



# Cassiltoun Housing Association

## Tenant Satisfaction Survey

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# Cassiltoun Housing Association

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## Tenant Satisfaction Survey 2013

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# 1. EXECUTIVE SUMMARY

## INTRODUCTION

- Cassiltoun Housing Association commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- A total of 400 interviews were carried out with Cassiltoun Housing Association's tenants in order to assess satisfaction with the Association and the services it provides. Interviews took place between the 1<sup>st</sup> and 12<sup>th</sup> July 2013.
- 400 interviews represents a 40% response rate from tenants in scope for the research.
- Analysis of the respondent profile shows that the survey sample is broadly representative by house type and size. This provides robust data upon which the Association can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

## OVERALL SATISFACTION

Scottish Housing Regulator indicators (Tenants only)	
	2013
Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Cassiltoun Housing Association? ( <i>% very/ fairly satisfied</i> )	96%
Q5 How good or poor do you feel Cassiltoun is at keeping you informed about their services and decisions? ( <i>%very good/ fairly good</i> )	95%
Q17 How satisfied or dissatisfied are you with the opportunities given to you to participate in Cassiltoun's decision making process? ( <i>% very/ fairly satisfied</i> )	99%
Q30 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Cassiltoun? ( <i>% very/ fairly satisfied</i> )- <b>Those who have reported a repair in the last 12 months</b>	86%
Q39Overall, how satisfied or dissatisfied are you with the quality of your home? ( <i>% very/ fairly satisfied</i> )	92%
Q3 [IF LIVED IN THEIR PROPERTY FOR LESS THAN 12 MONTHS] Thinking about when you moved in, how satisfied or dissatisfied are you with the standard of your home? ( <i>% very/ fairly satisfied</i> )	75%
Q49 Taking into account the accommodation and services your landlord provides, to what extent do you think that the rent for this property represents value for money? Is it... ( <i>% very good value/ fairly good value</i> )	75%
Q54 Overall, how satisfied or dissatisfied are you with Cassiltoun's management of the neighbourhood you live in?	95%

## AREAS OF HIGH PERFORMANCE

The results of the 2013 survey reveal that, in general, the Association is performing to a high standard. The following points show the key highlights where satisfaction was highest:

- Satisfaction with the overall service provided by Cassiltoun is at its highest level to date with 96% stating they were very or fairly satisfied.
- Over 9 in 10 respondents said that the Association was very or fairly good at keeping them informed about their services and decisions (96%).
- In terms of tenant participation, the majority of tenants were aware of all the different ways that they could become involved in the Association. Almost all tenants were very or fairly satisfied with the participation opportunities given to them to participate in Cassitoun's decision making processes (99%).
- Satisfaction with the telephone service was high for all aspects ranging from 97% with regards to the helpfulness of the member of staff and the quality of advice and assistance given to 100% with regards to the length of time taken to answer the telephone.
- Satisfaction levels were also high regarding office visits, ranging from 84% with regards to the helpfulness of the member of staff who dealt with the query to 89% in terms of the ease of getting to the office, the ease of access to the building, the reception area and the ease of making an appointment to see a member of staff.
- Those who had major works completed on their home rated the works highly with 90% stating they were very or fairly satisfied.
- The vast majority of tenants were very or fairly satisfied with the quality of their home (92%) which is an improvement on the 2010 survey (89%).
- Those who had used the Welfare Rights service rated it highly with 96% stating they were very or fairly satisfied.
- More than 9 in 10 respondents were satisfied with the Association's management of their neighbourhood (95%).
- The vast majority of tenants who had used the Castlemilk Park in the last 12 months were of the opinion that the condition of the park had improved (88%).

## ACTION PLANNING

The following points have been made to highlight key areas where there is room for improvement in terms of the Association's current service offering. In particular lower levels of satisfaction have been highlighted which were evident throughout the report:

- Despite the majority of tenants being aware of all the different ways in which they could become involved in the Association, a very small proportion (less than 10%) said they would be interested in becoming more involved in the Association's decision making processes.
- A prioritisation analysis revealed that the quality of repairs was identified as being an area of lower satisfaction and higher priority in relation to other repairs service aspects and is an area that the Association may wish to consider when developing their future action plans.
- Three quarters of respondents were of the opinion that their home and the services they receive represented very or fairly good value for money. This is lower than was reported in the 2008 survey where 86% were satisfied.

## 2. INTRODUCTION, BACKGROUND AND OBJECTIVES

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### 2.1 Introduction

This report represents and discusses the findings to emerge from Cassiltoun Housing Association's Tenant Satisfaction Survey 2013.

### 2.2 Background and objectives

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

- The quality of information provided by Cassiltoun;
- Feedback on customer care;
- Quality of accommodation and the neighbourhood;
- Service provision including repairs, maintenance and improvements;
- Tenant involvement/ opportunities for participation;
- Value for money.

It is against this background that Research Resource were commissioned to carry out Cassiltoun's 2013 Tenant Satisfaction Survey.



## 3. METHODOLOGY

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### 3.1 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 for a minimum of a 40% response rate and ensuring representative samples of tenants, it was decided that the survey was carried out utilising a face to face survey methodology with tenants. The face to face methodology is the methodology, which is most typically used for tenant satisfaction surveys. 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 respondent ensuring that the questionnaire is answered in full and allowing explanation of the necessity for asking personal data.

### 3.2 Questionnaire design

After consultation with Cassiltoun 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 Cassiltoun is required to report;
- Research Resource experience in relation to customer satisfaction surveying.

A copy of the final questionnaire used for the survey can be found in Appendix 1.

### 3.3 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 and to maximise the response to the survey.

Overall, a total of 400 interviews were completed with Cassiltoun tenants, representing a 40% response rate and providing data accurate to  $\pm 3.79\%$  based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across each area of the Association's stock to ensure coverage of all stock types.

The 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 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 stock type (i.e. management area, apartment size and stock type) compared to the overall tenant population. As can be seen below the stock profile was in line with the population, varying by no more than 4 percentage points.

Management area	Tenant Profile	Sample
Original Stock	48%	50%
Stock Transfer	52%	50%

Apartment size	Tenant Profile	Sample
2	8%	9%
3	64%	67%
4	17%	17%
5	11%	7%
6	1%	1%
7	0%	0%

Stock type	Tenant Profile	Sample
back and front door	0%	0%
bungalow	0%	0%
Cottage flat	4%	3%
end terrace property	4%	2%
mid terrace property	14%	12%
New Build Flats	3%	3%
semi detached	3%	4%
sharing owner	1%	0%
Supported Accommodation	1%	1%
Tenement Flat	71%	75%

Finally, the age profile of respondents was analysed compared to the population. As can be seen below the 65+ age group was slightly over represented by 6 percentage points.

Age Group	Tenant Population	Sample
Under 25	4%	5%
25-34	18%	14%
35-44	18%	14%
45-54	24%	25%
55-64	16%	17%
65+	20%	26%

The Association fully considered the profile of survey respondents in this respect and felt that the sample achieved by stock profile was in line with the population and that although there was some variation in terms of the age profile, it was felt that the survey achieved a good spread across all ages and that, in particular, the survey had been successful in gaining a response from the younger tenants. It was therefore decided that the survey data should not be weighted.

### 3.4 Interviewing and Quality Control

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are highly experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between the 1<sup>st</sup> and 12<sup>th</sup> of July 2013.

### 3.5 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. Throughout the report comparisons have been made to the Association's tenant satisfaction survey undertaken in 2008 and also a survey of GHA stock transfer tenants undertaken in 2010.

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

### 3.6 Report Structure

This document details the key findings to emerge from the survey, addressing the key findings of the survey for Cassiltoun Housing Association.

CHAPTER 4.	OVERALL SATISFACTION
CHAPTER 5.	BECOMING A CASSILTOUN TENANT
CHAPTER 6.	INFORMATION
CHAPTER 7.	PARTICIPATION
CHAPTER 8.	CUSTOMER CONTACT
CHAPTER 9.	THE REPAIRS SERVICE
CHAPTER 10.	THE HOME
CHAPTER 11.	RENT, BENEFITS AND WELFARE REFORM
CHAPTER 12.	NEIGHBOURHOOD MANAGEMENT
CHAPTER 13.	HOUSEHOLD DETAILS
CHAPTER 14.	CONCLUSIONS AND RECOMMENDATIONS

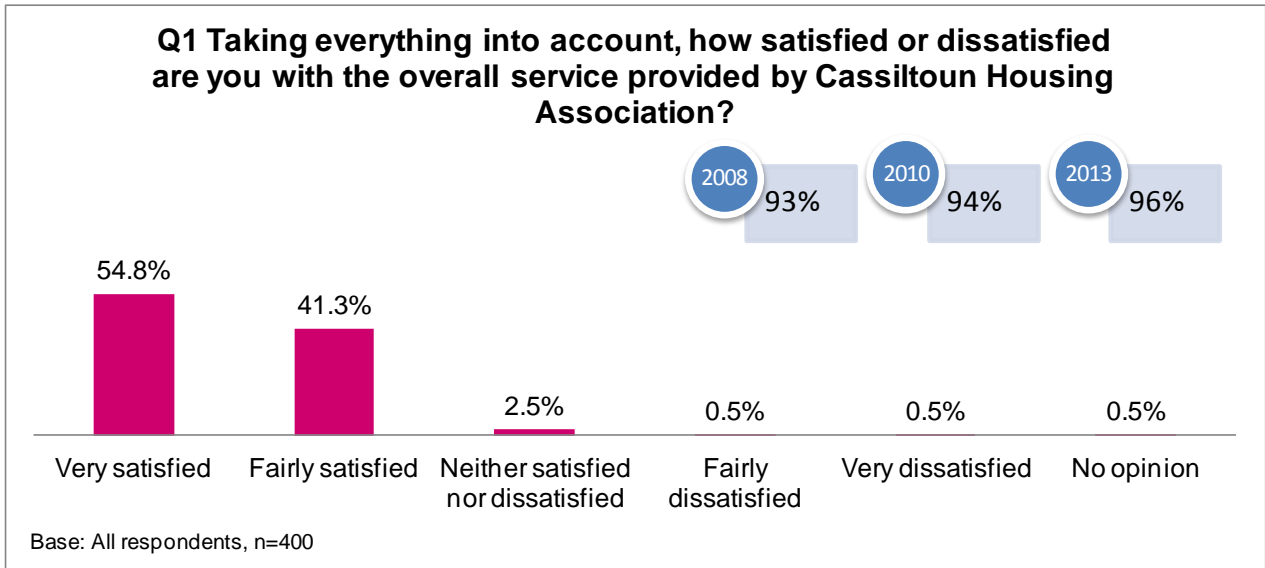
APPENDIX 1: QUESTIONNAIRE

APPENDIX 2: TECHNICAL REPORT SUMMARY

## 4. OVERALL SATISFACTION

### 4.1 Satisfaction with the overall service provided by Cassiltoun (Q1)

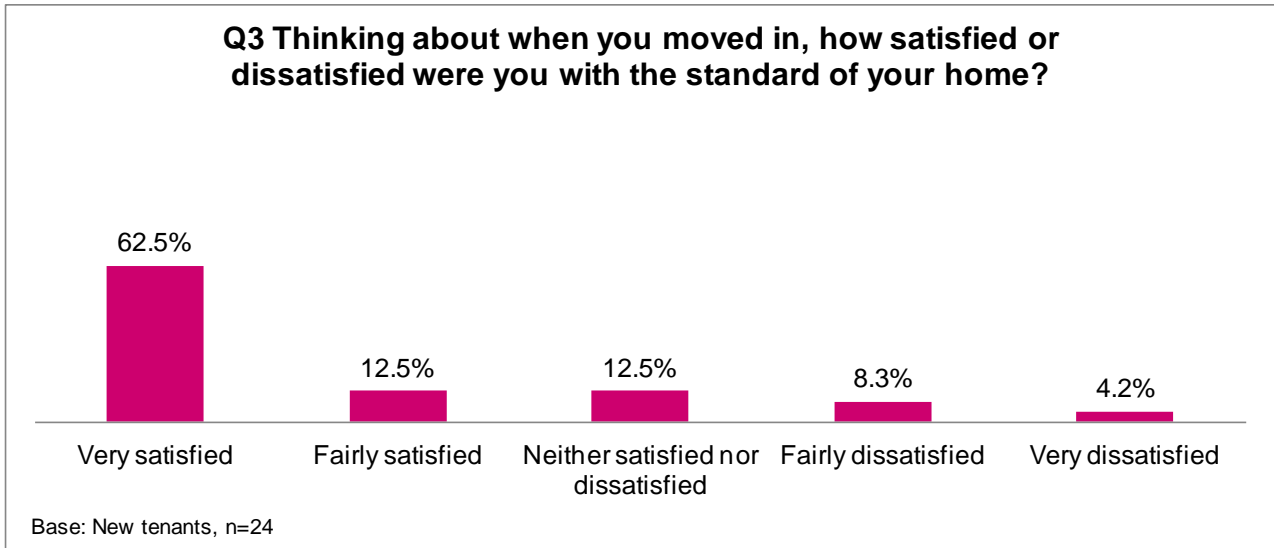
The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by Cassiltoun. More than 9 in 10 tenants (96%) said they were very or fairly satisfied with the overall service provided by their landlord compared to 1% who were very or fairly dissatisfied. Satisfaction with the overall service was higher than was reported in the 2010 stock transfer survey (94%) and the 2008 tenant satisfaction survey (93%).



## 5. BECOMING A CASSILTOUN TENANT

### 5.1 Satisfaction with standard of the home (Q2/3)

A total of 24 tenants said they had moved into their home within the last 12 months. Three quarters of these respondents (75%) said they were very or fairly satisfied with the standard of their home when they moved in 13% were neither satisfied nor dissatisfied and 13% were very or fairly dissatisfied.



## 6. INFORMATION

### 6.1 Information sources (Q4)

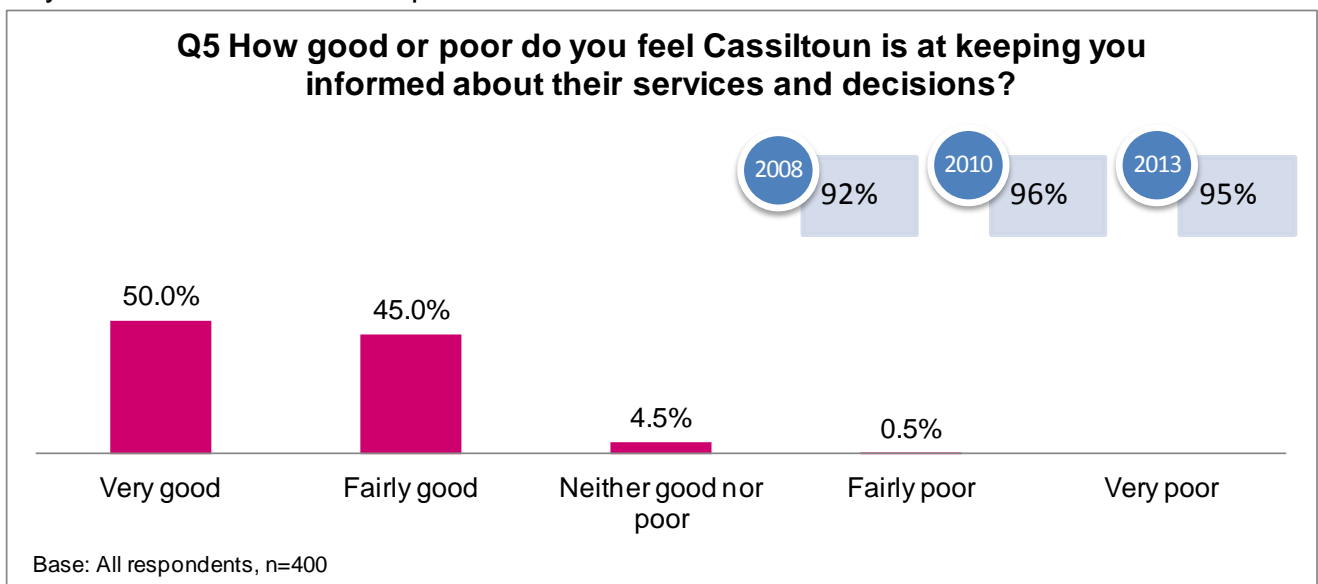
Tenants were asked about the sources that they use to obtain information about the Association and its services. Written communications such as letters (89%) and newsletters (81%) were by far and away the most widely used source of information.

