



BLAIRTUMMOCK HOUSING ASSOCIATION

TENANT SATISFACTION SURVEY 2023

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Prepared by:

Research Resource

Contact: Lorna Shaw

Tel: 0141 641 6410

E-mail:

Lorna.shaw@researchresource.co.uk

Prepared for:

Blairtummock Housing Association

Contact: Jacqui O'Rourke

Tel: 0141 773 5682

E-mail:

jacqui.orourke@blairtummock.org.uk



Blairtummock Housing Association

Tenant Satisfaction Survey 2023

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Report written by: Rosemary Stafford

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Date: 21/03/2023

Report reviewed by: Lorna Shaw/ Elaine MacKinnon

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Date: 21/03/2023

EXECUTIVE SUMMARY

INTRODUCTION

Blairtummock Housing Association commissioned Research Resource to carry out a tenant satisfaction survey on their behalf.

A total of 485 face-to-face interviews were carried out with Blairtummock Housing Association tenants in order to assess satisfaction with the Association as a landlord and the services it provides. Interviews took place between the 2nd of February 2023 and the 28th of February 2023. 485 interviews provides data accurate to $\pm 2.41\%$ based upon a 50% estimate at the 95% level of confidence.

Analysis of the participant profile shows that the survey sample is broadly representative by geography, property type and property size. This provides robust data upon which the Association can be confident about making decisions.

KEY INDICATORS

This executive summary details the key findings from the survey against the indicators used by the Scottish Charter to assess and monitor landlord performance. The results in the table below show the results for 2023 against those reported for the Associations previous tenant satisfaction survey undertaken in 2020 and how the results have changed since 2020. The table also compares the results with the ARC 2021/22 Scottish average across all indicators.

Since 2020, satisfaction levels have remained consistent for five out of the seven SHR indicators. On the other hand, participation opportunities has seen an increase in satisfaction of 8 percentage points and satisfaction with the quality of the home has fallen by 10 percentage points. The Association is performing to a higher standard than the Scottish average for 6 out of 7 indicators. Satisfaction with the quality of the home was 6 percentage points lower than the Scottish average.

Scottish Social Housing Charter Indicators				
	ARC 21/22 Average	2020	2023	2020/23 change
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord? (% very/ fairly satisfied)	88%	92%	91%	➡ -1%
How good or poor do you feel your landlord is at keeping you informed about their services and decisions? (% very/ fairly good)	91%	97%	99%	➡ 2%
How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlords decision-making processes? (% very/fairly satisfied)	87%	92%	100%	⬆ 8%
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/fairly satisfied)	85%	89%	79%	⬇ -10%
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord? (% very/fairly satisfied)	88%	91%	91%	➡ 0%
Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in? (% very/fairly satisfied)	85%	93%	91%	➡ -2%
Taking into account the accommodation and the services your landlord provides, do you think the rent for this property represents good or poor value for money? Is it....? (% very/ fairly good)	83%	92%	92%	➡ 0%

1. INTRODUCTION, BACKGROUND AND OBJECTIVES

1.1. Introduction

This report represents and discusses the findings to emerge from Blairtummock Housing Association's 2023 Tenant Satisfaction Survey.

1.2. Background and objectives

The aim of the research was to seek tenants' views on the services that Blairtummock Housing Association provides, how well it performs these services and to help identify areas where the service can be improved. Specifically, the research was designed to provide tenants' views on the following:

- The quality of information provided by Blairtummock Housing Association;
- Quality of accommodation and the neighbourhood;
- Service provision including repairs, maintenance and improvements;
- Tenant involvement/ opportunities for participation;
- Service priorities;
- Value for money and affordability.

It is against this background that Research Resource were commissioned to carry out Blairtummock Housing Association's 2023 Tenant Satisfaction Survey.

2. METHODOLOGY

2.1 Research Method

We note that the Ipsos MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement to achieve a 70% response rate and ensuring representative samples of tenants, it was decided that the tenant survey was carried out utilising a mixed methodology combining face to face and phone interviews. Our primary reasons for recommending this were:

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

2.2 Questionnaire design

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

In developing the questionnaire, the following issues were considered:

- The information needs listed in the survey brief;
- The Scottish Social Housing Charter indicators upon which Blairtummock Housing Association is required to report;
- Research Resource experience in relation to tenant satisfaction surveying.

2.3 Sample Size

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

A total of 485 interviews were completed with a representative sample of Blairtummock Housing Association tenants. This provides data accurate to $\pm 2.41\%$ based upon a 50% estimate at the 95% confidence level. Interviews were spread across each area of the Association's stock to ensure coverage of all stock types.

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

The tables below show the sample profile broken down by property type and geography. As can be seen below, the interview profile is relatively in line with the overall tenant population profile, varying by no more than 5 percentage points in terms of houses that are slightly underrepresented. We are therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required. The data reported is therefore unweighted.

Street	No. of tenants	% of tenants	No. of interviews	% of interviews
Aberdalgie Gardens	24	3.5%	21	4.3%
Aberdalgie Path	7	1.0%	4	0.8%
Aberdalgie Road	75	10.9%	53	10.9%
Auchencrow Street	8	1.2%	6	1.2%
Boyndie Street	28	4.1%	20	4.1%
Corsehill Path	2	0.3%	2	0.4%
Corsehill Place	19	2.8%	13	2.7%
Corsehill Street	60	8.7%	50	10.3%
Denmilne Street	3	0.4%	0	0.0%
Duntarvie Avenue	26	3.8%	20	4.1%
Duntarvie Close	14	2.0%	11	2.3%
Duntarvie Crescent	17	2.5%	11	2.3%
Duntarvie Drive	18	2.6%	14	2.9%
Duntarvie Gardens	32	4.7%	20	4.1%
Duntarvie Grove	8	1.2%	7	1.4%
Duntarvie Place	23	3.3%	16	3.3%
Duntarvie Road	96	14.0%	71	14.6%
Easterhouse Place	12	1.7%	8	1.6%
Easterhouse Road	79	11.5%	54	11.1%
Errogie Street	49	7.1%	35	7.2%
Lentran Street	1	0.1%	0	0.0%

TENANT SATISFACTION SURVEY 2023

Lochdochart Road	19	2.8%	13	2.7%
Millennium Court	21	3.1%	12	2.5%
Millennium Gardens	23	3.3%	10	2.1%
Millennium Grove	15	2.2%	9	1.9%
Westerhouse Road	8	1.2%	5	1.0%
Grand Total	687	100.0%	485	100.0%

Property type	No. of tenants	% of tenants	No. of interviews	% of interviews
Flat	386	56.2%	280	57.6%
House	301	43.8%	205	42.2%
Grand Total	687	100.0%	485	100.0%

Number of bedrooms	No. of tenants	% of tenants	No. of interviews	% of interviews
0	2	0.3%	2	0.4%
1	99	14.4%	72	14.8%
2	341	49.6%	249	51.2%
3	209	30.4%	141	29.0%
4	33	4.8%	19	3.9%
5	1	0.1%	1	0.2%
6	2	0.3%	1	0.2%
Grand Total	687	100.0%	485	100.0%

2.4 Interviewing and Quality Control

All face-to-face interviewing was undertaken by Research Resource's highly trained field force, all of whom are highly experienced in undertaking tenant satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between the 9th of January and the 22nd of February 2023.

2.5 Survey Analysis and Reporting

Survey data has been analysed and reported on in a number of ways. Data has been analysed by key variables as agreed by the organisation. Where any particular trends or issues are found for any one key group, this is detailed in the survey report. In addition, the results to the 2023 survey have been compared to the 2020 tenant satisfaction survey results to identify any areas of improvement where satisfaction values have increased, along with any potential action areas where satisfaction has decreased.

2.6 Report Structure

This document details the key findings to emerge from the tenant satisfaction survey for Blairtummock Housing Association.

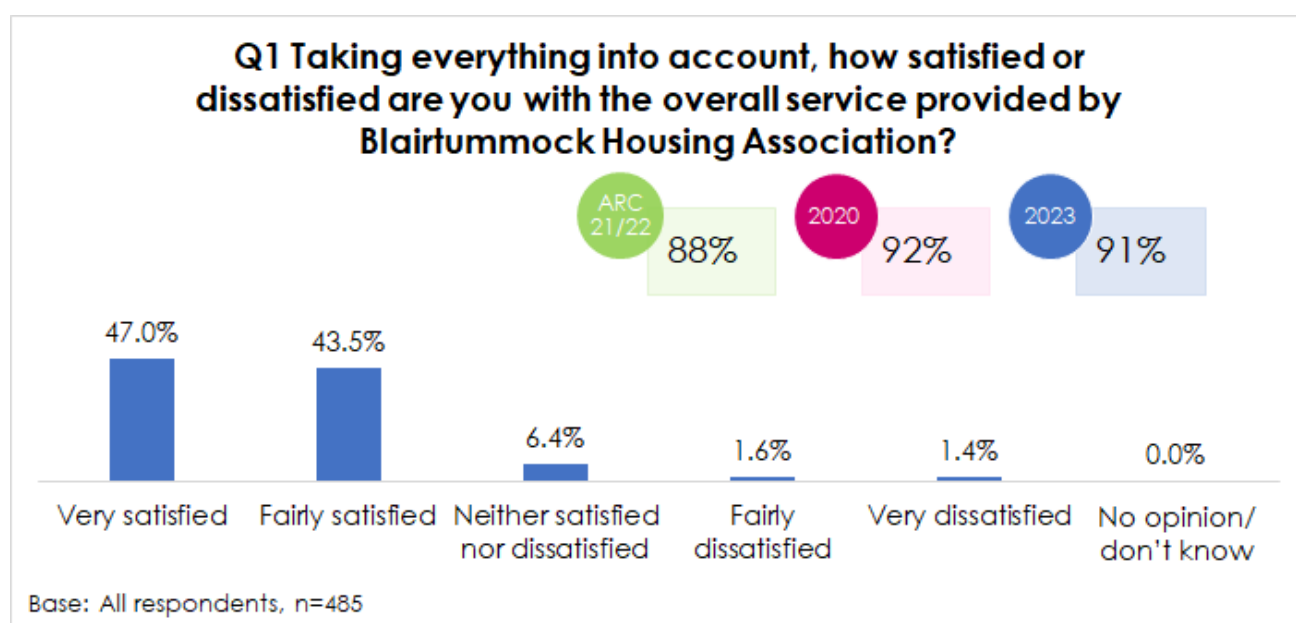
CHAPTER 3.	OVERALL SERVICE
CHAPTER 4.	INFORMATION AND COMMUNICATION
CHAPTER 5.	PARTICIPATION
CHAPTER 6.	CUSTOMER CARE
CHAPTER 7.	REPAIRS SERVICE
CHAPTER 8.	THE NEIGHBOURHOOD
CHAPTER 9.	RENT, VALUE FOR MONEY AND FINANCIAL MANAGEMENT
CHAPTER 10.	TENANT PRIORITIES
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3. OVERALL SERVICE

3.1. Satisfaction with the overall service provided by Blairtummock HA (Q1)

The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by Blairtummock Housing Association as a landlord. The majority of tenants (91%) were very or fairly satisfied in this respect, compared to 6% who were neither satisfied nor dissatisfied and 3% who were fairly or very dissatisfied.

