Ruchazie Housing Association

Tenant Satisfaction Survey

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Prepared by:

Research Resource

Contact: Lorna Shaw
Tel: 0141 641 6410

Prepared for:

Ruchazie Housing Association

Contact: Janice Shields
Tel: 0141 774 4433

researchresource

Report written by: Rosemary Stafford

Date: 06/06/23

Reviewed by: Elaine MacKinnon / Lorna Shaw

Date: 07/06/23

Ruchazie Housing Association

Tenant Satisfaction Survey 2023

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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 142 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 29th of April and the 11th of May 2023.
- 142 interviews represents a 63% response rate from tenants in scope for the research.
- This executive summary highlights the key findings from this programme of research.

KEY CHARTER INDICATORS

Summarised below are the results for the key Scottish Social Housing Charter indicators for tenants relating to customer satisfaction. These have been compared to the Association's previous survey which was carried out in 2020 and also to the Scottish Average for all social landlords as reported in the 2021/22 Annual Return on the Charter.

Scottish Housing Regulator indicators	2020	2023	Trend (2020 vs 2023)	ARC 21/22
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Ruchazie Housing Association? *(% very/ fairly satisfied)*	90.41%	90.85%	0.44%	87.7%
How good or poor do you feel Ruchazie is at keeping you informed about their services and decisions? *(%very good/ fairly good)*	97.95%	96.48%	-1.47%	91.2%
How satisfied or dissatisfied are you with the opportunities given to you to participate in Ruchazie's decision making process? *(% very/ fairly satisfied)*	91.10%	98.59%	7.49%	86.2%
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? *(% very/ fairly satisfied)*- ***Those who have reported a repair in the last 12 months***	90.91%	86.89%	-4.02%	88.0%
Overall, how satisfied or dissatisfied are you with the quality of your home? *(% very/ fairly satisfied)*	89.04%	82.39%	-6.65%	85.4%
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… *(% very good value/ fairly good value)*	80.82%	81.69%	0.87%	82.5%
Overall, how satisfied or dissatisfied are you with Ruchazie's contribution to the management of the neighbourhood you live in?	95.89%	97.18%	1.29%	85.1%

KEY POINTS

The results of the 2023 survey reveal that, in general, the Association is performing to a very high standard. The key findings from the survey are as follows:

- Overall satisfaction with the service provided by Ruchazie is high with 91% of tenants being very or fairly satisfied. Overall satisfaction has not seen a significant change since the last tenant satisfaction survey, undertaken in 2020 (90%).
- 96% of tenants said the Association was very or fairly good at keeping them informed about their services and decisions. Satisfaction has remained consistent since the 2020 survey where 98% rated the Association very or fairly good in this respect.
- 99% of tenants were very satisfied with the opportunities to participate in decision making processes, which has increased by 8 percentage points from 91% in the 2020 survey.
- 87% 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 the 2020 survey this is a decrease of 4 percentage points from 91%.
- 82% of tenants said they were very or fairly satisfied with the quality of their home. This is less than in the 2020 survey where 89% were very or fairly satisfied.
- Just over 8 in 10 participants (82%) said the rent for their accommodation and the services their landlord provides represents very or fairly good value for money compared to 9% who said it represented very or fairly poor value for money and 9% who said it was neither good nor poor value for money. The proportion stating their rent was good value for money is not significantly different than the 2020 result (81%).
- The majority of tenants (97%) were very or fairly satisfied with their landlord's contribution to the management of the neighbourhood as a place to live. Satisfaction with the neighbourhood has seen no significant change compared to the 2020 survey where 96% were satisfied in this respect.

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 2023.

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 and affordability

It is against this background that Research Resource were commissioned to carry out Ruchazie Housing Association's 2023 Tenant Satisfaction Survey.

2.3 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 tenant survey was carried out using a mix of interviewer led methods with interviews carried out on a face-to-face basis. 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.

To maximise the response rate a small number of interviews (4) were completed by telephone.

2.4 Questionnaire design

After consultation with Ruchazie Housing Association's 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 Scottish Social Housing Charter indicators upon which Ruchazie is required to report;
- Comparisons to the previous survey undertaken in 2020;
- Research Resource experience in relation to customer satisfaction surveying.

2.5 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 142 interviews were completed with Ruchazie tenants, representing a 63% response rate and providing data accurate to ±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.

The guidance from the Scottish Housing Regulator states that in all surveys, particularly postal surveys, some groups are more likely than others to respond. This means that certain subgroups will be under-represented, and others will be over-represented in the final achieved sample (i.e. all the people who responded). Weighting ensures that received responses are representative of the whole survey population. The guidance suggests that social landlords will be likely to have suitable information on the population in terms of accommodation type (flats, semi detached house, detached, terraces) and the number of bedrooms.

The table below show the sample profile broken down by street and reveals that the interview profile has good coverage of all areas of the tenant population. The data reported is therefore unweighted.

	No. of tenants	% of tenants	No. of interviews	% of interviews
Avondale Street	29	12.8%	18	12.7%
Balcomie Street	26	11.5%	16	11.3%
Bankend Street	10	4.4%	6	4.2%
Caprington Place	16	7.0%	10	7.0%
Claypotts Road	44	19.4%	28	19.7%
Craighouse Street	22	9.7%	14	9.9%
Drumlochy Road	11	4.8%	7	4.9%
Elibank Street	38	16.7%	22	15.5%
Gartcraig Road	6	2.6%	4	2.8%
Milncroft Place	14	6.2%	10	7.0%
Milncroft Road	11	4.8%	7	4.9%
Grand Total	**227**	**100.0%**	**142**	**100.0%**

2.6 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 29th of April and the 11th of May 2023.

2.7 Survey Analysis and Reporting

This report presents the findings of the survey for tenants and focuses on the key findings of the survey.

For the key Charter indicator responses, comparison has been drawn to Ruchazie's previous tenant satisfaction survey which was completed in 2020. In drawing comparisons to these results it is worth noting the different methodology that was used, with interviews being carried out using a telephone methodology in 2020 compared to a face to face methodology in 2023.

Throughout this report the figures show the results as percentages and base numbers (the number of respondents to each question) are shown. Due to the small number of respondents, care should be taken when reading percentages.

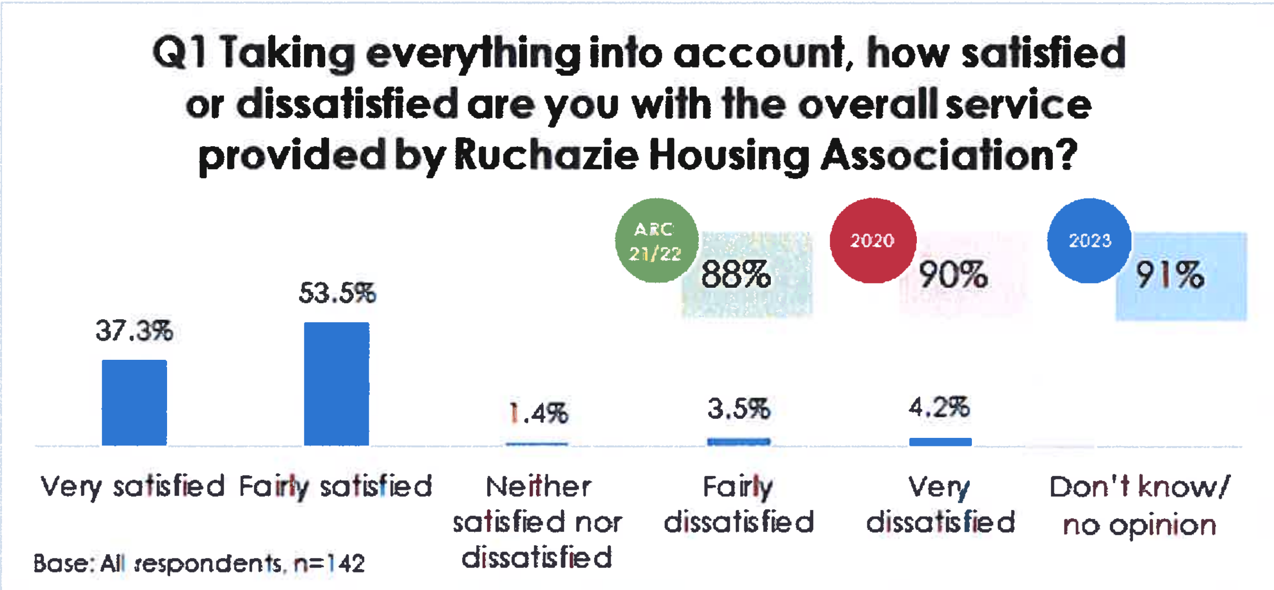
Percentages are rounded up or down to one decimal place. Not all percentages will sum to 100% due to rounding. Rounding can also cause percentages described in the supporting text or summarising 'overall satisfaction' (i.e. adding very satisfied and fairly satisfied responses together) to differ from the charts by 1% when two percentages are added together.

