



NORTH VIEW HOUSING ASSOCIATION

RESIDENT SATISFACTION SURVEY REPORT

October 2018

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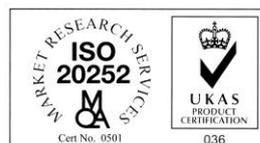
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North View Housing Association

Resident Satisfaction Survey 2018 Report

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Date: 23/10/2018

Report reviewed by: Elaine Mackinnon/



Date: 25/10/2018

EXECUTIVE SUMMARY

INTRODUCTION

- North View Housing Association commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- A total of 387 face to face interviews were carried out with North View Housing Association tenants (362 interviews) and owners (25 interviews) in order to assess satisfaction with the Association and the services that it provides.
- Interviews took place between the 20th August and 28th September 2018.
- 387 interviews provides the Association with data accurate to +/- 3.3%.
- Analysis by participant profile shows that the survey sample is broadly representative by geography. This provides robust data upon which the Association can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

OVERALL SATISFACTION

The table below shows the results for the Scottish Housing Regulator indicators for North View Housing Association, compared to the Association's previous surveys carried out in 2014 and 2016.

Scottish Housing Regulator indicators (Tenants only)			
	2014	2016	2018
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by NVHA? (% very/ fairly satisfied)	89%	90%	86%
How good or poor do you feel NVHA is at keeping you informed about their services and decisions? (%very good/ fairly good)	91%	94%	95%
How satisfied or dissatisfied are you with the opportunities given to you to participate in NVHA's decision making process? (% very/ fairly satisfied)	82%	93%	96%
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by NVHA? (% very/ fairly satisfied)- Those who have reported a repair in the last 12 months	85%	88%	81%
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	86%	93%	87%
[IF LIVED IN THEIR PROPERTY FOR LESS THAN 12 MONTHS] Thinking about when you moved in, how satisfied or dissatisfied are you with the standard of your home? (% very/ fairly satisfied)	72%	73%	81%
Taking into account the accommodation and services your landlord provides, to what extent do you think that the rent for this property represents good or poor value for money? (% very good value/ fairly good value)	65%	87%	78%
Overall, how satisfied or dissatisfied are you with NVHA's management of the neighbourhood you live in?	89%	93%	92%

Scottish Housing Regulator indicators (Owners only)			
	2014	2016	2018
Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by NVHA? (% very/ fairly satisfied)	80%	68%	64%

1. BACKGROUND, OBJECTIVES AND METHODOLOGY

1.1 Introduction

This report represents and discusses the findings to emerge from North View Housing Association's Resident Satisfaction Survey 2018.

1.2 Background

The aim of the research was to seek customers' views on the services that NVHA provides and how well it performs these services and to help identify any areas where the service can be improved.

Specifically, the research was designed to provide customers views on the following:

- The quality of information provided by NVHA;
- Quality of the home and the neighbourhood;
- Repairs and maintenance services;
- Tenant involvement/ opportunities for participation;
- Rent and value for money.

It is against this background that Research Resource were commissioned to carry out North View Housing Association's 2018 Customer Satisfaction Survey.

1.3 Research Method

We note that the Ipsos MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement for a minimum of a 40% response rate and ensuring representative samples of tenants, it was decided that the tenant survey was carried out utilising a combined face to face and telephone methodology. Our primary reasons for recommending this were:

- Administering the survey utilising an interviewer led methodology allows us to maximise the response rate.
- The proposed methodology is an inclusive methodology and allows interviewers to ensure that, for example, elderly or those with a disability or literacy problems can be included in the process. It also lets us identify any potential barriers to participation which can be raised and addressed in partnership with the Association.
- Facilitates high quality of survey output as it allows the interviewer to build up a rapport with the participant ensuring that the questionnaire is answered in full and allowing explanation of the necessity for asking personal data.

1.4 Questionnaire design

After consultation with North View Housing Association's representatives, a survey questionnaire was agreed which fully met the information needs and requirements of the organisation and included all issues of importance for tenants.

In developing the questionnaire the following issues were considered:

- The information needs listed in the survey brief;
- The Scottish Social Housing Charter indicators upon which North View is required to report;
- Comparisons to the previous survey undertaken in 2016;
- Research Resource experience in relation to customer satisfaction surveying.

1.5 Sample Size

The aim of the survey was to achieve a robust level of data upon which the Association can have confidence making decisions upon.

Overall, a total of 362 interviews were completed with North View Housing Association tenants, representing a 59% response rate and providing data accurate to +3.3% based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across each area of the Association's stock to ensure coverage of all stock types.

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

The tables below show the sample profile broken down by property type, property size and newbuild versus refurbished properties. As can be seen below, the interview profile is relatively in line with the overall tenant population profile. Therefore, we are comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required. The data reported is therefore unweighted.

RESIDENT SATISFACTION SURVEY 2018

Street Code	No of tenants	% of tenants	No of interviews	% of interviews
ACR	90	14.7%	57	15.7%
AR	57	9.3%	35	9.7%
AS	31	5.1%	16	4.4%
AT	10	1.6%	8	2.2%
BR	26	4.2%	11	3.0%
CD	76	12.4%	42	11.6%
CG	10	1.6%	8	2.2%
CT	8	1.3%	3	0.8%
DG	10	1.6%	7	1.9%
DP	11	1.8%	5	1.4%
DR	50	8.2%	22	6.1%
DS	12	2.0%	8	2.2%
LD	38	6.2%	28	7.7%
LT	15	2.4%	11	3.0%
SC	20	3.3%	15	4.1%
SG	24	3.9%	11	3.0%
SP	9	1.5%	7	1.9%
SR	81	13.2%	48	13.3%
SS	7	1.1%	4	1.1%
ST	19	3.1%	11	3.0%
VC	9	1.5%	5	1.4%
Grand Total	613	100.0%	362	100.0%

Unit Type	No of tenants	% of tenants	No of interviews	% of interviews
2 Apartment	103	16.8%	57	15.7%
3 Apartment	324	52.9%	186	51.4%
4 Apartment	126	20.6%	78	21.5%
5 Apartment	50	8.2%	35	9.7%
6 Apartment	10	1.6%	6	1.7%
Grand Total	613	100.0%	362	100.0%

Unit Sub Type	No of tenants	% of tenants	No of interviews	% of interviews
Flat	386	63.0%	226	62.4%
FLAT - 4 in a block	10	1.6%	6	1.7%
FLAT - Adapted / amenity	1	0.2%	0	0.0%
FLAT - Cottage flat	17	2.8%	10	2.8%
FLAT - Cottage flat - wheelchair	4	0.7%	1	0.3%
Flat - MainDoor	25	4.1%	13	3.6%
Flat - Single Aspect	5	0.8%	1	0.3%
Flat - Wheelchair & adapted amenity	5	0.8%	4	1.1%
Flat -Main door - Wheelchair	1	0.2%	1	0.3%
House - End Terrace - Wheelchair	1	0.2%	1	0.3%
House - End Terraced	55	9.0%	33	9.1%
House - Mid Terrace	60	9.8%	38	10.5%
House - Mid Terrace - Wheelchair	2	0.3%	1	0.3%
House - Semi Detached	16	2.6%	9	2.5%
House - Semi Detached - Wheelchair	2	0.3%	1	0.3%
House - Terraced House	23	3.8%	17	4.7%
Grand Total	613	100.0%	362	100.0%

1.6 Interviewing and Quality Control

All face to face interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are highly experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities. Fieldwork took place between the 20th of August and the 28th September and was carried out by 7 Research Resource interviewers. **10% of each interviewer's work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.**

1.7 Survey Analysis and Reporting

Survey data has been analysed and reported on in a number of ways. Data has been analysed by key variables as agreed by the Association. Furthermore, comparisons have been drawn to the Association's last full scale tenant satisfaction survey which was undertaken in 2016. Where any particular trends or issues are found for any one key group, this is detailed in the survey report.

Please note that not all percentages sum to 100% due to rounding.

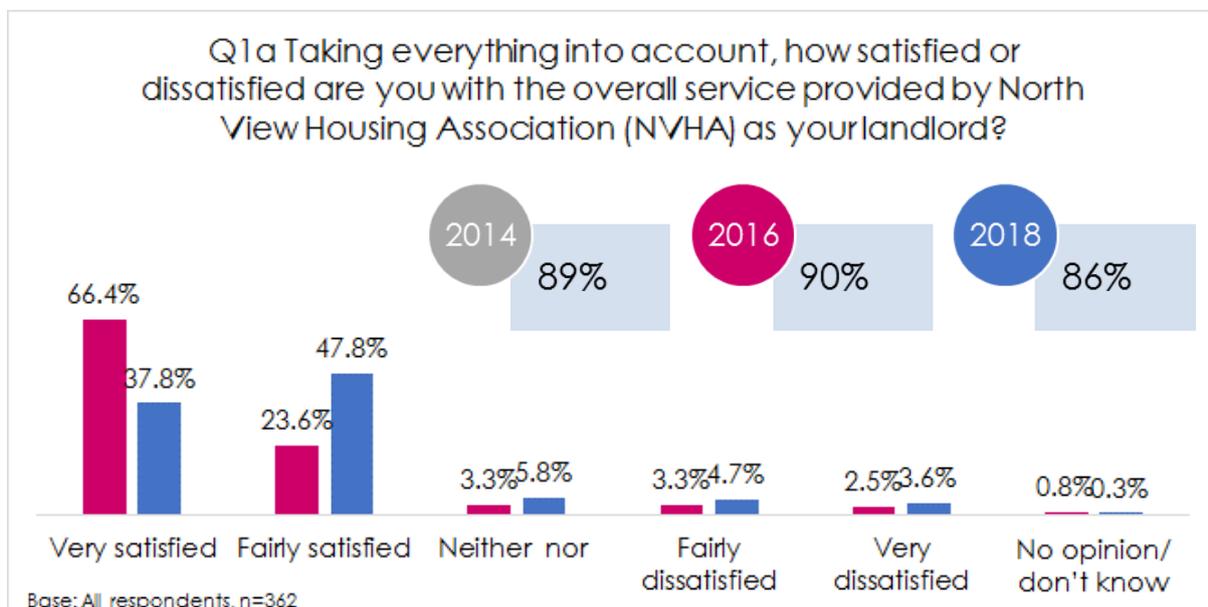
This document details the key findings to emerge from the survey for North View Housing Association.

2. OVERALL SATISFACTION

2.1 Satisfaction with NVHA as a landlord (Q1)

The survey opened by asking respondents how satisfied or dissatisfied they were with the overall service provided by North View Housing Association as their landlord. As can be seen in the chart below, just under 9 in 10 tenants (86%) were either very or fairly satisfied in this respect, compared to 8% who were either very or fairly dissatisfied.

Compared to previous surveys, this is a small decrease in satisfaction, falling from 89% very or fairly satisfied in 2014 and 90% in 2019.



All respondents were then asked an open question to ask them to explain why they said this. These have been analysed thematically. This shows that where tenants were satisfied with the Association, the main reasons given were:

- No complaints/ issues / problems (29%)
- They do a good job/ do their best/ happy with them (16%)
- Good services are provided (12%)
- Staff are nice/ helpful (6%)
- They are alright/ ok (6%)
- They maintain/ look after their homes (2%).

Whereas, where respondents were not satisfied, the main reasons given were:

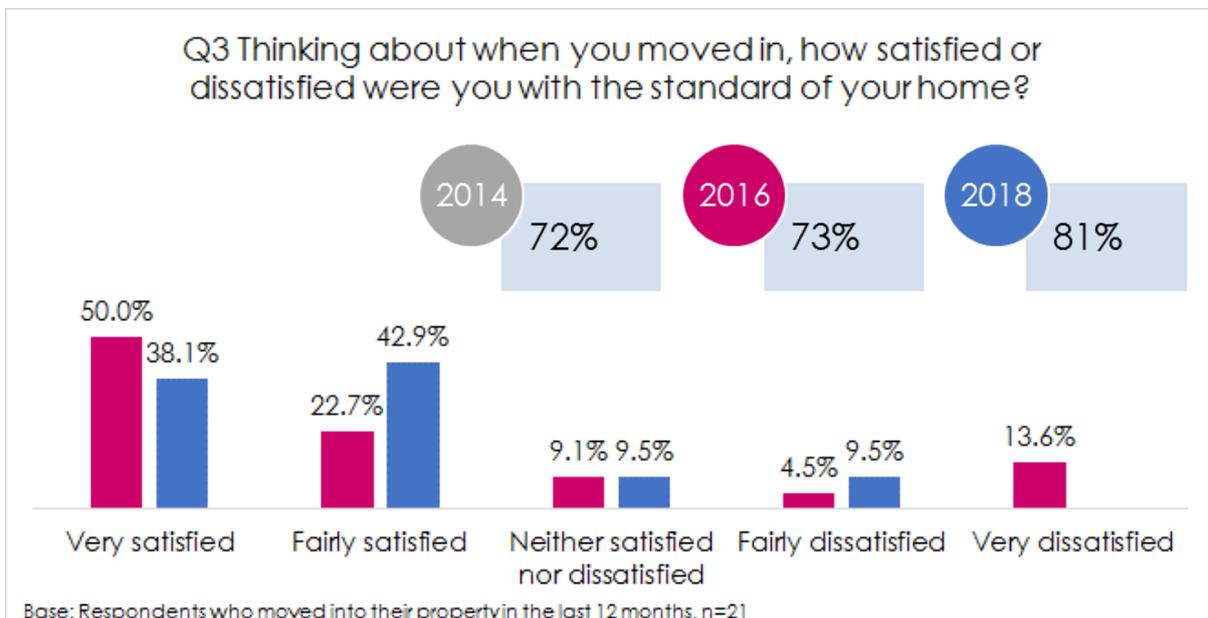
- Poor repairs service e.g. quality of workmanship/ timescale (10%)
- Home requires upgrades or improvements e.g. kitchen/ windows/ bathroom (3%)
- Lack of communication/ don't return calls (2%).

3. BECOMING A TENANT

3.1 Satisfaction with the standard of the home (Q2/3)

A total of 21 tenants stated they had moved into their home within the last year. Of these individuals, 81% stated they were either very or fairly satisfied with the standard of their home when they moved in (17 respondents). Two respondents (10%) said they were neither satisfied nor dissatisfied and 2 (10%) were fairly dissatisfied.

This is a positive change compared to previous surveys where 72% were satisfied with the standard of their new home in 2014 and 73% in 2016.



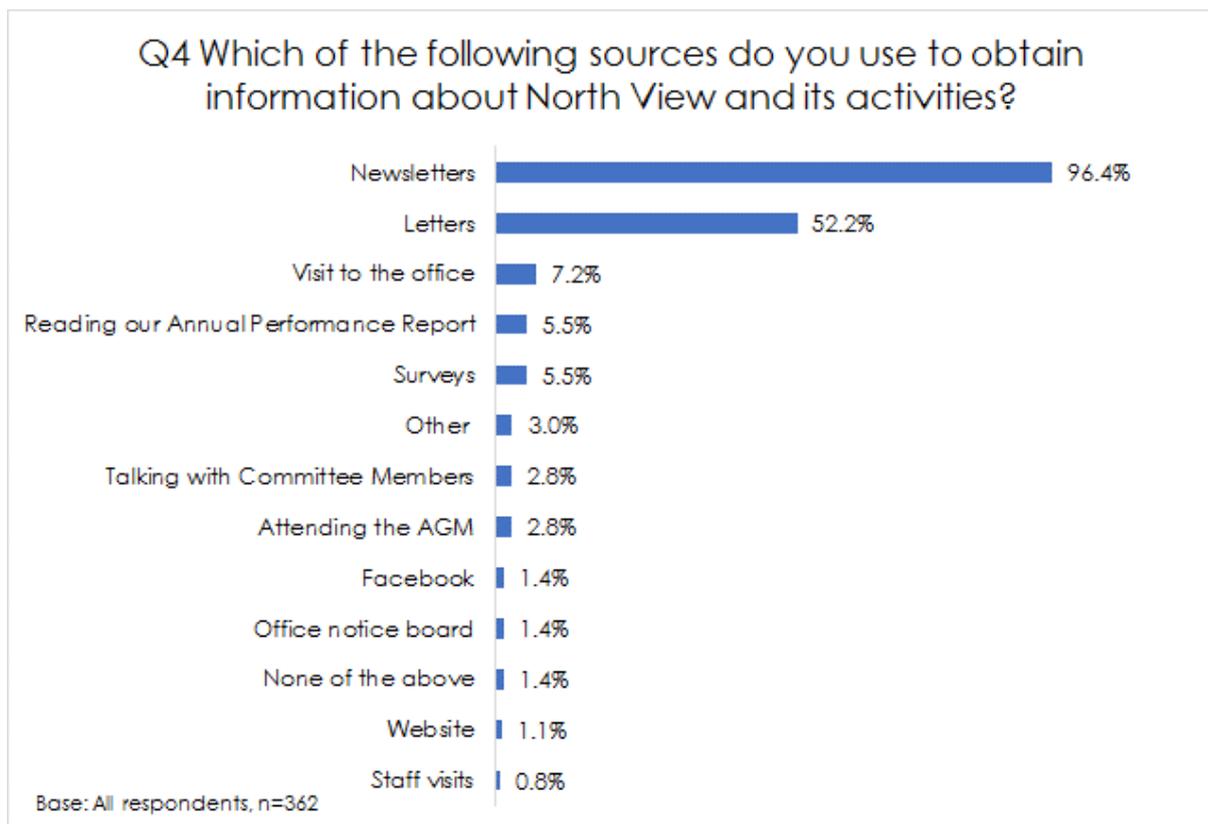
The four respondents who were not satisfied with the standard of their property when they moved in were asked to explain why they felt this way. Their comments are listed below:

- Fix things before tenants move in.
- Sorted out, flooring in house and better cleaning.
- A lot of issues with the plumbing in the bathroom which took months to sort.
- House was filthy and yellow.

4. INFORMATION AND COMMUNICATION

4.1 Sources of information (Q4)

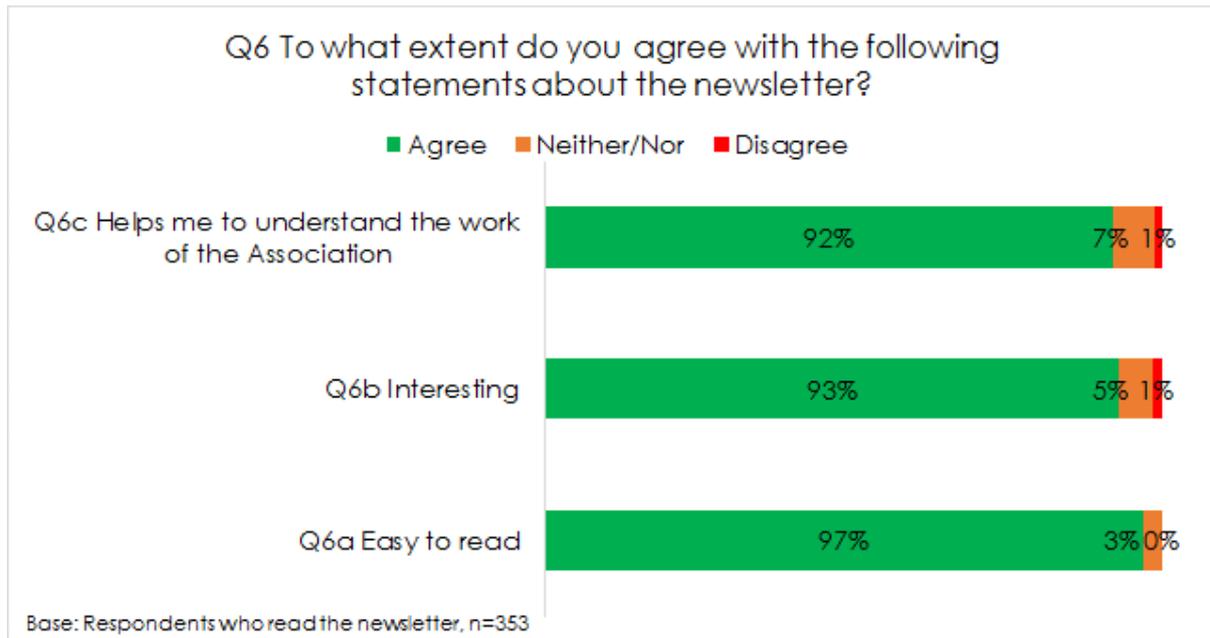
The majority of respondents (96%) said that they use the Association's newsletter to obtain information about North View and its activities. This was followed by letters (52%), visiting the office (7%), reading the Annual Performance Report (6%) and surveys (6%).



4.2 The Association's newsletter (Q5-7)

The vast majority of tenants (98%) stated they read the Association's quarterly newsletter. This has increased from 90% in 2016.

