



# Oak Tree Housing Association

## Tenant Satisfaction Survey

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Date: 22<sup>nd</sup> January 2019

# Oak Tree Housing Association

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## Tenant Satisfaction Survey 2018

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# 1. EXECUTIVE SUMMARY

## KEY CHARTER INDICATOR INFOGRAPHIC SUMMARY



### Oak Tree Housing Association Tenant Satisfaction Survey 2018

#### What did we do?

1034

INTERVIEWS

We spoke to 1034 Oak Tree Housing Association tenants to find out how satisfied they were with the Association and the services they provide. This is done to report back to the Scottish Housing Regulator and allows the Association to improve their services for customers.

#### What did you tell us?



92%

0%

satisfied overall with service provided by Oak Tree Housing Association



98%

4%

rated the Association as good at keeping you informed



99%

8%

satisfied with the opportunities to participate



88%

5%

satisfied with repairs and maintenance



89%

2%

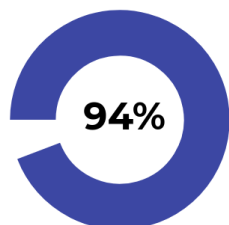
satisfied with the quality of your home



80%

7%

rated rent as good value for money



94%

2%

satisfied with management of the neighbourhood



Research Resource is an independent research agency. All our work is carried out in line with the Market Research Society Code of Conduct.

All data is confidential and anonymous. It is held in accordance with the General Data Protection Regulations.

NB Please note that the satisfaction results for the quality of the home and neighbourhood management, while showing as changes in satisfaction, are not significantly different from the 2016 results.

## 2. BACKGROUND AND METHODOLOGY

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### 2.1 Introduction, Background and Objectives

Oak Tree Housing Association commissioned Research Resource to carry out a customer satisfaction survey to collect data from tenants on their opinions and attitudes towards the Association and the services provided.

Oak Tree Housing Association is a locally based Housing Association which came into existence as a result of a 3 way merger in April 2001. It operates within Western Inverclyde and currently owns 1755 rented properties.

The research was designed to allow the Association to:

- Assess tenants' views about the services they currently receive; how this can be improved; tenant's attitudes towards the property, neighbourhood and general environment within which they live.
- Gather information on the core questions needed for the Scottish Regulator's Annual Return on the Charter (ARC).
- Allow the results to be benchmarked against peers.
- Collect limited information on tenant profile including the social and demographic characteristics of our tenants; the affordability of the Associations rents for our tenants; the accessibility of the Associations' services as a result of equalities issues or other barriers and access to on-line services.

### 2.2 Sampling and fieldwork

Overall, a total of **1034 interviews** were completed with **Oak Tree tenants**, representing a 60% response rate (of occupied properties) and providing data accurate to  $\pm 1.92\%$  based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across the Association's stock to ensure coverage of all stock types.

This provides the Association with robust data upon which it can be confident making decisions.

### 2.3 Interviewing and Quality Control

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between the **5<sup>th</sup> October and the 30<sup>th</sup> November 2018**.

## 2.4 Survey Analysis and Reporting

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

Throughout this report the figures show the results as percentages and base numbers are also shown where appropriate.

Percentages are rounded up or down from one decimal place to the nearest whole number. For this reason not all percentages sum to 100% due to rounding.

Rounding can also cause percentages described in the supporting text or summarising 'overall satisfaction' (i.e. adding very satisfied and fairly satisfied responses together) to differ from the charts by 1% when two percentages are added together. In some parts of the report percentages may be expressed to one decimal place.

For the key Charter indicator responses, comparison has been drawn to the Association's previous tenant satisfaction survey which was completed in 2016. Comparison has also been drawn to a 'Scottish Average' which has been calculated using the Annual Return on the Charter data submitted for 2017/18.

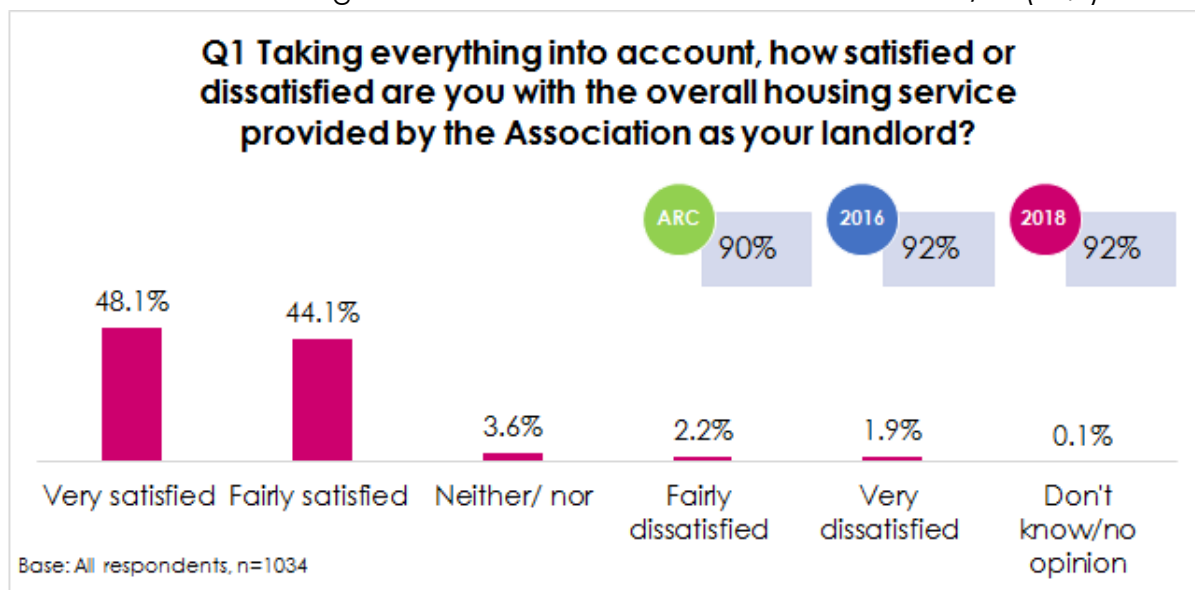
Further data is available on the survey in the form of detailed top line results and anonymised raw survey data.

### 3. OVERALL SATISFACTION

#### 3.1 Satisfaction with the overall service provided

The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by Oak Tree Housing Association. As can be seen in the chart below, over 9 in 10 respondents (92%) were either very or fairly satisfied with the Association's housing service overall compared to 4% who were very or fairly dissatisfied and 4% who were neither satisfied nor dissatisfied.

Overall satisfaction is consistent with the results reported in 2016 (92%) and is marginally more than the Scottish Average for the Annual Return on the Charter 2017/18 (90%).



Analysis by management area reveals that tenants who lived in ex BFHA properties were most likely to be very satisfied in this respect (90%) and those who lived in LSVT flats were least likely (2%).

Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall housing service provided by the Association as your landlord?							
	Ex BFHA Main Door/ Flats	LSVT Main Door	Rehab Flats ex JWHA	LSVT Flats	Rehab Flats ex VHA	New Build Main Door	New Build Flats
	123	122	201	51	107	160	270
Very satisfied	90%	49%	43%	2%	30%	39%	54%
Fairly satisfied	10%	41%	50%	86%	61%	49%	39%
Neither satisfied nor dissatisfied	-	3%	1%	2%	6%	9%	3%
Fairly dissatisfied	-	3%	1%	6%	4%	2%	2%
Very dissatisfied	-	3%	4%	4%	-	1%	1%
Don't know/no opinion	-	-	0%	-	-	-	-



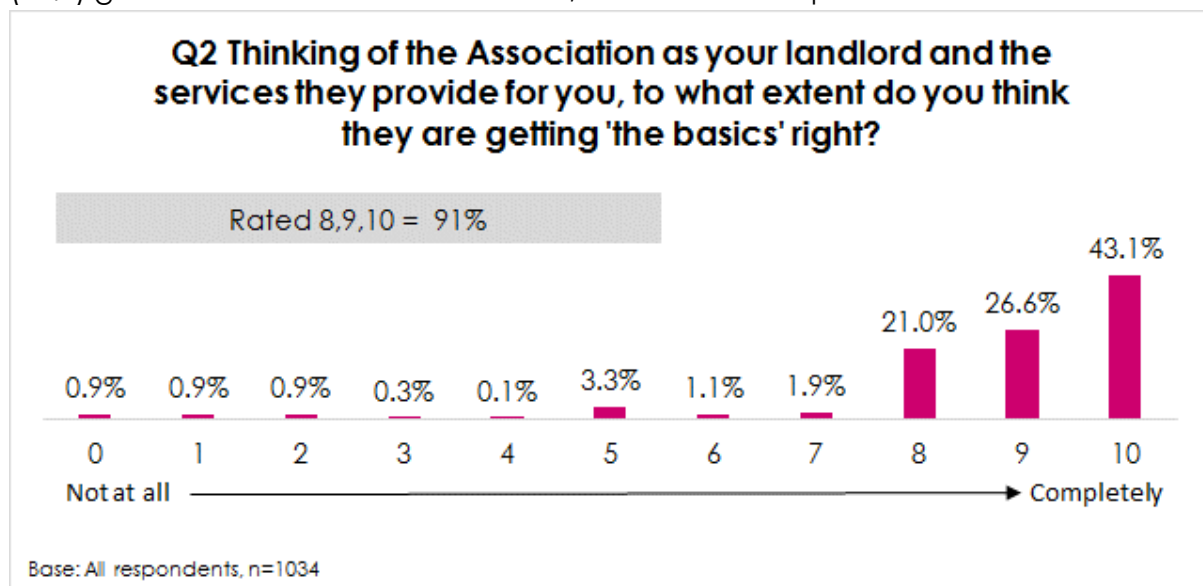
Those who were not satisfied with the overall service were asked to explain their reasons for not being satisfied. The open-ended responses provided to this question have been coded into common themes for analysis purposes.

The key reasons for dissatisfaction with the overall service, where tenants were dissatisfied (n=80) were:

- Dissatisfaction with the repairs service (43%)
- Property requires improvements or upgrades (20%)
- Property requires repairs e.g. problems with damp etc (19%)
- Problems with anti-social behaviour (10%)

### 3.2 Getting 'the basics' right

Respondents were asked to what extent they believe the Association are getting 'the basics' right on a scale of 1 to 10 where 1 is not at all and 10 is completely. Over 9 in 10 respondents (91%) gave the Association a score of 8, 9 or 10 in this respect.

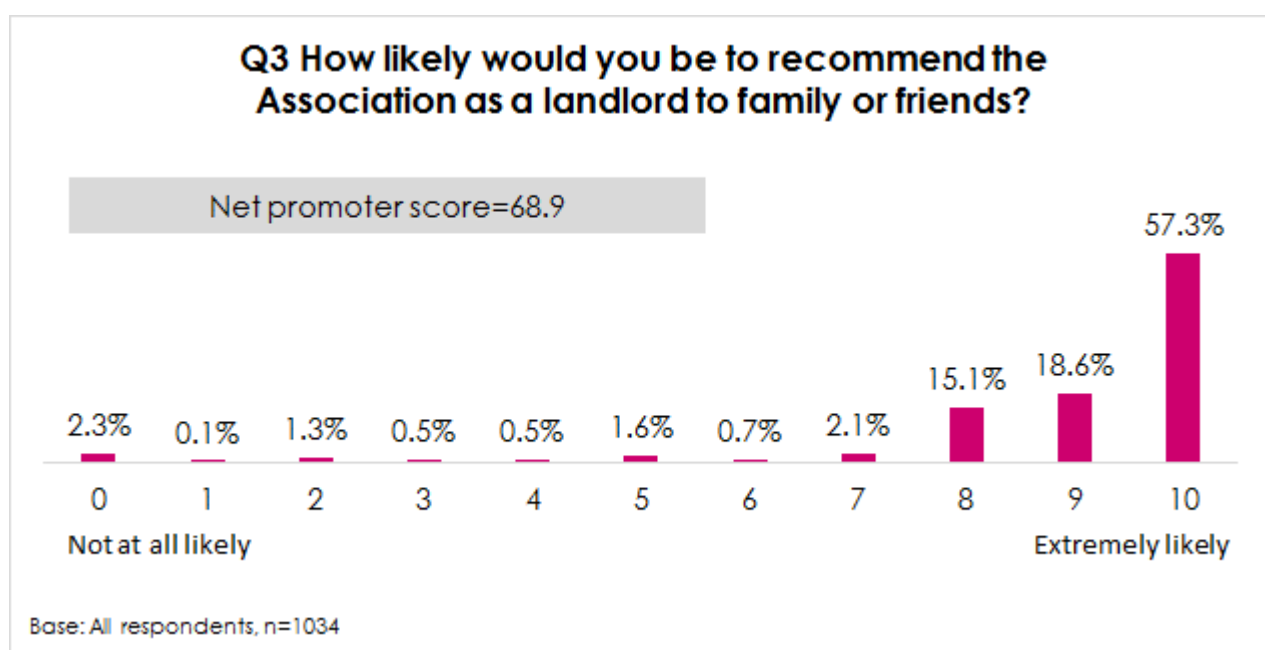


### 3.3 Net Promoter Score

The questionnaire included a question which asked respondents how likely they would be to recommend the Association to their family or friends on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely. For analysis purposes a Net Promoter Score was calculated (NPS). This score is based on the principal that every company's customers can be divided into three categories. "Promoters" are loyal enthusiasts who are likely to speak widely and positively about the company (rate 9 or 10). "Passives" are satisfied but unenthusiastic customers (rate 7 or 8). And "detractors" are those that are more likely to say something negative than positive about the Association. They are unhappy customers trapped in a bad relationship (rate 0 to 6).

