



NORTH VIEW HOUSING ASSOCIATION

CUSTOMER SATISFACTION RESEARCH

September 2024

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North View Housing Association

Customer Satisfaction Survey 2024

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


EXECUTIVE SUMMARY

INTRODUCTION

- North View Housing Association commissioned Research Resource to carry out a tenant satisfaction survey on their behalf.
- The aim of the survey was to provide an up to date view of tenant satisfaction with the Association, its services and the neighbourhood. A total of 278 interviews were completed with North View Housing Association tenants and 32 interviews were undertaken with owners.
- Interviews took place between the 13th August and the 3rd September 2024 and were spread across the organisations stock to ensure that a comprehensive picture of customer satisfaction was collected.
- This provides data accurate to +/-5% accuracy for overall. Due to the small number of owner responses, these results cannot be considered statistically robust.
- The 2024 tenant satisfaction survey provides a robust body of data upon which North View can be confident making decisions.
- This executive summary highlights the key findings from this programme of research.








SCOTTISH HOUSING REGULATOR INDICATORS OF 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 2018, 2020 and 2022. The trend column shows whether there has been a change in satisfaction in 2024 compared to 2022. The final column shows the Scottish Average as reported in the Annual Return on the Charter for all landlords in 2023/24.

Key				
				
Significant increase	Slight increase	No change	Slight decrease	Significant decrease

CUSTOMER SATISFACTION SURVEY 2024

The following table shows that the Association is improving in all aspects of service compared to the previous survey in 2022. Furthermore, North View is performing above the Scottish average for all but the factoring service indicator.

Customer Satisfaction	% 2018	% 2020	% 2022	% 2024	Change	23/43 Scot. Ave.
% of tenants satisfied with the overall service provided by their landlord	86%	85%	79%	92%		87%
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	95%	96%	96%	98%		91%
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	96%	90%	97%	99%		88%
The Home	% 2018	% 2020	% 2022	% 2024	Change	Scot. Ave.
% of existing tenants satisfied with the quality of their home	87%	85%	85%	90%		84%
The Neighbourhood	% 2018	% 2020	% 2022	% 2024	Change	Scot. Ave.
% of tenants satisfied with the management of the neighbourhood they live in	92%	93%	89%	95%		85%
Value for money	% 2018	% 2020	% 2022	% 2024	Change	Scot. Ave.
% of tenants who feel that the rent for their property represents good value for money	78%	68%	84%	91%		82%
Factoring	% 2018	% 2020	% 2022	% 2024	Change	Scot. Ave.
% of factored owners who are satisfied with the factoring service provided overall	64%	82%	46%	50%		60%

1. INTRODUCTION, BACKGROUND AND OBJECTIVES

1.1. Introduction

This report represents and discusses the findings to emerge from North View Housing Association's (NVHA) 2024 Customer Satisfaction Survey.

1.2. Background and objectives

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:

- Overall satisfaction with the service provided
- The quality of information provided by NVHA;
- Quality of the home and the neighbourhood;
- Tenant involvement/ opportunities for participation;
- Rent and value for money
- Wider role activities and tenancy support.

It is against this background that Research Resource were commissioned to carry out North View Housing Association's 2024 Customer Satisfaction Survey.

1.1 Research Method

We note that the guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. The Association's 2020 satisfaction survey was carried out using a telephone survey methodology due to the Covid-19 pandemic. In 2022, a mixed methodology was used offering a combination of doorstep interviews and telephone interviews. However, in 2024, the decision was taken to revert to a wholly face to face survey methodology, as had been done prior to 2020.

The face to face survey methodology is an interviewer led methodology, providing control over the sample profile and a high quality interviewing experience. It is an inclusive approach, with all tenants in scope for the research.

1.3. Sample Size

The aim of the survey was to achieve a robust level of data upon which the Organisation can have confidence making decisions upon and to maximise the response to the survey. Overall, a total of 278 interviews were completed with NVHA tenants, equating to a response rate of 40% which is in line with the regulatory requirement of a 40% response rate. This number of interviews provides data

accurate to +5% based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across each area of the organisation's stock to ensure coverage of all stock types.

The guidance from the Scottish Housing Regulator states that in all surveys, particularly postal surveys, some groups are more likely than others to respond. This means that certain subgroups will be under-represented, and others will be over-represented in the final achieved sample (i.e. all the people who responded). Weighting ensures that received responses are representative of the whole survey population.

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

	No of tenants	% of tenants	No of interviews	% of interviews
Ardencraig Road	115	16.5%	48	17.3%
Ardmaleish Road	58	8.3%	24	8.6%
Ardmaleish Street	33	4.7%	13	4.7%
Ardmaleish Terrace	10	1.4%	5	1.8%
Birgidale Road	33	4.7%	14	5.0%
Cassiltoun Gardens	10	1.4%	4	1.4%
Castlemilk Drive	77	11.1%	32	11.5%
Castlemilk Terrace	9	1.3%	4	1.4%
Dunagoil Gardens	10	1.4%	4	1.4%
Dunagoil Place	11	1.6%	5	1.8%
Dunagoil Road	58	8.3%	23	8.3%
Dunagoil Street	15	2.2%	0	0.0%
Lenihall Drive	42	6.0%	18	6.5%
Lenihall Terrace	15	2.2%	6	2.2%
Stravanan Court	20	2.9%	6	2.2%
Stravanan Gardens	24	3.5%	11	4.0%
Stravanan Place	9	1.3%	5	1.8%
Stravanan Road	101	14.5%	37	13.3%
Stravanan Street	9	1.3%	4	1.4%
Stravanan Terrace	20	2.9%	8	2.9%
Viewglen Court	12	1.7%	6	2.2%
Viewglen Gate	4	0.6%	1	0.4%
Grand Total	695	100.0%	278	100.0%

In addition to the tenants' survey 32 interviews were completed with owners with a shorter questionnaire.

1.4. Questionnaire design

After consultation with NVHA representatives, a survey questionnaire was agreed which fully met the information needs and requirements of the organisation and included all issues of importance for tenants.

In developing the questionnaire the following issues were considered:

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

A survey was designed which covered the following key areas:

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

Copies of the final questionnaires used for both tenants and owners are available in appendix 1 of this report.

1.5. Survey Analysis and Reporting

Survey data has been analysed and reported on in a number of ways, most importantly analysis has been carried out for tenants and owners separately, with results reported in separate chapters within this report. Additionally, analysis has been carried out ensuring that comparisons can be drawn between North View's 2024 results as well as a comparison to the organisation's previous customer satisfaction survey undertaken in 2018, 2020 and 2022.

Throughout this report the figures show the results as percentages and base numbers (the number of respondents to each question) are shown. Due to the small number of respondents, care should be taken when reading percentages.

Percentages are rounded up or down to one decimal place. Not all percentages will sum to 100% due to rounding. Rounding can also cause percentages described in the supporting text or summarising 'overall satisfaction' (i.e. adding very satisfied

and fairly satisfied responses together) to differ from the charts by 1% when two percentages are added together.

Where respondents could select more than one response to a question the percentages will sum to more than 100%.

1.6. Report Structure

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

- 3. OVERALL SATISFACTION
- 4. INFORMATION AND COMMUNICATION
- 5. PARTICIPATION
- 6. CONTACT WITH THE ASSOCIATION
- 7. SERVICES PROVIDED BY NORTH VIEW
- 8. OTHER SERVICES/ WIDER ROLE ACTIVITIES
- 9. RESIDENT PROFILE
- 10. OWNERS RESULTS

Appendix 1 - Survey questionnaires

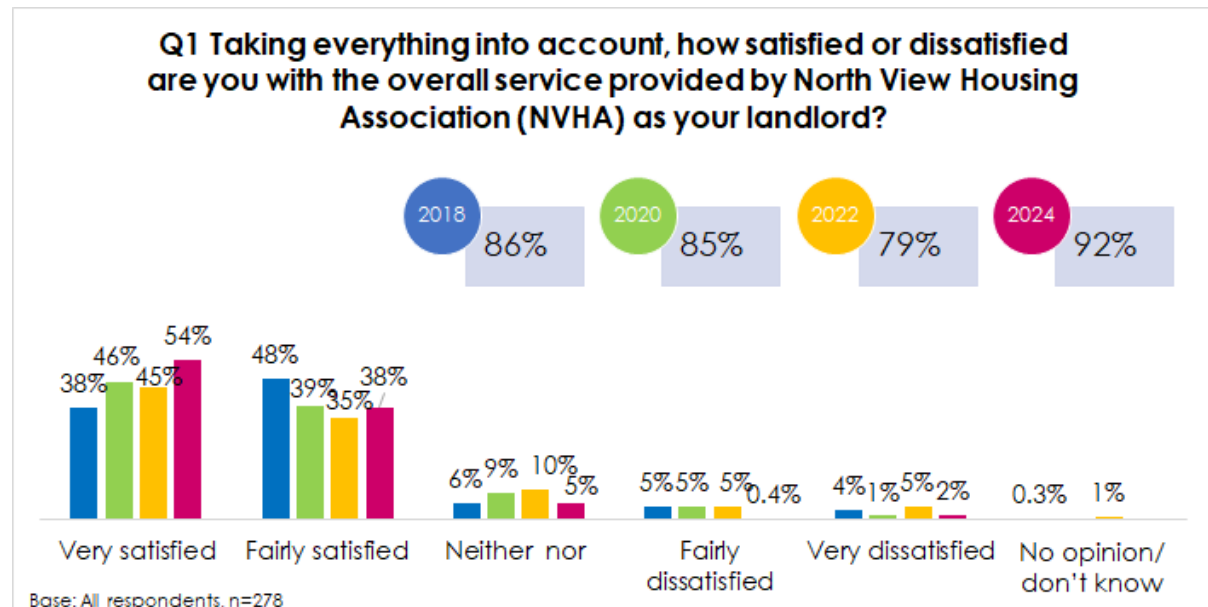
Appendix 2 – Technical report summary

2. OVERALL SATISFACTION

2.1. Overall satisfaction (Q1/Q2)

The survey opened by asking respondents how satisfied they were with the service provided by North View Housing Association. Just over 9 in 10 tenants (92%) were either very or fairly satisfied with the overall service compared to 2% who were very or fairly dissatisfied and 5% who were neither satisfied nor dissatisfied. Please note that percentages sum to 99% due to rounding.

Satisfaction has increased significantly since the Association's previous satisfaction survey in 2022 when 79% of respondents were either very or fairly satisfied with the overall service.



Where tenants were not satisfied with the overall service provide by their landlord they were asked why they felt that way. Over 6 in 10 of these respondents (62%) were not satisfied due to repairs issues, 33% felt the Association did not deal with their issues or listen to their views and 19% spoke about a lack of communication.

