



Research Report



Tenant Satisfaction and Aspiration Survey 2013

Prepared for: Forth Housing Association

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Prepared for: Forth Housing Association

Prepared by: BMG Research

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1 Scottish Social Housing Charter – Satisfaction Indicators

The following table summarises FHA’s results for those Scottish Social Housing Charter indicators for which data was collected from the survey.

Table 1: Scottish Social Housing Charter – Satisfaction Indicators

	Question	2013 %
Indicator 1	Percentage of tenants satisfied with the overall service provided by their landlord (% satisfied)	94%
Indicator 3	Percentage of tenants who feel their landlord is good at keeping them informed about services and decisions (% good)	95%
Indicator 6	Percentage of tenants satisfied with the opportunities given to them to participate in their landlord’s decision making processes (% satisfied)	90%
Indicator 9	Percentage of tenants who moved into their property in the past 12 months satisfied with the standard of the home when they moved in (% satisfied, for those who moved into their property in the past 12 months)	91%
Indicator 10	Percentage of existing tenants satisfied with the quality of their home (% satisfied)	89%
Indicator 16	Percentage of tenants who have had repairs or maintenance carried out in the last 12 months satisfied with the R & M service (% satisfied, for those who say they had a repair carried out in last 12 months)	93%
Indicator 17	Percentage of tenants satisfied with the management of the neighbourhood they live in (% satisfied)	92%
Indicator 29	Percentage of tenants who feel that the rent for their property represents good value for money (% good)	84%

2 Introduction

In January 2013, Forth Housing Association (FHA), in conjunction with Clackmannanshire Council, Rural Stirling Housing Association and Stirling Council commissioned BMG Research to undertake a household survey of tenants from FHA's tenanted stock. This report provides an assessment of findings from the survey, including data collected against selected Scottish Social Housing Charter (SSHC) Indicators. Data from the 'indicator questions' will be used by FHA in their first Annual Return on the Charter which will be submitted to the Scottish Housing Regulator (SHR).

The main aims of the survey are to provide:

- A measurement of tenant satisfaction and aspirations with their homes, environment and services provided by FHA; and
- Explore where variations in satisfaction exist by area and across specific demographic groups.

2.1.1 Questionnaire design

The questionnaire was based on that utilised in the 2010 survey and new questions developed by BMG Research and FHA for the 2013 survey. Additional questions were included from HouseMark's and the Scottish Housing Best Value Network's (SHBVN) STAR in Scotland suite of questions. To record the SSHC indicators, the questions stipulated by the SHR were also included.

2.1.2 Sampling

Given the size of FHA's stock (641), no sampling of addresses occurred. Monitoring targets were set by area to ensure no areas were under or over represented in the data.

Table 2: Target per Area and number of sampling points

Area	Total stock	%	Target	Actual
Bannockburn	17	3%	7	5
Cambusbarron	64	10%	25	24
Cowie	33	5%	12	12
Plean	46	7%	17	18
Riverside	55	9%	21	20
Stirling and Braehead	104	16%	39	38
Cornton	43	7%	17	16
Fallin	79	12%	29	30
Raploch	132	21%	51	52
St Ninians and Whins of Milton	68	11%	27	27
Total	641	100%	245	242

Fieldwork for survey took place during May and June 2013, with a small number of 'mop-up' interviews being completed in July 2013. This sample of 243 interviews is subject to a maximum standard error of $\pm 5.0\%$ at the 95% confidence level on an observed statistic of 50%. The response rate for the survey was 38%.

2.1.3 Report

To ensure that the results are representative of the FHA stock population, the data has been weighted by area.

Throughout this report the word significant is used to describe differences in the data. This indicates where the data has been tested for statistical significance. This testing identifies 'real differences' (i.e. a difference that would occur if we were able to interview all tenants in the study area rather than just a sample). However, as already noted the actual percentages reported in the data may vary by $\pm 5.0\%$ at the 95% confidence level on an observed statistic of 50%.

Figures and tables are used throughout the report to assist explanation and analysis. Although occasional anomalies appear due to 'rounding' differences, these should never be more than $\pm 1\%$. These occur where rating scales have been added to calculate proportions of respondents who are satisfied at all (i.e. either very or fairly satisfied).

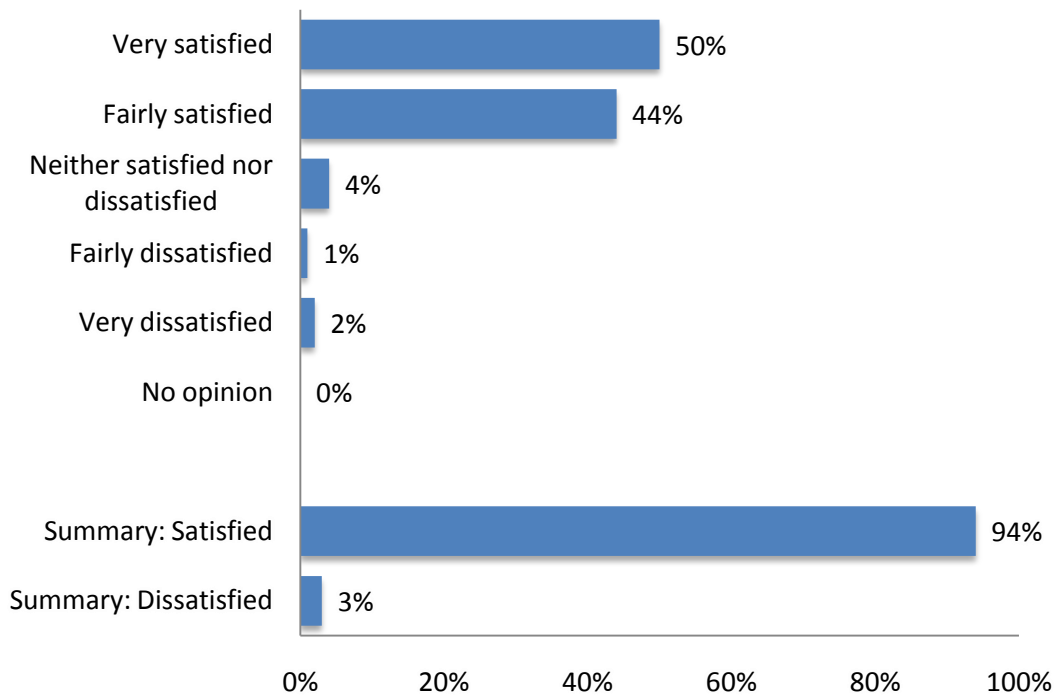
3 Forth Housing Association

This chapter of the report summarises respondents’ satisfaction with the service provided by FHA. It also summarises what respondents consider should be priorities for FHA and how good or poor FHA is at keeping respondents informed about its services and decisions. In addition, satisfaction with the opportunities provided to participate in FHA’s decision making processes is explored as is respondents’ preferred level of involvement in FHA’s work. Awareness and use made of the complaints procedure and use of the Tenants Handbook are also summarised.

3.1 Satisfaction with the service provided by FHA

The majority (94%) of respondents are, taking everything into account, satisfied with the service provided by FHA. A small proportion, 3%, is dissatisfied with the service provided by FHA, with 4% neither satisfied nor dissatisfied. The proportion of respondents satisfied with the service provided by FHA has remained unchanged since 2010 (94%).

Figure 1: Satisfaction with the service provided by FHA (All respondents)



Unweighted sample base: 242

Satisfaction with the service provided ranges from 85% in St Ninians and Whins of Milton to 100% in Bannockburn, Cowie, Riverside, and Cornton. It should be noted that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

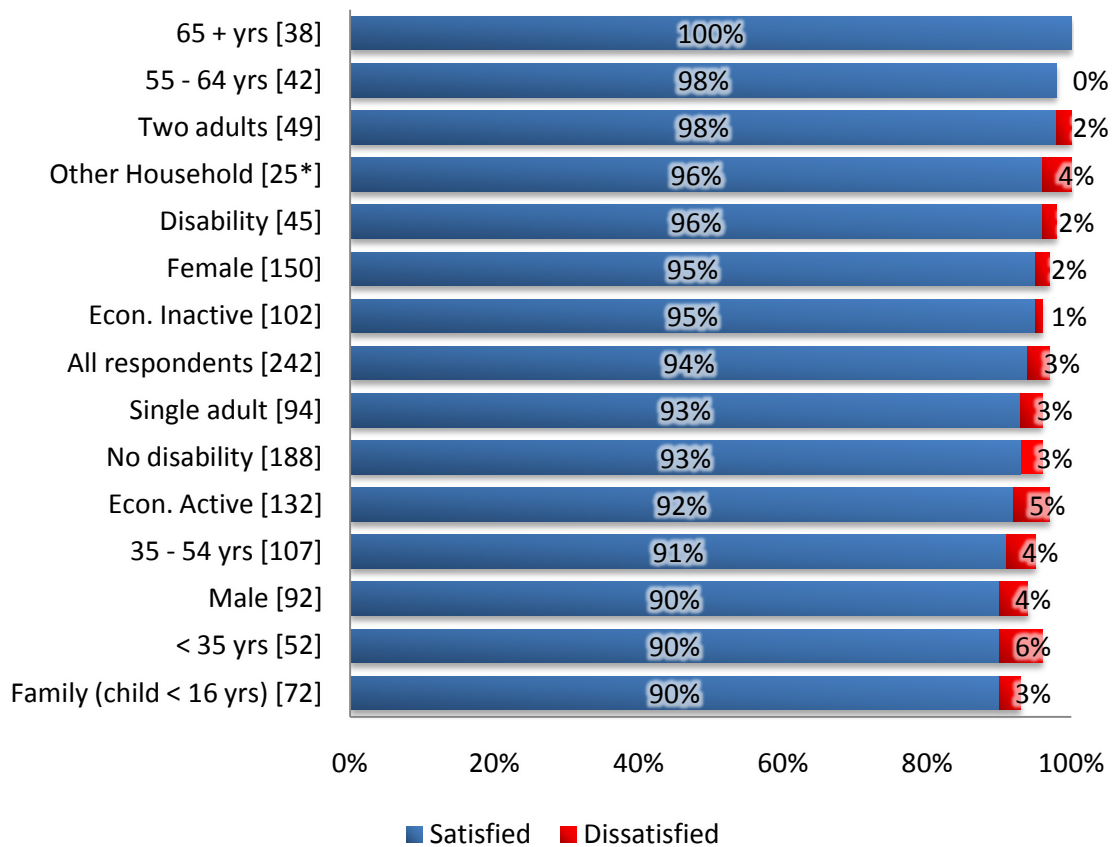
Table 3: Satisfaction with the service provided by FHA by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion	Summary: satisfied	Summary: Dissatisfied
Total [242]	50%	44%	4%	1%	2%	0%	94%	3%
Bannockburn [5*]	40%	60%	0%	0%	0%	0%	100%	0%
Cambusbarron [24*]	38%	54%	4%	0%	4%	0%	92%	4%
Cowie [12*]	33%	67%	0%	0%	0%	0%	100%	0%
Plean [18*]	44%	44%	11%	0%	0%	0%	89%	11%
Riverside [20*]	45%	55%	0%	0%	0%	0%	100%	0%
Stirling and Braehead [38]	55%	39%	0%	0%	5%	0%	95%	0%
Cornton [16*]	44%	56%	0%	0%	0%	0%	100%	0%
Fallin [30]	53%	40%	7%	0%	0%	0%	93%	0%
Raploch [52]	58%	35%	6%	0%	2%	0%	92%	2%
St Ninians and Whins of Milton [27*]	56%	30%	4%	7%	4%	0%	85%	11%
Unweighted sample bases in brackets * Denotes small sample base								

It is important not only to explore variations at a spatial level, but also to determine whether differences exist across demographic groups. That way FHA can assess where resources are required.

The following figure shows the proportion of each tenant group that is satisfied with the service provided by FHA. Older respondents are more likely to express satisfaction than younger respondents, however, none of the differences between individual tenant groups, is statistically significant.

Figure 2: Satisfaction with the service provided by FHA by key demographics (All respondents)



Unweighted sample bases in brackets. *Denotes small sample base

Having a repair completed in the past 12 months or being in contact with FHA during the same time-scale appears to have no significant influence on how satisfied respondents are with the service provided by FHA. In BMG Research’s experience, those who have been in contact / have had a repair are significantly less likely to express satisfaction.

Table 4: Satisfaction with the service provided by FHA by repair completed and improvement work undertaken in the past 12 months (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	No opinion	Summary: satisfied	Summary: Dissatisfied
Total [242]	50%	44%	4%	1%	2%	0%	94%	3%
Repair completed < 12 months [134]	47%	47%	2%	1%	3%	0%	93%	4%
No repair [108]	54%	40%	5%	0%	1%	0%	94%	1%
Contacted FHA < 12 months [123]	44%	49%	2%	2%	3%	0%	93%	5%
Not contacted [103]	60%	35%	4%	0%	1%	0%	95%	1%
Unweighted sample bases in brackets								

3.1.1 Reasons for not being satisfied with the service provided by FHA

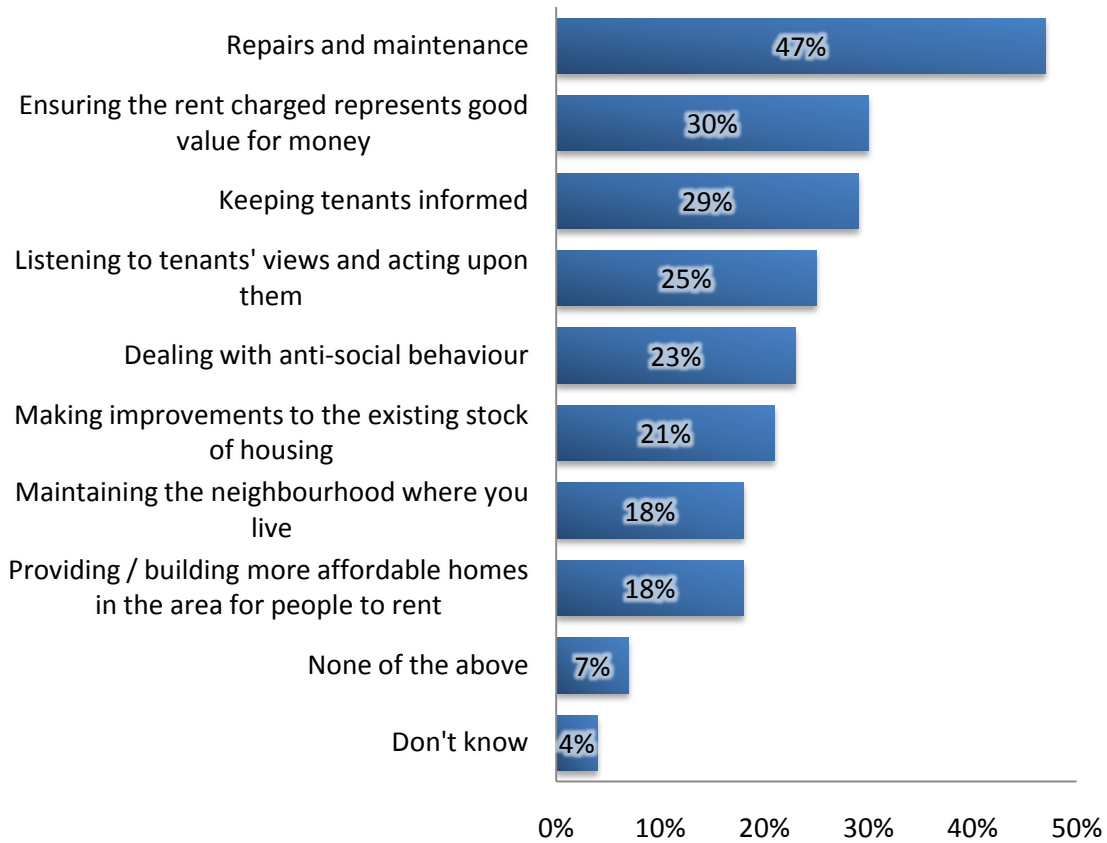
Sixteen respondents, accounting for 7% of all respondents, reported they were neither satisfied nor dissatisfied or dissatisfied with the service provided by FHA. These respondents were asked to comment on why they were not satisfied. The comments were then grouped into themes.

Three respondents were unable to provide a comment and a further three mentioned communication with Forth, including the speed of response from Forth. For two respondents the reason for not being satisfied was related to rent and service charges or value for money. The lack of help and support in resolving neighbourhood disputes was also mentioned by two respondents. Single responses were made about; time spent waiting, outstanding repairs, quality of repairs, overall service provided and the suitability of the property.

3.2 Priorities for Forth Housing Association

All respondents were shown a list of eight potential priorities for FHA and they were asked to identify three that it should give priority to. The majority of respondents (89%) were able to identify at least one priority for FHA. In common with similar questions asked by other landlords, the largest proportion of respondents identified repairs and maintenance as a priority for FHA.

Figure 3: Priorities for FHA (All respondents)



Unweighted sample base 242

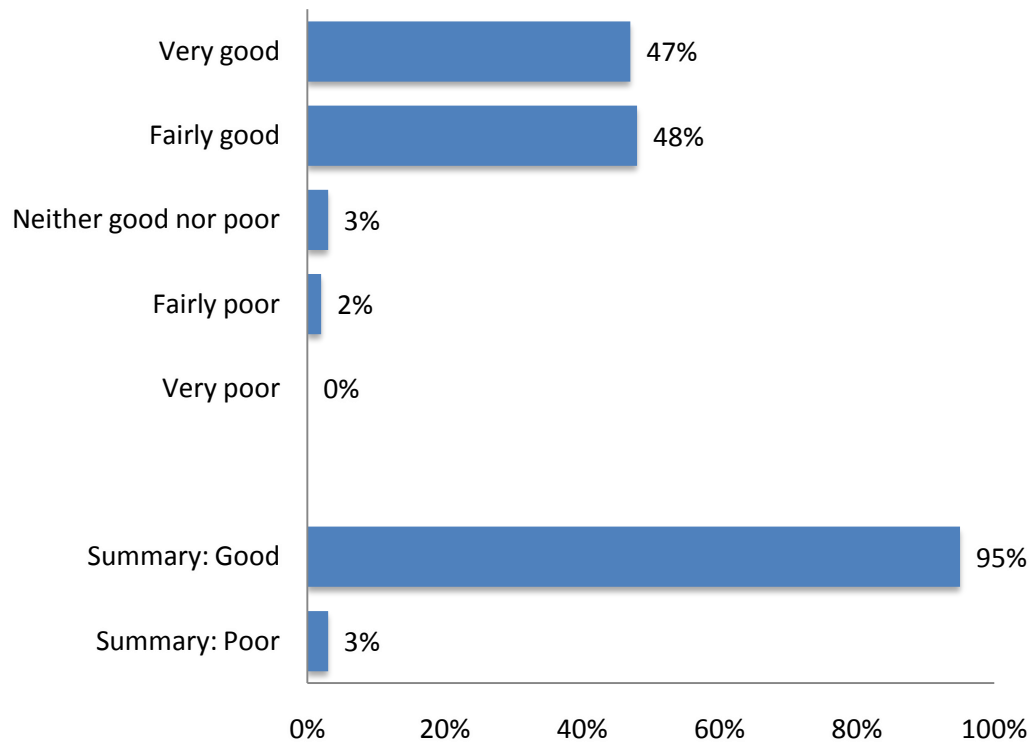
When analysed by age, the largest proportion (49%) of respondents aged < 65 years identified repairs and maintenance as a priority for FHA. For respondents aged 65+ similar proportions identified repairs and maintenance (35%) and keeping tenants informed (36%) as priorities.

3.3 Being kept informed about FHA's services and decisions

All respondents were asked how good or poor FHA is at keeping them informed about its services and decisions.

The majority (95%) of respondents consider FHA is good at keeping them informed about its services and decisions. Less than one in twenty respondents rate FHA as poor in this regard (3%).

Figure 4: Being kept informed about FHA's services and decisions (All respondents)



Unweighted sample base: 242

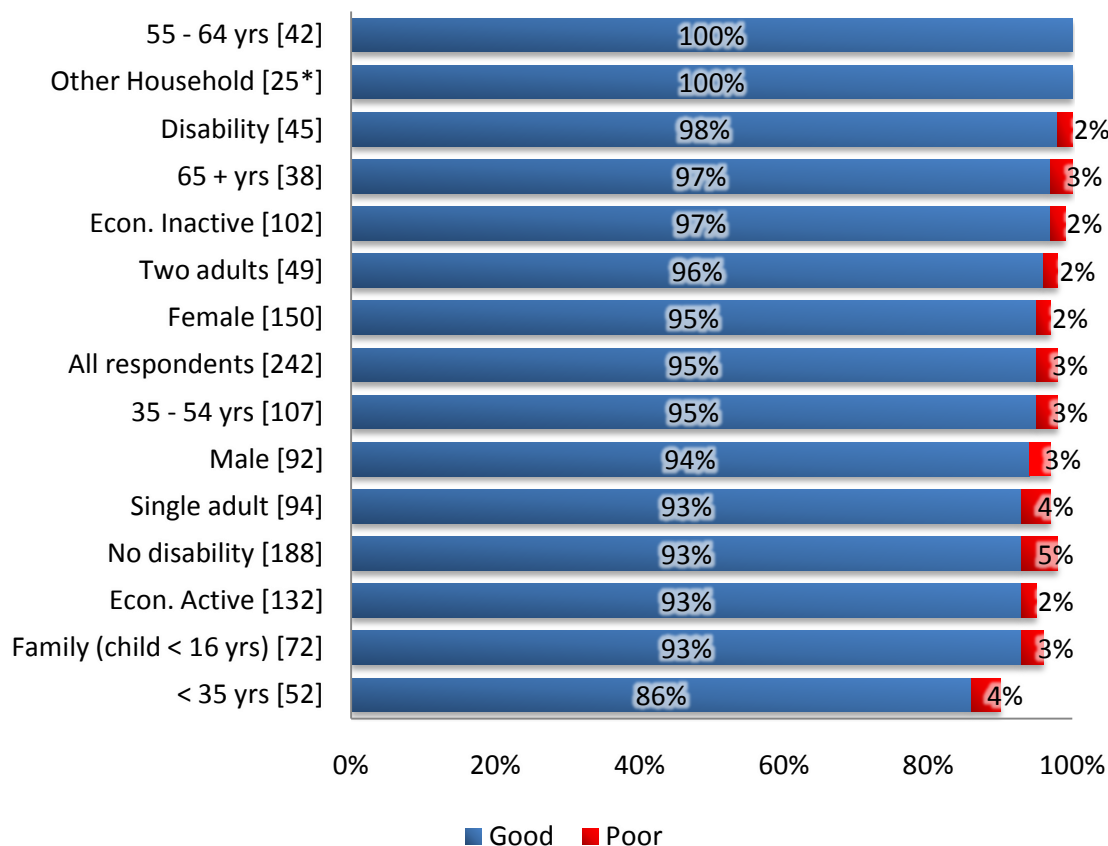
The proportion of respondents highlighting FHA as good at keeping them informed about its services and decisions ranges from 80% in Bannockburn to 100% in; Cowie, Riverside, Cornton and St Ninians and Whins of Milton. The reader is reminded that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

Table 5: Being kept informed about FHA's services and decisions by area (All respondents)

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Summary: Good	Summary: Poor
Total [242]	47%	48%	3%	2%	0%	95%	3%
Bannockburn [5*]	40%	40%	0%	20%	0%	80%	20%
Cambusbarron [24*]	33%	58%	8%	0%	0%	92%	0%
Cowie [12*]	50%	50%	0%	0%	0%	100%	0%
Plean [18*]	67%	28%	0%	6%	0%	94%	6%
Riverside [20*]	40%	60%	0%	0%	0%	100%	0%
Stirling and Braehead [38]	58%	34%	3%	3%	3%	92%	5%
Cornton [16*]	31%	69%	0%	0%	0%	100%	0%
Fallin [30]	27%	63%	7%	3%	0%	90%	3%
Raploch [52]	52%	42%	4%	2%	0%	94%	2%
St Ninians and Whins of Milton [27*]	59%	41%	0%	0%	0%	100%	0%
Unweighted sample bases in brackets * Denotes small sample base							

For each of the tenant groups, the majority of respondents consider FHA is good at keeping them informed about its services and decisions. None of the differences between individual tenant groups is statistically significant.

Figure 5: Being kept informed about FHA’s services and decisions by key demographics (All respondents)



Unweighted sample bases in brackets. *Denotes small sample base

Similar proportions of respondents who have had and have not had a repair carried out at the property in the past 12 months highlighted FHA as good at keeping them informed about its services and decisions (96% and 92% respectively).

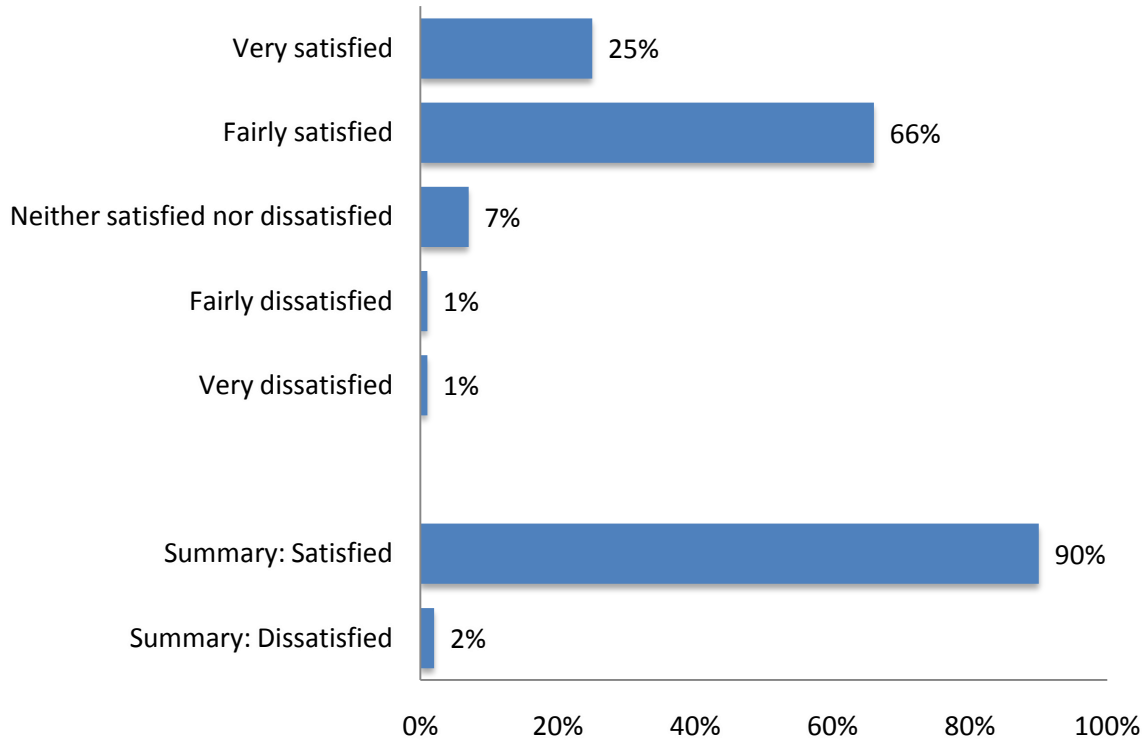
In addition, equal proportions of respondents who have and have not been in contact with FHA in the past 12 months feel that it is good at keeping them informed about services and decisions (94% and 95% respectively).

In BMG Research’s experience, those who have been in contact / have had a repair are significantly less likely to highlight their landlord as being good in this regard.

3.4 Opportunities provided to participate in FHA’s decision making processes

The majority of respondents (90%) are satisfied with the opportunities given to them to participate in FHA’s decision making processes. Only a small proportion of respondents is dissatisfied with the opportunity to do so (2%).

Figure 6: Satisfaction with the opportunities provided to participate in FHA’s decision making processes (All respondents)



Unweighted sample bases: 242

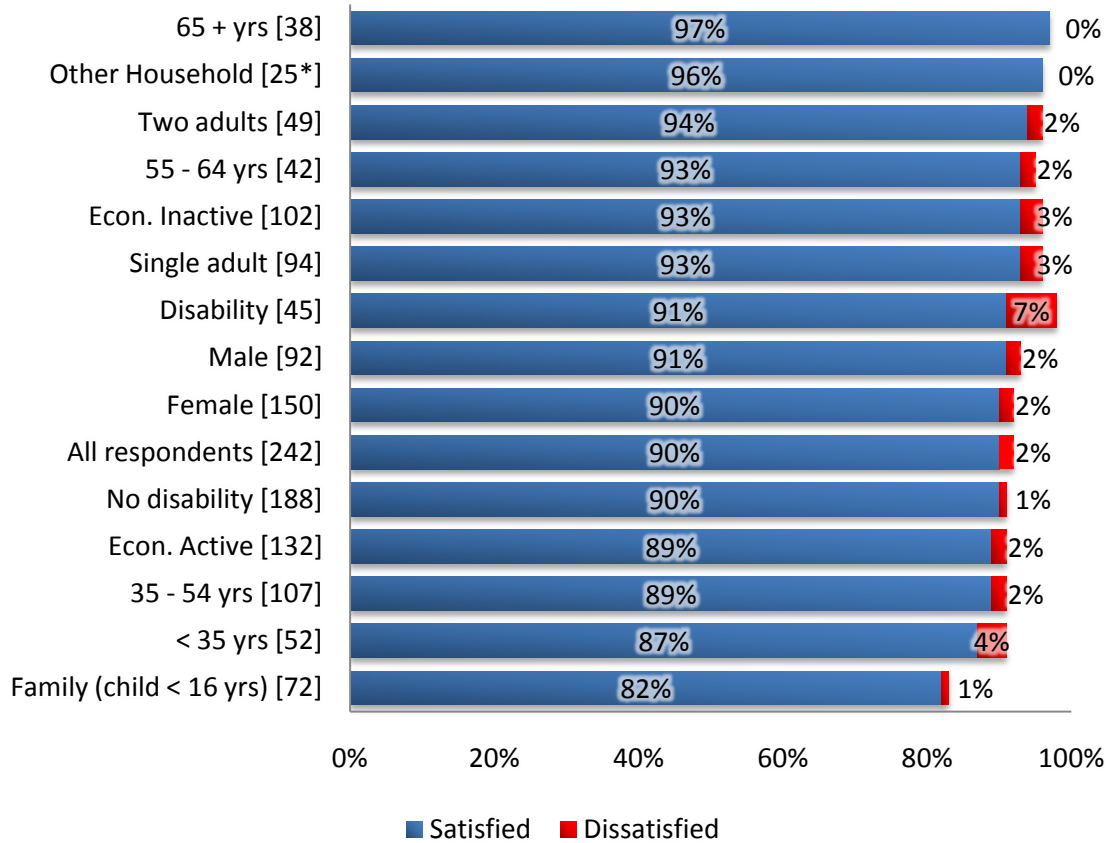
The proportion of respondents satisfied with the opportunities provided to participate in FHA's decision making processes ranges from 80% in Bannockburn and Fallin to 100% in Cambusbarron. The reader is reminded that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

Table 6: Satisfaction with the opportunities provided to participate in FHA's decision making by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Summary: satisfied	Summary: Dissatisfied
Total [242]	25%	66%	7%	1%	1%	90%	2%
Bannockburn [5*]	40%	40%	20%	0%	0%	80%	0%
Cambusbarron [24*]	13%	88%	0%	0%	0%	100%	0%
Cowie [12*]	25%	67%	8%	0%	0%	92%	0%
Plean [18*]	17%	78%	6%	0%	0%	94%	0%
Riverside [20*]	15%	75%	10%	0%	0%	90%	0%
Stirling and Braehead [38]	26%	68%	0%	3%	3%	95%	5%
Cornton [16*]	19%	75%	6%	0%	0%	94%	0%
Fallin [30]	13%	67%	17%	3%	0%	80%	3%
Raploch [52]	31%	58%	10%	0%	2%	88%	2%
St Ninians and Whins of Milton [27*]	48%	41%	7%	4%	0%	89%	4%
Unweighted sample bases in brackets * Denotes small sample base							

Respondents with a disability (7%) are significantly more likely to be dissatisfied with the opportunities to participate in FHA’s decision making than respondents without a disability (1%).