**Q4 Cassiltoun use a range of methods to keep their tenants informed including sending newsletters, letters and leaflets to tenants. Looking at this card, which of the following sources of information do you use to obtain information about the Association and its services?**

Base: All respondents, n=400	No.	%
Letters	357	89.3%
Newsletters	324	81.0%
Staff visits	20	5.0%
Meetings	17	4.3%
Don't know	5	1.3%
Surveys	4	1.0%
Office	4	1.0%
By telephone/ text	2	0.5%

### 6.2 Keeping tenants informed (Q5)

More than 9 in 10 respondents were of the opinion that Cassiltoun was very or fairly good at keeping them informed about their services and decisions. Just under 1% of respondents (2 tenants) were dissatisfied. In the 2010 survey 96% of stock transfer tenants said they were satisfied with the way the Association keeps them informed and in 2008 92% of tenants said they were satisfied in this respect.



The two respondents who were dissatisfied with how well Cassiltoun keeps them informed provided the following reasons for being dissatisfied:

*I feel residents should be told of deaths of other residents.  
Lack of communication.*

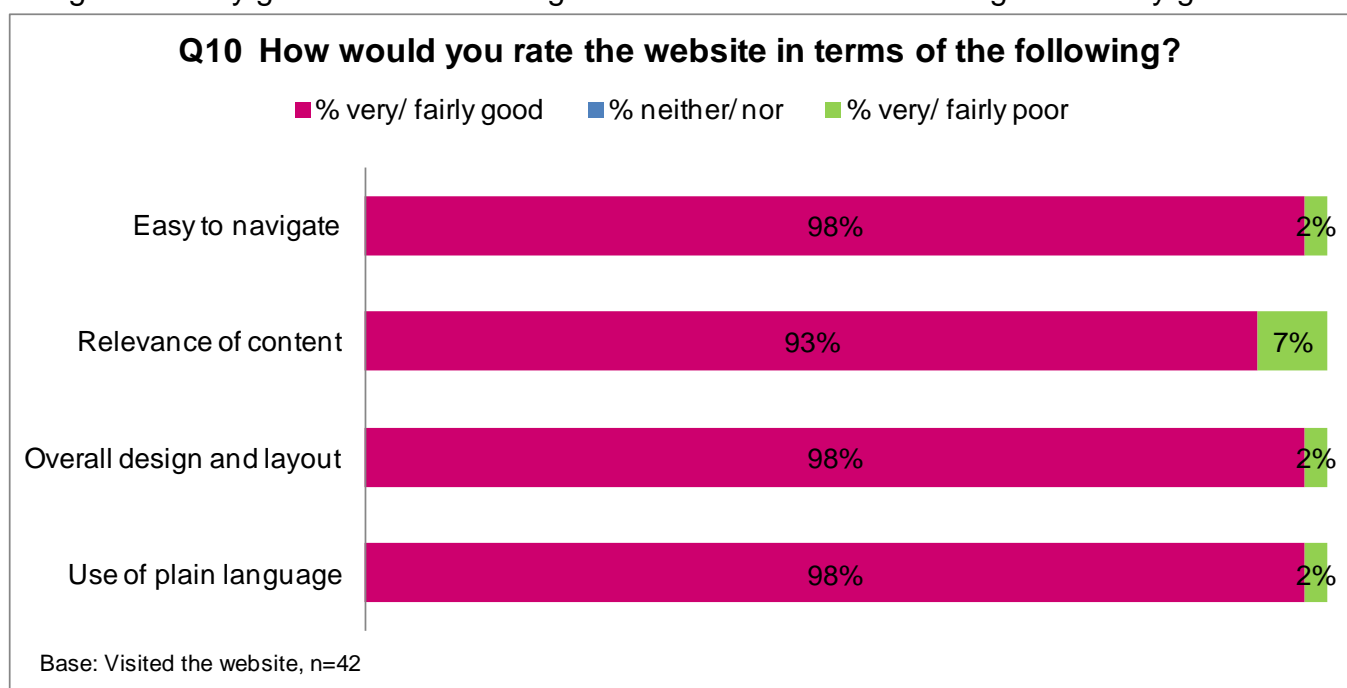
### 6.3 Information requirements (Q6)

Respondents were asked if there was anything that they would like to receive more information on. The vast majority said they did not require any further information (93%). However, where tenants expressed a desire for more information this was regarding transfers or mutual exchanges and improvements.

Q6 Would you like to receive more information about any of the following from the Association?		
Base: All respondents, n=400	No.	%
Transfers or mutual exchanges	9	2.3%
Improvements	9	2.3%
Repairs service	8	2.0%
Community Events	6	1.5%
Estate management	5	1.3%
Work of the Management Committee	2	0.5%
Rents	1	0.3%
The Association's policies and procedures	1	0.3%
How to manage your energy costs	1	0.3%
Other	1	0.3%
Do not wish to receive any more information	372	93.0%

### 6.4 Access to the internet and website use (Q7~12)

Over 4 in 10 respondents (41%) said they currently had access to the internet and used the internet. Of these individuals, 26% said they had visited the Association's website amounting to 42 individuals. The website was highly rated by respondents who had visited the website with 98% stating that the ease of navigation, overall design and layout and use of plain language was good or very good and 93% stating the relevance of content was good or very good.





## 7. PARTICIPATION

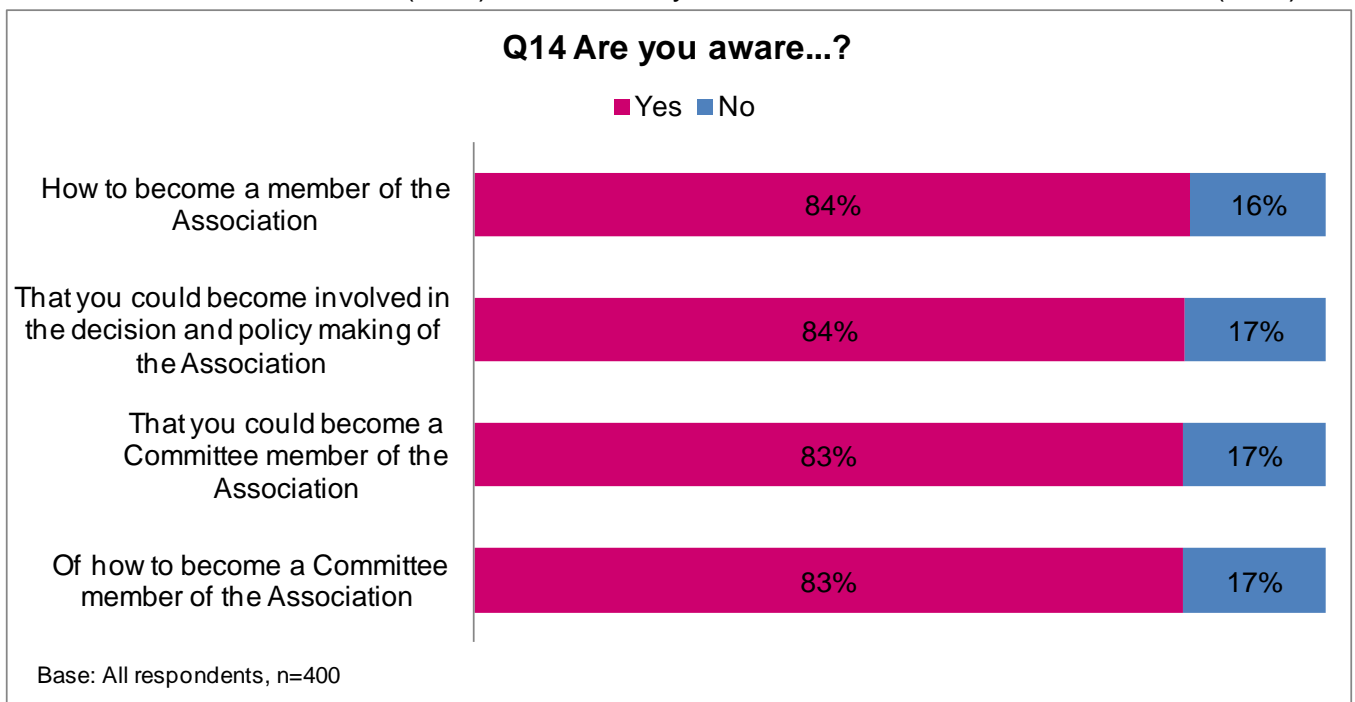
### 7.1 Preferred consultation method (Q13)

With regards to consultation methods, over 9 in 10 tenants said they would prefer the Association to use letters when consulting with them about decisions which affect their home (92%). Newsletters were also popular with 55% stating they would prefer the Association to use these to consult with them.

Q13 Looking at this card, which of the following would you prefer the Association to use when consulting you about decisions affecting your home?		
Base: All respondents, n=400	No.	%
Letters	368	92.0%
Newsletters	218	54.5%
Staff visits	17	4.3%
Meetings	9	2.3%
By telephone/ text	5	1.3%
Email	3	0.8%
Don't know	20	5.0%

### 7.2 Awareness of tenant participation activities (Q14)

Tenants were asked about their awareness of different ways in which they could become involved in the Association's decision making. More than 8 in ten respondents were aware of how to become a member of the Association (84%), that they could become involved in the decision and policy making of the Association (84%), that they could become committee members of the Association (83%) and how they could become a committee member (83%).



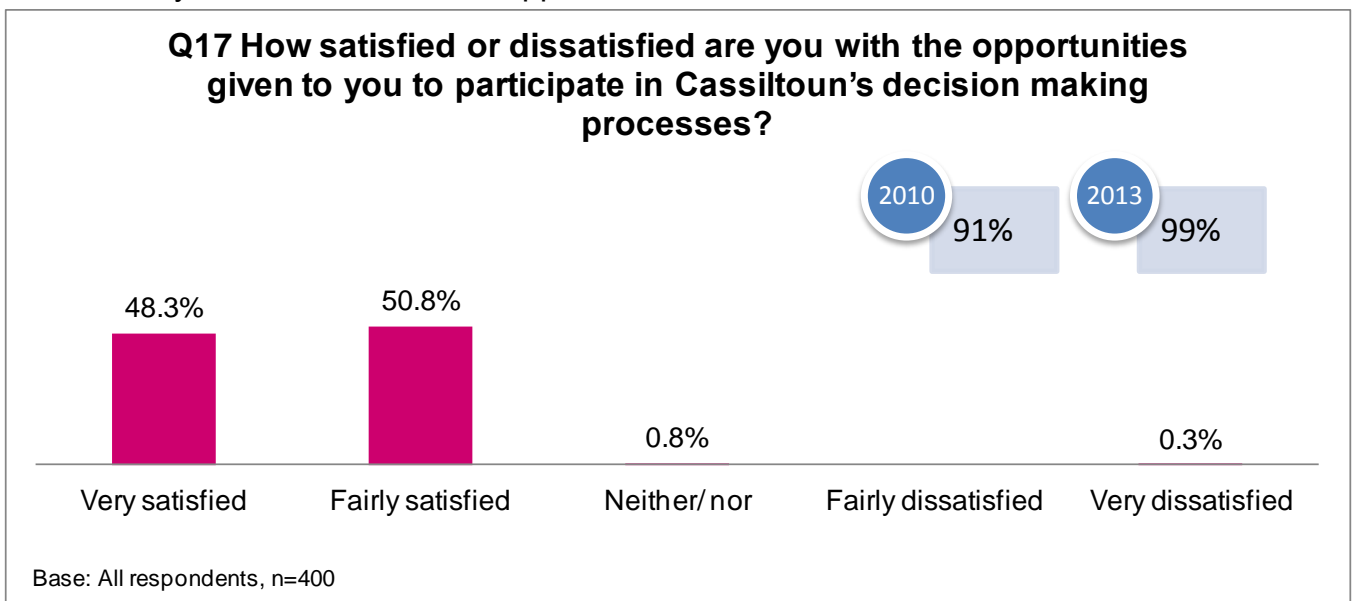
### 7.3 Interest in becoming involved in the Association’s decision making (Q15)

Despite awareness of how to become involved in the Association’s decision making being high, a very small percentage of respondents (less than 10%) said they would be interested in becoming more involved in the Association’s decision making processes. Where tenants were interested this tended to be by providing views in surveys (32 respondents/ 8%).

Q15 Are you interested in any of the following ways of becoming more involved in the Association’s decision making processes?		
Base: All respondents, n=400	No.	%
By providing your views in surveys like this one	32	8.0%
By taking part in consultation exercises on specific issues e.g. through being a member of the residents group	10	2.5%
By receiving regular information about the Association’s decisions and activities	8	2.0%
By becoming a member of Cassiltoun’s Management Committee	8	2.0%
Joining a tenant panel to inspect the work of the Association	5	1.3%
Other	1	0.3%
Do not wish to become involved in the Association’s decision making processes	362	90.5%

### 7.4 Satisfaction with participation opportunities (Q17)

Almost all tenants said they were very or fairly satisfied with the opportunities given to them to participate in Cassiltoun’s decision making processes (99%). Only one tenant expressed dissatisfaction with the Association in this respect. This individual said they were dissatisfied because they had “been offered no opportunities.”



## 8. CUSTOMER CONTACT

### 8.1 Reason for contacting the Association (Q19)

Over half of respondents (53%) said they had contacted Cassiltoun Housing Association over the past 12 months. Of these individuals, just under seven in ten (69%) said they had contacted the Association to report a repair, 9% said they had made contact to discuss welfare reform or welfare benefits and 7% said they contacted the Association to pay their rent.

Q19 Thinking of the LAST time you contacted the Association, what was the reason		
Base: Contacted the Association, n=212	No.	%
To report a repair	146	68.9%
To discuss welfare reform or welfare benefits	19	9.0%
To pay your rent	14	6.6%
To make a complaint	12	5.7%
To apply for a transfer/ exchange	8	3.8%
To discuss a neighbour dispute or incident of anti social behaviour	3	1.4%
General query/ enquiry regarding home	3	1.4%
To enquire about receiving support to maintain your tenancy	2	0.9%
To discuss a neighbour dispute	1	0.5%
Other	2	0.9%
Refused	2	0.9%

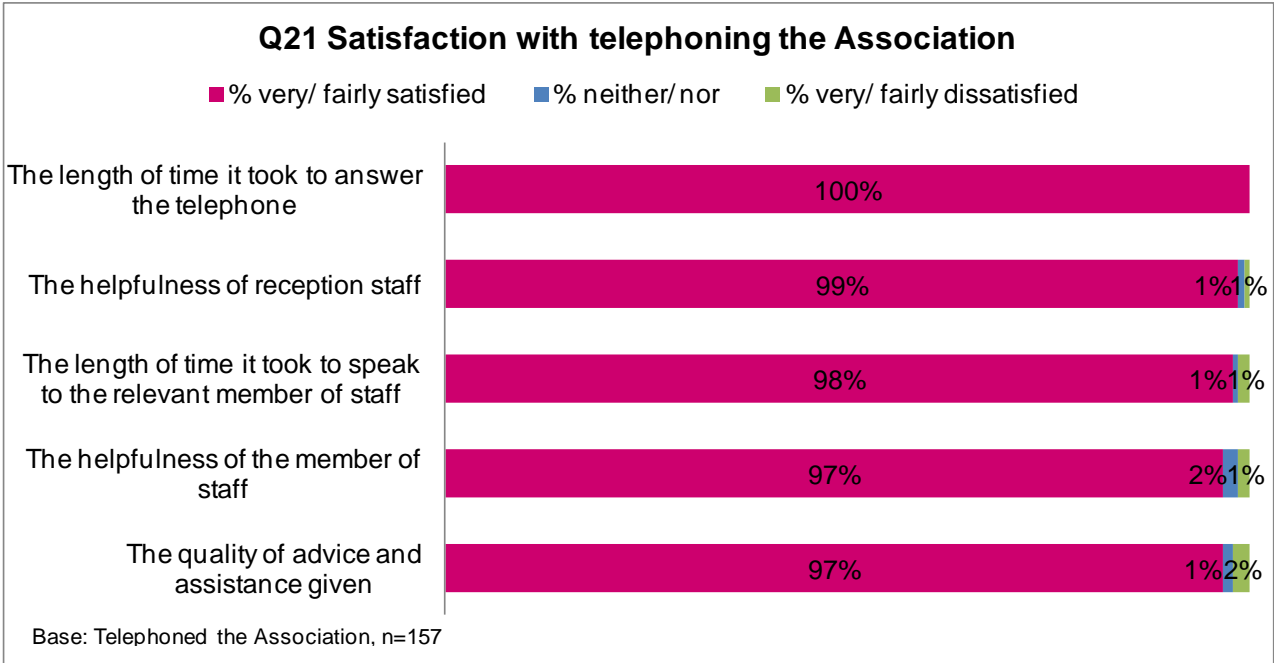
### 8.2 Contact method (Q20)

Just under three quarters of tenants who had contacted the Association did so by telephone (74%) and 25% had made a personal visit to the office.

