



# Forth Housing Association

## Tenant Satisfaction Survey

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Date: 15/06/2016

# Forth Housing Association

## Tenant Satisfaction Survey 2016

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## EXECUTIVE SUMMARY

### INTRODUCTION

- Forth Housing Association commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- Overall, a total of 262 interviews were completed with Forth tenants, representing a 40% response rate from in scope tenants.
- Tenant interviews were spread across each area of the Association's stock to ensure coverage of the full range of the Association's tenants and stock.
- This provides data accurate to  $\pm 4.71\%$  based upon a 50% estimate at the 95% confidence level, providing robust data upon which the Association can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

### SCOTTISH SOCIAL HOUSING CHARTER SATISFACTION INDICATORS

The table below shows the results for the Scottish Housing Regulator indicators for Forth Housing Association.

| Scottish Housing Regulator indicators  |      |      |       |
|--|------|------|-------|
|  | 2013 | 2016 | Trend |
| Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Forth Housing Association as your landlord? (% very/ fairly satisfied)  | 94%  | 94%  | → 0%  |
| How good or poor do you feel Forth Housing Association is at keeping you informed about their services and decisions?  | 95%  | 96%  | → 1%  |
| How satisfied or dissatisfied are you with the opportunities given to you to participate in decision making processes? (% very/ fairly satisfied)  | 90%  | 96%  | ↑ 6%  |
| Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Forth HA? (% very/ fairly satisfied)                                 | 92%  | 92%  | → 0%  |
| Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)   | 89%  | 92%  | ↑ 3%  |
| Taking into account the accommodation and services Forth HA provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it... (% very good value/ fairly good value) | 84%  | 94%  | ↑ 10% |
| Overall, how satisfied or dissatisfied are you with Forth HA's management of the neighbourhood you live in?  | 92%  | 94%  | → 2%  |

### THE OVERALL SERVICE PROVIDED

- The survey began by asking respondents how satisfied or dissatisfied they were with **the overall service provided** by their landlord. Over nine in ten respondents (94%) were either very or fairly satisfied with the overall service provided by their landlord compared to 3% who were neither satisfied nor dissatisfied and 3% who were either very or fairly dissatisfied.

- In terms of services which Forth **should give the most priority** to, the top three were repairs and maintenance (77%) followed by listening to tenants views and acting upon them (50%) and keeping tenants informed (43%).

### KEEPING TENANTS INFORMED

- Just over 1 in 5 respondents said they had **used or made reference to their Tenants Handbook** in the last 12 months (21%). Compared to the 2013 survey, the proportion of tenants who said they had used or made reference to their Tenants Handbook has decreased from 28% in 2013 to 21% in 2016. Of those who did use or make reference to their Tenants Handbook, all 55 said they found it very or fairly useful.
- In terms of **internet access**, 73% of respondents said that they had internet access. The most popular way to access the internet was by using a smartphone or tablet using a mobile signal (51%) followed by using a laptop or PC using home broadband (43%).
- A total of 51 (27%) said they had visited the **Association's website**. Of these individuals 96% said the website was very or fairly useful, compared to 2% who said it was not that useful and 2% who said it was not useful at all.
- 6 in 10 respondents were aware they were able to **pay their rent** via Forth Housing Association's website **using Allpay** (60%).
- 84% of respondents said they had **read the last issue of the newsletter** 'Speaking Forth'. Of those who read the newsletter 97% were of the opinion that it was very or fairly good at keeping them informed about things that might affect them as a tenant.
- In terms of **keeping tenants informed**, 96% of respondents were of the opinion that their landlord was very or fairly good at keeping them informed about their services and decisions compared to 3% who said the Association was neither good nor poor and 2% who rated the Association very or fairly poor.

### TENANT PARTICIPATION

- Respondents were then asked if they were aware that they could get involved or participate in Forth Housing Association's decision making processes. Awareness was highest in terms of **becoming a member of the Association/ Committee** (88%), **getting involved in tenants' views and forum** (meetings are held to examine Forth's performance) (63%) and **responding to specific questionnaires** sent to tenants.
- In terms of **the opportunities given to tenants to participate** in their landlord's decision making processes, almost all respondents (96%) were either very or fairly satisfied compared to 4% who were neither satisfied nor dissatisfied and less than 1% who were either very or fairly dissatisfied.

- When asked what describes their **preferred level of involvement** in their landlord's work, the majority of respondents (88%) said they were happy to be just kept informed, 8% said they would like to have a say and 4% said they would like to be involved in making decisions.
- 89% of respondents were of the opinion that Forth HA **listens to their views and acts upon them**.

### CONTACTING THE LANDLORD

- Using the telephone was by far and away the **most popular method of contacting the Association** (99%), this was followed by email (13%) and a personal visit to the office (5%).
- **In terms of future communication**, almost all respondents said they would be prepared to use the telephone (99%), 18% said they would be prepared to use email and 16% said they would be prepared to visit the office.
- Just under half of respondents (46%) said they **had been in contact with their landlord in the last 12 months**. The main reason for contact was to report a repair (65%) followed by to discuss rent (9%).
- Those who had contact with the Association were asked a number of questions about the contact they had. The responses were as follows:
  - 96% said it was easy to get hold of the right person;
  - 89% said they found staff to be helpful;
  - 88% said their query was answered within a reasonable time.

### COMPLAINTS

- All respondents were then asked if they **were aware of how to complain** if they were unhappy with any aspect of the service provided by their landlord. Just under 9 in 10 (85%) were aware of how to do this compared to 9% who said they were unaware and 5% who said they were unsure.

### MOVING INTO A NEW HOME

- A minority of respondents (7% amounting to 19 individuals) said they had moved into a new property in the last 12 months. Of these individuals, 95% said they were very or fairly satisfied with the **allocations process**, compared to 5% who were fairly dissatisfied.

### REPAIRS, MAINTENANCE AND HOUSING QUALITY

- Just under 4 in 10 respondents (37%) have had a repair carried out at their property in the past 12 months. Of these individuals, 92% said they were very or fairly satisfied with **the repairs service provided by Forth Housing Association**, compared to 3% who said they were neither satisfied nor dissatisfied and 5% who were fairly dissatisfied.

- Following on from this, all respondents were asked how satisfied or dissatisfied they were with **various aspects of their repair** on the last occasion. Satisfaction was highest in terms of, the attitude of the workers (100% stating very or fairly satisfied), keeping dirt and mess to a minimum (98%), the overall quality of the work (97%) and the work being done at a time slot that suited you (97%). On the other hand, dissatisfaction was highest regarding the repair being done right first time (4% stating very or fairly dissatisfied) and the speed of completion of the work (3%).
- The majority of respondents (94%) were **aware that FHA has an out of office** hour's telephone number that can be used to report repairs.
- Almost all respondents who said they have **used the Out of Hours Service** in the last 2 years said they were very or fairly satisfied with the service that they received (96%), compared to 4% who were fairly dissatisfied.
- All respondents were then asked how satisfied or dissatisfied they were with **the planned or cyclical maintenance** carried out by FHA. Just over 9 in 10 respondents (91%) said they were very or fairly satisfied in this respect, compared to 7% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied.
- A minority of respondents said they had **major works carried out** in their property in the last 12 months (2%). Of those who did have major works carried out in their homes, all were very or fairly satisfied with **aspects of the major work undertaken**, with the exception of keeping dirt and mess to a minimum where one respondent said they were neither satisfied nor dissatisfied.
- Just over 9 in 10 tenants (92%) were either very or fairly satisfied with the **quality of their home** compared to 5% who were neither satisfied nor dissatisfied and 4% who were very or fairly dissatisfied.

### SATISFACTION WITH THE NEIGHBOURHOOD

- In terms of **outside maintenance**, satisfaction was very high ranging from 96% in terms of the maintenance of open spaces in the neighbourhood to 98% in terms of the maintenance of common areas, such as drying greens, rubbish collection areas and closes.
- Satisfaction with FHA's **management of the neighbourhood** was very high with more than 9 in 10 respondents (94%) stating they were either very or fairly satisfied in this respect compared to 3% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied.
- The vast majority of tenants (79%) were of the opinion that over the last 3 years, **their neighbourhood has stayed the same**. On the other hand, 9% were of the opinion it had improved and 6% felt it had declined.



- The three biggest **neighbourhood concerns** for tenants were rubbish or litter (15%), car parking (14%) and noisy neighbours (8%).
- Just over 1 in 20 respondents (6%, amounting to 15 individuals) said they have **experienced anti-social behaviour** in the last 12 months. Of these individuals 10 said they **had reported the problem** to FHA.

### RENT, VALUE FOR MONEY AND WELFARE BENEFITS

- Over 9 in 10 respondents (94%) said the rent for their property represented very or fairly good **value for money** compared to 4% who said it was neither good nor poor and 2% who rated it very or fairly poor value.
- Just under three quarters of respondents (73%) said they had heard about the **Welfare Reform Act 2012, or Universal Credit**. The majority of respondents said they have not been or do not expect to be affected by the Welfare Reform Act or Universal Credit.
- Of those who said they have been affected by the introduction of the Bedroom Tax or Universal Credit, the vast majority said that it had **affected them a little** (72%), 12% said they had been affected a lot and 12% said they had not been affected at all.
- Just under half of respondents (47%) were aware that once they transfer to Universal Credit they are **responsible for paying their rent** to FHA.
- Just over 7 in 10 respondents (71%) were **aware that the Association provides an Income Maximisation Officer**.
- 30% of respondents aware of the Income Maximisation Officer said they had used the service in the past.
- All respondents were then asked if they would be **using the Income Maximisation service in the future** due to changes in Welfare Reform, the Bedroom Tax or Universal Credit. Only 14% of respondents said they would use the service in the future.

# 1. INTRODUCTION, BACKGROUND AND OBJECTIVES

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## 1.1 Introduction

This report represents and discusses the findings to emerge from Forth Housing Association's 2016 Tenant Satisfaction Survey.

## 1.2 Background and objectives

Forth Housing Association Ltd was established in 1998 and has nearly 800 properties to rent in the Stirling Area, the Eastern Villages (Plean, Cowie and Fallin) and to the north, Dunblane. The varied stock type is largely let to those with general housing needs.

Forth Housing Association is committed to creating open and accessible services for its tenants. They therefore wished to know if they were accomplishing the standards and outcomes that all social landlords should aim to achieve when performing housing activities as set by the Scottish Social Housing Charter.

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

- The customer care/ service delivery provided by Forth;
- Awareness of services provided;
- Delivery of office services;
- Satisfaction with properties and how they are maintained;
- Priorities for improvement or change
- Satisfaction with estate management.

It is against this background that Research Resource were commissioned to carry out Forth Housing Association's 2016 Tenant Satisfaction Survey.

## 2. RESEARCH METHOD

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### 2.1 Research Method

The Ipsos MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement for a minimum of a 40% response rate and ensuring representative samples of tenants, it was decided that the tenant survey was carried out utilising an interviewer led survey methodology.

Our primary reasons for recommending an interviewer led methodology were:

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

### 2.2 Questionnaire design

After consultation with Forth Housing Association representatives, a survey questionnaire was agreed which fully met the information needs and requirements of the organisation.

In developing the questionnaire the following issues were considered:

- The information needs listed in the survey brief;
- Comparability to the Association's previous tenant satisfaction survey
- The Scottish Social Housing Charter indicators upon which Forth HA is required to report; and
- Research Resource experience in relation to customer satisfaction surveying.

### 2.3 Sample size

The aim of the survey was to achieve a robust level of data upon which the Association can have confidence making decisions upon and to achieve a minimum 40% response rate. Overall, a total of 262 interviews were completed with Forth tenants, providing data accurate to  $\pm 4.71\%$  based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across each area of the Association's stock to ensure coverage of all stock types.

The level of data accuracy of  $\pm 4.71\%$  is what is known as sampling error and occurs because the survey is carried out with a sample of tenants and not by speaking to every single tenant. This means that if we were to repeat the survey again then we could be 95% confident that the result we would have would be + or – 4.71% of the result generated in this survey. For example, if 50% of tenants said that they knew how to make a complaint then, if we were to repeat the survey we would expect the results to be between 45.2% and 54.7% (i.e. 4.71% less or 4.71% more than the current result).