Figure 7: Satisfaction with the opportunities provided to participate in FHA’s decision making by key demographics (All respondents)



Unweighted sample bases in brackets. *Denotes small sample base

A slightly smaller proportion of respondents who have contacted FHA in the past 12 months (88%) are satisfied with the opportunities provided by FHA to participate in decision making in comparison to respondents who have not contacted FHA (92%). The difference is not statistically significant however.

3.4.1 Reasons for not being satisfied with the opportunities by FHA to participate in decision making

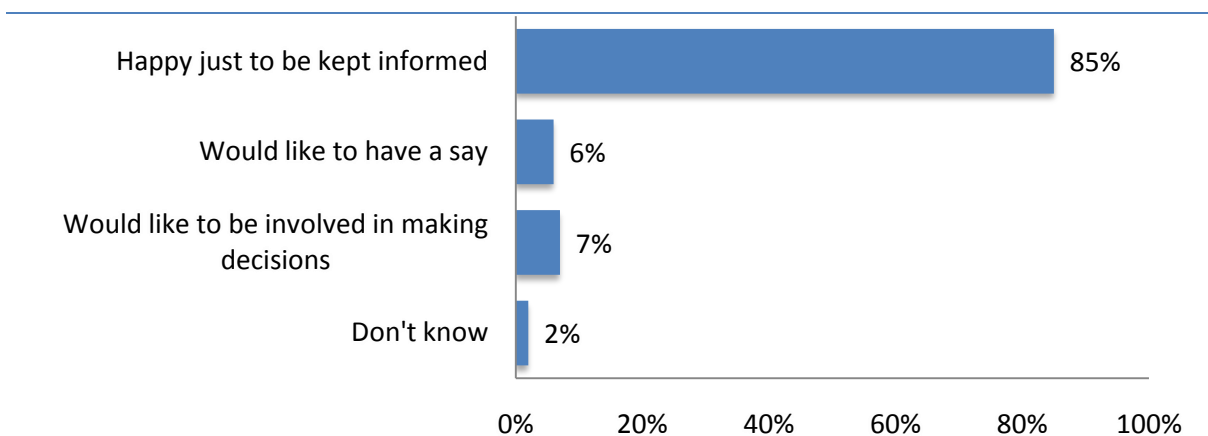
Twenty three respondents, accounting for 9% of all respondents, reported they were neither satisfied nor dissatisfied or dissatisfied with the opportunities provided by FHA to participate in decision making. These respondents were asked to comment on why they were not satisfied. The comments were then grouped into themes.

A half (49%) of respondents reported no particular reason for being dissatisfied and a further 4% said ‘don’t know’. The reasons mentioned by more than one respondent were, not invited to join in the process (four respondents) and limited awareness / information about available opportunities (three respondents).

3.5 Preferred level of involvement in FHA’s work

When asked about their preferred level of involvement in FHA’s work the majority of respondents (85%) are happy to be kept informed. Six percent would like to have a say, with a similar proportion (7%) would like to be involved in making decisions.

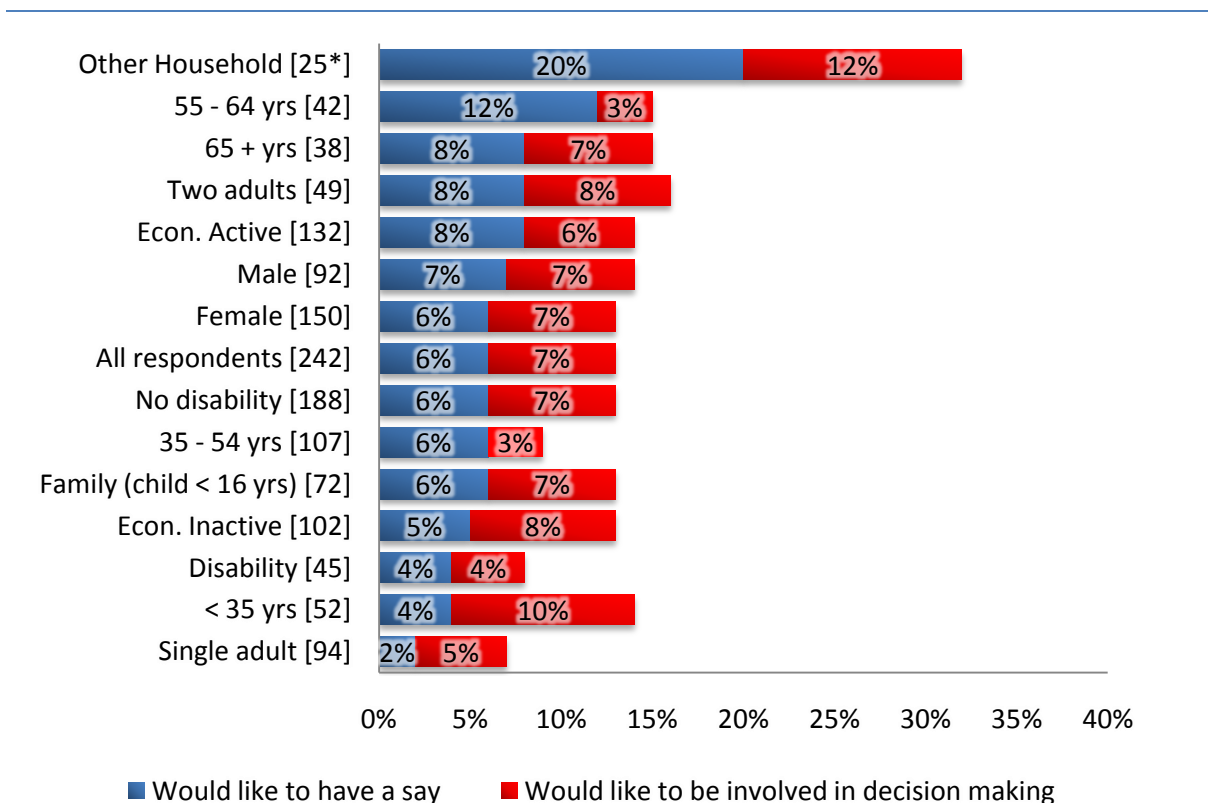
Figure 8: Preferred level of involvement in FHA’s work (All respondents)



Unweighted sample bases: 242

The following figure summarises the proportion of respondents by key demographics who would like to be involved in FHA’s work to some extent.

Figure 9: Preferred level of involvement in FHA’s work by key demographics (All respondents)



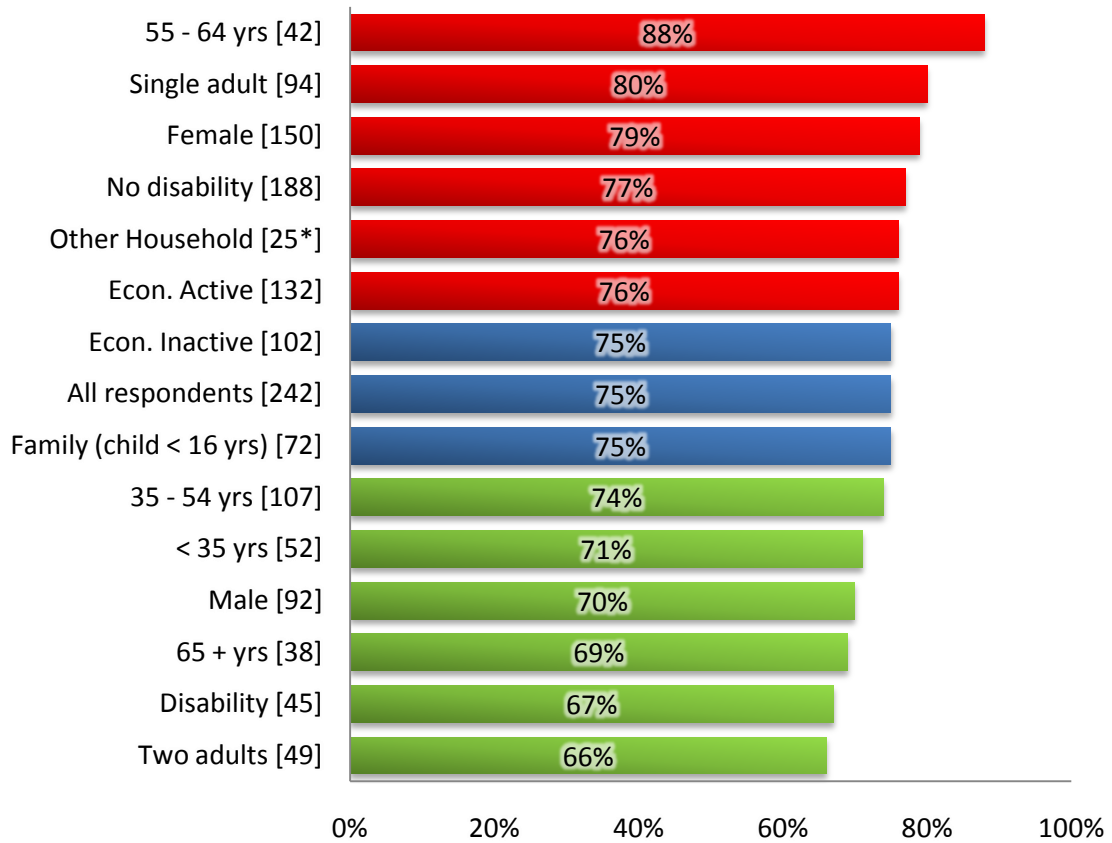
Unweighted sample bases in brackets. *Denotes small sample base

3.6 FHA’s complaints procedure

3.6.1 Awareness of FHA’s complaints procedure

Awareness of FHA’s complaints procedure has declined significantly from 84% in 2010 to 75% in 2013. Awareness ranges from 66% in two adult households to 88% amongst respondents aged 55-64.

Figure 10: Awareness of FHA’s complaints procedure by key demographics (All respondents)

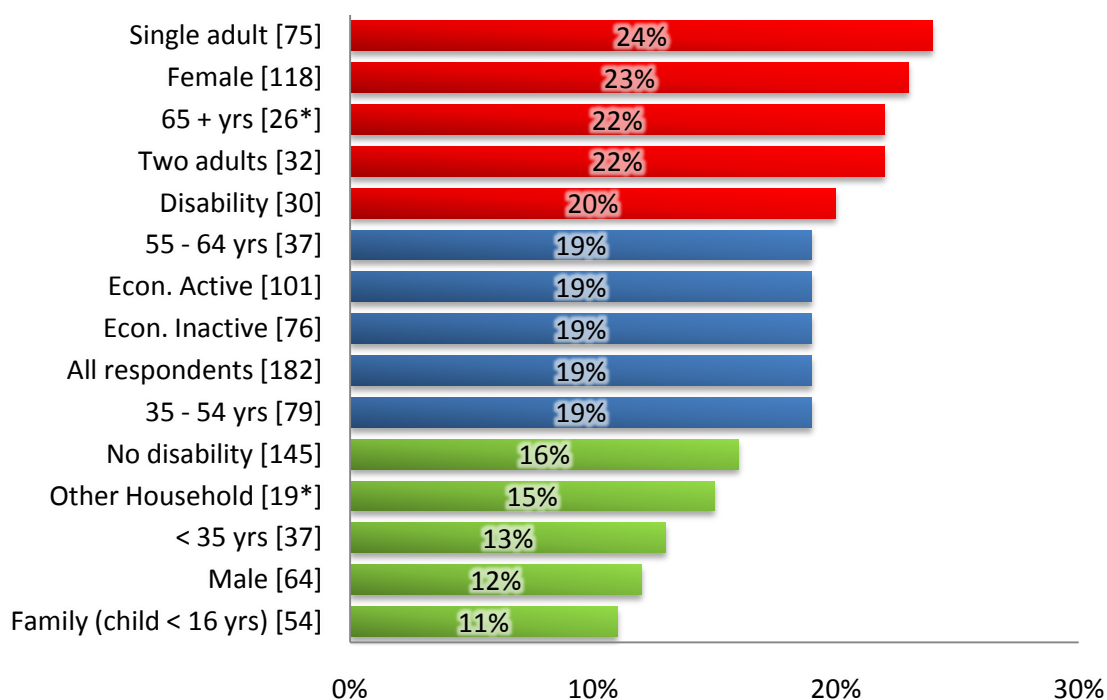


Unweighted sample bases in brackets. *Denotes small sample base

3.6.2 Use made of the complaints procedure in the past 12 months

Of those respondents aware of FHA's complaints procedure, 19% reported using it in the past 12 months. Single adult households (24%) and females (23%) are amongst the tenant groups most likely to have made use of FHA's complaints procedure in the past 12 months,

Figure 11: Use made of FHA's complaints procedure in the past 12 months by key demographics (Respondents aware of FHA's complaints procedure)

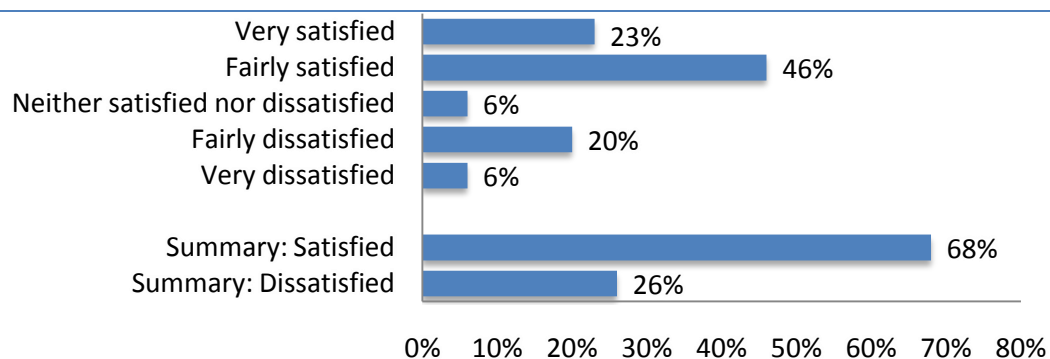


Unweighted sample bases in brackets. *Denotes small sample base

3.6.3 Satisfaction with the outcome of the complaints process

Since 2010 amongst respondents who have used FHA's complaints procedure in the past 12 months satisfaction with the outcome of the complaints process has declined from 76% to 68%. The decline is not statistically significant however.

Figure 12: Satisfaction with the outcome of the complaints process (Respondents who have used the complaints procedure in the past 12 months)



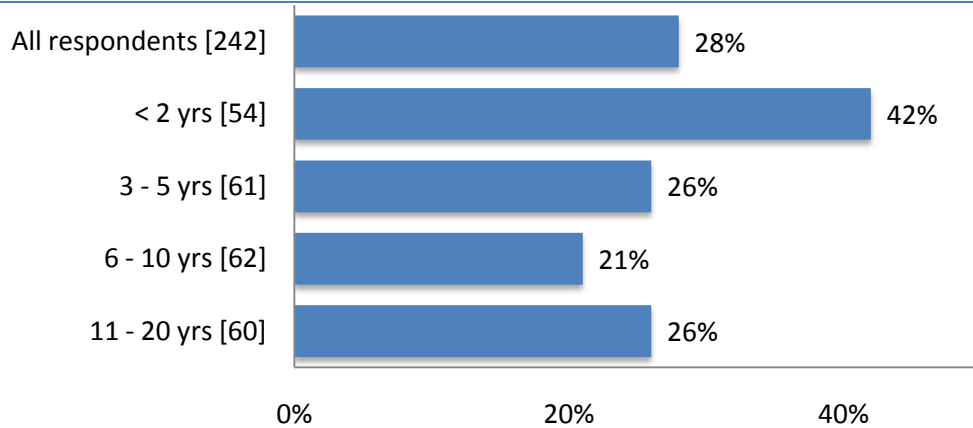
Unweighted sample base: 35

3.7 The Tenants Handbook

3.7.1 Use made of the Tenants Handbook in the past 12 months

Use of the Tenants Handbook over the past 12 months has remained stable since 2010. Just over one quarter (28%) of respondents has made use of or referred to the Tenants Handbook in the past 12 months, compared to 31% in 2010. FHA's most recent tenants are more likely to have made use of or referred to the Tenants Handbook during this time.

Figure 13: Use made of the Tenants Handbook by length of tenancy (All respondents)



Unweighted sample bases in brackets

Almost all respondents (96%) who made use of or referred to the Tenants Handbook in the past 12 months found it useful.

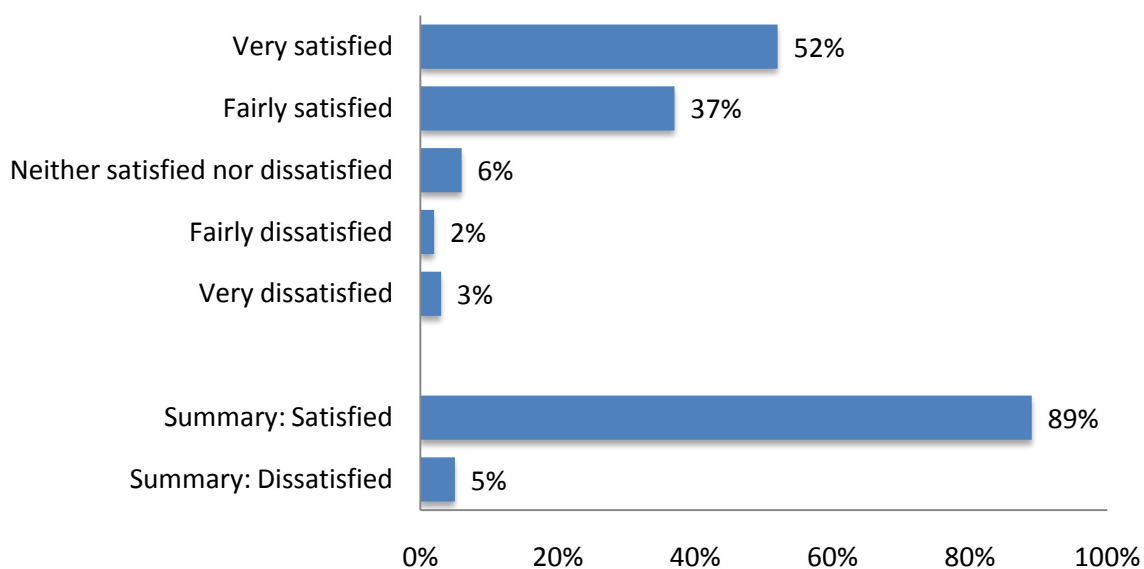
4 The home

This section of the report highlights respondents' satisfaction with the quality of the home and how the condition of the home has changed over the past 12 months. It also summaries what major investment works have been carried out in the past 12 months and the relative importance respondents place on future property improvements. The chapter concludes by looking at respondents' perceptions of value for money for the rent paid.

4.1 Quality of the home

The majority (89%) of respondents are satisfied with the quality of the home, with 5% dissatisfied with it.

Figure 14: Satisfaction with the quality of the home (All respondents)



Unweighted sample base: 242

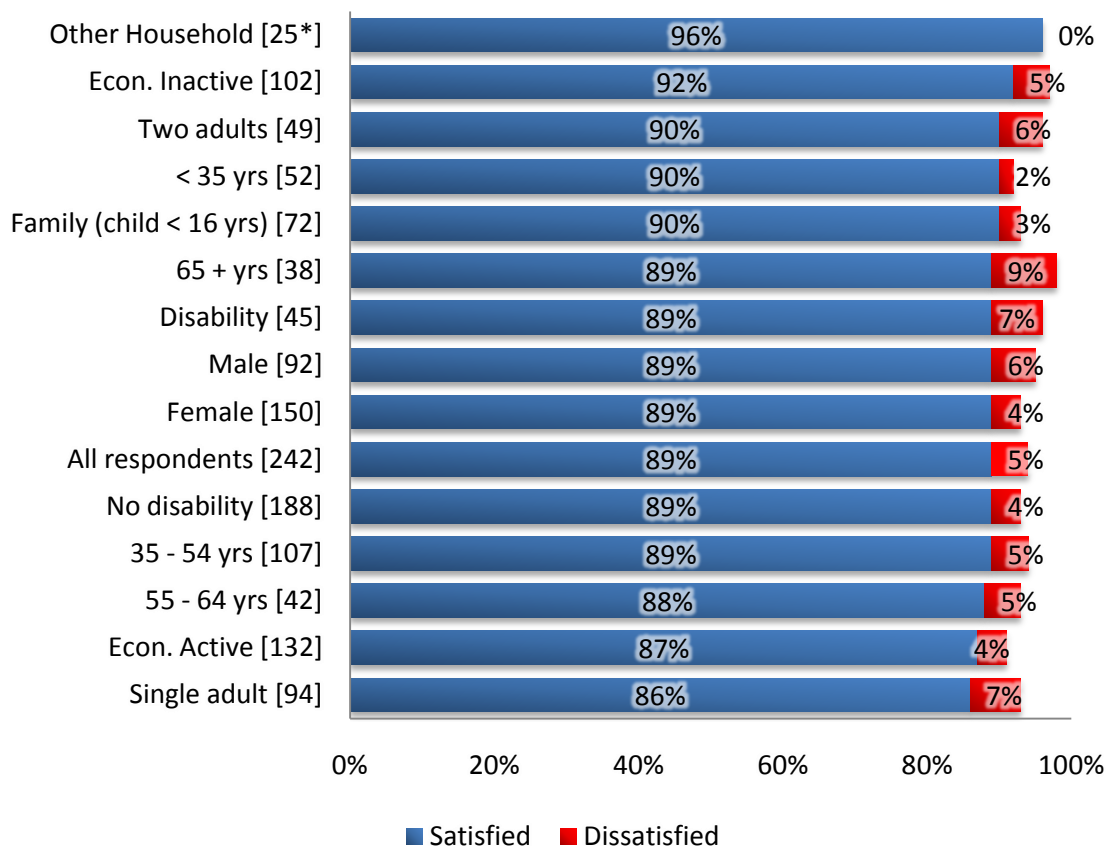
The proportion of respondents satisfied with the quality of the home ranges from 75% in Cornton to 96% in Cambusbarrow. The reader is reminded that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

Table 7: Satisfaction with the quality of the home by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Summary: satisfied	Summary: Dissatisfied
Total [242]	52%	37%	6%	2%	3%	89%	5%
Bannockburn [5*]	60%	20%	0%	0%	20%	80%	20%
Cambusbarrow [24*]	71%	25%	4%	0%	0%	96%	0%
Cowie [12*]	33%	50%	17%	0%	0%	83%	0%
Plean [18*]	44%	50%	0%	6%	0%	94%	6%
Riverside [20*]	60%	35%	5%	0%	0%	95%	0%
Stirling and Braehead [38]	45%	42%	5%	3%	5%	87%	8%
Cornton [16*]	44%	31%	13%	6%	6%	75%	13%
Fallin [30]	63%	27%	10%	0%	0%	90%	10%
Raploch [52]	48%	42%	4%	2%	4%	90%	6%
St Ninians and Whins of Milton [27*]	52%	37%	7%	4%	0%	89%	4%
Unweighted sample bases in brackets * Denotes small sample base							

For each of the tenant groups, the majority of respondents are satisfied with the quality of the home. None of the differences between individual tenant groups is statistically significant.

Figure 15: Satisfaction with the quality of the home by key demographics (All respondents)



Unweighted sample bases in brackets. *Denotes small sample base

Perceptions of the quality of the home will be closely linked to experience with the repairs and maintenance service. When experience of the repairs and maintenance service is examined, satisfaction with the quality of the home is lower, but not significantly so, where a repair has been carried out in the past 12 months than when no repair has been undertaken (87% and 92% respectively).

Respondents who consider the accommodation and services provided by FHA represent good value for money are more likely to be satisfied (but not significantly so) with the quality of the home than respondents who rated these as poor (93% and 70% respectively).

4.1.1 Reasons for not being satisfied with the quality of the home

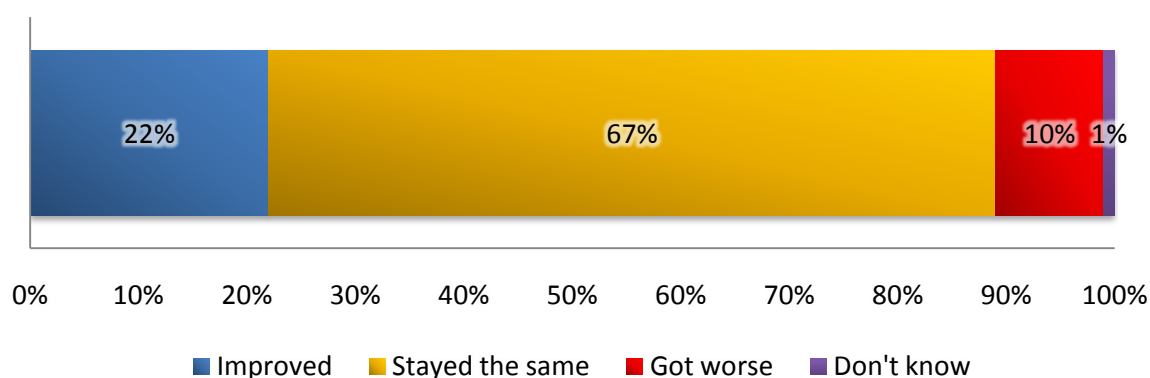
Twenty six respondents, accounting for 11% of all respondents, reported they were neither satisfied nor dissatisfied or dissatisfied with the quality of the home. These respondents were asked to comment on why they were not satisfied. The comments were then grouped into themes.

The largest proportion of respondents (five) is not satisfied because of outstanding issues with the property. For three respondents, the property is cold / has a poor heating system and the same proportion mentioned the kitchen needs refurbishing. A further three respondents made no comment as to why they are not satisfied with the quality of the home.

4.2 Change in the condition of the home in the past 12 months

For two thirds (67%) of respondents the condition of their home has remained unchanged over the past 12 months.

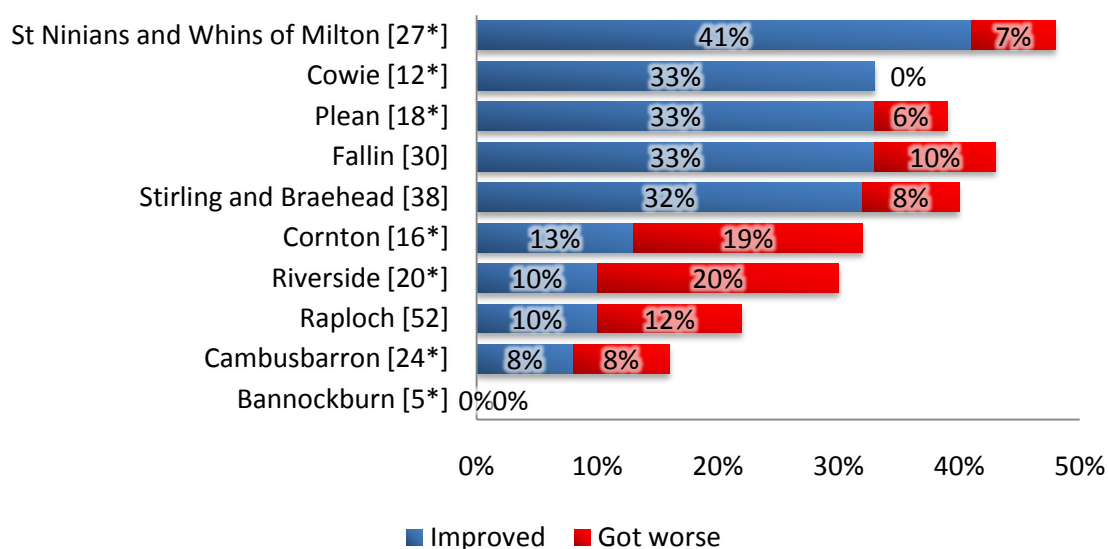
Figure 16: Change in the condition of the home in the past 12 months (All respondents)



Unweighted sample base: 242

Respondents from Stirling and Braehead (32%) are significantly more likely than those from Raploch to report the overall condition of their home as improved over the past 12 months.

Figure 17: Change in the condition of the home in the past 12 months by area (All respondents)



Unweighted sample bases in brackets. *Denotes small sample base

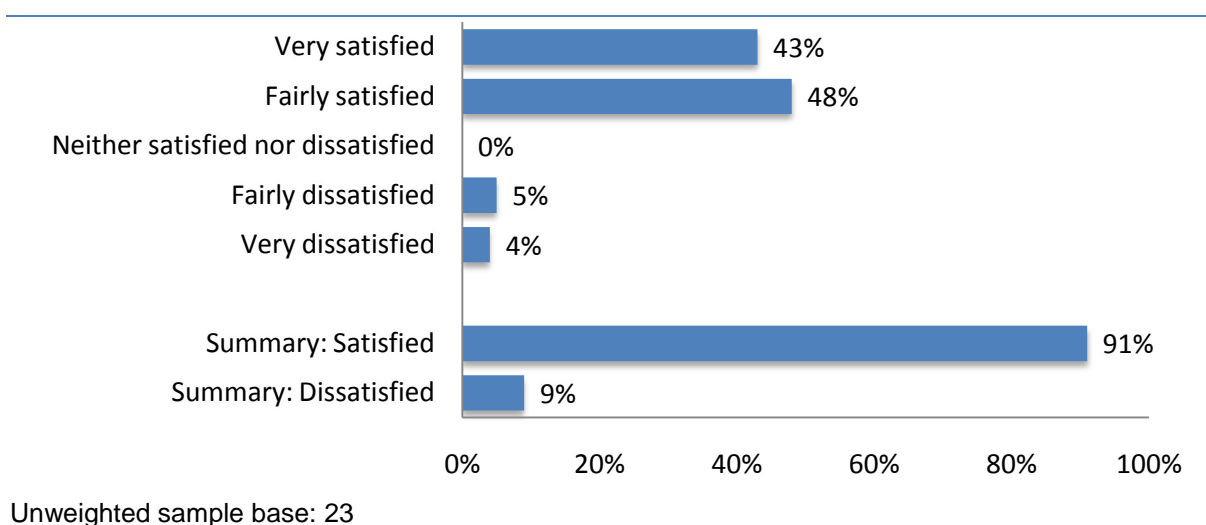
4.3 Respondents who moved into their property in the past 12 months

Only a minority (9%) of respondents moved in to their property in the past 12 months. A larger proportion of family households (at least one child < 16) have moved in to property in the past 12 months.