Q20 How did you last contact the Association?		
Base: Contacted the Association, n=212	No.	%
By telephone	157	74.1%
Personal visit to the office	52	24.5%
Letter	1	0.5%
Email	1	0.5%
Other	1	0.5%

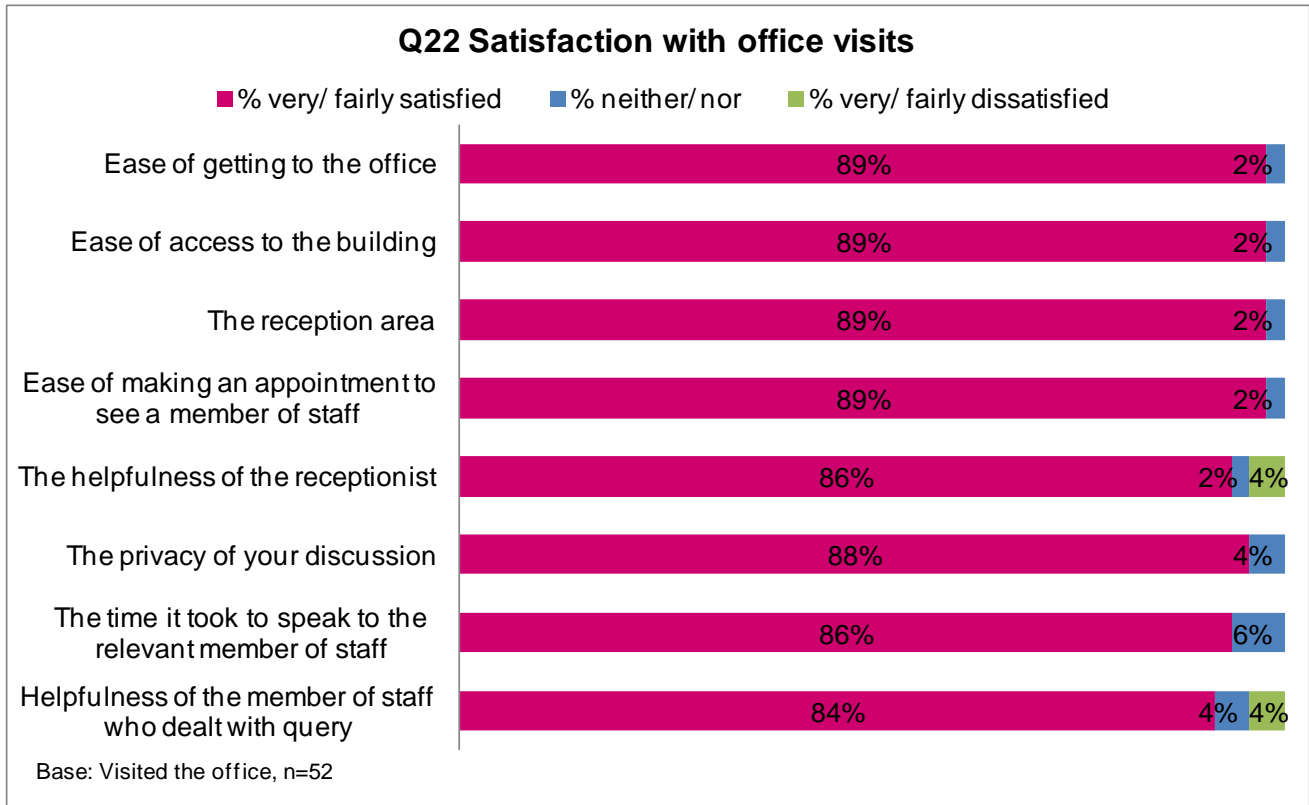
### 8.3 Satisfaction with telephone contact (Q21)

Those who had telephoned the Association rated it very highly with satisfaction levels ranging from 97% with regards to the helpfulness of the member of staff and the quality of advice and assistance given to 100% with regards to the length of time taken to answer the telephone.



### 8.4 Satisfaction with office visits (Q22)

In terms of office visits, satisfaction levels ranged from 84% with regards to the helpfulness of the member of staff who dealt with the query to 89% in terms of the ease of getting to the office, the ease of access to the building, the reception area and the ease of making an appointment to see a member of staff.



### 8.5 Satisfaction with written/ email contact (Q23)

Two respondents had either written to or emailed the Association. The tenant who had emailed the Association said they were fairly dissatisfied with the promptness of the reply and that the helpfulness of the member of staff and quality of advice and assistance given was not applicable, presumably because they had not received a reply. The tenant who had written to the Association said they were very satisfied with the promptness of the reply and the helpfulness of the member of staff and were fairly satisfied with the quality of advice and assistance given.

Q23 Thinking about when you last wrote to or emailed the Association, how satisfied were you with the following?						
Base: Wrote or emailed the Association, n=2	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Not applicable
The promptness of the reply	1	-	-	1	-	-
Helpfulness of the member of staff	1	-	-	-	-	1
The quality of advice and assistance given	-	1	-	-	-	1

## 8.6 Satisfaction with other contact with staff (Q24)

One respondent said they had a home visit from a member of staff. This individual was very satisfied with the helpfulness of the member of staff and the quality of advice and assistance given.

## 8.7 Making a complaint to the Association (Q25-27)

The vast majority of tenants could recall receiving a copy of the Association's newsletter which contains information on their complaints handling procedure (85%).

Six tenants said they had used the complaints procedure (2%). Two tenants refused to give details on the nature of their complaint and the remaining four tenants provided the following comments:

*Pigeons in loft.*

*Not enough bins and because of that people just throw their bins in and the rubbish just piles up. The young ones go in and start looking for stuff.*

*State of the bin access. It was dirty and a mess.*

*Bin shed problems.*

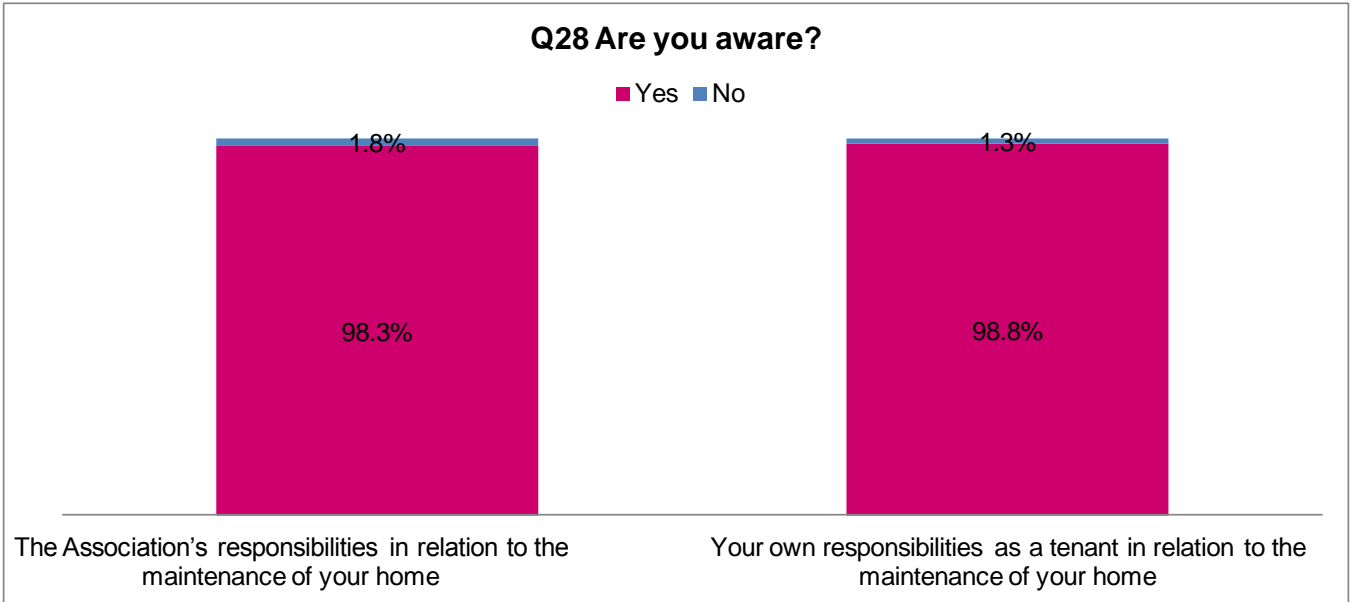
Tenants were asked to rate how satisfied or dissatisfied they were with various aspects of the way their complaint was handled. Tenants were most satisfied with the ease of reporting (4 out of 6) and most satisfied with the way the complaint was dealt with and how well they were kept informed of progress (3 out of 6).

Q27 Thinking of the last complaint you reported, how astisfied were you with the following?					
Base: Made a complaint, n=6	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
Ease of reporting	2	2	-	1	1
The way your complaint was dealt with	-	3	-	2	1
How you were kept informed of progress	-	3	-	2	1
The time taken to deal with the complaint	-	3	1	1	1
The attitude of staff handling your complaint	-	3	1	1	1
The decision reached regarding your complaint	-	3	1	1	1
The explanation given about the decision reached	-	3	1	1	1

## 9. THE REPAIRS SERVICE

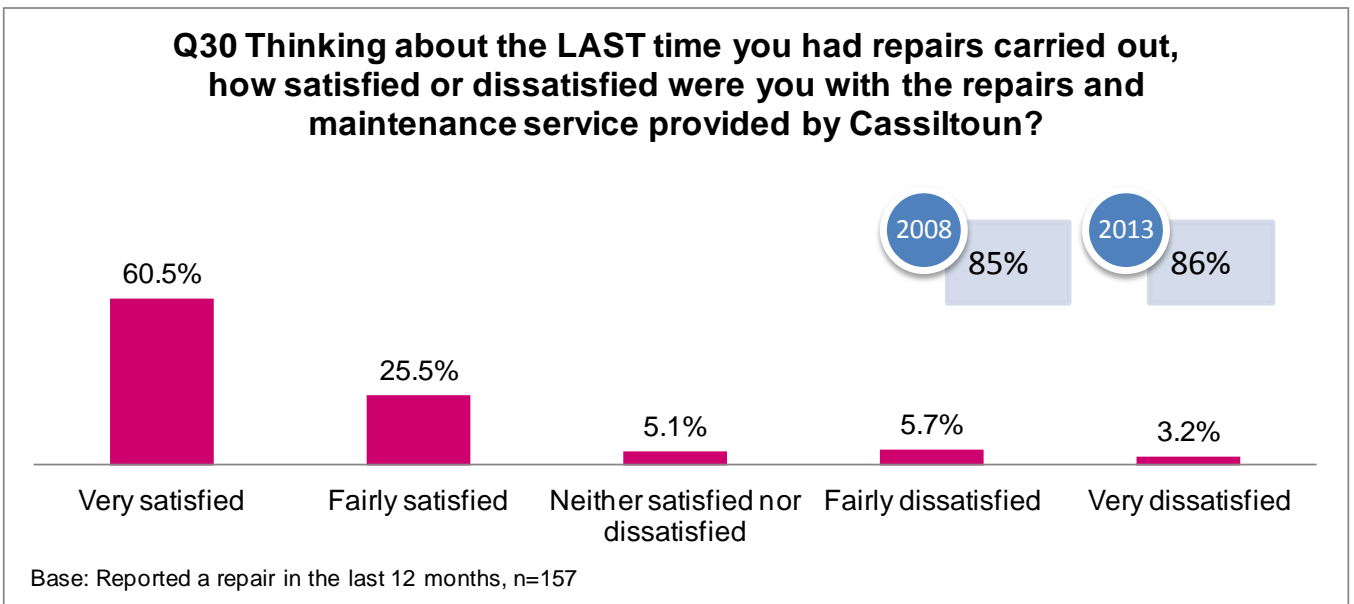
### 9.1 Awareness of repairs responsibilities (Q28)

Almost all tenants were aware of the Association’s responsibilities (98%) and their own responsibilities as a tenant (99%) for the maintenance of their home.



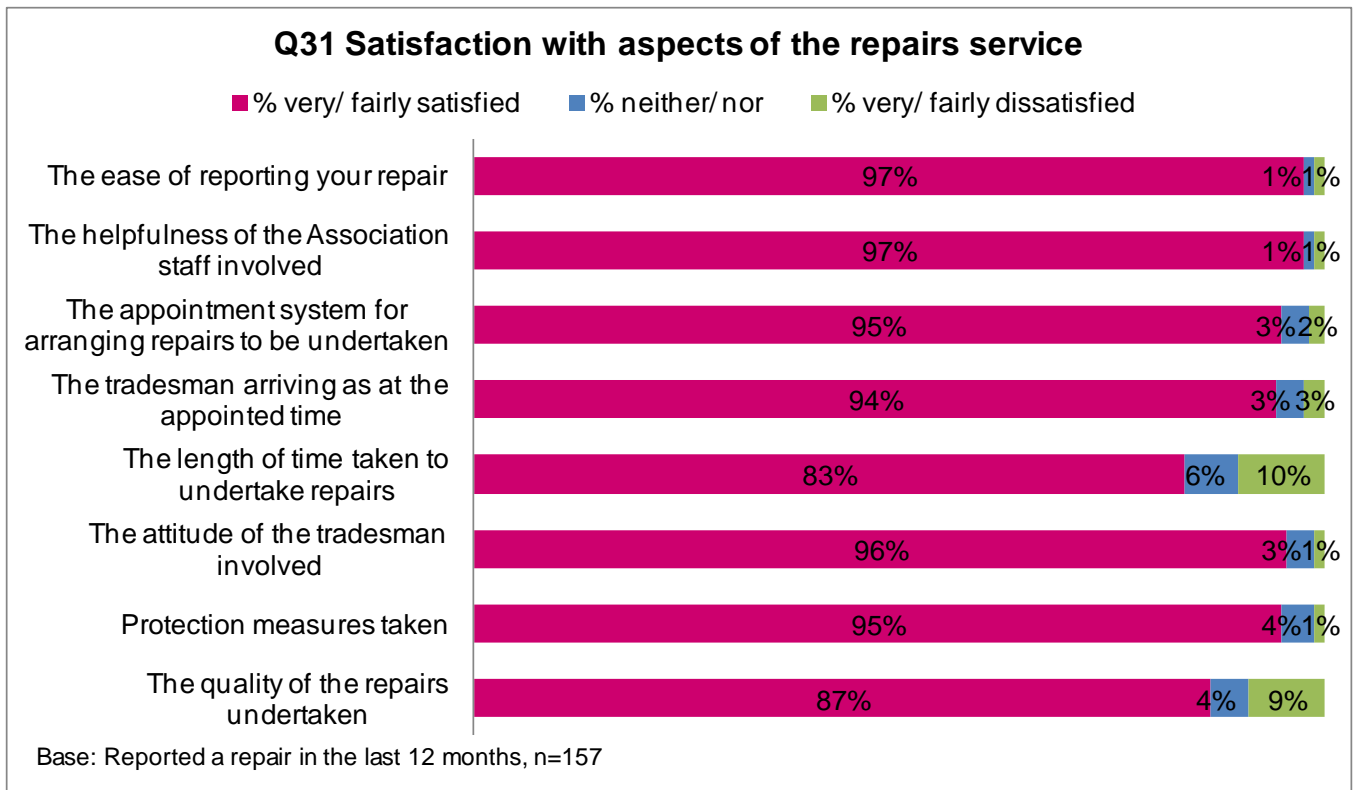
### 9.2 Satisfaction with repairs service (Q29/30)

Just under 4 in 10 respondents (39%) said they have had a repair carried out in their property within the last 12 months. Of these individuals, 86% said they were very or fairly satisfied with the repairs service they received compared to 9% who were dissatisfied and 5% who were neither satisfied nor dissatisfied. The overall satisfaction levels is consistent with the 2008 results.



### 9.3 Satisfaction with aspects of the repairs service (Q31)

Following on from this, respondents were asked how satisfied or dissatisfied they were with various aspects of the repairs service. Satisfaction ranged from 83% in terms of the length of time taken to undertake repairs to 97% with regards to the ease of reporting the repair and the helpfulness of the Association staff involved.



### 9.4 Suggestions for improvement (Q32)

Tenants were asked if there was anything that they could suggest would improve the repairs process. The vast majority of respondents said there was nothing they could think of or were happy with the existing service (81%). However, 11% said that the repair could be done right first time, and 7% said they would like to see a quicker response and less waiting time.