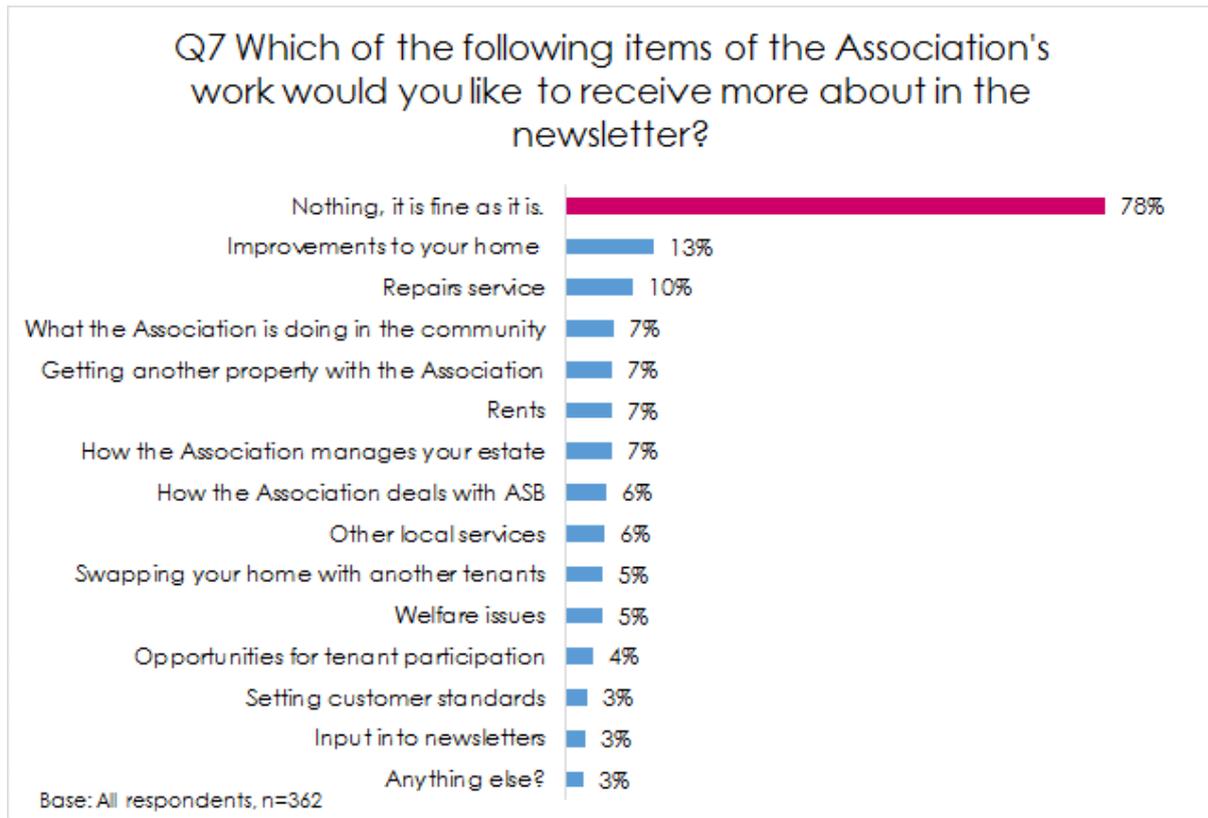
Those who read the newsletter rated it highly with 92% stating the newsletter helps them understand the work of the Association, 93% agreed the newsletter was interesting and 92% agreed the newsletter was easy to read.



Tenants were asked if there was anything they would like to see covered in the newsletter that isn't currently. Just over three quarters (78%) of respondents said that the newsletter is fine as it is.

Where respondents said they would like more information, this was most likely to be about:

- Home improvements (13%)
- Repairs service (10%).



A small number of 'other' suggestions were also made. These included:

- Litter removal.
- Food banks.
- More fun competitions for children to make all a part of it.
- How rents are calculated and spent.
- Street cleaning.
- What they are going to do about smoking in the close, and spitting on the close door.
- More networking in the community.
- Complaints procedure.
- Benedict's site - what are the plans for it and how they plan to clean the place up, as it's getting a mess.

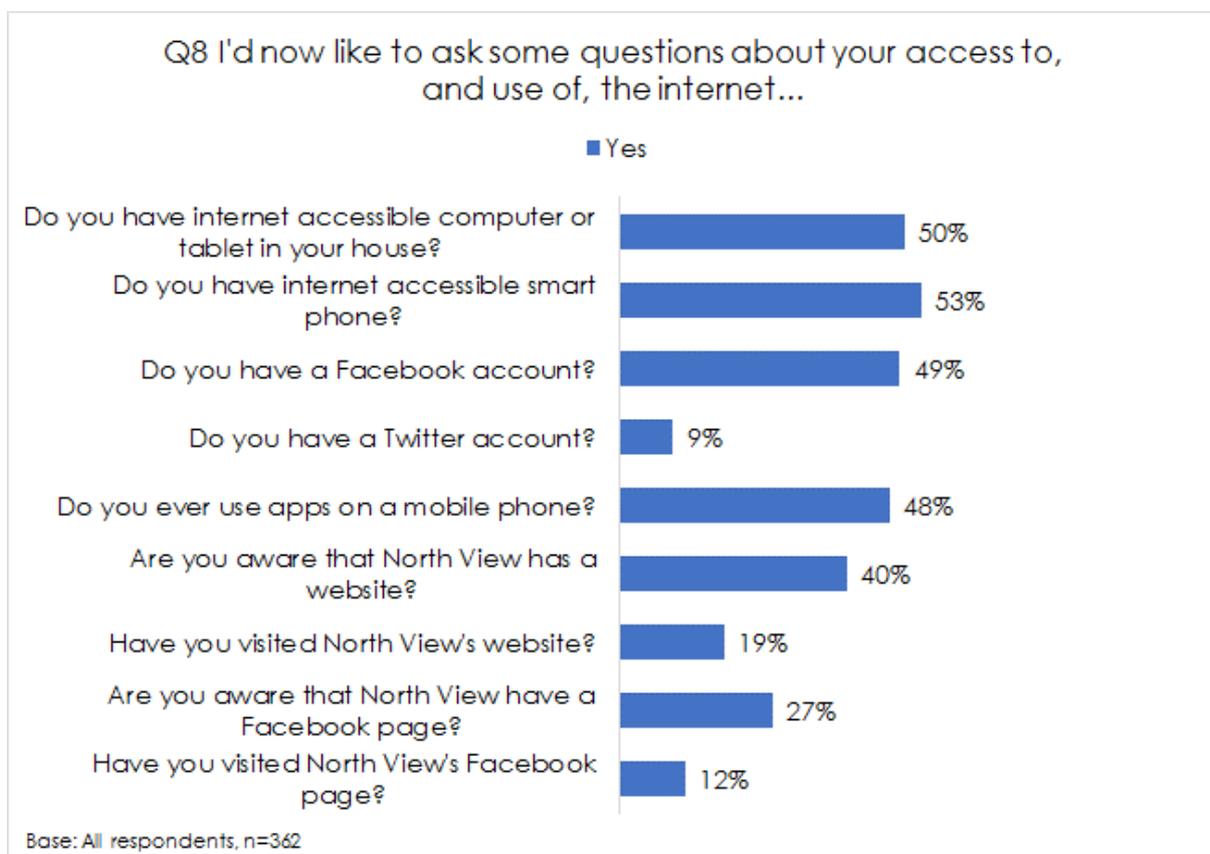
4.3 Internet access (Q8)

In terms of internet access and usage:

- 50% have an internet accessible computer or tablet in their house
- 53% have an internet accessible smart phone
- 49% have a Facebook account
- 48% use apps on their mobile phone.

With regard to access to North View's digital communications:

- 40% were aware that North View has a website and 19% have visited it
- 27% were aware that North View have a Facebook page and 12% have visited it.



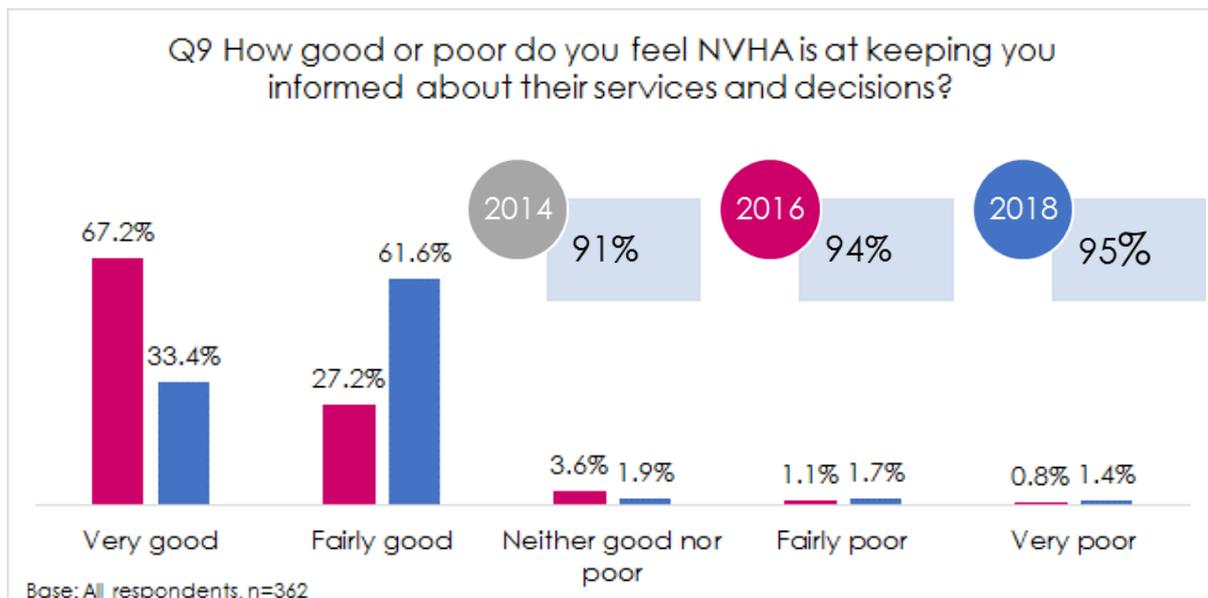
The results to this question vary significantly by age in terms of:

- **Access to internet accessible computer/ tablets:** 67% of 16-34 year olds had access compared to 19% of tenants aged 65+;
- **Internet accessible smartphone:** 95% of 16-34 year olds had this compared to 12% of tenants aged 65+;
- **Facebook accounts:** 95% of those aged 16 to 34 had a Facebook account compared to 12% of those aged 65+;

4.4 Keeping tenants informed (Q9)

Over 9 in 10 respondents (95%) were of the opinion that the Association is very or fairly good at keeping them informed about their services and decisions compared to 2% who felt they were neither good nor poor and 2% who said they were very or fairly poor.

Overall satisfaction has remained broadly consistent with the 2016 survey when 94% of respondents said they felt that North View was either very or fairly good at keeping them informed about services and decisions.



Respondents were asked if they had any suggestions as to how the Association could improve their communications with tenants. Very few suggestions were made. Suggestions are listed below:

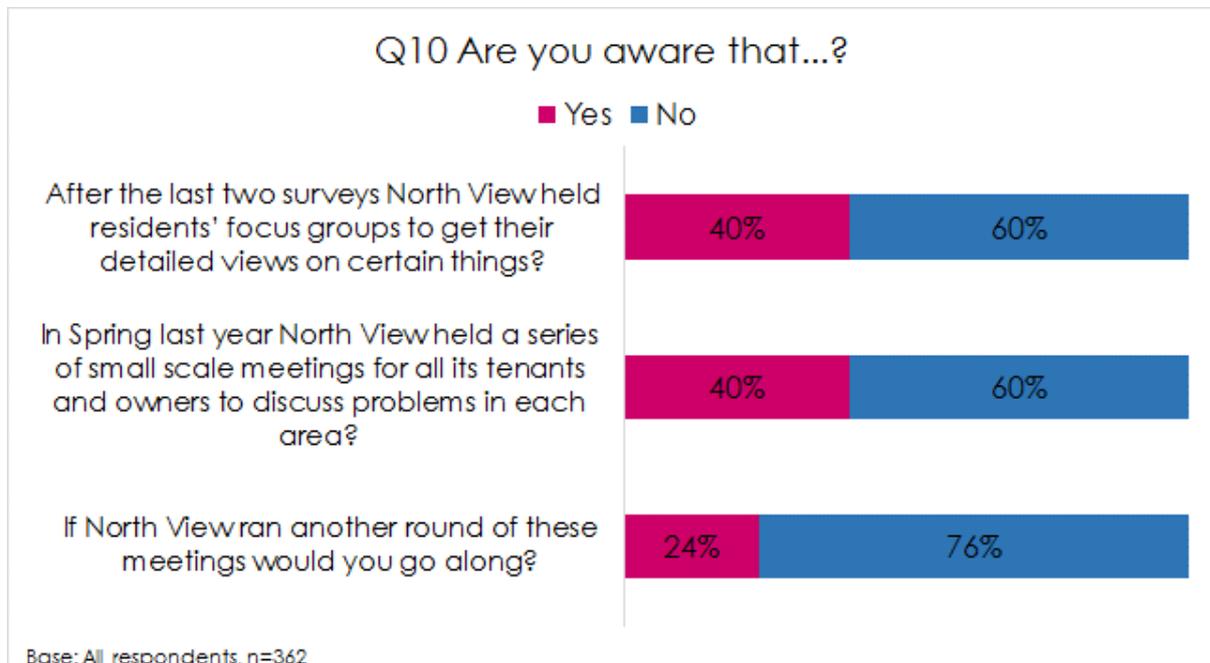
- *They don't always give you notice of events.*
- *Improve the website and post more information on Facebook.*
- *Keep you up to date on upgrades to properties.*
- *Unless I'm totally aware of everything that's happening, but I don't know if I am, there's a lack of information on rent and meetings.*
- *Let us know what's happening - provide updates or acknowledgments after reporting repairs.*
- *Have meeting in the evening.*
- *Advertising it on shop windows, round the poles.*
- *Letters to door.*
- *Tell us what they want us to hear and not what we need to hear.*

5. PARTICIPATION

5.1 Awareness of tenant participation opportunities (Q10)

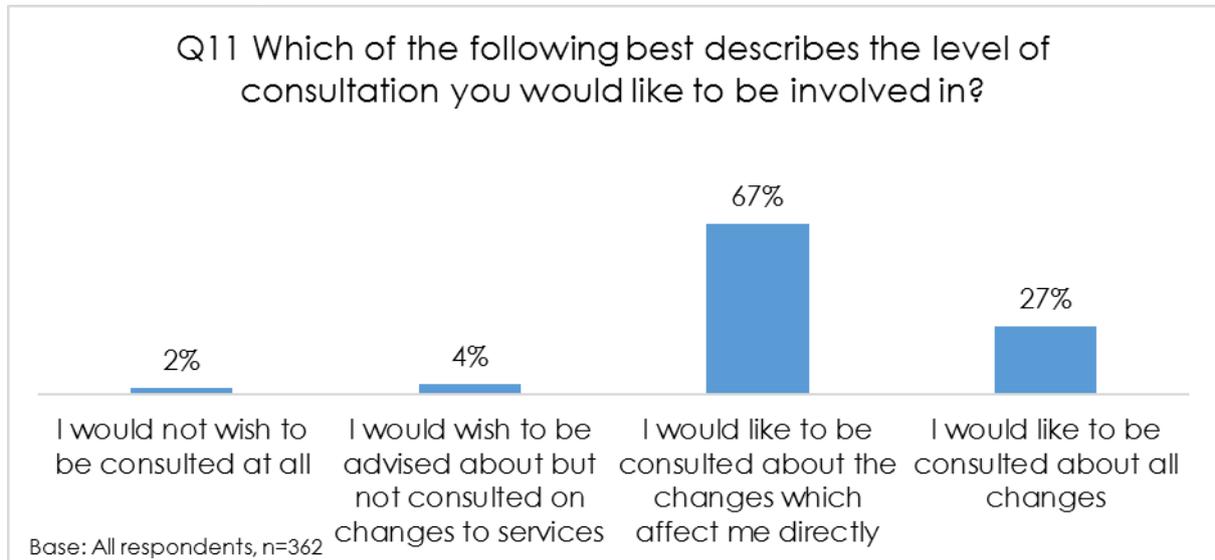
After the last two surveys held by North View, the Association held residents' focus groups to obtain more in depth information on the feedback from the surveys. 40% of tenants were aware of this.

In spring last year, the Association held a series of small scale meetings for tenants and owners to discuss problems in each area. 40% were aware of this and 24% of all tenants stated they would be interested in attending should the Association run these meetings again in the future.



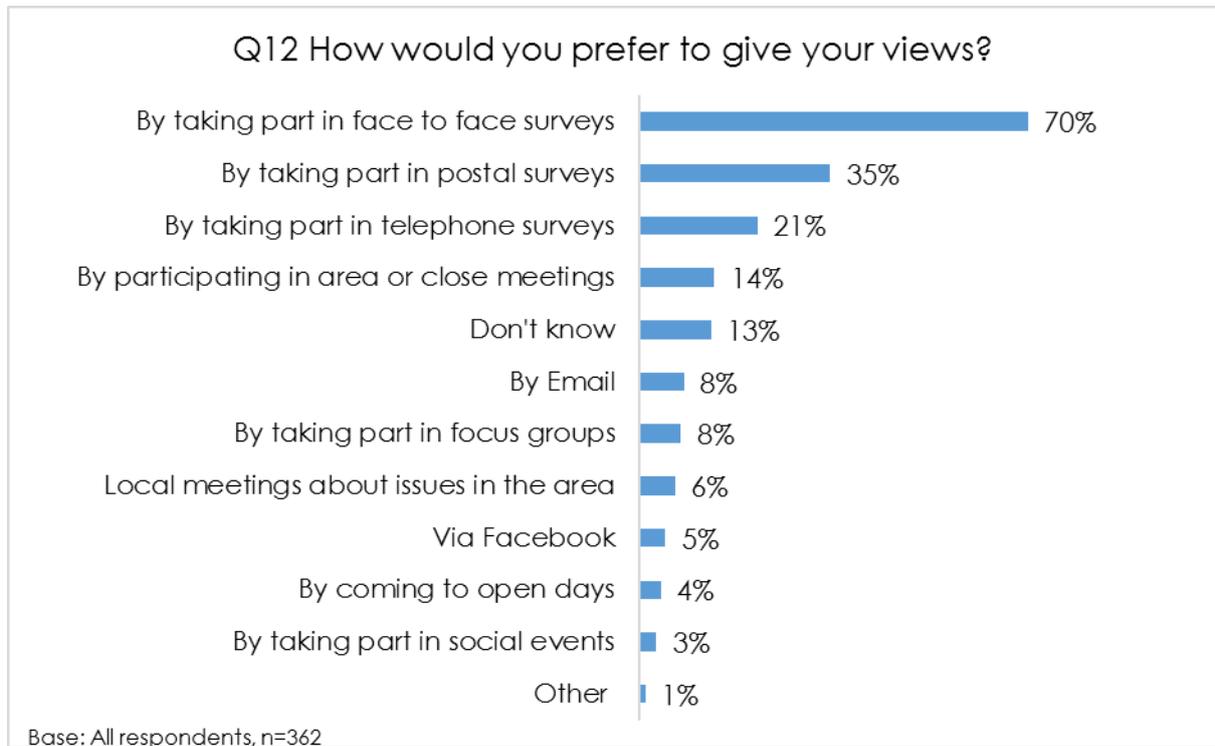
5.2 Preferred level of consultation (Q11)

When asked about their preferred level of consultation, the vast majority of tenants (67%) stated they would like to be consulted about the changes which affect them directly. On the other hand only 2% of tenants stated they would not wish to be consulted at all by North View.



5.3 Preferred method of giving views (Q12)

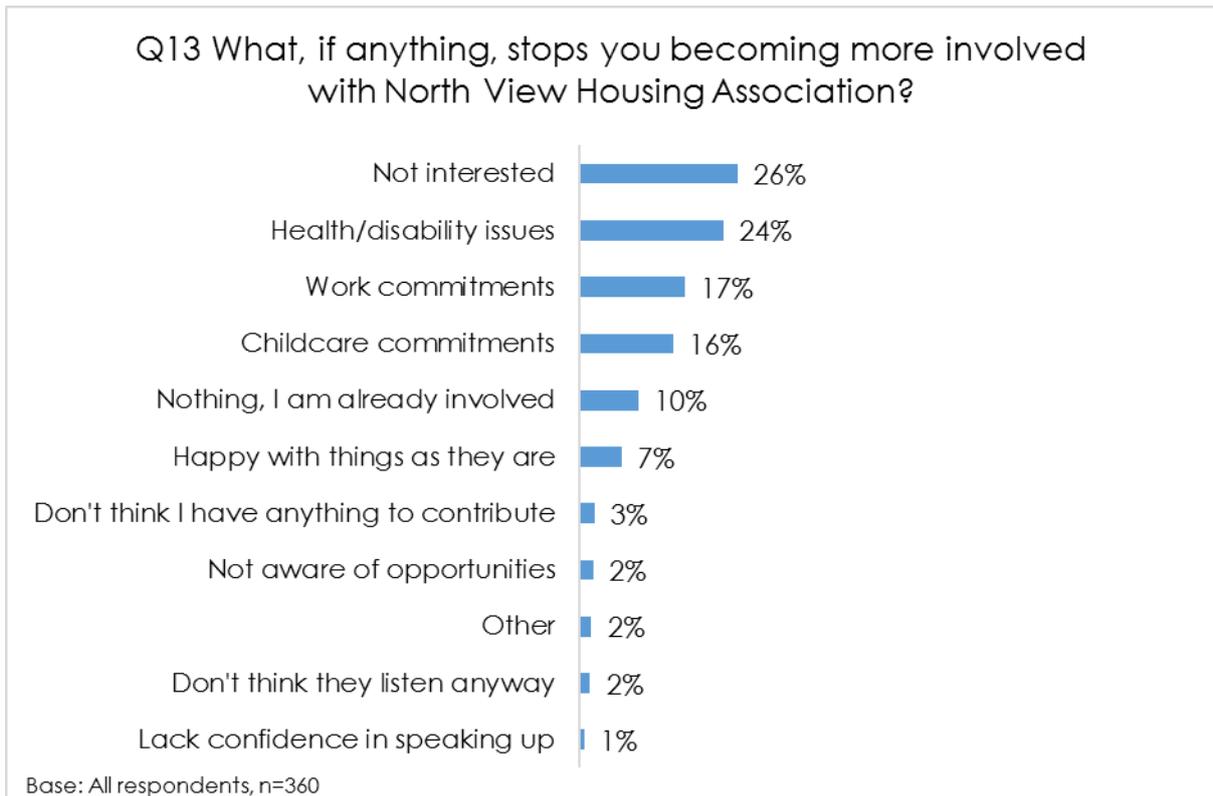
The majority of respondents stated they would prefer to provide their views by taking part in surveys with 70% saying they would prefer to give their views by taking part in face to face surveys, 35% would prefer to give their views in postal surveys and 21% in telephone surveys.



5.4 Barriers to participation (Q13)

Respondents were then asked if there was anything that stops them becoming more involved in North View Housing Association. The main responses given were:

- Not interested (26%)
- Health/ disability issues (24%)
- Work commitments (17%)
- Childcare commitments (16%).



