



NORTH VIEW HOUSING ASSOCIATION

CUSTOMER SATISFACTION RESEARCH

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North View Housing Association

Customer Satisfaction Survey 2026

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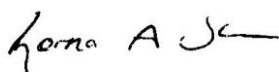
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EXECUTIVE SUMMARY

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 28 interviews were undertaken with owners.
- Interviews took place between the 12th and the 31st of August 2026 and were spread across the organisation's stock to ensure that a comprehensive picture of customer satisfaction was collected.
- This provides data accurate to +/-5% accuracy overall. Due to the small number of owner responses, these results cannot be considered statistically robust.
- The 2026 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 2020, 2022 and 2024. The trend column shows whether there has been a change in satisfaction in 2026 compared to 2024. The final column shows the Scottish Average as reported in the Annual Return on the Charter for all landlords in 2025/26.

Key				
				
Significant increase	Slight increase	No change	Slight decrease	Significant decrease

The following table shows that the Association has remained consistently high compared to 2024 for all aspects of service, with only marginal decreases in satisfaction being seen. Furthermore, North View is generally performing above or in line with the Scottish average for all but the factoring service indicator.

Customer Satisfaction	% 2020	% 2022	% 2024	% 2026	Change	25/26 Scot. Ave.
% of tenants satisfied with the overall service provided by their landlord	85%	79%	92%	89%		88%
% of tenants who feel their landlord is good at keeping them informed about their services and decisions	96%	96%	98%	97%		91%
% of tenants satisfied with the opportunities given to them to participate in their landlord's decision making processes	90%	97%	99%	97%		88%
The Home	% 2020	% 2022	% 2024	% 2026	Change	Scot. Ave.
% of existing tenants satisfied with the quality of their home	85%	85%	90%	87%		87%
The Neighbourhood	% 2020	% 2022	% 2024	% 2026	Change	Scot. Ave.
% of tenants satisfied with the management of the neighbourhood they live in	93%	89%	95%	91%		85%
Value for money	% 2020	% 2022	% 2024	% 2026	Change	Scot. Ave.
% of tenants who feel that the rent for their property represents good value for money	68%	84%	91%	88%		82%
Factoring	% 2020	% 2022	% 2024	% 2026	Change	Scot. Ave.
% of factored owners who are satisfied with the factoring service provided overall	82%	46%	50%	46%		57%

1. INTRODUCTION, BACKGROUND AND OBJECTIVES

1.1. Introduction

This report represents and discusses the findings to emerge from North View Housing Association's (NVHA) 2026 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 2026 Customer Satisfaction Survey.

1.3. 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 and 2026, the decision was taken to revert to a wholly face to face survey methodology for tenants, 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.

For the owners survey interviews were undertaken using a hybrid face to face and telephone methodology.

1.4. 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 the desired regulatory response rate of 40%. 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 shows the sample profile broken down by development compared to the population. As can be seen, the interview profile is 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	17%	46	17%
Ardmaleish Road	58	8%	27	10%
Ardmaleish Street	33	5%	12	4%
Ardmaleish Terrace	10	1%	7	3%
Birgidale Road	33	5%	13	5%
Cassiltoun Gardens	10	1%	3	1%
Castlemilk Drive	77	11%	29	10%
Castlemilk Terrace	9	1%	3	1%
Dunagoil Gardens	10	1%	2	1%
Dunagoil Place	11	2%	4	1%
Dunagoil Road	58	8%	23	8%
Dunagoil Street	15	2%	7	3%
Lenihall Drive	42	6%	17	6%
Lenihall Terrace	15	2%	6	2%
Stravanan Court	20	3%	9	3%
Stravanan Gardens	24	3%	10	4%
Stravanan Place	9	1%	4	1%
Stravanan Road	101	15%	38	14%
Stravanan Street	9	1%	4	1%
Stravanan Terrace	20	3%	9	3%
Viewglen Court	12	2%	4	1%
Viewglen Gate	4	1%	1	0%
Grand Total	695	100%	278	100%

In addition to the tenants' survey 28 interviews were completed with owners with a shorter questionnaire and representing a 35% response rate from the overall owner population of 79.

1.5. Questionnaire design

After consultation with NVHA representatives, a survey questionnaire was agreed which fully met both the information needs and requirements of the organisation and also 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.

1.6. 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 2014, 2016, 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%.

1.7. 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

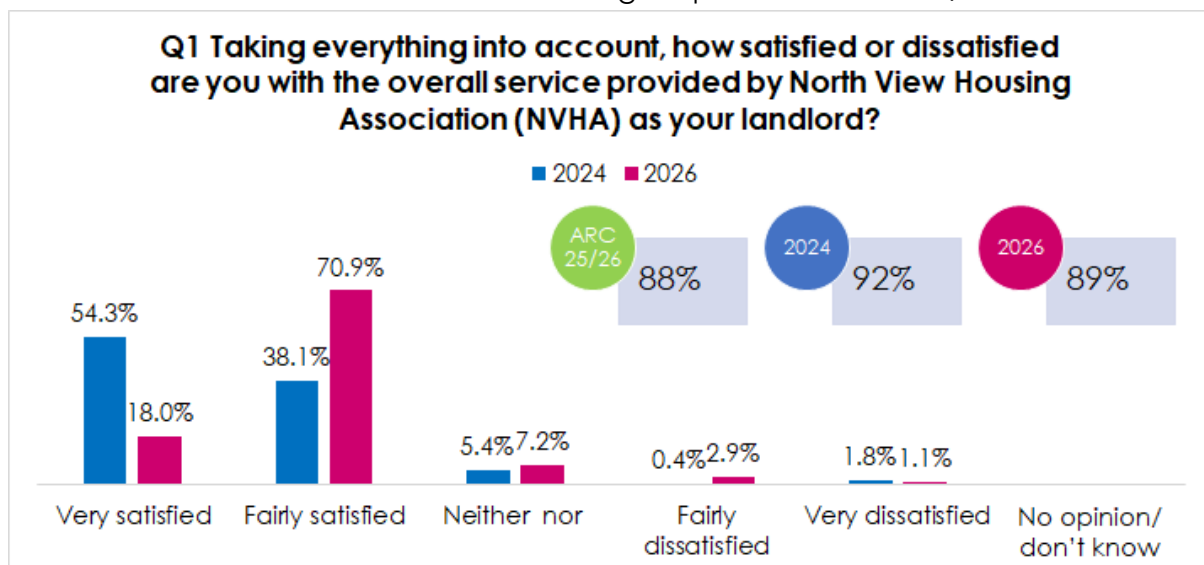
Appendix 1 - Survey questionnaires

Appendix 2 – Technical report summary

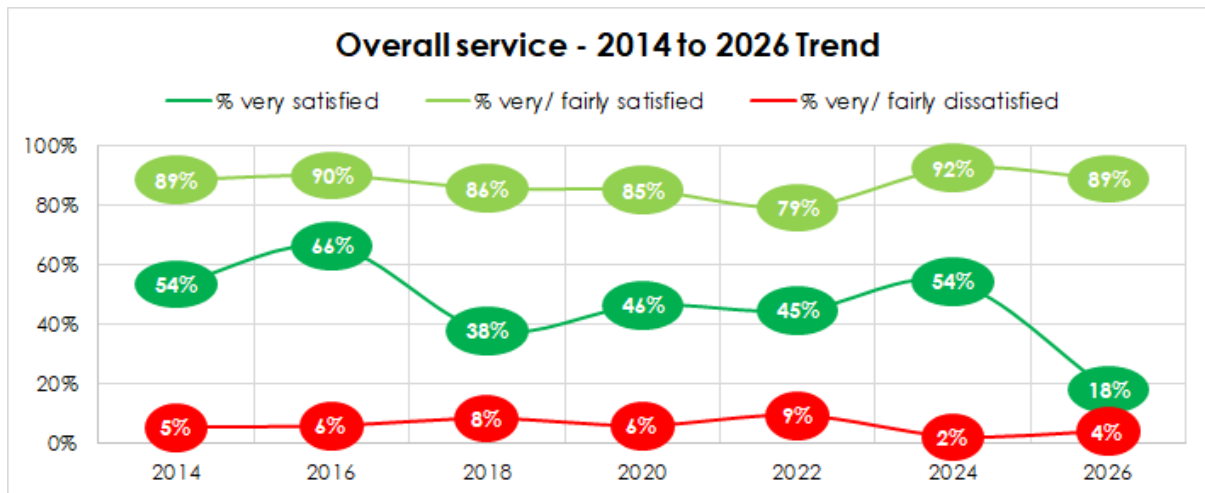
2. OVERALL SATISFACTION

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 under 9 in 10 tenants (89%) were either very or fairly satisfied with the overall service compared to 4% who were very or fairly dissatisfied and 7% who were neither satisfied nor dissatisfied. Satisfaction has decreased marginally compared to the Association's previous satisfaction survey in 2024 where 92% of respondents were either very or fairly satisfied with the overall service and is in line with the Scottish average reported in the 2025/26 ARC of 88%.

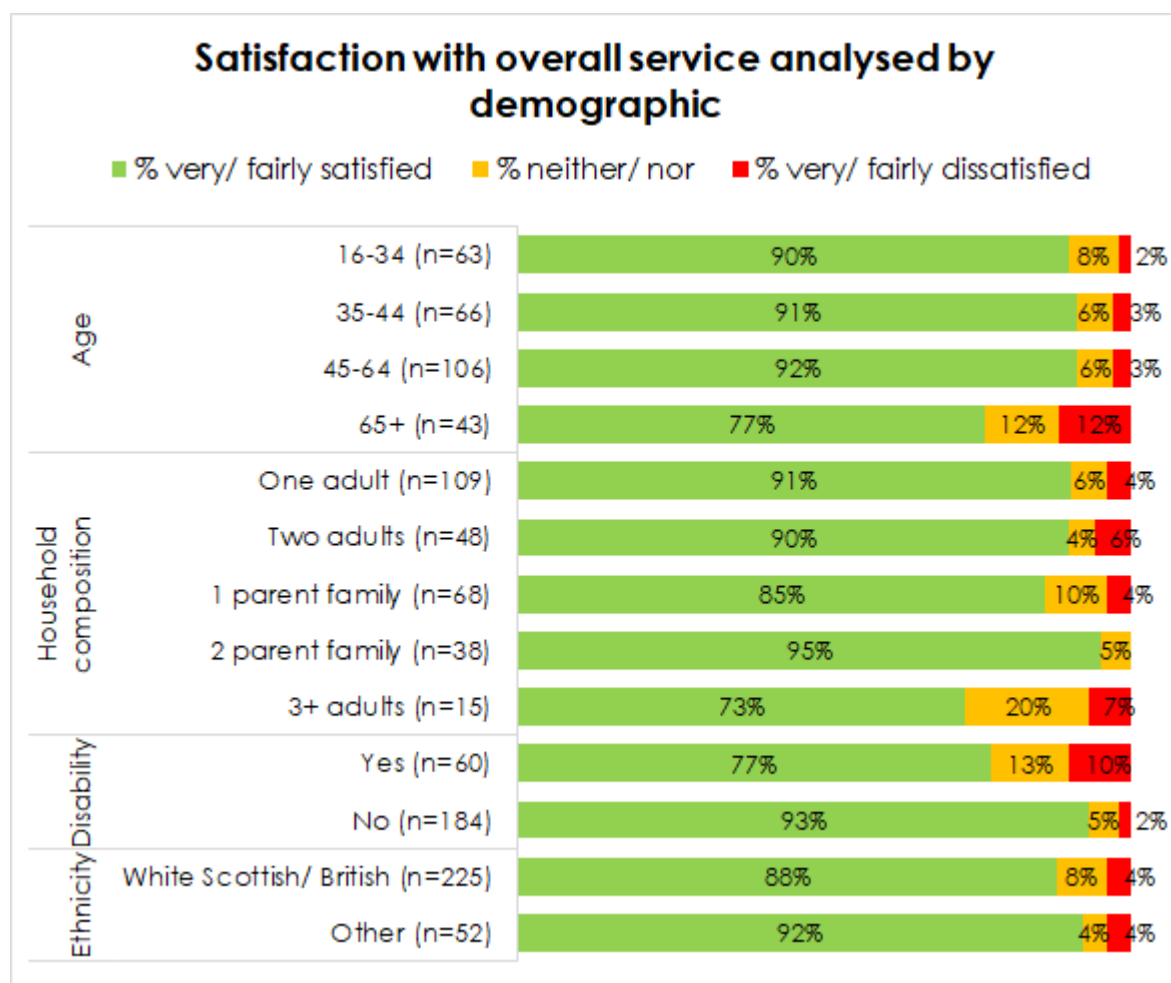


The chart below shows a trend analysis for the Association's tenant satisfaction surveys undertaken between 2014 and 2026. As can be seen in the chart below, while overall satisfaction has seen no significant change, falling only marginally from 92% in 2024 to 89% in 2026, the proportion of respondents who were very satisfied has fallen to its lowest level yet at 18%. Overall dissatisfaction has increased only marginally from 2% in 2024 to 4% in 2026.



Analysis by demographic indicates that satisfaction with the overall service varies significantly by:

- **Age:** Tenants aged 65 and over were significantly less likely to be satisfied (77%) than tenants aged 45-54 (92%).
- **Household composition:** Households with 3 or more tenants were less likely to be satisfied (73%) than single person households (91%) and 2 parent families (95%).
- **Disability:** Households with at least one person with a disability were less likely to be satisfied with the overall service (77%) than households with no disabilities (93%).



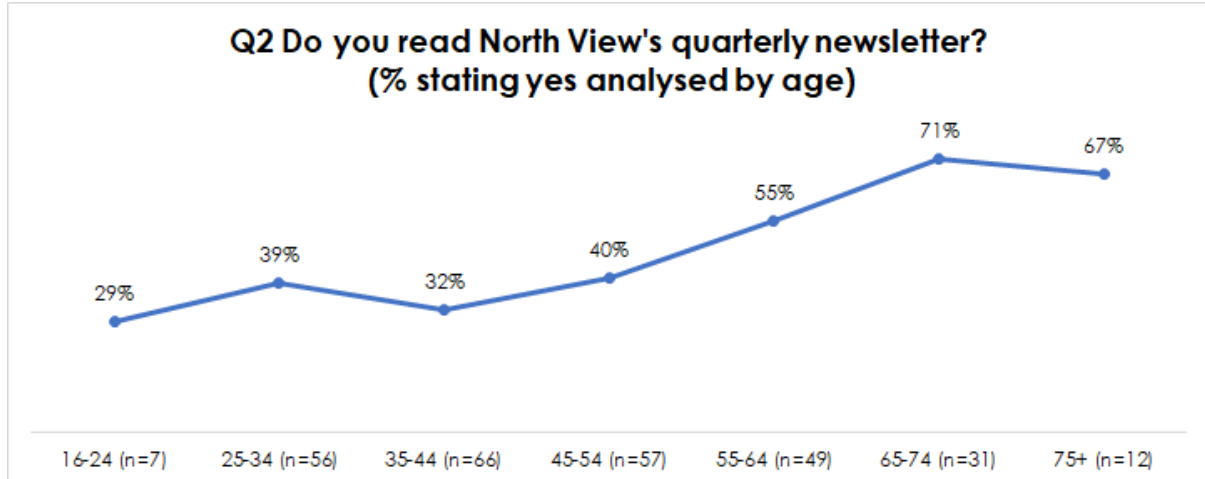
Where tenants were not satisfied with the overall service provided by their landlord they were asked why they felt that way. Over half of these respondents (52%) were not satisfied due to repairs issues, 19% felt their home needed upgrading and 19% said the Association do not deal with issues or listen to tenants' views.

