

Tenant Opinion Survey – Future Options 2022

Survey Report

KINGSRIDGE CLEDDANS HOUSING ASSOCIATION

January 21, 2022

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Background

This tenant opinion survey was carried out by Knowledge Partnership on behalf of Kingsridge Cleddans Housing Association (Kingsridge Cleddans) using an interviewer led telephone survey, postal questionnaire, and an online questionnaire. The survey was carried out between 8th December 2021 and January 15th 2022 and by the conclusion of the survey period 161 tenants had completed a survey. This represents 55.5% of all Kingsridge Cleddans' tenants.

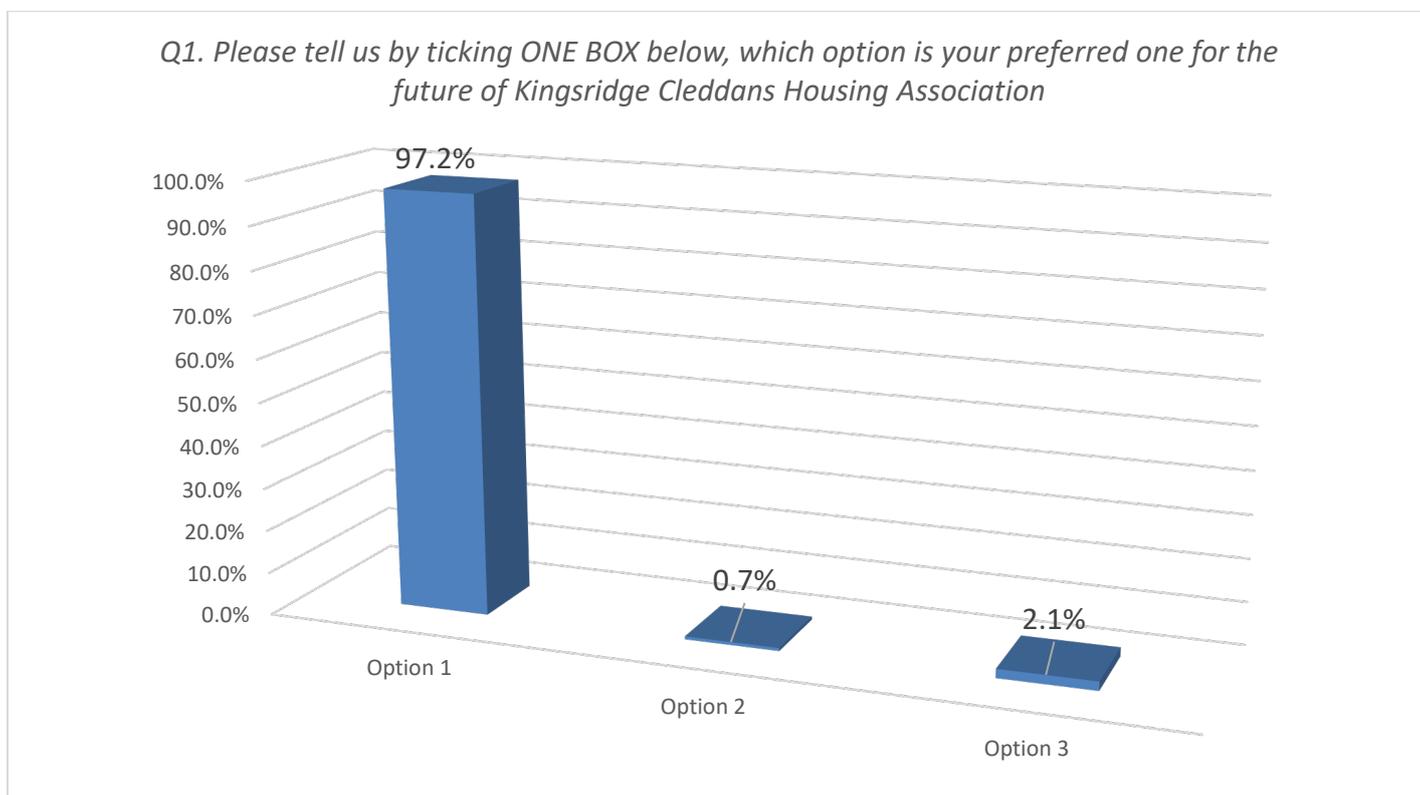
Findings

The feedback from the tenant survey is shown in figure 1 and table 1 (comments). The options presented in the survey questionnaire were as follows:

1. The Association stays independent and continues to provide the range of services it currently offers. For tenants, this would mean no change to the arrangements that currently exist and Kingsridge Cleddans would continue to be your landlord. (Option 1)
2. The Association stays independent but shares or/buys in services from another Housing Association. For tenants, this could mean that services such as repairs are provided by another landlord and not by Kingsridge Cleddans. Under this option, Kingsridge Cleddans would still be your landlord, but some services would be delivered by a different landlord. (Option 2)
3. The Association ceases to be independent and transfers all of its activities to another, larger landlord. For tenants, this would mean that Kingsridge Cleddans would cease to be your landlord and your home and services would be maintained and provided by a different landlord. (Option 3).