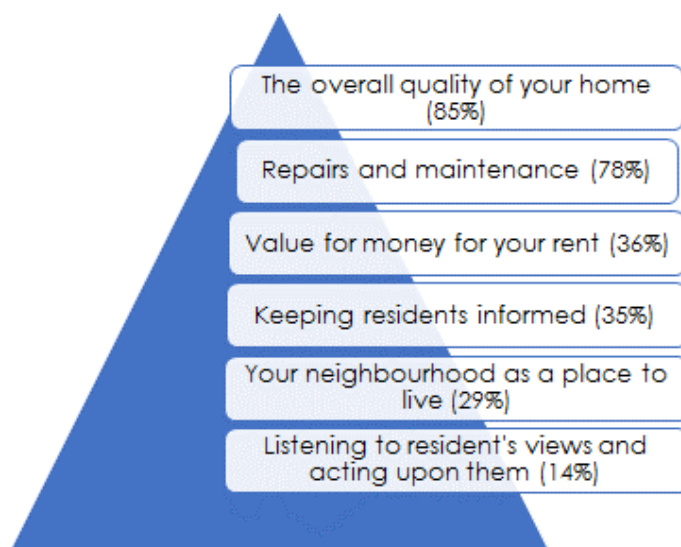
The New Promoter Score is calculated by taking the percentage of customers who are promoters (i.e. those who gave a value of 9 or 10) and subtracting the percentage who are detractors (i.e. those who gave a value of 0 to 6). This equation is how we calculate a Net Promoter Score for a company.

The net promoter score for Oak Tree overall is 68.9. A positive score indicates that more respondents were likely to be a promoter than a detractor.



### 3.4 Tenant priorities

When asked to identify their top priorities, it was very clear that tenants' top priorities were the overall quality of the home (85%) and the repairs and maintenance service (78%).



### 3.5 What is the Association best at? What is priority for improvement?

Tenants were asked two open questions in order to assess what they believe the Association is best at, and what they believe priority for improvement would be. Respondents could answer freely in their own words and no prompts or response options were provided. The answers given were then analysed thematically and the most common responses are noted below.

This shows that the things the tenants were most likely to believe that the Association do best were:

- Repairs and maintenance (32%)
- Good communication and keeping tenants informed (16%)

In terms of priority or improvement, the vast majority could not spontaneously think what they would recommend as priority, with 69% stating don't know or nothing. The most commonly noted suggestion for improvement was upgrading or improving homes (7%) and improving the repairs/ maintenance service (7%).

**What do the Association do best?**

Good repairs/ maintenance service(32%)  
Good communication/ being kept informed (16%)  
Good customer service(10%)  
Everything/ happy overall/ do a good job (7%)  
Look after properties/ tenants(7%)

**What is priority for improvement?**

Don't know/ nothing(69%)  
Upgrade/ improve homes(7%)  
The repairs/ maintenance service (7%)  
Garden maintenance (2%)  
Dealing with anti social behaviour issues (2%)  
Better communication (2%)  
Vet tenants (2%)

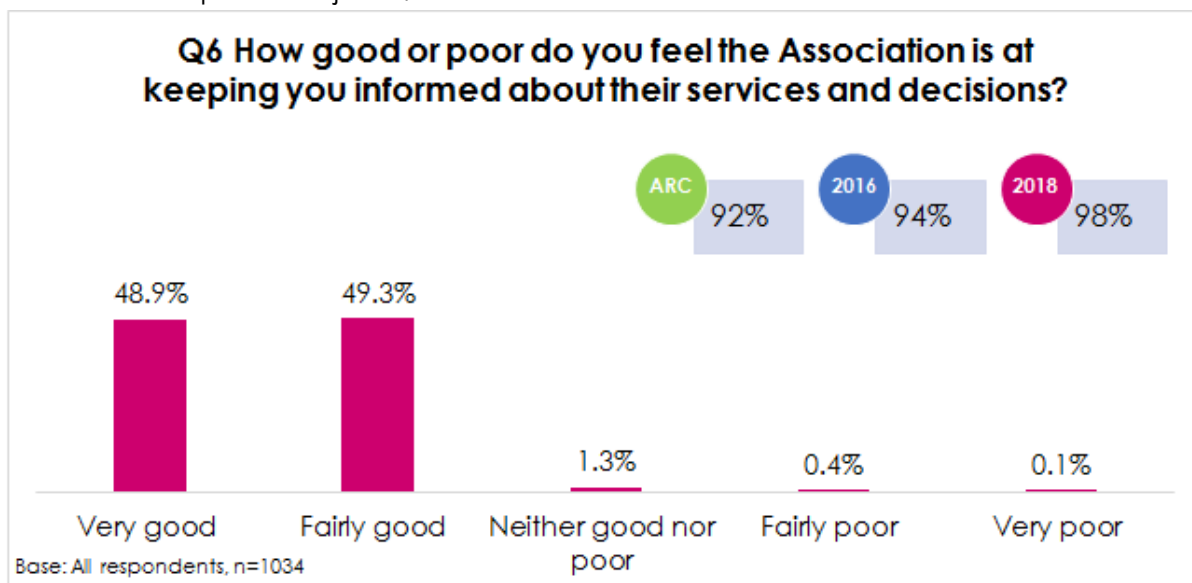
## 4. COMMUNICATION

### 4.1 Keeping tenants informed

When asked to consider how they would prefer to be kept informed by the Association about their services and decisions, tenants were most likely to state letters (84%) and newsletters (82%). Letters and newsletters were the top two preferred communication types for respondents regardless of age. However, it is interesting to note that telephone contact was preferred by more tenants aged under 35 (67%) than those aged 35 to 64 (56%) and aged 65 and over (60%). Contact via the website was also preferred by significantly more tenants aged under 35 (14%) than those aged 35 to 64 (6%) and aged 65 and over (1%).

Almost all respondents said the Association was very or fairly good at keeping them informed about their services and decisions (98%). On the other hand, 1% said the Association was neither good nor poor and less than 1% said the Association was very or fairly poor (just 5 individuals). Overall satisfaction in this respect is higher than was reported in 2016 (94%) and is also higher than the Scottish Average reported for the Annual Return on the Charter 2017/18 (92%).

Analysis by management area shows some significant differences. For example, 95% of tenants living in ex BFHA properties said they felt the Association was very good at keeping them informed compared to just 4% of tenants who lived in LSVT flats.



Where respondents did not think that the Association was good in this respect (n=18) they were asked to explain. Comments suggested that more frequent information in general could be provided and where respondents provided more detailed information on the types of information they would like to see this was only by a small number of tenants who had asked for more information on repairs, rents and anti-social behaviour.

All respondents were asked if they had any specific communication requirements. The vast majority did not. However, 7 tenants stated they required written information to be provided in large print, 1 respondent required information in Braille and 1 respondent required information in another language (Arabic). The one respondent who gave another response said they would like to receive information by email only.

## 4.2 Opportunities for participation

The vast majority of respondents (90%) were aware of at least one of the Association's participation opportunities available for tenants. Respondents were most likely to be aware of:

- Resident and Tenants Group or Registered Tenants Organisation (74%)
- The Tenant Conference (64%)
- Taking part in a survey (61%).

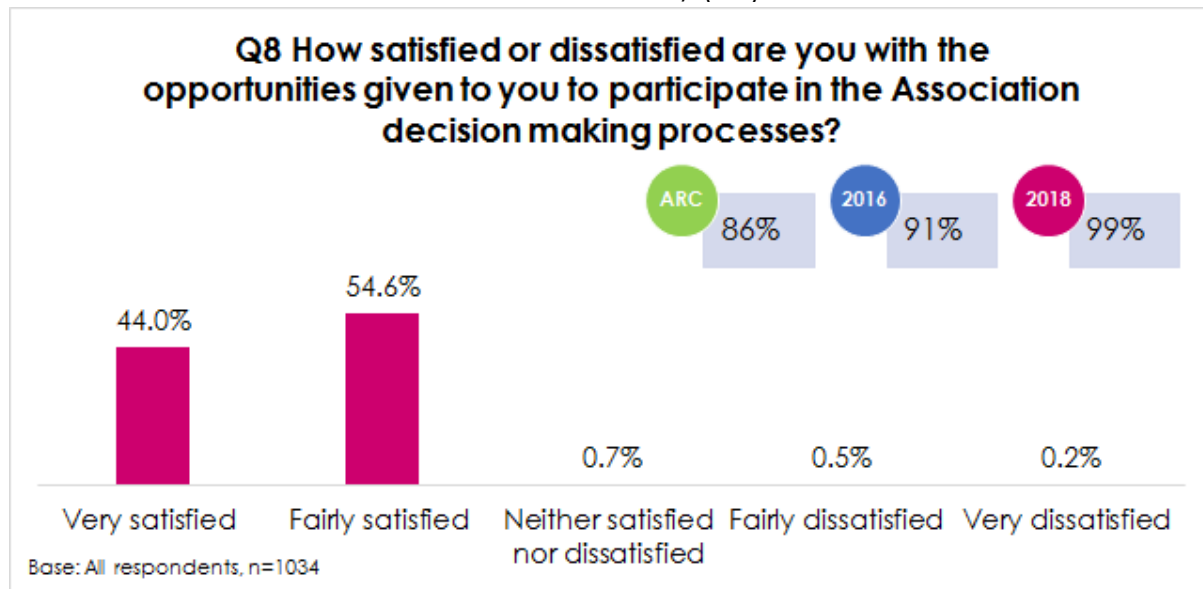
On the other hand, tenants were least likely to be aware of:

- E-consultations (4%)
- Mystery shopping (5%)
- Being involved in Tenant Scrutiny work (8%).

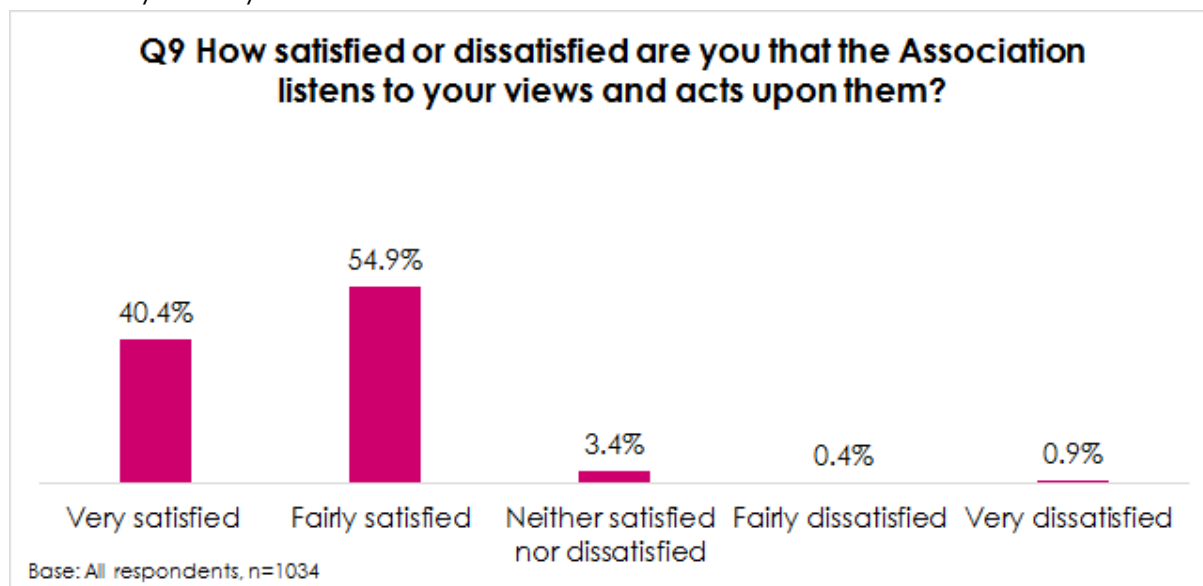
Q7 Were you aware that you can get involved in the Association decision making processes in any of the following ways?	
Base: All respondents, n=1034	%
By being a member of a Residents and Tenants Group or Registered Tenants Organisation	74%
By attending the Tenant Conference	64%
By taking part in a survey like this one	61%
By becoming a member of a working group e.g. working with Association staff to develop policies	19%
By taking part in specific consultation exercises, such as the rent consultation	19%
By being involved in a Neighbourhood Walkabout	9%
By submitting comments via the web portal/app	9%
By getting involved in Tenant Scrutiny work	8%
By being a Mystery Shopper where tenants test a service and complete a questionnaire about their experience	5%
By taking part in e-consultation	4%
Other	0%
None	10%

Almost all tenants (99%) were either very or fairly satisfied with the opportunities provided to tenants to participate in the Association's decision-making processes, less than 1% were neither satisfied nor dissatisfied and less than 1% were very or fairly dissatisfied. Overall satisfaction has increased significantly from the 2016 survey (91%) and is also higher than the Scottish Average for the Annual Return on the Charter 2017/18 (86%).