<b>Q32 What, if anything, could have been done to improve the repairs process, or make it easier?</b>		
<b>Base: Reported a repair in the last 12 months, n=157</b>	<b>No.</b>	<b>%</b>
Do the repair right first time/ problem still ongoing	17	10.8%
Quicker response/ less waiting time	11	7.0%
Clean up mess when finished	1	0.6%
Other	1	0.6%
Nothing/ good service	127	80.9%
Don't know	4	2.5%



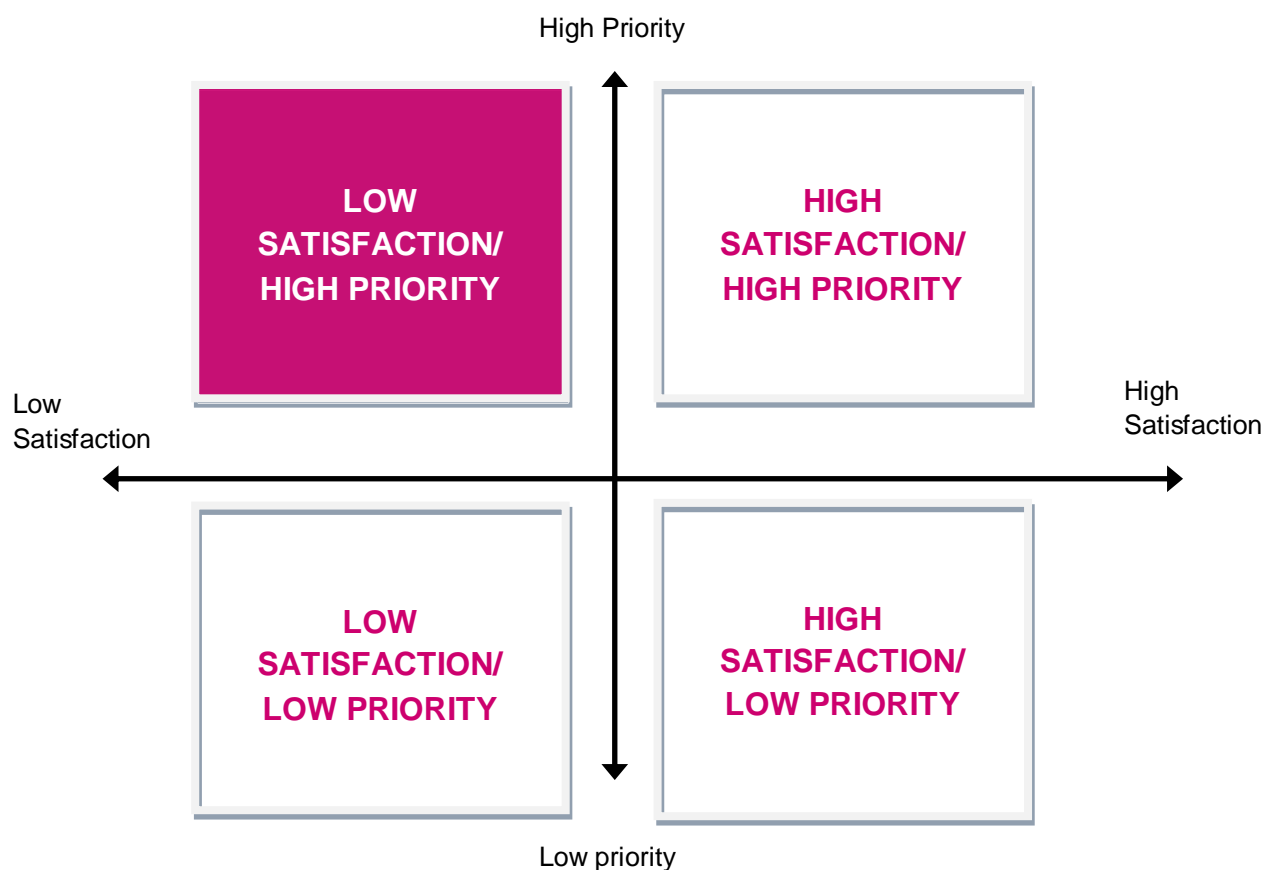
### 9.5 Repairs priorities (Q33)

Tenants were asked to rate their top three priorities for the repairs service. All tenants said that the quality of the repairs undertaken was a top, second or third priority, 82% said the length of time taken to undertake repairs was a priority and 47% said that the tradesman arriving at the appointed time was a priority.

<b>Q33 Priorities for the repairs service</b>				
<b>Base: Reported a repair, n=157</b>	<b>Top</b>	<b>2nd</b>	<b>3rd</b>	<b>Overall</b>
The quality of the repairs undertaken	56.1%	32.5%	11.5%	100%
The length of time taken to undertake repairs	21.0%	40.8%	19.7%	82%
The tradesman arriving as at the appointed time	4.5%	8.9%	33.1%	47%
The ease of reporting your repair	15.9%	10.8%	19.1%	46%
The appointment system for arranging repairs to be undertaken	0.6%	4.5%	4.5%	10%
The helpfulness of the Association staff involved	1.3%	0.0%	7.0%	8%
The attitude of the tradesman involved	0.0%	1.3%	3.2%	5%
Protection measures taken	0.6%	1.3%	1.9%	4%

## 9.6 Repairs prioritisation analysis

In order to provide some sort of direction to the Association with regard to action planning, a prioritisation analysis was undertaken for the repairs service. The prioritisation analysis plots customers' view of the quality of service against the importance of this service. These are then set upon a chart which comprises four quadrants, as shown below:



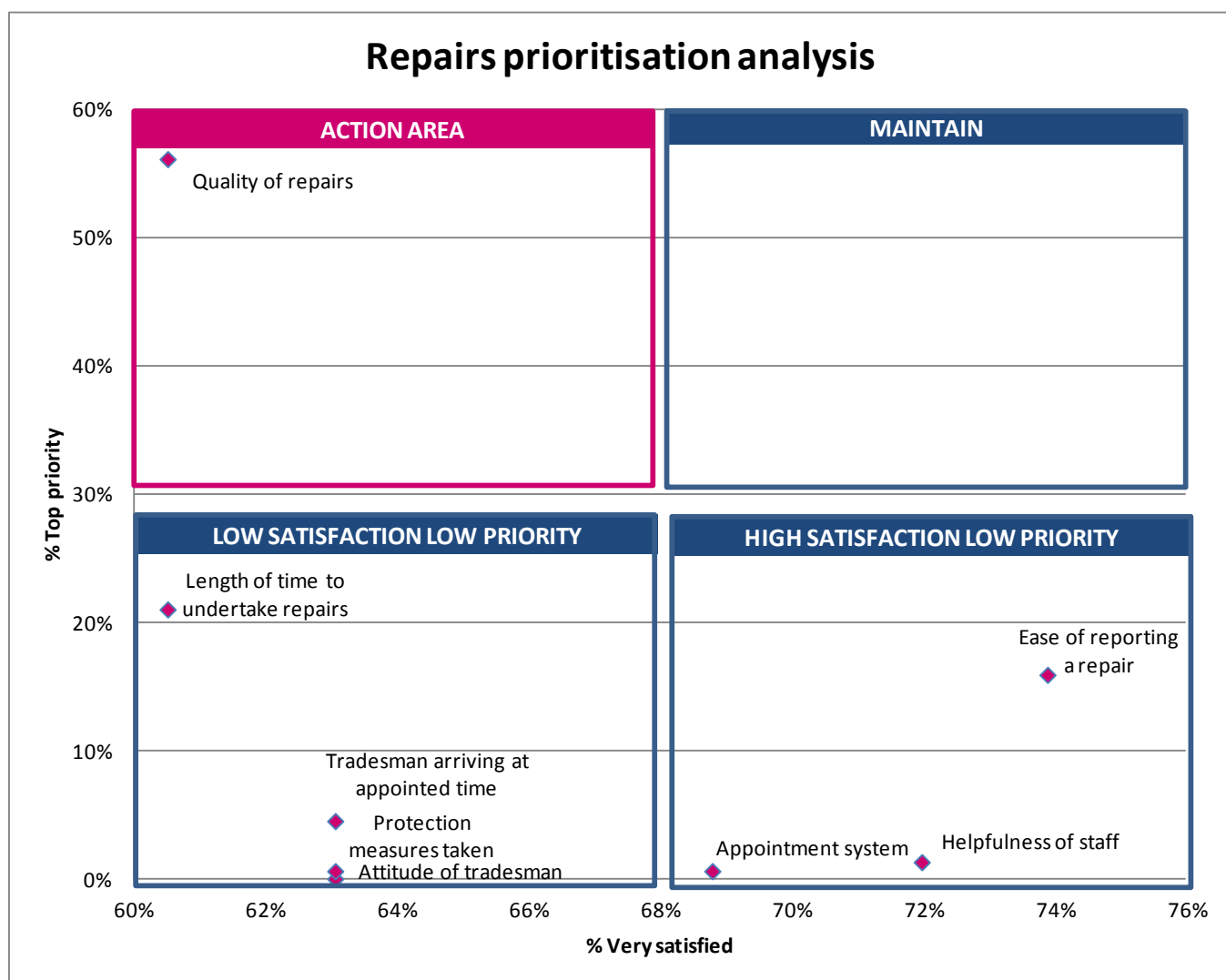
As shown, each box indicates a different level of priority and satisfaction. The top right box indicates high satisfaction, high priority, which is the most desirable box to be in. The bottom right box indicates low priority, high satisfaction. This is also a positive outcome and a position which the Association should try to maintain. The bottom left box indicates low satisfaction, but also lower priority. It is naturally desirable to attempt to increase satisfaction, however if resources are limited, these are the areas which should be given lower priority.

Finally, the top left box indicates low satisfaction, high priority. It is within these areas that the Association should place resources and effort in terms of improvements or changes to service delivery. Increases in satisfaction in these aspects are likely to yield the greatest increase in customer satisfaction.

Prioritisation analysis has been undertaken utilising the list of aspects of the Association's services reported in 9.3 and 9.5 in terms of both importance and satisfaction. Within each of these categories, tenants were asked to rate their satisfaction on a scale of 1 to 5 where 1 was least satisfied and 5 was most satisfied. For analysis purposes, the proportion of respondents

who were 'very satisfied' for each aspect has been plotted against the proportion of tenants rating each aspect as a 'top priority'.

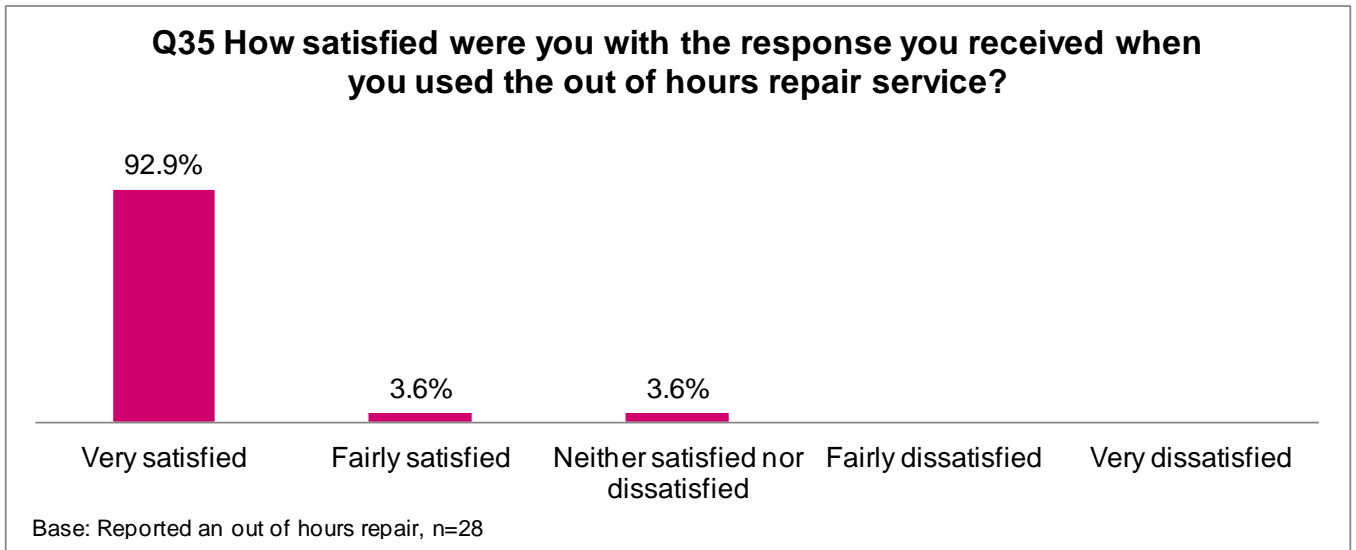
The following chart illustrates the outcomes of the prioritisation analysis for each service aspect. As shown below the quality of repairs has been identified as being an area of low satisfaction and high priority and is an area that the Association may wish to consider when developing their future action plans.



Repairs prioritisation		
	% very satisfied	% top priority
The ease of reporting your repair	74%	16%
The helpfulness of the Association staff involved	72%	1%
The appointment system for arranging repairs to be undertaken	69%	1%
The tradesman arriving as at the appointed time	63%	5%
The length of time taken to undertake repairs	61%	21%
The attitude of the tradesman involved	63%	0%
Protection measures taken	63%	1%
The quality of the repairs undertaken	61%	56%

### 9.7 Out of hours repairs service (Q34/35)

A total of 28 tenants had used the out of hours repairs service over the past 12 months. All but 1 tenant (97%) said they were very or fairly satisfied.



## 10. THE HOME

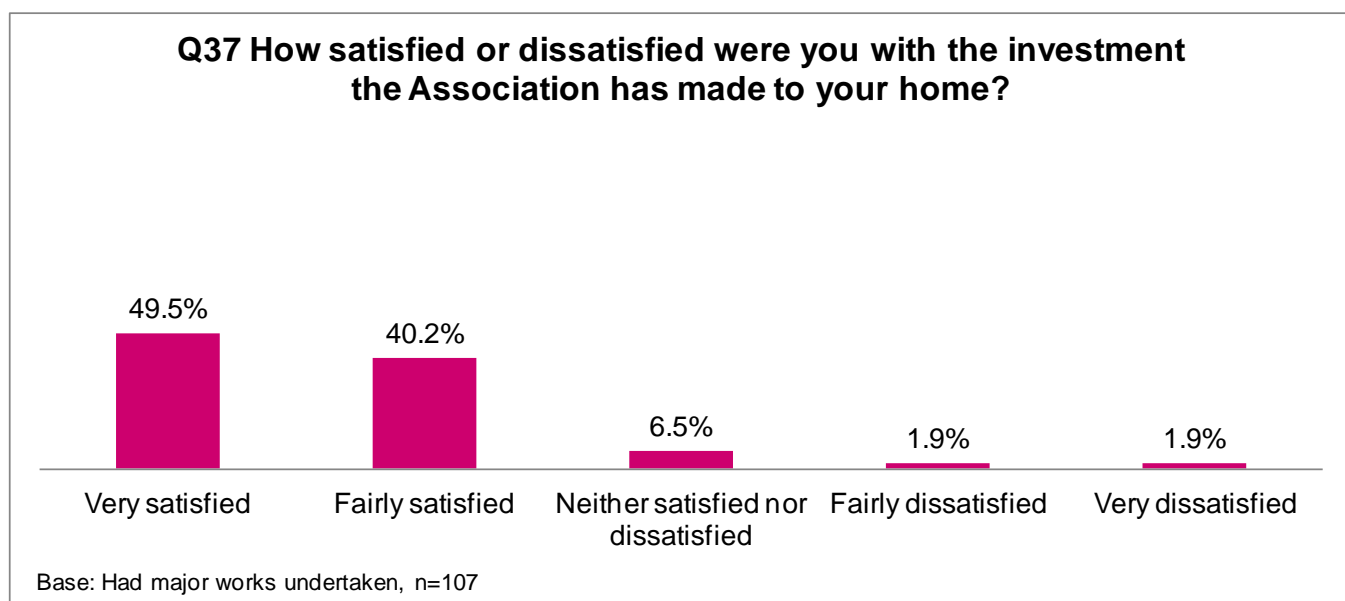
### 10.1 Major works undertaken (Q36)

Three in ten respondents (30%) said they have had some form of improvement carried out to their home within the last 3 years with the main type of improvement being new bathrooms (17%).