The guidance from the Scottish Housing Regulator states that in all surveys, particularly postal surveys, some groups are more likely than others to respond. This means that certain subgroups will be under-represented and others will be over-represented in the final achieved sample (i.e. all the people who responded). Weighting ensures that received responses are representative of the whole survey population.

The tables below show the sample profile broken down by age, property type, town and number of bedrooms compared to the population. As can be seen below, the interview profile is relatively in line with the overall tenant population profile. The profile of interviews has good coverage of all factors, varying by no more than 6 percentage points in terms of age, we are therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required.

| Area                 | Total      | % of total    | Sample     | % of sample   | Difference  |
|----------------------|------------|---------------|------------|---------------|-------------|
| Allanpark            | 19         | 2.9%          | 7          | 2.7%          | -0.2%       |
| Bannockburn          | 17         | 2.6%          | 7          | 2.7%          | 0.1%        |
| Braehead             | 15         | 2.3%          | 7          | 2.7%          | 0.4%        |
| Cambusbarron         | 59         | 8.9%          | 24         | 9.2%          | 0.3%        |
| Causewayhead         | 1          | 0.2%          | 0          | 0.0%          | -0.2%       |
| Cornton              | 52         | 7.8%          | 20         | 7.6%          | -0.2%       |
| Cowie                | 31         | 4.7%          | 12         | 4.6%          | -0.1%       |
| Dunblane             | 13         | 2.0%          | 6          | 2.3%          | 0.3%        |
| Fallin               | 72         | 10.9%         | 28         | 10.7%         | -0.2%       |
| Stirling Town Centre | 66         | 10.0%         | 26         | 9.9%          | 0.0%        |
| Plean                | 45         | 6.8%          | 17         | 6.5%          | -0.3%       |
| Raploch              | 135        | 20.4%         | 54         | 20.6%         | 0.2%        |
| Riverside            | 51         | 7.7%          | 20         | 7.6%          | -0.1%       |
| St.Ninians           | 55         | 8.3%          | 21         | 8.0%          | -0.3%       |
| Whins of Milton      | 32         | 4.8%          | 13         | 5.0%          | 0.1%        |
| <b>Grand Total</b>   | <b>663</b> | <b>100.0%</b> | <b>262</b> | <b>100.0%</b> | <b>0.0%</b> |

| Unit Description   | Total      | % of total    | Sample     | % of sample   | Difference  |
|--------------------|------------|---------------|------------|---------------|-------------|
| Bungalow           | 1          | 0.2%          | 1          | 0.4%          | 0.2%        |
| Detached           | 6          | 0.9%          | 2          | 0.8%          | -0.1%       |
| End Terr           | 53         | 8.0%          | 23         | 8.8%          | 0.8%        |
| F/F Flat in Close  | 45         | 6.8%          | 14         | 5.3%          | -1.4%       |
| G/F Flat in Close  | 39         | 5.9%          | 14         | 5.3%          | -0.5%       |
| Low Cott           | 124        | 18.7%         | 49         | 18.7%         | 0.0%        |
| Maisonette Fo      | 1          | 0.2%          | 1          | 0.4%          | 0.2%        |
| Maisonette G       | 3          | 0.5%          | 2          | 0.8%          | 0.3%        |
| Maisonette S       | 2          | 0.3%          | 2          | 0.8%          | 0.5%        |
| Mid Terr           | 53         | 8.0%          | 19         | 7.3%          | -0.7%       |
| S/F Flat in Close  | 29         | 4.4%          | 9          | 3.4%          | -0.9%       |
| Semi               | 136        | 20.5%         | 60         | 22.9%         | 2.4%        |
| T/F Flat in Close  | 7          | 1.1%          | 3          | 1.1%          | 0.1%        |
| Terr               | 2          | 0.3%          | 1          | 0.4%          | 0.1%        |
| Upp Cott           | 132        | 19.9%         | 40         | 15.3%         | -4.6%       |
| W/chair Bungalow   | 20         | 3.0%          | 17         | 6.5%          | 3.5%        |
| W/Chair Low Cott   | 10         | 1.5%          | 5          | 1.9%          | 0.4%        |
| <b>Grand Total</b> | <b>663</b> | <b>100.0%</b> | <b>262</b> | <b>100.0%</b> | <b>0.0%</b> |

| Number of Rooms    | Total      | % of total    | Sample     | % of sample   | Difference  |
|--------------------|------------|---------------|------------|---------------|-------------|
| 1                  | 213        | 32.1%         | 67         | 25.6%         | -6.6%       |
| 2                  | 325        | 49.0%         | 137        | 52.3%         | 3.3%        |
| 3                  | 101        | 15.2%         | 48         | 18.3%         | 3.1%        |
| 4                  | 24         | 3.6%          | 10         | 3.8%          | 0.2%        |
| <b>Grand Total</b> | <b>663</b> | <b>100.0%</b> | <b>262</b> | <b>100.0%</b> | <b>0.0%</b> |

| Age coded          | Total      | % of total    | Sample     | % of sample   | Difference  |
|--------------------|------------|---------------|------------|---------------|-------------|
| Under 35           | 158        | 23.8%         | 58         | 22.1%         | -1.7%       |
| 35 to 64           | 413        | 62.3%         | 158        | 60.3%         | -2.0%       |
| 65 and over        | 88         | 13.3%         | 44         | 16.8%         | 3.5%        |
| Unknown            | 4          | 0.6%          | 2          | 0.8%          | 0.2%        |
| <b>Grand Total</b> | <b>663</b> | <b>100.0%</b> | <b>262</b> | <b>100.0%</b> | <b>0.0%</b> |

## 2.4 Survey Analysis and Reporting

Survey data has been analysed and reported on largely at the overall Forth Housing Association level. It has also been analysed by a number of key variables as agreed by the organisation. Where any particular trends or issues are found for any one key group, this is detailed in the survey report.

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

For the key Charter indicator responses, comparison has been drawn to the Association's previous tenant satisfaction survey which was completed in 2013.

## 2.5 Report Structure

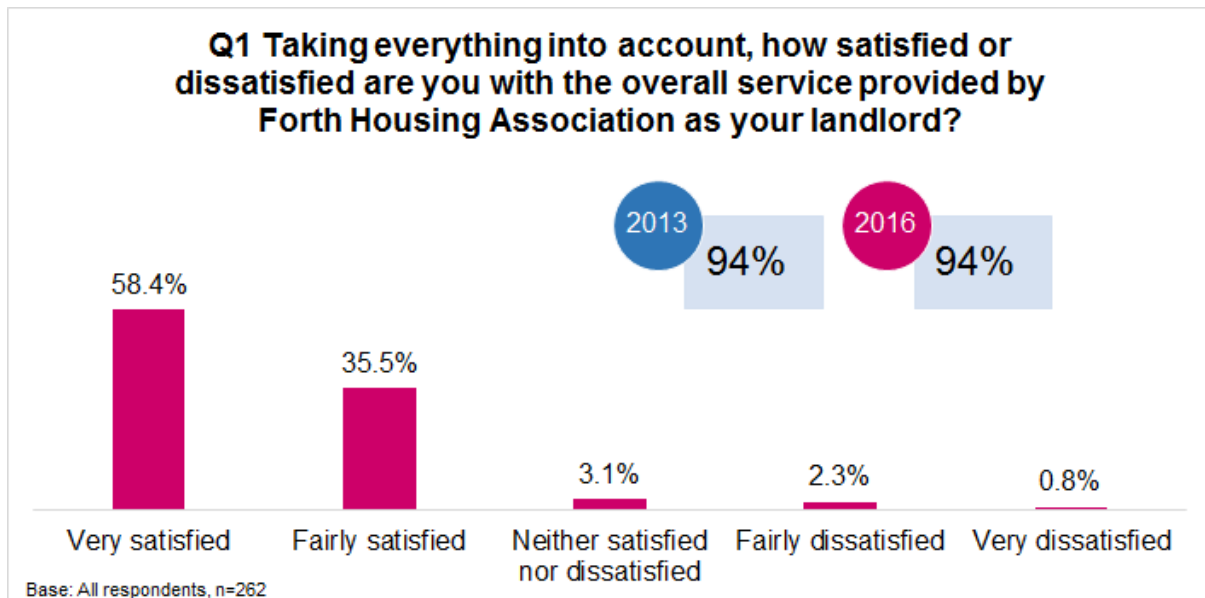
This document details the key findings to emerge from the survey, addressing the key findings of the survey for Forth Housing Association.

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### 3. THE OVERALL SERVICE PROVIDED

#### 3.1 Overall Satisfaction (Q1)

The survey began by asking respondents how satisfied or dissatisfied they were with the overall service provided by Forth Housing Association. The majority of tenants (94%) were very or fairly satisfied in this respect, compared to 3% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied. The proportion of respondents who said they were very or fairly satisfied with the overall service provided by Forth has remained consistent with the 2013 survey.



Analysis by age revealed that although satisfaction levels were consistent across all age bands, older respondents (those aged 65 and over) were significantly more likely to state they were very satisfied with the overall service provided by Forth Housing Association (72%) than respondents aged 35 and under (52%).

It is interesting to note, although overall satisfaction does not vary significantly for those who consider themselves to have a disability and those who do not, those with a disability were significantly more likely to be very satisfied with the overall service provided by Forth Housing Association (75%) than those who do not have a disability (54%).

In terms of area, satisfaction with the overall service provided by Forth Housing Association ranges from 57% in Bannockburn to 100% in Cambusbarron, Plean and Fallin. The reader is reminded to use caution when reading these results due to small base numbers.

| <b>Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Forth Housing Association as your landlord?</b> |             |                       |                         |                    |                            |                          |
|--|-------------|-----------------------|-------------------------|--------------------|----------------------------|--------------------------|
|  | <b>Base</b> | <b>Very satisfied</b> | <b>Fairly satisfied</b> | <b>Neither nor</b> | <b>Fairly dissatisfied</b> | <b>Very dissatisfied</b> |
| Bannockburn  | 7           | 43%                   | 14%                     | 43%                |                            |                          |
| Cambusbarron   | 23          | 87%                   | 13%                     |                    |                            |                          |
| Plean  | 11          | 82%                   | 18%                     |                    |                            |                          |
| Riverside  | 20          | 45%                   | 40%                     | 5%                 | 10%                        |                          |
| Stirling and Braehead  | 93          | 52%                   | 46%                     | 1%                 | 1%                         |                          |
| Cornton  | 20          | 65%                   | 20%                     | 5%                 | 10%                        |                          |
| Fallin   | 1           | 100%                  |                         |                    |                            |                          |
| Raploch  | 53          | 51%                   | 43%                     | 2%                 | 2%                         | 2%                       |
| St Ninians, Whins of Millton and Torbex  | 28          | 75%                   | 21%                     |                    |                            | 4%                       |
| Dunblane   | 6           | 33%                   | 50%                     | 17%                |                            |                          |

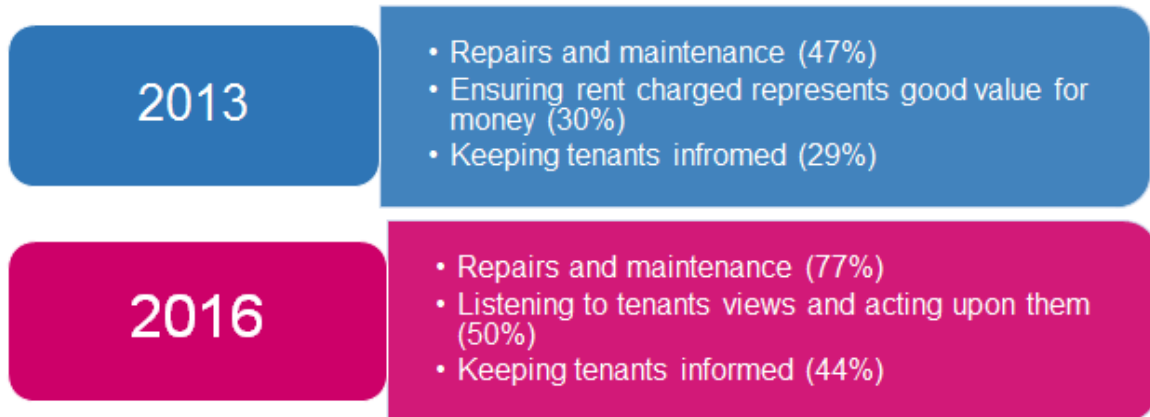
### 3.2 Priorities (Q3)

In terms of services which Forth should give the most priority to, the top three were repairs and maintenance (77%) followed by listening to tenants views and acting upon them (50%) and keeping tenants informed (43%).

| <b>Q3 Of the following, which three should your landlord give most priority to?</b> |           |          |
|---|-----------|----------|
| <b>Base: All respondents, n=262</b>   | <b>No</b> | <b>%</b> |
| Repairs and maintenance   | 202       | 77.1%    |
| Listening to tenants views and acting upon them                                     | 132       | 50.4%    |
| Keeping tenants informed  | 115       | 43.9%    |
| Making improvements to the existing stock of housing                                | 109       | 41.6%    |
| Maintaining the neighbourhood where you live  | 103       | 39.3%    |
| Ensuring the rent charged represents good value for money                           | 64        | 24.4%    |
| Dealing with anti-social behaviour  | 25        | 9.5%     |
| Providing/building more affordable homes in the area for people to rent             | 21        | 8.0%     |
| Don't know  | 3         | 1.1%     |
| None of the above   | 1         | 0.4%     |



Compared to the previous survey carried out in 2013, the services which tenants felt Forth should prioritise have remained the same with the exception of ensuring rent charged represents good value for money which has been replaced by listening to tenants views and acting upon them.



