



KINGSRIDGE CLEDDANS HOUSING ASSOCIATION

TENANT SATISFACTION RESEARCH

September 2022

Prepared by:

Research Resource

Prepared for:

**Kingsridge Cleddans Housing
Association**

Contact: Lorna Shaw

E-mail:

Lorna.shaw@researchresource.co.uk

Contact: Marissa McCarty

E-mail:

marissa.mccarty@drumchapelhc.org.uk



Kingsridge Cleddans Housing Association

Tenant Satisfaction Survey 2022

Contents

EXECUTIVE SUMMARY	5
1. INTRODUCTION, BACKGROUND AND OBJECTIVES	10
1.1. Introduction.....	10
1.2. Background and objectives.....	10
2. METHODOLOGY.....	11
2.1. Research Method.....	11
2.2. Sample Size	11
2.3. Questionnaire design	12
2.4. Survey Analysis and Reporting.....	13
2.5. Report Structure	13
3. OVERALL SATISFACTION	14
3.1. Overall satisfaction (Q1/2).....	14
4. INFORMATION AND COMMUNICATION.....	15
4.1. Preferred method of keeping tenants informed (Q3)	15
4.2. Satisfaction with keeping tenants informed (Q4/Q5).....	15
5. PARTICIPATION.....	16
5.1. Awareness and interest in participation opportunities (Q6)	16
5.2. Satisfaction with participation opportunities (Q7/8).....	17
6. CUSTOMER CONTACT.....	18
6.1. Internet access (Q9).....	18
6.2. Method of going online (Q10).....	19
6.3. Interest in using a web portal or app (Q11)	19
6.4. Contact methods (Q12/13)	20
6.5. Satisfaction with customer care (Q14/15).....	21
7. REPAIRS AND HOUSING QUALITY	22
7.1. Satisfaction with the repairs service (Q16-18)	22
7.2. Satisfaction with aspects of the repairs service (Q19).....	23
7.3. Satisfaction with the quality of the home (Q20/21).....	23
7.4. Satisfaction with the inside of the home (Q22)	24
7.5. Priorities for investment to the home (Q23)	24
8. THE NEIGHBOURHOOD	26
8.1. Satisfaction with the neighbourhood as a place to live (Q24).....	26
8.2. Satisfaction with estate services (Q25)	26

8.3. Satisfaction with contribution to the management of the neighbourhood (Q26/27)	27
8.4. Neighbourhood problems (Q28).....	28
9. RENT, VALUE FOR MONEY AND FINANCIAL MANAGEMENT	29
9.1. Awareness of financial support services (Q29/30).....	29
9.2. Value for money (Q31/32)	29
9.3. Housing benefit and Universal Credit (Q33).....	30
9.4. Affordability of rent payments (Q34)	30
9.5. Fuel bills (Q35-37)	31
10. TENANT PERCEPTIONS AND PRIORITIES	33
10.1. Top three service priorities (Q38).....	33
10.2. What is Kingsridge Cleddans best at? (Q39).....	34
10.3. If you could give Kingsridge Cleddans Housing Association one recommendation for improvement, what would it be?	34
11. HOUSEHOLD INFORMATION	35
11.1. Age and gender (Q41/42).....	35
11.2. Household composition (Q43).....	35
11.3. Disability (Q44)	36
11.4. Ethnicity (Q45).....	36
12. SHARING OWNERS	37
12.1. Introduction.....	37
12.2. Sharing owners summary of results.....	37
APPENDIX 1: SURVEY QUESTIONNAIRE	47
APPENDIX 2: TECHNICAL REPORT SUMMARY	57

Report written by: Rosemary Stafford

R Stafford

Date: 06/09/2022

Report reviewed by: Lorna Shaw/ Elaine MacKinnon

Lorna A Shaw

Elaine MacKinnon

Date: 06/09/2022

EXECUTIVE SUMMARY

INTRODUCTION

- Kingsridge Cleddans Housing Association commissioned Research Resource to carry out a tenant satisfaction survey on their behalf.
- The aim of the survey was to provide an up-to-date view of tenant satisfaction with the Association, its services, and the neighbourhood. A total of 163 interviews were completed with Kingsridge Cleddans tenants and 2 interviews were undertaken with sharing owners.
- Interviews took place between the 29th of July and the 21st of August 2022 and were spread across the organisations stock to ensure that a comprehensive picture of customer satisfaction was collected.
- This executive summary highlights the key findings from this programme of research.

SCOTTISH HOUSING REGULATOR INDICATORS OF SATISFACTION

The table below shows the overall satisfaction figures for the Scottish Housing Regulator indicators. Kingsridge Cleddans Housing Association is performing very well with satisfaction levels ranging from 96% in terms of keeping tenants informed to 100% with regards to participation opportunities. All indicators have remained consistent with the figures reported in the August 2019 survey and are higher than the Scottish average for all landlords as reported in the 2021/22 Annual Return on the Charter.

Scottish Housing Regulator indicators						
	Mar-19	Aug-19	2022	August 2019/2022 Change	Scottish Average RSLs ARC 2021/22	
Base	76	160	163			
Overall, how satisfied are you with the services provided by Kingsridge Cleddans Housing Association? (% very/ fairly satisfied)	100%	97%	98%	↑	1%	88%
How good or poor do you think KCHA is at keeping you informed about its services and decisions? (%very good/ good)	100%	96%	99%	↑	3%	91%
How satisfied or dissatisfied are you with the opportunities given to you to participate in KCHA's decision making processes? (% very/ fairly satisfied)	100%	100%	100%	↔	0%	87%
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	97%	97%	96%	↓	-1%	85%
Thinking about the last time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service? (% very/ fairly satisfied)- Those who have reported a repair in the last 12 months	100%	98%	98%	↔	0%	88%
To what extent does your rent represent good value for money? (% very good value/ good value)	97%	98%	99%	↑	1%	83%
How satisfied are you with your landlord's contribution to the management of the neighbourhood you live in? (%very/ fairly satisfied)	96%	97%	98%	↑	1%	85%

OVERALL SATISFACTION

- Almost all respondents were either very or fairly satisfied with the overall service provided by their landlord compared to 1% who were neither satisfied nor dissatisfied and 1% who were fairly dissatisfied.

INFORMATION AND COMMUNICATION

- Written communications were the preferred sources of communication for tenants with 91% preferring to use newsletters and 89% preferring to use letters.
- Over 9 in 10 tenants (99%) were of the opinion KCHA were very or fairly good at keeping them informed and only 1% (1 tenant) felt the Association was fairly poor.

PARTICIPATION

- Over half of tenants (56%) were aware of the opportunities provided to them to take part in the Association's decision-making activities, with awareness levels being highest regarding regular customer satisfaction surveys (52%) and becoming a member of KCHA and attending the AGM (20%).
- Just under 9 in 10 tenants (88%) said they were not interested in becoming involved in any of these ways and where tenants expressed an interest this was largely by taking part in regular customer satisfaction surveys (11%).
- Despite low levels of interest in taking part in participation opportunities, all respondents were either very or fairly satisfied with the opportunities provided to them (100%).

CUSTOMER CONTACT

- Over 7 in 10 tenants had access to the internet in their home through home broadband (72%) and just under 7 in 10 tenants could access the internet via a mobile signal (69%).
- Of those who had internet access the majority said they usually do this via a smartphone with mobile internet (67%).
- Over half of tenants (55%) said they would be willing to access Kingsridge Cleddans services online via a secure web portal or app if this were available, 30% said they would not use this and 15% were unsure.
- Just under half of tenants said that the office being closed due to Covid has not changed how they contact the Association as they usually do this by telephone (49%).

TENANT SATISFACTION SURVEY 2022

- Almost all tenants (99%) were either very or fairly satisfied with the customer care provided by Kingsridge Cleddans staff compared to 1% who were neither satisfied nor dissatisfied and 1% who were fairly dissatisfied.

#REPAIRS AND HOUSING QUALITY

- A third of tenants (33%) have had repairs carried out in their property in the last 12 months, amounting to 53 individuals. Of these tenants, 98% were very or fairly satisfied with the repairs service provided by KCHA compared to 2% who were very dissatisfied.
- Almost all tenants were either very or fairly satisfied with the quality of their home compared to 1% who were neither satisfied nor dissatisfied and 3% who were fairly dissatisfied.
- Satisfaction with various aspects of the inside of the home range from 85% with regards to the windows to 99% in terms of the heating system and the measures to deal with dampness or condensation.
- Tenants top three priorities for improvement to the home were:
 - New windows (44%)
 - New bathrooms (21%)
 - New kitchens (15%).

THE NEIGHBOURHOOD

- Tenants were asked how satisfied or dissatisfied they were with their neighbourhood as a place to live. The vast majority (98%) were either very or fairly satisfied in this respect compared to 1% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied.
- In terms of estate services provided by their landlord:
 - 98% were satisfied with the handling of neighbour disputes
 - 95% were satisfied with the cleaning of common closes
 - 92% were satisfied with the removal of graffiti
 - 91% were satisfied with garden inspections
- Almost all tenants (98%) were either very or fairly satisfied with KCHA's contribution to the management of the neighbourhood they live in compared to 1% who were neither satisfied nor dissatisfied and 1% who were fairly dissatisfied.
- The biggest concerns for tenants in their neighbourhood were:
 - Rubbish or litter (16% stating major or minor problem)
 - Disruptive teenagers/ children (12%)

- Dog fouling/ dog mess (10%)

RENT, VALUE FOR MONEY AND FINANCIAL MANAGEMENT

- Over 7 in 10 tenants (71%) were aware the Association provides a Welfare Rights and Benefits advice service and 70% were aware they provide a food bank.
- Almost all tenants (99%) said the rent for their home represented very or fairly good value for money compared to 1% who said it was neither good nor poor value and 1% who said it was fairly poor value for money.
- Over half of tenants said they received full housing benefit paid directly to the landlord, 6% said they received partial housing benefit paid directly to their landlord, 4% received Universal Credit paid to them and 19% received partial Universal Credit paid directly to them. Over one in four tenants (26%) said they paid full rent.
- Just under half of tenants (49%) who pay at least part of their rent said they find it easy to afford the rent payments for their home, 46% said it was just about affordable and 5% said they found it fairly difficult to afford.
- Just under half of tenants pay for their fuel bills via a pre-paid card or key (47%), 40% pay by Direct Debit and 12% pay on receipt of a bill.
- One third of tenants have chosen to not put their heating on because they couldn't afford to (33%).
- Just under 8 in 10 tenants (79%) said they find their fuel bills for their home just about affordable, 7% said they was very or fairly easy to afford and 14% said they were very or fairly difficult to afford.

TENANT PERCEPTIONS AND PRIORITIES

- Tenants were asked to select from a list of service which they consider to be their top three priorities. The top three priorities selected by tenants were:
 - repairs and maintenance of the home (96%)
 - investment in improving the quality of housing (80%)
 - keeping tenants informed about services and decisions (56%).
- The questionnaire included an open-ended question which asked tenants what they believed their landlord was best at. The comments provided to this question have been coded thematically and show that 15% of tenants said their landlord was best at providing a quick or good repairs service. This was followed by helpful or good customer service (12%) and good communications (6%). Furthermore, 14% of respondents said they had no

TENANT SATISFACTION SURVEY 2022

complaints or issues and 14% said they were happy with everything or the service overall.

- In terms of recommendations for improvement, again the responses have been coded thematically and show that 69% of respondents were unable to provide a suggestion and 18% had no recommendations for improvement. On the other hand, 4% suggested upgrades to the home.

1. INTRODUCTION, BACKGROUND AND OBJECTIVES

1.1. Introduction

This report represents and discusses the findings to emerge from Kingsridge Cleddans Housing Association's (KCHA) 2022 Customer Satisfaction Survey.

1.2. Background and objectives

The aim of the research was to seek customers' views on the services that KCHA 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:

- Customers' views (including factored owners) about the services they currently receive and how these might be improved.
- Customers' views (including factored owners) about their homes, neighbourhood and general environment in which they live.
- How tenants might want to be involved in the development of future services and the work of the Association generally and
- The social, economic and demographic characteristics of tenants.

It is against this background that Research Resource were commissioned to carry out KCHA's 2022 Customer Satisfaction Survey.

2. METHODOLOGY

2.1. 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. The customer satisfaction survey was carried out using a face-to-face survey and where it was the resident's preference or if required to achieve a representative response telephone interviews a telephone interview was carried out. All face-to-face interviews were doorstep interviews and researchers did not go into residents' homes. Where residents were not happy to do a doorstep interview a telephone interview was offered.

An interviewer led approach delivers the following advantages.

- 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.
- 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.
- Telephone methodology provides the same benefits as face-to-face interviews in terms of survey completion, response rates and quality.

2.2. Sample Size

The aim of the survey was to achieve a robust level of data upon which the Organisation can have confidence making decisions upon and to maximise the response to the survey. Overall, a total of 163 interviews were completed with KCHA tenants, providing data accurate to +5% based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across each area of the Organisation'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.

TENANT SATISFACTION SURVEY 2022

The following table show the sample profile broken down by development compared to the population. As can be seen, the interview profile is relatively in line with the overall tenant population profile. The profile of interviews has good coverage of all areas, and we are therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required.

Development	No of tenant	% of tenant	No. of interviews	% of interviews
Achamore /Lochgoin New Build	30	11%	16	10%
Cleddans Court New Build	45	16%	28	17%
Inchfad Drive Phase (4)	36	13%	23	14%
Inchfad Drive Phase 1	23	8%	13	8%
Inchfad Drive Phase 2	31	11%	25	15%
Inchfad Drive Phase 3	18	7%	10	6%
Ladyloan Ave Phase 1	30	11%	18	11%
Ladyloan Avenue Phase (2)	36	13%	21	13%
Lochgoin Ave Re-hab	26	9%	9	6%
Grand Total	275	100%	163	100%

In addition to the tenants survey 2 interviews were completed with sharing owners with a shortened version of the questionnaire.

2.3. Questionnaire design

After consultation with KCHA 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 of KCHA at this time;
- The Scottish Social Housing Charter indicators upon which the Association is required to report;
- Research Resource experience in relation to customer satisfaction surveying.

A survey was designed which covered the following key areas:

- Overall satisfaction
- Information and participation
- Customer care
- Repairs and maintenance
- The neighbourhood
- Rent and value for money
- Household information

A copy of the final questionnaire is available in appendix 1 of this report.

2.4. Survey Analysis and Reporting

Survey data will be analysed and reported on in a number of ways. The results to key indicators within the tenant satisfaction survey have been compared to previous tenant satisfaction surveys and also compared to the Scottish Average and further analysis for example by development has been noted for key areas as agreed by the Association. Where any particular trends or issues are found for any one key group, this is detailed in the survey report.