Overall satisfaction has not changed significantly compared to the Association's last tenant satisfaction survey conducted in 2020 where 92% were satisfied overall. Satisfaction is marginally higher than the Scottish average recorded in the Annual Return on the Charter for 2021/22.



Satisfaction with the overall service does not vary significantly by property type, property size or household composition. Analysis by age reveals that while the proportion of tenants who were very or fairly satisfied does not vary significantly by age, those aged 55-64 were most likely to be dissatisfied with the overall service (7%) than tenants aged 16-34 (0%) and aged 65 and over (1%).

Those who were not satisfied with the overall service provided by Blairtummock Housing Association were asked why they felt this way. The open-ended comments have been coded thematically and show that the most common reasons for not being satisfied with the overall service were where tenants had outstanding repairs or were dissatisfied with waiting times for repairs to be completed (37%), where they required upgrades to their home (20%) and regarding housing allocations or where they required to move home for example due to overcrowding or disability reasons (15%).

Q2 You said you were not satisfied with the overall service provided by your landlord, can you please explain why?		
Base: Not satisfied with service overall, n=46	No.	%
Repairs required/ have to wait too long for repairs	17	37.0%
Upgrades required	9	19.6%
Housing allocation/ need to move home due to disability e.g. level access or home too small	7	15.2%
Don't do anything / deal with my issues	6	13.0%
Bins	5	10.9%
Charges for repairs	4	8.7%
Problems with damp	3	6.5%
They are OK/ fine/ no view	3	6.5%
Landscaping	1	2.2%
No storage space	1	2.2%
Other	3	6.5%

4. INFORMATION AND COMMUNICATION

4.1. Communication methods (Q3)

Following on from this, tenants were asked about their communications preferences. Firstly in terms of the communications tenants prefer to be used by the Association to keep them informed about their general services, written communications such as letters (53%) and newsletters (69%) were most popular for tenants.

With regards to the communications tenants prefer the Association to use to get in touch to discuss their tenancy, letters were tenants' top preference (66%), followed by telephone contact (59%).

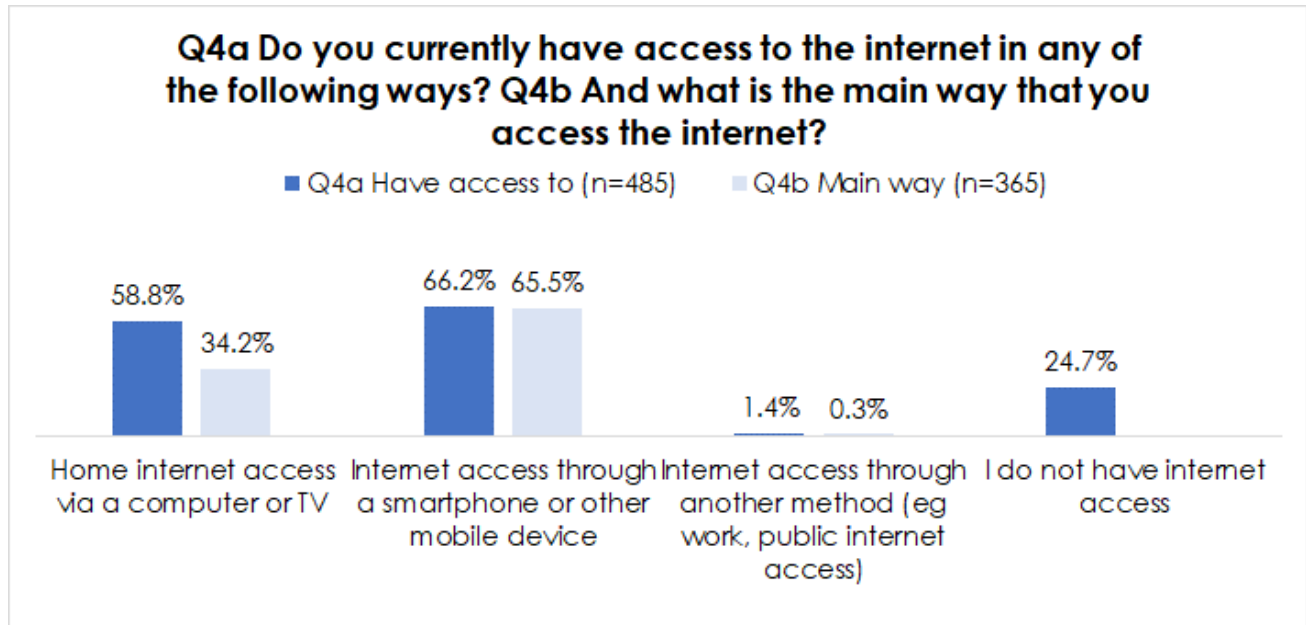
The vast majority of tenants prefer to use telephone when they need to get in touch with the Association (94%).

Q3 Communication methods						
	Q3a Prefer to use to be kept informed		Q3b Prefer Association to use when getting in touch		Q3c Prefer to use when getting in touch with the Association	
Base: All respondents, n=485	No.	%	No.	%	No.	%
Email	37	7.6%	43	8.9%	41	8.5%
Telephone	160	33.0%	287	59.2%	457	94.2%
Text / SMS	47	9.7%	30	6.2%	2	0.4%
Facebook	9	1.9%	6	1.2%	-	-
Letter	256	52.8%	320	66.0%	35	7.2%
Visit to the office	12	2.5%	33	6.8%	44	9.1%
Visit to your home by staff	1	0.2%	11	2.3%	2	0.4%
Newsletter	334	68.9%				
Other	4	0.8%	-	-	1	0.2%

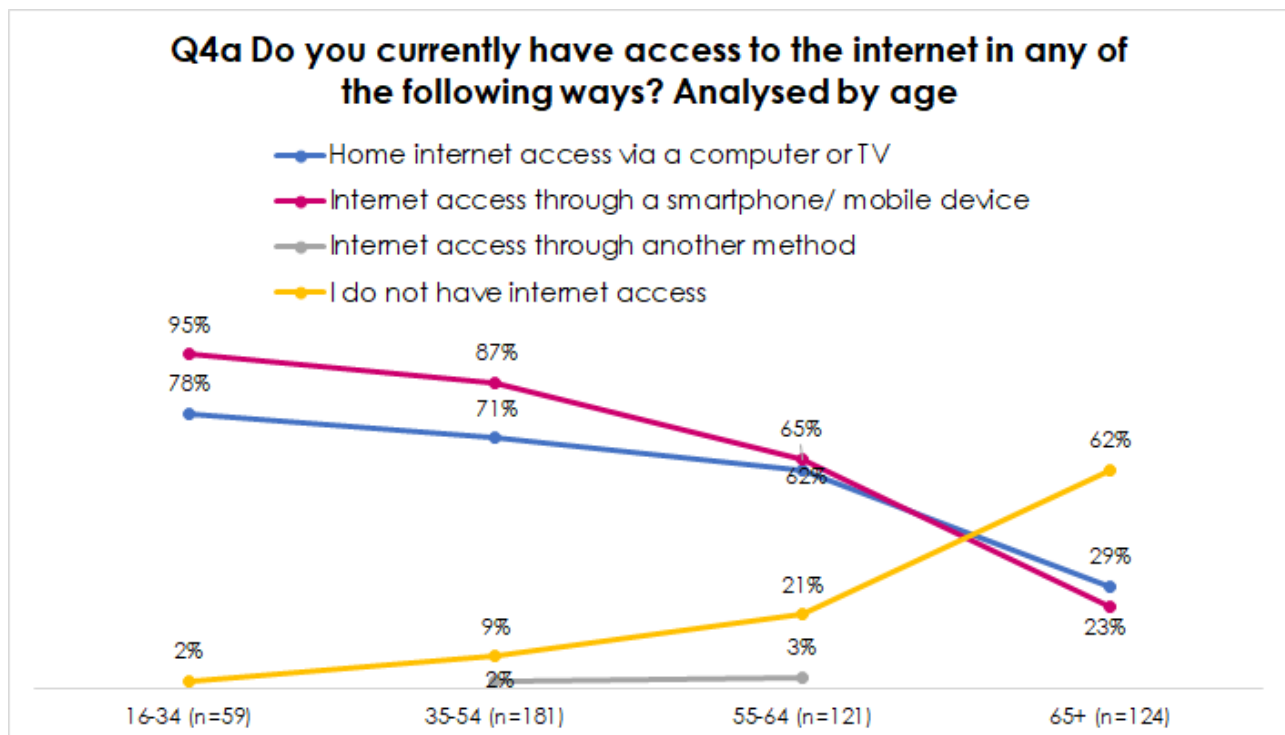
It should be noted that for all situations, the proportion of respondents who preferred email to be kept informed or to be used for getting in touch with the Association, decreases with age. For example, 24% of tenants aged 16-34 preferred to email the Association if they need to get in touch with them, compared to 13% of tenants aged 35-54, 3% of tenants aged 55-64 and no tenants aged 65 and over.