Analysis by age, revealed that younger respondents were more likely to state maintaining the neighbourhood where they live was a priority (50%) than respondents aged 35-64 (35%).

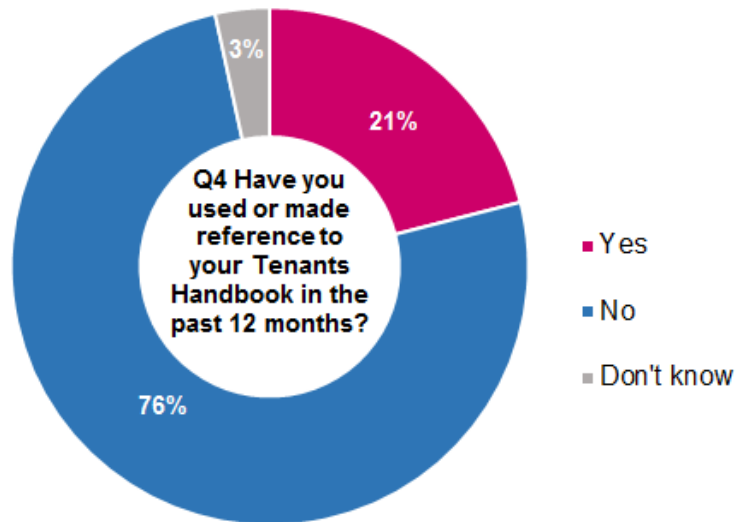
In terms of area, services which tenants felt Forth should prioritise remain relatively consistent across all areas. Although tenants from Plean, Dunblane, Cornton, Stirling and Braehead were more likely to feel maintaining the neighbourhood where they live should be a priority for Forth. Respondents from Riverside, Fallin, Raploch, Stirling and Braehead were more likely to state that Forth should prioritise making improvements to existing stock of housing than other areas.

## 4. KEEPING TENANTS INFORMED

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### 4.1 Tenants Handbook (Q4/5)

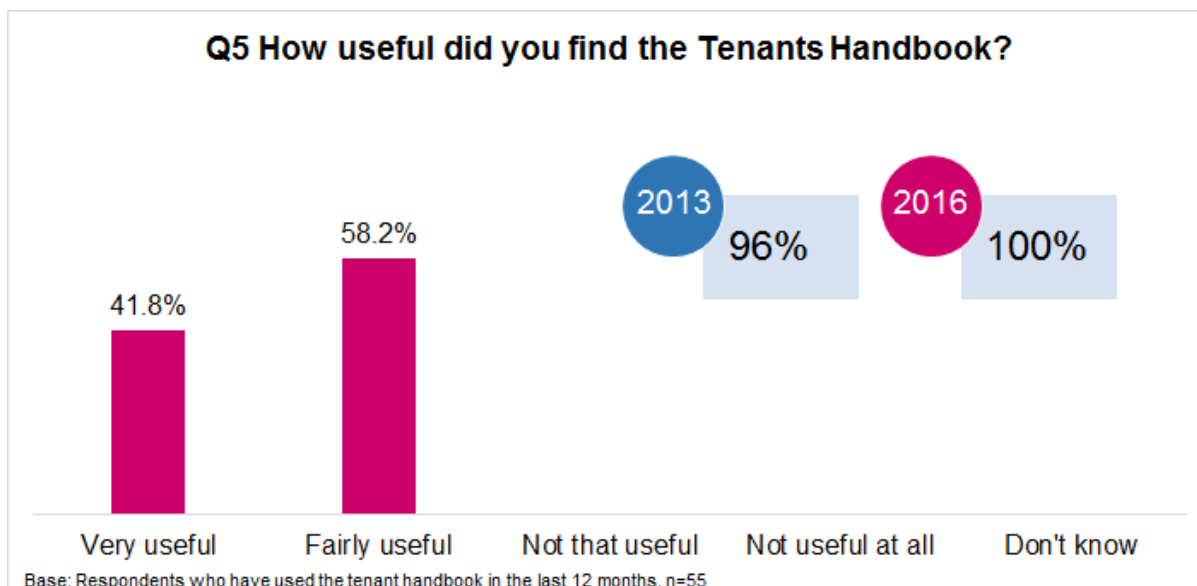
Just over 1 in 5 respondents said they had used or made reference to their Tenants Handbook in the last 12 months (21%). Compared to the 2013 survey, the proportion of tenants who said they had used or made reference to their Tenants Handbook has decreased from 28% in 2013 to 21% in 2016.



Base: All respondents, n=262

Analysis by age, revealed that respondents aged 35-64 were the least likely to have used or made reference to their Tenants Handbook in the last 12 months.

Of those who did use or make reference to their Tenants Handbook, all 55 said they found it very or fairly useful. Since the 2013 survey, the proportion of tenants of the opinion that the Tenant’s Handbook is very or fairly useful has increased from 96% to 100%.

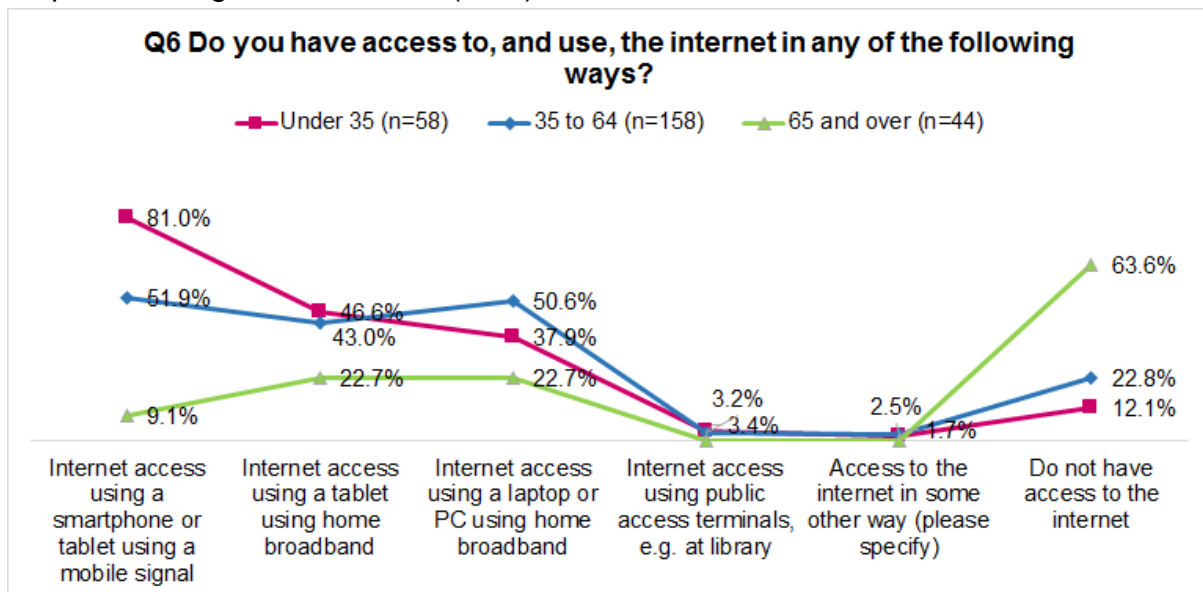


#### 4.2 Internet Access (Q6)

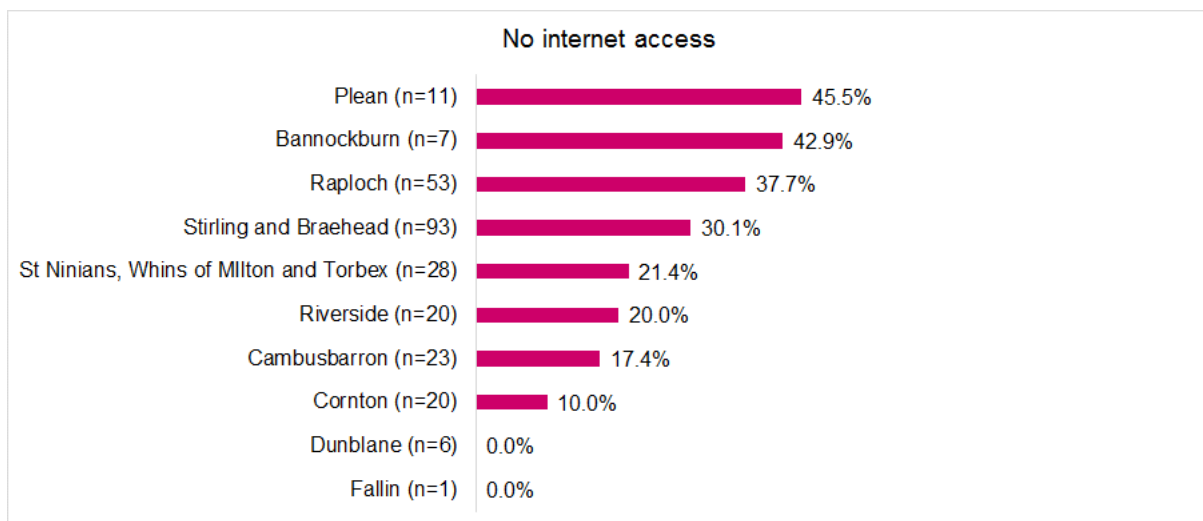
In terms of internet access, 73% of respondents said that they had internet access. The most popular way to access the internet was by using a smartphone or tablet using a mobile signal (51%) followed by using a laptop or PC using home broadband (43%).

| Q6 Do you have access to, and use, the internet in any of the following ways? |     |       |
|---|-----|-------|
| Base: All respondents, n=262  | No  | %     |
| Internet access using a smartphone or tablet using a mobile signal            | 133 | 50.8% |
| Internet access using a tablet using home broadband                           | 106 | 40.5% |
| Internet access using a laptop or PC using home broadband                     | 112 | 42.7% |
| Internet access using public access terminals, e.g. at library                | 7   | 2.7%  |
| Access to the internet in some other way (please specify)                     | 5   | 1.9%  |
| Do not have access to the internet  | 72  | 27.5% |

Analysis by age revealed that perhaps unsurprisingly, younger respondents (those aged under 35) were significantly more likely to have internet access (88%) than respondents aged 65 and over (36%).