2.5. Report Structure

This document details the key findings to emerge from Kingsridge Cleddans Housing Association. The report comprises the following chapters:

3. OVERALL SATISFACTION
4. INFORMATION AND COMMUNICATION
5. PARTICIPATION
6. CUSTOMER CONTACT
7. REPAIRS AND HOUSING QUALITY
8. THE NEIGHBOURHOOD
9. RENT, VALUE FOR MONEY AND FINANCIAL MANAGEMENT
10. TENANT PERCEPTIONS AND PRIORITIES
11. HOUSEHOLD INFORMATION
12. SHARING OWNERS

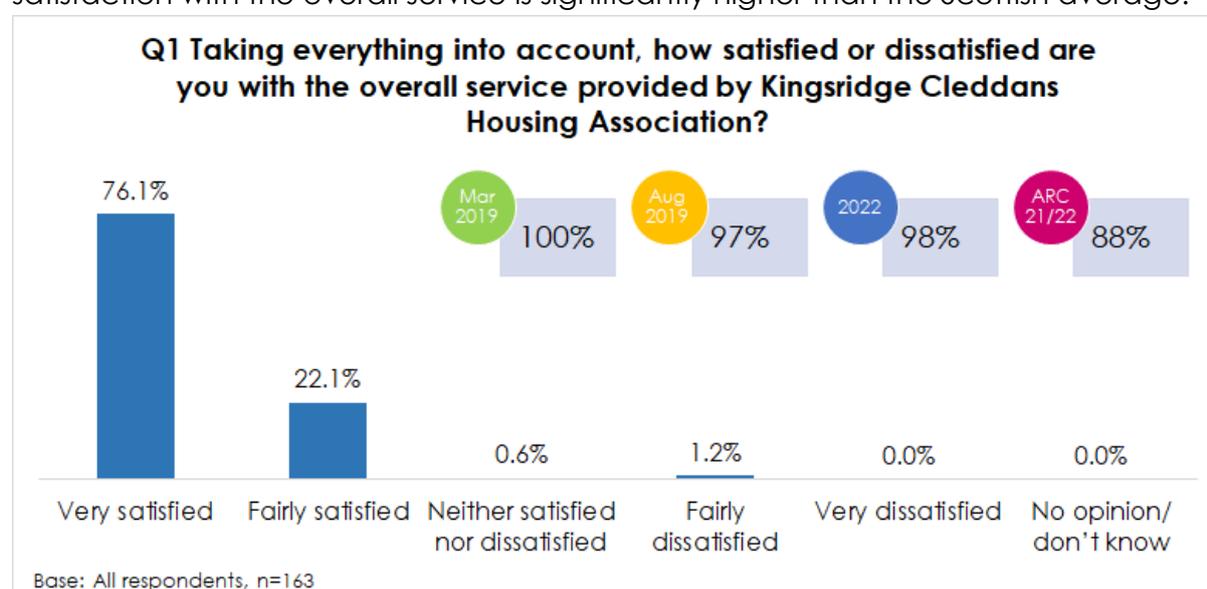
Appendix 1 - Survey questionnaire

Appendix 2 – Technical report summary

3. OVERALL SATISFACTION

3.1. Overall satisfaction (Q1/2)

The survey opened by asking respondents how satisfied or dissatisfied they were with the overall service provided by their landlord. Almost all respondents were either very or fairly satisfied in this respect compared to 1% who were neither satisfied nor dissatisfied and 1% who were fairly dissatisfied. Overall satisfaction has remained consistent with the results from the August 2019 (97%) and March 2019 tenant satisfaction surveys (100%). The Scottish average for all landlords as reported in the Annual Return on the Charter (ARC) for 2021/22 is 88% showing that KCHA satisfaction with the overall service is significantly higher than the Scottish average.



Where tenants were not satisfied with the overall service, they were asked to explain why they felt this way. Only three tenants were not satisfied in this respect, one tenant commented on the repairs service, one spoke about problems with rats and the other was dissatisfied with customer service.

4. INFORMATION AND COMMUNICATION

4.1. Preferred method of keeping tenants informed (Q3)

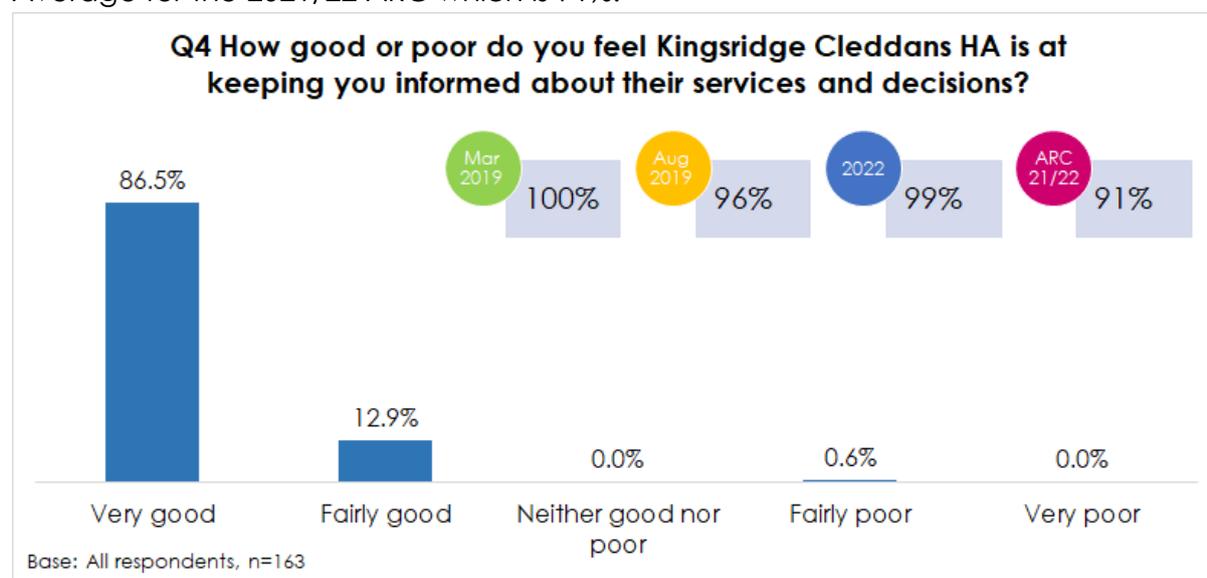
Tenants were asked to select from a list of communications which they would prefer to be used to keep them informed. Written communications were by far and away the preferred communication sources for tenants with 91% preferring to use newsletters and 89% preferring to use letters. Social media, contact via the website or an app and email contact were all preferred by tenants under the age of 55.

Q3 The Association use a range of methods to keep their tenants informed about their services and decisions. In which of these ways would you prefer to be kept informed? ALL THAT APPLY

Base: All respondents, n=163	No.	%
Newsletters	148	90.8%
Letters	145	89.0%
Text message	6	3.7%
Email	3	1.8%
Social media	2	1.2%
Website	1	0.6%
Through an Kingsridge Cleddans HA App	1	0.6%
Other	2	1.2%

4.2. Satisfaction with keeping tenants informed (Q4/Q5)

Over 9 in 10 tenants (99%) were of the opinion KCHA were very or fairly good at keeping them informed and only 1% (1 tenant) felt the Association was fairly poor. Overall satisfaction has increased only marginally since the August 2019 survey where 96% of tenants were satisfied in this respect, and it is higher than the Scottish Average for the 2021/22 ARC which is 91%.



5. PARTICIPATION

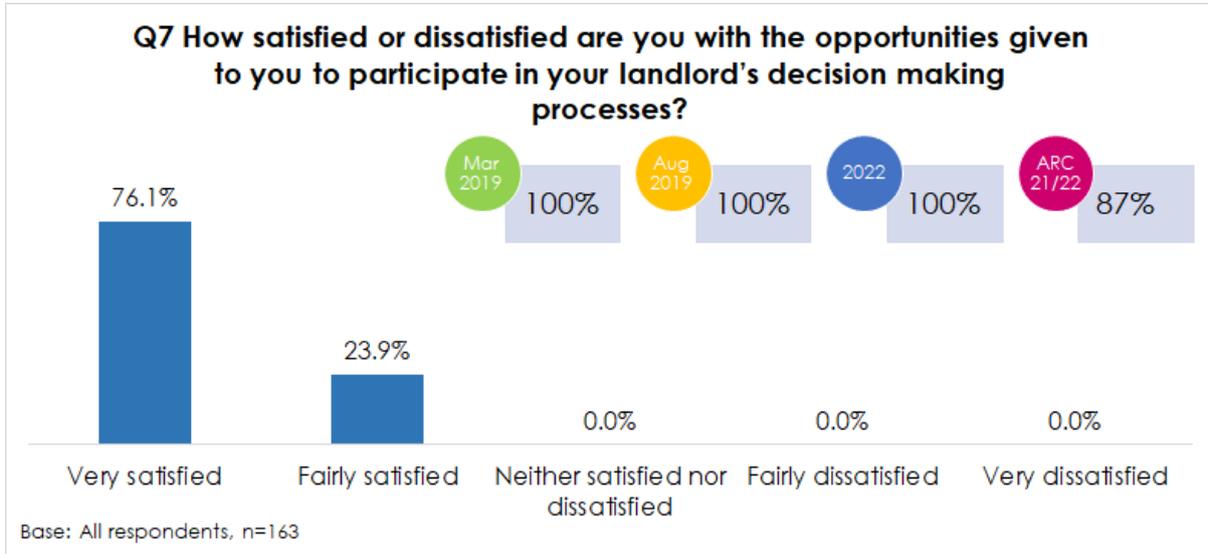
5.1. Awareness and interest in participation opportunities (Q6)

Kingsridge Cleddans provides a range of ways for tenants to get involved in their decision-making processes and give their views. Over half of tenants (56%) were aware of at least one activity that they could get involved in, with awareness levels being highest regarding regular customer satisfaction surveys (52%) and becoming a member of KCHA and attending the AGM (20%). Just under 9 in 10 tenants (88%) said they were not interested in becoming involved in any of these ways and where tenants expressed an interest this was largely by taking part in regular customer satisfaction surveys (11%).

Q6a A) Were you aware that you could get involved in any of the following ways? B) Would you be interested in getting more involved in any of the following ways?				
Base: All respondents, n=163	Awareness		Interest	
	No.	%	No.	%
Responding to regular customer satisfaction surveys e.g. on repairs or planned maintenance such as kitchen or bathroom replacement	85	52.1%	18	11.0%
Becoming a Member of Kingsridge Cleddans Housing Association and attending the AGM	32	19.6%	4	2.5%
Consultations e.g. rent increases	24	14.7%	5	3.1%
Taking part in text message consultation	23	14.1%	4	2.5%
Joining the Association's Board of Management	23	14.1%	2	1.2%
Tenant Consultation Register	20	12.3%	1	0.6%
None	72	44.2%	143	87.7%

5.2. Satisfaction with participation opportunities (Q7/8)

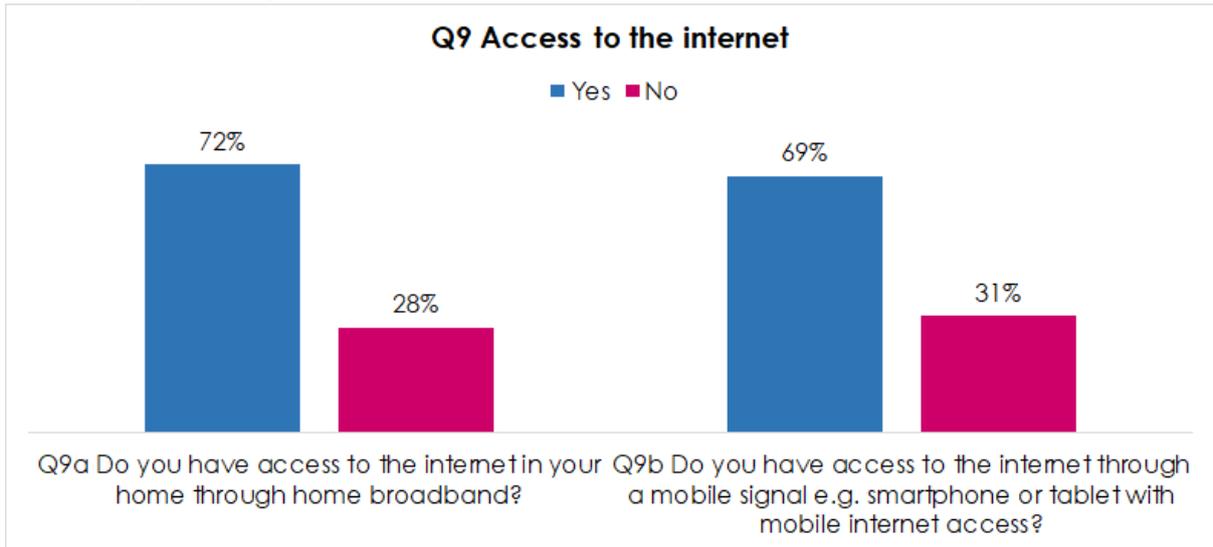
Despite low levels of interest in taking part in participation opportunities, all respondents were either very or fairly satisfied with the opportunities provided to them. This is consistent with previous tenant satisfaction survey results and is higher than the Scottish average reported in the ARC for 2021/22.



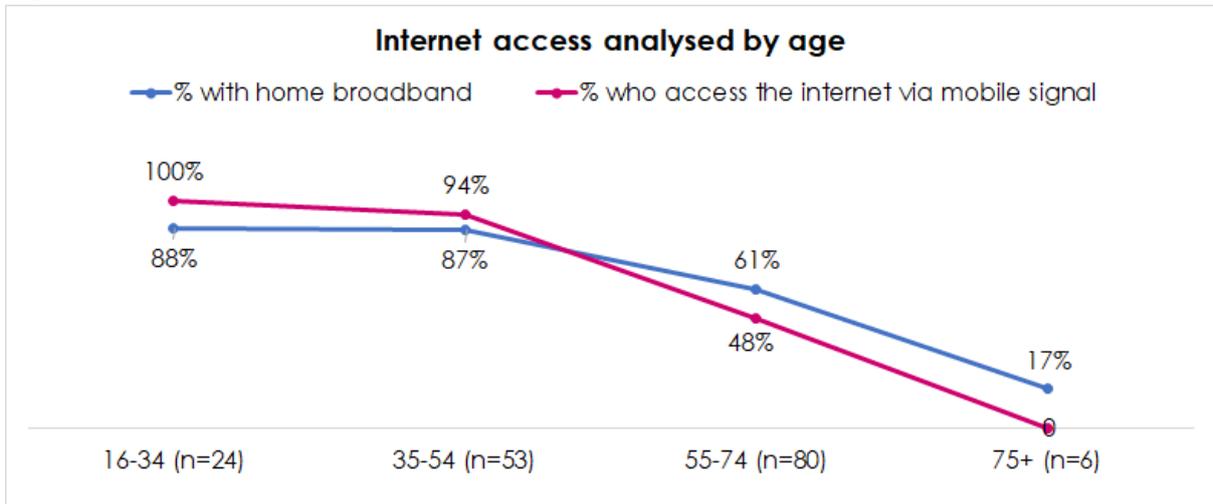
6. CUSTOMER CONTACT

6.1. Internet access (Q9)

Over 7 in 10 tenants had access to the internet in their home through home broadband (72%) and just under 7 in 10 tenants could access the internet via a mobile signal (69%).