Tenants who lived in ex BFHA properties were most likely to be very satisfied in this respect (93%) and those who lived in LSVT flats were least likely (4%).



With regards to listening to tenants' views and acting upon them, 95% were either very or fairly satisfied in this respect compared to 3% who were neither satisfied nor dissatisfied and 1% who were fairly or very dissatisfied.



## 5. CUSTOMER CARE

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### 5.1 Contacting the Association

In terms of tenants' preferred methods for contacting the Association, the vast majority (90%) said they prefer to telephone the office and 8% preferred to visit the office. The results to this question do not vary significantly by age.

Almost all respondents (99%) said they consider the Association's opening hours to be convenient. A total of 13 respondents said they did not find them convenient and generally these comments were where respondents felt it would be useful for the office to be open the full day on a Wednesday, at evenings and weekends.

### 5.2 Contact in the last 12 months

Over half of respondents (51%) have contacted the Association in the last 12 months. Of these respondents, 74% said they contacted the Association to report a repair, 8% contacted the Association to discuss their rent and 5% made a complaint about a neighbour or anti-social behaviour issue.

Most respondents contacted the Association by telephone (93%), 6% visited the office, 1% contacted by email and less than 1% made contact via the website portal or app.



### Satisfaction with telephone contact

Those who telephoned the Association were asked to rate how satisfied or dissatisfied they were with a range of service aspects. Overall satisfaction (the percentage of respondents very or fairly satisfied) with the telephone service was highest regarding

- the length of time taken to answer the telephone (99%)
- the person who answered the phone introducing themselves (99%)
- the number of people spoken to before someone could help (99%)
- the length of time to speak to the relevant member of staff (99%)

On the other hand, satisfaction levels were lowest in terms of:

- the Association following up on their enquiry if not resolved on point of contact (90%)
- resolving the enquiry at point of contact (92%).



Those who were dissatisfied with any aspect of the contact they had when telephoning the Association's office were asked to provide further details on how the customer care could have been improved on this occasion (40 tenants).

The key themes generating from these comments are:

- Improve repairs/maintenance services (e.g. timescale/workmanship) (50%)
- Better communication/ listening to tenants (28%)
- Deal with complaints/ act upon them (15%)

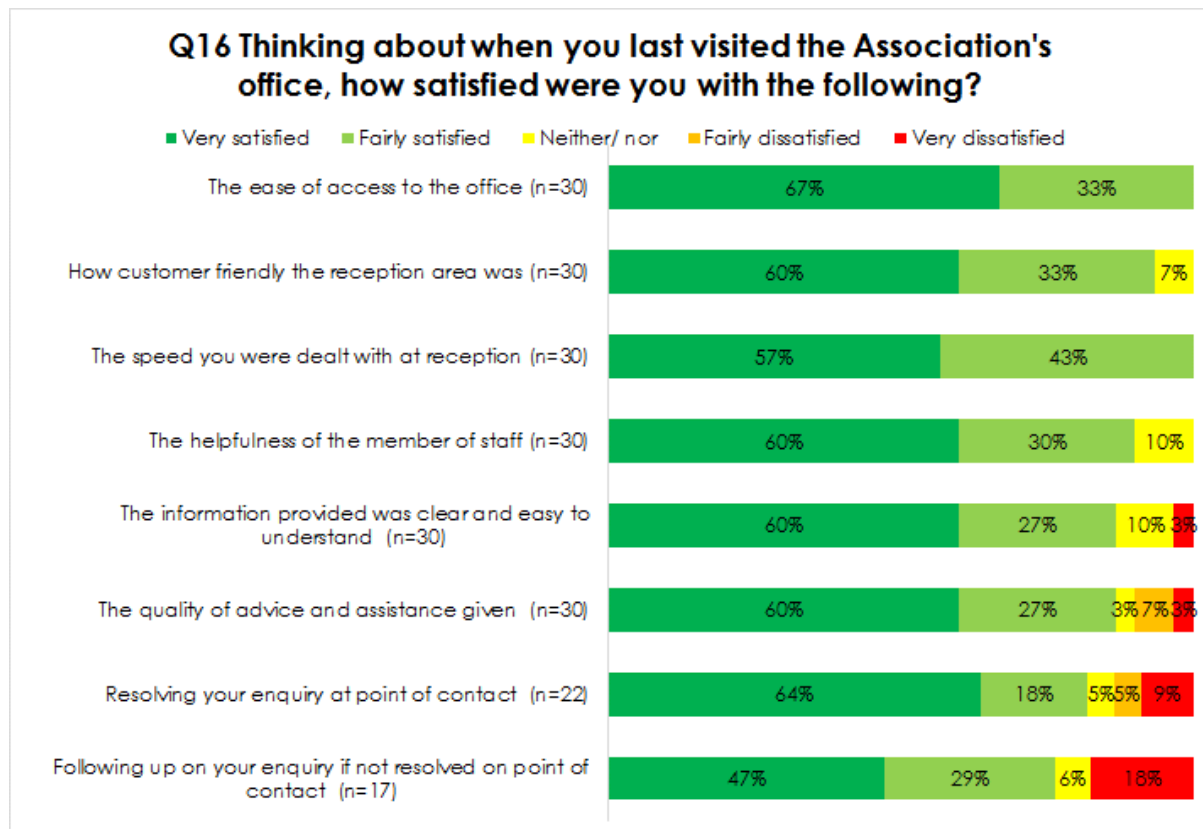
### Satisfaction with contact when visiting the office

Those who contacted the Association's office were also asked to rate how satisfied or dissatisfied they were with various aspects of the contact they had. All respondents were very or fairly satisfied with:

- the ease of access to the office (100%)
- the speed they were dealt with at the reception (100%).

On the other hand, overall satisfaction was lowest in terms of:

- the Association resolving their enquiry at point of contact (82%)
- following on the enquiry if not resolved on point of contact (76%).



### Satisfaction with email/ web contact

A total of 7 respondents had emailed the Association or contacted the Association via the web contact form. All respondents were satisfied with each aspect of this contact with the exception of the follow up on the enquiry if it was not resolved at the point of contact with 6 out of the 7 respondents being satisfied in this respect.

Q17 Thinking about when you last emailed/used the web contact form, how satisfied were you with the following?				
	Base	% very/ fairly satisfied	% neither/ nor	% very/ fairly dissatisfied
The length of time it took to respond to your email/web contact	7	6	0	1
The helpfulness of the member of staff who responded	7	7	0	0
The information provided was clear and easy to understand	7	7	0	0
The quality of advice and assistance given	7	7	0	0
Following up on your enquiry if not resolved on point of contact	6	5	0	1

## 5.3 The internet

Seven in ten tenants (70%) were aware that Oak tree uses Social Media and a Web portal to communicate with its tenants. Younger respondents aged 16-24 (89%) were most likely to be aware of those and those aged 75 and over were least aware (27%).

The majority of respondents (65%) said that they access the internet. This is done largely using a smartphone (55%).

Analysis by age shows a strong correlation between age and internet access, with the proportion of tenants who do not use the internet increasing with age i.e. just 2% for those aged 16-24 to 91% for tenants aged 75 and above.

Q19 Which of the following do you use to access the internet? By age							
	16-24	25-34	35-44	45-54	55-64	65-74	75+
<b>Base</b>	<b>44</b>	<b>192</b>	<b>184</b>	<b>204</b>	<b>163</b>	<b>166</b>	<b>64</b>
A smartphone	95%	86%	76%	50%	40%	20%	5%
A home computer	18%	18%	23%	13%	15%	10%	3%
A TV	2%	4%	13%	3%	1%	1%	-
A tablet device	43%	43%	45%	37%	37%	25%	2%
<b>DO NOT USE THE INTERNET</b>	<b>2%</b>	<b>10%</b>	<b>17%</b>	<b>37%</b>	<b>40%</b>	<b>64%</b>	<b>91%</b>

Those who access the internet were asked if they would be interested in doing a variety of activities online. Over 4 in 10 respondents (42%) expressed an interest in reporting repairs online (42%), 39% said they would like to request information, 38% would like to view their rent account balance and 31% would like to be able to update their personal details online. Over half of respondents (52%) were not interested in doing any of these things online. It is interesting to note that as age increases, the proportion of respondents who would not be willing to do any of these things online increases. i.e. 35% for those aged under 35 to 56% for those aged 35-64 and 71% for those aged 65 and over.

Those who do not use the internet were asked why this was the case. The main reason was where tenants simply did not want to access the internet (78%). Other reasons included lacking the skills or knowledge of how to access the internet (16%), broadband being too expensive (7%) and not being able to afford the equipment to access the internet (3%). Younger tenants aged under 35 were most likely to say that broadband was too expensive (38%) than those aged 35-64 (6%) and aged 65 and over (3%).

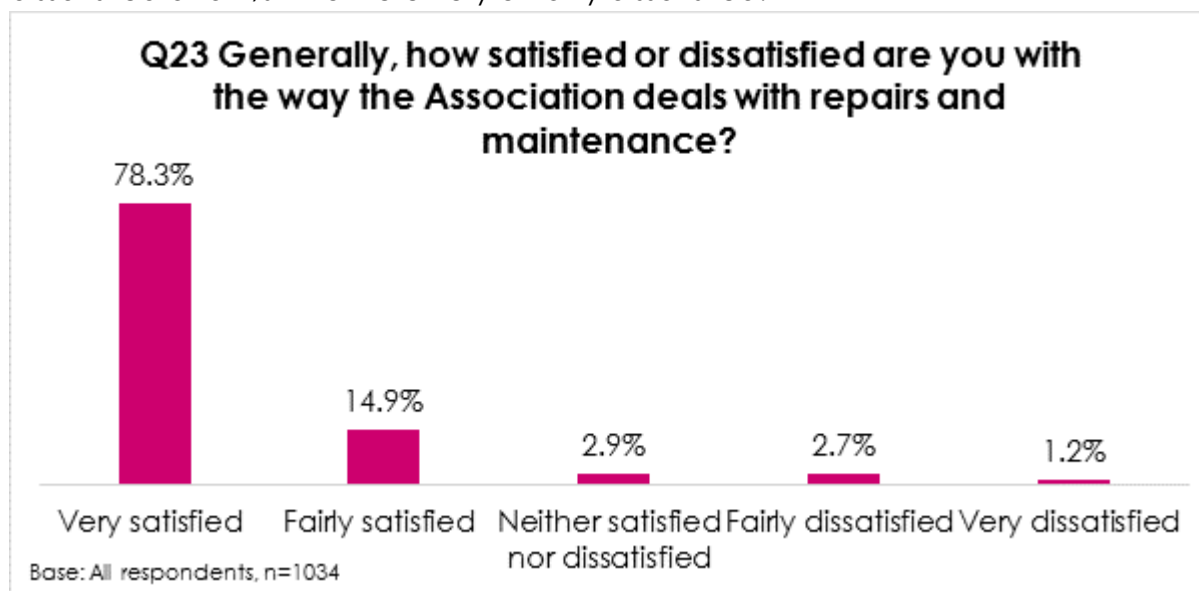
## 5.4 Complaints

Almost all tenants (96%) were aware of how to make a complaint should they be unhappy about any aspect of the service the Association provides.