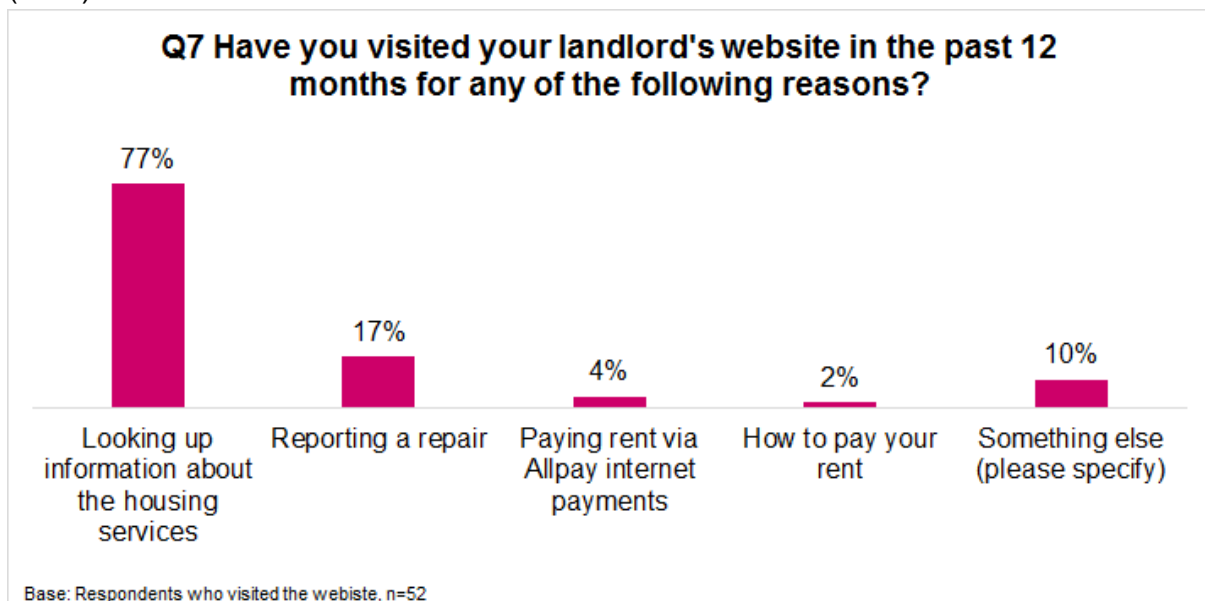
Analysis by area revealed that respondents in Plean (46%), Bannockburn (43%) and Raploch (38%) were more likely to have no internet access than other areas. The reader is reminded to read these results with caution due to the small base numbers.



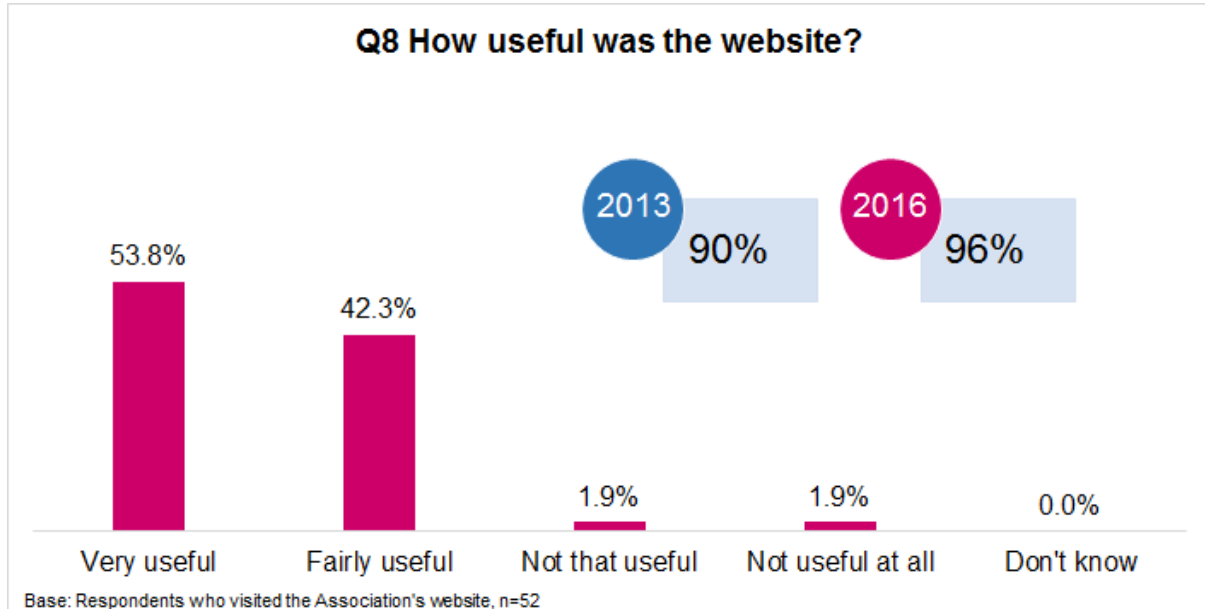
In terms of disability, respondents who considered themselves to have a disability were far more likely to have no internet access (52%) than respondents who did not have a disability (20%).

### 4.3 Association's website (Q7/10)

Those with internet access were then asked if they had visited Forth Housing Association's website in the last 12 months. Just under 3 in 10 respondents (27%) said they had visited the website with 77% stating they had done so to look up information about the housing services. 17% of respondents said they visited the website to report a repair. This is slightly lower than the 2013 survey results where 29% of respondents with internet access had visited their landlord's website. Analysis by age revealed that respondents aged 65 and over were more likely to not have visited their landlord's website (87%) than respondents aged 35 and under (71%).



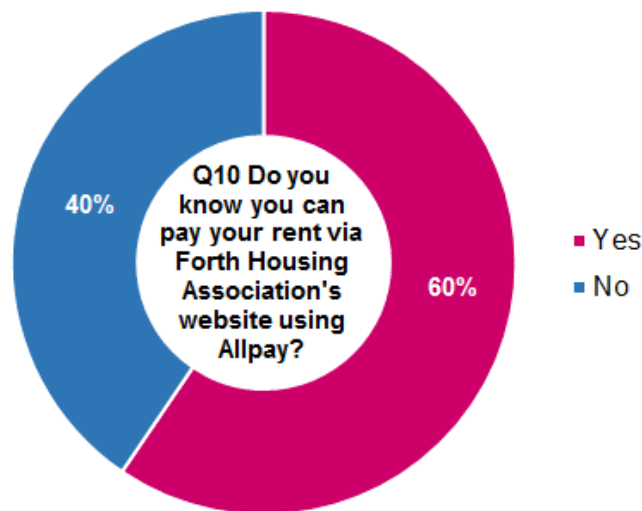
Those who had accessed Forth’s website in the last 12 months were then asked how useful it was to them. The vast majority of respondents (96%) said the website was very or fairly useful, compared to 2% who said it was not that useful and 2% who said it was not useful at all. Compared to the 2013 survey, the proportion of respondents who said the website was very or fairly useful has increased from 90% to 96%.



Analysis by reason for visiting the website, revealed that the 2 respondents who found the website not that useful and not useful at all had visited the website to look up information about the housing services.

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. 97% of respondents reported that the website was fine, had no suggested improvements, or were unsure.

Following on from this, respondents who had internet access were then asked if they were aware that they can pay their rent via Forth Housing Association's website using Allpay. 6 in 10 respondents were aware of this, compared to 40% who were not.



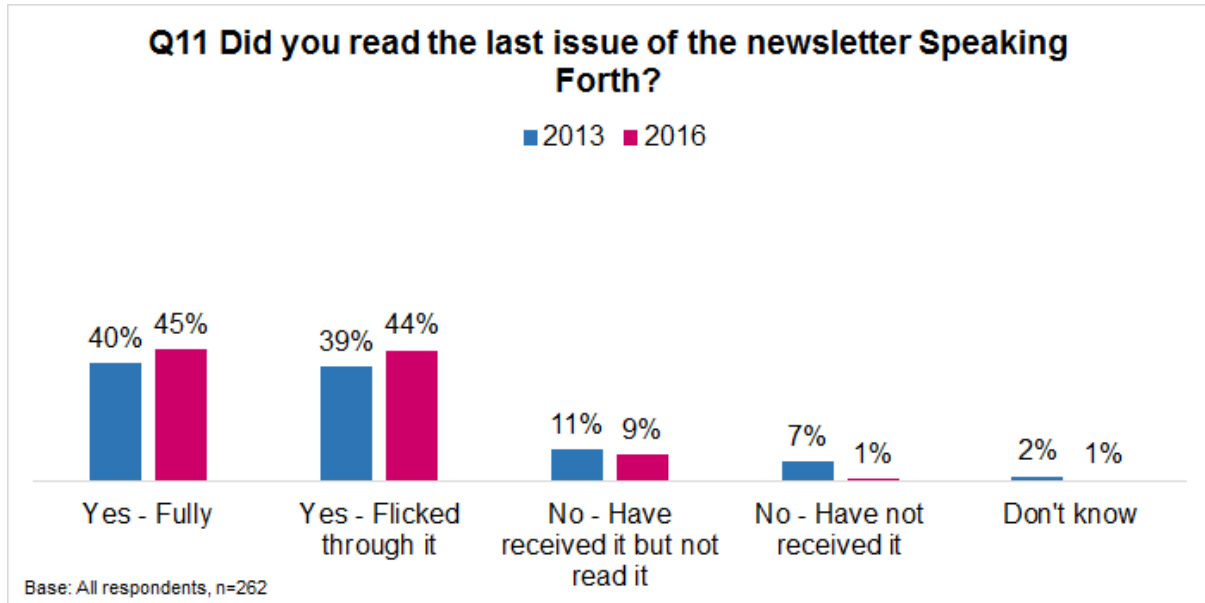
Base: Respondents who have internet access, n=190

Analysis by age revealed that respondents aged 35 and under were the most likely to be aware that they are able to pay their rent via Forth Housing Association's website using Allpay (65%). Respondents aged 65 and over were the least likely to be aware (44%).

In terms of disability, respondents who consider themselves to have a disability were more likely to be unaware that they are able to pay their rent via Forth Housing Association's website using Allpay (50%) than respondents who did not have a disability (62%).

#### 4.4 Speaking Forth (Q11/12)

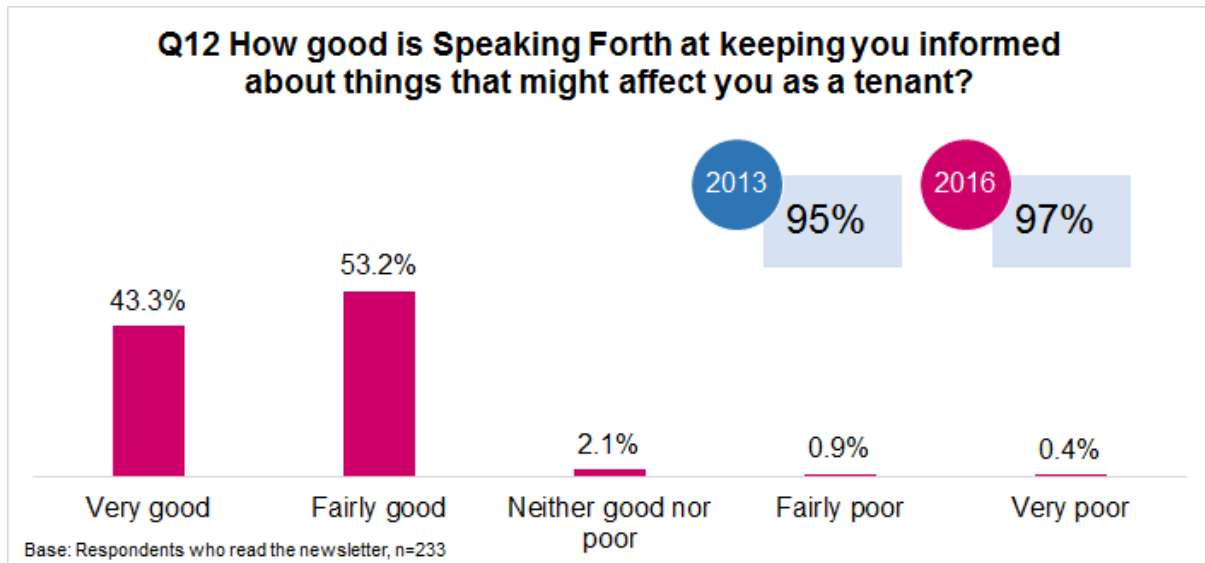
All respondents were then asked if they read the last issue of the newsletter, *Speaking Forth*. Since 2013, the proportion of respondents reading *Speaking Forth* has increased from 79% to 84%.



Analysis by age revealed that respondents age 35 and under were the least likely to have read or flicked through *Speaking Forth* (86%), respondents aged 65 and over on the other hand were the most likely (98%).