Analysis by age reveals that as age increases the proportion of tenants with home broadband and who could access the internet via a mobile signal decreases with age.



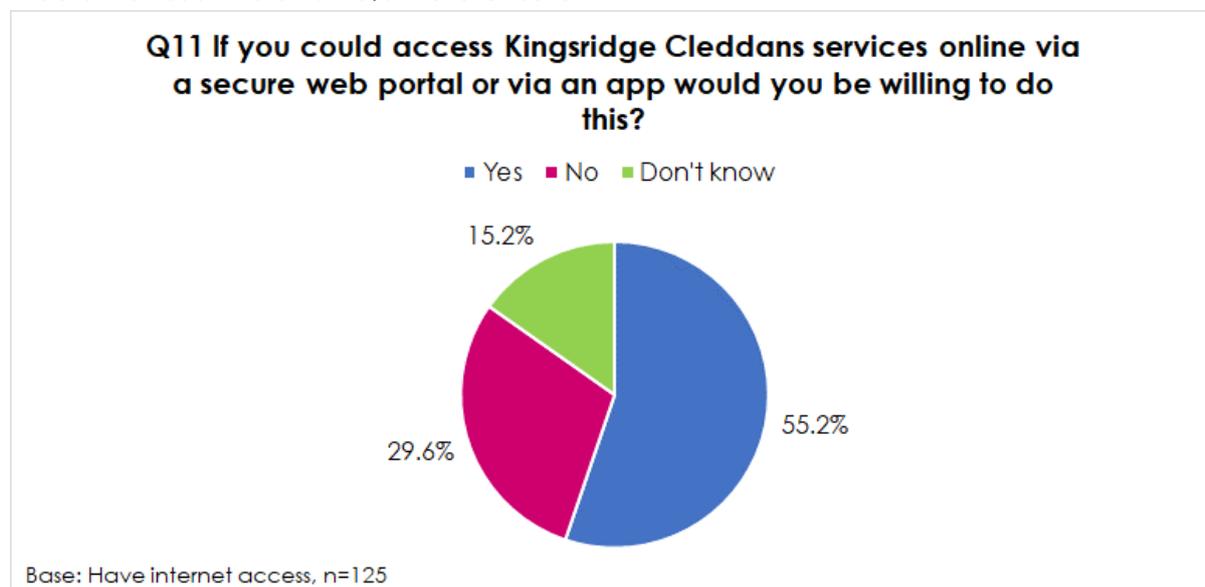
6.2. Method of going online (Q10)

Of those who had internet access the majority said they usually do this via a smartphone with mobile internet (67%). The proportion of respondents accessing the internet in this way decreases with age for example from 100% of those aged 16-34 to 76% for tenants aged 35-54, 43% for tenants aged 55-74 and 0% for tenants aged 75 and over.

Q10 How do you usually go online? SELECT ONE ONLY		
Base: Have internet access, n=125	No.	%
A smartphone with mobile internet	84	67.2%
A tablet device through which you can access the internet e.g. iPad	30	24.0%
A home computer/ laptop	8	6.4%
Through any other methods (please describe)	0	0.0%
Do not use the internet	3	2.4%

6.3. Interest in using a web portal or app (Q11)

Over half of tenants (55%) said they would be willing to access Kingsridge Cleddans services online via a secure web portal or app if this were available, 30% said they would not use this and 15% were unsure.



6.4. Contact methods (Q12/13)

Just under half of tenants said that the office being closed due to Covid has not changed how they contact the Association as they usually do this by telephone (49%). A further 17% said they haven't needed to contact them, so it has made no difference and 34% said they phoned instead of visiting the office.

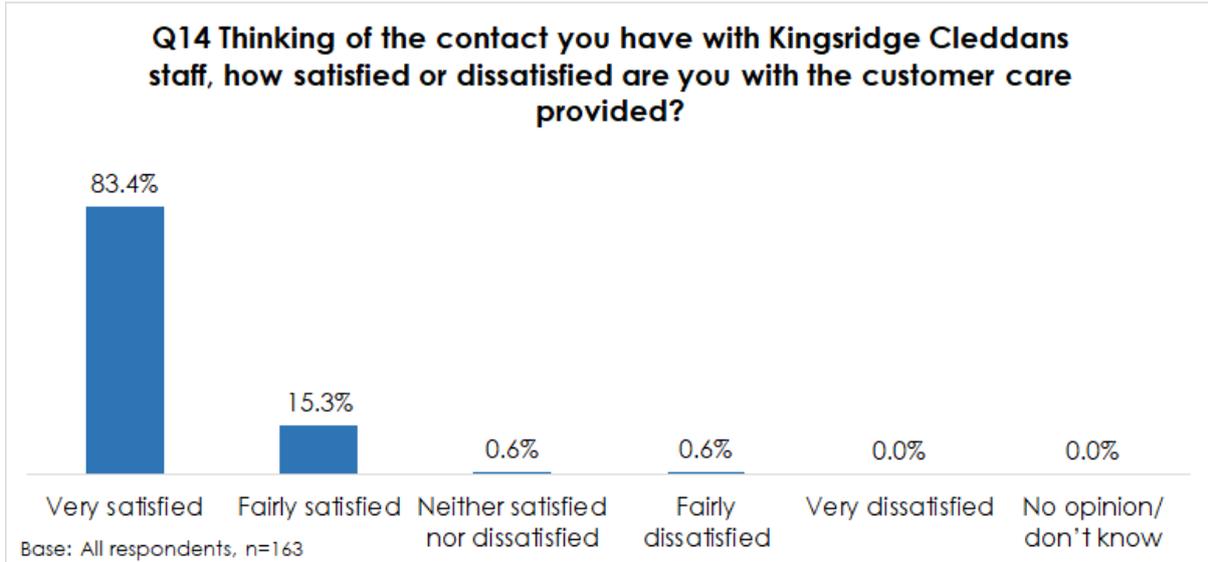
Q12 Did the office being closed due to Covid changed how you contact the Association?		
Base: All respondents, n=163	No.	%
I usually phone so my contact is no different	80	49.1%
I phone instead of visiting	56	34.4%
I haven't needed to contact them, so it has made no difference	27	16.6%

Following on from this, tenants were asked how they would prefer to have contact with the Association in the future. Almost all tenants (99%) said that contacting them by telephone was their top, second or third preference. This was followed by visiting the office (50%) and contacting the Association via text message (48%).

Q13a Moving forward, how would you prefer to have contact with the Association in the future? Please select your top / 2nd and 3rd preference.				
	Top	2nd	3rd	Overall
By telephone	95.1%	3.7%	0.0%	99%
Visit to office	2.5%	30.7%	16.6%	50%
Text message	0.0%	29.4%	19.0%	48%
Email	1.8%	14.7%	23.9%	40%
Visit to your home	0.6%	6.7%	20.9%	28%
Letter	0.0%	9.8%	11.0%	21%
Via website/ app	0.0%	4.9%	2.5%	7%
Other contact with staff (please specify)	0.0%	0.0%	6.1%	6%

6.5. Satisfaction with customer care (Q14/15)

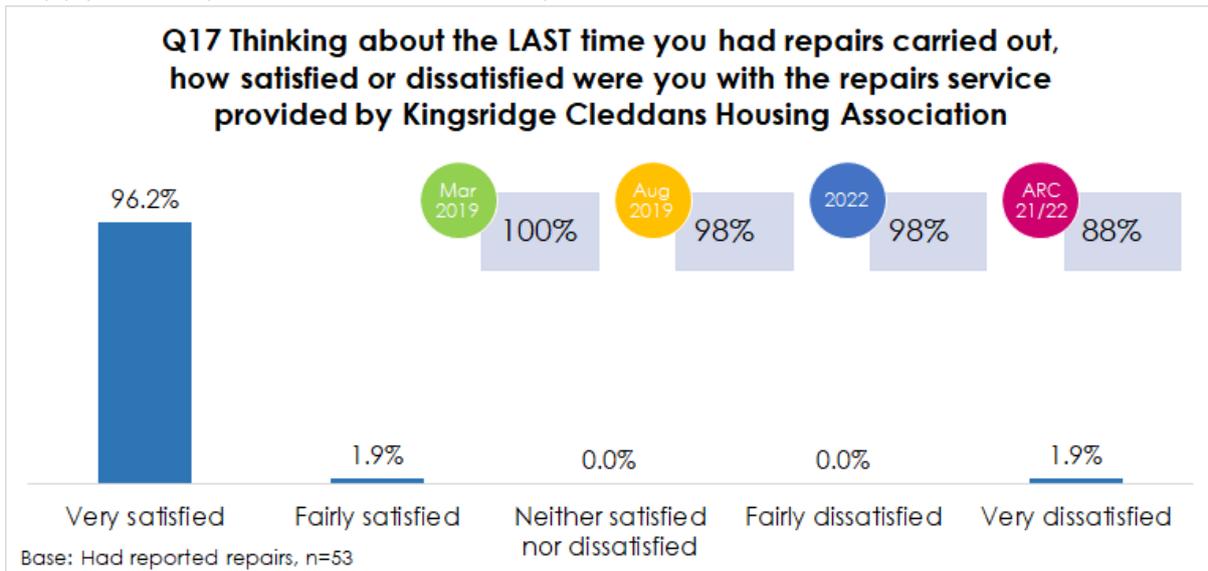
Almost all tenants (99%) were either very or fairly satisfied with the customer care provided by Kingsridge Cleddans staff compared to 1% who were neither satisfied nor dissatisfied and 1% who were fairly dissatisfied. Of the two respondents who were not satisfied in this respect, one spoke about the attitude of staff and the other mentioned them not taking ownership of the problem that they had.



7. REPAIRS AND HOUSING QUALITY

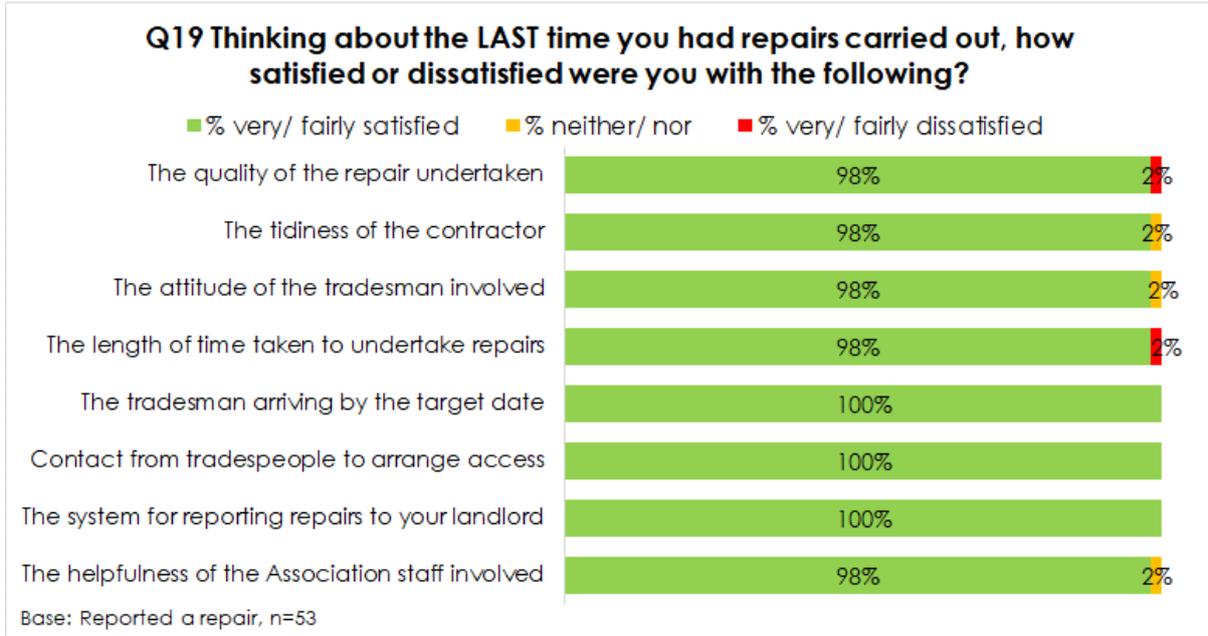
7.1. Satisfaction with the repairs service (Q16-18)

A third of tenants (33%) have had repairs carried out in their property in the last 12 months, amounting to 53 individuals. Of these tenants, 98% were very or fairly satisfied with the repairs service provided by KCHA compared to 2% who were very dissatisfied. Only one respondent was not satisfied in this respect, and they were not happy their repair had not been completed.



