



Research report



Tenant Satisfaction and Aspiration Survey 2010

Prepared for: Forth Housing Association

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Prepared for: Forth Housing Association

Prepared by: BMG Research

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1 Executive summary

As part of its ongoing commitment to seek the views of its tenants, in June 2010 Forth Housing Association commissioned BMG Research (BMG) to carry out a face-to-face satisfaction survey amongst its customers.

A total of 243 surveys were completed with customers, which is subject to a maximum standard error of $\pm 4.78\%$ at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the resident population, if a census had been conducted, to within 4.78% of the percentages reported.

Almost all (94%) respondents are satisfied with the overall service provided by Forth Housing Association, with almost half (48%) very satisfied. In contrast, just 1% are dissatisfied and a further 5% are neither satisfied nor dissatisfied.

These figures can best be summed up in terms of net satisfaction ratings, which is the proportion of satisfied minus the proportion of dissatisfied tenants. For Forth Housing Association tenants, the 2010 net satisfaction rating is +93%, which is a very creditable score indeed.

The majority (71%) of tenants think their rent represents good value for money while a further 18% are ambivalent. Conversely, around one in ten (11%) think their rent is poor value for money. The net satisfaction rating for this indicator is +60%. Taken at face value, then, while the 2010 results may seem a little disappointing, in view of the current economic climate this may not be such a surprising result.

Almost three fifths (58%) of all tenants are satisfied with the repairs service, with over a third (37%) feeling very satisfied. In contrast, around one in twenty (5%) are dissatisfied. A net satisfaction rating of +53% is recorded for this indicator

While, again, this may seem a little disappointing, there are some pointers as to why this may be so: more than half (56%) of those who are dissatisfied said that their repairs had not been fixed while almost half (45%) cited slow response times as their reasons for dissatisfaction, and these are areas that Forth Housing Association may wish to explore further in the future.

More than four fifths of tenants (84%) are satisfied with their neighbourhood as a place to live. Conversely, 9% are dissatisfied with their neighbourhood. The data results in a net satisfaction rating of +75% for this indicator and this is a high score and one from which Forth Housing Association can take heart.

In support of this high score it can also be reported that just 3% of tenants express any dissatisfaction with the open spaces in their neighbourhood, and just 1% with the maintenance of common areas. Added to this is the finding that experience of problems in the neighbourhood is also very low (74% have experienced no problems); the most frequently mentioned problem being dog fouling (experienced by 16% of respondents) which can be tackled at a local level.

At least nine in ten (92%) respondents rate the current condition of their property as good, with around one in twenty (4%) who rate it as poor. The net rating produced for

this indicator is +88% and such a high level of satisfaction is an extremely encouraging finding for Forth Housing Association.

Looking at communication with tenants, three fifths of respondents (62%) are satisfied that their views are taken into account, compared with 3% who are dissatisfied, thus producing a net satisfaction rating of +59%.

The extent to which the landlord takes their views into account is a key issue for tenants, along with value for money for rent. For both of these, satisfaction levels are fairly high, but for the former, the key figure here is the 34% of tenants who are ambivalent. It is this group of 'undecided' residents that Forth Housing Association must target if it wishes to raise satisfaction levels further for this key indicator.

2 Key Findings

2.1 Introduction and methodology

As part of its ongoing commitment to seek the views of its tenants, in June 2010 Forth Housing Association commissioned BMG Research (BMG) to carry out a face-to-face satisfaction survey amongst its customers. The overall objective of the survey was to gain levels of customer satisfaction with Forth Housing Association in key service areas.

A face-to-face satisfaction survey of customers was carried out between August and September 2010. A total of 243 surveys were completed with tenants, which is subject to a maximum standard error of $\pm 4.78\%$ at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the resident population, if a census had been conducted, to within 4.78% of the percentages reported.

2.2 Repairs and maintenance

2.2.1 Satisfaction

Almost three fifths (58%) of all tenants are satisfied with the repairs service, with over a third (37%) feeling very satisfied. In contrast, around one in twenty (5%) are dissatisfied. A net satisfaction rating of +53% is recorded for this indicator

The majority of respondents are satisfied with each aspect of the repairs service that they were asked to comment on. The aspect of the repairs service receiving highest dissatisfaction ratings is how promptly repairs are completed, but even for this aspect only 6% of all respondents are dissatisfied. Most encouraging is the 98% of tenants who are satisfied with the politeness and helpfulness of the work-person.

2.2.2 Importance of response repair times

Almost all respondents (98%) said that response repair times are important, including almost four fifths (79%) who said they are very important.

2.2.3 Satisfaction with Forth Housing Association's repairs contractors

Just over three quarters said they were satisfied (77%), including close to half (46%) who were very satisfied. Fewer than one in twenty (4%) respondents expressed any dissatisfaction with the repairs contractors.

2.2.4 The 'Out of Hours' repairs service

Around four fifths said that they were aware of the service (81%), whilst the remaining fifth either said they were not aware (17%) or were unsure (2%). Around three in ten (31%) respondents had used the service in the past two years.

Of those who had used the service, at least nine in ten (92%) were satisfied, including seven in ten (69%) who were very satisfied. Just over one in twenty (7%) were dissatisfied.

2.3 Improvement and Investments

2.3.1 The current condition of the property

All tenants were asked to rate the current condition of their home. At least nine in ten respondents (92%) rate the current condition of their property as good. Just under one in twenty (4%) rate their property's current condition as poor. The net rating produced for this indicator is +88%.

In terms of potential investments and improvements, the highest importance rating is placed on installing full house central heating and providing new affordable housing for rent (56% of all respondents rate each of these as important for themselves and their families), while the least importance is attached to landscaping (37%) and door entry systems (33% each).

2.4 The neighbourhood

2.4.1 Satisfaction with the neighbourhood

More than four fifths of tenants (84%) are satisfied with their neighbourhood as a place to live. Conversely, 9% are dissatisfied with their neighbourhood. The data results in a net satisfaction rating of +75% for this indicator.

2.4.2 Satisfaction with open spaces

Asked to say how satisfied they are with the open spaces in their neighbourhood, the majority say they 'don't know' (68%). Just over a quarter are satisfied (26%) and only 3% are dissatisfied. The data results in a net satisfaction rating of +23% for this indicator.

If those respondents who answered 'don't know' to this question are excluded from the analysis, amongst the remainder, 81% are satisfied with open spaces and 10% are dissatisfied.

2.4.3 Satisfaction with maintenance of common areas

Similarly, all respondents were asked to say how satisfied they are with the maintenance of common areas in their neighbourhood. Although just under one in five said they were satisfied (17%), the majority of respondents were unable to provide an answer (77%). Just 1% report any dissatisfaction with this aspect. The data results in a net satisfaction rating of +16% for this indicator.

2.4.4 Problems

Respondents were presented with a list of 11 possible neighbourhood problems and were asked to indicate if they had experienced any of them in the last two years. Encouragingly for Forth Housing Association, the majority (74%) had experienced no problems. Around one in six (16%) had experienced dog fouling while one in ten (9%) had experienced anti-social behaviour.

2.5 Anti-social behaviour

2.5.1 Experiencing Anti-Social Behaviour

All tenants were asked to indicate whether or not they have experienced any ASB in the past two years. The majority have not (87%). One in ten has experienced noise (10%), but fewer than one in twenty have experienced any other type of ASB.

2.5.2 Reporting Anti-Social Behaviour

Those who had experienced ASB were then asked if they had reported it. The majority of respondents did report the ASB, with around one in ten saying they did not (10%). ASB was most commonly reported to the landlord (47%).

2.6 Communication and information and management of the home

2.6.1 Keeping tenants informed

More than nine in ten (95%) respondents think that Forth Housing Association is good at keeping them informed, with more than a third (36%) who think they are very good at keeping them informed. This data provides a net balance score of +94%.

2.6.2 Views taken into account

Three fifths (62%) of tenants are satisfied that their views are taken into account compared with 3% who are dissatisfied, thus producing a net satisfaction rating of +59%.

2.6.3 Forth Housing Association's Newsletter

All tenants were asked if they read the last issue of the newsletter 'Speaking Forth'. Over a quarter (28%) had read it fully while two fifths (39%) had flicked through it; at least two thirds, then, had read the newsletter.

2.6.4 Methods for information and consultation

All tenants were asked to say what other ways of getting information they would find most useful. Three in five (60%) would prefer to get information by letter, whilst over half find leaflets/fact sheets useful (52%). Just over one in ten (13%) prefer telephone calls from staff.

2.6.5 Importance of tenants being given their say

Residents were asked how important the amount of say tenants are given is on the decisions that affect the services they receive. The majority (71%) think it is important (48% say it is very important). Less than 1% of respondents think the amount of say tenants are given is unimportant.

2.6.6 Ways of getting their views heard

Respondents were then asked whether they are aware how to have their say about housing matters. Over four fifths said they are aware of how to have their say (82%), whilst around one in six (16%) are not.

2.6.7 Ways of getting their views heard

All respondents were asked which ways of getting their views heard they are aware of. Around three fifths (58%) are aware of public meetings attended by tenants and the landlord's staff, while just under half (47%) are aware of membership of a tenants group. Two in five had heard of one off open days (41%) or panels (40%), whilst around one in ten (11%) had heard of E-groups (consultation group by email).

Residents were asked whether they had ever been involved in influencing the decision making of housing services, and just 5% of respondents said that they had.

2.6.8 Tenants Handbook

Asked if they had used or made reference to their Tenants Handbook in the past 12 months, around three in ten (31%) said they had. Seven in ten (68%) had not and 1% did not know.

All respondents were also asked to rate the usefulness of the Tenant's Handbook. Four fifths (80%) rated it as useful, including over a third (35%) who said it was very useful. Around one in eight (13%) said it was not useful.

2.6.9 Contact/Service delivery

2.6.10 Forth Housing Association's complaints policy and procedures

Respondents were asked whether they were aware of their landlord's complaints policy and procedures. The majority (84%) said that they were. Of these, close to one in ten (9%) respondents had used the procedure.

2.6.11 Method of contact

All tenants were asked how they usually made contact with Forth Housing Association. The great majority (91%) contact Forth Housing Association via the telephone, whilst around one in twenty (6%) visit an office.

2.6.12 Customer care

All tenants were asked to rate the standard of customer care they had received over the last 12 months for a number of criteria. Telephone contact receives the highest rating (91% of residents consider this to be good and 0% poor), while local offices and trades people also receive reasonably high ratings (74% each).

2.6.13 Internet access

All tenants were asked if they have access to the internet. Just over half do have access (50%).

2.6.14 Forth Housing Association's website

Just under a third (32%) of those with internet access had visited the Forth Housing Association website in the past 12 months. Of those who did visit it, 95% found it useful (40% very, 55% fairly useful). Only 5% found it to be not very useful.

2.7 Rents

2.7.1 Value for money for rent

All tenants were asked to indicate whether they think the money they pay for their rent represents good or poor value. The majority (71%) of tenants think their rent represents good value for money while a further 18% are ambivalent. Conversely, around one in ten (11%) think their rent is poor value for money. The net satisfaction rating for this indicator is +60%.

2.8 Awareness of the Money Advice Worker

Respondents were asked if they were aware that their landlord provides a Money Advice Worker for tenants. Just over seven in ten were aware of the service (72%). The remaining three in ten were either unaware (26%) or were unsure (2%).

Those who were aware of the service were asked whether they had ever used it. Almost half said that they had (44%). Among this group, almost all respondents said that using the service had helped them (96%); just 4% said it had not.

2.9 Services overall

2.9.1 Overall satisfaction with Forth Housing Association

Almost all (94%) respondents said they are satisfied with the overall service provided by Forth Housing Association, with almost half (48%) very satisfied. In contrast, just 1% are dissatisfied and a further 5% are neither satisfied nor dissatisfied. These results produce a net satisfaction rating of +93%.

2.9.2 What tenants consider to be most important

Over three quarters (77%) of respondents included the repairs service within the three attributes they consider to be most important. Seven in ten (70%) highlighted rent levels and 49% said improvements/investments to the home.

3 Introduction

3.1 Background and method

As part of its ongoing commitment to seek the views of its tenants, in June 2010 Forth Housing Association (in conjunction with Ochil View Housing Association, Rural Stirling Housing Association and Stirling Council) commissioned BMG Research (BMG) to carry out a face-to-face satisfaction survey amongst its customers. The overall objective of the survey was to gain levels of customer satisfaction with Forth Housing Association in key service areas.

More specifically, however, the objectives of the research are outlined below:

- To assess levels of satisfaction with the housing services offered to its customers;
- To identify areas of the service which require improvement and examine the future needs and aspirations of tenants;
- To continue to provide baseline data to inform the organisation's approach to Best Value; and
- To establish the socio-economic and demographic profile of tenants.

3.2 Methodology

A face-to-face satisfaction survey of customers was carried out between August and September 2010. A total of 243 surveys were completed with tenants, which is subject to a maximum standard error of $\pm 4.78\%$ at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the resident population, if a census had been conducted, to within 4.78% of the percentages reported.

The questionnaire used was developed by BMG in conjunction with Forth Housing Association.

In order to ensure that the survey results reflect the views of all tenants the data were weighted prior to analysis by management area. This weighting corrects the relative housing stock imbalances within the returns and grosses the data up to the total population.

The number of returns, response rate and confidence interval is provided in the table below.

Table 1 Confidence interval

Sample	Completed interviews	Confidence interval
Forth Housing Association	243	+/-4.78%

As illustrated in the table above, the total tenants sample is subject to a maximum standard error of +/-4.78% at the 95% confidence level on an observed statistic of 50%. Therefore, we can be 95% confident that responses are representative of those that would be given by the resident population, if a census had been conducted, to within 4.78%.

The data used in this report are rounded up or down to the nearest whole percentage. It is for this reason that, on occasions, tables or charts may add up to 99% or 101%. Where tables and graphics do not match exactly the text in the report this occurs due to the way in which figures are rounded up (or down) when responses are combined. Results that do differ in this way should not have a variance which is any larger than 1%.

In addition to this written report, data tabulations have also been produced which present the data as a whole.

4 Repairs and maintenance

This section will focus on the repairs service provided by Forth Housing Association. Satisfaction will be examined, as will various aspects of the repairs service.

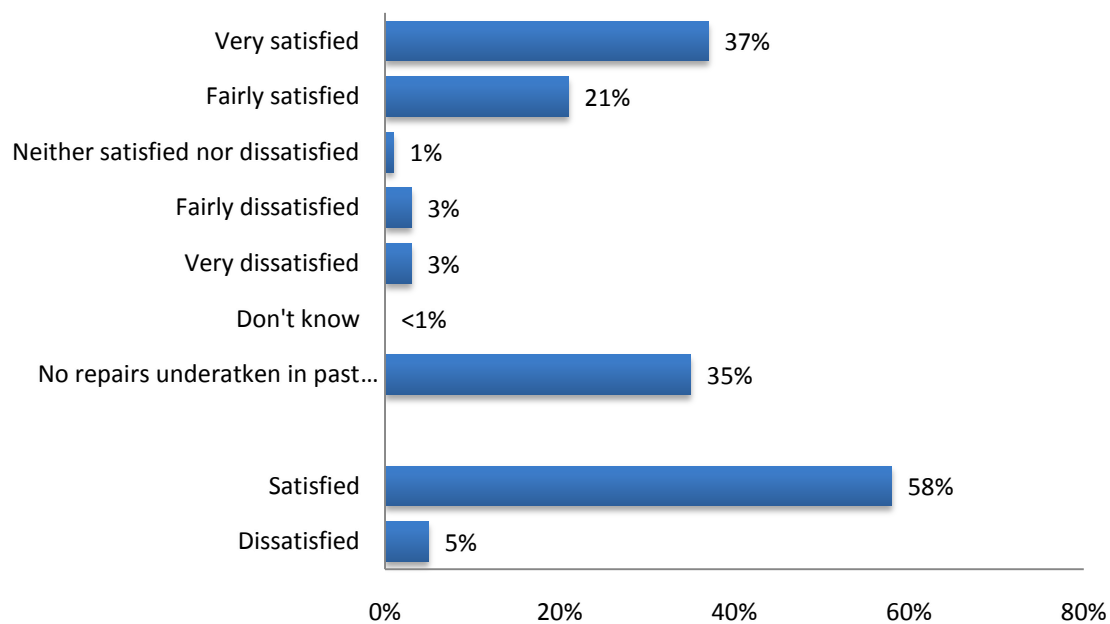
4.1 Satisfaction with the repairs service

All tenants were asked to rate their level of satisfaction with the way in which Forth Housing Association deals with repairs.

Almost three fifths (58%) of all tenants are satisfied, with over a third (37%) feeling very satisfied. In contrast, around one in twenty (5%) are dissatisfied. A net satisfaction rating of +53% is recorded for this indicator.

Over one third (35%), of respondents have not had any repairs undertaken in the past two years.

Figure 1 Level of satisfaction with the repairs service (All Respondents)



Unweighted sample base: 243

In terms of geography, levels of satisfaction with the repairs service are highest amongst respondents from Plean, although the sample base for this area is too small for this finding to be representative of Plean tenants more generally. Considering only those areas with a base size of 30 respondents or more, levels of satisfaction are highest in Stirling and Braehead (60%), and in fact respondents in this area are significantly more likely to be satisfied, when compared with other areas.

Table 2 Level of satisfaction with the repairs and maintenance service by Housing Management Area (All Respondents)

	Satisfied %	Neither %	Dissatisfied %	No repairs < 2 yrs	Net ratings %
Total [243]	58%	1%	5%	35%	+53%
Bannockburn [7]*	86%	0%	0%	14%	+86%
Cambusbarron [33]	39%	3%	9%	48%	+30%
Cowie [16] *	69%	0%	6%	25%	+63%
Plean [8] *	100%	0%	0%	0%	+100%
Riverside [29] *	83%	3%	0%	14%	+83%
Stirling and Braehead [38]	60%	0%	3%	35%	+57%
Cornton [29] *	48%	0%	0%	52%	+48%
Fallin [18] *	78%	6%	0%	17%	+78%
Raploch [42]	33%	0%	10%	57%	+23%
St Ninians and Whins of Milton [23] *	52%	0%	17%	31%	+35%

*Caution low base size

Considering other differences between groups, respondents who are very satisfied that their views are taken into account by their landlord are significantly more likely to say they are satisfied with the quality of repairs (74%).

