

# Tenant Satisfaction Survey 2019

## Survey Report

**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION**

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**KINGSRIDGE CLEDDANS HOUSING ASSOCIATION**

**TABLE A - SUMMARY OF ARC INDICATOR SATISFACTION RESULTS FROM TENANT SATISFACTION SURVEY 2019**

<u>ARC indicator number</u>	<u>Measure</u>	<u>% tenants very and fairly satisfied March 2019 (face-face survey) – base 76</u>	<u>% tenants very and fairly satisfied August 2019 (face-face survey) – base 160</u>	<u>Scottish RSL average 2017-18 (source ARC data – mixed methods)</u>
1	Satisfaction with Kingsridge Cleddans' overall service	100%	97%	91%
2	Satisfaction with being kept informed about services and decision	100%	96%	93%
5	Satisfaction with opportunities to participate in decision making	100%	100%	86%
7	Satisfaction with quality of home	97%	97%	88%
12	Satisfaction with repairs service	100%	98%	94%*
13	Satisfaction with Kingsridge Cleddans' contribution to the management of the neighbourhood	96%	97%	89%
25	Rating of rent as very good or fairly good value for money	97%	98%	83%

\*RSL average includes transactional data which is likely to produce higher results than survey data

# Executive Summary

## Introduction and Methods

This report provides the results of research into the satisfaction levels of a sample of Kingsridge Cleddans Housing Association (Kingsridge Cleddans) tenants in relation to services such as repairs, information provision, housing quality etc. It has been prepared by Knowledge Partnership who carried out the research on behalf of Kingsridge Cleddans.

The research draws on quantitative feedback gathered from tenants by means of an interviewer administered questionnaire. A total of 160 tenants (61% of the available survey sample) took part in the survey during the fieldwork period (August and September 2019).

## Annual Return on the Charter (ARC) Measures

- Considering Kingsridge Cleddans' services overall, 97% of tenants are very or fairly satisfied with the service provided; 2% of tenants are dissatisfied with the service. The figure for August 2019 compares with 100% tenant satisfaction reported during Kingsridge Cleddans' last tenant satisfaction survey in March 2019.
- On the measure of satisfaction with housing quality, 97% of tenants in August 2019 are very or fairly satisfied compared with 2% who are dissatisfied. In March 2019, 97% of tenants were satisfied with their home whilst 1% were dissatisfied.
- For repairs carried out in the last year, 98% of tenants are satisfied in August 2019 (none were dissatisfied). In March 2019, 100% of tenants were satisfied with their last repair.
- For the question, 'Overall, how satisfied or dissatisfied are you with Kingsridge Cleddans' contribution to the management of the neighbourhood you live in?' 97% of tenants in August 2019 are very or fairly satisfied on this measure and none are dissatisfied. In March 2019, 96% of tenants were satisfied with the management of their neighbourhood.
- Most tenants in August 2019 agree that the rent they pay for housing and related services is value for money i.e. 98% of tenants agree that rent is very or fairly good value for money whilst 1% say that rent value is poor. In the March 2019 survey, 97% of tenants agreed that rent was good value for money; none disagreed.
- For the question 'How good or poor is Kingsridge Cleddans at keeping you informed about their services and decisions?', 96% of tenants in August 2019 rate Kingsridge Cleddans as either very or fairly good in this area. The equivalent figure recorded in March 2019 was 100% saying 'good'.
- All tenants (100%) are satisfied with the opportunities they have for participating in the decision making of Kingsridge Cleddans. The comparable figure for this measure from the March 2019 survey is 100% satisfied.

## Kingsridge Cleddans' strengths

- Amongst tenants, Kingsridge Cleddans is seen as particularly good at giving good customer service and having a good repairs service.

## Conclusion and Areas for Further Consideration

### Conclusion

- On balance, this research has indicated that a substantial majority of tenants are very or fairly satisfied with the overall service they receive from Kingsridge Cleddans (97% are very or fairly satisfied overall). Aside from being satisfied overall, the majority of tenants are also satisfied with most aspects of the service provided e.g. housing quality, repairs, information provision, value for money etc.

## Areas for further consideration

Given the very high level of tenant satisfaction with Kingsridge Cleddans' services, there are very few areas for consideration as improvement items. However, we have set out below some items that the Association may wish to consider further:

- Approx. one in five tenants (19%) would be interested in accessing more of Kingsridge Cleddans' services online e.g. booking repairs and viewing rent account statements. These types of digital services are of particular interest to tenants aged 16 to 44.
- Just less than half of tenants (46%) know what the Management Committee does, which may signal a need to promote to tenants more information about the scope and achievements of the Committee.
- In relation to neighbourhood management, one in ten tenant (10%) think that landscaping e.g. tree, shrub maintenance could be improved. In addition, 10% said that Kingsridge Cleddans could look after the neighbourhood better.
- Finally, although satisfaction with housing quality is very high, approx. one in ten tenant (13%) say that the Association could do more to upgrade and improve its housing.

## Introduction

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Kingsridge Cleddans Housing Association (Kingsridge Cleddans) using an interviewer led face to face questionnaire. The survey was administered between August 19<sup>th</sup> and 20<sup>th</sup> September 2019 and by the conclusion of the fieldwork period, 160 tenants had been interviewed, representing 61% of the available survey sample<sup>1</sup>.

## Interviews

Tables B and C illustrate the number of completed interviews by street and property format. Comparisons between the survey data and the tenant population on these two measures indicates a close match in terms of proportions, meaning that the survey data is capable of being reported in unweighted format.

Table B shows for example the proportion of surveys obtained by street and illustrates that all Kingsridge Cleddans streets were included in the survey e.g. 11.3% of all surveys were completed with tenants living in Inchfad Crescent (this compares to 11.8% of all tenants that live in this street).

Table B – Survey sample by street (base 160)

<u>Street</u>	<u>% all surveys</u>	<u>Street</u>	<u>% all surveys</u>
Achamore Road	3.1%	Ladyloan Court	1.3%
Fasque Place	6.9%	Ladyloan Gardens	3.8%
Fettercairn Avenue	3.8%	Ladyloan Grove	3.1%
Inchfad Crescent	11.3%	Ladyloan Place	9.4%
Inchfad Drive	22.5%	Lochgoin Avenue	18.8%
Inchfad Place	3.1%	Lochgoin Gardens	3.1%
Ladyloan Avenue	10.0%	<b>Totals</b>	<b>100.0%</b>

In table C, the split of surveys by property format is shown. This indicates that the most surveyed property format was 'Mid-Terrace' comprising 30% of all completed interviews (Mid-Terrace homes comprise 27.6% of all Kingsridge Cleddans' properties).

