolved without the need to follow it up?	1	2	3	4	5	6

_5...with the overall outcome?	1	2	3	4	5	6
--------------------------------	---	---	---	---	---	---

ASK ALL WHO HAVE RAISED A RECENT COMPLAINT TO THEIR LANDLORD

(D13=3)

D17 Thinking about your most recent complaint, how satisfied or dissatisfied are you...

SINGLE CODE PER ROW. READ OUT.

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know/ Not applicable
_1...that your landlord took your complaint seriously?	1	2	3	4	5	6
_2...with the way you were treated by your landlord staff throughout your complaint?	1	2	3	4	5	6
_3...with how well you were kept up to date throughout your complaint?	1	2	3	4	5	6
_4...with the ease of dealing with your landlord throughout your complaint?	1	2	3	4	5	6
_5...with the speed	1	2	3	4	5	6

at which your complaint was resolved?						
_6...with your landlord's approach to complaints handling?	1	2	3	4	5	6

E Accessibility and security of tenure

ASK IF SAMPLE SOURCE = SAVANTA

E1a Which of the following is not used for transport?

SINGLE CODE. RANDOMISE CODES 1-6

Bus	1	
Car	2	
Plane	3	
Sailboat	4	
Taxi	5	
Apple	6	
Don't know	7	

ASK ALL

E1 Thinking about your current tenancy, which of the following best describes your situation?

SINGLE CODE. READ OUT.

I have recently moved to a new property.	1	
I am settled in my current property.	2	
I am looking to move but have not yet joined the waiting list.	3	
I am on the waiting list to move to a new property.	4	
I am in temporary accommodation	5	

ASK ALL

E2 How long have you been in your current tenancy?

SINGLE CODE. PROMPT IF NECESSARY.

Less than 12 months	1	
---------------------	---	--

1 to 2 years	2	
2 to 5 years	3	
6 years or more	4	
I don't know	5	

ASK ALL

E3 How confident or not are you that you will be able to rent this property for as long as you'd like to?

SINGLE CODE. READ OUT.

Very confident	1	
Quite Confident	2	
Neither confident nor unconfident	3	
Not very confident	4	
Not at all confident	5	
Don't know	6	
Refused	7	

ASK ALL

E4 How well does your current property meet your needs?

SINGLE CODE. READ OUT.

Fully	1	
Fairly well	2	
Not very well	3	
Not at all	4	
Don't know	5	

ASK ALL

E5 Would you like to move from your current property but feel unable to?

SINGLE CODE. READ OUT.

Yes	1	
No	2	
I don't know	3	

ASK THOSE WHO WANT TO MOVE FROM CURRENT PROPERTY (E5 = 1)

E6 What is the main reason you would like to move and why do you feel unable to do so?

WRITE IN

ASK ALL

E7 To what extent do you agree or disagree with the following statements:

SINGLE CODE. READ OUT.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree	Not applicable/ don't know
--	----------------	-------	----------------------------	----------	-------------------	-------------------------------

_1 "I would like to own my own home"?	1	2	3	4	5	6
_2 "I'm likely to rent a property for the rest of my life"?	1	2	3	4	5	6
_3 "I prefer living in social housing"	1	2	3	5	5	6
_4 "I (would) prefer to rent privately"	1	2	3	5	5	6

F Final thoughts for improvement

ASK ALL

F0 Thinking about your overall tenant experience, what is the one change that would make the biggest difference for you?

WRITE IN

G Property and tenancy details

ASK ALL

G1 Which of the following best describes your tenancy type?

SINGLE CODE. READ OUT.

Scottish secure tenancy	1	
Private residential tenancy	2	
Short Scottish secure tenancy	3	
Don't know	4	

ASK ALL

G2 Are you currently living in a mid-market rental property?

SHOW ONLINE / READ OUT IF NECESSARY:

Mid-market rent is a type of affordable housing offered by some housing associations and councils, though they are not technically social housing. They are only available to households on low to middle incomes and the rent is generally set lower than private rent but higher than council or housing association rent

SINGLE CODE.

Yes	1	
No	2	
Don't know	3	

ASK ALL

G3 How would you describe the type of property you live in?

SINGLE CODE. READ OUT.

Flat, apartment or bedsit	1	
Tenement	2	
Maisonette	3	
Bungalow	4	
House	5	
Don't know	6	
Prefer not to say	7	

ASK ALL

G4 How would you describe the property you live in?

SINGLE CODE. READ OUT.

Newer property – built within the last 10 years	1	
Newer property but recently renovated (including energy efficiency adaptations)	2	
Older property but recently renovated property (including energy efficiency adaptations)	3	
Older property – with no recent renovations	4	
Don't know	5	

ASK ALL

G5 What is the total number of bedrooms in the property where you live?"

