



Ruchazie Housing Association

Tenant Satisfaction Survey

April 2018

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Ruchazie Housing Association

Tenant Satisfaction Survey 2018

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1. EXECUTIVE SUMMARY

INTRODUCTION

- Ruchazie Housing Association commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- A total of 144 interviews were carried out with Ruchazie Housing Association's tenants in order to assess satisfaction with the Association and the services it provides. Interviews took place between the 2nd March and the 23rd March 2018.
- 144 interviews represents a 64% response rate from tenants in scope for the research.
- This executive summary highlights the key findings from this programme of research.

KEY CHARTER INDICATORS

Scottish Housing Regulator indicators			
	2012	2018	Trend
Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Ruchazie Housing Association? (<i>% very/ fairly satisfied</i>)	89%	96%	↑ 7%
Q10 How good or poor do you feel Ruchazie is at keeping you informed about their services and decisions? (<i>%very good/ fairly good</i>)	94%	99%	↑ 5%
Q14 How satisfied or dissatisfied are you with the opportunities given to you to participate in Ruchazie's decision making process? (<i>% very/ fairly satisfied</i>)	90%	100%	↑ 10%
Q28 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Ruchazie? (<i>% very/ fairly satisfied</i>)- Those who have reported a repair in the last 12 months	-	86%	
Q35 Overall, how satisfied or dissatisfied are you with the quality of your home? (<i>% very/ fairly satisfied</i>)	89%	94%	↑ 5%
Q37 Taking into account the accommodation and services Ruchazie provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it... (<i>% very good value/ fairly good value</i>)	85%	78%	↓ -7%
Q45 Overall, how satisfied or dissatisfied are you with Ruchazie's management of the neighbourhood you live in?	91%	94%	⇒ 3%

KEY POINTS

The results of the 2018 survey reveal that, in general, the Association is performing to a very high standard. The following points show the key highlights where satisfaction was highest:

- Overall satisfaction with the service provided by Ruchazie is high with 96% of tenants being very or fairly satisfied. Overall satisfaction has increased from 89% since the last tenant satisfaction survey, undertaken in 2012.
- 99% of tenants said the Association was very or fairly good at keeping them informed about their services and decisions. Satisfaction has increased by 5 percentage points since the 2012 survey where 94% rated the Association very or fairly good in this respect.
- 100% of tenants were very satisfied with the opportunities to participate in decision making processes, which has increased by 10 percentage points from 90% in the 2012 survey.
- 86% of respondents who have used the repairs service in the last 12 months said that they were satisfied with the repairs and maintenance service provided by Ruchazie, compared with 3% who were neither satisfied nor dissatisfied and 11% who were dissatisfied.
- 94% of tenants said they were very or fairly satisfied with the quality of their home. This is higher than in the 2012 survey where 89% were very or fairly satisfied.
- Just under 8 in 10 participants (78%) said the rent for their accommodation and the services their landlord provides represents very or fairly good value for money compared to 6% who said it represented very or fairly poor value for money and 15% who said it was neither good nor poor value for money. The proportion stating their rent was good value for money has decreased from 85% in 2012.
- The majority of tenants (94%) were very or fairly satisfied with their neighbourhood as a place to live. Satisfaction with the neighbourhood has increased by 3 percentage points from 91% in 2012.

2. INTRODUCTION, BACKGROUND AND OBJECTIVES

2.1 Introduction

This report represents and discusses the findings to emerge from Ruchazie Housing Association's Tenant Satisfaction Survey 2018.

2.2 Background and objectives

The aim of the research was to seek tenants' views on the services that Ruchazie provides and how well it performs these services and to help identify areas where the service can be improved. Specifically the research was designed to provide customers views on the following:

- The quality of information provided by Ruchazie
- Feedback on customer care;
- Quality of accommodation and the neighbourhood;
- Service provision including repairs, maintenance and improvements;
- Tenant involvement/ opportunities for participation;
- Value for money.

It is against this background that Research Resource were commissioned to carry out Ruchazie Housing Association's 2018 Tenant Satisfaction Survey.

3. METHODOLOGY

3.1 Research Method

We note that the Ipsos MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement for a minimum of a 40% response rate and ensuring representative samples of tenants, it was decided that the survey was carried out utilising a face to face survey methodology with tenants. The face to face methodology is the methodology, which is most typically used for tenant satisfaction surveys. Our primary reasons for recommending this were:

- Administering the survey utilising an interviewer led methodology allows us to maximise the response rate.
- The proposed methodology is an inclusive methodology and allows interviewers to ensure that, for example, elderly or those with a disability or literacy problems can be included in the process. It also lets us identify any potential barriers to participation which can be raised and addressed in partnership with the Association.
- Facilitates high quality of survey output as it allows the interviewer to build up a rapport with the participant ensuring that the questionnaire is answered in full and allowing explanation of the necessity for asking personal data.

3.2 Questionnaire design

After consultation with Ruchazie representatives, a survey questionnaire was agreed which fully met the information needs and requirements of the organisation and included all issues of importance for tenants.

In developing the questionnaire the following issues were considered:

- The information needs listed in the survey brief;
- The Scottish Social Housing Charter indicators upon which Ruchazie is required to report;
- Research Resource experience in relation to customer satisfaction surveying.

3.3 Sample Size

The aim of the survey was to achieve a robust level of data upon which the Association can have confidence making decisions upon and to maximise the response to the survey.

Overall, a total of 144 interviews were completed with Arklet tenants, representing a 64% response rate and providing data accurate to $\pm 5\%$ based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across each area of the Association's stock to ensure coverage of all stock types.

3.4 Interviewing and Quality Control

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are highly experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between the 2nd March and the 23rd March 2018.

3.5 Survey Analysis and Reporting

Survey data has been analysed and reported on in a number of ways. Data has been analysed by key variables as agreed by the organisation. Where any particular trends or issues are found for any one key group, this is detailed in the survey report.

Please note that not all percentages sum to 100% due to rounding.

3.6 Report Structure

This document details the key findings to emerge from the survey, addressing the key findings of the survey for Ruchazie Housing Association.

CHAPTER 4.	OVERALL SATISFACTION
CHAPTER 5.	INFORMATION AND PARTICIPATION
CHAPTER 6.	CONTACT WITH THE LANDLORD
CHAPTER 7.	PERCEPTIONS OF THE LANDLORD AND ITS SERVICES
CHAPTER 8.	REPAIRS SERVICE
CHAPTER 9.	RENT, INCOME AND WELFARE BENEFITS
CHAPTER 10.	THE NEIGHBOURHOOD
CHAPTER 11.	COMPLAINTS
CHAPTER 12.	YOU AND YOUR HOUSEHOLD
CHAPTER 13.	CONCLUSIONS AND RECOMMENDATIONS
CHAPTER 14.	OWNER SATISFACTION

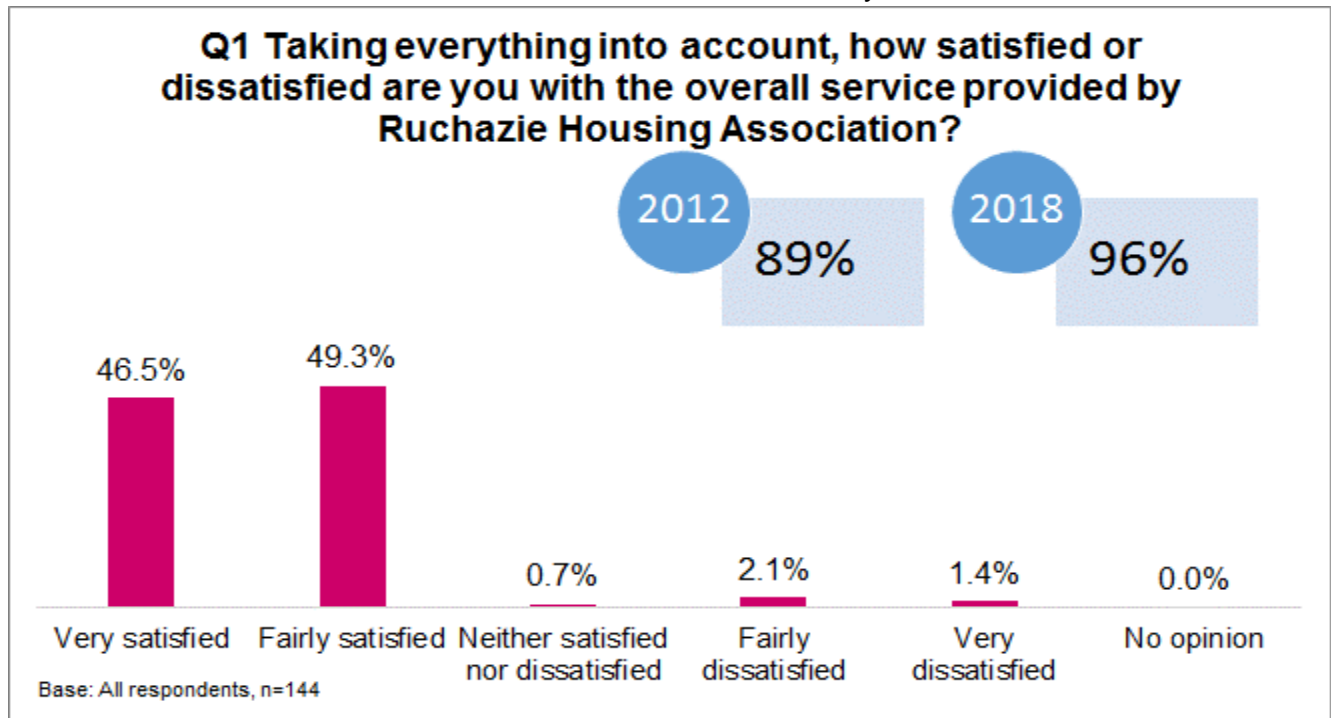
APPENDIX 1: QUESTIONNAIRE

APPENDIX 2: TECHNICAL REPORT SUMMARY

4. OVERALL SATISFACTION

4.1 Satisfaction with the overall service provided by Ruchazie (Q1)

The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by their landlord. The vast majority of tenants (96%) said they were very or fairly satisfied with the overall service the Association provides compared to 3% who were very or fairly dissatisfied and 1% who were neither satisfied nor dissatisfied. Overall satisfaction has increased from 89% since the 2012 tenant satisfaction survey.

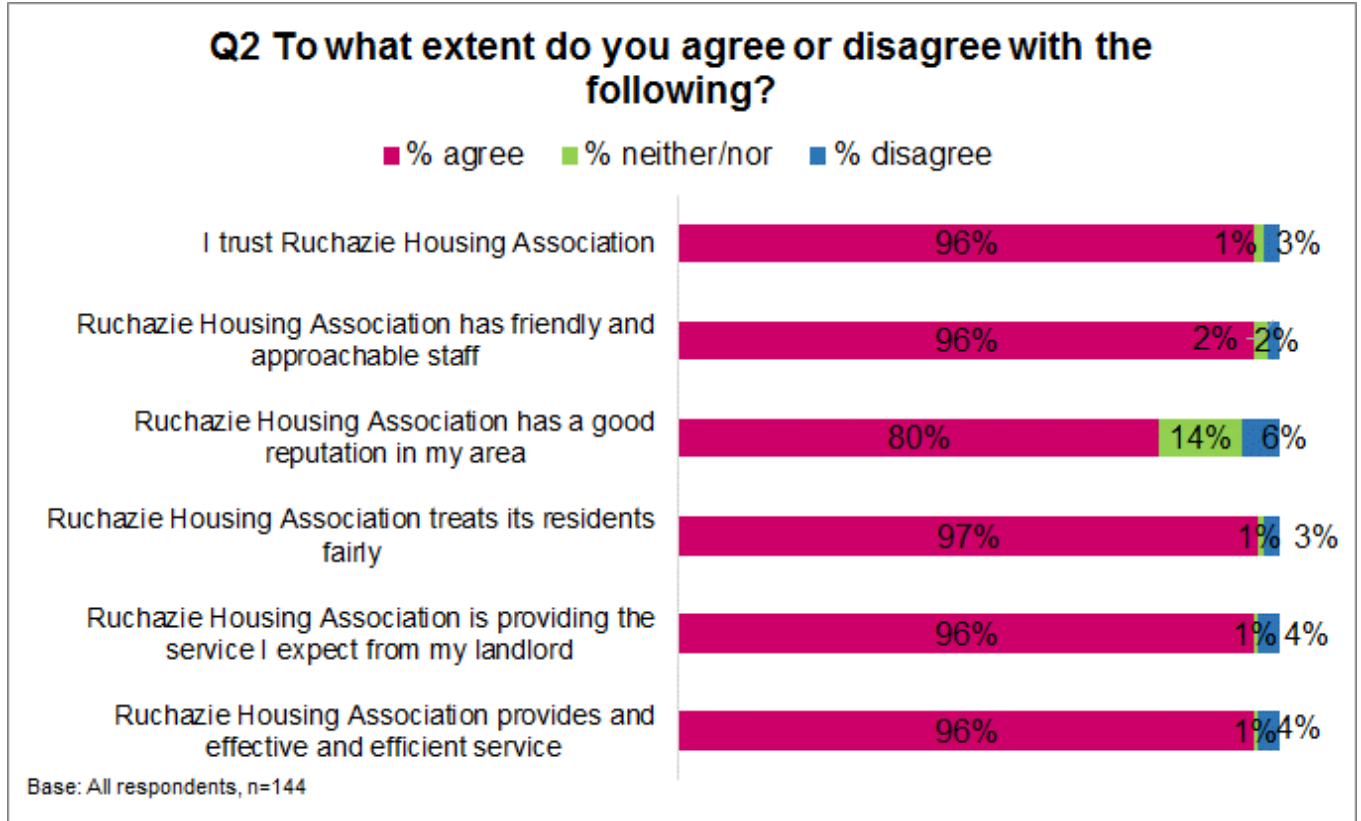


The tenants who were not satisfied with the overall service from Ruchazie, provided the following reasons for feeling that way:

- *Very bad dampness. Nothing getting done.*
- *Quality of kitchen is poor. No kitchen drawers and units missing. A lot of draughts.*
- *Moved in March 2016 and was complaining about not being able to sleep because of noise from motorway they are not doing anything.*
- *Have no heating and waiting ages for it to be fixed. Toilet when flushed makes a racket and they won't fix it.*
- *Things don't get dealt with - bulk uplifts are never done.*
- *Reported a hole in door and did not come to replace.*

4.2 Satisfaction with aspects of the Housing Association (Q2)

Respondents were asked how much they agree with various statements about the Association. As shown below agreement was high, ranging from 80% in terms of Ruchazie Housing Association has a good reputation in my area, up to 97% in terms of Ruchazie Housing Association treating its residents fairly.



5. INFORMATION AND PARTICIPATION

5.1 Sources of information (Q3/Q4)

Respondents were asked which sources of information they use to obtain information about the Association and its services. As shown below, the majority of tenants (90%) said they tended to use newsletters to obtain information and 88% said they use letters.