4.2. Internet access and online services (Q4/5)

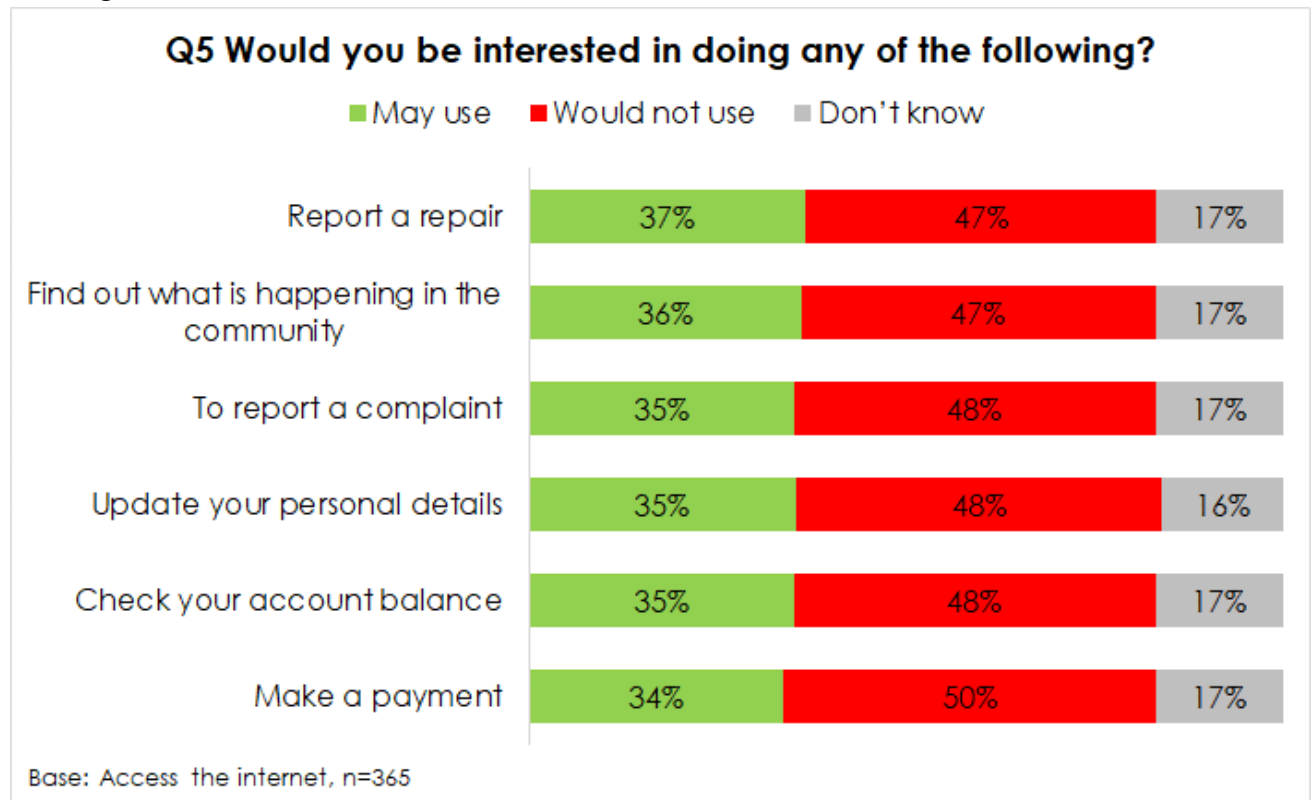
Three in four tenants were able to access the internet in some way (75%), with 59% stating they have access via a home computer or TV with internet access and two thirds (66%) having access through a smartphone or mobile device. Of those who access the internet the majority (66%) said the main way they access the internet is via a mobile device.



The chart below shows that the proportion of respondents who did not have internet access increases with age from 2% for those aged 16-34 to 62% for tenants aged 75 and over.

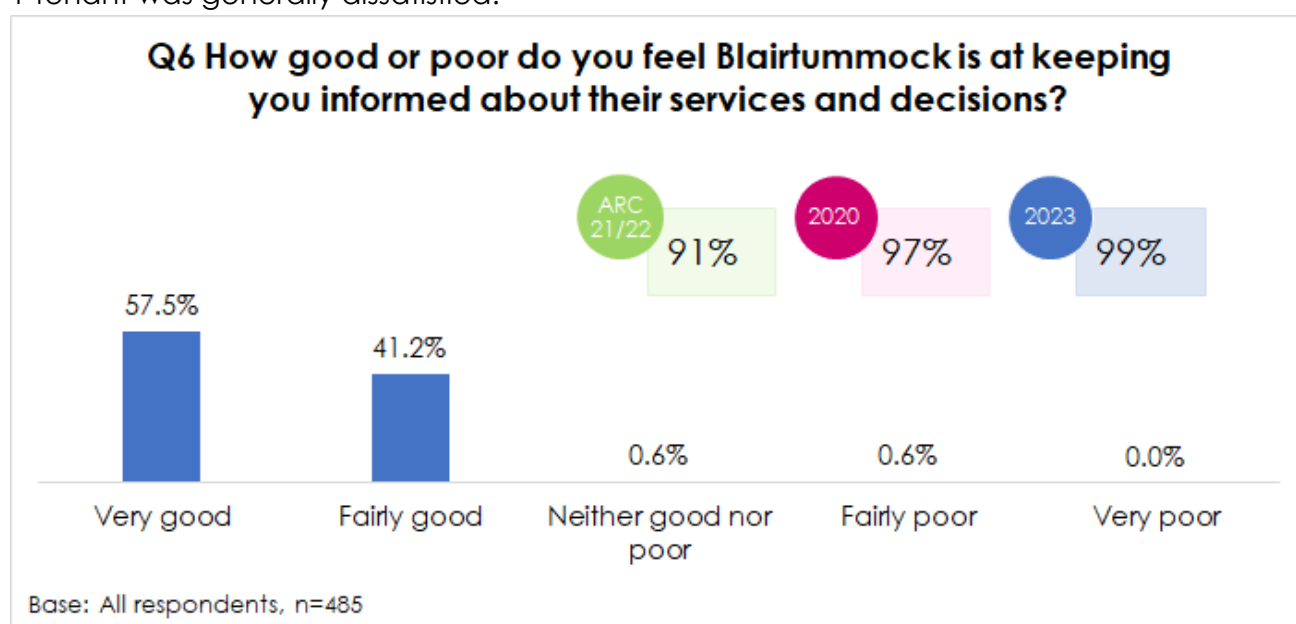


The Association are developing online services which tenants would be able to access via an online portal or app. Tenants were asked whether they would use or not use an online portal or app to access various housing related services. More tenants said they would not use an app for these purposes than would use the app. The proportion of respondents who would use the app ranged from 34% in terms of making a payment to 37% for reporting a repair. Again, analysis by age reveals that younger respondents were most likely to be willing to use an online portal or app to do all of these things and this in general decreases with age.



4.3. Keeping tenants informed (Q6/7)

Almost all tenants were of the opinion that the Association is very or fairly good at keeping them informed about their services and decisions (99%). Just under 1% felt the Association was neither good nor poor in this respect and less than 1% felt they were fairly poor. The proportion of tenants rating them very or fairly good has not changed significantly compared to the 2020 result (97%), however it is higher than the Scottish average reported in the Annual Return on the Charter for 2021/22. The six tenants who did not consider the Association good at keeping them informed were asked to explain how the Association could improve how they keep tenants informed about services and decisions. Of the 6 tenants, 2 were unhappy with communication on repairs, 2 felt they did not receive much information from the Association, 1 said they didn't contact the Association very often and 1 tenant was generally dissatisfied.



5. PARTICIPATION

5.1. Awareness of participation opportunities (Q8)

The Association provides a range of ways for tenants to get involved in their decision making processes and give their views. Tenants were most likely to be aware they can become a member of Blairtummock Housing Association and attend the AGM (44%) and that they can take part in surveys such as the tenant satisfaction survey (35%). Just over a third of tenants (36%) were not aware of any participation opportunities.

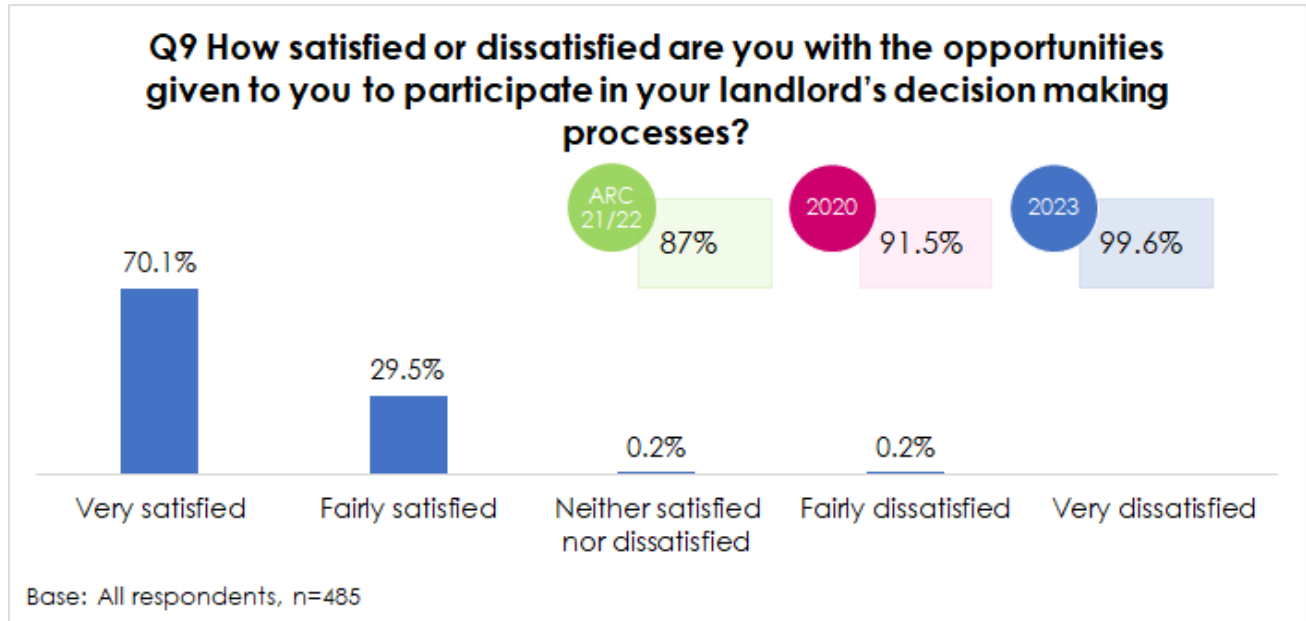
Q8 Were you aware that you could get involved in any of the following ways?		
Base: All respondents, n=485	No.	%
Becoming a Member of Blairtummock Housing Association and attending the AGM	214	44.1%
Taking part in surveys such as the tenant satisfaction survey	171	35.3%
Responding to consultations e.g. the Association's rent consultation	131	27.0%
Attending tenant events	129	26.6%
Newsletter feedback form	110	22.7%
Joining BHA's Management Committee	99	20.4%
Joining Management Committee of Blairtummock and Rogerfield Opportunities	73	15.1%
Taking part in a focus group	69	14.2%
Becoming a hall volunteer	50	10.3%
Policy consultation	45	9.3%
None	172	35.5%

Analysis by age reveals that younger respondents aged 16-34 (42%) and aged 35-54 (43%) were more likely to say they were not aware of any activities than tenants aged 55-64 (33%) or aged 65 and over (23%). Younger tenants aged 16-34 were more likely to be aware they can take part in focus groups (24%) than tenants aged 55-64 (12%) and aged 65 and over (10%). On the other hand older tenants aged 65 and over were most likely to be aware they can take part in surveys (40%) and become a member of BHA and attend the AGM.