SINGLE CODE.

1	1	
2	2	
3	3	
4	4	
5 or more	5	
Prefer not to say	6	

H Demographics

ASK ALL

H1 Which of the following best describes your gender?

SINGLE CODE

Male	1	
Female	2	
Prefer to self-describe (please specify)	3	WRITE IN
Prefer not to say	4	

ASK ALL

H2 How would you describe your ethnicity?

SINGLE CODE. PROMPT IF NECESSARY.

White- Scottish	1	
White- Other British	2	
White- Irish	3	
White- Gypsy/Traveller	4	
White- Polish	5	
Any other White ethnic group (please describe)	6	WRITE IN
Any mixed or multiple ethnic group	7	
Pakistani, Pakistani Scottish or Pakistani British	8	
Indian, Indian Scottish or Indian British	9	
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	10	
Chinese, Chinese Scottish or Chinese British	11	
Any other Asian background (please describe)	12	WRITE IN
African, African Scottish or African British	13	
Any other African (please describe)	14	WRITE IN
Caribbean, Caribbean Scottish or Caribbean British	15	
Black, Black Scottish, or Black British	16	

Any other Caribbean or Black (please describe)	17	
Prefer not to say	18	

ASK ALL

H3 How many people, including yourself, are there in your household? Please include both adults and children.

SINGLE CODE.

1	1	
2	2	
3	3	
4	4	
5	5	
6	6	
7	7	
8 or more	8	
Prefer not to say	9	

ASK ALL WITH 2+ IN THEIR HOUSEHOLD (H3=2-9)

H4 Which of the following, and how many, (including yourself), live in your household?

MULTI CODE.

	WRITE IN NUMBER
_1 Children aged under 5 years old	
_2 Children aged 5-17 years old	
_3 Other adults aged 18-64 years old	
_4 Other adults aged 65+ years old	

ASK ALL

H5 Which of the following best describes your employment status?

SINGLE CODE. PROMPT IF NECESSARY.

Full time paid work (over 30 hours per week)	1	
Part time paid work	2	
Full time education (school/college/university)	3	
Unemployed- looking for work	4	
Unemployed- due to disability/long term health condition	5	
Unemployed- not seeking work	6	
Self-employed	7	
Fully retired	8	
Carer	9	

Looking after home (inc. Stay at home parent)	10	
Other (please specify)	11	WRITE IN
Prefer not to say	12	

ASK ALL

H6 How much is your household's income before tax?

Please include the income of all adults living in your household, including income from any employment or self-employment, income from benefits and pensions and income from other sources such as interest from savings.

SINGLE CODE. PROMPT IF NECESSARY.

Less than £5,000	1	
£5,000 to £9,999	2	
£10,000 to £14,999	3	
£15,000 to £19,999	4	
£20,000 to £24,999	5	
£25,000 to £29,999	6	
£30,000 to £34,999	7	
£35,000 to £39,999	8	
£40,000 to £49,999	10	
£50,000 to £59,999	11	
£60,000 to £69,999	12	
£70,000 to £99,999	13	
£100,000 to £149,999	14	
£150,000 and over	15	
Prefer not to say	16	

ASK ALL

H7 Do you have any physical or mental health conditions, lasting or expected to last for 12 months or more?

SINGLE CODE

Yes	1	
No	2	
Prefer not to say	3	

ASK IF HAVE A DISABILITY / HEALTH CONDITION (H7=1)

H8 Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?

SINGLE CODE. READ OUT.

Yes, a lot	1	
Yes, a little	2	
Not at all	3	
Prefer not to say	4	

ASK ALL

H9 Is anyone in your household, including yourself, currently receiving any of these benefits?

MULTI CODE. READ OUT.

Child benefit	1	
Universal credit or other benefits related to low income and/or unemployment	2	
Adult disability payment, child disability payment or attendance allowance (or legacy Personal Independence Payment)	3	
Housing Benefit (paid to you)	4	
Housing Benefit (paid direct to your landlord)	5	
Pension Credit	6	
Pension Age Winter Heating Payment	7	
State Pension	8	
Any other state benefit (please specify)	9	WRITE IN
None	10	MAKE EXCLUSIVE
Prefer not to say	11	

16. Endnotes

¹ Survey respondents were asked “H7. Do you have any physical or mental health conditions, lasting or expected to last for 12 months or more?” and “H8. Do any of your conditions or illnesses reduce your ability to carry out day-to-day activities?” The definition is based on the Scottish Government’s harmonised disability and long-term conditions questions. For the purposes of discussing the findings, we have used the wording that was used in the survey. The policy briefing that accompanies this analysis primarily uses identity first language, referring to *disabled renters* rather than *renters with a disability or health condition*. This identity first language reflects the social model of disability which recognises that people are disabled by society not by their impairment or condition.