Table C – Survey sample by property format (base 160)

<u>Property format</u>	<u>% all surveys</u>	<u>Property format</u>	<u>% all surveys</u>
Bungalow	0.6%	Mid-Terrace	30.0%
Detached	2.5%	Semi-detached	11.3%
End-Terrace	15.0%	U/Flat	12.5%
Flat	13.8%	<b>Total</b>	<b>100.0%</b>
L/Flat	14.4%		

## Survey responses - demographics

A profile of the demographic characteristics of the survey responses is presented below, beginning with tenant age. Table D provides a breakdown of completed interviews (% all surveys) by tenant age and shows for example that 15.6% of all of those surveyed were aged 25 to 34 whilst 30% were aged 55 to 64 (29% of all tenants are aged 55 to 64).

<sup>1</sup> Available sample was 263 after excluding 9 refusals/advisories received before the fieldwork began

Table D –Survey sample by age of tenant (base 160)

Tenant age group	% all surveys	Tenant age group	% all surveys
16 to 24	3.8%	55 to 64	30.0%
25 to 34	15.6%	65 to 74	15.6%
35 to 44	17.5%	75 plus	3.8%
45 to 54	13.8%	<b>Totals</b>	<b>100%</b>

Table E illustrates the break-down of survey responses by household composition. This shows a wide range of household types for example, 19.4% of all households surveyed comprised one adult under 60 years of age, 11.9% comprised one adult aged 60 or over etc. Households containing children represent 27.6% of all Kingsridge Cleddans households.

Table E –Survey sample by household composition base (160)

Household composition	% all surveys	Household composition	% all surveys
One adult under 60	19.4%	1 adult with children	12.5%
One adult aged 60 or over	11.9%	2 adults with children	11.3%
Two adults both under 60	13.8%	3 or more adults with children	3.8%
Two adults, at least one 60 or over	14.4%	Other or declined	4.4%
Three or more adults 16 or over	8.8%	<b>Total</b>	<b>100.0%</b>

Most of the surveyed tenants (36.9%) described themselves as working (table F) whilst 28.7% were unable to work.

Table F –Survey sample by tenant occupation (base 160)

Occupation	% all surveys	Occupation	% all surveys
Full or part time work	36.9%	Job seeker/carer/student	8.7%
Retired	16.3%	Other/declined	1.9%
Unable to work	28.7%	<b>Total</b>	<b>100.0%</b>
Not seeking work/at home	8.1%		

### Ethnicity

All surveyed tenants (100%) said they were ‘White Scottish’.

### Disability

In response to the question, ‘Does anyone in your household have any long-term illness, health problem or disability which limits their daily activities or the work they can do, including any problems which are due to old age?’, 47.5% of tenants replied ‘yes’, 51.2% said ‘no’ and 1.3% declined to answer.

### Rent costs

Approx. six in ten tenants (56.9%) received government help with their housing costs; 43.1% received no help with their rent.

### Data accuracy

It is possible to estimate the accuracy of the tenant survey data with reference to a statistic called ‘margin of error’. The margin of error is the amount by which the quoted survey statistics could vary from the population statistics if a

census (as opposed to a survey) had been carried out. Based on a response level of 160 questionnaires and given an effective tenant population of 263 the margin of error for the data quoted in this report is +-4.9%; note that the achieved level of error is compliant with the figure proposed by the Scottish Housing Regulator i.e. +-5%.

### Survey outcomes

The tenant satisfaction survey was administered by means of a face to face questionnaire. The overall survey response was 60.8% (table G) comprising 160 questionnaire completions.

Table G – Survey outcomes

<u>Outcomes</u>	<u>Counts</u>	<u>% response</u>
Number of tenants included in the survey sample	272	-
Number of pre-survey refusals (letter stage)/do not visit addresses	(9)	-
Adjusted sample	263	-
<b>Number of interviews</b>	<b>160</b>	<b>60.8%</b>

### Report layout

This report sets out the findings of the Tenant Satisfaction Survey following the order in which the survey questions were put to tenants. For each question, data tabulation is provided alongside the relevant commentary.

### Comparisons

Where possible, we have compared the 2019 survey results with those of Kingsridge Cleddans' last tenant satisfaction survey which was carried out (in-house) in March 2019 and reported in the ARC return for May 2019. We have also compared Kingsridge Cleddans' 2019 figures with the RSL average reported in the 2018-19 ARC data.

### Rounding & weighting

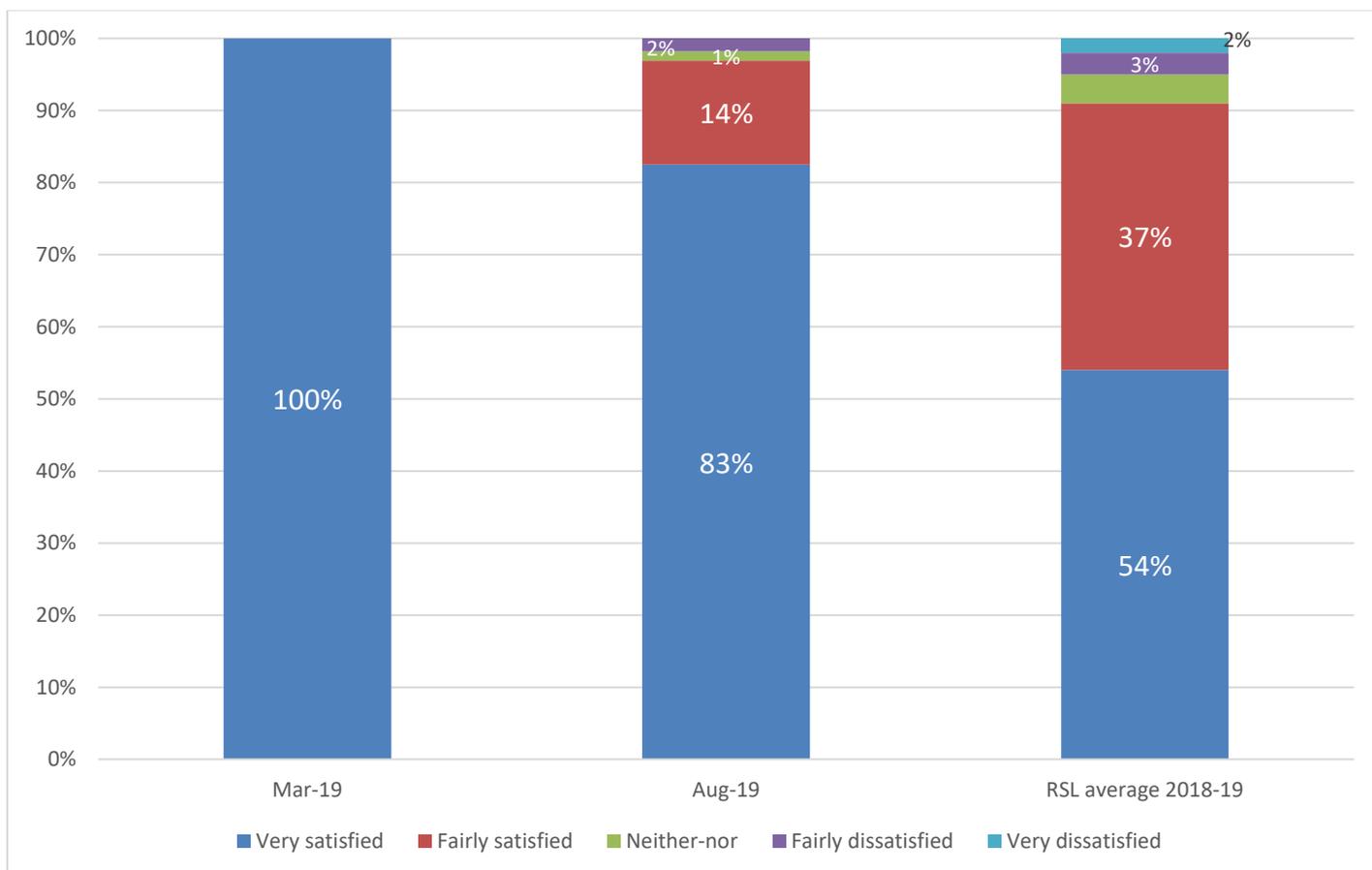
The percentage figures used in this report have been rounded e.g. a figure such as 24.5% has been rounded up to 25%. As a result of this rounding, total figures may not always sum to 100% in certain cases. The information set out in the body of this report is un-weighted.