4.3.1 Satisfaction with the standard of the home when the respondent moved in

Of those respondents who moved into their property in the past 12 months, the majority (91%) were satisfied with the standard of their home when they moved in.

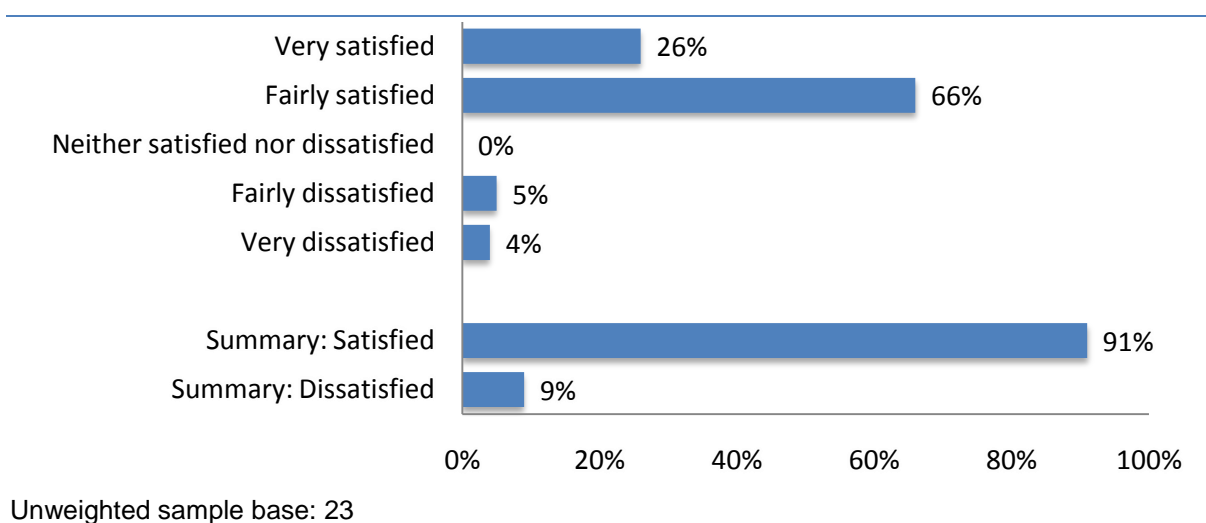
Figure 18: Satisfaction with the standard of the home when the respondent moved in (Respondents who moved into their property in the past 12 months)



4.3.2 Satisfaction with the allocations process

Respondents who moved into their property in the past 12 months were also asked how satisfied they were with the allocations process. The majority (91%) were satisfied with it.

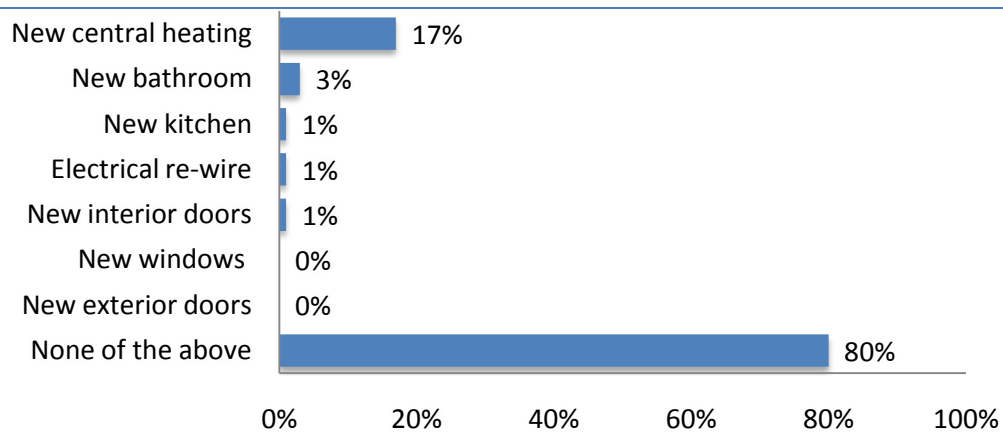
Figure 19: Satisfaction with the allocations process (Respondents who moved into their property in the past 12 months)



4.4 Major works

New central heating (17%) is the major work reported by the largest proportion of respondents.

Figure 20: Major works carried out at the property in the past 12 months (All respondents)



Unweighted sample base: 242

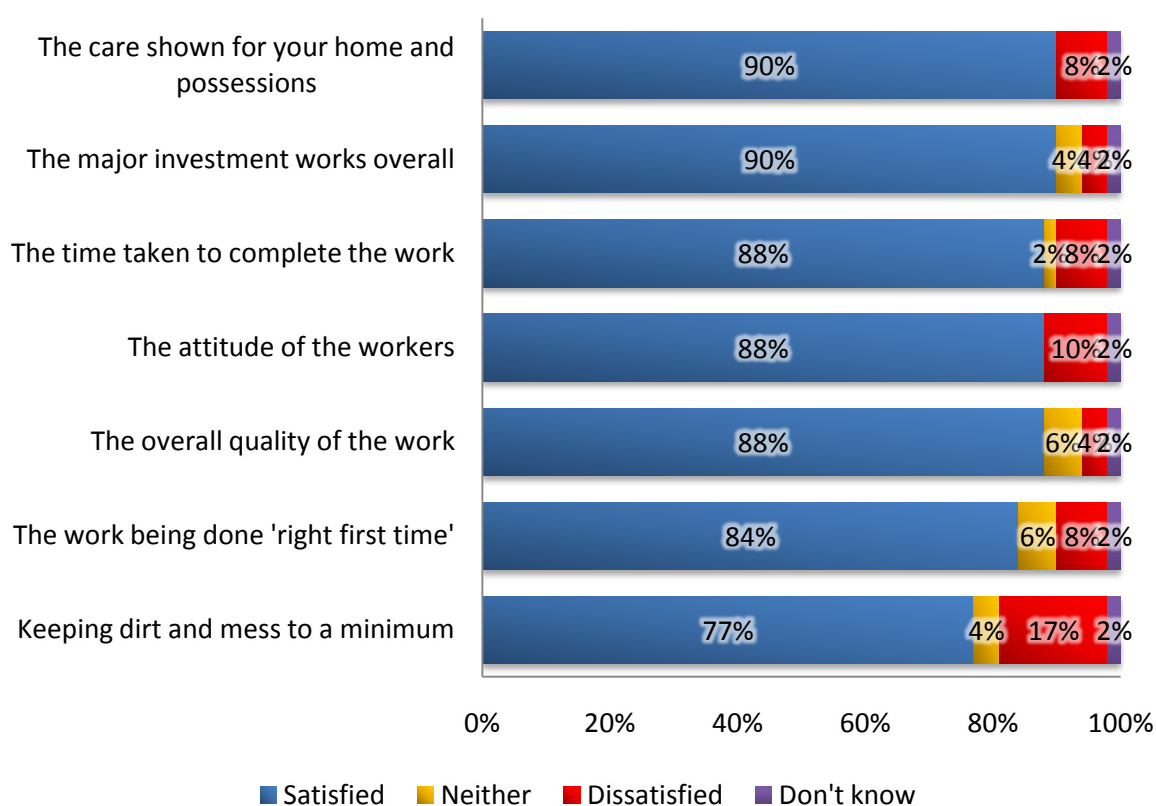
The majority (93%) of respondents who received new central heating in the past 12 months rated the improvement made as good. The remaining 7% rated it as poor.

4.4.1 Satisfaction with aspects of the major works undertaken

Respondents who have had major works carried out at their property in the past 12 months were asked how satisfied or dissatisfied they are with eight aspects of the work undertaken.

At least three quarters of respondents expressed satisfaction with each aspect, with 90% of respondents satisfied with the care shown for their home and possession and for the major works overall. Satisfaction was lowest for keeping dirt and mess to a minimum (77%). This aspect received the highest level of dissatisfaction, with 17% of respondents expressing dissatisfaction.

Figure 21: Rating of aspects of the major works undertaken in the past 12 months (Respondents who have had major works undertaken in the past 12 months)



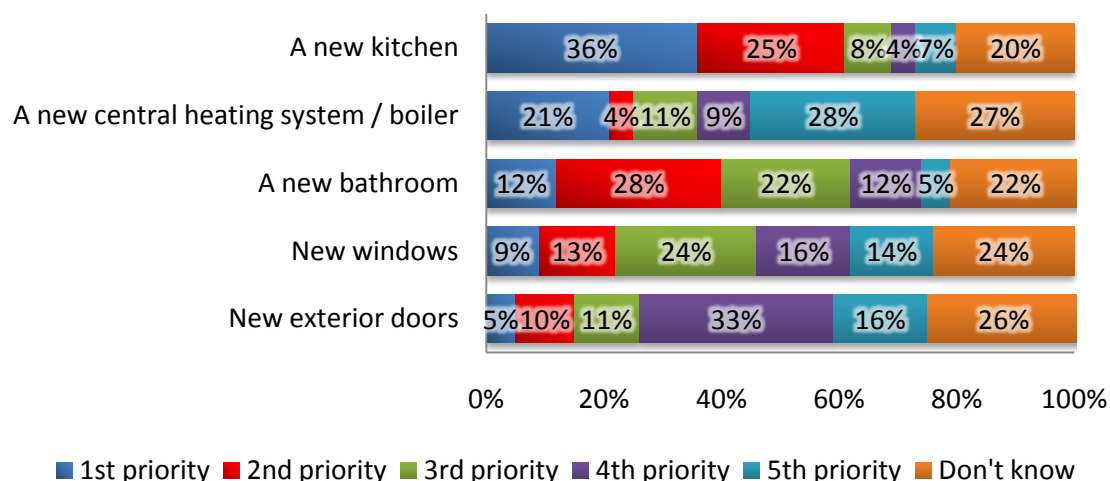
Unweighted sample bases: 49

4.5 Priorities for future investment

All respondents were informed that FHA only has a limited budget to meet all the priorities identified for making investment in its housing stock. Respondents were then asked to place five potential property improvements in order of importance.

The largest proportion of respondents (36%) identified a new kitchen as their first priority for future investment.

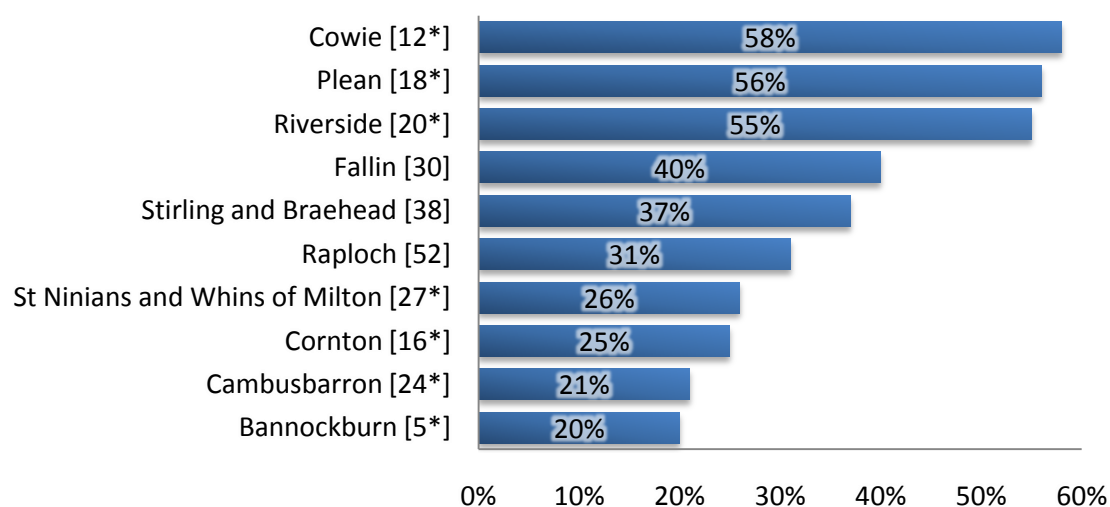
Figure 22: Priorities for future investment (All respondents)



Unweighted sample bases: 242

The following figure identifies the proportions of respondents from each area identifying a new kitchen as the first priority for future investment. The reader is reminded that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

Figure 23: Proportion of respondents identifying a new kitchen as the first priority for future investment by area (All respondents)

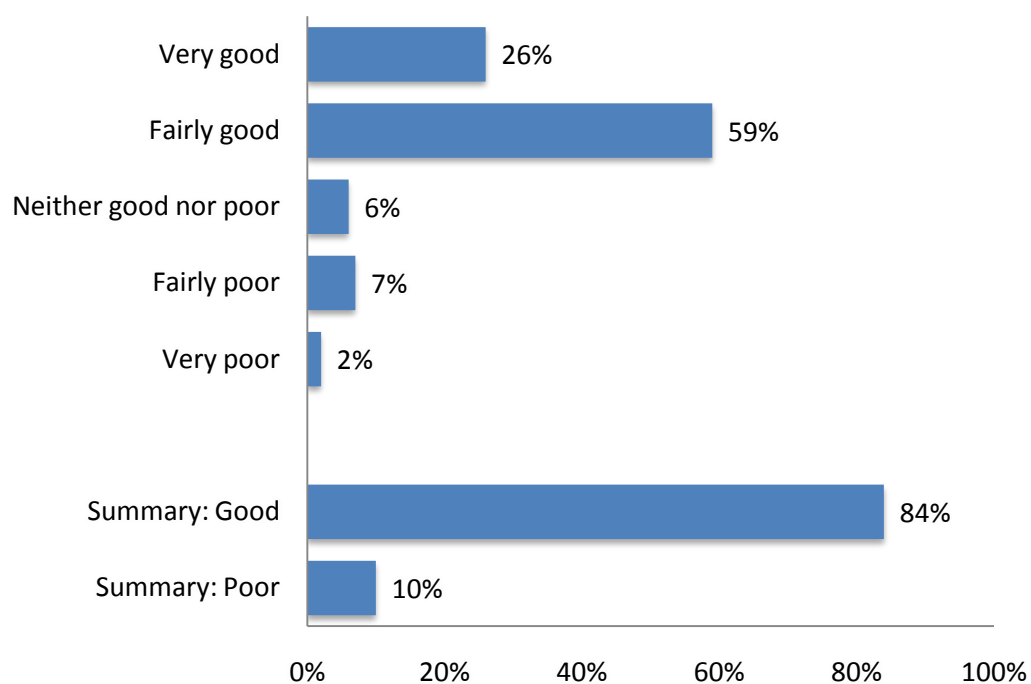


Unweighted sample bases in brackets. *Denotes small sample base

4.6 Rent for the property representing good value for money

Over four fifths (84%) of respondents think the rent for their property represents good value for money, with 10% highlighting the rent for the property as poor value for money. A smaller proportion (16%), consider the rent for their property represents neither good nor poor value for money.

Figure 24: Rent for the property representing value for money (All respondents)



Unweighted sample bases: 242

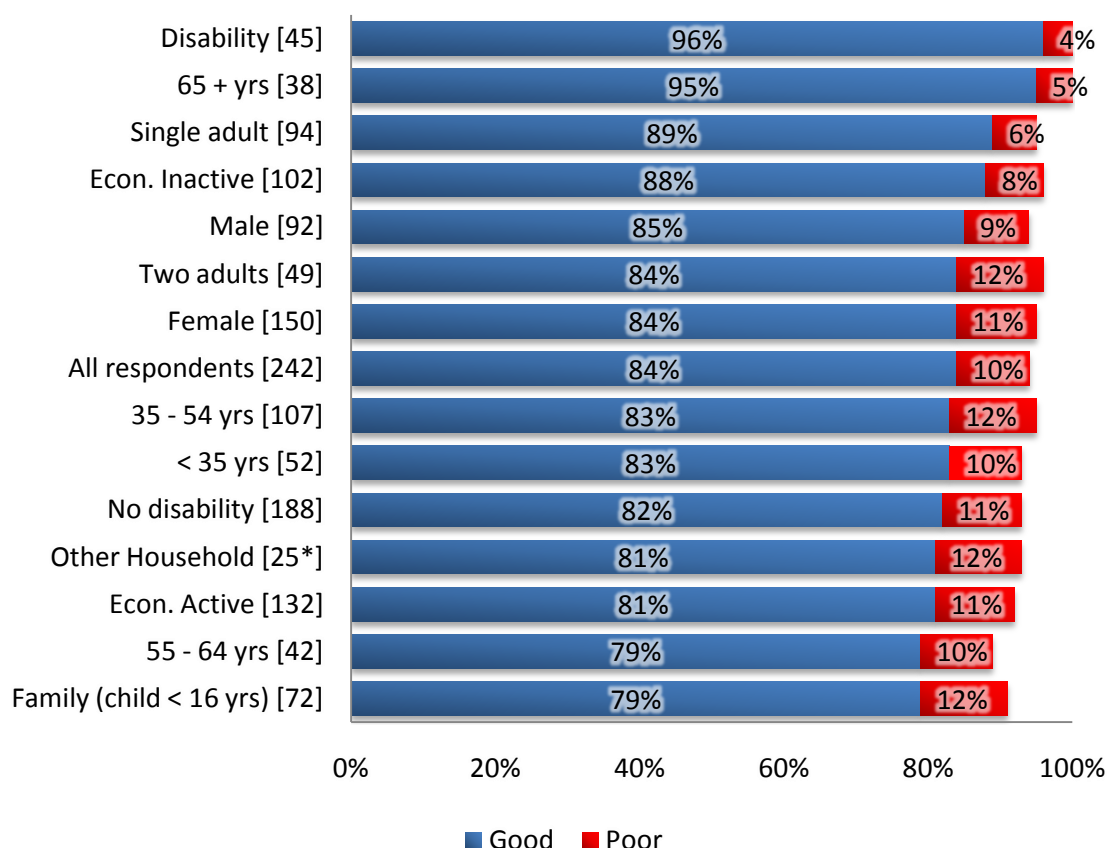
The proportion of respondents that think the rent for their property represents good value for money varies from 70% in St Ninians and Whins of Milton to 100% in Bannockburn. The reader is reminded that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

Table 8: Rent for the property representing good value for money by area (All respondents)

	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor	Summary: Good	Summary: Poor
Total [242]	26%	59%	6%	7%	2%	84%	10%
Bannockburn [5*]	20%	80%	0%	0%	0%	100%	0%
Cambusbarron [24*]	21%	71%	0%	8%	0%	92%	8%
Cowie [12*]	8%	83%	0%	8%	0%	92%	8%
Plean [18*]	6%	72%	0%	11%	11%	78%	22%
Riverside [20*]	15%	65%	5%	15%	0%	80%	15%
Stirling and Braehead [38]	39%	50%	0%	8%	3%	89%	11%
Cornton [16*]	31%	63%	0%	6%	0%	94%	6%
Fallin [30]	37%	50%	10%	3%	0%	87%	3%
Raploch [52]	27%	52%	13%	2%	6%	79%	8%
St Ninians and Whins of Milton [27*]	22%	48%	15%	15%	0%	70%	15%
Unweighted sample bases in brackets * Denotes small sample base							

Respondents with a disability (96%) are significantly more likely to consider the rent for the property represents good value for money than respondents who do not have a disability (82%). In addition, respondents aged 65+ are significantly more likely to consider the rent for the property represents good value for money than younger respondents (95% and 82% respectively).

Figure 25: Rent for the property representing good value for money by key demographics (All respondents)



Unweighted sample bases in brackets. *Denotes small sample base

When compared to respondents who have not been in contact with FHA in the past 12 months, a smaller proportion of respondents who have been in contact, consider the rent for the property represents good value for money (82% and 89% respectively. The difference is not statistically significant however).

4.6.1 Reasons for not considering the rent for the property represents good value for money

Thirty nine respondents, accounting for 15% of all respondents, reported the rent for the property represents neither good nor poor value for money, or poor value for money. These respondents were asked to comment on why this view is held.

For the largest proportion of respondents (13) it is because rent is too expensive. Six respondents highlighted the poor state of the property and the same proportion was unable to provide a reason. A further three respondents mentioned the lack of noise insulation. Other reasons were only mentioned by one or two respondents.

5 The neighbourhood

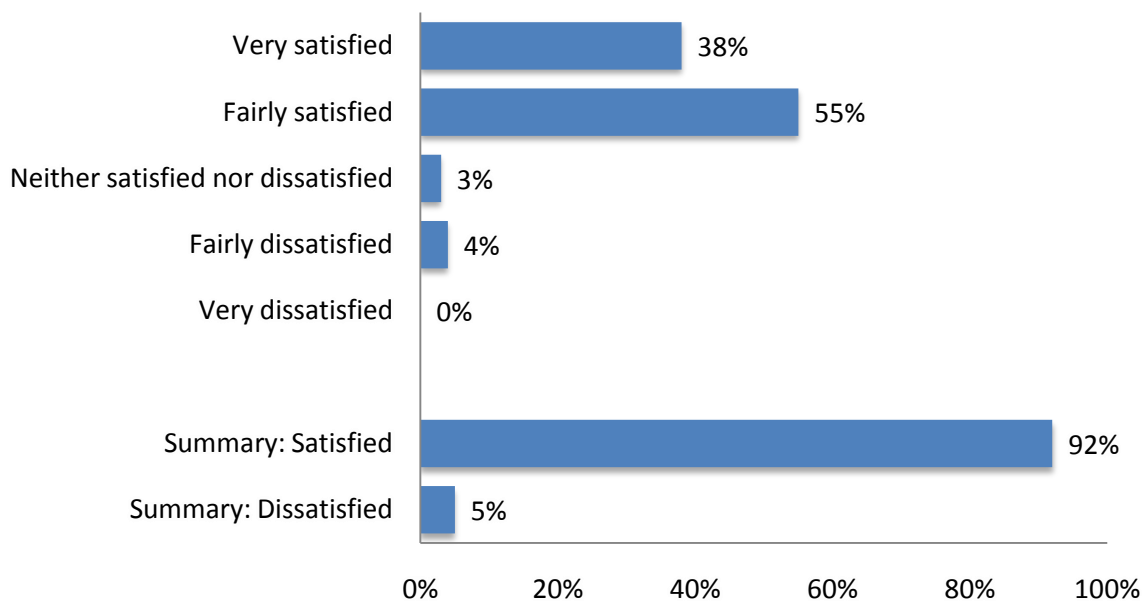
This chapter of the report summarises respondents' satisfaction with FHA's management of the neighbourhood they live in, along with the maintenance of open spaces in the neighbourhood and of common areas. Changes in the local area over the past three years are also summarised and neighbourhood problems and anti-social behaviour are also examined.

5.1 Satisfaction with FHA's management of the neighbourhood

All respondents were asked how satisfied or dissatisfied they are with FHA's management of the neighbourhood they live in.

The majority (92%) of respondents are satisfied with FHA's management of the neighbourhood. Five percent of respondents expressed dissatisfaction with FHA's management of the local area, while a smaller proportion (3%) is neither satisfied nor dissatisfied.

Figure 26: Satisfaction with FHA's management of the neighbourhood (All respondents)



Unweighted sample base: 242

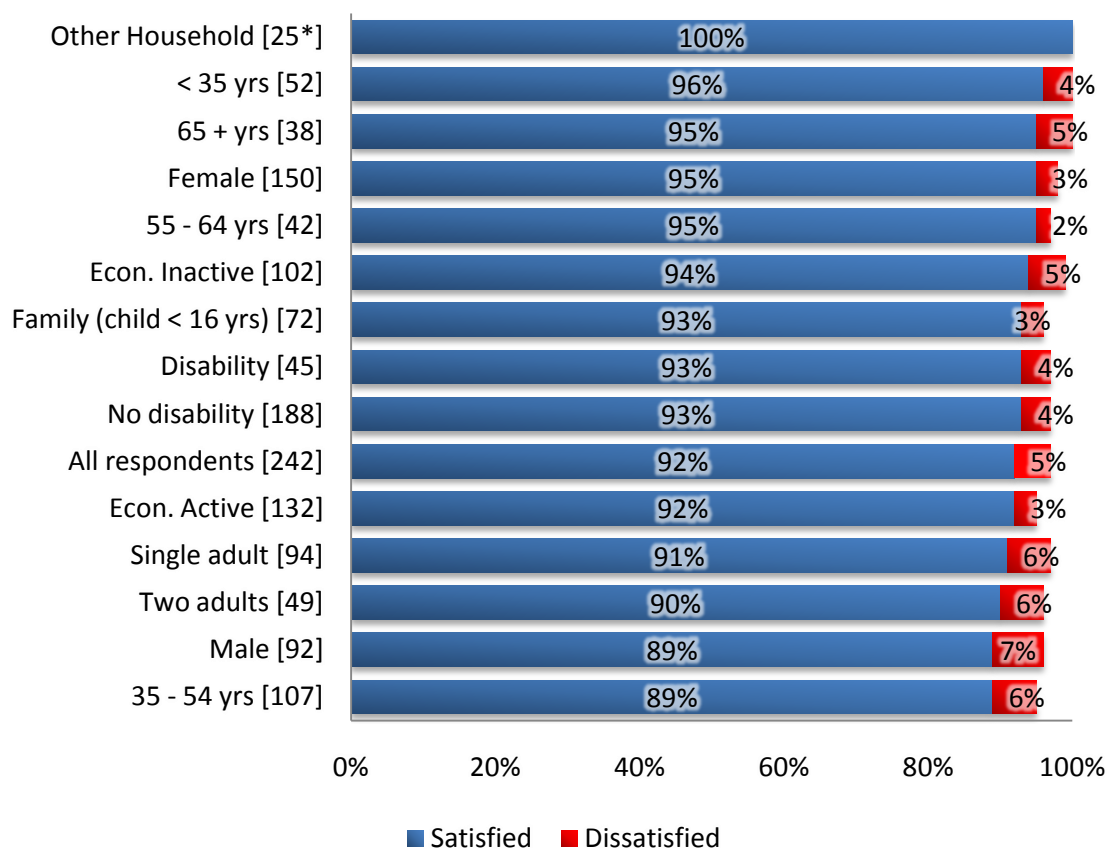
The proportion of respondents satisfied with FHA’s management of the neighbourhood ranges from 79% in Cambusbarron to 100% in; Bannockburn, Cowie, Plean, Cornton and Fallin. The reader is reminded that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

Table 9: Satisfaction with FHA’s management of the neighbourhood by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Summary: satisfied	Summary: Dissatisfied
Total [242]	38%	55%	3%	4%	0%	92%	5%
Bannockburn [5*]	20%	80%	0%	0%	0%	100%	0%
Cambusbarron [24*]	17%	63%	8%	13%	0%	79%	13%
Cowie [12*]	25%	75%	0%	0%	0%	100%	0%
Plean [18*]	17%	83%	0%	0%	0%	100%	0%
Riverside [20*]	40%	50%	5%	5%	0%	90%	5%
Stirling and Braehead [38]	39%	42%	8%	8%	3%	82%	11%
Cornton [16*]	38%	63%	0%	0%	0%	100%	0%
Fallin [30]	50%	50%	0%	0%	0%	100%	0%
Raploch [52]	48%	48%	0%	4%	0%	96%	4%
St Ninians and Whins of Milton [27*]	44%	48%	4%	4%	0%	93%	4%
Unweighted sample bases in brackets * Denotes small sample base							

For each of the tenant groups, the majority of respondents are satisfied with FHA’s management of the neighbourhood. None of the differences between individual tenant groups is statistically significant.

Figure 27: Satisfaction with FHA’s management of the neighbourhood by key demographics (All respondents)



Unweighted sample bases in brackets. *Denotes small sample base

5.1.1 Reasons for not being satisfied with FHA’s management of the neighbourhood

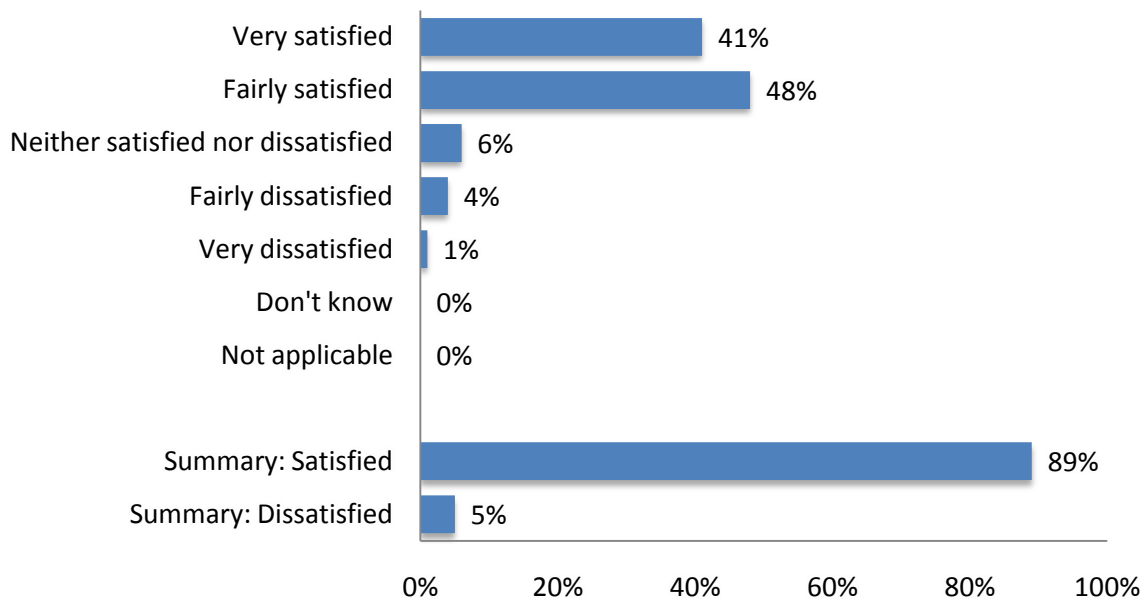
Eighteen respondents, accounting for 7% of all respondents, reported they were neither satisfied nor dissatisfied or dissatisfied with FHA’s management of the neighbourhood. These respondents were asked to comment on why they were not satisfied. The comments were then grouped into themes.

The largest proportion of respondents (four) highlighted the cleanliness of the neighbourhood, including the frequency of cleansing, litter and dog fouling. Three respondents have a personal dislike of the area and a further four respondents could not identify any particular reason for not being satisfied with FHA’s management of the neighbourhood.