Q36 Have you had any improvements carried out to your home within the last 3 years?		
	No.	%
Bathroom	66	16.5%
Walk in shower	9	2.3%
External work	5	1.3%
Completed before moved in	5	1.3%
Hand rails	2	0.5%
Adaptations due to health	1	0.3%
Other	2	0.5%
None	278	69.5%

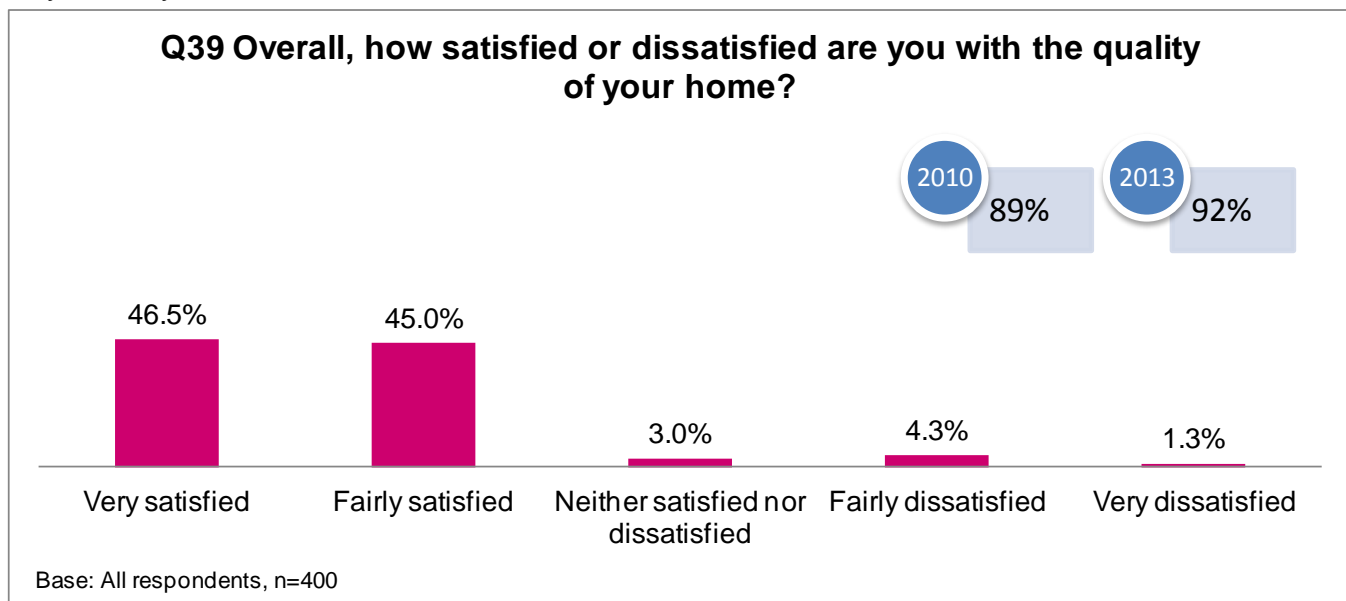
### 10.2 Satisfaction with major works (Q37/38)

Those who have had some form of improvement work completed on their home were asked how satisfied or dissatisfied they were with the works undertaken. Nine in ten respondents (90%) were very or fairly satisfied with the investment the Association has made to their home, 7% were neither satisfied nor dissatisfied and 4% were very or fairly dissatisfied.



### 10.3 Satisfaction with quality of the home (Q39)

With regards to the quality of the home, over 9 in 10 tenants (92%) said they were very or fairly satisfied with the quality of their home, 3% were neither satisfied nor dissatisfied and 6% were very or fairly dissatisfied.



Those who were dissatisfied with the quality of their home were asked to explain why they felt this way. The following comments were made by tenants who were dissatisfied:

- I think they could bring the homes up to a better standard.*
- Poor quality of products used.*
- Had problems with boiler.*
- I have had a lot of problems with bathroom and had repairs done but not fixed properly.*

### 10.4 Applying for a move within the next year (Q40/41)

14% of respondents (54 individuals) said they would be likely to apply to the Association to move house within the next year. The main reasons for wanting to move were where the tenant wanted to move to a different location, to move to a different sized house or to move to a property with a front and back door.

Q41 If yes, why do you want to move?		
Base: Want to move, n=54	No.	%
A smaller house	13	24.1%
A different location	13	24.1%
A larger house	11	20.4%
A front and back door	10	18.5%
Welfare Reform means I have to move	7	13.0%
Anti social behaviour	5	9.3%
Other	1	1.9%

## 11. RENT, BENEFITS AND WELFARE REFORM

### 11.1 Rent increases (Q42/43)

More than three quarters of respondents think it is important that tenants have a say in rent increases (77%). Just under half of tenants (47%) were aware that rent increases for the last 3 years have been consistently lower for Cassiltoun tenants than increases by other landlords in the area.

### 11.2 Rent payment method (Q44)

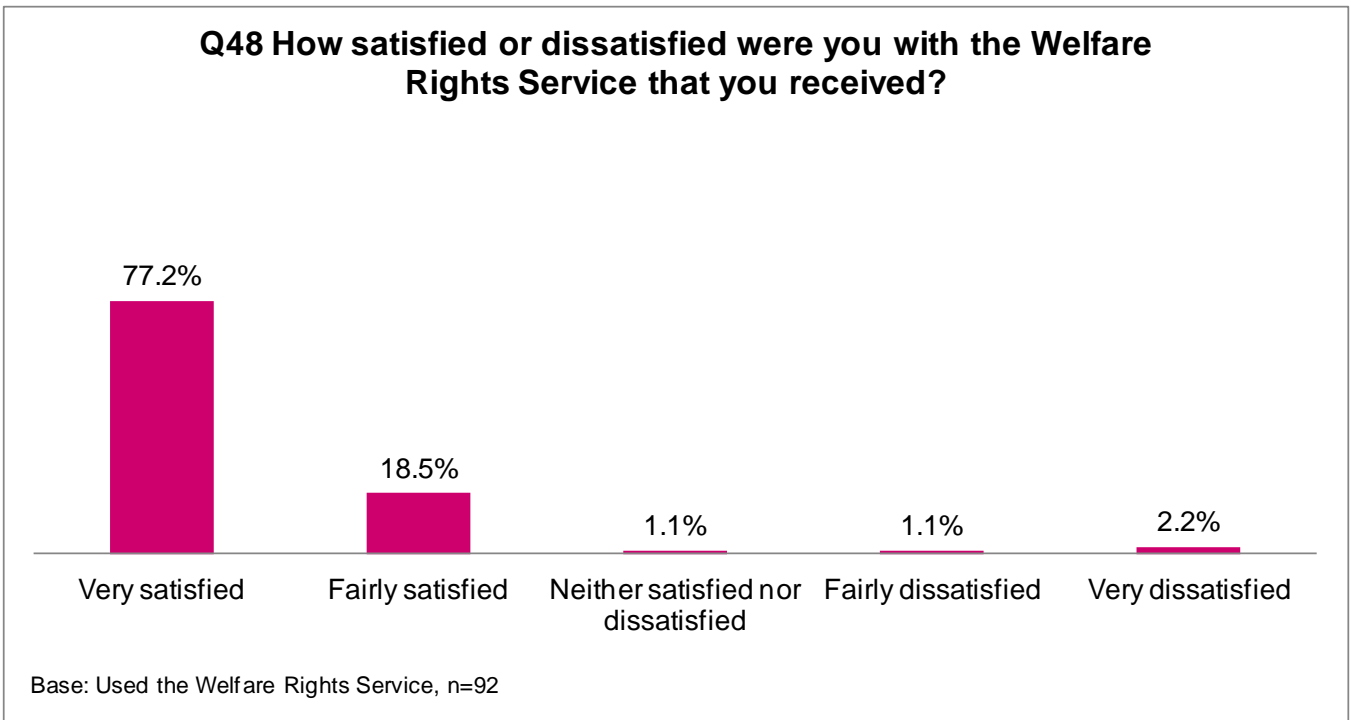
With regards to the payment method that tenants use to pay their rent, two thirds of respondents (67%) said they paid their rent by Housing Benefit Direct payment (67%), 11% paid their rent by bank standing order and 11% paid their rent at the Association's office either by cash or by cheque.

<b>Q44 What method do you use to pay your rent?</b>		
<b>Base: All respondents, n=400</b>	<b>No.</b>	<b>%</b>
Housing Benefit Direct payment	268	67.0%
Bank Standing Order	42	10.5%
At Cassiltoun Housing Association's office by cash/ cheque	42	10.5%
At the Post Office	33	8.3%
By chip and pin at the Association's Office or by telephone	26	6.5%
At the Bank of Scotland	4	1.0%
On Cassiltoun Housing Association's Website	4	1.0%
By direct debit/ internet banking	4	1.0%
Other	1	0.3%

### 11.3 Welfare Rights (Q45- Q48)

Cassiltoun Hosuing Association visited all of their tenants to explain to them about the Welfare Reform during the months of July 2012 through to September 2012. There were articles in their newsletters of Spring 2012, Autumn 2012 and Spring 2012. The vast majority of tenants were of the opinion that the Association had done enough to keep them up to date with the changes to the Welfare Benefits system (94%).

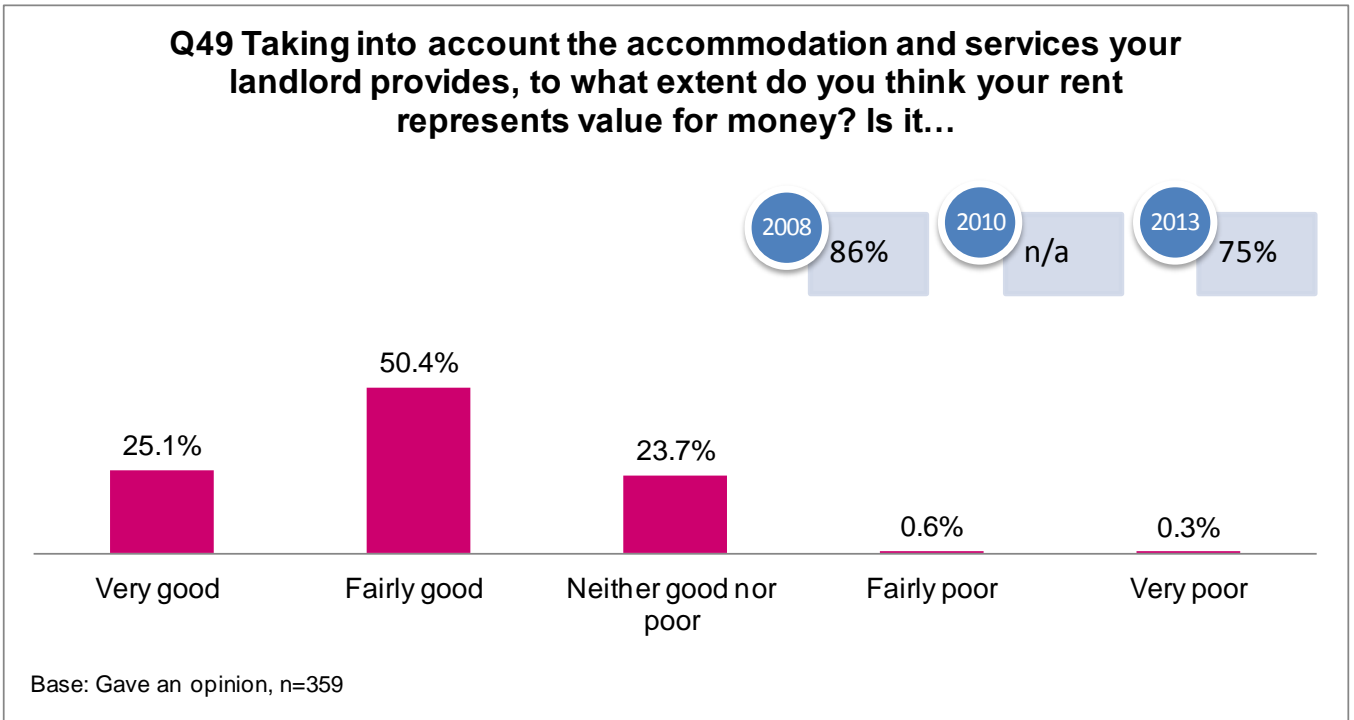
More than 8 in 10 respondents were aware that the Association provides a Welfare Rights Service (86%). Of those who were aware, 27% said they had used the service amounting to 92 individuals. Those who had used the service rated it highly with 96% stating they were very or fairly satisfied with the service they received compared to 3% who were very or fairly dissatisfied.





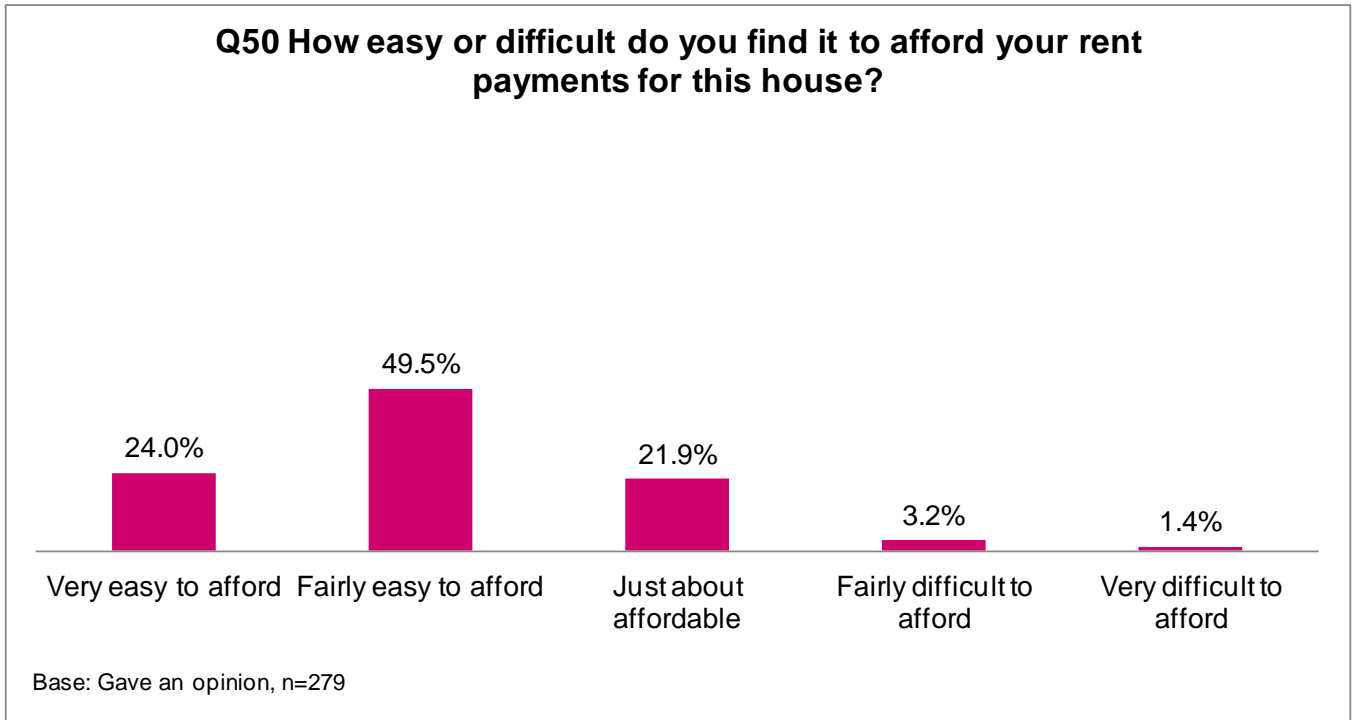
### 11.4 Value for money (Q49)

Tenants were asked about whether they felt the rent they pay represents good or poor value for money. Three quarters of tenants who gave an opinion (75%) said that their rent represents very good or fairly good value for money, 24% said it was neither good nor poor value for money and 1% said it was poor or very poor value for money.