Where respondents could select more than one response to a question the percentages will sum to more than 100%.

3. OVERALL SATISFACTION

3.1 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 (91%) said they were very or fairly satisfied with the overall service the Association provides compared to 1% who said they were neither satisfied nor dissatisfied and 8% who were very or fairly dissatisfied. Overall satisfaction has not changed significantly compared to the 2020 tenant satisfaction survey where 90% were satisfied with the overall service provided by the Association.



The tenants who were not satisfied with the overall service from Ruchazie, provided the following reasons for feeling that way. The main reasons given related to customer care or communication issues, regarding the repairs service or the quality of the home.

4. INFORMATION

4.1 Communication sources (Q2/9)

Respondents were asked which methods they would like Ruchazie to use to keep them up to date. Written communications were by far and away the most preferred methods of keeping up to date with 96% preferring to read the newsletter (62% in 2020) and 89% preferring to receive letters (69% in 2020). The results to this question did not vary significantly by age.

Q2 Which methods would you like to see Ruchazie using to keep you up to date at this time?		
Base: All respondents, n=142	No.	%
Newsletter	136	95.8%
Letter	126	88.7%
Telephone	6	4.2%
Text	3	2.1%
Facebook	2	1.4%

Tenants were also asked about the method they would prefer to use to get in touch with the Association if they need to. Almost all tenants said they would prefer to use the telephone to contact the Association if they needed to get in touch. Analysis by age shows that tenants aged 16-34 (27%) and aged 35-44 (44%) were most likely to prefer email contact that tenants aged 55-64 (4%) or aged 65 and over (0%).

Q9 How would you prefer to get in touch with the Association if you need to?		
Base: All respondents, n=142	No.	%
Telephone	140	98.6%
Email	25	17.6%
Face to face at the office	14	9.9%
Letter	1	0.7%

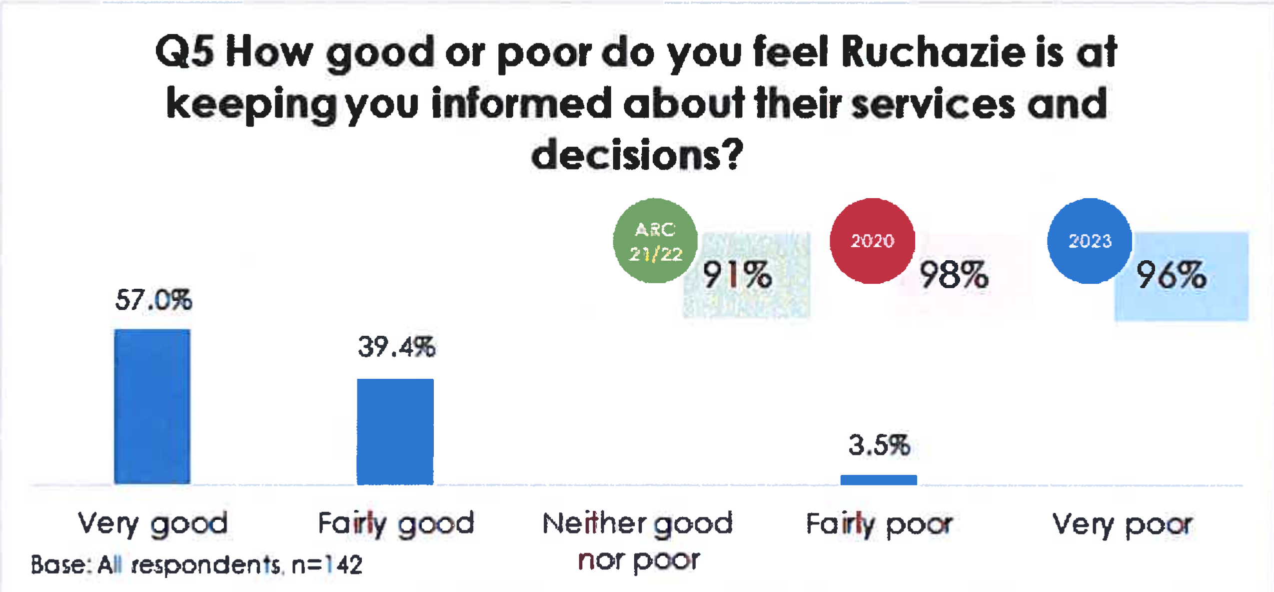
4.2 Newsletter (Q3/4)

The majority of respondents (95%) read Ruchazie's newsletter (95%, 90% in 2020). Just over a third of tenants (36%) would prefer to receive Ruchazie's tenant news electronically such as through email or text. Analysis by age reveals that as age increases the proportion of respondents who would like to receive electronic news decreases. For example, from 77% for those aged 16-34 to 8% aged 55-64 and 0% of those aged 65 and over.

4.3 Keeping tenants informed (Q5/6)

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 (96%) said they felt the Association was very or fairly good at keeping them informed, compared to 4% who said they were fairly poor in this respect.

The proportion of respondents stating that the Association is very or fairly good at keeping them informed has remained consistent compared to the 2020 survey (98%) and is higher than the Scottish average for all social landlords as reported in the ARC 2021/22.



The tenants who were not satisfied were asked how Ruchazie could improve keeping them informed about services and decisions. Just five tenants stated were not satisfied in this respect and their comments are provided below:

- *Don't keep you updated on repairs.*
- *They don't tell you anything.*
- *Keep in touch - tell us what is happening.*
- *They need to be more transparent about what they are doing about giving us new kitchens.*
- *Sometimes the workmen just randomly turn up with no appointment.*