Q8 Were you aware that you could get involved in any of the following ways? (Analysed by age)				
	16-34	35-54	55-64	65+
Base	59	181	121	124
Taking part in a focus group	24%	15%	12%	10%
Becoming a hall volunteer	12%	11%	10%	9%
Responding to consultations e.g. the Association's rent consultation	22%	27%	34%	23%
Taking part in surveys such as the tenant satisfaction survey	29%	33%	37%	40%
Policy consultation	12%	10%	7%	9%
Attending tenant events	25%	26%	32%	23%
Newsletter feedback form	22%	25%	26%	16%
Becoming a Member of Blairtummock Housing Association and attending the AGM	31%	37%	52%	53%
Joining BHA's Management Committee	19%	20%	21%	21%
Joining Management Committee of Blairtummock and Rogerfield Opportunities	15%	19%	13%	11%
None	42%	43%	33%	23%

5.2. Satisfaction with participation opportunities (Q9/10)

All but 2 tenants (99.6%) were satisfied with the opportunities given to them to participate in their landlord's decision-making processes. Overall satisfaction has increased significantly from 91.5% in 2020 and is also higher than the Scottish average as reported in the Annual Return on the Charter for 2021/22. The two respondents who were not satisfied in this respect said they had never been aware of any opportunities or that they would like opportunities to advertised more.



6. CUSTOMER CARE

6.1. Convenience of opening hours (Q11)

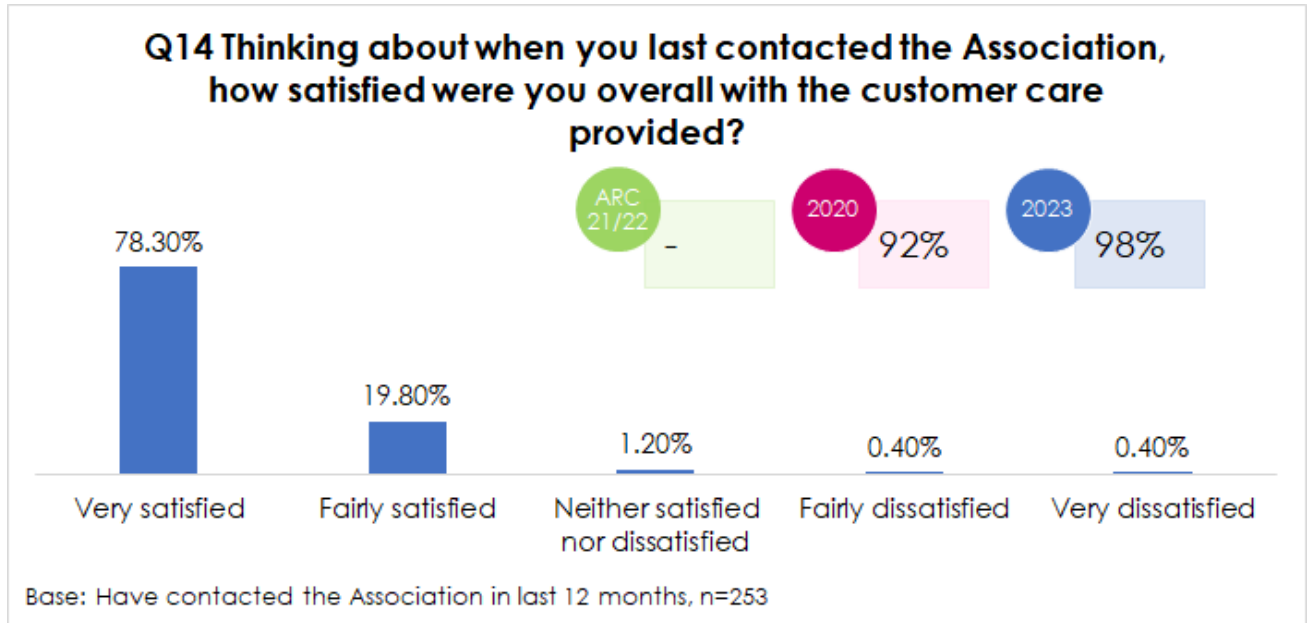
Almost all tenants (98%) felt that the Association's opening hours were convenient if they ever needed to get in touch with the Association. Only 9 tenants did not find them convenient and these tenants provided the following comments which were generally where tenants were unsure of the Association's office opening hours:

- *I have not got a clue when they are opening. My head is like a sieve due to my condition, and I have asked to receive texts or a letter to inform me about things.*
- *They are hardly ever there. The hours are not back to normal since Covid.*
- *They chop and change their hours, but there is no consistency.*
- *They have not really got back to normal since covid.*
- *I went down to see them at 2.30 and it was all closed off.*
- *I never know when they are open, and they are closed when I call.*
- *If something happens during the night, it would be good to be able to contact them.*
- *I don't even know what hours they do, or that I contact them prior to work. Would be good to consider open days between 5.30 to 6.30, that way people that work can make it.*
- *They should be open until 4.00pm. Sometimes I need to see them and when I finish work they are closed.*

6.2. Contact with the Association in the last 12 months (Q12-15)

Over half of tenants have contacted the Association in the last 12 months (52%). Of these respondents, 97% said they telephoned the Association, 2% visited the office, 1 contacted by email and 1 tenant said their family or carers contact them on their behalf.

Following on from this, tenants who had made contact were asked how satisfied they were with the customer care provided. Almost all tenants (98%) were either very or fairly satisfied in this respect, which is an improvement on the 2020 survey where satisfaction was 92%.



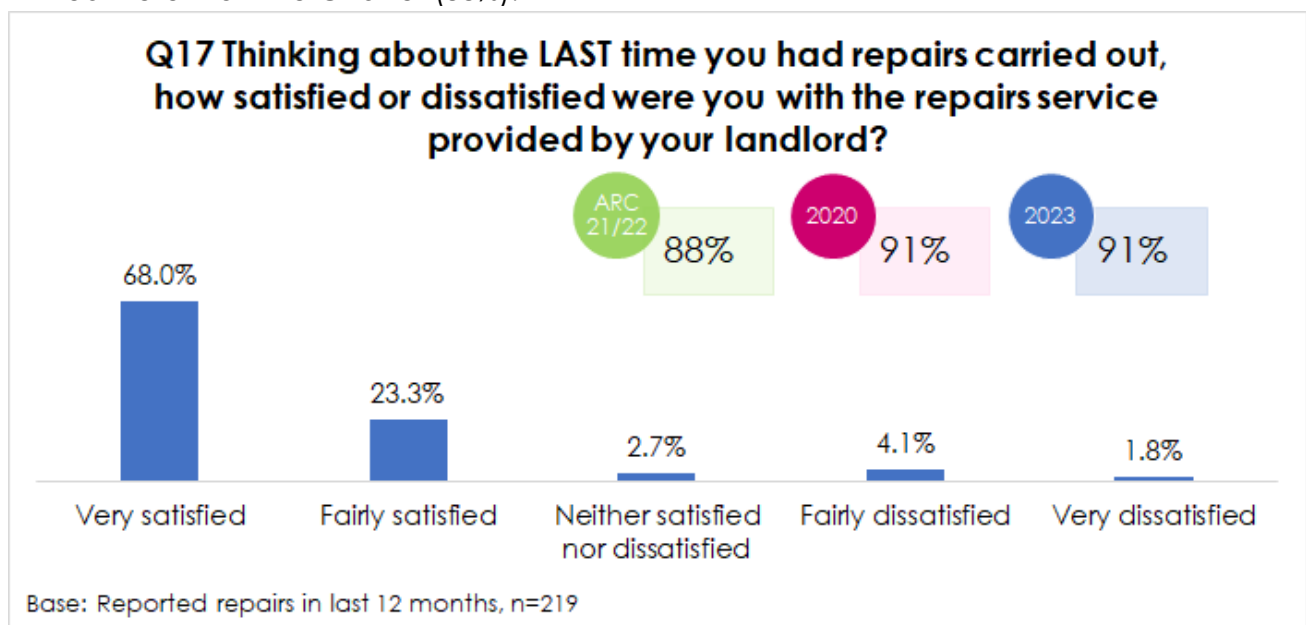
Only 5 tenants were not satisfied with the customer care they received. Three respondents felt there was a lack of follow up on the repairs they had reported and the other two were unhappy with the attitude of staff.

7. REPAIRS SERVICE AND HOUSING QUALITY

7.1. Satisfaction with repairs service (Q16-18)

Less than half of tenants (45%) had repairs carried out in their property in the last year. Please note this question only related to day to day repairs and/ or out of hours or emergency repairs that were carried out inside or outside the home. It did not include planned maintenance work or upgrades.

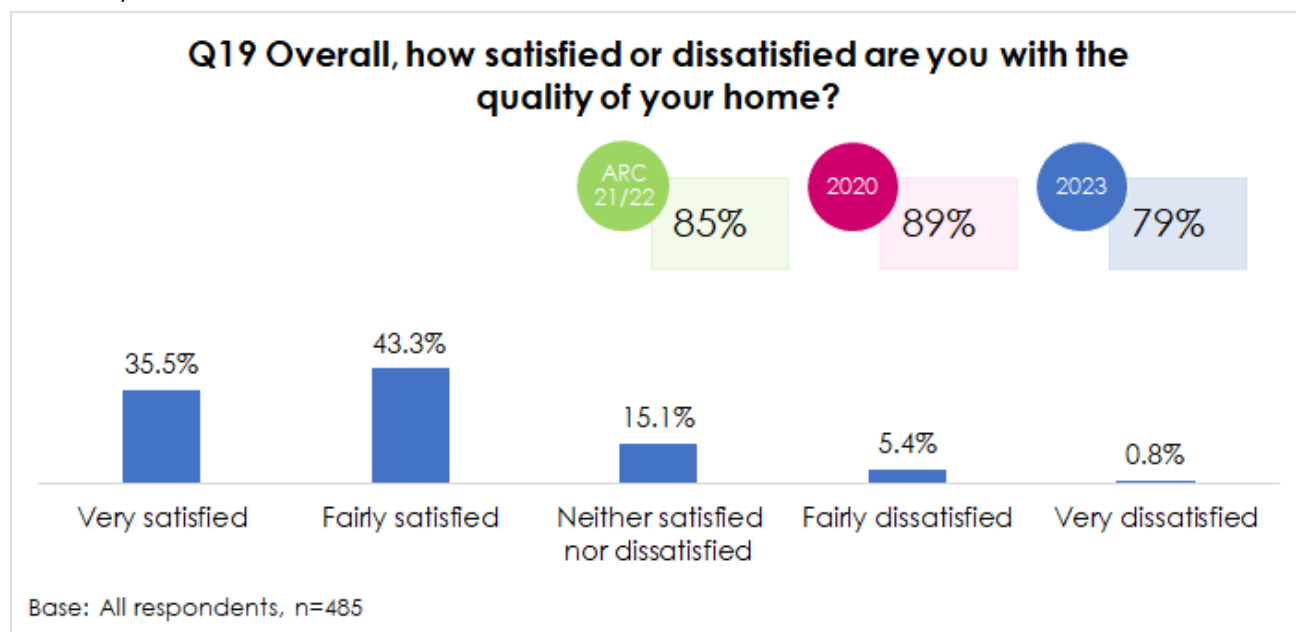
Of these respondents, 91% were either very or fairly satisfied with the repairs service they received, compared to 3% who were neither satisfied nor dissatisfied and 6% who were very or fairly dissatisfied. Overall satisfaction has remained consistent with the 2020 result (91%) and is marginally higher than the Scottish average for 2021/22 as reported in the Annual Return on the Charter (88%).