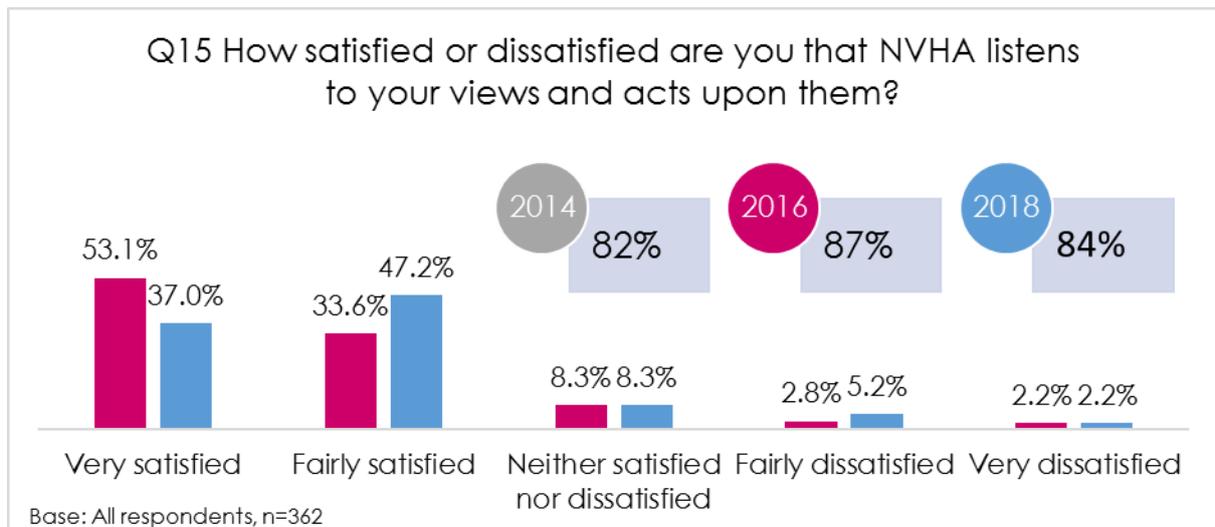
5.5 Interest in becoming a Committee member/ being on the consultation register (Q14)

10 individuals stated they or someone in their household would potentially be interested in becoming a Committee member and 63 individuals stated that if North View ran residents focus groups to discuss issues brought up in this survey they would be willing to attend.

5.6 Listening to views and acting upon them (Q15/16)

Over 8 in 10 respondents (84%) were satisfied that NVHA listens to their views and acts upon them compared to 8% who were neither satisfied nor dissatisfied and 7% who were dissatisfied.

The proportion of tenants very or fairly satisfied that the Association listens and acts upon their views has decreased since the 2016 survey from 87% to 84%, however, remains higher than in 2014 when 82% said they were very or fairly satisfied that the Association listens to their views and acts upon them.



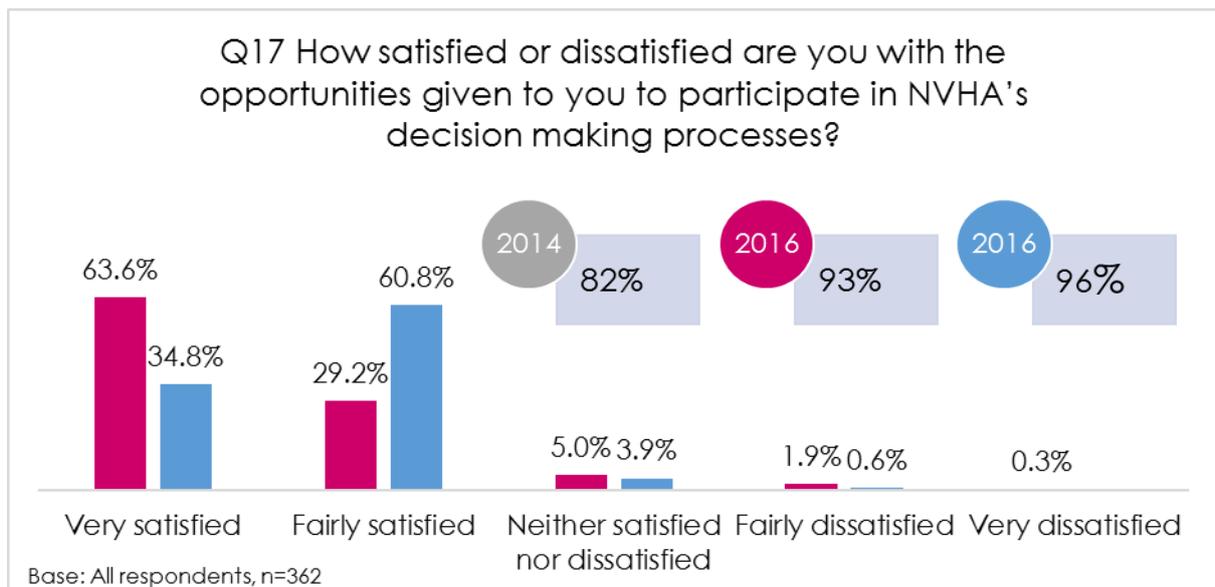
The main reasons given for being satisfied that the Association listens to and acts on tenants' views were where tenants perceived staff members to be helpful (56%) and that the Association provides a quick service (57%) or that they feel their comments are listened to (56%).

On the other hand, the main reasons given where tenants were dissatisfied were where tenants felt the Association does not act upon their comments and where they felt they were too slow to act (12%) or don't act on their comments (7%).

5.7 Satisfaction with participation opportunities (Q17)

96% of respondents were either very or fairly satisfied with the opportunities provided to tenants to participate in the Association's decision making process, compared to 4% who were neither satisfied nor dissatisfied and 1% who were dissatisfied.

Compared to previous surveys, satisfaction with the opportunities to participate in North View's decision making processes has increased, rising from 82% in 2014 to 93% in 2016 and again to 96% in 2018.



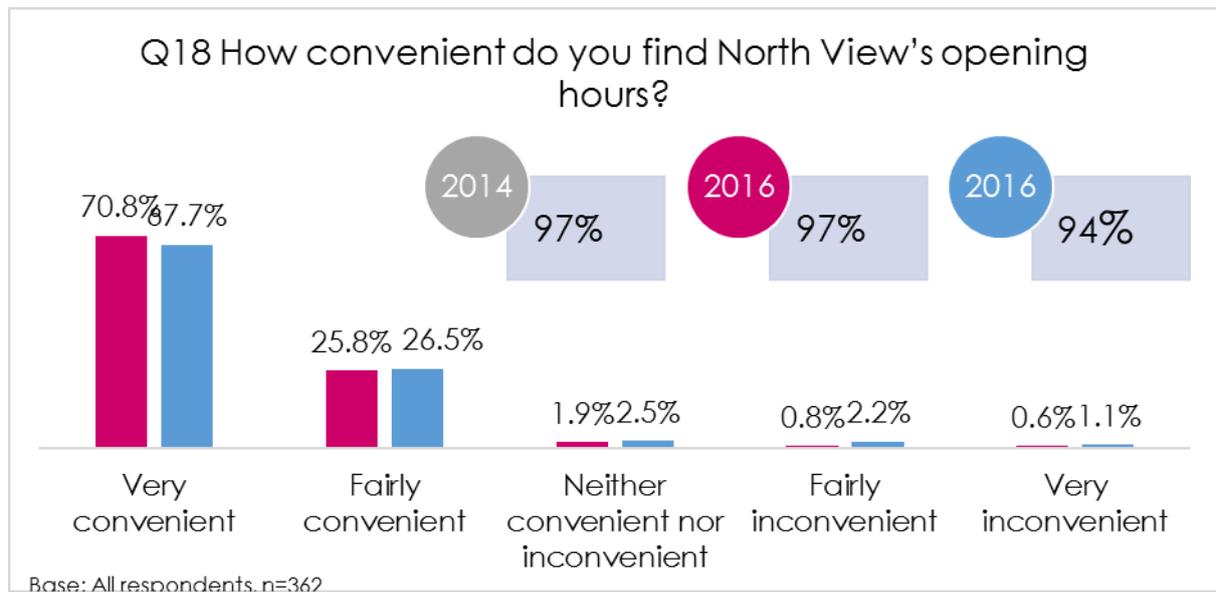
The few tenants who were not satisfied with the opportunities to participate were asked how North View could improve the opportunities provided for them to participate. Suggestions made were:

- They can't improve - they don't listen to tenants.
- I think making it more relaxed, make it more interesting to all ages then all would become more involved.
- Lack of information on rent charges and meetings etc.
- Take time out to get to know tenants, listen to tenant's views and let us know what meetings are going on in my area.
- Would like meetings at night.
- Wouldn't make any difference.

6. CONTACT WITH THE ASSOCIATION

6.1 Convenience of North View's opening hours (Q18)

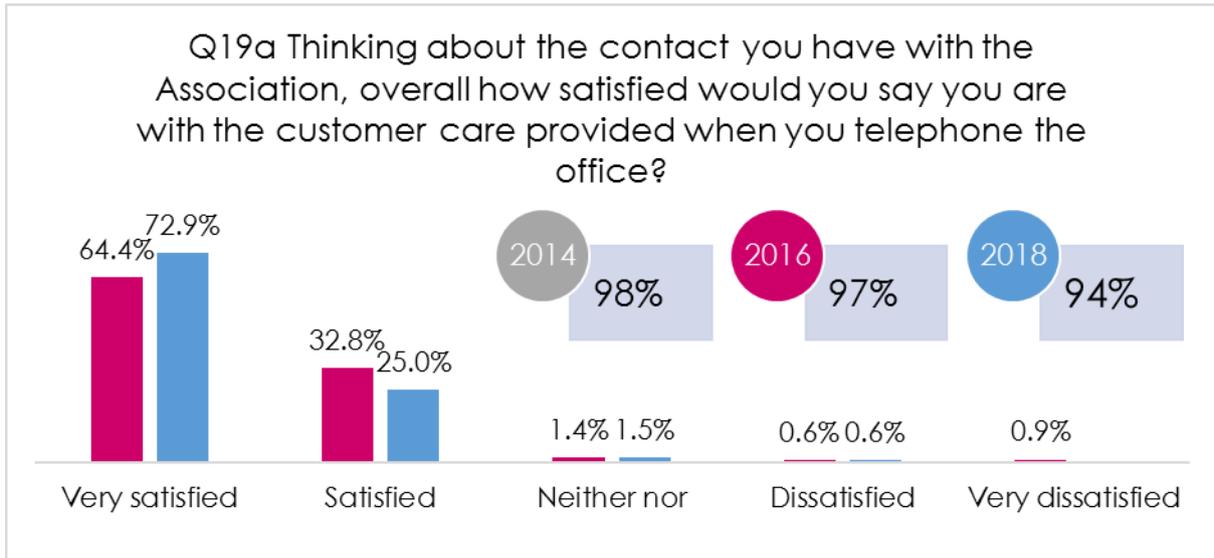
The majority of respondents (94%) were of the opinion that the Association's opening hours were very or fairly convenient. This is a marginal decrease from 97% in 2014 and 2016. Analysis shows that respondents who are in full time employment were more likely to state that North View's opening hours were inconvenient (7%) than other tenants.



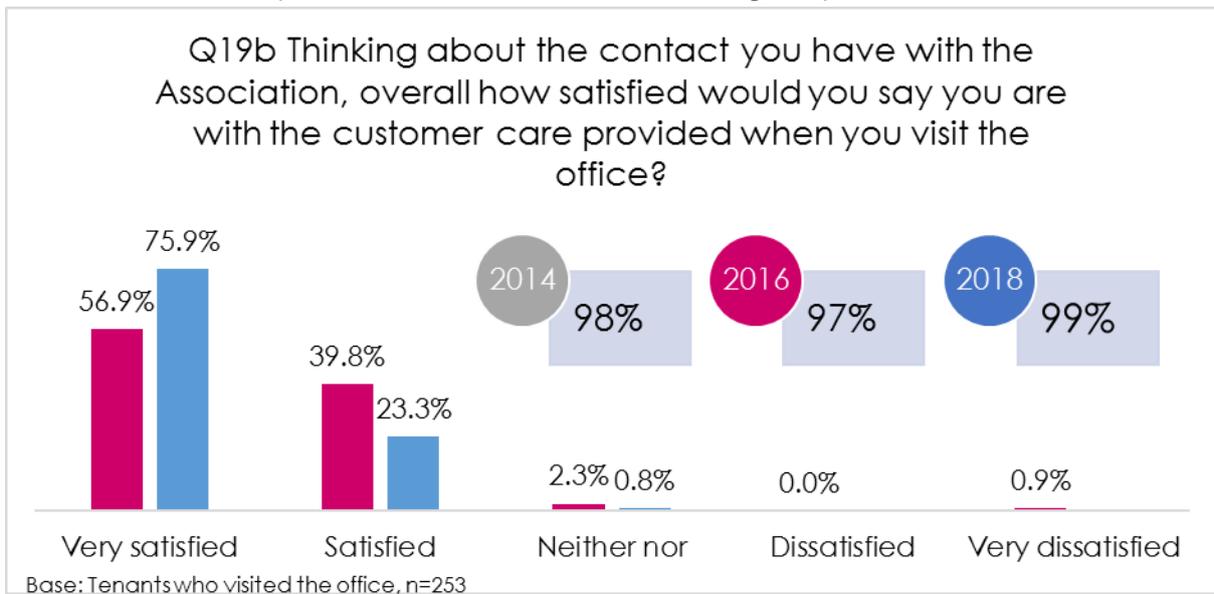
6.2 Satisfaction with customer care (Q19)

When asked to think about the contact that they have with the Association, tenants were satisfied with the overall customer care provided both when they telephone the office and when they visit the office in person.

As shown below, satisfaction with customer care is high with 94% satisfied with the customer care provided when they telephone the office. This has decreased marginally from 97% in 2016.

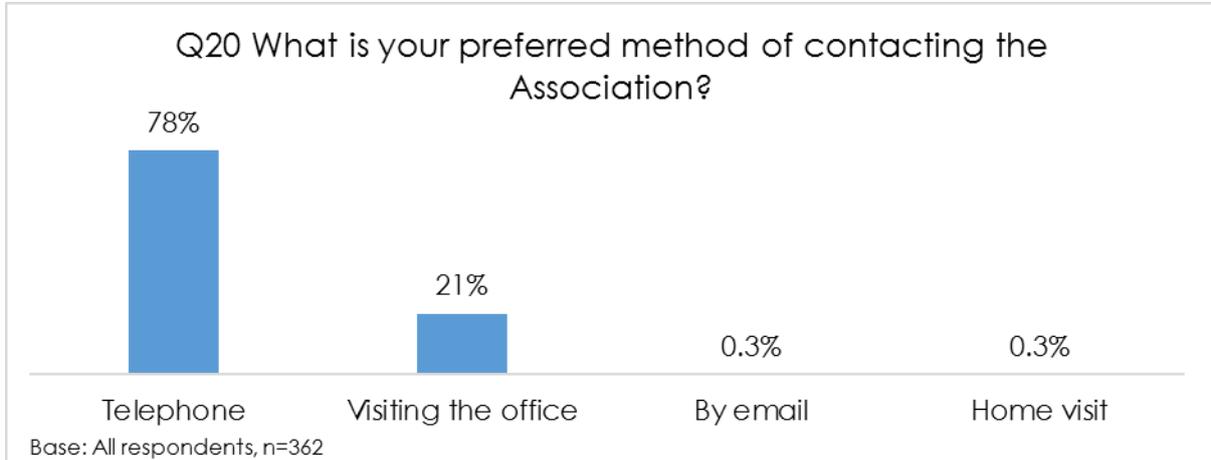


In terms of visiting the office, 99% of respondents stated that they were satisfied with the customer care provided. This has increased marginally from 97% in 2016.



6.3 Preferred method of contact (Q20)

The majority of tenants (78%) stated that they prefer to telephone the Association to make contact. Just over one in five respondents (21%) said they prefer to visit the office.



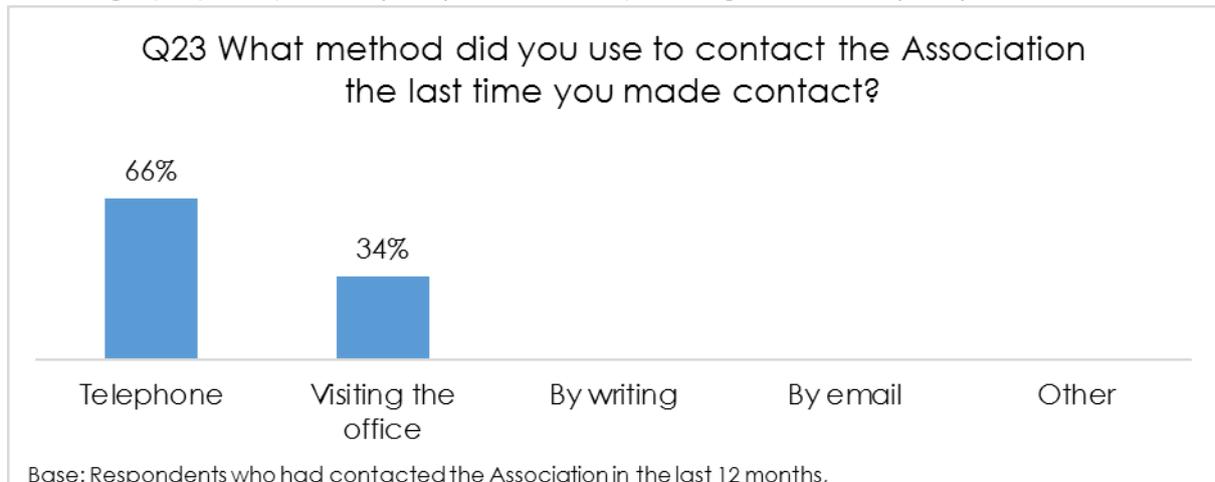
6.4 Contact with the Association (Q21 to Q23)

Just over one quarter of respondents (26%) said that they had contacted the Association in the last 12 months other than to report a repair.

The main reasons for contact are shown in the chart below with 21% contacting about a payment or to make an enquiry about payments and 16% about Welfare Rights. Other reasons varied and included mobility ramps, applying for a house, keys, permission for a dog, gardens, animals nesting in the loft and uplifts.



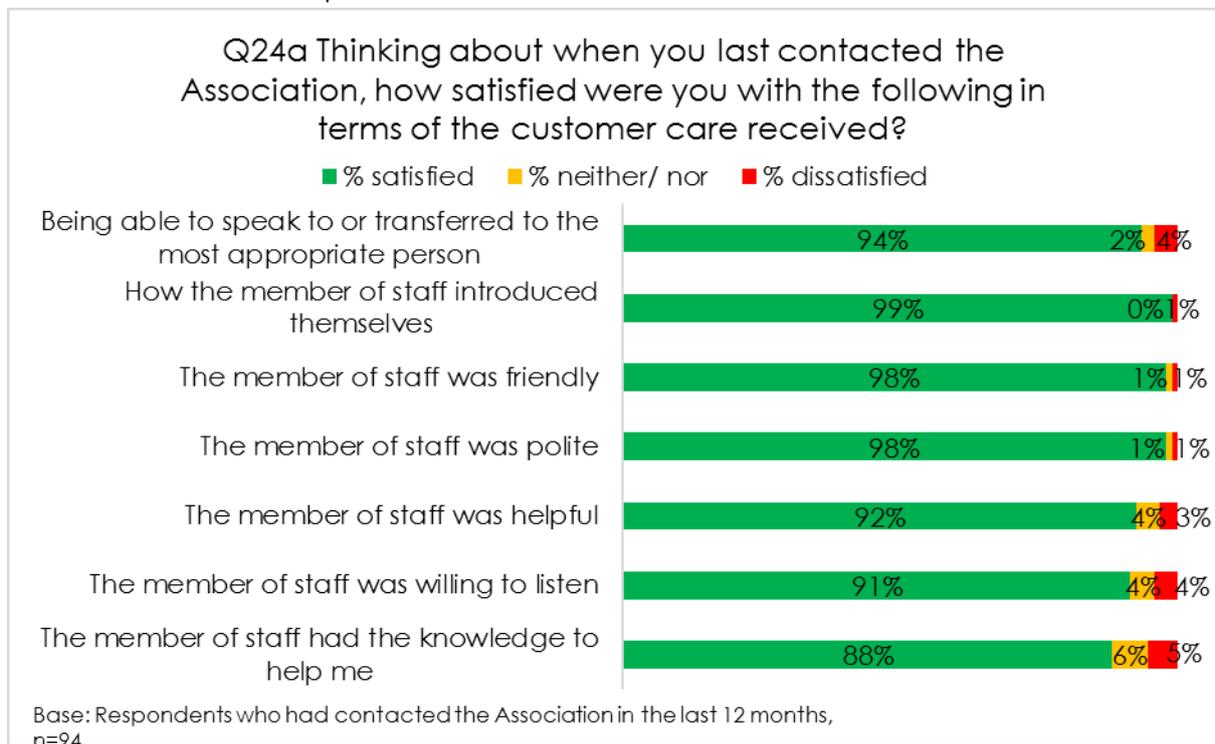
The method used to contact the Association the last time the tenant made contact was largely by telephone (66%), followed by visiting the office (34%).



6.5 Satisfaction with the customer care received (Q24a)

Respondents who had contacted the Association in the last 12 months were asked how satisfied or dissatisfied they were with the customer care received. Satisfaction was highest in terms of the member of staff was friendly (98%), the member of staff was polite (98%) and how the member of staff introduced themselves (99%).

On the other hand satisfaction was lower with regards to the member of staff having the knowledge to help (88%). This was largely noted with respect to the range of 'other' reasons for enquiries.



Comparison to satisfaction with customer care in 2016 shows a general positive change with respect to customer care, with satisfaction with all but one aspect of customer care increasing in satisfaction

Satisfaction with customer care on the last occasion (2016 - 2018)			
	2016	2016	+/-
Base	62-65	93	
Being able to speak to or transferred to the most appropriate person	90%	94%	4%
How the member of staff introduced themselves	95%	99%	4%
The member of staff was friendly	97%	98%	1%
The member of staff was polite	95%	98%	3%
The member of staff was helpful	88%	92%	4%
The member of staff was willing to listen	88%	91%	3%
The member of staff had the knowledge to help me	89%	88%	-1%

6.6 Satisfaction with information and advice given (Q24b)

Moving on to the information and advice provided, satisfaction was highest in terms of being given information which was easy to understand (93%). Satisfaction was lower with respect to 'the Association did what they said they would' (78%) and the outcome of the enquiry (78%).



Whilst the numbers are small so analysis is not statistically robust, dissatisfaction was greater with regard to the outcome when the query related to complaints, discussing planned improvements to the home and 'other' enquiries.

Compared to 2016, satisfaction with the information and advice given has increased for all but being kept up to date with progress.