## Overall tenant satisfaction

Figure 1 sets out the level of tenant satisfaction with the overall service provided by Kingsridge Cleddans Housing Association (Kingsridge Cleddans) and illustrates that 97% of tenants are satisfied in August 2019 whilst 2% are dissatisfied. The August 2019 satisfaction figure is slightly lower than the one recorded in March 2019 (100%)<sup>2</sup> but is above to the RSL average (91%)<sup>3</sup>.

Figure 1 –Satisfaction with the service provided by Kingsridge Cleddans (base 160)

*Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Kingsridge Cleddans Housing Association?*



### Dissatisfaction overall

Three tenants (2%) indicated that they were very or fairly dissatisfied with Kingsridge Cleddans' service overall. The comments made by these three tenants are set out below:

- ✓ 'Lived here 4 years and 3 times I've been flooded. Housing officer said she would get carpet cleaned a couple of months ago and no one came back' (Inchfad Crescent)
- ✓ 'Reported leak in July about the roof and no one came out' (Inchfad Crescent)
- ✓ 'Moan at me about the bins being left out when the other tenants do it' (Fasque Place).

<sup>2</sup> Source ARC submission May 2019

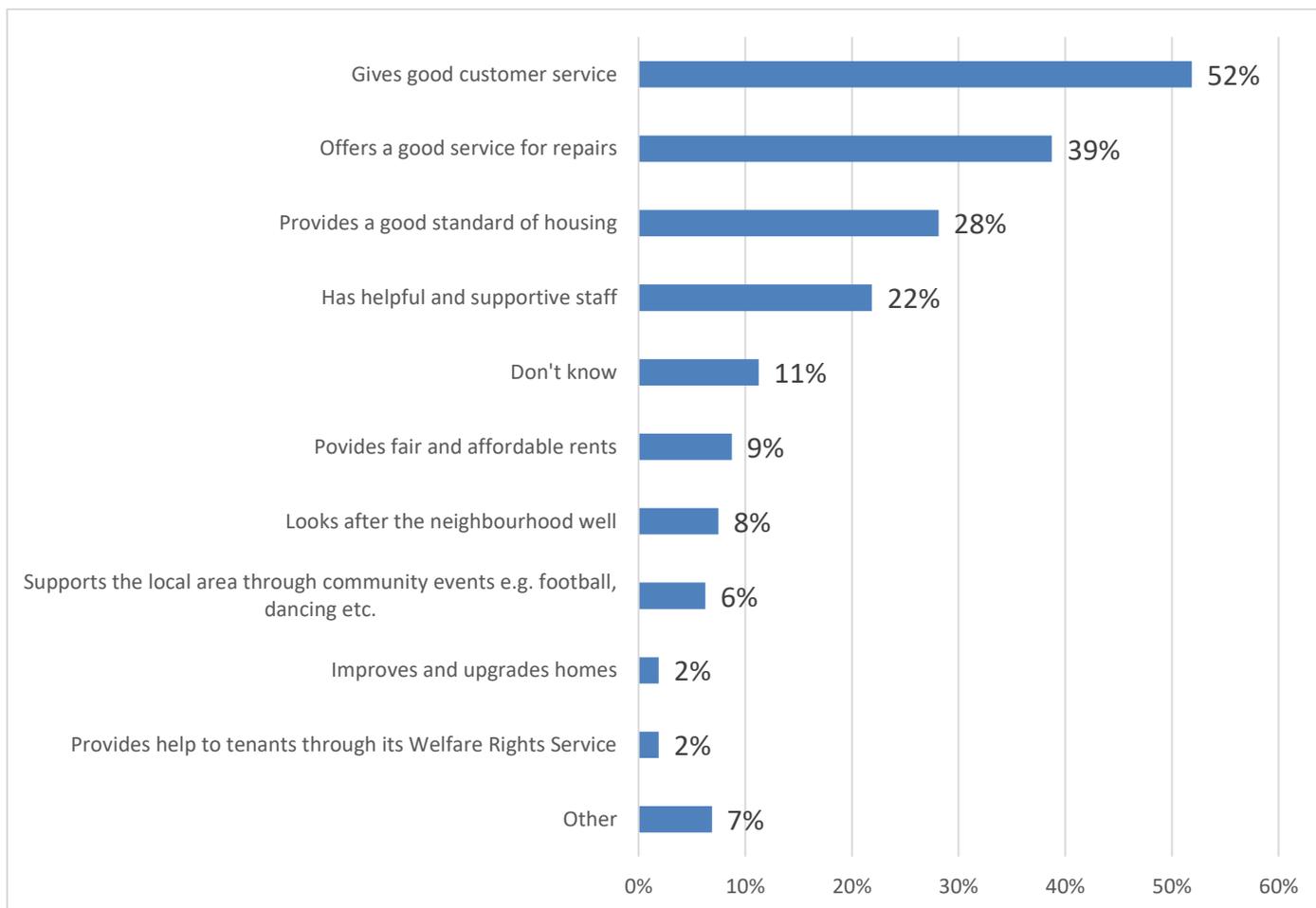
<sup>3</sup> Source ARC submissions May 2019

## What Kingsridge Cleddans does well

Tenants were asked to say what if anything Kingsridge Cleddans does particularly well by way of service and the results of this enquiry are set out in figure 2. This shows that tenants mainly associate Kingsridge Cleddans with giving good customer service (52%) and offering a good service for repairs (39%).

Figure 2 – Kingsridge Cleddans' strengths (base 160)

*Q- What do you think that Kingsridge Cleddans Housing does particularly well as your landlord?*



Other comments (7%) from figure 3 are as follows:

- ✓ 'Always helpful'
- ✓ 'Any complaints, they deal with it promptly'
- ✓ 'Everything is done well'
- ✓ 'Jacqueline (housing officer) is helpful'
- ✓ 'Don't interfere'
- ✓ 'They are helpful on the phone'
- ✓ 'Came out fast to repair our shower'
- ✓ 'Repairs are always fast'
- ✓ 'They are there if I have a problem'
- ✓ 'Keep you up to date'
- ✓ 'Walkabouts are good, and they are on top of things'.