Q1b Why do you think that?		
Base: Not satisfied with overall service, n=31	No.	%
Poor repairs/ still outstanding	16	51.6%
Home requires upgrades/ improvements	6	19.4%
Don't deal with issues/ listen to our views	6	19.4%
Damp/ mould issues	3	9.7%
Receive poor services	2	6.5%
Lack of communication	1	3.2%

3. INFORMATION AND COMMUNICATION

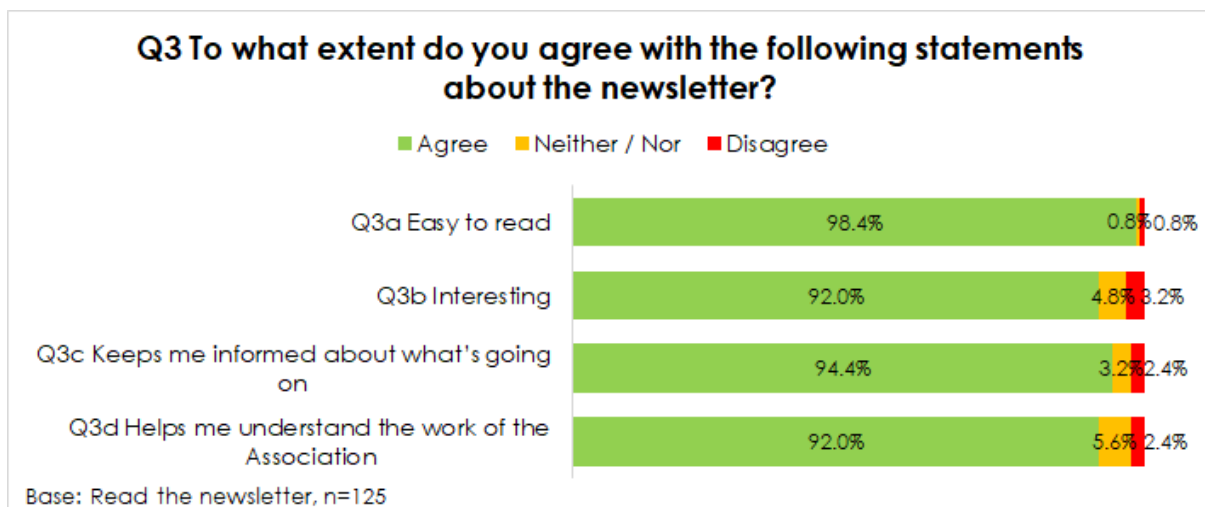
3.1. The Association's newsletter (Q2/3)

Just under half of tenants read the Association's quarterly newsletter (45%) which is significantly lower than was reported in the 2024 survey (80%).



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 is easy to read (99% in 2024).
- 94% agreed the newsletter keeps me informed about what is going on (99% in 2024)
- 92% agreed the newsletter is interesting (98% in 2024)
- 92% agreed the newsletter helps me understand the work of the Association (98% 2024)



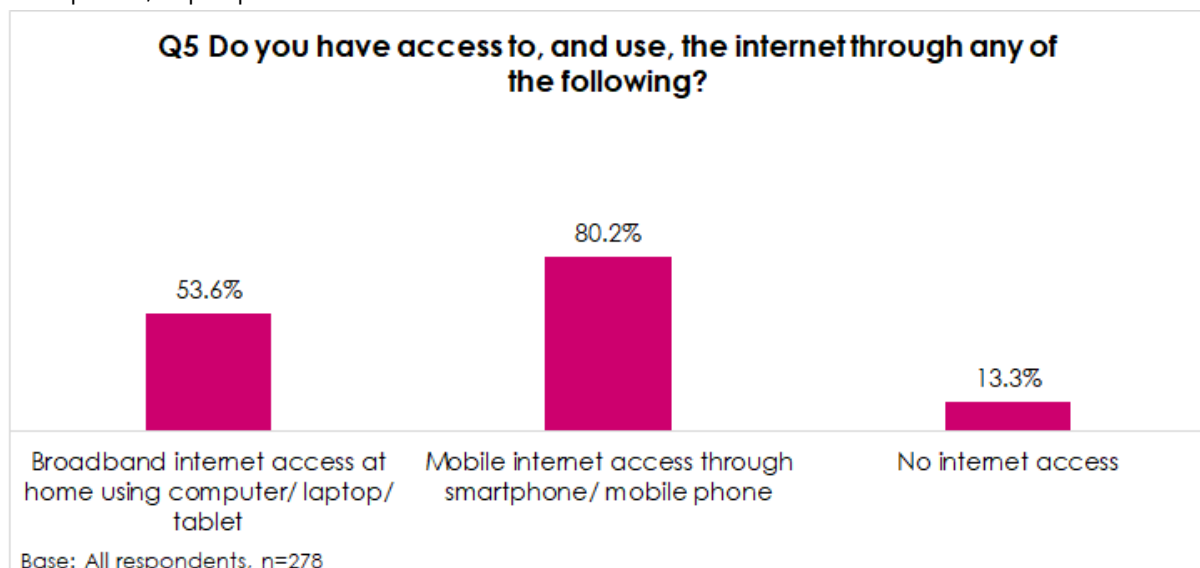
3.2. Communication methods (Q4)

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 over half (52%) preferring communication via letters (42% in 2024) and 40% preferring newsletters (79% in 2024). Digital communications such as text messages and email were more likely to be preferred by younger tenants and decrease with age. For example, 59% of tenants aged 16-34 preferred text messages compared to 35% of tenants aged 35-44, 11% of tenants aged 45-64 and 5% of tenants aged 65 and over.

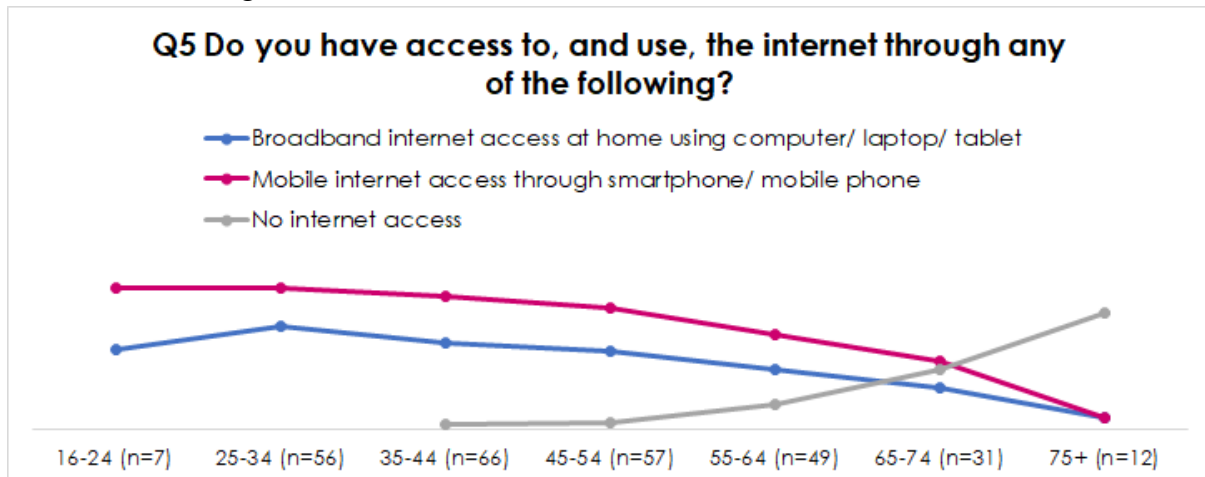
Q4 How would you like North View to keep you informed?		
Base: All respondents, n=278	No.	%
By letter	145	52.2%
Newsletters	112	40.3%
Text message	74	26.6%
Email	52	18.7%
Telephone call	30	10.8%
Personal visit by staff	6	2.2%
Area meetings	5	1.8%
Open meetings	4	1.4%
Focus group	2	0.7%
AGM	1	0.4%
Other	7	2.5%

3.3. Internet use and the Association's website (Q5-Q8)

Overall, 87% of respondents have internet access (79% in 2024). Eight in ten tenants (80%, 60% in 2024) have access to the internet via a smartphone or mobile phone and 54% (53% in 2024) have access via broadband internet access at home using a computer, laptop or tablet.

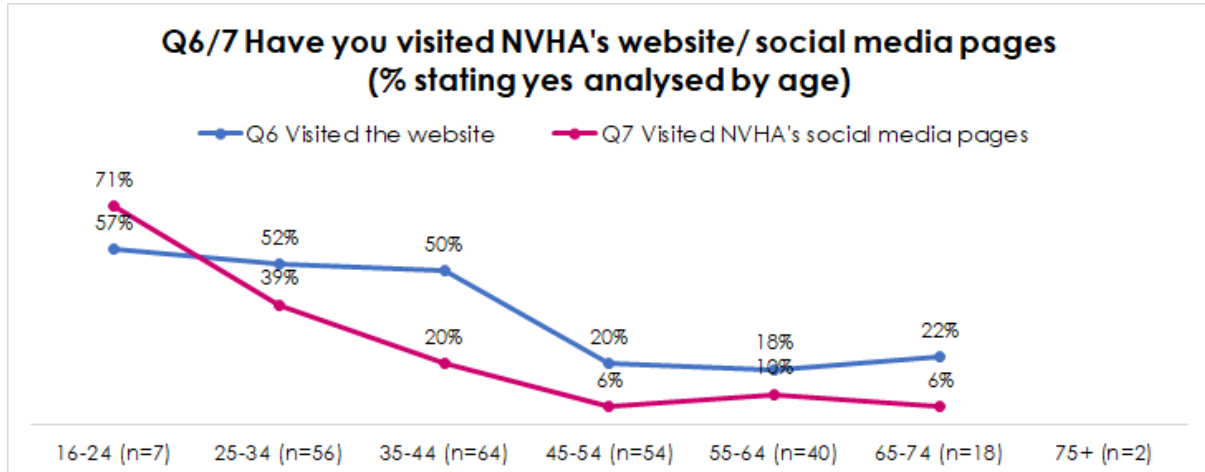


Analysis by age shows that internet access via both broadband and mobile signal, decrease with age.



Following on from this, tenants were asked if they had visited the Association's website at www.nvha.org.uk. Just over a third of tenants (36%) had visited the website, an increase from 17% reported in the 2024 survey. Furthermore, one in five tenants had visited NVHA's social media pages.

Analysis by age is shown in the chart below and shows that as age increases the proportion of tenants who visit the website or the Association's social media pages decrease.



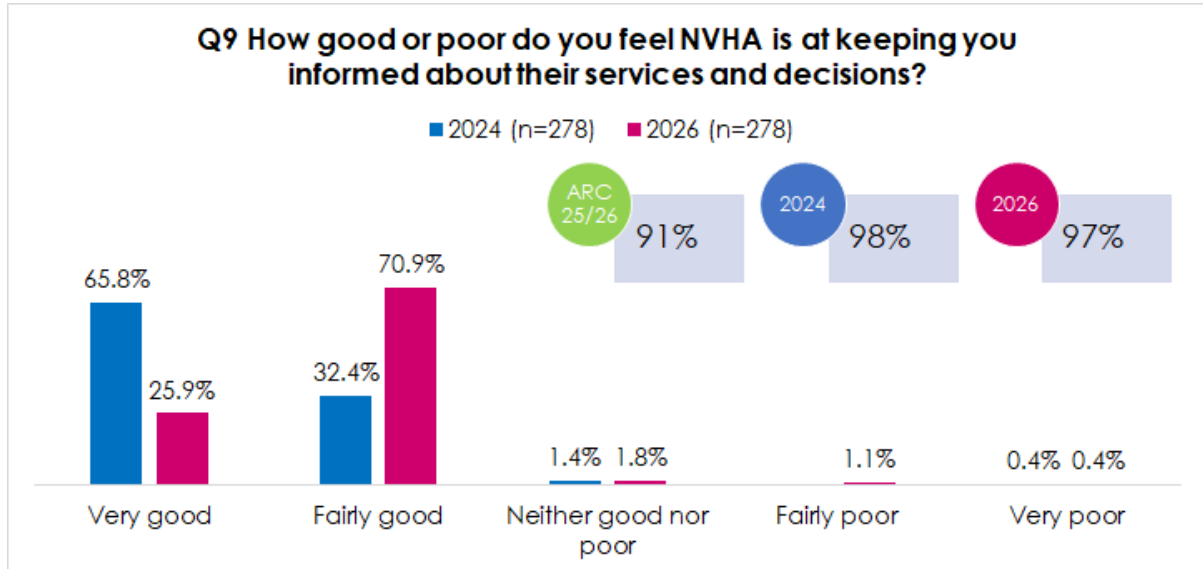
All respondents were then asked if they would like to see North View providing a range of digital services. Overall, a third of respondents (37%) said they would be interested in digital services, with reporting repairs online being of greatest interest (33%). However, it is interesting to note that there is significantly more interest from younger respondents (67% aged 16-34 interested) than older respondents (5% aged 65+ interested).