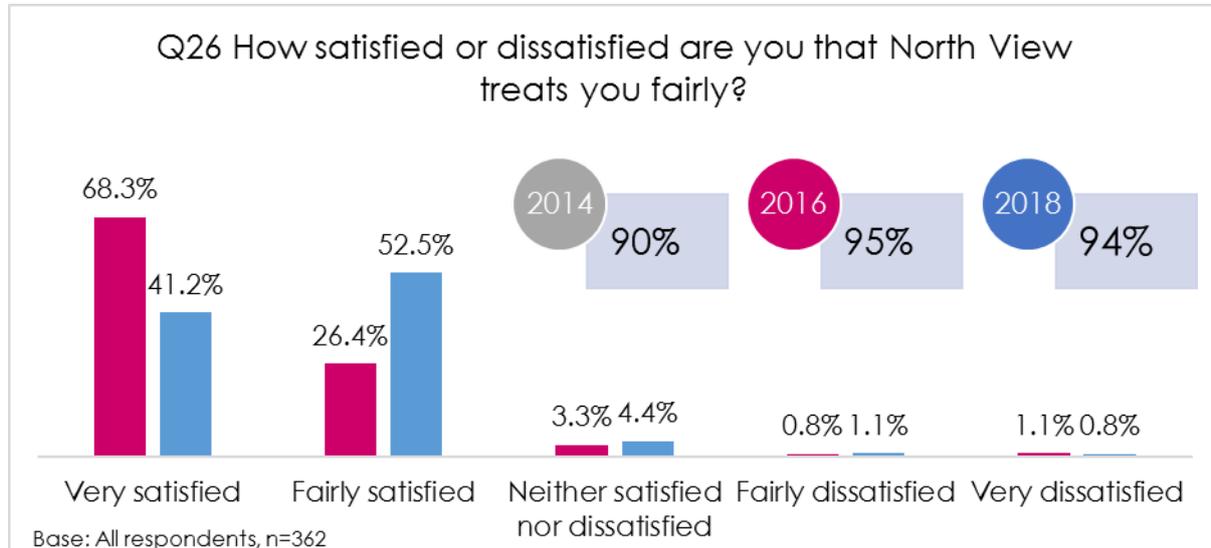
Satisfaction with information and advice given on the last occasion (2016-2018)			
	2016	2018	+/-
Base	53-60	93	
I was given/ received accurate information	80%	89%	9%
I was given/ received easy to understand information	92%	93%	1%
I got as much information as I needed	82%	86%	4%
The Association did what they said they would	77%	78%	1%
I was kept up to date with progress	81%	79%	-2%
The outcome of your enquiry	73%	78%	5%

6.7 Awareness of being able to make an appointment with a Housing Officer/ Maintenance officer (Q25)

33% of respondents were aware that they could arrange an appointment to see their Housing Officer or Maintenance officer out with office opening hours. This has decreased from 45% in 2016.

6.8 Treating tenants fairly (Q26)

The majority of respondents (94%) felt that North View treats them fairly, compared to 4% who were neither satisfied nor dissatisfied and 2% who felt dissatisfied that the Association treats them fairly. This has not changed significantly from 95% satisfaction in 2016.



6.9 Awareness of how to make a complaint to the Association (Q29)

If tenants were unhappy about any aspect of the service North View provides, 85% would know how to make a complaint to the Association. This has not changed significantly since 2016 when 86% of tenants said they would know how to make a complaint.

7. SERVICES PROVIDED BY NORTH VIEW

7.1 Priorities for landlord activities/ services (Q28)

Tenants were asked to rate their top three priorities with regards to various landlord activities and services. This showed that tenants top priorities were:

1. Providing an effective repairs service (94%)
2. Modernising tenants homes to keep them a reasonable standard (82%)
3. Telling residents more about what you are doing (40%)
4. Keeping rents and charges affordable (35%).

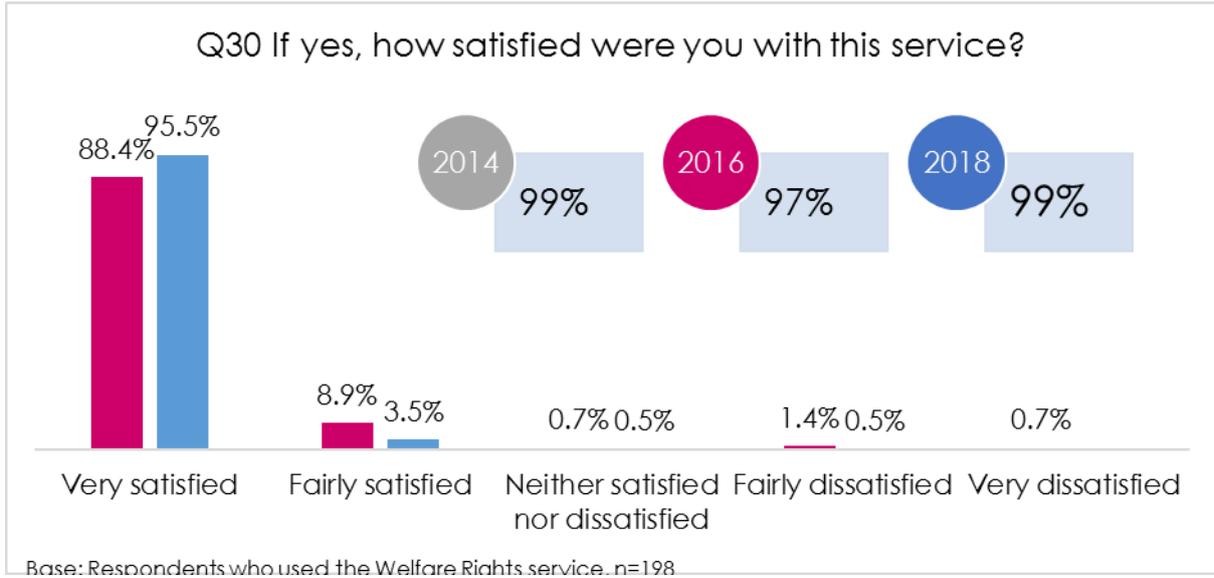
The top two priorities have been consistent since 2014. However, keeping rents and charges affordable was the third top priority in 2014 and 2016.

Q30 Which of the following landlord activities and services are most important to you. Please choose your top priority, 2nd top priority and 3rd top priority?				
	Top	Second	Third	Overall
Providing an effective repairs service	45%	29%	20%	94%
Modernising tenants homes to keep them a reasonable standard	23%	42%	17%	82%
Telling residents more about what we are doing	7%	8%	25%	40%
Keeping rents and charges affordable	16%	8%	11%	35%
Welfare rights service	2%	7%	6%	14%
Providing support for vulnerable tenants e.g. aids and adaptations or grass cutting for those who cannot do this for themselves	3%	3%	7%	13%
Doing more to deal with neighbourhood issues (e.g. ASB, vandalism)	3%	2%	8%	12%
Organising social events/trips for residents	1%	1%	4%	5%
Dealing with people who don't pay their rent or factoring charge	0%	-	3%	3%
Encouraging more residents to take an active part in its decisions	-	1%	1%	2%

7.2 Welfare Rights service (Q29 to 31)

Just over half of respondents (55%) had used North View's Welfare Rights Service. This has increased from 41% in 2016.

The vast majority were very satisfied (96%) with the service received and 99% overall were satisfied. Satisfaction with the Welfare Rights Service has remained consistently high over the years.



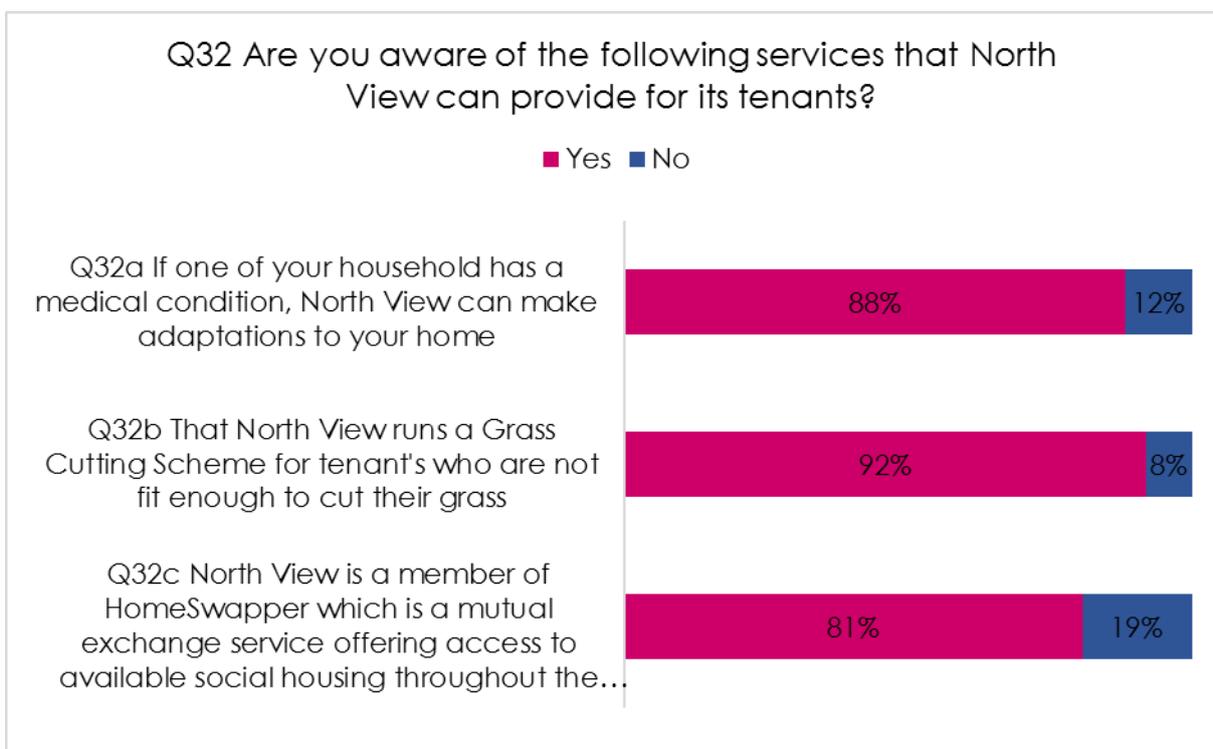
All but one respondent who had used the service said that they would use the service again.

7.3 Awareness of tenant services provided by NVHA (Q32)

When asked about awareness of additional services that North View provides for tenants:

- 88% were aware that the Association can make adaptations to tenants homes
- 92% were aware of the Grass Cutting Scheme
- 81% were aware of the HomeSwapper mutual exchange service.

Awareness of adaptations and grass cutting has stayed consistent with the 2016 survey and awareness of HomeSwapper has increased from 51% awareness in 2016.

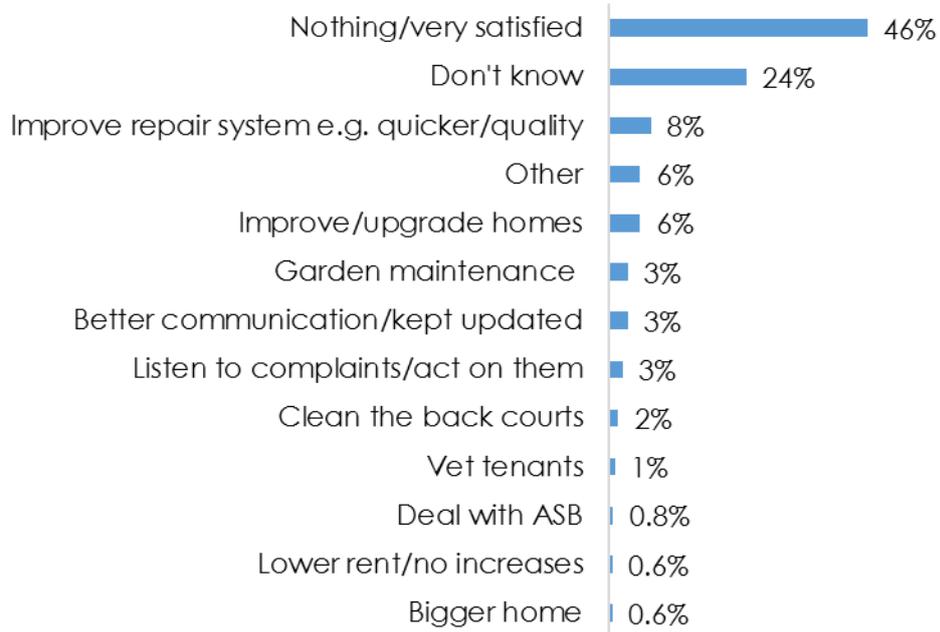


7.4 Improving North View's Services (Q34)

All respondents were asked an open question 'If there was one thing that North View could do to improve, what would it be?' Tenants could answer freely in their own words. To allow analysis of the responses given, the answers have been grouped thematically. Positively, the greatest proportion of tenants stated that there was 'nothing' they could think of or that they were very satisfied (46%). Additionally, 24% said that they didn't know what north View could do to improve. The most common themes where suggestions were made were:

- Improve the repair system (8%)
- Improve/ upgrade homes (6%).

Q34 If there was one thing that North View could do to improve, what would it be?



Base: All respondents, n=362

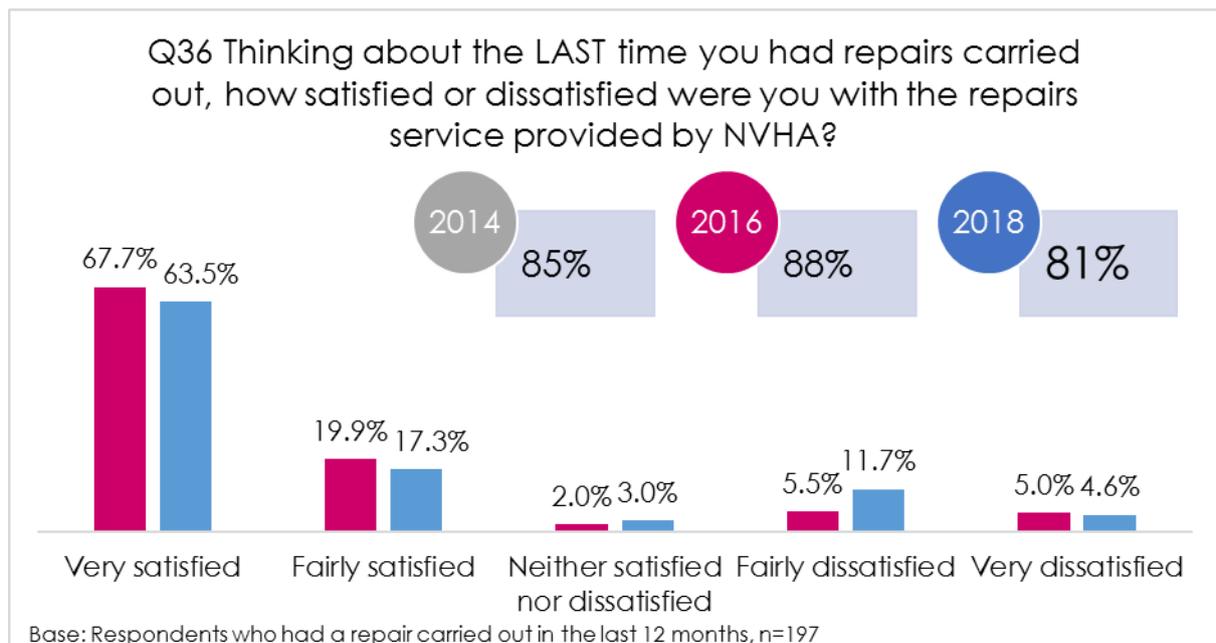
8. REPAIRS SERVICE

8.1 Satisfaction with last repair (Q35/Q36)

Just over half of respondents (54%) said that they have had repairs carried out in their property in the last 12 months.

Those who had a repair carried out in the last 12 months were asked how satisfied or dissatisfied they were with the last repair they had carried out. Just over eight in ten respondents (81%) said that they were either very or fairly satisfied with the last repair compared to 16% who were dissatisfied.

Satisfaction with the last repair has decreased from 88% in 2016 of those who have had a repair carried out stating that they were either very or fairly satisfied and 85% in 2014. Moreover, comparison to the 2016 level of dissatisfaction shows increasing dissatisfaction with the last repair carried out.



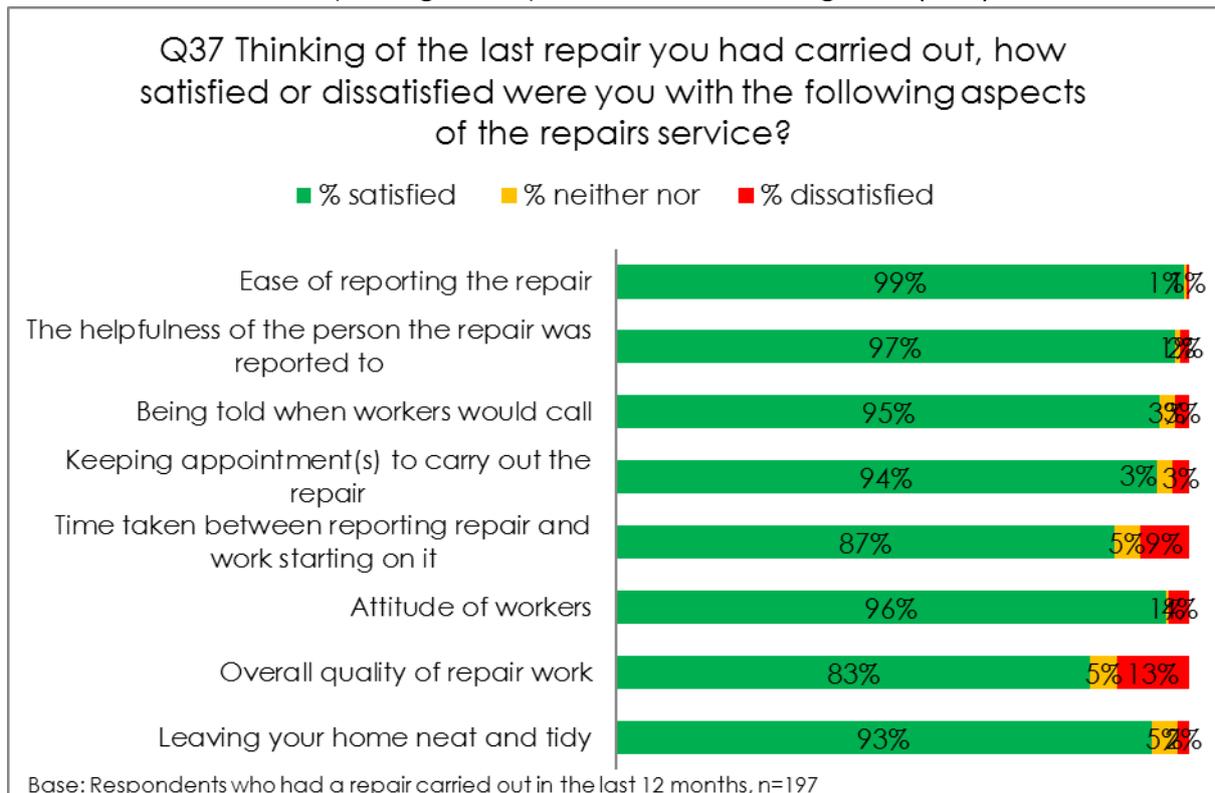
Those who were not satisfied with the last repair were asked to explain why. The most common reasons given related to:

- Poor quality of workmanship (55%)
- Length of time taken to do the repair (37%)
- Issue / problem ongoing (11%)
- Tradesperson left a mess (5%).

8.2 Satisfaction with various aspects of the repairs service (Q37)

Tenants who had a repair carried out were asked how satisfied or dissatisfied they were with various aspects of the repairs service they received. As can be seen below, satisfaction was highest regarding the ease of reporting the repair (99%), the helpfulness of the person the repair was reported to (97%) and the attitude of workers (96%), leaving your home neat and tidy (98%).

Satisfaction was lower with regard to the overall quality of repair work (83%) and the time taken between reporting the repair and work starting on it (87%).



Compared to the previous survey carried out in 2016, satisfaction with aspects of the repairs service has increased or remained consistent or increased marginally with respect to the front end reporting and organisation of the repair. However, satisfaction has fallen in particular with respect to the overall quality of repair work, where satisfaction has fallen by 10% points.

Satisfaction with aspects of repairs service (2016 - 2018)			
	2016	2018	+/-
Base	201	197	
Ease of reporting the repair	99%	99%	0%
The helpfulness of the person the repair was reported to	98%	97%	-1%
Being told when workers would call	92%	95%	3%
Keeping appointment(s) to carry out the repair	92%	94%	2%
Time taken between reporting repair and work starting on it	88%	87%	-1%
Attitude of workers	99%	96%	-3%
Overall quality of repair work	93%	83%	-10%
Leaving your home neat and tidy	98%	93%	-5%

8.3 Repairs reporting method (Q38 – Q39)

The vast majority of respondents said they usually report their repairs to North View by telephone (76%) and 23% of respondents said they usually report their repairs by visiting the office. Just one respondent said they report repairs in writing and one by email.

Just over half of respondents (52%) said that they would use a service where they could report repairs by texting. Interest in this was greatest for those aged under 35 where 79% of this age group said they would use, falling to 55% of those aged 35 to 64 and 24% of those aged 65 and over.