## 6. REPAIRS AND HOUSING QUALITY

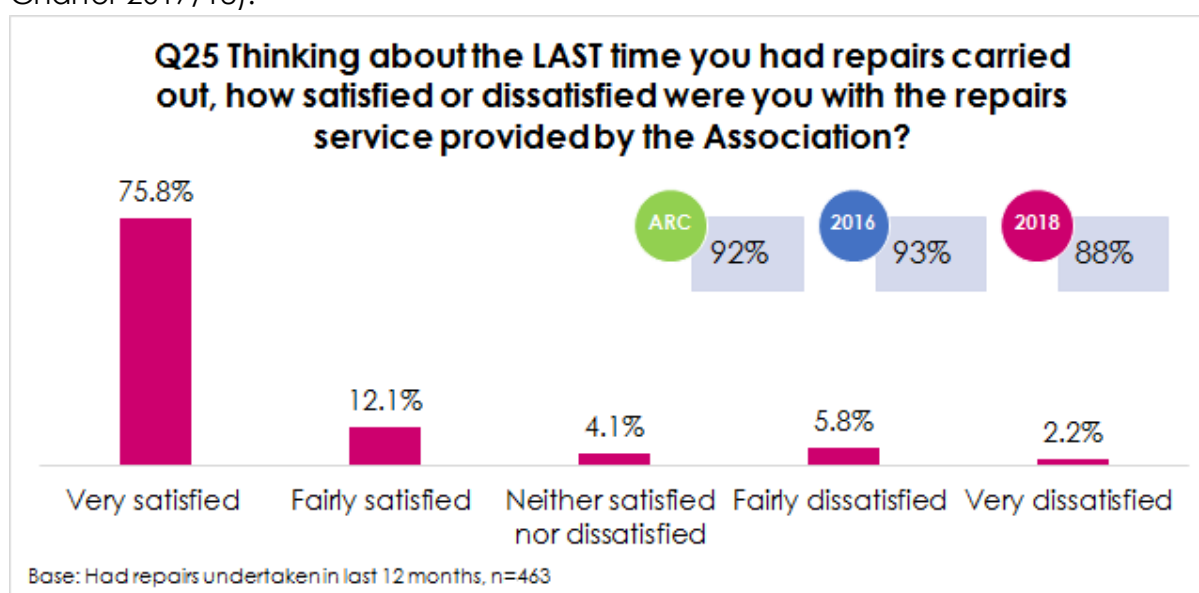
### 6.1 General satisfaction with repairs

Over 9 in 10 tenants (93%) were either very or fairly satisfied in general with the way the Association deals with repairs and maintenance, compared to 3% who were neither satisfied nor dissatisfied and 4% who were very or fairly dissatisfied.



### 6.2 Satisfaction with repairs undertaken in the last 12 months

Just under half of respondents (45%) had repairs carried out to their property in the last 12 months. Of these respondents, 88% said they were either very or fairly satisfied, 4% were neither satisfied nor dissatisfied and 8% were very or fairly dissatisfied. Overall satisfaction is less than was reported in 2016 (93%) and is also lower than the Scottish Average for the Return on the Charter 2017/18).



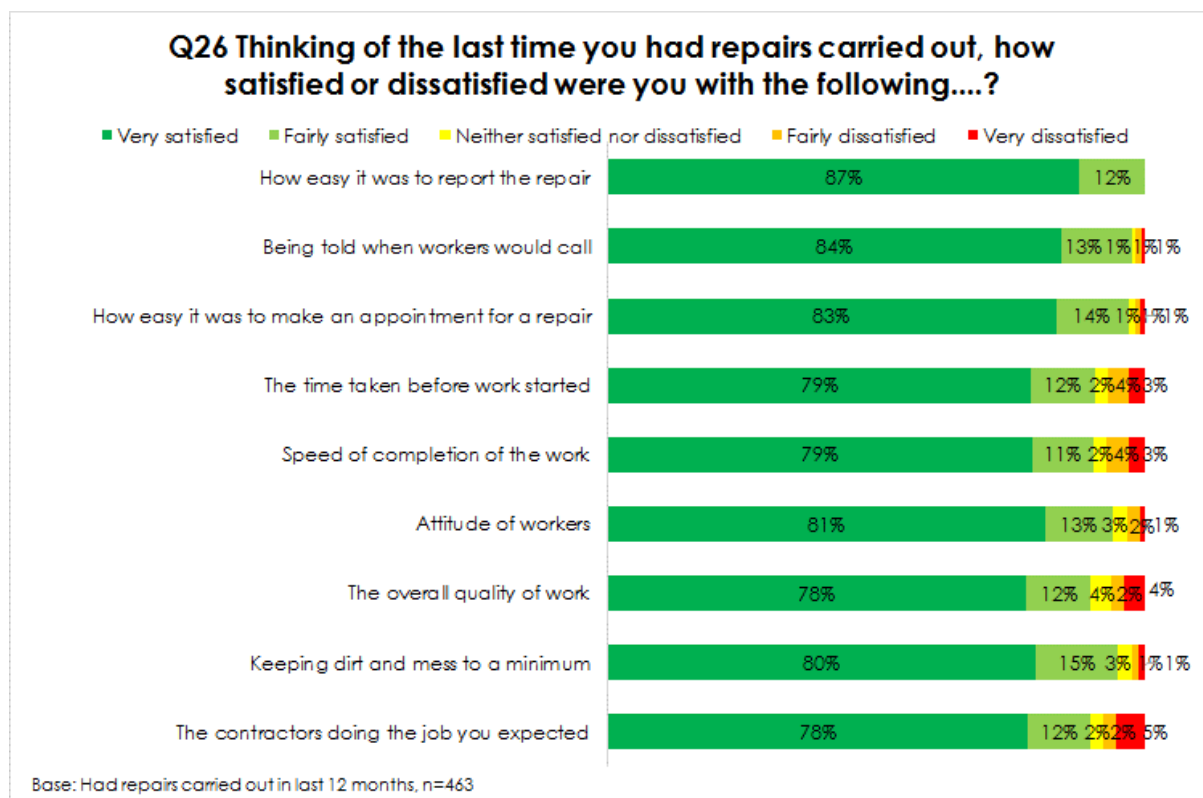
Respondents who were not satisfied with the repairs service (56 tenants) were asked to explain how the service could be improved. Over half of comments were regarding the quality of workmanship (57%) and 34% mentioned improvements to timescales.

Following on from this, respondents were asked to rate how satisfied or dissatisfied they were with a range of aspects of the repairs service. Satisfaction levels were highest regarding:

- How easy it was to report the repair (99% satisfied)
- Being told when workers would call (97%)
- How easy it was to make an appointment for a repair (97%)

On the other hand, the proportion of respondents who were dissatisfied was highest in terms of:

- The contractors doing the job expected (8% dissatisfied)
- The time taken before work started (7%)
- Speed of completion of the work (7%).

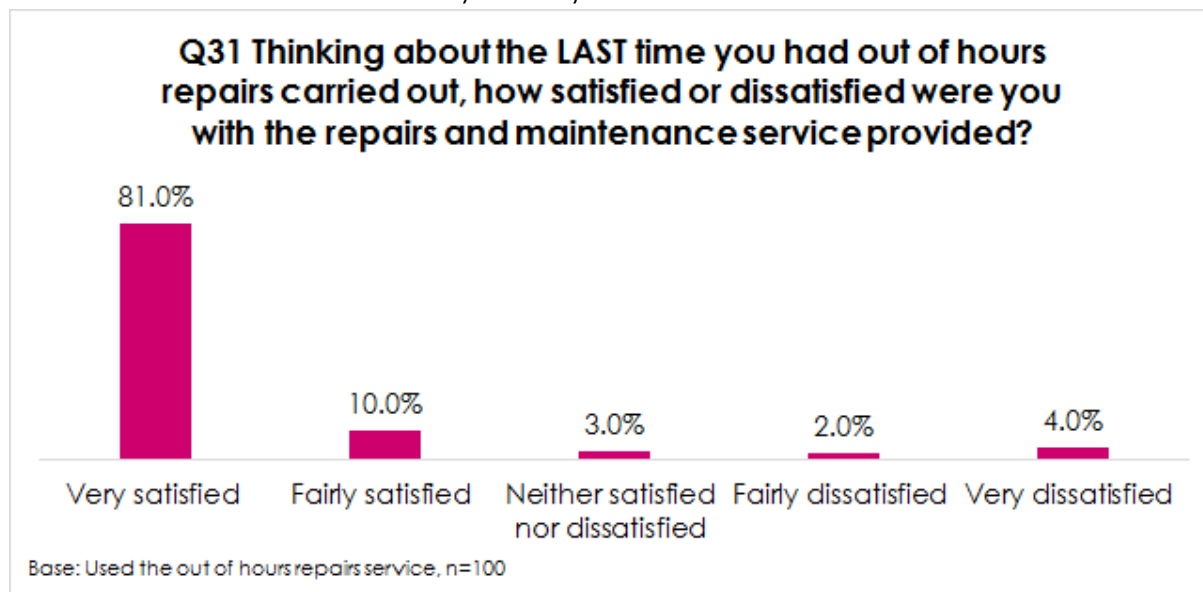


The vast majority of tenants said they were offered an appointment (morning or afternoon slot) for their last repair (94%). Of those who had an appointment, 92% said the contractor kept the appointment, 6% said the appointment was not kept and 2% could not remember.

Over 8 in 10 tenants (83%) said the repair they had carried out was completed right first time.

### 6.3 Out of hours repairs

One in ten respondents said they had used the out of hours repairs service (10%). Of these 100 individuals, 91% were very or fairly satisfied with the service provided, 3% were neither satisfied nor dissatisfied and 6% were very or fairly dissatisfied.

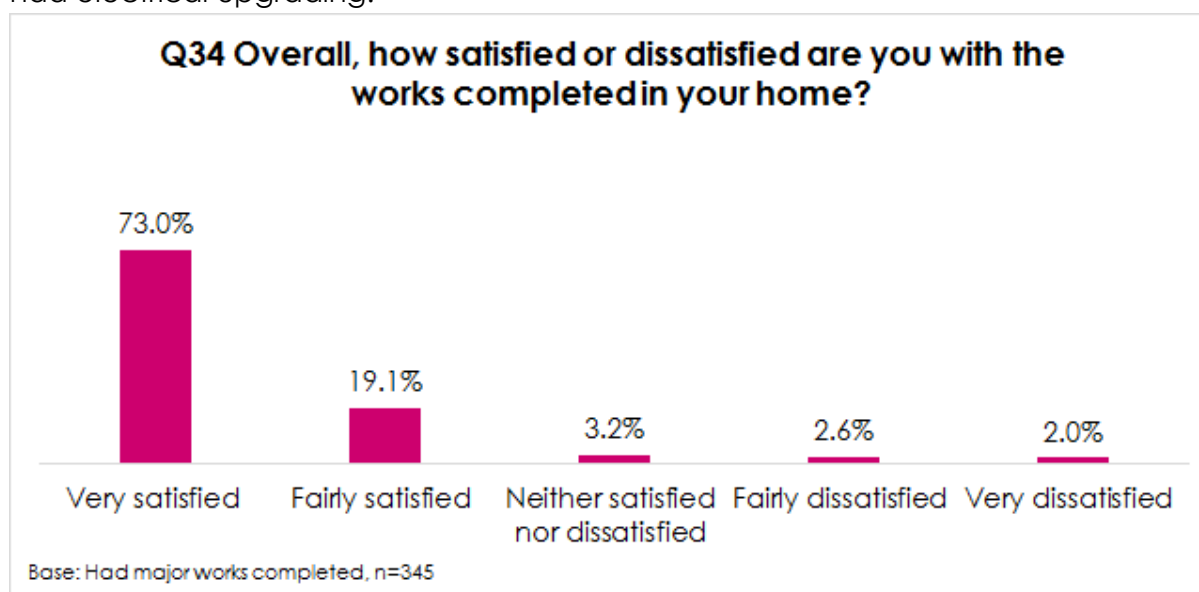


A total of nine tenants were not satisfied with the out of hours repairs service and had varied reasons for not being satisfied with the service they received such as repairs quality, dissatisfaction with customer care and repairs not being treated as an emergency.

## 6.4 Major works

One third of survey respondents said they have had major works carried out in their home by the Association in the past 3 years, with the majority stating this was a replacement kitchen (70% of those who had major works completed). A further 44% had replacement bathrooms installed and 26% had heating or boiler replacements.

The majority of those who had major works completed in their home said they were very or fairly satisfied with the works completed in their home (92%), 3% were neither satisfied nor dissatisfied and 5% were either very or fairly dissatisfied. Of the 16 respondents who were very or fairly dissatisfied, 10 had replacement kitchens installed, 6 had heating or boiler replacement, 2 had replacement bathrooms, 1 tenant had replacement doors and 1 tenant had electrical upgrading.