Q8 North View is working to develop its online services (including a tenant portal) to provide tenants with more ways in which they can contact the Association. Would you be interested in using the portal to do any of the following? ALL THAT APPLY

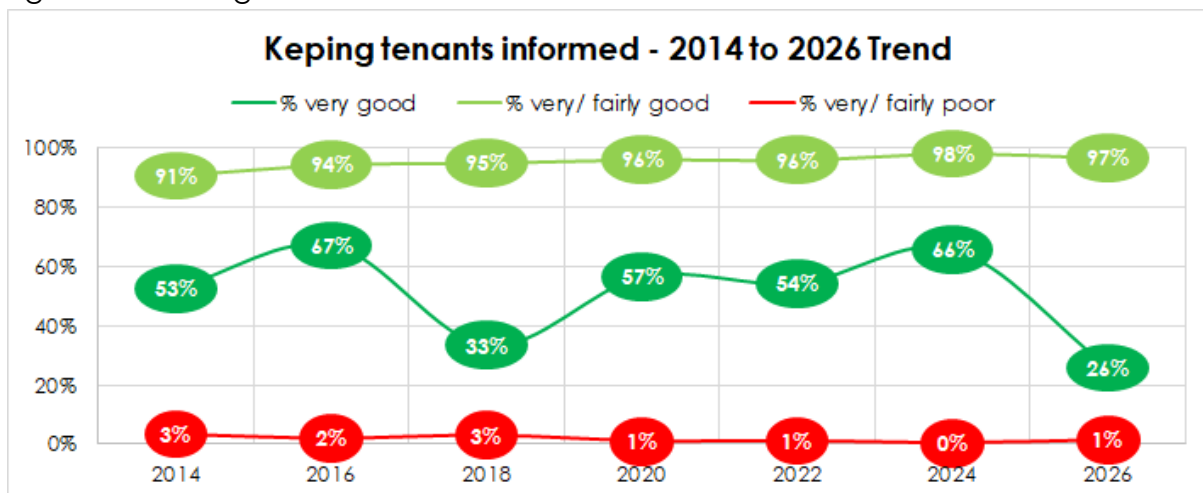
Base: Have internet access, n=241	No.	%
Report a repair	80	33.2%
Update your personal details	54	22.4%
To make a complaint	46	19.1%
Make a payment	45	18.7%
Check your rent account	43	17.8%
Anything else?	5	2.1%
Would not want to access any services online	151	62.7%

3.4. Keeping tenants informed (Q8)

The vast majority of tenants (97%) said that the 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 2% who were neither good nor poor. The proportion of respondents who said the Association was very or fairly good in this respect has seen no significant change compared to the 2024 survey (98%) and is higher than the Scottish average of 91%.

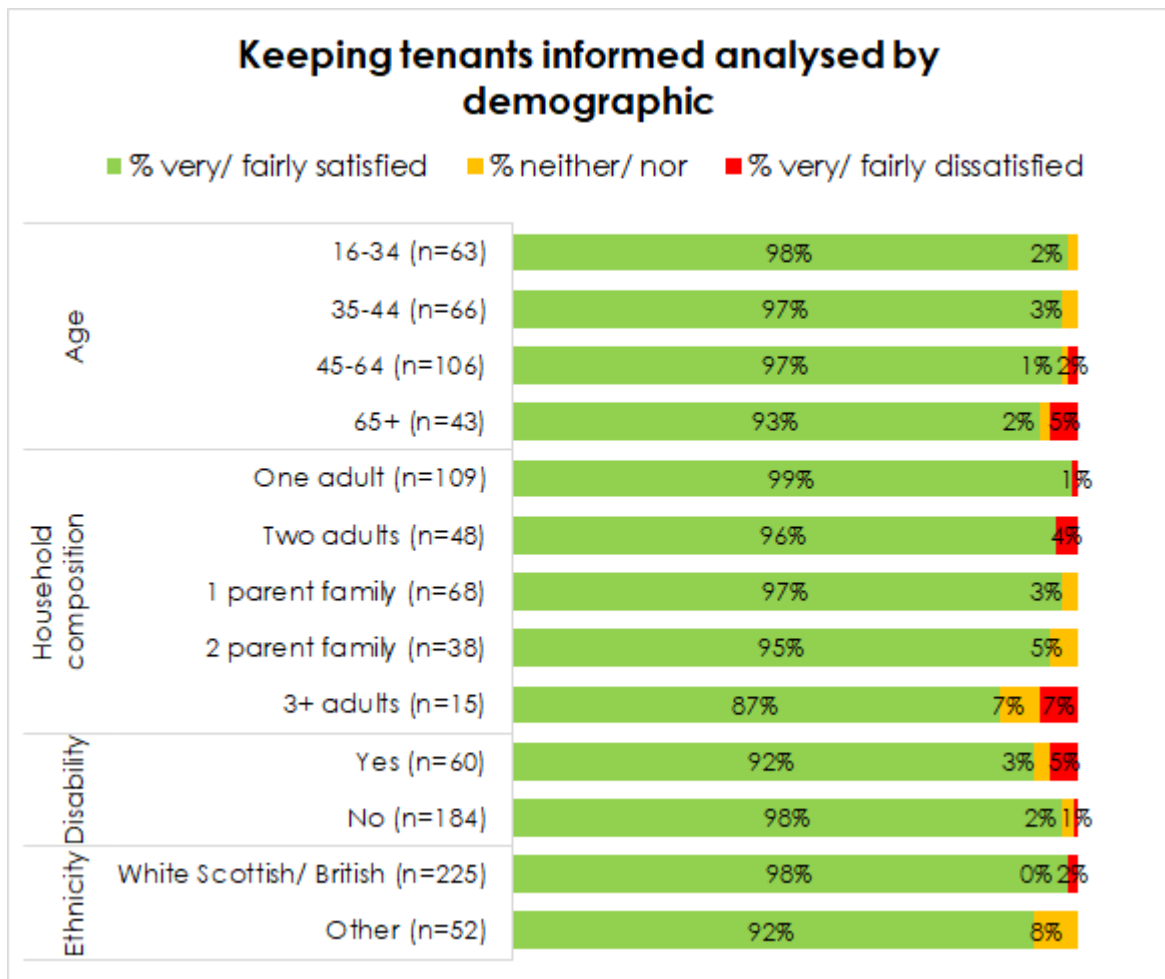


As shown in the chart below the proportion of tenants who said the Association is very or fairly good at keeping tenants informed has remained fairly consistent since 2016. However, the proportion of tenants who said the Association was very good has decreased considerably from 66% in 2024 to 26% in 2026. The proportion of respondents who rated the Association very or fairly poor in this respect has seen no significant change from 2014 to 2026.



Further analysis by demographic reveals that this question varies significantly in terms of:

- **Household composition:** 99% of single adult households said the Association was very or fairly good at keeping them informed compared to 87% of households with 3 or more adults.
- **Disability:** Households with a disability were less likely to rate the Association very/ fairly good (92%) than tenants who did not have a disability (98%).
- **Ethnicity:** Those who were White Scottish/ British were more likely to find the Association good at keeping them informed (98%) than other ethnicities (92%).



Where respondents were not satisfied they were asked what the Association could do to improve how they keep tenants informed. Four respondents were unsure, and the remaining five requested more information with one stating they would like to be kept better informed during ongoing repairs and one requesting more information on rehousing.

4. PARTICIPATION

4.1. Preferred consultation methods (Q10-Q13)

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 letters (66%, 38% in 2024), email (23%, 13% in 2024) and surveys (20%, 17% in 2023).

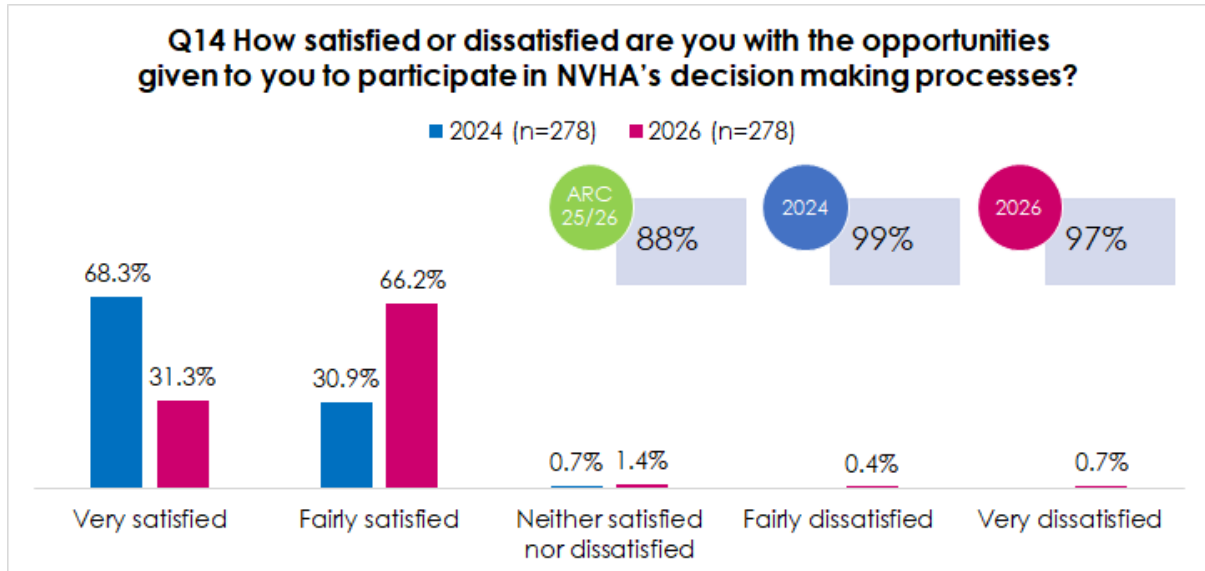
Interestingly, the proportion of respondents interested in email participation opportunities was significantly higher for those aged 16-34 (43%) and those aged 35-54 (41%) than those aged 65 and over (0%). On the other hand, letters were preferred by more tenants aged 45-64 (77%) and aged 65 and over (77%) than those aged 16-34 (46%).

Q10 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: All respondents, n=278	No.	%
By letter	184	66.2%
By email	65	23.4%
Surveys	56	20.1%
Newsletter	18	6.5%
Open days	11	4.0%
Local meetings	5	1.8%
Focus Groups	4	1.4%
Other	20	7.2%

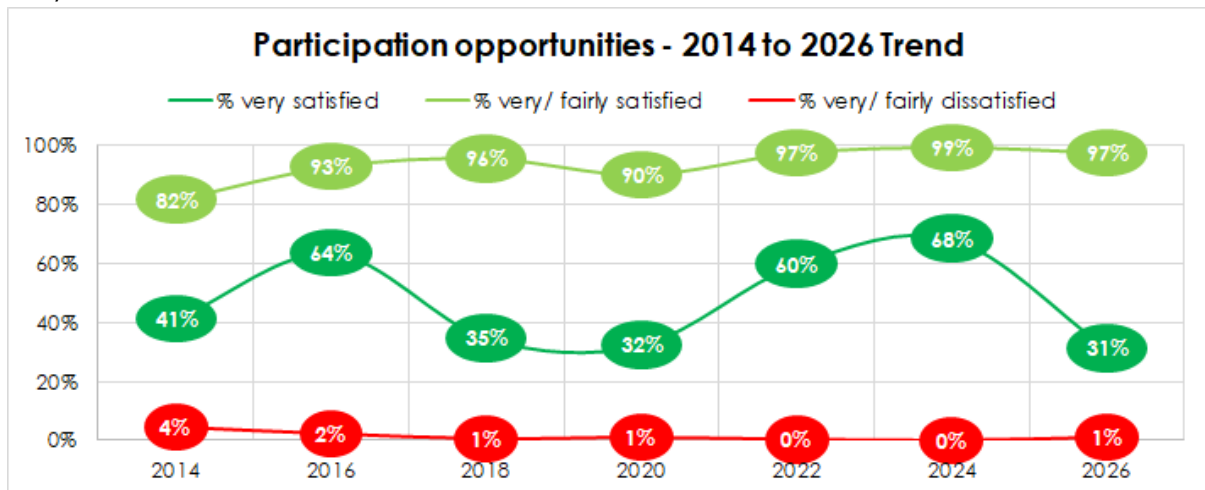
Tenants were asked if they or anyone else in their household would be interested in becoming a Management Committee member or joining the recently formed Residents Panel. A total of 7 tenants (4%) expressed an interest in the Management Committee and 10 were interested in joining the Residents Panel. A total of 9 tenants said they were happy that their contact details were passed to the Association for follow up.

4.2. Satisfaction with tenant participation opportunities (Q14)

Almost all tenants (97%) 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 2024 when 99% were very or fairly satisfied in this respect and is higher than the Scottish average (88%).

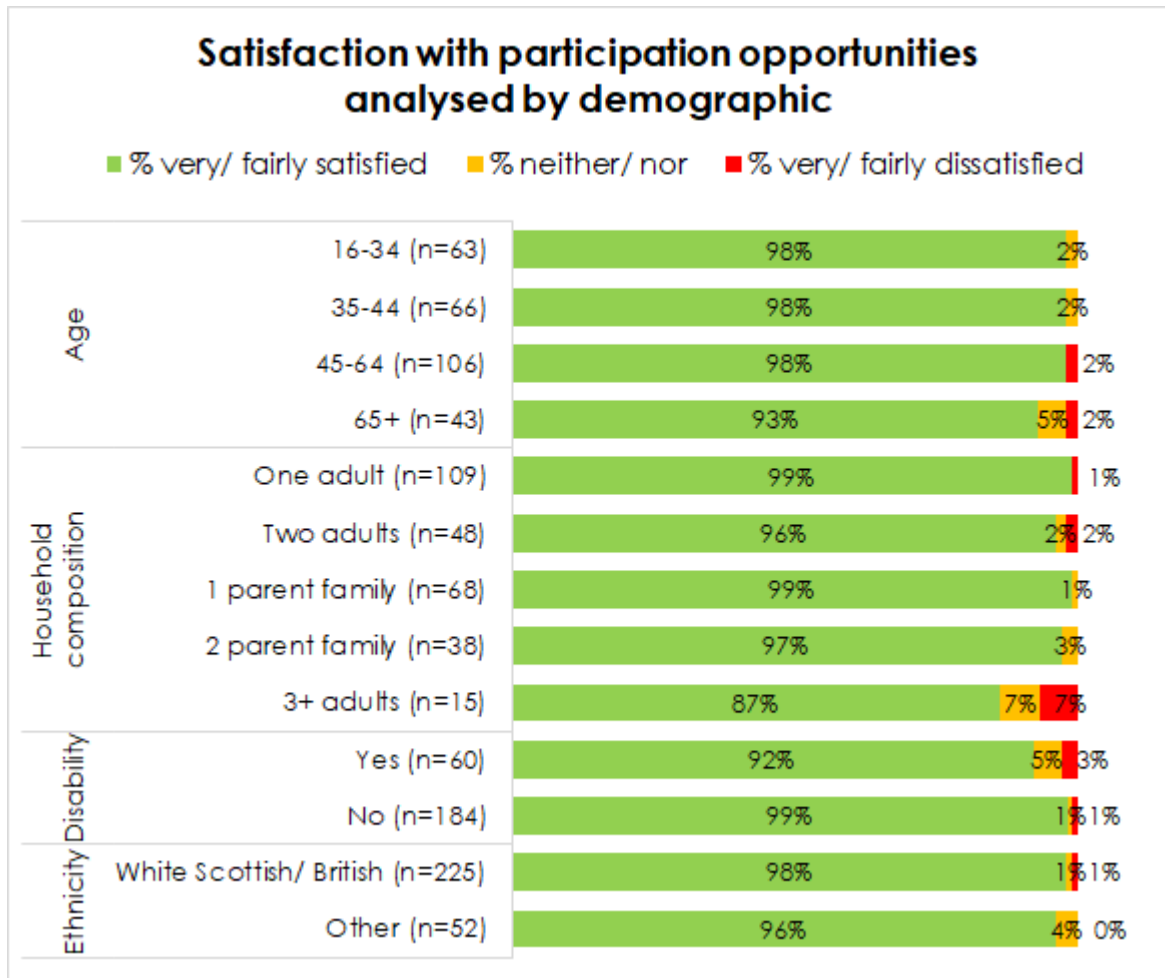


As shown in the chart below overall satisfaction with participation opportunities was lowest in 2014 at 82% and highest in 2024 at 99%. The proportion of tenants who were very satisfied has decreased from 68% in 2024 to 31% in 2026.