## Housing quality

Tenant satisfaction with the quality of the home is set out in table 2 and illustrates that 97% of households in August 2019 are satisfied with their home whilst 3% are dissatisfied. In March 2019, 97% of tenants were satisfied with the quality of their home. The 2018-19 RSL average for this measure was 88% satisfied and 6% dissatisfied suggesting that Kingsridge Cleddans' tenants are much more satisfied than the 'national average' with the quality of their home.

Table 1 – Satisfaction with housing quality (base 160)

*Q - Overall, how satisfied or dissatisfied are you with the quality of your home?*

<u>Year</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
<b>August 2019</b>	<b>71%</b>	<b>26%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>
March 2019	91%	5%	2%	1%	-
RSL average 2018-19	51%	37%	5%	4%	2%

Table 2 illustrates housing quality satisfaction by property type and shows that tenants living in Detached homes, Flats, L/Flats and Semi-detached houses are satisfied with housing quality whilst those living in Mid-Terrace houses, U/Flats, End-Terrace and Bungalow style homes tend to be less satisfied. We would caution here that in the case of dissatisfaction with End-Terrace housing, 8% dissatisfaction is equivalent to two tenants.

Table 2 – Satisfaction with housing quality by property segment (base 160)

*Q - Overall, how satisfied or dissatisfied are you with the quality of your home?*

<u>Property segment</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Detached	100%	-	-	-	-
Flat	64%	36%	-	-	-
L/Flat	74%	26%	-	-	-
Semi-detached	72%	28%	-	-	-
Mid-Terrace	75%	23%	2%	-	-
U/Flat	60%	35%	-	-	5%
End-Terrace	71%	21%	-	4%	4%
Bungalow	0%	0%	-	100%	1%
<b>All types August 2019</b>	<b>71%</b>	<b>26%</b>	<b>1%</b>	<b>1%</b>	<b>1%</b>

### Dissatisfaction with housing

Four tenants (2%) indicated that they were very or fairly dissatisfied with the quality of their housing and their reasons are set out below. With four tenants in this sample, some may have given more than one reason to be dissatisfied.

*Q-Why are you dissatisfied with the quality of your home?*

- ✓ Kitchen is poor - 2 tenants
- ✓ Bathroom needs upgraded – 2 tenants
- ✓ Windows need upgraded/improved – 1 tenants
- ✓ Home is expensive to heat – 1 tenant
- ✓ Insulation needs improved (cold/draughty) – 1 tenant

✓ Other i.e.

- 'Back door needs changed'
- 'No maintenance for lighting as it is too high for me to reach'
- 'Roof leaking onto flooring making it slippery'

## Rent

Tenants' perspectives on rent value for money are set out in table 3. On average, in August 2019, 98% of tenants agree that rent is good value for money whilst 1% (one tenant) says that value for money is poor.

In March 2019, 97% of tenants agreed that rent was good value for money. In 2018-19 the RSL average for value for money was 83% and Kingsridge Cleddans' current figure is significantly ahead of this result for all landlords in Scotland.

Table 3 – Value for money of rent paid (base 160)

*Q- Taking into account the accommodation and the services Kingsridge Cleddans Housing provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it...?*

<u>Period</u>	<u>Very good</u>	<u>Fairly good</u>	<u>Neither-nor</u>	<u>Fairly poor</u>	<u>Very poor</u>
<b>All tenants August 2019</b>	<b>64%</b>	<b>34%</b>	<b>2%</b>	<b>&lt;1%</b>	-
All tenants March 2019	91%	6%	3%	-	-
RSL average 2018-19	36%	47%	10%	5%	2%

### Dissatisfaction with rent

Four tenants answered 'neither-nor' or 'poor' in response to the question 'Is rent good or poor value for money?' These tenants were asked to say why they rated rent value in this way, and the results of this enquiry are set out below:

- ✓ Rents are too high (2 tenants)
- ✓ More building maintenance is required (2 tenants)

One tenant made another comment explaining why rent was not good value for money i.e.:

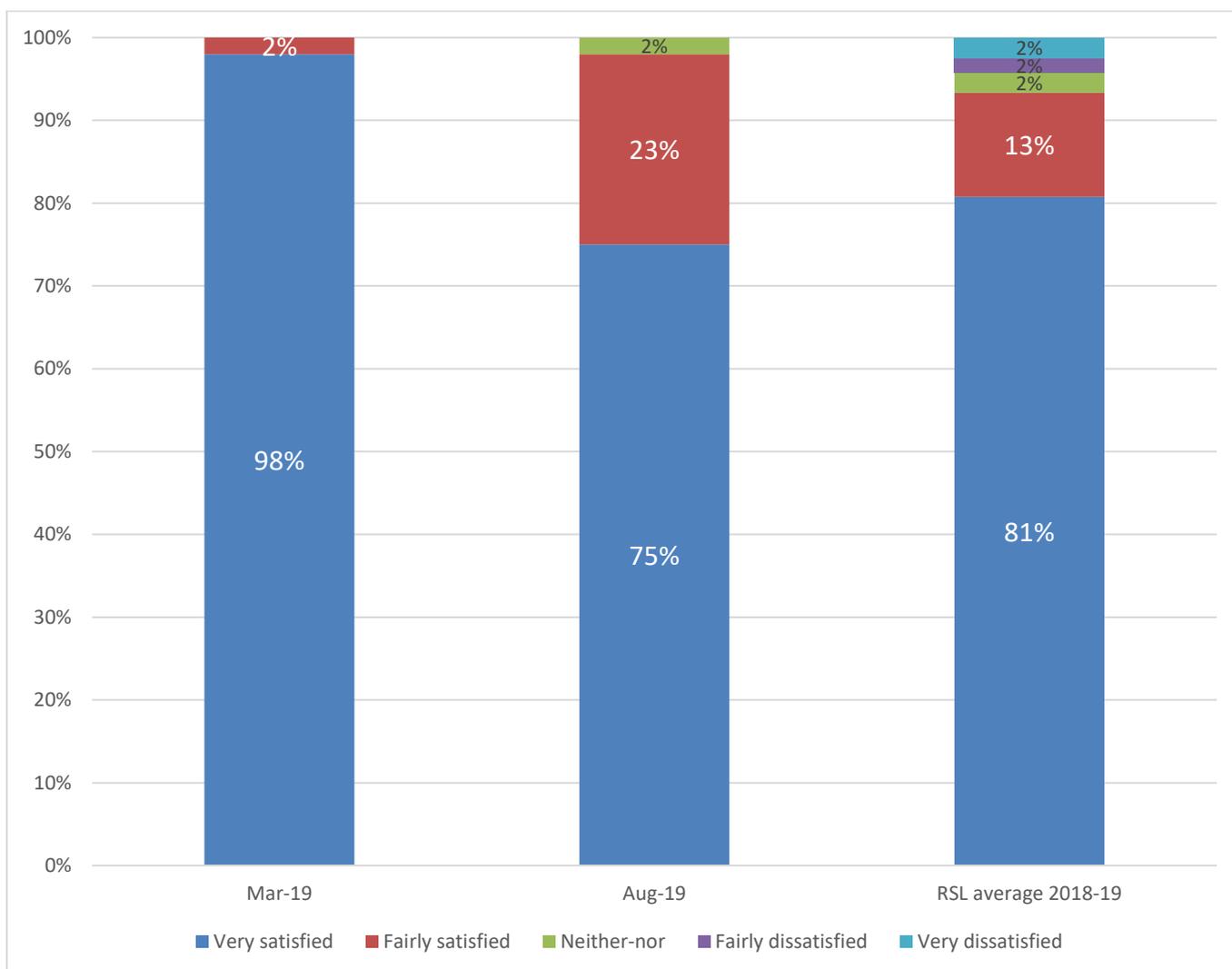
- ✓ 'Soundproof isn't good and air vents don't open. Plus windows keep getting condensation in the pane which does get repaired but it is ongoing; and there is mould in our bedroom windows'