The results for each landlord is summarised below.

Table 3 Level of satisfaction with the repairs and maintenance service by landlord (All Respondents)

	Satisfied %	Neither %	Dissatisfied %	Don't know %	No repairs undertaken in past 2 years %
Forth Housing Association [243]	58%	1%	5%	<1%	35%
Ochil View Housing Association [314]	68%	11%	17%	4%	¹
Rural Stirling Housing Association [207]	62%	6%	4%	<1%	27%
Stirling Council [907]	58%	8%	12%	0%	22%

4.1.1 Reasons for satisfaction

Those who are satisfied (58% of all residents) with the repairs service were asked to give their reasons for this. Nine in ten (91%) cited quick response times, while close to three fifths (58%) said the high quality of the work.

- Quick response times (91%);
- High quality of work (58%);
- Repairs properly inspected (7%);
- Tradesmen courteous / helpful (7%);
- Kept informed of progress (6%);
- Housing / Technical Officer / Maintenance Officer courteous / helpful (4%);
- Office staff courteous / helpful (3%);
- Staff know what they are doing (2%);
- Housing Maintenance / Technical Officer courteous / helpful (2%);
- Other (1%);
- No problems (<1%);
- Don't know (1%).

4.1.2 Reasons for dissatisfaction

Similarly, those who are dissatisfied (5% of all respondents) were asked to give their reasons. More than half (56%) said that the repair had not been fixed, while almost half (45%) cited slow response times.

- Poor quality of work (56%);
- Slow response times (45%);
- Not kept informed of progress (23%);
- Staff don't know what they are doing (10%);
- Staff unequipped to fix repair (6%);
- Other (6%).

¹ The question for Ochil View Housing Association did not include this option.

4.2 Satisfaction with aspects of the repairs service

As the following figure illustrates, the majority of respondents are satisfied with each of the aspects of the repairs service they were asked to comment on.

Figure 2 Rating of aspects of the repair service (All Respondents)



Unweighted sample base: 243

The results for each landlord is summarised below.

Table 4 Level of satisfaction with aspects of the response repairs service by landlord (All Respondents)

	Forth Housing Association [156] %	Rural Stirling Housing Association [152] %	Ochil View Housing Association [314] %	Stirling Council [711] %
Target times for completing repairs	93%	91%	78%	84%
Arrangements for access	93%	92%	81%	86%
Work person attending at arranged time	93%	92%	81%	87%
How promptly repairs are completed	93%	93%	77%	84%
Politeness of Work-person	98%	94%	92%	94%
Helpfulness of Work-person	98%	92%	91%	92%
Work-person tidying up when finished	93%	93%	83%	88%
The emergency repairs service	48%	71%	62%	74%
How easy it is to report repairs out of office hours	44%	76%	66%	76%
Repair was completed 'Right first time'	60%	80%	-	79%

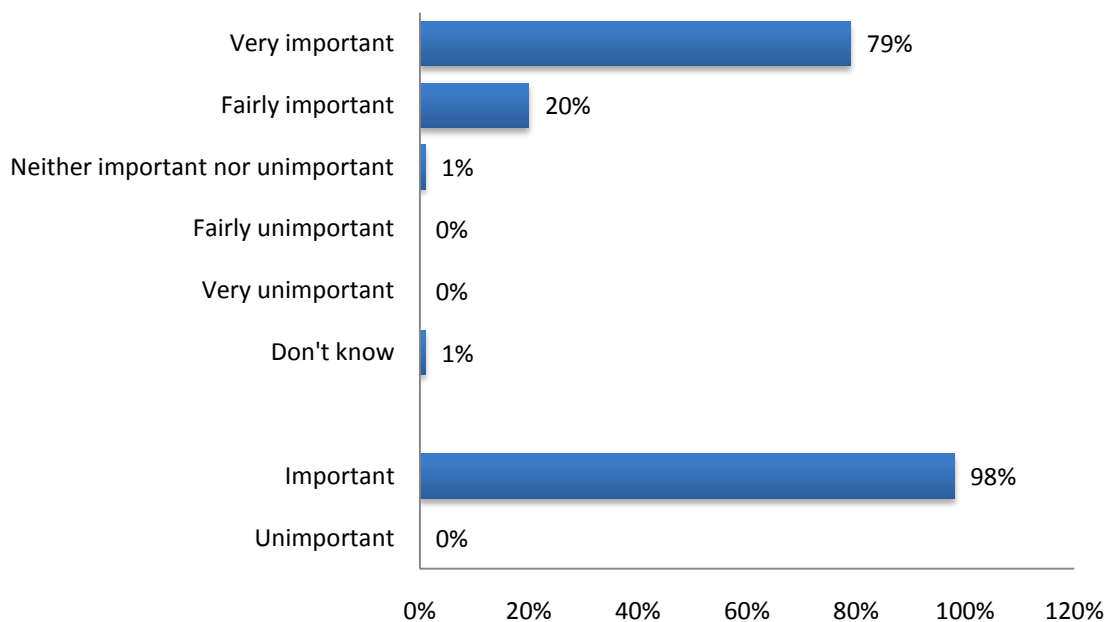
The aspect of the repairs service receiving the highest dissatisfaction rating is how promptly repairs are completed, but even for this aspect only 6% of all respondents are dissatisfied. Most encouraging is the 98% of tenants who are satisfied with the politeness of the work-person, and the helpfulness of the work-person and these are findings that Forth Housing Association can not only take heart from but should also disseminate to its tenants and employees.

4.3 Importance of response repair times

Respondents were asked how important response repair times are to them.

Almost all respondents (98%) said that response repair times are important, including almost four fifths (79%) who said they are very important.

Figure 3 Rating of importance of response repair times (All respondents)



Unweighted sample base: 243

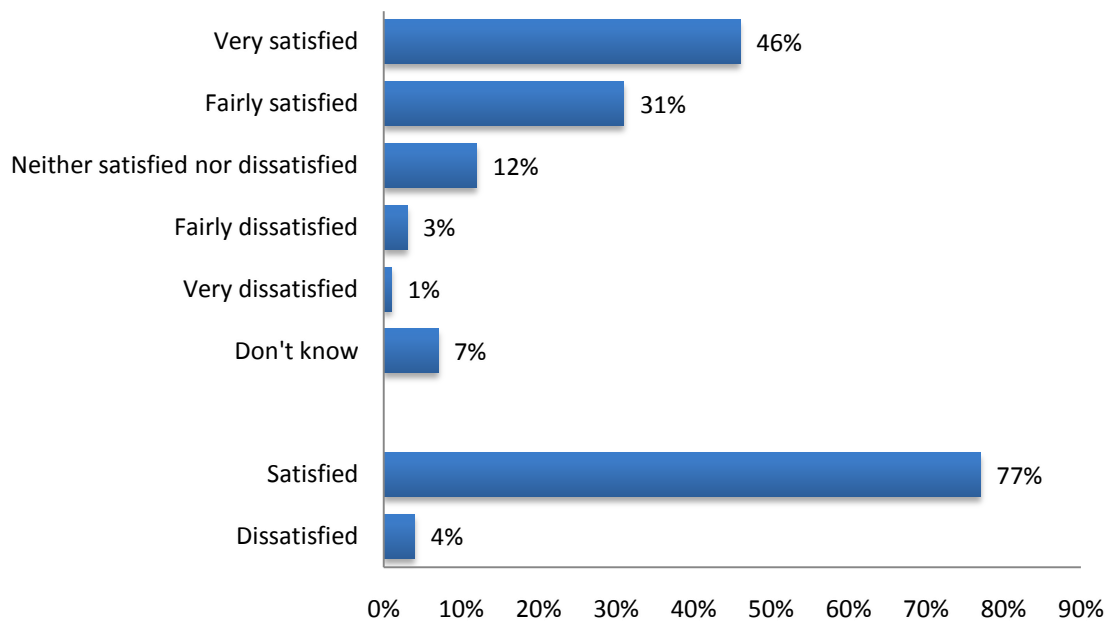
Female respondents are more likely than males to say that response repair times are important (100%), although ratings of importance among males are still high (96%).

4.4 Satisfaction with the service provided by Forth Housing Association's repairs contractors

Respondents were asked how satisfied they are with the service provided by Forth Housing Association's repairs contractors.

Just over three quarters said they were satisfied (77%), including close to half (46%) who were very satisfied. Fewer than one in twenty (4%) respondents expressed any dissatisfaction with the repairs contractors.

Figure 4 Respondent rating of satisfaction with repairs contractors (All respondents)



Unweighted sample base: 243

Respondents living in Stirling and Braehead (84%) are significantly more likely to be satisfied than those in other areas.

Those who say that Forth Housing Association is very good at keeping them informed (86%), or who are very or fairly satisfied that their views are taken into account by their landlord (88% and 90% respectively) are also more likely to be satisfied with the repairs service.

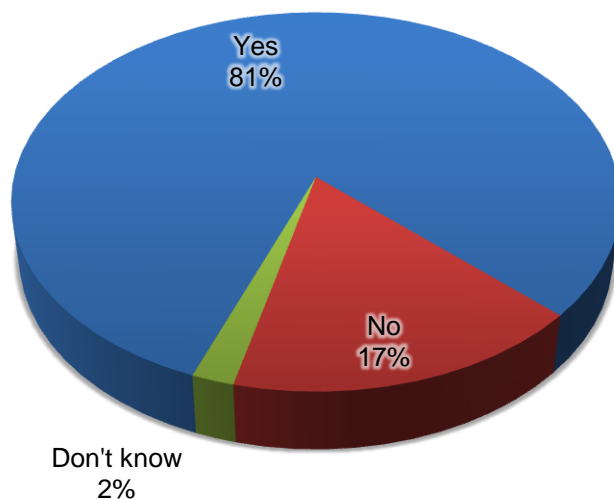
Respondents who say it is very or fairly important (both 85%) that tenants views are taken into account are also more likely to express satisfaction.

4.5 Awareness of the 'Out of Hours' repairs service

Respondents were asked whether they were aware of Forth Housing Association's 'Out of Hours' repairs service.

Around four fifths said that they were (81%), whilst the remaining one in five either said they were not aware (17%) or were unsure (2%).

Figure 5 Awareness of the 'Out of Hours' repairs service (All respondents)



Unweighted sample base: 243

Respondents who are very or fairly satisfied (87% and 88% respectively) with the repairs service generally are more likely to be aware of the 'Out of Hours' service

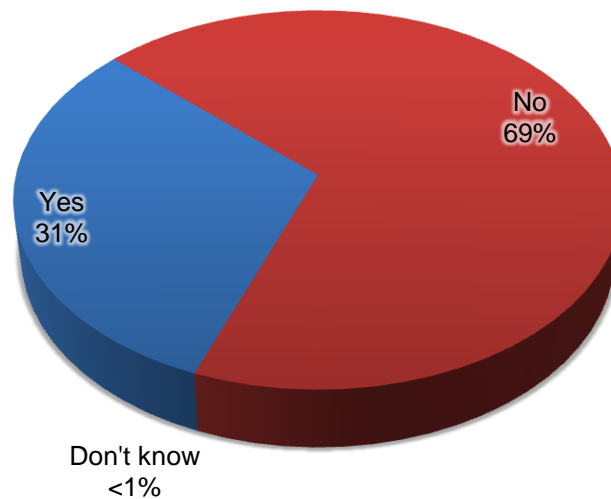
In addition, female respondents are more likely than their male counterparts to be aware of the service (86% compared with 74%).

4.6 Usage of the 'Out of Hours' repairs service

Respondents who said they were aware of the 'Out of Hours' repairs service were asked whether they had used it in the past two years.

Around three in ten (31%) respondents had used the service during this time, however the majority of respondents (69%) had not.

Figure 6 Usage of the 'Out of Hours' repairs service (Where aware of service)



Unweighted sample base: 196

Respondents who are very or fairly satisfied (36% and 54% respectively) with the repairs service are more likely to have used the 'Out of Hours' service in the past two years. Those who say their rent is very good value for money are also likely to have used the service (45%).

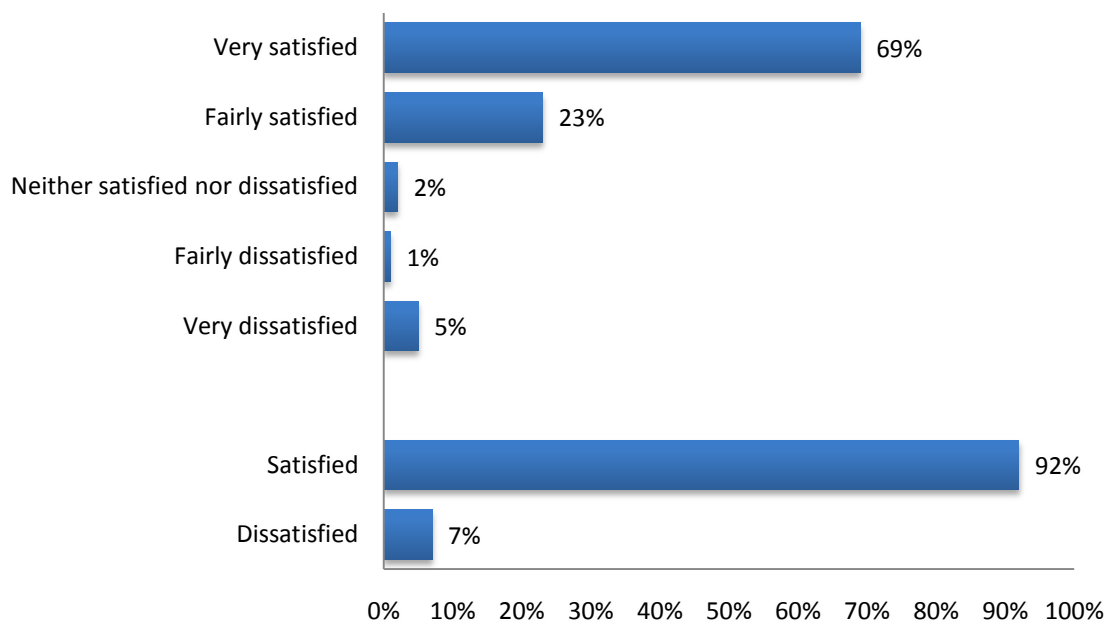
Furthermore, those reporting a disability are more likely to have used the service (43%) than those with no disability (27%).

4.7 Satisfaction with 'Out of Hours' repairs service

Respondents who had used the 'Out of Hours' repairs service were asked to say how satisfied they were with the service they received.

At least nine in ten (92%) said they were satisfied, including seven in ten (69%) who were very satisfied. Just over one in twenty (7%) were dissatisfied.

Figure 7: Satisfaction with service received (where used the 'Out of Hours repairs service in past two years)



Unweighted sample base: 56

There were no significant differences among subgroups.

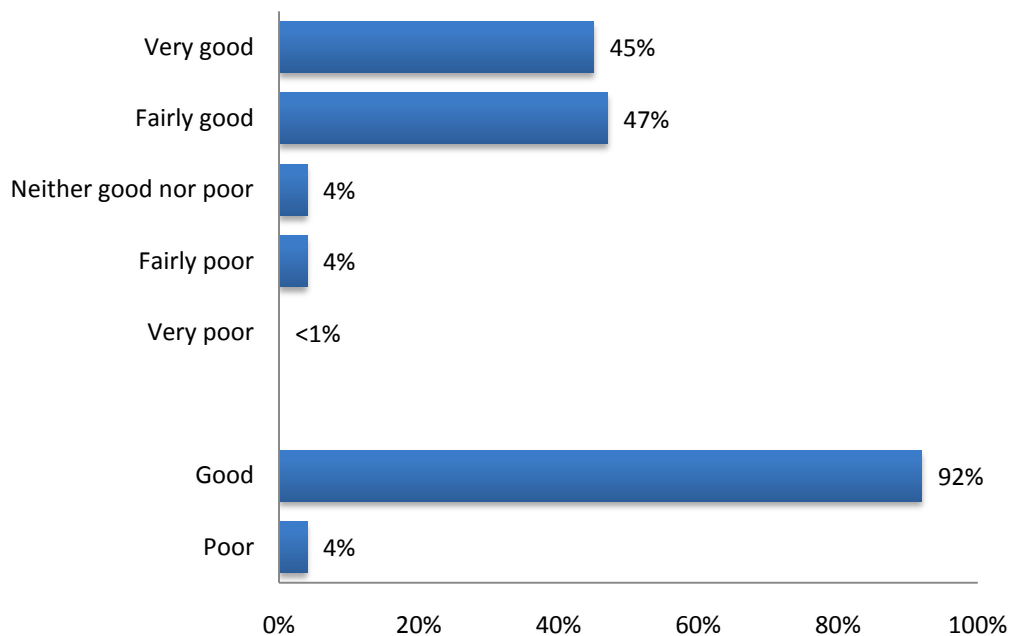
5 Improvement and Investments

This section will look at the current condition of the home and residents' satisfaction with its design and energy efficiency, as well as looking at what investments tenants would like Forth Housing Association to make.

5.1 The current condition of the property

All tenants were asked to rate the current condition of their home. At least nine in ten respondents (92%) rate the current condition of their property as good. Just under one in twenty (4%) rate their property's current condition as poor. The net rating produced for this indicator is +88%.

Figure 8 Current condition of the property (All Respondents)



Unweighted sample base: 243

Geographical analysis shows that respondents from Riverside (100%) and Raploch (98%) are the most likely to rate the condition of their home as good.