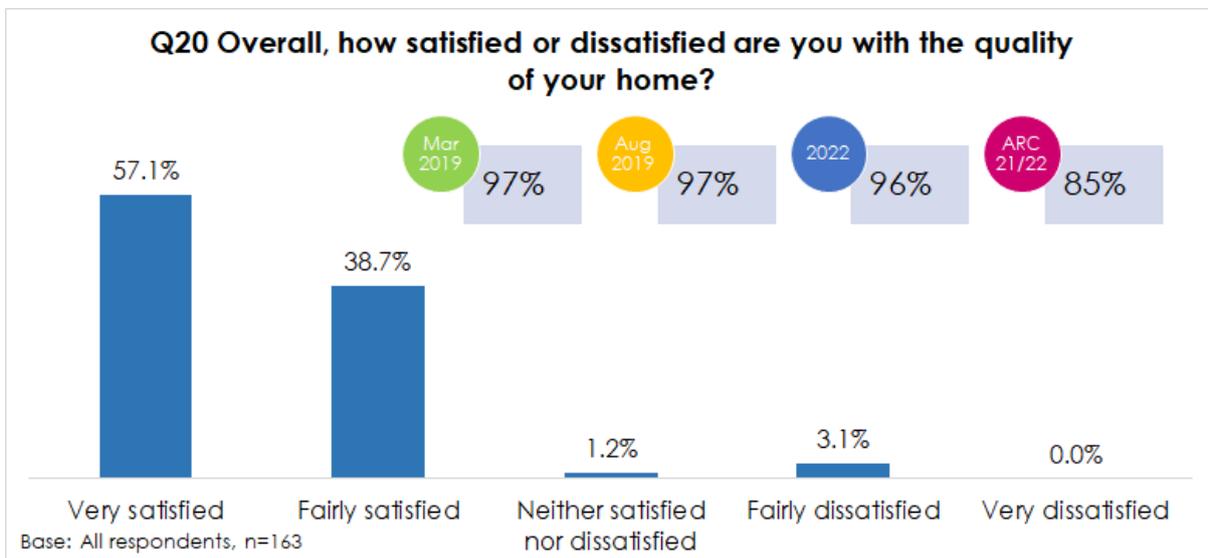
7.2. Satisfaction with aspects of the repairs service (Q19)

Following on from this, tenants were asked how satisfied or dissatisfied they were with various aspects of the repair they had carried out. As can be seen below satisfaction levels were very high with all aspects rated as either 100% or 98% satisfaction. All tenants were satisfied with the tradesman arriving by the target date, the contact from tradespeople to arrange access and the system for reporting repairs.



7.3. Satisfaction with the quality of the home (Q20/21)

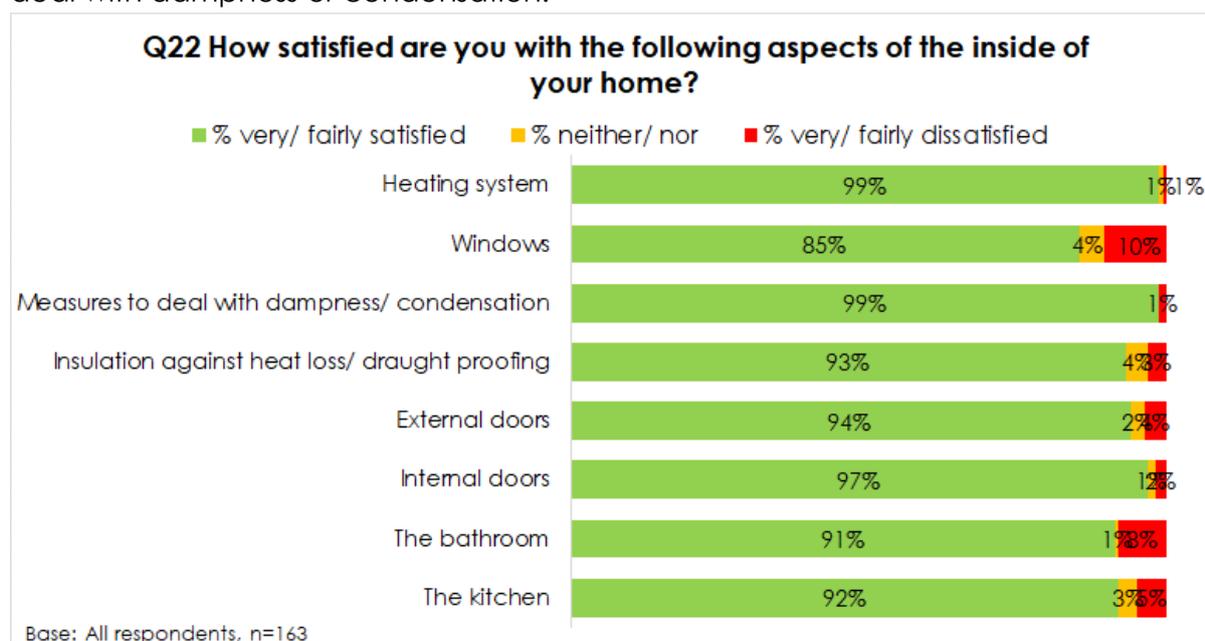
Almost all tenants were either very or fairly satisfied with the quality of their home compared to 1% who were neither satisfied nor dissatisfied and 3% who were fairly dissatisfied. Overall satisfaction is consistent with the March 2019 (97%) and August 2019 surveys (97%) and is higher than the Scottish average reported in the ARC for 2021/22.



Where respondents were not satisfied this was largely where they had outstanding repair issues or where they believed their home required to be upgraded.

7.4. Satisfaction with the inside of the home (Q22)

Satisfaction with various aspects of the inside of the home range from 85% with regards to the windows to 99% in terms of the heating system and the measures to deal with dampness or condensation.



7.5. Priorities for investment to the home (Q23)

Tenants were asked to select from a list which would be their top 3 priorities for investment or upgrade in their home. The top response was new windows (44%) which supports the findings above showing that this was an area of lower satisfaction in relation to other areas of the home. New bathrooms (21%) and new kitchens (15%) were the next two priorities for tenants.

Q23 Thinking of your home, what would be your priority for investment or upgrading?		
Base: All respondents, n=163	No.	%
Windows	72	44.2%
The bathroom	34	20.9%
The kitchen	25	15.3%
Insulation against heat loss/ draught proofing	21	12.9%
New external doors	18	11.0%
New internal doors	17	10.4%
Measures to deal with dampness/ condensation	2	1.2%
Heating system	2	1.2%
Other	5	3.1%
None	35	21.5%
Don't know	2	1.2%

TENANT SATISFACTION SURVEY 2022

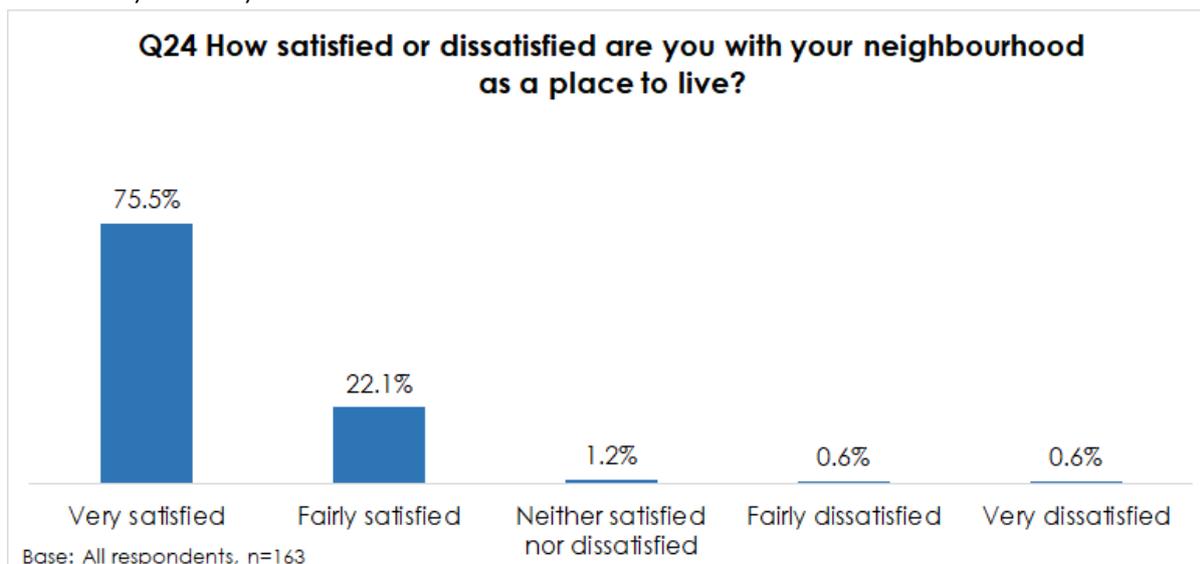
Analysis of this question by development is shown in the table below and shows that new windows is the top priority for all but two developments. New kitchens were a top priority for tenants living in Cleddans Court, New internal doors, external doors and insulation were top priorities for those living in Ladyloan Avenue (phase 2), and for those living in Lochgoin Avenue Rehab the top priorities were new internal doors along with new windows.

Q23 Thinking of your home, what would be your priority for investment or upgrading? PLEASE SELECT UP TO 3.									
	Inchfad Drive Phase 1	Inchfad Drive Phase 2	Cleddans Court New Build	Ladyloan Avenue Phase (2)	Inchfad Drive Phase (4)	Ladyloan Ave Phase 1	Inchfad Drive Phase 3	Achamore /Lochgoin New Build	Lochgoin Ave Re-hab
Base	13	25	28	21	23	18	10	16	9
The kitchen	-	4.0%	64.3%	4.8%	-	5.6%	20.0%	-	22.2%
The bathroom	-	36.0%	21.4%	14.3%	34.8%	11.1%	10.0%	18.8%	22.2%
New internal doors	15.4%	12.0%	-	28.6%	-	5.6%	20.0%	-	33.3%
New external doors	-	-	7.1%	28.6%	34.8%	11.1%	-	-	-
Insulation against heat loss/ draught proofing	-	8.0%	3.6%	28.6%	4.3%	55.6%	10.0%	-	-
Measures to deal with dampness/ condensation	-	-	-	4.8%	4.3%	-	-	-	-
Windows	30.8%	52.0%	21.4%	4.8%	65.2%	72.2%	30.0%	87.5%	33.3%
Heating system	7.7%	-	-	4.8%	-	-	-	-	-
Other (please specify)	-	4.0%	3.6%	-	4.3%	-	20.0%	-	-
None	61.5%	24.0%	7.1%	38.1%	13.0%	11.1%	20.0%	6.2%	33.3%
Don't know	-	-	-	-	4.3%	-	-	6.2%	-

8. THE NEIGHBOURHOOD

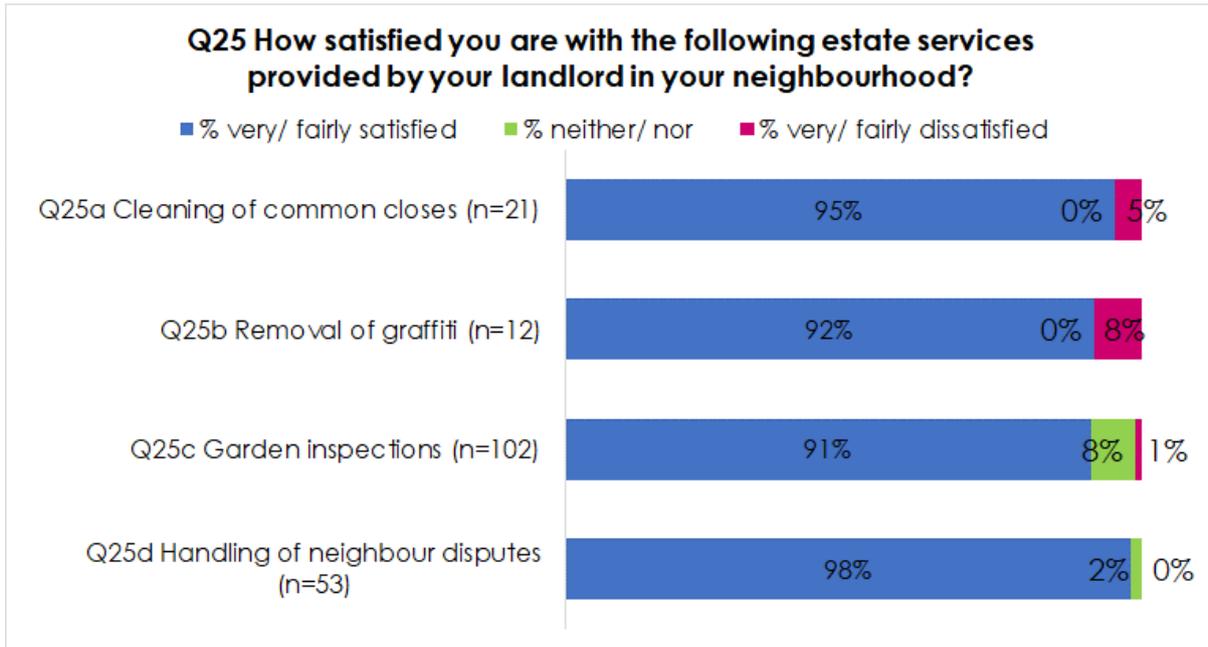
8.1. Satisfaction with the neighbourhood as a place to live (Q24)

Tenants were asked how satisfied or dissatisfied they were with their neighbourhood as a place to live. The vast majority (98%) were either very or fairly satisfied in this respect compared to 1% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied.



8.2. Satisfaction with estate services (Q25)

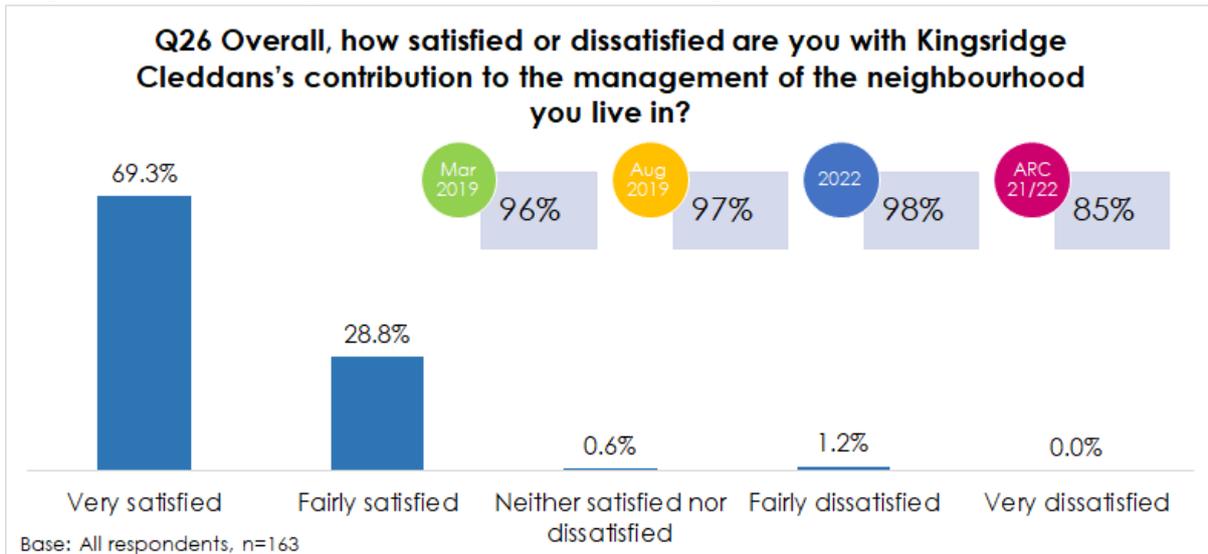
Tenants were asked how satisfied or dissatisfied they were with various estate services provided by KCHA. The vast majority of tenants were satisfied in all respects. Furthermore an improvement could be seen regarding the cleaning of common closes where 95% were satisfied, up from 86% in August 2019. Garden inspections were also asked about in the August 2019 survey where 94% were satisfied in August 2019 compared to 91% in 2022.