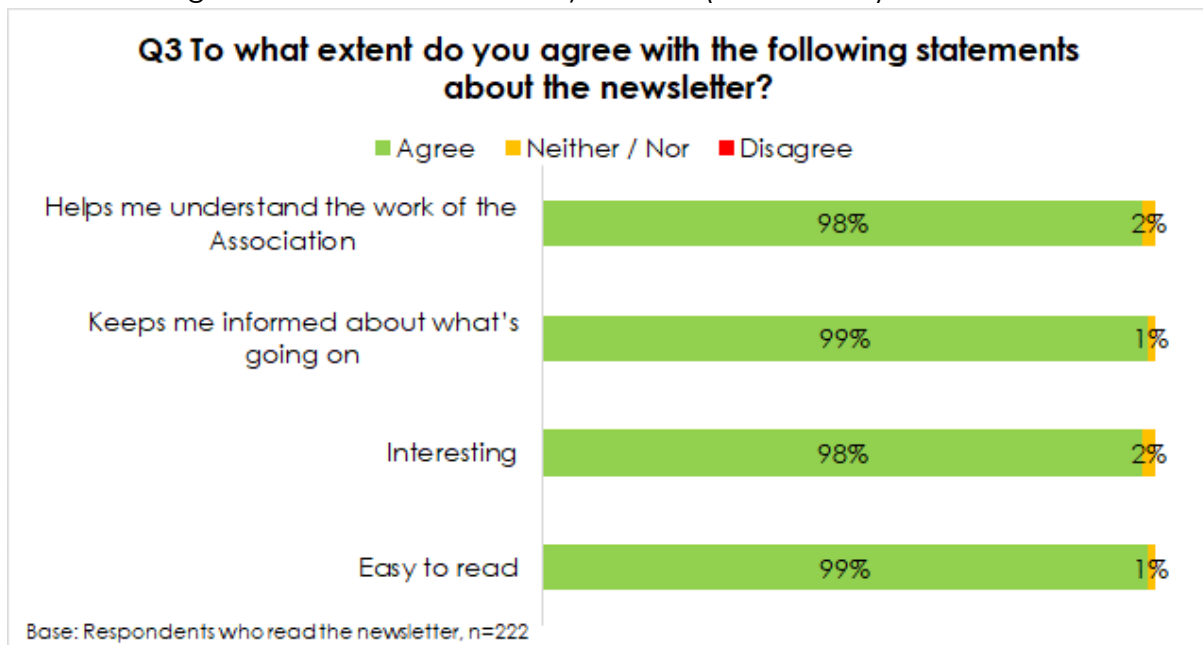
Q1b Why do you think that?		
Base: Respondents, n=21	No.	%
Poor repairs/ still outstanding	13	61.9%
Don't deal with issues/ listen to our views	7	33.3%
Lack of communication	4	19.0%
Home requires upgrades/ improvements	2	9.5%
No issues/ problems	1	4.8%

3. INFORMATION AND COMMUNICATION

3.1. The Association's newsletter (Q2/3)

Eight in 10 tenants read the Association's quarterly newsletter (80%) which is slightly lower than was reported in the 2022 survey (83%). Where tenants did read the newsletter they were asked whether they agreed or disagreed with various statements about their newsletter. Satisfaction was very high with regards to the following aspects:

- 98% agreed the newsletter helps me understand the work of the Association (94% 2022)
- 99% agreed the newsletter keeps me informed about what is going on (96% in 2022)
- 98% agreed the newsletter is interesting (87% in 2022)
- 99% agreed the newsletter is easy to read (97% in 2022).



3.2. Communication methods (Q4)

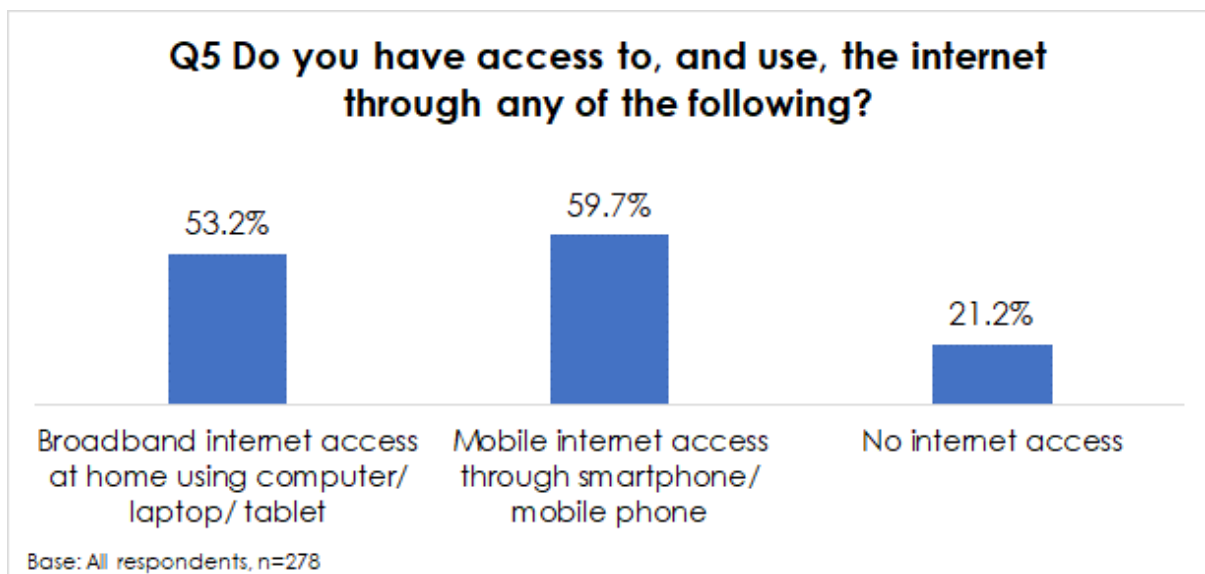
Following on from this, tenants were asked how they would prefer North View to keep them informed. Written communications were the preferred methods for tenants with 79% stating they would prefer newsletters to be used and 42% preferring communication via letter.

Q4 How would you like North View to keep you informed?		
Base: n=278	No.	%
Newsletters	220	79.1%
By letter	117	42.1%
Email	17	6.1%
Text message	15	5.4%
Telephone call	12	4.3%
Open meetings	1	0.4%
Personal visit by staff	1	0.4%
Area meetings	1	0.4%
Other	1	0.4%

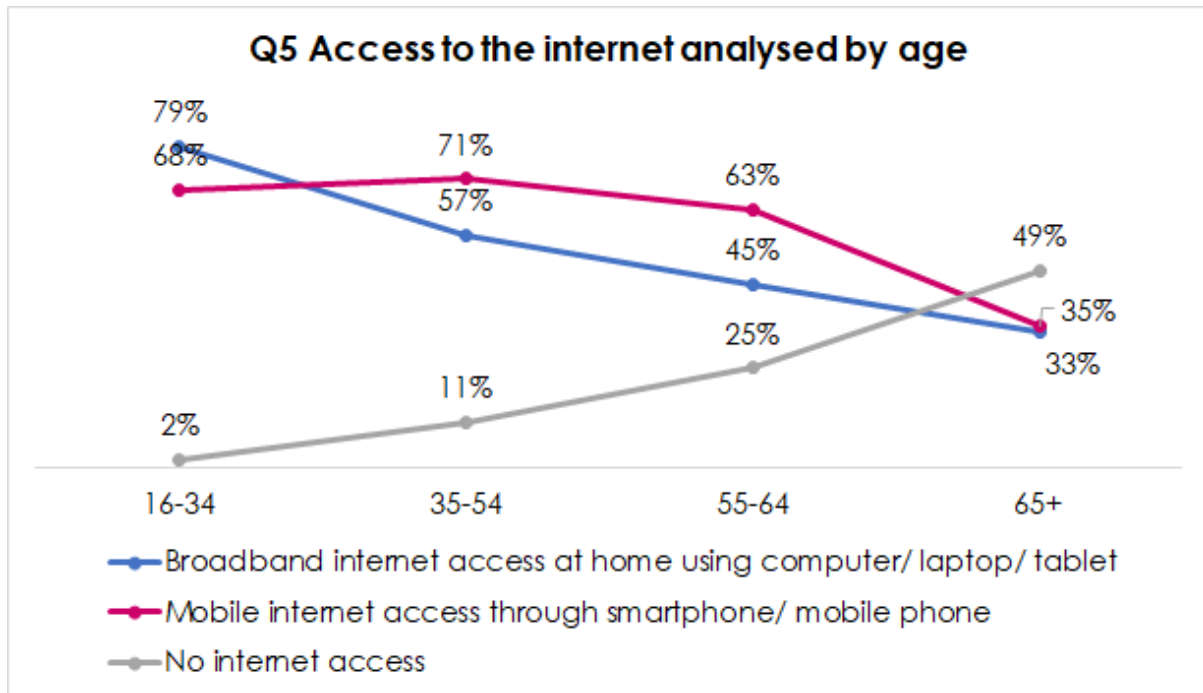
3.3. Internet use and the Association's website (Q5-Q7)

Overall, 79% of respondents have internet access. Six in 10 tenants (60%) have access to the internet via a smartphone or mobile phone and 53% have access via broadband internet access at home using a computer, laptop or tablet.

This is an increase compared to 2022 when 73% of respondents said they had internet access.



Analysis of internet access by age shows that as age increases, the proportion of respondents with internet access decreases. For respondents aged 16-34, 98% have internet access. This decreases to 51% with internet access for those aged 65+.



17% of respondents with internet access said they had visited the Association's website at www.nvha.org.uk. This was more likely to be the case for younger tenants with 27% of tenants aged 16-34 with internet access saying they have visited North View's website compared to 11% aged 55 and over.

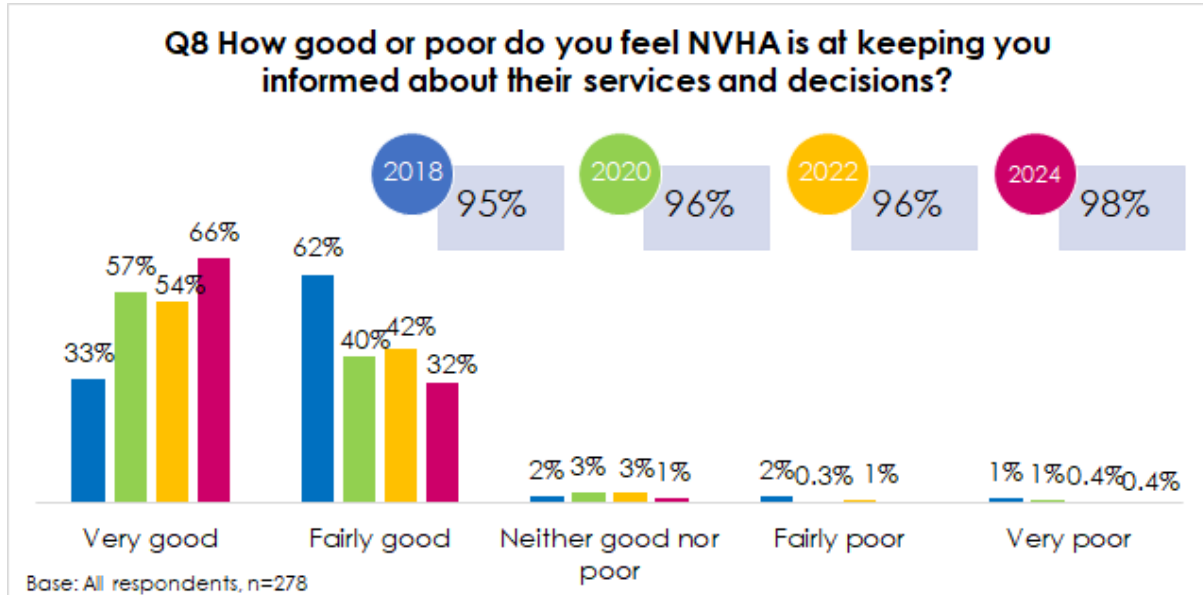
All respondents were then asked if they would like to see North View providing a range of digital services. Overall, just 30% of respondents said they would be interested in digital services, with reporting repairs online being of greatest interest (19%). However, it is interesting to note that there is significantly more interest from younger respondents (60% aged 16-34 interested) than older respondents (11% aged 65+ interested).

