



NORTH VIEW HOUSING ASSOCIATION

TENANT SATISFACTION SURVEY REPORT

September 2020

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North View Housing Association

Tenant Satisfaction Survey 2020 Report

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Date: 21/09/2020

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Date: 21/09/2020

EXECUTIVE SUMMARY

INTRODUCTION

- North View Housing Association commissioned Research Resource to carry out a tenant satisfaction survey on their behalf.
- A total of 394 interviews were carried out with North View Housing Association tenants and 27 interviews with factored owners in order to assess satisfaction with the Association and the services that it provides.
- Interviews took place between the 17th August and 11th September 2020.
- 394 tenant interviews provides the Association with data accurate to +/- 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, 2016 and 2018.

Scottish Housing Regulator indicators (Tenants only)					
	2014	2016	2018	2020	Trend
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by NVHA? (% very/ fairly satisfied)	89%	90%	86%	85%	
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%	96%	
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%	90%	
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	86%	93%	87%	85%	
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%	68%	
Overall, how satisfied or dissatisfied are you with NVHA's contribution to the management of the neighbourhood you live in?	89%	93%	92%	93%	

Scottish Housing Regulator indicators (Owners only)					
	2014	2016	2018	2020	Trend
Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by NVHA? (% very/ fairly satisfied)	80%	68%	64%	82%	

Key:	Increase	No significant change	Decrease
			

1. BACKGROUND, OBJECTIVES AND METHODOLOGY

1.1 Introduction

This report represents and discusses the findings to emerge from North View Housing Association's Tenant Satisfaction Survey 2020.

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;
- 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 2020 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 current Covid-19 pandemic, it was decided to carry out the research using a telephone survey methodology.

This allows us to collate data using an interviewer led methodology, whilst ensuring that residents and researchers remain safe and adhere to the Government's guidance to work from home, where possible.

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 Scottish Social Housing Charter indicators upon which North View is required to report;
- Comparisons to the previous survey undertaken in 2016 and 2018;
- 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 394 interviews were completed with North View Housing Association tenants, representing a 63% response rate and providing data accurate to +5% 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 table below show the sample profile broken down by area code. 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.

Area Code	No of tenants	% of tenants	No of interviews	% of interviews	Response rate
1NB	10	1.61%	7	1.78%	70%
1RH	23	3.69%	13	3.30%	57%
2NB	18	2.89%	14	3.55%	78%
2RH	16	2.57%	11	2.79%	69%
3NB	33	5.30%	17	4.31%	52%
ATC	5	0.80%	3	0.76%	60%
BTC	74	11.88%	45	11.42%	61%
CNB	40	6.42%	28	7.11%	70%
CTC	52	8.35%	35	8.88%	67%
ETC	17	2.73%	12	3.05%	71%
HTC	19	3.05%	13	3.30%	68%
ITC	36	5.78%	24	6.09%	67%
JTC	38	6.10%	25	6.35%	66%
KLN	35	5.62%	21	5.33%	60%
KTC	27	4.33%	15	3.81%	56%
LNB	12	1.93%	6	1.52%	50%
MNB	7	1.12%	5	1.27%	71%
MTC	91	14.61%	53	13.45%	58%
OTC	38	6.10%	24	6.09%	63%
YHP	32	5.14%	23	5.84%	72%
Grand Total	623	100.00%	394	100.00%	63%

1.6 Interviewing and Quality Control

All 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 17th August and the 11th September and was carried out by 7 Research Resource interviewers. **10% of each interviewer's work was validated by remote listening 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 surveys which were undertaken in 2016 and 2018. Where any particular trends or issues are found for any one key group, this is detailed in the survey report.

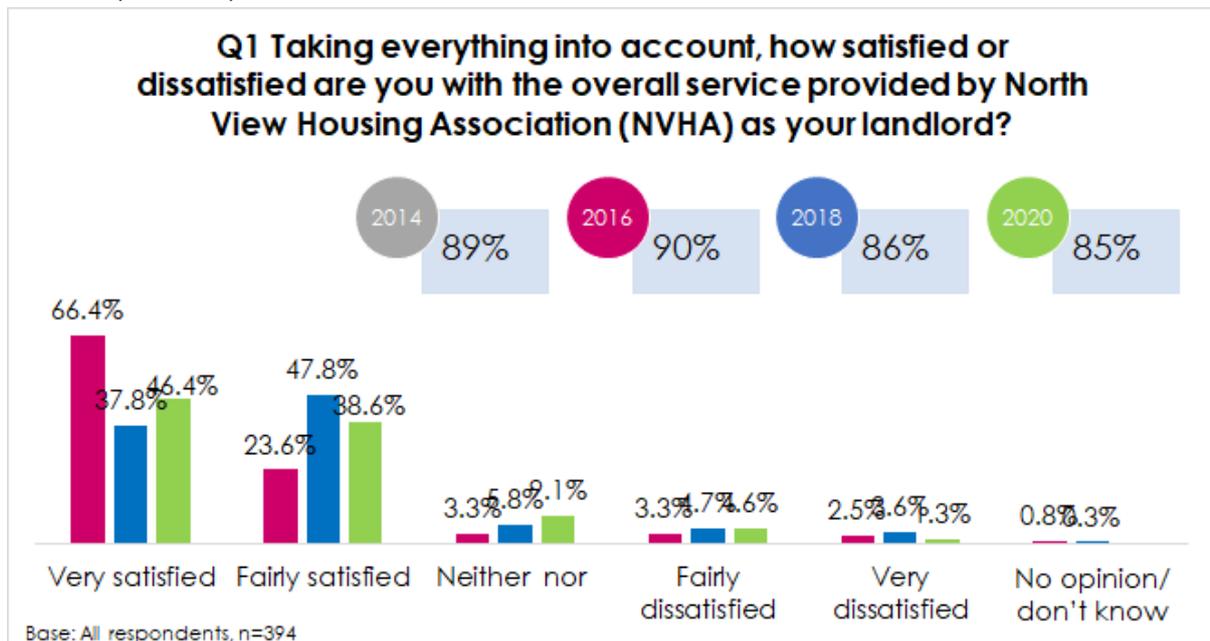
Please note that not all percentages sum to 100% due to rounding.

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 over 8 in 10 tenants (85%) were either very or fairly satisfied in this respect, compared to 6% who were either very or fairly dissatisfied. Compared to previous surveys, satisfaction has remained consistent with 86% very or fairly satisfied in 2018.



All respondents were then asked an open question to ask them to explain why they said this. As shown from the table below, 42% said they were a good landlord, 26% said they provided a good service and 21% said they were always helpful and they had no issues or problems.

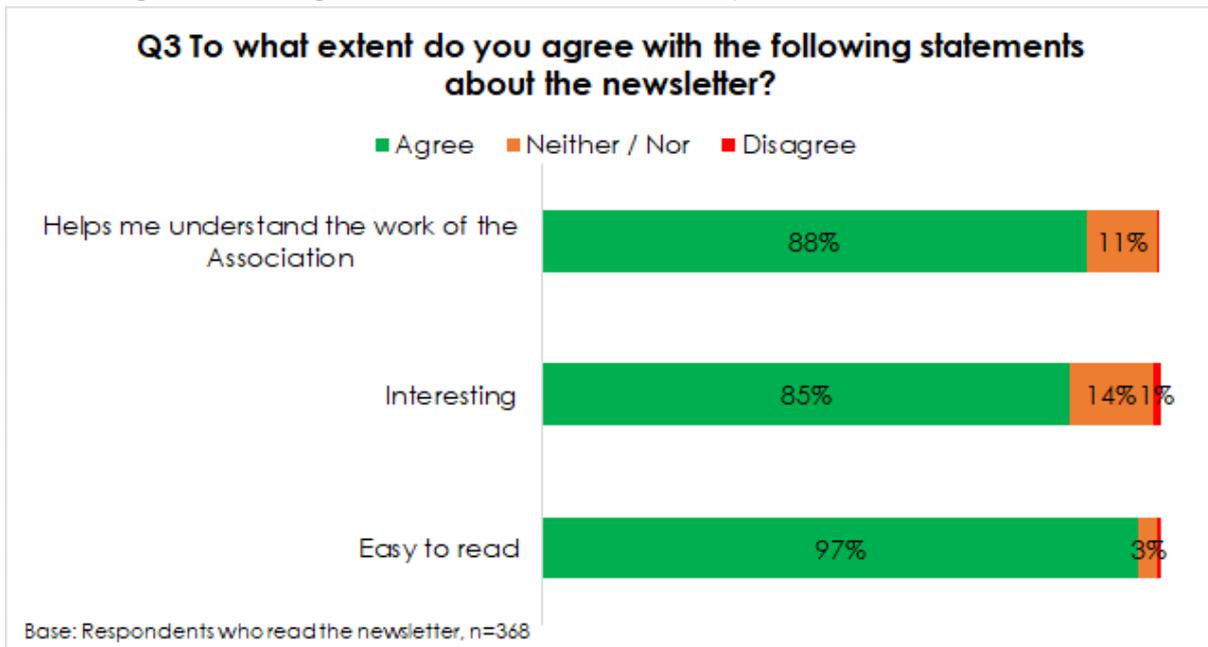
Q1a Why do you think that?		
Base: All respondents, n=394	No.	%
Good landlord/ happy with them	166	42.1%
Provide a good service	104	26.4%
Always helpful/ supportive	82	20.8%
No issues/ problems	81	20.6%
Poor repairs/ still outstanding	50	12.7%
Home requires upgrades/ improvements	18	4.6%
Don't deal with issues/ listen to our views	17	4.3%
Lack of communication	15	3.8%
Rent too high	9	2.3%
Other	8	2.0%

3. INFORMATION AND COMMUNICATION

3.1 The Association's newsletter (Q2-3)

The vast majority of tenants (93%) stated they read the Association's quarterly newsletter. This has decreased from 98% in 2018.