NB Table excludes Not applicable

8.3. Satisfaction with contribution to the management of the neighbourhood (Q26/27)

Almost all tenants (98%) were either very or fairly satisfied with KCHA's contribution to the management of the neighbourhood they live in compared to 1% who were neither satisfied nor dissatisfied and 1% who were fairly dissatisfied. Overall satisfaction in this respect has remained consistent with the results from March and August 2019 and is higher than the Scottish Average reported in the ARC for 2021/22.

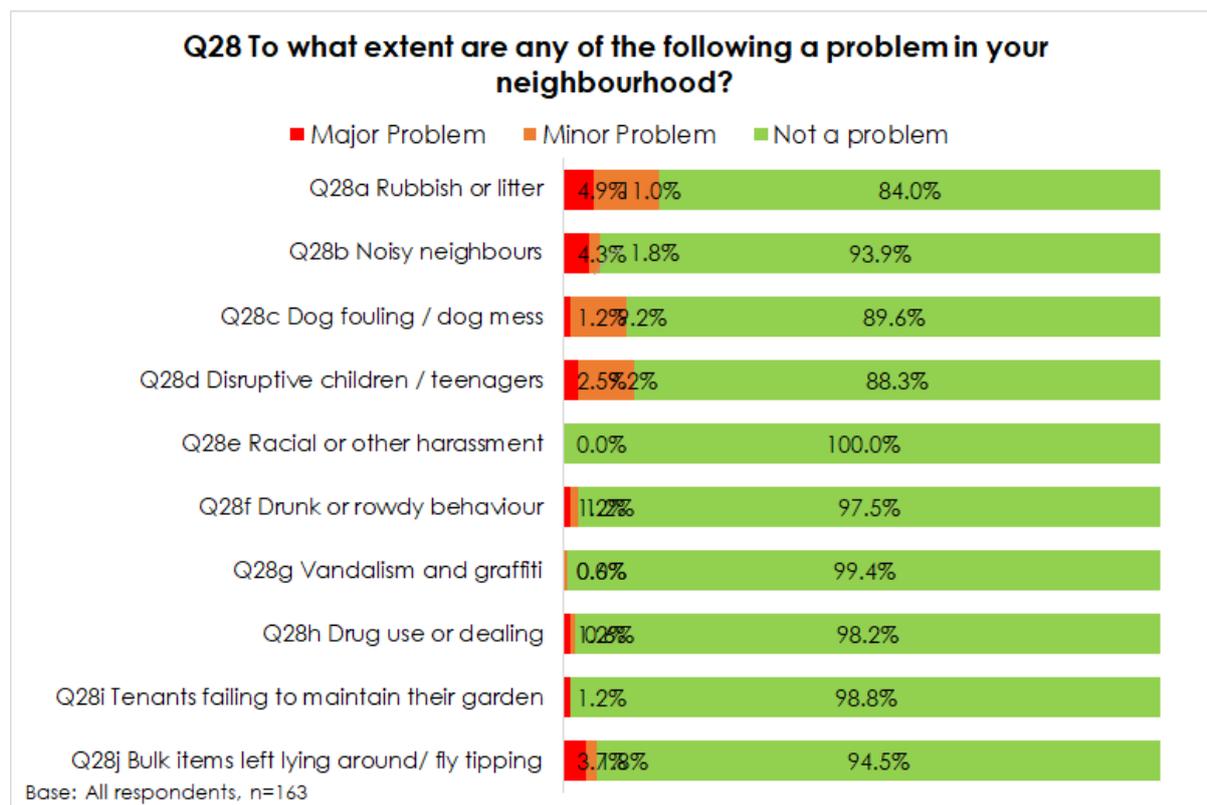


The three tenants who were not satisfied with KCHA's contribution to the management of the neighbourhood felt this way due to problems with motorbikes, vermin and regarding a lack of close inspections.

8.4. Neighbourhood problems (Q28)

Tenants were asked to what extent various neighbourhood issues were a problem or not a problem in their neighbourhood. The vast majority of tenants did not consider any of these issues to be a problem in their neighbourhood. The biggest concerns for tenants were:

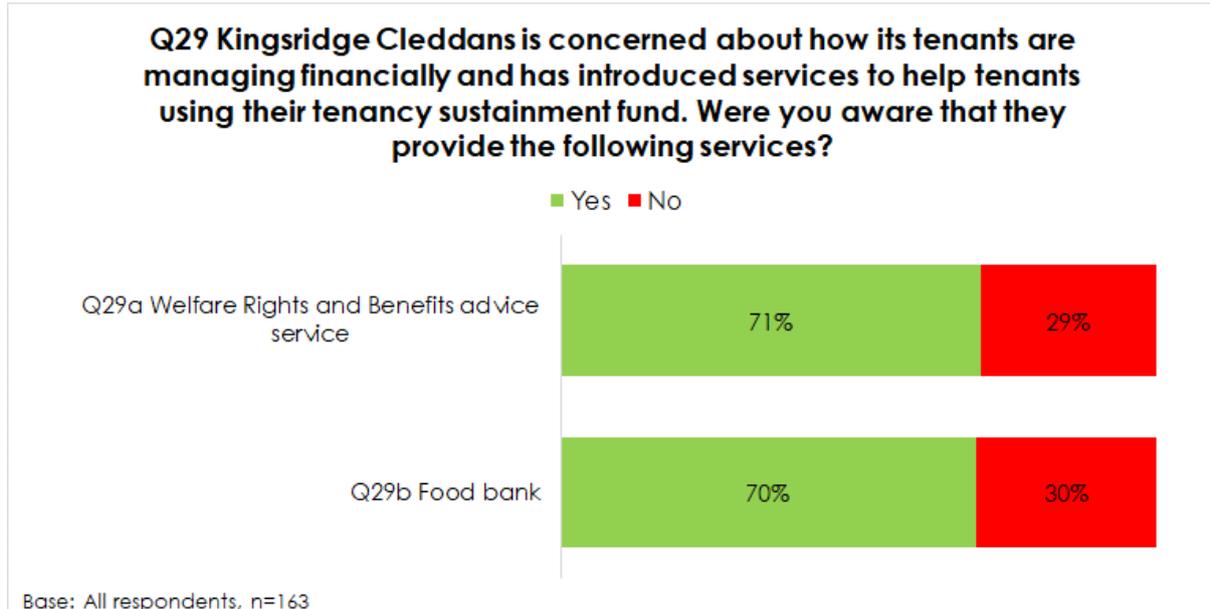
- Rubbish or litter (16% stating major or minor problem)
- Disruptive teenagers/ children (12%)
- Dog fouling/ dog mess (10%)



9. RENT, VALUE FOR MONEY AND FINANCIAL MANAGEMENT

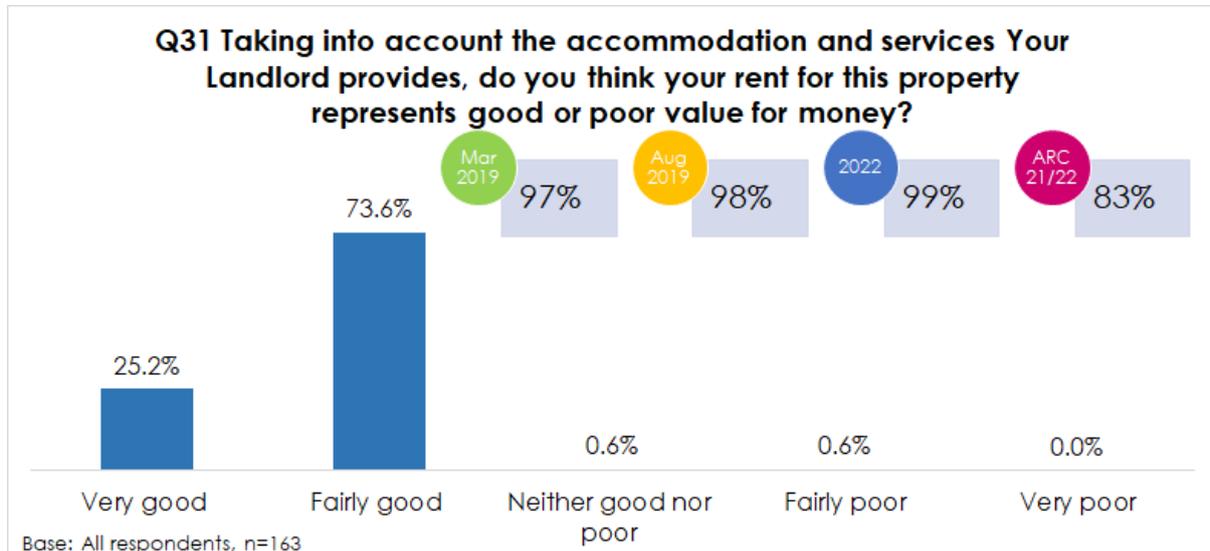
9.1. Awareness of financial support services (Q29/30)

Kingsridge Cleddans is concerned about how its tenants are managing financially and has introduced services to help tenants using their tenancy sustainment fund. Over 7 in 10 tenants (71%) were aware the Association provides a Welfare Rights and Benefits advice service and 70% were aware they provide a food bank.



9.2. Value for money (Q31/32)

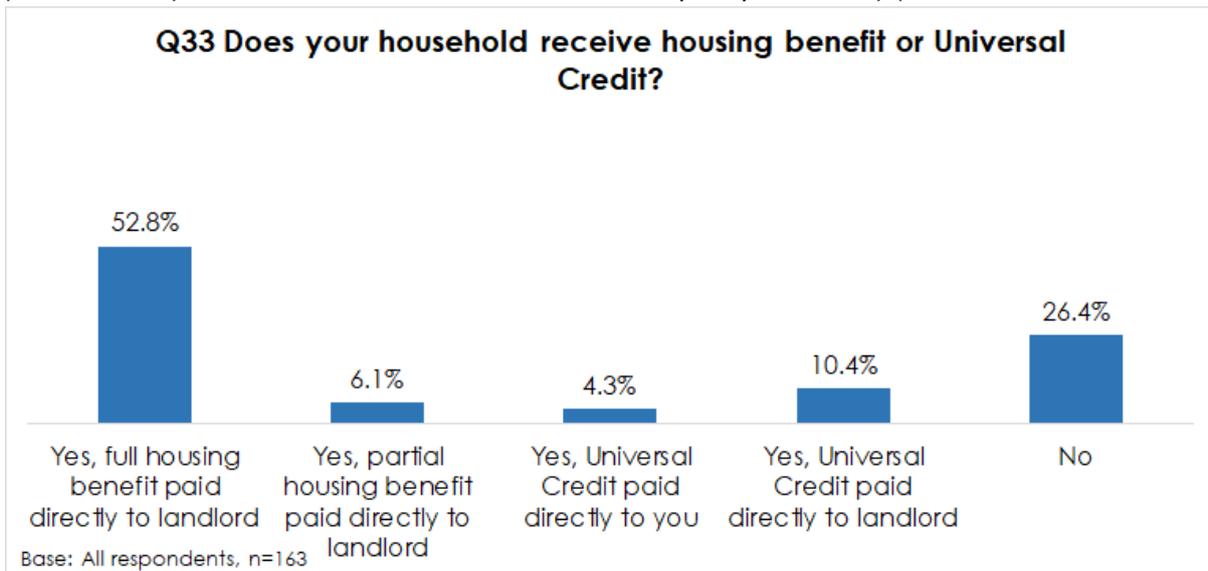
Almost all tenants (99%) said the rent for their home represented very or fairly good value for money compared to 1% who said it was neither good nor poor value and 1% who said it was fairly poor value for money. This is consistent with the results reported in previous years and higher than the Scottish Average reported in the ARC.



The two tenants who did not feel their rent was good value for money said that it was either too high for the services they receive or for the quality of their home.

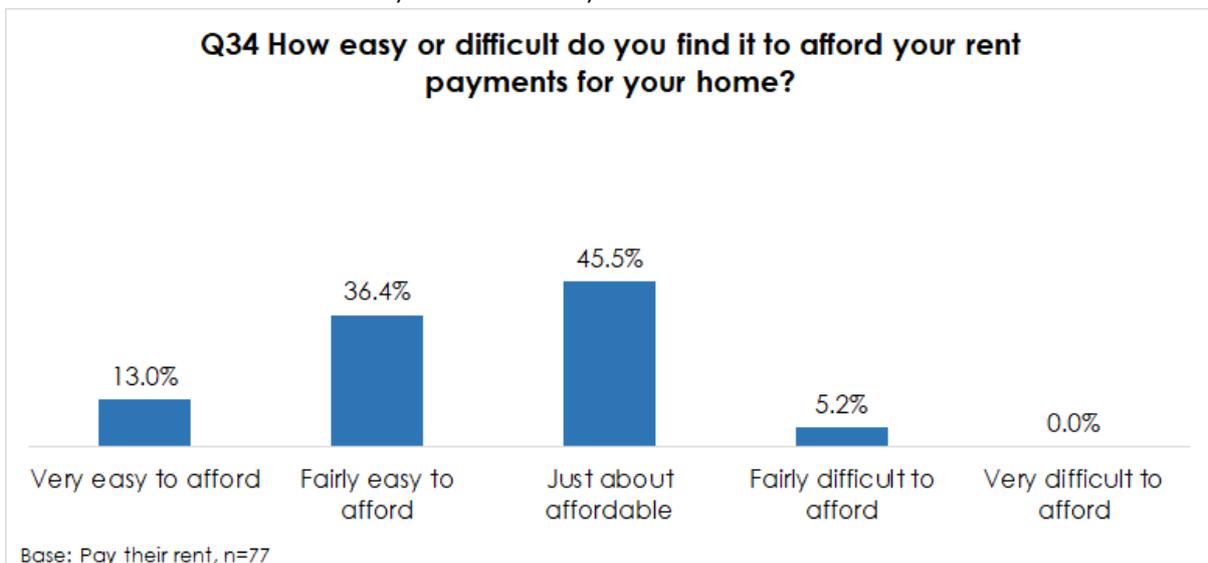
9.3. Housing benefit and Universal Credit (Q33)

Over half of tenants said they received full housing benefit paid directly to the landlord, 6% said they received partial housing benefit paid directly to their landlord, 4% received Universal Credit paid to them and 19% received partial Universal Credit paid directly to them. Over one in four tenants (26%) said they paid full rent.