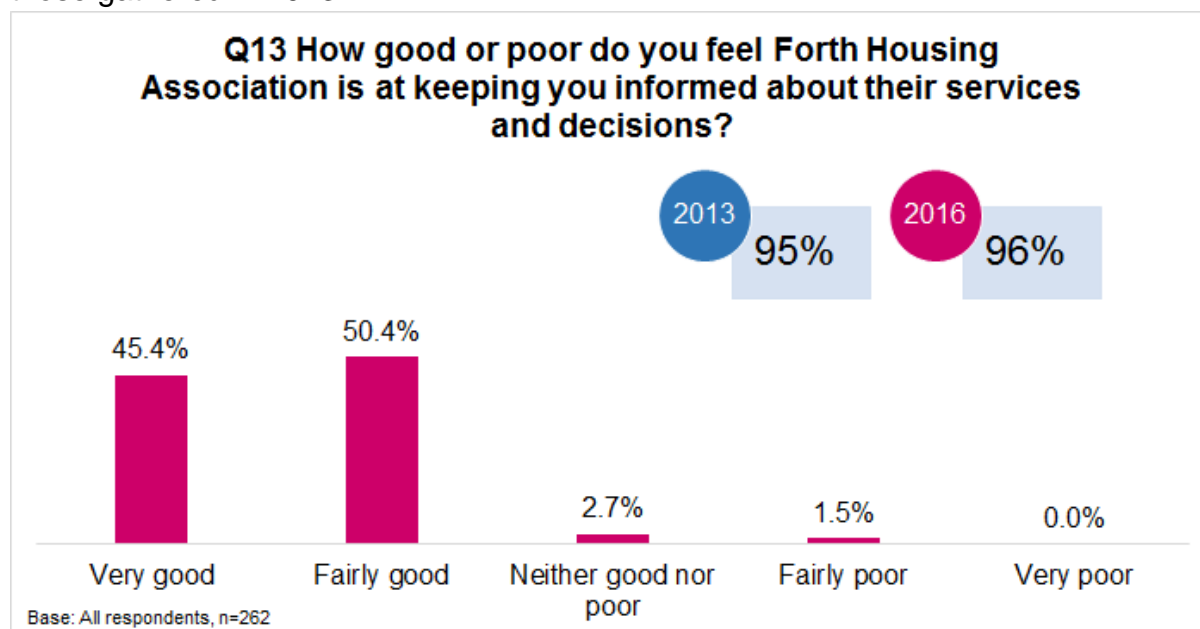
Respondents who read or flicked through the last issue of *Speaking Forth* were asked how good or poor *Speaking Forth* is at keeping them informed about things that might affect them as a tenant. The majority of respondents (97%) said *Speaking Forth* was very or fairly good at keeping them informed about things that might affect them, compared to 2% who said it was neither good nor poor and 1% who said it was very or fairly poor. The proportion of tenants stating *Speaking Forth* was very or fairly good at keeping them informed has increased slightly since the 2013 survey increasing from 95% to 97%.



In terms of age, younger respondents (those aged under 35) were the least likely to rate *Speaking Forth*, very or fairly good at keeping them informed about things that may affect them as a tenant (90%). On the other hand, all respondents aged 65 and over and read *Speaking Forth* said it was very or fairly good at keeping them informed (100%).

## 4.5 Keeping tenants informed (Q13)

In terms of keeping tenants informed, 96% of tenants were of the opinion that Forth Housing Association were very or fairly good at keeping them informed about their services and decisions, compared to 3% who said they were neither good nor poor and 2% who said they were very poor. The results have remained consistent with those gathered in 2013.



Analysis by area revealed that the proportion of respondents who were of the opinion that the Association is very or fairly good at keeping them informed ranges from 75% in Cornton to 100% in Cambusbarron, Plean and Fallin. The reader is reminded to use caution when reading these results due to small base numbers.

| Q13 How good or poor do you feel Forth Housing Association is at keeping you informed about their services and decisions? |      |           |             |             |             |           |
|---|------|-----------|-------------|-------------|-------------|-----------|
|   | Base | Very good | Fairly good | Neither nor | Fairly poor | Very poor |
| Bannockburn   | 7    | 14%       | 71%         |             | 14%         |           |
| Cambusbarron  | 23   | 91%       | 9%          |             |             |           |
| Plean   | 11   | 100%      |             |             |             |           |
| Riverside   | 20   | 40%       | 55%         | 5%          |             |           |
| Stirling and Braehead   | 93   | 51%       | 48%         | 1%          |             |           |
| Cornton   | 20   | 10%       | 65%         | 20%         | 5%          |           |
| Fallin  | 1    | 100%      |             |             |             |           |
| Raploch   | 53   | 9%        | 89%         | 2%          |             |           |
| St Ninians, Whins of Milton and Torbex  | 28   | 79%       | 18%         | 4%          |             |           |
| Dunblane  | 6    | 17%       | 67%         | 17%         |             |           |

## 5. TENANT PARTICIPATION

### 5.1 Awareness of becoming involved (Q15)

Respondents were then asked if they were aware that they could get involved or participate in Forth Housing Association's decision making processes. As can be seen in the table below, awareness was highest in terms of becoming a member of the Association/ Committee (88%), getting involved in tenants' views and forum (meetings are held to examine Forth's performance) (63%) and responding to specific questionnaires sent to tenants.

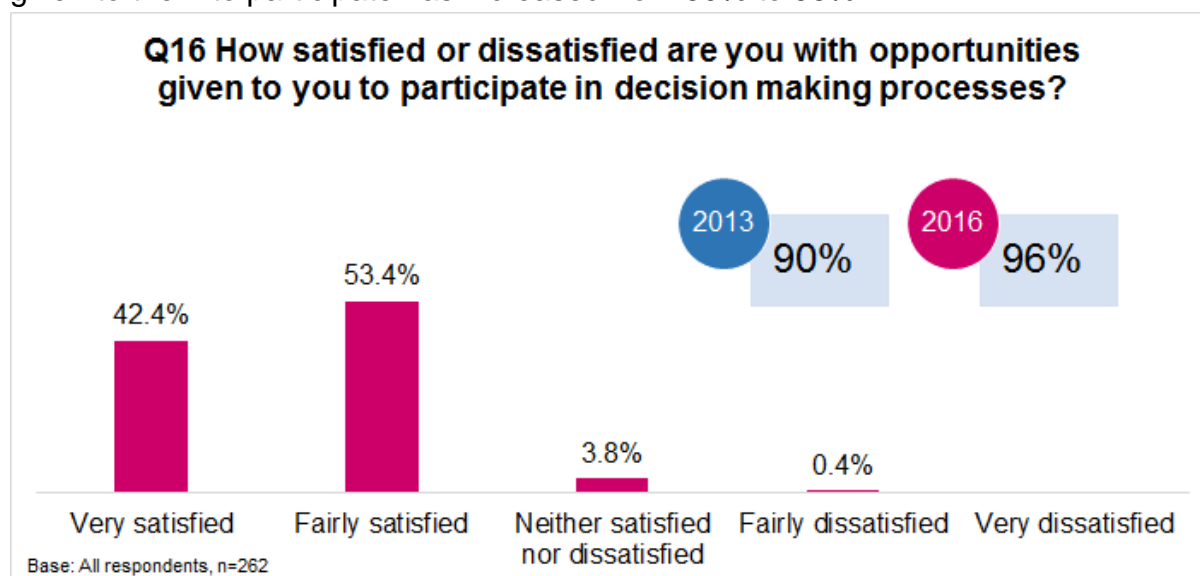
| <b>Q15 Were you aware that you could get involved or participate in Forth Housing Association's decision making processes in any of the following ways?</b> |           |          |
|---|-----------|----------|
| <b>Base: All respondents, n=262</b>   | <b>No</b> | <b>%</b> |
| Becoming a member of the Association/Committee  | 231       | 88.2%    |
| Tenants' View Forum - meetings are held to examine Forth's performance  | 164       | 62.6%    |
| Responding to specific questionnaires sent to tenants, e.g. Points of View card on repairs  | 126       | 48.1%    |
| Speaking Forth Newsletter - responding to articles asking for feedback, e.g. Customer Care Policy Review (p14 Spring Newsletter)                            | 67        | 25.6%    |
| E Group - receiving a short survey by quarterly email   | 64        | 24.4%    |
| None  | 19        | 7.3%     |

In terms of area, respondents from Dunblane (17%) and Riverside (15%) were the most likely to be unaware of the ways tenants can become involved or participate in Forth HA's decision making processes.

Analysis by age, revealed that respondents aged 65 and over were more likely to be unaware of the ways they could get involved or participate in Forth's decision making processes (11%) than respondents aged 35-64 (4%).

## 5.2 Satisfaction with the opportunities to participate (Q16)

The majority of respondents (96%) were very or fairly satisfied with the opportunities given to them to participate in Forth Housing Association’s decision making processes, compared to 4% who were neither satisfied nor dissatisfied and less than 1% who were fairly dissatisfied. Compared to the previous survey carried out in 2013, the proportion of respondents very or fairly satisfied with the opportunities given to them to participate has increased from 90% to 96%.

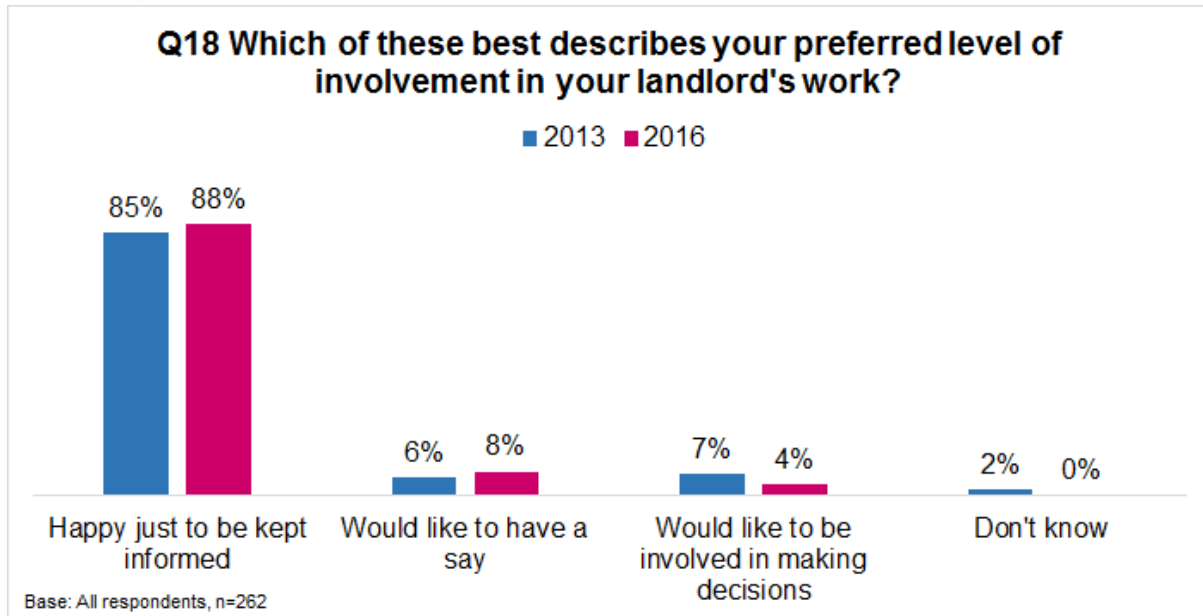


Analysis by area revealed, satisfaction with the opportunities to participate in decision making processes, ranges from 65% in Cornton to 100% in Cambusbarron, Plean, Fallin, Raploch and Stirling and Braehead. The reader is advised to remain cautious when reading these results due to the small base numbers.

| Q16 How satisfied or dissatisfied are you with opportunities given to you to participate in decision making processes? |      |                |                  |             |                     |                   |
|--|------|----------------|------------------|-------------|---------------------|-------------------|
|  | Base | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied |
| Bannockburn  | 7    | 14%            | 71%              | 14%         |                     |                   |
| Cambusbarron   | 23   | 100%           |                  |             |                     |                   |
| Plean  | 11   | 100%           |                  |             |                     |                   |
| Riverside  | 20   | 25%            | 70%              | 5%          |                     |                   |
| Stirling and Braehead  | 93   | 44%            | 56%              |             |                     |                   |
| Cornton  | 20   | 5%             | 60%              | 30%         | 5%                  |                   |
| Fallin   | 1    |                | 100%             |             |                     |                   |
| Raploch  | 53   | 4%             | 96%              |             |                     |                   |
| St Ninians, Whins of Millton and Torbex  | 28   | 96%            |                  | 4%          |                     |                   |
| Dunblane   | 6    |                | 83%              | 17%         |                     |                   |