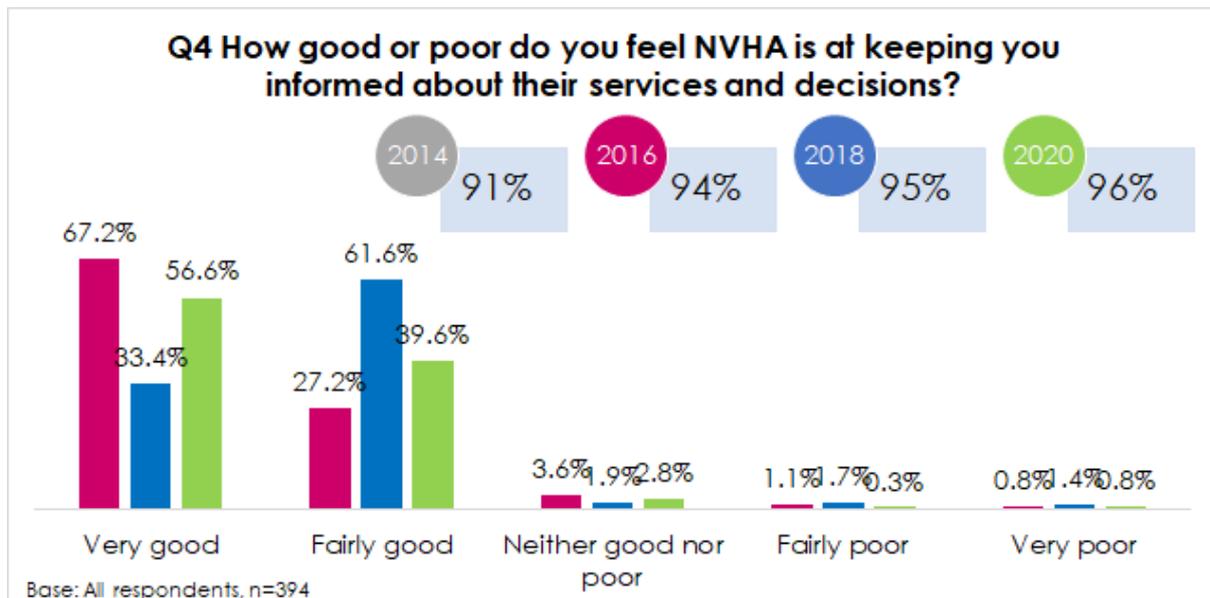
Those who read the newsletter rated it highly with 88% stating the newsletter helps them understand the work of the Association, 85% agreed the newsletter was interesting and 97% agreed the newsletter was easy to read.



3.2 Keeping tenants informed (Q4)

Over 9 in 10 respondents (96%) were of the opinion that the Association is very or fairly good at keeping them informed about their services and decisions compared to 3% who felt they were neither good nor poor and 1% who said they were very or fairly poor.

Overall satisfaction has remained consistent with the 2018 survey when 95% 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. Largely, suggestions noted that more direct communication would be appreciated and others noted that the Association should get back to tenants to keep them informed with progress of any issues or repairs.

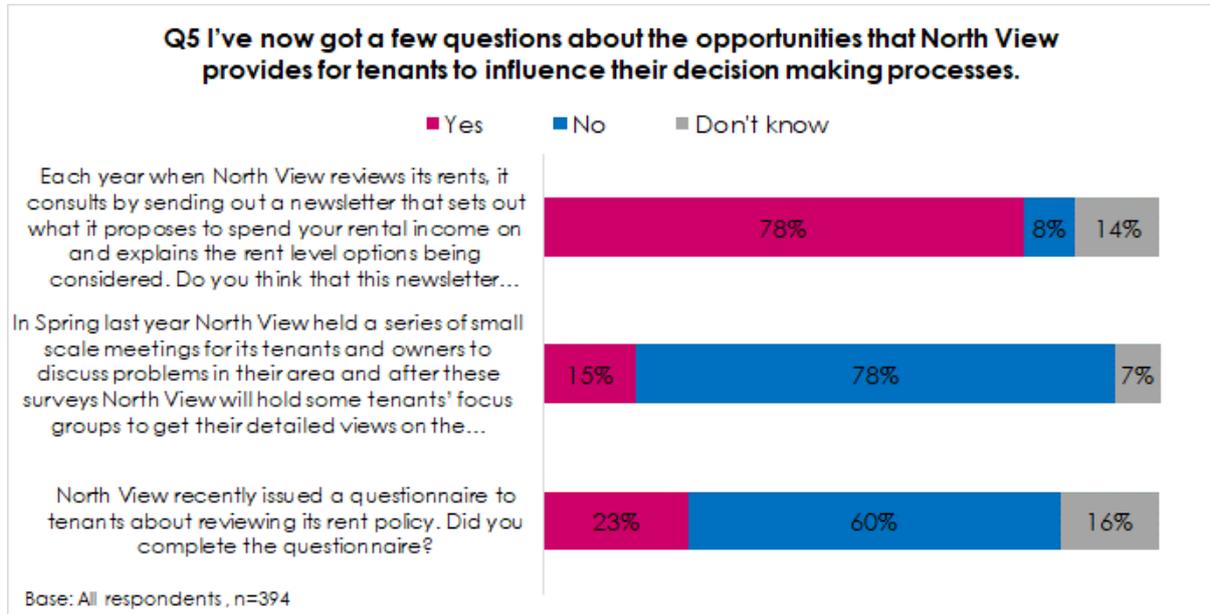
One respondent noted specific communication needs.

4. PARTICIPATION

4.1 Opportunities to influence decision making processes (Q5)

Each year when North View reviews its rents, it consults by sending out a newsletter that sets out what it proposes to spend your rental income on and explains the rent level options being considered. Do you think that this newsletter gives you enough information about how your rent is decided. 78% of tenants were aware of this.

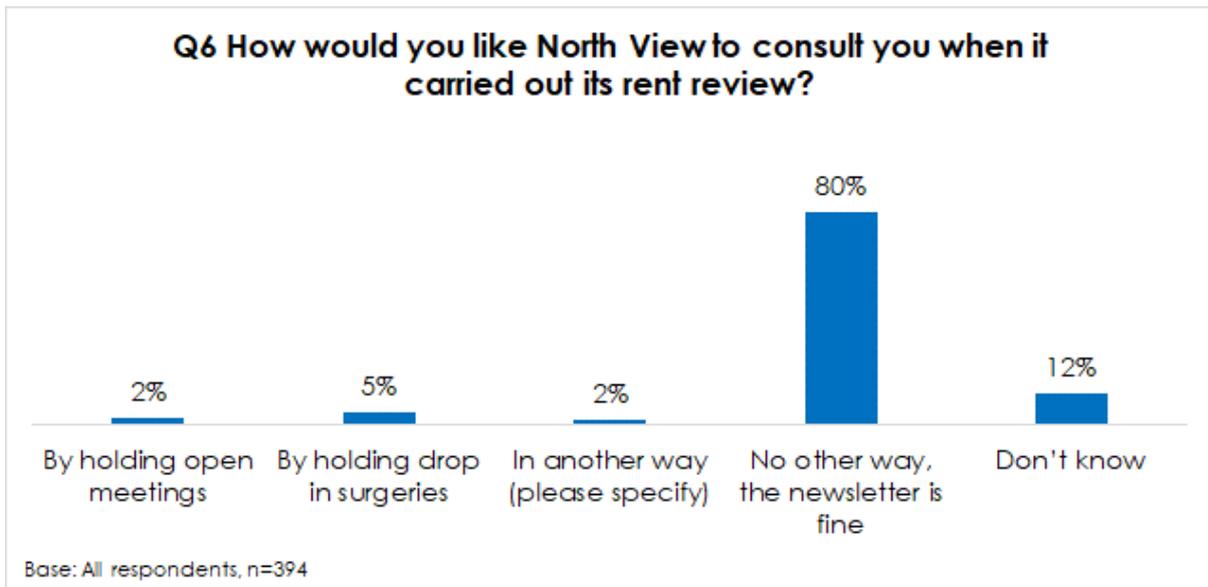
In spring last year, the Association held a series of small-scale meetings for tenants and owners to discuss problems in each area. 15% were aware of this and 23% of all tenants completed the questionnaire about reviewing its rent policy.