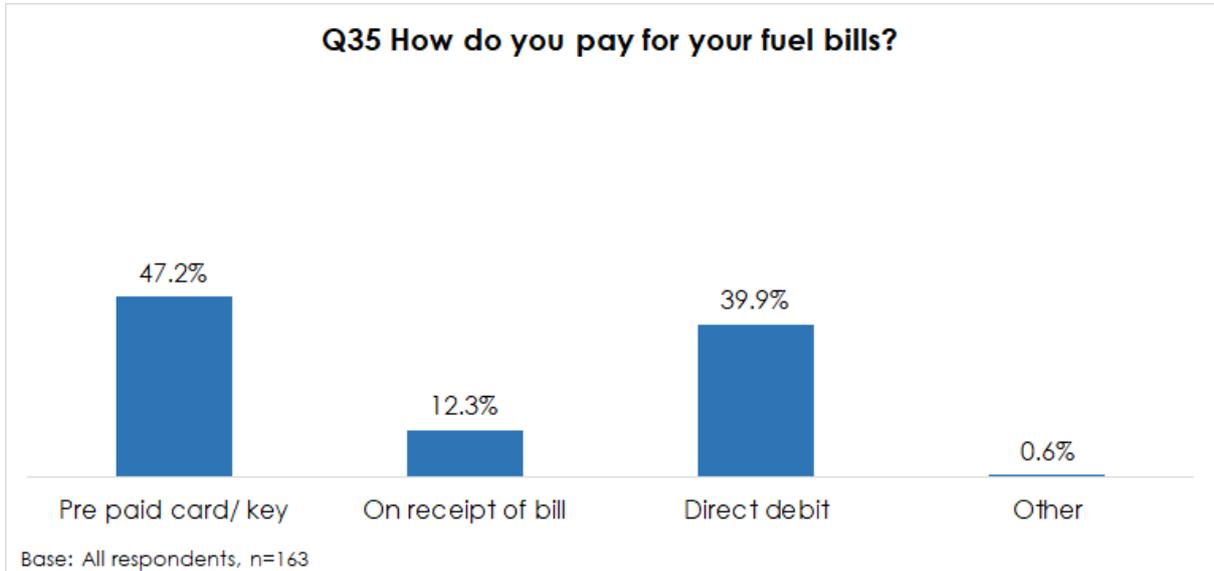
9.4. Affordability of rent payments (Q34)

Just under half of tenants (49%) who pay at least part of their rent said they find it easy to afford the rent payments for their home, 46% said it was just about affordable and 5% said they found it fairly difficult to afford.

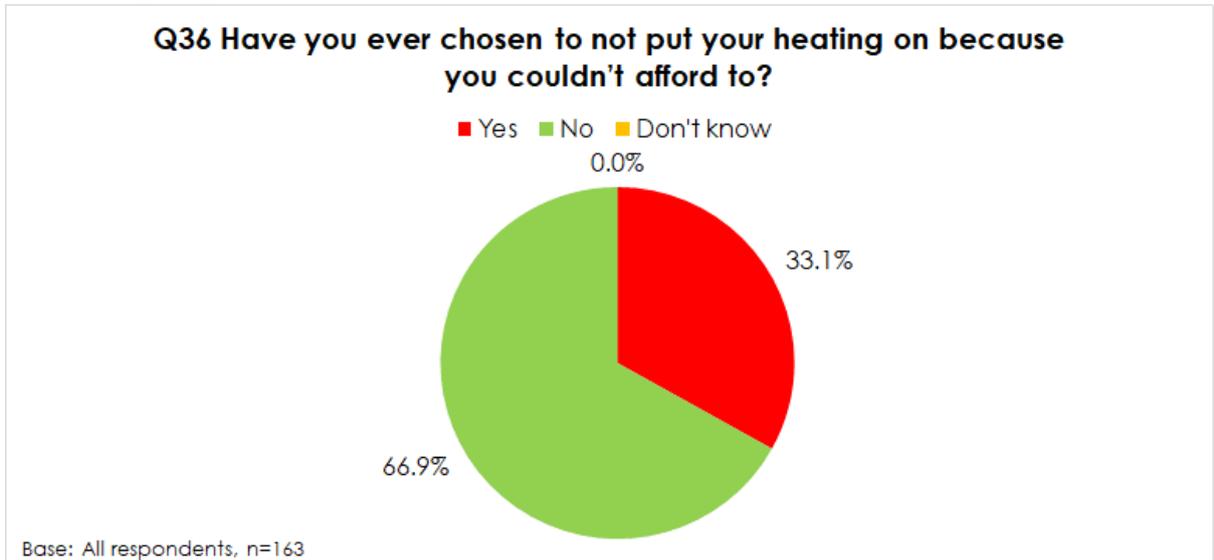


9.5. Fuel bills (Q35-37)

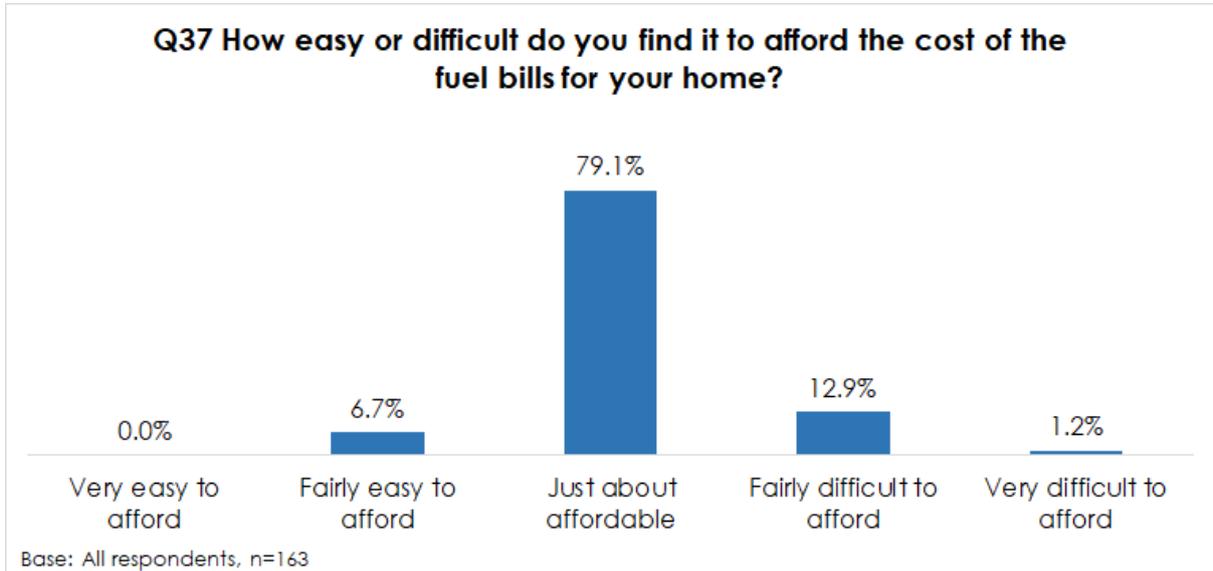
Just under half of tenants pay for their fuel bills via a pre-paid card or key (47%), 40% pay by Direct Debit and 12% pay on receipt of a bill.



One third of tenants have chosen to not put their heating on because they couldn't afford to (33%).



Just under 8 in 10 tenants (79%) said they find their fuel bills for their home just about affordable, 7% said they was very or fairy easy to afford and 14% said they were very or fairly difficult to afford.



10. TENANT PERCEPTIONS AND PRIORITIES

10.1. Top three service priorities (Q38)

Tenants were asked to select from a list of services which they consider to be their top three priorities. The top three priorities selected by tenants were repair and maintenance of the home (96%), followed by investment in improving the quality of housing (80%) and keeping tenants informed about services and decisions (56%).

Q38 Which of the following services provided by your landlord would you consider to be your top/ 2nd/ 3rd priority?				
Base: All respondents n=163	Top	2nd	3rd	Overall
Repairs and maintenance of homes [NOT SHARING OWNERS]	67.9%	24.8%	3.0%	96%
Investment in improving the quality of housing [NOT SHARING OWNERS]	21.2%	29.7%	29.1%	80%
Keeping tenants informed about services and decisions	7.3%	26.1%	23.0%	56%
Looking after the environment locally e.g. making the environment more attractive, improving biodiversity	1.8%	4.8%	21.2%	28%
Building new homes in the area		6.7%	5.5%	12%
Doing more to improve the neighbourhood as a place to live e.g. dealing with anti-social behaviour	0.6%	2.4%	6.7%	10%
Providing support and advice to help you manage tenants' tenancy (e.g. benefits, budgeting, support for those in need)	0.6%	3.0%	4.2%	8%
Improving the wellbeing of tenants	0.6%	1.8%	1.2%	4%
Improving customer care			3.0%	3%
Providing opportunities to become involved in the Association's decisions		0.6%	1.8%	2%
Providing opportunities to access services digitally e.g. app or portal			1.2%	1%
Other	-	-	-	-

10.2. What is Kingsridge Cleddans best at? (Q39)

The questionnaire included an open-ended question which asked tenants what they believed their landlord was best at. The comments provided to this question have been coded thematically and show that 15% of tenants said their landlord was best at providing a quick or good repairs service. This was followed by helpful or good customer service (12%) and good communications (6%). Furthermore, 14% of respondents said they had no complaints or issues and 14% said they were happy with everything or the service overall.

Q39 What do you believe Kingsridge Cleddans Housing Association is best at?		
Base: All respondents n=163	No.	%
Quick/ good repairs service	24	14.7%
Happy overall/ happy with everything/ good service	23	14.1%
No complaints/ no issues	22	13.5%
Helpful/ good customer service	20	12.3%
Good communications	9	5.5%
Good housing	6	3.7%
Other	1	0.6%
Don't know	62	38.0%

10.3. If you could give Kingsridge Cleddans Housing Association one recommendation for improvement, what would it be?

In terms of recommendations for improvement, again the responses have been coded thematically and show that 69% of respondents were unable to provide a suggestion and 18% had no recommendations for improvement. On the other hand, 4% suggested upgrades to the home. A full list of the themes provided to this question is shown in the table below:

Q40 If you could give Kingsridge Cleddans Housing Association one recommendation for improvement, what would it be?		
Base: All respondents n=163	No.	%
No issues/ nothing	30	18.4%
Upgrades to the home	7	4.3%
Problems with vermin	3	1.8%
Listen to tenants/ monitor complaints	2	1.2%
Letting policy/ vet tenants	2	1.2%
Problems with motorbikes/ dirt bikes	2	1.2%
Communal maintenance	2	1.2%
Problems with vermin	1	0.6%
Other	3	1.8%
Don't know	112	68.7%

11. HOUSEHOLD INFORMATION

11.1. Age and gender (Q41/42)

Two thirds of survey respondents were female (67%) and one third were male (33%). In terms of the age profile of respondents 15% were aged 16-34, 3% were aged 35-54, 49% were aged 55-74 and 4% were aged 75 and over.

Q41 What is your age group?		
Base: All respondents n=163	No.	%
16-24	0	0.0%
25-34	24	14.7%
35-44	25	15.3%
45-54	28	17.2%
55-64	49	30.1%
65-74	31	19.0%
75-84	6	3.7%
85+	0	0.0%
Prefer not to say	0	0.0%

Q42 What is your sex?		
Base: All respondents n=163	No.	%
Female	109	66.9%
Male	54	33.1%
Prefer not to say	0	0.0%

11.2. Household composition (Q43)

In terms of household composition, 4 in 10 respondents said they lived as a single person, 12% were 2 parent families, 19% were 1 parent families and 21% lived in a 2 adult household.

Q43 Which of these best describes your household composition?		
Base: All respondents n=163	No.	%
Single adult 65+	21	12.9%
Single adult 16-64	44	27.0%
2 parent family	19	11.7%
1 parent family	31	19.0%
2 adults 65+	10	6.1%
2 adults at least one below 65	24	14.7%
Other	14	8.6%

11.3. Disability (Q44)

Over half of tenants (53%) said they or a member of their household had a long term disability or health condition.

Q44 Does anyone living in this household have any long term illness, health problem or disability which limits their daily activities or the work they can to (including problems due to old age)?		
Base: All respondents n=163	No.	%
Yes	86	52.8%
No	73	44.8%
Prefer not to say	4	2.5%

11.4. Ethnicity (Q45)

The vast majority of tenants identified as White Scottish (98%).

Q45 What is your ethnic group?		
Base: All respondents n=163	No.	%
White Scottish	159	97.5%
White English	0	0.0%
White Welsh	0	0.0%
White Irish	1	0.6%
Polish	1	0.6%
Roma	0	0.0%
Gypsy / Traveller	0	0.0%
Other British	0	0.0%
Any mixed or multiple ethnic groups, please write in:	0	0.0%
Pakistani, Pakistani Scottish or Pakistani British	1	0.6%
Indian, Indian Scottish or Indian British	0	0.0%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0.0%
Chinese, Chinese Scottish or Chinese British	0	0.0%
Other Asian, please write in:	0	0.0%
African, African Scottish or African British	1	0.6%
Other African background, please write in:	0	0.0%
Caribbean, Caribbean Scottish or Caribbean British	0	0.0%
Black, Black Scottish or Black British	0	0.0%
Other Caribbean or Black background, please write in	0	0.0%
Other, please write in:	0	0.0%
Prefer not to say	0	0.0%

12. SHARING OWNERS

12.1. Introduction

The Association has a total of 10 sharing owners and wanted to ensure that they too had the opportunity to provide their opinions on the Association and the services they provide. Sharing owners were consulted with by telephone using the same questionnaire as tenants, with the exception of the repairs section/ quality of the home section of the questionnaire which they were not asked for their opinions on. Of the 10 households, we had three with incorrect telephone numbers and 5 we were unable to speak to. A total of 2 sharing owners were interviewed over the process.

Both owners were satisfied with the overall service provided by Kingsridge Cleddans Housing Association, being kept informed, participation opportunities, customer care, the neighbourhood and value for money.

The following report summarises the key findings from these 2 customers.

12.2. Sharing owners summary of results



Kingsridge Cleddans HA Sharing Owners Satisfaction Survey 2022

TENANT/ SHARING OWNER

0 (0.0%) Tenant
2 (100.0%) Sharing Owner

Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Kingsridge Cleddans Housing Association?