A total of 19 tenants were not satisfied with the repairs service they received. Reasons for not being satisfied included a lack of follow up on the problem, being unhappy with the length of time for repairs to be undertaken and where they were dissatisfied with the quality of the repair.

7.2. Satisfaction with quality of the home (Q19/20)

Just under 8 in 10 tenants were either very or fairly satisfied with the quality of their home compared to 15% who were neither satisfied nor dissatisfied and 6% who were very or fairly dissatisfied. Overall satisfaction with the quality of the home has decreased from 89% in 2020 and is lower than the Scottish average for all social landlords as reported in the ARC for 2021/22.



Where respondents were not satisfied with the quality of the home they were asked to provide suggestions on how their home could be improved. The top response was where respondents felt their home was draughty and windows or doors required to be replaced (48%). This was followed by kitchens or bathrooms being upgraded (26%).

Q20 How could the quality of your home be improved?		
Base: Not satisfied with quality of the home, n=103	No.	%
Draughts present - windows/doors need replaced	49	47.6%
Upgrades needed to kitchen/bathroom	27	26.2%
Dampness/mould present	11	10.7%
Different house/adaptations for my needs	10	9.7%
Repairs required	9	8.7%
Poor quality furnishings/repairs	7	6.8%
Boiler/heating issues	6	5.8%
Walls/skirtings need work	4	3.9%
Storage space/insulation could be improved	4	3.9%
Other	10	9.7%

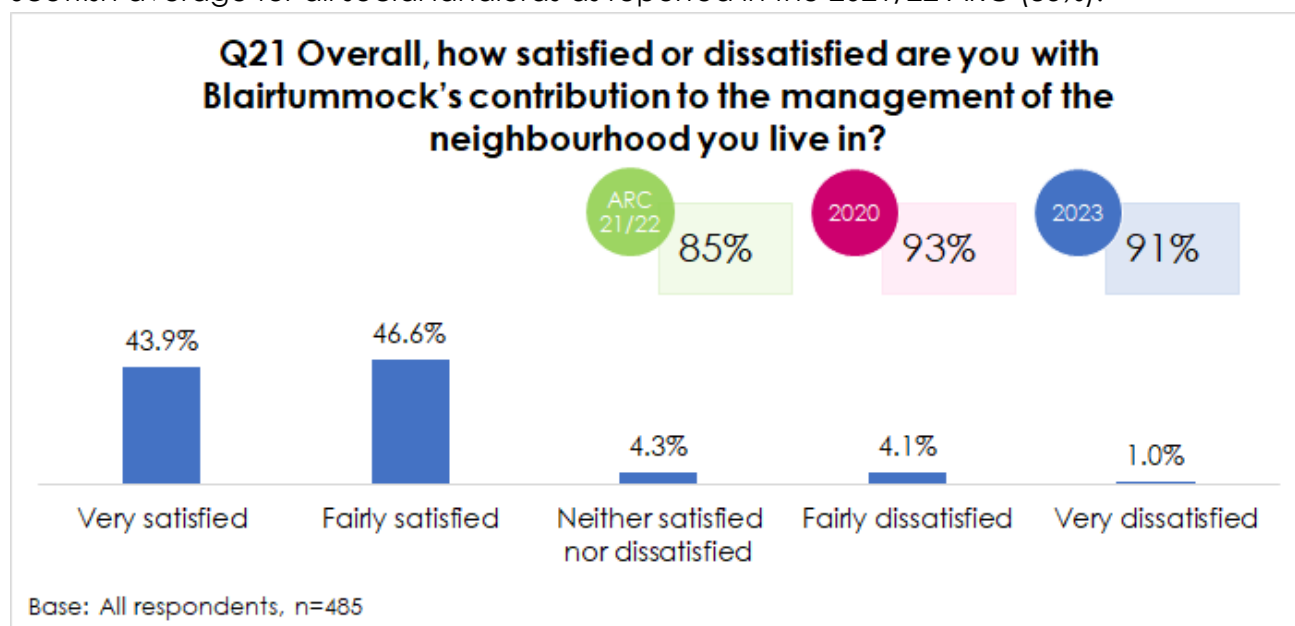
Analysis by street shows that satisfaction with the quality of the home ranges from 100% down to 50%. This is noted in Boyndie Street where 50% of respondents said that they were either very or fairly satisfied with the quality of the home, 35% said they were neither satisfied nor dissatisfied and 15% said that they were very or fairly dissatisfied. Please be aware that due to the small numbers, these results cannot be reported as statistically robust, but do provide an indication of where satisfaction or dissatisfaction lies. Draughts and windows or doors needing replaced was most likely to be noted in Boyndie Street.

Q19 Overall, how satisfied or dissatisfied are you with the quality of your home?				
	No of responses	% very/ fairly satisfied	% neither	% very/ fairly dissatisfied
Millennium Grove	9	100.0%	0.0%	0.0%
Millennium Court	12	100.0%	0.0%	0.0%
Auchencrow Street	6	100.0%	0.0%	0.0%
Duntarvie Grove	7	100.0%	0.0%	0.0%
Corsehill Path	2	100.0%	0.0%	0.0%
Corsehill Place	13	100.0%	0.0%	0.0%
Millennium Gardens	10	100.0%	0.0%	0.0%
Lochdochart Road	13	92.3%	7.7%	0.0%
Errogie Street	35	91.5%	5.7%	2.9%
Duntarvie Gardens	20	90.0%	5.0%	5.0%
Easterhouse Place	8	87.5%	12.5%	0.0%
Aberdalgie Road	53	86.8%	7.5%	5.7%
Duntarvie Place	16	81.3%	18.8%	0.0%
Westerhouse Road	5	80.0%	20.0%	0.0%
Blairtummock HA	485	78.8%	15.1%	6.2%
Easterhouse Road	54	77.8%	20.4%	1.9%
Aberdalgie Gardens	21	76.2%	19.0%	4.8%
Aberdalgie Path	4	75.0%	0.0%	25.0%
Corsehill Street	50	74.0%	14.0%	12.0%
Duntarvie Crescent	11	72.7%	27.3%	0.0%
Duntarvie Road	71	67.6%	22.5%	9.9%
Duntarvie Close	11	63.7%	36.4%	0.0%
Duntarvie Avenue	20	60.0%	20.0%	20.0%
Duntarvie Drive	14	57.2%	28.6%	14.3%
Boyndie Street	20	50.0%	35.0%	15.0%

8. THE NEIGHBOURHOOD

8.1. Satisfaction with Association's contribution to the management of the neighbourhood (Q21/22)

Over 9 in 10 tenants (92%) 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 5% who were very or fairly dissatisfied. Overall satisfaction has not changed significantly compared to the 2020 survey result (93%) and is higher than the Scottish average for all social landlords as reported in the 2021/22 ARC (85%).



Where tenants were not satisfied with the Association's contribution to the management of the neighbourhood they were asked what the Association could do to improve this. Just under 1 in 4 comments (24%) were where tenants felt cleaning or communal areas and stair cleaning could be improved while 22% spoke about landscaping issues or would like to see the grounds tidied up.

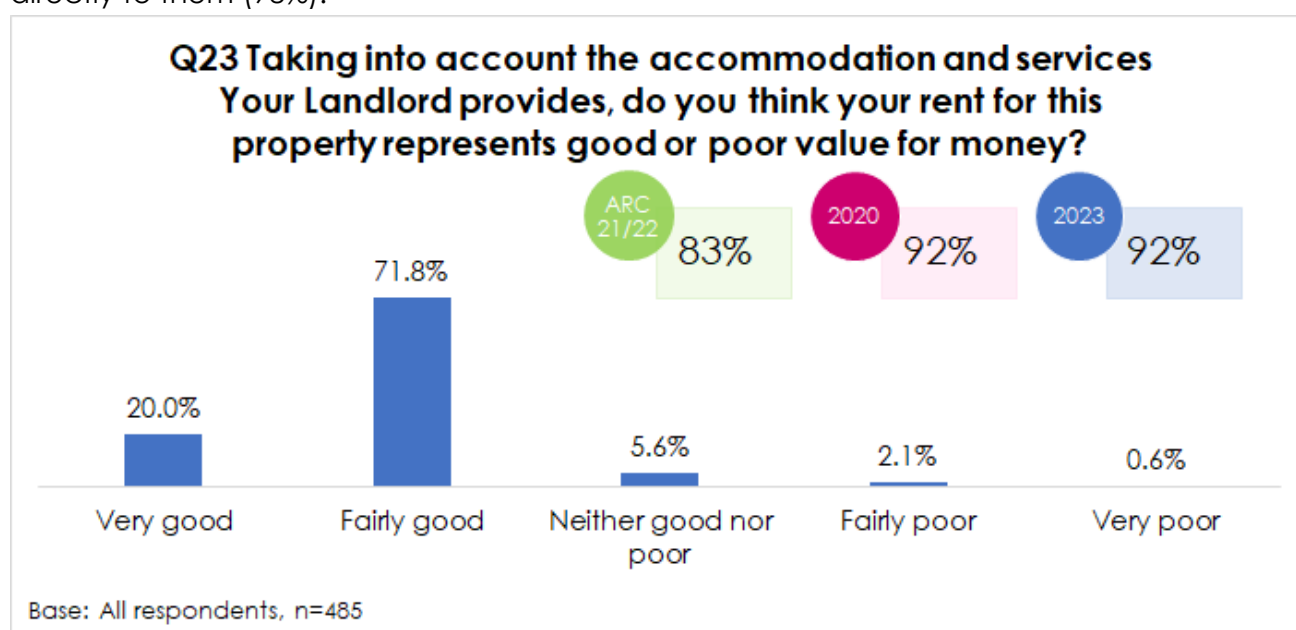
Q22 Can you explain how Blairtummock could improve their contribution to the management of the neighbourhood you live in?		
Base: Not satisfied with contribution to management of neighbourhood, n=46	No.	%
Communal areas are not clean/ poor stair cleaning	11	23.9%
Landscaping issues/ tidy up the grounds	10	21.7%
Problems with litter/ rubbish	9	19.6%
Anti-social behaviour	8	17.4%
Bin areas/ bin collection	3	6.5%
Fences need replaced	3	6.5%
No opinion/ unsure	3	6.5%
Parking is a problem	2	4.3%
Exterior building improvements needed	2	4.3%
Could do more to maintain the area	2	4.3%
Other	2	4.3%

9. RENT, VALUE FOR MONEY AND FINANCIAL MANAGEMENT

9.1. Value for money of rent (Q23/24)

More than 9 in 10 tenants (92%) were of the opinion that the rent charge for their home represented very or fairly good value for money, 6% said it was neither good nor poor value for money and 3% said it was very or fairly poor value for money. Overall satisfaction in this respect has seen no significant change when compared to the 2020 result (92%) and is higher than the Scottish average for the 2021/22 ARC.