4.2 Consultation about rent review (Q5)

When asked if there were any other methods that they would like North View to use when carrying out their rent review, 80% said that they were happy that the newsletter is fine. 5% suggested holding drop-in surgeries and 2% said holding open meetings. Just 2% suggested other methods. These were:

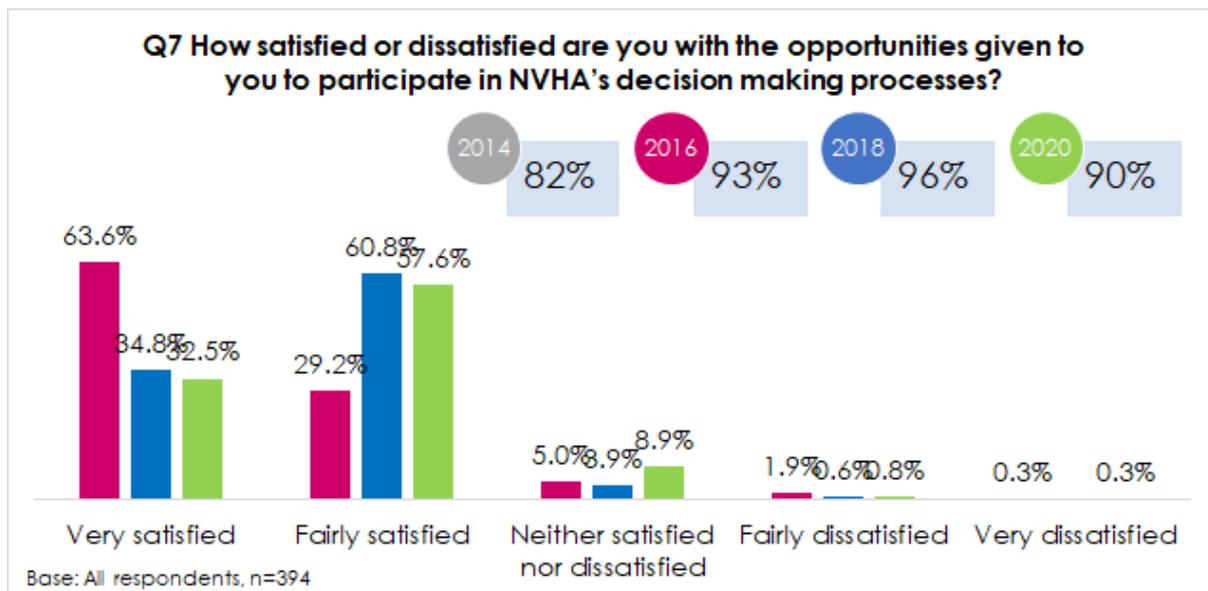
- Website or internet.
- Emails. (X3)
- Individual letter (x3)
- Direct explanation from member of staff



4.3 Satisfaction with participation opportunities (Q7)

90% 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 9% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied.

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

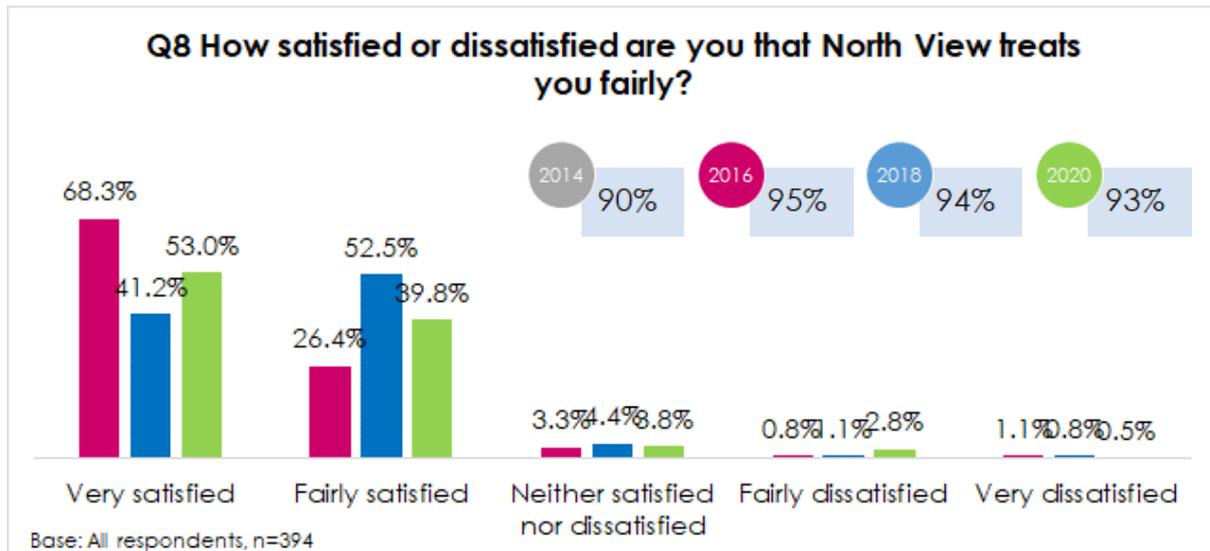


The few tenants who were not satisfied with the opportunities to participate were asked how North View could improve the opportunities provided for them to participate. 54% of tenants were not interested compared to 21% who said they needed better communication or information.

Q7a What could North View do to improve opportunities for you to participate in their decision making processes?		
Base: Respondents, n=39	No.	%
Not interested	21	53.8%
Better communication/ information	8	20.5%
Listen to our views	3	7.7%
Too old to get involved	3	7.7%
Don't know	3	7.7%
Other	1	2.6%

4.4 Treating tenants fairly (Q8)

The majority of respondents (93%) felt that North View treats them fairly, compared to 4% who were neither satisfied nor dissatisfied and 3% who felt dissatisfied that the Association treats them fairly. This has remained consistent with 94% satisfaction in 2018.