### 11.5 Affordability (Q50)

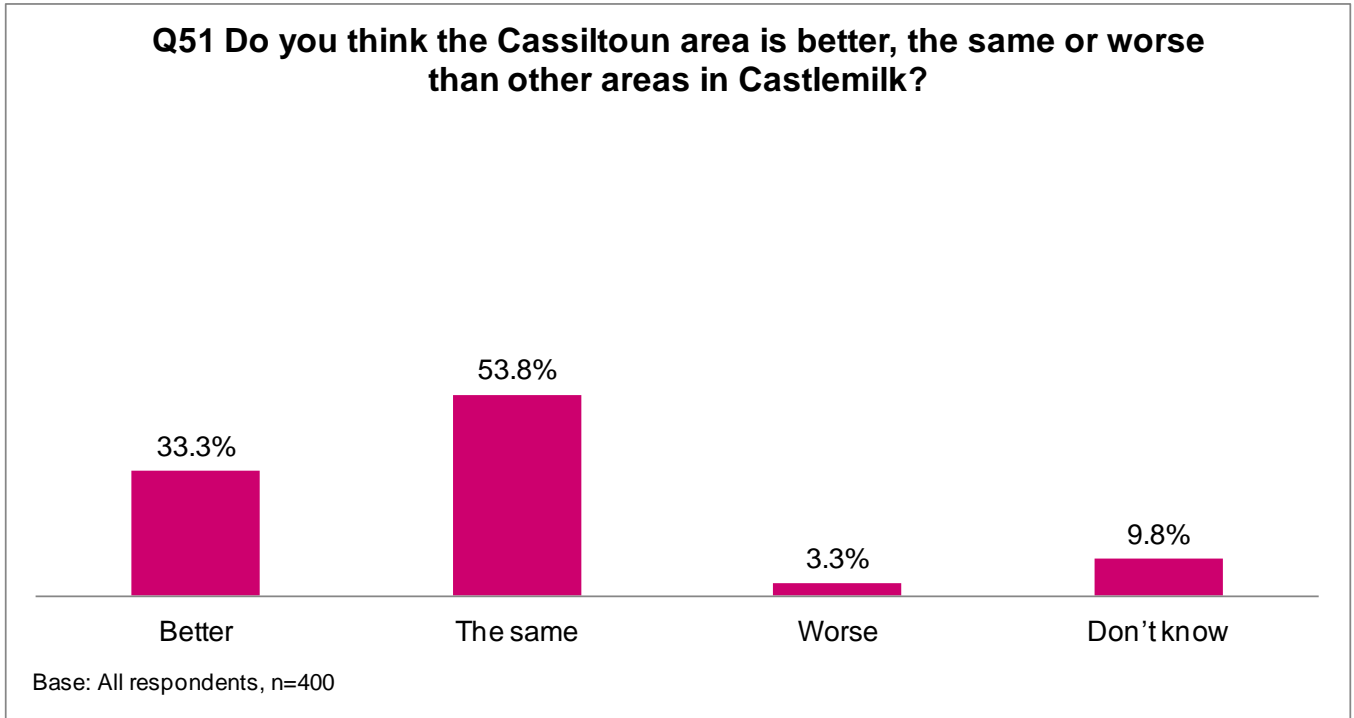
In terms of affordability, over half of tenants (51%) said they found it very or fairly easy to afford the rent payments for their home, 22% said they found the rent payments just about affordable and 5% said that rent payments were fairly or very difficult to afford.



## 12. NEIGHBOURHOOD MANAGEMENT

### 12.1 Cassiltoun in comparison to other areas (Q51)

Tenants were asked whether they considered the Cassiltoun area to be better, the same or worse than other areas in Castlemilk. More than half of tenants (54%) said that Cassiltoun was the same as other areas, a third said it was a better place to live (33%) and only 3% said it was a worse place to live.

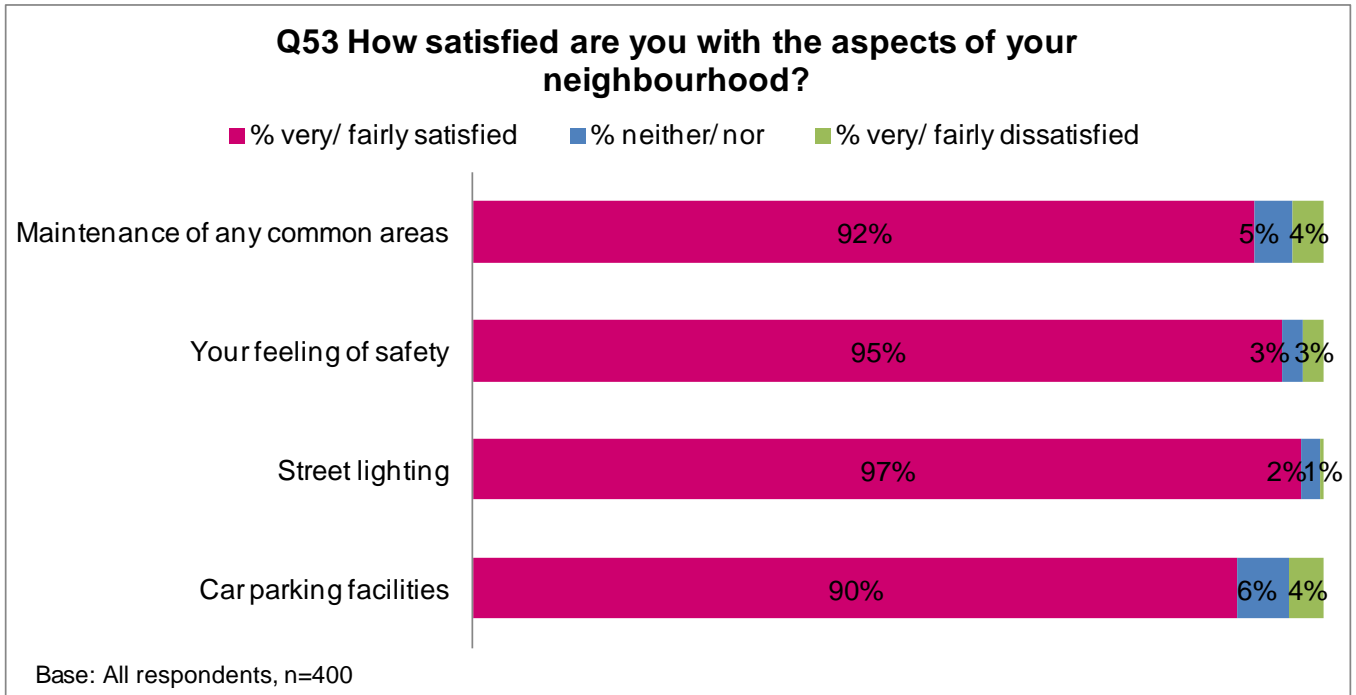


### 12.2 Inspections (Q52)

Seven in ten respondents were aware that the Association inspects all common areas of their properties on a regular basis.

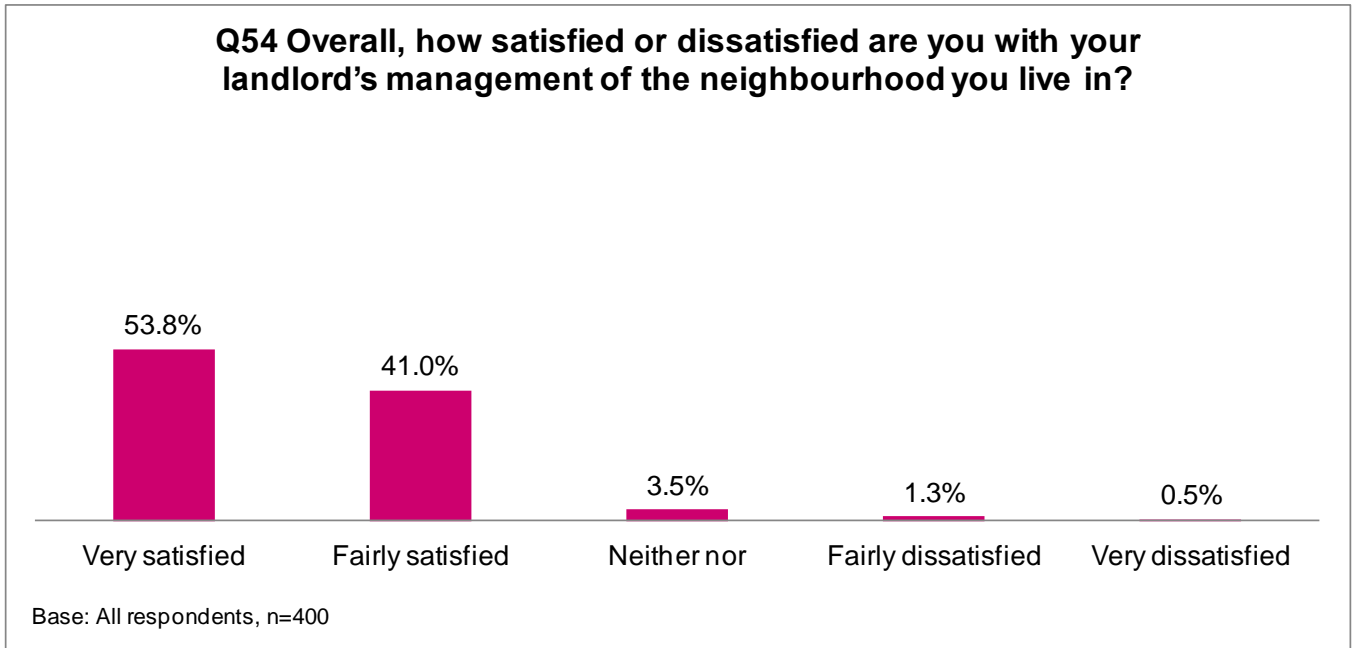
### 12.3 Satisfaction with neighbourhood aspects (Q53)

In general tenants were satisfied with the various aspects of their neighbourhood with satisfaction ranging from 90% with regards to car parking facilities to 97% in terms of street lighting.



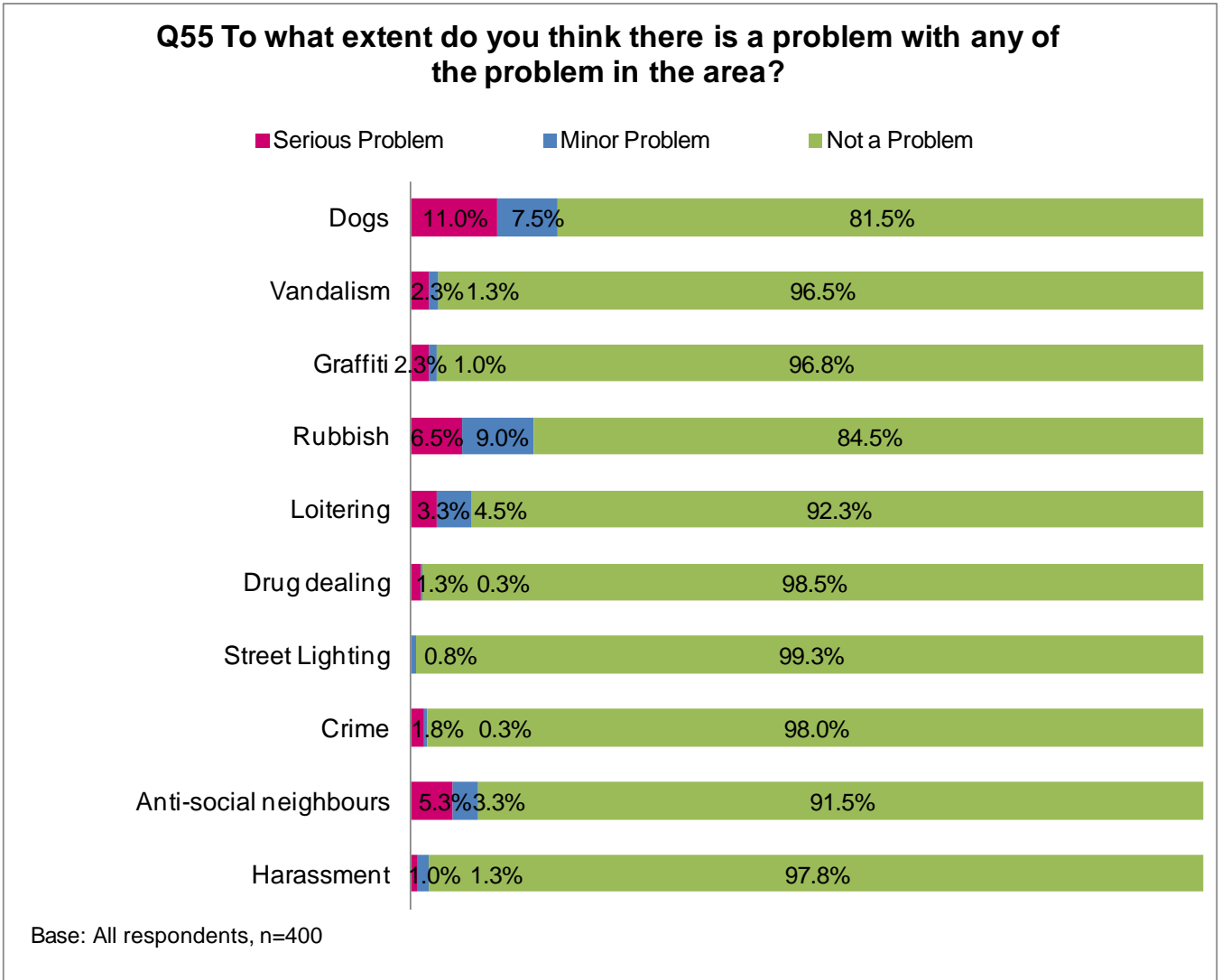
## 12.4 Neighbourhood management (Q54)

Tenants were asked how satisfied or dissatisfied they were with the Association's management of the neighbourhood that they live in. More than 9 in 10 respondents (95%) were very or fairly satisfied in this respect compared to 2% who were dissatisfied.



### 12.5 Neighbourhood problems (Q55)

The survey asked about various neighbourhood issues and tenants were asked whether they considered each of these issues to be a serious problem, a minor problem or not a problem. The vast majority of tenants did not consider these issues to be a problem in their neighbourhood. However, the three areas where tenants expressed the most concern were regarding dogs (19% stating a serious or minor problem), rubbish (16%) and anti social neighbours (9%).

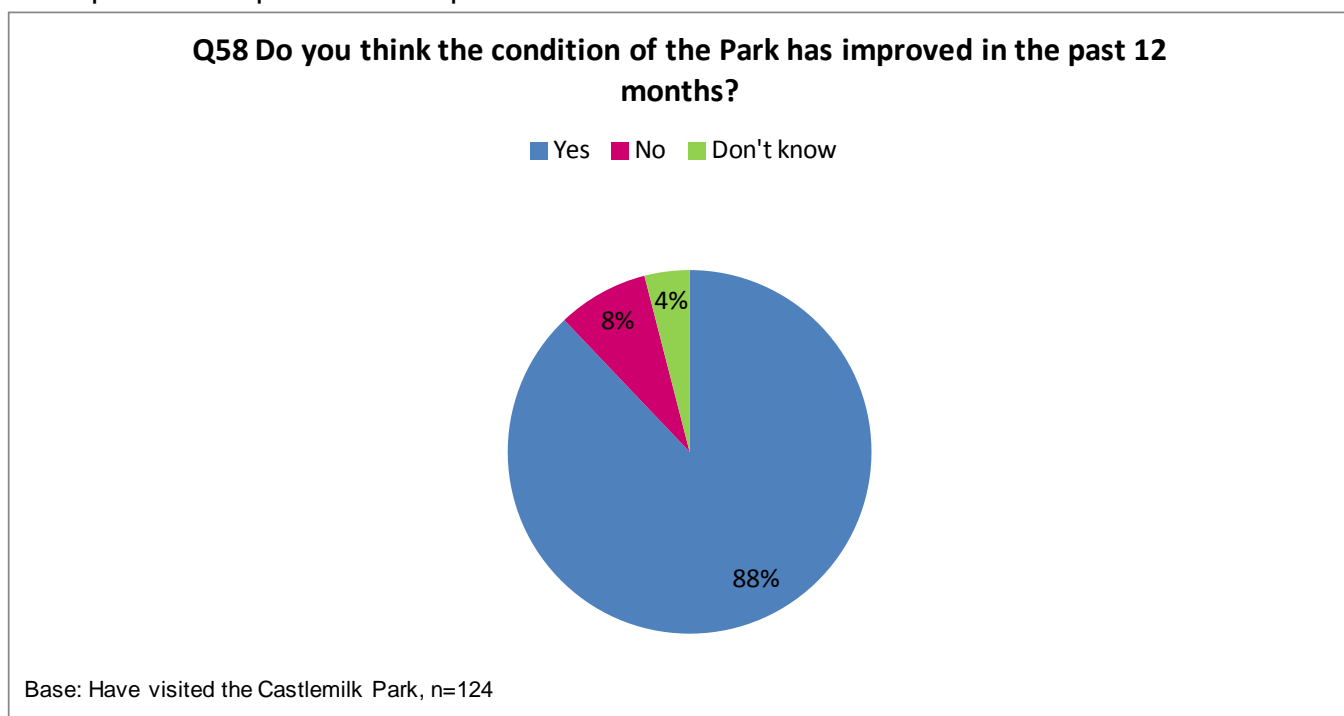


## 12.6 Castlemilk Park (Q56-58)

More than 3 in 10 respondents (31%) had been to Castlemilk Park in the past 12 months. Of these individuals, 45% said they had used it to walk to a specific place, 29% said they were entertaining children and 22% said they were walking the dog.