5.2 Satisfaction with the maintenance of open spaces in the neighbourhood

The majority (89%) of respondents are satisfied with the maintenance of open spaces in the neighbourhood. Five percent of respondents expressed dissatisfaction with the maintenance of open spaces, while a similar proportion (6%) is neither satisfied nor dissatisfied.

Figure 28: Satisfaction with the maintenance of open spaces in the neighbourhood (All respondents)



Unweighted sample base: 242

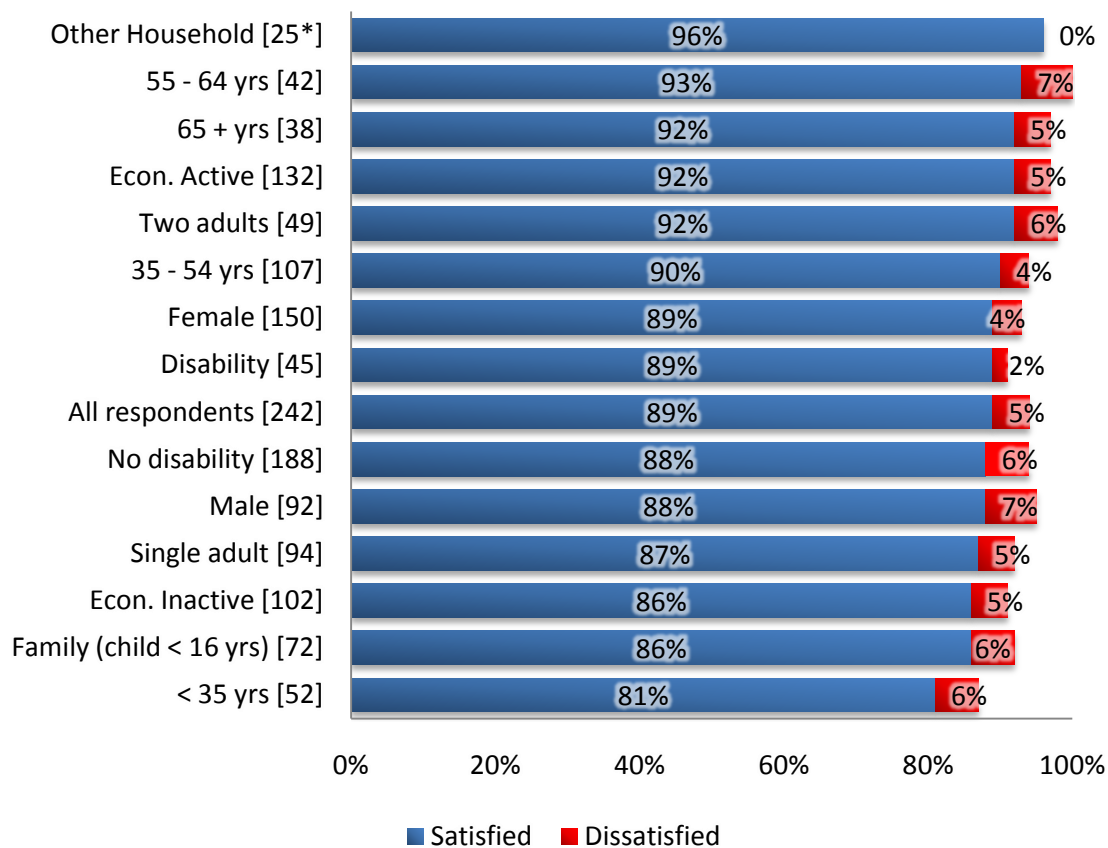
The proportion of respondents satisfied with the maintenance of open spaces in the neighbourhood ranges from 82% in Stirling and Braehead to 100% in Bannockburn. The reader is reminded that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

Table 10: Satisfaction with the maintenance of open spaces in the neighbourhood by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable	Summary: satisfied	Summary: Dissatisfied
Total [242]	41%	48%	6%	4%	1%	0%	0%	89%	5%
Bannockburn [5*]	20%	80%	0%	0%	0%	0%	0%	100%	0%
Cambusbarron [24*]	33%	54%	8%	4%	0%	0%	0%	88%	4%
Cowie [12*]	33%	67%	0%	0%	0%	0%	0%	100%	0%
Plean [18*]	44%	44%	0%	6%	6%	0%	0%	89%	11%
Riverside [20*]	45%	40%	5%	10%	0%	0%	0%	85%	10%
Stirling and Braehead [38]	29%	53%	11%	3%	5%	0%	0%	82%	8%
Cornton [16*]	44%	50%	6%	0%	0%	0%	0%	94%	0%
Fallin [30]	53%	30%	13%	3%	0%	0%	0%	83%	3%
Raploch [52]	38%	54%	2%	6%	0%	0%	0%	92%	6%
St Ninians and Whins of Milton [27*]	56%	37%	7%	0%	0%	0%	0%	93%	0%
Unweighted sample bases in brackets * Denotes small sample base									

For each of the tenant groups, the majority of respondents are satisfied with the maintenance of open spaces in the neighbourhood. None of the differences between individual tenant groups is statistically significant.

Figure 29: Satisfaction with the maintenance of open spaces in the neighbourhood by key demographics (All respondents)

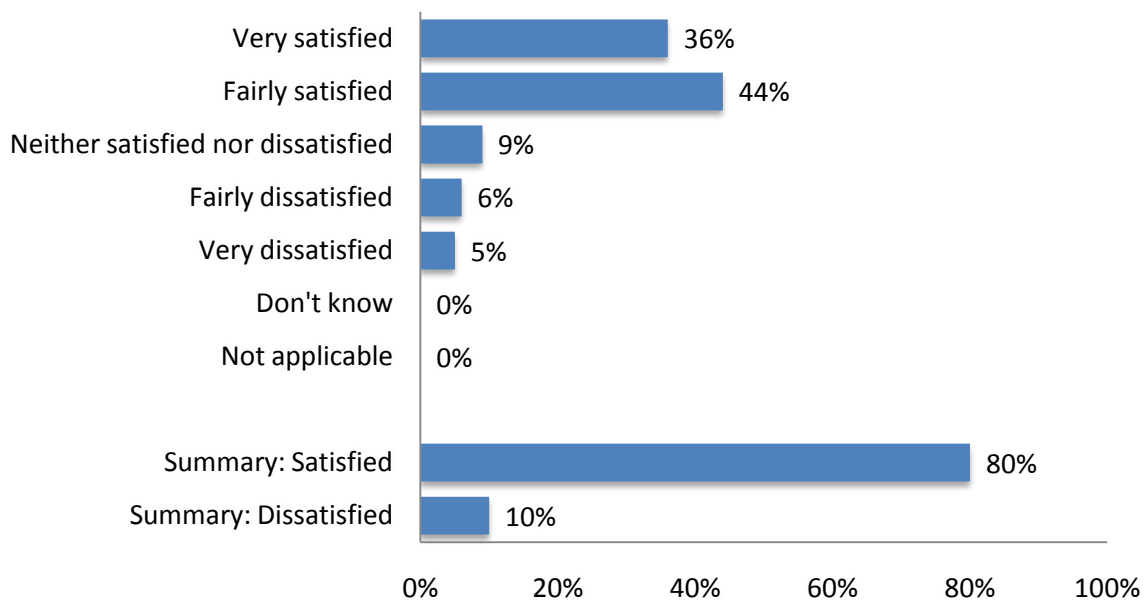


Unweighted sample bases in brackets. *Denotes small sample base

5.3 Satisfaction with the maintenance of common areas

Four fifths (80%) of respondents are satisfied with the maintenance of common areas, such drying greens, rubbish collection areas and closes. Ten percent of respondents expressed dissatisfaction with the maintenance of common areas, while a similar proportion (9%) is neither satisfied nor dissatisfied.

Figure 30: Satisfaction with the maintenance of common areas (All respondents)



Unweighted sample base: 242

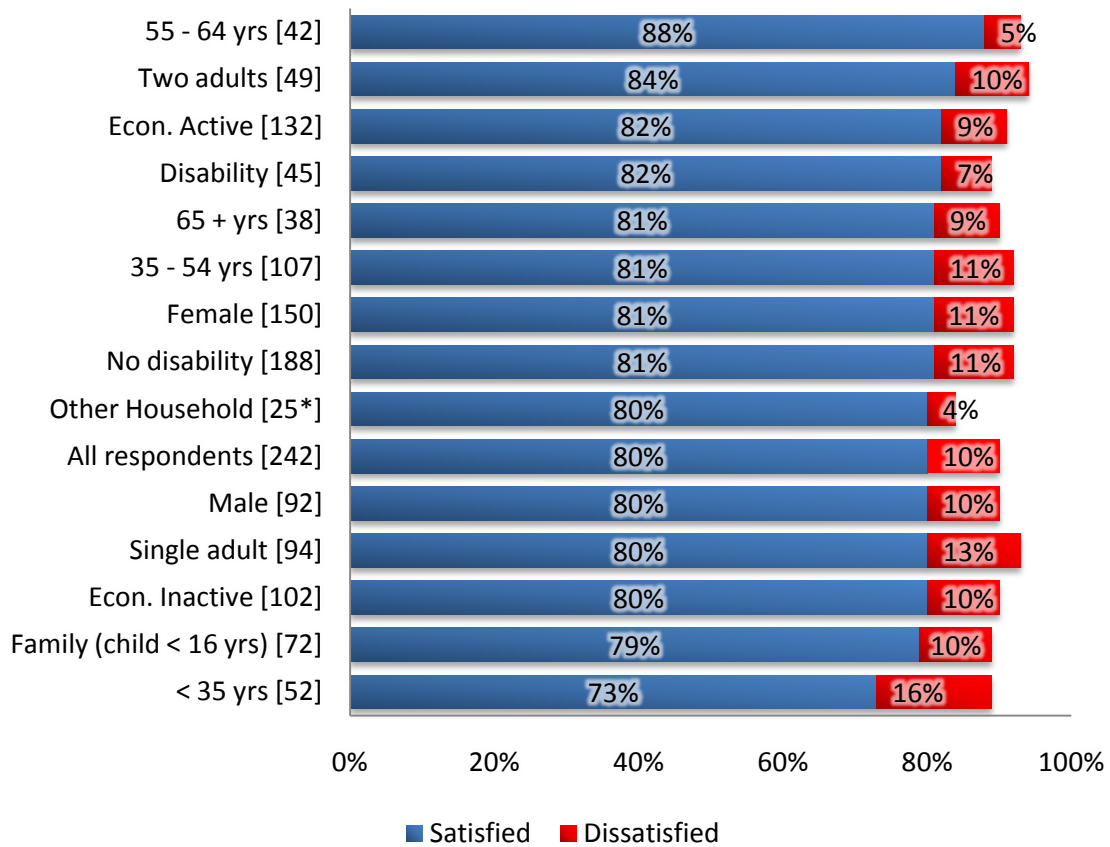
The proportion of respondents satisfied with the maintenance of common areas ranges from 54% in Cambusbarron to 93% in St Ninians and Whins of Milton. The reader is reminded that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

Table 11: Satisfaction with the maintenance of common areas by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Not applicable	Summary: satisfied	Summary: Dissatisfied
Total [242]	36%	44%	9%	6%	5%	0%	0%	80%	10%
Bannockburn [5*]	20%	60%	0%	0%	20%	0%	0%	80%	20%
Cambusbarron [24*]	17%	38%	13%	21%	8%	0%	4%	54%	29%
Cowie [12*]	25%	67%	8%	0%	0%	0%	0%	92%	0%
Plean [18*]	28%	61%	0%	0%	11%	0%	0%	89%	11%
Riverside [20*]	25%	60%	5%	0%	10%	0%	0%	85%	10%
Stirling and Braehead [38]	32%	42%	11%	8%	8%	0%	0%	74%	16%
Cornton [16*]	44%	38%	19%	0%	0%	0%	0%	81%	0%
Fallin [30]	50%	37%	3%	7%	3%	0%	0%	87%	10%
Raploch [52]	40%	40%	13%	6%	0%	0%	0%	81%	6%
St Ninians and Whins of Milton [27*]	59%	33%	4%	4%	0%	0%	0%	93%	4%
Unweighted sample bases in brackets * Denotes small sample base									

For each of the tenant groups, the majority of respondents are satisfied with the maintenance of common areas. None of the differences between individual tenant groups is statistically significant.

Figure 31: Satisfaction with the maintenance of common areas by key demographics (All respondents)

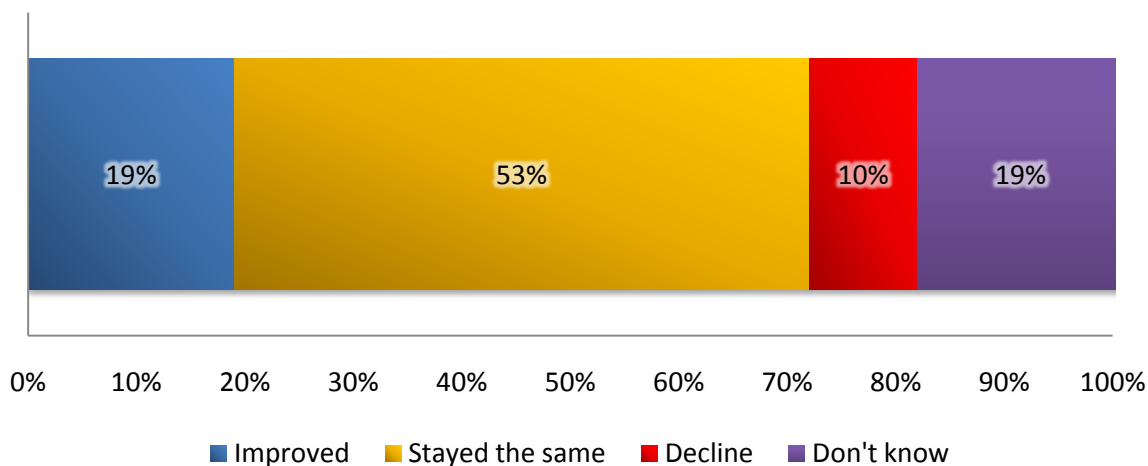


Unweighted sample bases in brackets. *Denotes small sample base

5.4 Change in the neighbourhood in the past three years

Over half (53%) of respondents feel their neighbourhood has remained unchanged over the past three years. A larger proportion of respondents (19%) feel their neighbourhood has improved than declined (10%).

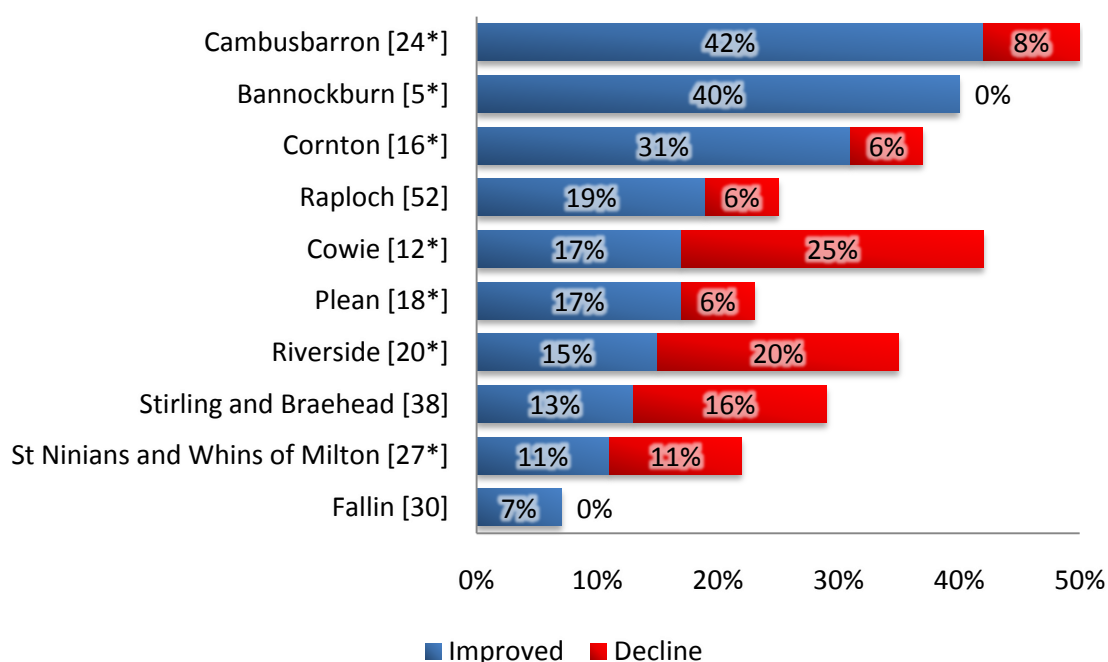
Figure 32: Change in the neighbourhood in the past three years (All respondents)



Unweighted sample base: 242

In five of the areas the proportion of respondents who identified an improvement in the area exceeds the proportion identifying a decline.

Figure 33: Change in the neighbourhood in the past three years by area (All respondents)



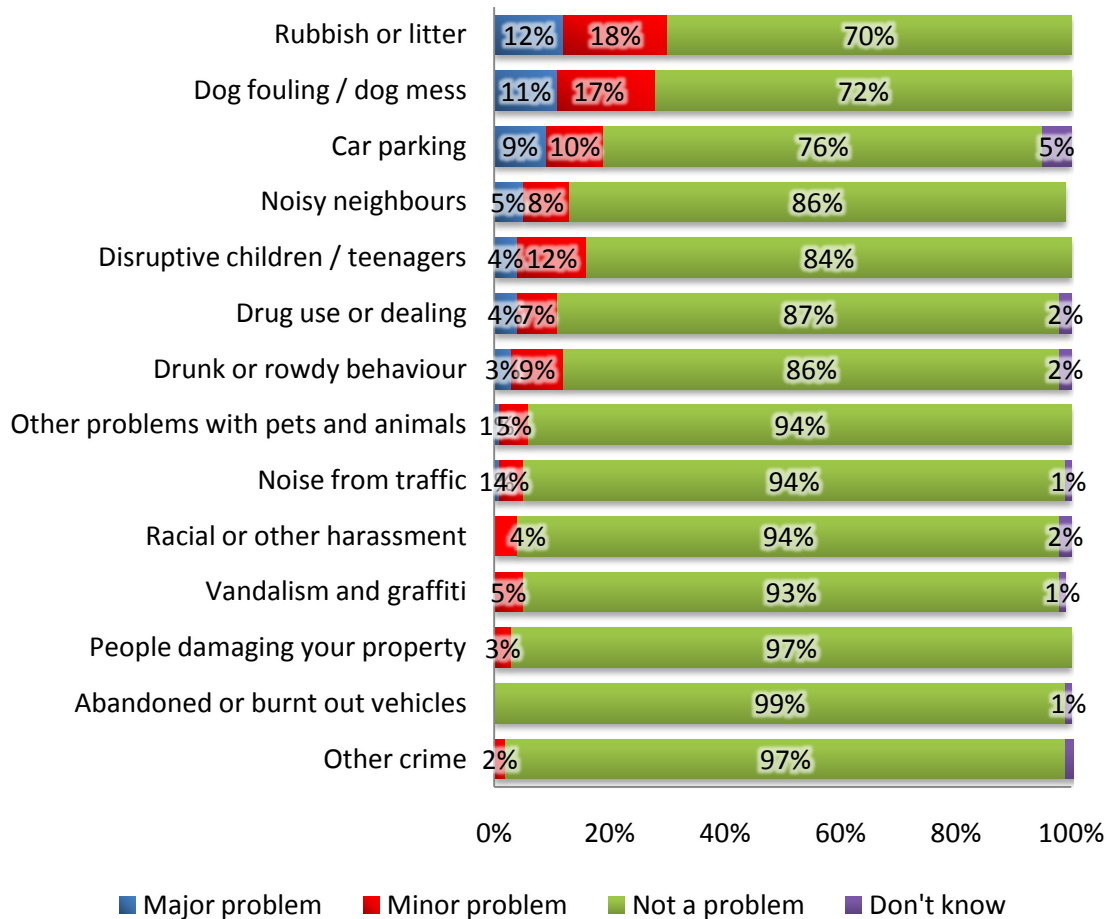
Unweighted sample bases in brackets. *Denotes small sample base

5.5 Problems in the neighbourhood

Respondents were presented with a list of eight potential neighbourhood problems and were asked to identify the extent to which, if at all, each is a problem in their neighbourhood.

Rubbish or litter (30%) and dog fouling / dog mess (28%) were identified by the largest proportions of respondents as problems in the neighbourhood.

Figure 34: Problems in the neighbourhood (All respondents)



Unweighted sample base: 242

The proportion of respondents highlighting rubbish or litter as a problem in the neighbourhood ranges from 0% in Bannockburn to 75% in Cambusbarron. The reader is reminded that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

Table 12: Problems in the neighbourhood by area – Rubbish or litter (All respondents)

	Major problem	Minor problem	Not a problem	Don't know	Summary: A problem
Total [242]	12%	18%	70%	0%	30%
Bannockburn [5*]	0%	0%	100%	0%	0%
Cambusbarron [24*]	42%	33%	25%	0%	75%
Cowie [12*]	17%	17%	67%	0%	34%
Plean [18*]	11%	6%	83%	0%	17%
Riverside [20*]	10%	40%	50%	0%	50%
Stirling and Braehead [38]	18%	24%	58%	0%	42%
Cornton [16*]	19%	6%	75%	0%	25%
Fallin [30]	0%	7%	93%	0%	7%
Raploch [52]	2%	19%	79%	0%	21%
St Ninians and Whins of Milton [27*]	4%	7%	89%	0%	11%
Unweighted sample bases in brackets * Denotes small sample base					

The proportion of respondents highlighting dog fouling / dog mess as a problem in the neighbourhood ranges from 0% in Bannockburn to 63% in Cambusbarron. The reader is reminded that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

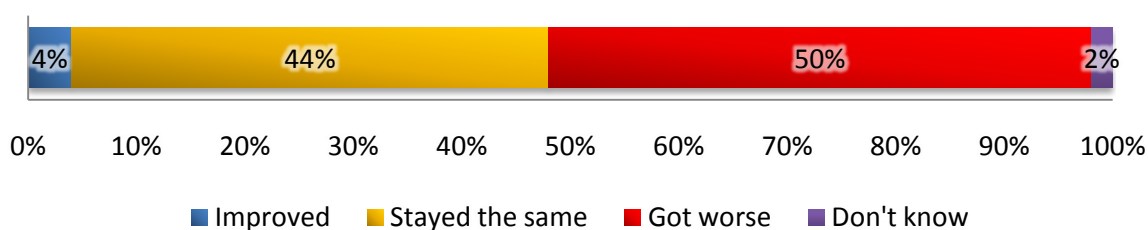
Table 13: Problems in the neighbourhood by area – Dog fouling / dog mess (All respondents)

	Major problem	Minor problem	Not a problem	Don't know	Summary: A problem
Total [242]	11%	17%	72%	0%	28%
Bannockburn [5*]	0%	0%	100%	0%	0%
Cambusbarron [24*]	38%	25%	38%	0%	63%
Cowie [12*]	8%	33%	58%	0%	41%
Plean [18*]	0%	22%	78%	0%	22%
Riverside [20*]	0%	35%	65%	0%	35%
Stirling and Braehead [38]	18%	16%	66%	0%	34%
Cornton [16*]	13%	0%	88%	0%	13%
Fallin [30]	7%	10%	83%	0%	17%
Raploch [52]	2%	17%	81%	0%	19%
St Ninians and Whins of Milton [27*]	15%	11%	74%	0%	26%
Unweighted sample bases in brackets * Denotes small sample base					

5.5.1 Change in the incidence of dog fouling in the neighbourhood in the past 12 months

Those respondents who identified dog fouling as either a major or minor problem in the neighbourhood were asked if the incidence of dog fouling has improved, stayed the same or got worse over the past 12 months. The largest proportion (50%) feel the incidence of dog fouling in the neighbourhood has got worse in this time.

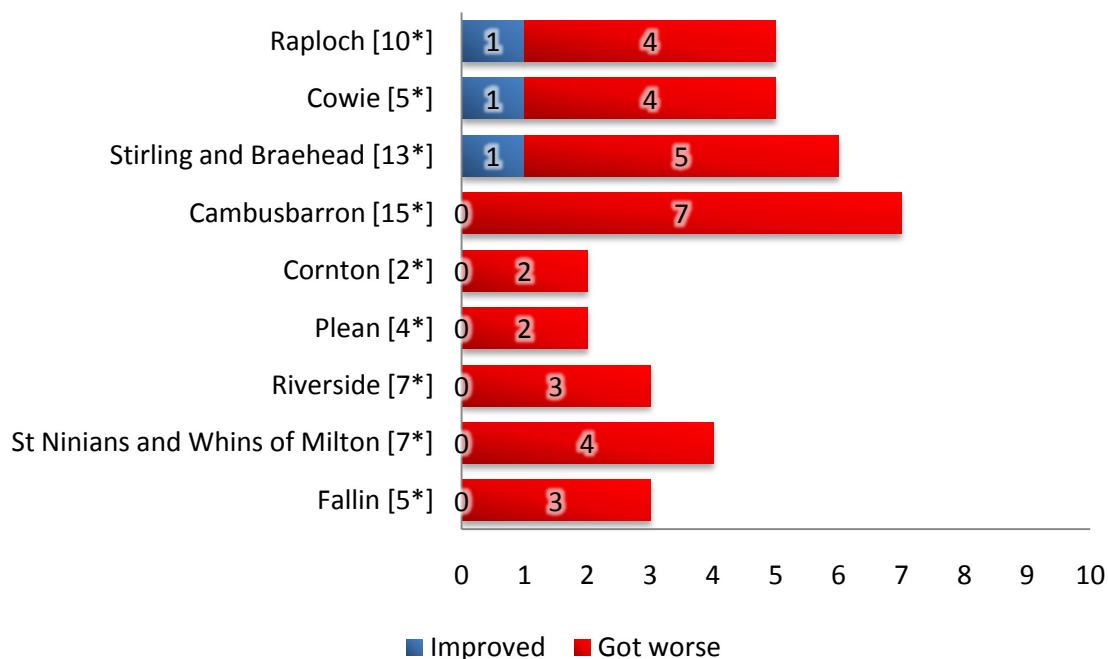
Figure 35: Change in the incidence of dog fouling in the past 12 months (Respondents who identified dog fouling / dog mess as a major or minor problem in the neighbourhood)



Unweighted sample base: 68

The following figure summaries the *number* of respondents who highlighted either an improvement or a worsening in the incidence of dog fouling in the neighbourhood in the past 12 months.

Figure 36: Change in the incidence of dog fouling in the past 12 months by area (Respondents who identified dog fouling / dog mess as a major or minor problem in the neighbourhood)



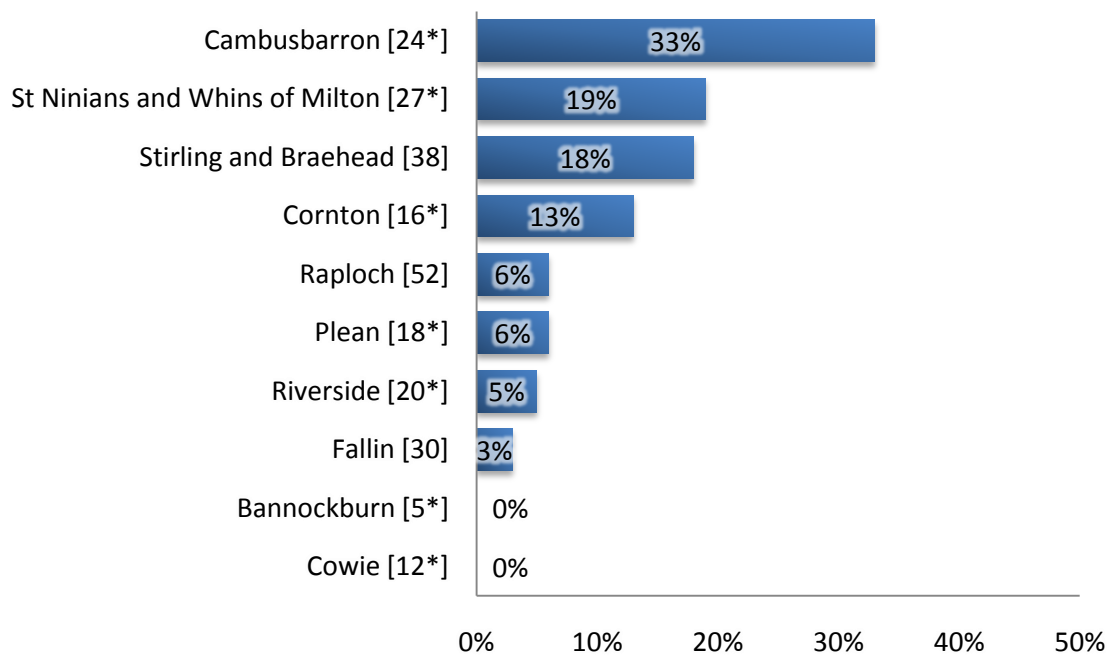
Unweighted sample bases in brackets. *Denotes small sample base

5.6 Anti-social behaviour

Many of the neighbourhood problems highlighted by respondents could be described as anti-social behaviour. All respondents were asked if they have experienced anti-social behaviour in the past 12 months and 12% responded in the affirmative.

The proportion of respondents experiencing anti-social behaviour in the past 12 months ranges from 0% in Bannockburn and Cowie to 33% in Cambusbarron. The reader is reminded that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

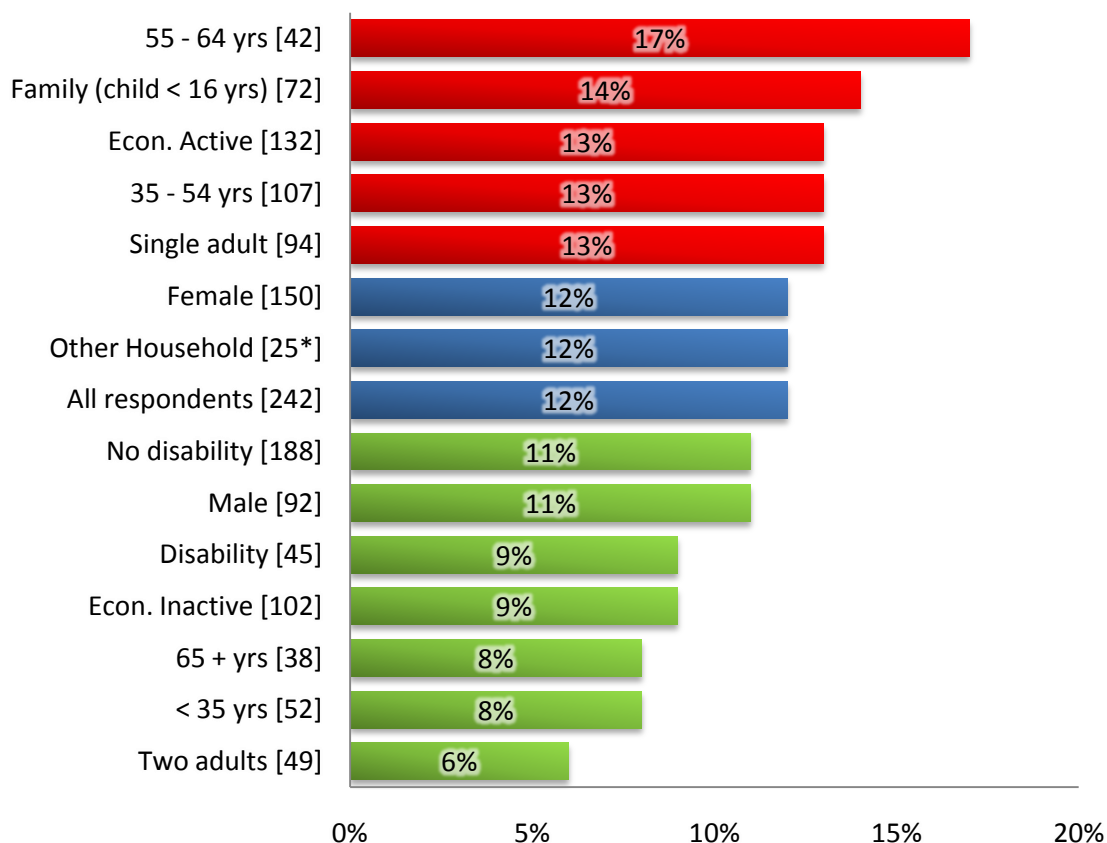
Figure 37: Experience of anti-social behaviour in the past 12 months by area (All respondents)



Unweighted sample bases in brackets. *Denotes small sample base

The experience of anti-social behaviour in the past 12 months does not vary significantly between individual tenant groups.