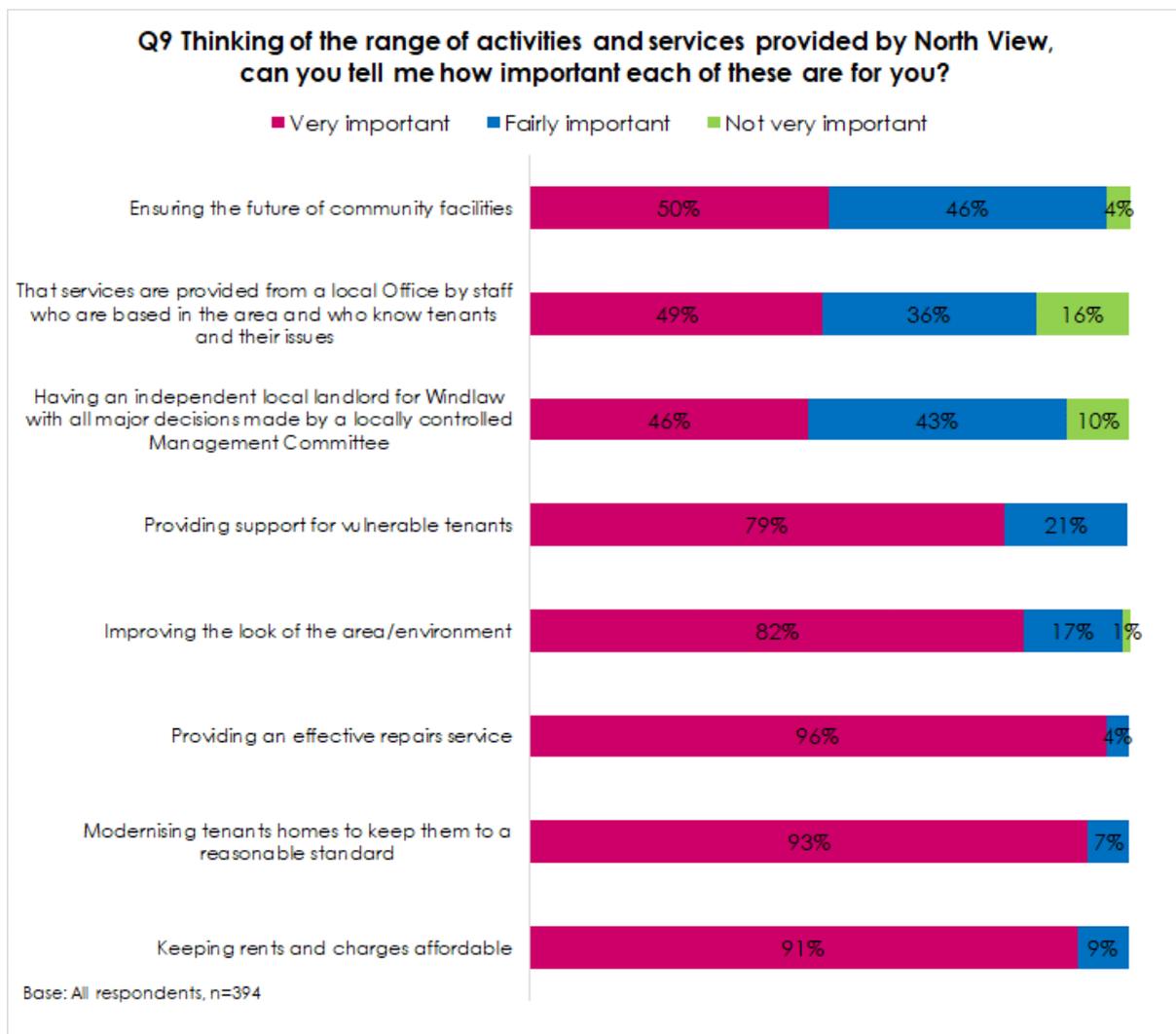


5. SERVICES PROVIDED BY NORTH VIEW

5.1 Importance of activities/ services (Q9)

Tenants were asked to rate the importance with regards to various landlord activities and services. This showed that tenant's top importance were:

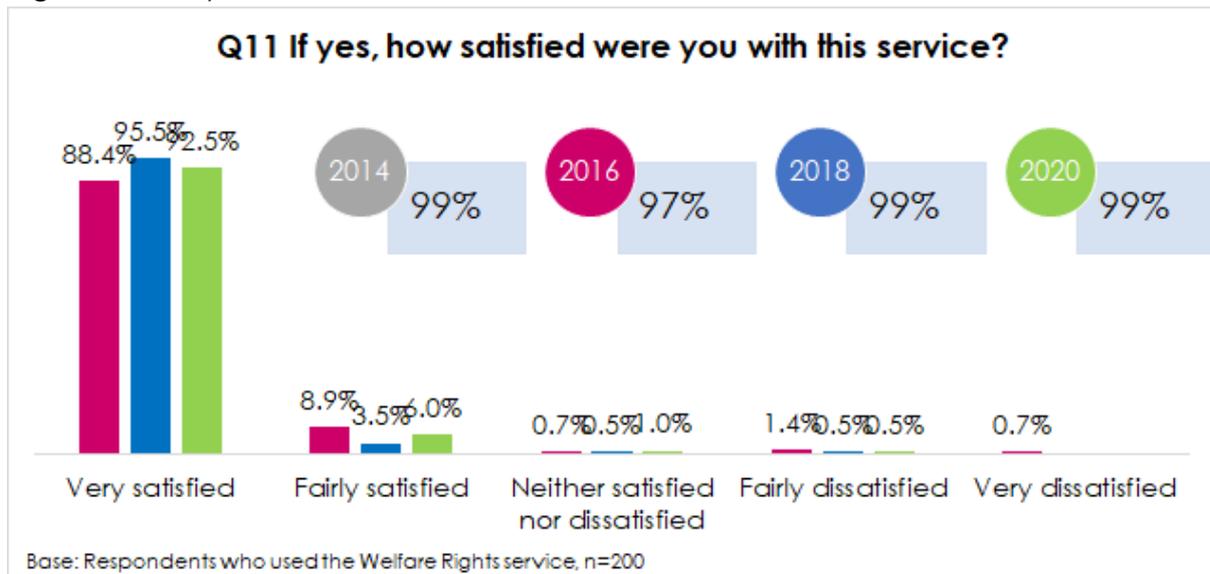
1. Providing an effective repairs service (96%)
2. Modernising tenants' homes to keep them a reasonable standard (93%)
3. Keeping rents and charges affordable (91%)
4. Improving the look of the area/environment (82%).



5.2 Welfare Rights service (Q10/Q11)

Just over half of respondents (51%) had used North View's Welfare Rights Service. This is a slight decrease from 55% in 2018.

The vast majority were very satisfied (93%) with the service received and 99% overall were satisfied. Satisfaction with the Welfare Rights Service has remained consistently high over the years.

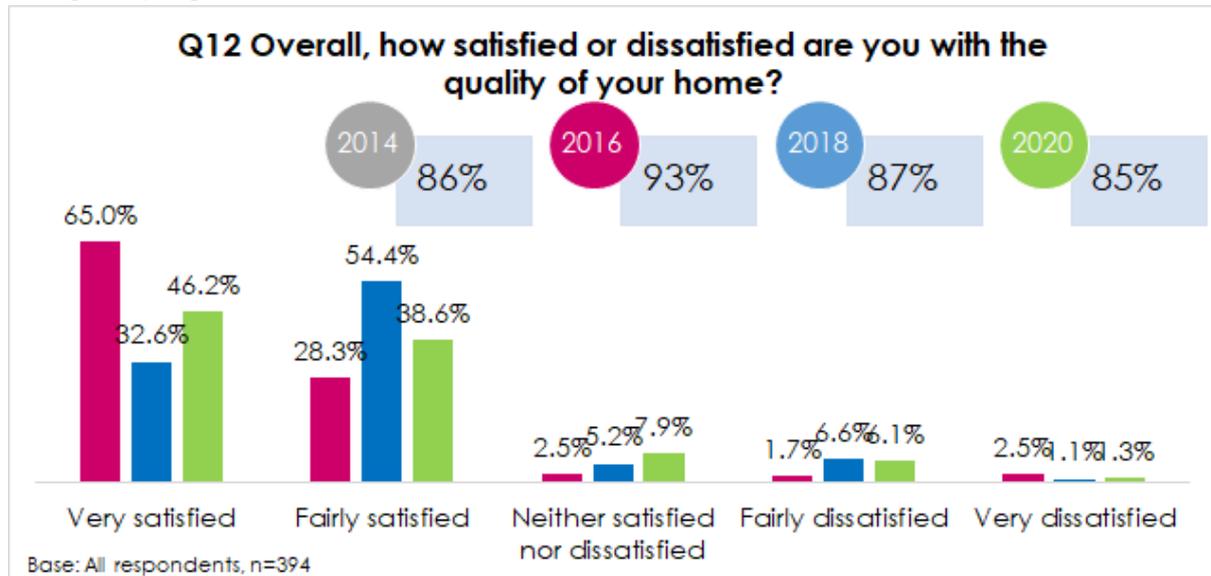


6. YOUR HOME AND NEIGHBOURHOOD

6.1 Satisfaction with the quality of the home (Q12)

Over 8 in 10 respondents (85%) were very or fairly satisfied with the quality of their home compared to 8% who said they were neither satisfied nor dissatisfied and 7% 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 and then marginally again to 85% in 2020.



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 home is in need of repairs (47%) and home requires upgrades/ improvements (45%).

Q12a 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?