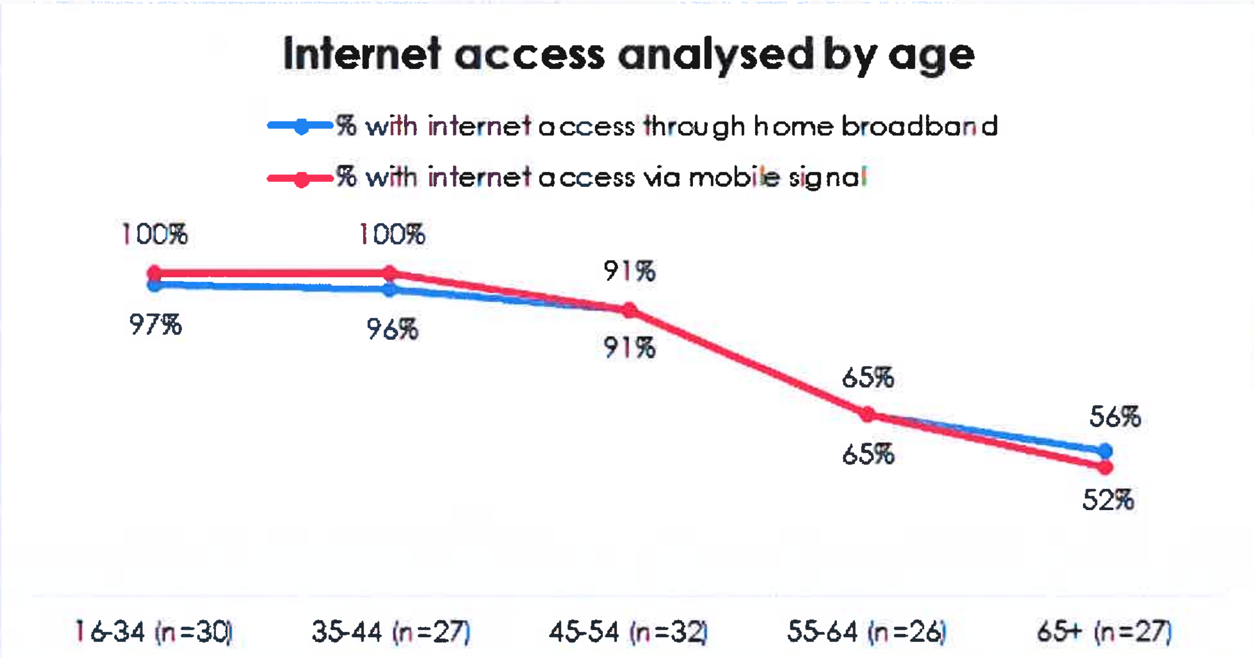
4.4 Internet access (Q7/8)

Respondents were asked about internet access. The vast majority (82%) had access through their home broadband (73% in 2020) or had internet access via a mobile signal (82%, 77% in 2020).

Of those who had internet access, the vast majority would go online via a smartphone with mobile internet (92%, 64% in 2020).

Q8 How do you usually go online?		
Base: Access the internet, n=119	No.	%
A smartphone with mobile internet	109	91.6%
A home computer/ laptop	2	1.7%
A tablet device through which you can access the internet e.g. iPad	8	6.7%

Analysis by age reveals that as age increases the proportion of tenants with internet access either home broadband or a mobile signal decreases. For example from 100% of tenants aged 16-34 who said they had internet access via a mobile signal to 52% of tenants aged 65 and over. .



5. PARTICIPATION

5.1 Involving residents in decision making opportunities (Q10-Q12)

Respondents were asked if they were aware of various ways in which they could become involved in its decision-making processes, and then asked if they were interested in these.

As shown below, awareness was highest for becoming a committee member of the Association (77%, 65% in 2020) and providing views in surveys (35%, 62% in 2020). Just under one in five respondents (18%, 19% in 2020) said they were not aware of any of these ways in which they could get involved.

In terms of interest, the vast majority were not interested in taking part in any of the various activities (70%, 72% in 2020). Where tenants were interested this tended to be by providing their views in surveys (28%).

Q10 Are you aware that you could be involved in any of the following ways? / Would you be interested in becoming more involved in any of these ways?				
	Q10a % aware		Q10b % interested	
Base: All respondents, n=142	No.	%	No.	%
By receiving regular information about the Association's decisions and activities	10	7.0%	3	2.1%
By providing your views in surveys like this	49	34.5%	40	28.2%
Being part of the Association's register of interested tenants – a list of tenants who want to be consulted on Association policies	18	12.7%	1	0.7%
By taking part in consultation exercises on specific issues e.g. through attending public meetings	33	23.2%	-	-
Participating in occasional focus groups	9	6.3%	-	-
Becoming a Committee Member of the Association	109	76.8%	-	-
Not aware of/ interested in any of the above	25	17.6%	100	70.4%

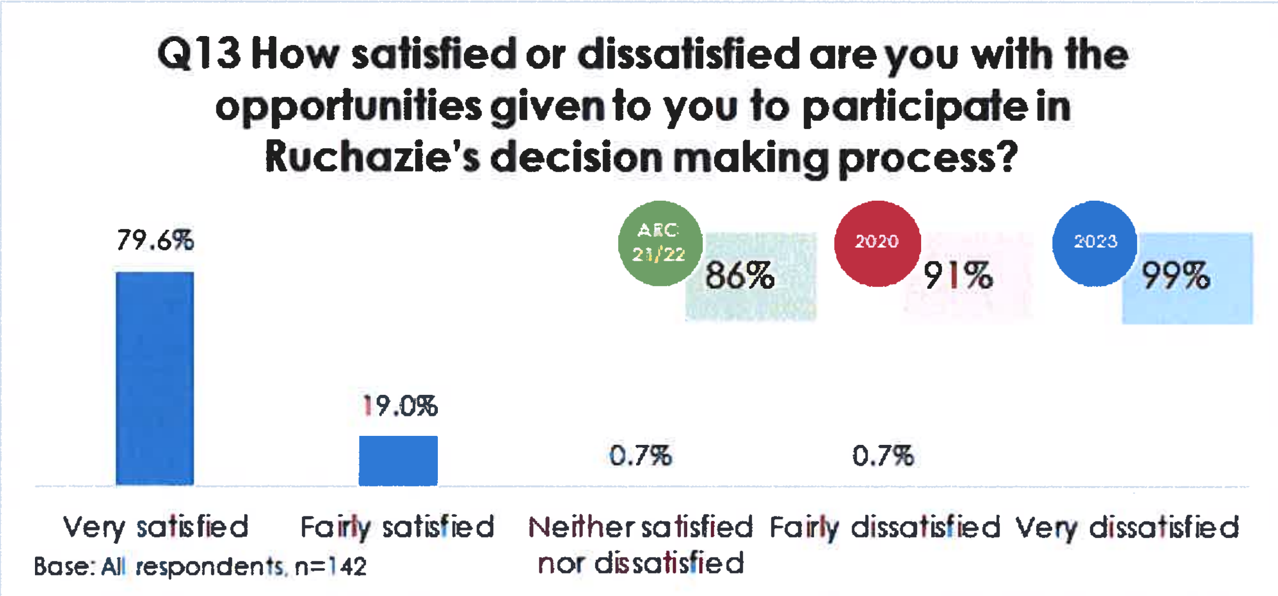
Respondents were then asked what, if anything stops them becoming more involved with the Association. The most common answers were:

- Childcare commitments (28%)
- Happy with things as they are (25%)
- Not interested (19%)
- Health/ disability issues (18%)

Q12 What, if anything, stops you becoming more involved with Ruchazie Housing Association?		
Base: All respondents, n=142	No.	%
Childcare commitments	39	27.5%
Happy with things as they are	36	25.4%
Not interested	27	19.0%
Health / disability issues	26	18.3%
Work commitments	22	15.5%
Don't think I have anything to contribute	14	9.9%
Don't think they listen anyway	5	3.5%
Lack confidence in speaking up	2	1.4%
Don't understand enough about the work of the Association	2	1.4%
Other	3	2.1%
Nothing, I am already involved	4	2.8%

5.2 Participation opportunities (Q13/14)

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, 99% were very or fairly satisfied with the participation opportunities. The proportion of respondents stating they were satisfied in this respect has increased by 8 percentage points since the 2020 survey (91%).