## Repair services

Most tenants who used the repair service in the last year were satisfied with the service provided (98% were satisfied). No tenants were dissatisfied with this service (figure 3). In March 2019, 100% of tenants were satisfied with the repair service. Note that the 2018-19 RSL average is made up of transactional data which produces satisfaction results that are generally higher than those obtained using survey research.

Figure 3 –Repair services last year only (base 107)

*Q- Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repair service provided by Kingsridge Cleddans?*

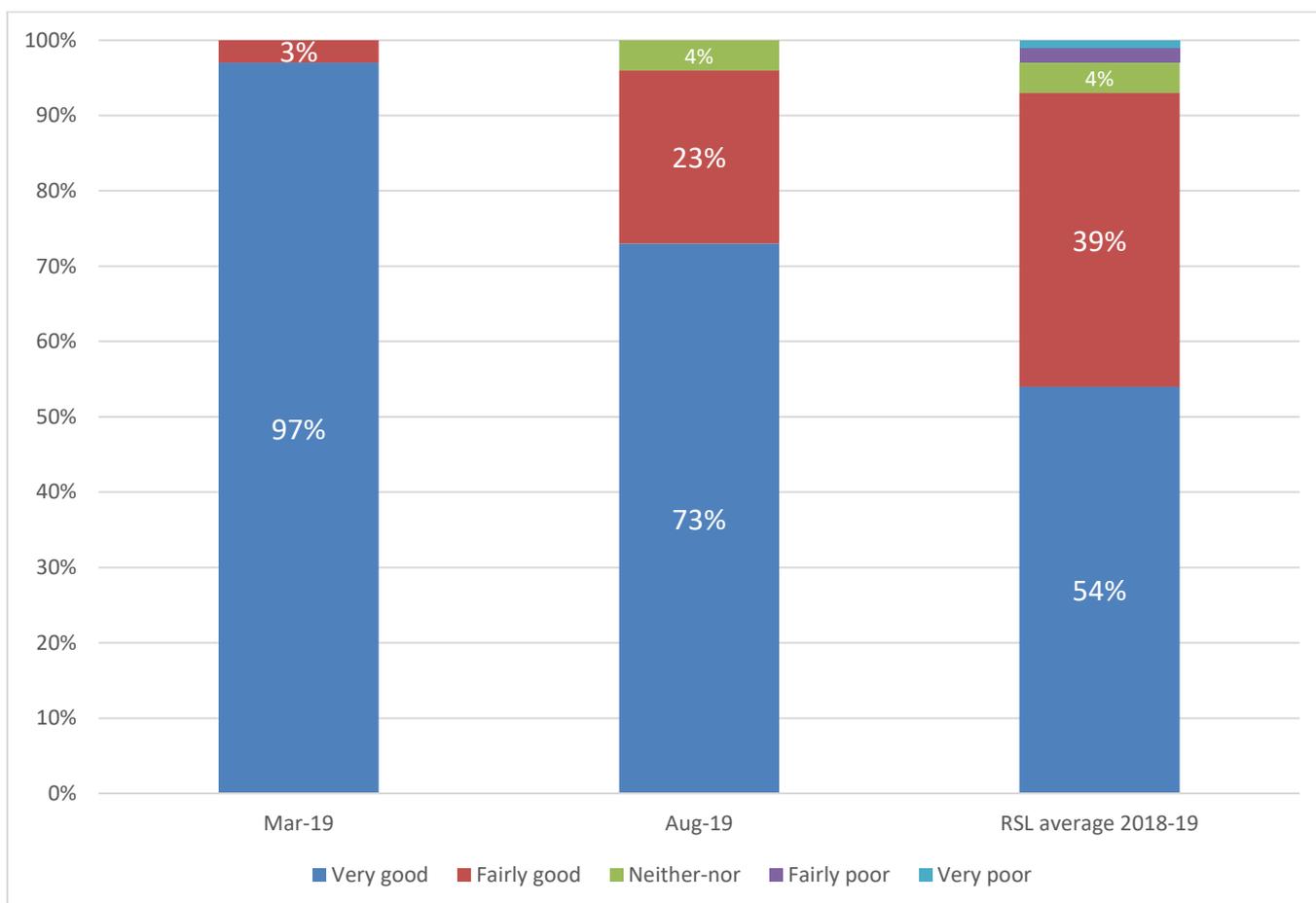


## Information, participation and the management committee

On balance, 96% of tenants rate Kingsridge Cleddans' capacity to keep them informed about services and decision as either very good or fairly good; no tenants rate Kingsridge Cleddans as poor in this area in 2019 (figure 4). The results for 2019 are similar to those recorded during the March 2019 survey (100% saying 'good') and are better than the RSL average for this measure (93%).

**Figure 4 –Tenant satisfaction with being kept informed (base 160)**

*Q - How good or poor do you feel Kingsridge Cleddans Housing is at keeping you informed about their services and decisions?*



### Internet access

Most tenants (87%) have access to the Internet for personal use; 13% do not have Internet access.

#### Access methods

Tenants who access the Internet or who plan to access will make use of the following technologies to get online: smart mobile phone (79%), tablet (55%), PC/laptop (22%), a smart TV (10%) and friends/family (3%).

#### Reasons not to access the Internet

Amongst the 13% of tenants who do not currently access the Internet the main reason for this is lack of knowledge or skills (85%). Other reasons given were: privacy/security concerns (10%); and equipment costs are too high e.g. laptop, tablet (5%). Two tenants (10%) said they were not interested in the Internet.

## Kingsridge Cleddans Housing's online services

As illustrated in table 4, approx. one in five tenants (19%) would find it useful to be able to access more of Kingsridge Cleddans' services using online methods. These services are particularly of interest to tenants aged 16 to 44.