Overall satisfaction with participation opportunities varies significantly in terms of the following:

- **Household composition:** Single adults and 1 parent families (both 99%) were more likely to be satisfied than households with 3 or more adults (87%).
- **Disability:** Those who had a disability were less likely to be satisfied (92%) than households who did not have a disability (99%).



Just 7 tenants were not satisfied with the opportunities to participate. When asked what North View could do to improve the opportunities given, four tenants were unsure, 1 tenant stated they were unaware of any of the opportunities, 1 tenant felt it would not make a difference, and 1 tenant spoke about an ongoing issue they were having with the Association where they hadn't received a resolution.

5. CONTACT WITH THE ASSOCIATION

5.1. Preferred method of contacting the Association (Q15)

The preferred method of contacting the Association for tenants was telephone (95%, 96% in 2024), 16% (23% in 2023) said they use or would like to visit the office and 15% (12% in 2024) said by email.

Q15 What methods do you or would you like to use when contacting the Association? [SELECT ALL THAT APPLY]		
Base: All respondents, n=278	No.	%
Telephone	265	95.3%
Visiting the office	44	15.8%
By email	41	14.7%
Text/ SMS	9	3.2%
By writing	4	1.4%
Other	1	0.4%

Analysis by age shows some interesting difference in contact preference by age group with tenants aged 16-34 (25%) and aged 35-44 (26%) more likely to state email than other age groups.

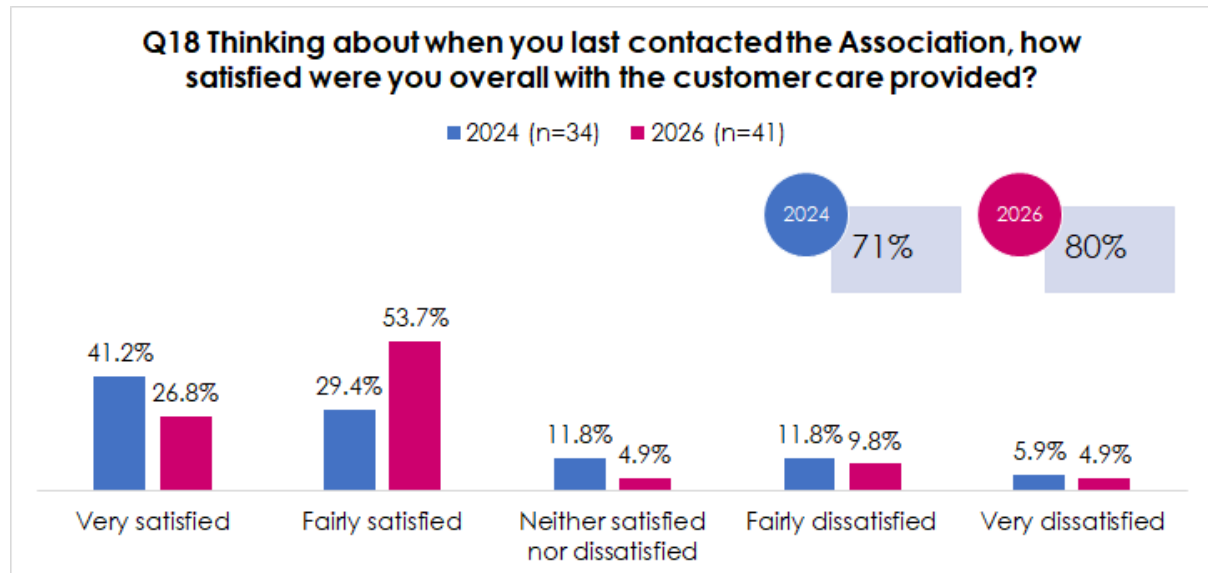
Q15 What methods do you or would you like to use when contacting the Association?				
	16-34	35-44	45-64	65+
Base	63	66	106	43
Telephone	97%	91%	97%	95%
Visiting the office	16%	23%	12%	14%
By writing	2%	-	2%	2%
By email	25%	26%	8%	-
Text/ SMS	10%	3%	1%	-
Other	-	-	-	2%

5.2. Contact with the Association in the last 12 months (Q16-Q18)

15% 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 discuss planned improvements (24%) or to make a complaint about a neighbour or anti-social behaviour issue (20%).

Q17 What did you last contact the Association about?		
Base: Contacted Association in last 12 months, n=41	No.	%
To discuss planned improvements to my home	10	24.4%
To make a complaint about a neighbour or anti-social behaviour issue	8	19.5%
To make a complaint about the Association's service	6	14.6%
To seek advice about alternative housing	5	12.2%
To make a payment /an enquiry about payments	4	9.8%
Report vermin	2	4.9%
Other (including about moving into a new home, enquiries about communal maintenance etc)	8	19.5%

Eight in ten tenants (80%) were very or fairly satisfied with the customer care provided by the Association compared to 15% who were dissatisfied and 5% who were neither satisfied nor dissatisfied. Satisfaction has seen an increase from 71% in 2024.



Analysis shows that all respondents who had contacted the Association about payments, to seek advice about alternative housing or to report vermin were satisfied with the customer care provided. Satisfaction was lowest amongst tenants who had made a complaint about a service.

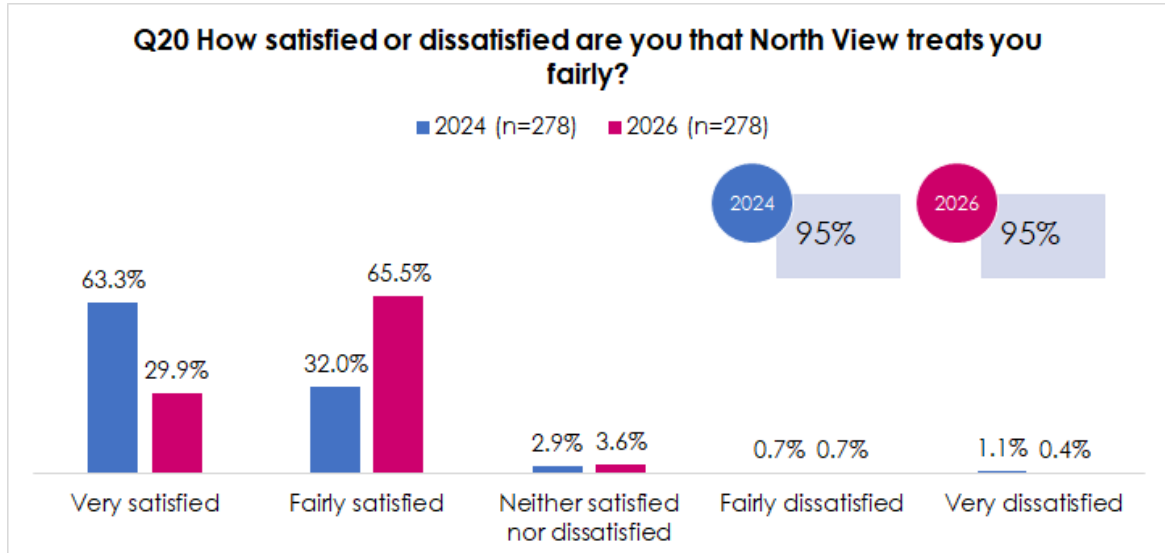
Q18 Thinking about when you last contacted the Association, how satisfied were you overall with the customer care provided?				
	Base	% very/ fairly satisfied	% neither/ nor	% very/ fairly dissatisfied
To make a payment /an enquiry about payments	4	100.0%	-	-
To seek advice about alternative housing	5	100.0%	-	-
Report vermin	2	100.0%	-	-
To discuss planned improvements to my home	10	90.0%	-	10.0%
Other	8	75.0%	12.5%	12.5%
To make a complaint about a neighbour or anti-social behaviour issue	8	62.5%	12.5%	25.0%
To make a complaint about the Association's service	6	33.3%	-	66.7%

5.3. Making a complaint to the Association (Q19)

76% 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 decreased from 85% in 2024.

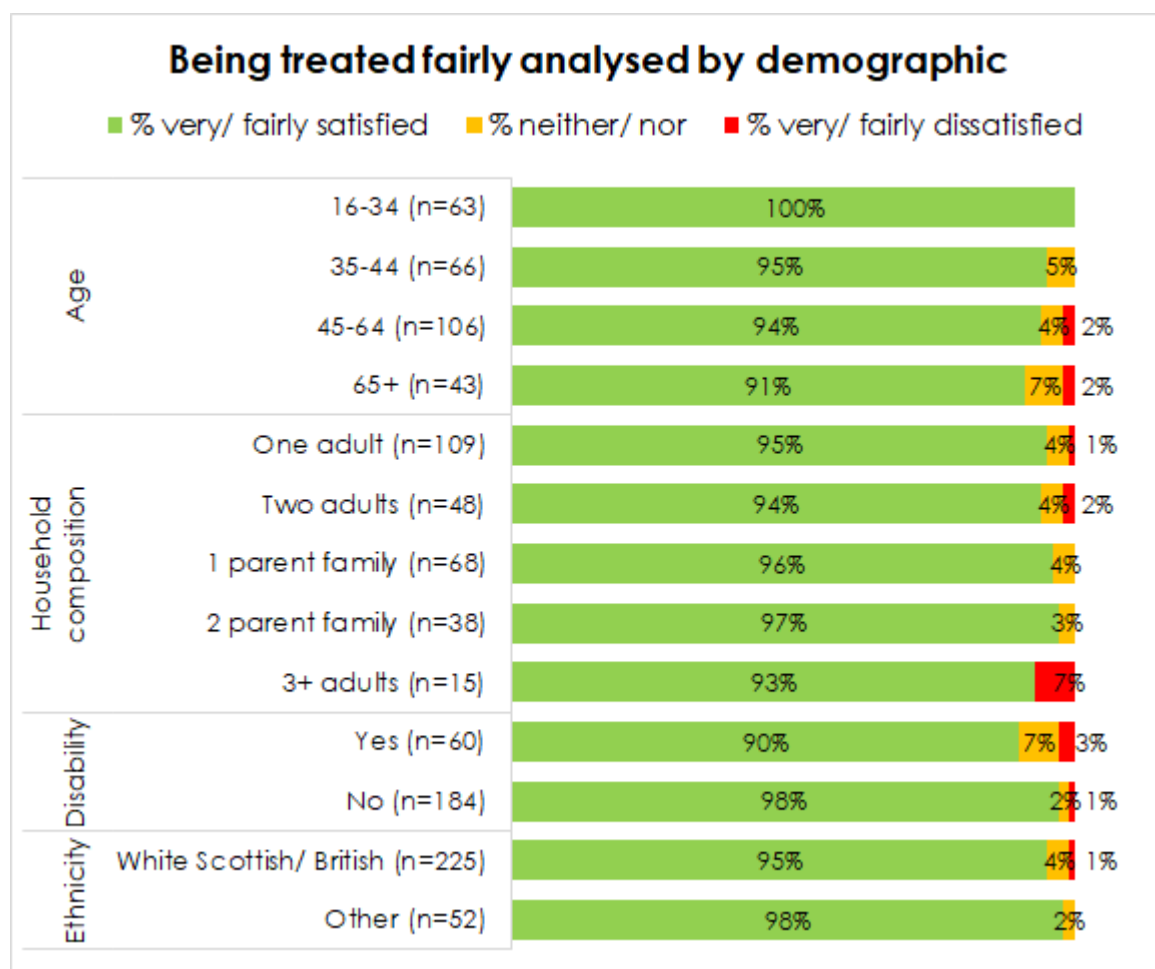
5.4. Treating tenants fairly (Q20)

Nineteen out of 20 tenants (95%) were either very or fairly satisfied that the Association treats them fairly compared to 4% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied. Overall satisfaction in this respect is the same as was reported in the 2024 survey (95%).



Further analysis reveals that this question varies significantly in terms of:

- **Age:** All respondents aged 16-34 (100%) were satisfied they were treated fairly compared to 91% of tenants aged 65 and over.
- **Household composition:** Households with 3 or more adults were more likely to be dissatisfied (7%) than 1 parent and 2 parent households (both 0%).
- **Disability:** Households with a disability (90%) were less likely to be satisfied that they were treated fairly by North View (90%) than households with no disability (98%).



6. SERVICES PROVIDED BY NORTH VIEW

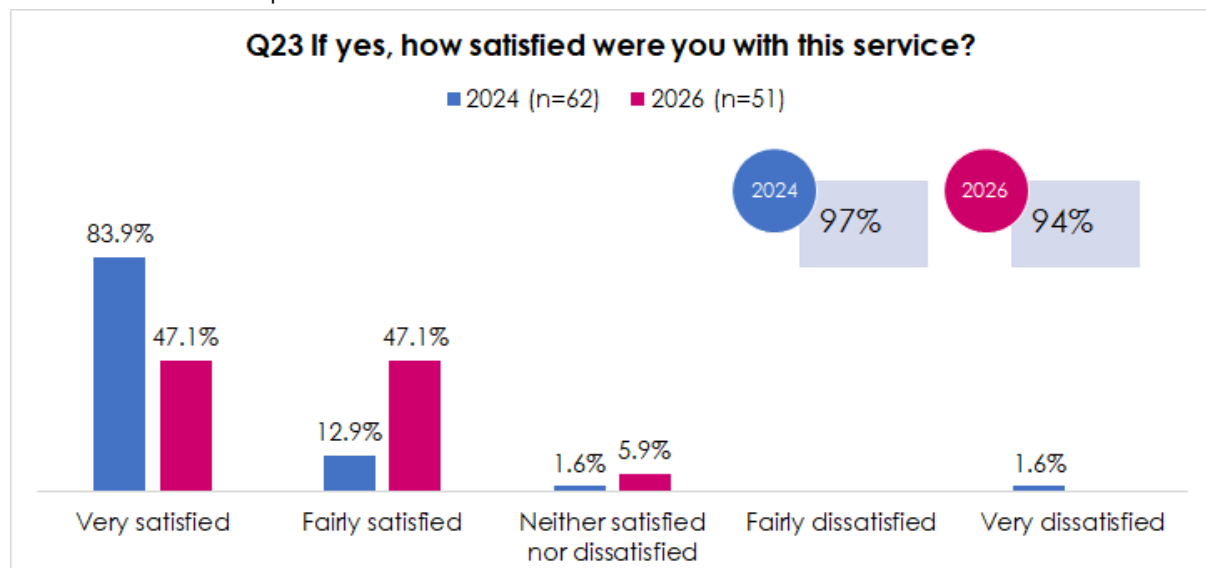
6.1. Priorities for landlord services (Q21)

Tenants were asked to select the top three landlord activities and services which were most important to them. Modernising tenants' homes to keep them to a reasonable standard was most important for tenants with 84% selecting this as their top, second or third priority followed by providing an effective repairs service (74%) and keeping rents and charges affordable (53%). These were also the three priorities for respondents in 2022.