Q7 North View has introduced a text reminder service and satisfaction survey for repairs and is looking to provide more services electronically. Which of the following would you like to see them providing? By age

	All respondents	16-34	35-54	55-64	65+
Base	278	57	100	49	72
Short satisfaction surveys by text/ email	15.5%	33.3%	12.0%	12.2%	8.3%
Reporting repairs online	19.1%	35.1%	25.0%	8.2%	5.6%
Being able to check your rent account or pay your rent online	11.9%	22.8%	14.0%	6.1%	4.2%
Being able to update your details online	10.1%	15.8%	12.0%	8.2%	4.2%
Being able to make a complaint	7.9%	12.3%	10.0%	6.1%	2.8%
Other	1.1%	-	1.0%	4.1%	-
Would not want to access any services online	69.8%	40.4%	67.0%	81.6%	88.9%

3.4. Keeping tenants informed (Q8)

The vast majority of tenants (98%) said that Association is very or fairly good at keeping them informed about their services and decisions. This is compared to 1% who were very or fairly poor and 1% who were neither good nor poor. Overall satisfaction in this respect has increased just marginally compared to previous surveys.



Where respondents were not satisfied they were asked what the Association could do to improve how they keep tenants informed. Two comments noted that the Association could get back to them with regard to their repairs, one noted the inclusion of mutual exchange information has been removed from the newsletter. The two remaining comments stated that there was a need for more information generally or more information on what is happening in the area.

4. PARTICIPATION

4.1. Preferred consultation methods (Q9, Q11)

North View provides a range of ways for tenants to participate in its decision making processes. Tenants were asked what method(s) they would prefer to use to give their views. Most popular were the least proactive methods such as participation via letter (38%) or via the Association's newsletter (30%). Surveys were noted by 17% of respondents and email by 13% of respondents.

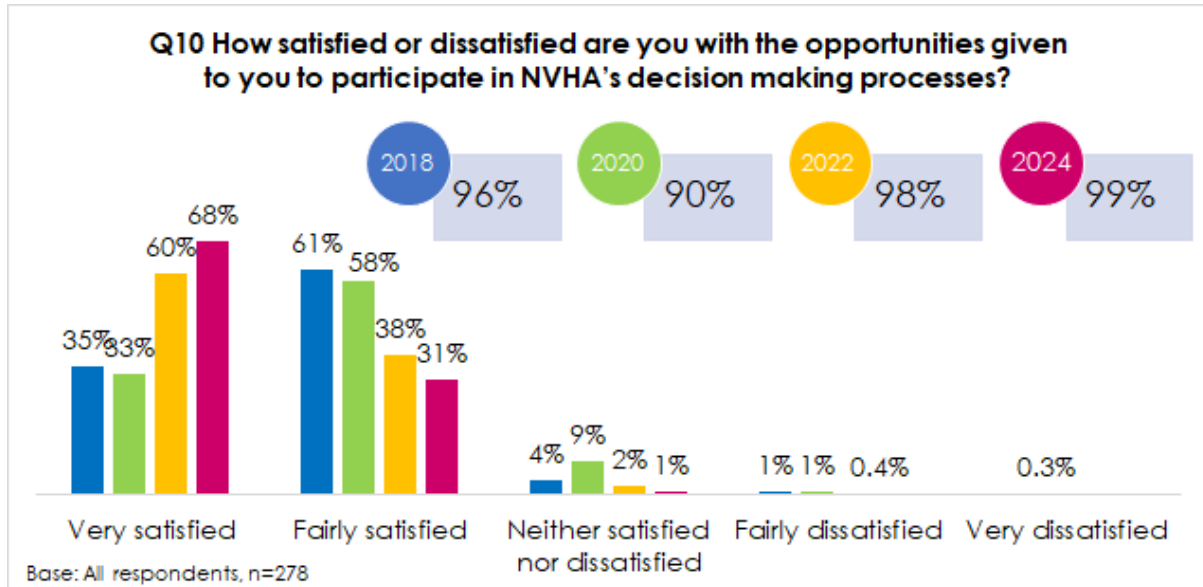
Interestingly, the proportion of respondents interested in email participation opportunities was significantly higher for those aged 16-34 (26%) and those aged 35-54 (19%) than those aged 55-64 (0%).

Q9 North View provides a range of ways for tenants to participate in its decision making processes. What method(s) would you prefer to use to give your views?		
Base: n=278	No.	%
By letter	106	38.1%
Newsletter	83	29.9%
Surveys	48	17.3%
By email	37	13.3%
Local meetings	27	9.7%
Not interested	9	3.2%
Don't know	6	2.2%
Telephone	3	1.1%
Open days	2	0.7%
Other (please specify)	2	0.7%

Tenants were asked if they or anyone else in their household would be interested in becoming a Management Committee member. A total of 10 tenants (4%) answered yes to this question, with 3 stating that they were happy that their contact details were passed to the Association.

4.2. Satisfaction with tenant participation opportunities (Q10)

Almost all tenants (99%) were either very or fairly satisfied with the Association's opportunities given to them to participate in NVHA's decision making processes. This is compared to 1% who were neither satisfied nor dissatisfied. Overall satisfaction stayed similarly high to 2022 when 98% were very or fairly satisfied in this respect.

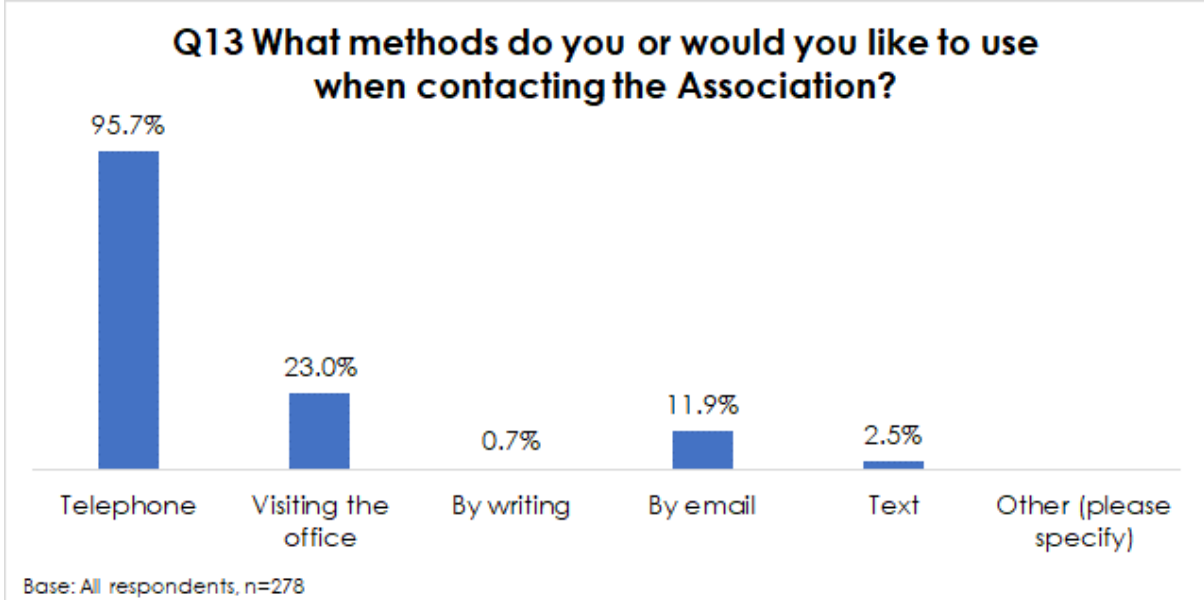


Just 2 tenants were not satisfied with the opportunities to participate. When asked what North View could do to improve the opportunities given, one stated that they weren't sure and one stated that more information was needed on these opportunities.

5. CONTACT WITH THE ASSOCIATION

5.1. Preferred method of contacting the Association (Q13)

The preferred method of contacting the Association for tenants was telephone (96%). 23% said they use or would like to visit the office and 12% said by email.



Analysis by age shows some interesting difference in contact preference by age group with tenants aged 16-34 more likely to state email (25%) than other age groups whereas visiting the office was more likely to be a preference for tenants aged 65+ (32%).

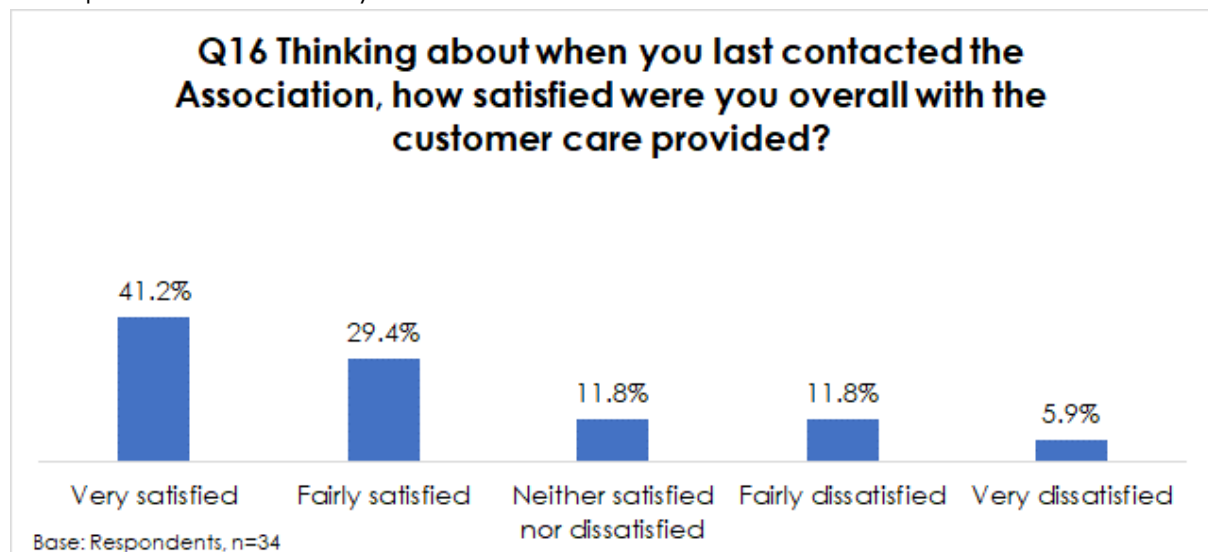
Q13 What methods do you or would you like to use when contacting the Association? By age				
	16-34	35-54	55-64	65+
	57	100	49	72
Telephone	94.7%	93.0%	98.0%	98.6%
Visiting the office	15.8%	22.0%	20.4%	31.9%
By writing	-	1.0%	-	1.4%
By email	24.6%	15.0%	4.1%	2.8%
Text	1.8%	2.0%	2.0%	4.2%

5.2. Contact with the Association in the last 12 months (Q14-Q17)

14% of respondents have contacted the Association in the last 12 months, other than to report a repair. The main reasons for contacting the Association were to seek advice about repairs issues (21%), regarding welfare rights (18%) or to to make a complaint about a neighbour or anti-social behaviour issue (15%).

Q15 What did you last contact the Association about?		
Base: n=34	No.	%
About repairs issues	7	20.6%
Welfare rights	6	17.6%
To make a complaint about a neighbour or anti-social behaviour issue	5	14.7%
Other	5	14.7%
To make a payment /an enquiry about payments	3	8.8%
To discuss planned improvements to my home	3	8.8%
To seek advice about alternative housing	3	8.8%
To make a complaint about the Association's service	2	5.9%

Just over 7 in 10 tenants (71%) were very or fairly satisfied with the customer care provided by the Association compared to 18% who were dissatisfied and 12% who were neither satisfied nor dissatisfied. This has fallen from 81% satisfied with customer care provided when they last contacted the Association in 2022.