Table 4 – Online services (base 160)

*Q - Would you find it useful if Kingsridge Cleddans provided more of its services and information online?*

<u>Segment</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>
16 to 24	67%	17%	17%
25 to 34	44%	52%	4%
35 to 44	32%	57%	11%
45 to 54	9%	73%	18%
55 to 64	8%	79%	13%
65 to 74	4%	88%	8%
75 plus	-	100%	-
<b>All tenants</b>	<b>19%</b>	<b>70%</b>	<b>11%</b>

Amongst the thirty one tenants (19%) who would find it useful to have more online service provision, there is particular interest in the following services:

*Q- Which of Kingsridge Cleddans' services would you like to be able to access online?*

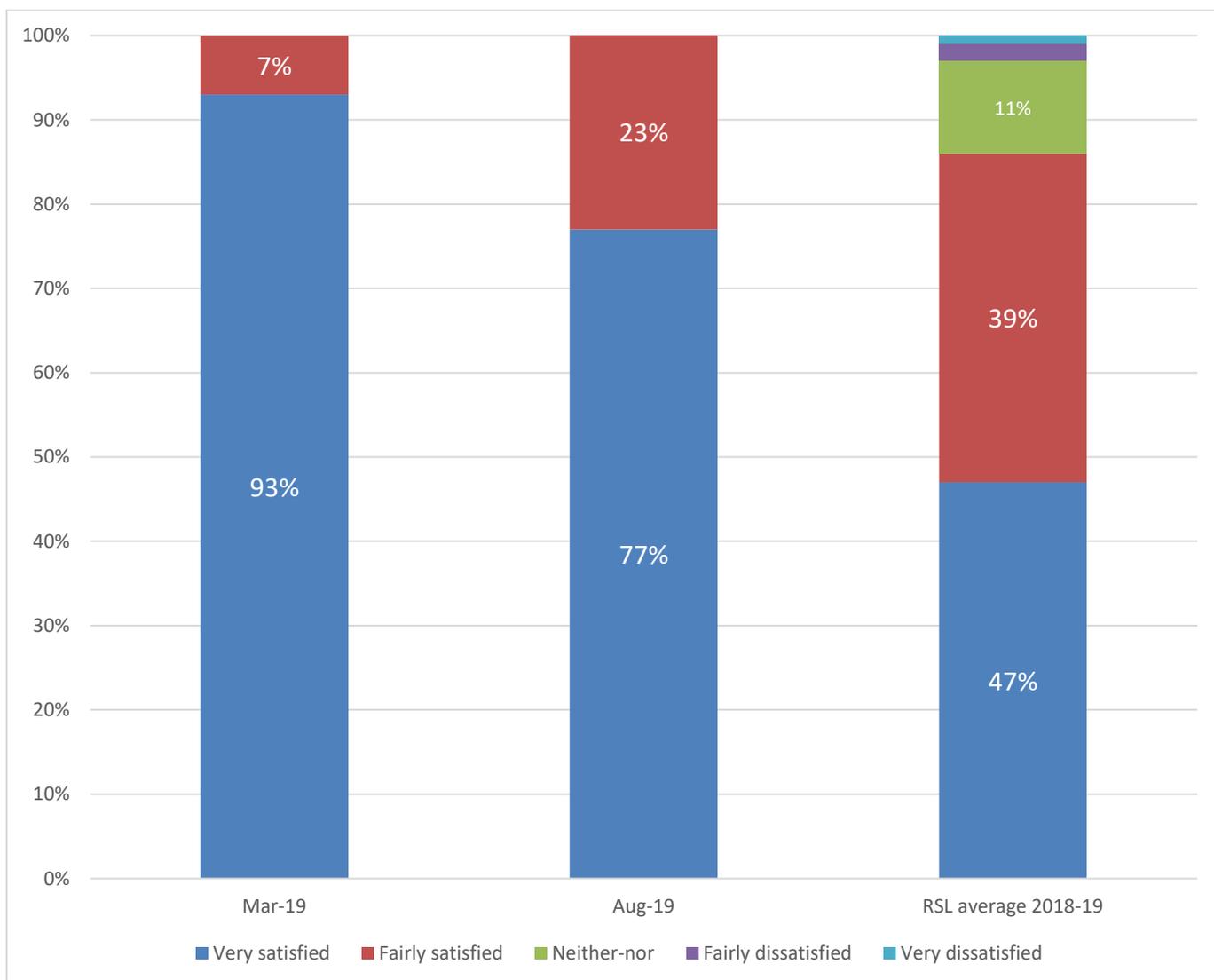
1. Arrange a repair (81% of thirty one tenants)
2. View your rent account statement (67%)
3. View information about charges (55%)
4. View your tenancy agreement (29%)
5. Book appointments (not repairs) (29%)
6. View letters and other forms of Kingsridge Cleddans' communication (26%).

## Tenant participation

Tenant perspectives on 'opportunities to participate' are shown in figure 5 and indicates that in August 2019, 100% of tenants were satisfied on this measure. The figure for August 2019 is the same as the figure reported in March 2019 and is well ahead of the RSL average (86%).

Figure 5 – Tenant participation (base 160)

Q - How satisfied or dissatisfied are you with the opportunities given to you to participate Kingsridge Cleddans Housing's decision-making processes?



## Encouraging participation

Tenants were asked to say what might encourage them to become engaged in the decision making process of Kingsridge Cleddans. Most tenants (95%) said they had no interest in becoming involved in decision making, and 3% said they were already involved i.e. were on the Committee. Only a very small minority of tenants (fewer than five tenants) expressed an interest in using methods such as online surveys (1%), informal groups (1%), e-mail communication (1%), or evening meetings (1%) as a means of getting involved in decision making.

## The Management Committee

As illustrated in table 5 there are varying levels of awareness of Kingsridge Cleddans' governance structures ranging from 81% of tenants being aware of the Management Committee to 46% being aware of what the Committee does.

On a comparative basis we have found from three other tenant surveys Committee awareness levels ranging between 77% and 85%, and in the case of Kingsridge Cleddans, tenants level of awareness (81%) is within this range. For these other landlords however, there is a slightly higher level of awareness of what the Management Committee does i.e. the range is 57% to 67%, (compared to 46% for Kingsridge Cleddans), whilst for 'functioning without a Management Committee' the range for the other three landlords is 47% to 54% (compared to 51% for Kingsridge Cleddans).