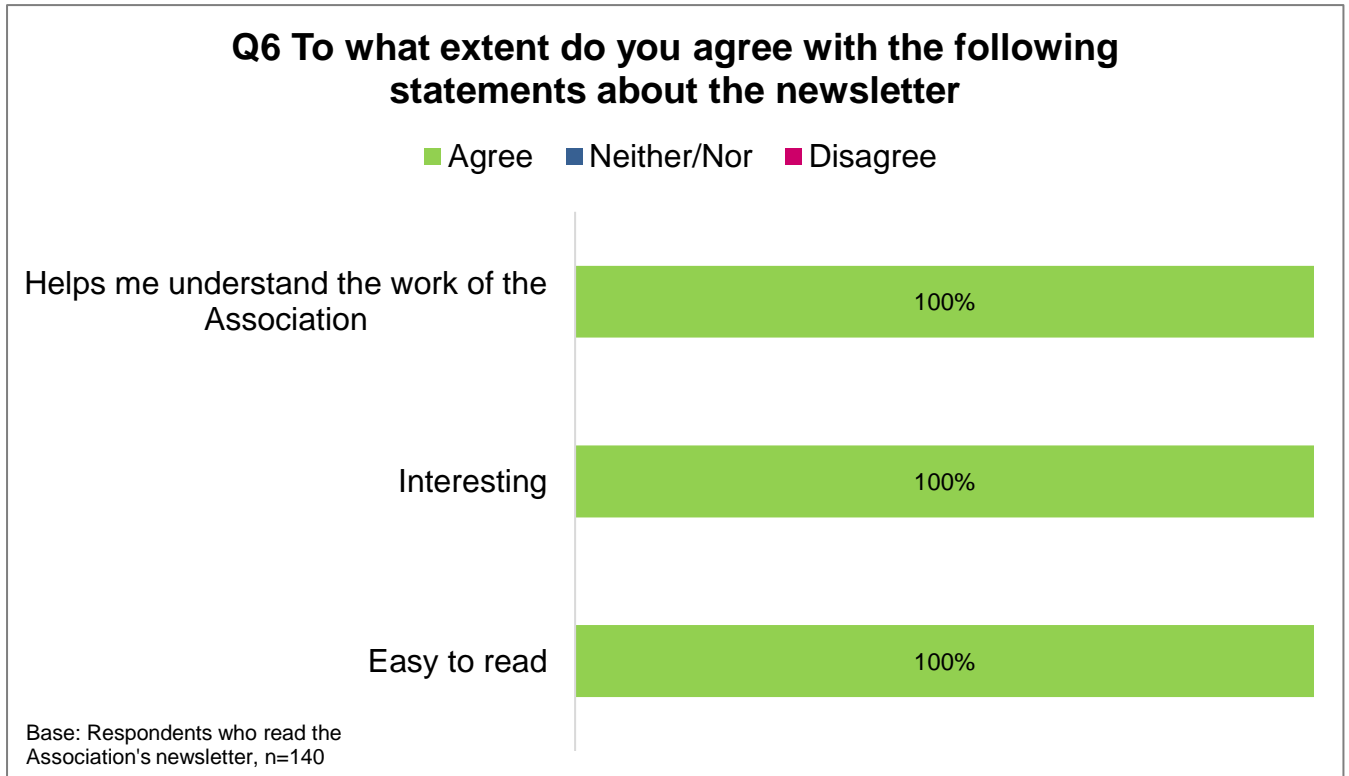
Q3 Which of the following sources of information do you use to obtain information about the Association and its service?		
Base: All respondents, n=144	No.	%
Newsletters	129	89.6%
Letters	126	87.5%
Email	9	6.3%
Other - specify	5	3.5%
Social media (e.g. Facebook, Twitter)	2	1.4%
Staff Visits	1	0.7%
Surveys	1	0.7%

Respondents were then asked which sources they would prefer the Association to use when contacting them about decisions which affect them and their tenancy. Written correspondence was the preferred option, with 58% of tenants saying they prefer newsletters, and 37% saying they prefer to receive letters.

Q4 Which of the following sources would you prefer to be used when consulting you about the decisions affecting your home and tenancy?		
Base: All respondents, n=144	No.	%
Newsletters	83	57.6%
Letters	53	36.8%
Email	5	3.5%
Other - specify	2	1.4%
Social media (e.g. Facebook, Twitter)	1	0.7%

5.2 Newsletter (Q5/6)

The vast majority of tenants (97%) said they read Ruchazie’s newsletter. These tenants were asked to what extent they agree with various statements about the newsletter. As shown below, all respondents said they agreed that the newsletter helps them understand the work of the Association, that it is interesting and that it is easy to read.

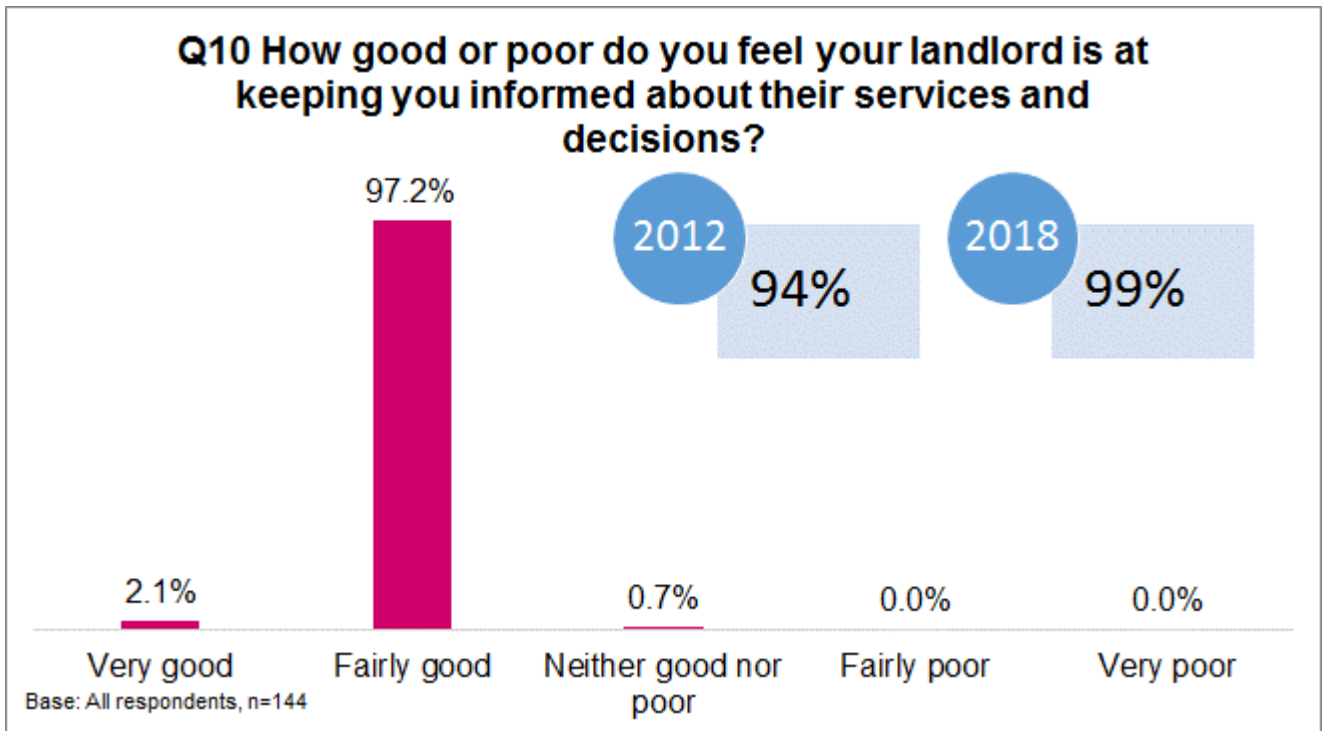


5.3 The Association’s website (Q8/Q9)

The majority of tenants (68%) said that were aware that the Association has a website. These respondents were then asked if they have accessed the website within the last 12 months. Of those that were aware of the website (n=68), 59% of said they have not visited the website, compared with 41% who said that they have.

5.4 Keeping tenants informed (Q10)

All respondents were asked how good or poor they felt their landlord is at keeping tenants informed about their services and decisions. As shown below, the vast majority of tenants (99%) said they felt the Association was very or fairly good at keeping them informed, compared to 1% who said they were neither good nor poor in this respect. The proportion of respondents stating that the Association is very or fairly good at keeping them informed has increased by 5 percentage points since the 2012 survey.



5.5 Involving residents in decision making opportunities (Q11-Q13)

Respondents were asked if they were aware of various ways in which they could become involved in it's decision making processes, and then asked if they were interested in these. As shown below, awareness was highest for providing views in surveys (100%). However 55% of respondents said they would not be interested in participating in any of the activities mentioned.

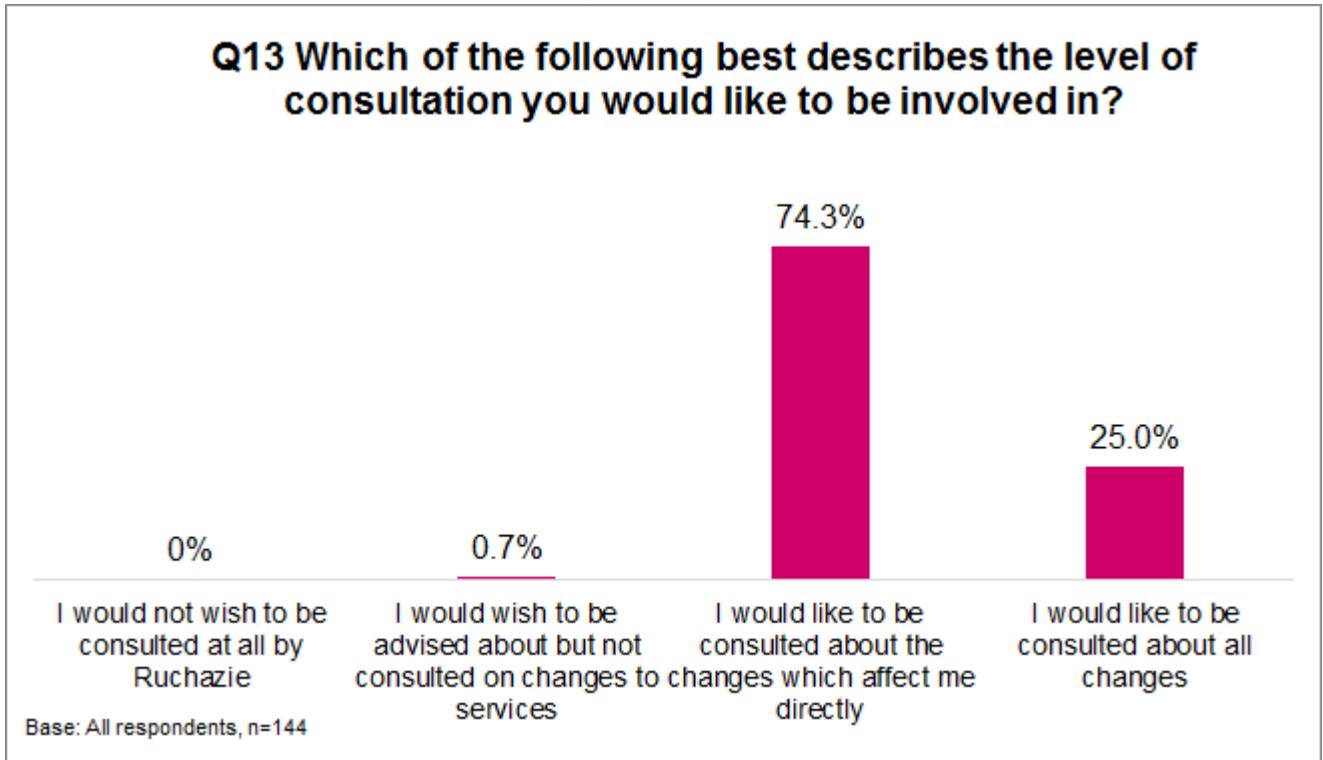
Q11 The Association undertakes a number of activities to involve residents in its decision making processes A) are you aware that you could be involved in any of the following ways? And B) would you be interested in becoming more involved in any of these ways?				
Base: All respondents, n=144	A) Aware		B) Interested	
	No.	%	No.	%
By receiving regular information about the Association's decisions and activities	143	99.3%	62	43.1%
By providing your views in surveys like this	144	100.0%	60	41.7%
Being part of the Association's register of interested tenants - a list of tenants who want to be consulted on Association policies	142	98.6%	3	2.1%
By taking part in consultation exercises on specific issues e.g. through attending public meetings	142	98.6%	5	3.5%
Participating in occasional focus groups	142	98.6%	2	1.4%
Becoming a Committee Member of the Association	142	98.6%	7	4.9%
Not interested in participating in any of the above	-	-	79	54.9%

Respondents were then asked what, if anything stops them becoming more involved with the Association. The most common answers were:

- *Childcare commitments (23%)*
- *Work commitments (21%)*
- *Happy with things as they are (19%)*

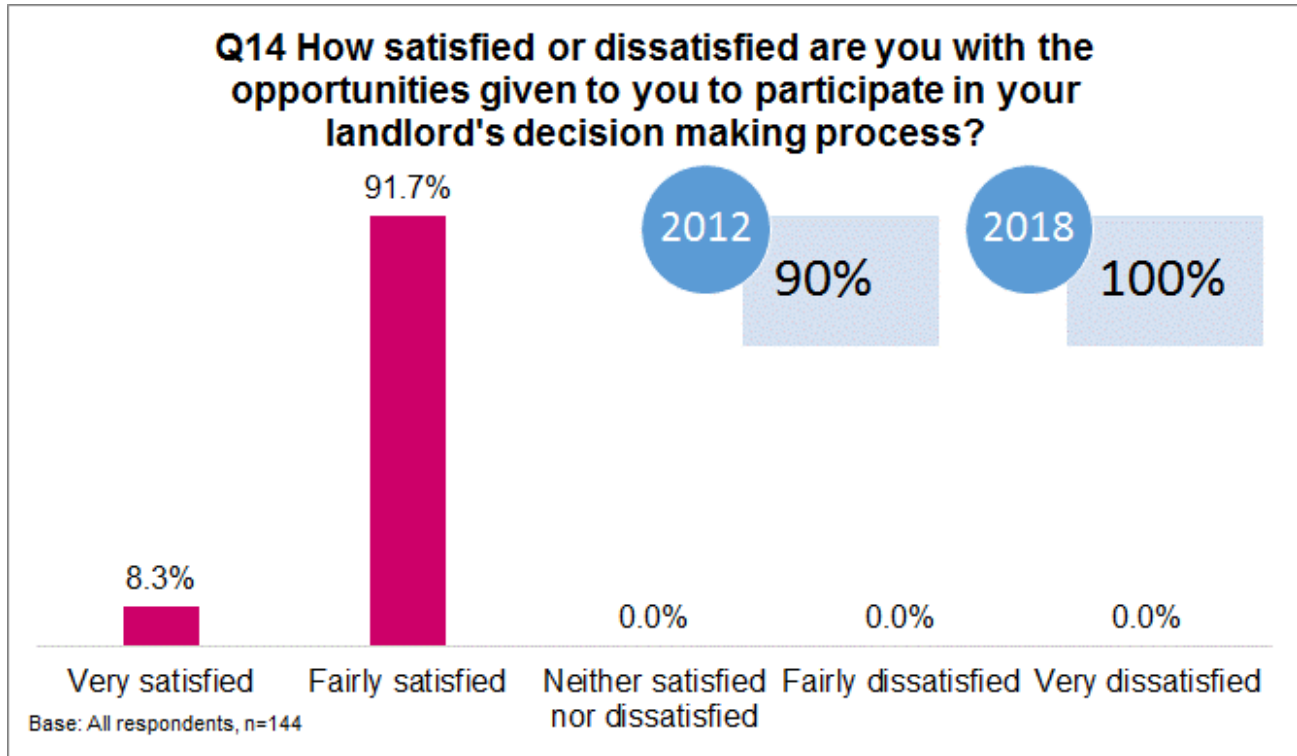
Q12 What, if anything, stops you becoming more involved with Ruchazie Housing Association?		
Base: All respondents, n=144	No.	%
Childcare commitments	33	22.9%
Work commitments	30	20.8%
Happy with things as they are	27	18.8%
Health/disability issues	21	14.6%
Not interested	21	14.6%
Nothing, I am already involved	7	4.9%
Lack confidence in speaking up	1	0.7%
Don't understand enough about the work of the Association	1	0.7%
Not aware of any meetings/opportunities to participate	1	0.7%
Don't think they listen anyway	1	0.7%
Other - please specify	1	0.7%

Respondents were then asked to state the level of consultation they would like to be involved in relating to the Association. As shown below, the majority of respondents (74%) said they would like to be consulted about changes which affect them directly, compared with 25% who said they would like to be consulted about all changes. 1% of respondents said they would like to be advised about but not consulted on changes to services.