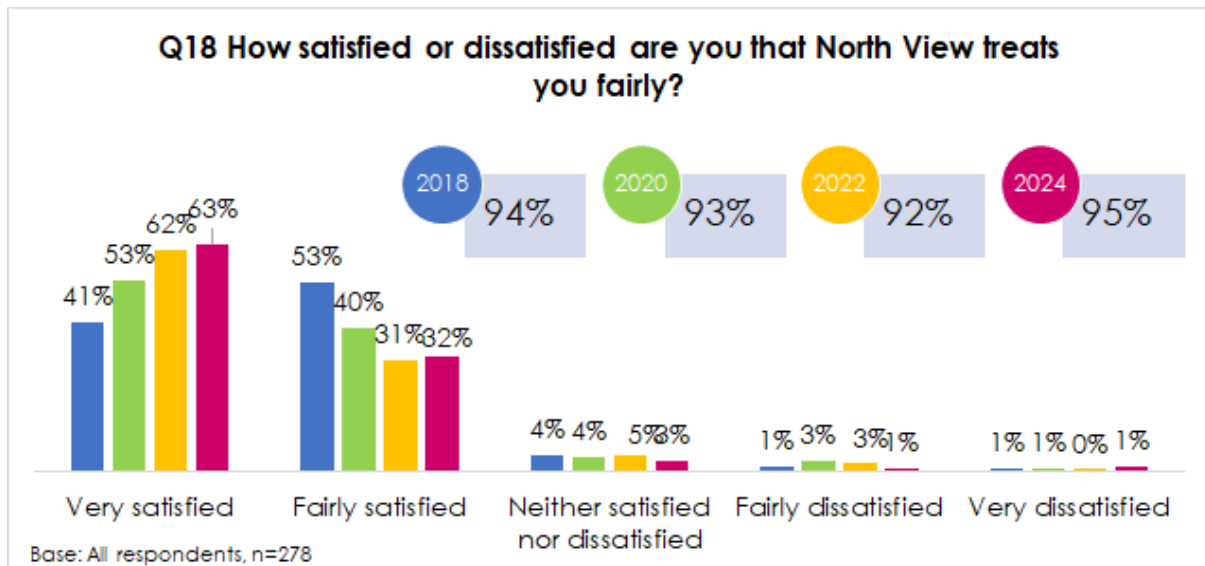
Analysis shows that respondents were most likely to be satisfied when the contact was about welfare rights (100% very satisfied), to discuss planned improvements (100% very or fairly satisfied) or to make a complaints about Association services (100% fairly satisfied). Dissatisfaction was greatest when the contact was about something else. Please be aware that just two respondents were very dissatisfied. Their reasons for dissatisfaction were about a new fob and about environmental issues.

5.3. Making a complaint to the Association (Q17)

85% of respondents were aware of how to make a complaint to the Association if they were unhappy about any aspect of the service North View provides. This has increased from 73% in 2022.

5.4. Treating tenants fairly (Q18)

Nineteen out of 20 tenants (95%) were either very or fairly satisfied that the Association treats them fairly compared to 3% who were neither satisfied nor dissatisfied and 32 who were very or fairly dissatisfied. Overall satisfaction in this respect is not significantly different from previous years with satisfaction ranging from 92% in 2022 to 94% in 2018.



6. SERVICES PROVIDED BY NORTH VIEW

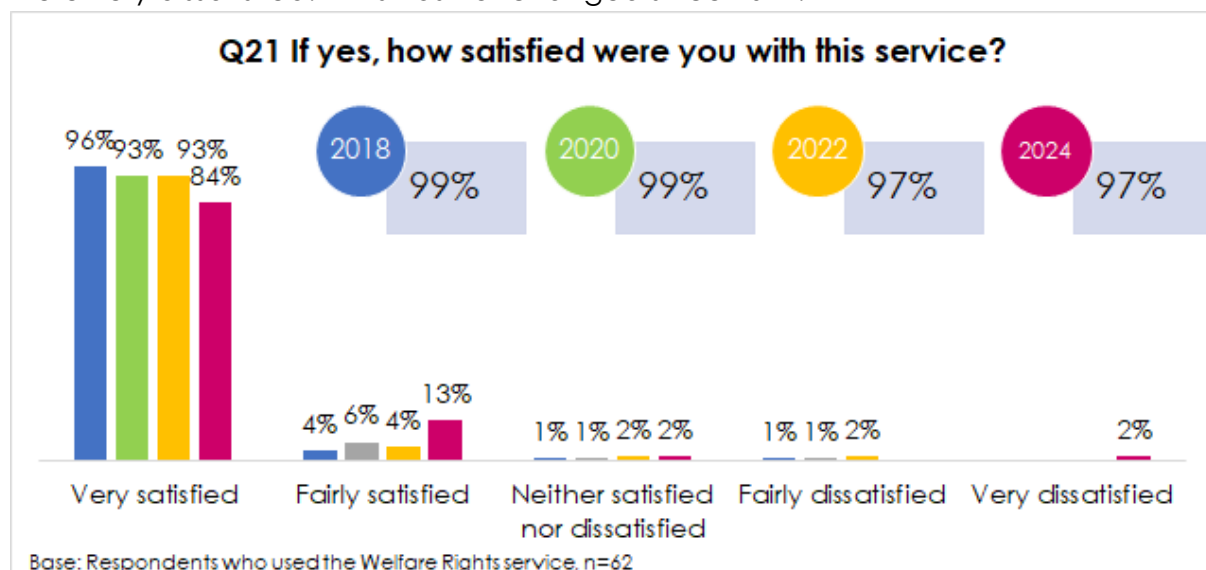
6.1. Priorities for landlord services (Q19)

Tenants were asked to select the top three landlord activities and services which were most important to them. Providing an effective repairs service was most important for tenants with 90% selecting this as their top, second or third priority followed by modernising tenants' homes to keep them to a reasonable standard (69%) and keeping rents and charges affordable (53%). These were also the three priorities for respondents in 2022.

Q19 Which of the following landlord activities and services are most important to you?				
Base: All respondents, n=278	Top	2nd	3rd	Overall
Providing an effective repairs service	46.0%	28.4%	15.5%	89.9%
Modernising tenants homes to keep them to a reasonable standard	24.5%	37.4%	6.8%	68.7%
Keeping rents and charges affordable	23.4%	7.9%	21.2%	52.5%
Improving the look of the area/environment	1.1%	7.9%	9.4%	18.4%
Community activities	0.0%	0.7%	11.5%	12.2%
Providing support for vulnerable tenants	1.8%	2.2%	3.2%	7.2%
Welfare rights service	0.7%	1.4%	4.0%	6.1%
Other	0.0%	0.7%	1.4%	2.1%
None	2.5%			2.5%

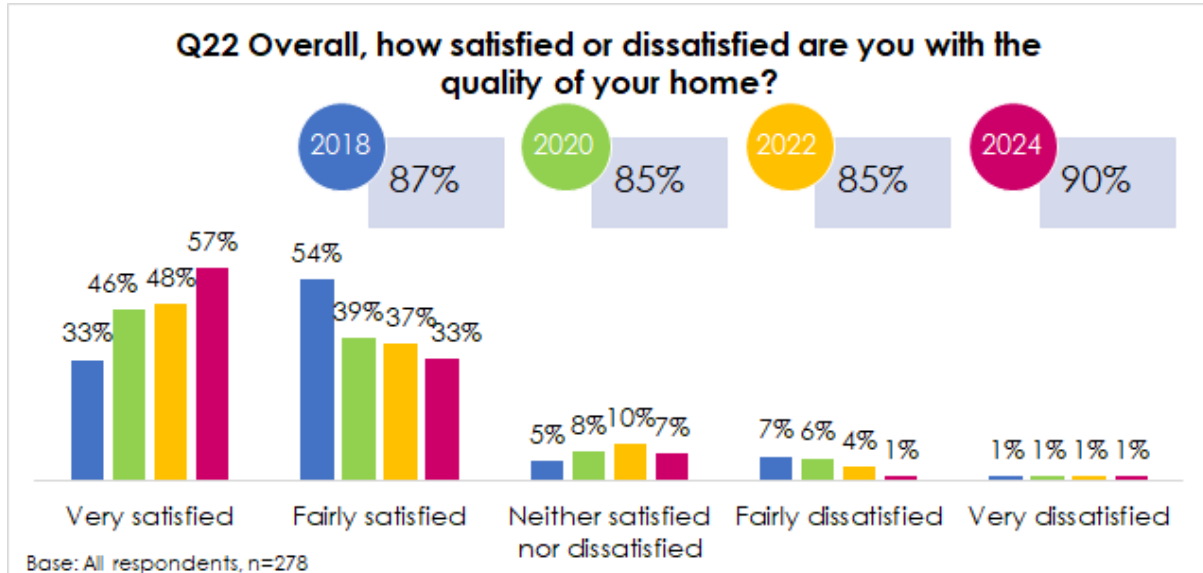
6.2. Welfare Rights Service (Q20/Q21)

Just under one quarter of tenants (22%) have used the Association's Welfare Rights service and of these tenants, 97% were very or fairly satisfied with the service they received, compared to 2% who were neither satisfied nor dissatisfied and 2% who were very dissatisfied. This has not changed since 2022.



6.3. Quality of the home (Q22)

Nine out of 10 tenants (90%) were very or fairly satisfied with the quality of their home compared to 7% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied. Overall satisfaction with the quality of the has risen from 85% in both 2020 and 2022.

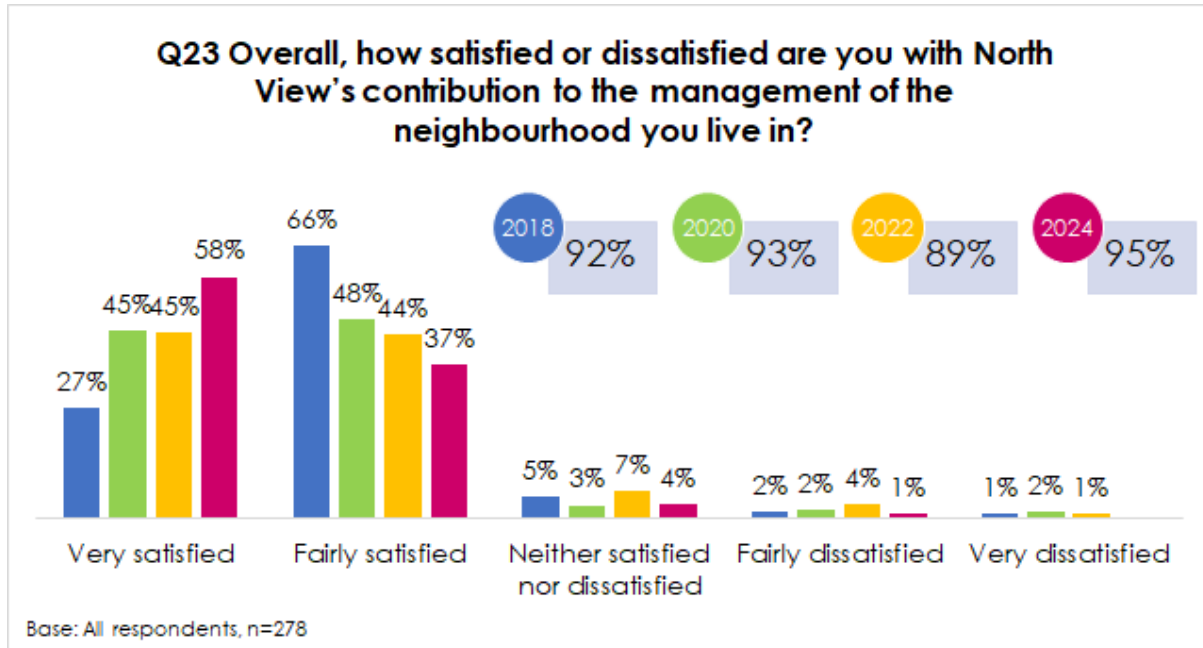


Those who were not satisfied with the quality of their home were asked what North View could do to improve the quality of their home. The open ended responses have been coded into common themes and are shown in the table below. This shows that half of comments were regarding outstanding repair work (54%) and a further 32% of comments were where tenants said their home requires upgrades or improvement work.