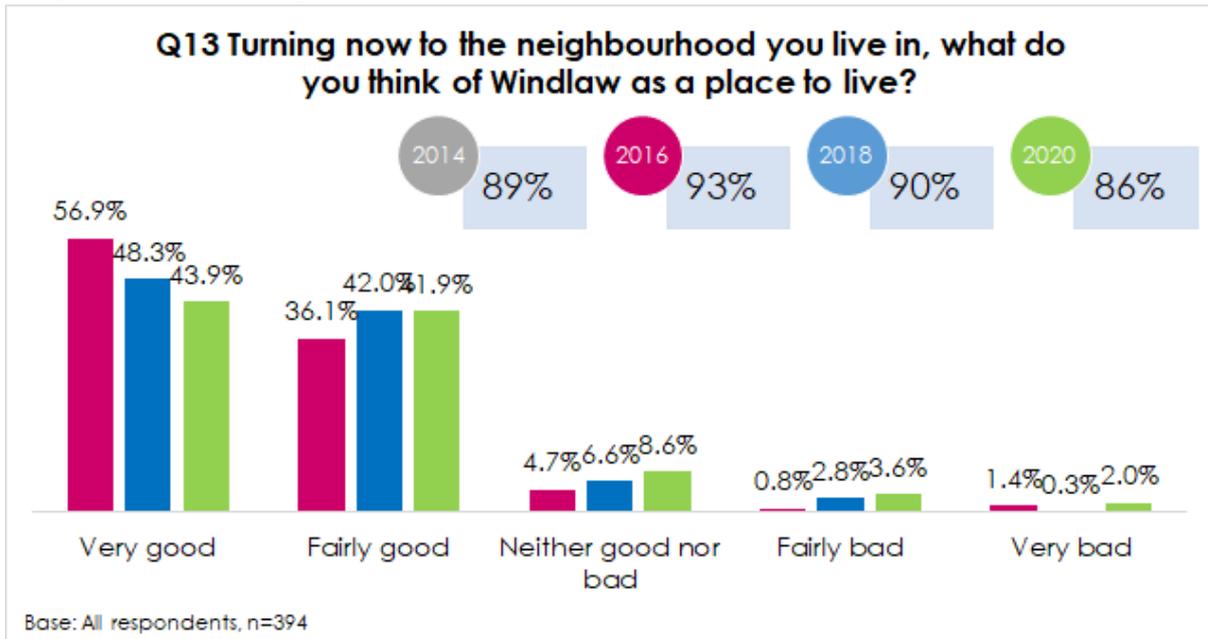
Base: n=60	No.	%
Home is in need of repairs/ repairs outstanding	28	46.7%
Home requires upgrades/ improvements	27	45.0%
Poor quality overall	7	11.7%
Home is too small	4	6.7%
Not suitable for disability	4	6.7%
Other	3	5.0%

Analysis by area code shows that dissatisfaction is significantly higher in the following areas: 2RH (18% dissatisfied), 1TC (13% dissatisfied), MTC (13% dissatisfied), BTC (13% dissatisfied), and LNB (17% dissatisfied).

6.2 Neighbourhood as a place to live (Q13)

The majority of respondents (86%) said that Windlaw was a very or fairly good place to live, compared to 9% who said the neighbourhood was neither a good place to live nor a bad place and 6% who felt it was a fairly or very bad place to live.

Since the 2018 survey, the proportion of respondents who said that their neighbourhood is a good place to live has decreased from 90% to 86%.



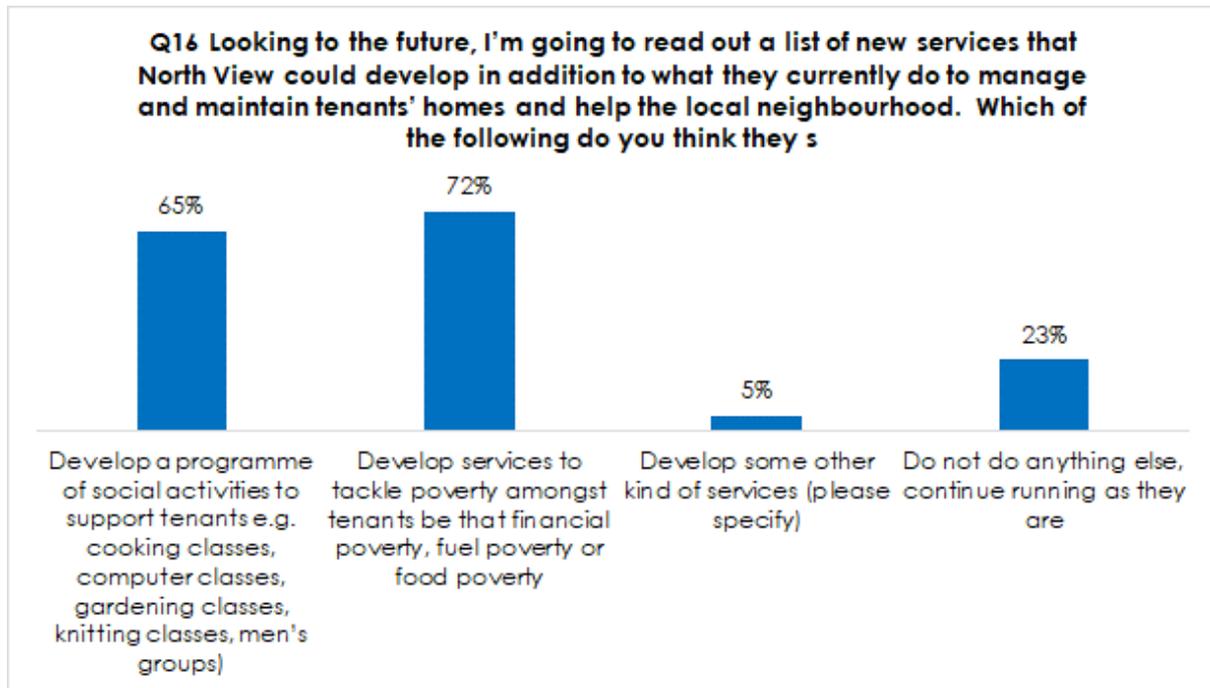
6.3 Spend on wider services and activities (Q14/Q15)

It was explained to respondents that “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. Are you happy for North View to spend money on things like:- funding the Jeely Piece's Play Club in the Birgidale Complex; funding the Jeely Piece to run a residential weekend for 12 children from this area; making a contribution to Castlemilk Youth Complex towards it providing activities and services for young people from our area; making a contribution to the Birgidale Complex to help it continue to operate; providing trips for residents (to Ayr, M&Ds etc.); providing skips around the area for a 'spring clean'; running a crisis fuel payment scheme for tenants.” Respondents were then asked if they were happy for North View to spend money on such non-housing related matters. 98% of respondents stated yes they are happy for North View to spend money on non-housing related matters.

98% also stated they would like North View to continue working with other local organisations to provide services and activities such as these.

6.4 New services (Q16)

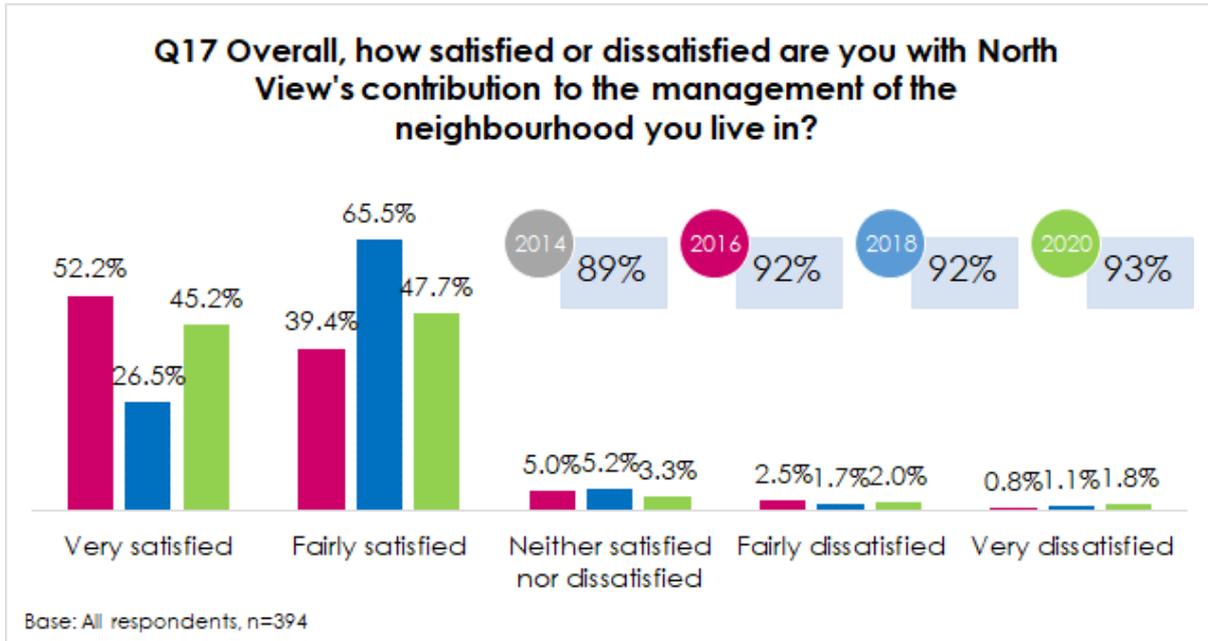
Tenants were then asked what following new services should North View develop in addition to what they currently do. 72% said develop services to tackle poverty amongst tenants, 69% said develop programme of social activities to support tenants and 23% stated continue running as they are.