### 5.3 Level of involvement (Q18)

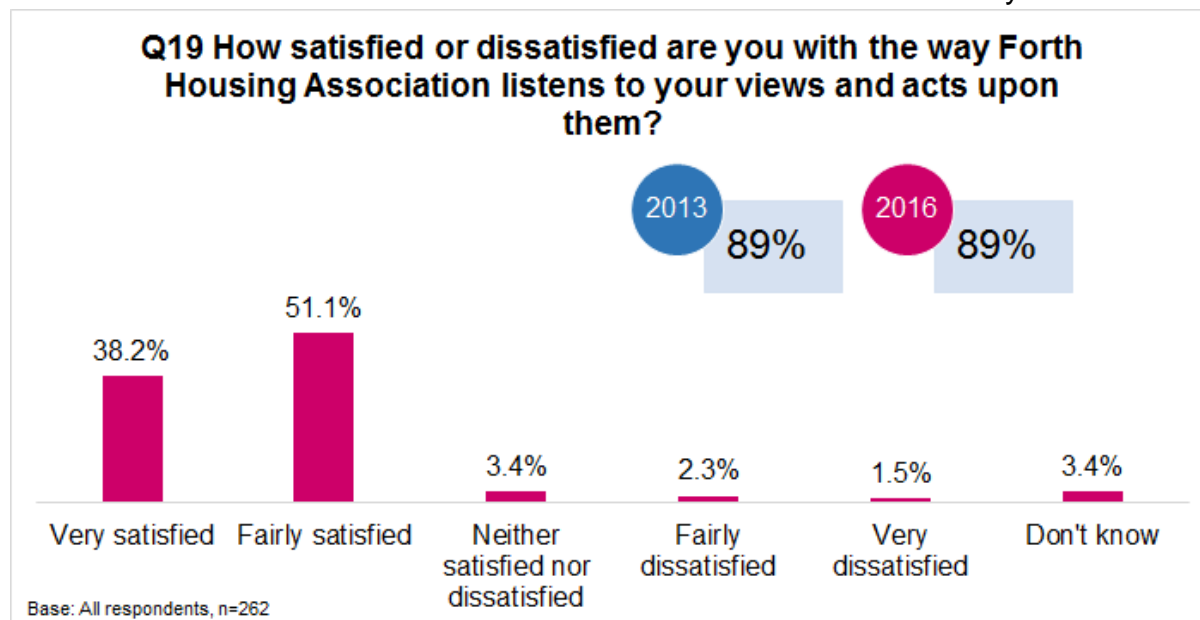
When asked what describes their preferred level of involvement in their landlord's work, the majority of respondents (88%) said they were happy to be just kept informed, 8% said they would like to have a say and 4% said they would like to be involved in making decisions. Compared to the 2013 survey the proportion of respondents who said they were happy to be kept informed has increased by 3 percentage points from 85% to 88%.



Analysis by area revealed that respondents from Cornton were more likely to state they would like to have a say in their landlord's work (55%) than any other area.

## 5.4 Listening to your views (Q19)

Respondents were then asked how satisfied or dissatisfied they were with the way Forth Housing Association listens to their views and acts upon them. Just under 9 in 10 respondents (89%) were very or fairly satisfied in this respect, compared to 3% who were neither satisfied nor dissatisfied and 4% who were very or fairly dissatisfied. The results have remained consistent with the 2013 survey.



Analysis by area revealed, satisfaction with the way Forth HA listens and acts upon tenants views, ranges from 67% in Dunblane to 100% in Plean and Fallin. The reader is advised to remain cautious when reading these results due to the small base numbers.

| Q19 How satisfied or dissatisfied are you with the way Forth Housing Association listens to your views and acts upon them? |      |                |                  |             |                     |                   |
|--|------|----------------|------------------|-------------|---------------------|-------------------|
|  | Base | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied |
| Bannockburn  | 7    |                | 71%              | 14%         |                     | 14%               |
| Cambusbarron   | 20   | 90%            | 5%               |             | 5%                  |                   |
| Plean  | 10   | 100%           |                  |             |                     |                   |
| Riverside  | 19   | 37%            | 42%              | 11%         | 5%                  | 5%                |
| Stirling and Braehead  | 91   | 41%            | 57%              | 2%          |                     |                   |
| Cornton  | 19   | 11%            | 58%              | 16%         | 16%                 |                   |
| Fallin   | 1    |                | 100%             |             |                     |                   |
| Raploch  | 53   | 2%             | 96%              | 2%          |                     |                   |
| St Ninians, Whins of Millton and Torbex  | 27   | 93%            | 4%               |             | 4%                  |                   |
| Dunblane   | 6    |                | 67%              |             | 17%                 | 17%               |

In terms of age, older respondents (aged over 65) were more likely to be satisfied with the way Forth HA listens and acts upon their views (95%) than respondents aged 35 and under (87%).

## 6. CONTACTING THE LANDLORD

### 6.1 Contact method (Q20/21)

Using the telephone was by far and away the most popular method of contacting the Association (99%), this was followed by email (13%) and a personal visit to the office (5%). Compared to the 2013 survey the proportion of tenants who said they use the telephone and email to contact the Association has increased by 6 percentage points and 7 percentage points respectively. On the other hand the proportion of respondents who said they made a visit to the office has decreased from 17% in 2013 to 5% in 2016. Analysis by age, revealed that perhaps unsurprisingly younger respondents (aged under 35) were more likely to use email to contact the Association (19%) than respondents aged 65 and over (0%).

| <b>Q20 Which of the following ways do you use to contact Forth Housing Association?</b> |             |             |
|---|-------------|-------------|
| <b>Base: All respondents, n=262</b>   | <b>2013</b> | <b>2016</b> |
| Telephone   | 93%         | 99%         |
| E-mail  | 8%          | 13%         |
| Visit to the office   | 17%         | 5%          |
| Face to face contact with Housing Officer/other member of staff                         | 4%          | 4%          |
| In writing  | 0%          | 2%          |
| Other   | 0%          | 0%          |

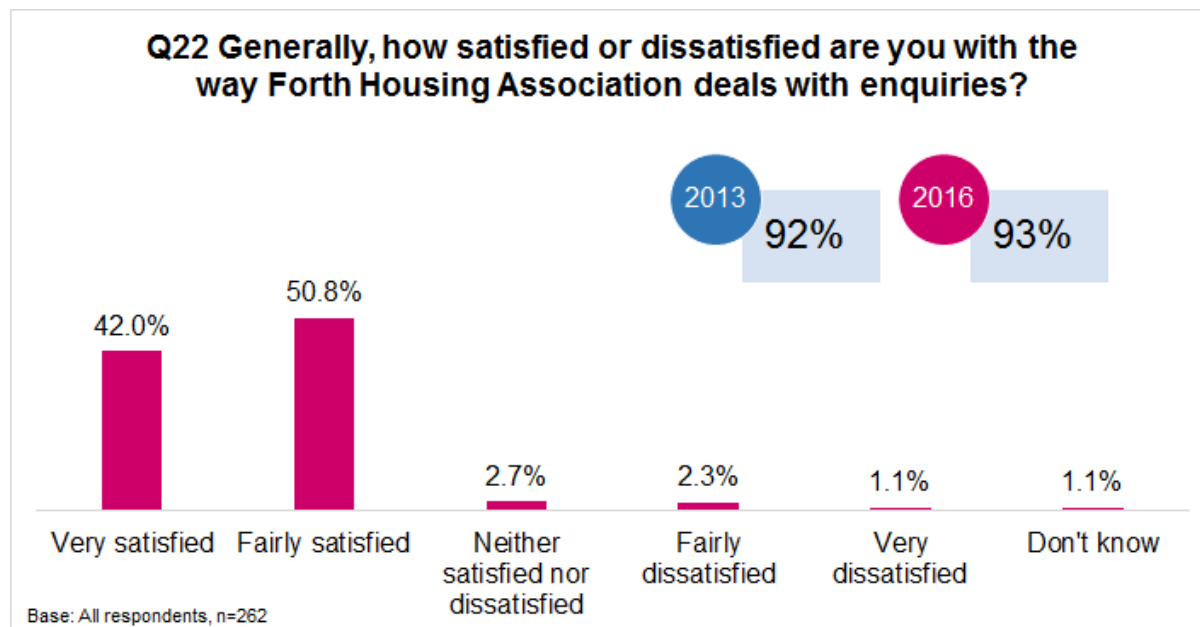
In terms of future communication, almost all respondents said they would be prepared to use the telephone (99%), 18% said they would be prepared to use email and 16% said they would be prepared to visit the office.

| <b>Q21 Which of the following ways would you be prepared to use in the future to contact Forth Housing Association?</b> |           |          |
|---|-----------|----------|
| <b>Base: All respondents, n=262</b>   | <b>No</b> | <b>%</b> |
| Telephone   | 260       | 99.2%    |
| E-mail  | 48        | 18.3%    |
| Visit to the office   | 43        | 16.4%    |
| Face to face contact with Housing Officer/other member of staff   | 17        | 6.5%     |
| Text  | 12        | 4.6%     |
| In writing  | 11        | 4.2%     |
| Social media (Facebook, Twitter)  | 1         | 0.4%     |
| Other   | 1         | 0.4%     |

Again, analysis by age revealed that younger respondents, were significantly more likely to be prepared to use e-mail (22%) and text (10%) than respondents aged 65 and over (2%).

## 6.2 Dealing with enquires (Q22)

Almost all respondents (93%) said they were very or fairly satisfied with how Forth deals with their enquiries, compared to 3% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied. The proportion of respondents who said they were very or fairly satisfied has remained consistent with the 2013 results.



Analysis by area revealed, satisfaction with the way Forth HA deals with enquiries, ranges from 71% in Bannockburn to 100% in Plean and Fallin. The reader is advised to remain cautious when reading these results due to the small base numbers.

| Q22 Generally, how satisfied or dissatisfied are you with the way Forth Housing Association deals with enquiries? |      |                |                  |             |                     |                   |
|---|------|----------------|------------------|-------------|---------------------|-------------------|
|   | Base | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied |
| Bannockburn   | 7    |                | 71%              | 29%         |                     |                   |
| Cambusbarron  | 20   | 91%            |                  |             |                     | 9%                |
| Plean   | 10   | 100%           |                  |             |                     |                   |
| Riverside   | 19   | 45%            | 35%              | 5%          | 10%                 | 5%                |
| Stirling and Braehead   | 91   | 43%            | 53%              | 3%          |                     |                   |
| Cornton   | 19   | 10%            | 85%              |             | 5%                  |                   |
| Fallin  | 1    |                | 100%             |             |                     |                   |
| Raploch   | 53   | 4%             | 93%              | 2%          | 2%                  |                   |
| St Ninians, Whins of Millton and Torbex   | 27   | 93%            | 4%               |             | 4%                  |                   |
| Dunblane  | 6    |                | 83%              |             | 17%                 |                   |



### 6.3 Contacting the Association (Q23/24)

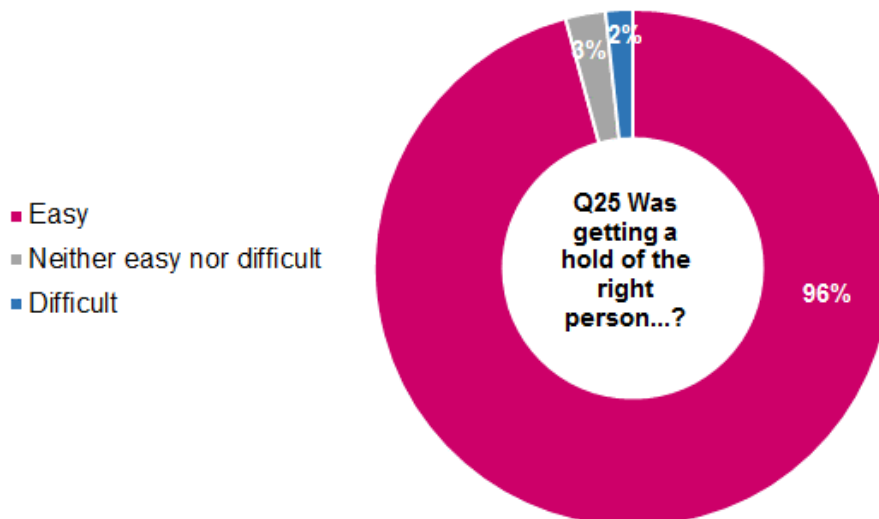
Just under half of respondents (46%) said they had been in contact with their landlord in the last 12 months.