Figure 38: Experience of anti-social behaviour in the past 12 months by key demographics (All respondents)



Unweighted sample bases in brackets. *Denotes small sample base

5.6.1 Reporting anti-social behaviour to FHA in the past 12 months

Two thirds (68%) of the 28 respondents who experienced anti-social behaviour in the past 12 months reported it to FHA. The nine respondents who did not report the anti-social behaviour they experienced to FHA were asked why this was. Four respondents did not want to get involved and two feared reprisals.

Amongst those respondents (19 in total) who did report the anti-social behaviour they experienced in the past 12 months to FHA, a larger proportion (nine) is satisfied than dissatisfied (seven) with the way their complaint was dealt with.

Similarly, nine of the respondents are satisfied with the outcome of their anti-social behaviour complaint and seven are dissatisfied.

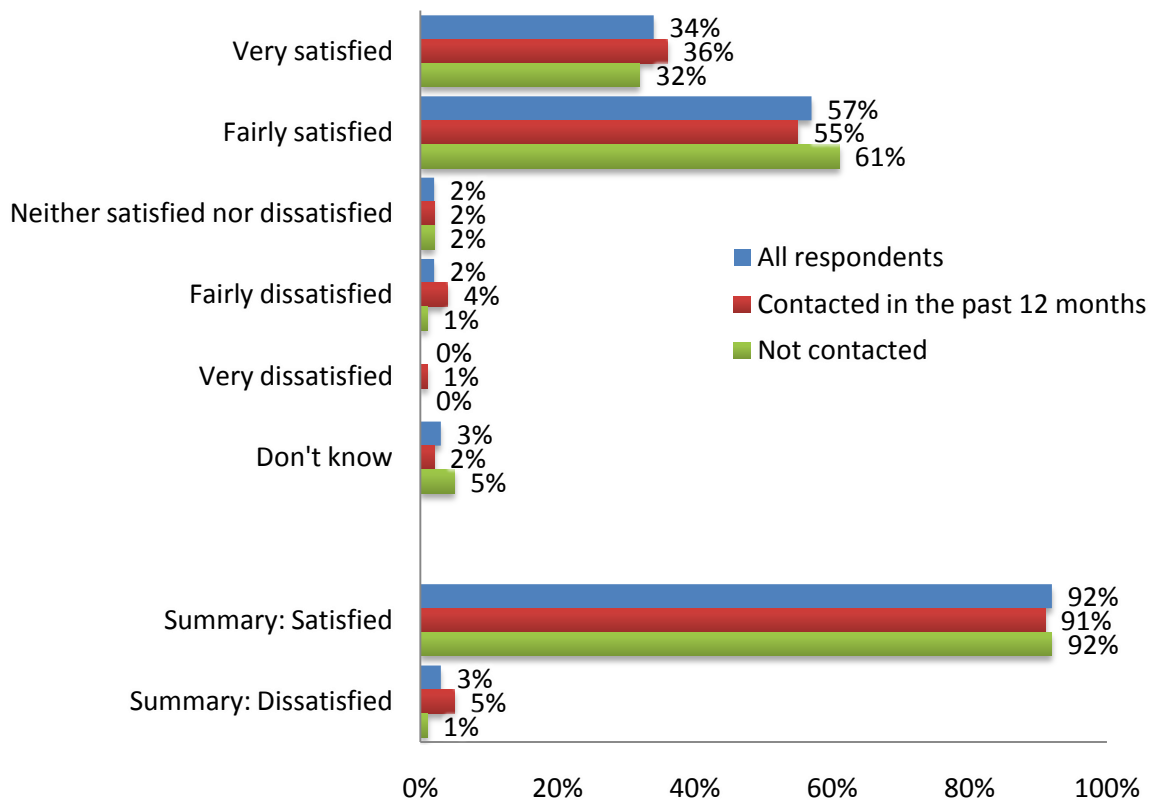
6 Contacting FHA

This chapter of the report explores respondents' contact with FHA, including satisfaction with how enquires are dealt with and with the outcome of contact made with FHA. In addition, preferences for the channels respondents do use or would use to contact FHA are explored along with access to a smart phone and to the internet. Readership of FHA's newsletter *Speaking Forth* are also summarised.

6.1 Satisfaction with the way FHA deals with enquiries

All respondents, irrespective of when they last made contact with FHA were asked how satisfied or dissatisfied they are with the way FHA deals with enquiries. The majority of respondents (92%) are satisfied. Respondents who have made contact with FHA in the past 12 months are as likely to be satisfied with enquiry handling as respondents who have not been in contact. This suggests that the reality of how FHA deals with enquiries is matched to respondents' expectations of how enquiries are dealt with.

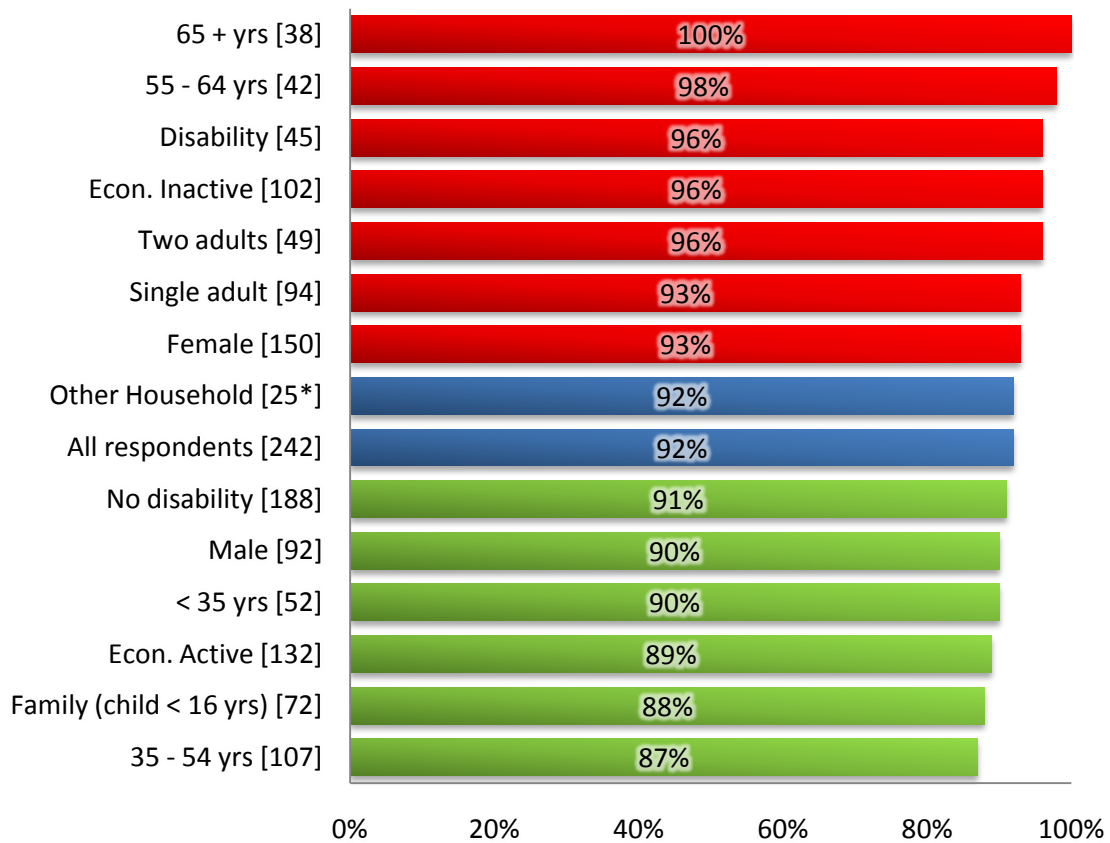
Figure 39: Satisfaction with the way FHA deals with enquiries (All respondents)



Unweighted sample bases: All respondents 242; Contacted in the past 12 months 123; Not contacted 103

Respondents aged 65+ (100%) are significantly more likely than younger respondents (90%) to be satisfied with the way FHA deals with enquires.

Figure 40: Satisfaction with the way FHA deals with enquiries by key demographics (All respondents)

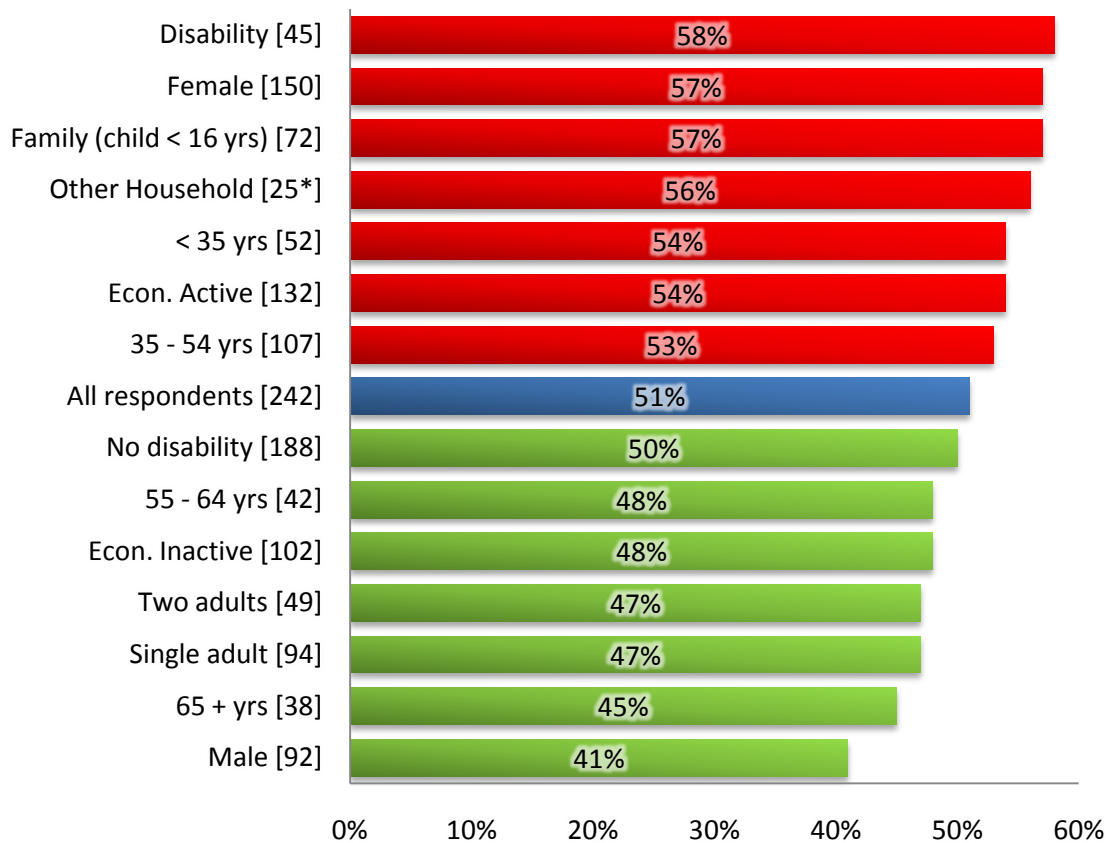


Unweighted sample bases in brackets. *Denotes small sample base

6.2 Contact with FHA in the past 12 months

Just over half (51%) of respondents have contacted FHA in the past 12 months with a query other than to pay their rent / service charge. Females (57%) are significantly more likely than males to have made contact with FHA in the past 12 months than males.

Figure 41: Contact with FHA in the past 12 months with a query other than to pay rent / service charge (All respondents)

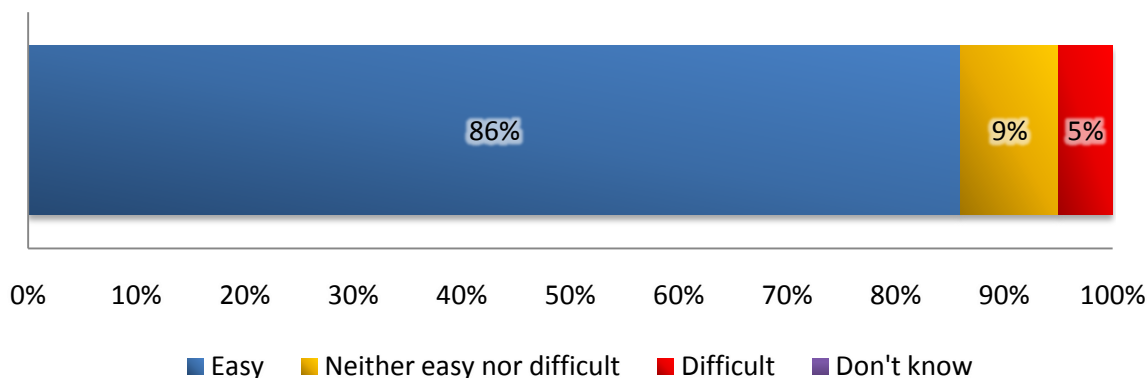


Unweighted sample bases in brackets. *Denotes small sample base

6.2.1 Ease of getting hold of the right person

The majority (86%) of respondents who have contacted FHA in the past 12 months with a query, other than to pay their rent / service charge found getting hold of the right person easy.

Figure 42: Ease of getting hold of the right person (Respondents contacting FHA in the past 12 months)

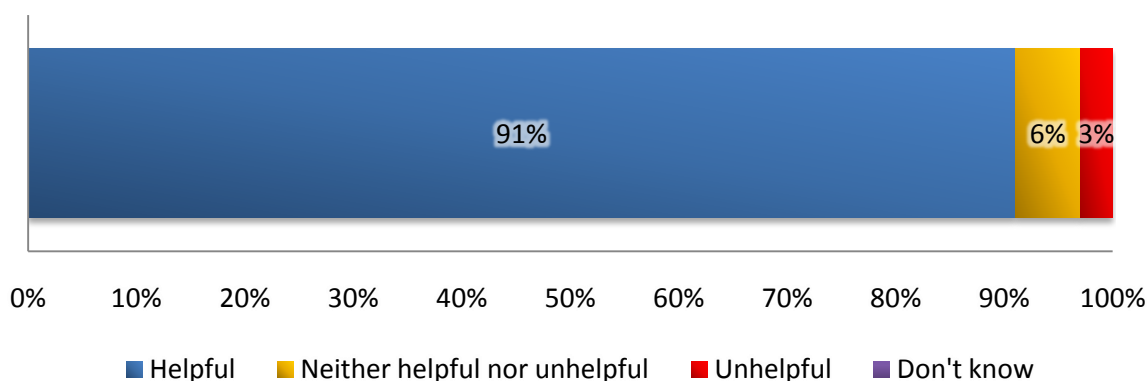


Unweighted sample base: 123

6.2.2 Helpfulness of staff

In addition, the majority (91%) of respondents who have contacted FHA in the past 12 months with a query, other than to pay their rent / service charge found the staff helpful.

Figure 43: Helpfulness of staff (Respondents contacting FHA in the past 12 months)

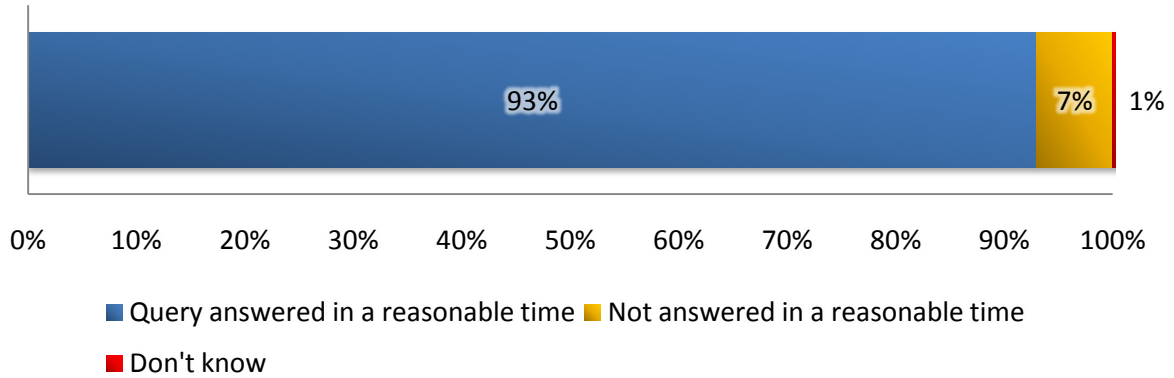


Unweighted sample base: 123

6.2.3 Query answered in a reasonable time

A similar proportion (93%) of respondents who have contacted FHA in the past 12 months with a query, other than to pay their rent / service charge reported the query was answered in a reasonable time.

Figure 44: Query answered in a reasonable time (Respondents contacting FHA in the past 12 months)

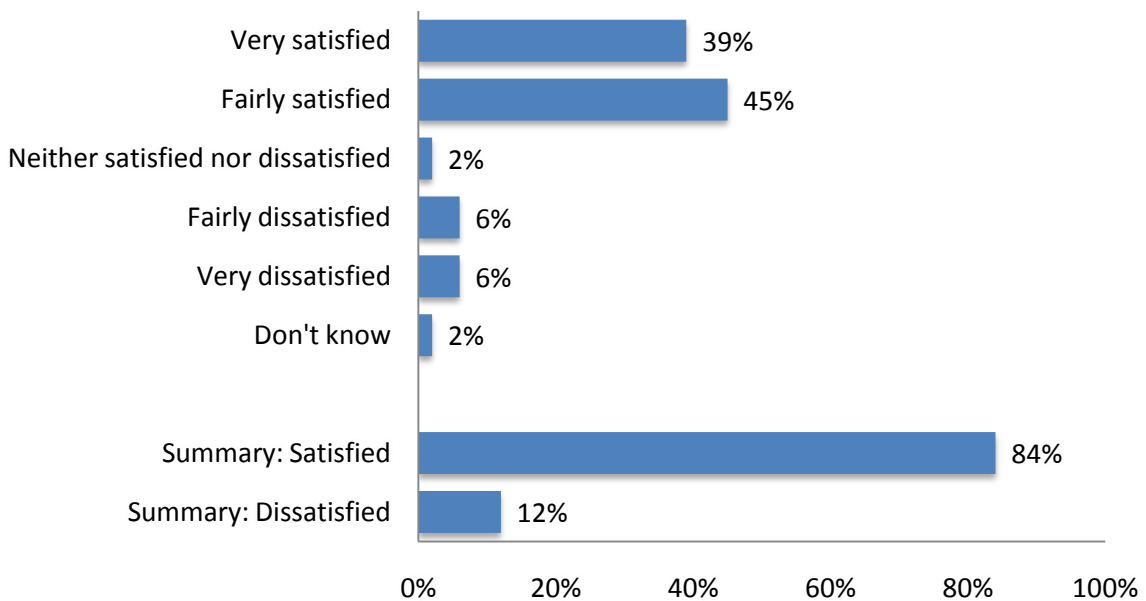


Unweighted sample base: 123

6.2.4 Satisfaction with the final outcome of the query

Over four fifths (84%) of respondents who have contacted FHA in the past 12 months with a query, other than to pay their rent / service charge are satisfied with the outcome of their query. Twelve percent reported they were dissatisfied.

Figure 45: Satisfaction with the final outcome of the query (Respondents contacting FHA in the past 12 months)



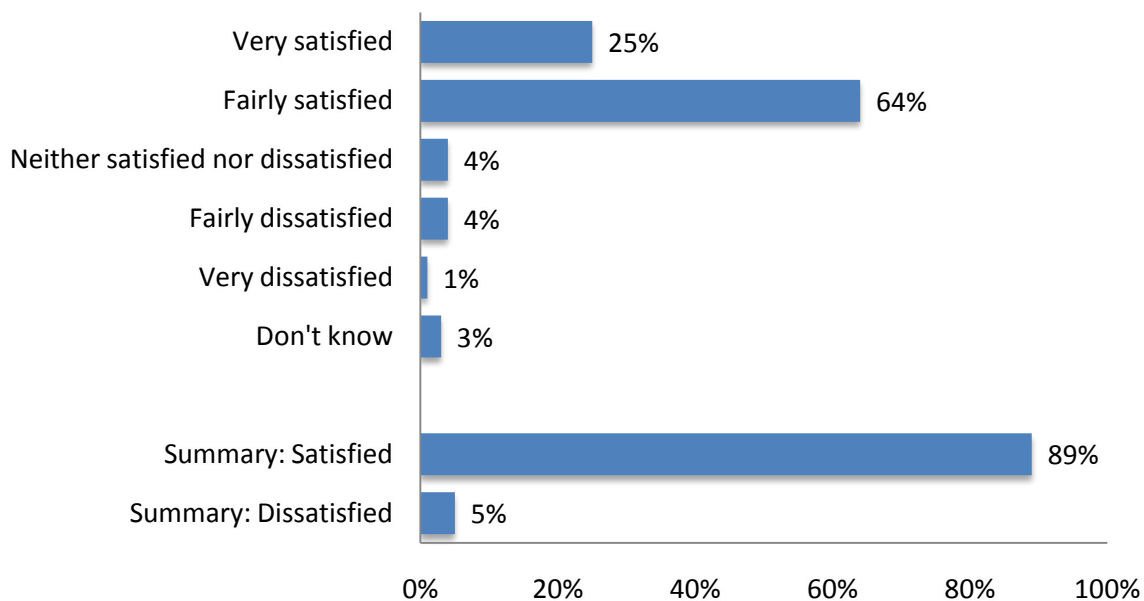
Unweighted sample base: 123

6.3 Satisfaction with the way FHA listens to views and acts upon them

All respondents were asked how satisfied or dissatisfied they are with the way FHA listens to views and acts upon them.

The majority (89%) of respondents are satisfied with the way FHA listens to views and acts upon them. Five percent of respondents expressed dissatisfaction, while a similar proportion (4%) is neither satisfied nor dissatisfied.

Figure 46: Satisfaction with the way FHA listens to views and acts upon them (All respondents)



Unweighted sample base: 242

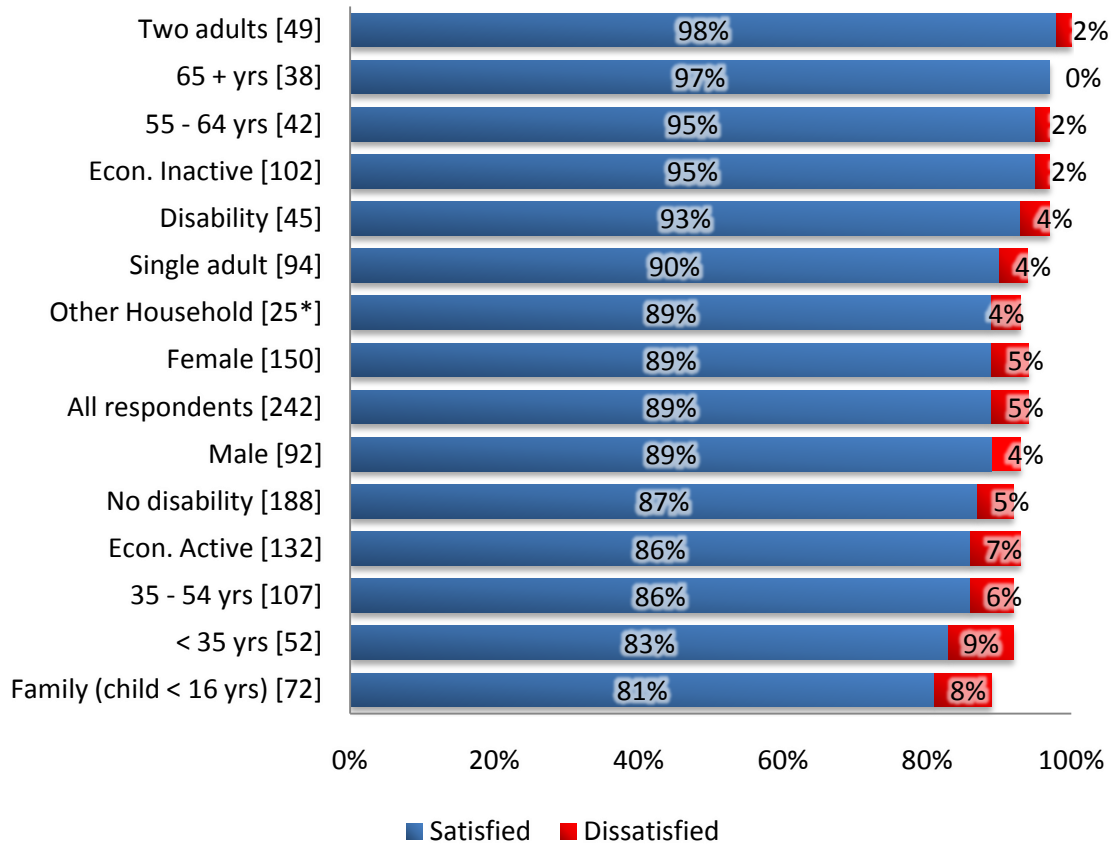
The proportion of respondents satisfied with the way FHA listens to views and acts upon them ranges from 80% in Bannockburn to 100% in Riverside. The reader is reminded that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

Table 14: Satisfaction with the way FHA listens to views and acts upon them by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Summary: satisfied	Summary: Dissatisfied
Total [242]	25%	64%	4%	4%	1%	2%	89%	5%
Bannockburn [5*]	0%	80%	20%	0%	0%	0%	80%	20%
Cambusbarron [24*]	4%	88%	4%	4%	0%	0%	92%	4%
Cowie [12*]	0%	83%	17%	0%	0%	0%	83%	0%
Plean [18*]	6%	83%	6%	0%	0%	6%	89%	0%
Riverside [20*]	15%	85%	0%	0%	0%	0%	100%	0%
Stirling and Braehead [38]	37%	53%	0%	3%	3%	5%	89%	5%
Cornton [16*]	6%	81%	6%	6%	0%	0%	88%	6%
Fallin [30]	40%	43%	3%	7%	0%	7%	83%	7%
Raploch [52]	31%	60%	2%	6%	2%	0%	90%	8%
St Ninians and Whins of Milton [27*]	52%	33%	7%	7%	0%	0%	85%	7%
Unweighted sample bases in brackets * Denotes small sample base								

Economically inactive respondents are significantly more likely than economically active respondents to be satisfied with the way FHA listens to views and acts upon them.

Figure 47: Satisfaction with the way FHA listens to views and acts upon them by key demographics (All respondents)



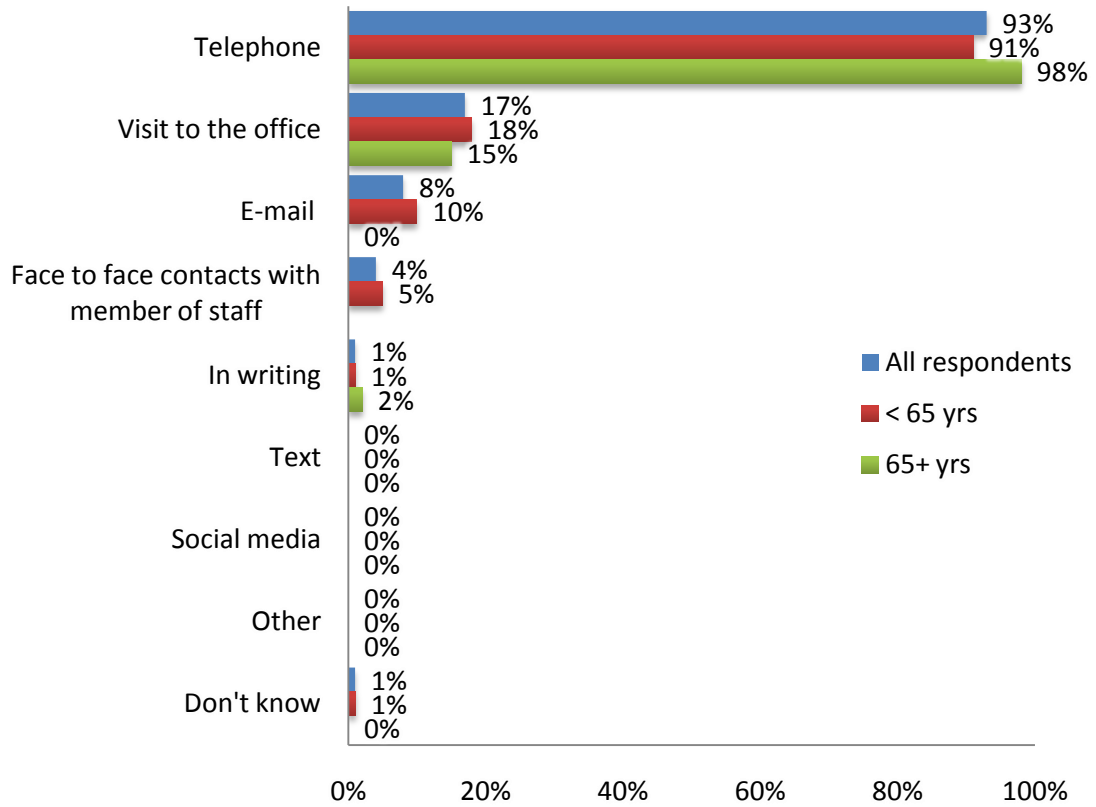
Unweighted sample bases in brackets. *Denotes small sample base

A slightly smaller proportion of respondents who have contacted FHA in the past 12 months (86%) are satisfied with the way FHA listens to views and acts upon them in comparison to respondents who have not contacted FHA (92%) The difference is not statistically significant however.