Q57 If yes, what have you used it for?		
Base: Have been to Castlemilk Park, n=124	No.	%
Walking to a specific place (school/ shops)	56	45.2%
Entertain the children	36	29.0%
Walking the dog	27	21.8%
Relaxation/ health	17	13.7%
Attend an organised event	4	3.2%
Look at wildlife	1	0.8%

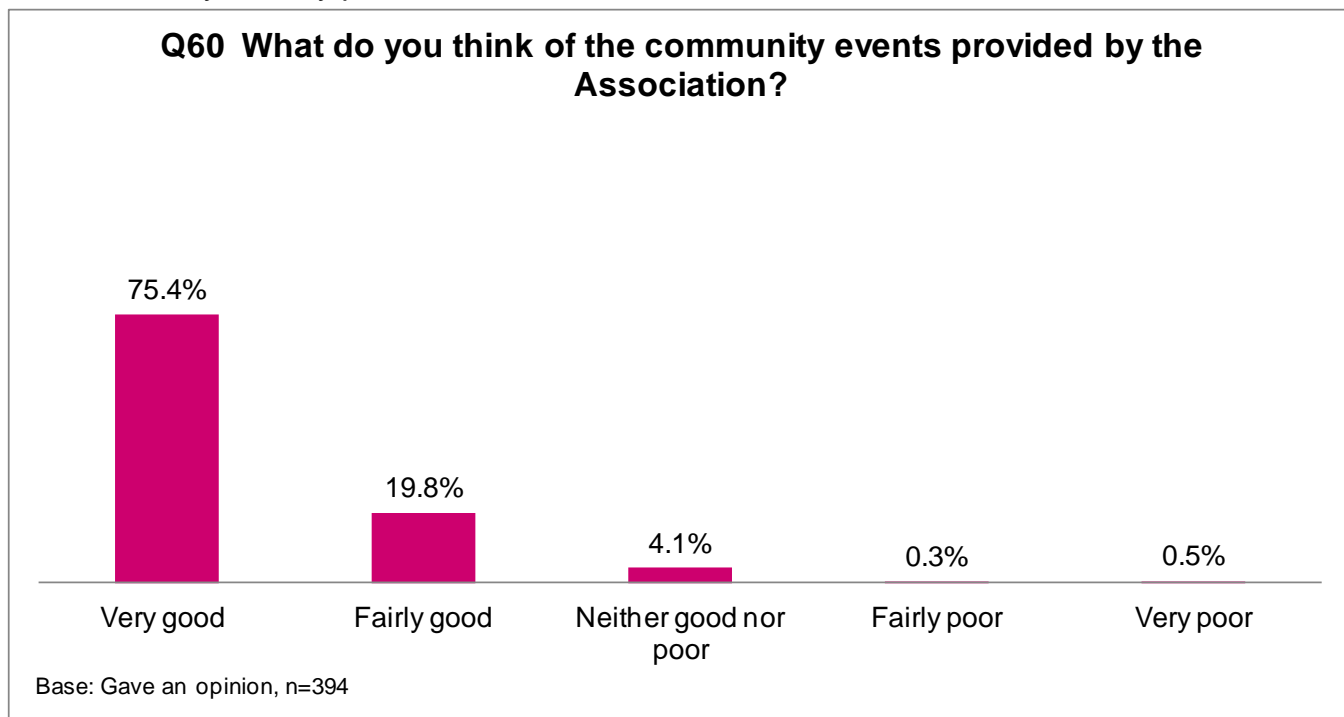
Of those who have used the park, more than 8 in 10 respondents (88%) said that the condition of the park has improved in the past 12 months.



## 12.7 Community events (Q59-61)

Nine in ten respondents were aware that the Association raises funds each year through funding bids to Cash for Kids and the Big Lottery Fund to help provide community events such as family day trips, pantomime visits, over 40's day trips and theatre trips (90%).

The vast majority who gave an opinion (95%) said that the community events provided by the Association were very or fairly good, 4% said they were neither good nor poor and 1% rated the events very or fairly poor.



An open ended question was asked of respondents about whether there was anything else they would like to see the Association providing for the community. The vast majority of respondents did not provide any suggestions. However, where suggestions were made these tended to be about providing more activities for children. The responses to this question have been coded into common themes and listed in the table below:

<b>Q61 Is there anything else you would like to see the Association providing for the community?</b>		
<b>Base: All respondents, n=400</b>	<b>No.</b>	<b>%</b>
More for kids/ better facilities	23	5.8%
Something for teenagers/ oap's	6	1.5%
They do a good job	6	1.5%
Improve housing/ spend money better	4	1.0%
Drop in centre's for people with disabilities	2	0.5%
Better lighting in areas	2	0.5%
Do more for tenants	2	0.5%
More car parking	1	0.3%
Other	3	0.8%
Nothing/ none	332	83.0%
Don't know	20	5.0%

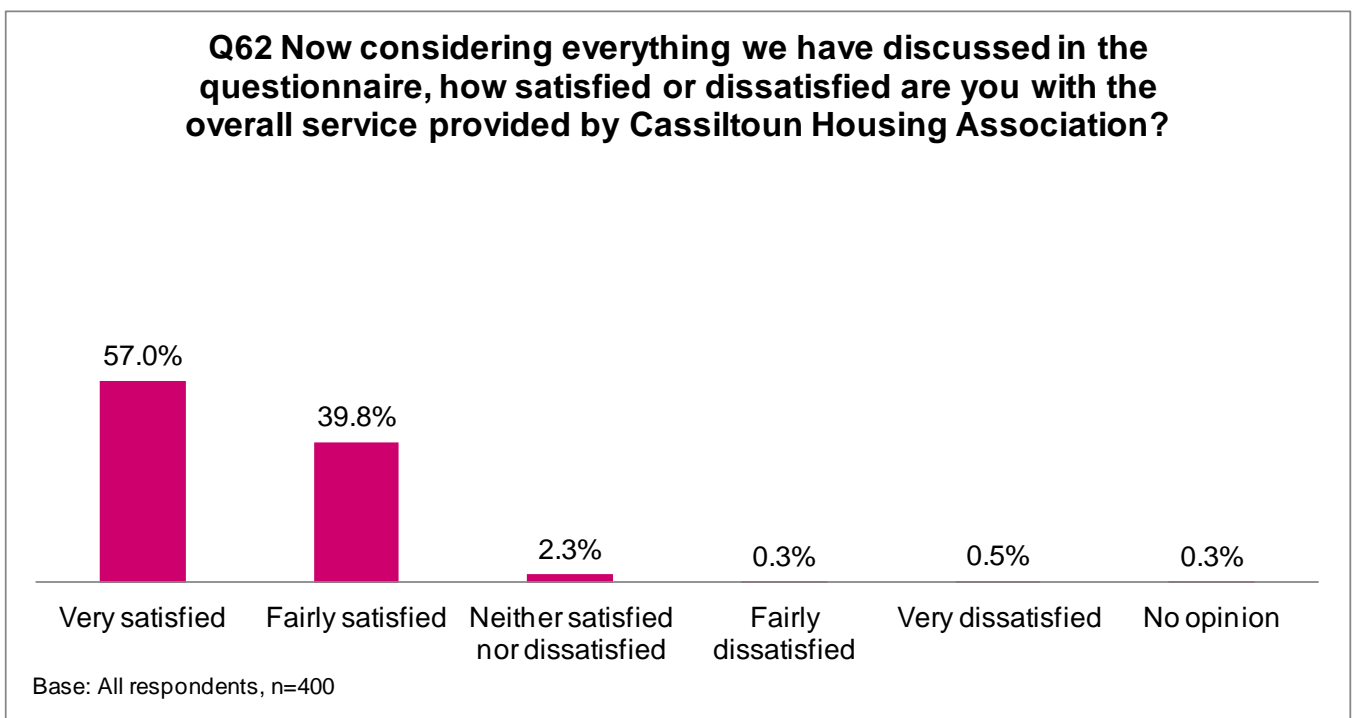


**12.8 Overall satisfaction (Q62/63)**

Finally, respondents were asked now that they have gone through the questionnaire, how satisfied or dissatisfied they were with the overall service provided by the Association. This revealed that 97% now said they were very or fairly satisfied with the Association. Three respondents changed their opinion from being neither satisfied nor dissatisfied to being fairly satisfied, 1 changed from having no opinion to being fairly satisfied and 1 respondent changed their opinion from being fairly satisfied to neither satisfied nor dissatisfied. In a number of cases respondents changed the strength of feeling from being fairly satisfied to very satisfied. Only two individuals were able to provide reasons for their change in opinion and provided the following comments:

*Because the questionnaire doesn't refer to other things that happen. The questions in the questionnaire show them in a good light.*

*Just realised how satisfied I am.*



## 13. HOUSEHOLD DETAILS

### 13.1 Age and gender (Q64/65)

More than 6 in 10 respondents were female (65%) and 35% were male (35%). In terms of the age profile of respondents, 18% of respondents were aged 16 to 34, 39% were aged 35 to 54, 18% were aged 55 to 64 and 25% were aged 65 and over.

Q65 Age?		
	No.	%
16-24	14	3.5%
25-34	59	14.8%
35-44	69	17.3%
45-54	87	21.8%
55-59	37	9.3%
60-64	33	8.3%
65-74	65	16.3%
75+	36	9.0%

### 13.2 Household composition (Q66/67)

More than 4 in 10 respondents (41%) said they lived in single adult households, 20% were 2 adult households, 12% were three or more adult household, 14% were 1 parent families and 10% were 2 parent families.

Q67 How would you describe the composition of your household?		
Base: All respondents, n=400	No.	%
One adult under 60	81	20.3%
One adult aged 60 or over	82	20.5%
Two adults both under 60	41	10.3%
Two adults both over 60	27	6.8%
Two adults, at least one 60 or over	13	3.3%
Three or more adults, 16 or over	46	11.5%
1 parent family with 1 child under 16	32	8.0%
1 parent family with 2 children under 16	17	4.3%
1 parent family with 3 or more children under 16	6	1.5%
2 parent family with 1 child under 16	22	5.5%
2 parent family with 2 children under 16	13	3.3%
2 parent family with 3 or more children under 16	6	1.5%
2 adults and 1 child	6	1.5%
3 adults and 1 child or more	5	1.3%
Other	3	0.8%

### 13.3 Working status (Q68)

In term of working status, 27% of respondents were in full or part time employment, 23% were unemployed, 13% were long term sick or disabled, 9% were at home looking after the family and 27% were retired.

Q68 Working status				
Base: All respondents, n=400	Respondent		Partner	
	No.	%	No.	%
Full time paid work (35 or more hours more week)	63	15.8%	43	10.8%
Part time paid work (less than 35 hours per week but more than 16 hours per week)	42	10.5%	15	3.8%
Part time paid work (less than 16 hours per week)	2	0.5%	-	-
Unemployed	91	22.8%	24	6.0%
Long term sick / disabled	53	13.3%	8	2.0%
Looking after family	35	8.8%	2	0.5%
Retired	107	26.8%	19	4.8%
Other	2	0.5%	2	0.5%
Carer	5	1.3%	-	-
No partner	-	-	287	71.8%

### 13.4 Disability (Q69)

Just under 6 in 10 respondents said that either they or a member of their household did not have a disability. More than 1 in 5 respondents said that either they or a member of their household had a physical disability or health problem (21%) and 12% had a long term illness, disease or condition.

Q69 Do you, or anyone in your household have any of the following conditions which have lasted, or are expected to last, at least 12 months?		
Base: All respondents, n=400	No.	%
No condition	233	58.3%
Physical disability	82	20.5%
Long term illness, disease or condition	46	11.5%
Mental health condition	42	10.5%
Deafness or partial hearing loss	6	1.5%
Developmental disorder (for example, Autistic Spectrum Disorder or Asperger's Syndrome)	4	1.0%
Learning disability (for example Down's Syndrome)	2	0.5%
Other condition, please write in	1	0.3%

### 13.5 Ethnicity (Q70)

The vast majority of respondents were White Scottish, English, British or Irish (93%).

<b>Q70 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. Can you tell me which of the following groups you consider you belong to?</b>		
<b>Base: All respondents, n=400</b>	<b>No.</b>	<b>%</b>
White Scottish	364	91.0%
White English	2	0.5%
White British	4	1.0%
White Irish	3	0.8%
Polish	17	4.3%
Any other white ethnic group	2	0.5%
Pakistani, Pakistani Scottish or Pakistani British	1	0.3%
OtherAsian	1	0.3%
African, African Scottish or African British	4	1.0%
Other	2	0.5%

## 14. CONCLUSIONS AND RECOMMENDATIONS

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This survey represents a very positive survey for Cassiltoun Housing Association. Throughout the report and where comparisons are available it is clear that satisfaction levels have improved for a number of aspects compared to the 2008 and 2010 tenant surveys.

- Satisfaction with the overall service provided by Cassiltoun is at its highest level to date with 96% stating they were very or fairly satisfied.
- Over 9 in 10 respondents said that the Association was very or fairly good at keeping them informed about their services and decisions (96%).
- In terms of tenant participation, the majority of tenants were aware of all the different ways that they could become involved in the Association. Almost all tenants were very or fairly satisfied with the participation opportunities given to them to participate in Cassiltoun's decision making processes (99%).
- Satisfaction with the telephone service was high for all aspects ranging from 97% with regards to the helpfulness of the member of staff and the quality of advice and assistance given to 100% with regards to the length of time taken to answer the telephone.
- Satisfaction levels were also high regarding office visits, ranging from 84% with regards to the helpfulness of the member of staff who dealt with the query to 89% in terms of the ease of getting to the office, the ease of access to the building, the reception area and the ease of making an appointment to see a member of staff.
- Those who had major works completed on their home rated the works highly with 90% stating they were very or fairly satisfied.
- The vast majority of tenants were very or fairly satisfied with the quality of their home (92%) which is an improvement on the 2010 survey (89%).
- Those who had used the Welfare Rights service rated it highly with 96% stating they were very or fairly satisfied.
- More than 9 in 10 respondents were satisfied with the Association's management of their neighbourhood (95%).
- The vast majority of tenants who had used the Castlemilk Park in the last 12 months were of the opinion that the condition of the park had improved (88%).

## ACTION PLANNING

The following points have been made to highlight key areas where there is room for improvement in terms of the Association's current service offering. In particular lower levels of satisfaction have been highlighted which were evident throughout the report:

- Despite the majority of tenants being aware of all the different ways in which they could become involved in the Association, a very small proportion (less than 10%) said they would be interested in becoming more involved in the Association's decision making processes.
- A prioritisation analysis revealed that the quality of repairs was identified as being an area of lower satisfaction and higher priority in relation to other repairs service aspects and is an area that the Association may wish to consider when developing their future action plans.
- Three quarters of respondents were of the opinion that their home and the services they receive represented very or fairly good value for money. This is lower than was reported in the 2008 survey where 86% were satisfied.

**Appendix 1**

**Survey Questionnaire**

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**INTERVIEWER, WRITE IN ID NUMBER:**

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**Overall satisfaction**

**1. [SSHC1] Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Cassiltoun Housing Association?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
No opinion	6

**Becoming a Cassiltoun Tenant**

**2. [SSHC9] Did you move into this property within the last year?**

Yes	1	Go to Q3
No	2	Go to Q4

**3. [SSHC9] Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

**Information**

**4. SHOWCARD Cassiltoun use a range of methods to keep their tenants informed including sending newsletters, letters and leaflets to tenants. Looking at this card, which of the following sources of information do you use to obtain information about the Association and its services? [CODE ALL THAT APPLY]**

Letters	1
Staff visits	2
Newsletters	3
Meetings	4
Surveys	5
Website	6
Other (please specify)	7
Don't know	8

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

Very good	1	Go to Q6
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	Go to Q5b
Very poor	5	



**5b. Why do you say Cassiltoun is poor at keeping you informed about their services and decisions?**

--

**6. SHOWCARD Would you like to receive more information about any of the following from the Association? [CODE ALL THAT APPLY]**

Transfers or mutual exchanges	1	Go to 7
Rents	2	
Estate management	3	
Housing benefit	4	
Work of the Management Committee	5	
Community Events	6	
The Association's policies and procedures	7	
Improvements	8	
Repairs service	9	
How to manage your energy costs	10	
Other (please specify)	11	
Do not wish to receive any more information	12	Go to Q8

**7. Are you happy that we pass over your wish for more information to the Association, along with your name and address. All your other responses will remain confidential.**

Yes	1
No	2

**8. Do you currently have access to, and use, the internet?**

Yes	1	Go to Q9
No	2	Go to Q11

**9. Have you visited the Association's website?**

Yes	1	Go to Q10
No	2	Go to Q11

**10. How would you rate the website in terms of the following:**

	Very good	Fairly good	Neither nor	Fairly poor	Very poor
Easy to navigate	1	2	3	4	5
Relevance of content	1	2	3	4	5
Overall design and layout	1	2	3	4	5
Use of plain language	1	2	3	4	5

**11. Do you currently have access to, and use, email?**

Yes	1	Go to Q12
No	2	Go to Q13

**12. If yes, do you wish to provide your email address so that the Association can contact you in that way?  
Please note that we will pass this over to the Association, all your other responses will remain confidential**

Yes (write in email address)	1
No, do not wish the Association to contact me by email	2

**Participation**

**13. SHOWCARD Looking at this card, which of the following would you prefer the Association to use when consulting you about decisions affecting your home? [CODE ALL THAT APPLY]**