Respondents who were not satisfied were asked how Ruchazie could improve the opportunities given to you to participate in their decision-making processes. The two tenants provided the following comments:

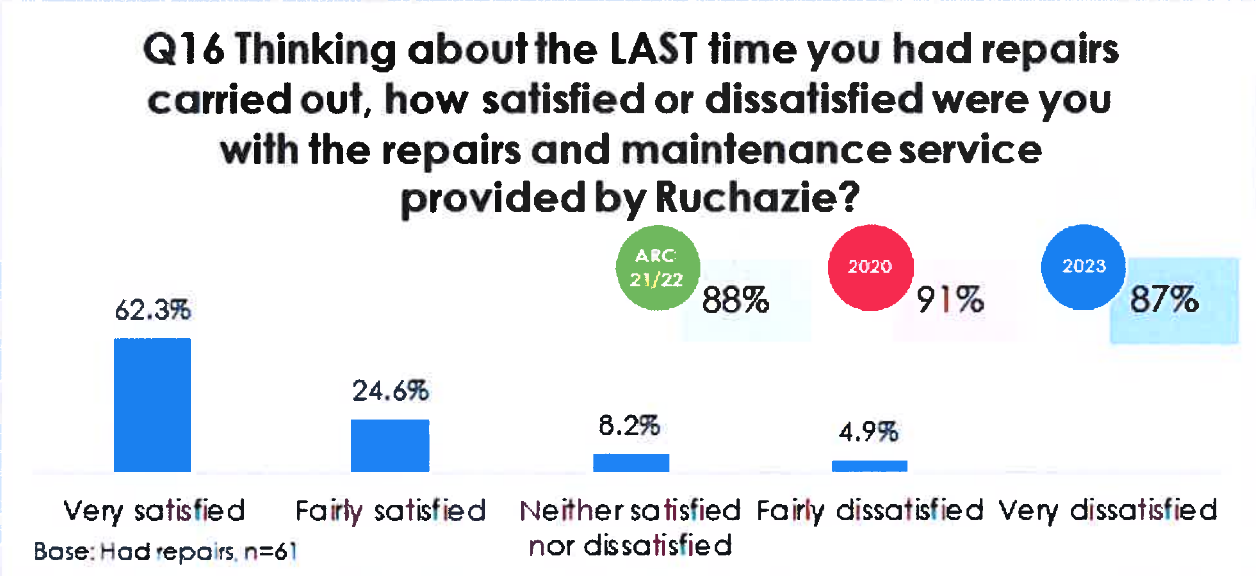
- *Never hear anything.*
- *They never sorted my kitchen to a decent standard - it looks a mess.*

6. REPAIRS SERVICE

6.1 Satisfaction with the way Ruchazie deals with repairs and maintenance (Q15-Q17)

Just over 4 in 10 respondents (43%) stated they had a repair carried out in the last year.

When asked about their satisfaction with the last repair they had carried out, 87% said that they were satisfied with the repairs and maintenance service provided by Ruchazie, compared with 8% who were neither satisfied nor dissatisfied and 5% who were dissatisfied. Compared to the 2020 survey satisfaction has decreased by 4 percentage points from 91%. Overall satisfaction is in line with the Scottish average for all social landlords reported in the 2021/22 ARC.



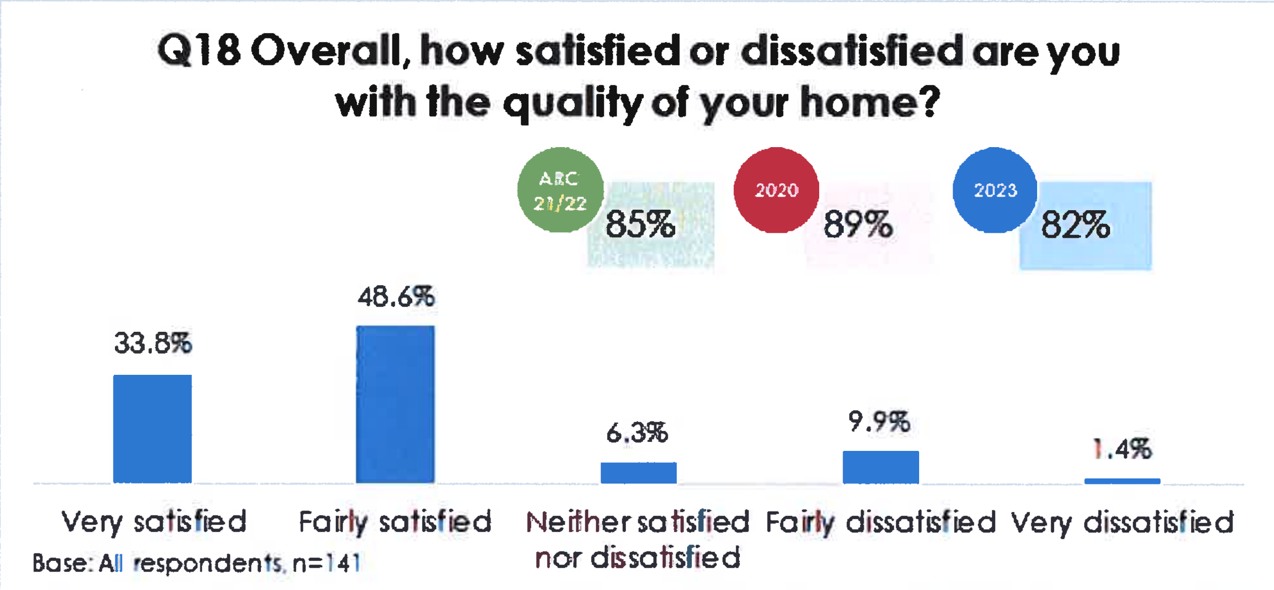
The majority of respondents said there was nothing (62%) that could be done to improve the repairs service or that they were happy with the repairs service. On the other hand, 13% spoke about poor quality repairs and 10% mentioned repairs taking too long to complete.

Q17 What, if anything, could have been done to improve the repairs process?		
Base: Not satisfied with repairs service, n=61	No.	%
Nothing/ happy with repairs	38	62.3%
Poor quality repairs	8	13.1%
Repairs take too long to complete	6	9.8%
Don't know/ no comment	5	8.2%
Improvements needed to communication/ customer service	4	6.6%
Other	2	3.3%

7. SATISFACTION WITH THE HOME

7.1 Quality of the home (Q18/19)

With regards to the quality of the home, the majority of participants (82%) said they were very or fairly satisfied with the quality of their home compared to 10% who were dissatisfied and 11% who were neither satisfied nor dissatisfied. The proportion of respondents who said they were satisfied in this respect has decreased by 7 percentage points since the 2020 survey and is slightly lower than the Scottish average reported in the 2021/2 ARC (85%).



Those who were not satisfied (25 respondents) were asked to provide details of why they felt this way. This tended to be where respondents spoke about upgrades that were needed to their home such as new windows, kitchens or bathrooms or outstanding repairs issues that were needed to be fixed in their home.

Analysis shows that some streets were much more likely to be satisfied with the quality of their home than others, although please be aware that due to the very small numbers this analysis is not statistically robust.

Quality of the home analysed by area				
	Base	% very/ fairly satisfied	% neither satisfied nor dissatisfied	% very/ fairly dissatisfied
Gartcraig Road	4	100%	-	-
Milncroft Place	10	100%	-	-
Milncroft Road	7	100%	-	-
Claypotts Road	28	89%	11%	-
Balcomie Street	16	88%	13%	-
Craighouse Street	14	86%	14%	-
Elibank Street	22	86%	9%	5%
Bankend Street	6	83%	-	17%
Ruchazie HA	**142**	**82%**	**6%**	**11%**
Avondale Street	18	78%	-	22%
Drumlochy Road	7	43%	-	57%
Caprington Place	10	40%	-	60%

7.2 Priorities for maintenance (Q20)

Respondents were then asked what they regarded as being the top 3 priorities for maintenance in their home. The table below shows the overall priority value, i.e. the sum of tenants rating each aspect a top, second or third priority.