Q22a 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=28	No.	%
Home is in need of repairs/ repairs outstanding	15	53.6%
Home requires upgrades/ improvements	9	32.1%
Home is too small	2	7.1%
Not suitable for disability	1	3.6%
Poor quality overall	1	3.6%

6.4. NVHA's contribution to the management of the neighbourhood (Q23)

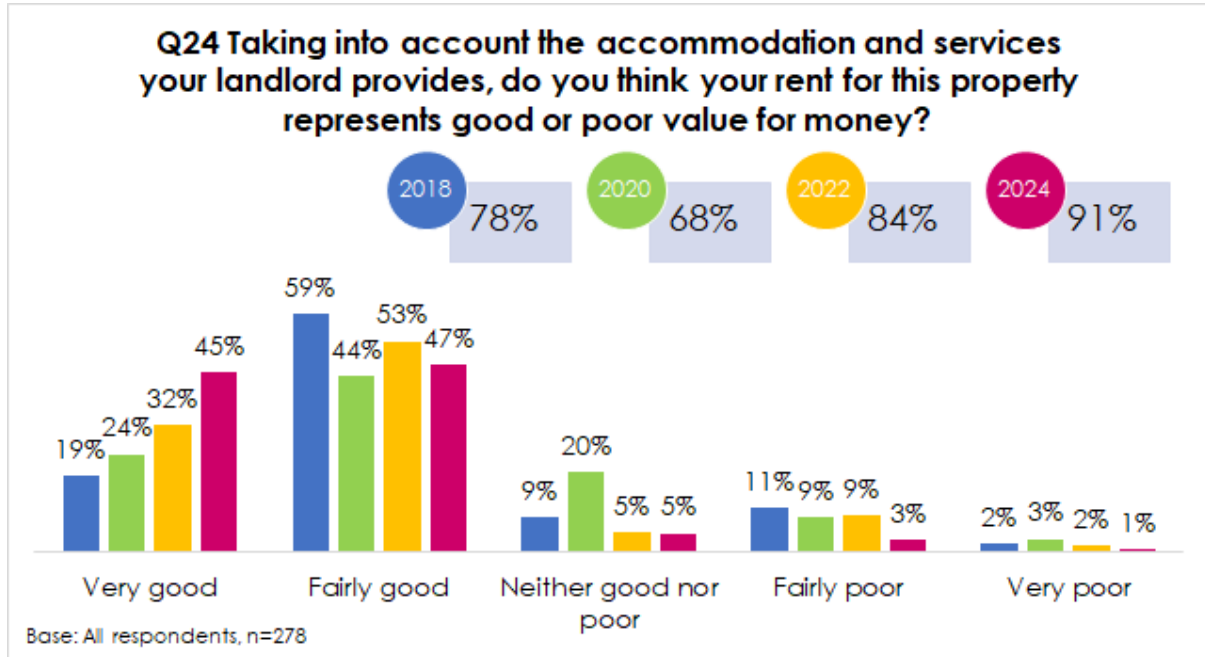
19 in 20 tenants (95%) were very or fairly satisfied with the Association's contribution to the management of the neighbourhood they live in compared to 4% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied. Overall satisfaction in this respect has risen since 2022, when 89% were very or fairly satisfied with North View's contribution to the management of the neighbourhood, however it is more in line with previous years when satisfaction was 92% (2018) and 93% (2020).



Where tenants were not satisfied with the Association's contribution to the neighbourhood they provided the following suggestions for improvement. Comments related mainly to dealing with anti social behaviour or dealing with environmental issues such as litter, rubbish, fly tipping and dog fouling.

6.5. Value for money of the rent charge (Q24)

More than 9 in 10 tenants (91%) were of the opinion that the rent for their property is very or fairly good value compared to 5% who said it was neither good nor poor value and 4% who said it was very or fairly poor value for money. The proportion of respondents who said their rent was good value for money has increased considerably since 2022 (84%) and 2020 (68%).



It is interesting to note that tenants who were most likely to say their rent was either very or fairly poor value for money were those who receive partial housing benefit (20%) and those that pay full rent (9%).

Where tenants felt the rent charge was poor value they were asked what North View could do to improve value for money. 54% spoke about the rent being too expensive or regarding regular rent increases. This was followed by improving the quality of the home (17%) or repairs service (17%).

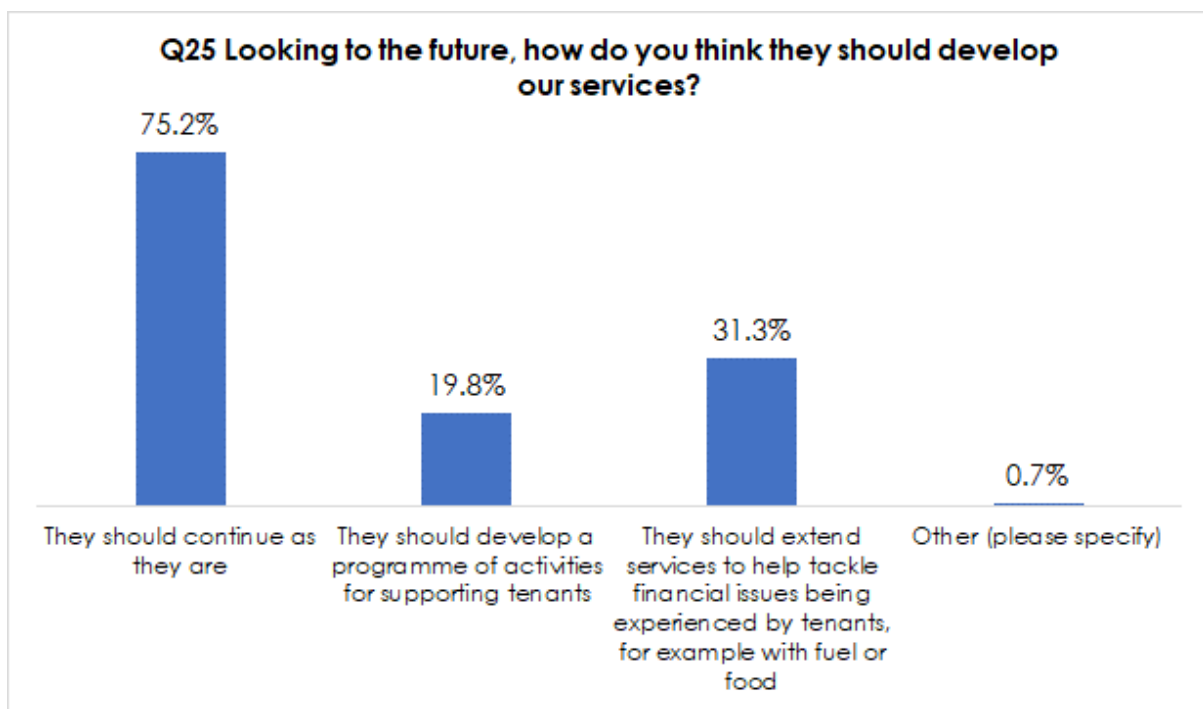
Q24a You said you do not think the rent for this property represents good value for money. What could North View do to make it better value for money?

Base: n=24	No.	%
Expensive/ goes up every year	13	54.2%
Improve quality of homes/ needing upgrades	4	16.7%
Improve repairs service	4	16.7%
Home is in need of repairs	1	4.2%
Don't know	1	4.2%
Expensive for size of property	1	4.2%

7. OTHER SERVICES/ WIDER ROLE ACTIVITIES

7.1. Opinions on the future of North View services (Q25/Q26)

North View's focus is mainly on the management and maintenance of its properties. Tenants were asked to think about the future and for their opinions on how the Association should develop their services. Three quarters of tenants (75%) said the Association should continue as they are, 20% said they should develop services to help tackle financial issues being experienced by tenants such as fuel or food poverty and 31% said they should develop a programme of activities for supporting tenants. Other comments were to vet tenants and improve the repairs system.

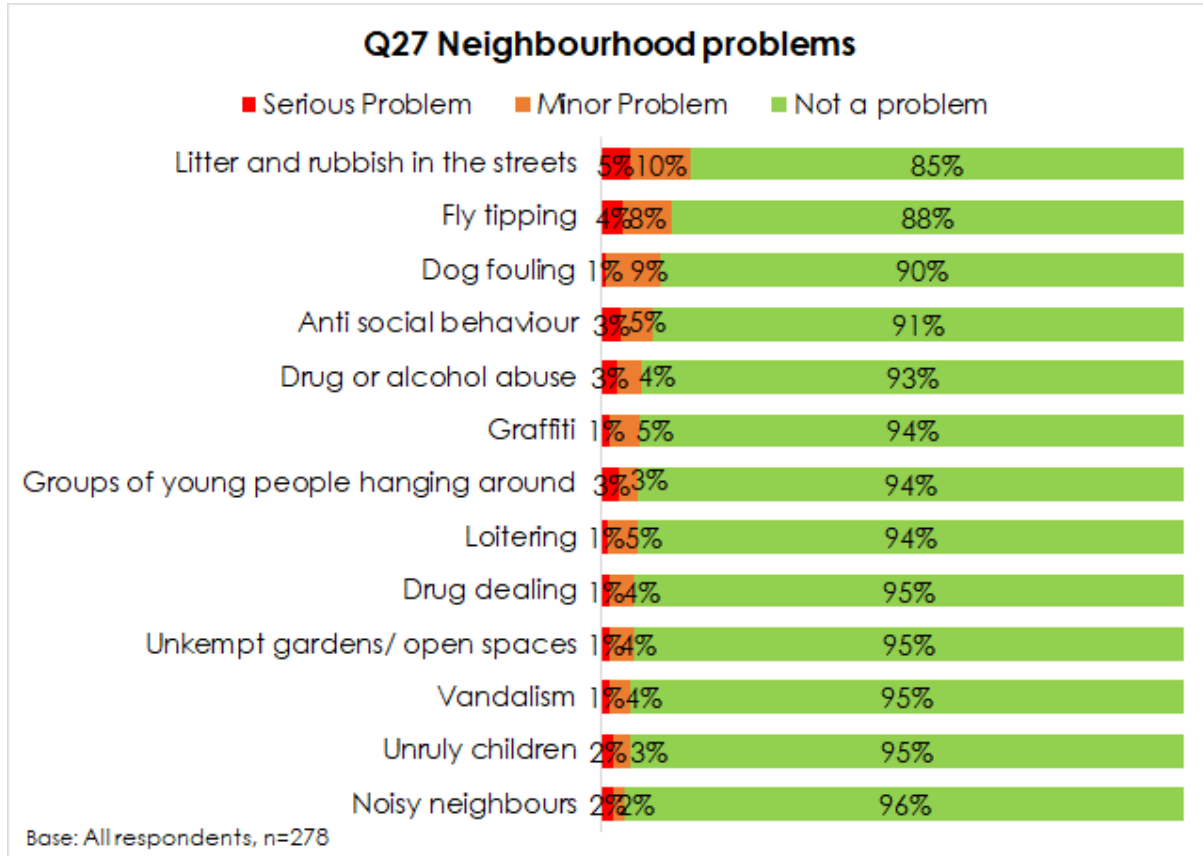


Each year North View spends money on providing things for its tenants that are not housing related. Tenants were asked if they were happy for North View to spend money on things like: - funding the Jeely Piece's Play Club in the Birgidale Complex; making a contribution to the Birgidale Complex to help it continue to operate; providing skips around the area for a 'spring clean'; running a crisis fuel payment scheme for tenants. Over 9 in 10 tenants (93%) were in agreement with this which is similar to the 2022 results (94%).