Table 5 – Committee awareness levels (base 160)

<b>Age</b>	<i>Are you aware that KCHA is run by a Management Committee made up of tenant members?</i>		<i>Do you know what the Management Committee does?</i>		<i>Are you aware that legally, KCHA cannot provide any services without having a Management Committee?</i>	
	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>	<b>Yes</b>	<b>No</b>
16 to 24	83%	17%	33%	67%	50%	50%
25 to 34	56%	44%	32%	68%	40%	60%
35 to 44	79%	21%	32%	68%	50%	50%
45 to 54	77%	23%	59%	41%	50%	50%
55 to 64	90%	10%	46%	54%	48%	52%
65 to 74	92%	8%	68%	32%	68%	32%
75 plus	83%	17%	50%	50%	67%	33%
<b>All tenants</b>	<b>81%</b>	<b>19%</b>	<b>46%</b>	<b>54%</b>	<b>51%</b>	<b>49%</b>

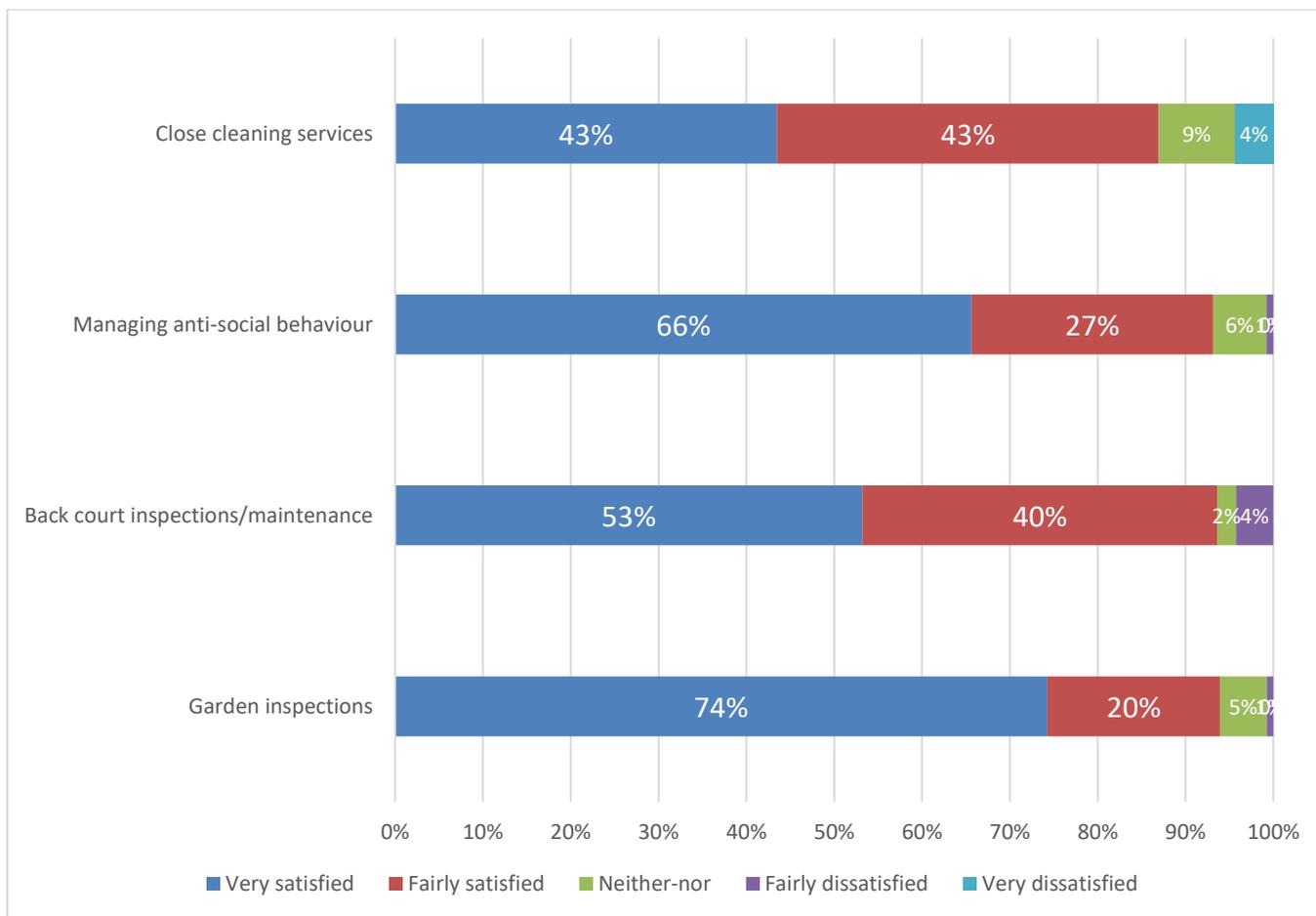
## Neighbourhoods and estates

### Features of neighbourhood management

Tenants were asked to rate four features of Kingsridge Cleddans' neighbourhood management. As indicated in figure 6, tenants are generally satisfied with these services e.g. 94% are satisfied with Kingsridge Cleddans' work around garden inspections (where applicable). We would note however that by comparison, close cleaning services perform less satisfactorily (86% satisfied with this service feature and 4% are dissatisfied).

Figure 6 – Features of neighbourhood management (base 47 to 131 – excludes 'don't know' or 'not applicable')

Q - How satisfied or dissatisfied are you with the following features of Kingsridge Cleddans' neighbourhood management?



### Awareness of neighbourhood obligations

Almost all tenants (99%) said that it was clear that as part of their tenancy agreement, they were responsible for maintaining their garden and/or shared areas, and for being a good neighbour. Only 2 tenants (1%) answered 'no' to this question.

### Neighbourhood management

Table 6 sets out tenants' views on Kingsridge Cleddans' neighbourhood management overall and shows that 97% of tenants are satisfied on this measure whilst none are dissatisfied. In March 2019, 96% of tenants were satisfied with neighbourhood management whilst none were dissatisfied. The RSL average for this measure is much lower than the Kingsridge Cleddans' figure i.e. 89% satisfied.

Table 6 – Neighbourhood management (base 160)

*Q- Overall, how satisfied or dissatisfied are you with Kingsridge Cleddans Housing’s contribution to the management of the neighbourhood you live in?*

<u>Year</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
<b>August 2019</b>	<b>74%</b>	<b>23%</b>	<b>3%</b>	-	-
March 2019	89%	7%	4%	-	-
RSL average 2018-19	47%	42%	6%	4%	2%

Neighbourhood improvements

Across all tenants, the actions required for improving their neighbourhood as a place to live are set out in table 7. This shows that maintaining trees, shrubs and grass areas (10%) and improving communal areas e.g. bins; fencing; storage; vandalism/graffiti (3.8%) are the two most important improvement items.

We would note here that 16% of tenants either did not know what neighbourhood improvements were required or said that ‘nothing needed improved’ (59%).

Table 7 – Improving the neighbourhood (base 160)

*Q- In your view, what if anything, needs to be done to improve your neighbourhood as a place to live?*

<u>Neighbourhood improvement item</u>	<u>% all tenants</u>
1.Maintain trees, shrubs and grass areas	10.0%
2.Improve communal areas e.g. bins; fencing; storage; vandalism/graffiti	3.8%
3.Improve access to support services for tenants	1.3%
4.Have more communication with the neighbourhood and community	0.6%
5.Other/comments	11.3%

The other neighbourhood improvements referred to in table 7 are set out in table 8 by individual street.