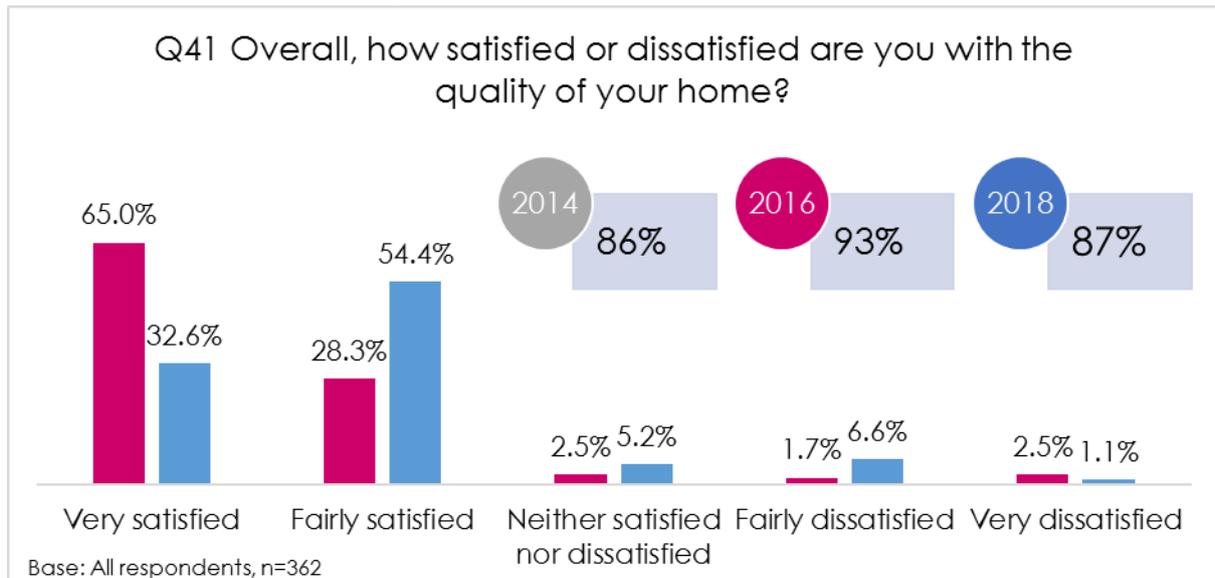
8.4 Repairs arrangements (Q40)

97% said that the current arrangement for am or pm appointment suits them. Just 12 said that it did not. Their preference was largely for an actual time of appointment.

8.5 Satisfaction with the quality of the home (Q41)

Just under 9 in 10 respondents (87%) were very or fairly satisfied with the quality of their home compared to 5% who said they were neither satisfied nor dissatisfied and 8% who were very or fairly dissatisfied.

The proportion of respondents satisfied with the quality of their home has decreased since the 2016 survey, decreasing from 93% in 2016 to 87% in 2018. This is more in line with the 86% satisfaction reported in 2014.



Those who were not satisfied with the quality of the home were asked to explain what could be done to improve this. The most common reasons were:

- Improve/ upgrade the house e.g. kitchen, windows (75%)
- Need a larger house (13%)
- Problem with dampness (9%)
- Issue with draughts (6%)
- Lack of soundproofing (2%)

Analysis by area code shows that dissatisfaction is significantly higher in the following areas: BTC (20% dissatisfied), 2NB (18% dissatisfied), 1RH (25% dissatisfied) and CTC (18% dissatisfied).

8.6 Planned maintenance programme priorities (Q42)

Tenants were then asked their top three priorities for the planned maintenance of their home. The top priorities for tenants were window replacement (35%), followed by boiler/ heating upgrade (24%) and bathroom upgrades/ replacement (24%).

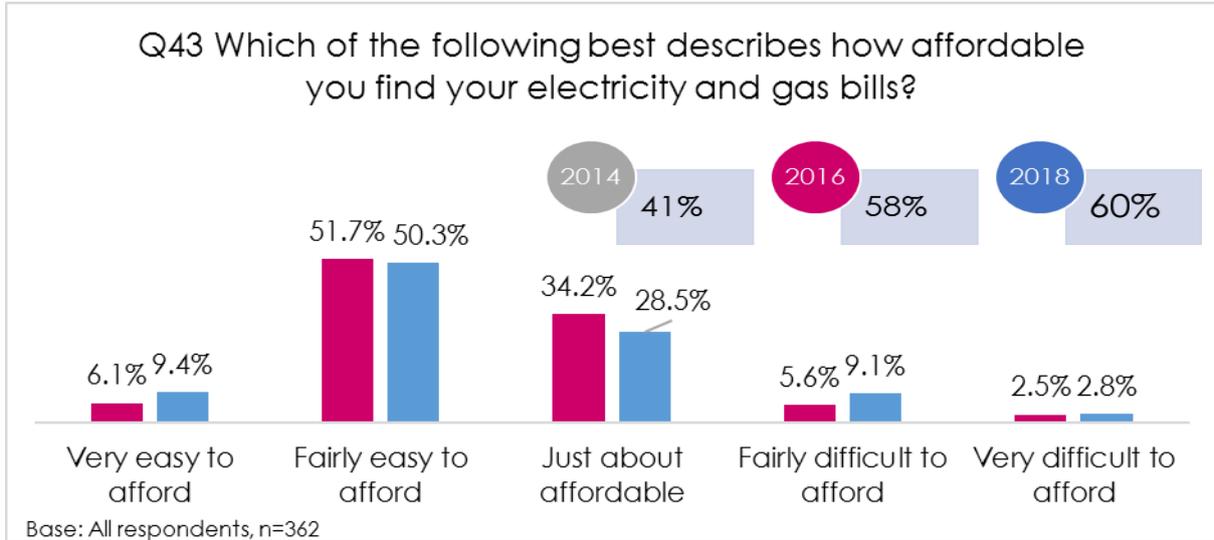
Q42 North View has a planned maintenance programme in place. What do you regard as being the 3 key priorities for maintenance in your home?				
	Top	2nd Priority	3rd Priority	Overall
Window replacement	25%	6%	4%	35%
New boiler/upgrade of electric heating system	13%	8%	3%	24%
Bathroom upgrade/replacement	11%	8%	6%	24%
New external doors	6%	8%	2%	15%
Other	4%	4%	3%	11%
Upkeep of railings/fences	4%	3%	2%	9%
Kitchen	3%	4%	1%	8%
Internal doors	3%	2%	1%	6%
Painting closes	2%	2%	1%	5%
No improvements needed	29%			29%

Analysis for the areas where dissatisfaction with housing quality was higher showed the following priorities:

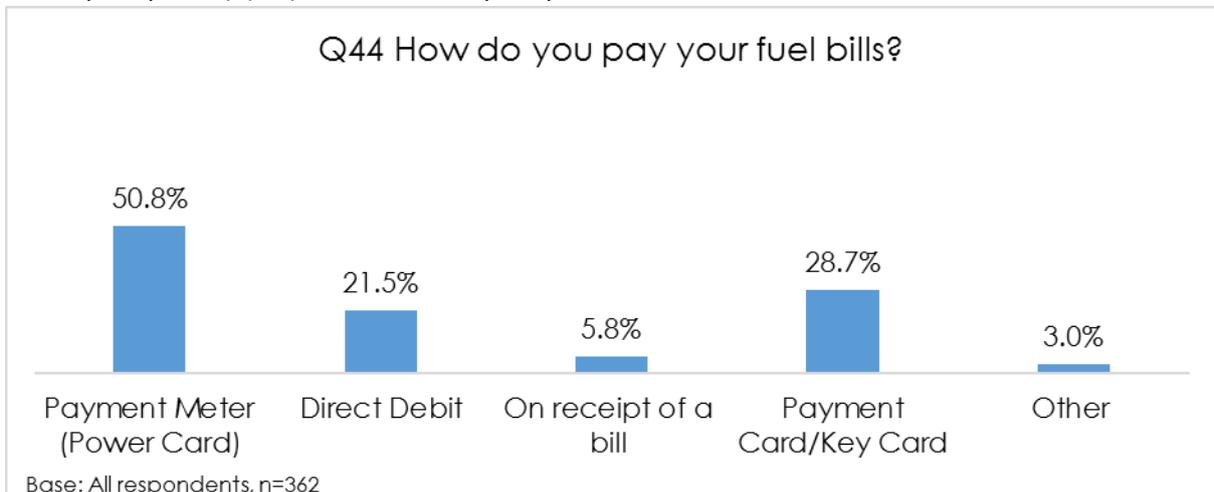
- BTC: 16% boiler/ heating, 12% window replacement, 10% external doors
- 2NB: 64% window replacement
- 1RH: 42% window replacement
- CTC: 61% window replacement.

8.7 Gas and electricity bills (Q44-49)

6 in 10 tenants (60%) said that their gas and electricity bills were very or fairly easy to afford, compared to 29% who said they were just about affordable and 12% who said their bills were very or fairly difficult to afford. Compared to the previous survey, the proportion of respondents who were of the opinion that their fuel bills were very or fairly easy to afford has increased marginally, rising from 58% to 60%.



The most common ways of paying for fuel bills were either by payment card or key card (29%) or by payment meter (51%).



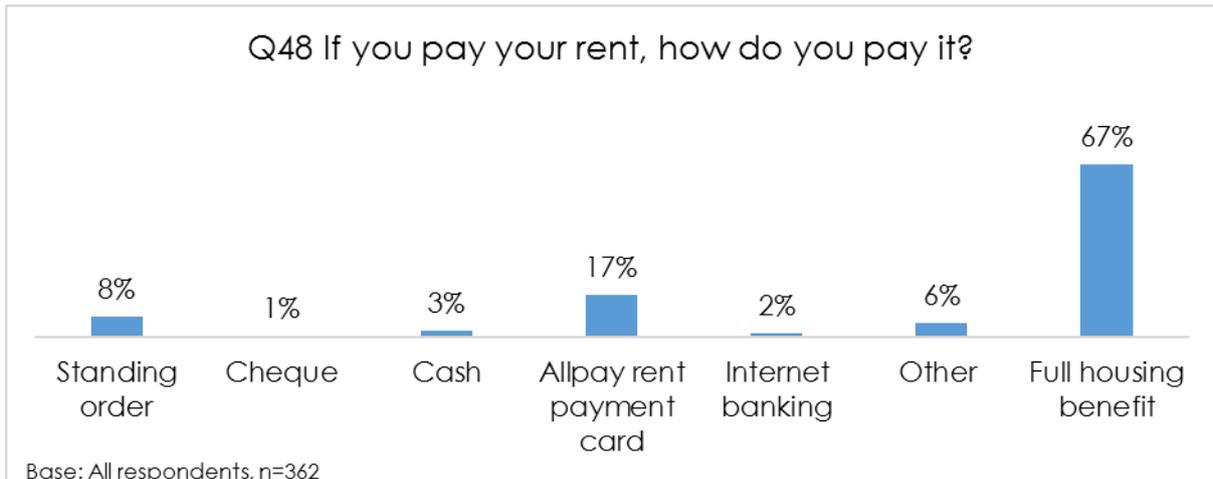
7% of respondents (amounting to 24 individuals) said they would like North View to arrange for someone to give them advice on getting the best deal from energy suppliers.

88% of respondents said that they are confident they know how to work their central heating system in the most economical way. 16 respondents said they would like North View to get someone along to their home to show them how to work their system economically.

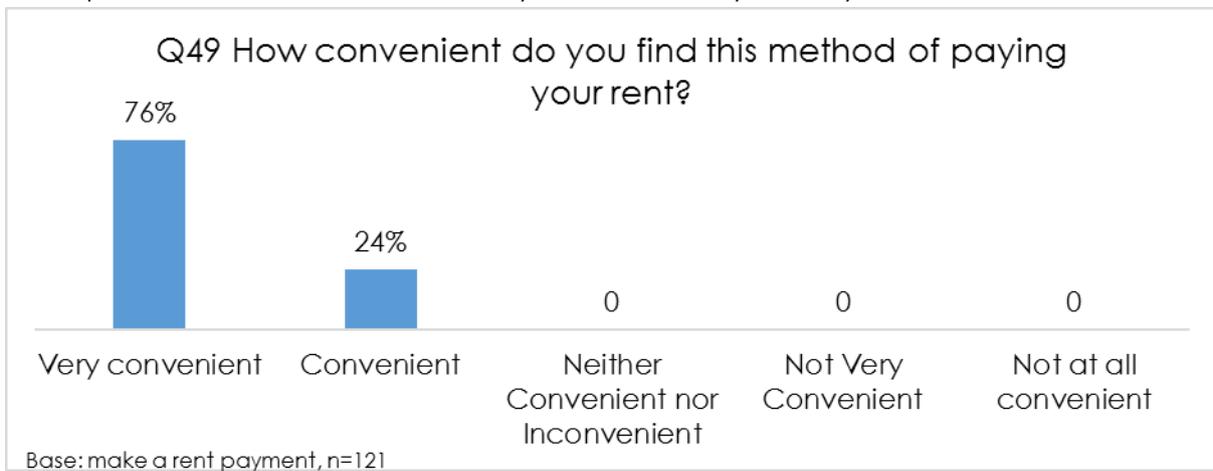
9. RENT

9.1 Rent payment methods (Q48/ Q49/ Q52)

Tenants who pay rent were then asked what method they use to do so, as shown below just over two thirds of respondents (67%) said they are in receipt of full housing benefit, 17% pay their rent using an Allpay rent payment card and 8% said they paid their rent by standing order.



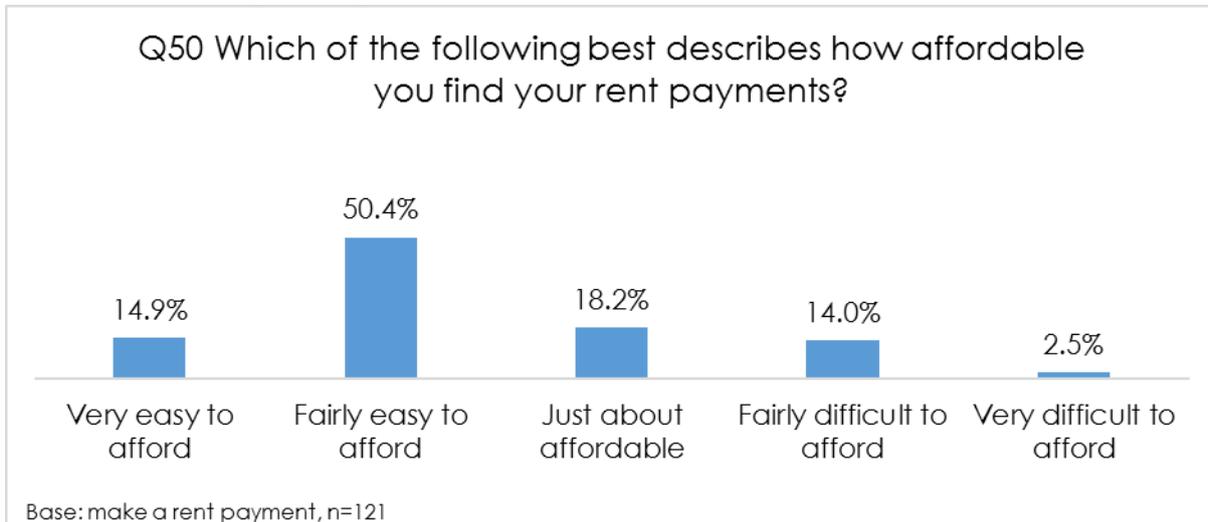
All respondents find the method they use either very or fairly convenient.



Just 3 respondents said that there was another method of paying their rent that they would like North View to introduce. All said direct debit.

9.2 Affordability of rent payments (Q50/ Q51)

Where respondents make a rent payment, they were asked how affordable they find their rent payments. As shown below, just under two thirds of respondents (65%) find their rent very or fairly easy to afford, 18% find it just about affordable and 17% find their rent fairly or very difficult to afford.

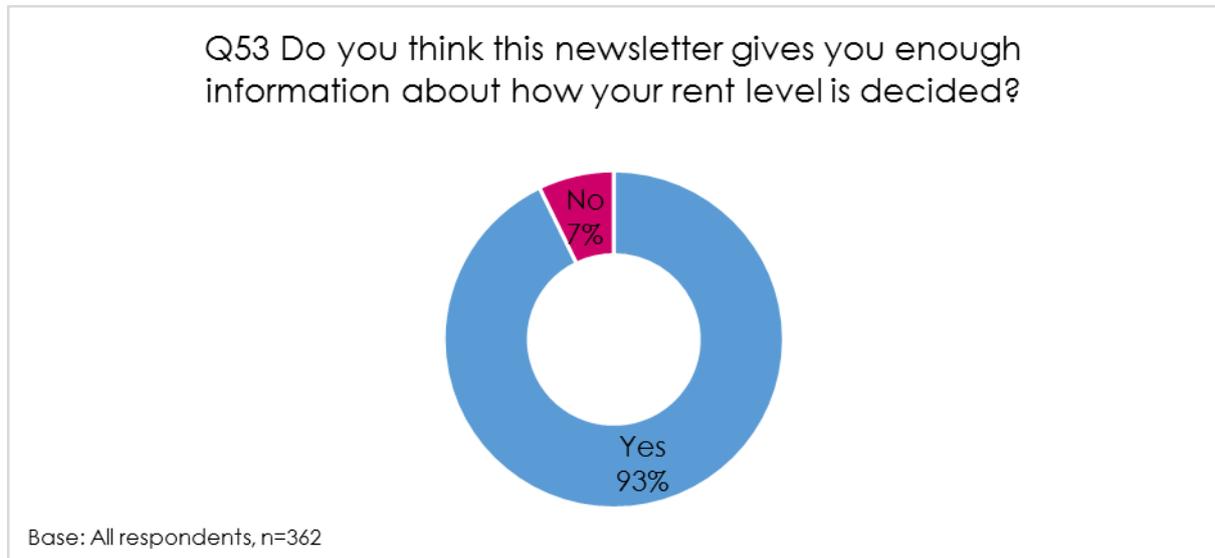


Those that make a rent payment were also asked if they have experienced any financial issues in the last 12 months. The majority (61%) said they had not. Where financial issues had been experienced, these were most likely to be an increase in rent (12%), reduction in working hours (11%) or several bills due at one time (11%).

Q51 Can you tell me if your household has experienced any of these in the last 12 months?		
Base: make a rent payment, n=121	Counts	%
No problems experienced	74	61%
Increase in rent	15	12%
Reduction in working hours	13	11%
Several bills due at the same time	13	11%
Other	12	10%
Other bills/expenses (e.g. Christmas)	11	9%
Loss of overtime	9	7%
Problems with Housing Benefit	8	7%
General financial difficulties	8	7%
Other bills to pay first	5	4%
Change in household circumstances	5	4%
Zero hours contract	4	3%
Illness	4	3%
Under occupancy Charge (Bedroom Tax)	2	2%
Unemployment	2	2%
Problems with Universal Credit	1	1%
Confusion/delays with other Benefits	1	1%

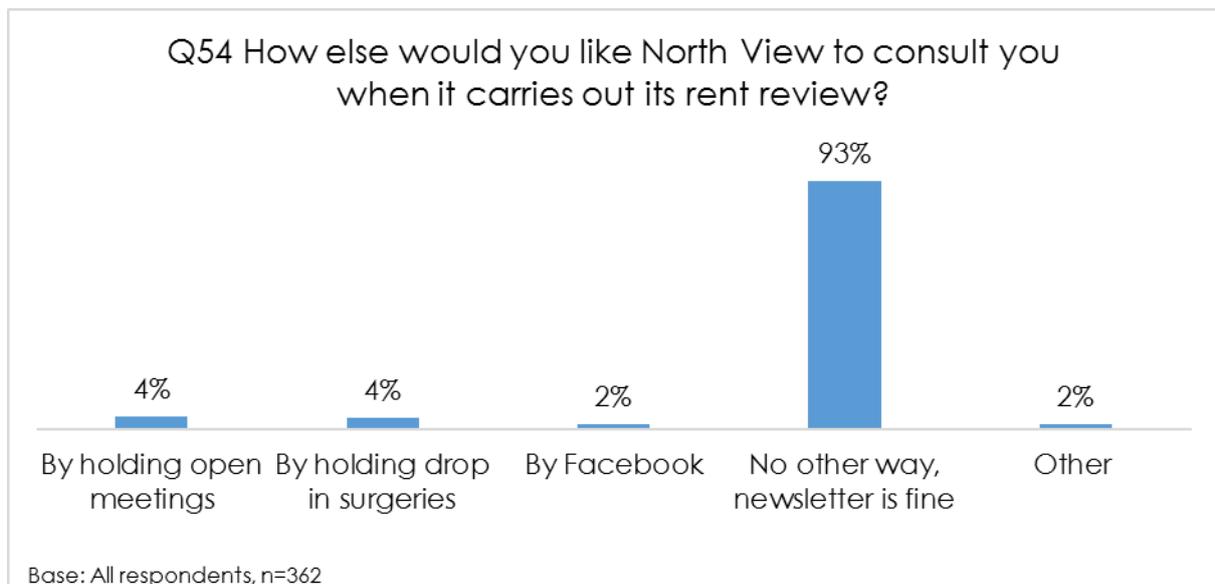
9.3 Rent consultation (Q53/ Q54)

The vast majority of respondents (93%) said they had enough information in the newsletter about how rent levels are decided.



When asked if there were any other methods that they would like North View to use when carrying out their rent review, 93% said that they were happy that the newsletter is fine. 4% suggested holding open meetings or holding drop in surgeries. Just 2% suggested other methods. These were:

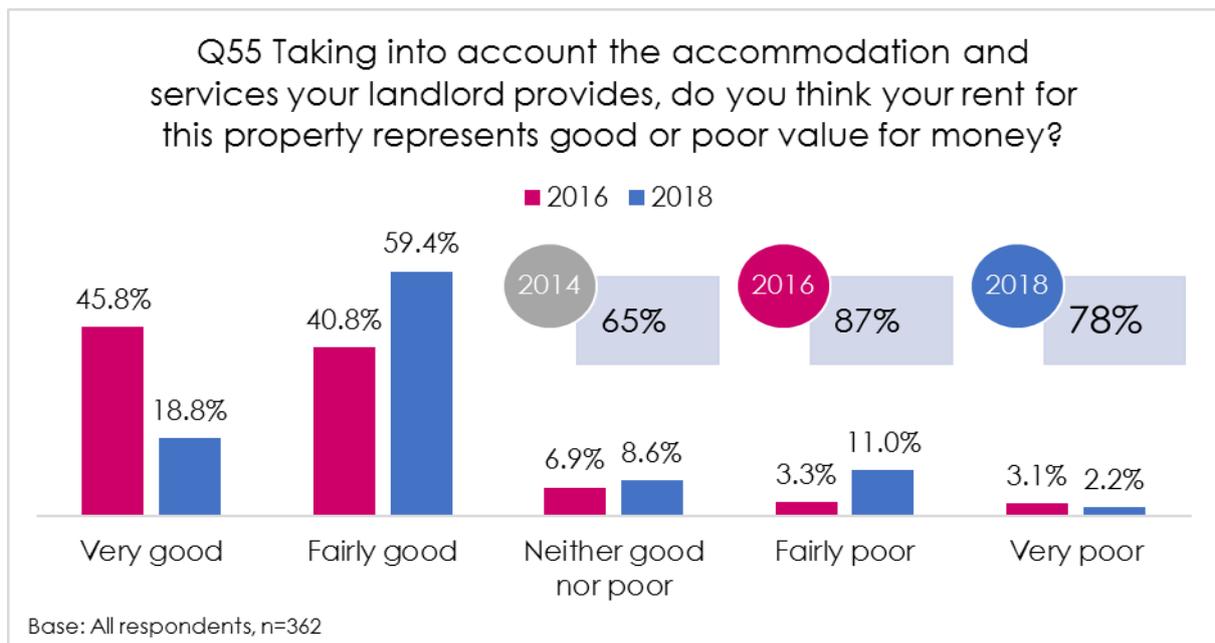
- Letters.
- A separate letter on the rent review.
- By sending a personal letter.
- Flexible meetings for people who work or forms sent out.
- Housing Officer coming out.
- Detailed letters for each area.