7.2. Neighbourhood issues (Q27/Q28)

When asked the extent to which a range of potential problems were an issue in their neighbourhood, tenants were most likely to state serious or minor problems were:

- Litter and rubbish in the streets (15%)
- Fly tipping (12%)
- Dog fouling (10%).

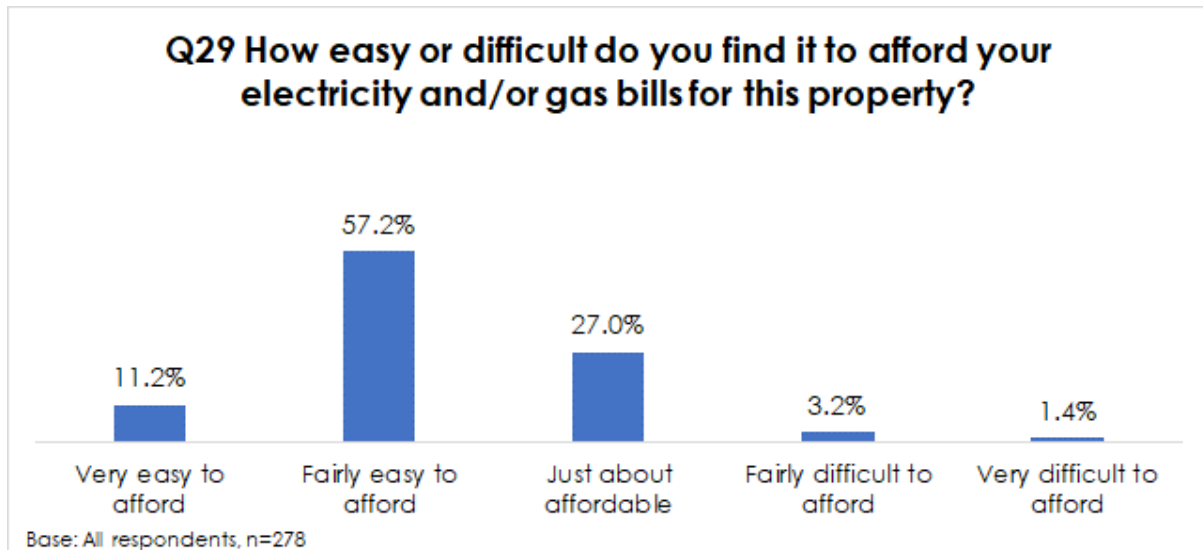


Respondents were then asked if there was anything else they considered a problem. The majority (92%) did not consider anything else to be a particular problem. Where they did believe there was a problem, the most common issues related to garden, external or landscape maintenance needing done (3%) or dealing with anti-social behaviour (1%).

Q28 Is there anything else which you consider to be a particular problem?		
Base: n=278	No.	%
Nothing	256	92.1%
Garden/ external / landscape maintenance needing done	7	2.5%
Deal with ASB/ ASN	4	1.4%
Home needs upgrades	3	1.1%
Need a bigger home	3	1.1%
Fix the roads	2	0.7%
Don't know	2	0.7%
Other	1	0.4%

7.3. Fuel bills and fuel poverty (Q29-Q31)

Tenants were asked how easy or difficult they find it to afford their electricity and/ or gas bills for their home. 68% of tenants who responded said this was very or fairly easy to afford compared to 27% who said this was just about affordable and 5% who said it was very or fairly difficult to afford. This was significantly lower than in 2022 when 7% said that their electricity and/ or gas bills were very or fairly easy to afford, 51% just about affordable and 42% said they found them very or fairly difficult to afford.



The most common method of paying fuel bills was by pre payment meter and/ or card, followed by direct debit (39%). The proportion paying by direct debit has increased significantly since 2022 when 19% of respondents said they paid in this way and 43% paid by payment meters and 40% by payment card.

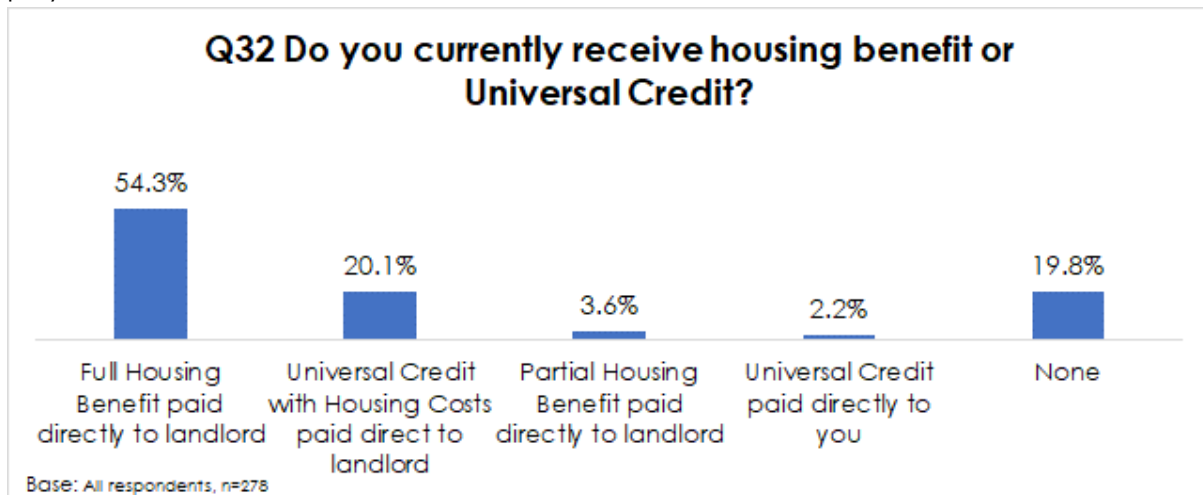
Q30 How do you pay your electricity and/ or gas bills for this property?		
Base: n=278	No.	%
Pre-payment Meter (key and/or card)	171	61.5%
Direct Debit	109	39.2%
Online/app	4	1.4%
On receipt of a bill e.g. by cash, cheque or standing order	3	1.1%
Other	2	0.7%

Analysis of affordability of electricity and gas bills by heating type reveals that those who pay via payment meters were less likely to find their bills very or fairly easy to afford (64%), while tenants who paid by Direct Debit were most likely to find their bills easy to afford (80%).

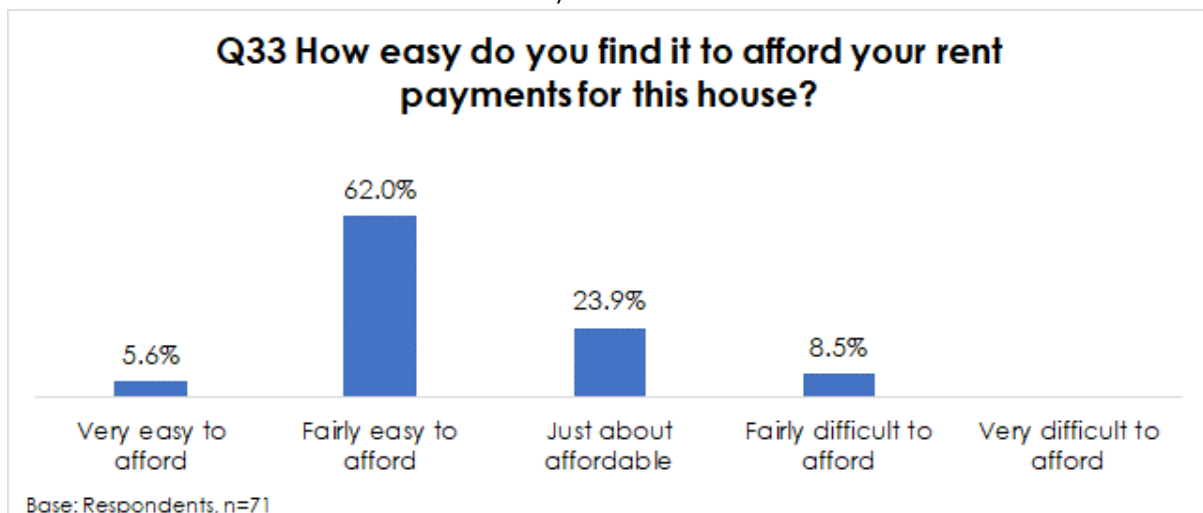
Almost 1 in 5 tenants (19%) said they had chosen to not put their heating on because they couldn't afford to. Further analysis reveals that those who were aged 35-54 (26%) and those aged 55-64 (25%) were most likely to have said they have chosen not to put their heating on because they couldn't afford to and those aged 65+ were least likely (6%). Furthermore, tenants who paid for their bills via payment card (or meter (27%) were much more likely to have chosen not to put their heating on than those who pay by direct debit (6%).

7.4. Rent payments (Q32/Q33)

Just over half of tenants who responded (54%) currently receive full housing benefit paid directly to their landlord, 20% receive Universal Credit with housing costs paid direct to landlord, 4% receive partial housing benefit paid directly to landlord and 2% receive Universal Credit paid directly to them. On the other hand, 20% of tenants pay full rent.



Respondents who paid full rent or had their housing costs paid for partially either via Housing Benefit or Universal Credit, were asked how easy or difficult they find it to afford the rent payments for their home. Just under 7 in 10 tenants (68%) said their rent was very or fairly easy to afford compared to 24% who said it was just about affordable and 9% who said it was fairly difficult to afford.



8. RESPONDENT PROFILE

8.1. Age (Q34)

Just over 1 in 5 tenants were aged 16-34 (21%), 36% were aged 35-54, 18% were aged 55-64 and 26% were aged 65 and over.

Q34 What age are you?		
Base: n=278	No.	%
16-24	4	1.4%
25-34	53	19.1%
35-44	52	18.7%
45-54	48	17.3%
55-64	49	17.6%
65-74	51	18.3%
75+	21	7.6%

8.2. Household composition (Q35)

Just under half of tenants lived in their home as a single adult (48%), 21% lived as a 2 adult household, 18% were 1 parent families and 6% were 2 parent families.

Q35 Which of these describes your household composition?		
Base: n=278	No.	%
One adult under 60	80	28.8%
One adult aged 60 or over	53	19.1%
Two adults both under 60	27	9.7%
Two adults both over 60	25	9.0%
Two adults, at least one 60 or over	5	1.8%
Three or more adults, 16 or over	15	5.4%
1 parent family with children at least 1 under 16	50	18.0%
2 parent family with children at least 1 under 16	16	5.8%
Other	7	2.5%

8.3. Health and disability (Q36)

Just under half of respondents (44%) said that they or a member of their household had a long term health condition or disability. This was most commonly a physical impairment (21%), mental health issues (11%) or an autoimmune disease (7%).

Q36 What long term health conditions or disabilities do you or members of your household live with?		
Base: n=278	No.	%
Physical impairment: (e.g. wheelchair-user, cerebral palsy)	59	21.2%
Mental health issue: (e.g. depression, bi-polar)	30	10.8%
Autoimmune: (e.g. multiple sclerosis, HIV, Crohn's/ulcerative colitis)	18	6.5%
Prefer not to say	14	5.0%
Other (please specify)	8	2.9%
Neuro-divergent condition: (e.g. autistic spectrum, Dyslexia, dyspraxia)	6	2.2%
Learning difficulties: (e.g. Down's Syndrome)	2	0.7%
Hearing impairment)	2	0.7%
Visual impairment	2	0.7%
None, do not have a disability or long term health condition	157	56.5%

8.4. Ethnicity (Q36)

The most common ethnic group of respondents was White Scottish (88%).