5.6 Participation opportunities (Q14)

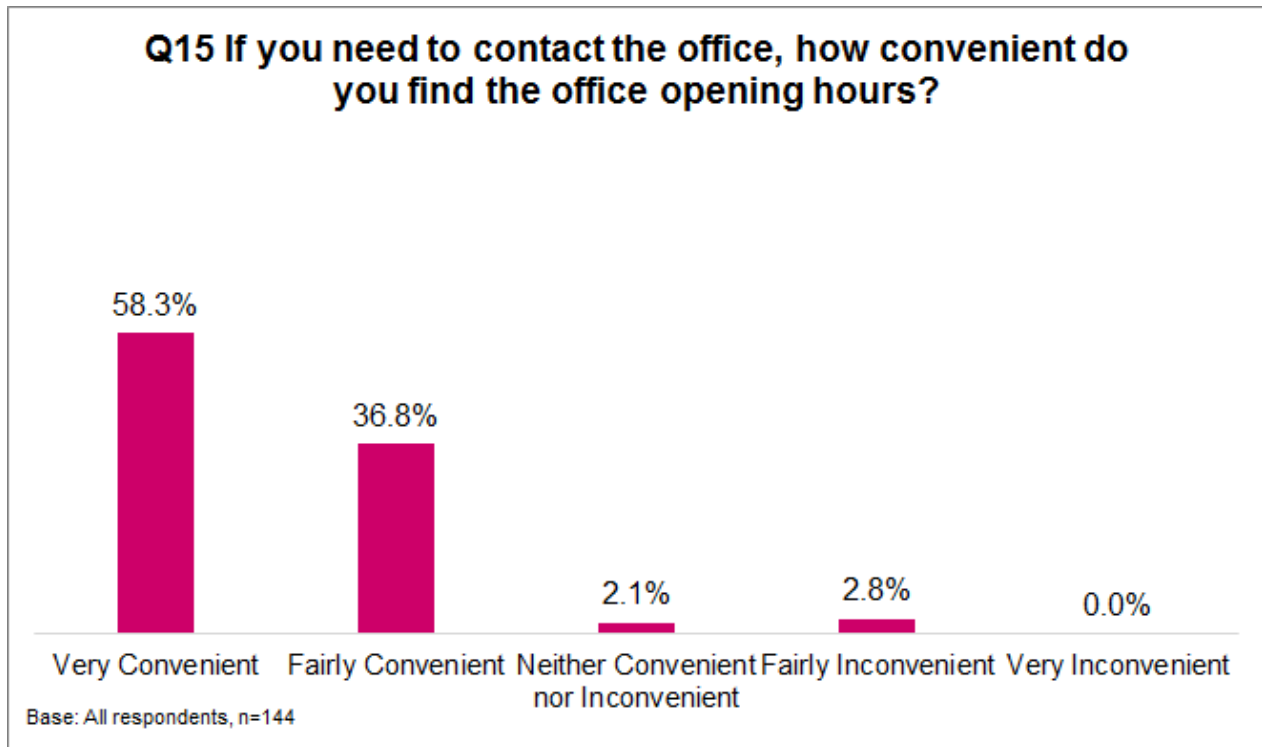
Tenants were then asked how satisfied or dissatisfied they were with the opportunities given to them to participate in their landlords' decision making opportunities. As shown below, all respondents were very or fairly satisfied with the participation opportunities. The proportion of respondents stating they were satisfied in this respect has increased by 10 percentage points since the 2012 survey.



6. CONTACT WITH THE LANDLORD

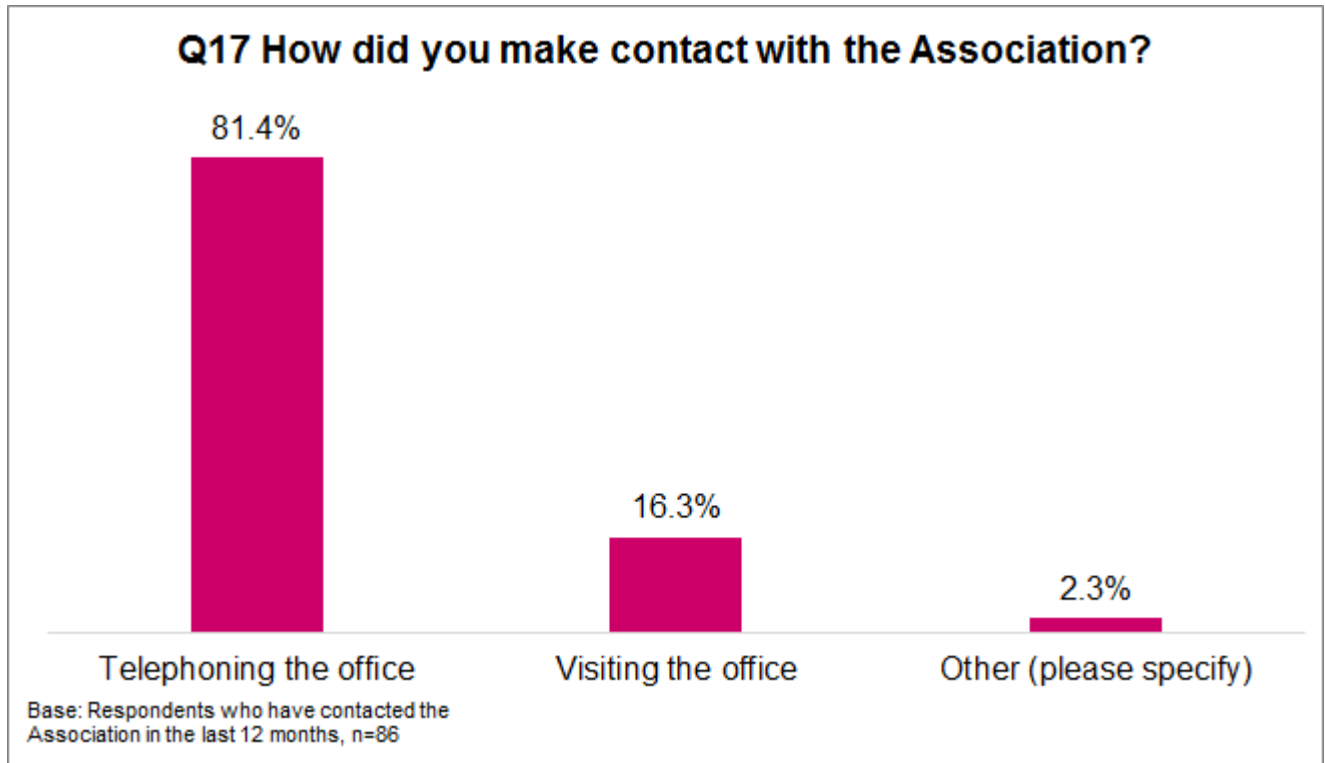
6.1 Convenience of opening hours (Q15)

Respondents were asked how convenient they find the office's opening hours if they need to contact the office. As shown below, the vast majority of respondents (95%) said they find the hours very or fairly convenient, compared with 2% who said they find the hours neither convenient nor inconvenient, and 3% who said they find them fairly inconvenient.



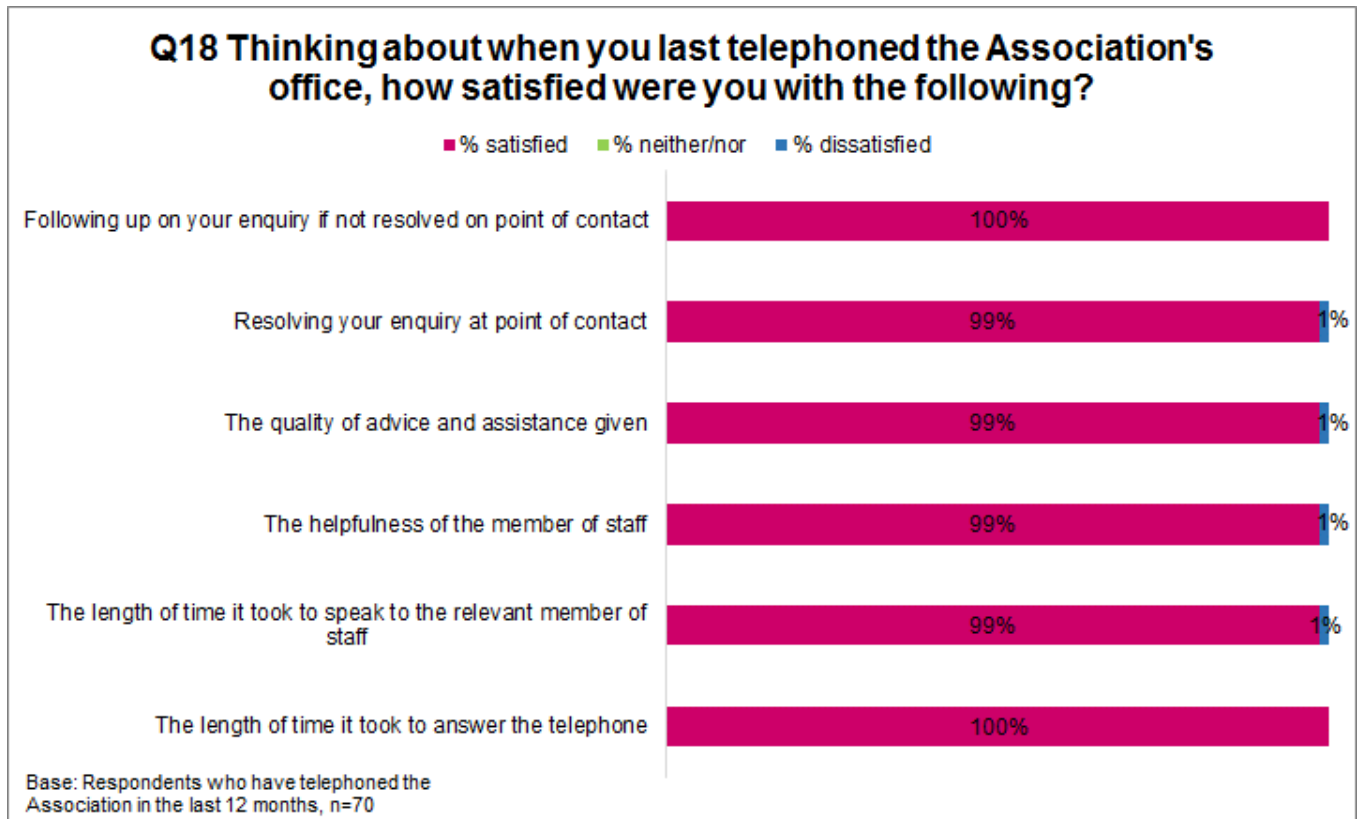
6.2 Contact with staff in the last 12 months (Q16/Q17)

Six in ten participants (60%) have been in contact with their landlord about a housing or housing related query in the last 12 months. Of these individuals, 81% said they telephoned the office and 16% said they visited the office. 2% of respondents (amounting to 2 individuals) said they contacted the Association in another way. Both of these individuals said they used email to contact the Association.



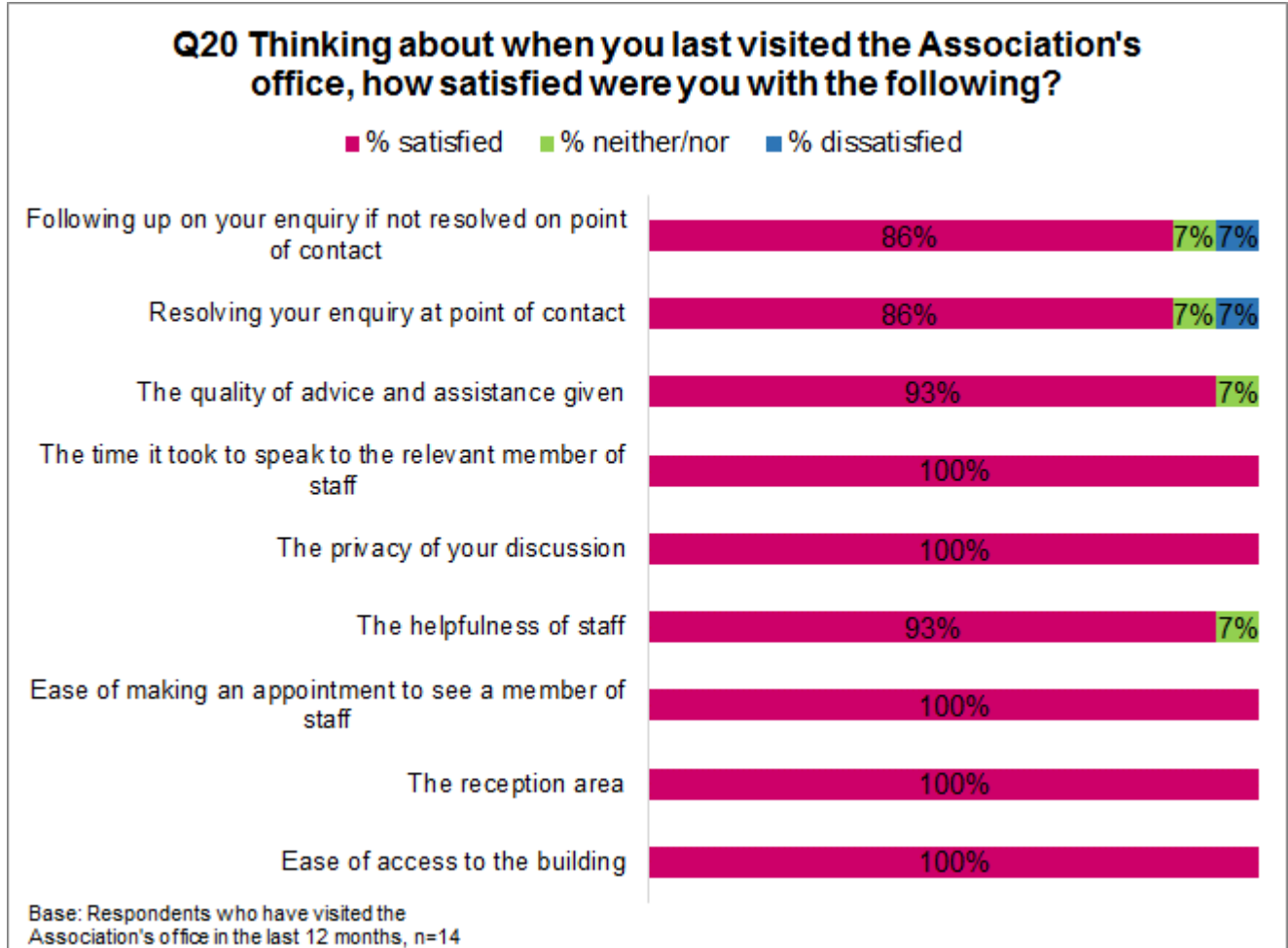
6.3 Satisfaction with Telephone service (Q18)

Respondents who have telephoned the office in the last 12 months were then asked how satisfied or dissatisfied they were with various aspects of the service they received. As shown below, satisfaction was very high, with 99% of respondents saying they were satisfied with all aspects of the service, with the exception of the follow up received on their enquiry, and the length of time it took to answer the telephone, where 100% of respondents stated they were satisfied.



6.4 Satisfaction with visiting the office (Q20)

Respondents who have visited the office within the last 12 months were then asked how satisfied they were with various aspects of the service they received. As shown below, satisfaction was high ranging from 86% in terms of the follow up to their enquiry and resolving the enquiry at the point of contact, up to 100% in terms of the time it took to speak to the relevant member of staff, the privacy of the discussion, the ease of making an appointment, the reception area and the ease of access to the building.