Table 5 Current condition of the property by Housing Management Area (All Respondents)

	Good %	Neither %	Poor %	Net ratings %
Total [243]	92%	4%	4%	+88%
Bannockburn [7] *	86%	14%	0%	+86%
Cambusbarron [33]	94%	3%	0%	+94%
Cowie [16] *	88%	6%	6%	+82%
Plean [8] *	88%	0%	13%	+75%
Riverside [29] *	100%	0%	0%	+100%
Stirling and Braehead [38]	92%	5%	3%	+89%
Cornton [29] *	90%	7%	3%	+87%
Fallin [18] *	78%	11%	11%	+67%
Raploch [42]	98%	0%	2%	+96%
St Ninians and Whins of Milton [23] *	82%	5%	14%	+68%

*Caution low base size

Respondents who are very satisfied with the repairs service (95%) are more likely to rate the condition of their home as good. Those who rate the value for money of their rent as very good (100%) are also more likely to rate condition of the home as 'good'.

Respondents living in couples are more likely to rate the quality of their home as poor (14%).

The results for each landlord is summarised below.

Table 6 Current condition of the property by landlord (All Respondents)

	Good %	Neither %	Poor %
Forth Housing Association [243]	92%	4%	4%
Ochil View Housing Association [314]	83%	9%	8%
Rural Stirling Housing Association [207]	90%	8%	3%
Stirling Council [907]	77%	13%	9%

5.1.1 Reasons for giving a low rating

Those who rate the current condition of their home as poor (4% of all residents) were asked to give their reasons. Over half (55%) said that their home needs the kitchen/units upgraded, or that it needs a new heating / hot water system (55%), whilst around a third said it needs an overall upgrade (34%).

- Needs kitchen / units upgraded (55%);
- Needs new heating / hot water system (55%);
- Needs an overall upgrade (34%);
- House is difficult to heat - is not energy efficient (32%);
- Needs new / upgraded windows (32%);
- Needs new external doors (19%);
- Needs bathroom upgrade (15%);
- House is heated by electric fires / storage heaters (15%);
- Dampness / condensation (11%);
- Poor level of sound insulation (8%);
- Other (12%).

5.2 Investments

All tenants were presented with a list fifteen things their landlord may invest in and asked to rate the importance of each for themselves and their families.

Table 7 Importance of aspects that landlord may invest in (All Respondents)

	Important %	Neither %	Unimportant %	Net ratings %
Installing full house central heating	56%	2%	42%	+14%
Providing new affordable housing for rent	56%	10%	34%	+22%
Installing new kitchens	54%	4%	42%	+12%
Installing new bathrooms	51%	4%	45%	+6%
Security lighting	50%	3%	47%	+3%
Installing new external doors	49%	3%	48%	+1%
Improving energy efficiency e.g. insulation	48%	2%	50%	-2%
Making structural improvements to houses e.g. roughcasting walls, roofs	46%	2%	50%	-4%
Installing new windows	45%	4%	51%	-6%
Improving sound insulation	42%	4%	52%	-10%
Adaptations for people with disabilities	40%	6%	53%	-13%
Environmental improvements to improve the area around your home e.g. fencing	39%	7%	53%	-14%
Adaptations for elderly	39%	6%	54%	-15%
Landscaping	37%	6%	57%	-20%
Door entry system	33%	6%	57%	-24%
Unweighted sample bases vary				

As may be seen from the above table, the highest importance rating is placed on installing full house central heating and providing new affordable housing for rent (56% of all respondents rate each of these as important for themselves and their families), while the least importance is attached to landscaping (37%) and door entry systems (33% each).

The results for each landlord is summarised below.

Table 8 Importance of potential investments by landlord (All Respondents)

	Forth Housing Association [156] %	Rural Stirling Housing Association [152] %	Ochil View Housing Association [314] %	Stirling Council [711] %
Making structural improvements to houses e.g. roughcasting walls, roofs	46%	62%	63%	81%
Installing new external doors	49%	57%	65%	70%
Installing new windows	45%	58%	63%	74%
Installing new bathrooms	51%	58%	63%	72%
Installing new kitchens	54%	59%	64%	71%
Environmental improvements to improve the area around the home e.g. fencing	39%	49%	51%	65%
Landscaping	37%	45%	39%	61%
Improving energy efficiency e.g. insulation	48%	56%	57%	71%
Improving sound insulation	42%	58%	52%	66%
Installing full house central heating	56%	63%	57%	72%
Adaptations for people with disabilities	40%	52%	48%	68%
Adaptations for elderly	39%	-	43%	66%
Providing new affordable housing for rent	56%	62%	-	78%
Security lighting	50%	-	63%	68%

Asked to think of any other investments they think their landlord should consider to enhance the housing service they provide, the majority (76%) said there was nothing and 14% did not know. Considering the remaining responses, the following were mentioned by at least 1% each:

- Install new Central Heating System / new, better, efficient boiler (2%);
- New windows / repairs (1%);
- Parking issues (1%);
- Disables aids / equipment (1%);
- External painting (1%);
- Other (3%).

6 The neighbourhood

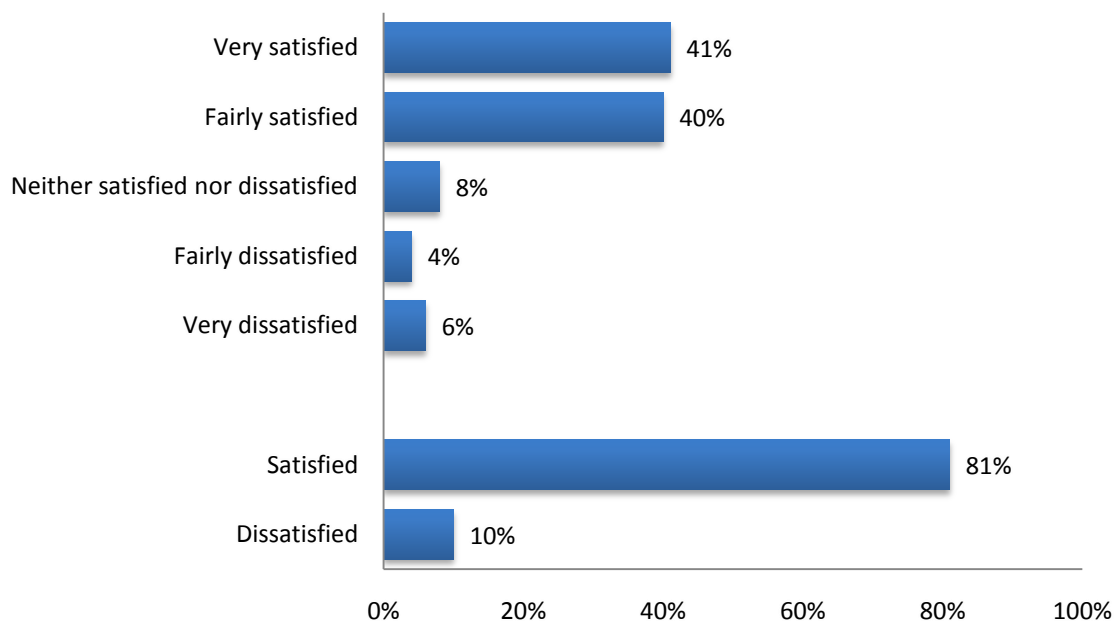
This section will examine tenants' views on their neighbourhood, including perceived problems in their local area.

6.1 Satisfaction with open spaces

Asked to say how satisfied they are with the open spaces in their neighbourhood, the majority say they 'don't know' (68%). Just over a quarter are satisfied (26%) and only 3% are dissatisfied. The data results in a net satisfaction rating of +23% for this indicator.

If those respondents who answered 'don't know' to this question are excluded from the analysis, amongst the remainder, 81% are satisfied with open spaces and 10% are dissatisfied.

Figure 9 Satisfaction with open spaces in the neighbourhood (Excludes respondents who said 'don't know')



Unweighted sample base: 84

The results for each landlord is summarised below.

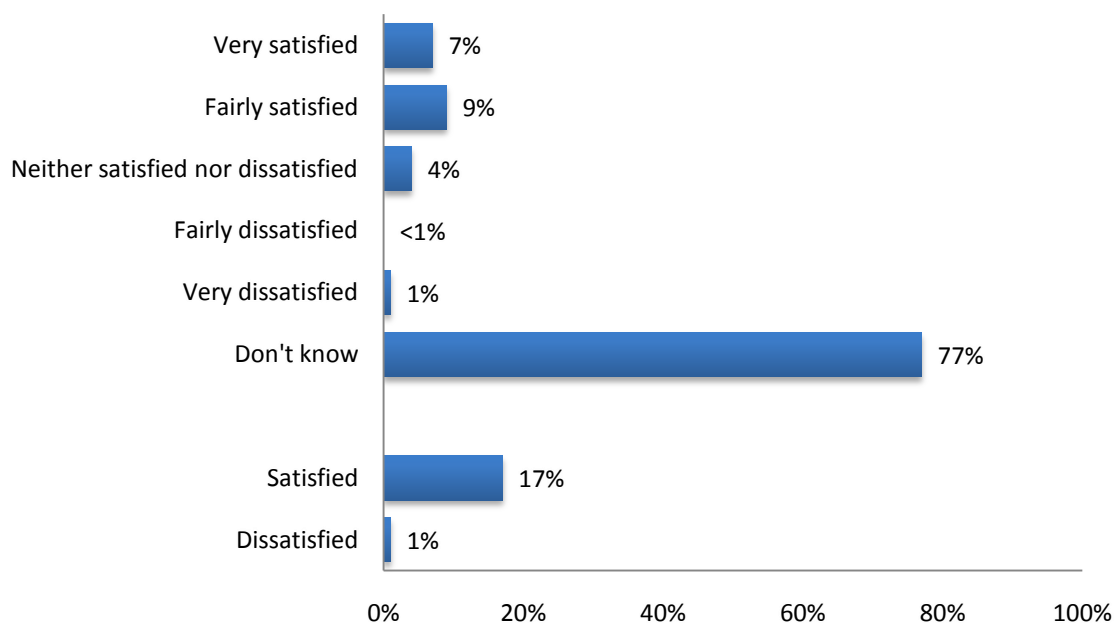
Table 9 Level of satisfaction with the maintenance of open spaces by landlord (Excludes respondents who said 'don't know')

	Satisfied %	Neither %	Dissatisfied %
Forth Housing Association [84]	81%	8%	10%
Ochil View Housing Association [298]	79%	16%	5%
Rural Stirling Housing Association [207]	-	-	-
Stirling Council [898]	74%	11%	15%

6.1.1 Satisfaction with maintenance of common areas

Similarly, all respondents were asked to say how satisfied they are with the maintenance of common areas in their neighbourhood. Although just under one in five said they were satisfied (17%), the majority of respondents were unable to provide an answer (77%). Just 1% report any dissatisfaction with this aspect. The data results in a net satisfaction rating of +16% for this indicator.

Figure 10 Satisfaction with maintenance of common areas in the neighbourhood (All Respondents)



Unweighted sample base: 243

Respondents in Cambusbarron were the most likely to express satisfaction with the maintenance of common areas (45%), although it should be noted that higher proportions of 'don't know' responses were provided for this question in all other area, so higher levels of satisfaction may be explained by the greater propensity of respondents in Cambusbarron to provide a response.

The results for each landlord is summarised below.

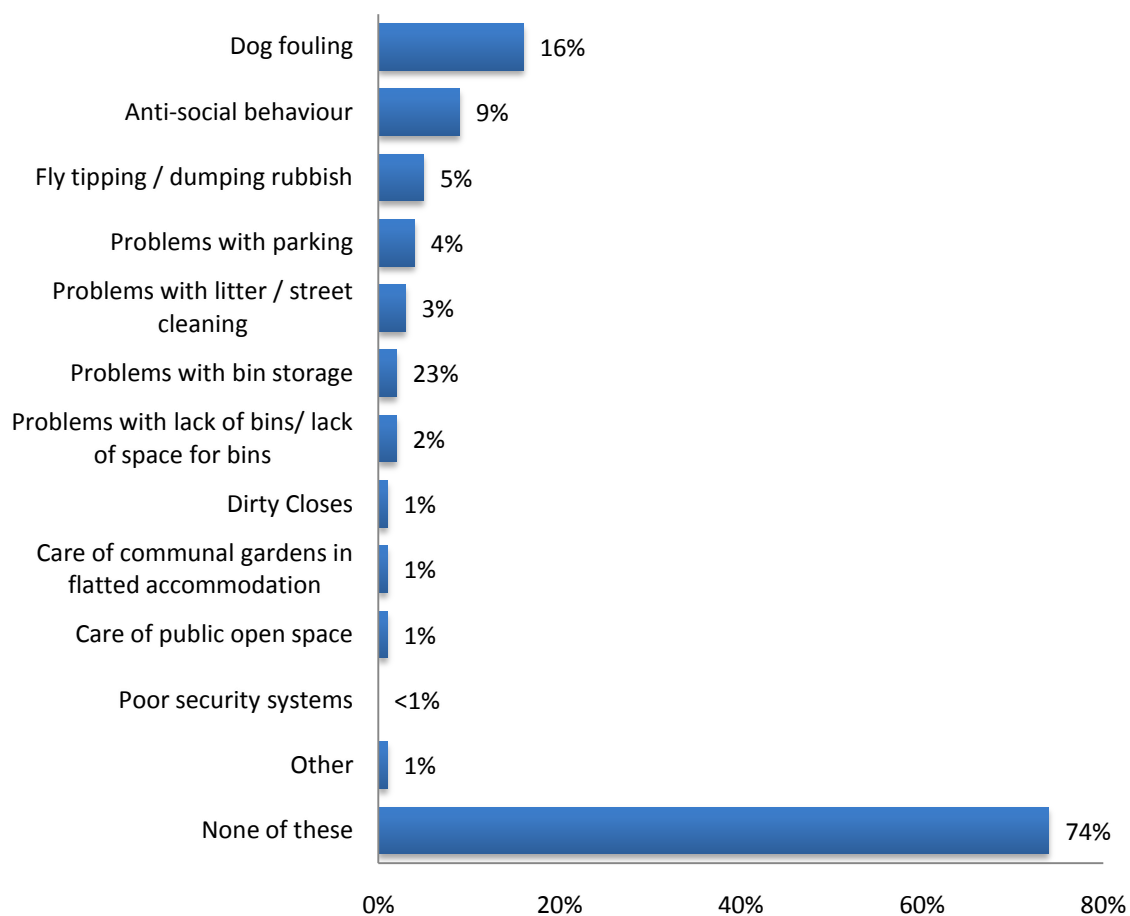
Table 10 Level of satisfaction with the maintenance of common areas by landlord (All Respondents)

	Satisfied %	Neither %	Dissatisfied %	Don't know / Not applicable %
Forth Housing Association [243]	17%	4%	1%	77%
Ochil View Housing Association [314]	49%	23%	5%	23%
Rural Stirling Housing Association [207]	-	-	-	-
Stirling Council [907]	46%	25%	9%	19%

6.1.2 Problems

Respondents were then presented with a list of 11 possible neighbourhood problems and were asked to indicate if they had experienced any of them in the last two years. Encouragingly for Forth Housing Association, the majority (74%) had experienced no problems. Around one in six (16%) had experienced dog fouling, whilst one in ten (9%) had experienced anti-social behaviour.

Figure 11 Have you experienced any of the following problems in the last 2 years? (All Respondents)



Unweighted sample base: 243

The following tables presents the results by Housing Management Area. The results for the majority of areas should be viewed with caution due to the small sample bases.

Table 11 Problems experienced by tenants in the past two years by landlord (All Respondents)

	Bannockburn [7*] %	Cambusbarron [33] %	Cowie [16*] %	Plean [8*] %	Riverside [29*] %
Fly tipping / dumping rubbish	0%	6%	0%	0%	0%
Dog fouling	0%	0%	25%	50%	10%
Dirty Closes	0%	6%	0%	0%	0%
Problems with bin storage	0%	6%	0%	0%	0%
Care of communal gardens in flatted accommodation	0%	0%	0%	0%	0%
Care of public open space	0%	0%	0%	0%	3%
Poor security systems	0%	0%	0%	0%	0%
Problems with parking	0%	3%	13%	13%	0%
Problems with litter / street cleaning	0%	9%	6%	0%	0%
Problems with lack of bins/ lack of space for bins	0%	6%	0%	0%	0%
Anti-social behaviour	0%	6%	0%	0%	3%
Graffiti	0%	0%	0%	0%	0%
None of these	100%	76%	69%	50%	83%

* Caution, low sample bases

Table 12 Problems experienced by tenants in the past two years by landlord (All Respondents)

	Stirling & Braehead [38] %	Cornton [29*] %	Fallin [18*] %	Raploch [42] %	St Ninians & Whins of Milton [23*] %
Fly tipping / dumping rubbish	16%	0%	0%	5%	0%
Dog fouling	23%	7%	6%	19%	0%
Dirty Closes	3%	0%	0%	0%	0%
Problems with bin storage	8%	3%	0%	0%	0%
Care of communal gardens in flatted accommodation	3%	3%	0%	0%	0%
Care of public open space	3%	0%	0%	0%	0%
Poor security systems	3%	0%	0%	0%	0%
Problems with parking	8%	0%	6%	0%	0%
Problems with litter / street cleaning	5%	0%	0%	2%	0%
Problems with lack of bins/ lack of space for bins	5%	0%	0%	0%	0%
Anti-social behaviour	22%	17%	0%	7%	13%
Graffiti	0%	3%	0%	0%	5%
None of these	63%	69%	89%	76%	87%

* Caution, low sample bases

The results for each landlord is summarised below.