Q37 What is your ethnic group?		
Base: n=278	No.	%
White Scottish	245	88.1%
Polish	6	2.2%
Roma	1	0.4%
Any mixed or multiple ethnic groups, please write in:	2	0.7%
Pakistani, Scottish Pakistani or British Pakistani	7	2.5%
Indian, Scottish Indian or British Indian	2	0.7%
African, Scottish African or British African	7	2.5%
Other African background, please write in	1	0.4%
Caribbean, Caribbean Scottish or Caribbean British	1	0.4%
Black, Black Scottish or Black British	1	0.4%
Other	5	1.8%

9. OWNERS RESULTS

9.1. Introduction

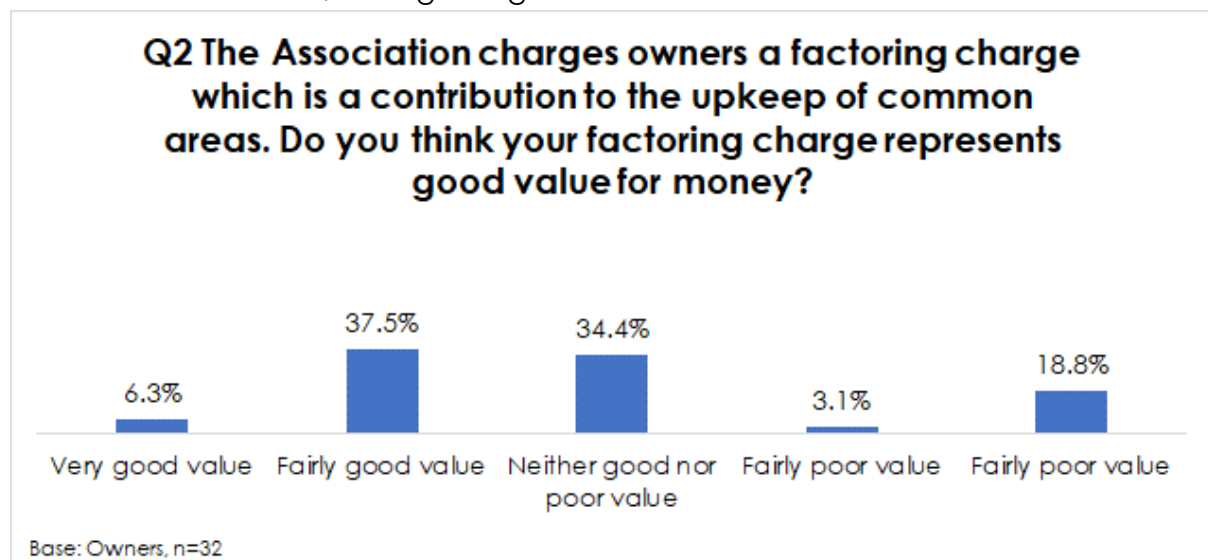
The Association has a total of 78 owners and wanted to ensure that they too had the opportunity to provide their opinions on the Association and the services they provide. Owners were consulted on a face to face basis. A total of 32 owners were interviewed over the process, representing a 41% response rate.

The following report summarises the key findings from these respondents.

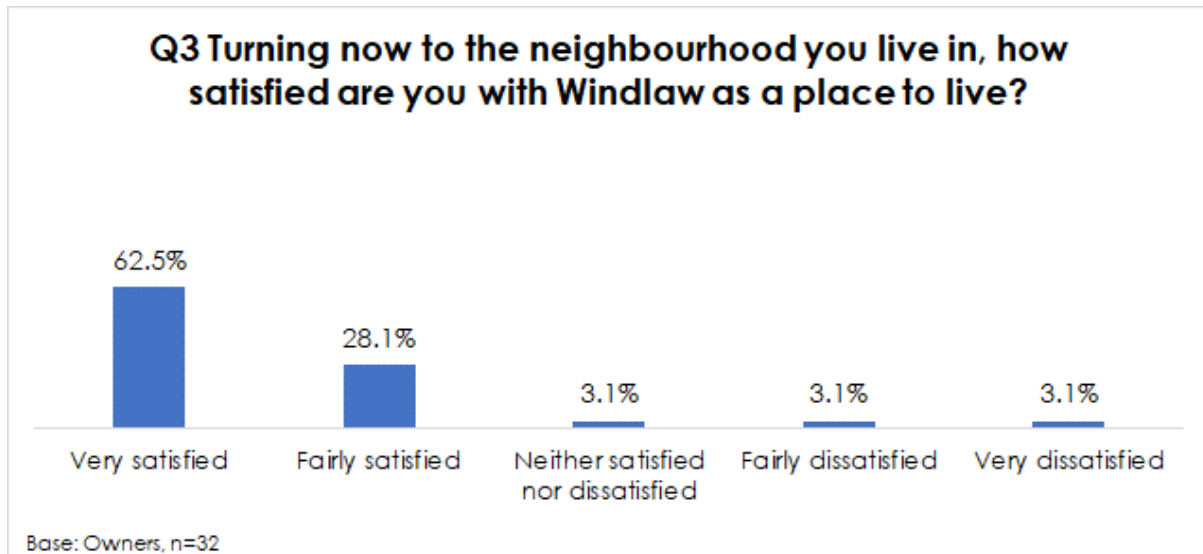
9.2. Owners' summary of results

The owners survey opened by asking tenants whether they received enough information about how their factoring charges are calculated. The majority (81%) said they do receive enough information in this respect. This has increased from 64% in 2022.

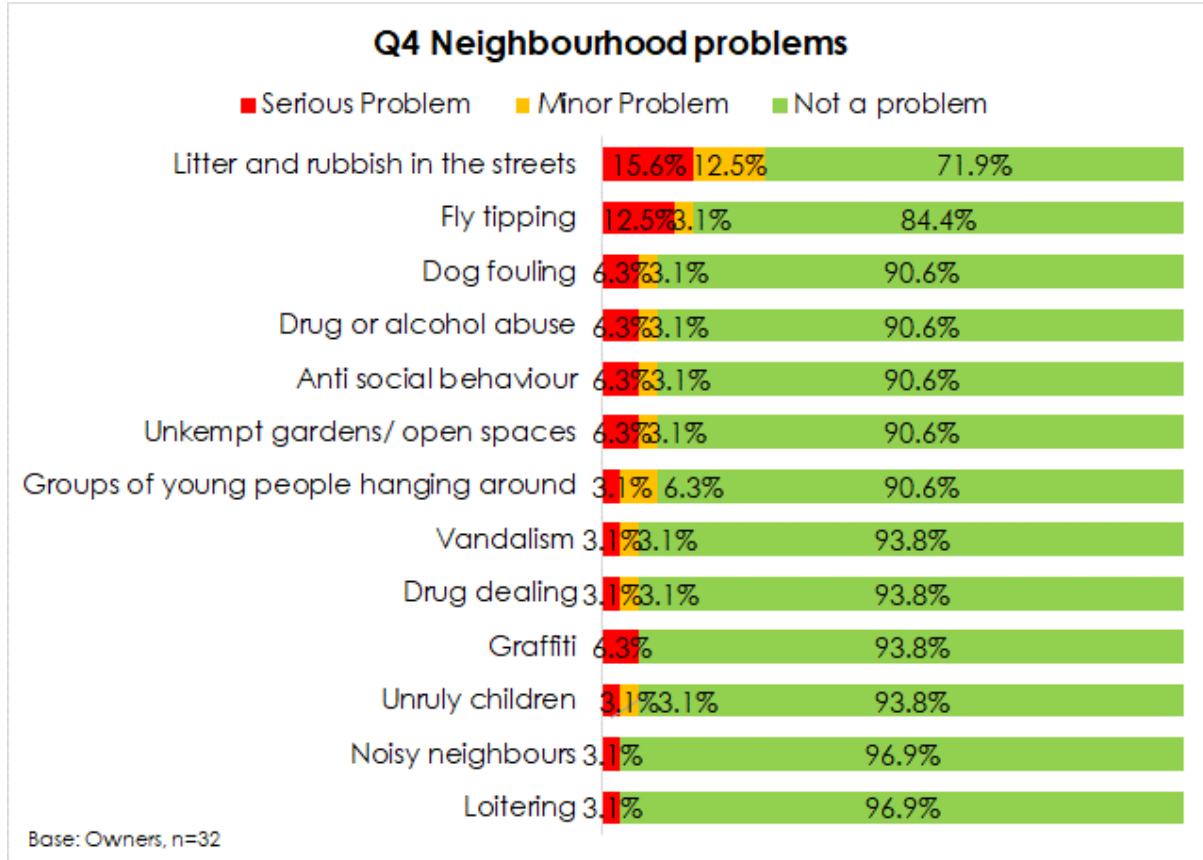
43% of respondents said that they believed the factoring charge they pay to be either very or fairly good value for money, 34% said it was neither good nor poor and 22% said it was fairly or very poor value for money. Perception of value for money has increased from 23% rating it as good value in 2022.



With regards to the neighbourhood, 91% of owners said they were very or fairly satisfied as a place to live compared to 3% who were neither satisfied nor dissatisfied and 6% who were very or fairly dissatisfied. This has increased from 82% stating they were satisfied in 2022.



In terms of perception of neighbourhood problems, the three biggest concerns for owners were litter and rubbish in the streets (28% stating serious or minor problem), fly tipping (16%), dog fouling (9%), anti-social behaviour (9%), unkempt gardens (9%) and groups of young people hanging about (9%).

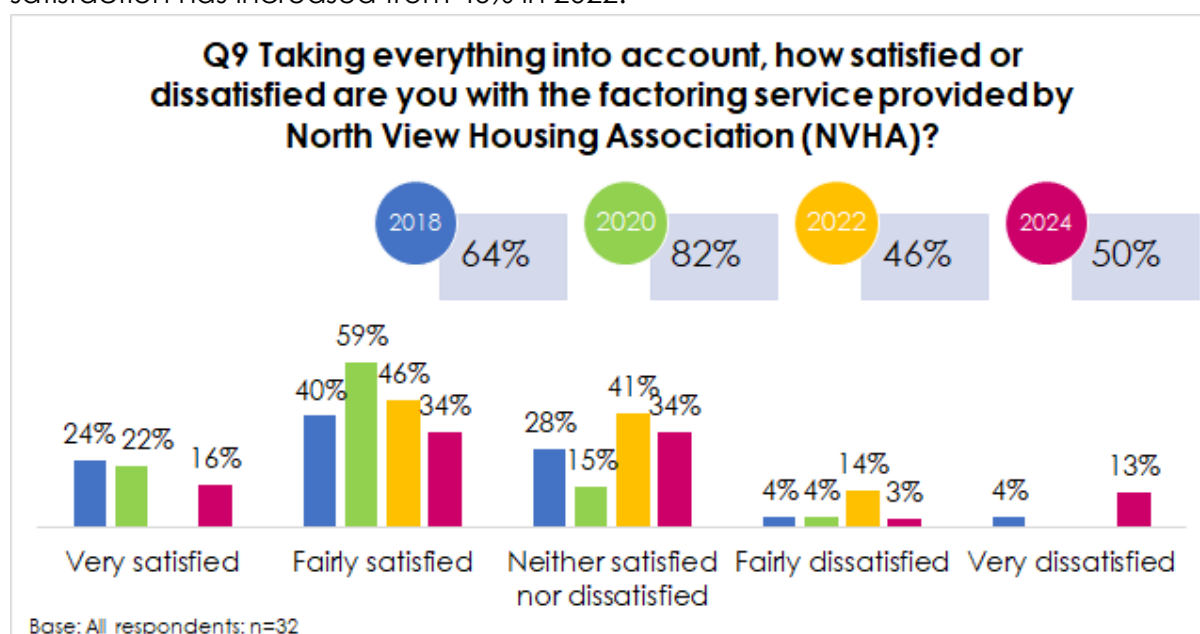


Other issues noted by owners included guttering issues, tree cutting required, lights in back court not working and a lack of parking for visitors.