0 (0.0%) Very satisfied
2 (100.0%) Fairly satisfied
0 (0.0%) Neither satisfied nor dissatisfied
0 (0.0%) Fairly dissatisfied
0 (0.0%) Very dissatisfied
0 (0.0%) No opinion/ don't know

Q3 The Association use a range of methods to keep their tenants informed about their services and decisions. In which of these ways would you prefer to be kept informed? ALL THAT APPLY

- 2 (100.0%) Newsletters
- 1 (50.0%) Letters
- 0 (0.0%) Social media
- 0 (0.0%) Website
- 0 (0.0%) Email
- 0 (0.0%) Text message
- 0 (0.0%) Through an Kingsridge Cleddans HA App
- 0 (0.0%) Other (please specify)

Q4 How good or poor do you feel Kingsridge Cleddans HA is at keeping you informed about their services and decisions?

- 0 (0.0%) Very good
- 2 (100.0%) Fairly good
- 0 (0.0%) Neither good nor poor
- 0 (0.0%) Fairly poor
- 0 (0.0%) Very poor

Q6a Kingsridge Cleddans provides a range of ways for tenants to get involved in their decision-making processes and give their views. Were you aware that you could get involved in any of the following ways?

- 2 (100.0%) Consultations e.g. rent increases
- 2 (100.0%) Tenant Consultation Register
- 2 (100.0%) Becoming a Member of Kingsridge Cleddans Housing Association and attending the AGM
- 2 (100.0%) Taking part in text message consultation
- 2 (100.0%) Joining the Association's Board of Management
- 2 (100.0%) Responding to regular customer satisfaction surveys e.g. on repairs or planned maintenance such as kitchen or bathroom replacement
- 0 (0.0%) None

Q6b Would you be interested in getting more involved in any of the following ways?

- 0 (0.0%) Consultations e.g. rent increases
- 0 (0.0%) Tenant Consultation Register
- 0 (0.0%) Becoming a Member of Kingsridge Cleddans Housing Association and attending the AGM
- 0 (0.0%) Taking part in text message consultation
- 0 (0.0%) Joining the Association's Board of Management
- 0 (0.0%) Responding to regular customer satisfaction surveys e.g. on repairs or planned maintenance such as kitchen or bathroom replacement
- 2 (100.0%) None

Q7 How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision-making processes?

- 0 (0.0%) Very satisfied
- 2 (100.0%) Fairly satisfied
- 0 (0.0%) Neither satisfied nor dissatisfied
- 0 (0.0%) Fairly dissatisfied
- 0 (0.0%) Very dissatisfied

Q9 I'd now like to ask you about access to the internet?

	Yes	No
Q9a Do you have access to the internet in your home through home broadband?	2 (100.0%)	0 (0.0%)
Q9b Do you have access to the internet through a mobile signal e.g. smartphone or tablet with mobile internet access?	2 (100.0%)	0 (0.0%)

Q10 How do you usually go online? SELECT ONE ONLY

- 1 (50.0%) A smartphone with mobile internet
- 1 (50.0%) A home computer/ laptop
- 0 (0.0%) A tablet device through which you can access the internet e.g. iPad
- 0 (0.0%) Through any other methods (please describe)
- 0 (0.0%) Do not use the internet

Q11 If you could access Kingsridge Cleddans services, such as reporting repairs, paying your rent and accessing your rent account or updating your information, online via a secure web portal or via an app would you be willing to do this?

- 1 (50.0%) Yes
- 1 (50.0%) No
- 0 (0.0%) Don't know

Q12 Did the office being closed due to Covid changed how you contact the Association?

- 0 (0.0%) I phone instead of visiting
- 0 (0.0%) I email instead of visiting
- 0 (0.0%) I prefer to visit so haven't been in touch when I normally would have done
- 2 (100.0%) I usually phone so my contact is no different
- 0 (0.0%) I haven't needed to contact them, so it has made no difference
- 0 (0.0%) Other (please specify)

Q13a Moving forward, how would you prefer to have contact with the Association in the future? Please select your top preference.

- 2 (100.0%) By telephone
- 0 (0.0%) Email
- 0 (0.0%) Via website/ app
- 0 (0.0%) Text message
- 0 (0.0%) Letter
- 0 (0.0%) Visit to office
- 0 (0.0%) Visit to your home
- 0 (0.0%) Other contact with staff (please specify)

Q13b Please select your 2nd preference.

- 0 (0.0%) By telephone
- 1 (50.0%) Email
- 0 (0.0%) Via website/ app
- 1 (50.0%) Text message
- 0 (0.0%) Letter
- 0 (0.0%) Visit to office
- 0 (0.0%) Visit to your home
- 0 (0.0%) Other contact with staff (please specify)

Q13c Please select your 3rd preference.

- 0 (0.0%) By telephone
- 1 (50.0%) Email
- 0 (0.0%) Via website/ app
- 0 (0.0%) Text message
- 1 (50.0%) Letter
- 0 (0.0%) Visit to office
- 0 (0.0%) Visit to your home
- 0 (0.0%) Other contact with staff (please specify)

Q14 Thinking of the contact you have with Kingsridge Cleddans staff, how satisfied or dissatisfied are you with the customer care provided?

- 1 (50.0%) Very satisfied
- 1 (50.0%) Fairly satisfied
- 0 (0.0%) Neither satisfied nor dissatisfied
- 0 (0.0%) Fairly dissatisfied
- 0 (0.0%) Very dissatisfied
- 0 (0.0%) No opinion/ don't know

Q24 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

- 0 (0.0%) Very satisfied
- 2 (100.0%) Fairly satisfied
- 0 (0.0%) Neither satisfied nor dissatisfied
- 0 (0.0%) Fairly dissatisfied

TENANT SATISFACTION SURVEY 2022

0 (0.0%) Very dissatisfied

Q25 How satisfied you are with the following estate services provided by * in your neighbourhood? [IF TENANTS DO NOT RECEIVE SERVICE E.G. COMMON CLOSE CLEANING CODE NOT APPLICABLE]**

	Very satisfied	Fairly satisfied	Neither / Nor	Fairly dissatisfied	Very dissatisfied	DK/ NA
Q25a Cleaning of common closes	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q25b Removal of graffiti	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q25c Garden inspections	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (100.0%)	0 (0.0%)
Q25d Handling of neighbour disputes	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (100.0%)

Q26 Overall, how satisfied or dissatisfied are you with Kingsridge Cleddans' s contribution to the management of the neighbourhood you live in?

0 (0.0%) Very satisfied
 2 (100.0%) Fairly satisfied
 0 (0.0%) Neither satisfied nor dissatisfied
 0 (0.0%) Fairly dissatisfied
 0 (0.0%) Very dissatisfied

Q28 To what extent are any of the following a problem in your neighbourhood?

	Major Problem	Minor Problem	Not a problem
Q28a Rubbish or litter	1 (50.0%)	0 (0.0%)	1 (50.0%)
Q28b Noisy neighbours	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q28c Dog fouling / dog mess	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q28d Disruptive children / teenagers	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q28e Racial or other harassment	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q28f Drunk or rowdy behaviour	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q28g Vandalism and graffiti	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q28h Drug use or dealing	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q28i Tenants failing to maintain their garden	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q28j Bulk items left lying around/ fly tipping	0 (0.0%)	0 (0.0%)	2 (100.0%)

Q29 Kingsridge Cleddans is concerned about how its tenants are managing financially and has introduced services to help tenants using their tenancy sustainment fund. Were you aware that they provide the following services?

	Yes	No
Q29a Welfare Rights and Benefits advice service	2 (100.0%)	0 (0.0%)
Q29b Food bank	2 (100.0%)	0 (0.0%)

Q30 Are there any other services you think should be provided by the Association to help support tenants?

- 0 (0.0%) Yes (please explain)
- 2 (100.0%) No
- 0 (0.0%) Don't know

Q31 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?

- 0 (0.0%) Very good
- 2 (100.0%) Fairly good
- 0 (0.0%) Neither good nor poor
- 0 (0.0%) Fairly poor
- 0 (0.0%) Very poor

Q33 Does your household receive housing benefit or Universal Credit?

- 0 (0.0%) Yes, full housing benefit paid directly to landlord
- 1 (50.0%) Yes, partial housing benefit paid directly to landlord
- 0 (0.0%) Yes, Universal Credit paid directly to you
- 0 (0.0%) Yes, Universal Credit paid directly to landlord
- 1 (50.0%) No

Q34 How easy or difficult do you find it to afford your rent payments for your home?

- 0 (0.0%) Very easy to afford
- 2 (100.0%) Fairly easy to afford
- 0 (0.0%) Just about affordable
- 0 (0.0%) Fairly difficult to afford
- 0 (0.0%) Very difficult to afford

Q35 How do you pay for your fuel bills?

- 0 (0.0%) Pre-paid card/ key
- 0 (0.0%) On receipt of bill
- 2 (100.0%) Direct debit
- 0 (0.0%) Other (please specify)

Q36 Have you ever chosen to not put your heating on because you couldn't afford to?

- 0 (0.0%) Yes
- 2 (100.0%) No
- 0 (0.0%) Don't know

Q37 How easy or difficult do you find it to afford the cost of the fuel bills for your home?

- 0 (0.0%) Very easy to afford
- 1 (50.0%) Fairly easy to afford
- 1 (50.0%) Just about affordable
- 0 (0.0%) Fairly difficult to afford
- 0 (0.0%) Very difficult to afford

Q38a Which of the following services provided by your landlord would you consider to be your top priority?

- 2 (100.0%) Repairs and maintenance of homes [NOT SHARING OWNERS]
- 0 (0.0%) Investment in improving the quality of housing [NOT SHARING OWNERS]
- 0 (0.0%) Building new homes in the area
- 0 (0.0%) Keeping tenants informed about services and decisions
- 0 (0.0%) Providing opportunities to become involved in the Association's decisions
- 0 (0.0%) Improving customer care
- 0 (0.0%) Providing opportunities to access services digitally e.g. app or portal
- 0 (0.0%) Doing more to improve the neighbourhood as a place to live e.g. dealing with anti-social behaviour
- 0 (0.0%) Providing support and advice to help you manage tenants tenancy (e.g. benefits, budgeting, support for those in need)
- 0 (0.0%) Improving the wellbeing of tenants
- 0 (0.0%) Looking after the environment locally e.g. making the environment more attractive, improving biodiversity
- 0 (0.0%) Other (please specify)

Q38b Which of the following services provided by your landlord would you consider to be your 2nd priority?

- 0 (0.0%) Repairs and maintenance of homes [NOT SHARING OWNERS]
- 1 (50.0%) Investment in improving the quality of housing [NOT SHARING OWNERS]
- 0 (0.0%) Building new homes in the area
- 1 (50.0%) Keeping tenants informed about services and decisions
- 0 (0.0%) Providing opportunities to become involved in the Association's decisions
- 0 (0.0%) Improving customer care
- 0 (0.0%) Providing opportunities to access services digitally e.g. app or portal
- 0 (0.0%) Doing more to improve the neighbourhood as a place to live e.g. dealing with anti-social behaviour
- 0 (0.0%) Providing support and advice to help you manage tenants tenancy (e.g. benefits, budgeting, support for those in need)
- 0 (0.0%) Improving the wellbeing of tenants
- 0 (0.0%) Looking after the environment locally e.g. making the environment more attractive, improving biodiversity
- 0 (0.0%) Other (please specify)

Q38c Which of the following services provided by your landlord would you consider to be your 3rd priority?

- 0 (0.0%) Repairs and maintenance of homes [NOT SHARING OWNERS]
- 1 (50.0%) Investment in improving the quality of housing [NOT SHARING OWNERS]
- 0 (0.0%) Building new homes in the area
- 0 (0.0%) Keeping tenants informed about services and decisions
- 0 (0.0%) Providing opportunities to become involved in the Association's decisions
- 0 (0.0%) Improving customer care
- 0 (0.0%) Providing opportunities to access services digitally e.g. app or portal
- 0 (0.0%) Doing more to improve the neighbourhood as a place to live e.g. dealing with anti-social behaviour
- 1 (50.0%) Providing support and advice to help you manage tenants tenancy (e.g. benefits, budgeting, support for those in need)
- 0 (0.0%) Improving the wellbeing of tenants
- 0 (0.0%) Looking after the environment locally e.g. making the environment more attractive, improving biodiversity
- 0 (0.0%) Other (please specify)

Q39 What do you believe Kingsridge Cleddans Housing Association is best at?

- 0 (0.0%) Good housing
- 0 (0.0%) Other
- 0 (0.0%) Helpful/ good customer service
- 2 (100.0%) Don't know
- 0 (0.0%) Quick/ good repairs service
- 0 (0.0%) No complaints/ no issues
- 0 (0.0%) Good communications
- 0 (0.0%) Happy overall/ happy with everything/ good service

Q40 If you could give Kingsridge Cleddans Housing Association one recommendation for improvement, what would it be?

- 0 (0.0%) Listen to tenants/ monitor complaints
- 0 (0.0%) Problems with vermin
- 0 (0.0%) Other
- 0 (0.0%) Letting policy/ vet tenants
- 0 (0.0%) Problems with motorbikes/ dirt bikes
- 2 (100.0%) Don't know
- 0 (0.0%) Communal maintenance
- 0 (0.0%) No issues/ nothing
- 0 (0.0%) Problems with vermin
- 0 (0.0%) Upgrades to the home

Q41 What is your age group?

- 0 (0.0%) 16-24
- 0 (0.0%) 25-34
- 1 (50.0%) 35-44
- 0 (0.0%) 45-54
- 0 (0.0%) 55-64
- 1 (50.0%) 65-74
- 0 (0.0%) 75-84
- 0 (0.0%) 85+
- 0 (0.0%) Prefer not to say

Q42 What is your sex?

- 2 (100.0%) Female
- 0 (0.0%) Male
- 0 (0.0%) Prefer not to say

Q43 Which of these best describes your household composition?

- 1 (50.0%) Single adult 65+
- 0 (0.0%) Single adult 16-64
- 0 (0.0%) 2 parent family
- 1 (50.0%) 1 parent family
- 0 (0.0%) 2 adults 65+
- 0 (0.0%) 2 adults at least one below 65
- 0 (0.0%) Other (please specify)

Q44 Does anyone living in this household have any long term illness, health problem or disability which limits their daily activities or the work they can do (including problems due to old age)?

- 0 (0.0%) Yes
- 2 (100.0%) No
- 0 (0.0%) Prefer not to say

Q45 What is your ethnic group?