6.5 Management of the neighbourhood (Q17)

In terms of neighbourhood management, just over 9 in 10 respondents (93%) were either very or fairly satisfied with North View's contribution to the management of the neighbourhood they live in, compared to 3% who were neither satisfied nor dissatisfied and 4% who were very or fairly dissatisfied.

Satisfaction with contribution to the management of the neighbourhood remained consistent with the 2016 and 2018 surveys when the level of satisfaction reported was 92% and has increased from 89% since the 2014 survey.



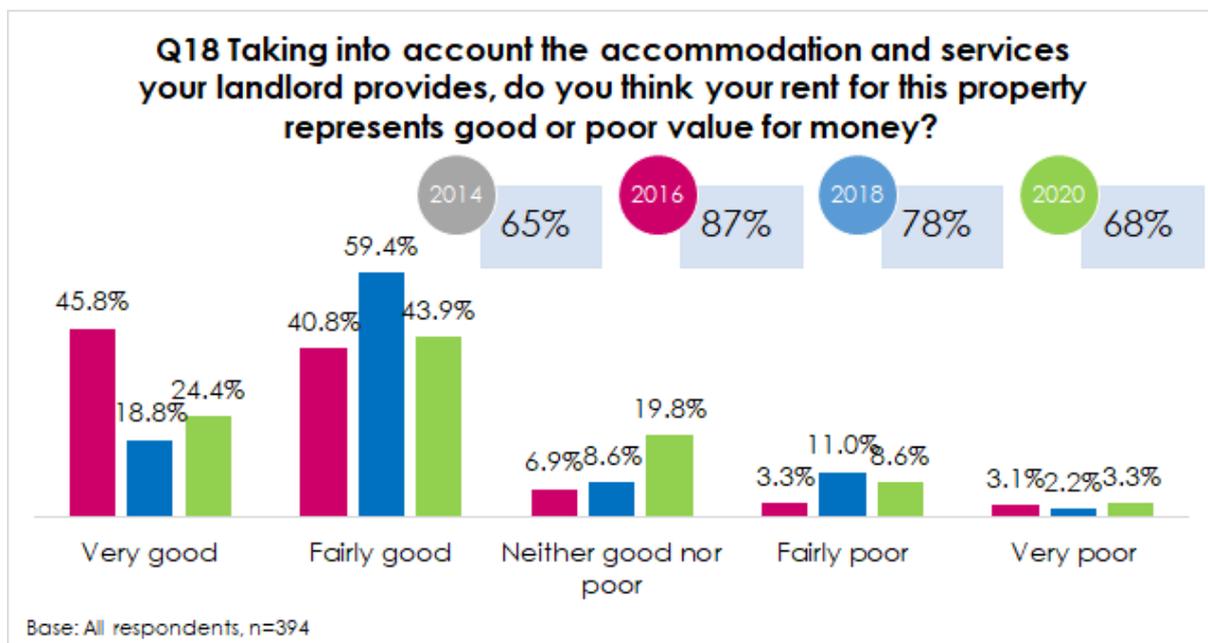
When those that were not satisfied with the Association's contribution to the management of the neighbourhood were asked how North View could improve this, suggestions included do more in the neighbourhood, deal with anti-social behaviour, deal with repairs and clean up.

7. RENT

7.1 Value for money (Q18)

In terms of value for money, just under 7 in 10 respondents (78%) said their rent represented very or fairly good value for money compared to 20% who said it was neither good value nor poor value and 12% 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 2018 survey when 78% 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:

- Expensive/ goes up every year (30%)
- Don't know (20%)
- Receive poor service (19%)
- Expensive compared to other HA/ private (19%).

RESIDENT SATISFACTION SURVEY 2018

Q18a 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?		
Base: n=125	No.	%
Expensive/ goes up every year	37	29.6%
Don't know	25	20.0%
Receive poor service	23	18.4%
Expensive compared to other HA/ private	23	18.4%
It is average/ ok	15	12.0%
Poor quality of homes	12	9.6%
Home is in need of repairs	11	8.8%
It gets paid for me	6	4.8%
Other	4	3.2%

8. COVID-19

8.1 Support services during covid-19 (Q19)

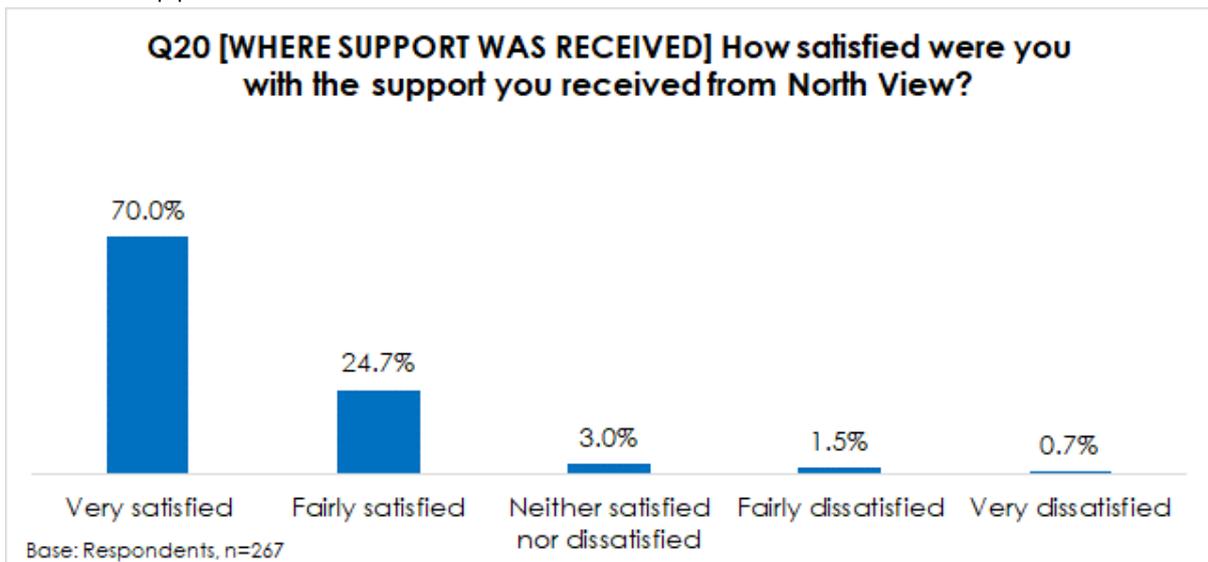
Tenants were then asked if they have received support in any of the following during covid-19. The majority of respondents stated they had received a welfare call to make sure they were coping (60%) compared to 32% who had received no support. 18% said they had received a food parcel and 12% said they had received a hygiene bag.

Q19 North View provided a range of support services for tenants over the last few months. Have you received support from North View in any of the following ways?

Base: n=394	No.	%
Received a welfare call to make sure you were coping alright	235	59.6%
No support received	127	32.2%
Received a food parcel (either in partnership with the Trussell Trust or Castlemilk Together)	71	18.0%
Received a hygiene bag	47	11.9%
Received support from our Welfare Rights Officer	38	9.6%
Electricity top up fund	13	3.3%
Other (please specify)	2	0.5%
Received white goods for your home	1	0.3%
Received a free Tablet	1	0.3%

8.2 Satisfaction with support received (Q20)

The majority of the respondents 95% said they were very or fairly satisfied with the support they received from North View compared to 3% who said they were neither satisfied nor dissatisfied. The remaining 2% said they were fairly or very dissatisfied with the support received.



8.3 Support from other organisations (Q21)

8% of respondents stated they received support from other organisations during the Coronavirus outbreak. This came from a range of organisations, such as those listed below:

- *Stewart centre*
- *Health Centre.*
- *Turning Point.*
- *Glasgow City Council.*
- *Food Train charity.*
- *Children's nursery gave us a food parcel.*
- *Cargom support services.*
- *Local church group.*
- *Church.*
- *Homeless Group.*
- *Pension action group.*
- *Dixon care*
- *Red Cross.*
- *Richmond Fellowship.*