The main reason for contact was to report a repair (65%) followed by to discuss rent (9%).

| Q24 Can you briefly explain what the main reason for your contact was?            |    |       |
|---|----|-------|
| Base: Respondents who have contacted the Association in the last 12 months, n=121 | No | %     |
| To report a repair  | 79 | 65.3% |
| To discuss my rent account  | 11 | 9.1%  |
| Problems with neighbours  | 8  | 6.6%  |
| Environmental problems  | 8  | 6.6%  |
| To apply for a transfer/mutual exchange   | 5  | 4.1%  |
| To pay my rent  | 3  | 2.5%  |
| To discuss housing benefit  | 2  | 1.7%  |
| Other (please specify)  | 5  | 4.1%  |

### 6.4 Ease of getting hold of the right person (Q25)

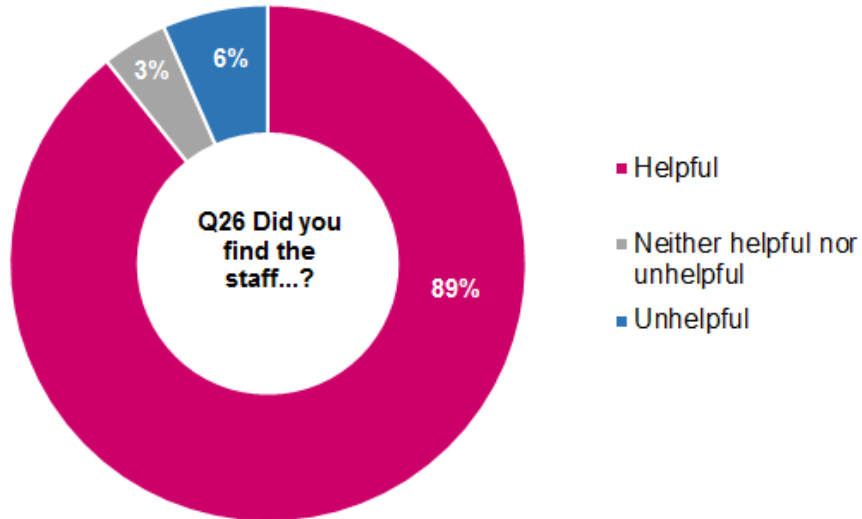
The majority of respondents (96%) were of the opinion that it was easy to get hold of the right person, compared to 2% who said it was difficult and 2% who felt it was neither easy nor difficult.



Base: Respondents who contacted the Association, n=121

### 6.5 Helpfulness of staff (Q26)

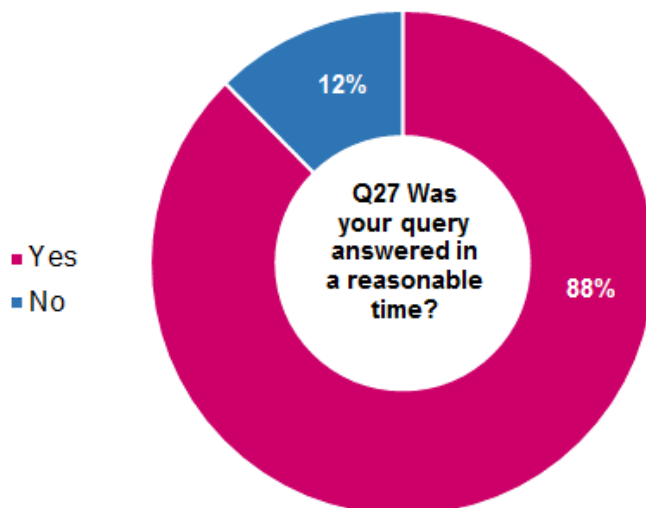
Just under 9 in 10 respondents (89%) found staff to be helpful when they had contact with the Association, 6% said they were unhelpful and 3% said they were neither helpful nor unhelpful.



Base: Respondents who contacted the Association, n=121

### 6.6 Query answered within a reasonable time (Q27)

Just under 9 in 10 respondents (88%) said their query was answered within a reasonable time.



Base: Respondents who contacted the Association, n=121

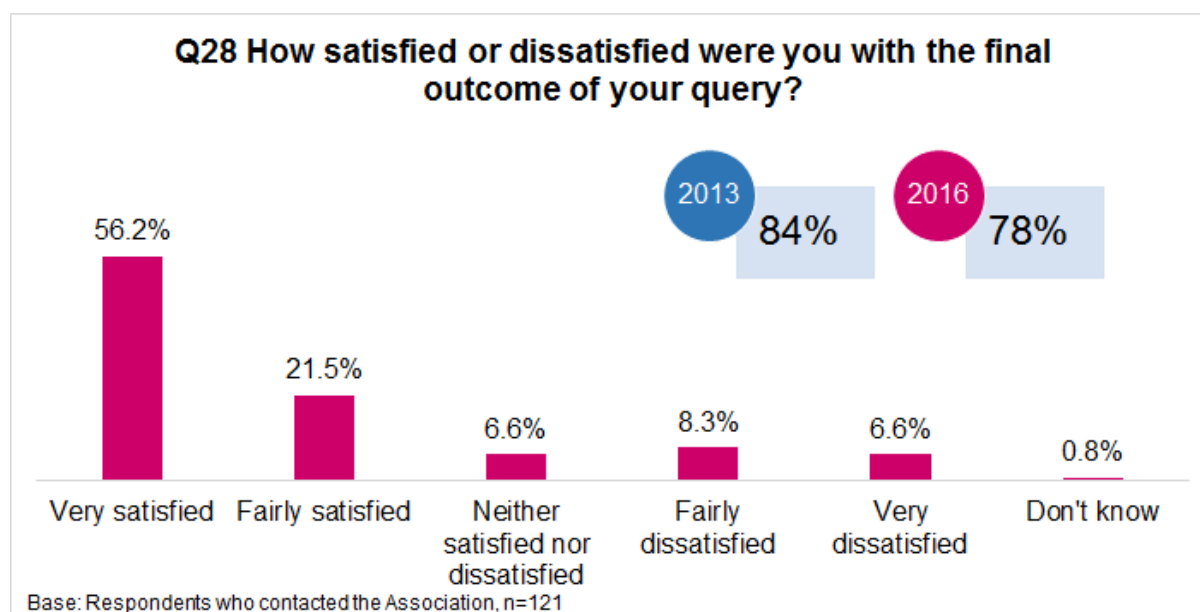
## 6.7 Aspects of contacting the Association 2013 vs 2016 comparison

In terms of contacting the Association, the proportion of respondents who said that getting a hold of the right person was easy has increased by 10 percentage points since the 2013 survey, increasing from 86% to 96%. However the number of tenants who felt their query was answered within a reasonable time has decreased by 5 percentage points from 93% to 88%.

| Satisfaction with contacting the Association 2013 vs 2016 comparison |      |      |       |
|--|------|------|-------|
|  | 2013 | 2016 | Trend |
| Ease of getting a hold of the right person                           | 86%  | 96%  | ↑ 10% |
| Helpfulness of staff   | 91%  | 89%  | → -2% |
| Query answered in a reasonable time                                  | 93%  | 88%  | ↓ -5% |

## 6.8 Satisfaction with the final outcome of the enquiry (Q28)

Just under 8 in 10 respondents (78%) who had contacted the Association in the last 12 months said they were very or fairly satisfied with the final outcome of their enquiry, compared to 7% who were neither satisfied nor dissatisfied and 15% who were very or fairly dissatisfied. Compared to the 2013 survey the proportion of respondents who said they were very or fairly satisfied with the outcome of their enquiry has decreased from 84% to 78%.



Satisfaction with the final outcome of the enquiry varies significantly by disability. Tenants who consider themselves to have a disability were far less likely to be satisfied with the final outcome of their enquiry (70%) than respondents who consider themselves not to have a disability (81%).

Analysis by age revealed that respondents aged 35 and under were significantly less likely to be satisfied with the final outcome of their enquiry (69%) than respondents aged 65 and over (88%).

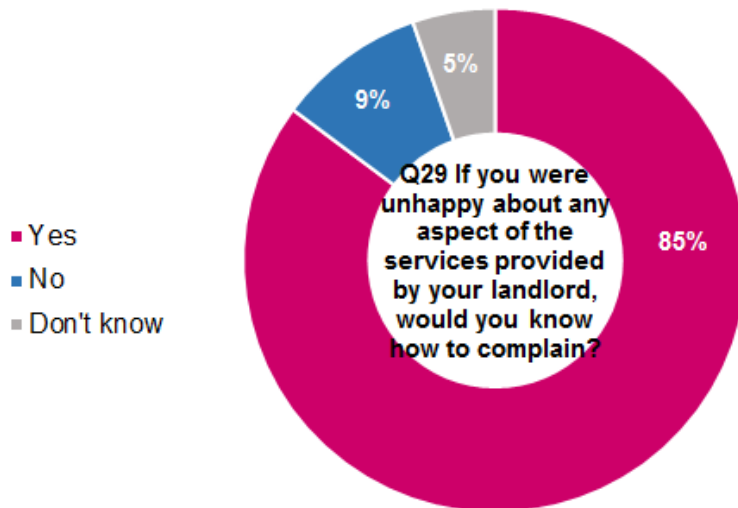
Analysis by reason for contact is shown in the table below. Please note the small base numbers.

| <b>Q28 How satisfied or dissatisfied were you with the final outcome of your query?</b> |             |                       |                         |                    |                            |                          |                   |
|---|-------------|-----------------------|-------------------------|--------------------|----------------------------|--------------------------|-------------------|
|   | <b>Base</b> | <b>Very satisfied</b> | <b>Fairly satisfied</b> | <b>Neither nor</b> | <b>Fairly dissatisfied</b> | <b>Very dissatisfied</b> | <b>Don't know</b> |
| To report a repair  | 82          | 57                    | 16                      | 4                  | 3                          | 2                        | -                 |
| To discuss my rent account  | 11          | 4                     | 6                       | -                  | -                          | -                        | 1                 |
| To apply for a transfer/mutual exchange   | 5           | 2                     | -                       | -                  | 2                          | 1                        | -                 |
| To discuss housing benefit  | 2           | -                     | 2                       | -                  | -                          | -                        | -                 |
| Problems with neighbours  | 8           | 1                     | -                       | 4                  | 2                          | 1                        | -                 |
| Environmental problems  | 8           | 2                     | 2                       | -                  | 2                          | 2                        | -                 |
| Other (please specify)  | 5           | 2                     | -                       | -                  | 1                          | 2                        | -                 |

## 7. COMPLAINTS

### 7.1 Awareness of the complaints procedure (Q29/30)

All respondents were then asked if they were aware of how to complain if they were unhappy with any aspect of the service provided by their landlord. Just under 9 in 10 (85%) were aware of how to do this compared to 9% who said they were unaware and 5% who said they were unsure. Awareness of the Association's complaints procedure has increased significantly from 75% in 2013 to 85% in 2016.



Base: All respondents, n=262

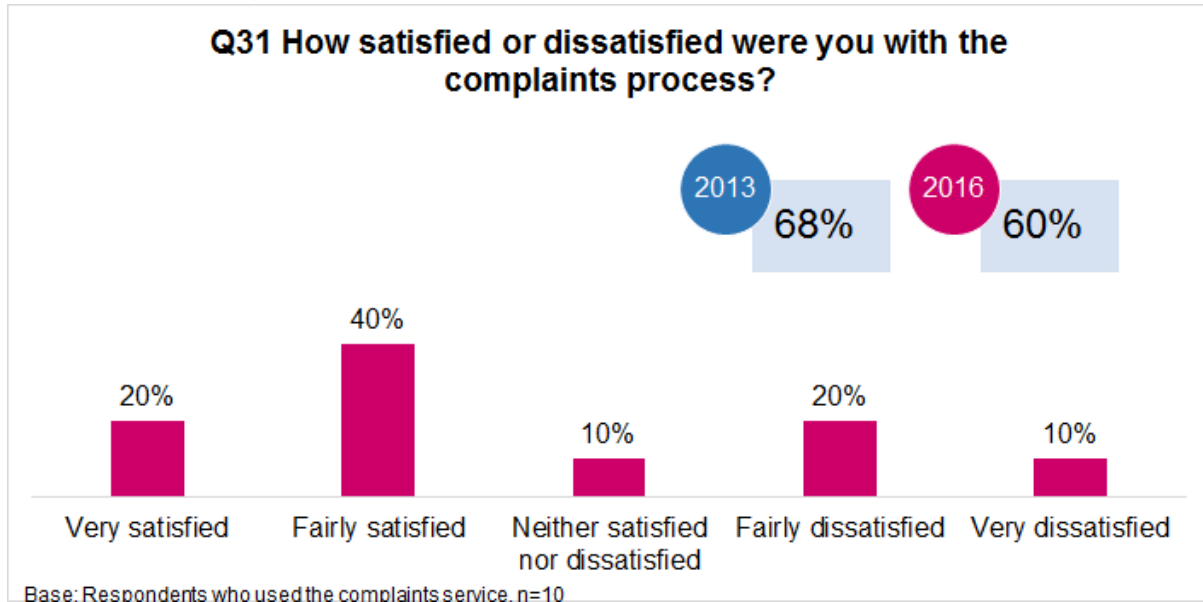
Older respondents (those aged 65 and over) were less likely to be aware of how to complain if they were unhappy with any aspect of the service provided (80%) than respondents aged 35-64 (87%).