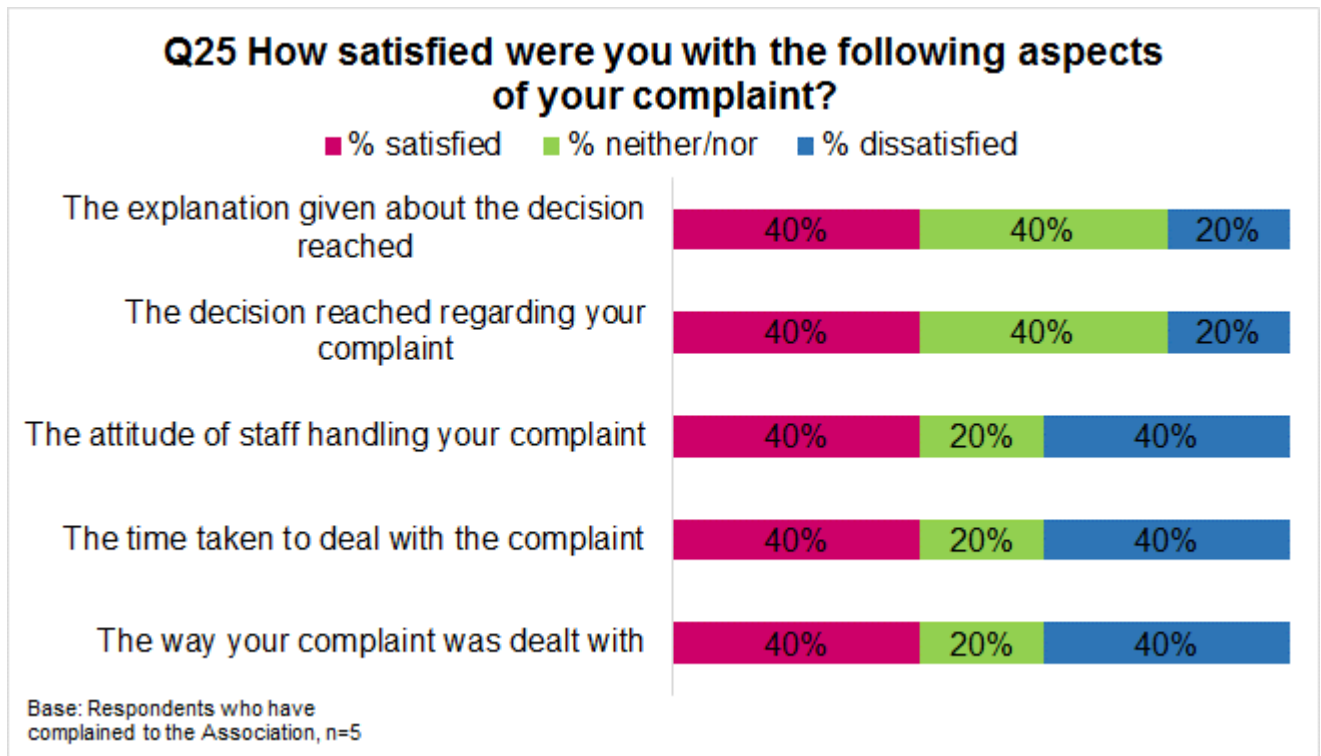
7. COMPLAINTS

7.1 Occurrence of complaints (Q23)

All respondents were asked if they have ever made a complaint to the Association. As shown below, the vast majority (97%) of respondents have never complained to Ruchazie, compared with 4% who have.

7.2 Satisfaction with complaints service (Q25)

Respondents who have complained to the Association were asked how satisfied or dissatisfied they were with various aspects of the service they received. Satisfaction levels were low, with 40% of respondents stating they were satisfied with each aspect of the complaints service. Please note the small base number for this question. It should be noted also that of the 5 complaints, 3 related to anti social behaviour or neighbour issues and 2 related to property issues.



7.3 Outcome of complaint (Q27)

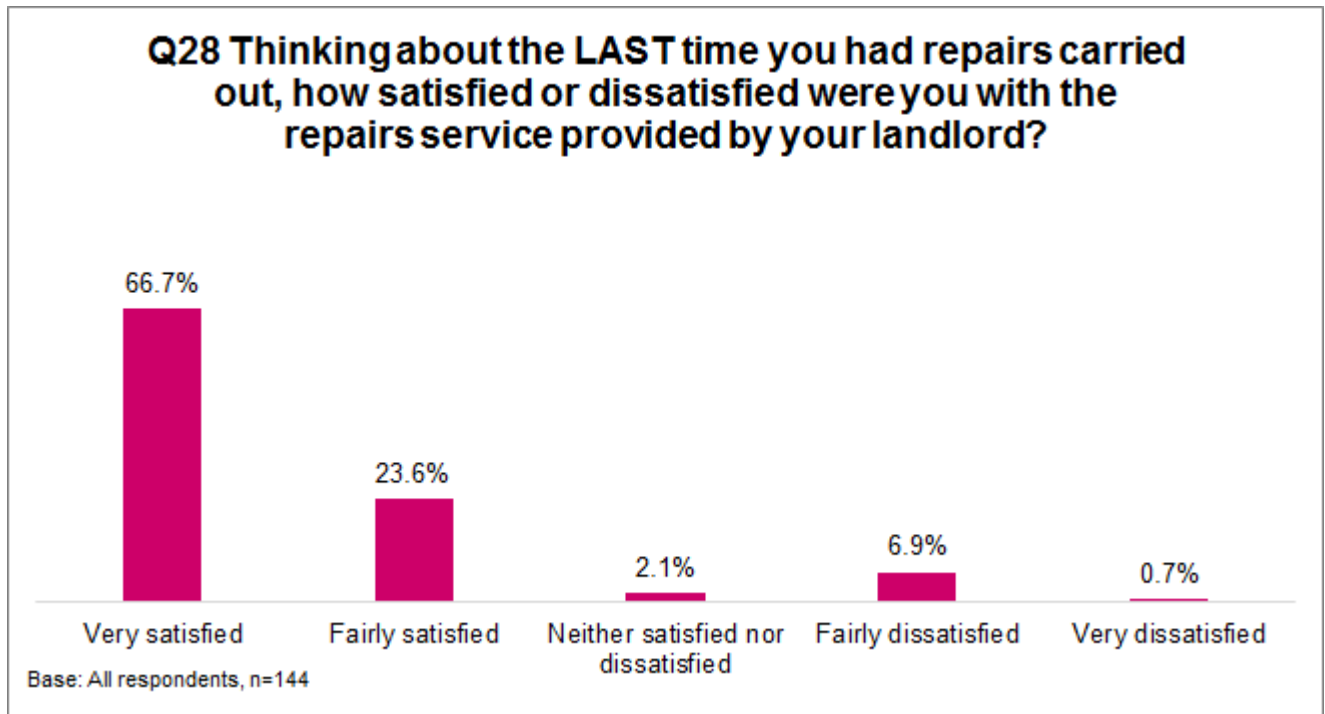
60% of respondents said they were not advised of the right to appeal the decision, compared with 40% who said they were. Again, the small base number should be noted. Additionally, given that 3 of the complaints were anti social or neighbour complaints, these would not be dealt with in the same way as service based complaints.

8. REPAIRS SERVICE

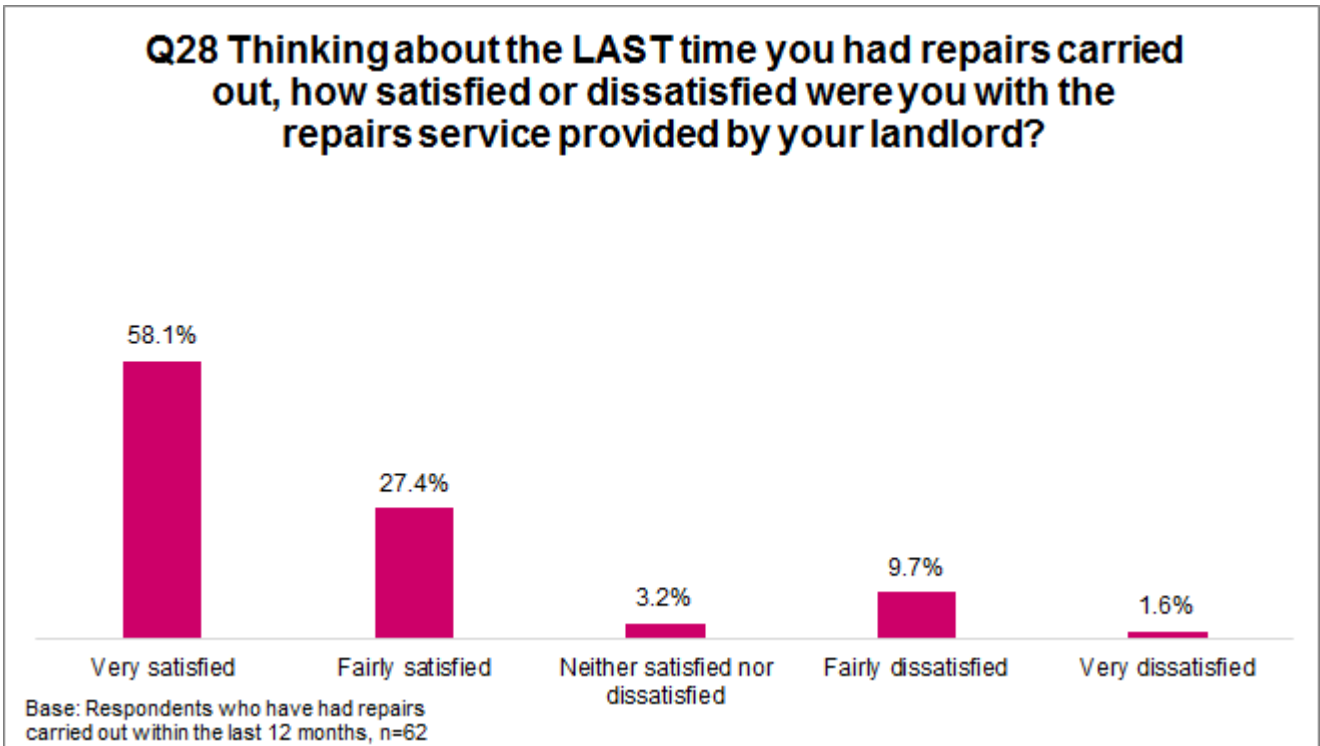
8.1 Satisfaction with the way Ruchazie deals with repairs and maintenance (Q28)

The Scottish Social Housing Charter has an indicator on satisfaction with repairs and maintenance. The guidance is that all tenants are asked about their satisfaction with the last repair and tenants are then asked if they have reported a repair in the last 12 months. The indicator response is then reported as those satisfied with their last repair, for those who have reported a repair in the last year.

Firstly, in terms of the overall question, from all tenants surveyed, when asked about their satisfaction with the last repair they had carried out, 90% said that they were satisfied with the repairs and maintenance service provided by Ruchazie, compared with 2% who were neither satisfied nor dissatisfied and 8% who were dissatisfied.

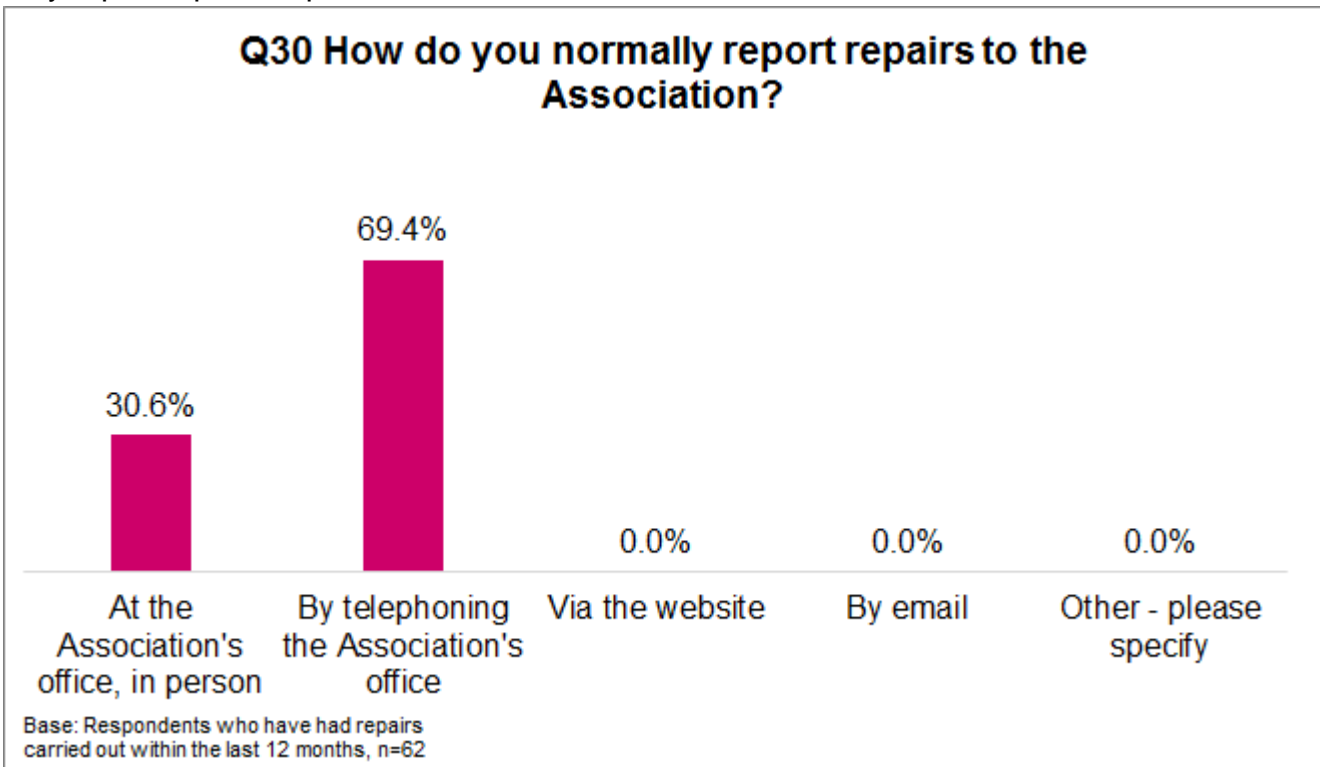


When this is filtered only for those who have had repairs carried out in the last 12 months (62 respondents), satisfaction falls to 86%.



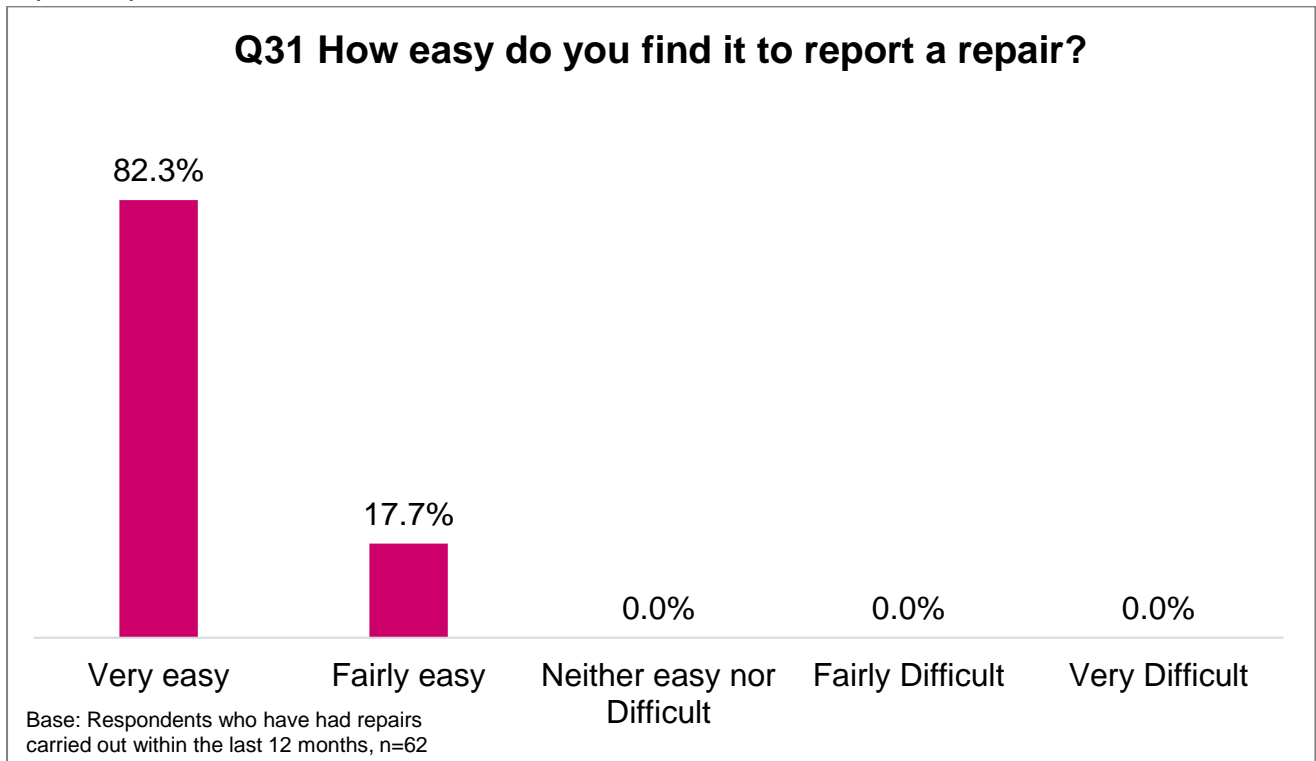
8.2 Method of reporting repairs (Q30)

As shown below, the majority of respondents (69%) said they normally report repairs to the Association by telephoning the Association's office. The remaining 31% of respondents said they report repairs in person at the Association's office.