Table 13 Problems experienced by tenants in the past two years by landlord (All Respondents)

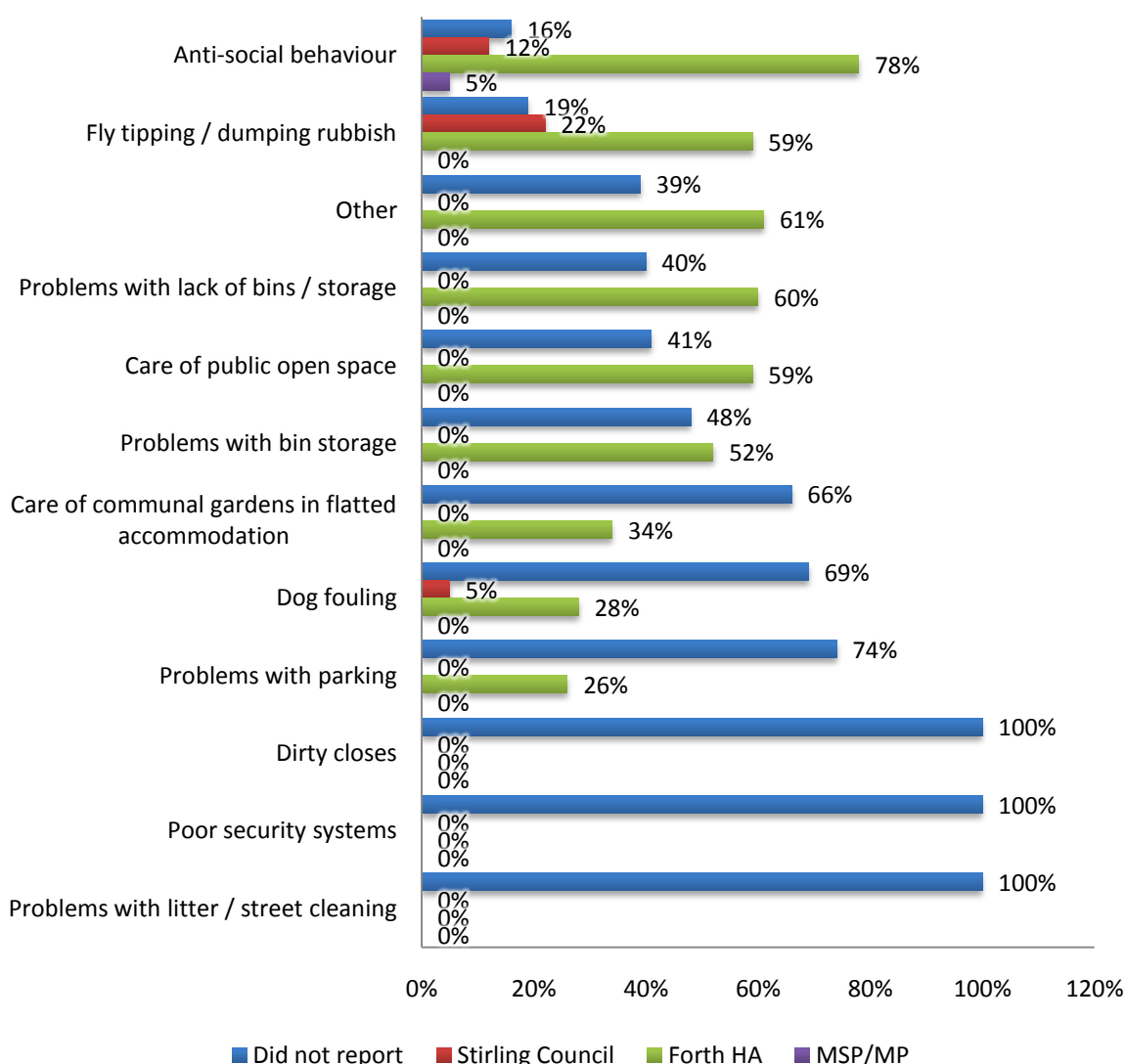
	Forth Housing Association [243] %	Rural Stirling Housing Association [207] %	Ochil View Housing Association [314] %	Stirling Council [907] %
Fly tipping / dumping rubbish	5%	5%	7%	11%
Dog fouling	16%	21%	21%	30%
Dirty Closes	1%	3%	2%	5%
Problems with bin storage	2%	2%	5%	5%
Care of communal gardens in flatted accommodation	1%	1%	1%	1%
Care of public open space	1%	2%	1%	2%
Poor security systems	*%	2%	1%	3%
Problems with parking	4%	4%	10%	10%
Problems with litter / street cleaning	3%	2%	8%	11%
Problems with lack of bins/ lack of space for bins	2%	1%	4%	3%
Anti-social behaviour	9%	14%	0%	17%
Graffiti	-	-	3%	-
None of these	74%	67%	63%	53%

Those who had experienced problems were asked if they had reported them to Forth Housing Association.

Anti social behaviour was the most frequently reported problem, and was most likely to be reported to Forth Housing Association (78%). Fly tipping/dumping rubbish was also frequently reported, and although this issue was still most likely to be reported to Forth Housing Association (59%), it was also reported to Stirling Council by around one in five respondents (22%). Levels of reporting to MSPs/MPs were very low across all problems.

However, caution should be shown in interpreting these results as they related to extremely small sample bases (ranging from 3 to 90).

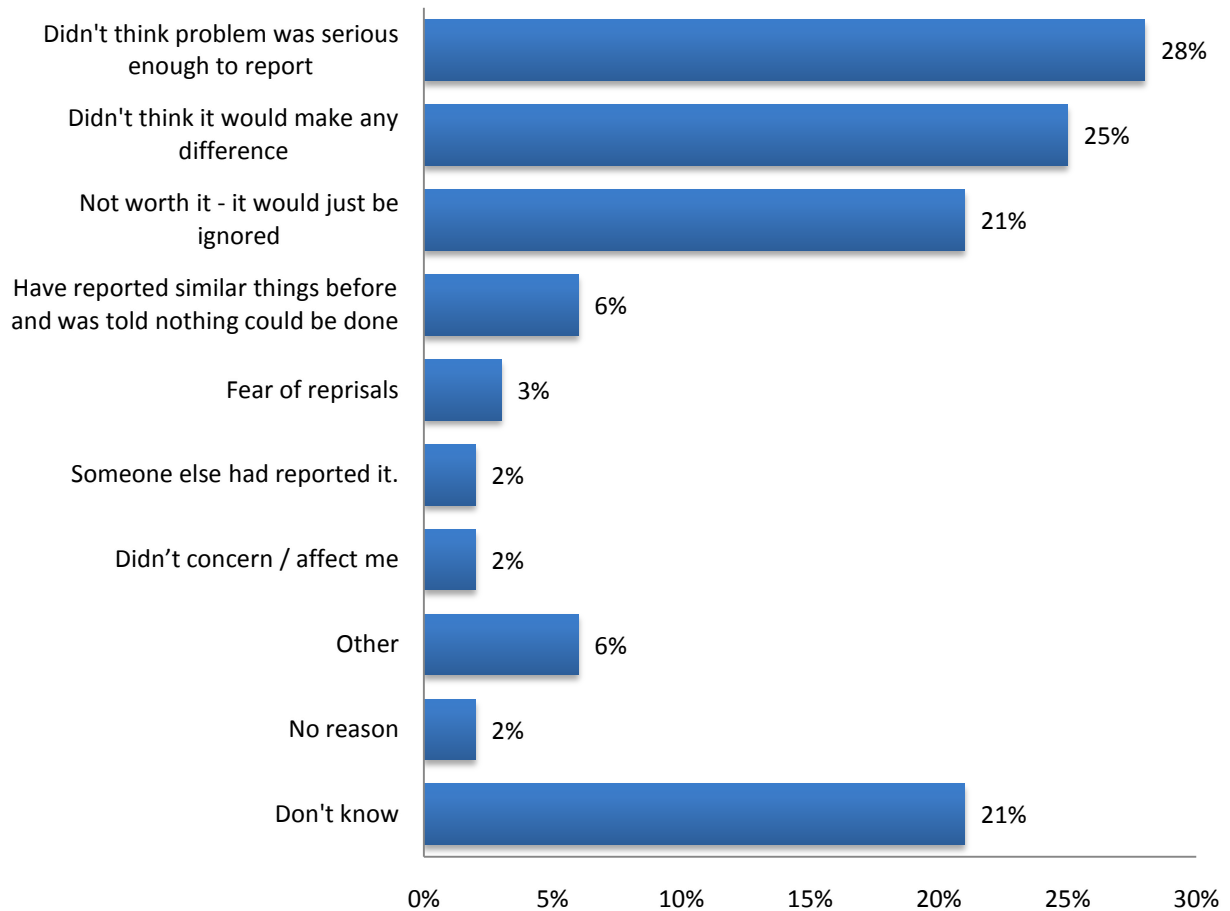
Figure 12 Whether reported problems to Forth Housing Association (Those who had experienced problems)



Unweighted sample bases vary

Those who did not report their problem were asked to give their reasons for not doing so. Close to three in ten (28%) said they didn't think the problem was serious enough to report, whilst a quarter (25%) said they didn't think it would make any difference, and around one in five (21%) thought it was not worth it.

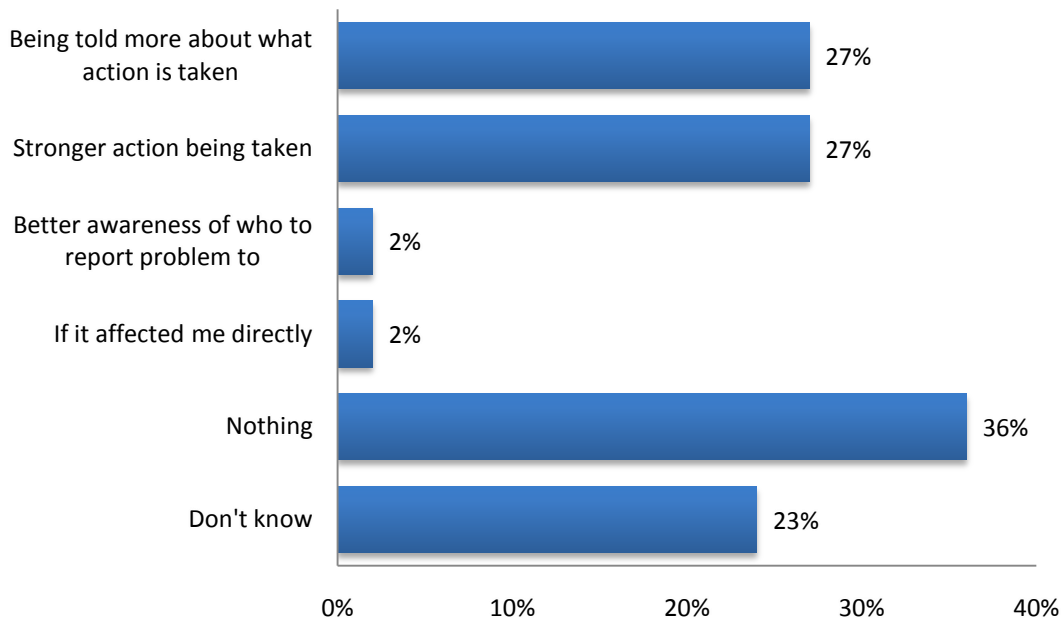
Figure 13 Reasons for not reporting problems (Those who had experienced problems)



Unweighted sample base: 39

Those same respondents were further asked to say what would encourage them to report problems. Three in ten (27%) said being told more about what action is taken would encourage them to report problems, or that they would be encouraged if stronger action was taken (27%).

Figure 14 What would encourage respondents to report problems (Those who had experienced problems)



Unweighted sample base: 39

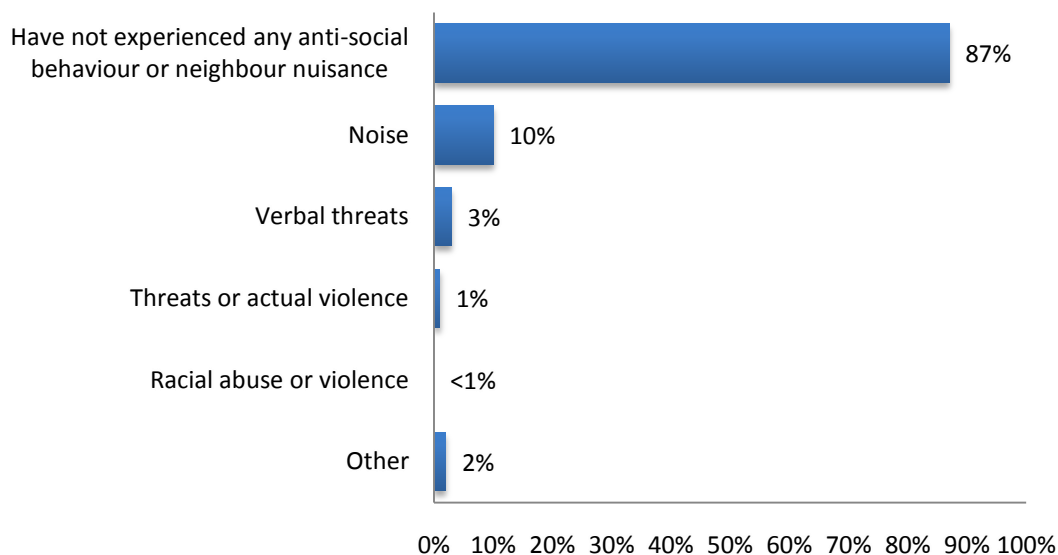
7 Anti-social behaviour

The following section will examine anti-social behaviour (ASB) in the Forth Housing Association area and look at levels of experiencing and reporting ASB to Forth Housing Association and also aspects of how the ASB report was dealt with.

7.1 Experiencing Anti-Social Behaviour

All tenants were asked to indicate whether or not they have experienced any ASB in the past two years. The majority have not (87%). One in ten has experienced noise (10%), but fewer than one in twenty have experienced any other type of ASB.

Figure 15 Whether or not experienced ASB (All Respondents)



Unweighted sample base: 243

Considering results by geography, respondents living in Bannockburn and Plean are the least likely to have experienced any anti-social behaviour, although the sample sizes in both of these areas are too small for this finding to be representative.

In fact, respondents from Cambusbarron (94%) and Raploch (93%) are significantly more likely to say they have not experienced any anti-social behaviour, whilst those from Stirling and Braehead are significantly more likely to say they have experienced ASB in the form of noise (24%).

Table 14 Whether or not experienced ASB (All Respondents)

	No	Yes - noise	Yes – verbal threats	Yes – racial abuse or violence	Yes – threats or actual violence	Yes – other
Total [243]	87%	10%	3%	*%	1%	2%
Bannockburn [7] *	100%	0%	0%	0%	0%	0%
Cambusbarron [33]	94%	0%	3%	0%	0%	3%
Cowie [16] *	94%	6%	0%	0%	0%	0%
Plean [8] *	100%	0%	0%	0%	0%	0%
Riverside [29] *	86%	10%	3%	0%	3%	0%
Stirling and Braehead [38]	70%	24%	3%	0%	5%	5%
Cornton [29] *	76%	21%	14%	3%	0%	3%
Fallin [18] *	83%	11%	6%	0%	0%	0%
Raploch [42]	93%	7%	0%	0%	0%	0%
St Ninians and Whins of Milton [23] *	95%	5%	0%	0%	0%	0%

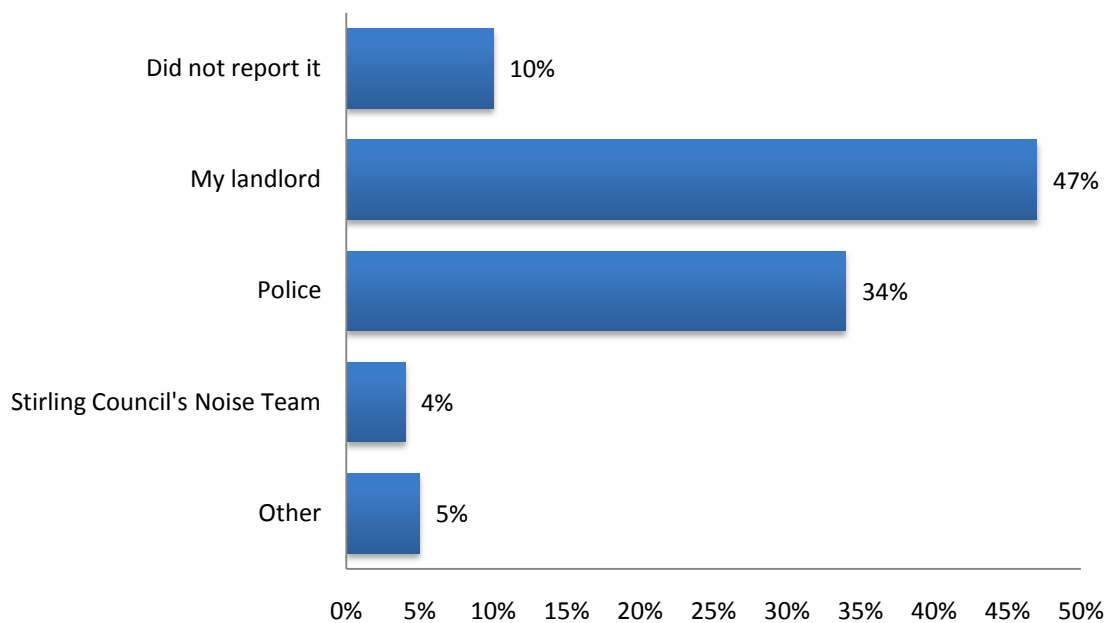
*Caution low base size

7.1.1 Reporting the ASB

Those who had experienced ASB were asked if they reported it, and who they reported it to. The majority of respondents did report the ASB, with around one in ten saying they did not (10%). ASB was most commonly reported to the landlord (47%), although over a third of respondents (34%) reported ASB to the police. Just under one in twenty reported ASB to Stirling Council's noise team (4%).

Caution is urged when interpreting these results, however, due to the small sample bases involved.

Figure 16 Reporting of ASB where experienced (All respondents)



Unweighted sample base: 32

Those who did not report their ASB problem were asked to give their reasons for not doing so. This question was relevant for just three respondents, and the reasons given were fear of reprisals, another reason or 'no reason'.

The same three respondents were then asked to say what would encourage them to report their ASB problems. Reasons given were being told more about what action is taken, or stronger action being taken, although one respondent also said that nothing would encourage them.