² Scottish Government (2024). *Housing Statistics for Scotland, 2022-23*. Available at: <https://www.gov.scot/news/housing-statistics-for-scotland-2022-23/>

³ Consumer Scotland. (2024). *A Fairer Rental Market: Consumer challenges in the private and social rented sectors*. Available at: <https://consumer.scot/publications/a-fairer-rental-market-consumer-challenges-in-the-private-and-social-rented-sectors/>

⁴ Scottish Housing Regulator. (2025). *National Panel of Renters and Service Users 2024 to 2025*. Available at: <https://www.housingregulator.gov.scot/for-renters/national-panel-of-renters-and-service-users-research-reports/national-panel-of-renters-and-service-users-2024-to-2025/>

⁵ Scottish Housing Regulator. (2025). *National Report on the Scottish Social Housing Charter - 2024-2025*. Available at: <https://www.housingregulator.gov.scot/landlord-performance/national-reports/national-reports-on-the-scottish-social-housing-charter/national-report-on-the-scottish-social-housing-charter-2024-2025/>

⁶ Scottish Government. (2025). *Scottish House Condition Survey*. Available at: <https://www.gov.scot/collections/scottish-house-condition-survey/>

⁷ Consumer Scotland (2024). *A Fairer Rental Market: Consumer challenges in the private and social rented sectors: Scoping study*. Available at: <https://consumer.scot/publications/a-fairer-rental-market-consumer-challenges-in-the-private-and-social-rented-sectors/>

⁸ Indigo House in association with IBP Strategy and Research. (2024). *RentBetter Wave 3 Tenants survey analysis report*. Available at: <https://rentbetter.indigohousegroup.com/wp-content/uploads/sites/3/2022/05/Tenant-survey-report-FINAL-AE210824-publication.pdf>.

⁹ SafeDeposits Scotland Charitable Trust (2026). *The Voice of the Tenant Survey Scotland (Wave 2)*. Available at: [99b051_b6df88580ebd45d1b924e7954c3eed5c.pdf](https://www.safedepositscotlandtrust.com/post/the-voice-of-the-tenant-survey-scotland-wave-2/)

¹⁰ [add link to policy briefing]

¹¹ Regulator of Social Housing (2024). *Tenant Satisfaction Measures 2023/24: Key findings*. Available at: <https://www.gov.uk/government/statistics/tenant-satisfaction-measures-202324>. These satisfaction measures are used in England to survey tenants’ experiences in Social Housing

¹² Indigo House in association with IBP Strategy and Research. (2024). *RentBetter Wave 3 Tenants survey analysis report*. Available at: <https://rentbetter.indigohousegroup.com/wp-content/uploads/sites/3/2022/05/Tenant-survey-report-FINAL-AE210824-publication.pdf>.

¹³ SafeDeposits Scotland Charitable Trust (2024). *The Voice of the Tenant Survey Scotland (Wave 1)*. Available at: <https://www.safedepositscotlandtrust.com/post/the-voice-of-the-tenant-survey-scotland-wave-1/>

¹⁴ Logistic regression analyses accounted for: renter age; known housing officer; children under 18 in household; limiting disability or health condition; household income; landlord type; property age and condition; property type; tenancy length; single adult household.

¹⁵ Scottish Government. (2026). *Scottish House Condition Survey: 2024 Key Findings*. Available at: <https://www.gov.scot/publications/scottish-house-condition-survey-2024-key-findings/pages/key-findings-summary/>

¹⁶ This chart (and all charts in the report) presents descriptive statistics only for demographic variables that showed statistically significant subgroup differences in logistic regression models (controlling for other factors). The accompanying text specifies which groups differ significantly. For example, chart 4.1

presents renter age because differences in satisfaction levels between the subgroups (e.g. 35-44 compared with 65+) were significant even after controlling for other factors.

¹⁷ As with the other logistic regressions conducted, this model included the dependent variable (here, overall satisfaction) and a set of independent variables (listed) capturing renter and property characteristics. However, it differs in that it also incorporates the experience-based measures as additional explanatory variables.