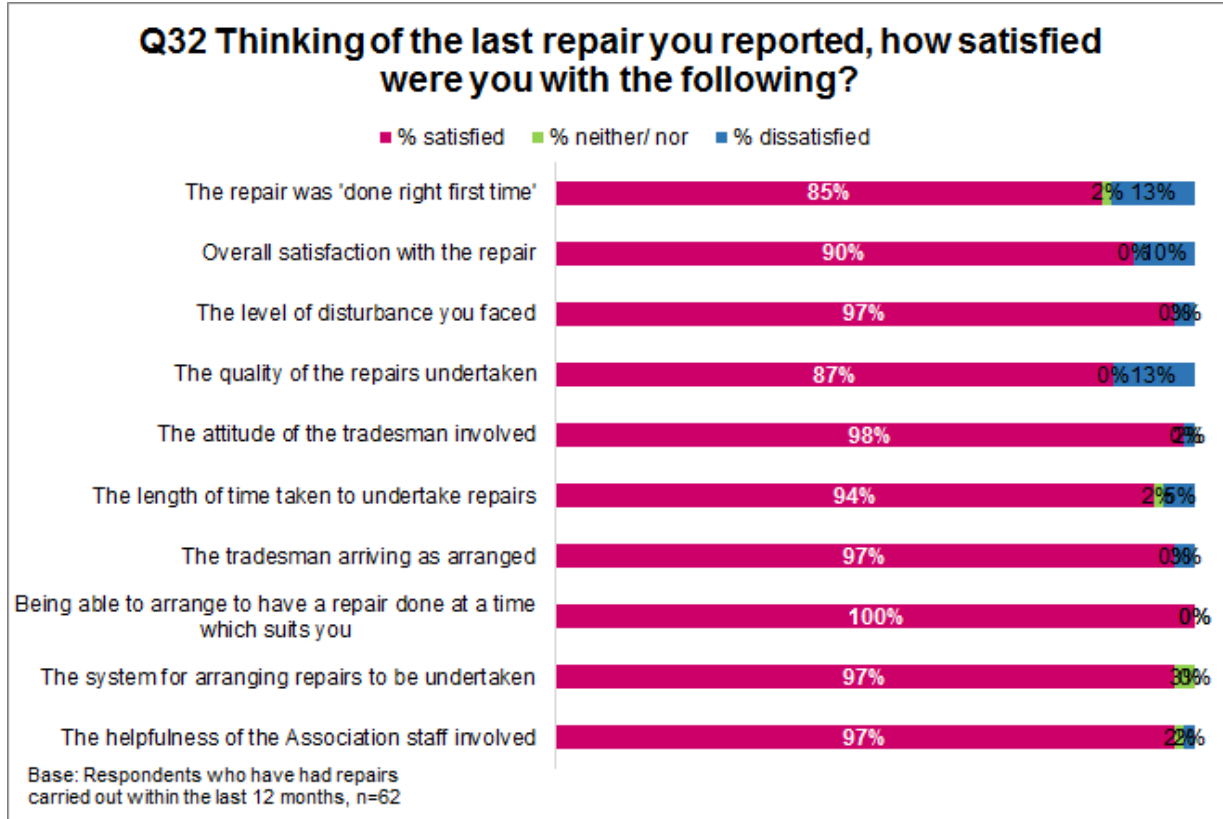
8.3 Ease of reporting repairs (Q31)

Respondents were then asked how easy or difficult they find reporting repairs to the Association. As shown below, all respondents (100%) said they find it very or fairly easy to report repairs.



8.4 Satisfaction with aspects of the repairs service (Q32)

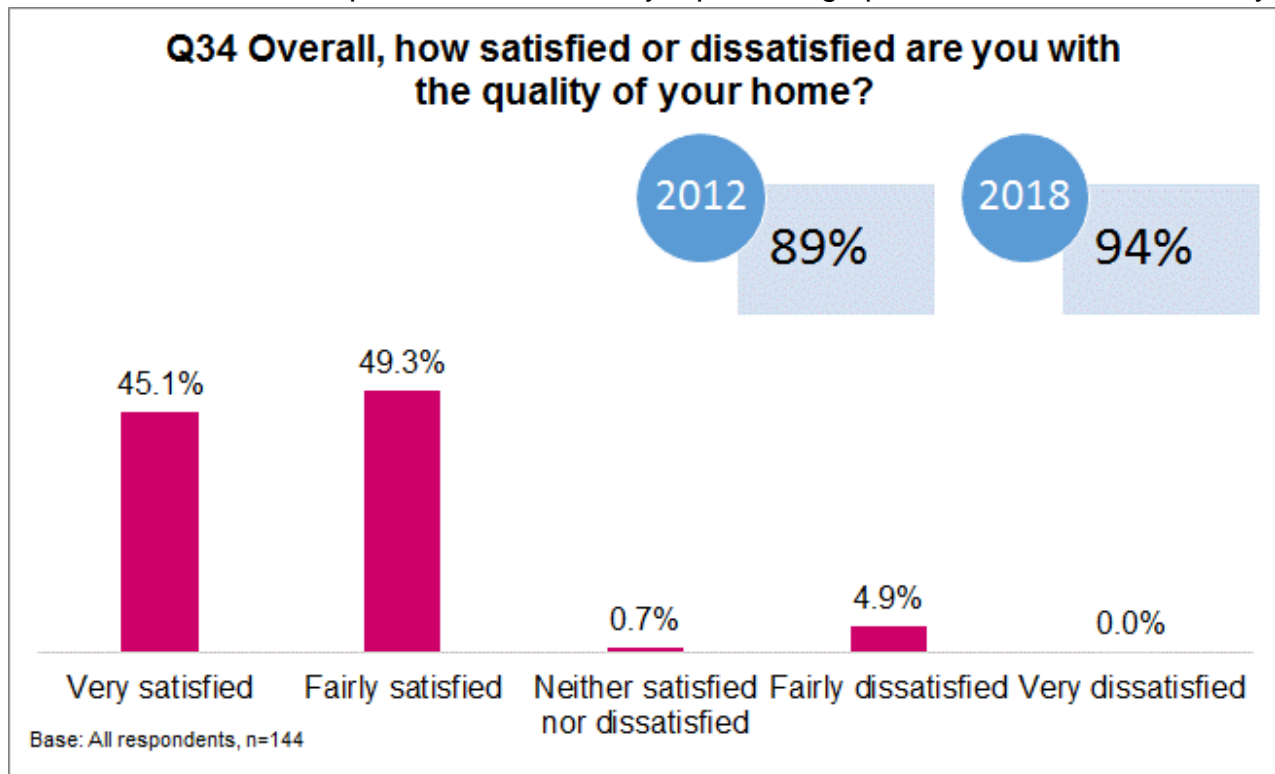
Respondents were asked how satisfied or dissatisfied they were with various aspects of the repairs service. As shown below satisfaction was high, ranging from 85% in terms of the repair being done right first time, up to 100% in terms of being able to arrange to have the repair done at a time that suits.



9. SATISFACTION WITH THE HOME

9.1 Quality of the home (Q34)

With regards to the quality of the home, the vast majority of participants (94%) said they were very or fairly satisfied with the quality of their home compared to 5% who were dissatisfied and 1% who were neither satisfied nor dissatisfied. The proportion of respondents who said they were satisfied in this respect has increased by 5 percentage points since the 2012 survey.



Those who were dissatisfied were asked to provide details of why they felt this way. The comments provided are listed below:

- *So many things needing upgraded.*
- *Upgrading required.*
- *Dampness.*
- *Poor quality kitchen, draughts in house.*
- *It is poor.*
- *Needs upgrading.*
- *A lot needing done.*
- *So much needing fixed.*

9.2 Priorities for maintenance (Q35)

Respondents were then asked what they regarded as being the top 3 priorities for maintenance in their home. As shown below, most respondents stated there were no priorities for maintenance at home. Where respondents have listed priorities these were most common for:

- Window replacement (43%)
- Kitchen upgrade/ replacement (35%)
- Bathroom upgrade/ replacement (26%)

Q35 What do you regard as being the 3 key priorities for maintenance in your home?				
Base: All respondents, n=144	Top priority	2nd priority	3rd priority	Overall
None	19.4%	46.5%	77.1%	143.0%
Window replacement	31.3%	6.3%	5.6%	43.2%
Kitchen upgrade/replacement	16.0%	13.9%	4.9%	34.8%
Bathroom upgrade/replacement	9.7%	13.2%	3.5%	26.4%
New external doors	9.7%	9.7%	6.3%	25.7%
Other (please specify)	9.0%	2.1%	0.0%	11.1%
Rewiring	0.7%	5.6%	2.1%	8.4%
Measures to deal with dampness/condensation	4.2%	2.8%	0.7%	7.7%

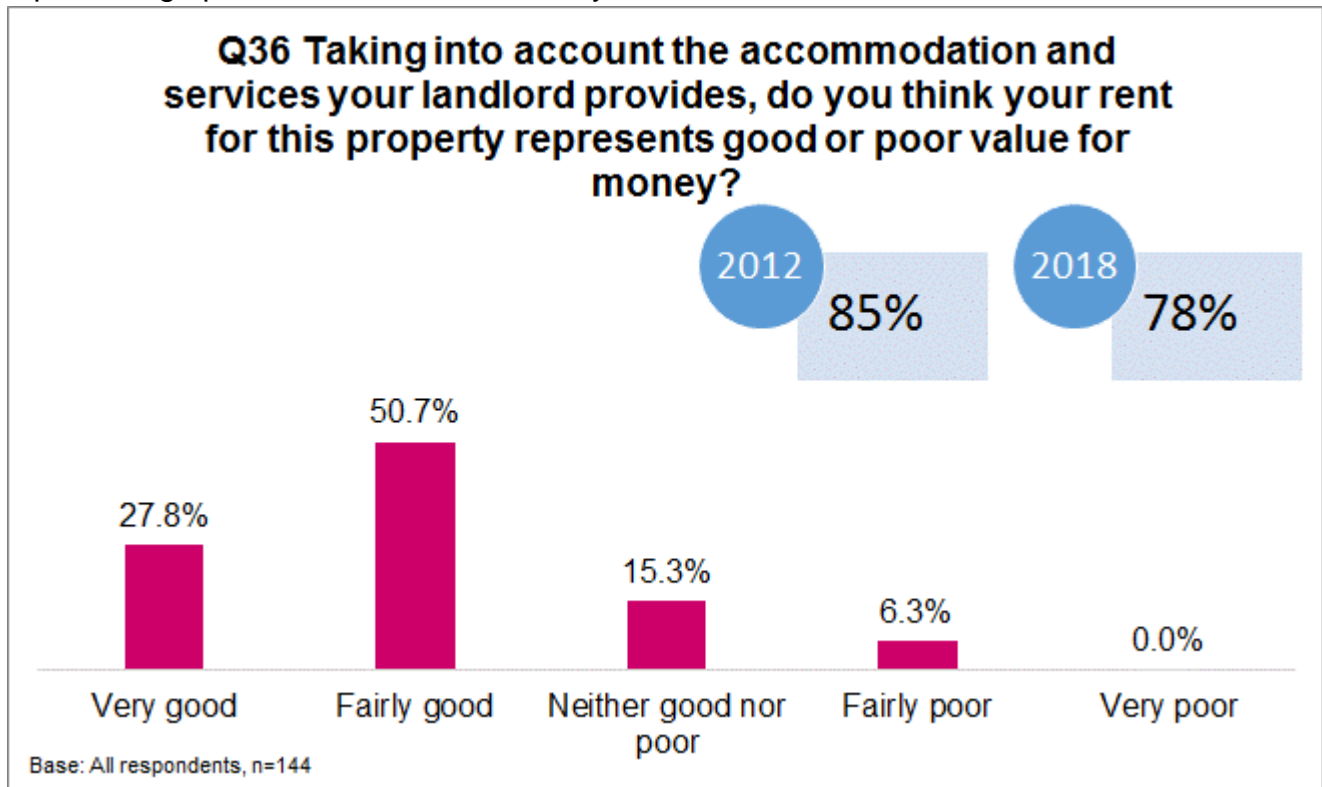
Further analysis by street revealed that respondents from Balcomie were significantly more likely to list window replacement as being their top priority for improvement in their home (82%).

Q35 What do you regard as being the 3 key priorities for maintenance in your home? - Top Priority										
	Bankend	Milncroft	Claypotts	Craighouse	Drumloch y	Balcomie	Avon dale	Gartcr aig	Elibank	Cap ring ton
	7	17	28	16	5	17	18	6	17	13
Window replacement	-	-	-	31.3%	20.0%	82.4%	77.8 %	66.7 %	17.6%	30.8%
Rewiring	-	-	3.6%	-	-	-	-	-	-	-
Bathroom upgrade/repl acement	-	11.8%	14.3%	-	-	-	11.1 %	16.7 %	11.8%	23.1%
Kitchen upgrade/repl acement	-	23.5%	35.7%	25.0%	20.0%	-	-	-	-	30.8%
New external doors	-	11.8%	7.1%	18.8%	20.0%	11.8%	-	-	17.6%	7.7 %
Measures to deal with dampness/co ndensation	-	5.9%	3.6%	6.3%	-	-	5.6%	-	11.8%	-
Other (please specify)	14.3%	17.6%	14.3%	6.3%	-	-	-	16.7 %	17.6%	-
None	85.7%	29.4%	21.4%	12.5%	40.0%	5.9%	5.6%	-	23.5%	7.7 %

10. RENT, INCOME AND WELFARE BENEFITS

10.1 Value for money (Q36)

The majority of respondents (78%) said the rent for their accommodation and the services their landlord provides represents very or fairly good value for money compared to 6% who said it represented very or fairly poor value for money and 15% who said it was neither good nor poor value for money. The proportion stating their rent was good value for money has decreased by 6 percentage points since the 2012 survey.