Q21 Which of the following landlord activities and services are most important to you?				
Base: All respondents, n=278	Top	2nd	3rd	Overall
Modernising tenants homes to keep them to a reasonable standard	39.6%	25.5%	18.3%	83.5%
Providing an effective repairs service	15.1%	35.6%	23.0%	73.7%
Keeping rents and charges affordable	29.5%	12.6%	11.2%	53.2%
Improving the look of the area/environment	6.8%	14.0%	20.9%	41.7%
Providing support for vulnerable tenants	5.0%	7.9%	11.9%	24.8%
Welfare rights service	1.4%	1.4%	3.2%	6.1%
Community activities	0.7%	0.4%	2.2%	3.2%
Other	1.4%	0.4%	0.0%	1.8%
None	0.4%	2.2%	9.4%	9.0%

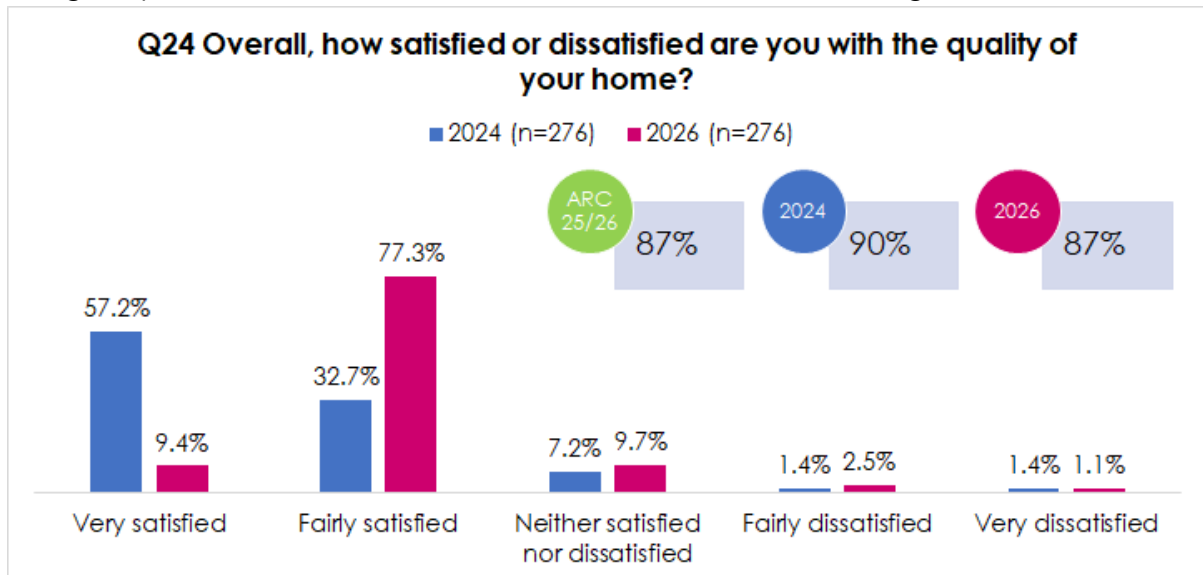
6.2. Welfare Rights Service (Q22/Q23)

Just under one in five tenants (18%) have used the Association's Welfare Rights service and of these tenants, 94% were very or fairly satisfied with the service they received, compared to 6% who were neither satisfied nor dissatisfied. Overall satisfaction was reported as 97% in 2024.

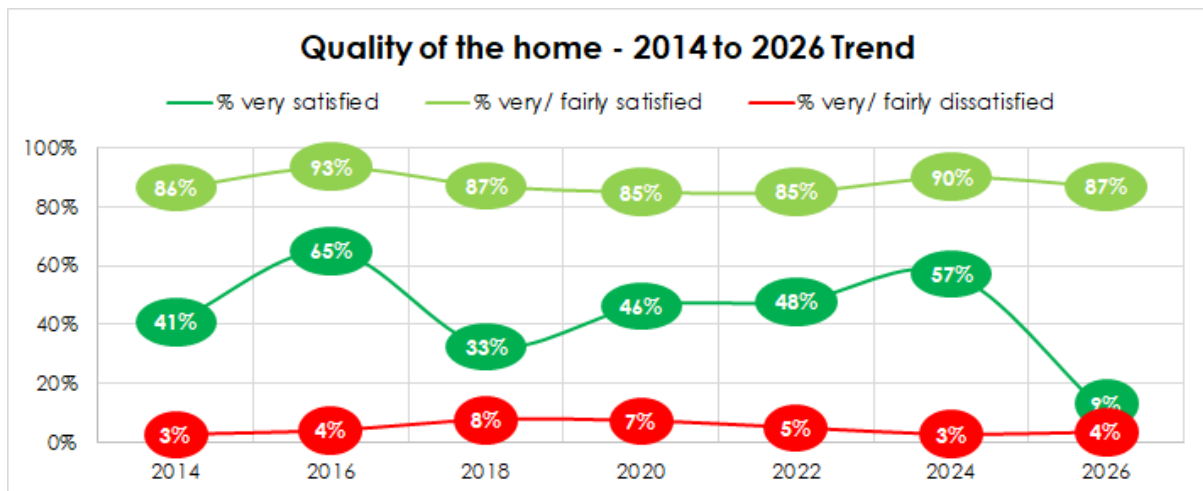


6.3. Quality of the home (Q24)

Just under 9 in 10 tenants (87%) were very or fairly satisfied with the quality of their home compared to 10% who were neither satisfied nor dissatisfied and 4% who were very or fairly dissatisfied. Overall satisfaction with the quality of the home has fallen marginally from 90% in 2024 and is in line with the Scottish average of 87%.

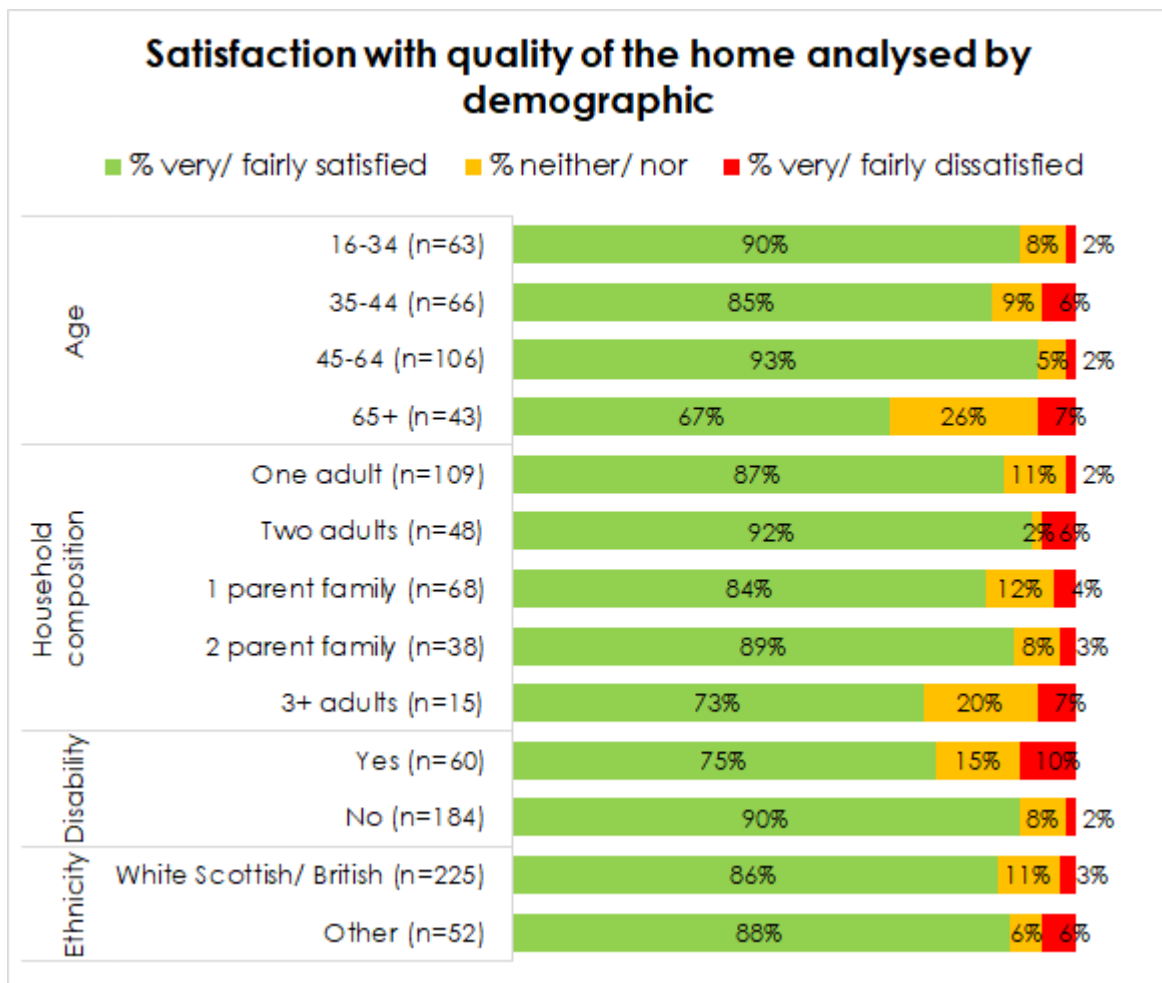


As shown in the chart below, while overall satisfaction with the quality of the home has not varied significantly since 2016, the proportion of tenants who were very satisfied has seen a considerable decrease from 57% in 2024 to 9% in 2026.



Analysis by demographic is shown in the chart below and shows that overall satisfaction varies significantly in terms of:

- **Age:** Tenants who were aged 65 and over were less likely to be satisfied with the quality of their home (67%) than tenants who were aged 16-34 (90%) or aged 45-64 (93%).
- **Disability:** Households with a disability were less satisfied with the quality of their home (75%) than households with no disability (90%).



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 the main reasons for not being satisfied were where tenants had outstanding repairs (38%), had damp and mould issues (16%) or where they believed their home needed upgrades (16%).

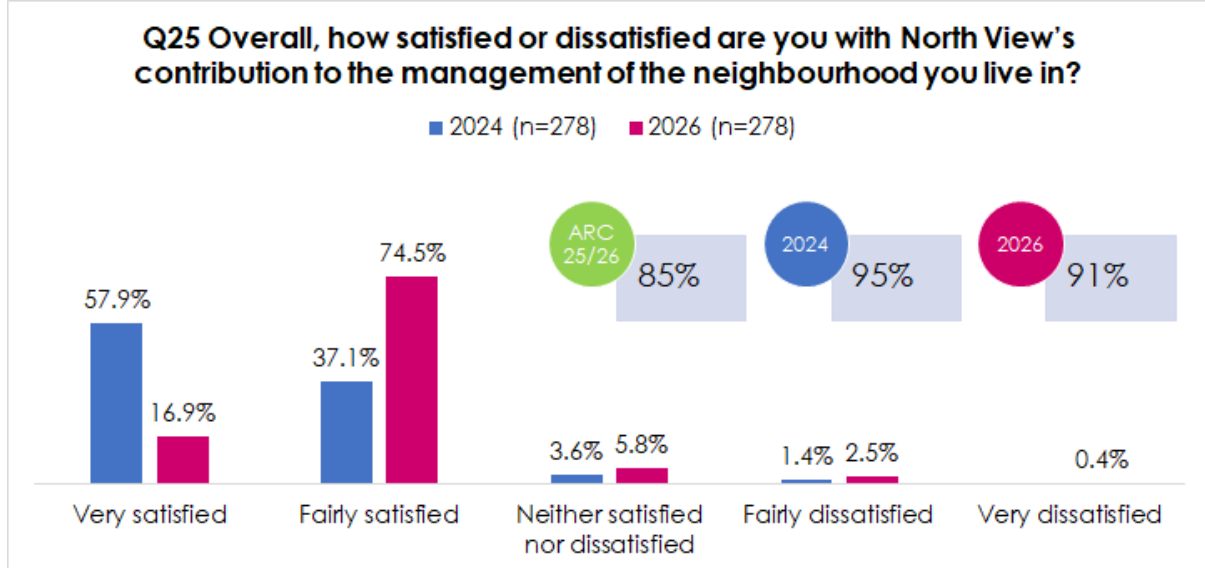
Q24a You said that you were not satisfied with the quality of your home. What could North View do to improve the quality of your home?		
Base: Not satisfied with quality of home, n=37	No.	%
Home is in need of repairs/ repairs outstanding	14	37.8%
Damp/ mould issues	6	16.2%
Home requires upgrades/ improvements	6	16.2%
Bathroom upgrade	4	10.8%
New doors/ windows	4	10.8%
Like to move e.g. too small/ not suitable for health	4	10.8%
Other	1	2.7%

6.4. Mould and damp (Q27-30)

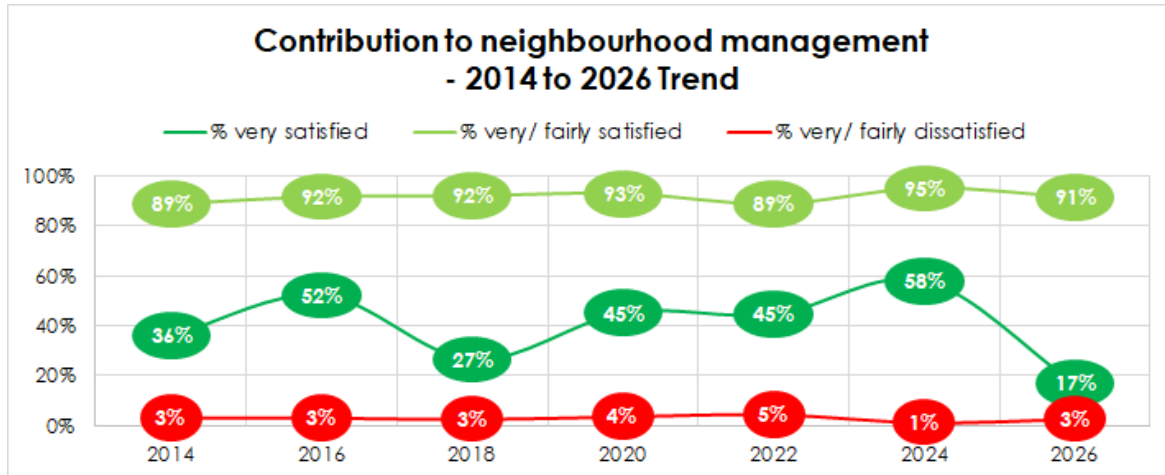
A total of 42 tenants (15%) have experienced mould or dampness in their home in the last 12 months. Of these individuals, the majority (93%) have reported this to the Association and of the 39 tenants who reported the issue, 20 (48%) said it has been rectified.