8 Communication and information and management of the home

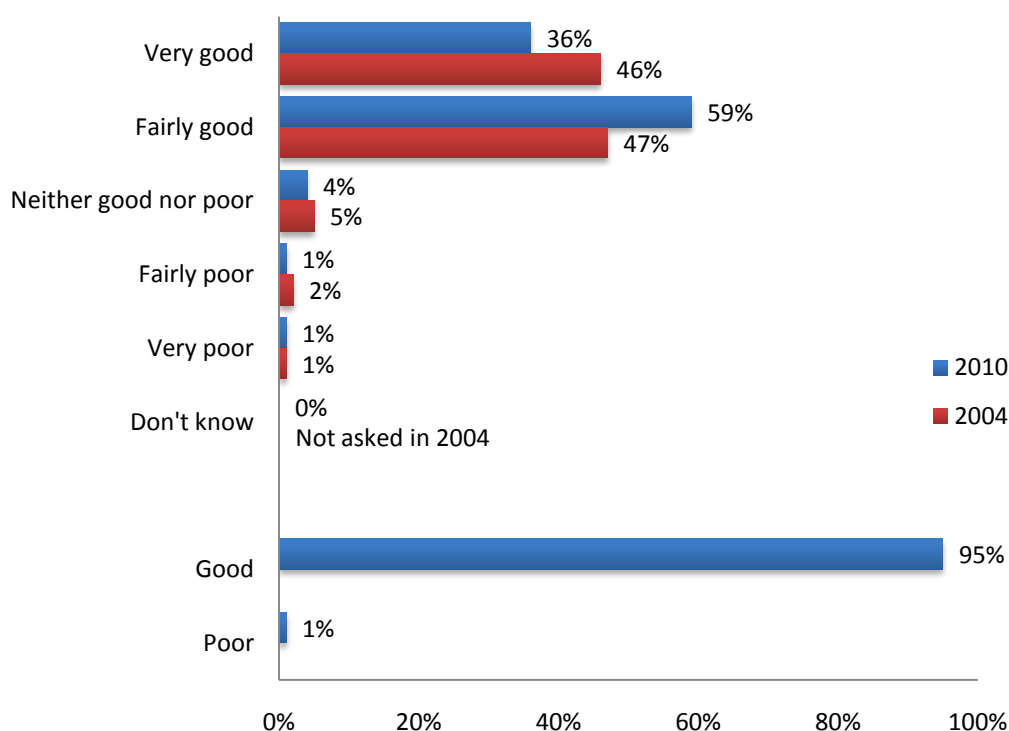
This section will look at the level of communication between Forth Housing Association and its residents. Issues will be examined surrounding how well residents feel informed and how they would prefer to be consulted, as well as tenants' perceptions of the management of their own homes.

8.1 Keeping tenants informed

All tenants were asked whether or not they feel their landlord is good at keeping them informed about things which might affect them as a tenant.

More than nine in ten (95%; 2007: 93%) respondents think that Forth Housing Association is good at keeping them informed, with more than a third (36%) who think they are very good at keeping them informed. This data provides a net balance score of +94%.

Figure 17 Keeping tenants informed (Valid responses)



Unweighted sample base: 243

Differences by geography are shown in the table below, although it should be noted that there were no significant differences by housing management area, and furthermore some areas have very small sample base sizes.

Table 15 Keeping tenants informed by Housing Management Area (All Respondents)

	Good %	Neither %	Poor %	Net ratings %
Total [243]	95%	4%	1%	94%
Bannockburn [7]*	100%	0%	0%	100%
Cambusbarron [33]	94%	6%	0%	94%
Cowie [16]*	88%	6%	0%	88%
Plean [8]*	100%	0%	0%	100%
Riverside [29]*	100%	0%	0%	100%
Stirling and Braehead [38]	95%	5%	0%	95%
Cornton [29]*	90%	10%	0%	90%
Fallin [18] *	94%	6%	0%	94%
Raploch [42]	93%	2%	5%	88%
St Ninians and Whins of Milton [23] *	100%	0%	0%	100%

*Caution low base size

The results for each landlord is summarised below.

Table 16 Keeping tenants informed by landlord (All Respondents)

	Good %	Neither %	Poor %	Don't know %
Forth Housing Association [243]	95%	4%	1%	0%
Ochil View Housing Association [314]	93%	3%	3%	2%
Rural Stirling Housing Association [207]	91%	7%	2%	1%
Stirling Council [907]	82%	9%	8%	1%

8.1.1 Forth Housing Association's Newsletter

All tenants were asked if they read the last issue of the newsletter 'Speaking Forth'. Over a quarter (28%) had read it fully while two fifths (39%) had flicked through it; at least two thirds, then, had read the newsletter. Readership is lowest in Raploch, though even in this area over half of respondents had read the newsletter.

Table 17 Readership of the last issue of Forth Housing Association newsletter by Housing Management Area (All Respondents)

	Yes fully %	Yes flicked through it %	No, have received it but not read it %	No, haven't received it %	Don't know %
Total [243]	28%	39%	20%	9%	4%
Bannockburn [7]*	14%	57%	29%	0%	0%
Cambusbarron [33]	21%	48%	21%	3%	6%
Cowie [16] *	25%	44%	19%	6%	6%
Plean [8] *	25%	50%	25%	0%	0%
Riverside [29] *	34%	41%	10%	3%	10%
Stirling and Braehead [38]	46%	27%	19%	5%	3%
Cornton [29] *	28%	34%	34%	0%	3%
Fallin [18] *	50%	39%	0%	11%	0%
Raploch [42]	17%	36%	21%	24%	2%
St Ninians and Whins of Milton [23] *	21%	44%	17%	9%	9%

*Caution low base size

The results for each landlord is summarised below.

Table 18 Readership of the last issue of the newsletter by landlord (All Respondents)

	Yes fully %	Yes flicked through it %	No, have received it but not read it %	No, haven't received it %	Don't know %
Forth Housing Association [243]	28%	39%	20%	9%	4%
Ochil View Housing Association [314]	31%	41%	18%	5%	5%
Rural Stirling Housing Association [207]	33%	33%	20%	11%	3%
Stirling Council [907]	28%	38%	22%	8%	5%

Those who read 'Speaking Forth' were asked to rate their satisfaction on a number of aspects. Satisfaction is highest for design and appearance of the newsletter (92% of readers satisfied with this aspect), and how informative the newsletter is (92%). Noteworthy is the finding that *dissatisfaction* is low for all three aspects.

Table 19 Satisfaction with aspects of the newsletter 'Speaking Forth' (Respondents who read the last issue of 'Speaking Forth')

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Satisfied	Dissatisfied
The design and appearance of the newsletter	27%	66%	7%	0%	92%	0%
How informative it is	36%	56%	7%	1%	92%	1%
How interesting it is	28%	56%	14%	2%	84%	2%
Unweighted sample base: 166						

The results for each landlord is summarised below.

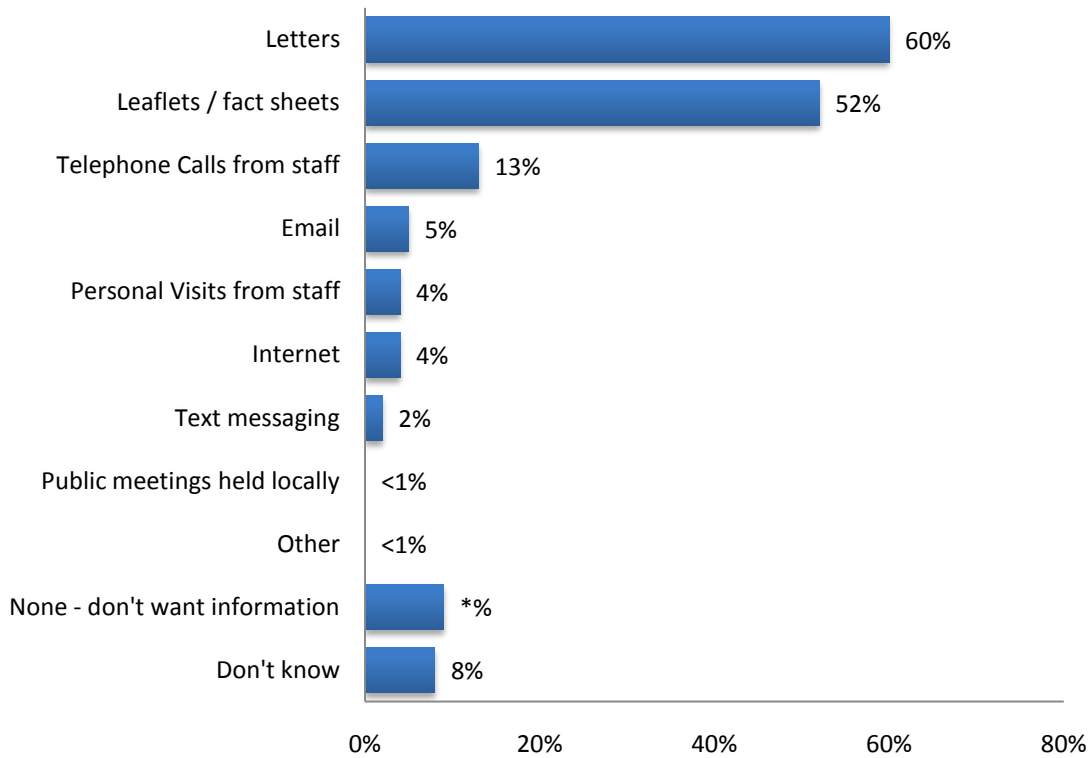
Table 20 Level of satisfaction with aspects of the newsletter by landlord (All Respondents)

	Forth Housing Association [166] %	Rural Stirling Housing Association [138] %	Ochil View Housing Association [224] %	Stirling Council [593] %
The design and appearance of the newsletter	93%	84%	91%	88%
How informative it is	92%	85%	87%	83%
How interesting it is	84%	78%	78%	75%

8.2 Methods for information and consultation

All tenants were asked to say what other ways of getting information they would find most useful. Three in five (60%) would prefer to get information by letter, whilst over half find leaflets/fact sheets useful (52%). Just over one in ten (13%) prefer telephone calls from staff.

Figure 18 Other ways of getting information found useful by respondent (All Respondents)



Unweighted sample base: 243

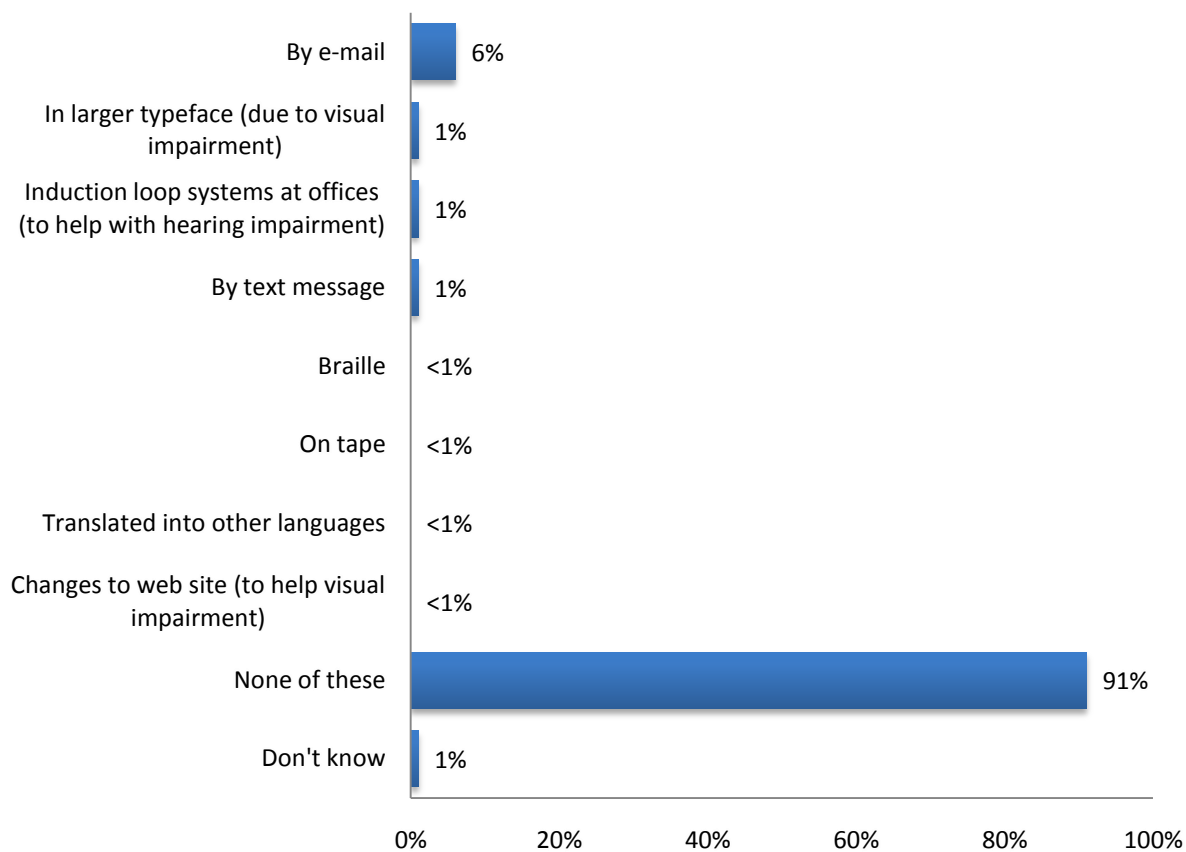
The results for each landlord is summarised below.

Table 21 Useful methods of getting information from the landlord by landlord (All Respondents)

	Forth Housing Association [243] %	Rural Stirling Housing Association [207] %	Ochil View Housing Association [314] %	Stirling Council [907] %
Telephone Calls from staff	13%	7%	22%	12%
Personal Visits from staff	4%	17%	2%	11%
Letters	60%	27%	54%	37%
Leaflets / fact sheets	52%	7%	19%	24%
Information points at offices and other public buildings	0%	5%	<0.5%	3%
Public meetings held locally	<0.5%	5%	1%	3%
Through wardens	0%	3%	0%	2%
Internet	4%	6%	8%	7%
email	5%	7%	6%	4%
Text messaging	2%	1%	<0.5%	1%
Road shows	0%	0%	0%	<0.5%
Open days	0%	<0.5%	0%	1%
Drop in sessions	0%	<0.5%	0%	1%
None – don't want information	9%	18%	12%	8%
Don't know	8%	30%	7%	27%

All respondents were also asked if they would find it helpful to receive communication/information in a number of different ways. The vast majority (91%) said none. Of the remainder, 6% cited e-mail.

Figure 19 Other ways of receiving communication/information found helpful by respondent (All Respondents)



Unweighted sample base: 243

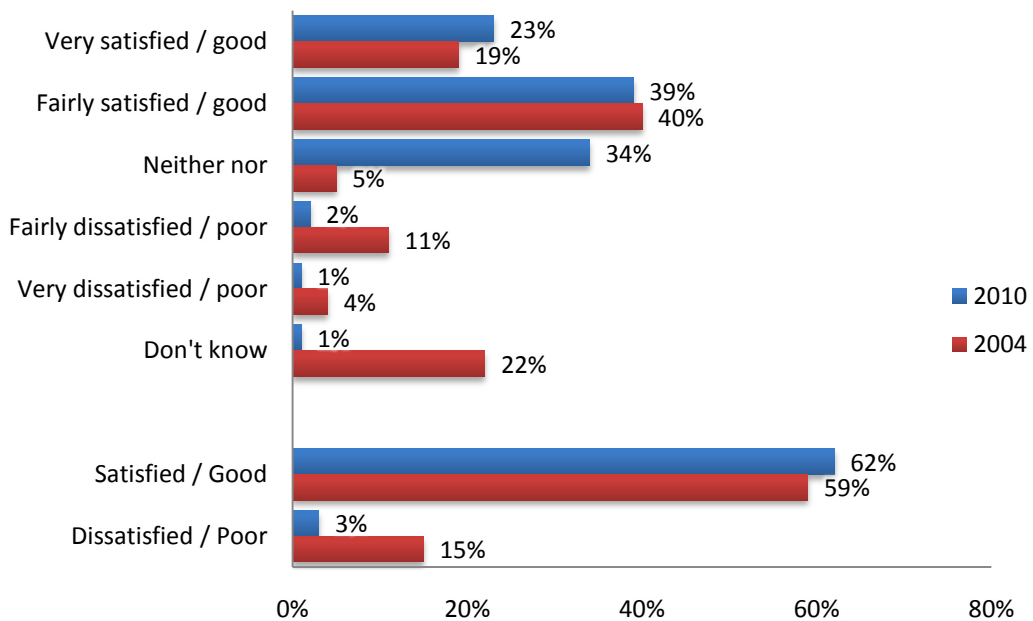
8.3 Taking into account tenants' views

All tenants were asked how satisfied or dissatisfied they are that Forth Housing Association takes into account their views.

Three fifths (62%) of tenants are satisfied that their views are taken into account compared with 3% who are dissatisfied, thus producing a net satisfaction rating of +59%.

In 2004, 59% of respondents highlighted Forth Housing as being 'good' at taking account of tenants' views over matters that concern them.

Figure 20 Level of satisfaction that tenants' views are being taken into account (All Respondents)



Unweighted sample base: 243

As the following table shows, the Housing Management Area in which respondents are more likely to be dissatisfied that their views are being taken into account is Bannockburn, although sample bases are small for this area. In fact, respondents from Cambusbarron are significantly more likely to be satisfied (76%), compared with other areas.

Table 22 Level of satisfaction that tenants' views are being taken into account by Housing Management Area (All Respondents)

	Satisfied %	Neither %	Dissatisfied %	Net ratings %
Total [243]	62%	34%	3%	+59%
Bannockburn [7] *	43%	43%	14%	+29%
Cambusbarron [33]	76%	24%	0%	+76%
Cowie [16] *	75%	19%	6%	+69%
Plean [8] *	75%	25%	0%	+75%
Riverside [29] *	76%	21%	0%	+76%
Stirling and Braehead [38]	62%	30%	8%	+54%
Cornton [29] *	79%	14%	3%	+76%
Fallin [18] *	17%	83%	0%	+17%
Raploch [42]	40%	57%	0%	+40%
St Ninians and Whins of Milton [23] *	86%	5%	9%	+77%

*Caution low base size

In addition, respondents living in families with children under 16 (73%) are more likely to be satisfied that their views are taken into account, compared with those in other types of household.