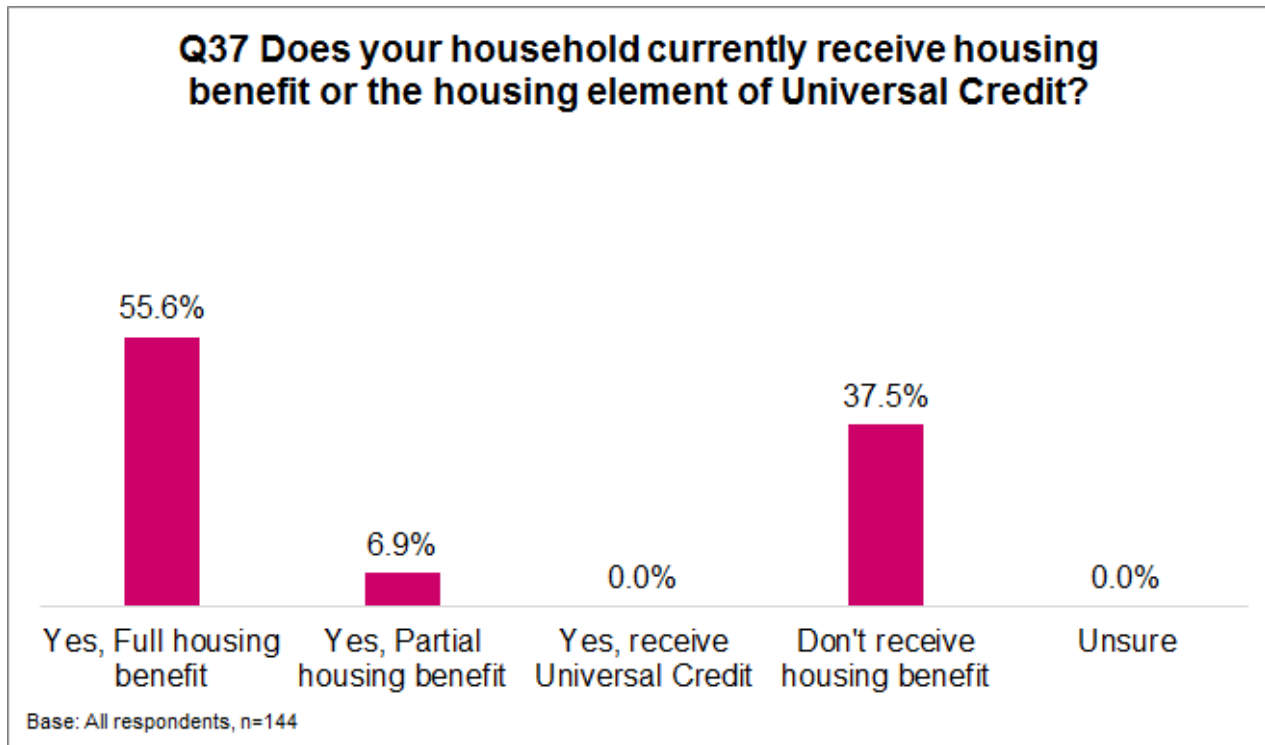
All respondents were then asked to provide comments for feeling this way about the value for money for their rent. The open ended comments were grouped in to common themes and are displayed in the table below. The most common reasons were:

- Good quality homes (41%)
- Good size of property (32%)

Q36b Can you explain why you feel that way about the value for money of your rent?		
Base: All respondents, n=144	No.	%
Good quality homes	59	41.0%
Good size of property	46	31.9%
Cheaper than other HA/ private rents	14	9.7%
Provide good services	16	11.1%
It's okay	7	4.9%
Poor quality housing	4	2.8%
Expensive for size/ keeps increasing	5	3.5%
Home requires upgrades/ improvements	5	3.5%
Don't know	11	7.6%
Other	-	-

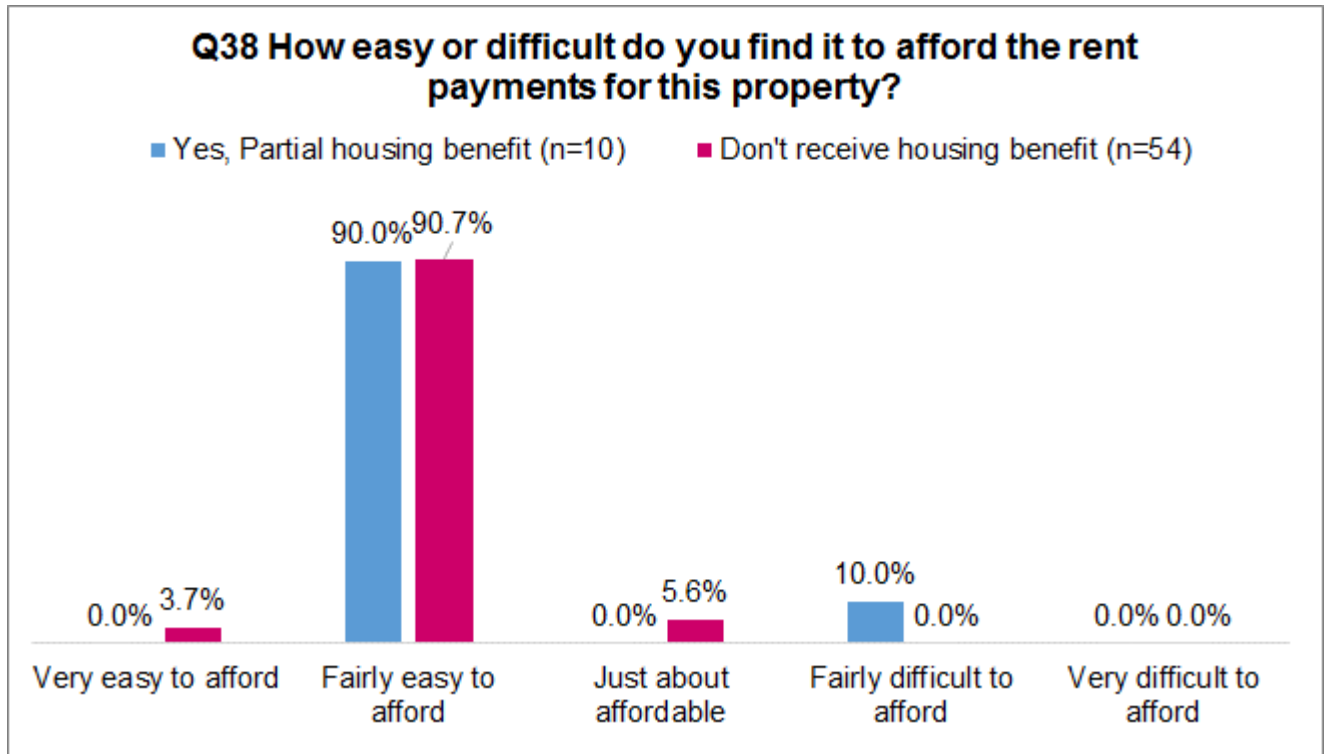
10.2 Housing Benefit (Q37)

In terms of housing benefit, over half of respondents (56%) said they were in receipt of full housing benefit, 7% were in receipt of partial housing benefit and 38% said they paid full rent.



10.3 Affordability of rent payments (Q38)

Participants who paid their rent, or part of their rent were asked how easy or difficult they found it to afford the rent payments for their home. The vast majority of respondents who receive partial housing benefit said they found their rent fairly easy to afford (90%) compared with 10% who said it was fairly difficult. 91% of respondents who don't receive housing benefit said it was fairly easy to afford, compared with 6% who said it was just about affordable (6%).



10.4 Awareness of welfare rights service (Q39)

The vast majority of tenants (98%) were aware that the Association has a Welfare Rights Service, with just 2% of tenants who were not aware.

10.5 Universal credit and bank accounts (Q40 - Q42)

Tenants were asked if they were aware that the Universal Credit will replace housing benefits and other benefits from October next year. The majority of respondents (88%) said they were aware of this change, compared to 12% who were not.

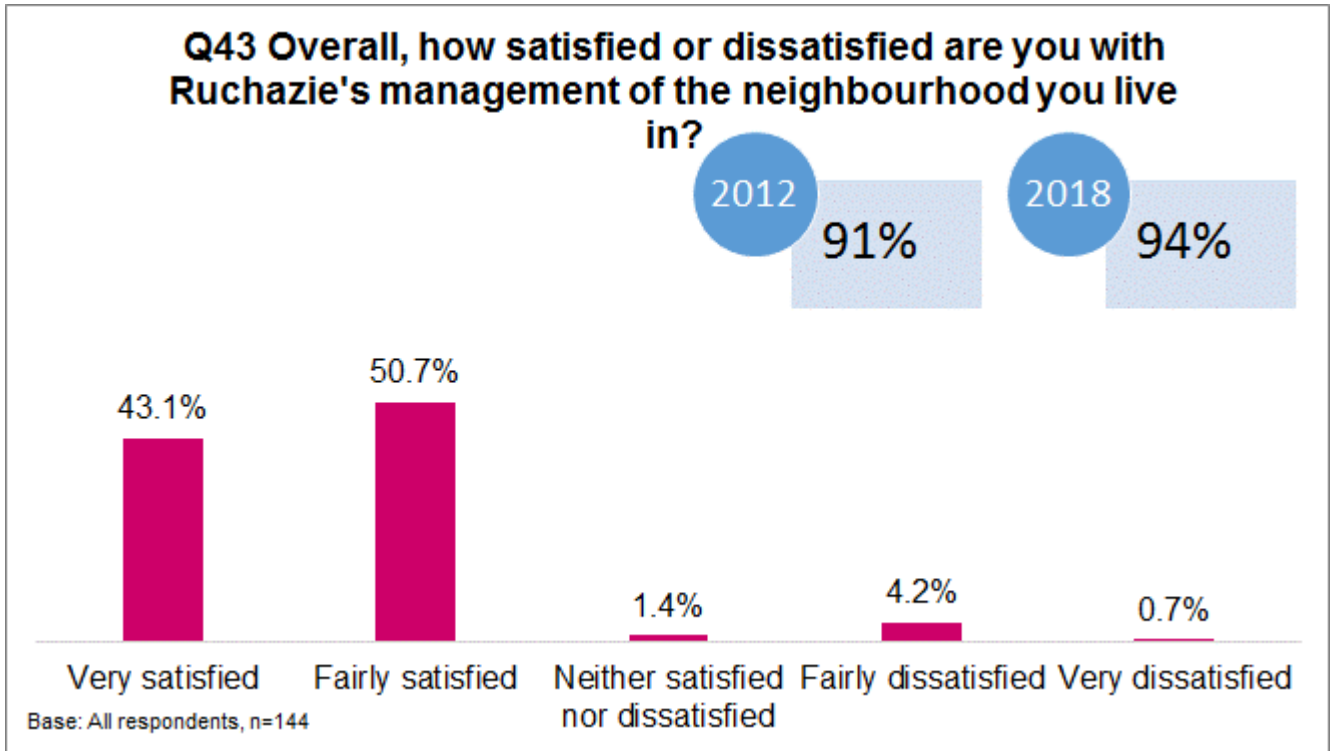
The vast majority of respondents stated that they do not think the change towards Universal Credit will affect anyone in their household (98%), compared with 2% who said they don't know if the change will affect them.

Almost all respondents (99%) said they have a bank account, compared with 1% who do not.

11. THE NEIGHBOURHOOD

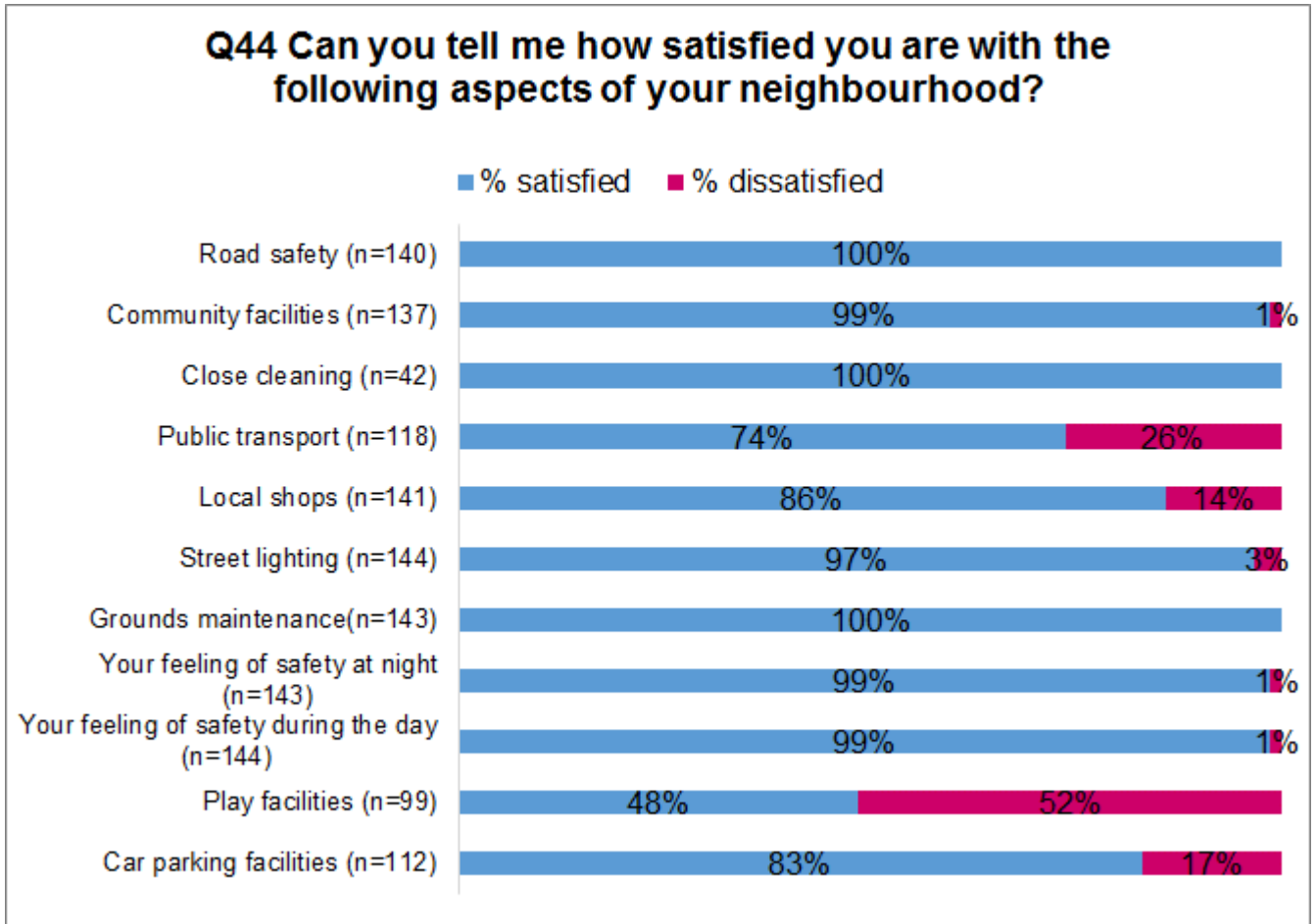
11.1 Neighbourhood as a place to live (Q43)

In terms of the neighbourhood as a place to live, the vast majority of tenants (94%) said they were very or fairly satisfied with their neighbourhood compared to 1% who were neither satisfied nor dissatisfied and 5% who were very dissatisfied. Satisfaction with the neighbourhood has increased by 3 percentage points from 91% in 2012.



11.2 Satisfaction with aspects of the neighbourhood (Q44)

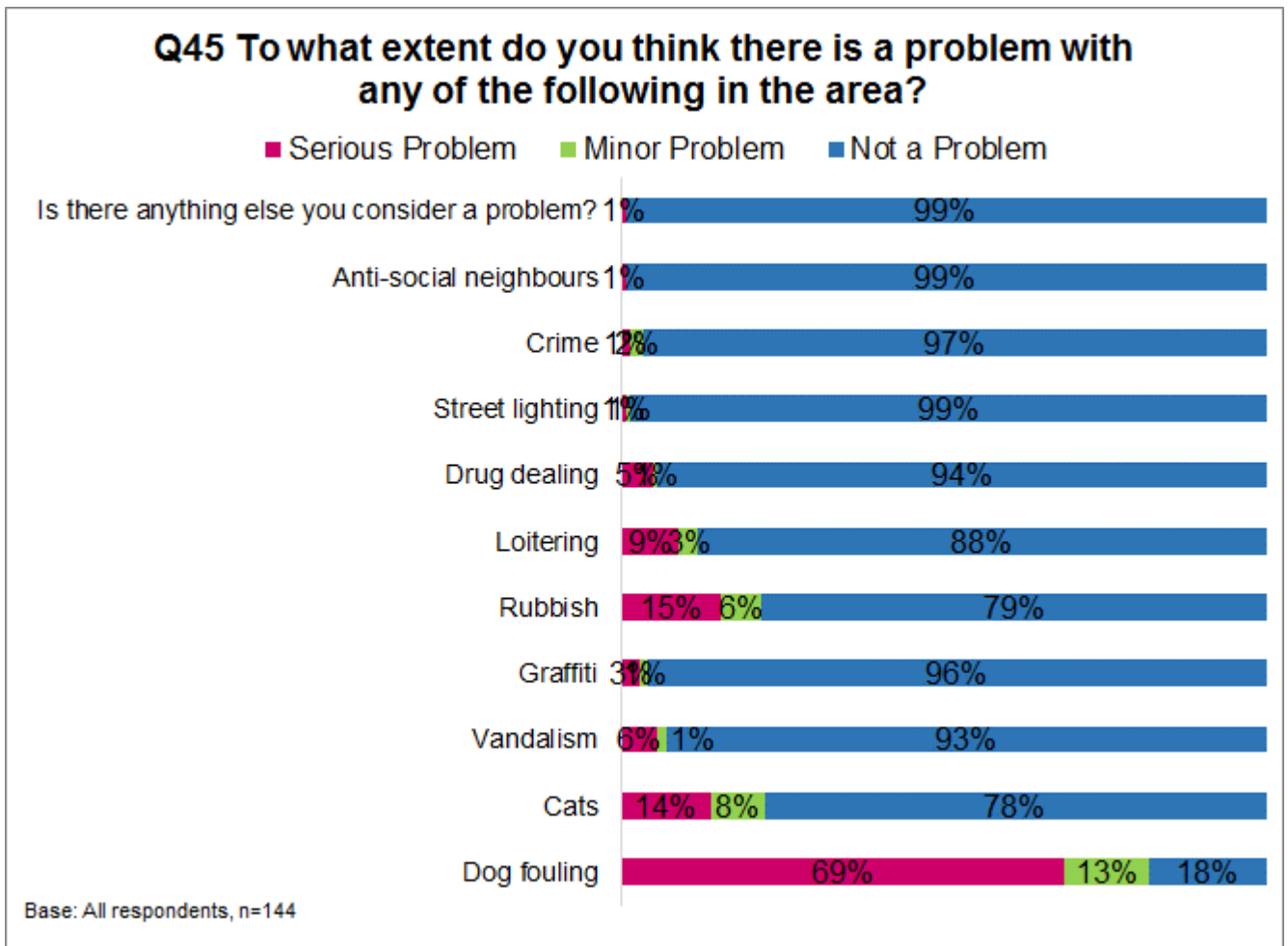
As shown below satisfaction levels varied, ranging from 48% in terms of play facilities, to 100% in terms of road safety, close cleaning and grounds maintenance.