6.5. NVHA's contribution to the management of the neighbourhood (Q25)

More than 9 in 10 tenants (91%) were very or fairly satisfied with the Association's contribution to the management of the neighbourhood they live in compared to 6% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied. Overall satisfaction in this respect has fallen marginally from 95% in 2024 and is higher than the Scottish average of 85%.

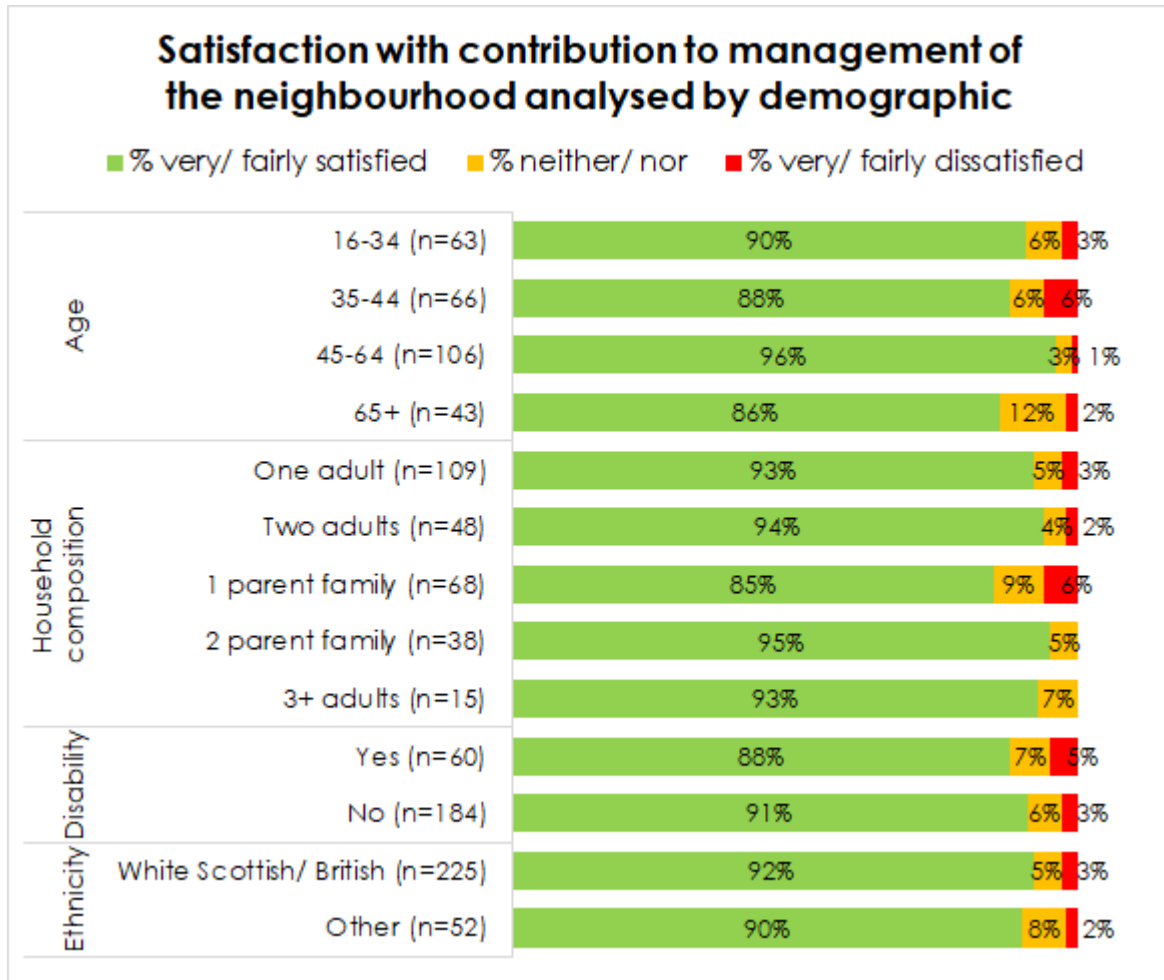


As shown in the chart below the proportion of respondents who were very satisfied has decreased from 58% in 2024 to 17% in 2026. Overall dissatisfaction has remained relatively stable since 2014.



Overall satisfaction with the contribution to the management of the neighbourhood varies significantly in terms of:

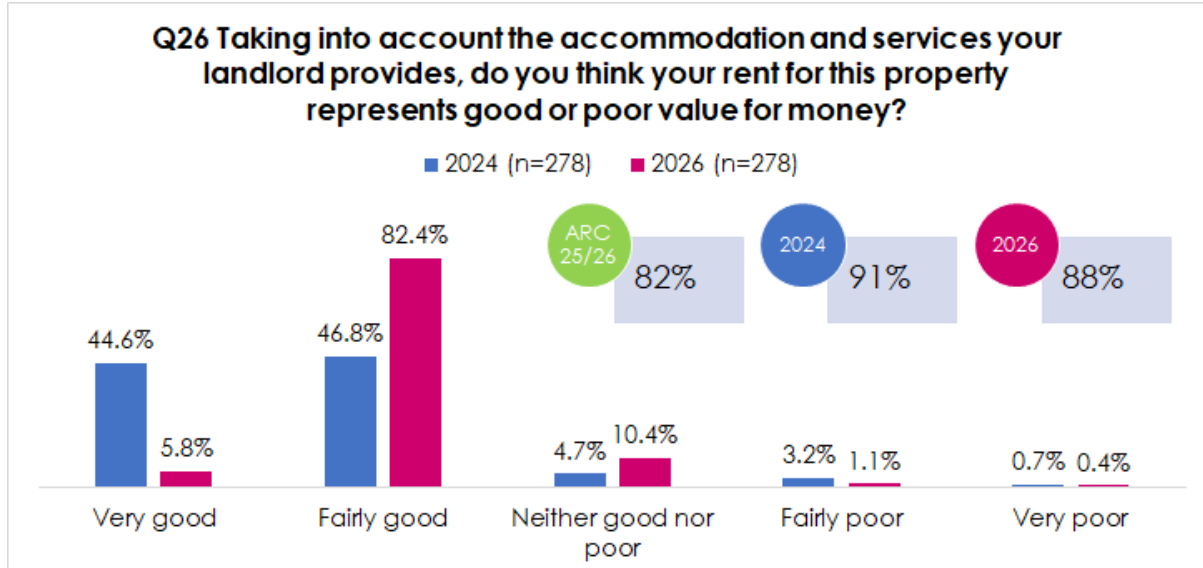
- **Age:** Tenants aged 65 and over (86%) and aged 35-44 (88%) were less likely to be satisfied than tenants aged 45-64 (96%).



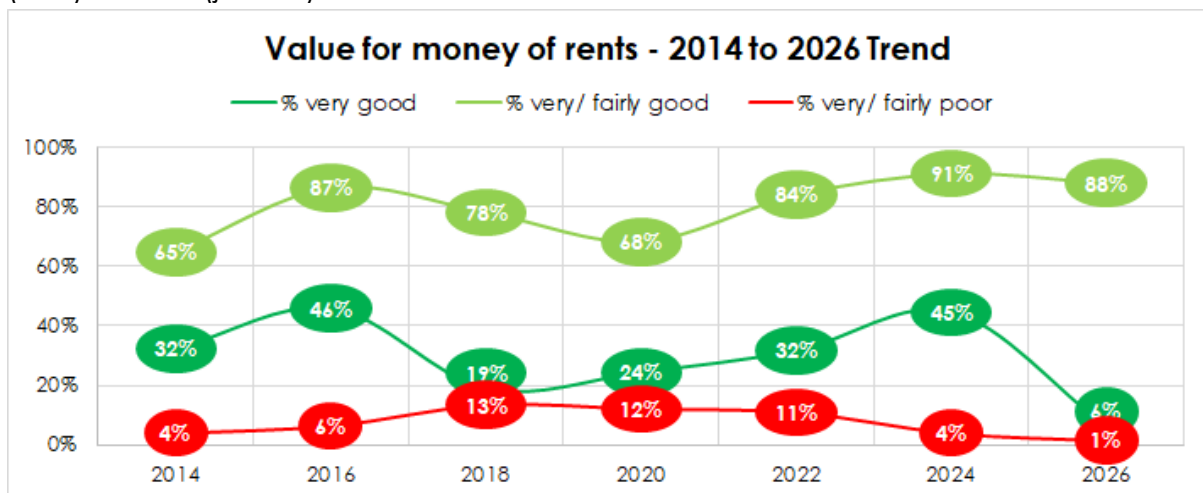
Where tenants were not satisfied with the Association's contribution to the neighbourhood they provided the following suggestions for improvement. Comments related mainly to dealing with anti social behaviour or dealing with environmental issues such as litter, rubbish, fly tipping and dog fouling.

6.6. Value for money of the rent charge (Q26)

Just under 9 in 10 tenants (88%) were of the opinion that the rent for their property is very or fairly good value compared to 10% who said it was neither good nor poor value and 1% 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 decreased from 91% in 2024 to 88% in 2026. Overall satisfaction is higher than the Scottish average of 82%.

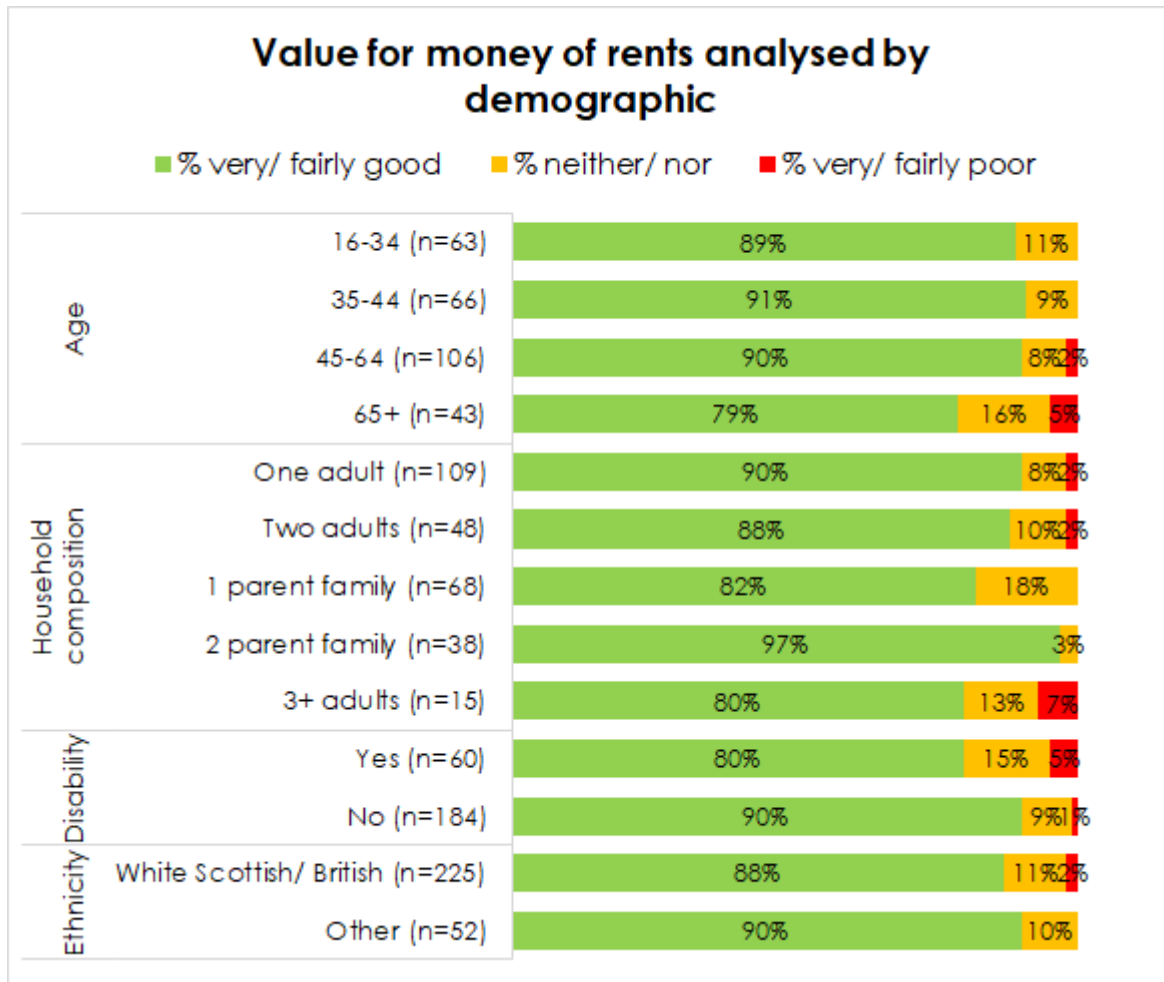


As shown in the trend analysis below the proportion of respondents rating value for money as very or fairly good value has seen no significant change since 2022. However, the proportion of tenants who said their rent was very good value has decreased from 45% in 2024 to 6% in 2026. The proportion of respondents who rated their rent very or fairly poor value for money has continued to decrease from 2018 (13%) to 2026 (just 1%).



Demographic analysis reveals that the proportion of tenants rating their rent as very or fairly good value for money varies in terms of:

- **Household composition:** Lone parent families (82%) and households with 3 or more adults (80%) were less likely to find their rent good value than 2 parent families (97%).



It is interesting to note that tenants who were most likely to say their rent was either very or fairly good value for money were those who receive Universal Credit with housing costs paid directly to the landlord (95%) and those who receive partial housing benefit paid directly to the landlord were least likely (62%).

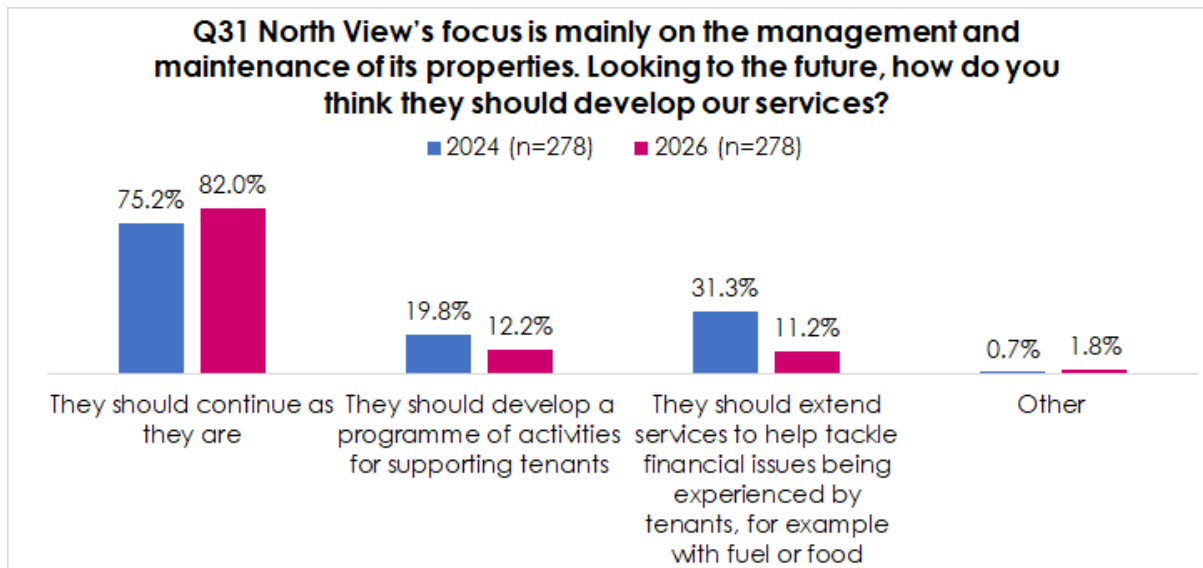
Where tenants felt the rent charge was poor value they were asked what North View could do to improve value for money. The most common response was that the rent was expensive or goes up every year (30%), followed by a suggestion for improvements to be made to services (27%) and to improve and upgrade homes (24%).