6.4 Methods used to contact FHA

All respondents were asked which methods they use or would use to contact FHA. The majority use / would use telephone (93%). When analysed by age, all of those respondents who use / would use e-mail to contact FHA are under 65 years of age.

Figure 48: Methods used to contact FHA (All respondents)

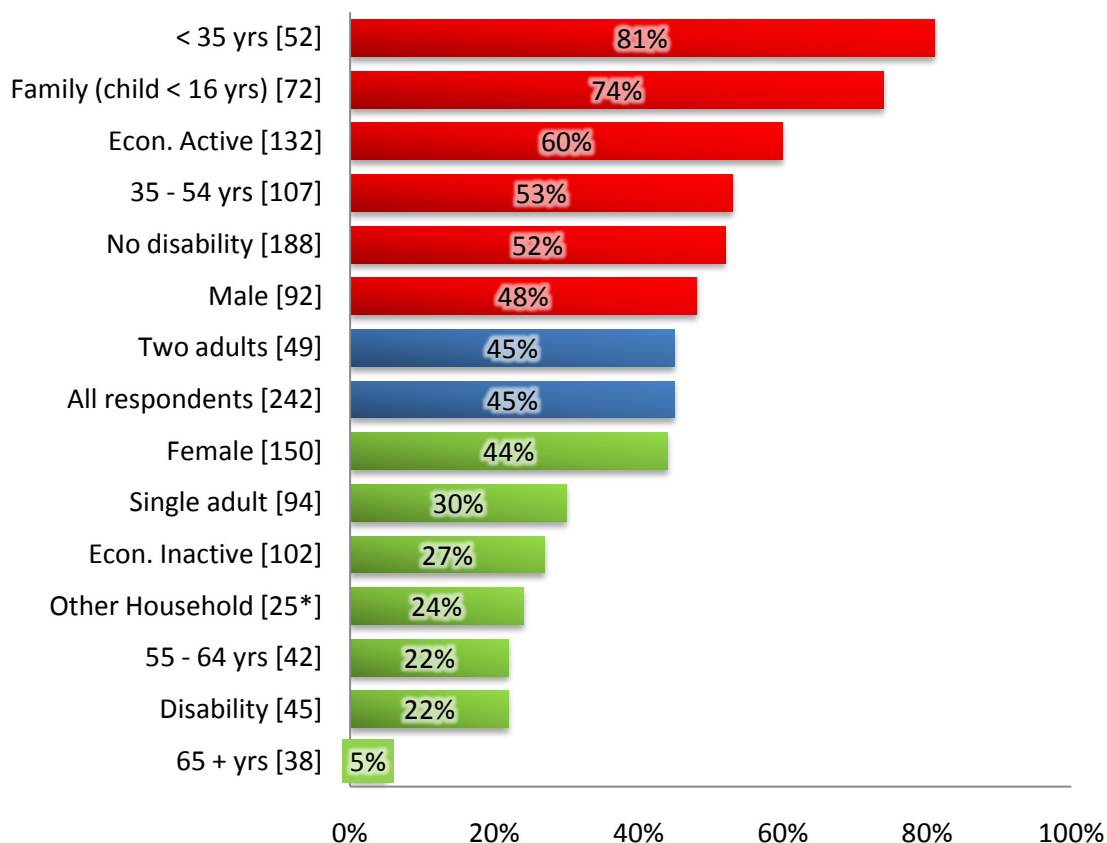


Unweighted sample bases: All respondents 242; < 65 yrs 201; 65+ 38

6.5 Ownership of a smart phone with internet access

Over two fifths (45%) of respondents have a smart phone with access to the internet. Respondents aged under 65 years (54%) are significantly more likely to have a smart phone with internet access than respondents aged 65+ (5%).

Figure 49: Ownership of a smart phone with internet access by key demographics (All respondents)



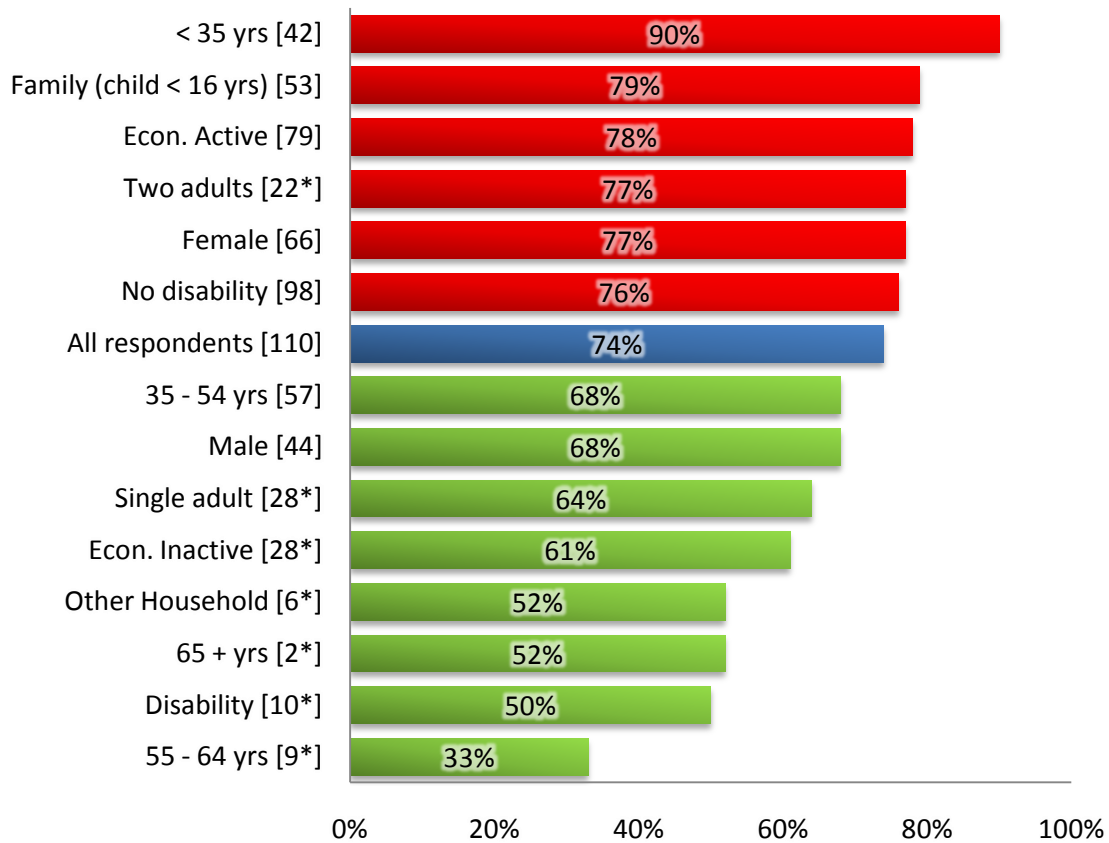
Unweighted sample bases in brackets. *Denotes small sample base

Reflecting the ownership profile by age of smart phones, family households (child < 16 yrs) (74%) are significantly more likely to have a smart phone than either single adult (30%) or two adult households (45%). In addition, economically active respondents (60%) and respondents without a disability (52%) are significantly more likely to have a smart phone with internet access than their counterparts (economically inactive respondents 27% and respondents with a disability 22%).

6.5.1 Using the smart phone to access social media

Three quarter (74%) of respondents who have a smart phone which can access the internet use it to access social media. Respondents aged < 35 years (90%) are significantly more likely to use their smart phone to access social media than respondents aged 35-54 years (68%).

Figure 50: Use of smart phone to access social media by key demographics (Respondents with a smart phone)

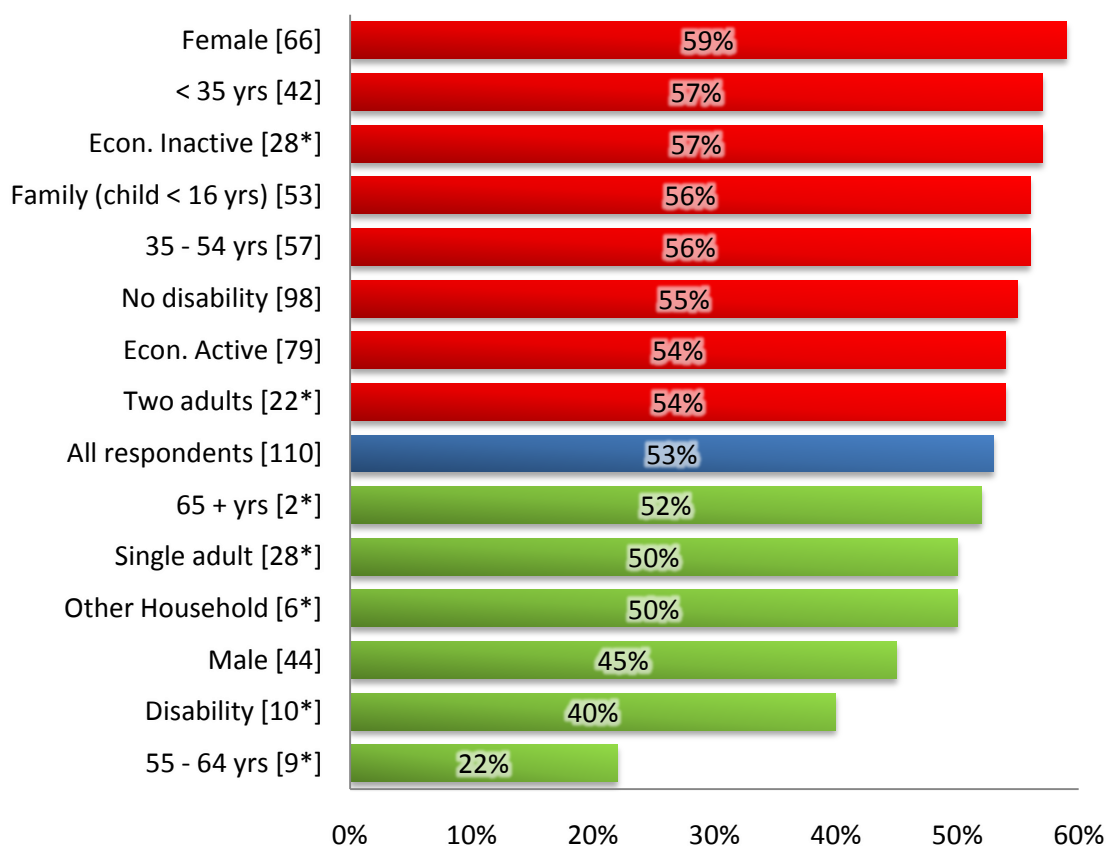


Unweighted sample bases in brackets. *Denotes small sample base

6.5.2 Development of a version of the FHA website suitable for smart phones

Respondent who have a smart phone with internet access were informed that FHA is considering developing a version of its website suitable for smart phones. These respondents were then asked if they would use the smart phone to access the website via their smart phone. Over half (53%) of respondents with a smart phone with access to the internet indicated they would access the FHA website via their smart phone. This proportion is equivalent to approximately one quarter of all respondents.

Figure 51: Interest in accessing the FHA website via a smart phone by key demographics (Respondents using a smart phone to access social media)



Unweighted sample bases in brackets. *Denotes small sample base

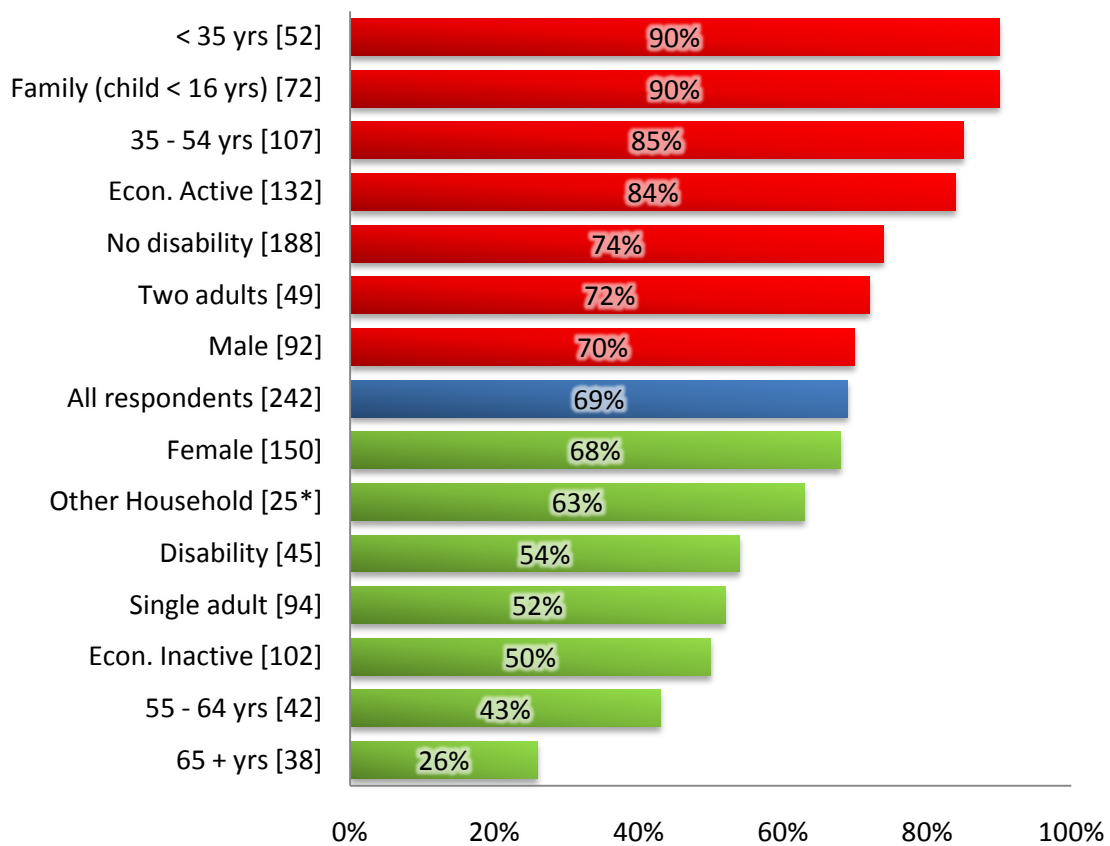
6.5.3 Use of the *Allpay* app to pay the rent

One in nine respondents who have a smart phone with internet access (11%) (this equates to 12 respondents) has used the *Allpay* app to pay their rent.

6.6 Use of the internet

All respondents were asked at which locations, if any they use the internet. Over two thirds (69%) of respondents do use the internet. Respondents aged under 65 years (78%) are significantly more likely to use the internet than respondents aged 65+ (26%).

Figure 52: Use of the internet by key demographics (All respondents)



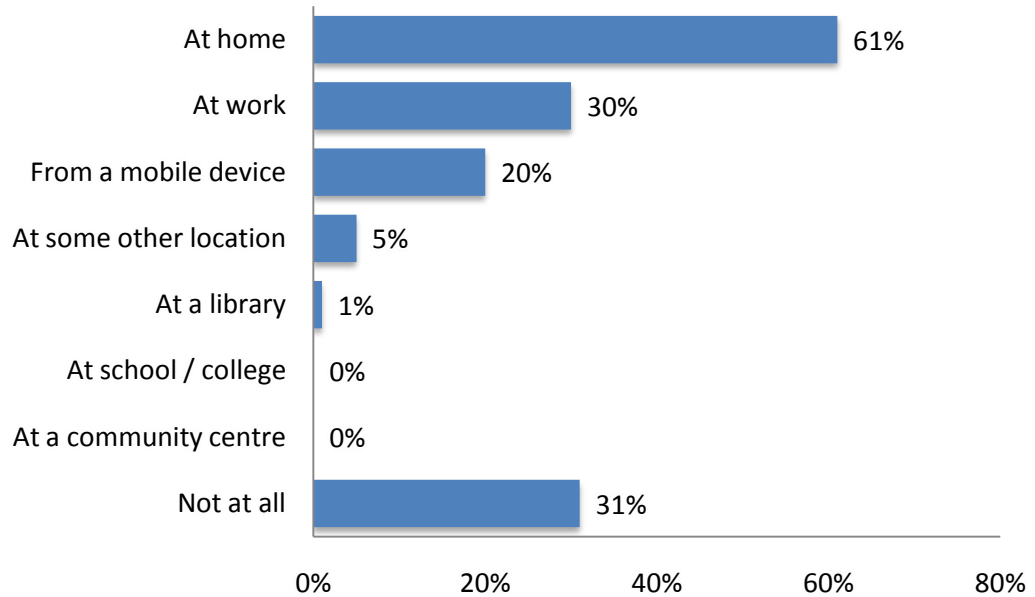
Unweighted sample bases in brackets. *Denotes small sample base

Family households (child < 16 yrs) (90%) are significantly more likely to use the internet than either single adult (52%) or two adult households (72%). In addition, economically active respondents (84%) and respondents without a disability (74%) are significantly more likely to use the internet than their counterparts (economically inactive respondents 50% and respondents with a disability 54%).

6.6.1 Locations at which the internet is used

The largest proportion of *all* respondents uses the internet at home (61%).

Figure 53: Locations at which the internet is used (All respondents)

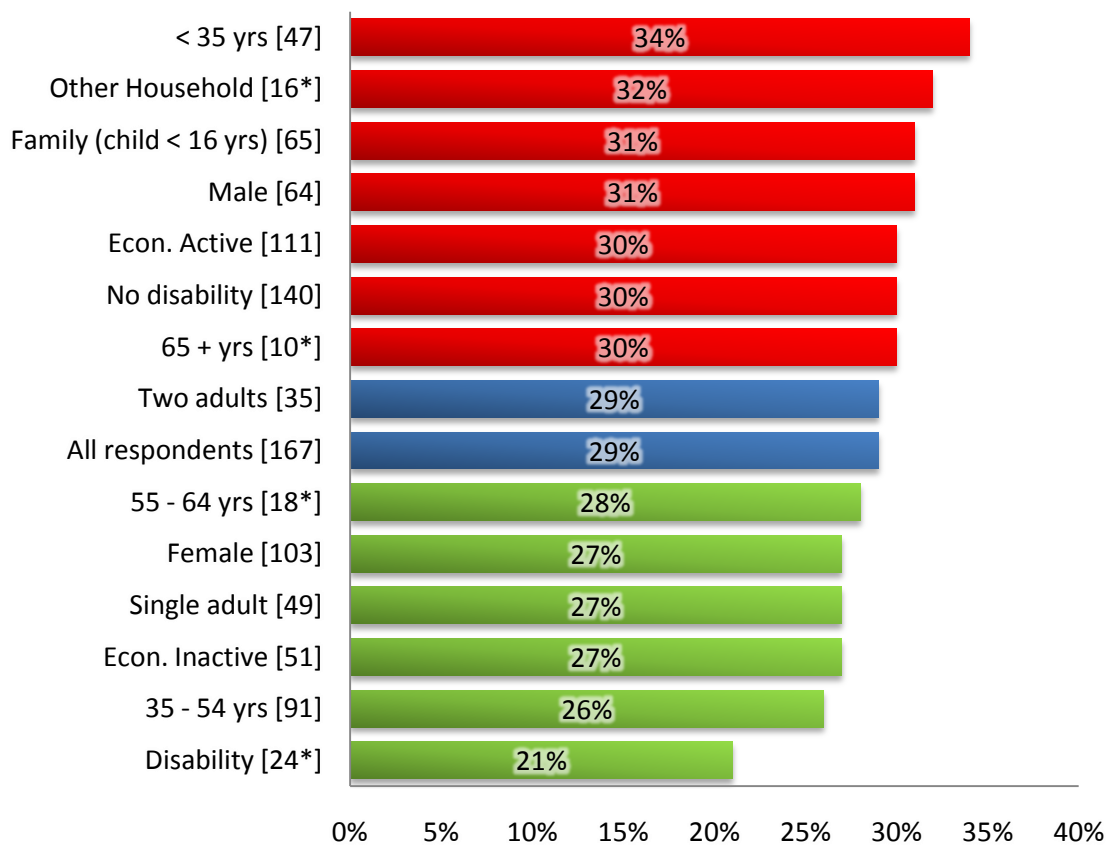


Unweighted sample base: 242

6.6.2 FHA’s website

Respondents who use the internet were asked if they have visited FHA’s website in the past 12 months. The proportion of respondents who use the internet who have visited FHA’s website is 29%. This compares to 32% of respondents from the 2010 survey which had access to the internet. The difference is not statistically significant however. In addition, none of the differences between individual tenant groups for visiting FHA’s website is statistically significant.

Figure 54: Respondents who have visited the FHA website in the past 12 months (Respondents who use the internet)

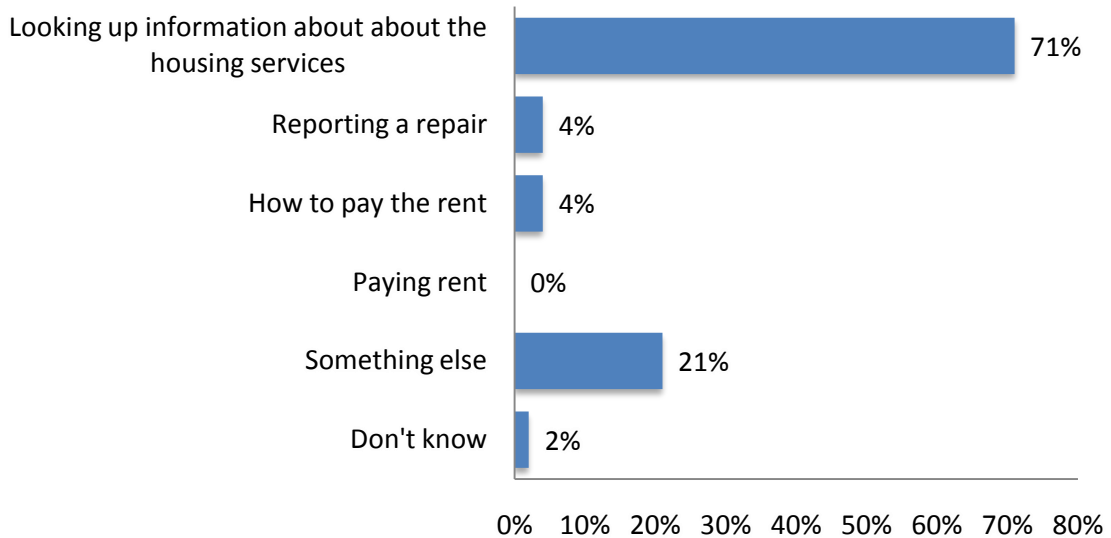


Unweighted sample bases in brackets. *Denotes small sample base

6.6.3 What the FHA website was used for

The majority of respondents who have visited the FHA website in the past 12 months did so to as they were looking up information about housing services (71%).

Figure 55: What the FHA website was used for (Respondents who have visited the FHA website in the past 12 months)

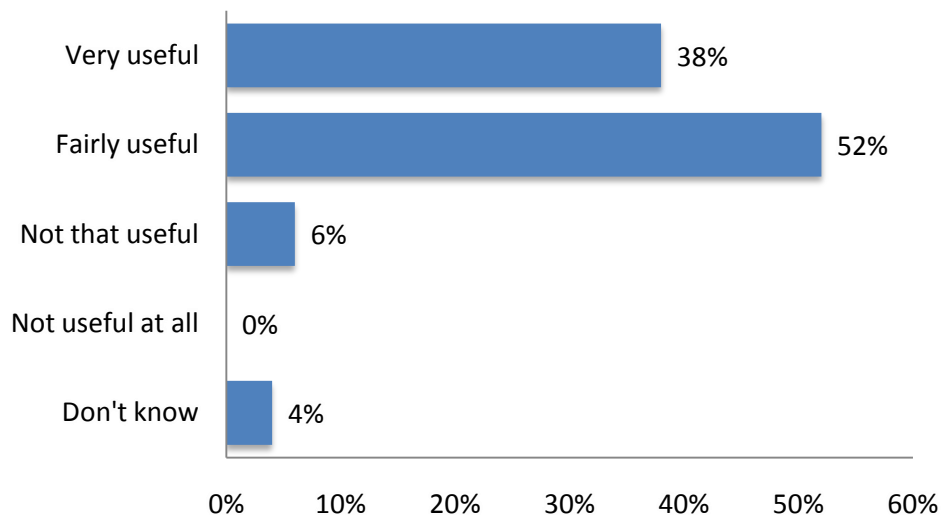


Unweighted sample base: 48

6.6.4 Usefulness of the FHA website

The majority of respondents who have visited FHA's website in the past 12 months found it useful (90%).

Figure 56: Usefulness of the FHA website (Respondents who have visited the FHA website in the past 12 months)



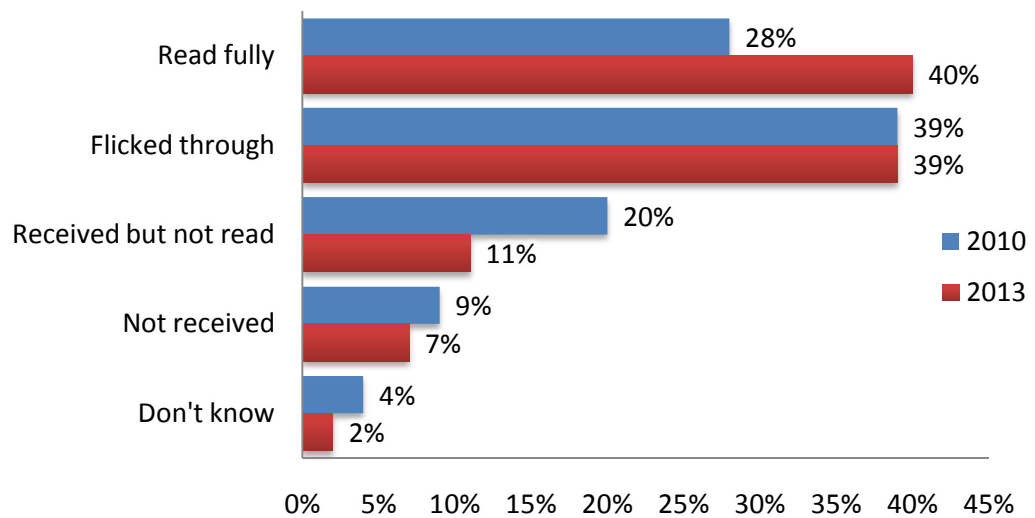
Unweighted sample base: 48

Respondents who have visited FHA’s website in the past 12 months were also asked to suggest how their experience of using the website could have been improved. Ninety percent of respondents reported that the website was fine / had no suggested improvements.

6.7 Speaking Forth

All respondents were asked if they read the last issue of FHA’s newsletter *Speaking Forth*. Since 2010 the proportion of respondents reading *Speaking Forth* has increased significantly from 67% to 79%.

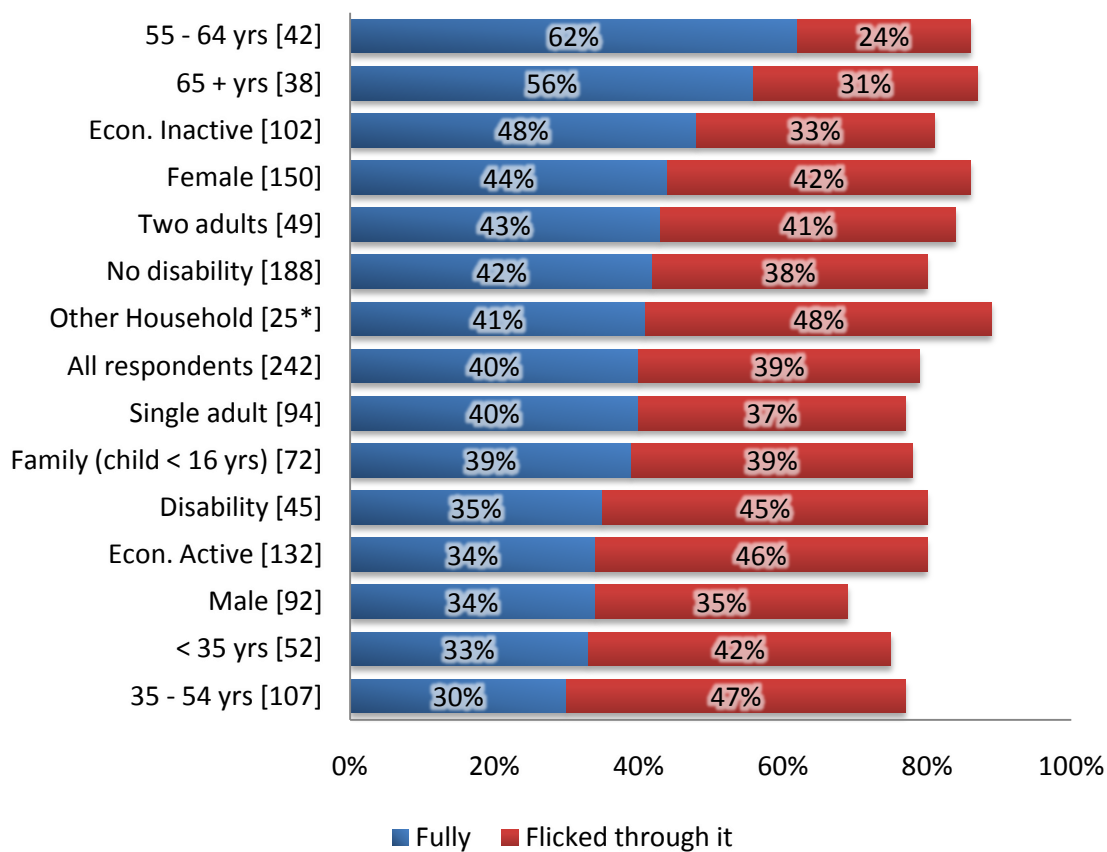
Figure 57: Readership of the last issue of *Speaking Forth* (All respondents)



Unweighted sample base: 242

Respondents aged 65+ (56%) are significantly more likely to have read the last issue of *Speaking Forth* fully than younger respondents (37%).