- Window replacement (48%)
- Bathroom upgrade/ replacement (34%)
- Kitchen upgrade/ replacement (34%)

These were also the top three priorities identified in the 2020 survey.

Q20 Ruchazie has a planned maintenance programme in place. What do you regard as being the top three priorities for maintenance in your home? (% overall priority)		
Base: Not satisfied with repairs service, n=61	No.	%
Window replacement	68	48.0%
Bathroom upgrade/ replacement	48	34.0%
Kitchen upgrade/ replacement	48	34.0%
New external doors	34	24.0%
Measures to deal with dampness/ condensation	9	6.0%
Insulation against heat loss/ draught proofing	7	5.0%
Other (please specify)	6	4.0%
Energy efficiency measures to make your home warmer and easier to heat	5	4.0%
Rewiring	0	0.0%
No priorities	27	19.0%

Further analysis by street revealed that respondents from Avondale Street, Balcomie Street, Gartcraig Road and Claypotts Road were most likely to list window replacement as being their top priority for improvement in their home. On the other hand tenants living in Craighouse Street, Drumlochy Road, Milncroft Place, Caprington Place and Elibank Street were most likely to say an upgraded kitchen was their top priority.

Top priority for the home analysed by street

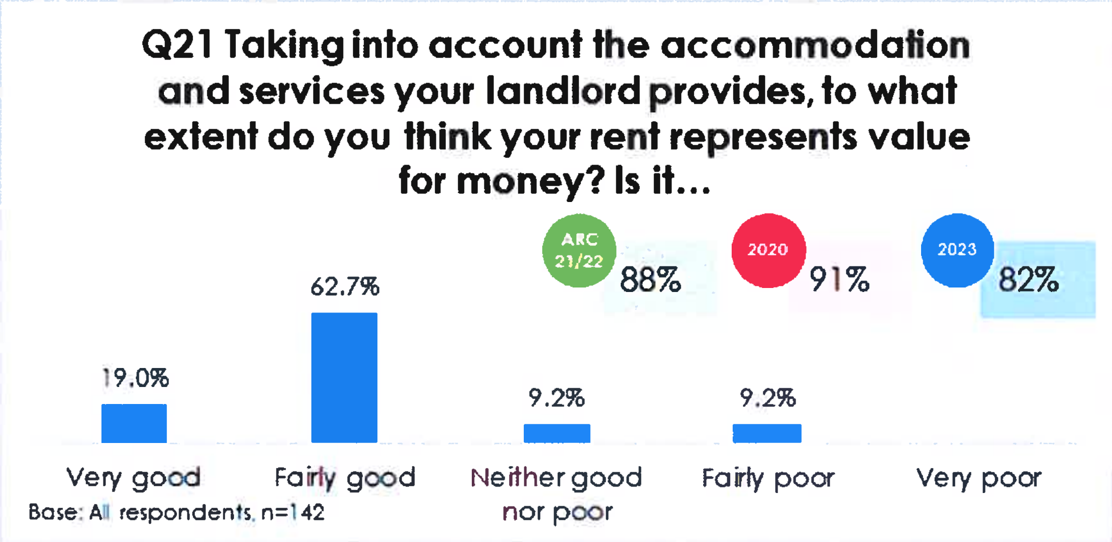
	Craighouse Street	Avondale Street	Balcomie Street	Gartcraig Road	Drumlochy Road	Bankend Street	Milncroft Place	Caprington Place	Claypotts Road	Elibank Street	Milncroft Road
Base	14	18	16	4	7	6	10	10	28	22	7
Window replacement	7%	78%	88%	50%	-	-	10%	-	57%	9%	-
Rewiring	-	-	-	-	-	-	-	-	-	-	-
Bathroom upgrade/ replacement	14%	11%	6%	25%	-	-	-	20%	14%	9%	14%
Kitchen upgrade/ replacement	29%	-	-	-	86%	17%	70%	30%	4%	50%	14%
New external doors	7%	6%	-	-	-	17%	-	10%	4%	9%	-
Insulation against heat loss/ draught proofing	-	-	-	-	-	-	-	-	4%	-	-
Measures to deal with dampness/ condensation	-	-	-	-	-	-	-	10%	4%	-	-
Other	-	-	-	-	-	17%	-	-	-	18%	14%
No priorities	43%	6%	6%	25%	14%	50%	20%	30%	14%	5%	57%

8. RENT AND AFFORDABILITY

8.1 Value for money (Q21/22)

Just over 8 in ten respondents (82%) said the rent for their accommodation and the services their landlord provides represents very or fairly good value for money compared to 9% who said it represented very or fairly poor value for money and 9% who said it was neither good nor poor value for money.

The proportion stating their rent was good value for money has decreased by 4 percentage points from 91% in 2020. However, overall satisfaction is in line with the Scottish average reported in the 2021/22 ARC (88%).



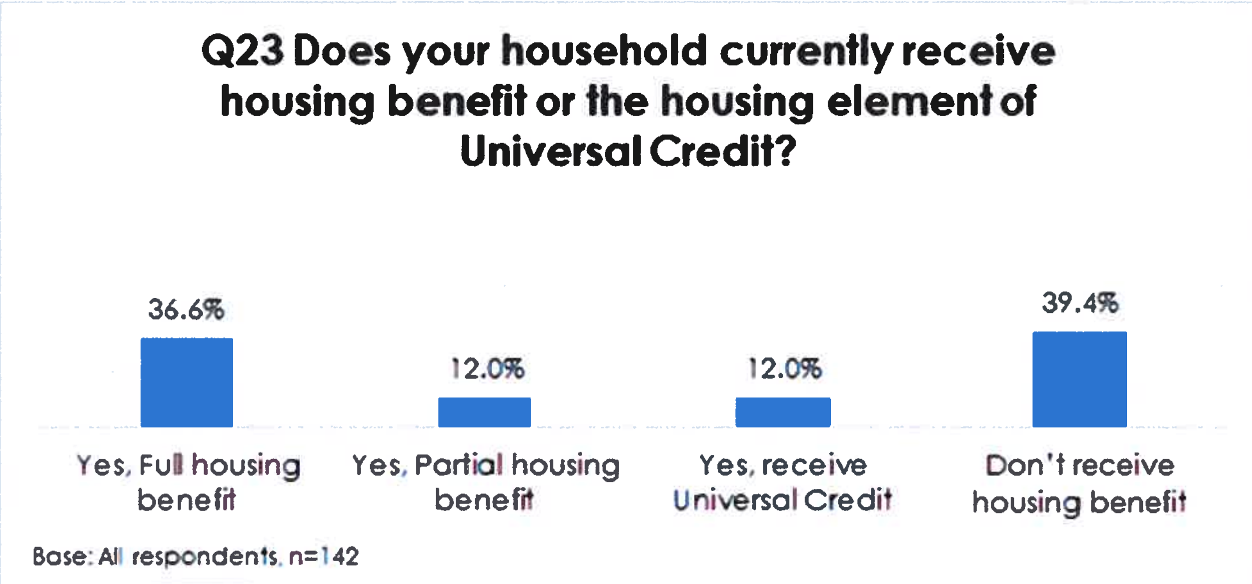
All respondents were then asked to provide comments for feeling this way about the value for money for their rent. The open ended comments were grouped into common themes and are displayed in the table below. Positive comments about rents were where tenants were happy with their rent and thought it was a fair price (26%), that it was cheaper, or fair compared to other housing options (12%) and that it was good value for the area or the size or quality of the home (6%).