9.4 Value for money (Q54)

In terms of value for money, just under 8 in 10 respondents (78%) said their rent represented very or fairly good value for money compared to 9% who said it was neither good value nor poor value and 13% who said their rent was very or fairly poor value for money.

The proportion of respondents who said their rent represented very or fairly good value for money has decreased since the 2016 survey when 87% said they felt their rent was good value for money.



Those who did not feel their rent was good value for money were asked to explain how North View could make it better value for money. This was asked as an open question where respondents could answer in any way they wanted. These have been grouped thematically to allow analysis of these responses. The most common answers were:

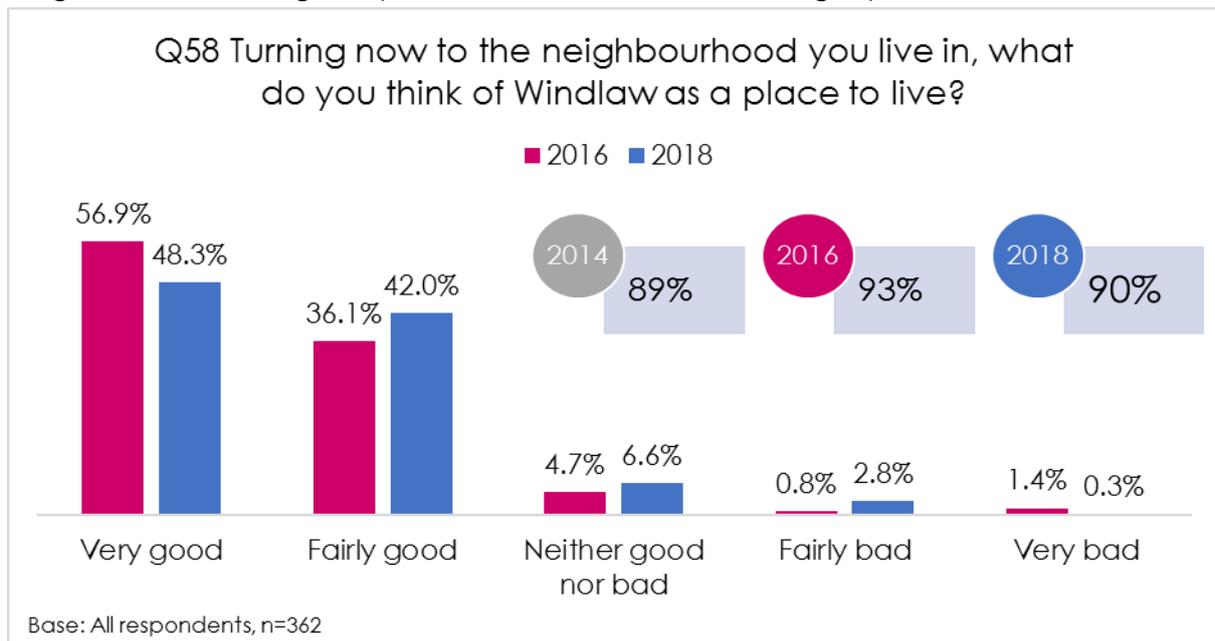
- Rent is too expensive/ keeps increasing (30%)
- Improve/ upgrade the home (23%)
- Expensive for the size of property (13%)
- Don't know how much rent is (10%)
- Improve the repairs service (9%).

10. WINDLAW

10.1 Neighbourhood as a place to live (Q58)

The majority of respondents (90%) said that Windlaw was a very or fairly good place to live, compared to 7% who said the neighbourhood was neither a good place to live nor a bad place and 3% who felt it was a fairly or very bad place to live.

Since the 2016 survey, the proportion of respondents who said that their neighbourhood is a good place to live has decreased slightly from 93% to 90%.

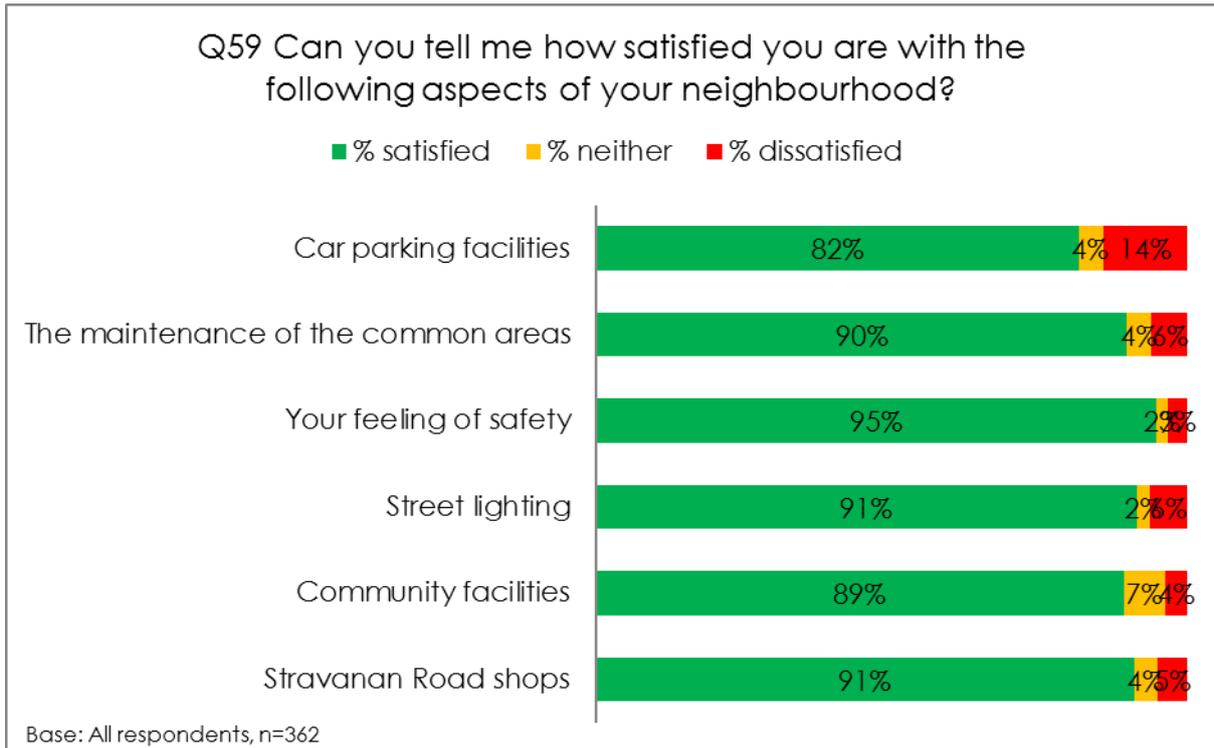


10.2 Satisfaction with various aspects of the neighbourhood (Q59)

Tenants were asked how satisfied or dissatisfied they were with various aspects of their neighbourhood. Satisfaction was highest in terms of:

- feeling of safety (95%),
- street lighting (91%) and
- Stravannan Road shops (91%).

Satisfaction was lower with regard to car parking (82%).



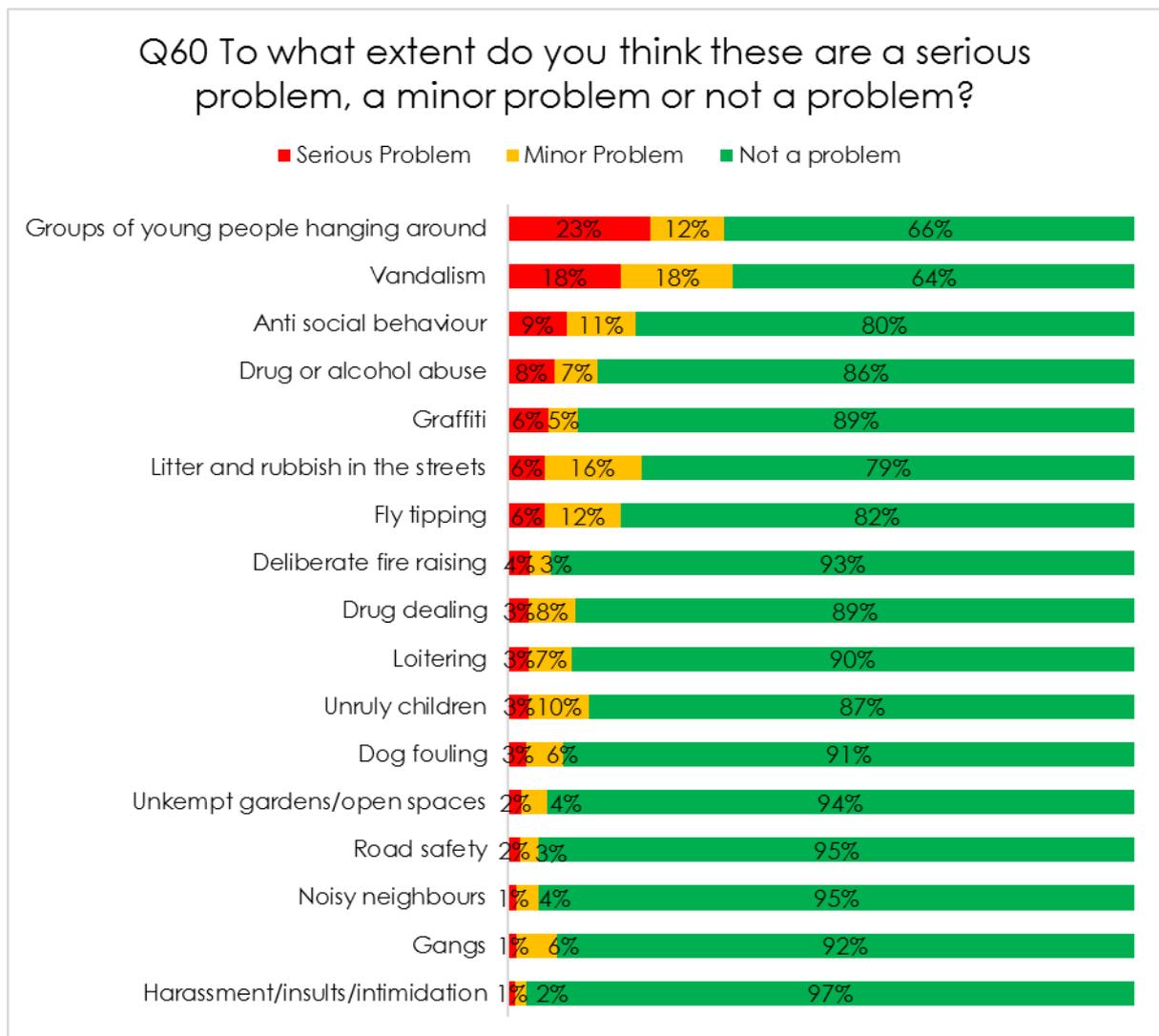
Satisfaction levels have both increased and decreased since the 2016 survey with regards to neighbourhood aspects. The most notable decrease in satisfaction can be seen in terms of car parking facilities which has decreased by 7 percentage points from 89% to 82%.

Satisfaction with neighbourhood aspects (2014/2016)			
	2016	2018	+/-
Base	316-358	315-362	
Car parking facilities	89%	82%	-7%
Maintenance of common areas	88%	90%	2%
Your feeling of safety	94%	95%	1%
Street lighting	93%	91%	-2%
Community facilities	92%	89%	-3%
Stravanan Road shops	89%	91%	2%

10.3 Neighbourhood problems (Q60/Q61)

Tenants were asked to rate the extent to which various neighbourhood issues were a problem in their neighbourhood. Problems which were perceived to be most problematic included:

- Vandalism (36% stating major/ minor problem)
- Groups of young people hanging around (35% stating major/ minor problem)
- Litter and rubbish in the streets (22% stating major/ minor problem)
- Anti-social behaviour (20% stating major/ minor problem)



Respondents were then asked if there was anything else they considered to be a particular problem. The majority of respondents who made a comment took the chance to stress the issues that had already been noted above. Other comments that were noted were bin issues (4 respondents), close cleaning (3 respondents) and garden maintenance (2 respondents).

10.4 Anti-social behaviour (Q62 – Q66)

Only 5% of tenants (amounting to 18 individuals) said they had a problem with anti-social behaviour in the last 12 months. Of those individuals, 13 reported the issue. 9 tenants reported it to North View and 3 tenants reported it to the Police. The remaining tenant reported to both North View and the Police.

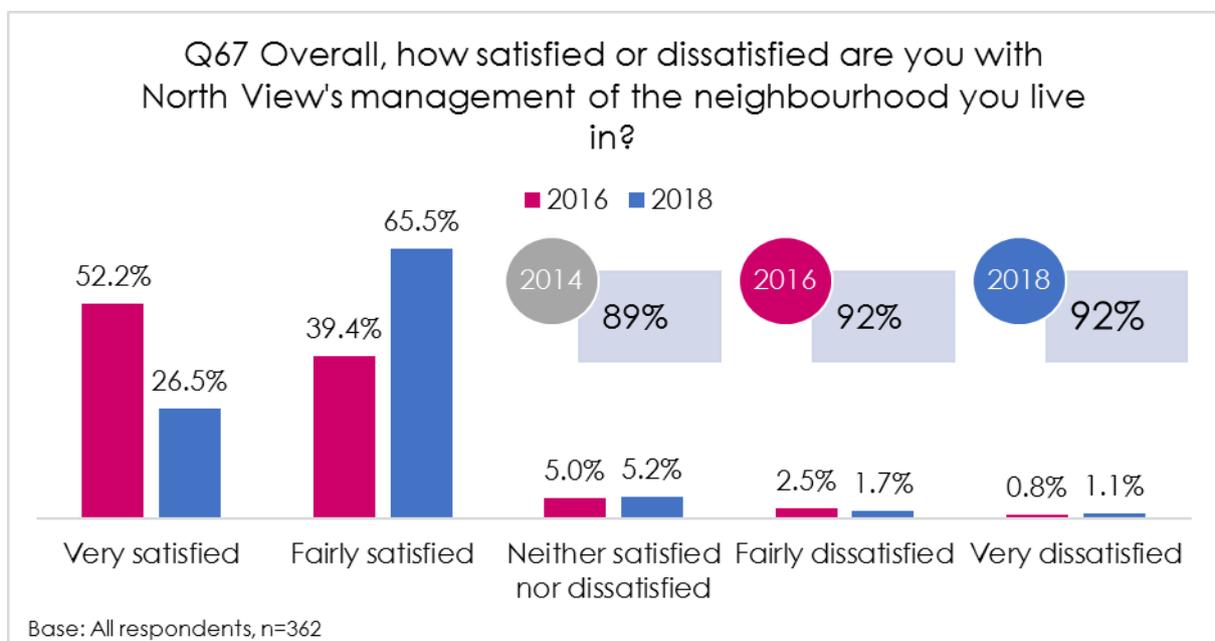
10 out of the 13 who reported the problem were satisfied with how it was dealt with. The 3 who were not said that the issue was ongoing.

Of the 5 respondents who did not report their problem, 1 said they did not do so as they did not think the Association would help, 1 felt their problem was not serious enough and 3 said they were frightened by further victimisation or harassment.

10.5 Management of the neighbourhood (Q67)

In terms of neighbourhood management, just over 9 in 10 respondents (92%) were either very or fairly satisfied with North View's management of the neighbourhood they live in, compared to 5% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied.

Satisfaction with the management of the neighbourhood remained consistent between 2016 and 2018 and has increased from 89% since the 2014 survey.

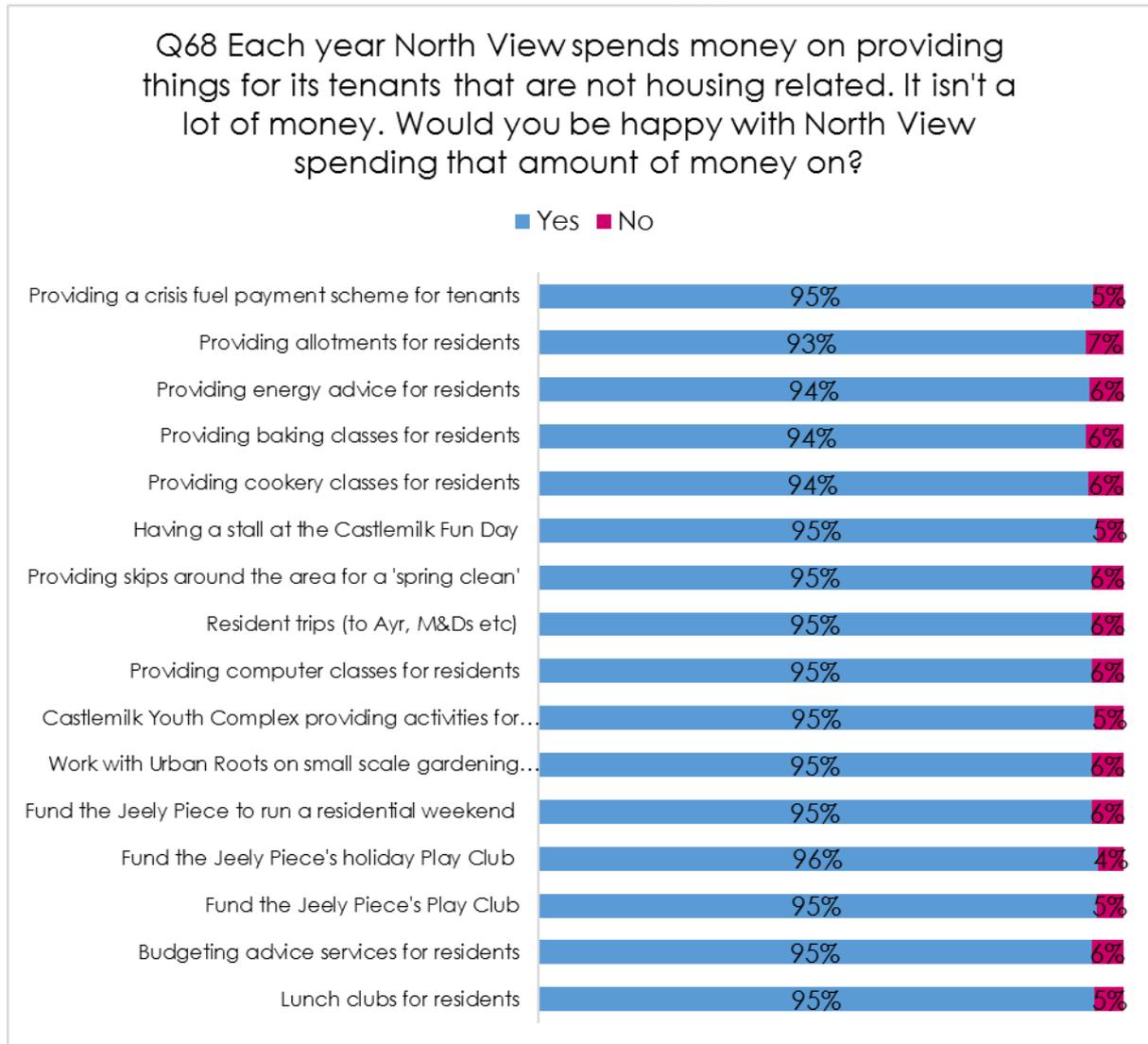


When those that were not satisfied with management of the neighbourhood were asked how North View could improve this, suggestions included greater visibility, more walkabouts/checking, keep on top of grass, cleanliness and bins.

11. WIDER ROLE ACTIVITIES

11.1 Awareness of specific wider role activities (Q68)

Tenants were then told that North View spends 2.5% of its income on providing things for its tenants that are not housing related each year. They were asked if they were happy with North View spending that amount of money on various things. As shown below, between 93% and 95% of tenants were happy with this.



11.2 The Birgidale Complex (Q69/ Q70)

25% of respondents said that either they or a member of their household regularly attends a club held in the Birgidale Complex. This has increased from 14% in the 2016 survey.

92% of respondents said they would be in favour of North View donating a small sum of its Wider Role budget to the Birgidale Complex to help them continue to provide accommodation for community groups and services to the wider community in general.

11.3 Improving residents lives (Q71)

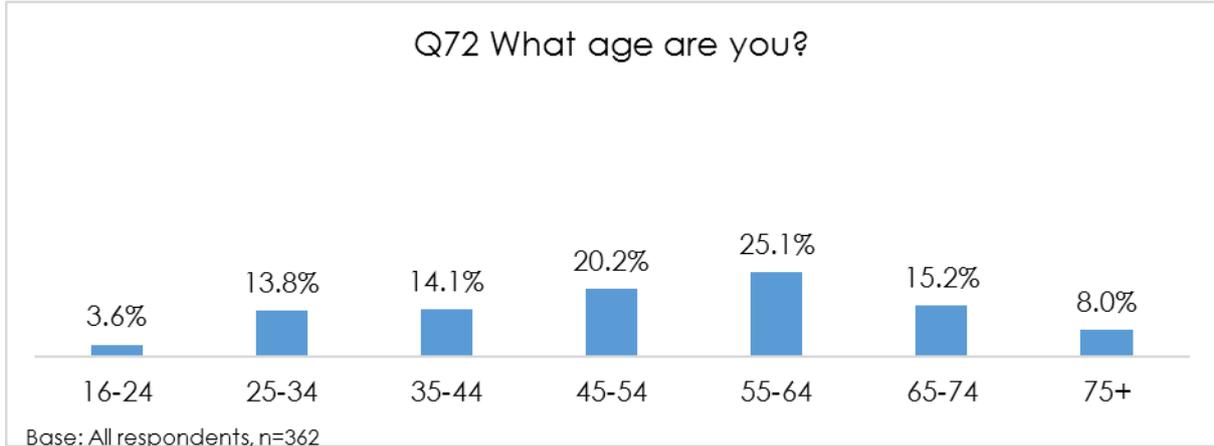
Finally, respondents were asked if they had any other suggestions for things that North View could provide to help improve its residents lives. The majority did not make a suggestion. However, where suggestions were made, the most common ones were:

- Provide more for kids/ children (30 respondents)
- Spend more money on housing/ improve (10 responses)
- Garden maintenance (4 responses)
- Listen to our views/ deal with issues (3 respondents)
- More things for elderly/ senior citizens (3 respondents)
- Improve close cleaning (1 respondent).