The results for each landlord is summarised below.

Table 23 Level of satisfaction that tenant’s views are being taken into account by landlord (All Respondents)

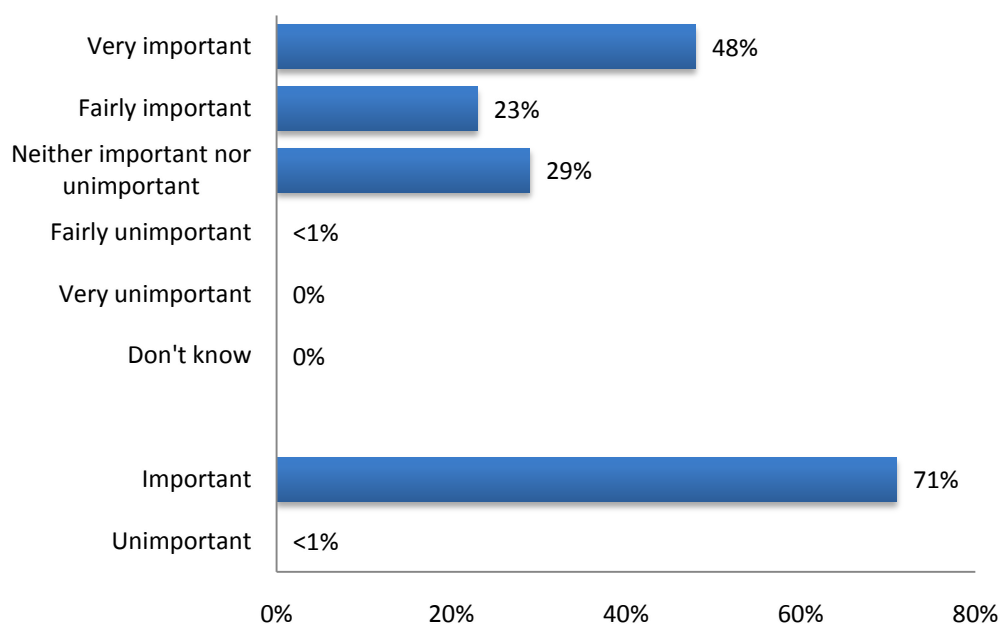
	Satisfied %	Neither %	Dissatisfied %	Don't know %
Forth Housing Association [243]	62%	34%	3%	1%
Ochil View Housing Association [314]	79%	9%	9%	3%
Rural Stirling Housing Association [207]	87%	5%	5%	3%
Stirling Council [907]	66%	21%	9%	3%

8.4 Importance of tenants being given their say

Residents were asked how important the amount of say tenants are given is on the decisions that affect the services they receive.

The majority (71%) think it is important (48% say it is very important). Less than 1% of respondents think the amount of say tenants are given is unimportant.

Figure 21 Level of importance of the amount of say that tenants are given on decisions that affect the services they receive (All Respondents)



Unweighted sample base: 243

Considering responses by geography, respondents living in Cambusbarron (85%) or Stirling and Braehead (76%) are significantly more likely to rate the amount of say that tenants are given as important, when compared with other areas.

Table 24 Ratings of importance of the amount of say that tenants are given (All Respondents)

	Important %	Neither %	Unimportant %	Net ratings %
Total [243]	71%	29%	<1%	+71%
Bannockburn [7] *	57%	43%	0%	+57%
Cambusbarron [33]	85%	15%	0%	+85%
Cowie [16] *	75%	25%	0%	+75%
Plean [8] *	100%	0%	0%	+100%
Riverside [29] *	76%	24%	0%	+76%
Stirling and Braehead [38]	76%	22%	2%	+74%
Cornton [29] *	93%	7%	0%	+93%
Fallin [18] *	28%	72%	0%	+28%
Raploch [42]	43%	57%	0%	+43%
St Ninians and Whins of Milton [23] *	100%	0%	0%	+100%

*Caution low base size

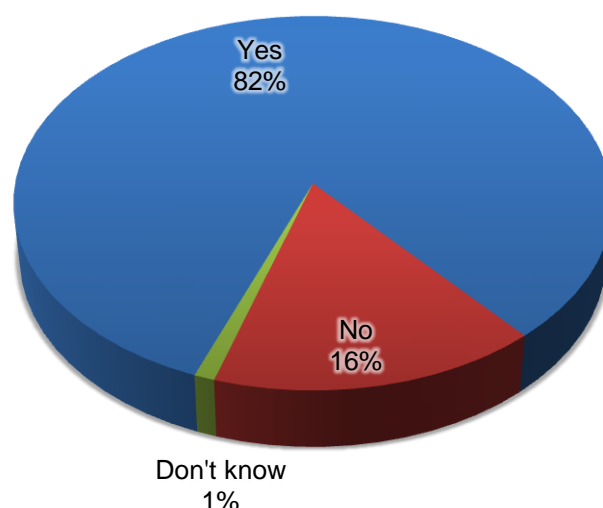
The results for each landlord is summarised below.

Table 25 Level of importance of the amount of say that tenants are given on decisions that affect the services they receive by landlord (All Respondents)

	Important %	Neither %	Unimportant %	Don't know %
Forth Housing Association [243]	71%	29%	<1%	0%
Ochil View Housing Association [314]	89%	7%	2%	3%
Rural Stirling Housing Association [207]	97%	3%	0%	0%
Stirling Council [907]	83%	14%	2%	1%

Respondents were asked whether they are aware how to have their say about housing matters. Over four fifths said they are aware of how to have their say (82%), whilst around one in six (16%) are not.

Figure 22 Whether tenants are aware how to have their say in housing matters (All respondents)



Unweighted sample base: 243

Respondents who are very or fairly satisfied that their views are taken into account by their landlord are more likely to say they are aware of how to have their say (93% and 88% respectively). Similarly, those who say it is very important for tenants to have their say are also likely to be aware of this process (94%).

The results for each landlord is summarised below.

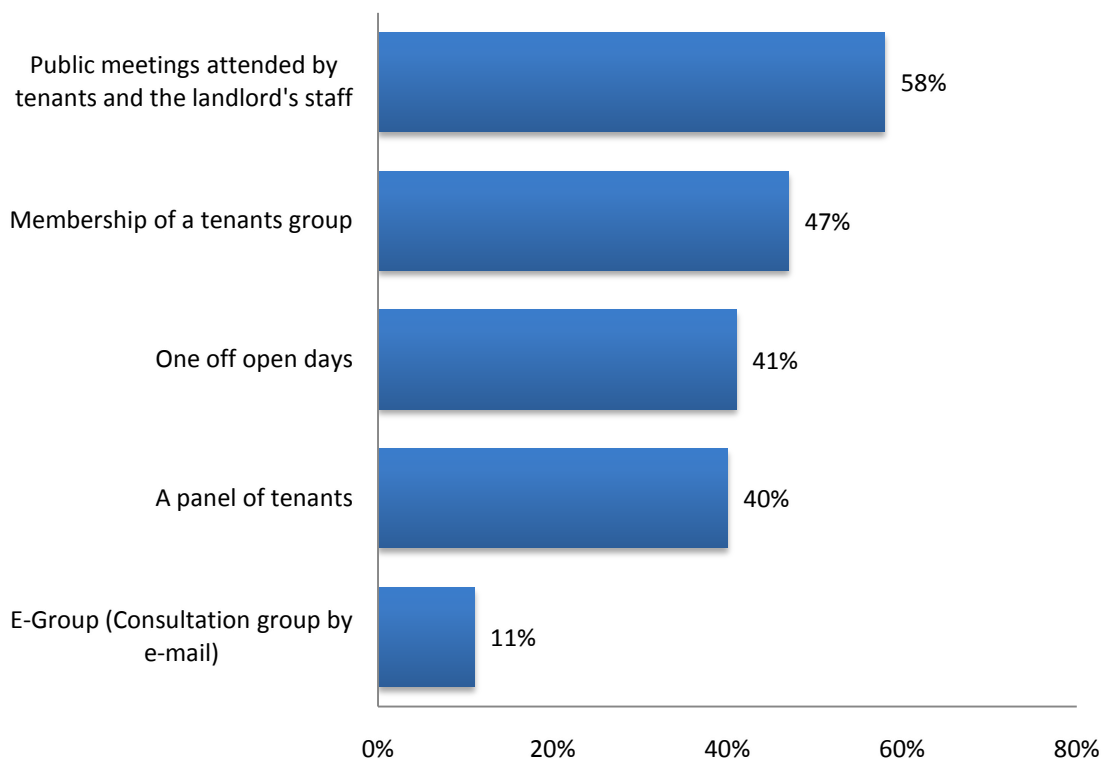
Table 26 Whether respondent is aware of how to have their say about housing matters by landlord (All Respondents)

	Yes %	No %	Don't know %
Forth Housing Association [243]	82%	16%	1%
Ochil View Housing Association [314]	-	-	-
Rural Stirling Housing Association [207]	71%	27%	2%
Stirling Council [907]	59%	38%	3%

All respondents were asked which ways of getting their views heard they are aware of. As the following figure demonstrates, around three fifths (58%) are aware of public meetings attended by tenants and the landlord's staff, while just under half (47%) are aware of membership of a tenants group.

Two in five had heard of one off open days (41%) or panels (40%), whilst around one in ten (11%) had heard of E-groups (consultation group by email).

Figure 23 Ways of getting their views heard that respondents are aware of (All Respondents)



Unweighted sample base: 243

The results for each landlord is summarised below.

Table 27 Awareness of mechanisms by which tenants can get their views heard by landlord (All Respondents)

	Forth Housing Association [243] %	Rural Stirling Housing Association [207] %	Ochil View Housing Association [314] %	Stirling Council [907] %
Membership of a tenants group	47%	53%	58%	41%
A panel of tenants	40%	43%	48%	36%
Public meetings attended by tenants and the landlord's staff	58%	55%	65%	52%
On a mailing list to receive information about the landlord's services	-	45%	43%	25%
One off open days	41%	40%	49%	50%

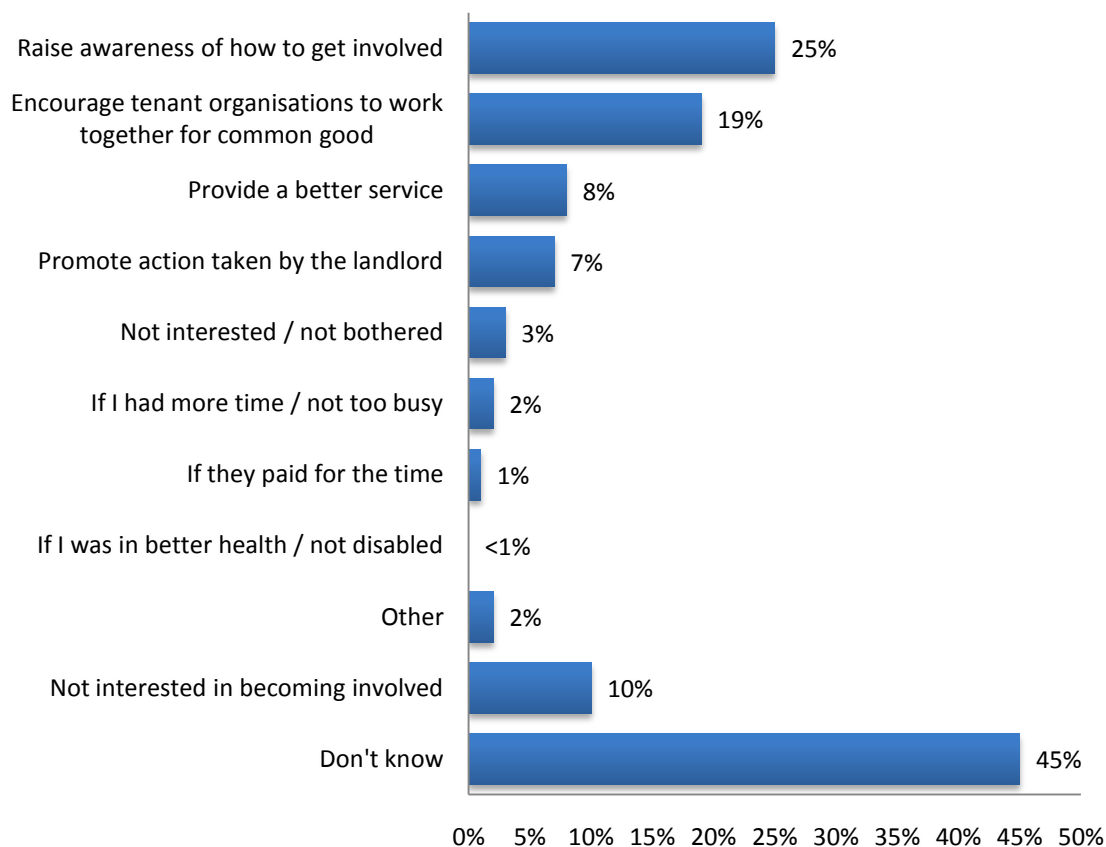
Residents were asked whether they had ever been involved in influencing the decision making of housing services, for example, by being a member of a tenants group.

Just 5% of respondents said that they had. The majority said they didn't know (69%) or that they had not (25%).

Respondents were then asked how their landlord could encourage them and other tenants to get involved.

Around a quarter (25%) said the landlord could raise awareness of how to get involved, and one in five (19%) that the landlord could encourage tenant organisations to work together. Just 10% said they were not interested in being involved, but the highest proportion of respondents (45%) was unsure how involvement could be encouraged.

Figure 24 Respondents' ideas of how Forth Housing Association could encourage them and other tenants to get involved (All respondents)



Unweighted sample base: 243

8.5 Tenants Handbook

Asked if they had used or made reference to their Tenants Handbook in the past 12 months, around three in ten (31%) said they had. Seven in ten (68%) had not and 1% did not know.

The results for each landlord is summarised below.

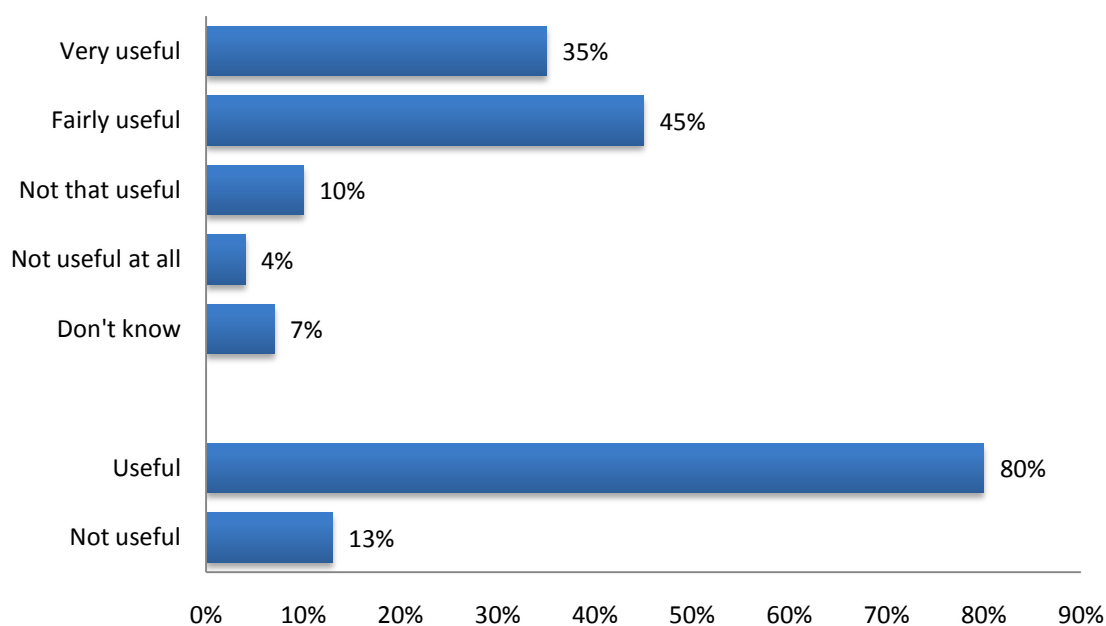
Table 28 Whether tenant has made reference to the Tenants' Handbook by landlord (All Respondents)

	Yes %	No %	Don't know %
Forth Housing Association [243]	31%	68%	1%
Ochil View Housing Association [314]	28%	71%	1%
Rural Stirling Housing Association [207]	22%	75%	4%
Stirling Council [907]	12%	83%	5%

Asked to say what other information could be included in the Tenants Handbook, the majority of respondents (57%) said nothing while a further 41% did not know.

All respondents were also asked to rate the usefulness of the Tenant's Handbook. Four fifths (80%) rated it as useful, including over a third (35%) who said it was very useful. Around one in eight (13%) said it was not useful.

Figure 25 Respondent ratings of usefulness of the Tenant's Handbook



Unweighted sample base: 243

The results for each landlord is summarised below.

Table 29 Usefulness of the Tenants' Handbook by landlord (All Respondents)

	Useful %	Not useful %	Don't know %	Do not have one %
Forth Housing Association [243]	80%	13%	7%	0%
Ochil View Housing Association [314]	-	-	-	-
Rural Stirling Housing Association [207]	66%	17%	8%	9%
Stirling Council [907]	49%	23%	25%	3%

9 Contact / Service Delivery

This section will examine tenants' contact with Forth Housing Association and in particular their ratings of customer care and experience of Forth Housing Association's website.