Q26a 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: Do not think rents are good value for money, n=33	No.	%
Expensive/ goes up every year	10	30.3%
Improvements needed to services	9	27.3%
Needing upgrades/ improvements	8	24.2%
It's ok/ fair	4	12.1%
No choice/ have to pay it	2	6.1%
Don't know	3	9.1%

7. OTHER SERVICES/ WIDER ROLE ACTIVITIES

7.1. Opinions on the future of North View services (Q31-Q33)

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 its services. The majority of tenants (82%) said the Association should continue as they are, 12% said they should develop a programme of activities for supporting tenants and 11% said they should extend services to help tackle financial issues being experienced by tenants. Other comments were to keep rents low and to maintain the properties and neighbourhood.



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 providing skips around the area for a 'spring clean'; running a crisis fuel payment scheme for tenants, supporting the Castlemilk Pantry and trips for residents. Just under 9 in 10 tenants (88%) were in agreement with this which is similar to the 2024 results (93%).

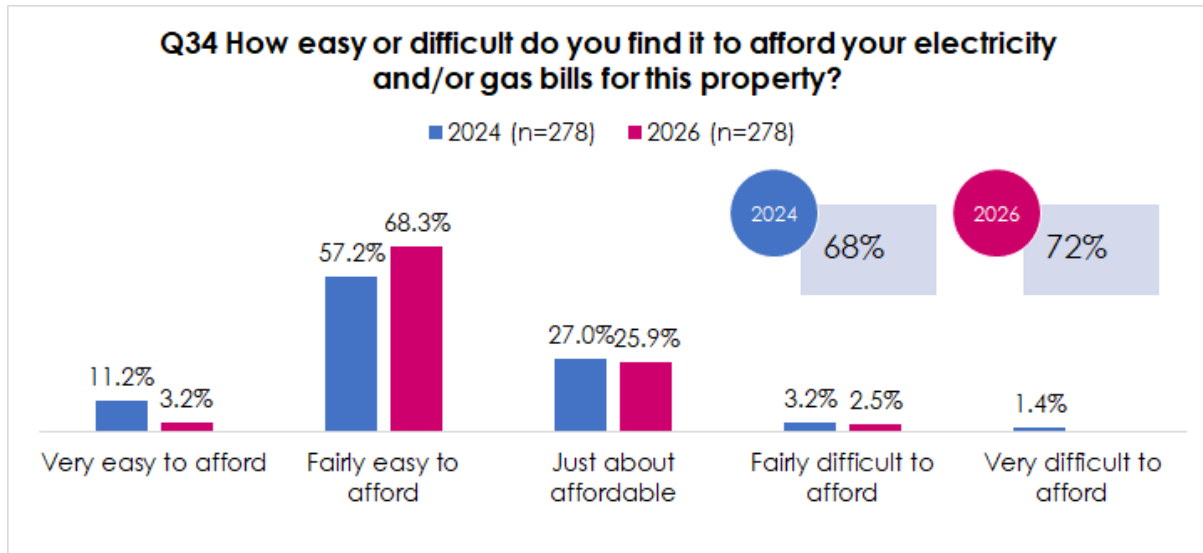
All respondents were asked if they had any other ideas for other activities they would like the Association to consider. A total of 9 tenants provided comments, and these were generally relating to neighbourhood maintenance and improving properties:

- More uplift services
- Clean back areas more
- Upgrade kitchens/ bathrooms
- Yes more bins for closes, every 8 days not enough

- *Reward all tenants across the board even when they work especially when they work and pay full rent*
- *More things for kids to do.*
- *Provide a painting and decorating service for people are too infirm to decorate themselves.*
- *Community rubbish collection.*
- *Grass cutting service.*

7.2. Fuel bills and fuel poverty (Q34/Q35)

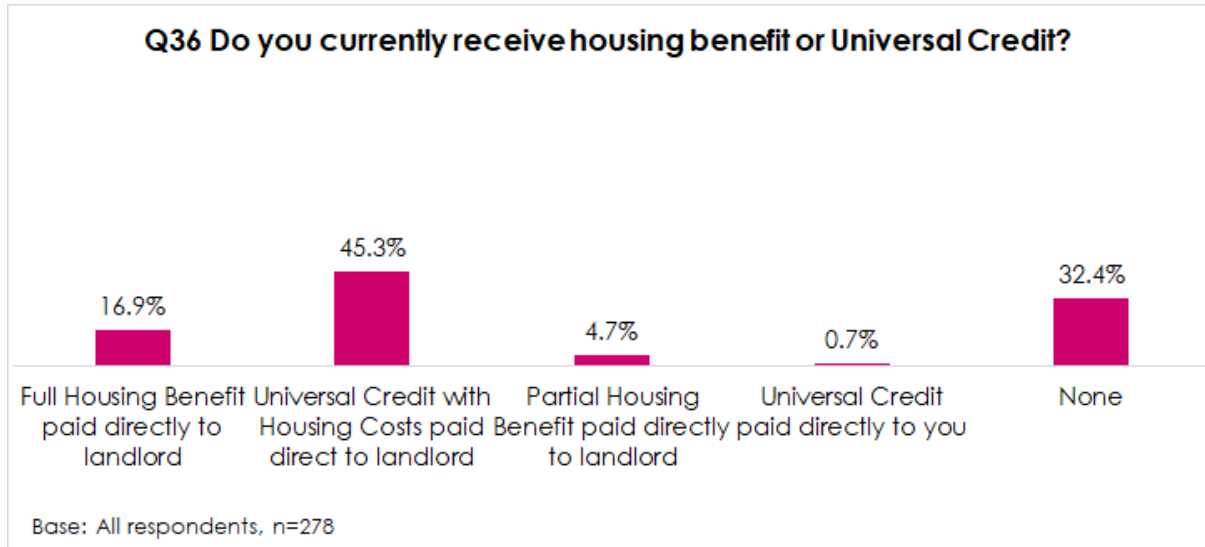
Tenants were asked how easy or difficult they find it to afford their electricity and/ or gas bills for their home. 72% of tenants who responded said this was very or fairly easy to afford compared to 26% who said this was just about affordable and 3% who said it was very or fairly difficult to afford. The proportion of respondents who find their bills very easy to afford has decreased from 11% in 2024 to 3% in 2026.



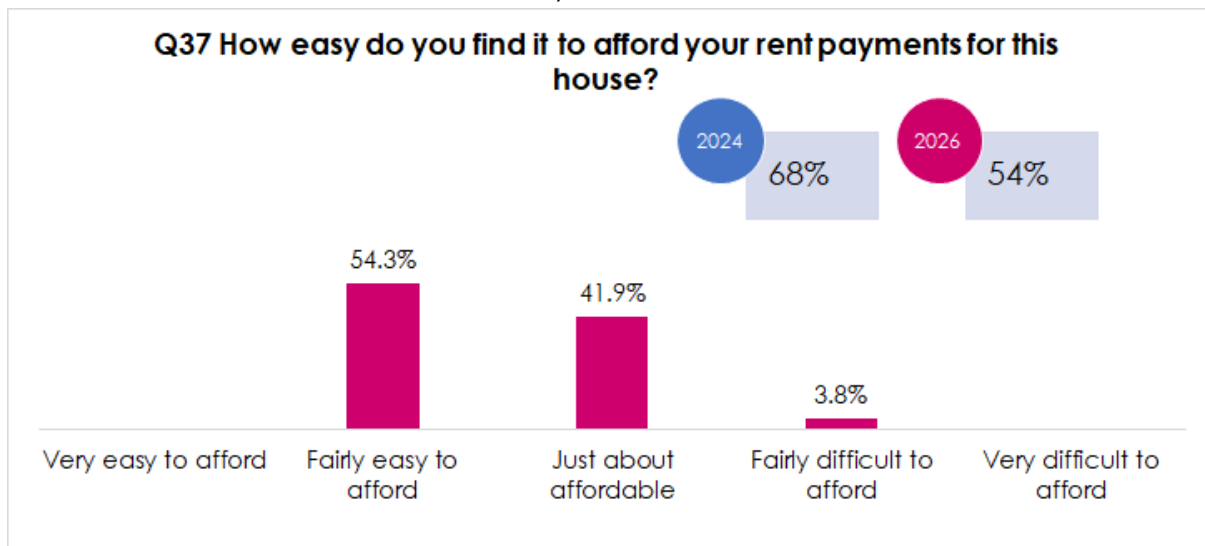
Just 6% of tenants said they had chosen to not put their heating on because they couldn't afford to (19% in 2024). Further analysis reveals that younger tenants aged 16-34 were most likely to have said they have chosen not to put their heating on because they couldn't afford to (13%) and those aged 45-64 were least likely (3%).

7.3. Rent payments (Q36/37)

Just under half of tenants who responded (45%) currently receive Universal Credit with housing costs paid directly to their landlord, 16% receive full housing benefit paid direct to landlord, 5% receive partial housing benefit paid directly to landlord and 1% receive Universal Credit paid directly to them. On the other hand, just under a third of tenants pay full rent (32%).



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 over half of tenants (54%) said their rent was very or fairly easy to afford compared to 42% who said it was just about affordable and 4% who said it was fairly difficult to afford.



8. RESPONDENT PROFILE

8.1. Age (Q38)

Just over 1 in 5 tenants were aged 16-34 (23%), 44% were aged 35-54, 18% were aged 55-64 and 16% were aged 65 and over.

Q38 What age are you?		
Base: All respondents, n=278	No.	%
16-24	7	2.5%
25-34	56	20.1%
35-44	66	23.7%
45-54	57	20.5%
55-64	49	17.6%
65-74	31	11.2%
75+	12	4.3%

8.2. Household composition (Q39)

Just under half of tenants lived in their home as a single adult (39%), 17% lived as a 2 adult household, 25% were 1 parent families and 14% were 2 parent families.

Q39 Which of these describes your household composition?		
Base: All respondents, n=278	No.	%
One adult under 60	61	21.9%
One adult aged 60 or over	48	17.3%
Two adults both under 60	30	10.8%
Two adults both over 60	12	4.3%
Two adults, at least one 60 or over	6	2.2%
Three or more adults, 16 or over	15	5.4%
1 parent family with children at least 1 under 16	68	24.5%
2 parent family with children at least 1 under 16	38	13.7%

8.3. Health and disability (Q40)

Just over a third of respondents (34%) said that they or a member of their household had a long term health condition or disability. This was most commonly a physical impairment (15%).

Q40 What long term health conditions or disabilities do you or members of your household live with?		
Base: All respondents, n=278	No.	%
Physical impairment: (e.g. wheelchair-user, cerebral palsy)	41	14.7%
Mental health issue: (e.g. depression, bi-polar)	9	3.2%
Autoimmune: (e.g. multiple sclerosis, HIV, Crohn's/ulcerative colitis)	4	1.4%
Neuro-divergent condition: (e.g. autistic spectrum, Dyslexia, dyspraxia)	1	0.4%
Other	12	4.3%
Prefer not to say	34	12.2%
None, do not have a disability or long term health condition	184	66.2%

8.4. Ethnicity (Q41)

The most common ethnic group of respondents was White Scottish (80%).

Q41 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?		
Base: All respondents, n=278	No.	%
White Scottish	221	79.5%
White English	2	0.7%
White Welsh	-	-
White Irish	-	-
White Other British	2	0.7%
Polish	11	4.0%
Gypsy / Traveller	-	-
Roma	2	0.7%
Any mixed or multiple ethnic groups	-	-
Pakistani, Scottish Pakistani or British Pakistani	12	4.3%
Indian, Scottish Indian or British Indian	2	0.7%
Bangladeshi, Scottish Bangladeshi or British Bangladeshi	2	0.7%
Chinese, Scottish Chinese or British Chinese	2	0.7%
Other Asian background	-	-
African, Scottish African or British African	12	4.3%
Other African background	2	0.7%
Caribbean, Caribbean Scottish or Caribbean British	-	-
Black, Black Scottish or Black British	-	-
Other Caribbean or Black background	-	-
Other	7	2.5%
Prefer not to say	1	0.4%

9. OWNERS RESULTS

9.1. Introduction

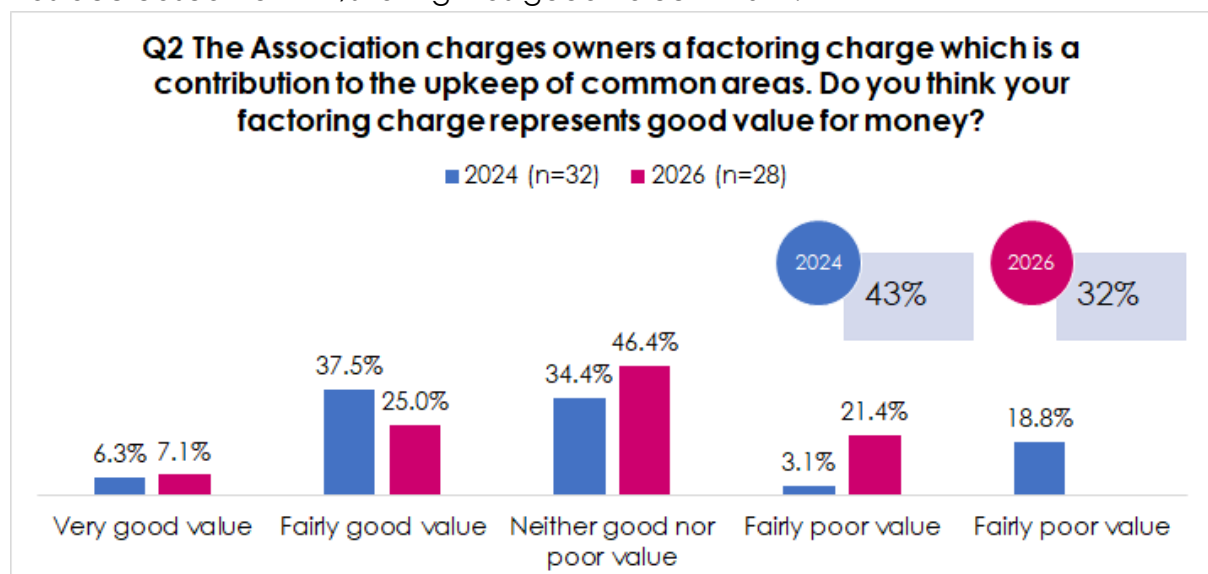
The Association has a total of 79 owners and wanted to ensure that they too had the opportunity to provide their opinions on the Association and the services they provide. Owners were consulted on a face to face basis. A total of 28 owners were interviewed over the process, representing a 35% response rate.