12. RESIDENT INFORMATION

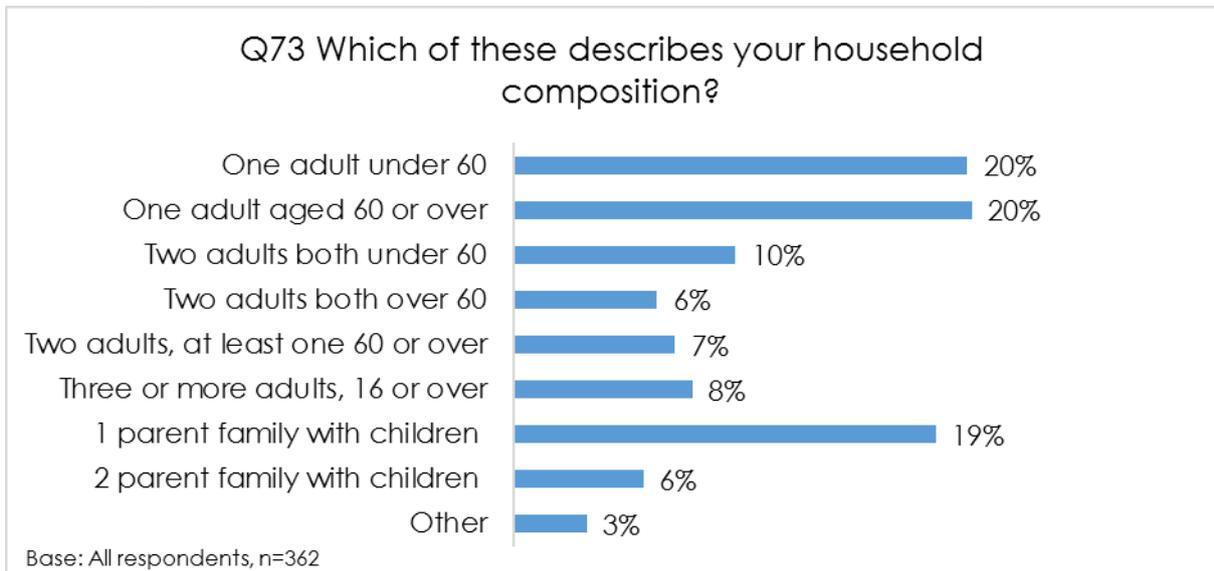
12.1 Age (Q72)

With regards to the age profile of tenants, 17% were aged under 35, 34% were aged 35 to 54, 25% were aged 55 to 64 and 23% of respondents were aged 65 and over.



12.2 Household composition (Q73)

In terms of household composition 4 in 10 households comprised of single adults with no children (40%), 23% were two adult households, 19% were one parent families, 6% were two parent families and 8% were three or more adult households.



12.3 Occupational status (Q74)

In terms of occupational status, 25% of respondents were in full or part time employment, 32% were long term sick or disabled, 21% were retired and 14% were at home looking after family.

Q74 How would you describe your/ your partner's occupational status at present?		
Base: all respondents, n=362	Q74a You	Q74b Partner
Full time paid work (35 or more hours per week)	13%	9%
Part time paid work (less than 35 hours per week but more than 16 hours per week)	11%	1%
Part time paid work (less than 16 hours per week)	1%	0%
Full time education	1%	0%
Unemployed	4%	1%
Long term sick/disabled	32%	6%
Looking after family	14%	1%
Retired	21%	6%
Other - specify	4%	1%
No partner		75%

12.4 Health conditions and disability status (Q75)

6 in 10 respondents (60%) said either they or a member of their household had some form of disability. The most common form of disability or health condition was mobility or physical disability (36%), chronic disease or health condition (16%) or mental ill health (15%).

Q75 What long term health conditions or disabilities do you or members of your household live with?	
Base: all respondents, n=362	%
Mental ill health	15.2%
Mobility/physical disabilities	36.2%
Learning difficulties	3.9%
Difficulties with sight	1.9%
Difficulties with hearing	1.9%
Dementia	1.1%
Being frail due to old age	1.4%
Drug/Alcohol dependency	0.8%
Chronic disease or health condition	15.5%
Don't know	0.3%
None, do not have a disability or long term health condition	40.6%

12.5 Ethnicity (Q76)

In terms of ethnicity, 95% of respondents said they were White Scottish.

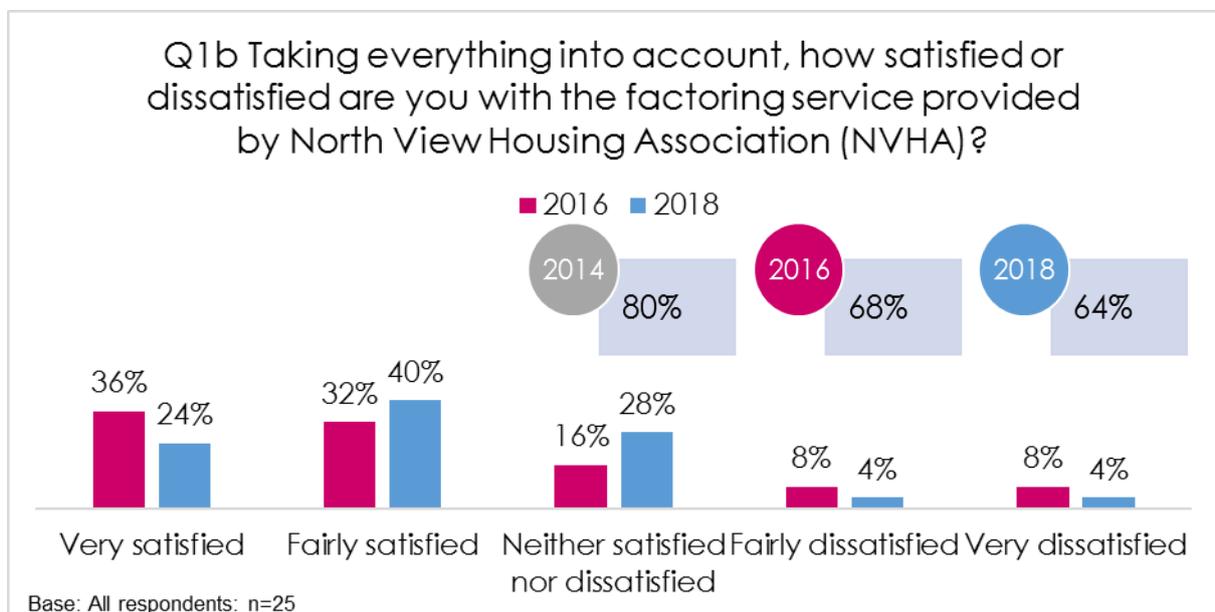
Q76 The Association monitors the ethnic composition of its residents to ensure it provides a quality service to all members of the community who require it. Can you tell me which of the following groups you consider you belong to?	
Base: all respondents, n=362	%
Scottish	95.0%
Other British	2.8%
African	1.1%
Polish	0.6%
Other white background	0.3%
Mixed or multiple ethnic background	0.3%

13. OWNERS SURVEY

13.1 Overall satisfaction

A total of 25 owners were interviewed over the course of the survey. The first question asked owners how satisfied they were with North View as their factor. This revealed that 64% of owners (16 owners) were either very or fairly satisfied in this respect. 8% of owners (2 owners) were dissatisfied and 28% (7 owners) were neither satisfied nor dissatisfied.

Compared to 2016, this is a marginal decrease in satisfaction, falling from 68% to 64%. However, dissatisfaction has also fallen, decreasing from 16% to 8%.



Care should be taken when reading these results due to the very small numbers involved. For this reason the remainder of the satisfaction survey for owners reports based upon the number of respondents as opposed to the percentage of respondents.

All owners were asked why they responded in the way they did. When owners were positive about the Association they spoke about being quite happy, that the Association is accessible and staff are helpful, they deal with issues that have been raised, they cut the grass and keep the place tidy.

Where owners stated neither nor, this was largely as they felt that they hadn't had any problems or that they really don't hear much from the Association.

The two negative responses were dissatisfied with the back courts and rubbish.

15.1 Information and communication

- 22 out of 25 respondents were of the opinion that North View is very (9 owners) or fairly good (13 owners) at keeping them informed about their services and decisions. 1 respondent said North View was neither good nor poor at keeping them informed, 1 said fairly poor and the remaining respondent very poor.
- 24 out of 25 respondents said that they obtain information about North View and its activities from the Newsletter. In addition, 6 said letters and 4 said surveys.
- All 25 owners stated that they read the Association's quarterly newsletter. 23 said that it was easy to read, 22 that it was interesting and 23 said it helps them to understand the work of the Association.
- Owners were asked if there was anything else they would like to see covered in the newsletter. 18 out of the 25 owners said there was nothing else they would like to see in the newsletter. 2 owners said they would like to see more information about what the Association is doing in the community, 2 said they would like to see more about the repairs service, 1 said they would like to see more information about how the Association manages the estate or how it deals with ASB. Additional suggestions were information about close cleaning/painting, what can be done with garden fencing and how tenants are vetted.

15.2 Internet

- 15 out of the 25 owners said they have an internet accessible computer or tablet in their home, 13 owners had an internet accessible smart phone, 12 use Apps on their phone and 11 owners had a Facebook account. 1 individual said they had a Twitter account.
- In terms of North View's online presence, 10 said they were aware that North View had a website and 5 said they had visited the website. 7 owners said they were aware that North View have a Facebook page and 4 said they had visited the page.

15.3 Participation

- When asked about their awareness of participation opportunities that North View provides, 10 owners were aware that North View had held residents' focus groups after the last two satisfaction surveys.
- 11 were aware they had held a series of small scale meetings for tenants and owners to discuss problems in each area in Spring last year. When asked about getting involved in the future, 8 owners surveyed had interest in attending similar meetings if the opportunity arose again.
- When asked about their preferred level of consultation, 14 said they would like to be consulted on the changes that affect them directly and the remaining 11 respondents said they wished to be consulted on all changes.
- When asked how they would prefer to give their views, 15 would prefer to take part in face to face surveys, 12 would prefer to take part in telephone surveys

and 7 by taking part in postal surveys. 4 would take part in focus groups and 4 would participate in area or close meetings.

- The main barriers to participation for owners were work commitments (9 respondents), happy with the way things are (5 respondents), not interested (4 respondents) and health/ disability issues (3 respondents).
- No owners said that either they or a member of their household would be interested in becoming a member of the Association's committee.
- 6 said they would potentially be willing to attend a focus group if North View ran one to discuss issues brought up in the survey.
- With regards to listening to views and acting upon them, 18 owners said they were very or fairly satisfied with the Association in this respect, 5 were neither satisfied nor dissatisfied and 2 were dissatisfied.
- In terms of the opportunities given to owners to participate in North View's decision making processes, 6 owners said they were very satisfied, 14 said they were fairly satisfied, 3 were neither satisfied nor dissatisfied and 2 were dissatisfied in this respect.

15.4 Contact with the Association

- 23 owners were of the opinion that the Association's opening hours were very or fairly convenient, 1 said they were neither satisfied nor dissatisfied and 1 was very dissatisfied.
- When they contact the Association all but 1 owner said they were satisfied with the customer care received when they phone or visit the office.
- Owners preferred method of contacting the Association is by telephone (19 owners) followed by visiting the office (5 owners). The remaining owner said they prefer to email.
- Just 6 out of the 25 owners surveyed said they had contacted the Association in the last 12 months. 3 were about neighbour complaints, 2 about fly or bin issues and 1 to make a payment.
- All but one of the owners who said they had contact with the Association were very or fairly satisfied with the customer care received. In terms of the information and advice, 4 were satisfied, 1 neither satisfied nor dissatisfied and 1 dissatisfied in this respect.
- 12 out of 25 owners were aware that they could arrange an appointment to see their housing officer out with office opening hours.
- 22 out of 25 owners were of the opinion that the Association treats them fairly. 1 stated that they were neither satisfied nor dissatisfied and 2 were dissatisfied.
- All but 2 owners were aware that should they be unhappy with any aspect of the service North View provides they would know how to make a complaint about this.

15.5 Services provided by North View

- Owners were asked to select their top three priorities for their factor. The table below shows that dealing with people who don't pay their rent or factoring charges, organising social events or trips and telling residents what you are doing were the biggest priorities for owners:

Q33 Which of the following activities and services are most important to you?				
Base: All owners, n=25	Top priority	2nd priority	3rd priority	Overall priority
Dealing with people who don't pay their rent or factoring charge	7	3	5	15
Organising social events/trips for residents	2	5	4	11
Telling residents more about what we are doing	1	8	1	10
Providing an effective repairs service	7	1	1	9
Keeping rents and charges affordable	4	1	2	7
Modernising tenants homes to keep them a reasonable standard	2	2	2	6
Doing more to deal with neighbourhood issues (e.g. ASB, vandalism)	2	1	3	6
Providing support for vulnerable tenants e.g. aids and adaptations or grass cutting for those who cannot do this for themselves	-	1	5	6
Welfare rights service	-	1	2	3
Encouraging more residents to take an active part in its decisions	-	2	-	2

- 3 owners had used the Association's Welfare Rights service and they were very satisfied with the service that they received. All would use the service again
- 15 out of 25 owners were aware that the Association can arrange for its gas contractor to service their gas boiler as long as they pay the bill.
- Just 4 owners made a suggestion when asked if there was one thing that North View could do to improve. These suggestions were:
 - *Cleansing the back courts.*
 - *Upgrade the environment.*
 - *Install CCTV, improve vetting tenants, and improve on how they deal with anti-social behaviour, close cleaning service is terrible.*
 - *Ensuring all tenants put rubbish in bins provided and improve close cleaning service.*

15.6 Factoring charge

- 18 out of the 25 owners were of the opinion they receive enough information about how their factoring charges are calculated.
- In terms of value for money of the factoring charge, 18 were of the opinion it was fairly or very good value for money, 3 said it was neither good nor poor value and 4 said it was very or fairly poor value for money.

15.7 Windlaw

- 22 out of 25 owners said that their neighbourhood was a very or fairly good place to live in.
- Owners were asked how satisfied or dissatisfied they were with various neighbourhood aspects. Satisfaction was high with regard to all facilities:

Q63 Can you tell me how satisfied you are with the following aspects of your neighbourhood?						
Base: All owners, n=25	Very satisfied	Satisfied	Neither/nor	Dissatisfied	Very dissatisfied	Don't know/NA
Car parking facilities	7	9	2	1	4	2
The maintenance of the common areas	5	13	2	0	4	1
Your feeling of safety	10	14	0	0	1	0
Street lighting	8	13	1	1	2	0
Community facilities	7	12	3	0	2	1
Stravanan Road shops	6	16	2	0	1	0

- With regards to neighbourhood problems, dog fouling, litter and rubbish, fly tipping and drug dealing were considered the biggest concerns for owners (12 stating serious or minor problem).

Q64 To what extent are the following a serious problem, a minor problem or not a problem?			
Base: All owners, n=25	Serious Problem	Minor Problem	Not a problem
Litter and rubbish in the streets	9	7	9
Dog fouling	8	4	13
Fly tipping	7	-	18
Drug dealing	7	2	16
Anti social behaviour	6	2	17
Drug or alcohol abuse	6	3	16
Groups of young people hanging around	3	2	20
Loitering	3	6	16
Vandalism	2	5	18
Graffiti	2	4	19
Unruly children	2	3	20
Unkempt gardens/ open spaces	2	3	20
Road safety	2	2	21
Noisy neighbours	2	1	22
Gangs	2	2	21
Deliberate fire raising	1	-	24
Harassment/ insults/ intimidation	1	-	24

- 4 respondents said they had a problem with anti-social behaviour within the last 12 months. They all said they reported it to North View and 3 out of 4 were happy with the way it was dealt with. The one that was not happy said it took too long to deal with.
- 20 out of 25 owners said they were satisfied with North View's management of the neighbourhood they live in, 4 owners said they were neither satisfied nor dissatisfied and the remaining owner said they were very dissatisfied.

15.8 Wider role activities

- In terms of support for North View spending a very small amount of its income on housing related activities, the vast majority of owners were happy with this. The lowest level of support was 21 out of 25 happy with spending money on computer classes for residents. For remaining activities between 22 to 24 out of 25 residents were in support of the activity.
- With regard to the Birgidale Complex, 6 owners said that they or someone in their household regularly attend a club held there.
- 24 out of 25 owners who responded were happy with North View spending money on supporting the Birgidale Complex to help them continue to provide accommodation for community groups and services to the wider community in general.

15.9 Resident information

- In terms of the age profile of owners, 2 were aged under 35, 4 were aged 35 to 54, 10 were aged 55 to 64 and 9 were aged 65 and over.
- 7 out of 25 owners lived as a single adult, 16 were couples with no children, and 2 were 2 parent families.
- 12 out of 25 owners interviewed were in full or part time paid employment, 7 were retired, and 6 said they were long term sick or disabled.
- 12 out of 25 owners said they or a member of their household had some form of disability or health condition, with 8 stating this was regarding mobility or a physical problem, 3 suffering from mental ill health and 1 stating they had difficulties with hearing. The remaining 2 owners said they or someone in their household suffered from COPD.
- All owners said they were of White Scottish or British ethnic origin.

APPENDIX 1: SURVEY QUESTIONNAIRE



Project number	P965
Project name	North View Housing Association Tenant and Owner Satisfaction Survey 2018

INTRODUCTION (Read out): Good morning/ afternoon, my name is *** and I am calling from Research Resource on behalf of North View Housing Association. We are carrying out a survey to find out how tenants and owners feel about the overall service provided by the Association in addition to finding out about your satisfaction with your home and neighbourhood. You should have read an article about this in the Association's Summer newsletter and also recently received a letter reminding you about the survey.

There will be a prize draw for all who take part with 2 x £50 vouchers, 3 x £30 vouchers, 4 x £20 vouchers and 5 x £10 vouchers.

Can you spare the time to talk to me just now?

INTERVIEWER: IF RESPONDENT IS HAPPY TO PARTICIPATE IN THE RESEARCH, ASK THEM TO SIGN CONSENT SHEET – ENSURE RRID MATCHES FORM, CONSENT SHEET AND SAMPLE DATABASE

INTERVIEWER RECORD FROM DATABASE:

RRID:

INTERVIEWER DECLARATION:

I declare that this interview was carried out according to instructions, within the Market Research Society's Code of Conduct, and that the respondent was not previously known to me.

Interviewer No:		Name:	
Questionnaire No		Signature:	
On quota:		Date:	
Edited by:		Duration	
Back checked by:			

INTERVIEWER: PLEASE CODE

TENANT	1
OWNER	2

Overall satisfaction

1. a) TENANT [SSHC1] Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by North View Housing Association (NVHA) as your landlord?

Very satisfied	1	TENANTS, Go to Q2
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion/ don't know	6	
Why do you think that?		

1. b) OWNERS [SSHC33] Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by North View Housing Association (NVHA)?

Very satisfied	1	OWNERS, Go to Q4
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Why do you think that?		

Becoming a Tenant

2. [SSHC9] Did you move into this property within the last year?

Yes	1	Go to Q3
No	2	Go to Q4

3. SHOWCARD [IF LIVED IN THEIR PROPERTY FOR LESS THAN 1 YEAR] [SSHC9] Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?

Very satisfied	1	Go to Q4
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Ask below
Fairly dissatisfied	4	
Very dissatisfied	5	
What could have been done to improve the standard of your home when you moved in?		

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Information and communication

4. SHOW CARD – Which of the following sources do you use to obtain information about North View and its activities? SELECT ALL THAT APPLY

Newsletters	1	Go to Q5
Letters	2	
Staff visits	3	
Visit to the office	4	
Facebook	5	
Website	7	
Talking with Committee Members	8	
Office notice board	9	
Attending the AGM	10	
Reading our Annual Performance Report	11	
Surveys	12	
Other (please specify)	13	
None of the above	14	

5. Do you read North View’s quarterly newsletter?

Yes	1	Go to Q6
No	2	Go to Q7

6. To what extent do you agree with the following statements about the newsletter?

	Agree	Neither / Nor	Disagree	Go to Q7
Easy to read	1	2	3	
Interesting	1	2	3	
Helps me understand the work of the Association	1	2	3	

7. SHOW CARD – Which of the following items of the Association's work would you would like to receive more information about in the newsletter? (Circle any that apply)

Getting another property with the Association	1	Go to Q8
Swapping your home with another tenant	2	
Rents	3	
Welfare issues, like Housing Benefit, welfare benefits, welfare reform	4	
Improvements to your home (e.g. boiler replacement, bathroom replacements)	5	
How the Association manages your estate	6	
Repairs Service	7	
Opportunities for tenant participation	8	
How the Association deals with anti-social behaviour	9	
Other local services	10	
Input into newsletters	11	
Setting customer standards	12	
What the Association is doing in the community	13	

RESIDENT SATISFACTION SURVEY 2018

Nothing, it is fine as it is.	14	
Anything else?	15	

8. I'd now like to ask some questions about your access to, and use of, the internet?

	Yes	No
Do you have internet accessible computer or tablet in your house?	1	2
Do you have internet accessible smart phone?	1	2
Do you have a Facebook account?	1	2
Do you have a Twitter account?	1	2
Do you ever use apps on a mobile phone?	1	2
Are you aware that North View has a website?	1	2
Have you visited North View's website?	1	2
Are you aware that North View have a Facebook page?	1	2
Have you visited North View's Facebook page?	1	2

9. [SSHC3] How good or poor do you feel NVHA is at keeping you informed about their services and decisions?

Very good	1	Go to Q10
Fairly good	2	
Neither good nor poor	3	Ask below
Fairly poor	4	
Very poor	5	
Do you have any ideas about how North View could improve how they keep you informed?		