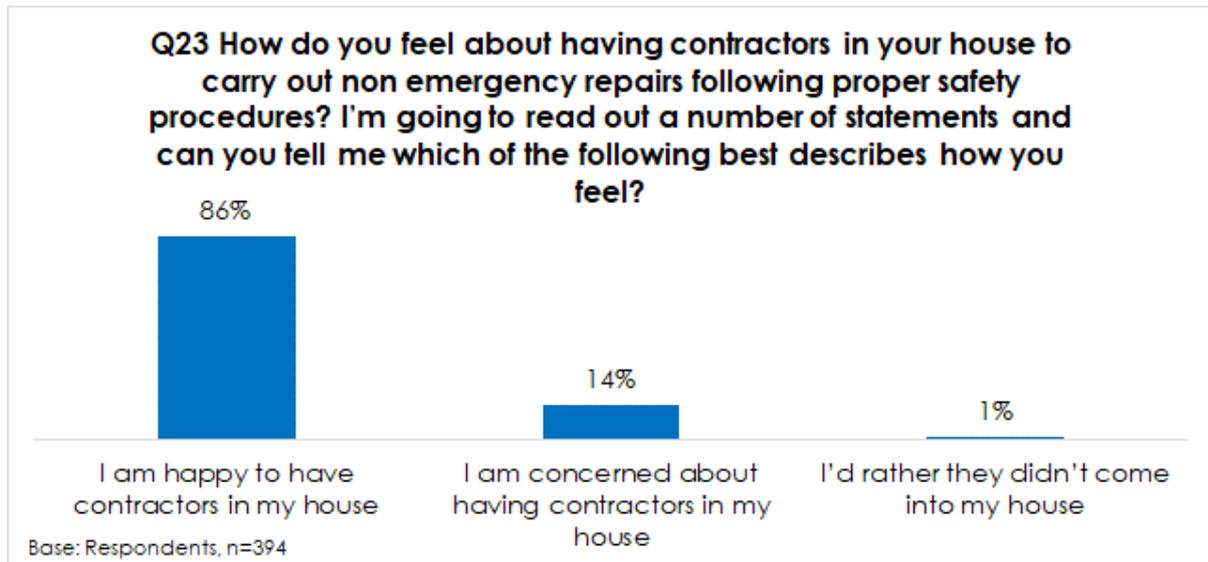
8.4 Could North View have done more? (Q22)

Respondents were then asked if there was anything North View could do to support tenants during the Coronavirus outbreak that they aren't already doing. 11% of tenants said that 'yes' they felt North View could do more. This equates to 43 tenants. Where they said they felt North View could do more, they were asked to explain what. The most common responses were:

- More communication/information, keeping in touch in particular themselves directly or tenants more generally (63%)
- Help/ support with rent (14%)
- Help vulnerable/ elderly tenants (12%)

8.5 Contractors carrying out repairs (Q23)

Respondents were asked how they feel about contractors in their house carrying out emergency repairs following the proper safety procedures. 86% said they would be happy to have contractors in their house compared to 14% who said they were concerned.



8.6 Further comments (Q24)

Finally, respondents were asked an open question 'Do you have any other comments you wish to make about NVHA and its services?' 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 were 'no issues' they could think of or that were doing a good job (84%). This was followed by the fact that staff are helpful (11%). Where suggestions were made for improvement, the most common themes related to:

- Improve the repair system (8%)
- Deal with issues/ listen to our views (8%).

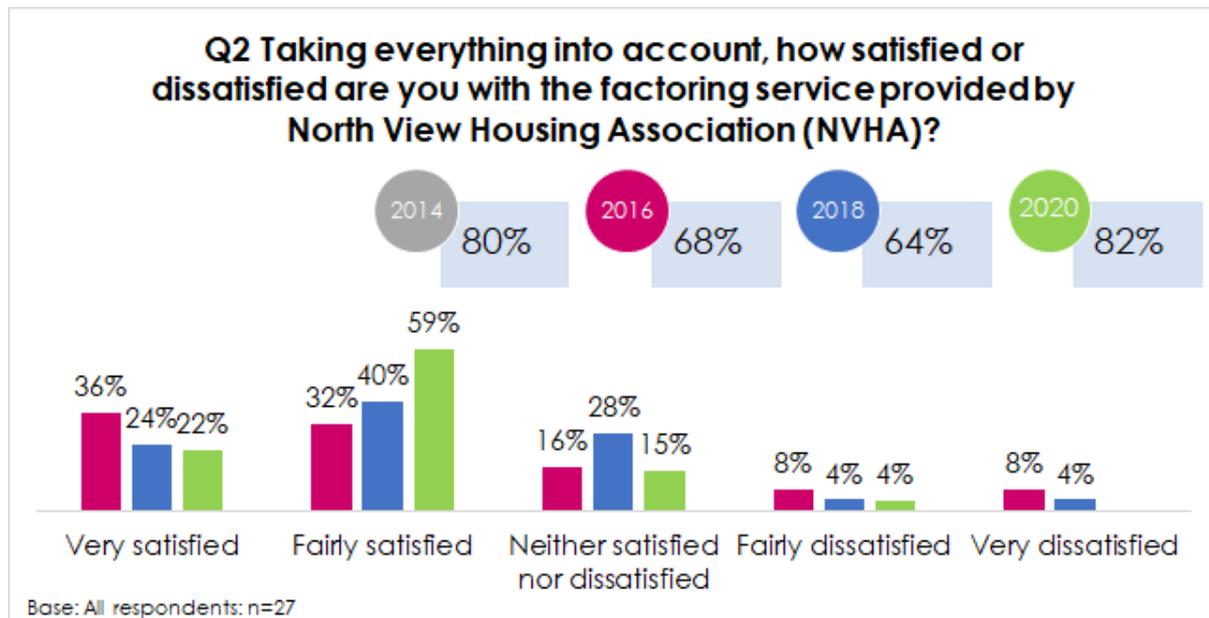
Q24 Do you have any other comments you wish to make about NVHA and its services?		
Base: n=394	No.	%
No issues/ complaints	237	60.2%
Happy with them/ doing a good job	94	23.9%
Staff helpful	44	11.2%
Improve repair service	33	8.4%
Deal with issues/ listen to our views	31	7.9%
Require home improvements/ upgrades	16	4.1%
Other	8	2.0%
Better close cleaning	5	1.3%
Don't know	4	1.0%

9. OWNERS SURVEY

9.1 Overall satisfaction

A total of 27 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 82% of owners (22 owners) were either very or fairly satisfied in this respect. 4% of owners (1 owner) were fairly dissatisfied and the remaining 4 respondents (15%) were neither satisfied nor dissatisfied.

Compared to 2018, this is a significant increase in satisfaction, rising from 64% to 82%.



All owners were then asked to give a reason why they say this. The reasons are provided below:

- Provide a good service.
- Provide a good service.
- Unsure what they do.
- Excellent service.
- Never had any problems.
- They provide a good service.
- Good services.
- The back needs cleaned up and paths need cleaned up.
- They do a good job.
- Do everything they are meant to do and do it well.
- Never had any issues. Anything I have asked them to do they have done it.
- Never had any complaints.

- *Good services.*
- *Never had any issues. Provide a good service.*
- *On the whole they do a good job.*
- *No complaints.*
- *Satisfied with the service but not satisfied with the tenants they are putting in. Too many drug addicts and vandalism in this area.*
- *Don't know what they do.*
- *Great services.*
- *They do a good job.*
- *They are good just the gutters need cleaned.*
- *Don't have a factor as bought the house before North View came into being.*
- *There is so much they don't do. I have to take bins to closes down for emptying . I am 75 and because I have bought my house they do nothing for me.*
- *For the things they do like close cleaning and maintaining the area they do it well.*
- *Reported pipes at the back and they have done nothing. They could do better with the services they provide. They do look after the back courts well*
- *Look after the building and gardens. Repairs are good. No complaints.*
- *Never had any issues with them.*

APPENDIX 1: SURVEY QUESTIONNAIRE



Project number	P1109
Project name	North View Housing Association Tenant Satisfaction Survey 2020

INTRODUCTION (Read out) 'Hello, my name is _____. I am undertaking a short survey for **North View Housing Association** to find out tenants' views on the service they receive and also the support received during Covid 19. The survey also asks some demographic questions such as age, gender and ethnicity. This information is only used to create an overall picture of the type of residents housed by the Association and will help them develop services to meet those needs. You should have seen an article about the survey in the Association's recent newsletter. 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.

The survey will take about 10 minutes to complete. Can you spare the time to speak me just now?

Can I assure you that all your answers will remain totally confidential and anonymous. Nobody at **North View** will know your individual answers without your permission. You do not need to answer any questions you don't want to and you have the right to end the interview at any time. Interviews will be recorded for training and monitoring purposes. Can I confirm that you are happy to take part in the survey?

INTERVIEWER: IF RESPONDENT IS HAPPY TO PARTICIPATE IN THE RESEARCH RECORD RESPONDENT RRID - ENSURE RRID MATCHES 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 consented to participate in the research.

Overall satisfaction

[INTERVIEWER: READ OUT] I AM AWARE THAT THINGS WILL HAVE BEEN QUITE DIFFERENT OVER THE LAST FEW MONTHS AND I HAVE A FEW QUESTIONS LATER ON ABOUT NORTH VIEW'S PERFORMANCE DURING LOCKDOWN, BUT FOR THE REST OF THIS SURVEY CAN I ASK YOU TO ANSWER THINKING ABOUT HOW THE THEY HAS BEEN DELIVERING SERVICES FOR THE LAST YEAR, DURING 'NORMAL' TIMES.