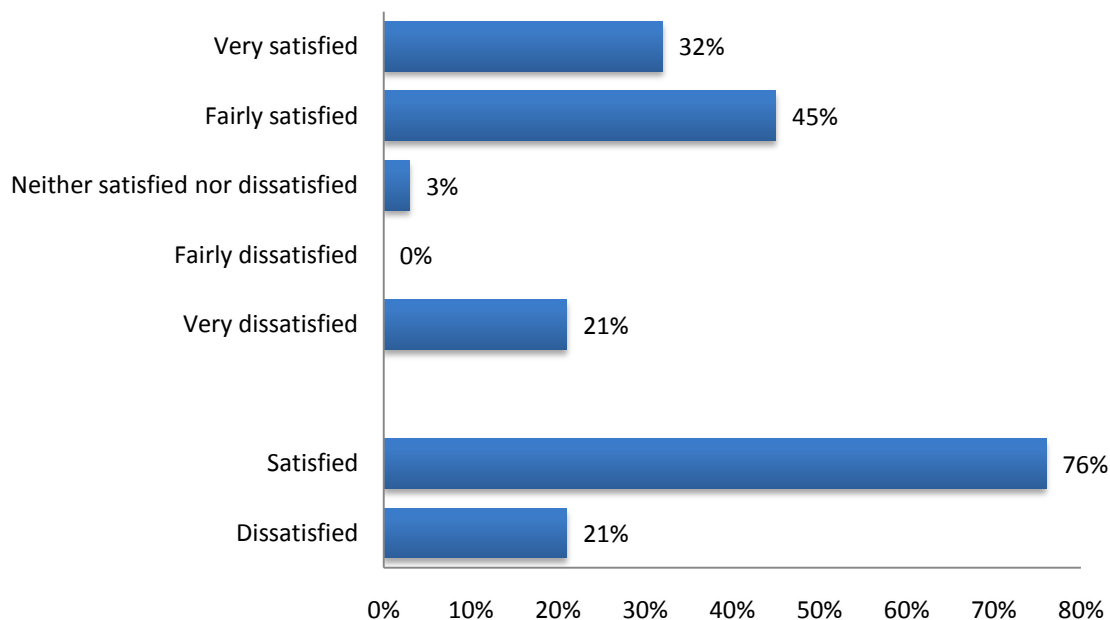
9.1 Forth Housing Association's complaints policy and procedures

Respondents were asked whether they were aware of their landlord's complaints policy and procedures. The majority (84%; 2004; 85%) said that they were, whilst around one in six (16%) said they were not.

Respondents were then asked if they had used the complaints procedure in the past 12 months. Just under one in ten (9%) respondents had used the procedure, whilst the majority (90%) had not.

In addition, respondents who had used the complaints procedure were asked to rate their satisfaction with it. Around three quarters (76%) said they were satisfied, including close to a third who were very satisfied. One in five (21%) said they were very dissatisfied. However, it should be noted that there was a small sample base for this question.

Figure 26 Satisfaction with the complaints procedure (Where used the complaints procedure)

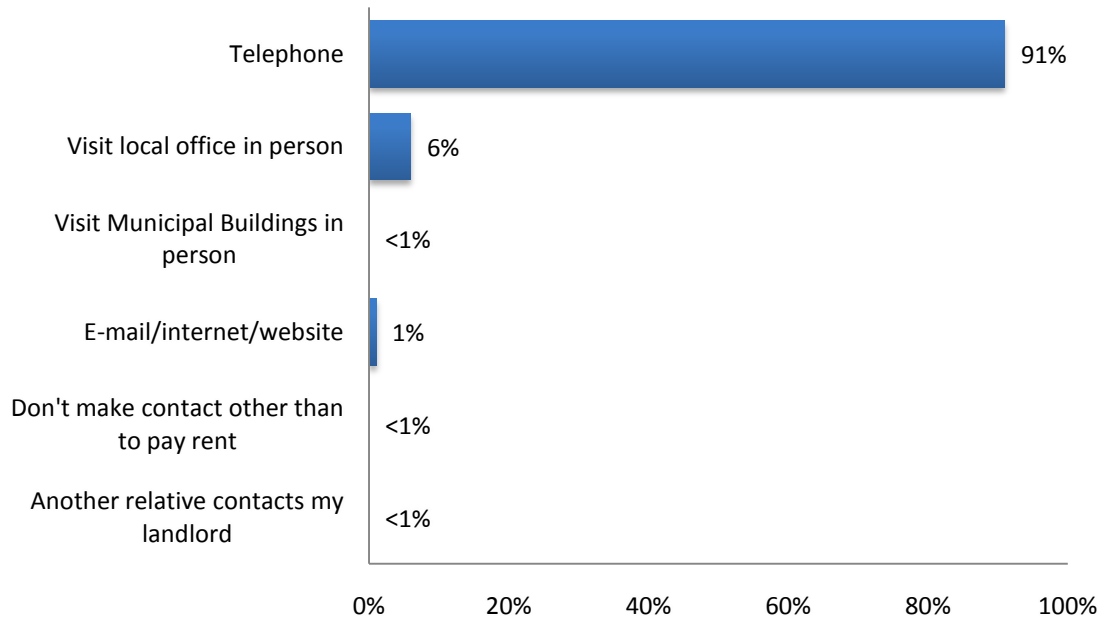


Unweighted sample base: 24

9.2 Method of contact

All tenants were asked how they usually made contact with Forth Housing Association. The great majority (91%) contact Forth Housing Association via the telephone, whilst around one in twenty (6%) visit an office.

Figure 27 Method by which contacted Forth Housing Association (Respondents who contacted Forth Housing Association)



Unweighted sample base: 243

The results for each landlord is summarised below.

**Table 30 Usual method by which tenants make contact with their landlord by landlord
(All Respondents)**

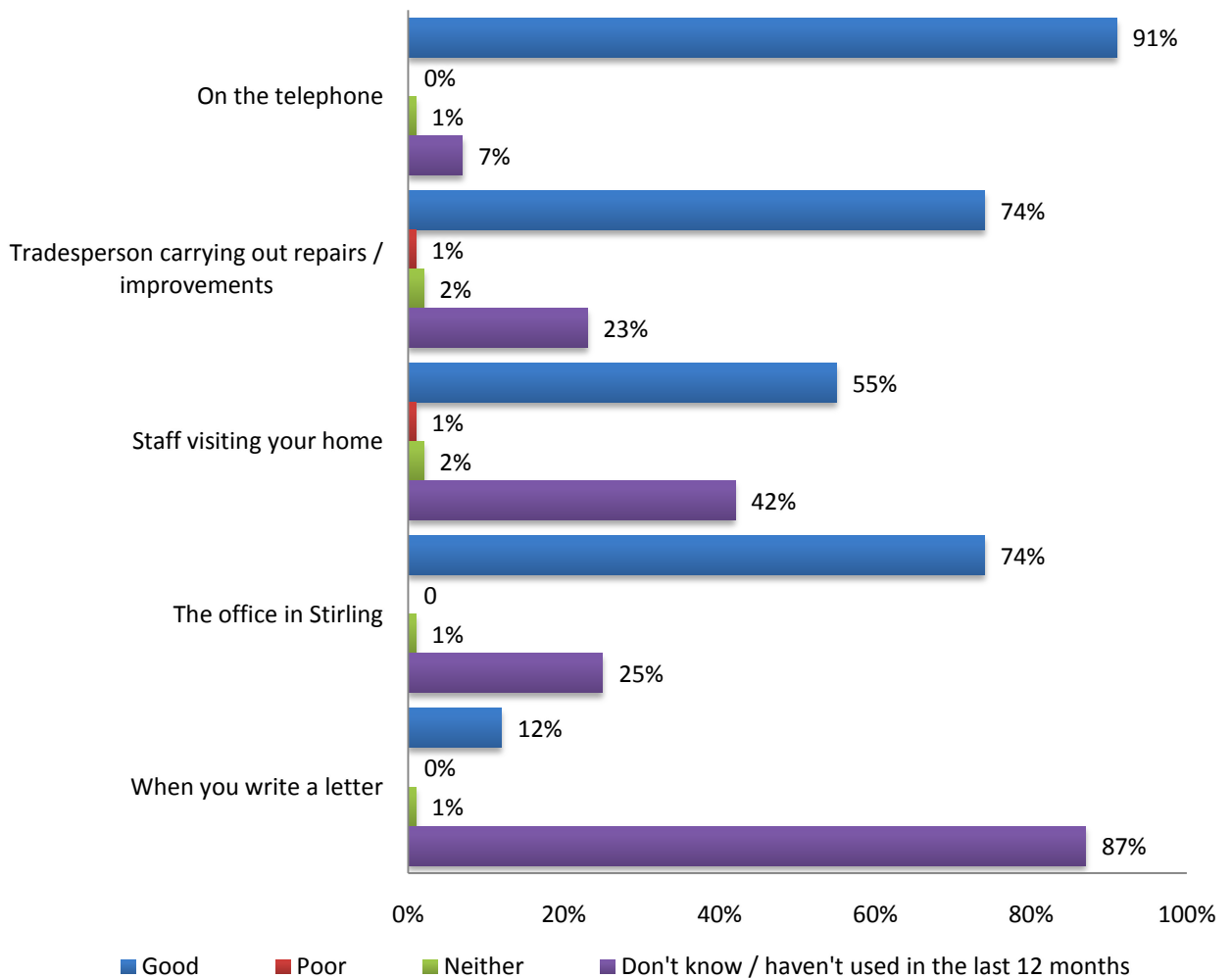
	Forth Housing Association [243] %	Rural Stirling Housing Association [207] %	Ochil View Housing Association [314] %	Stirling Council [907] %
Telephone	91%	-	93%	85%
Letter	0%	-	1%	1%
Visit local office in person	6%	-	4%	11%
Visit Municipal Buildings in person	-	-	0%	<0.5%
E-mail / internet website	1%	-	<0.5%	<0.5%
Warden / member of staff visiting	0%	-	0%	1%
Through local Councillor	0%	-	0%	<0.5%
Don't make contact other than to pay rent	-	-	2%	1%

9.3 Customer care

All tenants were asked to rate the standard of customer care they had received over the last 12 months for a number of criteria. Some of the results are marked by the very high proportions of respondents unable to give a rating due to non-use and this should be borne in mind when interpreting this data.

Telephone contact receives the highest rating (91% of residents consider this to be good and 0% poor), while local offices and trades people also receive reasonably high ratings (74% each).

Figure 28 Rating of aspects of customer care provided by Forth Housing Association (All Respondents)



Unweighted sample bases vary

The results for each landlord is summarised below.

Table 31 Customer care seen as good based on experience over the past 12 months by landlord (All Respondents)

	Forth Housing Association [243] %	Rural Stirling Housing Association [207] %	Ochil View Housing Association [314] %	Stirling Council [907] %
On the telephone	91%	87%	87%	79%
Tradesperson carrying out repairs / improvements	73%	70%	63%	60%
Staff visiting your home	56%	57%	47%	46%

Those who gave a 'poor' rating were asked to give their reasons. Reasons given were not returning calls, the staff member not being courteous/helpful and time taken to handle the enquiry, although the sample base for this question was just five respondents.

9.4 Internet access and Forth Housing Association's website

9.4.1 Internet access

All tenants were asked if they have access to the internet, either at home or somewhere else. Around half said that they have access (50%).

The results for each landlord is summarised below.

Table 32 Whether tenant has access to the Internet by landlord (All Respondents)

	Yes %	No %
Forth Housing Association [243]	50%	50%
Ochil View Housing Association [314]	51%	49%
Rural Stirling Housing Association [207]	62%	38%
Stirling Council [907]	41%	59%

Just under a third (32%) of those with internet access had visited the Forth Housing Association website in the past 12 months.

The results for each landlord is summarised below.

Table 33 Whether the tenant has accessed the landlord's website by landlord (Respondents with internet access)

	Yes %	No %	Don't know %
Forth Housing Association [127]	32%	68%	0%
Ochil View Housing Association [166]	23%	77%	0%
Rural Stirling Housing Association [127]	27%	71%	2%
Stirling Council [373]	32%	68%	0%

Of those who did visit it, 95% found it useful (40% very, 55% fairly useful). Only 5% found it to be not very useful.

The results for each landlord is summarised below.

Table 34 Usefulness of the landlord's website by landlord (Respondents who have accessed the landlord's website)

	Useful %	Not useful %	Don't know %
Forth Housing Association [38]	95%	5%	0%
Ochil View Housing Association [39]	90%	10%	0%
Rural Stirling Housing Association [35]	76%	21%	3%
Stirling Council [121]	91%	8%	1%

Those with internet access were then presented with a list of possible uses for the Forth Housing Association website, and asked which they would, or do use it for. Around a quarter (24%) already use the website to get information on services provided by Forth Housing Association, while a further 38% said they would consider using it for this purpose. This is the most popular function of the website, then, with just over two thirds of internet users either using it or saying they would use it.

**Table 35 Use of Forth Housing Association’s website for certain services
(Respondents with internet access)**

	Yes, use it now %	No, but would consider %	No, never %	Don’t know %
To get information on services provided by your landlord	24%	38%	36%	2%
To contact the housing office (in general)	16%	36%	47%	1%
To get information about future plans	9%	46%	44%	1%
Advice on policy information	5%	45%	49%	1%
To report a repair	3%	44%	53%	0%
Applying for housing	3%	45%	52%	0%
Downloading forms and documents	2%	45%	52%	1%
To check your rent account	2%	46%	51%	1%
Make a complaint	2%	38%	60%	0%
To report an anti-social complaint	1%	40%	59%	0%
Unweighted sample base: 127				

10 Rents

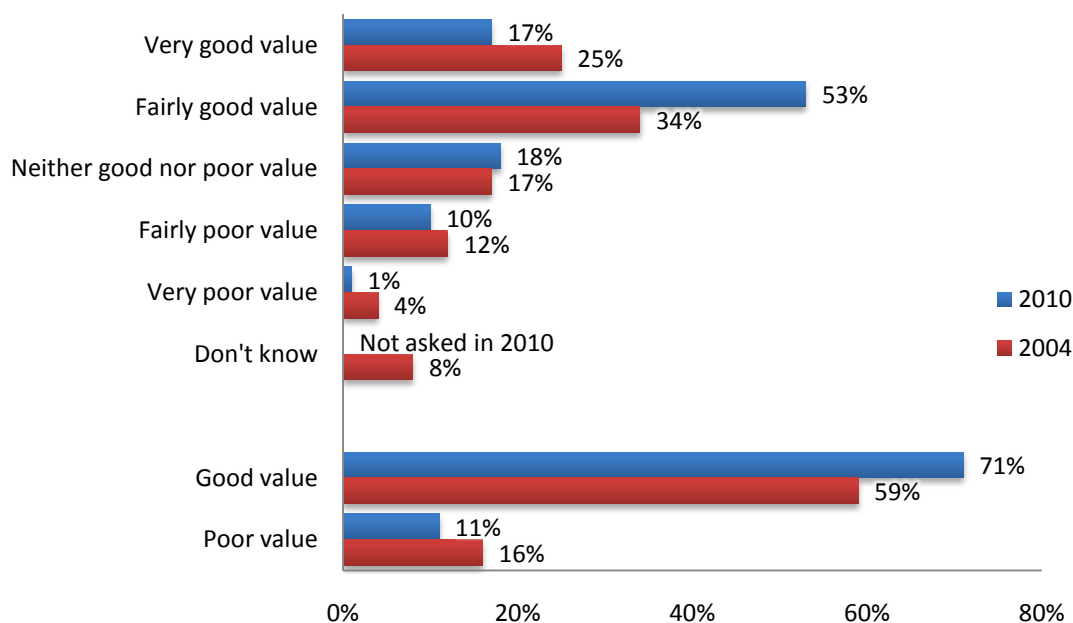
This section will explore residents' attitudes to the rent they pay, particularly in relation to their perception of good value for money.

10.1 Value for money for rent

All tenants were asked to indicate whether they think the money they pay for their rent represents good or poor value.

The majority (71%; 2004: 59%) of tenants think their rent represents good value for money while a further 18% are ambivalent. Conversely, around one in ten (11%) think their rent is poor value for money. The net satisfaction rating for this indicator is +60%.

Figure 29 Value for money for rent (All Respondents)



Unweighted sample base: 243

Residents of Bannockburn and Raploch are the most likely to believe their rent represents good value for money (86% in each of these regions), as may be seen from the following table. However, there were no significant differences by geography.