- 2 (100.0%) White Scottish
- 0 (0.0%) White English
- 0 (0.0%) White Welsh
- 0 (0.0%) White Irish
- 0 (0.0%) Polish
- 0 (0.0%) Roma
- 0 (0.0%) Gypsy / Traveller
- 0 (0.0%) Other British
- 0 (0.0%) Any mixed or multiple ethnic groups, please write in:
- 0 (0.0%) Pakistani, Pakistani Scottish or Pakistani British
- 0 (0.0%) Indian, Indian Scottish, or Indian British
- 0 (0.0%) Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0 (0.0%) Chinese, Chinese Scottish or Chinese British

TENANT SATISFACTION SURVEY 2022

- 0 (0.0%) Other Asian, please write in:
- 0 (0.0%) African, African Scottish, or African British
- 0 (0.0%) Other African background, please write in:
- 0 (0.0%) Caribbean, Caribbean Scottish or Caribbean British
- 0 (0.0%) Black, Black Scottish, or Black British
- 0 (0.0%) Other Caribbean or Black background, please write in
- 0 (0.0%) Other, please write in:
- 0 (0.0%) Prefer not to say

Appendix 1

Survey Questionnaire

TENANT SATISFACTION SURVEY 2022

TENANT/ SHARING OWNER

TENANT	1
SHARING OWNER	2

Overall satisfaction

1. SSHC Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Kingsridge Cleddans Housing Association?

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q2
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion/ don't know	6	Go to Q3

2. You said you were not satisfied with the overall service provided by your landlord, can you please explain why?

Information and communication

**3. The Association use a range of methods to keep their tenants informed about their services and decisions. In which of these ways would you prefer to be kept informed?
ALL THAT APPLY**

Newsletters	1
Letters	2
Social media	3
Website	4
Email	5
Text message	6
Through an Kingsridge Cleddans HA App	7
Other (please specify)	8

4. SSHC How good or poor do you feel Kingsridge Cleddans HA is at keeping you informed about their services and decisions?

Very good	1	Go to Q6
Fairly good	2	
Neither good nor poor	3	Go to Q5
Fairly poor	4	
Very poor	5	

5. Can you explain how Kingsridge Cleddans HA could improve how they keep you informed about their services and decisions?

Participation

6. Kingsridge Cleddans provides a range of ways for tenants to get involved in their decision making processes and give their views. A) Were you aware that you could get involved in any of the following ways? B) would you be interested in getting more involved in any of the following ways?

	A) Aware	B) Interested
Consultations e.g. rent increases	1	1
Tenant Consultation Register	2	2
Becoming a Member of Kingsridge Cleddans Housing Association and attending the AGM	3	3
Taking part in text message consultation	4	4
Joining the Association's Board of Management	5	5
Responding to regular customer satisfaction surveys e.g. on repairs or planned maintenance such as kitchen or bathroom replacement	6	6
None	7	7

7. SSHC How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes?

Very satisfied	1	Go to Q9
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q8
Fairly dissatisfied	4	
Very dissatisfied	5	

8. Can you please explain how Kingsridge Cleddans could improve the opportunities given to participate in their decision making processes?

Customer contact

9. I'd now like to ask you about access to the internet?

	Yes	No
Do you have access to the internet in your home through home broadband?	1	2
Do you have access to the internet through a mobile signal e.g. smartphone or tablet with mobile internet access?	1	2

IF NO TO BOTH GO TO Q12

10. How do you usually go online? SELECT ONE ONLY

A smartphone with mobile internet	1
A home computer/ laptop	2
A tablet device through which you can access the internet e.g iPad	3
Through any other methods (please describe)	4
Do not use the internet	5

11. If you could access Kingsridge Cleddans services, such as reporting repairs, paying your rent and accessing your rent account or updating your information, online via a secure web portal or via an app would you be willing to do this?

Yes	1
-----	---

TENANT SATISFACTION SURVEY 2022

No	2
Don't know	

The Association has been working in line with Scottish Government guidelines over the last two years. The office has therefore been closed for much of that time to the public and staff have been working from home. They are interested in how this has impacted on tenants.

12. Did the office being closed due to Covid changed how you contact the Association?

I phone instead of visiting	1
I email instead of visiting	2
I prefer to visit so haven't been in touch when I normally would have done	3
I usually phone so my contact is no different	4
I haven't needed to contact them so it has made no difference	5
Other (please specify)	6

13. Moving forward, how would you prefer to have contact with the Association in the future? Please select your top three methods in order of preference.

	Top preference	2 nd	3 rd
By telephone	1	1	1
Email	2	2	2
Via website/ app	3	3	3
Text message	4	4	4
Letter	5	5	5
Visit to office	6	6	6
Visit to your home	7	7	7
Other contact with staff (please specify)	8	8	8

14. Thinking of the contact you have with Kingsridge Cleddans staff, how satisfied or dissatisfied are you with the customer care provided?

Very satisfied	1	Go to Q16
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	Go to Q15
Very dissatisfied	5	
Don't know/ not applicable	6	Go to Q16

15. Can you please explain how Kingsridge Cleddans could improve the customer care they provide?

Repairs and housing quality [TENANTS ONLY, SHARING OWNERS GO TO Q24]

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

Yes	1	Go to Q17
No	2	Go to Q20

17. SSHC Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Kingsridge Cleddans Housing Association?

Very satisfied	1	Go to Q20
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q18
Fairly dissatisfied	4	
Very dissatisfied	5	

18. [IF NOT SATISFIED WITH THE REPAIRS SERVICE] Can you please explain how the repairs service could have been improved?

19. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the following?

	Very Satisfied	Fairly Satisfied	Neither nor	Fairly Dissatisfied	Very Dissatisfied
The helpfulness of the Association staff involved	1	2	3	4	5
The system for reporting repairs to your landlord	1	2	3	4	5
Contact from tradespeople to arrange access	1	2	3	4	5
The tradesman arriving by the target date	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 tidiness of the contractor	1	2	3	4	5
The quality of the repair undertaken	1	2	3	4	5

20. SSHC Overall, how satisfied or dissatisfied are you with the quality of your home?

Very satisfied	1	Go to Q22
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q21
Fairly dissatisfied	4	
Very dissatisfied	5	

21. How could the quality of your home be improved?

22. How satisfied are you with the following aspects of the inside of your home?

	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied
The kitchen	1	2	3	4	5
The bathroom	1	2	3	4	5
Internal doors	1	2	3	4	5
External doors	1	2	3	4	5
Insulation against heat loss/ draught proofing	1	2	3	4	5
Measures to deal with dampness/ condensation	1	2	3	4	5
Windows	1	2	3	4	5
Heating system	1	2	3	4	5

23. Thinking of your home, what would be your priority for investment or upgrading? PLEASE SELECT UP TO 3.

The kitchen	1
The bathroom	2
New internal doors	3
New external doors	4
Insulation against heat loss/ draught proofing	5
Measures to deal with dampness/ condensation	6
Windows	7
Heating system	8
Other (please specify)	9

The Neighbourhood

24. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

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

25. How satisfied you are with the following estate services provided by * in your neighbourhood? [IF TENANTS DO NOT RECEIVE SERVICE E.G. COMMON CLOSE CLEANING CODE NOT APPLICABLE]**

	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	DK/ NA
Cleaning of common closes	1	2	3	4	5	6
Removal of graffiti	1	2	3	4	5	6
Garden inspections	1	2	3	4	5	6
Handling of neighbour disputes	1	2	3	4	5	6

26. SSHC Overall, how satisfied or dissatisfied are you with Kingsridge Cleddans's contribution to the management of the neighbourhood you live in?

Very satisfied	1	Go to Q28
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q27
Fairly dissatisfied	4	
Very dissatisfied	5	

27. Can you explain how Kingsridge Cleddans could improve their contribution to the management of the neighbourhood you live in?

--

28. To what extent are any of the following a problem in your neighbourhood?

	Major Problem	Minor Problem	Not a problem
Rubbish or litter	1	2	3
Noisy neighbours	1	2	3
Dog fouling / dog mess	1	2	3
Disruptive children / teenagers	1	2	3
Racial or other harassment	1	2	3
Drunk or rowdy behaviour	1	2	3
Vandalism and graffiti	1	2	3
Drug use or dealing	1	2	3
Tenants failing to maintain their garden	1	2	3
Bulk items left lying around/ fly tipping	1	2	3

Rent, Value for Money and Financial Management

29. Kingsridge Cleddans is concerned about how its tenants are managing financially and has introduced services to help tenants using their tenancy sustainment fund. Were you aware that they provide the following services?

	Yes	No
Welfare Rights and Benefits advice service	1	2
Food bank	1	2

30. Are there any other services you think should be provided by the Association to help support tenants?

Yes (please explain)	1
No	2
Don't know	

31. SSHC 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 Q33
Fairly good	2	
Neither good nor poor	3	Go to Q32
Fairly poor	4	
Very poor	5	

32. Can you explain why you say that?

--

33. Does your household receive housing benefit or Universal Credit?

Yes, full housing benefit paid directly to landlord	1	Go to Q35
Yes, partial housing benefit paid directly to landlord	2	
Yes, Universal Credit paid directly to you	3	Go to Q34
Yes, Universal Credit paid directly to landlord	4	
No	5	

34. How easy or difficult do you find it to afford your rent payments for your home?

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

35. How do you pay for your fuel bills?

Pre paid card/ key	1
On receipt of bill	2
Direct debit	3
Other (please specify)	4

36. Have you ever chosen to not put your heating on because you couldn't afford to?

Yes	1
No	2
Don't know	3

37. How easy or difficult do you find it to afford the cost of the fuel bills for your home?

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

Tenant Perceptions and Priorities

38. Which of the following services provided by your landlord would you consider to be your top three priorities?

	Top	2nd	3rd
Repairs and maintenance of homes [NOT SHARING OWNERS]	1	1	1
Investment in improving the quality of housing [NOT SHARING OWNERS]	2	2	2
Building new homes in the area	3	3	3
Keeping tenants informed about services and decisions	4	4	4
Providing opportunities to become involved in the Association's decisions	5	5	5
Improving customer care	6	6	6
Providing opportunities to access services digitally e.g. app or portal	7	7	7
Doing more to improve the neighbourhood as a place to live e.g. dealing with anti social behaviour	8	8	8
Providing support and advice to help you manage tenants tenancy (e.g. benefits, budgeting, support for those in need)	9	9	9
Improving the wellbeing of tenants	10	10	10
Looking after the environment locally e.g. making the environment more attractive, improving biodiversity	11	11	11
Other (please specify)	12	12	12

**39. What do you believe Kingsridge Cleddans Housing Association is best at?
[INTERVIEWER: RECORD FULLY]**

--

40. If you could give Kingsridge Cleddans Housing Association one recommendation for improvement, what would it be? [INTERVIEWER: RECORD FULLY]

--

About You and Your Household

This final few questions collect equalities information. Answering these questions will make sure that the Association have an up to date picture of who is living in their properties and can provide services in a way which meets tenants needs. This is voluntary and if there are any questions you do not want to answer please just say and I will go on to the next one.

41. What is your age group?

16-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65-74	6
75-84	7
85+	8
Prefer not to say	9

42. What is your sex?

Female	1
Male	2
Prefer not to say	3

43. Which of these best describes your household composition?

Single adult 65+	1
Single adult 16-64	2
2 parent family	3
1 parent family	4
2 adults 65+	5
2 adults at least one below 65	6
Other (please specify)	7

44. Does anyone living in this household have any long term illness, health problem or disability which limits their daily activities or the work they can do (including problems due to old age)?

Yes	1
No	2
Prefer not to say	3

45. What is your ethnic group?**A White**

Scottish	1
English	2
Welsh	3
Irish	4
Polish	5
Roma	6
Gypsy / Traveller	7
Other British	8

B Mixed or multiple ethnic groups

Any mixed or multiple ethnic groups, please write in:	9
-------------------------------------------------------	---

C Asian, Scottish Asian or British Asian

Pakistani, Pakistani Scottish or Pakistani British	10
Indian, Indian Scottish or Indian British	11
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	12
Chinese, Chinese Scottish or Chinese British	13
Other Asian, please write in:	14

D African, Scottish African or British African

African, African Scottish or African British	15
Other African background, please write in:	16

E Caribbean or Black

Caribbean, Caribbean Scottish or Caribbean British	17
Black, Black Scottish or Black British	18
Other Caribbean or Black background, please write in	19

F Other ethnic group

Other, please write in:	20
Prefer not to say	21

- **Thank you very much for completing the questionnaire. You will be helping Kingsridge Cleddans Housing Association improve services they deliver to you.**
- **Would you like to take a note of our website address to learn more about Research Resource and how your data is used? You can find our Privacy Information Notice at www.researchresource.co.uk/privacy-notice**

Appendix 2

Technical Report Summary



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	Kingsridge Cleddans Housing Association
Project number	P1249
Objectives of the research	To undertake a customer satisfaction survey to provide information on: <ul style="list-style-type: none"> • Customers' views (including factored owners) about the services they currently receive and how these might be improved. • Customers' views (including factored owners) about their homes, neighbourhood, and general environment in which they live. • How tenants might want to be involved in the development of future services and the work of the Association generally and • The social, economic, and demographic characteristics of tenants.
Target population	Tenants and sharing owners
Description of sample frame/ source and validation methods if applicable	A customer database was provided by the Association containing both tenants and sharing owners.
Sampling method (probability or non probability) and quotas used	The aim of the survey was to achieve a 40% response rate and data accurate to +/-5% with a representative sample of tenants and factored owners. A Nonprobability sampling approach has been used. Broad target quotas were set by development for the tenant survey to ensure a representative coverage geographically.
Sample units drawn	All tenants/ sharing owners were included in the sample. 275 tenants and 10 sharing owners.
Target sample size	To maximise the response from sharing owners and to achieve at least a 40% response rate from tenants and providing data accurate to +/-5%. Data accurate to +/-5% for
Achieved sample size and reasons if target not achieved	163 tenant interviews and 2 sharing owners
Date of fieldwork	29 th of July to the 21 st August 2022
Data collection method	Interviews were carried out largely on a face-to-face doorstep basis. Where it was the resident's preference and to boost the response, telephone interviews were carried out. All face-to-face interviews were doorstep interviews. Where residents were not happy to do a doorstep interview a telephone interview would be offered.
Response rate and definition and method of how calculated	163 tenant interviews were achieved from a database of 275 tenants equating to a 59% response rate. 2 sharing owners were interviewed from a list of 10. It should be noted however that of the 10 sharing

TENANT SATISFACTION SURVEY 2022

	owners, 3 had incorrect telephone numbers, therefore the response rate for sharing owners was 28% (2 out of 7).
Questionnaire length	10 minutes
Any incentives?	None
Number of interviewers	Three
Interview/ self completion validation methods	5% of Telephone interviews have been validated by remote listening. 10% of field interviews have been validated by respondent recontact.
Showcards or any other materials used?	None.
Weighting procedures (if applicable)	Not applicable.
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings and methods of statistical analysis if applicable	+/-5% for tenants based upon a 50% estimate at the 95% confidence level

NB If publishing any results please ensure that any conclusions or data reported are adequately supported by the data provided in this report.