Figure 58: Readership of the last issue of *Speaking Forth* by key demographics (All respondents)



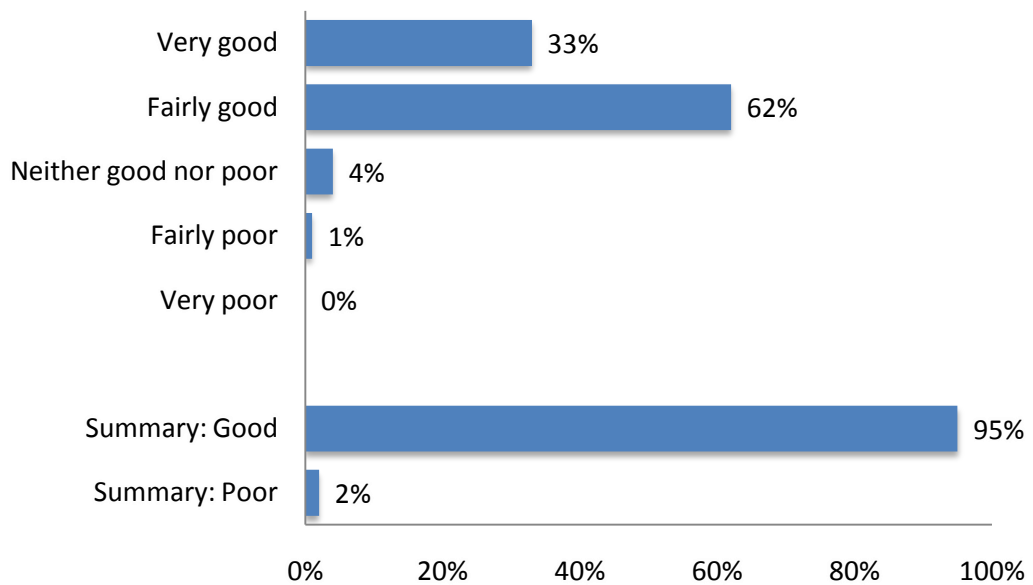
Unweighted sample bases in brackets. *Denotes small sample base

6.7.1 How good or poor *Speaking Forth* is at keeping respondents informed about things that might affect them as a tenant

Respondents who read or flicked through the last issue of *Speaking Forth* were asked how good or poor *Speaking Forth* is at keeping them informed about things that might affect them as a tenant.

The majority (95%) of respondents consider *Speaking Forth* is good at keeping them informed about things that might affect them as a tenant. Less than one in twenty respondents rate *Speaking Forth* as poor in this regard (2%).

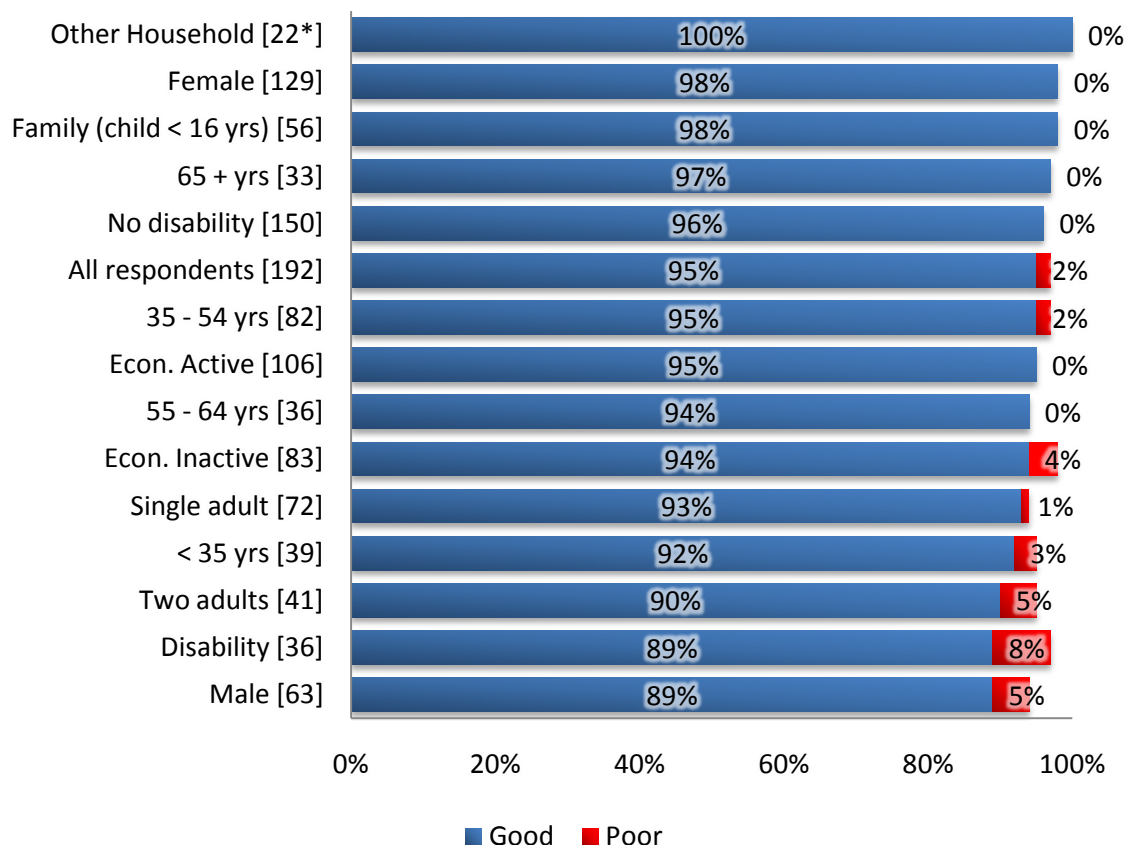
Figure 59: Being kept informed about things that might affect the respondent as a tenant (Respondents who read fully or flicked through the last issue of *Speaking Forth*)



Unweighted sample base: 192

Females are significantly more likely than males to highlight that *Speaking Forth* is good at keeping them informed about things that might affect them as a tenant (98% and 89% respectively).

Figure 60: Being kept informed about things that might affect the respondent as a tenant by key demographics (Respondents who read fully or flicked through the last issue of *Speaking Forth*)



Unweighted sample bases in brackets. *Denotes small sample base

In addition, similar proportions of respondents who have and have not been in contact with FHA in the past 12 months feel that *Speaking Forth* is good at keeping them informed about things that might affect them as a tenant (92% and 97% respectively).

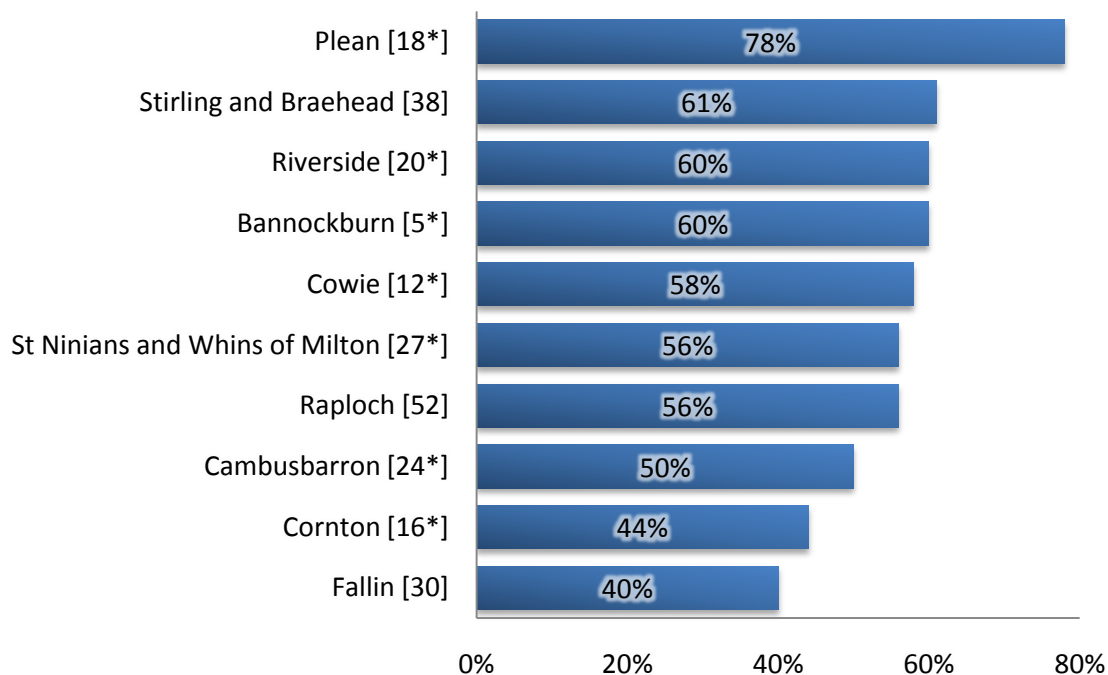
7 Repairs and maintenance

This chapter looks at respondents' satisfaction with the repairs and maintenance service, including satisfaction with the most recent repair undertaken and with a number of specific elements of the repairs and maintenance service. Satisfaction with FHA's planned / cyclical maintenance is also explored as is satisfaction with the 'Out of hours' repairs service.

7.1 Repairs carried out at the property in the past 12 months

Over half (55%) of respondents have had a repair carried out at their property in the past 12 months. The proportion of respondents having a repair carried out at the property ranges from 40% in Fallin to 78% in Plean. The reader is reminded that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

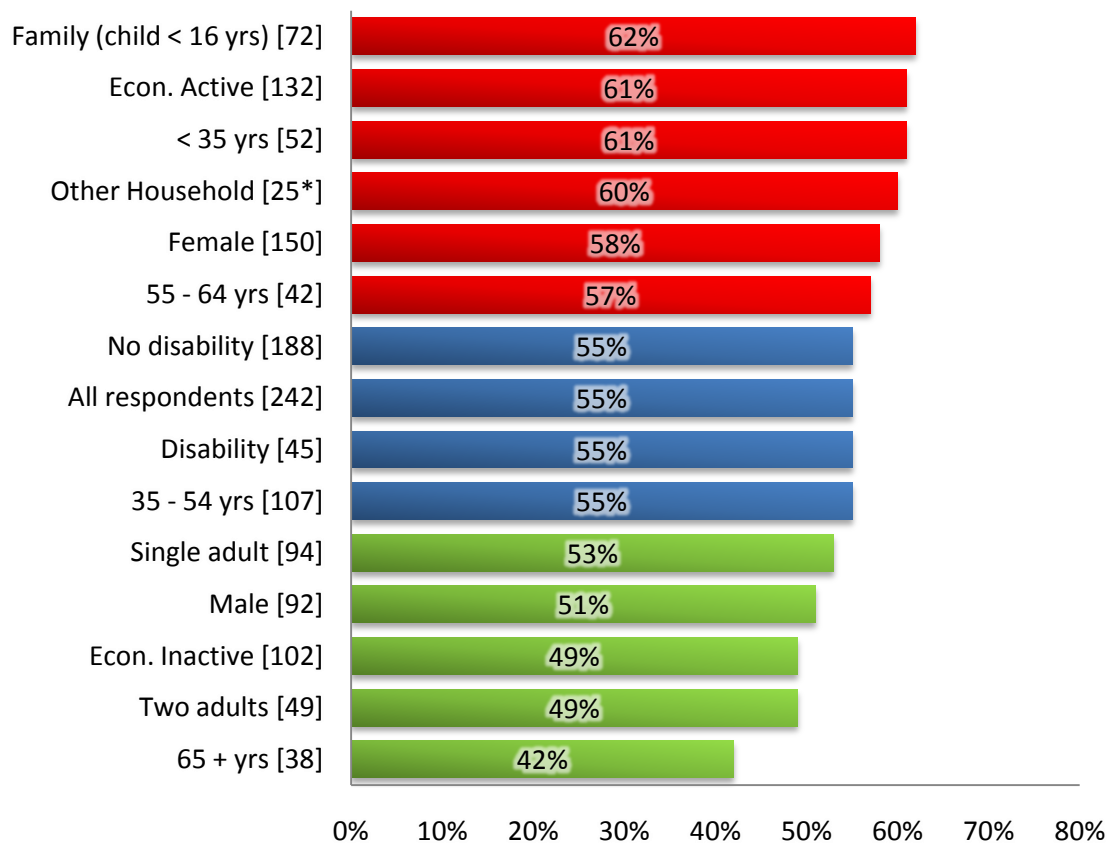
Figure 61: Repairs carried out at the property in the past 12 months by area (All respondents)



Unweighted sample bases in brackets. *Denotes small sample base

None of the differences between individual tenant groups for repairs carried out at the property is statistically significant.

Figure 62: Repairs carried out at the property in the past 12 months by key demographics (All respondents)



Unweighted sample bases in brackets. * Denotes small sample size

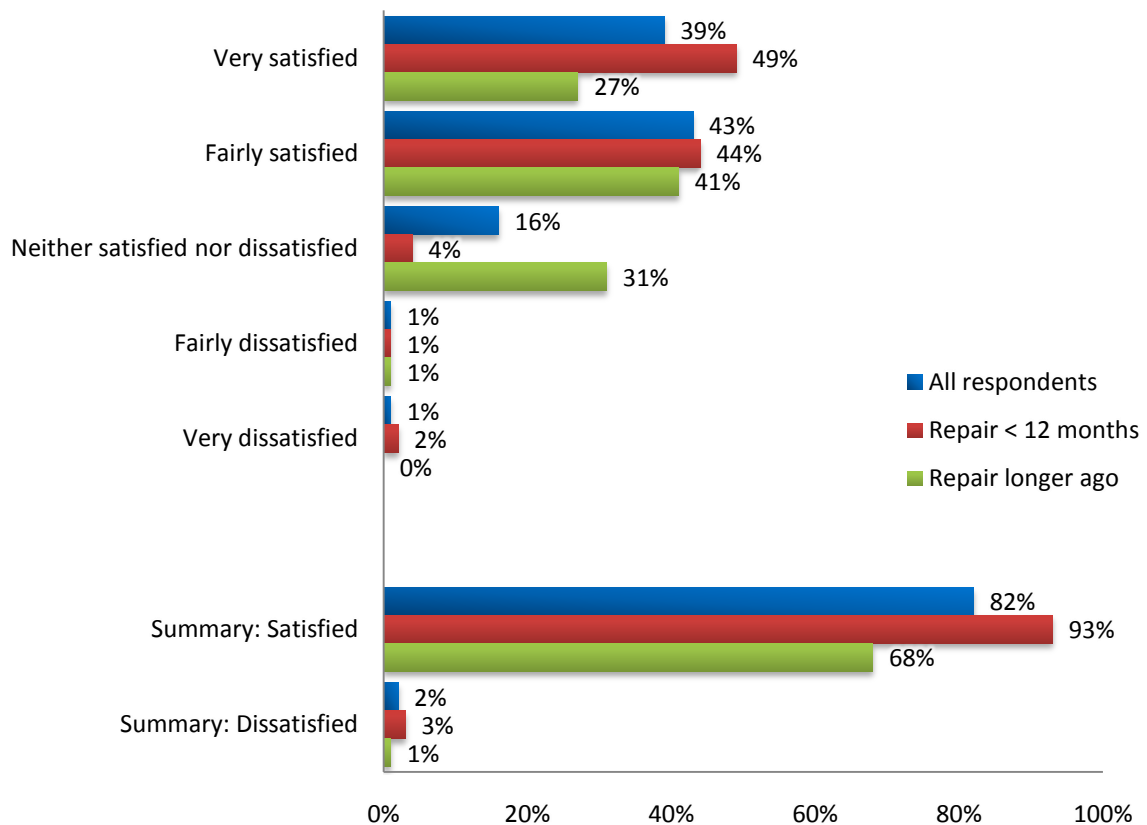
7.2 Satisfaction with the last time repairs were carried out

All respondents, irrespective of when they had last a repair completed at their property, were asked how satisfied or dissatisfied they were with the repairs service provided by FHA for their last repair.

The following figure illustrates the views of; all respondents, respondents whose repair was carried out in the past 12 months and respondents whose repair was carried out longer ago.

Respondents who have more recent experience of a repair are significantly more likely to be satisfied with the last repair than respondents whose last repair was more than 12 months ago (93% and 68% respectively). Almost one third (31%) of respondents whose experience of the repairs service was more than 12 months ago reported being neither satisfied nor dissatisfied with the last repair.

Figure 63: Satisfaction with the repairs service provided by FHA for the last repair (All respondents)



Unweighted sample bases: All respondents 242; Repair carried out in the past 12 months 134; Repair carried out longer ago; 108

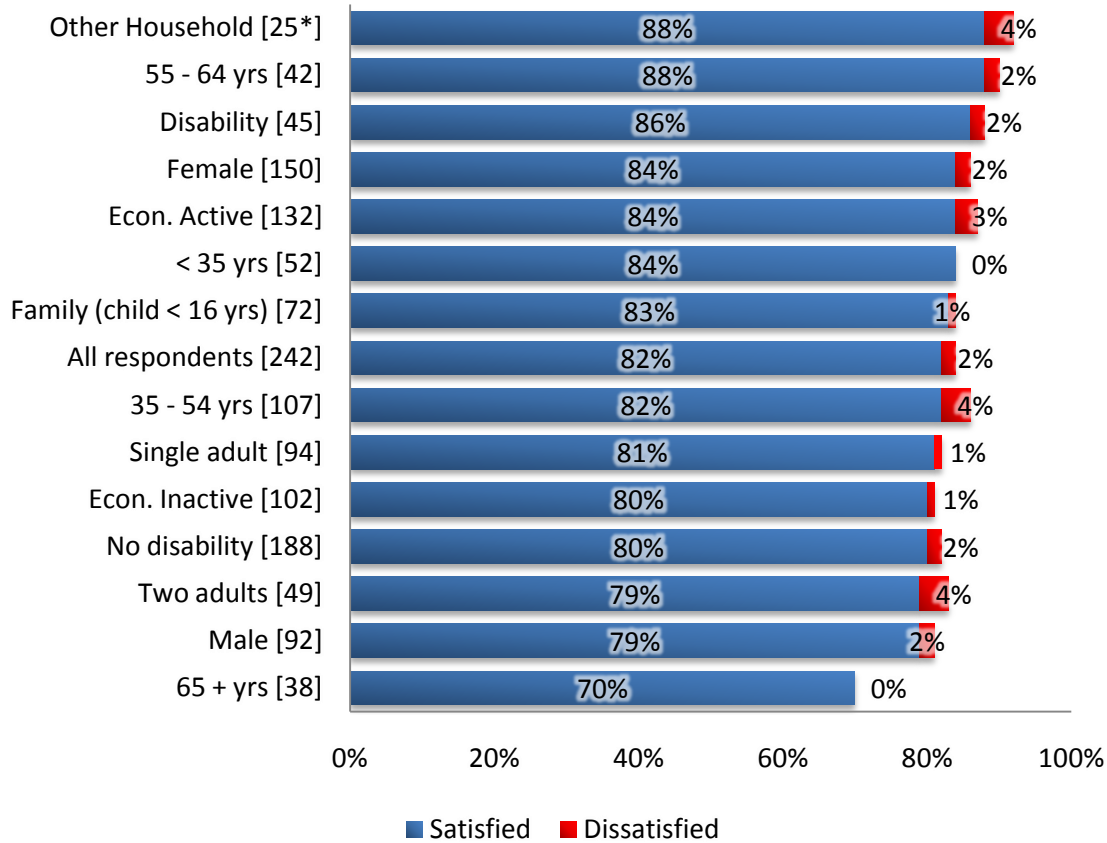
The proportion of respondents satisfied with the repairs service provided by FHA for the last repair ranges from 50% in Riverside to 98% in Raploch. The reader is reminded that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

Table 15: Satisfaction with the repairs service provided by FHA for the last repair by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Summary: satisfied	Summary: Dissatisfied
Total [242]	39%	43%	16%	1%	1%	82%	2%
Bannockburn [5*]	20%	40%	40%	0%	0%	60%	0%
Cambusbarron [24*]	25%	67%	4%	4%	0%	92%	4%
Cowie [12*]	8%	42%	50%	0%	0%	50%	0%
Plean [18*]	6%	61%	22%	0%	11%	67%	11%
Riverside [20*]	20%	30%	45%	0%	5%	50%	5%
Stirling and Braehead [38]	55%	34%	11%	0%	0%	89%	0%
Cornton [16*]	38%	50%	13%	0%	0%	88%	0%
Fallin [30]	50%	27%	23%	0%	0%	77%	0%
Raploch [52]	52%	46%	0%	2%	0%	98%	2%
St Ninians and Whins of Milton [27*]	48%	41%	11%	0%	0%	89%	0%
Unweighted sample bases in brackets * Denotes small sample base							

For each of the tenant groups, the majority of respondents are satisfied the repairs service provided by FHA for the last repair. None of the differences between individual tenant groups is statistically significant.

Figure 64: Satisfaction with the repairs service provided by FHA for the last repair by key demographics (All respondents)



Unweighted sample bases in brackets. *Denotes small sample base

7.2.1 Reasons for not being satisfied with the repairs service provided by FHA for the last repair

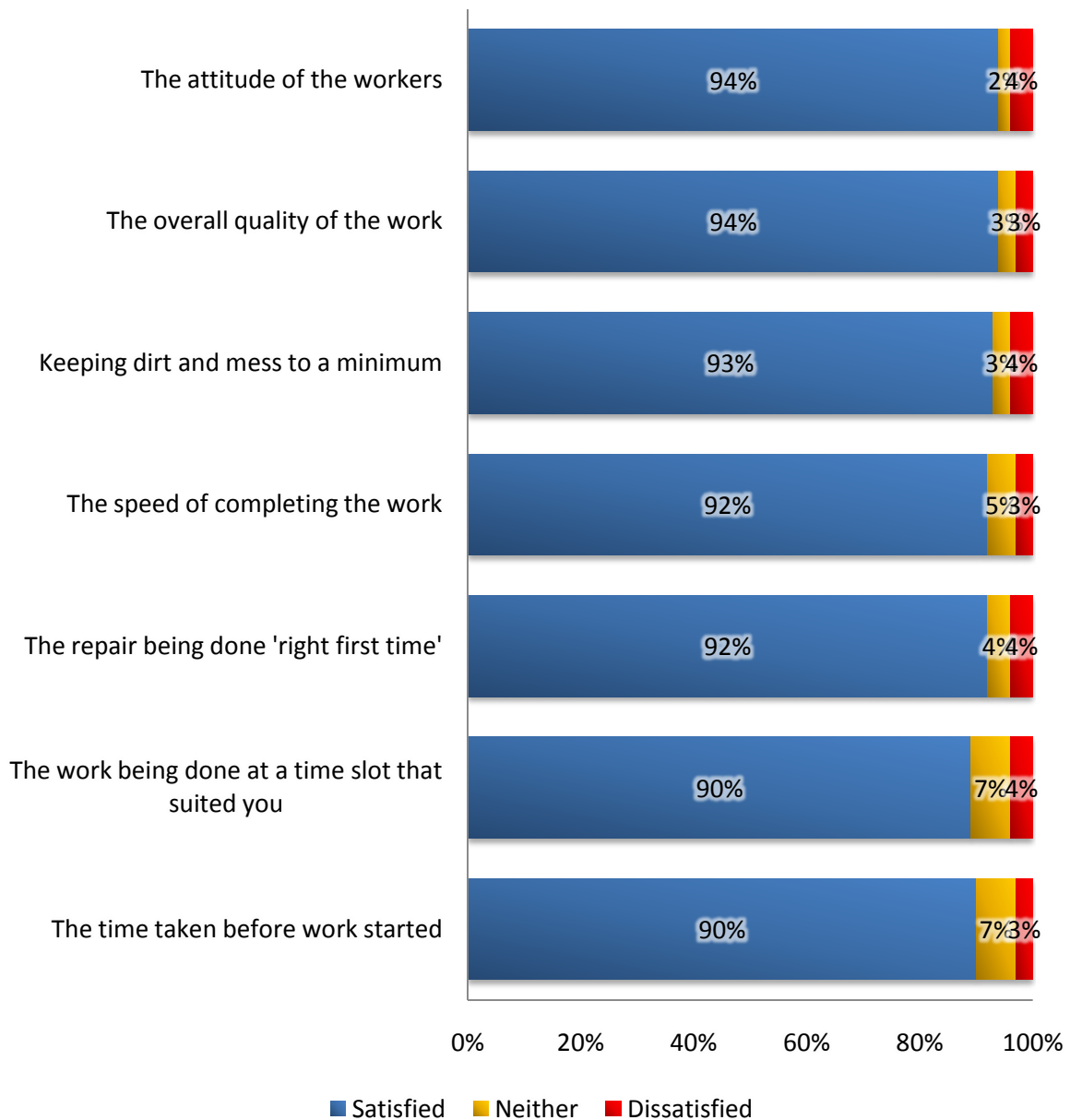
Forty three respondents, accounting for 18% of all respondents, reported they were neither satisfied nor dissatisfied or dissatisfied with the repairs service provided by FHA for the last repair. These respondents were asked to comment on why they were not satisfied. The comments were then grouped into themes.

Over three quarters (77%) of these respondents felt unable to comment as they had not had recent experience of the repairs service. Three respondents were not satisfied because of poor quality workmanship and three respondents were not satisfied as the work was left incomplete.

7.3 Rating of aspects of the last repair carried out in the past 12 months

Respondents who have had a repair carried out in the past 12 months (55% of all respondents) were asked to rate the last repair carried out on a number of aspects. The aspects of the last repair carried out in the past 12 months viewed most positively are the attitude of the workers and the overall quality of the repair work (both 94%). For each aspect, less than five percent of respondents are dissatisfied.

Figure 65: Rating of aspects of the last repair carried out in the past 12 months (Respondents who have had a repair carried in the past 12 months)

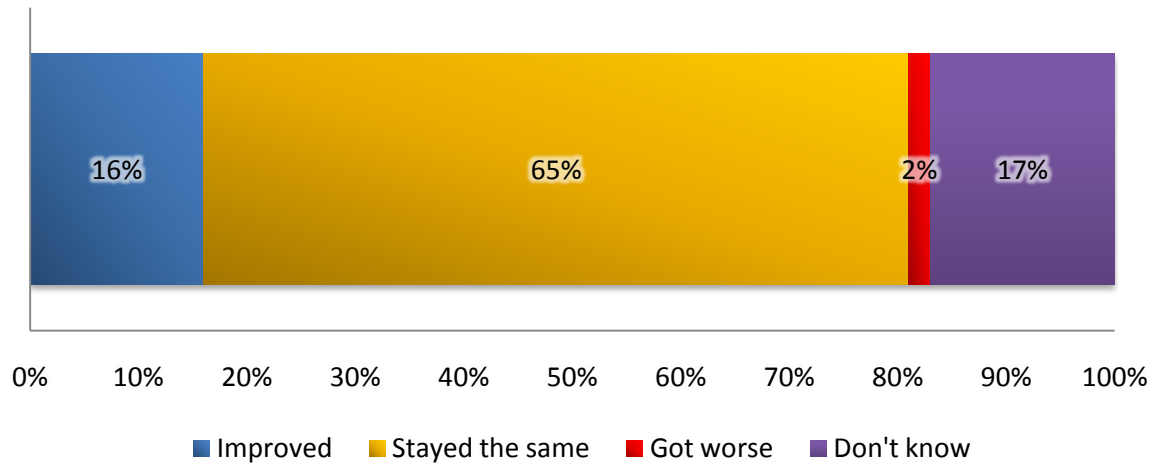


Unweighted sample bases: 134

7.4 Change in the repairs service in the past 12 months

Two thirds (65%) of all respondents feel the repairs service has remained unchanged over the past 12 months. A larger proportion of respondents (16%) feel it has improved than got worse (2%).

Figure 66: Change in the repairs service in the past 12 months (All respondents)



Unweighted sample base: 242

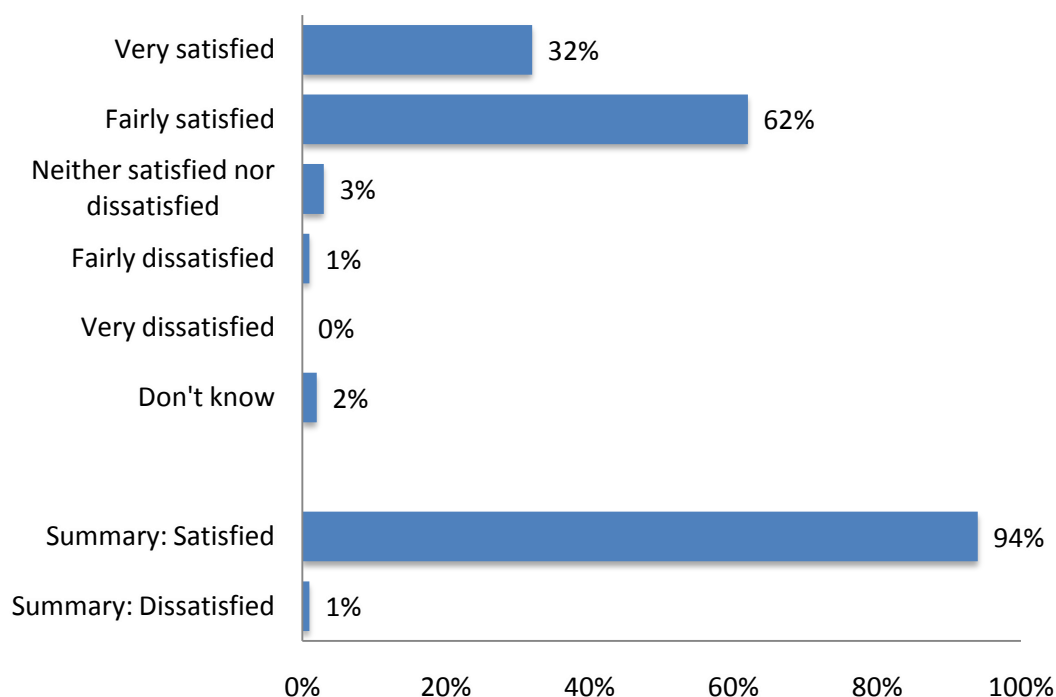
Respondents who have had a repair carried out to their property in the past 12 months are significantly more likely than respondents who have not to identify an improvement and a decline in the service – Improved, 21% and 10% respectively: Got worse, 4% and 0% respectively.

7.5 Satisfaction with planned or cyclical maintenance carried out by FHA

Respondents were informed that FHA undertakes planned or cyclical maintenance, such as kitchen or bathroom replacement, electrical rewiring, servicing of smoke detectors, electrical safety checks etc. Respondents were then asked how satisfied or dissatisfied they are with planned or cyclical maintenance carried out by FHA.

The majority (94%) of respondents are satisfied with the planned or cyclical maintenance carried out by FHA.