The following report summarises the key findings from these respondents.

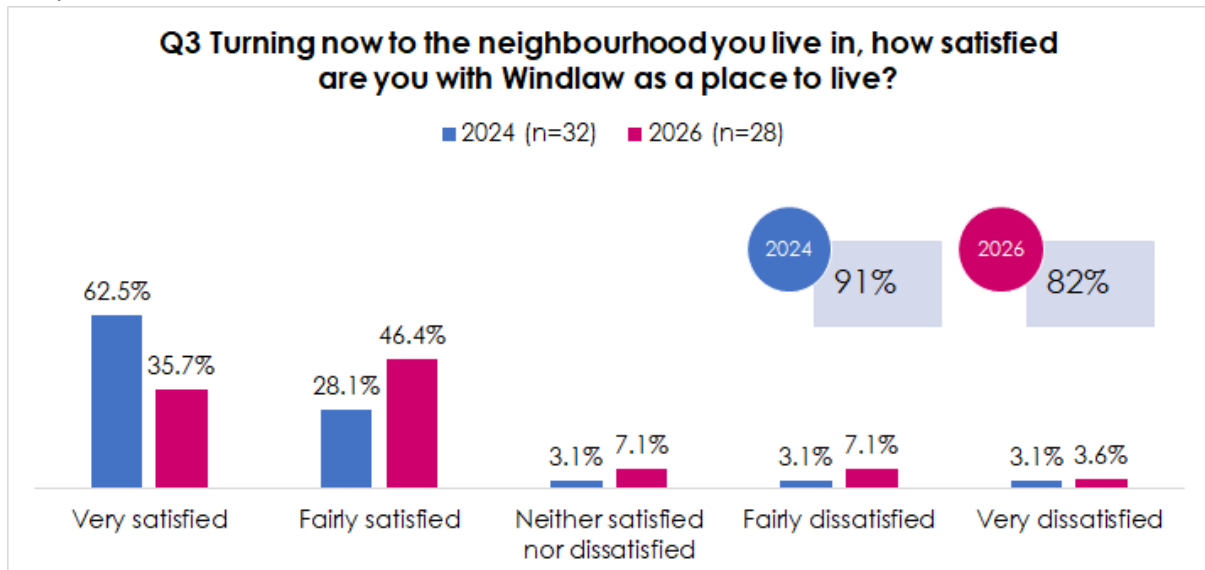
9.2. Owners' summary of results

The owners survey opened by asking tenants whether they received enough information about how their factoring charges are calculated. The majority (79%) said they do receive enough information in this respect (81% in 2024).

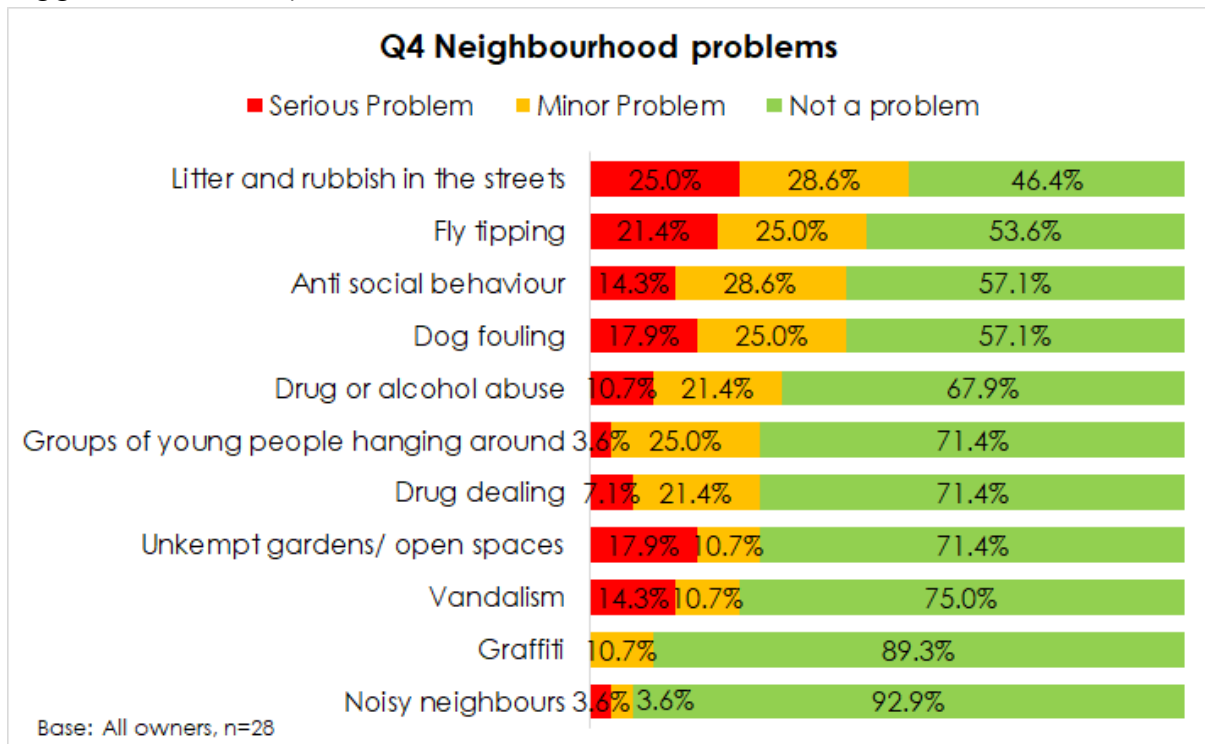
32% of respondents said that they believed the factoring charge they pay to be either very or fairly good value for money, 46% said it was neither good nor poor and 21% said it was fairly or very poor value for money. Perception of value for money has decreased from 44% rating it as good value in 2024.



With regards to the neighbourhood, 82% of owners said they were very or fairly satisfied as a place to live compared to 7% who were neither satisfied nor dissatisfied and 11% who were very or fairly dissatisfied. This has decreased from 91% stating they were satisfied in 2024.



In terms of perception of neighbourhood problems, the three biggest concerns for owners were litter and rubbish in the streets (54% stating serious or minor problem), fly tipping (46%), anti-social behaviour (43%) and dog fouling (43%). These were also the biggest concerns reported in 2024.

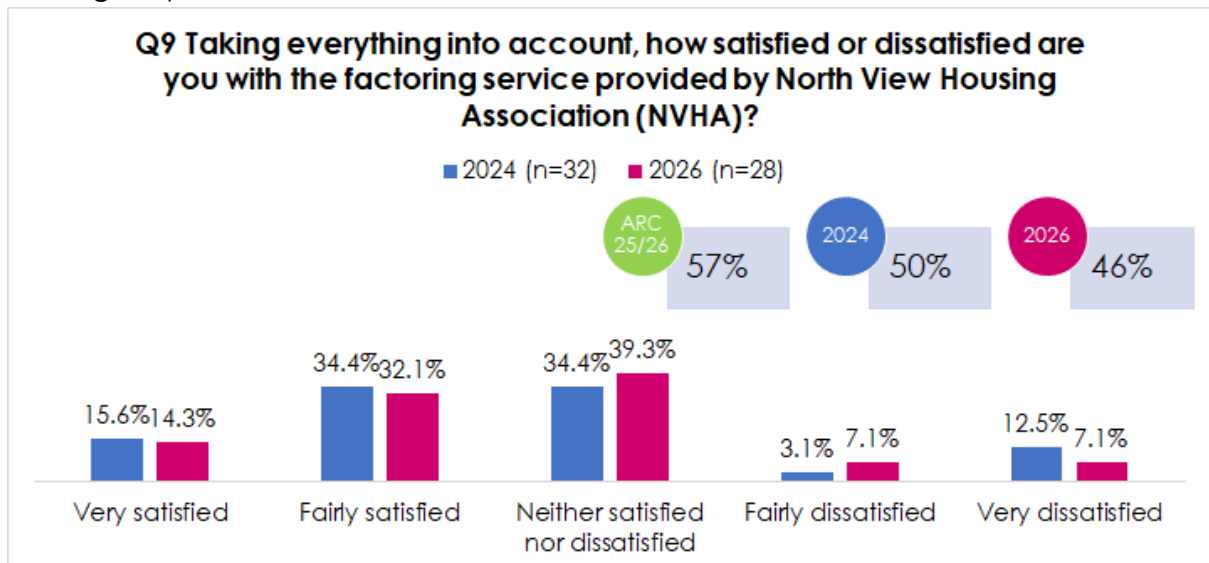


Other issues noted by owners included car parking and communal areas and gardens not being maintained.

It was explained to owners that the Association has a dedicated owner section on its website. Just 4 owners had visited this section of the website and all of these owners said there was no other information they would like to see added to the website.

Telephone was owners' preferred method of contacting the Association (89%) followed by visiting the office (7%) and email (4%).

Less than half of owners who responded (46%) were very or fairly satisfied with the factoring service provided by North View Housing Association, 39% were neither satisfied nor dissatisfied with the factoring service and 14% who were fairly dissatisfied. Overall satisfaction was reported as 50% in 2024 and the Scottish average reported in the 2025/26 ARC is 57%.



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 (36%), 32% said they pay for things that they don't need or feel it is just a bill that they have to pay, 21% stated they don't use any services or see much being done.

Q10 Why do you say that?		
Base: All respondents, n=28	No.	%
Happy with the service/ no complaints	10	35.7%
Paying for things I don't need/ just a bill I have to pay	9	32.1%
Don't use any services/ don't see much being done	6	21.4%
Poor services, e.g. communication, repairs, landscaping	2	7.1%
Don't know/ no reason	2	7.1%

Appendix 1

Survey Questionnaire

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	Go to Q2
No opinion/ don't know	6	

Q1b Why do you think that?

Information and communication

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

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/ SMS	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 Q9

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

Yes	1	Go to Q7
No	2	

7. Have you visited North View's social media pages?

Yes	1	Go to Q8
No	2	

8. North View is working to develop its online services (including a tenant portal) to provide tenants with more ways in which they can contact the Association. Would you be interested in using the portal to do any of the following? ALL THAT APPLY

Check your rent account	1	Go to Q9
Make a payment	2	
Report a repair	3	
To make a complaint	4	
Update your personal details	5	
Anything else? (please specify)	6	
Would not want to access any services online	7	

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

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

Participation

10. 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

11. Would you or anyone in your household be interested in joining our recently formed Residents' Panel?

Yes	1	Go to Q12
No	2	

12. 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 Q13
No	2	Go to Q14

13. [IF YES TO Q11 OR Q12] 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 Q14
No	2	

14. [SSHHC] 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 Q15
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Ask below
Fairly dissatisfied	4	
Very dissatisfied	5	
What could North View do to improve opportunities for you to participate in their decision making processes?		

Contact with the Association

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

Telephone	1	Go to Q16
Visiting the office	2	
By writing	3	
By email	4	
Text/ SMS	5	
Other (please specify)	6	

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

Yes	1	Go to Q17
No	2	Go to Q19

17. What did you last contact the Association about?

To make a payment /an enquiry about payments	1	Go to Q18
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	

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

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

19. 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 Q20
No	2	

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

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

Services provided by North View

21. 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

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

Yes	1	Go to Q23
No	2	Go to Q24

23. 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	

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

2. How often, overall, how satisfied or dissatisfied are you with the quality of your home?		
Very satisfied	1	Go to Q25
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	Ask below
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?		

25. [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 Q26
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?		

26. [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 Q27
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?		

27. Have you experienced mould or dampness in your home in the last 12 months?

Yes	1	Go to Q28
No	2	Go to Q31

28. Did you report this to the Association?

Yes	1	Go to Q29
No	2	

29. Has this been rectified?

Yes	1	Go to Q31
No	2	Go to Q30

30. If the dampness has not been rectified or you haven't reported it before, it is important that the Association knows. Would you be happy for me to pass over your report of dampness or mould to the Association along with your address so that they can investigate this? All your other answers will be completely confidential and anonymous.

Yes	1	Go to Q31
No	2	

If you have answered No, please ensure you report this to the association yourself

Other services/ Wider Role activities

31. 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 Q32
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	

32. 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:- 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 Q33
No	2	

33. Do you have any other ideas for other activities that you would like the Association to consider?

Yes (please specify)	1	Go to Q34
No	2	

34. 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 Q35
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

35. In the last year, have you ever chosen to not put your heating on because you couldn't afford to?

Yes	1	Go to Q36
No	2	

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

Full Housing Benefit paid directly to landlord	1	Go to Q38
Universal Credit with Housing Costs paid direct to landlord	2	
Partial Housing Benefit paid directly to landlord	3	Go to Q37
Universal Credit paid directly to you	4	
None	5	

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

Very easy to afford	1	Go to Q38
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.

38. What age are you?

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

39. Which of these describes your household composition?

One adult under 60	1	Go to Q40
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	

40. 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 Q41
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	

41. 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
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42. Do you have any other comments you wish to make about NVHA and its services?
[INTERVIEWER: RECORD FULLY]

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43. 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

44. 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

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
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. [SSHCH] 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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Thank you very much for your time.

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Appendix 2

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	North View Housing Association Customer Satisfaction Survey 2026
Project number	P1589
Objectives of the research	To undertake a customer satisfaction survey to provide information on: - 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. Leased and void properties were excluded from these lists and lists were also risk assessed. Properties that receive 24 hour supported care from a specialist provider were also excluded.
Sampling method (probability or non-probability) and quotas used	The aim of the survey was to achieve a 40% response rate from tenants 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. For owners the aim was to maximise the response rate.
Sample units drawn	All tenants/ owners in scope for the research were included in the sample. 650 tenants and 72 owners. Please note that the Association has a total of 695 tenants and 79 owners.
Target sample size	To maximise the response from owners and to achieve at least a 40% response rate from tenants and providing data accurate to +/-5%.
Achieved sample size and reasons if target not achieved	278 tenant interviews and 28 owners
Date of fieldwork	12th - 31st of August 2026
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 650 tenants equating to a 43% response rate. 28 owners were interviewed from a list of 72, a response rate for owners of 39%. Response rates based upon the overall population of tenants and owners are 40% for tenants (278 from 695) and 35% for owners (28 from 79).
Questionnaire length	10 minutes for tenants and 5 minutes for owners

CUSTOMER SATISFACTION SURVEY 2026

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	Eight.
Interview/ self-completion validation methods	10% of field interviews have been validated by respondent recontact. 5% of telephone interviews have been validated via remote listening.
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.