11.3 Problems in the area (Q45)

Respondents were read a list of potential problems and asked to state whether they felt it was a serious problem, minor problem or not a problem in their area. As shown below, the biggest problems were in terms of:

- Dog fouling (82% serious/minor problem)
- Cats (22% serious/minor problem)
- Rubbish (21% serious/minor problem)



11.4 Anti-social behaviour (Q45-Q50)

The vast majority of respondents (99%) said they have not experienced anti-social behaviour within the last 2 years, compared to 1% who said they have (amounting to 2 individuals).

- One of the two respondents said that they still currently have a problem with anti-social behaviour.
- One respondent said the problem was in relation to a noisy neighbour and the other said they experienced a problem with racial harassment.
- Both respondents said they reported the problem to the Association.

11.5 Service priorities (Q51)

Respondents were then asked to list what would be their top three priorities for service. As shown below, the most popular priorities chosen were:

- *A good quality repairs service (90%)*
- *Improve homes (55%)*
- *Charge affordable rents (49%)*

Q51 Which of the following services would you consider to be your top three priorities?				
Base: All respondents, n=144	Top priority	2nd priority	3rd priority	Overall
Good quality repairs service	36.8%	35.4%	18.1%	90.3%
Improve homes	13.2%	16.7%	25.0%	54.9%
Charge affordable rents	34.7%	7.6%	6.9%	49.2%
Knowledgeable staff	5.6%	6.3%	20.8%	32.7%
Support for tenants	-	4.2%	10.4%	14.6%
Managing the environment around your home	1.4%	3.5%	9.0%	13.9%
Allocate homes quickly	3.5%	6.9%	-	10.4%
Polite and helpful staff	1.4%	4.2%	4.2%	9.8%
Good rent payment facility	2.1%	5.6%	1.4%	9.1%
Good quality landscape maintenance (e.g. grass cutting, weeding etc)	0.7%	6.9%	1.4%	9.0%
Secure home environment	-	1.4%	2.1%	3.5%
Giving energy advice	-	0.7%	0.7%	1.4%
Rent arrears assistance	-	0.7%	-	0.7%
Tenant involvement in developing policies	0.7%	-	-	0.7%

11.6 Service strengths (Q52)

Respondents were asked to state what they think the Association do best. The open ended comments given were grouped in to common themes and are displayed in the table below. The most common strengths listed were:

- Good services (65%)
- Communication (19%)
- Providing good homes/ looking after properties (14%)

Q52 Thinking about the overall service provided by Ruchazie Housing Association, what do you think they do best?		
Base: All respondents, n=144	No.	%
Good services e.g. repairs/ maintenance	50	34.7%
Communicating/ kept well informed	28	19.4%
Provide good homes/ look after properties	20	13.9%
Don't know	20	13.9%
Look after tenants well	17	11.8%
Area well maintained	10	6.9%
Rents low/ affordable	4	2.8%
Other	4	2.8%
Nothing	2	1.4%

11.7 Service weaknesses (Q53)

Respondents were then asked if there was one thing that the Association could do to improve their overall service. The comments provided were grouped in to common themes and are displayed in the table below. The most common answers were:

- Nothing / everything is ok (58%)
- Upgrade/ improve homes (10%)
- Don't know (8%)

Q53 And if there was one thing that Ruchazie Housing Association could do to improve their overall service, what would it be?		
Base: All respondents, n=144	No.	%
Nothing/ everything is fine/ okay	83	57.6%
Upgrade/ improve homes	15	10.4%
Don't know	12	8.3%
Repairs service	11	7.6%
Deal with dog fouling/ provide more bins	9	6.3%
Facilities for kids	6	4.2%
Deal with anti-social behaviour/ anti-social neighbours	4	2.8%
Other	4	2.8%
Listen to our views	3	2.1%
Clean up the rubbish in the area	1	0.7%

12. YOU AND YOUR HOUSEHOLD

12.1 Age and gender (Q55)

The tables below show the age and gender profile of participants. The majority of respondents were female (80%) and 20% were male. With regards to the age profile of participants, 33% were aged 16 to 34, 39% were aged 35 to 54, 24% were aged 55 to 74 and 4% were aged 75 and over.

Q55 Age		
Base: All respondents, n=144	No.	%
16-24	5	3.5%
25-34	42	29.2%
35-44	25	17.4%
45-54	31	21.5%
55-64	20	13.9%
65-74	15	10.4%
75-84	6	4.2%
85+	-	-

Q56 Gender		
Base: All respondents, n=144	No.	%
Male	29	20.1%
Female	115	79.9%

12.2 Household composition (Q61)

In terms of household composition, a third of tenants (33%) were single adult households, 16% were couples with no children, 31% were lone parents with at least one children, 12% were couples with at least one child, and 6% were three or more adults.

Q57 How would you describe the composition of your household?		
Base: All respondents, n=144	No.	%
One adult under 60	26	18.1%
One adult aged 60 or over	21	14.6%
Two adults both under 60	12	8.3%
Two adults both over 60	5	3.5%
Two adults, at least one 60 or over	6	4.2%
Three or more adults, 16 or over	9	6.3%
1 parent family with 1 child under 16	7	4.9%
1 parent family with 2 children under 16	29	20.1%
1 parent family with 3 or more children under 16	8	5.6%
2 parent family with 1 child under 16	4	2.8%
2 parent family with 2 children under 16	8	5.6%
2 parent family with 3 or more children under 16	5	3.5%
Other	4	2.8%

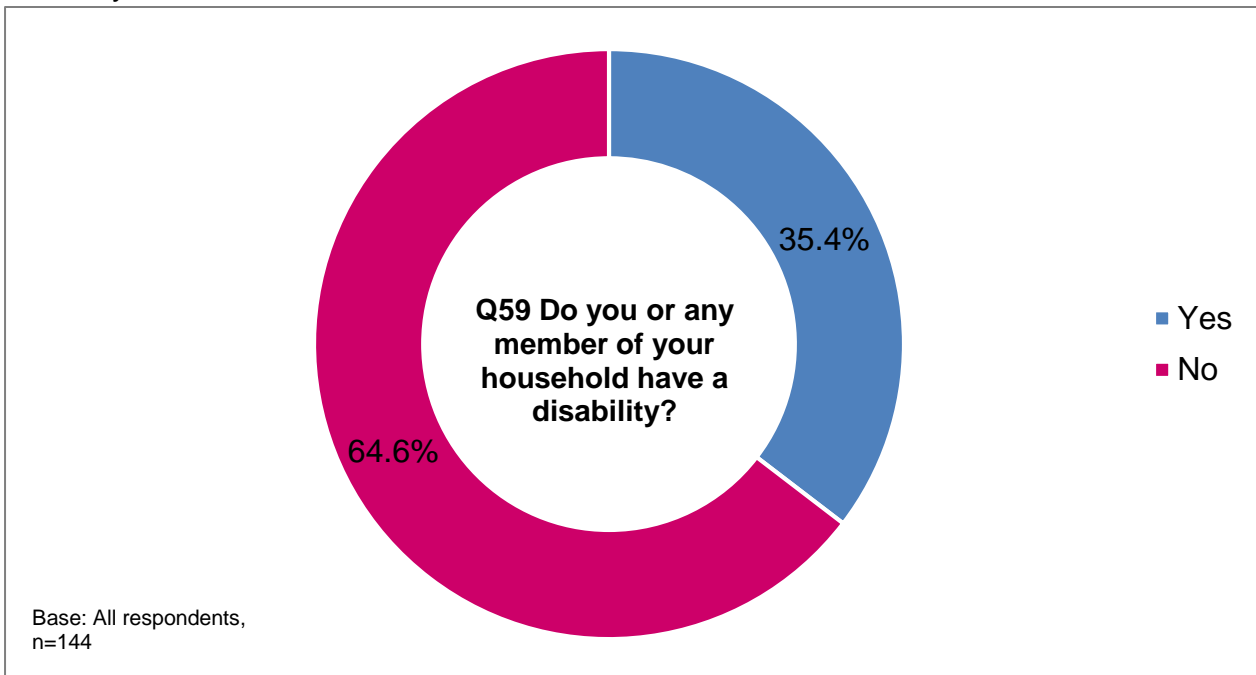
12.3 Working status (Q58)

The table below shows the working status for participants and where applicable their partner. In terms of the working status of participants/

Q58 How would you describe the occupational status of you and your partner/spouse at present?		
Base: All respondents, n=144	You	Your Partner
Full time paid work (35 or more hours per week)	22.2%	20.1%
Part time paid work (less than 35 hours per week but more than 16 hours per week)	15.3%	0.7%
Part time paid work (less than 16 hours per week)	0.7%	-
Full time education	1.4%	-
Government training programme	-	-
Unemployed	2.8%	0.7%
Long term sick/disabled	16.0%	1.4%
Looking after family	26.4%	0.7%
Retired	13.2%	4.2%
Other - specify	2.1%	0.7%
No partner	-	71.5%

12.4 Health conditions or disabilities (Q59)

The majority of respondents (65%) said that either they or a member of their household had a disability.



12.5 Ethnicity (Q64)

With regards to ethnicity, the vast majority said they were White Scottish or White British (95%).

Q60 What is your ethnic group?		
Base: All respondents, n=144	No.	%
Scottish	136	94.4%
Other British	1	0.7%
Polish	4	2.8%
Other, please write in	1	0.7%
African	2	1.4%

13. CONCLUSIONS AND RECOMMENDATIONS

This survey represents a very positive survey for Ruchazie Housing Association. Throughout the report and where comparisons are available it is clear that satisfaction levels have risen for the majority of indicators when compared to the 2012 tenant satisfaction survey.

KEY POINTS

The results of the 2018 survey reveal that, in general, the Association is performing to a very high standard. The following points show the key highlights where satisfaction was highest:

- Overall satisfaction with the service provided by Ruchazie is high with 96% of tenants being very or fairly satisfied. Overall satisfaction has increased from 89% since the last tenant satisfaction survey, undertaken in 2012.
- 99% of tenants said the Association was very or fairly good at keeping them informed about their services and decisions. Satisfaction has increased by 5 percentage points since the 2012 survey where 94% rated the Association very or fairly good in this respect.
- 100% of tenants were very satisfied with the opportunities to participate in decision making processes, which has increased by 10 percentage points from 90% in the 2012 survey.
- 86% of respondents who have used the repairs service in the last 12 months said that they were satisfied with the repairs and maintenance service provided by Ruchazie, compared with 3% who were neither satisfied nor dissatisfied and 11% who were dissatisfied.
- 94% of tenants said they were very or fairly satisfied with the quality of their home. This is higher than in the 2012 survey where 89% were very or fairly satisfied.
- Just under 8 in 10 participants (78%) said the rent for their accommodation and the services their landlord provides represents very or fairly good value for money compared to 6% who said it represented very or fairly poor value for money and 15% who said it was neither good nor poor value for money. The proportion stating their rent was good value for money has decreased from 85% in 2012.
- The majority of tenants (94%) were very or fairly satisfied with their neighbourhood as a place to live. Satisfaction with the neighbourhood has increased by 3 percentage points from 961% in 2012.

Appendix 1

Survey Questionnaire

ID Number:



Project number	P949
Project name	Ruchazie HA TSS 2018

Respondent name											
<u>Record in capitals</u>											
Address											
<u>Record in capitals</u>											
Postcode											
<u>Record in capitals</u>											
Telephone Number											

INTERVIEWER DECLARATION:

I declare that this interview was carried out according to instructions, within the Market Research Society's Code of Conduct, and that the respondent was not previously known to me.

Interviewer No:		Name:	
Questionnaire No		Signature:	
On quota:		Date:	
Edited by:		Duration	
Backchecked by:			

INTRODUCTION (Read out) 'Hello, my name is _____. I am from Research Resource and undertaking a survey for Ruchazie Housing Association to find out tenants' views on the service they receive from the Association as a landlord. The survey also asks some demographic questions such as age, gender and ethnicity. This information is only used to create an overall picture of the type of residents housed by the Association and will help them develop services to meet those needs.

The survey will take about 10 minutes to complete. Can you spare the time to speak me just now?

Can I assure you that all your answers will remain totally confidential and anonymous. Nobody at Ruchazie Housing Association know what answers you have given and we will provide them with an anonymous research report on the overall results to the research, not individual responses.

You do not need to answer any questions you don't want to and you have the right to end the interview at any time. Can I confirm that you are happy to take part in the survey?

INTERVIEWER: IF RESPONDENT IS HAPPY TO PARTICIPATE IN THE RESEARCH, ASK THEM TO TICK CONSENT BOX BELOW AND DATE AND INITIAL THIS

I agree to take part in this survey and provide data about gender and ethnicity for research purposes

_____ [RESPONDENT INITIALS AND DATE]

Overall satisfaction

1. [SSHC1] Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Ruchazie Housing Association?

Very satisfied	1	Go to Q2
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q1b
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion	6	Go to Q2

Q1b Can you please explain why you are not satisfied with the overall service provided?

2. SHOW CARD – To what extent do you agree or disagree with the following?

	Agree strongly	Agree	Neither agree nor disagree	Disagree	Disagree Strongly
Ruchazie Housing Association provides an effective and efficient service	1	2	3	4	5
Ruchazie Housing Association is providing the service I expect from my landlord	1	2	3	4	5
Ruchazie Housing Association treats its residents fairly	1	2	3	4	5
Ruchazie Housing Association has a good reputation in my area	1	2	3	4	5

Tenant Satisfaction Survey 2018

Ruchazie Housing Association has friendly and approachable staff	1	2	3	4	5
I trust Ruchazie Housing Association	1	2	3	4	5

Information and Participation

- 3. SHOW CARD – Looking at this card, which of the following sources of information do you use to obtain information about the Association and its service? (Circle any that apply)**
- 4. Look at the same card, which of the following sources would you prefer to be used when consulting you about the decisions affecting your home and tenancy? (Circle any that apply)**

	Q 3	Q4
Letters	1	1
Staff Visits	2	2
Social media (e.g. Facebook, Twitter)	3	3
Newsletters	4	4
Office Notice Board	5	5
Surveys	6	6
Website	7	7
AGM	8	8
Email	9	9
Other – specify	10	10
Don't know	11	11

5. Do you read Ruchazie's tenant's newsletter?

Yes	1	Go to Q6
No	2	Go to Q7

6. To what extent do you agree with the following statements about the newsletter?

	Agree	Neither / Nor	Disagree
Easy to read	1	2	3
Interesting	1	2	3
Helps me understand the work of the Association	1	2	3

7. Does your household have access to the Internet through any of the following ways? [INTERVIEWER: READ LIST TO END AND SELECT ALL THAT APPLY]

Broadband internet access at home	1	Go to Q8
Internet access through smartphone or other mobile device	2	
Internet access through some other method (please describe)	3	
No internet access	4	Go to Q10

8. Are you aware that Ruchazie has a website?

Yes	1	Go to Q9
No	2	Go to Q10

9. Have you accessed the Ruchazie website in the last 12 months?

Yes	1
No	2

10. [SSHC3] How good or poor do you feel your landlord is at keeping you informed about their services and decisions?