Letters	1
Staff visits	2
Newsletters	3
Meetings	4
Surveys	5
Website	6
Other (please specify)	7
Don't know	8

**14. Are you aware ....**

	Yes	No
How to become a member of the Association	1	2
That you could become involved in the decision and policy making of the Association	1	2
That you could become a Committee member of the Association	1	2
Of how to become a Committee member of the Association	1	2

**15. SHOWCARD Are you interested in any of the following ways of becoming more involved in the Association's decision making processes? [CODE ALL THAT APPLY]**

By receiving regular information about the Association's decisions and activities	1	Go to Q16
By providing your views in surveys like this one	2	
By taking part in consultation exercises on specific issues e.g. through being a member of the residents group	3	
By becoming a member of Cassiltoun's Management Committee	4	
Joining a tenant panel to inspect the work of the Association	5	
Other (please specify)	6	Go to Q17
Do not wish to become involved in the Association's decision making processes	7	

**16. Are you happy that we pass this information over to the Association in order that they can contact you in this way? All other information will remain anonymous.**

Yes	1
No	2

**17. [SSHC6] How satisfied or dissatisfied are you with the opportunities given to you to participate in Cassiltoun's decision making processes?**

Very satisfied	1	Go to Q18
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	Go to Q17b
Very dissatisfied	5	

**17b. Why do you say you are dissatisfied with the opportunities given to you to participate in Cassiltoun's decision making processes?**

**Customer Contact**

**18. Have you contacted Cassiltoun Housing Association over the past 12 months?**

Yes	1	Go to Q19
No	2	Go to Q25

**19. Thinking of the LAST time you contacted the Association, what was the reason? [CODE ONE ONLY]**

To report a repair	1
To discuss welfare reform or welfare benefits	2
To pay your rent	3
To discuss a neighbour dispute	4
To make a complaint	5
To apply for a transfer/ exchange	6
To discuss a neighbour dispute or incident of anti social behaviour	7
To enquire about aids or adaptations in your present home	8
To enquire about receiving support to maintain your tenancy	9
Other (please specify)	10

**20. How did you last contact the Association? [CODE ONE ONLY]**

By telephone	1	Go to Q21
Personal visit to the office	2	Go to Q22
Letter	3	Go to Q23
Email	4	Go to Q23
Other (please specify)	5	Go to Q24

**21. SHOW CARD – Thinking about when you last telephoned the Association's office, how satisfied were you with the following?**

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
The length of time it took to answer the telephone	1	2	3	4	5
The helpfulness of reception staff	1	2	3	4	5
The length of time it took to speak to the relevant member of staff	1	2	3	4	5
The helpfulness of the member of staff	1	2	3	4	5
The quality of advice and assistance given	1	2	3	4	5

**GO TO Q25**

**22. SHOW CARD – Thinking about when you last visited the Association’s office, how satisfied were you with the following?**

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
Ease of getting to the office	1	2	3	4	5
Ease of access to the building	1	2	3	4	5
The reception area	1	2	3	4	5
Ease of making an appointment to see a member of staff	1	2	3	4	5
The helpfulness of the receptionist	1	2	3	4	5
The privacy of your discussion	1	2	3	4	5
The time it took to speak to the relevant member of staff	1	2	3	4	5
The helpfulness of the member of staff who dealt with your query	1	2	3	4	5
The quality of advice and assistance given	1	2	3	4	5

**GO TO Q25**

**23. SHOW CARD – Thinking about when you last wrote to or emailed the Association, how satisfied were you with the following?**

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
The promptness of the reply	1	2	3	4	5
Helpfulness of the member of staff	1	2	3	4	5
The quality of advice and assistance given	1	2	3	4	5

**GO TO Q25**

**24. SHOW CARD – Thinking about when you last had other contact with Association staff, how satisfied were you with the following?**

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
Helpfulness of the member of staff	1	2	3	4	5
Quality of advice and assistance given	1	2	3	4	5

**25. The Association has recently sent you a copy of their newsletter containing information on their Complaints Handling Procedure. Do you recall receiving this information on what tenants can do if they are unhappy about any aspect of the Association’s activities or services?**

Yes	1	Go to Q26
No	2	Go to Q28

**26. Have you ever used the complaints procedure? Please do not include any complaints relating to neighbourhood issues or anti social behaviour in this response as these are dealt with separately.**

Yes (please describe the nature of this complaint)	1	Go to Q27
No	2	Go to Q28

**27. SHOWCARD Thinking of the last complaint you reported, how satisfied were you with the following?**

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
Ease of reporting	1	2	3	4	5
The way your complaint was dealt with	1	2	3	4	5
How you were kept informed of progress	1	2	3	4	5
The time taken to deal with the complaint	1	2	3	4	5
The attitude of staff handling your complaint	1	2	3	4	5
The decision reached regarding your complaint	1	2	3	4	5
The explanation given about the decision reached	1	2	3	4	5

**27b. If you said you were fairly dissatisfied or very dissatisfied with any aspect of your complaint, why do you say this?**

**The Repairs Service**

**28. Are you aware of.....?**

	Yes	No
The Association's responsibilities in relation to the maintenance of your home	1	2
Your own responsibilities as a tenant in relation to the maintenance of your home	1	2

**29. [SSHC16] Have you had any repairs carried out in this property in the last 12 months?**

Yes	1	Go to Q30
No	2	Go to Q36

**30. [SSHC16] Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Cassiltoun?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

**31. SHOW CARD – Looking at this card, and thinking of the last repair you have reported, how satisfied were you with the following aspects of this service?**

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
The ease of reporting your repair	1	2	3	4	5
The helpfulness of the Association staff involved	1	2	3	4	5
The appointment system for arranging repairs to be undertaken	1	2	3	4	5
The tradesman arriving as at the appointed time	1	2	3	4	5
The length of time taken to undertake repairs	1	2	3	4	5
The attitude of the tradesman involved	1	2	3	4	5
Protection measures taken	1	2	3	4	5
The quality of the repairs undertaken	1	2	3	4	5

**32. What, if anything, could have been done to improve the repairs process, or make it easier?**

--

**33. SHOW CARD – Looking at this list of aspects of the repairs service, please rank your top 3 priorities for the service. [INTERVIEWR: Please write ‘1’ for top priority, ‘2’ for second and ‘3’ for third]**

	Priority
The ease of reporting your repair	
The helpfulness of the Association staff involved	
The appointment system for arranging repairs to be undertaken	
The tradesman arriving as at the appointed time	
The length of time taken to undertake repairs	
The attitude of the tradesman involved	
Protection measures taken	
The quality of the repairs undertaken	

**34. When reporting repairs over the past 12 months, have you had to use the Association’s out of hours repair service?**

Yes	1	Go to Q35
No	2	Go to Q36

**35. How satisfied were you with the response you received when you used the out of hours repair service?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

### The Home

**36. SHOWCARD Have you had any improvements carried out to your home within the last 3 years? [PLEASE CODE ALL THAT APPLY]**

Windows	1	Go to Q37
Internal doors	2	
Kitchens	3	
Close doors	4	
Repainting of closes	5	
Boiler replacement	6	
Other (please specify)	7	
N/A outwith phases 1,2 and 3 – no improvements carried out	8	Go to Q39

**37. How satisfied or dissatisfied were you with the investment the Association has made to your home?**

Very satisfied	1	Go to Q39
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	Go to Q38
Very dissatisfied	5	

**38. If dissatisfied, can you explain why you say this?**

--

**39. [SSHC10] Overall, how satisfied or dissatisfied are you with the quality of your home?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

**40. Thinking about the future, are you likely to be applying to the Association to move house within the next year?**

Yes	1	Go to Q41
No	2	Go to Q42

**41. If yes, why do you want to move?**

A larger house	1
A smaller house	2
A front and back door	3
A different location	4
A sheltered house	5
A shared ownership house	6
Anti social behaviour	7
Welfare Reform means I have to move	8
Other (please specify)	9

**Rent, Benefits and Welfare Reform**

**42. Do you think it is important that tenants have a say in rent increases?**

Yes	1
No	2

**43. Are you aware that rent increases for the last 3 years have been consistently lower than increases by other landlords in this area?**

Yes	1
No	2

**44. What method do you use to pay your rent? [CODE ALL THAT APPLY]**

At the Bank of Scotland	1
Bank Standing Order	2
At the Post Office	3
At Cassiltoun Housing Association's office by cash/ cheque	4
By chip and pin at the Association's Office or by telephone	5
Housing Benefit Direct payment	6
On Cassiltoun Housing Association's Website	7
Other (please specify)	8

**45. Cassiltoun Housing Association visited all their tenants to explain about Welfare Reform during the months of July 2012 through to September 2012. There were articles in their newsletters of Spring 2012, Autumn 2012 and Spring 2013. Do you feel that the Association have done enough to keep you up to date with the changes to the Welfare Benefits system?**

Yes	1
No	2

**46. Are you aware that Cassiltoun Housing Association provides a Welfare Rights Service?**

Yes	1	Go to Q47
No	2	Go to Q49

**47. If yes have you used this Service?**

Yes	1	Go to Q48
No	2	Go to Q49

**48. How satisfied or dissatisfied were you with the Welfare Rights Service that you received?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

**49. [SSHC29] Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money? Is it...**

Very good	1
Fairly good	2
Neither good nor poor	3
Fairly poor	4
Very poor	5

**50. How easy or difficult 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

### Neighbourhood Management

**51. Do you think the Cassiltoun area is better, the same or worse than other areas in Castlemilk?**

Better	1
The same	2
Worse	3
Don't know	4

**52. Are you aware that Cassiltoun inspect all common areas of their properties on a regular basis?**

Yes	1
No	2



**53. Can you tell me how satisfied you are with the following aspects of your neighbourhood?**

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
Maintenance of any common areas	1	2	3	4	5
Your feeling of safety	1	2	3	4	5
Street lighting	1	2	3	4	5
Car parking facilities	1	2	3	4	5

**54. [SSHC17] Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in? [INTERVIEWER NOTE: Neighbourhood is defined as the street in which the tenant lives and the immediate surrounding area.]**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

**55. To what extent do you think there is a problem with any of the following in the area?**

	Serious Problem	Minor Problem	Not a Problem
Dogs	1	2	3
Vandalism	1	2	3
Graffiti	1	2	3
Rubbish	1	2	3
Loitering	1	2	3
Drug dealing	1	2	3
Street lighting	1	2	3
Crime	1	2	3
Anti-social neighbours	1	2	3
Harassment	1	2	3

**56. Have you been to Castlemilk Park (the woods) in the past 12 months?**

Yes	1	Go to Q57
No	2	Go to Q59

**57. If yes, what have you used it for?**

Walking the dog	1
Relaxation/ health	2
Walking to a specific place (school/ shops)	3
Attend an organised event	4
Look at wildlife	5
Entertain the children	6
Other (please specify)	7

**58. Do you think the condition of the Park has improved in the past 12 months?**

Yes	1
No	2

**59. Are you aware that the Association raises funds each year through funding bids to Cash for Kids and the Big Lottery etc to help provide community events such as family day trips, pantomime visits, over 40's day trips and theatre trips?**

Yes	1
No	2

**60. What do you think of the community events provided by the Association?**

Very good	1
Fairly good	2
Neither good nor poor	3
Fairly poor	4
Very poor	5

**61. Is there anything else you would like to see the Association providing for the community?**

--

**62. Now considering everything we have discussed in the questionnaire, how satisfied or dissatisfied are you with the overall service provided by Cassiltoun Housing Association?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
No opinion	6

**63. [INTERVIEWER: CHECK TO SEE IF RESPONDENT HAS ANSWERED DIFFERENTLY TO Q1. IF THEY HAVE, ASK] Why have you changed your feeling of overall satisfaction having run through the questionnaire?**

--

#### Household Information

Finally, I'd like to ask you some questions about your household. This information is strictly confidential and will not be passed onto your landlord with any reference to your address or name. This information is only used to create an overall picture of the type of tenants housed by the Association and to allow them to understand how many tenants may be affected by Welfare reform.

**64. Gender?**

Male	1
Female	2

Tenant Satisfaction Survey 2013

**65. Age?**

16-24	1
25-34	2
35-44	3
45-54	4
55-59	5
60-64	6
65-74	7
75+	8

**66. How many people usually live in this house?**

**67. SHOWCARD How would you describe the composition of your household?**

One adult under 60	1
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 1 child under 16	7
1 parent family with 2 children under 16	8
1 parent family with 3 or more children under 16	9
2 parent family with 1 child under 16	10
2 parent family with 2 children under 16	11
2 parent family with 3 or more children under 16	12
Other (please specify)	13

**68. SHOWCARD: How would you describe the occupational status of you and your partner/spouse at present?**

	You	Partner
Full time paid work (35 or more hours more week)	1	1
Part time paid work (less than 35 hours per week but 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	6	6
Long term sick / disabled	7	7
Looking after family	8	8
Retired	9	9
Other – specify	10	10
No partner		11

**69. SHOWCARD Do you, or anyone in your household have any of the following conditions which have lasted, or are expected to last, at least 12 months? [CODE ALL THAT APPLY]**

Deafness or partial hearing loss	1
Blindness or partial sight loss	2
Learning disability (for example Down's Syndrome)	3
Learning difficulty (for example dyslexia)	4
Developmental disorder (for example, Autistic Spectrum Disorder or Asperger's Syndrome)	5
Physical disability	6
Mental health condition	7
Long term illness, disease or condition	8
Other condition, please write in	9
No condition	10

**70. SHOWCARD: 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. Can you tell me which of the following groups you consider you belong to?**

<b>WHITE</b>	
White Scottish	1
White English	2
White Welsh	3
White Northern Irish	4
White British	5
White Irish	6
Gypsy/ Traveller	7
Polish	8
Any other white ethnic group (please specify)	9
<b>MIXED OR MULTIPLE ETHNIC GROUPS</b>	
Any mixed or multiple ethnic groups (please specify)	10
<b>ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH</b>	
Pakistani, Pakistani Scottish or Pakistani British	11
Indian, Indian Scottish or Indian British	12
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	13
Chinese, Chinese Scottish or Chinese British	14
Other (please specify)	15
<b>AFRICAN, CARIBBEAN OR BLACK</b>	
African, African Scottish or African British	16
Caribbean, Caribbean Scottish or Caribbean British	17
Black, Black Scottish or Black British	18
Other (please specify)	19
<b>OTHER ETHNIC GROUP</b>	
Arab, Arab Scottish or Arab British	20
Other (please specify)	21

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

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Thank and close statement

- Thank you very much for completing the questionnaire.
- Are you happy to sign the questionnaire to verify that you have taken part in the survey and your response has been recorded accurately?

'I confirm that this interview has been conducted in a proper manner and that the interviewer has accurately recorded the information I have provided'.

Signature	
Print name	

**THANK YOU AND CLOSE**

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**Appendix 2**

**Technical Report Summary**

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TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

<b>Project number</b>	<b>P563</b>
<b>Project name</b>	<b>Cassiltoun Tenant Satisfaction Survey</b>
<b>Objectives of the research</b>	<p>The aim of the research was to seek tenants' views on the services that Cassiltoun provides and how well it performs these services and to help identify areas where the service can be improved. Specifically the research will provide customers views on the following:</p> <ul style="list-style-type: none"> <li>■ The quality of information provided by Cassiltoun;</li> <li>■ Feedback on customer care;</li> <li>■ Quality of accommodation and the neighbourhood;</li> <li>■ Service provision including repairs, maintenance and improvements;</li> <li>■ Tenant involvement/ opportunities for participation;</li> <li>■ Value for money.</li> </ul>
<b>Target group</b>	Tenants of the Association
<b>Target sample size</b>	The aim was to maximise responses.
<b>Achieved sample size</b>	A total of 400 tenant interviews were achieved.
<b>Date of fieldwork</b>	Interviewing took place 1 <sup>st</sup> and 12 <sup>th</sup> of July 2012.
<b>Sampling method</b>	Interviews spread across organisation stock.
<b>Data collection method</b>	<p>Interviews were undertaken with the tenant or their partner on a face to face basis.</p> <p>All responses were recorded on a paper questionnaire and the data entered into a survey analysis package by a team of data processors.</p>
<b>Response rate and definition of how calculated</b>	40% (400 interviews from a population of 996)
<b>Any incentives?</b>	No
<b>Number of interviewers</b>	5 interviewers were working on this.
<b>Interview validation methods</b>	10% of each interviewers work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
<b>Showcards or any other materials used?</b>	Showcards used as per instructions on questionnaire
<b>Weighting procedures (if applicable)</b>	Not applicable
<b>Estimating and imputation procedures (if applicable)</b>	Not applicable
<b>Reliability of findings</b>	Data accurate overall to +/-3.79% for tenants