It was explained to owners that the Association has a dedicated owner section on its website. Just 1 owner has visited this section of the website.

Telephone was owners preferred method of contacting the Association (78%) followed by visiting the office (6%) and email (6%). 3 respondents said they don't contact the Association.

Half of owners who responded (50%) were very or fairly satisfied with the factoring service provided by North View Housing Association, 34% were neither satisfied nor dissatisfied with the factoring service and 16% who were fairly dissatisfied. Overall satisfaction has increased from 46% in 2022.



All respondents were asked to provide reasons for their satisfaction rating. The top response was where tenants were happy with the service or had no complaints (56%), 28% said they pay for things that they don't need or feel it is just a bill that they have to pay, 13% stated that they believe services are poor.

Q10 Why do you say that?		
Base: All owners, n=32	No.	%
Happy with the service/ no complaints	18	56.3%
Paying for things I don't need/ just a bill I have to pay	9	28.1%
Poor services, e.g. communication, repairs, landscaping	4	12.5%
Don't use any services/ don't see much being done	2	6.3%
Not sure what paying for/ not enough information	1	3.1%

Appendix 1

Survey Questionnaire



Project number	P1425
Project name	North View Housing Association Tenant Satisfaction Survey 2024

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. 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. 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 AND SURNAME - ENSURE RRID MATCHES SAMPLE DATABASE

INTERVIEWER RECORD FROM DATABASE:

RRID:

SURNAME:

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

1. [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	Go to Q2
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q1b
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion/ don't know	6	Go to Q2
Q1b 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	
Keeps me informed about what's going on	1	2	3	
Helps me understand the work of the Association	1	2	3	

4. How would you like North View to keep you informed?

Newsletters	1	Go to Q5
Open meetings	2	
AGM	3	
By letter	4	
Telephone call	5	
Text message	6	
Personal visit by staff	7	
Email	8	
Focus group	9	
Area meetings	10	
Other (please specify)	11	

5. Do you have access to, and use, the internet through any of the following?

Broadband internet access at home using computer/ laptop/ tablet	1	Go to Q6
Mobile internet access through smartphone/ mobile phone	2	
Other (please specify)	3	
No internet access	4	Go to Q7

6. Have you visited North View's website at www.nvha.org.uk ?

Yes	1	Go to Q7
No	2	

7. North View has introduced a text reminder service and satisfaction survey for repairs and is looking to provide more services electronically. Which of the following would you like to see them providing? ALL THAT APPLY

Short satisfaction surveys by text/ email	1	Go to Q8
Reporting repairs online	2	
Being able to check your rent account or pay your rent online	3	
Being able to update your details online	4	
Being able to make a complaint	5	
Other (please specify)	6	
Would not want to access any services online	7	

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

Very good			1	Go to Q9
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

9. North View provides a range of ways for tenants to participate in its decision making processes. What method(s) would you prefer to use to give your views?

By letter	1
By email	2
Newsletter	3
Focus Groups	4
Surveys	5
Open days	6
Local meetings	7
Other (please specify)	8

10. [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 Q11
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?		

11. Would you or anyone in your household be interested in becoming a Management Committee member? committee members are elected individuals who help manage the way the Association is run. Meetings are held at least monthly?

Yes	1	Go to Q12
No	2	Go to Q13

12. If yes, can we pass your contact details to the Association? All your other answers will be completely confidential and anonymous.

Yes	1	Go to Q13
No	2	

Contact with the Association

13. What methods do you or would you like to use when contacting the Association? [SELECT ALL THAT APPLY]

Telephone	1	Go to Q14
Visiting the office	2	
By writing	3	
By email	4	
Text	5	
Other (please specify)	6	

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

Yes	1	Go to Q15
No	2	Go to Q18

15. What did you last contact the Association about?

To make a payment /an enquiry about payments	1	Go to Q16
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	
Other (please specify)	8	

16. Thinking about when you last contacted the Association, how satisfied were you overall with the customer care provided?

Very satisfied	1	Go to Q17
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

17. If you are unhappy with any aspect of the service North View provides, do you know how to make a complaint about this?

Yes	1	Go to Q18
No	2	

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

Very satisfied	1	Go to Q19
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

Services provided by North View

19. Which of the following landlord activities and services are most important to you? Please select your first, second and third most important.

	Top priority	2 nd	3 rd
Keeping rents and charges affordable	1	1	1
Modernising tenants homes to keep them to a reasonable standard	2	2	2
Providing an effective repairs service	3	3	3
Improving the look of the area/environment	4	4	4
Providing support for vulnerable tenants	5	5	5
Welfare rights service	6	6	6
Community activities	7	7	7
Other (please specify)	8	8	8

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

Yes	1	Go to Q21
No	2	Go to Q22

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

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

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

22. (cont.) Overall, how satisfied or dissatisfied are you with the quality of your home?		
Very satisfied	1	Go to Q23
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?		

23. [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 Q24
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?		

24. [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?

Do you think the rent for this property represents good or poor value for money?		
Very good	1	Go to Q25
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?		

Other services/ Wider Role activities

25. North View's focus is mainly on the management and maintenance of its properties. Looking to the future, how do you think they should develop our services? ALL THAT APPLY

They should continue as they are	1	Go to Q26
They should develop a programme of activities for supporting tenants	2	
They should extend services to help tackle financial issues being experienced by tenants, for example with fuel or food	3	
Other (please specify)	4	

26. Each year North View spends money on providing things for its tenants that are not housing related. Are you happy for North View to spend money on things like:- funding the Jeely Piece's Play Club in the Birgidale Complex; area; making a contribution to the Birgidale Complex to help it continue to operate; providing skips around the area for a 'spring clean'; running a crisis fuel payment scheme for tenants, supporting the Castlemilk Pantry, trips for residents.

Yes	1	Go to Q27
No	2	

27. 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
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
Noisy neighbours	1	2	3

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

29. How easy or difficult do you find it to afford your electricity and/or gas bills for this property?

Very easy to afford	1	Go to Q30
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

30. How do you pay your electricity and/ or gas bills for this property? (Select all that apply)

Pre-payment Meter (key and/or card)	1	Go to Q31
Direct Debit	2	
On receipt of a bill e.g. by cash, cheque or standing order	3	
Online/app	4	
Other (please write in)	5	

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

Yes	1	Go to Q32
No	2	

32. Do you currently receive Housing Benefit or Universal Credit?

Full Housing Benefit paid directly to landlord	1	Go to Q34
Universal Credit with Housing Costs paid direct to landlord	2	
Partial Housing Benefit paid directly to landlord	3	Go to Q33
Universal Credit paid directly to you	4	
None	5	

33. How easy do you find it to afford your rent payments for this house?

Very easy to afford	1	Go to Q34
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

[INTERVIEWER: READ OUT IF FINDING IT DIFFICULT TO AFFORD RENT PAYMENTS]

If you are finding it difficult to afford your rent payments, you can contact your Housing Officer for advice and assistance, and seek a referral to the Association's Welfare Rights Service

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 area.

34. What age are you?

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

35. Which of these describes your household composition?

One adult under 60	1	Go to Q36
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	

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

Autoimmune: (e.g. multiple sclerosis, HIV, Crohn's/ulcerative colitis)	1	Go to Q75
Learning difficulties: (e.g. Down's Syndrome)	2	
Mental health issue: (e.g. depression, bi-polar)	3	
Neuro-divergent condition: (e.g. autistic spectrum, Dyslexia, dyspraxia)	4	
Physical impairment: (e.g. wheelchair-user, cerebral palsy)	5	
Hearing impairment)	6	
Visual impairment	7	
Other (please specify)	8	
Prefer not to say	9	
None, do not have a disability or long term health condition	10	

37. 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. What is your ethnic group? Please select the one which best describes your ethnic group or background.

A White

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

B Mixed or multiple ethnic groups

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

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

D African

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

E Caribbean or Black

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

F Other ethnic group

Other, please write in	20
------------------------	----

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

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39. 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

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

Yes	1
No	2



Project number	P1425
Project name	North View Housing Association Owner Satisfaction Survey 2024

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. 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 AND SURNAME- ENSURE RRID MATCHES SAMPLE DATABASE

INTERVIEWER RECORD FROM DATABASE:

RRID:

SURNAME:

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

SC. Are you the owner of the property?

Yes	1	Go to Q1
No	2	Thank and close. Record owner doesn't live in property on sample

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

Yes	1	Go to Q2
No	2	

2. The Association charges owners for services it provides, including common repairs and the upkeep of common areas. Do you think your factoring charge represents good value for money?

Very good value	1	Go to Q3
Fairly good value	2	
Neither good nor poor value	3	
Fairly poor value	4	
Very poor value	5	

3. Turning now to the neighbourhood you live in, how satisfied are you with Windlaw as a place to live?

Very satisfied	1	Go to Q4
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

4. 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
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
Noisy neighbours	1	2	3

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

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6. The Association has a dedicated owners section on its website. Have you visited the website to view this information?

Yes	1	Go to Q7
No	2	Go to Q8

7. If Yes, is there any other information you would like to see added?

Yes (please describe)	1	Go to Q8
No	2	

8. What is your preferred method of contacting the Association?

Telephone	1	Go to Q9
Visiting the office	2	
By writing	3	
By email	4	
Other (please specify)	5	

9. [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 Q10
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

10. Why do you say that?

	Thank and close
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Appendix 2

Technical Report Summary



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	North View Housing Association
Project number	P1425
Objectives of the research	<p>To undertake a customer satisfaction survey to provide information on:</p> <ul style="list-style-type: none"> Customers' views (including factored owners) about the services they currently receive and how these might be improved. Customers' views (including factored owners) about their homes, neighbourhood and general environment in which they live. How tenants might want to be involved in the development of future services and the work of the Association generally and The social, economic and demographic characteristics of tenants.
Target population	Tenants and owners of North View Housing Association
Description of sample frame/ source and validation methods if applicable	Customer databases were provided by the Association containing both tenants and owners.
Sampling method (probability or non-probability) and quotas used	The aim of the survey was to achieve a 40% response rate and data accurate to +/-5% with a representative sample of tenants and factored owners. A Nonprobability sampling approach has been used. Broad target quotas were set by development for the tenant survey to ensure a representative coverage geographically.
Sample units drawn	All tenants/ owners were included in the sample. 670 tenants and 78 owners.
Target sample size	To maximise the response from sharing owners and to achieve at least a 40% response rate from tenants and providing data accurate to +/-5%. Data accurate to +/-5% for
Achieved sample size and reasons if target not achieved	278 tenant interviews and 32 owners
Date of fieldwork	13 th August to the 3 rd September 2024
Data collection method	Interviews were carried out on a face to face basis.
Response rate and definition and method of how calculated	278 tenant interviews were achieved from a database of 695 tenants equating to a 40% response rate. 32 sharing owners were interviewed from a list of 78, a response rate for sharing owners of 41%.
Questionnaire length	10 minutes
Any incentives?	Yes. 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.
Number of interviewers	Ten
Interview/ self-completion	10% of field interviews have been validated by respondent recontact.

CUSTOMER SATISFACTION SURVEY 2024

validation methods	
Showcards or any other materials used?	None.
Weighting procedures (if applicable)	Not applicable.
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings and methods of statistical analysis if applicable	+/-5% for tenants based upon a 50% estimate at the 95% confidence level

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