Where respondents were negative about the value for money of rents this tended to be where they felt the rent charge was too expensive (11%), where they mentioned frequent rent increases (17%) or where they felt their rent did not reflect the quality of their home and their property required upgrades (2%).

Q22 Can you explain why you say that?		
Base: All respondents	No.	%
I get mine paid with benefits	47	33.1%
Happy with it/ fair price	37	26.1%
Cheaper/ fair compared to other places/ private landlord	17	12.0%
Good value for area/ size/ quality of home	8	5.6%
Too expensive	15	10.6%
Increases every year	24	16.9%
Needs upgrades	3	2.1%
Don't know/ No comment	6	4.2%

8.2 Housing Benefit (Q23)

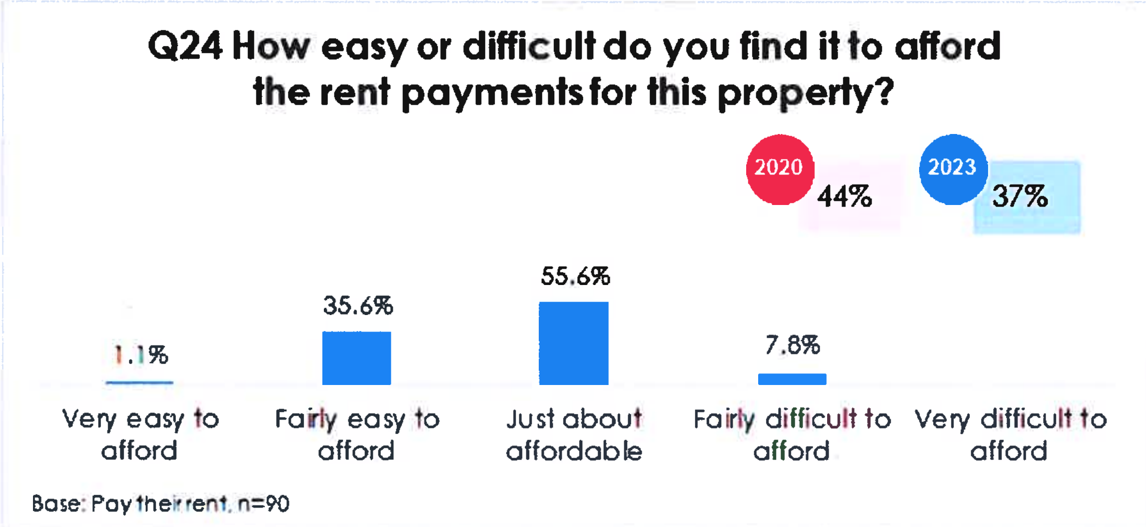
In terms of housing benefit, just under 4 respondents (37%) said they were in receipt of full housing benefit, 12% were in receipt of partial housing benefit and 12% said they received universal credit. 39% of respondents pay full rent.



Analysis of value for money of rent by receipt of housing benefit/ universal credit reveals that those who paid full rent (64%) were less likely to say their rent was good value for money (64%) than those who were in receipt of full housing benefit (94%), partial housing benefit (88%) or received Universal Credit (94%).

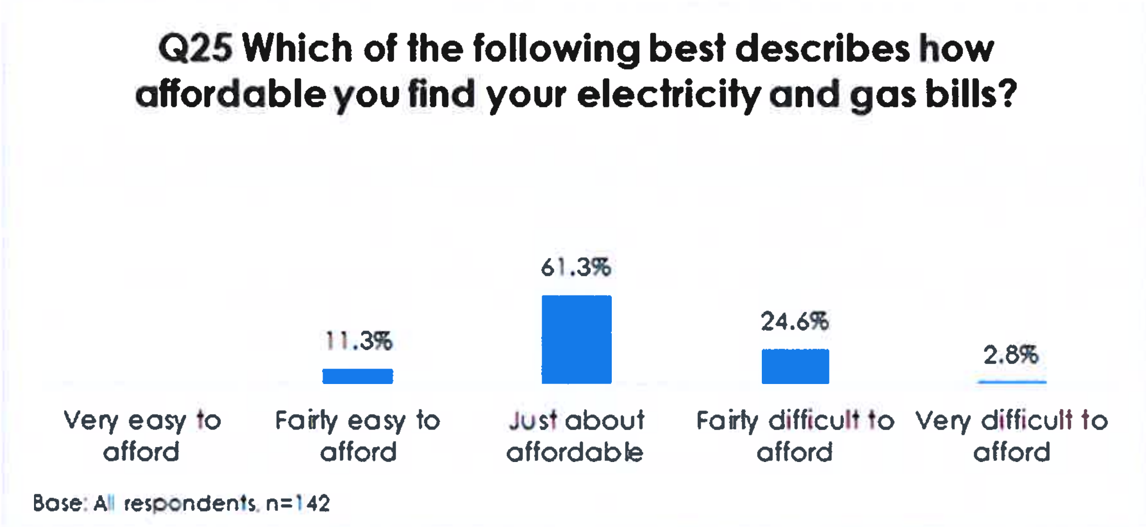
8.3 Affordability of rent payments (Q24)

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. As shown below, 37% of respondents said they find their rent payments very or fairly easy to afford and 56% said it is just about affordable. Only 8% of tenants said their rent was difficult to afford. The proportion of respondents who said their rent is easy to afford has decreased from 44% in 2020 to 37% in 2023. None of the 17 tenants who received Universal Credit said their rent was easy to afford, all said it was just about affordable. Tenants who received partial housing benefit (12%) or paid full rent (9%) were most likely to say their rent was difficult to afford.



8.4 Affordability of fuel bills (Q25/26)

Over 6 in 10 tenants (61%) said their electricity and gas bills were just about affordable. More tenants were of the opinion that their bills were difficult to afford (27%) than easy to afford (11%).



Over 6 in 10 tenants said that in the last year they had chosen to not put their heating on because they could not afford it (62%). Tenants aged 35-44 (78%) were most likely to have not put their heating on due to affordability issues, while tenants aged 65 and over were least likely to say they have done this (44%).

8.5 The welfare rights service and financial support (Q27-30)

Two thirds of tenants (66%) were aware that the Association has a Welfare Rights Service.

The vast majority (78%) were aware that Ruchazie has received funds to help tenants with the cost of living crisis. For example, support to help with paying fuel bills food vouchers and clothing etc. Three in four tenants said they have received support from Ruchazie to assist with the cost of living crisis, amounting to 106 tenants.

A total of 14 tenants provided suggestions for things that Ruchazie could be doing to help tenants with the cost of living crisis. Their suggestions are listed below and include providing more shopping vouchers and providing more information to tenants on the help and support that is available.