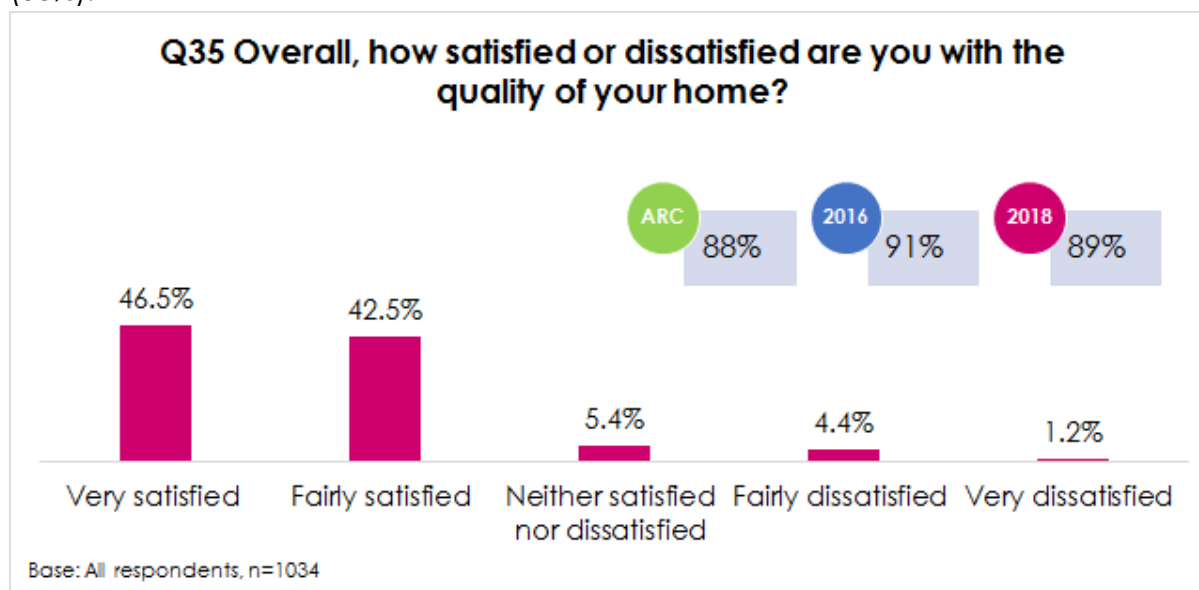
It is interesting to note that the proportion of respondents who were dissatisfied in this respect was highest amongst those who lived in LSVT main door properties (10%). On the other hand, tenants living in ex BFHA properties (98%) and in rehab flats ex VHA (96%) were most likely to be satisfied.



## 7. THE HOME

### 7.1 Quality of the home

Just under 9 in 10 respondents (89%) were either very or fairly satisfied with the quality of their home, compared to 5% who were neither satisfied nor dissatisfied and 6% who were very or fairly dissatisfied. Overall satisfaction has decreased marginally from 91% in 2016, however it is very slightly higher than the Scottish Average from the Annual Return on the Charter 2017/18 (88%).




Analysis by management area reveals that those living in LSVT flats (14%) were most likely to be dissatisfied with the quality of their home. On the other hand, tenants who lived in ex BFHA properties were most likely to be satisfied (99%).

Q35 Overall, how satisfied or dissatisfied are you with the quality of your home?							
	Ex BFHA Main Door/ Flats	LSVT Main Door	Rehab Flats ex JWHA	LSVT Flats	Rehab Flats ex VHA	New Build Main Door	New Build Flats
Base	123	122	201	51	107	160	270
Very satisfied	90%	44%	50%	12%	19%	33%	51%
Fairly satisfied	9%	44%	36%	61%	69%	56%	40%
Neither satisfied nor dissatisfied	1%	7%	7%	14%	5%	4%	5%
Fairly dissatisfied	-	3%	6%	8%	7%	5%	4%
Very dissatisfied	-	1%	1%	6%	1%	2%	1%

Where respondents were not satisfied (n=114), the majority of comments were where respondents said their home required improvements such as new windows, doors etc (71%) and a further 24% of comments were where respondents made reference to the repairs issues.

Two open questions were asked of tenants to ascertain what they liked most about their home and also what they least liked. Respondents could answer freely and in their own words. To allow for analysis, the most common answers have been grouped thematically. This shows the following most commonly noted:



<u>Like most about the home</u>	<u>Like least about the home</u>
<ul style="list-style-type: none"><li>- Size/ layout (32%)</li><li>- Good location/ area(24%)</li><li>- Happy with/ love my home(15%)</li><li>- Good quality homes/ services (14%)</li><li>- Good neighbours (7%)</li></ul>	<ul style="list-style-type: none"><li>- Nothing/ don't know (52%)</li><li>- Needs upgraded/ improved (18%)</li><li>- Home is in need of repairs (6%)</li><li>- Antisocial behaviour issues (5%)</li><li>- Too many stairs (5%)</li></ul>

Analysis by management area reveals that the thing tenants like most about their home was the size and layout of their home for all areas with the exception of ex BFHA properties where the best thing is the good quality homes and services and LSVT main door properties who said the best thing was the location.

With regards to the one thing tenants like least about their home, the most common response across all management areas was the property requiring upgrades.

## 7.2 Housing adaptations

A total of 27 respondents said they felt that they may require adaptations to help them to continue to live in their current home. This was generally where tenants required a walk-in shower (19 tenants) or handrails (6 tenants).

## 7.3 Moving intentions

Just over one in ten respondents (11%) said they wanted to move from their home in the next 2 years. The main reasons for wanting to move were to move to a bigger home (28%), to a different type of property (18%) or to a different area (16%).

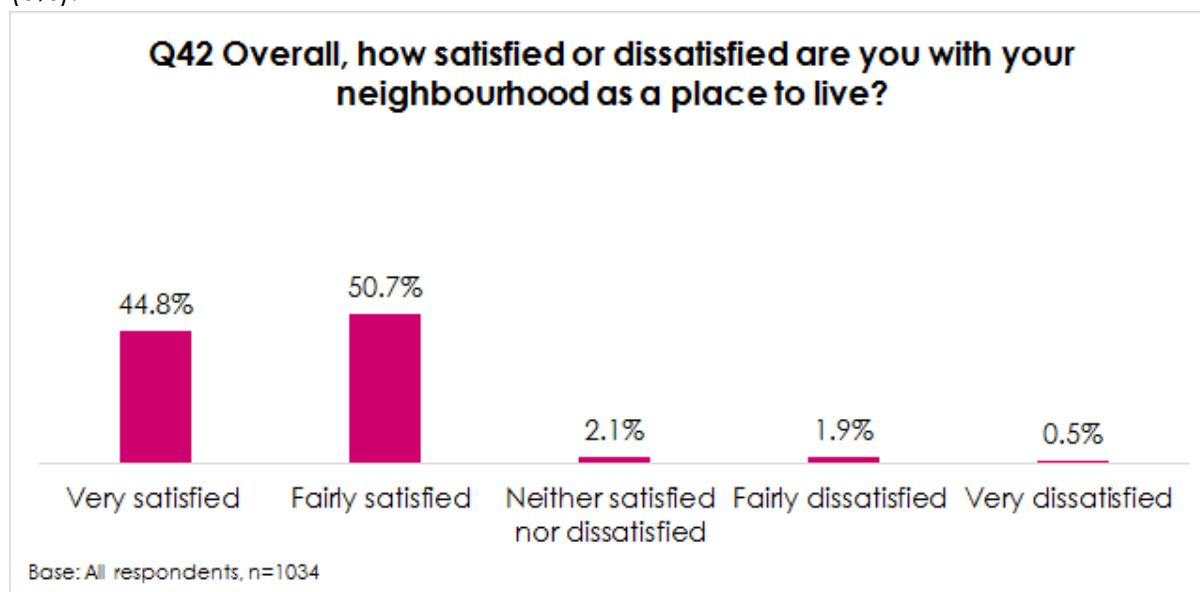
Those who said they wanted to move were asked what actions they will take to facilitate this move. Over three quarters (76%) said they would apply to the Association for a transfer via Inverclyde Common Housing Register.

## 8. THE NEIGHBOURHOOD

### 8.1 Neighbourhood as a place to live

With regards to the neighbourhood as a place to live, 95% of survey respondents said they were very or fairly satisfied, 2% said they were neither satisfied nor dissatisfied and 2% were very or fairly dissatisfied.

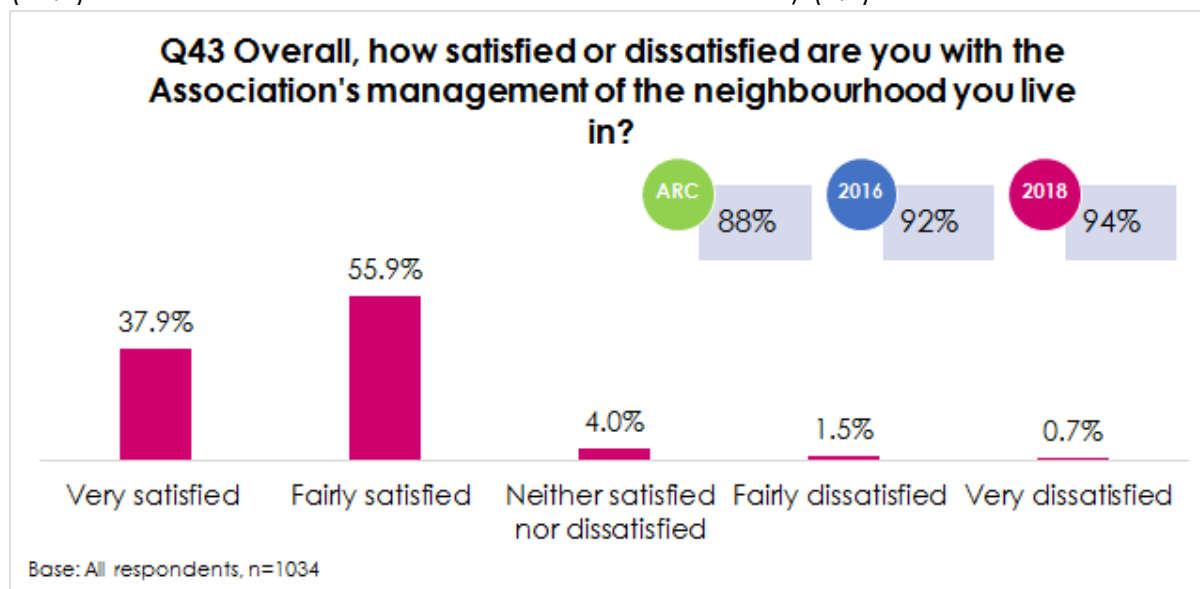
Analysis by management area reveals that tenants who lived in ex BFHA properties were most likely to be very satisfied in this respect (93%) and those who lived in LSVT flats were least likely (6%).



## 8.2 Management of the neighbourhood

Over 9 in 10 respondents (94%) said they were very or fairly satisfied with the Association's management of the neighbourhood they lived in compared to 4% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied.

Again, those who lived in ex BFHA properties were most likely to be very satisfied in this respect (91%) and those who lived in LSVT flats were least likely (2%).



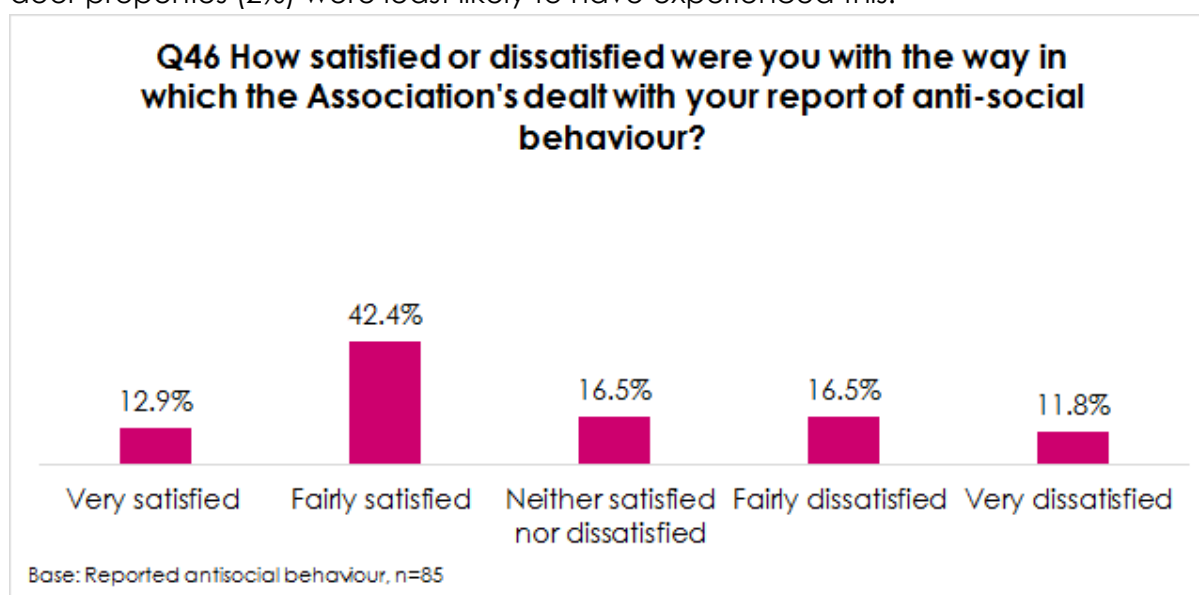
The key reasons for dissatisfaction with the management of the neighbourhood, where tenants were dissatisfied (n=64) were:

- Tenants need to be vetted (45%)
- Deal with anti-social behaviour (23%)
- Improvements to outside maintenance e.g. back courts, bin areas (16%).