1. a) TENANT [SSHC] 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?		

Information and communication

2. Do you read North View's quarterly newsletter?

Yes	1	Go to Q3
No	2	Go to Q4

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

	Agree	Neither / Nor	Disagree	
Easy to read	1	2	3	Go to Q4
Interesting	1	2	3	
Helps me understand the work of the Association	1	2	3	

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

Very good	1	Go to Q5
Fairly good	2	
Neither good nor poor	3	Ask below
Fairly poor	4	
Very poor	5	
How could North View improve how they keep you informed?		

Participation

5. I've now got a few questions about the opportunities that North View provides for tenants to influence their decision making processes.

	Yes	No	Don't know
North View recently issued a questionnaire to tenants about reviewing its rent policy. Did you complete the questionnaire?	1	2	3
In Spring last year North View held a series of small scale meetings for its tenants and owners to discuss problems in their area and after these surveys North View will hold some tenants' focus groups to get their detailed views on the feedback we receive? Would you like to take part in one of these focus groups?	1	2	3
Each year when North View reviews its rents, it consults by sending out a newsletter that sets out what it proposes to spend your rental income on and explains the rent level options being considered. Do you think that this newsletter gives you enough information about how your rent is decided?	1	2	3

6. How would you like North View to consult you when it carried out its rent review?

By holding open meetings	1
By holding drop in surgeries	2
In another way (please specify)	3
No other way, the newsletter is fine	4
Don't know	5

7. [SSHC] 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 Q8
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?		

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

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

Services provided by North View

9. Thinking of the range of activities and services provided by North View, can you tell me how important each of these are for you? For each can you tell me whether it is very important, fairly important, not that important or not at all important.

	Very important	Fairly important	Not very important	Not at all important
Keeping rents and charges affordable	1	2	3	4
Modernising tenants homes to keep them to a reasonable standard	1	2	3	4
Providing an effective repairs service	1	2	3	4
Improving the look of the area/environment	1	2	3	4
Providing support for vulnerable tenants	1	2	3	4
Having an independent local landlord for Windlaw with all major decisions made by a locally controlled Management Committee	1	2	3	4
That services are provided from a local Office by staff who are based in the area and who know tenants and their issues	1	2	3	4
Ensuring the future of community facilities	1	2	3	4

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

Yes	1	Go to Q11
No	2	Go to Q12

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

Very satisfied	1	Go to Q12
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

Your Home and Neighbourhood

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

Very satisfied	1	Go to Q13
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?		

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

Very good	1	Go to Q14
Fairly good	2	
Neither good nor bad	3	
Fairly poor	4	
Very poor	5	

14. 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. Are you happy for North View to spend money on things like:- funding the Jeely Piece's Play Club in the Birgidale Complex; funding the Jeely Piece to run a residential weekend for 12 children from this area; making a contribution to Castlemilk Youth Complex towards it providing activities and services for young people from our area; making a contribution to the Birgidale Complex to help it continue to operate; providing trips for residents (to Ayr, M&Ds etc.); providing skips around the area for a 'spring clean'; running a crisis fuel payment scheme for tenants.

Yes	1	Go to Q15
No	2	

15. Would you like North View to continue working with other local organisations to provide services and activities like these mentioned in the previous question? that improve residents' lives and make the community stronger?

Yes	1	Go to Q18
No	2	

**16. Looking to the future, I'm going to read out a list of new services that North View could develop in addition to what they currently do to manage and maintain tenants' homes and help the local neighbourhood. Which of the following do you think they should do?
ALL THAT APPLY**

Develop a programme of social activities to support tenants e.g. cooking classes, computer classes, gardening classes, knitting classes, men's groups)	1	Go to Q17
Develop services to tackle poverty amongst tenants be that financial poverty, fuel poverty or food poverty	2	
Develop some other kind of services (please specify)	3	
Do not do anything else, continue running as they are	4	

17. [SSHC] Overall, how satisfied or dissatisfied are you with North View's contribution to the management of the neighbourhood you live in?

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 their management of the neighbourhood?

Rent

18. [SSHC] Taking into account the accommodation and services your landlord provides, do you think your rent for this property represents good or poor value for money?

Very good	1	Go to Q19
Fairly good	2	
Neither good nor poor	3	Go to below
Fairly poor	4	
Very poor	5	
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?		

Covid-19

I'd now like to ask you some questions about the support you received from North View during the last few months.

19. North View provided a range of support services for tenants over the last few months. Have you received support from North View in any of the following ways? ALL THAT APPLY

Received a food parcel (either in partnership with the Trussell Trust or Castlemilk Together)	1	Go to Q20
Electricity top up fund	2	
Received white goods for your home	3	
Received a hygiene bag	4	
Received a free Tablet	5	
Received a welfare call to make sure you were coping alright	6	
Received support from our Welfare Rights Officer	7	
Other (please specify)	8	
No support received	9	Go to Q21

20. [WHERE SUPPORT WAS RECEIVED] How satisfied were you with the support you received from North View?

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

21. Did you get support from any other organisations during the Coronavirus outbreak?

Yes (what organisations did you get support from?)	1	Go to Q22
No	2	

22. Is there anything more you think North View could do to support tenants during the Coronavirus outbreak that they aren't already doing?

Yes (please say what?)	1	Go to Q23
No	2	

23. How do you feel about having contractors in your house to carry out non emergency repairs following proper safety procedures? I'm going to read out a number of statements and can you tell me which of the following best describes how you feel?

I am happy to have contractors in my house	1
I am concerned about having contractors in my house	2
I'd rather they didn't come into my house	3

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

25. 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
No	2

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

Yes	1
No	2

Thank you very much for your time.

Would you like to take a note of our website address to learn more about Research Resource and how your data is used? You can find our Privacy Information Notice at www.researchresource.co.uk/privacy-notice

Project number	P1109a
Project name	North View Housing Association Owner Satisfaction Survey 2020

INTRODUCTION (Read out) 'Hello, my name is _____. I am undertaking a short survey for **North View Housing Association** to find out owners views on the service they receive. You should have seen an article about the survey in the Association's recent newsletter.

The survey will take about 10 minutes to complete. Can you spare the time to speak me just now?

Can I assure you that all your answers will remain totally confidential and anonymous. Nobody at **North View** will know your individual answers without your permission. You do not need to answer any questions you don't want to and you have the right to end the interview at any time. Interviews will be recorded for training and monitoring purposes. Can I confirm that you are happy to take part in the survey?

INTERVIEWER: IF RESPONDENT IS HAPPY TO PARTICIPATE IN THE RESEARCH RECORD RESPONDENT RRID - ENSURE RRID MATCHES 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 consented to participate in the research.

Overall satisfaction

[INTERVIEWER: READ OUT] I AM AWARE THAT THINGS WILL HAVE BEEN QUITE DIFFERENT OVER THE LAST FEW MONTHS AND I HAVE A FEW QUESTIONS LATER ON ABOUT NORTH VIEW'S PERFORMANCE DURING LOCKDOWN, BUT FOR THE REST OF THIS SURVEY CAN I ASK YOU TO ANSWER THINKING ABOUT HOW THE THEY HAS BEEN DELIVERING SERVICES FOR THE LAST YEAR, DURING 'NORMAL' TIMES.

1. Are you the owner of the property?

Yes	1	Go to Q2
No	2	Thank and close. Record owner doesn't live in property on sample

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

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

3. Why do you say that?

	Thank and close
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Thank you very much for your time.

Would you like to take a note of our website address to learn more about Research Resource and how your data is used? You can find our Privacy Information Notice at www.researchresource.co.uk/privacy-notice

APPENDIX 2: TECHNICAL REPORT SUMMARY



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	North View Housing Association TSS 2020
Project number	P1109
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	421 interviews (394 tenant and 27 owner interviews)
Achieved sample size	421 interviews were achieved (394 tenant and 27 owner interviews)
Date of fieldwork	17 th August to 11 th September
Sampling method	Interviews spread across the organisations stock
Data collection method	Interviews were undertaken with the tenant or their partner by telephone. All responses were recorded electronically on tablet, entered directly into our SNAP survey software package.
Response rate and definition and method of how calculated	63% (394 tenant interviews from a population of 623) 29% (27 owner interviews from a population of 92)
Any incentives?	None
Number of interviewers	7 interviewers were working on this
Interview validation methods	10% of each interviewers work was validated by remote listening to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
Showcards or any other materials used?	Not applicable
Weighting procedures (if	Not applicable

RESIDENT SATISFACTION SURVEY 2018

applicable)	
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings	Data accurate overall to +/-3% for tenants