Table 36 Value for money for rent by Housing Management Area (All Respondents)

	Good %	Neither %	Poor %	Net ratings %
Total [243]	71%	18%	11%	+60%
Bannockburn [7]*	86%	14%	0%	+86%
Cambusbarron [33]	85%	9%	6%	+79%
Cowie [16] *	69%	25%	6%	+63%
Plean [8] *	50%	13%	38%	+12%
Riverside [29] *	76%	21%	3%	+73%
Stirling and Braehead [38]	68%	13%	19%	+49%
Cornton [29] *	52%	45%	3%	+49%
Fallin [18] *	67%	22%	11%	+56%
Raploch [42]	86%	10%	5%	+81%
St Ninians and Whins of Milton [23] *	44%	39%	17%	+27%

*Caution low base size

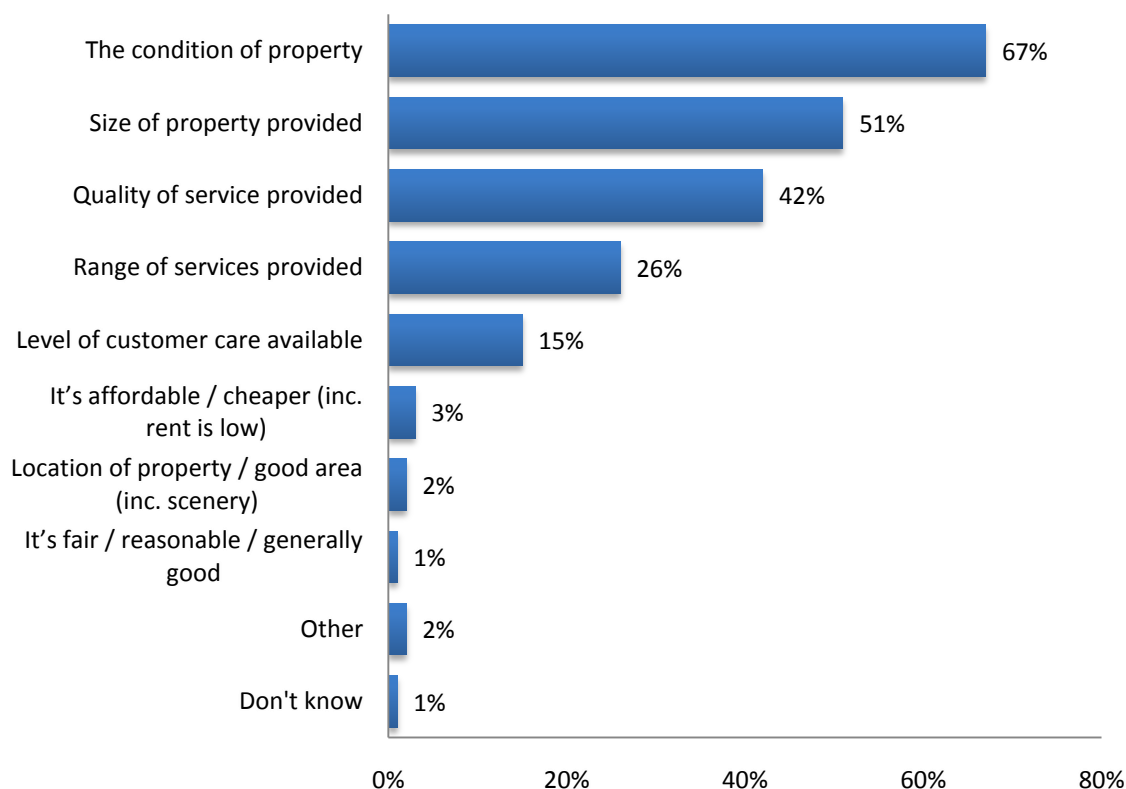
The results for each landlord is summarised below.

Table 37 Value for money for rent by landlord (All Respondents)

	Good %	Neither %	Poor %
Forth Housing Association [243]	71%	18%	11%
Ochil View Housing Association [314]	57%	27%	15%
Rural Stirling Housing Association [207]	78%	15%	7%
Stirling Council [907]	59%	28%	13%

Those who think their rent represents good value for money were asked to give their reasons for this. The most frequently mentioned reasons for good value are the condition (67%) and the size of the property (51%). The quality of the service provided is also mentioned by around two fifths of respondents (42%).

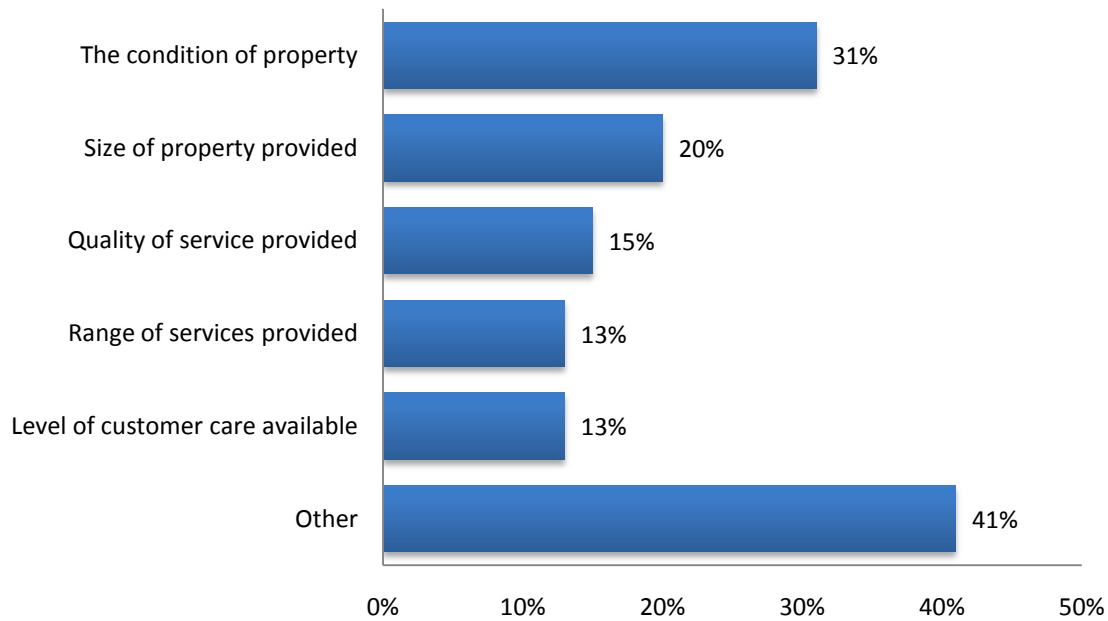
Figure 30 Reasons for rent representing good value for money (Respondents who think their rent represents good value for money)



Unweighted sample base: 170

Similarly, those who think their rent represents *poor* value for money were also asked to give their reasons. As with good value for money, the most frequently mentioned reason for poor value for money is the condition of the property (31%), which suggests this is a key factor in determining perceptions of value for money. Other commonly mentioned reasons include the size (20%) of the property and the quality of service provided (15%). It should be noted that there is a small sample base for this question.

Figure 31 Reasons for rent representing poor value for money (Respondents who think their rent represents poor value for money)



Unweighted sample base: 23

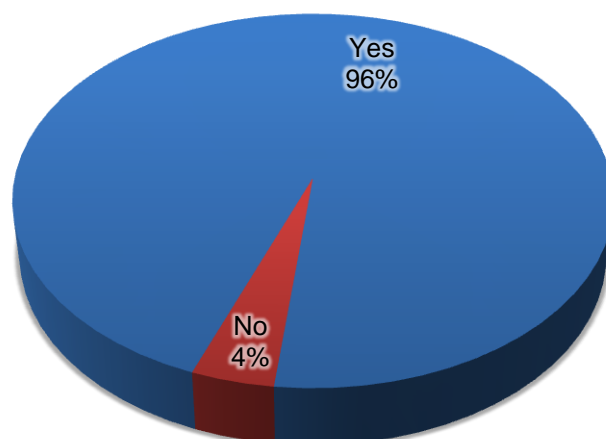
10.2 Awareness of the Money Advice Worker

It was explained to respondents that Forth Housing Association and Rural Stirling Housing Association jointly employ a Money Advice Worker who offers free and confidential advice to tenants on a range of welfare benefits, household budgeting and paying fuel bills. Respondents were then asked if they were aware that their landlord provides this service.

Just over seven in ten respondents were aware of the service (72%, compared to 62% for Rural Stirling). The remaining three in ten were either unaware (26%; 32% Rural Stirling) of the service, or were unsure (2%; 6% Rural Stirling). Respondents in Raploch were the most likely to say they were aware (90%).

Those who were aware of the service were asked whether they had ever used it. Over two fifths said that they had (44%, compared to 28% for Rural Stirling). Among this group, almost all respondents said that using the service had helped them (96%; 84% Rural Stirling); just 4% (16% for Rural Stirling) said it had not.

Figure 32: Whether using the Money Advice Worker service helped respondents (Where used the Money Advice Worker service)



Unweighted sample base: 74

11 Services overall

This section will look at tenants' level of satisfaction or dissatisfaction with the services provided by Forth Housing Association.

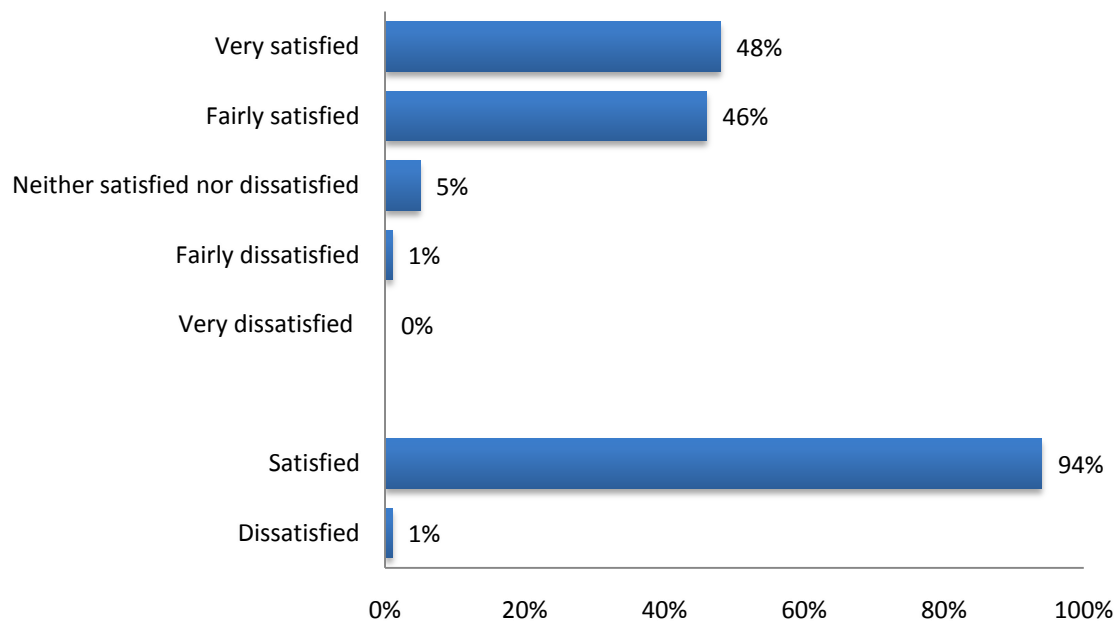
11.1 Overall satisfaction with Forth Housing Association

All respondents were asked to rate their level of satisfaction or dissatisfaction with the overall service provided by Forth Housing Association.

Almost all (94%) respondents said they are satisfied with the overall service provided by Forth Housing Association, with almost half (48%) very satisfied. In contrast, just 1% are dissatisfied and a further 5% are neither satisfied nor dissatisfied. These results produce a net satisfaction rating of +93%.

In 2004, 83% of respondents highlighted that Forth Housing Association provides good quality services.

Figure 33 Satisfaction with overall service provided by Forth Housing Association (All Respondents)



Unweighted sample base: 243

Satisfaction with overall service is high across all Housing Management Areas, and there were no significant differences between areas.

Table 38 Satisfaction with overall service provided by Forth Housing Association by Housing Management Area (All Respondents)

	Satisfied %	Neither %	Dissatisfied %	Net ratings %
Total [243]	94%	5%	1%	93%
Bannockburn [7]*	100%	0%	0%	100%
Cambusbarron [33]	94%	6%	0%	94%
Cowie [16] *	94%	6%	0%	94%
Plean [8] *	100%	0%	0%	100%
Riverside [29] *	100%	0%	0%	100%
Stirling and Braehead [38]	92%	3%	5%	87%
Cornton [29] *	93%	3%	3%	90%
Fallin [18] *	100%	0%	0%	100%
Raploch [42]	88%	12%	0%	88%
St Ninians and Whins of Milton [23] *	96%	4%	0%	96%

*Caution low base size

Respondents who are very or fairly satisfied that their views are taken into account (100% and 98% respectively) are also more likely to be satisfied with the overall service provided by Forth Housing Association.

The results for each landlord is summarised below.

Table 39 Level of satisfaction with overall service provided by landlord (All Respondents)

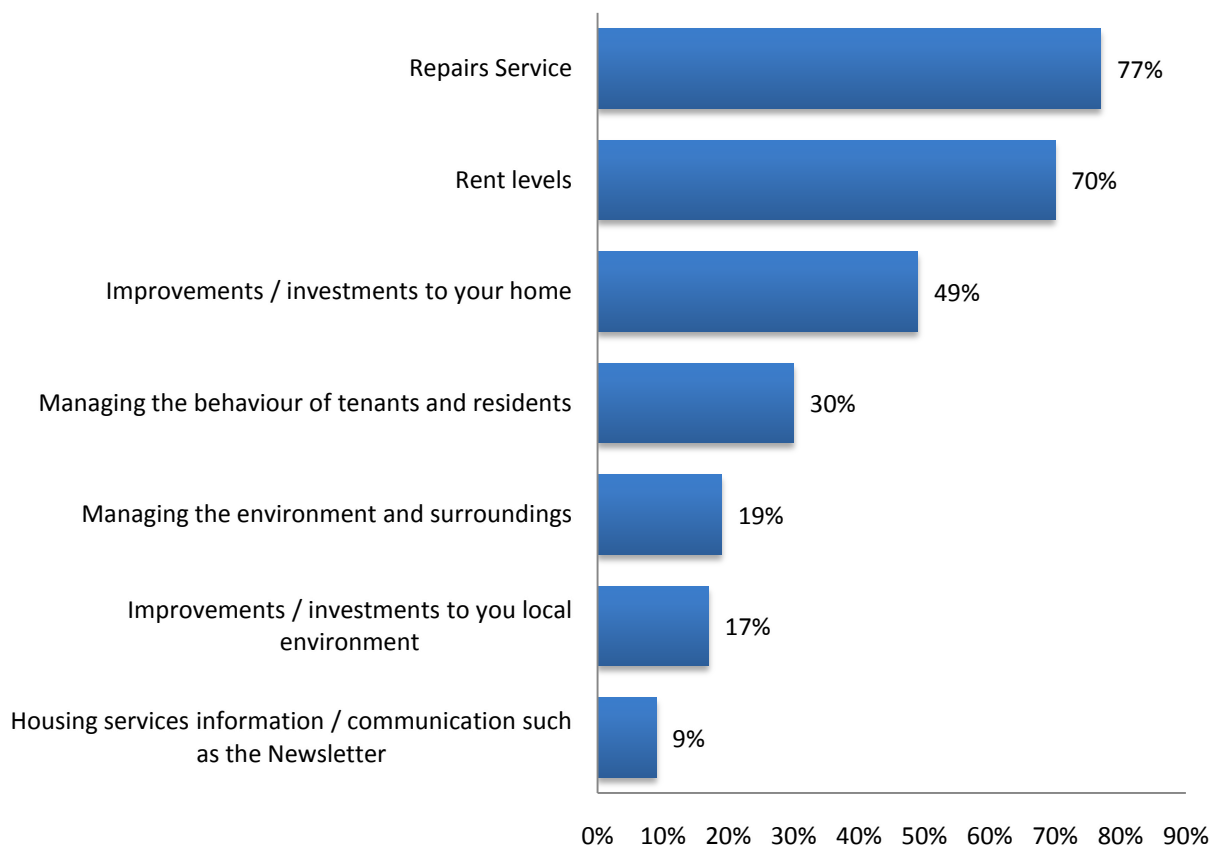
	Satisfied %	Neither %	Dissatisfied %
Forth Housing Association [243]	94%	5%	1%
Ochil View Housing Association [314]	87%	9%	5%
Rural Stirling Housing Association [207]	93%	5%	1%

11.2 What tenants consider to be most important

All tenants were presented with seven services and asked which they consider to be the three most important.

As the following figure illustrates, over three quarters (77%) of respondents included the repairs service within the three attributes they consider to be most important. Seven in ten (70%) highlighted rent levels and almost half (49%) said improvements/investments to the home.

Figure 34 What tenants consider to be most important (Valid responses)



Unweighted sample base: 243

The results for each landlord is summarised below.

Table 40 What tenants consider to be the most important by landlord (All Respondents)

	Forth Housing Association [243] %	Rural Stirling Housing Association [207] %	Ochil View Housing Association [314] %	Stirling Council [907] %
Repairs Service	77%	-	81%	71%
Improvements / investments to your home	49%	-	58%	50%
Improvements / investments to you local environment	17%	-	24%	24%
Managing the environment and surroundings	19%	-	19%	24%
Managing the behaviour of tenants and residents	30%	-	30%	24%
Rent levels	70%	-	60%	51%
Housing services information / communication such as the Newsletter	9%	-	13%	13%

12 Profile Information

The following tables outline the unweighted demographic profile of the sample.

Table 41 Profile table

Household make-up	Tenants %	Tenants base
One adult under 60	33%	80
One adult aged 60 or over	17%	41
Two adults both over 60	4%	10
Two adults, one over 60 and one under 60	1%	3
Two adults both under 60	7%	17
1-parent family with child/ren, at least one under 16	16%	38
2-parent family with child/ren, at least one under 16	14%	35
Three or more adults, 16 or over	3%	7
2-parent family with child/ren, all over 18	<0.5%	1
Other	4%	10
Prefer not to say	<0.5%	1
Area		
Bannockburn	3%	7
Cambusbarron	14%	33
Cowie	7%	16
Plean	3%	8
Riverside	12%	29
Stirling and Braehead	16%	38
Cornton	12%	29
Fallin	7%	18
Raploch	17%	42
St Ninians and Whins of Milton	9%	23

Table 42 Profile table continued...

Ethnicity	Tenants %	Tenants base
White – Scottish	95%	230
White – English	2%	5
White - Welsh	<0.5%	1
White – British	2%	5
White – Other	<0.5%	1
African	<0.5%	1
Gender		
Male	35%	86
Female	65%	157
Disability		
No	67%	162
Yes – affecting mobility	22%	53
Yes – affecting hearing	2%	5
Yes – affecting vision	1%	2
Yes – other	11%	27
Prefer not to say	2%	5
Does existing home meet needs of person with disability		
Yes	91%	69
No	9%	7

Table 43 Profile table continued...

Employment status	Tenants %	Tenants base
Employee in full time job (30 hours or more per week)	25%	60
Employee in part time job (less than 30 hours per week)	14%	33
Self-employed	3%	6
Unemployed	18%	43
Student	2%	4
Training (e.g. New Deal)	<0.5%	1
Permanently sick or disabled – unable to work	9%	22
Looking after the family or home	8%	19
Retired	21%	50
Other	<0.5%	1
Prefer not to say	2%	4
Age		
16 – 24 years	4%	9
25 – 34 years	18%	43
35 – 44 years	30%	73
45 – 54 years	19%	47
55 – 64 years	14%	33
65 – 74 years	12%	28
75+ years	4%	10

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