

NORTH VIEW Housing Association

North View is a registered Scottish charity – charity registration number SC032963

Appendix B

Comprehensive Residents Satisfaction Survey 2024: Priorities, Information, Consultation and Participation

We carry out a Comprehensive Resident Satisfaction Survey (CRSS) at least every three years. Our latest survey was completed in summer 2024.

Questions relating to tenant priorities, information, consultation, and participation were included in this Survey. Relevant extracts from the final report are included below to give a 'flavour' for how residents viewed our performance in these areas, and illustrate tenants' opinion about what they want to be consulted on and how they want to be consulted.

Tenant priorities

Tenant priorities were highlighted as being:

- *Providing an effective repairs service (89.9%).*
- *Modernising tenants' homes to keep them to a reasonable standard (68.7%).*
- *Keeping rents and charges affordable (52.5%)*
- *Improving the look of the area/environment (18.4%).*

Information

- *Keeping tenants informed was viewed positively by 98.2% of tenants. Only 0.4% stated that the Association was poor in that respect and 1.4% said the Association was neither good nor poor.*
- *The Association's newsletter is perceived as being a key source of information for tenants with 79.9% stating that they read the newsletter. Of those who read the newsletter, 98.6% of them believed it to be easy to read and 97.7% said it was interesting. 97.7% of them agreed that the newsletter helped them to understand the work of the Association.*
- *Tenants were asked how they would like the Association to keep them informed and 79.1% stated via Newsletters, 42.1% by letter and 6.1% through email.*

Resident consultation and participation

- *In terms of participation opportunities, the majority of tenants were satisfied in this respect (99.2%), no one stated that they were dissatisfied with the opportunities for participation, and 0.7% were neither satisfied nor dissatisfied.*
- *When asked how they prefer to give their views, most tenants said via letter (38.1%), 29.9% said by Newsletter and 17.3% by taking part in surveys.*
- *Twenty tenants stated that they would be interested in becoming a Committee Member (although only 3 agreed to their details being passed on to the Association).*

<i>End</i>