¹⁸ Scottish Government (2026). *Scottish House Condition Survey: Chapter 2 Energy Efficiency*. Available at: <https://www.gov.scot/publications/scottish-house-condition-survey-2024-key-findings/pages/2-energy-efficiency/>

¹⁹ Scottish Government (2026). *Scottish House Condition Survey: Chapter 2 Energy Efficiency*. Available at: [https://www.gov.scot/publications/scottish-house-condition-survey-2024-key-findings/pages/5-housing-conditions/#:~:text=5.2.3%C2%A0Scottish%20Housing%20Quality%20Standard%20\(SHQS\)](https://www.gov.scot/publications/scottish-house-condition-survey-2024-key-findings/pages/5-housing-conditions/#:~:text=5.2.3%C2%A0Scottish%20Housing%20Quality%20Standard%20(SHQS))

²⁰ Scottish Government (2026). *Scottish House Condition Survey 2024: Chapter 3 Fuel Poverty*. Available at: <https://www.gov.scot/publications/scottish-house-condition-survey-2024-key-findings/pages/3-fuel-poverty/>

²¹ *Known housing officer* refers to renters who have a housing officer or named point of contact AND know how to contact them. 'Without known housing officer' includes renters who have a housing officer or named point of contact but do not know how to contact them, as well as those who do not have one or are unsure whether they do.

²² SafeDeposits Scotland Charitable Trust (2026). *The Voice of the Tenant Survey Scotland (Wave 2)*. Available at: [99b051_b6df88580ebd45d1b924e7954c3eed5c.pdf](https://www.safedepositscotlandtrust.com/post/the-voice-of-the-tenant-survey)

²³ Although this question wording is similar to D11-3: "I know where to go for advice, support, or information if I have a problem that my landlord has not resolved to my satisfaction.", it measures slightly different aspects of the same topic. These differences in framing and question order likely explain why D11-3 produces a higher figure of awareness (61%) than the more specific D10 (48%). D10 was asked to enable comparison with the same question used in the private rented sector survey Voice of the Tenant. As such, this metric is used as the headline figure of tenant awareness of where to go.

²⁴ We examined Voice of the Tenant data by income band and compared it with our social renters data to understand how experiences vary across income levels and whether cross-sector patterns were consistent.

²⁵ The private rented survey question is slightly different so comparisons should be interpreted with this in mind: *If you had a problem with your rented home that your landlord / letting agent failed to address, would you know where to take your complaint next?*

²⁶ Consumer Scotland (2025). *A Fairer Rental Market: Exercising tenancy rights in Scotland's private rented sector*. Available at: <https://consumer.scot/publications/a-fairer-rental-market-exercising-tenancy-rights-in-scotland-s-private-rented-sector-html/>

²⁷ Consumer Scotland (2024). *A Fairer Rental Market: Consumer challenges in the private and social rented sectors*. Available at: <https://consumer.scot/publications/a-fairer-rental-market-consumer-challenges-in-the-private-and-social-rented-sectors/>

²⁸ Scottish Housing Regulator (2025). *National Panel of Tenants and Service Users 2024 to 2025*. Available at: <https://www.housingregulator.gov.scot/for-tenants/national-panel-of-tenants-and-service-users-research-reports/national-panel-of-tenants-and-service-users-2024-to-2025/>

²⁹ Scottish Housing Regulator (2024). *National Report on the Scottish Social Housing Charter - Headline Findings - 2023-2024*. Available at: <https://www.housingregulator.gov.scot/landlord-performance/national-reports/national-reports-on-the-scottish-social-housing-charter/national-report-on-the-scottish-social-housing-charter-headline-findings-2023-2024/>

³⁰ SafeDeposits Scotland Charitable Trust (2024). *The Voice of the Tenant Survey Scotland (Wave 1)*. Available at: <https://www.safedepositscotlandtrust.com/post/the-voice-of-the-tenant-survey>

³¹ Indigo House in association with IBP Strategy and Research. (2024). *RentBetter Wave 3 Tenants survey analysis report*. Available at: <https://rentbetter.indigohousegroup.com/wp-content/uploads/sites/3/2022/05/Tenant-survey-report-FINAL-AE210824-publication.pdf>

³² Regulator of Social Housing (2024). *Tenant Satisfaction Measures 2023/24: Key findings*. Available at: <https://www.gov.uk/government/statistics/tenant-satisfaction-measures-202324>. These satisfaction measures are used in England to survey tenants' experiences in Social Housing

³³ IFF Research (2024). *Exploring year 1 of tenant satisfaction measures*. Available at: <https://www.iffresearch.com/blogs/exploring-year-1-of-tenant-satisfaction-measures/>

³⁴ Scottish Government. (2025). *Housing statistics 2024: Key trends summary*. Available at:

<https://www.gov.scot/publications/housing-statistics-2024-key-trends-summary/pages/social-housing-stock/>

³⁵ The property age and condition definitions are: *newer* (“Newer property – built within the last 10 years” or “Newer property but recently renovated (including energy efficiency adaptations)”); *recently renovated older* (“Older property but recently renovated property (including energy efficiency adaptations)”; *older unrenovated* (“Older property – with no recent renovations”). Respondents were asked which of these 4 categories best describes their property.

³⁶ *Flats* refers to flats, tenements, maisonettes, apartments and bedsits and *houses* refers to houses and bungalows.