Very good	1	Go to Q11
Fairly good	2	
Neither good nor poor	3	Go to Q10b
Fairly poor	4	
Very poor	5	
Q10b. Can you please explain why you do not think Ruchazie Housing Association is good at keeping you informed about their services and decisions?		

11. SHOWCARD The Association undertakes a number of activities to involve residents in its decision making processes. A) are you aware that you could be involved in any of the following ways? B) would you be interested in becoming more involved in any of these ways?

	A) Aware	B) interested
By receiving regular information about the Association's decisions and activities	1	1
By providing your views in surveys like this	2	2
Being part of the Association's register of interested tenants – a list of tenants who want to be consulted on Association policies	3	3
By taking part in consultation exercises on specific issues e.g. through attending public meetings	4	4
Participating in occasional focus groups	5	5
Becoming a Committee Member of the Association	6	6
Not interested in participating in any of the above		7

12. What, if anything, stops you becoming more involved with Ruchazie Housing Association? [INTERVIEWER: DO NOT PROMPT]

Childcare commitments	1
Work commitments	2
Health / disability issues	3
Not interested	4
Don't think I have anything to contribute	5
Lack confidence in speaking up	6
Don't understand enough about the work of the Association	7
Not aware of any meetings/ opportunities to participate	8
Don't think they listen anyway	9
Happy with things as they are	10
Other – please specify	11
Nothing, I am already involved	12

13. SHOWCARD Which of the following best describes the level of consultation you would like to be involved in? (Select one only)

I would not wish to be consulted at all by Ruchazie	1
I would wish to be advised about but not consulted on changes to services	2
I would like to be consulted about the changes which affect me directly	3
I would like to be consulted about all changes	4

14. [SSHC6] How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making process?

Very satisfied	1	Go to Q15
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q14b
Fairly dissatisfied	4	
Very dissatisfied	5	
Q14b You said you were not satisfied with the opportunities given to you to participate in their decision making processes, can you make any suggestions in terms of what Ruchazie should be doing to get people like yourself more involved		

Customer Contact

15. If you need to contact the office, how convenient do you find the office opening hours?

Very Convenient	1	Go to Q16
Fairly Convenient	2	
Neither Convenient nor Inconvenient	3	
Fairly Inconvenient	4	Go to Q15b
Very Inconvenient	5	

15b. If inconvenient, what would be more convenient?

16. Have you been in contact with Ruchazie Housing Association about a housing or housing related matter in the last 12 months?

Yes	1	Go to Q17
No	2	Go to Q21

17. How did you make contact with the Association?

Telephoning the office	1	Go to Q18
Visiting the office	2	Go to Q20
Other (please specify)	3	Go to Q22

(ASK ONLY IF STATED THAT THEY TELEPHONE THE OFFICE AT Q17)

18. SHOW CARD – Thinking about when you last telephoned the Association's office, how satisfied were you with the following?

	VS	S	NN	D	VD
The length of time it took to answer the telephone	1	2	3	4	5
The length of time it took to speak to the relevant member of staff	1	2	3	4	5
The helpfulness of the member of staff	1	2	3	4	5
The quality of advice and assistance given	1	2	3	4	5
Resolving your enquiry at point of contact	1	2	3	4	5
Following up on your enquiry if not resolved on point of contact	1	2	3	4	5

19. If dissatisfied with any of the above, what can Ruchazie do to improve their service to you?

--

(ASK ONLY IF STATED THAT THEY VISIT THE OFFICE AT Q17)

20. SHOW CARD – Thinking about when you last visited the Association’s office, how satisfied were you with the following?

	VS	S	NN	D	VD
Ease of access to the building	1	2	3	4	5
The reception area	1	2	3	4	5
Ease of making an appointment to see a member of staff	1	2	3	4	5
The helpfulness of staff	1	2	3	4	5
The privacy of your discussion	1	2	3	4	5
The time it took to speak to the relevant member of staff	1	2	3	4	5
The quality of advice and assistance given	1	2	3	4	5
Resolving your enquiry at point of contact	1	2	3	4	5
Following up on your enquiry if not resolved on point of contact	1	2	3	4	5

21. If dissatisfied with any of the above, what can Ruchazie do to improve their service to you?

--

Complaints Policy and Procedures

22. If you were unhappy with any aspect of the service Ruchazie provides, would you know how to make a complaint about this?

Yes	1
No	2

23. Have you ever complained to Ruchazie?

Yes	1	Go to Q24
No	2	Go to Q28

24. If yes, please can you describe the nature of the complaint? [INTERVIEWER: WRITE IN THEN CODE]

--

Anti social complaint	1
Complaint about a Ruchazie service	2
Other	3

25. How satisfied were you with the following aspects of your complaint?

	VS	S	NN	D	VD	Not Applicable
The way your complaint was dealt with	1	2	3	4	5	6
The time taken to deal with the complaint	1	2	3	4	5	6
The attitude of staff handling your complaint	1	2	3	4	5	6
The decision reached regarding your complaint	1	2	3	4	5	6
The explanation given about the decision reached	1	2	3	4	5	6

26. If dissatisfied with any of the above, what could Ruchazie have done to make you happy with the process?

--

27. If you were unhappy with the outcome of your complaint, were you advised of your right to appeal the decision?

Yes	1
No	2

Repairs and maintenance

[INTERVIEWER: READ OUT] Turning now to repairs and maintenance...

28. [SSHC16] Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

29. SSHC 16] Have you had any repairs carried out in this property in the last 12 months?

Yes	1	Go to Q30
No	2	Go to Q34

30. How do you normally report repairs to the Association?

At the Association's office, in person	1
By telephoning the Association's office	2
Via the website	3
By email	4
Other – please specify	5

31. How easy do you find it to report a repair?

Very Easy	1
Fairly Easy	2
Neither Easy nor Difficult	3
Fairly Difficult	4
Very Difficult	5

32. SHOW CARD – Looking at this card, and thinking of the last repair you have reported, how satisfied were you with the following aspects of this service?

	VS	S	NN	D	VD
The helpfulness of the Association staff involved	1	2	3	4	5
The system for arranging repairs to be undertaken	1	2	3	4	5
Being able to arrange to have the repair done at a time which suits you	1	2	3	4	5
The tradesman arriving as arranged	1	2	3	4	5
The length of time taken to undertake repairs	1	2	3	4	5
The attitude of the tradesman involved	1	2	3	4	5
The quality of the repairs undertaken	1	2	3	4	5
The level of disturbance you faced	1	2	3	4	5

Tenant Satisfaction Survey 2018

Overall satisfaction with the repair	1	2	3	4	5
The repair was 'done right first time'	1	2	3	4	5

33. If dissatisfied with any of these, please can you explain why?

Reason Dissatisfied

34. [SSHC10] Overall, how satisfied or dissatisfied are you with the quality of your home?

Very satisfied	1	Go to Q35
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q34b
Fairly dissatisfied	4	
Very dissatisfied	5	

Q34b Can you please explain why you are not satisfied with the quality of your home?

35. Ruchazie has a planned maintenance programme in place. What do you regard as being the 3 key priorities for maintenance in your home?

	Tick <u>one</u> box per column		
	Top Priority	2 nd Priority	3 rd Priority
Window replacement	1	1	1
Rewiring	2	2	2
Bathroom upgrade/ replacement	3	3	3
Kitchen upgrade/ replacement	4	4	4
New external doors	5	5	5
Measures to deal with dampness/ condensation	6	6	6
Other (please specify)	7	7	7

Value for money for rent

36. [SSHC29] Taking into account the accommodation and services your landlord provides, do you think your rent for this property represents good or poor value for money?

Very good	1	Go to Q36b
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	

Q36b Can you explain why you feel that way about the value for money of your rent?

37. Does your household currently receive housing benefit or the housing element of Universal Credit?

Yes, Full housing benefit	1	Go to Q39
Yes, Partial housing benefit	2	Go to Q38
Yes, receive Universal Credit	3	
Don't receive housing benefit	4	
Unsure	5	

38. How easy or difficult do you find it to afford the rent payments for this property?

Very easy to afford	1	Go to Q40
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	Go to Q39
Very difficult to afford	5	

39. Were you aware that the Association has a Welfare Rights Service which could help you check that you are receiving all the benefits you are entitled to?

Yes	1
No	2

40. [ASK ALL] Are you aware that the Universal Credit will replace housing benefit and other benefits from October next year?

Yes	1	Go to Q41
No	2	Go to Q42

41. Do you think that this change will affect you/ your household?

Yes (please explain)	1
No	2

42. Do you have a bank account?

Yes	1
No	2

The Neighbourhood

43. [SSH17] Overall, how satisfied or dissatisfied are you with Ruchazie's management of the neighbourhood you live in?

Very satisfied	1	Go to Q44
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q43b
Fairly dissatisfied	4	
Very dissatisfied	5	

Q43b Can you explain why you are not satisfied with your landlord's management of the neighbourhood you live in?

44. Can you tell me how satisfied you are with the following aspects of your neighbourhood?

	VS	FS	NN	FD	VD
--	----	----	----	----	----

Tenant Satisfaction Survey 2018

Car parking facilities	1	2	3	4	5
Play facilities	1	2	3	4	5
Your feeling of safety during the day	1	2	3	4	5
Your feeling of safety at night	1	2	3	4	5
Grounds maintenance	1	2	3	4	5
Street lighting	1	2	3	4	5
Local shops	1	2	3	4	5
Public transport	1	2	3	4	5
Close cleaning	1	2	3	4	5
Community facilities	1	2	3	4	5
Road safety	1	2	3	4	5

45. To what extent do you think there is a problem with any of the following in the area?

	Serious Problem	Minor Problem	Not a Problem
Dog fouling	1	2	3
Cats	1	2	3
Vandalism	1	2	3
Graffiti	1	2	3
Rubbish	1	2	3
Loitering	1	2	3
Drug dealing	1	2	3
Street lighting	1	2	3
Crime	1	2	3
Anti-social neighbours	1	2	3
Is there anything else you consider a problem? (specify)	1	2	

46. Have you experienced a problem with anti social neighbours in the last two years?

Yes	1	Go to Q47
No	2	Go to Q51

47. Do you currently have a problem with anti social neighbours?

Yes	1
No	2

48. What type of problem do you have with your neighbours?

Noisy neighbours	1
Loud music	2
Drug/ alcohol problems	3
Rubbish left lying around	4
Other (please specify)	5

49. Was the problem reported to the Association?

Yes	1	Go to Q51
No	2	Go to Q50

50. If no, why did you not report it to the Association?

Problem wasn't serious	1
------------------------	---

Tenant Satisfaction Survey 2018

Resolved problem by speaking to my neighbour	2
Reported it to the Council	3
Reported it to the Police	4
Frightened of victimization/ harassment	5
Didn't think Ruchazie would help	6
Did not want to put the complaint in writing	7
Other reason (please specify)	8

Conclusions

51. SHOWCARD Which of the following services would you consider to be your top three priorities? Please select your top, 2nd and then 3rd top priority.

	Top	2nd	3rd
Knowledgeable staff	1	1	1
Polite and helpful staff	2	2	2
Good quality repairs service	3	3	3
Allocate homes quickly	4	4	4
Good rent payment facility	5	5	5
Rent arrears assistance	6	6	6
Good quality landscape maintenance (e.g. grass cutting, weeding etc)	7	7	7
Managing the environment around your home	8	8	8
Improve homes	9	9	9
Giving energy advice	10	10	10
Charge affordable rents	11	11	11
Support for tenants	12	12	12
Secure home environment	13	13	13
Tenant involvement in developing policies	14	14	14

52. Thinking about the overall service provided by Ruchazie Housing Association , what do you think they do best?

53. And if there was one thing that Ruchazie Housing Association could do to improve their overall service, what would it be?

54. If the Association were to be looking to follow up on any points raised in the survey would you be willing to be recontacted?

Yes	1
No	2

About you and your household

[INTERVIEWER: READ OUT] Finally, I'd like to ask you some questions about you and your household. This information is strictly confidential and anonymous.

55. Age

16-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65-74	6
75-84	7
85+	8

56. Gender

Male	1
Female	2

57. SHOWCARD How would you describe the composition of your household?

One adult under 60	1
One adult aged 60 or over	2
Two adults both under 60	3
Two adults both over 60	4
Two adults, at least one 60 or over	5
Three or more adults, 16 or over	6
1 parent family with 1 child under 16	7
1 parent family with 2 children under 16	8
1 parent family with 3 or more children under 16	9
2 parent family with 1 child under 16	10
2 parent family with 2 children under 16	11
2 parent family with 3 or more children under 16	12
Other (please specify)	13

58. SHOWCARD: How would you describe the occupational status of you and your partner/spouse at present?

	You	Partner
Full time paid work (35 or more hours more week)	1	1
Part time paid work (less than 35 hours per week but more than 16 hours per week)	2	2
Part time paid work (less than 16 hours per week)	3	3
Full time education	4	4
Government training programme	5	5
Unemployed	6	6
Long term sick / disabled	7	7
Looking after family	8	8
Retired	9	9
Other – specify	10	10
No partner		11

59. Do you or any member of your household have a disability?

Yes	1
No	2

60. What is your ethnic group?

WHITE	
Scottish	1
Other British	2
Irish	3
Gypsy	4
Polish	5
Other, please write in	6
MIXED OR MULTIPLE ETHNIC GROUPS	
Any mixed or multiple ethnic groups, please write in	7
ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	
Indian	8
Pakistani	9
Bangladeshi	10
Chinese	11
Other, please write in	12
AFRICAN, CARIBBEAN OR BLACK	
Caribbean	13
African	14
Other	15
Other, please write in	16
OTHER ETHNIC GROUP	
Arab	17
Any other group, please write in	18

[INTERVIEWER: CLOSE INTERVIEW BY READING OUT STATEMENT]

“Thank you very much for your help. Can I assure you once again that the information you have given will be treated as absolutely confidential and will only be used for the purposes of genuine market research. Here is a ‘thank you’ card which tells you a bit more about Research Resource and how we manage our data and who to contact if you have any questions.”

THANK YOU AND CLOSE

Appendix 2

Technical Report Summary



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project number	P949
Project name	Ruchazie Housing Association Tenant Satisfaction Survey
Objectives of the research	<p>The aim of the research was to seek tenants' views on the services that Ruchazie provides and how well it performs these services and to help identify areas where the service can be improved. Specifically the research will provide customers views on the following:</p> <ul style="list-style-type: none"> ■ The quality of information provided by Ruchazie ■ Feedback on customer care; ■ Quality of accommodation and the neighbourhood; ■ Service provision including repairs, maintenance and improvements; ■ Tenant involvement/ opportunities for participation; ■ Value for money.
Target group	Tenants of the Association
Target sample size	The aim was to achieve 142 interviews.
Achieved sample size	A total of 144 tenant interviews were achieved.
Date of fieldwork	Interviewing took place 2 nd March and the 23 rd March 2018
Sampling method	Interviews spread across organisation stock.
Data collection method	Interviews were undertaken with the tenant or their partner on a face to face basis. All responses were recorded on a paper questionnaire and the data entered into a survey analysis package by a team of data processors.
Response rate and definition and method of how calculated	64% (144 interviews from a population of 225)
Any incentives?	No
Number of interviewers	4 interviewers were working on this.
Interview validation methods	10% of each interviewers work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
Showcards or any other materials used?	Showcards used as per instructions on questionnaire
Weighting procedures	Not applicable
Estimating and imputation procedures	Not applicable
Reliability of findings	Data accurate overall to +/-5% for tenants