It is interesting to note that tenants who paid full rent were less likely to find the rent charge good value for money (89%) than tenants who were in receipt of Universal Credit paid directly to them (98%).

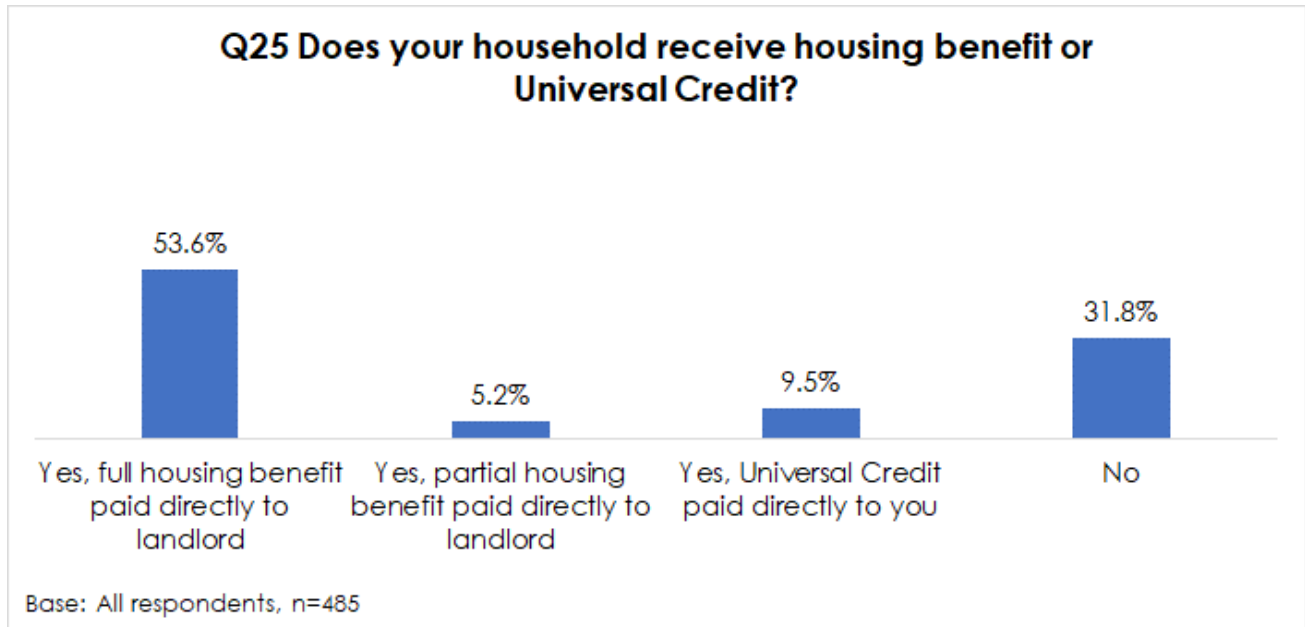


Where respondents did not consider the rent charge to be good value for money they were asked what the Association could do to improve their view on this. The top response was that rents were getting too expensive or that they kept increasing (38%). This was followed by the opinion that properties need to be upgraded or that the overall service needs improved or that the Association needs to do more for tenants generally (15%).

Q24 In your view, what could the Association do to improve your view on value for money for rents?		
Base: Not satisfied with value for money, n=40	No.	%
Rents getting too expensive/ keeps increasing	15	37.5%
Properties need to be upgraded	12	30.0%
Service needs improved/ need to do more	6	15.0%
Cost of living crisis/ bills going up/ people struggling financially	4	10.0%
Get housing benefit/ don't know how much it is	4	10.0%
Repairs service improvements	2	5.0%
Other	1	2.5%
No opinion	2	5.0%

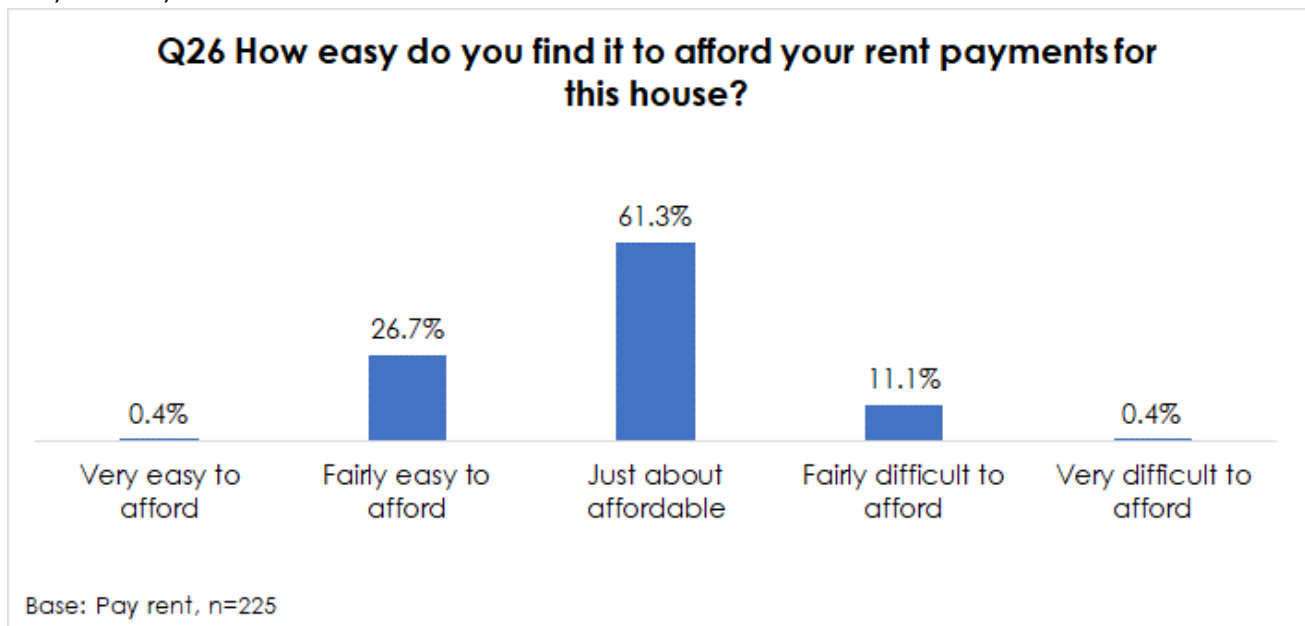
9.2. Financial assistance in paying rent (Q25)

Tenants were asked whether their household receives any financial assistance paying their rent. Over half (54%) said they were in receipt of full housing benefit, 5% received partial housing benefit, 10% received Universal Credit paid directly to them and 32% did not receive any help paying their rent.



9.3. Affordability of rent (Q26)

Only 27% of respondents said they found the rent payments for their home very or fairly easy to afford, a further 61% said they were just about affordable and 12% said they were very or fairly difficult to afford.

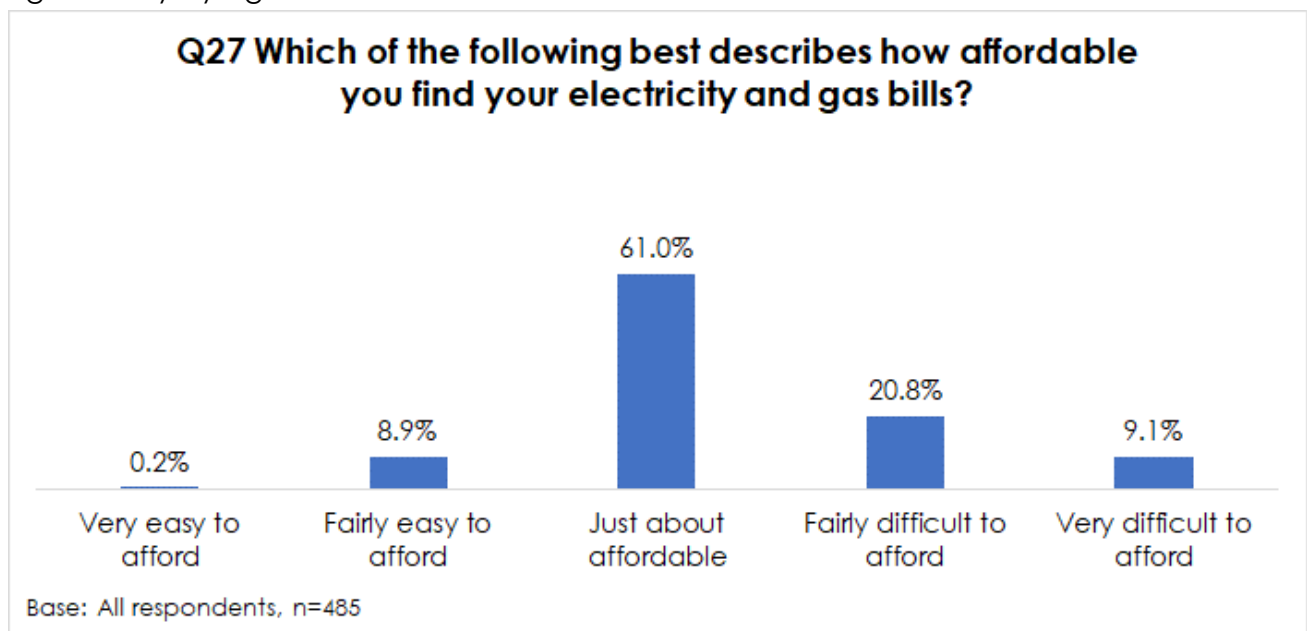


Tenants who received Universal Credit were less likely to find their rent payments easy to afford (11%) than tenants who received partial housing benefit (32%) or paid full rent (31%).