### 8.3 Anti-social behaviour

Over one in ten survey respondents (11%) said they had experienced antisocial behaviour in their estate during the last 12 months and of these individuals, 85 (75%) had reported the antisocial behaviour to the Association. Of these individuals, 55% said they were very or fairly satisfied with the way the Association dealt with their report of antisocial behaviour, 16% were neither satisfied nor dissatisfied and 28% were either very or fairly dissatisfied.

Analysis by housing management area indicates that tenants who lived in rehab flats ex JWHA (20%) and in LSVT flats (22%) were most likely to have experienced anti-social behaviour in the last 12 months. On the other hand, tenants who lived in ex BFHA properties and in LSVT main door properties (2%) were least likely to have experienced this.



A total of 40 respondents (35% of those who experienced antisocial behaviour) said they reported the behaviour to another agency such as the police or community warden service.

## 9. RENT AND AFFORDABILITY

### 9.1 Tenancy support

Tenants were told that the Association is concerned how its tenants are managing financially and work with a number of local services to help support tenants.

Respondents were asked whether they were aware or had used any local services which can help people manage their finances. Firstly, in terms of awareness, 71% were aware of the Financial Fitness Team, 48% were aware of Future Skills and 13% were aware of the Tenancy Support Service run by the Simon Community. Just under 3 in 10 respondents (29%) were not aware of any of these services. Older respondents aged 65 and older were most likely to be unaware of any of these services (51%), two adult households (47%) and those living in ex BFHA properties (65%).

In terms of use of these services, the vast majority had not used any of these services (79%). On the other hand, 21% had used the Financial Fitness Team, 1% had used Future Skills and less than half a percent had used the Tenancy Support Service. Again, older respondents aged 65 and over were least likely to have used any of these services (7%) and those aged under 35 were most likely (32%). Analysis by management area shows that those living in ex BFHA properties (6%) were least likely to have used these services and those living in LSVT flats were most likely (35%).

<b>Q48 The Association is concerned how its tenants are managing financially and work with a number of local services to help support tenants. (a) Were you aware of these services? (b) Have you used these services?</b>				
<b>Base: All respondents, n=1034</b>	<b>Aware</b>		<b>Used</b>	
Financial Fitness Team - they provide advice on benefits, budgeting & debt	729	70.5%	217	21.0%
Future Skills - can offer computer training in your own home or at a group class, they can also help you manage your finances	500	48.4%	9	0.9%
Tenancy Support Service run by the Simon Community - they can help tenants with budgeting and other skills to help sustain tenancies	130	12.6%	3	0.3%
Not aware of any/ Not used any	299	28.9%	822	79.5%

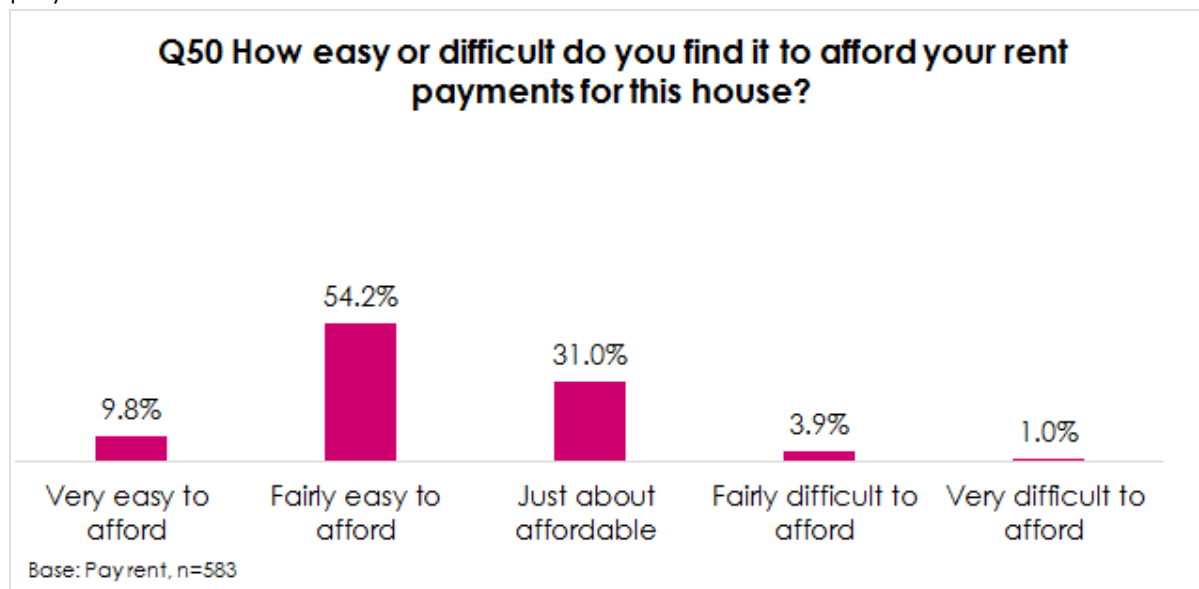
## 9.2 Benefit Receipt and Affordability

Over four in ten respondents (44%) were in receipt of full housing benefit, 13% said their full housing costs were covered through Universal Credit, 5% said they received partial housing benefit and 1% said partial costs were covered through Universal Credit. On the other hand, 38% of tenants said they paid full rent. Two parent families (62%), respondents aged 35 to 64 (45%) and those living in rehab flats ex JWhA (42%) were most likely to have said they don't receive any Housing Benefit or Universal Credit towards their rent.

One in ten tenants said they were concerned about moving onto Universal Credit in the future (10%), 19% were not concerned and 72% said this question was not applicable. Tenants aged 35 to 64 (14%) were more likely to be concerned about this than tenants aged under 35 (6%) and aged 65 and over (3%). Analysis by management area reveals that tenants living in LSVT Main door properties, new build flats (10%) and new build main door properties (13%) were most likely to be concerned about moving onto Universal Credit.

Of those who were concerned, 88% said they would need support from Oak Tree when this happens (86 tenants).

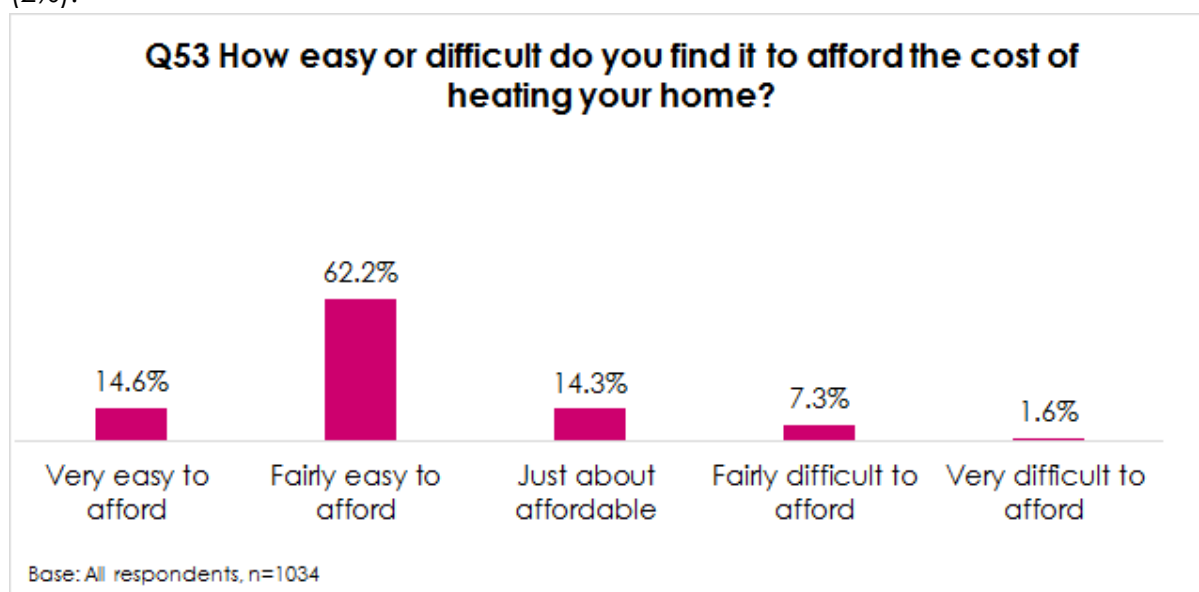
Over 6 in 10 respondents (64%) who paid their rent either fully or partially said they found the rent for their property easy to afford compared to 31% who said it was just about affordable and 5% said it was either very or fairly difficult to afford. Tenants aged 55-64 (15%) were significantly more likely than all other age groups to say they find it difficult to afford the rent payments for their home.



### 9.3 Affordability of heating costs/ energy advice

Just under 8 in 10 tenants (77%) said they found their heating costs very or fairly easy to afford, compared to 14% who said the heating costs were neither easy nor difficult to afford and 9% who said they were very or fairly difficult to afford. Tenants aged 35 to 64 (11%) were more likely to find the cost of heating their home difficult to afford (either very or fairly) than tenants aged under 35 and aged 65 and over (both 7%).

Analysis by management area reveals that tenants living in LSVT flats (22%) were most likely to find their heating costs difficult to afford and those living in ex BFHA properties were least likely (2%).



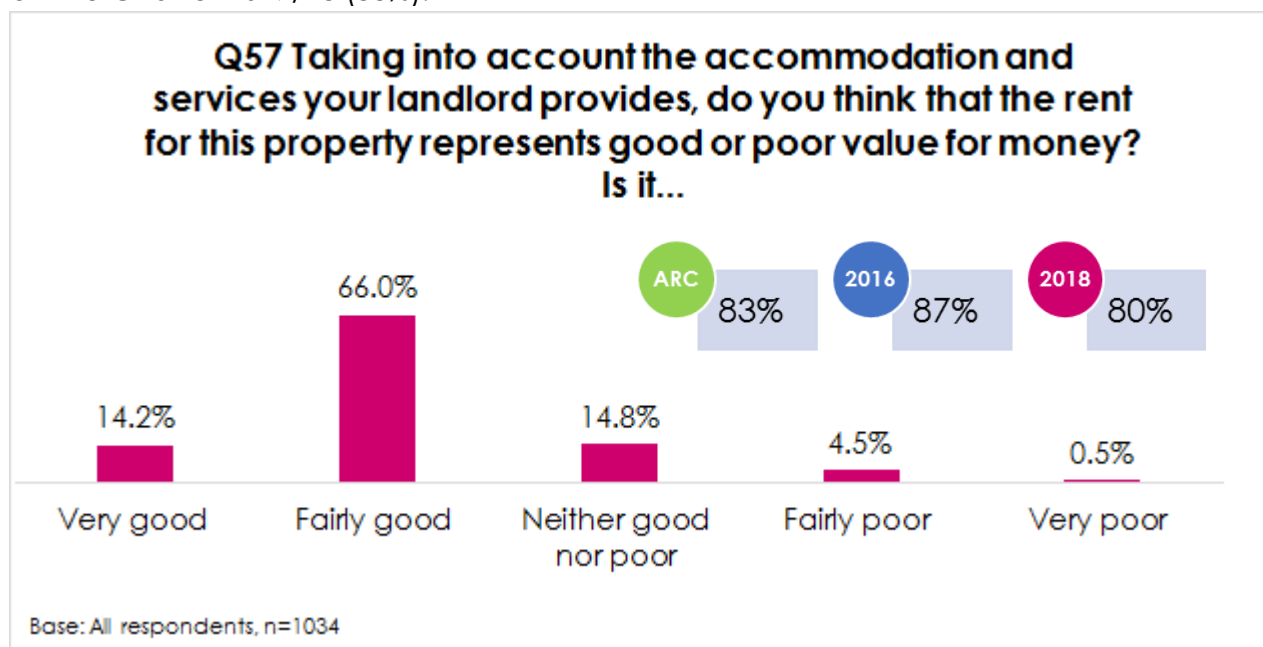
15% of tenants said at some point they have chosen not to put their heating on because they couldn't afford to. Lone parents (19%) and those aged 35 to 64 (20%) were most likely to have said they have not put their heating on due to not being able to afford it. Tenants who lived in LSVT flats were most likely to have answered yes to this question (29%) and those living in ex BFHA properties were least likely (5%).

Less than half of tenants (44%) were aware of the Energy Activators project which is for residents of the Association and provides energy advice and efficiency programmes to help tenants keep on top of their energy bills. A total of 62 tenants (6%) said they would be interested in a referral to this service. Tenants aged 45-54 were most likely to be interested in this (10%) and tenants aged 65 and over were least likely (2%). Those living in new build main door properties (58%) were most likely to be aware of the project and those living in LSVT flats were least likely to be aware (25%).



## 9.4 Value for money

Eight in ten respondents (80%) said the rent for their property represents very or fairly good value, 15% said it was neither good nor poor value and 5% said it was very or fairly poor value for money. The proportion of respondents stating their rent is good value (either very or fairly) has decreased since 2016 (87%) and is lower than the Scottish Average for the Annual Return on the Charter 2017/18 (88%).