Participation

10. Are you aware that....

	Yes	No
After the last surveys North View held residents' focus groups to get their detailed views on certain things?	1	2
In Spring last year North View held a series of small scale meetings for all its tenants and owners to discuss problems in each area?	1	2
If North View ran another round of these meetings would you go along?	1	2

11. SHOWCARD Which of the following best describes the level of consultation you would like to be involved in? (Select one only)

I would not wish to be consulted at all	1	Go to Q12
I would wish to be advised about but not consulted on changes to services	2	
I would like to be consulted about the changes which affect me directly	3	
I would like to be consulted about all changes	4	

12. SHOWCARD: How would you prefer to give your views? (Select all that apply)

By Email	1	Go to Q13
Via Facebook	2	
By taking part in face to face surveys	3	
Local meetings about issues in the area	4	
By taking part in social events	5	
By coming to open days	6	
By taking part in focus groups	7	

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By taking part in telephone surveys	9	
By participating in area meetings or close meetings.	10	
By taking part in postal surveys	11	
Other (please specify)	12	
Don't know	13	

13. What, if anything, stops you becoming more involved with North View Housing Association? [INTERVIEWER: DO NOT PROMPT]

Childcare commitments	1	Go to Q14
Work commitments	2	
Health / disability issues	3	
Not interested	4	
Don't think I have anything to contribute	5	
Lack confidence in speaking up	6	
Don't understand enough about the work of the Association	7	
Not aware of any meetings/ opportunities to participate	8	
Don't think they listen anyway	9	
Happy with things as they are	10	
Other – please specify	11	
Nothing, I am already involved	12	

14. Would you, or anyone in your household, be interested in ...?

	Yes	No	Already a member	
If North View ran a residents' Focus Group to discuss issues brought up in this survey, would you be willing to attend one?	1	2	-	If yes, Go to Q14b
Becoming a Committee member – committee members are elected individuals who help manage the way the Association is run. Meetings are held at least monthly	1	2	3	If no, Go to Q15

14b If yes to either part of the questions above, can we pass on your contact details to the Association along with your area of interest? All your other responses to the questionnaire will remain anonymous.

Yes	1	Go to Q15
No	2	

15. How satisfied or dissatisfied are you that NVHA listens to your views and acts upon them?

Very satisfied	1	Go to Q16
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

16. Why do you have this opinion? (Select all that apply)

They listen to my comments	1	Go to Q17
They give a quick service	2	
Staff are helpful	3	

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They ask our opinion and act on it	4	
They never listen	5	
They don't act on our comments	6	
They are slow to act	7	
Happy with things as they are	8	
Other (Please specify)	9	

17. [SSHC6] How satisfied or dissatisfied are you with the opportunities given to you to participate in NVHA's decision making processes?

Very satisfied	1	Go to Q18
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Ask below
Fairly dissatisfied	4	
Very dissatisfied	5	
What could North View do to improve opportunities for you to participate in their decision making processes?		

Contact with the Association

18. How convenient do you find North View's opening hours?

Very convenient	1	Go to Q19
Fairly convenient	2	
Neither convenient nor inconvenient	3	
Fairly inconvenient	4	
Very inconvenient	5	

19. Thinking about the contact you have with the Association, overall how satisfied would you say you are with the customer care provided?

	Very satisfied	Satisfied	Neither nor	Dissatisfied	Very dissatisfied	Not applicable
When you telephone the office	1	2	3	4	5	6
When you visit the office	1	2	3	4	5	6

20. What is your preferred method of contacting the Association? [SELECT ONE ONLY]

Telephone	1	Go to Q21
Visiting the office	2	
By writing	3	
By email	4	
Other (please specify)	5	

21. Have you contacted the Association in the last 12 months, other than to report a repair?

Yes	1	Ask Q22
No	2	Go to Q25

22. What did you last contact the Association about?

To make a payment /an enquiry about payments	1	Go to Q23
To participate in a meeting	2	
To make a complaint about a neighbour or anti-social behaviour issue	3	
To make a complaint about the Association's service	4	
To discuss planned improvements to my home	5	
To seek advice about alternative housing	6	
Welfare rights	7	

RESIDENT SATISFACTION SURVEY 2018

Other (please specify)	8	
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23. What method did you use to contact the Association the last time you made contact?

Telephone	1	Go to Q24
Visiting the office	2	
By writing	3	
By email	4	
Other (please specify)	5	

24. SHOW CARD a) Thinking about when you last contacted the Association, how satisfied were you with the following in terms of the customer care received?

	Very satis	Satis	Neither nor	Dissatis	Very dissatis	Don't know
Being able to speak to or transferred to the most appropriate person	1	2	3	4	5	6
How the member of staff introduced themselves	1	2	3	4	5	6
The member of staff was friendly	1	2	3	4	5	6
The member of staff was polite	1	2	3	4	5	6
The member of staff was helpful	1	2	3	4	5	6
The member of staff was willing to listen	1	2	3	4	5	6
The member of staff had the knowledge to help me	1	2	3	4	5	6

b) and how satisfied were you with the information and advice given?

	Very satis	Satis	Neither nor	Dissatis	Very dissatis	Don't know	Not applic
I was given/ received accurate information	1	2	3	4	5	6	7
I was given/ received easy to understand information	1	2	3	4	5	6	7
I got as much information as I needed	1	2	3	4	5	6	7
The Association did what they said they would	1	2	3	4	5	6	7
I was kept up to date with progress	1	2	3	4	5	6	7
The outcome of your enquiry	1	2	3	4	5	6	7

25. Did you know that you could arrange an appointment to see your Housing Officer or Maintenance Officer outwith Office opening hours?

Yes	1	Go to Q26
No	2	

26. SHOWCARD How satisfied or dissatisfied are you that North View treats you fairly?

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

27. If you were unhappy with any aspect of the service North View provides, would you know how to make a complaint about this?

RESIDENT SATISFACTION SURVEY 2018

Yes	1	Go to Q28
No	2	

Services provided by North View

28. SHOWCARD Which of the following landlord activities and services are most important to you. Please choose your top priority, 2nd top priority and 3rd top priority?

	Top	2 nd	3 rd	
Providing an effective repairs service	1	1	1	Go to Q29
Modernising tenants homes to keep them a reasonable standard	2	2	2	
Dealing with people who don't pay their rent or factoring charge	3	3	3	
Encouraging more residents to take an active part in its decisions	4	4	4	
Telling residents more about what we are doing	5	5	5	
Keeping rents and charges affordable	6	6	6	
Doing more to deal with neighbourhood issues (e.g. ASB, vandalism)	7	7	7	
Organising social events / trips for residents	8	8	8	
Welfare rights service	9	9	9	
Providing support for vulnerable tenants eg aids and adaptations or grass cutting for those who cannot do this for themselves	10	10	10	

29. Have you used North View's Welfare Rights service?

Yes	1	Go to Q30
No	2	Go to Q32

30. If yes, how satisfied were you with this service?

Very satisfied	1	Go to Q31
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

31. Would you use this service again?

Yes	1	Tenants Go to Q32
No	2	Owners go to Q33

32. TENANTS ONLY Are you aware of the following services that North View can provide for its tenants?

	Yes	No	
If one of your household has a medical condition, North View can make adaptations to your home.	1	2	Go to Q34
That North View runs a Grass Cutting Scheme for tenants' who are not fit enough to cut their grass	1	2	
North View is a member of HomeSwapper which is a mutual	1	2	

exchange service offering access to available social housing throughout the country, giving people greater choice about where they live. This means that their tenants can apply for housing throughout the country.			
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33. OWNERS ONLY Did you know that North View can arrange for its gas contractor to service your gas boiler as long as you pay the bill?

Yes	1	Go to Q34
No	2	

34. If there was one thing that North View could do to improve, what would it be? [INTERVIEWER: PROBE FULLY]

Repairs Service [TENANTS ONLY, OWNERS GO TO56]

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

Yes	1	Go to Q36
No	2	Go to Q39

36. [SSHC16] Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by NVHA?

Very satisfied	1	Go to Q37
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Ask below
Fairly dissatisfied	4	
Very dissatisfied	5	

You said you were not satisfied with the last time you had repairs carried out. Why was that?

37. Thinking of the last repair you had carried out, how satisfied or dissatisfied were you with the following aspects of the repairs service?

	Very satis	Satis	Neither nor	Dissatis	Very dissatis	Don't know/ NA
Ease of reporting the repair	1	2	3	4	5	6
The helpfulness of the person the repair was reported to	1	2	3	4	5	6
Being told when workers would call	1	2	3	4	5	6
Keeping appointment(s) to carry out the repair	1	2	3	4	5	6
Time taken between reporting repair and work starting on it	1	2	3	4	5	6
Attitude of workers	1	2	3	4	5	6

RESIDENT SATISFACTION SURVEY 2018

Overall quality of repair work	1	2	3	4	5	6
Leaving your home neat and tidy	1	2	3	4	5	6

38. How do you normally report repairs to North View? (Select one only)

At the office	1	Go to Q39
By telephone	2	
In writing	3	
By email	4	
Other – please specify	5	

39. North View is considering introducing a service whereby residents will be able to report their repairs by texting. If they brought that in, would you use it?

Yes	1	Go to Q40
No	2	

40. Repairs are currently arranged for am or pm. Does that arrangement suit you?

Yes	1	Go to Q41
No (what arrangement would you prefer?)	2	

41. [SSHC10] Overall, how satisfied or dissatisfied are you with the quality of your home?

Very satisfied	1	Go to Q42
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Ask below
Fairly dissatisfied	4	
Very dissatisfied	5	
You said that you were not satisfied with the quality of your home. What could North View do to improve the quality of your home?		

42. North View has a planned maintenance programme in place. What do you regard as being the 3 key priorities for maintenance in your home?

	Tick <u>one</u> box per column		
	Top Priority	2 nd Priority	3 rd Priority
Window replacement	1	1	1
New boiler/upgrade of electric heating system	2	2	2
Bathroom upgrade/ replacement	3	3	3
New external doors	4	4	4
Upkeep of railings / fences	5	5	5
No improvements needed	6	6	6
Painting closes	7	7	7

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Other (please specify)	8	8	8
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43. SHOWCARD Which of the following best describes how affordable you find your electricity and gas bills?

Very easy to afford	1	Go to Q44
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

44. SHOWCARD: How do you pay your fuel bills? (Select all that apply)

Payment Meter (Power Card)	1	Go to Q45
Direct Debit	2	
On receipt of a bill e.g. by cash, cheque or standing order	3	
Payment Card / Key Card	4	
Other (please write in)	5	

45. Would you like North View to arrange for someone to give you advice on getting the best deal from energy suppliers?

Yes (INTERVIEWER: confirm that tenant is happy for their details to be passed to NV so that this can be organized. If not, please code no)	1	Go to Q46
No	2	

46. Are you confident you know how to work your central heating system in the most economical way?

Yes	1	Go to Q48
No	2	Go to Q47

47. If no, would you like us to pass your details to North View so that they can arrange for someone to show you how to work your system more economically? All your other responses will remain confidential.

Yes	1	Go to Q49
No	2	

Rent [TENANTS ONLY, OWNERS GO TO Q56]

48. SHOWCARD: If you pay your rent, how do you pay it? (Select all that apply)

Standing order	1	Go to Q49
Cheque	2	
Cash	3	
Allpay rent payment card	4	
Internet banking	5	
Other (please specify)	6	Go to Q53
N/a receive full housing benefit	7	

49. How convenient do you find this method of paying your rent?

Very Convenient	1	Go to Q50
Convenient	2	
Neither Convenient nor Inconvenient	3	
Not Very Convenient	4	
Not at all convenient	5	

50. SHOWCARD Which of the following best describes how affordable you find your rent payments?

Very easy to afford	1	Go to Q51
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	

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Very difficult to afford	5	
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51. SHOWCARD On this card are a number of reasons why people may struggle to make their rent payments. Can you tell me if your household has experienced any of these in the last 12 months? [ALL THAT APPLY]

Problems with Housing Benefit	1	Go to Q52
Problems with Universal credit	2	
Under occupancy Charge (Bedroom Tax)	3	
Confusion/delays with other Benefits	4	
Zero hours contract	5	
Unemployment	6	
Reduction in working hours	7	
Loss of overtime	8	
Illness	9	
Other bills to pay first	10	
Several bills due at the same time	11	
Other bills/expenses (e.g. Christmas)	12	
Payday loans	13	
Increase in rent	14	
Change in household circumstances	15	
General financial difficulties	16	
Other (please specify)	17	
No problems experienced	16	

52. Is there any other method of paying that you would like North View to introduce?

Yes (please specify)	1	Go to Q53
No	2	

53. Each year when North View reviews its rents, it consults tenants by sending out a newsletter that sets out what it proposes to spend your rental income on in the next year, and explains the rent level options being considered. Do you think this newsletter gives you enough information about how your rent level is decided?

Yes	1	Go to Q54
No	2	

54. How else would you like North View to consult you when it carries out its rent review?
(Select all that apply)

By holding open meetings	1	Go to Q55
By holding drop in surgeries	2	
By Facebook	3	
No other way, newsletter is fine	4	
Other (please specify)	5	

55. [SSHC29] 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 Q56
Fairly good	2	
Neither good nor poor	3	Go to below
Fairly poor	4	
Very poor	5	
<p>You said you do not think the rent for this property represents good value for money. What could North View do to make it better value for money?</p>		

Factoring Charges [OWNERS ONLY]

56. Do you receive enough information about how your factoring charges are calculated?

Yes	1	Go to Q57
No	2	

57. The Association charges owners a factoring charge which is a contribution to the upkeep of common areas. Do you think your factoring charge represents good value for money?

Very good	1	Go to Q58
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	

Windlaw [ASK ALL]

58. Turning now to the neighbourhood you live in, what do you think of Windlaw as a place to live?

Very good	1	Go to Q59
Fairly good	2	
Neither good nor bad	3	
Fairly bad	4	
Very bad	5	

59. [SHOWCARD] Can you tell me how satisfied you are with the following aspects of your neighbourhood?

	Very satis	Satis	Neither nor	Dissatis	Very dissatis	Don't know/ NA
Car parking facilities	1	2	3	4	5	6
The maintenance of the common areas	1	2	3	4	5	6
Your feeling of safety	1	2	3	4	5	6
Street lighting	1	2	3	4	5	6
Community facilities	1	2	3	4	5	6
Stravanan Road shops	1	2	3	4	5	6

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60. I am going to read out a number of statements and I would like you to tell me to what extent you think it is a serious problem, a minor problem or not a problem.

	Serious Problem	Minor Problem	Not a problem
Groups of young people hanging around	1	2	3
Vandalism	1	2	3
Anti social behaviour	1	2	3
Drug or alcohol abuse	1	2	3
Graffiti	1	2	3
Litter and rubbish in the streets	1	2	3
Fly tipping	1	2	3
Deliberate fire raising	1	2	3
Drug dealing	1	2	3
Loitering	1	2	3
Unruly children	1	2	3
Dog fouling	1	2	3
Unkempt gardens/ open spaces	1	2	3
Road safety	1	2	3
Noisy neighbours	1	2	3
Gangs	1	2	3
Harassment/ insults/ intimidation	1	2	3

61. Is there anything else which you consider to be a particular problem?

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62. Have you had any problem with anti-social behaviour in the last 12 months?

Yes	1	Go to Q63
No	2	Go to Q67

63. Did you report it?

Yes	1	Go to Q64
No	2	Go to Q66

64. If so who to?

North View	1	Go to Q65
Police	2	
Other (please specify)	3	

65. Were you satisfied with how they dealt with it?

Yes	1	Go to Q67
No (Why not?)	2	

66. If you did not report it why was this?

Problem wasn't serious enough	1	Go to Q67
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Resolved problem by speaking to my neighbour	2	
Frightened of further victimisation / harassment	3	
Didn't think the Association could help	4	
Did not want to put the complaint in writing	5	
Other reason (please specify)	6	

67. [SSH17] Overall, how satisfied or dissatisfied are you with North View's management of the neighbourhood you live in?

Very satisfied	1	Go to Q68
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Ask below
Fairly dissatisfied	4	
Very dissatisfied	5	
What could North View do to improve their management of the neighbourhood?		

Wider Role Activities [ASK ALL]

68. Each year North View spends money on providing things for its tenants that are not housing related. It isn't a lot of money – it amounts to less than 2.5% of its income. Would you be happy with North View spending that amount of money on?

	Yes	No
Lunch clubs for residents?	1	2
Budgeting advice services for residents	1	2
Fund the Jeely Piece's Play Club	1	2
Fund the Jeely Piece's additional Play Club during the holidays	1	2
Fund the Jeely Piece to run a residential weekend for 12 children from this area	1	2
Work with Urban Roots on small scale gardening projects	1	2
Castlemilk Youth Complex providing activities for young people	1	2
Providing computer classes for residents	1	2
Resident trips (to Ayr, M&Ds etc)	1	2
Providing skips around the area for a 'spring clean'	1	2
Having a stall at the Castlemilk Fun Day	1	2
Providing cookery classes for residents	1	2
Providing baking classes for residents	1	2
Providing energy advice for residents	1	2
Providing allotments for residents	1	2
Providing a crisis fuel payment scheme for tenants	1	2

69. Do you or anyone in your household regularly use the Birgidale Complex?

Yes	1	Go to Q70
No	2	

70. North View is considering donating a small sum of money from its Wider Role budget to the Birgidale Complex to help them continue to provide accommodation for community groups and services to the wider community in general. Would you be in favour of North View doing that?

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Yes	1	
No	2	

71. Do you have any other suggestions for things that North View could do provide to help improve its residents lives?

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Resident Information [ASK ALL]

Finally, I'd like to ask you some questions about your household. This information is strictly confidential and will not be passed onto North View with any reference to your address or name. This information is only used to create an overall picture of the type of residents who live in the Windlaw area.

72. What age are you?

16-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65-74	6
75+	7

73. SHOWCARD: Which of these describes your household composition?

One adult under 60	1	Go to Q74
One adult aged 60 or over	2	
Two adults both under 60	3	
Two adults both over 60	4	
Two adults, at least one 60 or over	5	
Three or more adults, 16 or over	6	
1 parent family with children at least 1 under 16	7	
2 parent family with children at least 1 under 16	8	
Other (please specify)	9	

74. SHOWCARD: How would you describe the occupational status of you and your partner/spouse at present?

	You	Partner	
Full time paid work (35 or more hours more week)	1	1	Go to Q75
Part time paid work (less than 35 hours per week but more than 16 hours per week)	2	2	
Part time paid work (less than 16 hours per week)	3	3	
Full time education	4	4	
Government training programme	5	5	
Unemployed	6	6	
Long term sick / disabled	7	7	
Looking after family	8	8	

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Retired	9	9	
Other – specify	10	10	
No partner		11	

75. SHOWCARD: What long term health conditions or disabilities do you or members of your household live with? (Select all that apply)

Mental ill health	1	Go to Q76
Mobility/ physical disabilities	2	
Learning difficulties	3	
Difficulties with sight	4	
Difficulties with hearing	5	
Dementia	6	
Being frail due to old age	7	
HIV/ AIDS	8	
Drug/ Alcohol dependency	9	
Other (please write in)	10	
Don't know	11	
None, do not have a disability or long term health condition	12	

76. SHOWCARD: The Association monitors the ethnic composition of its residents to ensure it provides a quality service to all members of the community who require it. Can you tell me which of the following groups you consider you belong to?

WHITE	
Scottish	1
Other British	2
Irish	3
Gypsy/ Traveller	4
Polish	5
Any other white background (please specify)	6
MIXED OR MULTIPLE BACKGROUND	
Mixed or multiple ethnic background	7
ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	
Indian	8
Pakistani	9
Bangladeshi	10
Chinese	11
Any other Asian background	12
BLACK, BLACK SCOTTISH, BLACK BRITISH	
Caribbean	13
African	14
Any other black background	15
OTHER ETHNIC BACKGROUND	
Arab, Arab Scottish, or Arab British	16
Any other group	17

**77. Do you have any other comments you wish to make about NVHA and its services?
[INTERVIEWER: RECORD FULLY]**

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78. If Research Resource wanted to more fully understand any of the issues raised in the survey, would you be happy to be recontacted?

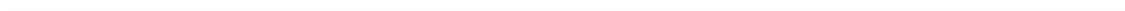
Yes	1	Go to Q79
No	2	

79. Can I confirm that you wish to be entered into the prize draw?

Yes	1	THANK AND CLOSE
No	2	

If you would like to find out more about Research Resource and how your data is used, please visit our Privacy Information Notice at http://www.researchresource.co.uk/?page_id=221

Thank you very much for taking the time to complete this questionnaire.



APPENDIX 2: TECHNICAL REPORT SUMMARY



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	North View Housing Association TSS 2018
Project number	P965
Objectives of the research	<p>The aim of the research was to seek customers' views on the services that NVHA provides and how well it performs these services and to help identify any areas where the service can be improved. Specifically, the research was designed to provide customers views on the following:</p> <ul style="list-style-type: none"> ■ The quality of information provided by NVHA; ■ Quality of the home and the neighbourhood; ■ Repairs and maintenance services; ■ Tenant involvement/ opportunities for participation; ■ Rent and value for money.
Target group	North View Housing Association Tenants and Owners
Target sample size	385 interviews (360 tenant and 25 owner interviews)
Achieved sample size	387 interviews were achieved (362 tenant and 25 owner interviews)
Date of fieldwork	20 th August and 28 th September
Sampling method	Interviews spread across the organisations stock
Data collection method	<p>Interviews were undertaken with the tenant or their partner largely on a face to face basis. A small number of telephone interviews were carried out in order to achieve the response rate required and ensure a representative sample was achieved.</p> <p>All responses were recorded on a paper questionnaire and the data entered into a survey analysis package by a team of data processors.</p>
Response rate and definition and method of how calculated	<p>59% (362 tenant interviews from a population of 613)</p> <p>33% (25 owner interviews from a population of 75)</p>
Any incentives?	None
Number of interviewers	7 interviewers were working on this
Interview validation methods	10% of each interviewers work was back checked to ensure that interviews have been completed accurately and in line

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	with ISO 20252 standards.
Showcards or any other materials used?	Not applicable
Weighting procedures (if applicable)	Not applicable
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings	Data accurate overall to +/-3.3% for tenants