Analysis by age indicates that older tenants aged 65 and over were significantly more likely to find it difficult to afford their rent payments for their home (24%) than tenants aged 35-54 (6%) or aged 55-64 (9%).

9.4. Affordability of electricity and gas bills (Q27/28)

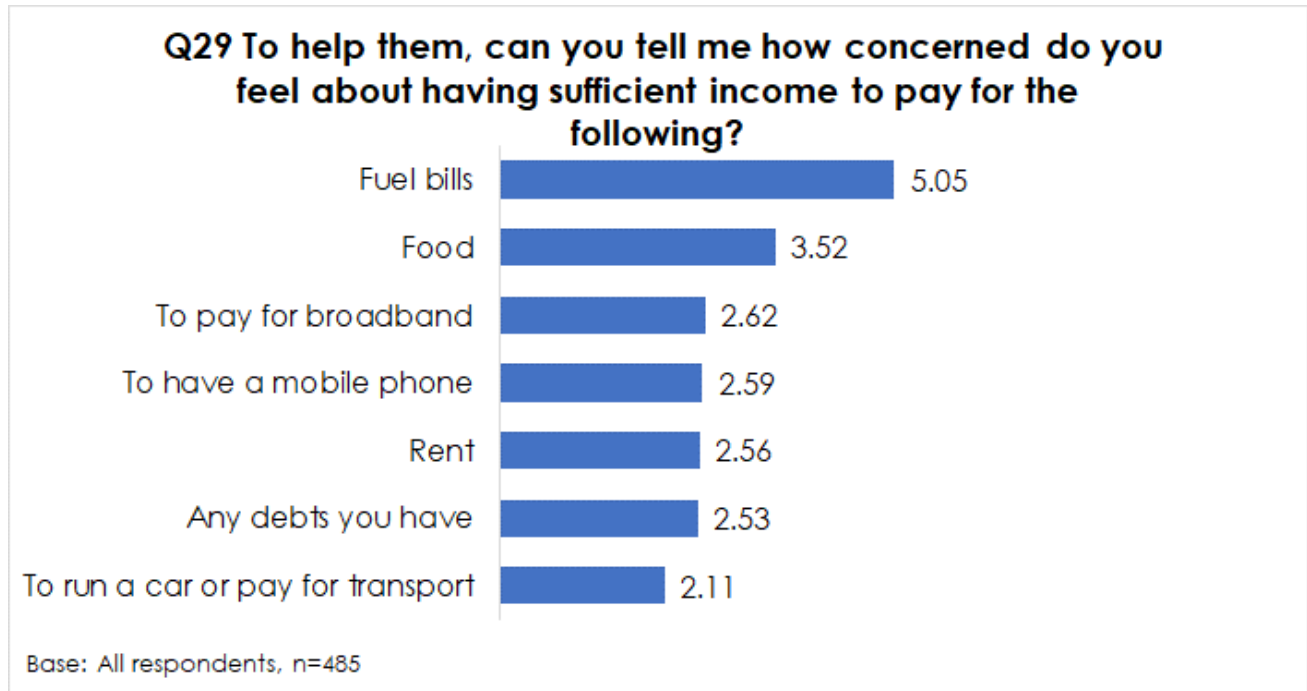
Over 6 in 10 tenants (61%) said their electricity and gas bills were just about affordable, 9% said they were easy to afford and 30% said they were difficult to afford. This did not vary significantly by age.



Just over 1 in 4 tenants said that there have been times in the last year where they have chosen not to put their heating on because they can't afford to (26%). Analysis by age reveals that tenants aged 65 and over were least likely to have not switched on their heating due to affordability issues (17%) and tenants aged 35-54 (29%) and aged 55-64 (30%) were most likely.

9.5. Financial concerns (Q29)

Following on from this tenants were read out a list of financial issues and asked how concerned they were with having sufficient income to pay for each of these on a scale of 1 to 10 where 1 was not at all concerned and 10 was very concerned. The mean score for each cost is shown in the table below and shows that tenants were most concerned with having sufficient income to pay for fuel bills (5.05) and least concerned about being able to afford to run a car or pay for transport (2.11)



10. TENANT PRIORITIES

10.1. Tenants top three service priorities (Q30)

Finally, tenants were asked to select from a list of services provided by their landlord, which they consider to be their top three priorities. The table below shows that the overall quality of the home is most important to tenants with 79% rating this in their top three priorities, and this is very closely followed by repairs and maintenance (78%).

Q30a Which of the following services provided by your landlord would you consider to be your top three priorities?				
Base: All respondents, n=485	Top priority	2nd priority	3rd priority	Overall priority
The overall quality of your home	45.8%	24.5%	9.1%	79.4%
Repairs and maintenance	33.4%	35.5%	9.5%	78.4%
The management of your neighbourhood	2.9%	8.9%	16.9%	28.7%
Value for money for your rent (and service charges)	8.0%	8.7%	12.0%	28.7%
Keeping you informed about their services and decisions	3.9%	6.6%	16.1%	26.6%
Grounds maintenance to common areas	0.4%	3.1%	7.4%	10.9%
Dealing with anti-social behaviour	1.9%	2.9%	5.6%	10.4%
Support and advice on claiming welfare benefits	0.6%	0.2%	1.9%	2.7%
Opportunities to participate in their decisions	0.4%	0.6%	0.2%	1.2%
Support and advice on managing your money	0.2%	0.4%	0.6%	1.2%
None	2.5%	8.7%	20.8%	32.0%

11. HOUSEHOLD INFORMATION

11.1. Household composition (Q31)

In terms of household composition, just under half were single adult households (48%), 26% were two adult households, 5% comprised of three or more adults, 13% were one-parent families and 5% were two-parent families.

Q31 How would you describe the composition of your household?		
Base: All respondents, n=485	No.	%
Single adult	234	48.2%
Two adults	124	25.6%
Three or more adults, 16 or over	23	4.7%
1 parent family with 1 child under 16	36	7.4%
1 parent family with 2 children under 16	19	3.9%
1 parent family with 3 or more children under 16	6	1.2%
2 parent family with 1 child under 16	9	1.9%
2 parent family with 2 children under 16	12	2.5%
2 parent family with 3 or more children under 16	5	1.0%
Other	17	3.5%

11.2. Employment status (Q32)

Three in ten respondents were in full or part time paid employment (30%), 24% were long term sick or disabled and 25% were retired.

Q32a How would you describe your occupational status at present?				
	Tenant		Partner	
Base: All respondents, n=485	No.	%	No.	%
Full time paid work (35 or more hours more week)	96	19.8%	54	11.1%
Part time paid work (less than 35 hours per week, more than 16 hours per week)	41	8.5%	8	1.6%
Part time paid work (less than 16 hours per week)	10	2.1%	1	0.2%
Full time education	2	0.4%	1	0.2%
Government training programme	1	0.2%	-	-
Unemployed and seeking work	20	4.1%	5	1.0%
Unemployed and not seeking work	37	7.6%	8	1.6%
Long term sick / disabled	118	24.3%	19	3.9%
Looking after family	26	5.4%	6	1.2%
Retired	123	25.4%	27	5.6%
Other – specify	11	2.3%	5	1.0%
N/A - no partner	-	-	351	72.4%

11.3. Age and gender (Q33/38/39)

More than 6 in 10 tenants (63%) were female, while 36% were male and 2 tenants said they were intersex. No respondents considered themselves to be a trans person. In terms of age profile, just over 1 in 10 tenants were aged 16-34 (12%), 37% aged 35-54, 25% aged 55-64 and 26% were aged 65 and over.

Q33 What is your age group?		
Base: All respondents, n=485	No.	%
16-24	6	1.2%
25-34	53	10.9%
35-44	87	17.9%
45-54	94	19.4%
55-64	121	24.9%
65-74	96	19.8%
75-84	26	5.4%
85+	2	0.4%
Prefer not to say	-	-

11.4. Health problems and disabilities (Q34/35)

Just over 4 in 10 tenants (44%) consider themselves to have a disability. Where a health condition or disability was present, this was most likely to be a mobility or physical disability (50%) or a mental health condition (31%).

Q35 How would you describe the nature of your disability from the following list?		
Base: Have a disability, n=213	No.	%
Physical impairment: (e.g. wheelchair-user, cerebral palsy)	107	50.2%
Mental health issue: (e.g. depression, bi-polar)	66	31.0%
Autoimmune: (e.g. multiple sclerosis, HIV, Crohn's/ulcerative colitis)	22	10.3%
Hearing impairment	6	2.8%
Neuro-divergent condition: (e.g. autistic spectrum, Dyslexia, dyspraxia)	3	1.4%
Visual impairment	3	1.4%
Learning difficulties: (e.g. Down's Syndrome)	2	0.9%
Other (please specify)	19	8.9%
Prefer not to say	27	12.7%

11.5. Ethnicity (Q36)

The vast majority of tenants described their ethnic origin as White Scottish (98%).

Q36 What is your ethnic group?		
Base: All respondents, n=485	No.	%
White Scottish	475	97.9%
White English	1	0.2%
White Other British	1	0.2%
Polish	6	1.2%
African, Scottish African or British African	1	0.2%
Caribbean, Caribbean Scottish or Caribbean British	1	0.2%

11.6. Religion (Q37)

In terms of religion, the majority (73%) had no specific religion or belief.

Q37 What best describes your belief or religion?		
Base: All respondents, n=485	No.	%
Catholic	70	14.4%
Protestant	40	8.2%
Other Christian	4	0.8%
Islam	1	0.2%
No specific religion or belief	354	73.0%
Prefer not to say	16	3.3%

11.7. Pregnancy and maternity/ paternity (Q40)

A total of 3 tenants (1%) said they were pregnant, and 4 tenants (1%) said they had taken maternity or paternity leave in the last year.

11.8. Sexual orientation (Q41)

The majority of respondents described their sexual orientation as heterosexual or straight (96%).

Q41 What is your sexual orientation?		
Base: All respondents, n=485	No.	%
Heterosexual / Straight	467	96.3%
Gay man	3	0.6%
Lesbian	3	0.6%
Bi/ bisexual	-	
Other	-	
Prefer not to say	12	2.5%

Appendix 1

Survey Questionnaire

1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Blairtummock Housing Association?

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q2
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion/ don't know	6	Go to Q3

2. You said you were not satisfied with the overall service provided by your landlord, can you please explain why?

Information and communication

3. Which methods would you prefer Blairtummock Housing Association to use to keep you informed about their general services? And how would you prefer them to get in touch to discuss your tenancy with you? Finally, how would you prefer to get in touch with the Association if you need to?

	a)being kept informed	b)discuss your tenancy	c)getting in touch with HA
Email	1	1	1
Telephone	2	2	2
Text / SMS	3	3	3
Facebook	4	4	4
Letter	5	5	5
Visit to the office	6	6	6
Visit to your home by staff	7	7	7
Newsletter	8		
Other - please state	9	9	9

4. Do you currently have access to the internet in any of the following ways? [CODE ALL THAT APPLY] b) And what is the main way that you access the internet?