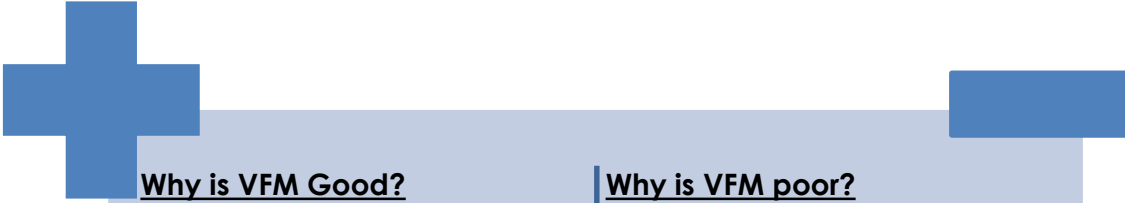
Analysis by age reveals that tenants aged 65 and over (90%) were significantly more likely than tenants aged under 35 (79%) and aged 35 to 54 (77%) to say their rent represents good value for money.

In terms of household composition, tenants living as a single person (83%) and two adult households (85%) were most likely to say their rent was good value for money and two parent families were least likely (69%).

Tenants who lived in new build flats were most likely to say the rent for their home was good value for money (91%) and those who lived in LSVT flats were least likely (67%).

Q57 Taking into account the accommodation and services your landlord provides, do you think that the rent for this property represents good or poor value for money? Is it...							
	Ex BFHA Main Door/ Flats	LSVT Main Door	Rehab Flats ex JWHA	LSVT Flats	Rehab Flats ex VHA	New Build Main Door	New Build Flats
	123	122	201	51	107	160	270
Very good	16%	10%	11%	2%	7%	15%	23%
Fairly good	57%	67%	73%	65%	65%	60%	68%
Neither good nor poor	26%	19%	12%	20%	21%	17%	5%
Fairly poor	1%	3%	4%	12%	6%	7%	4%
Very poor	-	1%	-	2%	1%	1%	-

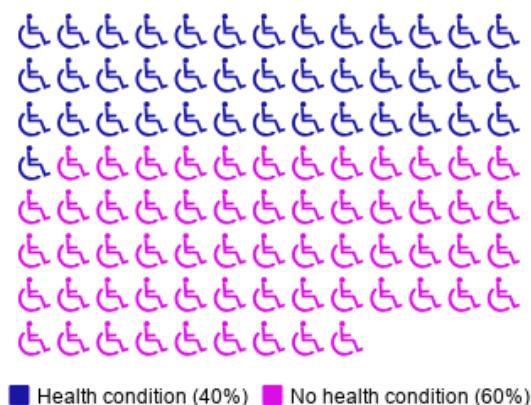
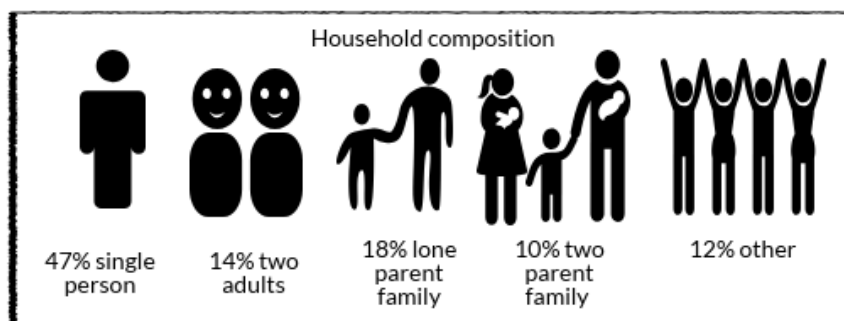
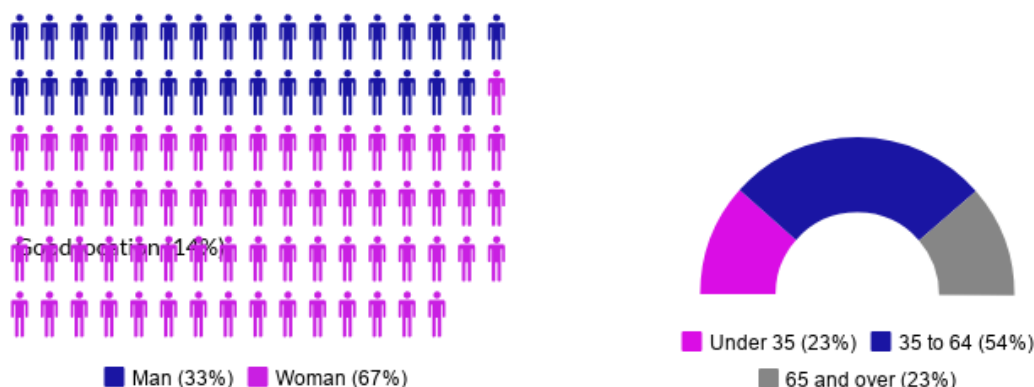
When asked why they said that about value for money, respondents gave a range of responses. These have been grouped below to illustrate what drives both positive and negative perceptions of value for money.



<b><u>Why is VFM Good?</u></b>	<b><u>Why is VFM poor?</u></b>
<ul style="list-style-type: none"><li>- Good quality homes</li><li>- Good services</li><li>- Good size property</li><li>- Get housing benefit</li><li>- Good location/ area</li></ul>	<ul style="list-style-type: none"><li>- Poor quality homes</li><li>- Home requires improvements</li><li>- Rent is expensive</li><li>- Expensive rent for size of home</li><li>- Rent keeps going up</li></ul>

## 10. RESPONDENT PROFILE

The final section of the tenant questionnaire sought to understand the profile of tenants and their households. The following graphics summarise the key characteristics of those surveyed.



Of those with a disability (n=416):

- 56% mobility/ physical
- 27% mental health condition
- 6% developmental disorder
- 25% other (incl. problems with sight, hearing, learning disability, diabetes, heart problems etc )

### 38% economically active:

25% FT employment  
 11% PT employment  
 2% FT education

### 57% economically inactive

22% retired  
 15% unemployed  
 20% sick/ disabled

**98% of White  
 Scottish or British  
 Ethnic Origin**

## APPENDIX 1: BENCHMARKING

Indicator	ARC 2017-18 Benchmarking Group*	ARC 2017-18 Scottish Average	Larkfield TSS 2018	Cloch TSS 2018	Oak Tree TSS 2016	Oak Tree TSS 2018
Overall service provided by landlord	90%	90%	95%	91%	92%	92%
Keeping tenants informed	92%	92%	97%	97%	94%	98%
Participation opportunities	86%	86%	100%	91%	91%	99%
Repairs service	91%	92%	95%	87%	93%	88%
Quality of the home	86%	88%	96%	92%	91%	89%
Management of the neighbourhood	88%	88%	99%	94%	92%	94%
Value for money of rent	79%	83%	85%	81%	87%	80%

\*Benchmarking group: 11 other housing associations, LSVT>1,000 units; Size band=1,001-2,500 units; Settlement=Urban

## APPENDIX 2: QUESTIONNAIRE



### Overall Service

1. Taking everything into account, how satisfied or dissatisfied are you with the overall housing service provided by the Association as your landlord?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know/no opinion	6
<b>[IF NOT SATISFIED: CODE 3,4,5] Can you explain why you are not satisfied with the overall service?</b>	

2. Thinking of the Association as your landlord and the services they provide for you, to what extent do you think they are getting 'the basics' right? Please answer on a scale of 0 is not at all and 10 is completely.

Not at all										Completely	
0	1	2	3	4	5	6	7	8	9	10	

3. How likely would you be to recommend the Association as a landlord to family or friends, on a scale of 0 to 10, where 0 is not at all likely and 10 is extremely likely?

Not at all likely										Extremely likely	
0	1	2	3	4	5	6	7	8	9	10	

## Communication

- 4. SHOWCARD** 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?  
**CIRCLE ALL THAT APPLY**

Newsletters	1
Letters	2
Staff visits	3
Contact with Association staff	4
Local meetings	5
Telephone	6
Office notice board	7
Attending the AGM	8
Website	9
Reading the Annual report to tenants on performance	10
Attending a tenant event	11
Surveys	12
Other (please specify)	13
Don't know	14

- 5. Do you need the Association to communicate with you in a specific way?**

No specific requirements	1
Large print	2
In another language (what language?)	3
Braille	4
Other communication need (please specify)	5

**6. How good or poor do you feel the Association is at keeping you informed about their services and decisions?**

Very good	1
Fairly good	2
Neither good nor poor	3
Fairly poor	4
Very poor	5
<b>[IF NOT GOOD, CODE 3,4,5 ABOVE] Can you explain how they could improve how they keep you informed?</b>	

Getting Involved

**7. Were you aware that you can get involved in the Association decision making processes in any of the following ways? CIRCLE ALL THAT APPLY**

By taking part in a survey like this one	1
By taking part in specific consultation exercises, such as the rent consultation	2
By becoming a member of a working group e.g. working with Association staff to develop policies	3
By attending the Tenant Conference	4
By being a Mystery Shopper where tenants test a service and complete a questionnaire about their experience (NOT CLOCH)	5
By being involved in a Neighbourhood Walkabout (NOT CLOCH)	6
By being a member of a Residents and Tenants Group or Registered Tenants Organisation	7
By getting involved in Tenant Scrutiny work	8
By taking part in e-consultation	9
By submitting comments via the web portal/app	10
Other (please specify)	11
None	12

**8. How satisfied or dissatisfied are you with the opportunities given to you to participate in the Association decision making processes?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
<b>[IF NOT SATISFIED: CODE 3,4,5] Can you explain how they could improve the opportunities given to you to participate?</b>	

**9. How satisfied or dissatisfied are you that the Association listens to your views and acts upon them?**

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

Customer Care

**10. What is your preferred method for contacting the Association?**

By telephoning the office	1
Personal visit to the office	2
By text message	3
Via Twitter/ Facebook	4
By email	5
Letter	6
Using the web portal/app	7
Other (please specify)	8

**11. If you need to contact the Association, do you find the opening hours convenient?**

Yes	1
No (What would you find more convenient?)	2



**12. Have you contacted the Association in the last 12 months?**

Yes	1	Go to Q13
No	2	Go to Q18

**13. What was the reason for your last contact with the Association?**

To make a payment	1
To report a repair	2
To complain about a neighbour or anti social behaviour issue	3
To complain about a service issue	4
To discuss planned improvements to my house	5
To discuss a transfer or exchange	6
To discuss my rent	7
Other (please specify)	8

**14. How did you contact the Association on that last occasion?**

Telephone	1	Go to Q15
Visited the office	2	Go to Q16
Via the website portal/app	3	Go to Q17
Email	4	Go to Q17
Other (please specify)	5	Go to Q18

**15. SHOWCARD – Thinking about when you last telephoned the Association’s office, how satisfied were you with the following?**

	VS	FS	NN	FD	VD	NA
The length of time it took to answer the telephone	1	2	3	4	5	6
The person who answered the phone introduced themselves	1	2	3	4	5	6
The number of people you had to speak to before someone could help you with your enquiry	1	2	3	4	5	6
The length of time it took to speak to the relevant member of staff	1	2	3	4	5	6
The helpfulness of the member of staff	1	2	3	4	5	6
The information provided was clear and easy to understand	1	2	3	4	5	6
The quality of advice and assistance given	1	2	3	4	5	6
Resolving your enquiry at point of contact	1	2	3	4	5	6
Following up on your enquiry if not resolved on point of contact	1	2	3	4	5	6
[IF DISSATISFIED WITH ANY OF THE ABOVE] <b>How could the customer care you received on this occasion have been improved?</b>						

**NOW GO TO Q18**

**16. SHOWCARD – Thinking about when you last visited the Association’s office, how satisfied were you with the following?**

	VS	FS	NN	FD	VD	NA
The ease of access to the office	1	2	3	4	5	6
How customer friendly the reception area was	1	2	3	4	5	6
The speed you were dealt with at reception	1	2	3	4	5	6
The helpfulness of the member of staff	1	2	3	4	5	6
The information provided was clear and easy to understand	1	2	3	4	5	6
The quality of advice and assistance given	1	2	3	4	5	6
Resolving your enquiry at point of contact	1	2	3	4	5	6
Following up on your enquiry if not resolved on point of contact	1	2	3	4	5	6
[IF DISSATISFIED WITH ANY OF THE ABOVE] <b>How could the customer care you received on this occasion have been improved?</b>						

**NOW GO TO Q18**

**17. SHOW CARD – Thinking about when you last emailed/ used the web contact form the Association's office, how satisfied were you with the following?**