- *Give more shopping vouchers when they can.*
- *Give more shopping vouchers when they can.*
- *Tell tenants what help there is available for them.*
- *If they told us what was available for help.*
- *Tell people what they have available - I did not know this.*
- *Tell their tenants what help they have available - I did not know.*
- *Tell people what is available to them.*
- *Tell everyone what they have available.*
- *More shopping vouchers.*
- *Tell people what they have available in a text or email.*
- *Encourage more shopping vouchers.*
- *Maybe more help with fuel, although they have been very good.*
- *Remember the tenants that are working full time and pay full rent. We struggle like everyone else, but we don't get the help.*
- *Upgrade the properties.*

9. THE NEIGHBOURHOOD

9.1 Neighbourhood as a place to live (Q31)

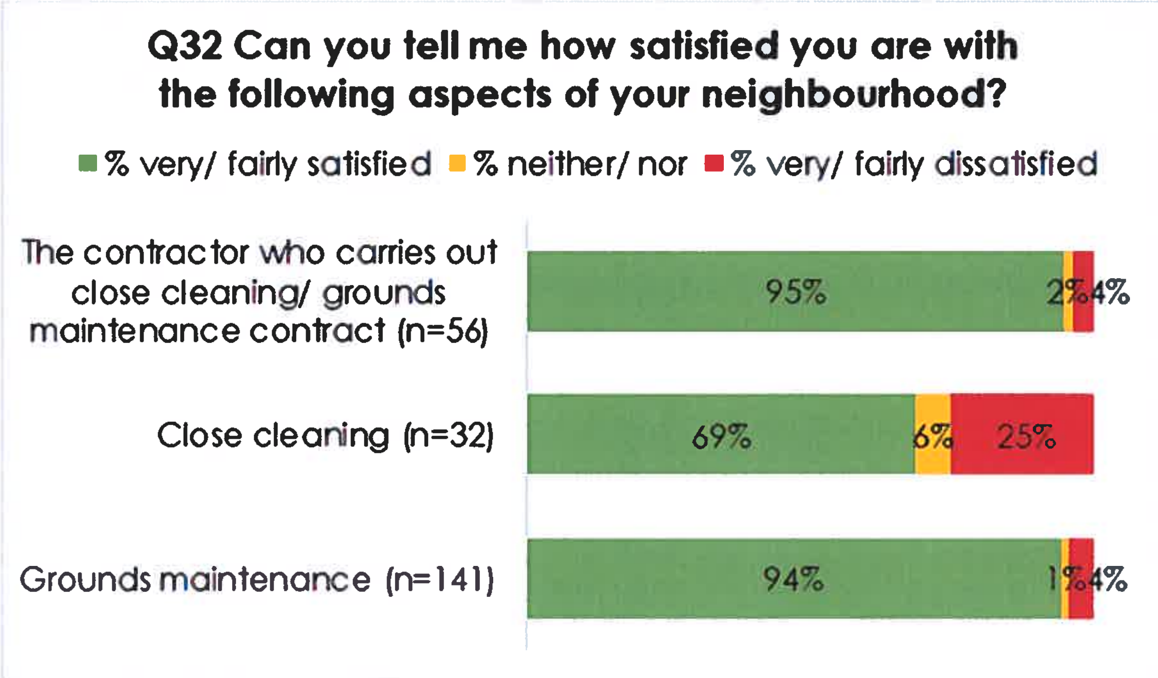
In terms of the neighbourhood as a place to live, almost all tenants (97%) said they were very or fairly satisfied with their neighbourhood compared to 1% who were neither satisfied nor dissatisfied and 2% who were very dissatisfied.

Satisfaction with the neighbourhood as a place to live analysed at street level is shown in the table below. As can be seen below, only tenants living in Drumlochy Road (2 tenants) and in Caprington Place (1 tenant) were dissatisfied with their neighbourhood as a place to live.

Neighbourhood as a place to live analysed by area				
	Base	% very/ fairly satisfied	% neither satisfied nor dissatisfied	% very/ fairly dissatisfied
Claypotts Road	28	100%	-	-
Avondale Street	18	100%	-	-
Balcomie Street	16	100%	-	-
Craighouse Street	14	100%	-	-
Milncroft Place	10	100%	-	-
Milncroft Road	7	100%	-	-
Bankend Street	6	100%	-	-
Gartcraig Road	4	100%	-	-
Ruchazie HA	**142**	**97%**	**1%**	**2%**
Elibank Street	22	95%	5%	-
Caprington Place	10	90%	-	10%
Drumlochy Road	7	71%	-	29%

9.2 Satisfaction with aspects of the neighbourhood (Q32)

As shown below satisfaction levels varied, ranging from 69% in terms of close cleaning (82% in 2020), to 94% in terms of grounds maintenance (97% in 2020) and 95% with regards to the contractor who carried out the ground maintenance (86% in 2020).



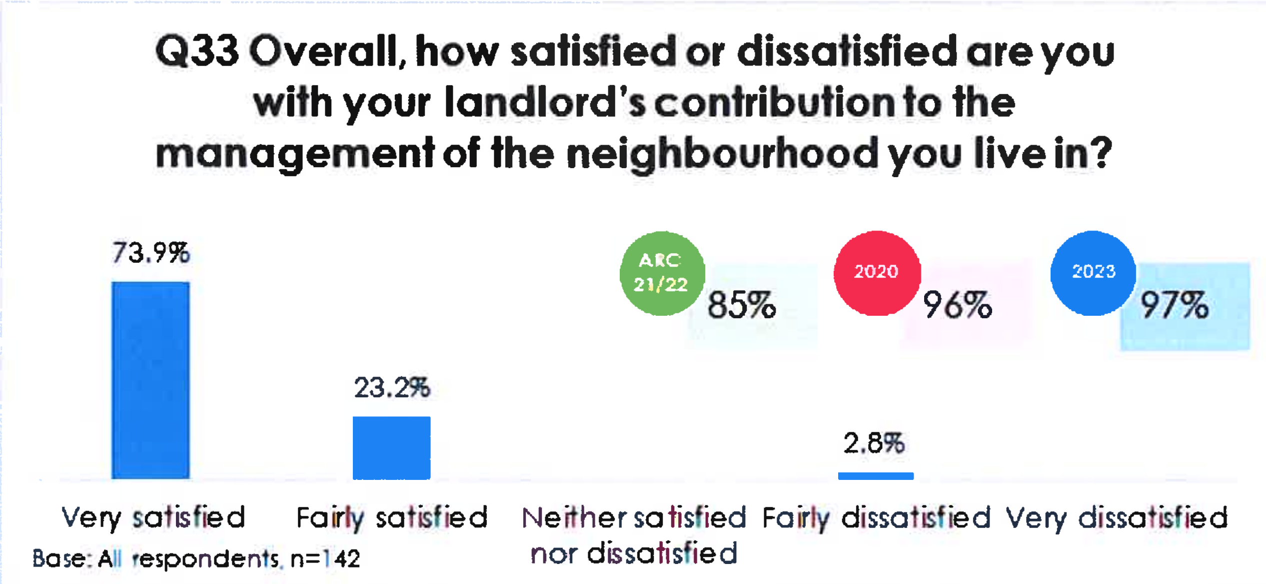
Following on from this, tenants were asked to provide any follow up comments on the neighbourhood aspects. The majority (63%) had no further comments and 17% said they were happy with the maintenance of the area. On the other hand, 9% would like to see better cleaning of closes or maintenance of communal areas and 6% commented on issues with bins, rubbish and fly tipping.

Q32 Do you have any comments you would like to make?		
Base: All respondents, n=142	No.	%
No comment/ Nothing	90	63.4%
Happy with area/ well maintained	24	16.9%
Better cleaning of close/ maintenance of communal areas	12	8.5%
Bins, rubbish, fly tipping issues	8	5.6%
Trim trees/ cut grass	5	3.5%
Fences need repaired/ replaced	2	1.4%
Other	4	2.8%

9.3 Satisfaction with landlord's contribution to neighbourhood (Q33/34)

Respondents were asked how satisfied they were with the landlord's contribution to the neighbourhood they live in. The majority of tenants (97%) were very or fairly satisfied compared to 3% who were very or fairly dissatisfied.

Satisfaction compared with 2020 has seen no significant change with 96% being satisfied with the Association's contribution to the management of the neighbourhood in 2020. Satisfaction is considerably higher than the Scottish average reported in the 2021/22 Annual Return on the Charter for all Scottish social landlords (85%).