Choice of options

As illustrated in figure 1, almost all tenants (97.2%) have opted for the status quo, i.e. option 1 whereby Kingsridge Cleddans continues as an independent landlord.



Commentary

Most tenants (but not all) provided an explanation for their choice of option and these are set out in table 1. As illustrated most tenants are more than happy with the current service arrangements and see no need to change e.g.

- ✓ Happy with current service. Gives more community-based service and better relationship between landlord and tenant.
- ✓ Happy with how its run; repairs done promptly. Staff helpful and courteous.
- ✓ Helped with all problems and always kind and respectful.

Table 1: reason for choice of option (base 136)

Q2. Please tell us why you have chosen the option you did in question 1

Option	Comment
Option 1	Already helpful.
Option 1	Association has always been independent so why change it? Just keep the way it is.
Option 1	Association runs brilliantly, no need for change. Do not want to see anyone else come in or parts sold off.
Option 1	At least if they're independent I know where I am. I've no experience with other housing associations.
Option 1	Because it would be too confusing if you changed anything.
Option 1	Because they're good and just to keep them going.
Option 1	Been a tenant for 27 years never had a problem with them. Anything I wanted, got help immediately and staff are very cooperative.
Option 1	Been doing alright.
Option 1	Best from experience.
Option 1	Brilliant with repairs. Worried that services may take longer and may not be as good a standard as currently receiving.
Option 1	Comfortable with what we have.
Option 1	Comfortable with them as is.
Option 1	Comfortable and good relationship.
Option 1	Comfortable setup.
Option 1	Comfortable, good repairs.
Option 1	Current services fantastic. Prices and location great for local school.
Option 1	Doing a good job; fair and honest.
Option 1	Don't like idea of take over; feel comfortable and happy as we are.
Option 1	Don't mess with what works.
Option 1	Don't want anything to change.
Option 1	Don't want anything to change.
Option 1	Don't want anything to change.
Option 1	Don't want anything to change.
Option 1	Don't want anything to change. Great service.
Option 1	Don't want anything to change. It currently runs really well. Staff helpful. Quick repairs.
Option 1	Don't know but just think that '1' would be best.
Option 1	Don't want it to change.
Option 1	Everything fine.
Option 1	Everything is fine.
Option 1	Everything seems to be ok and do not wish change.
Option 1	Familiar with them so no need to change.
Option 1	Familiar with the service.

Option	Comment
Option 1	Stay with what we have.
Option 1	No need to change.
Option 1	Know their staff and services so why change.
Option 1	They are familiar to me so no need for anything to be changed.
Option 1	They are known to me so leave as is.
Option 1	Familiar with them; don't need to make any changes.
Option 1	Good services, economical.
Option 1	Happy to leave things as they are, no change needed.
Option 1	Happy with current service, staff know all tenants. Afraid if change then decision system would be slower.
Option 1	Happy with current service. Gives more community-based service and better relationship between landlord and tenant.
Option 1	Happy with current state.
Option 1	Happy with current state.
Option 1	Happy with everything.
Option 1	Happy with housing.
Option 1	Happy with how its run; repairs done promptly. Staff helpful and courteous.
Option 1	Happy with how things are.
Option 1	Happy with service provided.
Option 1	Happy with services.
Option 1	Happy with services so wish to stay with them.
Option 1	Happy with the arrangements and also as a landlord.
Option 1	Happy with the service provided.
Option 1	Helped with all problems and always kind and respectful.
Option 1	Helpful.
Option 1	Helpful.
Option 1	Helpful.
Option 1	I feel given its independence; it is one of the better social landlords within the Glasgow area. Along with employing smaller businesses to provide relevant repairs and work.
Option 1	I feel that you offer a great service for the tenants in your housing stock. It's more personal to the tenants needs and requirements. I would like this to continue.
Option 1	I just don't think they need to change, why change something that's not broken? I'm happy.
Option 1	I love how Kingsridge is currently run. Very friendly and professional team. Any work or repairs I have needed, have been carried out swiftly and to a very good standard.
Option 1	I prefer it to stay the way it is, and I haven't had any problems at all.
Option 1	I think Kingsridge Cleddans provide good housing and any services you need.
Option 1	I think they're good with the way they things at the moment.
Option 1	I think you provide a good service. Repairs are carried out in a timely work frame you look after the place, and you expect the tenants to do the same and this makes a difference. I think if you go independent all the hard work John and the team have put in over the years will be lost and the place will go to ruin.
Option 1	I used to be on the management committee, and I know how it works and how good they are; I'd rather stay the way it is.
Option 1	If it's not broken why change it? Perfectly satisfied with service. Repairs done quickly, never had any problems.
Option 1	If it's no broke don't fix it. A local friendly housing association is what separates it from the rest.
Option 1	If they're independent then they're still in control but they might need more people and the job might get done a lot faster.
Option 1	it's better to stay local, the staff know their tenants.