Table 8 – Improving the neighbourhood (base 160)

*Q- In your view, what if anything, needs to be done to improve your neighbourhood as a place to live? (Other)*

<u>Neighbourhood improvement item</u>	<u>Street</u>
At my front gate, the side of it needs repaired, as my granddaughter fell because the tarmac is coming off and it is full of stones	Inchfad Drive
Build more family houses	Ladyloan Avenue
Clean up the area across the road	Lochgoin Avenue
Cut down trees in the back garden	Lochgoin Avenue
Cut grass at side of the house as weeds come through into my garden	Inchfad Drive
Cut the trees back improve the light	Lochgoin Avenue
Do more about fencing the gardens so that dogs stop fouling	Fasque Place
Dog fouling	Inchfad Drive
Dog fouling bins	Inchfad Place
Drainage and dog dirt need sorted	Inchfad Crescent

<u>Neighbourhood improvement item</u>	<u>Street</u>
Driveway paths need wedded	Inchfad Crescent
Gate's installed on driveway	Fasque Place
More for kids clubs and parks	Inchfad Drive
More for kids to do	Ladyloan Avenue
More play parks	Inchfad Drive
Tackle noise with dogs	Achamore Road
Parking facilities	Inchfad Drive
Remove rubbish from streets	Inchfad Crescent
Remove weeds	Inchfad Place
Better traffic management	Lochgoin Avenue
Some people have overflowing bins which means it's going into the garden	Inchfad Crescent
The wooded areas need improved they make the houses dark	Lochgoin Avenue
Waste grounds should be cleaned up	Lochgoin Avenue

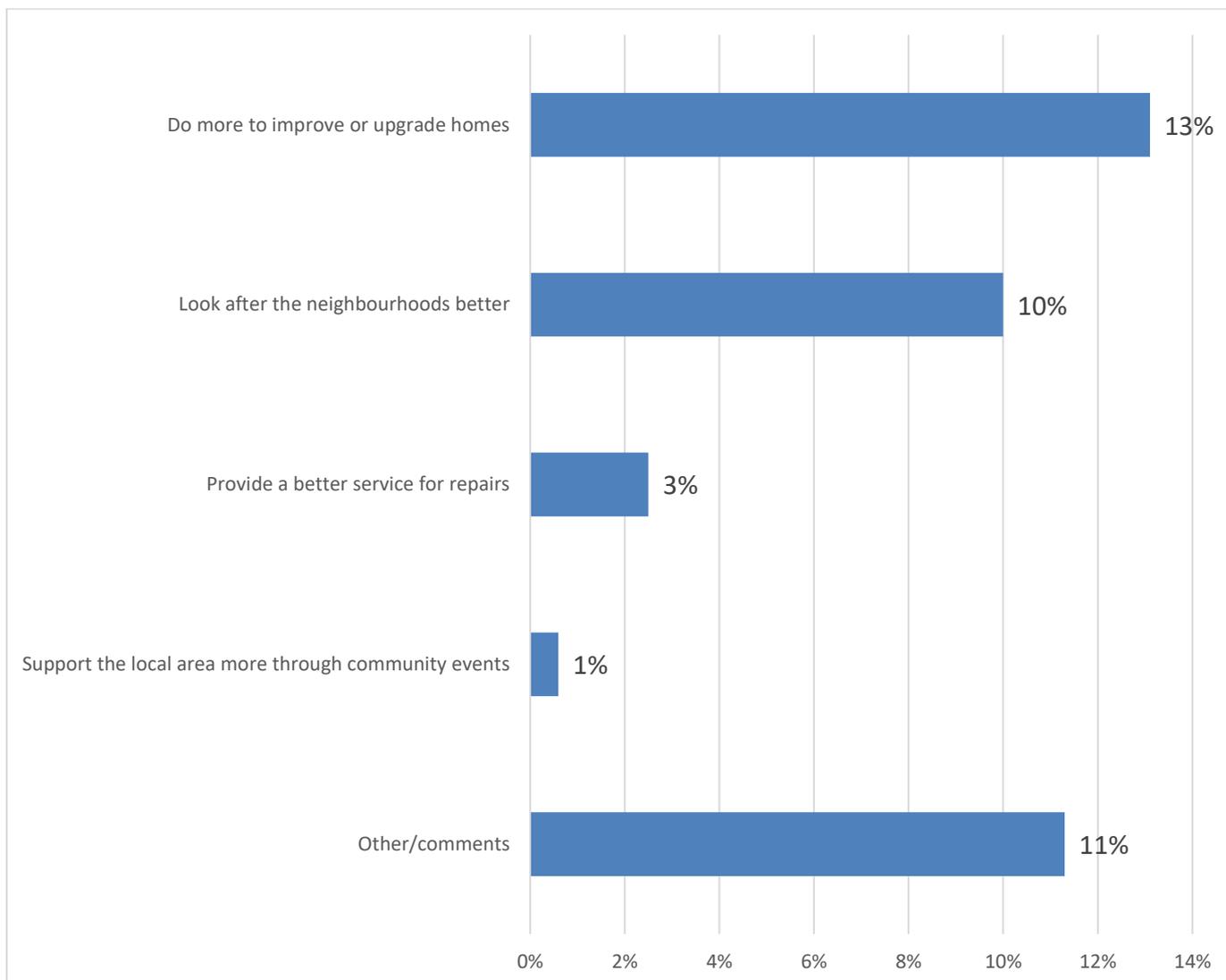
## Doing better

At the conclusion of the survey tenants were asked to list any areas where they considered Kingsridge Cleddans could improve.

Most tenants said either that nothing in particular needed to be improved about Kingsridge Cleddans' service (30%) or that they did not know (37%). Approx. one in three tenants (33%) made one or more suggestion for improvement to Kingsridge Cleddans' service and these items are set out in figure 7. As indicated the two main areas for improvement would be doing more to upgrade homes (13%) and looking after the neighbourhood better (10%).

Figure 7 - Improvement items (base 160)

*Q - What one thing could Kingsridge Cleddans improve upon to make you more satisfied with their services?*



As indicated in figure 7, 11% of tenants highlighted another improvement area and these are listed below:

*Q - What one thing could Kingsridge Cleddans improve upon to make you more satisfied with their services? (other)*

- ✓ 'A new kitchen'
- ✓ 'Another bedroom and more cupboard space'
- ✓ 'Better checks on vulnerable tenants'
- ✓ 'Better heaters as the ones I have don't give out a very good heat, especially in the winter'
- ✓ 'Cameras to catch dog fouling'

- ✓ 'Evening repairs for people who work'
- ✓ 'Fencing for the gardens'
- ✓ 'Gates for the driveways'
- ✓ 'Get kitchens done'
- ✓ 'Have access to back garden as daughter is disabled'
- ✓ 'Kitchen upgrades'
- ✓ 'Looking for a bigger house want my neighbour's house (but I won't get it)'
- ✓ 'Maybe a jet wash at the front of homes and help to tidy my front garden as it is getting too much for me now because of health reasons'
- ✓ 'More communication with tenants who are struggling'
- ✓ 'Path at back needs shrubs as it's awkward for emptying bins'.