	All ways	Main way	
Home internet access via a computer or TV	1	1	Go to Q5
Internet access through a smartphone or other mobile device	2	2	
Internet access through another method (eg work, public internet access)	3	3	
I do not have internet access	4		Go to Q6

5. Blairtummock are developing online services which you would be able to access via an online portal or app. Would you be interested in doing any of the following?

	May use	Would not use	Don't know
Make a payment	1	2	3
Report a repair	1	2	3
To report a complaint	1	2	3
Update your personal details	1	2	3
Check your account balance	1	2	3
Find out what is happening in the community	1	2	3
Anything else? (please specify)	1	2	3

6. How good or poor do you feel Blairtummock is at keeping you informed about their services and decisions?

Very good	1	Go to Q8
Fairly good	2	
Neither good nor poor	3	Go to Q7
Fairly poor	4	
Very poor	5	

7. Can you explain how Blairtummock could improve how they keep you informed about their services and decisions?

--

Participation

8. Blairtummock provides a range of ways for tenants to get involved in their decision making processes and give their views. Were you aware that you could get involved in any of the following ways?

Taking part in a focus group	1
Becoming a hall volunteer	2
Responding to consultations e.g. the Association's rent consultation	3
Taking part in surveys such as the tenant satisfaction survey	4
Policy consultation	5
Attending tenant events	6
Newsletter feedback form	7
Becoming a Member of Blairtummock Housing Association and attending the AGM	8
Joining BHA's Management Committee	9
Joining Management Committee of Blairtummock and Rogerfield Opportunities	10
None	11

9. How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes?

Very satisfied	1	Go to Q11
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q10
Fairly dissatisfied	4	
Very dissatisfied	5	

10. Can you please explain how Blairtummock could improve the opportunities given to participate in their decision making processes?

--

Customer Care

11. If you need to get in touch with the Association, do you find their opening hours convenient?

Yes	1
No (what would you find more convenient?)	2

12. Have you contacted the Association in the last 12 months?

Yes	1	Go to Q13
No	2	Go to Q16

13. What method did you use to contact the Association the last time you made contact?

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

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

Very satisfied	1	Go to Q16
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q15
Fairly dissatisfied	4	
Very dissatisfied	5	

15. Can you explain why you weren't satisfied with the customer care provided the last time you had contact with the Association?

Repairs Service

16. Have you had any repairs carried out in this property in the last 12 months? (Note – we are asking here about any day to day repairs and/or out of hours or emergency repairs that were carried out inside or outside your home. We are not asking about planned maintenance works or upgrades)

Yes	1	Go to Q17
No	2	Go to Q19

17. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?

Very satisfied	1	Go to Q19
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q18
Fairly dissatisfied	4	
Very dissatisfied	5	

18. [IF NOT DISSATISFIED WITH THE REPAIRS SERVICE] can you please explain why?

19. Overall, how satisfied or dissatisfied are you with the quality of your home?

Very satisfied	1	Go to Q21
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q20
Fairly dissatisfied	4	
Very dissatisfied	5	

20. How could the quality of your home be improved?

The Neighbourhood

21. Overall, how satisfied or dissatisfied are you with Blairtummock's contribution to the management of the neighbourhood you live in? (This question refers to the block, close, street, and immediate surrounding area where you live and to BHA's management of things like bin stores, anti-social behaviour within their properties, communal areas, and the grounds maintenance carried out by BHA's contractor. BHA are not responsible for Council services such as the bins, street lighting, litter, roads, parking etc.)

Very satisfied	1	Go to Q23
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q22
Fairly dissatisfied	4	
Very dissatisfied	5	

22. Can you explain how Blairtummock could improve their contribution to the management of the neighbourhood you live in?

Rent, Value for Money and Financial Management

23. 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 Q25
Fairly good	2	
Neither good nor poor	3	Go to Q24
Fairly poor	4	
Very poor	5	

24. In your view, what could the Association do to improve your view on value for money for rents?

25. Does your household receive housing benefit or Universal Credit?

Yes, full housing benefit paid directly to landlord	1	Go to Q27
Yes, partial housing benefit paid directly to landlord	2	
Yes, Universal Credit paid directly to you	3	Go to Q26
No	4	

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

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

27. Which of the following best describes how affordable you find your electricity and gas bills?

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

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

Yes	1
No	2
Don't know	3

29. Blairtummock would like to understand how they can best support tenants. To help them, can you tell me how concerned do you feel about having sufficient income to pay for the following?

	<div>Not at all concerned</div> <div>→</div> <div>Very concerned</div>									
Any debts you have	1	2	3	4	5	6	7	8	9	10
Rent	1	2	3	4	5	6	7	8	9	10
Food	1	2	3	4	5	6	7	8	9	10
Fuel bills	1	2	3	4	5	6	7	8	9	10
To run a car or pay for transport	1	2	3	4	5	6	7	8	9	10
To pay for broadband	1	2	3	4	5	6	7	8	9	10
To have a mobile phone	1	2	3	4	5	6	7	8	9	10

Tenant Priorities**30. Which of the following services provided by your landlord would you consider to be your top three priorities?**

	Top	2nd	3rd
Keeping you informed about their services and decisions	1	1	1
Opportunities to participate in their decisions	2	2	2
The overall quality of your home	3	3	3
Repairs and maintenance	4	4	4
Dealing with anti-social behaviour	5	5	5
The management of your neighbourhood	6	6	6
Grounds maintenance to common areas	7	7	7
Value for money for your rent (and service charges)	8	8	8
Support and advice on claiming welfare benefits	9	9	9
Support and advice on managing your money	10	10	10

About You and Your Household

The final questions are about you and your household. Please be assured that the questions are completely confidential and will not be passed onto Blairtummock with any reference to your name and address. This information is only used to create an overall picture of the type of residents housed by Blairtummock. This will help Blairtummock recognize the differences in their tenants and give everyone the same chance to get the same opportunities - no matter their gender identity, race, religion, age, disability or sexual orientation.

Can I remind you that you do not have to answer anything you do not want to. If you would prefer not to answer any question, please just say and I will move on to the next one.

31. How would you describe the composition of your household?

Single adult	1
Two adults	2
Three or more adults, 16 or over	3
1 parent family with 1 child under 16	4
1 parent family with 2 children under 16	5
1 parent family with 3 or more children under 16	6
2 parent family with 1 child under 16	7
2 parent family with 2 children under 16	8
2 parent family with 3 or more children under 16	9
Other – specify	10

32. SHOWCARD: How would you describe your occupational status at present? And how would you describe the occupational status of your partner?

	You	Your Partner
Full time paid work (35 or more hours more week)	1	1
Part time paid work (less than 35 hours per week, more than 16 hours per week)	2	2
Part time paid work (less than 16 hours per week)	3	3
Full time education	4	4
Government training programme	5	5
Unemployed and seeking work	6	6
Unemployed and not seeking work	7	7
Long term sick / disabled	8	8
Looking after family	9	9
Retired	10	10
Other – specify	11	11
No partner		12

33. What is your age group?

16-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65-74	6
75-84	7
85+	8
Prefer not to say	9

34. Do you consider yourself to have a disability?

Yes	1	Go to Q35
No	2	Go to Q36

35. How would you describe the nature of your disability from the following list?

Autoimmune: (e.g. multiple sclerosis, HIV, Crohn's/ulcerative colitis)	1
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

36. What is your ethnic group? Choose ONE section from A-F, then tick ONE box 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
---	---

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
------------------------	----

37. What best describes your belief or religion?

Buddhism	1
Catholic	2
Protestant	3
Other Christian	4
Hinduism	5
Islam	6
Judaism	7
Sikhism	8
Other religion	9
Other belief	10
No specific religion or belief	11
Prefer not to say	12

38. What is your sex?

Male	1
Female	2
Intersex	3
Prefer not to say	4

39. Do you consider yourself to be a trans person?

Yes	1
No	2
Prefer not to say	3

40. Pregnancy and maternity

	Yes	No	Prefer not to say
Are you pregnant?	1	2	3
Have you taken maternity or paternity leave in the past year?	1	2	3

41. What is your sexual orientation?

Heterosexual / Straight	1
Gay man	2
Lesbian	3
Bi/ bisexual	4
Other	5
Prefer not to say	6

- **Thank you very much for completing the questionnaire.**
- **Would you like to take a note of our web address where you will be able to find out more about Research Resource and how we use the information you give us?**

Appendix 2

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	Blairtummock Housing Association
Project number	P1278
Objectives of the research	<p>The aim of the research was to seek tenants' views on the services that BHA provides, how well it performs these services and to help identify areas where the service can be improved. Specifically, the research was designed to provide tenants' views on the following:</p> <ul style="list-style-type: none"> ■ The quality of information provided by BHA; ■ Quality of accommodation and the neighbourhood; ■ Service provision including repairs, maintenance and improvements; ■ Tenant involvement/ opportunities for participation; ■ Service priorities; ■ Value for money and affordability.
Target population	Blairtummock Housing Association
Description of sample frame/ source and validation methods if applicable	A database was provided by BHA containing tenants names, addresses and phone numbers. Leased and void properties were excluded from this database.
Sampling method (probability or non probability) and quotas used	Interviews were spread across the organisation's stock with a quota based approach taken to ensure a rough pro rata spread of interviews across the stock was achieved
Sample units drawn	All tenants were in scope for the research
Target sample size	70% response rate (481)
Achieved sample size and reasons if target not achieved	485 completed interviews
Date of fieldwork	Interviewing took place between the 2 nd of February 2023 and the 28 th of February 2023.
Data collection method	The tenant survey was carried out using interviewer led methodologies with a combination of face to face and telephone interviews carried out. 433 interviews were completed face to face and 52 by telephone.
Response rate and definition and method of how calculated	71% (485 interviews from an in-scope tenant population/ sample of 687)
Questionnaire length	c. 15 minutes
Any incentives?	No
Number of interviewers	7
Interview/ self completion validation methods	5% of Telephone interviews have been validated by remote listening. 10% of field interviews have been validated by respondent recontact.
Showcards or any other materials used?	None.

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Weighting procedures (if applicable)	Not applicable. The interview profile is relatively in line with the overall tenant population profile. We are therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required. The data reported is therefore unweighted.
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings and methods of statistical analysis if applicable	+/-2.41% for tenants based upon a 50% estimate at the 95% confidence level