Option	Comment
Option 1	It's the best way.
Option 1	I've been with them from day one, and I've never had any problems.
Option 1	I've never had a problem with them.
Option 1	Just need to do more maintenance; only one maintenance provider for joinery and things like that.
Option 1	Just have no issues with what they have done so far; have been absolutely fine.
Option 1	KCHA best in the area. Changing would be detrimental to tenants and properties. KCHA have a more personal touch.
Option 1	KCHA best value for money. Staff provide excellent service and always approachable. Very knowledgeable.
Option 1	KCHA has reasonable rent, repairs done fast.
Option 1	KCHA provide great service with very helpful staff that listen. Very good team.
Option 1	KCHA staff do a fantastic job, problems solved quickly as well as repairs. Quick response. Great service compared to other HA's. Leave as is.
Option 1	Know others at larger associations and the rates of repair are terrible. With Kingsridge, never had a problem if got repair needing done they fit round when I'm available; are really good that way.
Option 1	Never had a problem with them. Have heard other housing providers aren't too great when it comes to repairs and other things.
Option 1	No change necessary.
Option 1	No issues.
Option 1	No issues with current housing.
Option 1	No problems, familiar with them.
Option 1	No problems.
Option 1	Nothing needs changed.
Option 1	Nothing needs to change.
Option 1	Received excellent service and efficient repair service. Team supportive and helpful.
Option 1	Repairs fixed quickly and efficiently. When something works, why fix it! KCHA excellent.
Option 1	Repairs get done and no qualms about it.
Option 1	Runs fine how it is.
Option 1	Small, friendly and well run. Issues dealt with well and good communication. Would prefer no change due to anxiety issues.
Option 1	Stay independent as currently receive 100%. Why spoil a good thing that works so well.
Option 1	Stay independent. Repairs always quick and staff nice and approachable.
Option 1	Stay the same, nothing needs to change. Other companies being involved could cause issues.
Option 1	Sticking to what I know is what I prefer.
Option 1	Been successful for years.
Option 1	The 3rd parties that they have for repairs have been brilliant.
Option 1	The Association is great as it is.
Option 1	They are brilliant and happy with them; would wish to stay as it is.
Option 1	Very happy with how things are being run currently.
Option 1	Happy with the service we have received, particularly the repair service.
Option 1	No change needed-happy with the services.
Option 1	Services always helpful and repairs are great.
Option 1	Do not want any change.
Option 1	Pleased with the association and do not want them to change.
Option 1	They are very friendly and helpful. They go out of their way to help when it is needed. You can phone for a repair and 9 time out of 10 your repair will be fixed the same day. Also you get to know the tradesman that's coming, and you trust them.
Option 1	They currently make time for their tenants, no complaints.

Option	Comment
Option 1	I like the association and wish it to stay the same.
Option 1	I like how they run their services.
Option 1	They provide a very good service and repairs are always done promptly.
Option 1	They're a good housing association.
Option 1	They're quite quick and you get things done.
Option 1	They've always been there. We get letters telling us what's happening, and in the community, repairs are always done quickly and they're nice people to speak to.
Option 1	They've helped me.
Option 1	This is my option as I've always been very happy with the service provided & the running of the organisation.
Option 1	This option has worked for many years so I cannot think of a valid reason to change things now. The landlord service has been great, repairs have been done within acceptable timescale. Houses have been updated with new kitchens, windows and doors. We have the best affordable rents in Drumchapel. My concern would be that if we bring in other landlords they would want to raise our rents to be in line with the rents they are charging their tenants.
Option 1	Want things to stay the same.
Option 1	Want to continue with current landlord as always provided good service.
Option 1	Want to stay with current landlord. Staff friendly and know tenants. Repairs done quick and efficiently. Not treated as just a number.
Option 1	Well been with them since the beginning and have been good. Don't see any reason to go as I like the way they run it.
Option 1	Well run.
Option 1	Well run housing association, fair rents. Don't feel would get same with bigger association.
Option 1	Why change anything if there's no problem. Never had a problem with this landlord; for me they are one of the best.
Option 1	Why change what's working.
Option 1	Why rock the boat when there is no need as the Association is doing an excellent job.
Option 1	Works well as independent provider; happy with services provided, staff helpful and knowledgeable.
Option 1	Works well as is so should stay independent, services such as repairs are excellent, no need for change.
Option 1	Would like to stay the same; quite happy with the services.
Option 1	You ask for repairs to get done and they've done things for us so prefer to stay with the one we know; quite happy with them.
Option 2	For example if under GHA ,would become so complicated with too many layers, whereas here have direct access. A small organisation sometimes can be limited so the second option for me.
Option 3	Can't get any peace from young ones, squatters come in. Someone is putting them in, and I can't stand it.
Option 3	More options needed.
Option 3	Service with larger landlord should be more efficient.