Figure 67: Satisfaction with planned or cyclical maintenance carried out by FHA (All respondents)



Unweighted sample base: 242

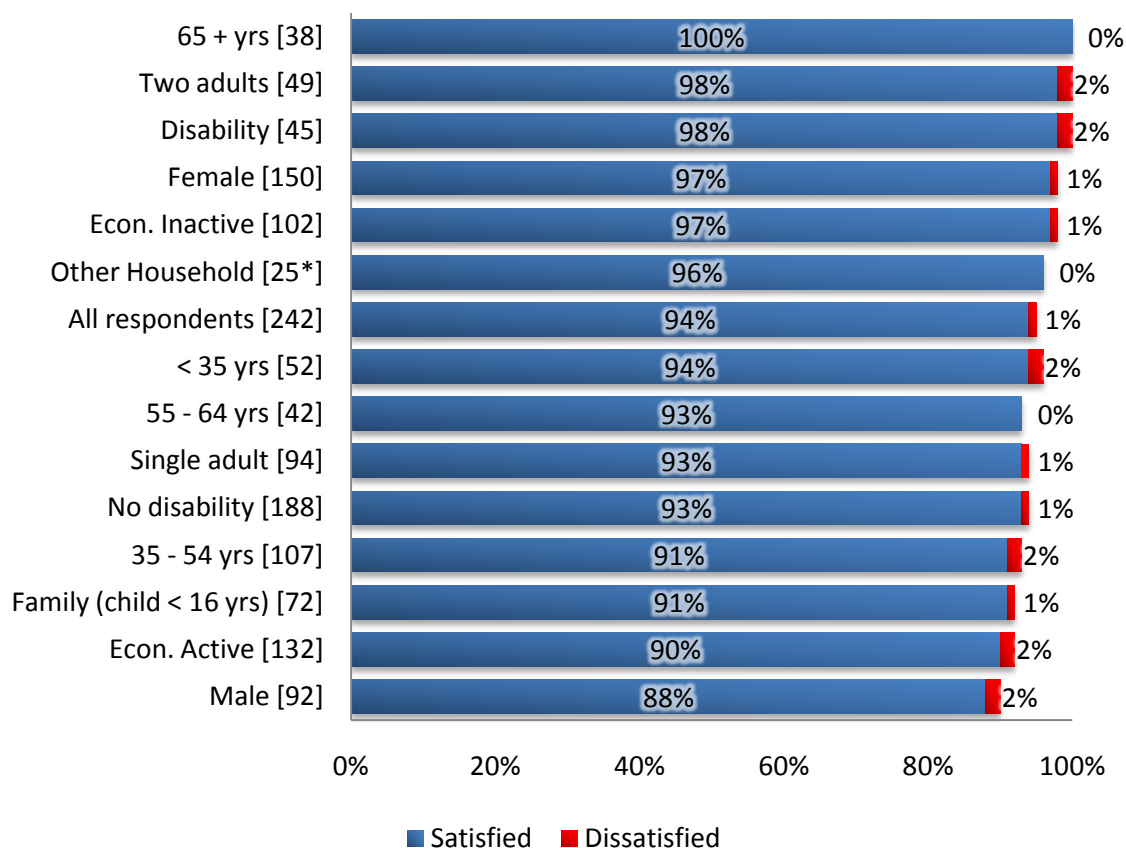
Satisfaction with the planned or cyclical maintenance carried out by FHA ranges from 85% in St Ninians and Whins of Milton to 100% in Bannockburn, Cowie, Riverside, and Cornton. It should be noted that due to the sample sizes, it is not possible to say if the differences between areas are statistically significant.

Table 16: Satisfaction with the planned or cyclical maintenance carried out by FHA by area (All respondents)

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know	Summary: satisfied	Summary: Dissatisfied
Total [242]	32%	62%	3%	1%	0%	2%	94%	1%
Bannockburn [5*]	20%	80%	0%	0%	0%	0%	100%	0%
Cambusbarron [24*]	17%	79%	4%	0%	0%	0%	96%	0%
Cowie [12*]	8%	92%	0%	0%	0%	0%	100%	0%
Plean [18*]	0%	94%	0%	0%	0%	6%	94%	0%
Riverside [20*]	40%	60%	0%	0%	0%	0%	100%	0%
Stirling and Braehead [38]	29%	61%	8%	3%	0%	0%	89%	3%
Cornton [16*]	38%	63%	0%	0%	0%	0%	100%	0%
Fallin [30]	60%	37%	3%	0%	0%	0%	97%	0%
Raploch [52]	23%	67%	4%	2%	0%	4%	90%	2%
St Ninians and Whins of Milton [27*]	59%	26%	4%	4%	0%	7%	85%	4%
Unweighted sample bases in brackets * Denotes small sample base								

The following figure shows the proportion of each tenant group that is satisfied with the planned or cyclical maintenance carried out by FHA. Females and economically inactive respondents (both 97%) are significantly more likely than their counterparts (Males 88% and economically active 90%) to be satisfied with the planned or cyclical maintenance carried out by FHA

Figure 68: Satisfaction with the planned or cyclical maintenance carried out by FHA by key demographics (All respondents)

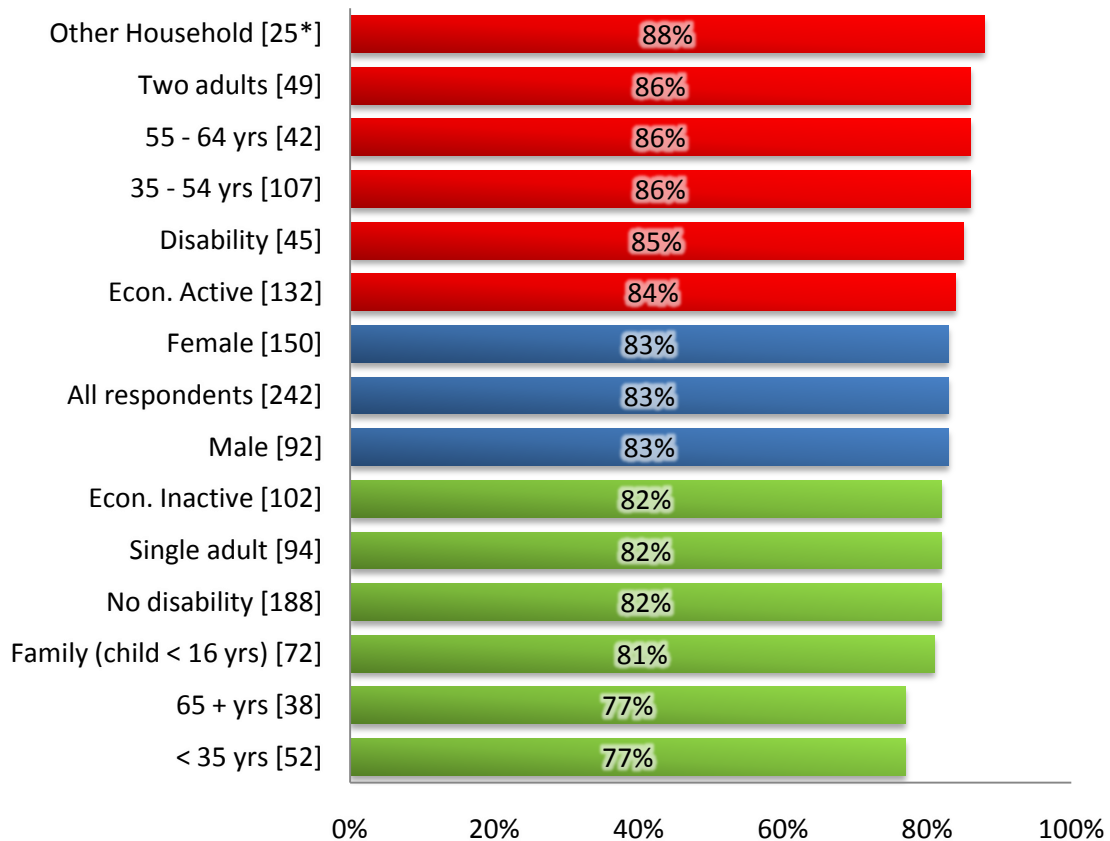


Unweighted sample bases in brackets. *Denotes small sample base

7.6 Emergency repairs

The majority of respondents (83%) are aware that FHA has an out of office hours telephone number that can be used to report repairs. Awareness of the out of office hours telephone number does not vary significantly by tenant group.

Figure 69: Awareness of the out of office hours telephone number for reporting emergency repairs by key demographics (All respondents)



Unweighted sample bases in brackets. *Denotes small sample base

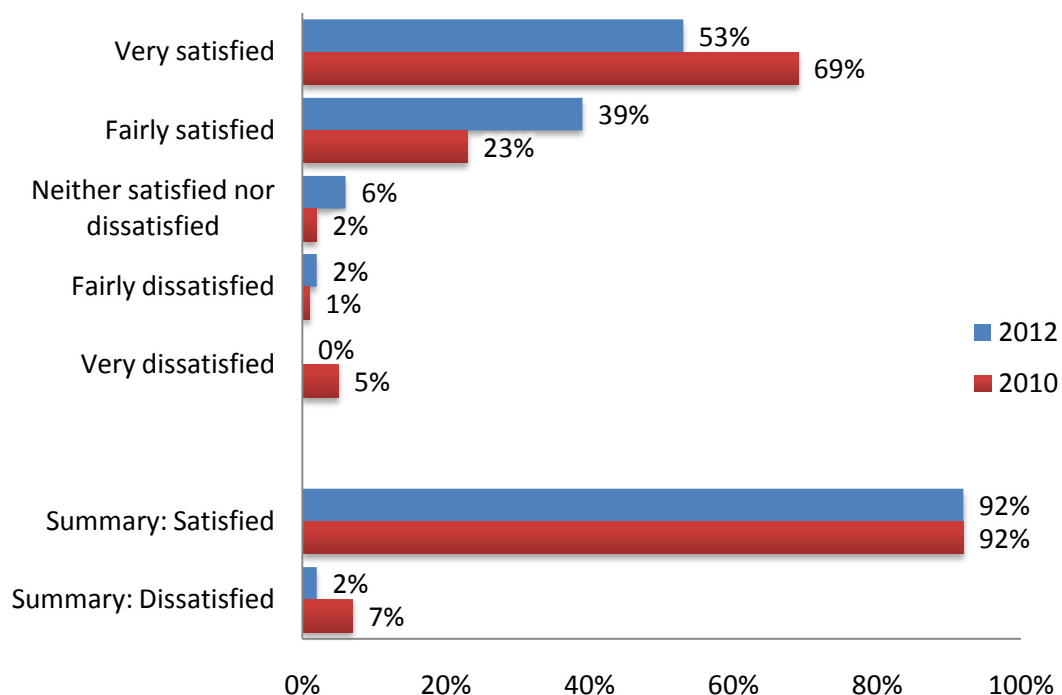
7.6.1 Use of the 'Out of hours' repairs service in the past two years

Those respondents aware of the out of hours telephone number for reporting repairs were asked if they had used the out of hours repairs service in the past two years. One quarter (26%) of respondents had done so compared to 31% in 2010. The difference is not statistically significant however. Over one third (35%) of respondents aged <35 years have used the out of hours repairs service in the past two years.

7.6.2 Satisfaction with the 'Out of hours' repairs service

Satisfaction with the out of hours repairs service amongst respondents who have used it in the past two years has remained unchanged when compared to 2010 (92%).

Figure 70: Satisfaction with the 'Out of hours' repairs service (Respondents who have used the 'Out of hours' repairs service in the past two years)



Unweighted sample bases: 2013 52; 2010 56

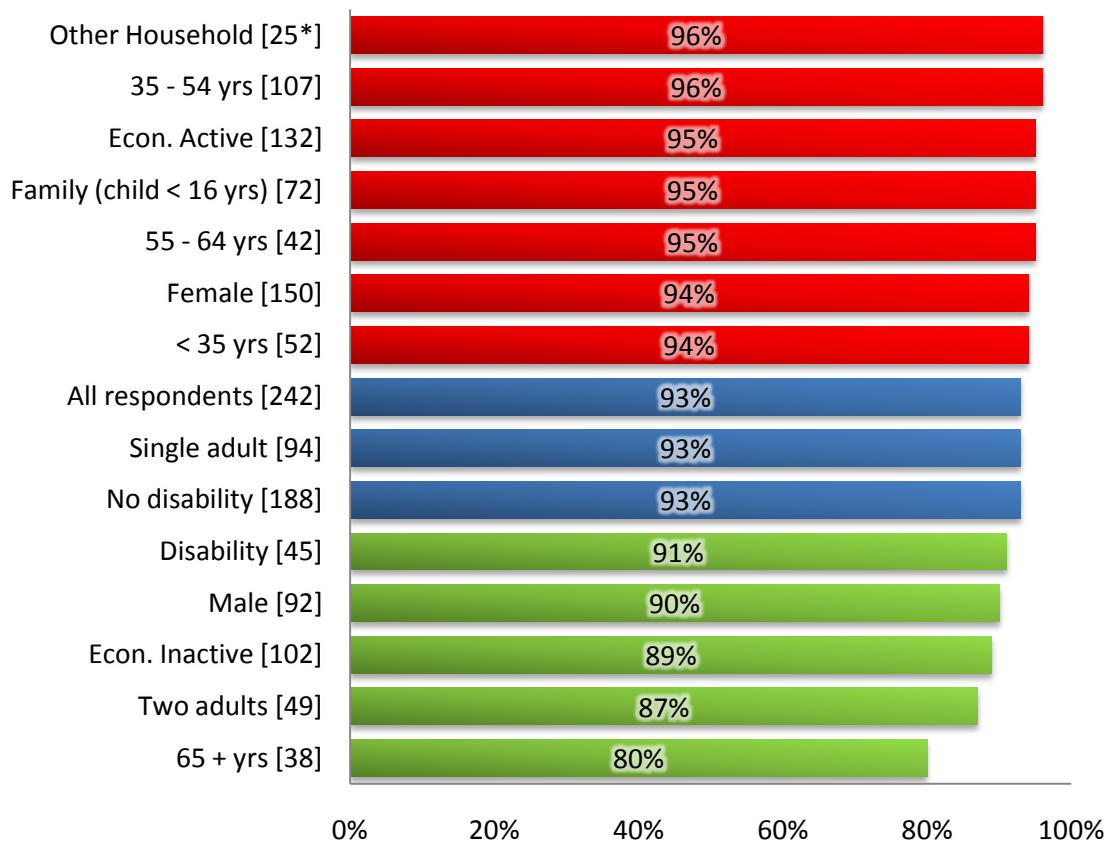
8 Welfare reform and Money advice

This section of the report summarises respondents' awareness of the UK Government's Welfare Reform and the level of impact, if any, respondents expect Welfare Reform will have on them. In addition this section of the report looks at aware of FHA's Income Maximisation Officer.

8.1 Awareness of the Welfare Reform Act 2012

All respondents were asked if they had heard of the Welfare Reform Act 2012, 'the Bedroom Tax' or 'Universal Credit'. The majority (93%) of respondents have heard of these. As might be expected, given those who may be affected by it are below pension age, respondents < 65 years are significantly less likely to be aware of the Welfare Reform Act 2012, 'the Bedroom Tax' or 'Universal Credit' than respondents aged 65+ (96% and 80%).

Figure 71: Awareness of the Welfare Reform Act 2012, 'the Bedroom Tax' or 'Universal Credit' by key demographics (All respondents)

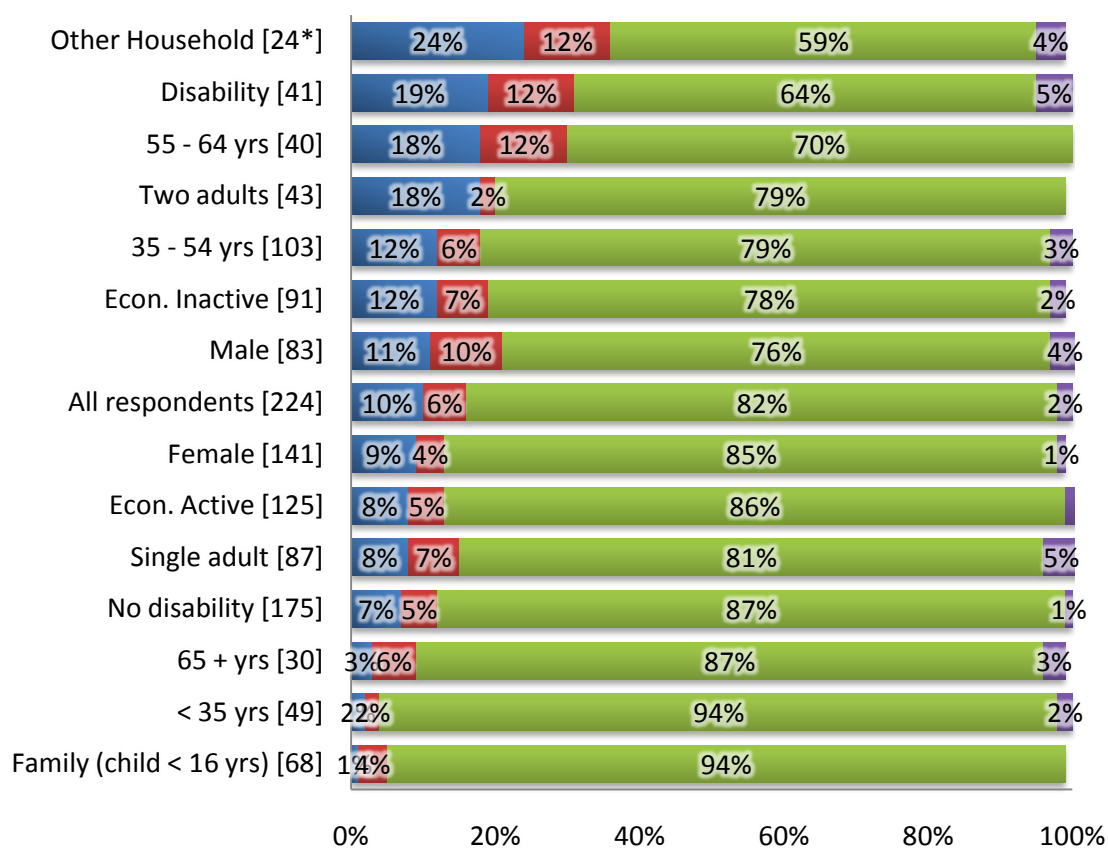


Unweighted sample bases in brackets. *Denotes small sample base

8.1.1 Impact of the Welfare Reform Act 2012, ‘the Bedroom Tax’ or ‘Universal Credit on the respondent and their household

The majority (82%) of respondents aware of the Welfare Reform Act 2012, ‘the Bedroom Tax’ or ‘Universal Credit’ do not expect them to have any impact either on themselves or their household. Respondents with a disability are significantly more likely to expect ‘a lot’ of impact from the Welfare Reform Act 2012, ‘the Bedroom Tax’ or ‘Universal Credit’ than respondents who do not have a disability (19% and 7% respectively).

Figure 72: Impact of the Welfare Reform Act 2012, ‘the Bedroom Tax’ or ‘Universal Credit’) by key demographics (Respondents aware of the Welfare Reform Act 2012, ‘the Bedroom Tax’ or ‘Universal Credit’)



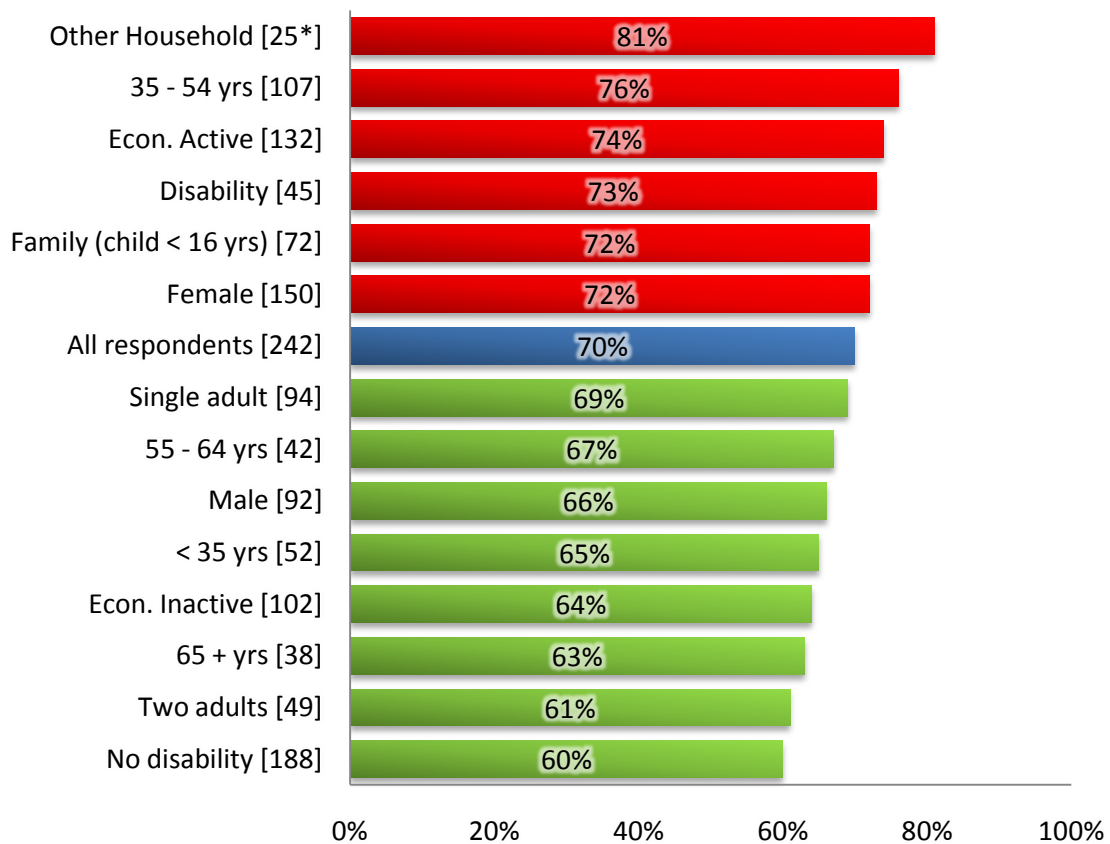
Unweighted sample bases in brackets. *Denotes small sample base

8.2 FHA's Income Maximisation Officer

All respondents were informed that FHA (in conjunction with Rural Stirling Housing Association and Stirling Council) employs an Income Maximisation Officer who offers free and confidential advice to tenants on a range of welfare benefits, household budgeting and paying fuel bills.

The majority (70%) of respondents are aware that FHA employs an Income Maximisation Officer. In 2010 72% of respondents were aware that FHA employs an Income Maximisation Officer. The difference of two percentage points is not statistically significant. In addition, the differences which emerge by tenant group are also not statistically significant.

Figure 73: Awareness of FHA's Income Maximisation Officer (All respondents)

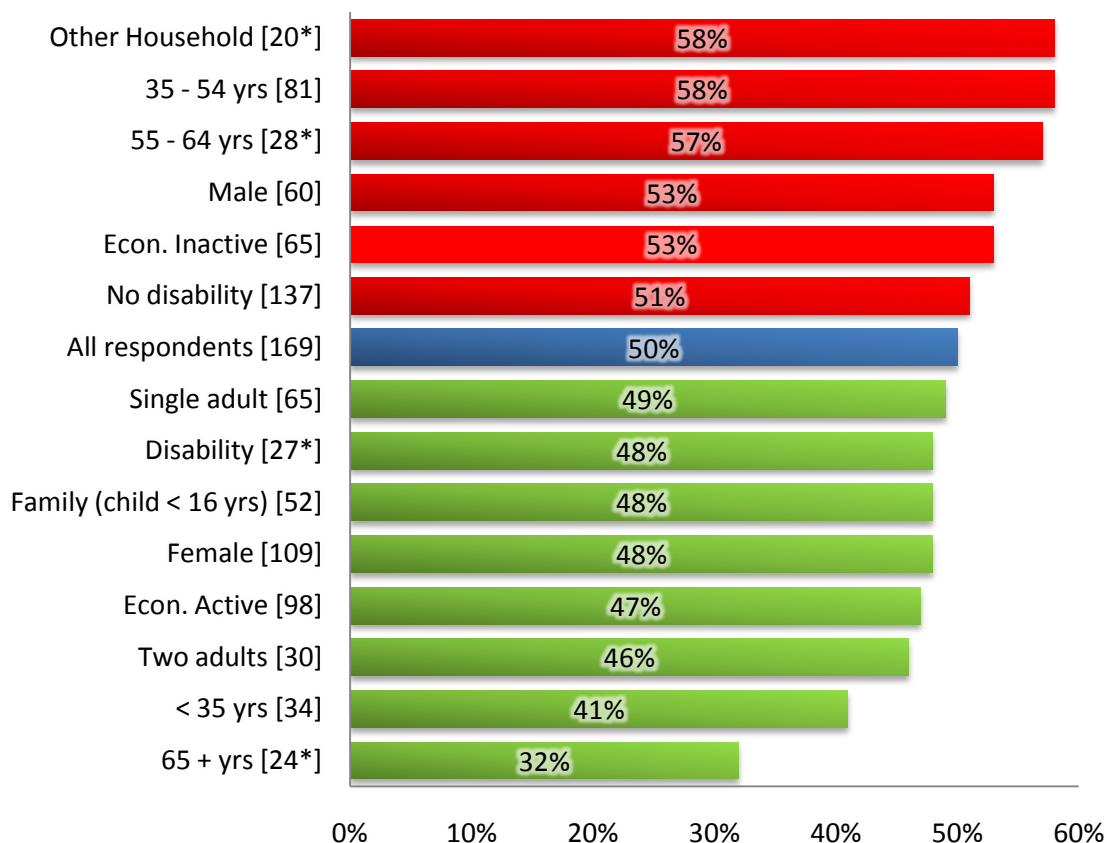


Unweighted sample bases in brackets. *Denotes small sample base

8.2.1 Use of the Income Maximisation service

Half (50%) of respondents aware of the Income Maximisation service, have used the service at some point in the past. In 2010 the proportion of respondents who had used the service at some point in the past was 44%. The apparent increase in the proportion of respondents using the service is not statistically significant. In addition, the differences which emerge by tenant group are also not statistically significant.

Figure 74: Use of FHA’s Income Maximisation service (Respondents aware of the Income Maximisation service)



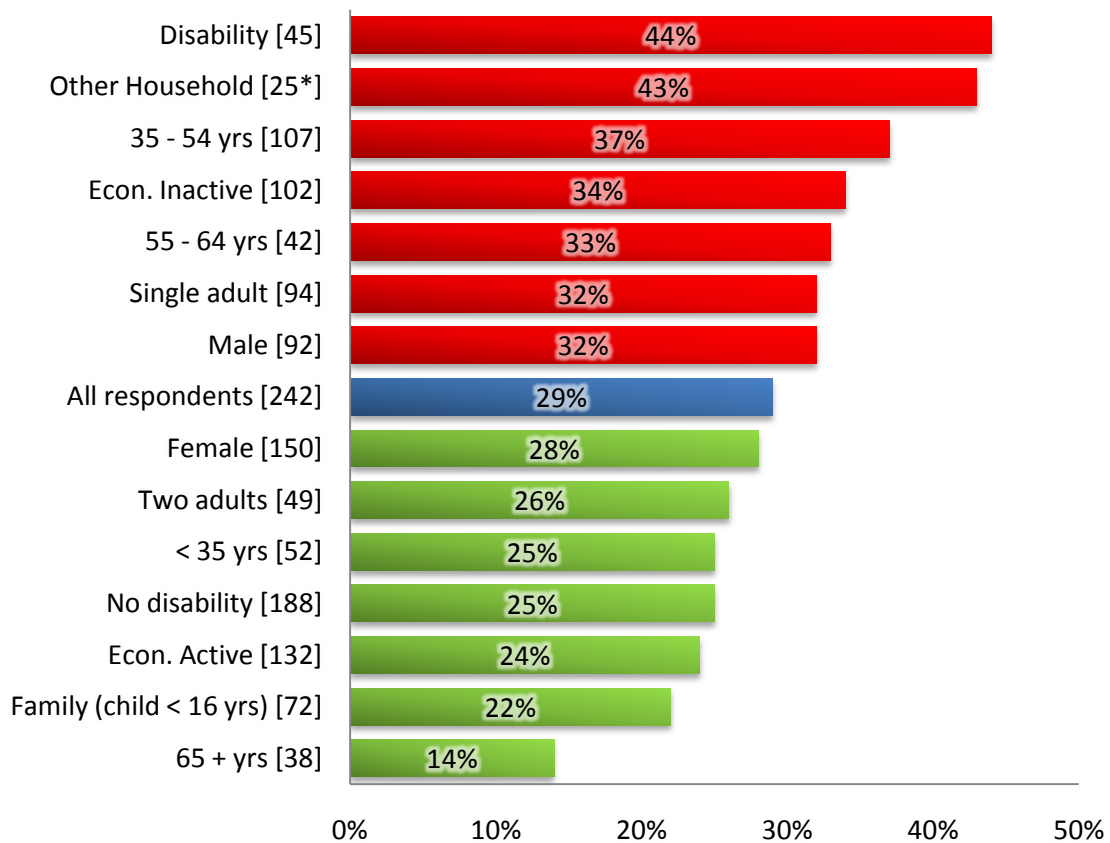
Unweighted sample bases in brackets. *Denotes small sample base

Almost all (99%) respondents reported that using the Income Maximisation service helped them.

8.2.2 Use of the Income Maximisation service in future due to Welfare Reform changes

All respondents were asked if they envisage using the Income Maximisation service in the future due to Welfare Reform changes. Only a minority of respondents (29%) do envisage doing so. Respondents with a disability (44%) are significantly more likely than respondents who do not have a disability (25%) to envisage using the Income Maximisation Service in the future due to Welfare Reform changes.

Figure 75: Use of the Income Maximisation service in the future due to Welfare Reform changes (All respondents)



Unweighted sample bases in brackets. *Denotes small sample base

Appendix One: Unweighted demographic profile of the sample

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

Table 17: Profile table

Age	Respondents %	Base
16-24	5%	13
25-34	16%	39
35-44	22%	54
45-54	22%	53
55-64	17%	42
65-74	10%	25
75+	5%	13
Prefer not to say	1%	3
Gender		
Male	38%	92
Female	62%	150
Disability		
Yes	19%	45
No	78%	188
Prefer not to say	4%	9

Appendix One: Unweighted demographic profile of the sample

Economic status	Respondents %	Base
Employee in full-time job (30 or more hours per week)	21%	51
Employee in part-time job (less than 30 hours per week)	17%	40
Self-employed - full or part time	2%	5
Government supported training	0%	0
Unemployed and available for work	15%	36
Wholly retired from work	20%	48
Full-time education at school, college or university	1%	3
Looking after the family/home	8%	19
Permanently sick/disabled	12%	28
Doing something else/other	2%	4
Prefer not to say/refused	3%	8
Ethnicity		
Scottish	97%	234
Other British	1%	2
Irish	0%	0
Polish	<0.5%	1
Any other white background	1%	2
Mixed or multiple ethnic background	0%	0
Pakistani	0%	0
Chinese	<0.5%	1
Any other Asian background	0%	0
African	<0.5%	1
Any other Black background	0%	0
Any other groups	<0.5%	1
Prefer not to say	0%	0

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Household composition	Respondents %	Base
One adult under 60	24%	58
One adult aged 60 or over	15%	36
Two adults, both under 60	11%	27
Two adults, at least one 60 or over	9%	22
Three or more adults, 16 or over	7%	18
1 parent family with child/ren at least one under 16	21%	51
2 parent family with child/ren at least one under 16	9%	21
Other	3%	7
Prefer not to say/refused	1%	2
Length of tenancy with landlord		
Under 1 year	7%	16
1 – 2 years	16%	38
3 – 5 years	25%	61
6 – 10 years	26%	62
11 – 20 years	25%	60
21+ years	1%	3
Don't know	1%	2

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Compliance with International Standards

BMG complies with the International Standard for Quality Management Systems requirements (ISO 9001:2008) and the International Standard for Market, opinion and social research service requirements (ISO 20252:2012).

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