	VS	FS	NN	FD	VD	NA
The length of time it took to respond to your email/ web contact	1	2	3	4	5	6
The helpfulness of the member of staff who responded	1	2	3	4	5	6
The information provided was clear and easy to understand	1	2	3	4	5	6
The quality of advice and assistance given	1	2	3	4	5	6
Following up on your enquiry if not resolved on point of contact	1	2	3	4	5	6
[IF DISSATISFIED WITH ANY OF THE ABOVE] <b>How could the customer care you received on this occasion have been improved?</b>						

**18. Are you aware that Oak Tree uses Social Media and Web portal to communicate with its customers?**

Yes	1
No	2

**19. Which of the following do you use to access the internet? CIRCLE ALL THAT APPLY OR 'DO NOT USE'**

A smartphone with internet access	1
A home computer through which you can access the internet	2
A TV through which you can access the internet	3
A tablet device through which you can access the internet	4
Through any other methods (please describe)	5
DO NOT USE THE INTERNET ( <b>GO TO Q21</b> )	6

**20. Would you be interested in doing any of the following with the Association online using an App or portal similar to the way you would access internet banking ? READ OUT LIST AND CODE ALL THAT APPLY**

Report repairs	1
Viewing rent account balance	2
Requesting information	3
Book an appointment with a member of staff	4
Update your personal details / changes in your household	5
Other (please state)	6
Respond to consultation or submit comments on services	7
Would not do any of these online with the Association (DO NOT READ OUT – CODE IF OFFERED)	8

**NOW GO TO Q22**

**21. [ASK IF DO NOT USE THE INTERNET AT Q19] Why do you not use the internet?**

I cannot afford the equipment to access the internet	1
Broadband is too expensive	2
I lack the skills/knowledge of how to access the internet	3
I do not want to access the internet	4
Some other reason (please explain)	5

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

Yes	1
No	2

Repairs and Housing Quality

**This next section is about the repairs service and the quality of housing provided by the Association as your landlord. We initially want to talk about the day to day repairs service provided by the Association.**

**23. Generally, how satisfied or dissatisfied are you with the way the Association deals with repairs and maintenance?**

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

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

Yes	1	Go to Q25
No	2	Go to Q30

**25. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by the Association?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
<b>[IF NOT SATISFIED: CODE 3,4,5] Can you explain how the repairs service could have been improved?</b>	

**26. Thinking of 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
How easy it was to report the repair	1	2	3	4	5
Being told when workers would call	1	2	3	4	5
How easy it was to make an appointment for a repair	1	2	3	4	5
The time taken before work started	1	2	3	4	5
Speed of completion of the work	1	2	3	4	5
Attitude of workers	1	2	3	4	5
The overall quality of work	1	2	3	4	5
Keeping dirt and mess to a minimum	1	2	3	4	5
The contractors doing the job you expected	1	2	3	4	5

**27. Were you offered an appointment (morning or afternoon time slot) for your last repair?**

Yes	1
No	2
Don't know	3

**28. Did the contractor keep to the repair appointment?**

Yes	1
No	2
Don't know	3

**29. Was the last repair you had carried out completed right first time?**

Yes	1
No	2

**30. Have you had any out of hours repairs carried out on this property in the last 12 months?**

Yes	1	Go to Q31
No	2	Go to Q32

**31. Thinking about the LAST time you had out of hours repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
<b>[IF NOT SATISFIED: CODE 3,4,5] Can you explain how the repairs service could have been improved?</b>	

**32. Have you had any major work carried out in your home by the Association in the past 3 years (e.g. windows, doors, roofs, heating system etc)?**

Yes	1	Go to Q33
No	2	Go to Q35

**33. If yes, what was the nature of these works? CIRCLE ALL THAT APPLY**

Rewiring/ electrical upgrading	1	Replacement Doors	7
Window replacement	2	Re-Roofing	8
Heating/ Boiler replacement	3	Roughcasting	9
Aids and adaptations	4	Insulation	10
Replacement kitchen	5	Other (please specify)	11
Replacement bathroom	6		

**34. Overall, how satisfied or dissatisfied are you with the works completed in your home?**

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

**35. Overall, how satisfied or dissatisfied are you with the quality of your home? By quality we mean the general state of repair of your home, and fittings like kitchen units and bathroom suites.**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
<b>[IF NOT SATISFIED: CODE 3,4,5] Can you explain how you feel the quality of your home could be improved?</b>	

**36. What do you like best about your home? This can be about either the inside or outside of your home?**

**37. What do you like least about your home? Again, this can be either about the inside or outside of your home?**

**38. Do you feel that you need any adaptations to help you continue to live in your current home?**

Yes (can you please tell us what adaptations you feel you need?)	1
No	2

**39. Do you want to move from your current home in the next 2 years?**

Yes	1	Go to Q40
No	2	Go to Q42

**40. What are your reasons for wanting to move?**

Need a bigger home	1
Need a smaller home	2
Want to move to a different area	3
Want to move to a different type of property	4
To move closer to family	5
To move closer to work	6
To move into sheltered housing	7
To move into supported housing	8
Other (please describe)	9

**41. What will you do to move?**

Apply to the Association for a transfer via Inverclyde Common Housing Register	1
Apply to another local Housing Association via Inverclyde Common Housing Register	2
Apply to another local Housing Association directly	3
Look for a private let	4
Buy a property	5
Other (please describe)	6

Your neighbourhood

**42. Overall, how satisfied or dissatisfied are you with your neighbourhood as a place to live? [INTERVIEWER**

**NOTE: Neighbourhood is defined as the street in which the tenant lives and the immediate surrounding area.]**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
<b>[IF CODE 3,4,5] If not satisfied, can you explain why you say this?</b>	



**43. Overall, how satisfied or dissatisfied are you with the Association's management of the neighbourhood you live in?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
<b>[IF CODE 3,4,5] Can you explain why you are not satisfied with your landlord's management of the neighbourhood?</b>	

**44. Have you experienced any anti-social behaviour on your estate during the last 12 months?**

Yes	1	Go to Q45
No	2	Go to Q48

**45. Did you report this anti-social behaviour to the Association?**

Yes	1	Go to Q46
No	2	Go to Q47

**46. How satisfied or dissatisfied were you with the way in which the Association's dealt with your report of anti-social behaviour?**

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

**47. Did you report this anti-social behaviour to any other agency e.g. the Police, Community Warden Service etc?**

Yes (Which agency did you contact?)	1
No	2

## Rent and Affordability

**This next section is about rents and how affordable you find living in your home.**

**48. The Association is concerned how its tenants are managing financially and work with a number of local services to help support tenants. A) Were you aware of these services?**

**B) Have you used any of these services**

	A) Aware	B) Used
Financial Fitness Team - they provide advice on benefits, budgeting & debt	1	1
Future Skills - can offer computer training in your own home or at a group class, they can also help you manage your finances	2	2
Tenancy Support Service run by the Simon Community - they can help tenants with budgeting and other skills to help sustain tenancies	3	3
Not aware of any	4	
Not used any		4

**49. Does your household currently receive housing benefit or help with housing costs through Universal Credit?**

Yes, Full housing benefit	1	Go to Q51
Yes, Full housing costs covered through Universal Credit	2	Go to Q50
Yes, Partial housing benefit	3	
Yes, partial costs covered through Universal Credit	4	
Don't receive any Housing Benefit or Universal Credit towards my rent	5	

**50. How easy or difficult do you find it to afford your rent payments for this house?**

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

**51. [ASK ALL] Are you concerned about moving onto Universal Credit in the future?**

Yes	1	Go to Q52
No	2	Go to Q53
Not applicable	3	

**52. Do you think you will need support from Oak Tree when this happens?**

Yes	1
No	2

**53. How easy or difficult do you find it to afford the cost of heating 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

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

Yes	1
No	2

**55. The Energy Activators project is for residents of the Association to deliver energy advice and efficiency programmes to help you keep on top of your energy bills. Are you aware of this project?**

Yes	1
No	2

**56. Would you be interested in a referral to this service? If you say yes, we will pass your name and address back to the Association so that they can ask Energy Activators to contact you. All your other answers will be completely anonymous and confidential. If you don't want your name and address passed back please just say no.**

Yes [CONFIRM RESPONDENT HAPPY TO PASS OVER NAME AND ADDRESS]	1
No	2

**57. Taking into account the accommodation and services your landlord provides, do you think that the rent for this property represents good or poor value for money? Is it...**

Very good	1
Fairly good	2
Neither good nor poor	3
Fairly poor	4
Very poor	5
<b>[ASK ALL] Can you explain why you say that?</b>	

## Service priorities

**58. SHOWCARD 10** Looking at this list of services provided by the Association, please choose your top 3 services in terms of importance? SELECT ONE PER COLUMN

	Top priority	2 <sup>nd</sup> priority	3 <sup>rd</sup> priority
Keeping residents informed	1	1	1
The overall quality of your home	2	2	2
Listening to resident's views and acting upon them	3	3	3
Repairs and maintenance	4	4	4
Dealing with anti-social behaviour	5	5	5
Your neighbourhood as a place to live	6	6	6
Value for money for your rent	7	7	7
Support and advice on claiming welfare benefits and paying rent	8	8	8
Collection of rent arrears	9	9	9
Support to help tenants improve their health and wellbeing	10	10	10
Support for vulnerable tenants	11	11	11
Support for new tenants	12	12	12
Influencing decision making	13	13	13
Other (please specify)	14	14	14

**59. Thinking about the overall service provided by the Association, what do you think they do best?**

**60. And if there was one thing that the Association could do to improve their overall service to tenants, what would your priority be?**

About you and your household

This final section asks about you and your household. The information you give is strictly confidential and will not be passed onto the Association. This information is used to create an overall picture of tenants living in Association properties.

**61. Which of the following best describes you?**

Male	1
Female	2
Other (please specify)	3
Prefer not to say	4

**62. Which age group do you belong to?**

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

**63. Which of these best describes your situation?**

In full time work	1
In part time work	2
Self employed	3
Registered unemployed	4
Permanently sick or disabled	5
Wholly retired from work	6
In full time education	7

**64. Which of these best describes your household?**

Single person	1
Lone parent	2
Couple without children	3
Couple with children	4
Three or more adults without children	5
Three or more adults with children	6
Other (Please specify)	7

**65. Do you or anyone in your household have a disability?**

Yes	1	Go to Q66
No	2	Go to Q67

**66. What is the nature of the disability ?**

Mental health condition	1
Mobility/ physical disabilities	2
Learning difficulties (eg dyslexia)	3
Difficulties with sight	4
Learning disability (eg Down's Syndrome)	5
Developmental disorder (eg Autistic Spectrum Disorder or Asperger's syndrome)	6
Difficulties with hearing	7
Other condition (please write in)	8
Don't know	9

**67. What is your ethnic group?**

WHITE	
Scottish	1
Other British	2
Irish	3
Gypsy/ Traveler	4
Polish	5
Other white ethnic group, please specify	6
MIXED OR MULTIPLE ETHNIC GROUPS	
Any mixed or multiple ethnic groups, please write in	7
ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	
Pakistani, Pakistani Scottish or Pakistani British	8
Indian, Indian Scottish or Indian British	9
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	10
Chinese, Chinese Scottish or Chinese British	11
Other, please specify	12
AFRICAN, CARIBBEAN OR BLACK	
African, African Scottish or African British	13
Caribbean, Caribbean Scottish or Caribbean British	14
Black, Black Scottish or Black British	15
Other, please specify	16
OTHER ETHNIC GROUP	
Arab, Arab Scottish or Arab British	17
Other group, please specify	18
Prefer not to say	19

**Thank and close statement**

- **Thank you very much for completing the questionnaire.**
- **Here is a 'Thank you' slip which tells you a bit more about Research Resource, the interviewing process and how we use your data on the Privacy Notice**





## APPENDIX 3: TECHNICAL REPORT SUMMARY



### TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project number	P982
Project name	Oak Tree Housing Association Tenant Satisfaction Survey
Objectives of the research	The aim of the research was to seek tenants' views on the services that Oak Tree Housing Association provide and how well it performs these services and to help identify areas where the service can be improved.
Target group	Tenants of Oak Tree Housing Association
Target sample size	The aim was to achieve a 60% response rate.
Achieved sample size	A total of 1034 tenant interviews were achieved, equating to a 60% response rate (of occupied properties).
Date of fieldwork	Interviewing took place between 5 <sup>th</sup> October and the 30 <sup>th</sup> November 2018.
Sampling method	Interviews spread across Oak Tree Housing Association stock.
Data collection method	Interviews were undertaken with the tenant or their partner on a face to face basis. Interviews were captured on paper. A small number of interviews (54) were undertaken by telephone to achieve the desired response rate.
Response rate and definition and method of how calculated	60% (1034 interviews from a population of 1715)
Any incentives?	No
Number of interviewers	7 interviewers were working on this.
Interview validation methods	10% of each interviewer's work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
Showcards or any other materials used?	Showcards used as per instructions on questionnaire
Weighting procedures	Not applicable
Estimating and imputation procedures	Not applicable
Reliability of findings	Data accurate overall to +/-1.92%