The four tenants who were not satisfied in this respect provided the following suggestions as to how the Association could improve in this respect:

- *Close doesn't get cleaned.*
- *They could tidy it up better.*
- *They could do more about the rubbish problem, makes the place look not nice.*
- *They should clear up the area at old school and put CCTV up. Also the green bins are getting stolen, and you have to pay for new ones - CCTV would help that too.*

10. SERVICE PRIORITIES AND IMPROVEMENTS

10.1 Service priorities (Q35)

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

- *A good quality repairs service (87% selecting as a top, second or third priority)*
- *Charge affordable rents (66%)*
- *Improve homes (55%)*

Q35 Which of the following services would you consider to be your top three priorities of the following list:		
Base: All respondents, n=142	No.	%
Good quality repairs service	123	87.0%
Charge affordable rents	94	66.0%
Improve homes	78	55.0%
Providing good customer service	58	41.0%
Managing the environment around your home	22	15.0%
Good quality landscape maintenance (e.g. grass cutting, weeding etc)	14	10.0%
Support for tenants	10	7.0%
Rent arrears assistance	3	2.0%
No priorities	3	2.0%
Giving energy advice	0	0.0%
Tenant involvement in developing policies	0	0.0%

In 2020, the top priority has remained consistent with a good quality repairs service being most important to tenants (82%). However, the current financial crisis is reflected in tenants' priorities for services and has increased from 4th priority in 2020 (34%) to second priority in 2023 (66%)

10.2 Service strengths (Q36)

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

- *Repairs (20%)*
- *Gave us vouchers to help with crisis/ there if we need them (14%)*
- *Good customer service / prompt(7%)*

Q36 Thinking about the overall service provided by Ruchazie Housing Association, what do you think they do best?		
Base: All respondents, n=142	**No.**	**%**
Don't know/ no complaints	47	33.1%
Overall good - no specifics	31	21.8%
Repairs are good/ quick	28	19.7%
Gave us vouchers to help with crisis/ there if we need them	20	14.1%
Good customer service/ prompt response	10	7.0%
Nothing/ unhappy with HA	6	4.2%
Good communication	5	3.5%
Keep the area clean/ well maintained	2	1.4%
Happy with upgrade	1	0.7%

10.3 Priorities for improvement (Q37)

Respondents were then asked if there was one thing that the Association could do to improve their overall service. The comments provided were grouped into common themes and are displayed in the table below. Encouragingly, the most common response was where tenants were unable to provide a suggestion or said they were happy with everything (30%). The most common suggestions for improvement were:

- *Upgrades/ improvements to homes (23%)*
- *Better communication/ follow up/ listen to tenants (11%)*
- *Clean area/ deal with rubbish/ close cleaning (5%)*

Q37 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=142	**No.**	**%**
Nothing/ happy with everything	42	29.6%
Upgrades required e.g. kitchen, bathroom, windows, doors etc	34	23.9%
Better communication/ follow ups/ listen to tenants	16	11.3%
Clean area/ rubbish problem/ close cleaning	7	4.9%
More help with financial crisis/ cheaper rents	5	3.5%
Trim trees/ cut grass	3	2.1%
Quicker repairs service	2	1.4%
Other	6	4.2%
Don't know/ No comment	35	24.6%

11. YOU AND YOUR HOUSEHOLD

11.1 Household composition (Q39/40)

In terms of household composition, a quarter of tenants (25%) were single adult households, 23% were two adults with no children, 24% were lone parents with at least one child, 23% were couples with at least one child, and 4% were three or more adults.

Q40 How would you describe the composition of your household?		
Base: All respondents, n=142	No.	%
Single adult	36	25.4%
Two adults	33	23.2%
Three or more adults, 16 or over	5	3.5%
1 parent family	34	23.9%
2 parent family	32	22.5%
Other	2	1.4%

11.2 Age and gender (Q41/46/47)

The majority of respondents were female (73%) 27% were male. No respondents considered themselves to be a trans person.

With regards to the age profile of participants, 21% were aged 16 to 34, 19% were aged 35 to 44, 23% were aged 45-54, 18% were aged 55-64 and 19% were aged 65 and over.

Q41 What is your age group?		
Base: All respondents, n=142	No.	%
16-24	2	1.4%
25-34	28	19.7%
35-44	27	19.0%
45-54	32	22.5%
55-64	26	18.3%
65-74	21	14.8%
75-84	6	4.2%

11.3 Health conditions or disabilities (Q42/43)

Just over a third of respondents (34%) said that either they or a member of their household had a disability. This was most likely to be regarding a physical impairment (52%).

Q43 How would you describe the nature of your disability from the following list?		
Base: All respondents, n=142	No.	%
Autoimmune: (e.g. multiple sclerosis, HIV, Crohn's/ulcerative colitis)	6	12.5%
Learning difficulties: (e.g. Down's Syndrome)	1	2.1%
Mental health issue: (e.g. depression, bi-polar)	8	16.7%
Neuro-divergent condition: (e.g. autistic spectrum, Dyslexia, dyspraxia)	1	2.1%
Physical impairment: (e.g. wheelchair-user, cerebral palsy)	25	52.1%
Hearing impairment)	-	-
Visual impairment	-	-
Other (please specify)	10	20.8%
Prefer not to say	5	10.4%

11.4 Ethnicity (Q44)

With regards to ethnicity, the vast majority said they were White Scottish or White British (92%).

Q44 What is your ethnic group?		
Base: All respondents, n=142	No.	%
Scottish	130	91.5%
Other British	1	0.7%
Polish	6	4.2%
Roma	1	0.7%
African, Scottish African or British African	2	1.4%
Other, please write in	2	1.4%

11.5 Belief or religion (Q45)

The majority of tenants had no specific religion or belief (85%), 10% were catholic, 4% were other Christian and 1% were protestant.

Q45 What best describes your belief or religion?		
Base: All respondents, n=142	No.	%
No specific religion or belief	120	84.5%
Catholic	14	9.9%
Other Christian	6	4.2%
Protestant	2	1.4%

11.6 Pregnancy/ maternity (Q48)

No respondents said they were pregnant and just one respondent said they had taken maternity or paternity leave in the past year.

11.7 Sexual orientation (Q49)

All respondents said their sexual orientation was heterosexual or straight.

12. 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 in general remained high compared to the 2020 survey results.

KEY POINTS

The results of the 2023 survey reveal that, in general, the Association is performing to a very high standard. The key findings from the survey are as follows:

- Overall satisfaction with the service provided by Ruchazie is high with 91% of tenants being very or fairly satisfied. Overall satisfaction has not seen a significant change since the last tenant satisfaction survey, undertaken in 2020 (90%).
- 96% of tenants said the Association was very or fairly good at keeping them informed about their services and decisions. Satisfaction has remained consistent since the 2020 survey where 98% rated the Association very or fairly good in this respect.
- 99% of tenants were very satisfied with the opportunities to participate in decision making processes, which has increased by 8 percentage points from 91% in the 2020 survey.
- 87% 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 the 2020 survey this is a decrease of 4 percentage points from 91%.
- 82% of tenants said they were very or fairly satisfied with the quality of their home. This is less than in the 2020 survey where 89% were very or fairly satisfied.
- Just over 8 in 10 participants (82%) said the rent for their accommodation and the services their landlord provides represents very or fairly good value for money compared to 9% who said it represented very or fairly poor value for money and 9% who said it was neither good nor poor value for money. The proportion stating their rent was good value for money is not significantly different than the 2020 result (81%).
- The majority of tenants (97%) were very or fairly satisfied with their landlord's contribution to the management of the neighbourhood as a place to live.

Satisfaction with the neighbourhood has seen no significant change compared to the 2020 survey where 96% were satisfied in this respect.

Appendix 1

Survey Questionnaire