Analysis by disability revealed that respondents who considered themselves to have a disability were less likely to be aware of how to complain if they were unhappy with any aspect of the service (81%) than respondents who did not have a disability (88%).

Of those aware of the complaints procedure, 5% (amounting to 10 individuals) reported using the procedure in the last 12 months. The proportion of tenants who said they have used the complaints procedure has decreased since the 2013 survey, decreasing from 19% to 5%.

## 7.2 Satisfaction with the complaints process (Q31)

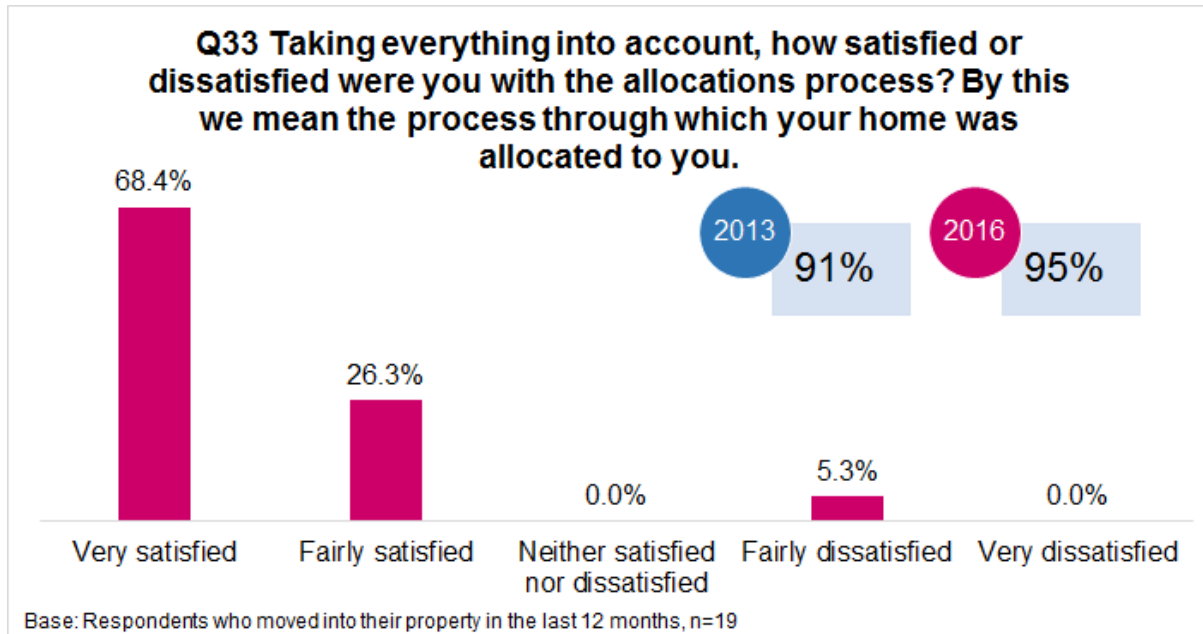
6 in 10 respondents who reported using the complaints procedure in the last 12 months said they were very or fairly satisfied with the complaints process. This has decreased since the 2013 survey where 68% of those who had used the complaints procedure were very or fairly satisfied with the process. These results are however not statistically significant.



## 8. MOVING INTO A NEW HOME

### 8.1 Moving into a new home (Q32/33)

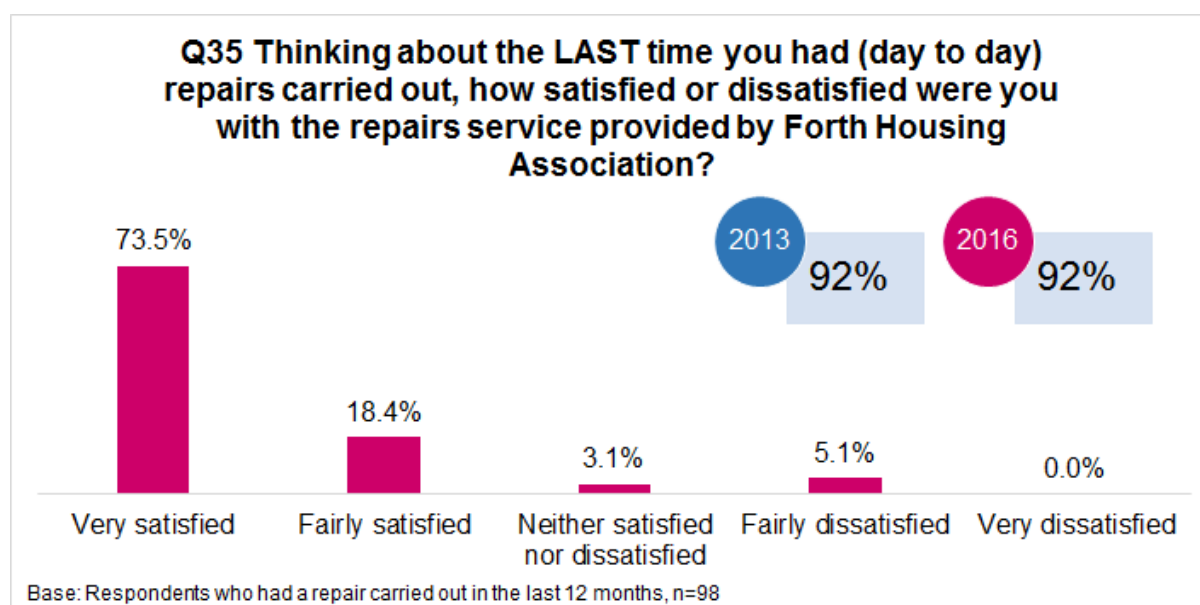
A minority of respondents (7% amounting to 19 individuals) said they had moved into a new property in the last 12 months. Of these individuals, 95% said they were very or fairly satisfied with the allocations process, compared to 5% who were fairly dissatisfied. Since the 2013 survey the proportion of respondents very or fairly satisfied with the allocations process has increased from 91% to 95%.



## 9. REPAIRS, MAINTENANCE AND HOUSING QUALITY

### 9.1 Repairs carried out in the last 12 months (Q34/35)

Just under 4 in 10 respondents (37%) have had a repair carried out at their property in the past 12 months. Of these individuals, 92% said they were very or fairly satisfied with the repairs service provided by Forth Housing Association, compared to 3% who said they were neither satisfied nor dissatisfied and 5% who were fairly dissatisfied. Compared to the previous survey, the proportion of respondents very or fairly satisfied with the repairs service provided by Forth has remained consistent.



Analysis by area revealed, that all respondents were very or fairly satisfied with the repairs service provided with the exception of Raploch where 90% of respondents were satisfied, Cornton where 71% of respondents were satisfied and Bannockburn where 50% of respondents were satisfied. The reader is reminded of the small base numbers.

| Q35 Thinking about the LAST time you had (day to day) repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Forth Housing Association? |      |                |                  |             |                     |                   |
|---|------|----------------|------------------|-------------|---------------------|-------------------|
|   | Base | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied |
| Bannockburn   | 4    | 50%            |                  | 25%         | 25%                 |                   |
| Cambusbarron  | 10   | 100%           |                  |             |                     |                   |
| Plean   | 3    | 100%           |                  |             |                     |                   |
| Riverside   | 10   | 80%            | 20%              |             |                     |                   |
| Stirling and Braehead   | 22   | 64%            | 36%              |             |                     |                   |
| Cornton   | 14   | 71%            |                  | 14%         | 14%                 |                   |
| Raploch   | 19   | 58%            | 32%              |             | 11%                 |                   |
| St Ninians, Whins of Milton and Torbex  | 13   | 92%            | 8%               |             |                     |                   |
| Dunblane  | 3    | 67%            | 33%              |             |                     |                   |



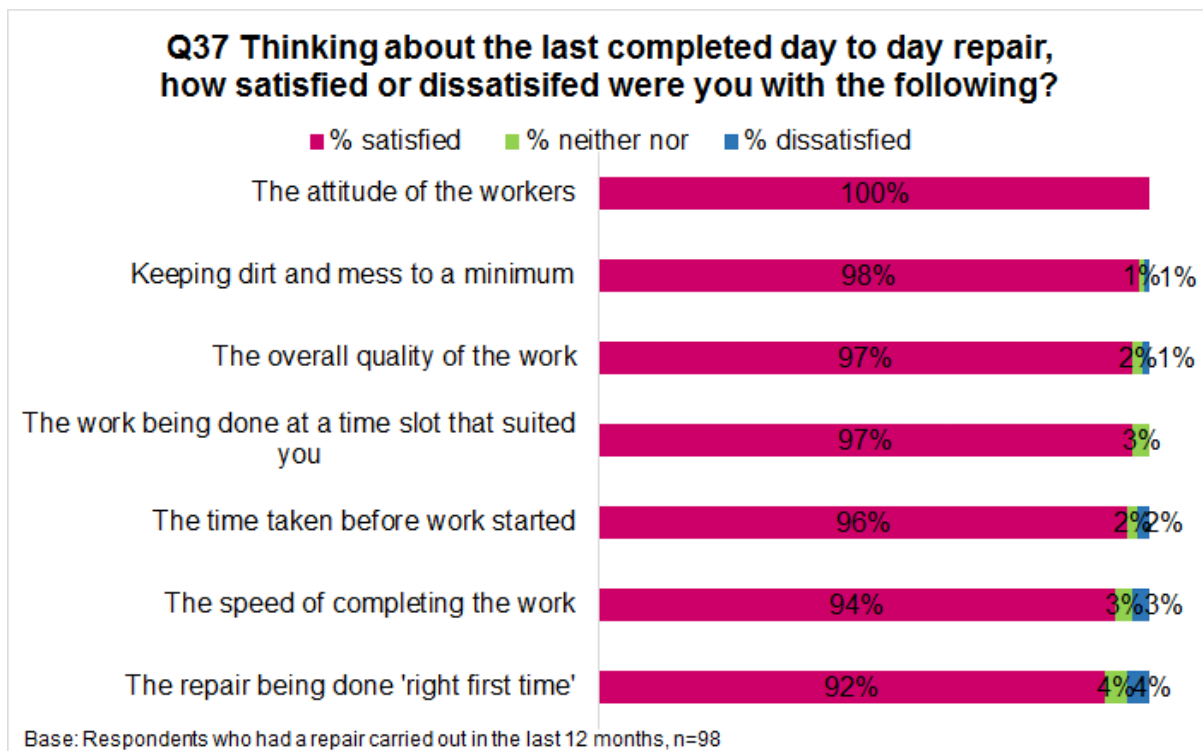
## 9.2 Satisfaction with aspects of the repairs service (Q37)

Following on from this, respondents who had a repair carried out in the last 12 months were asked how satisfied or dissatisfied they were with various aspects of their repair on the last occasion. This revealed that satisfaction levels (% stating very or fairly good) were highest in terms of:

- The attitude of workers (100% stating very or fairly satisfied)
- Keeping dirt and mess to a minimum (98%)
- The overall quality of the work (97%)
- The work being done at a time slot that suited you (97%)

Although satisfaction remains very high, dissatisfaction was highest in terms of:

- The repair being done right first time (4% stating very or fairly dissatisfied)
- The speed of completing the work (3%)
- The time taken before work started (2%)

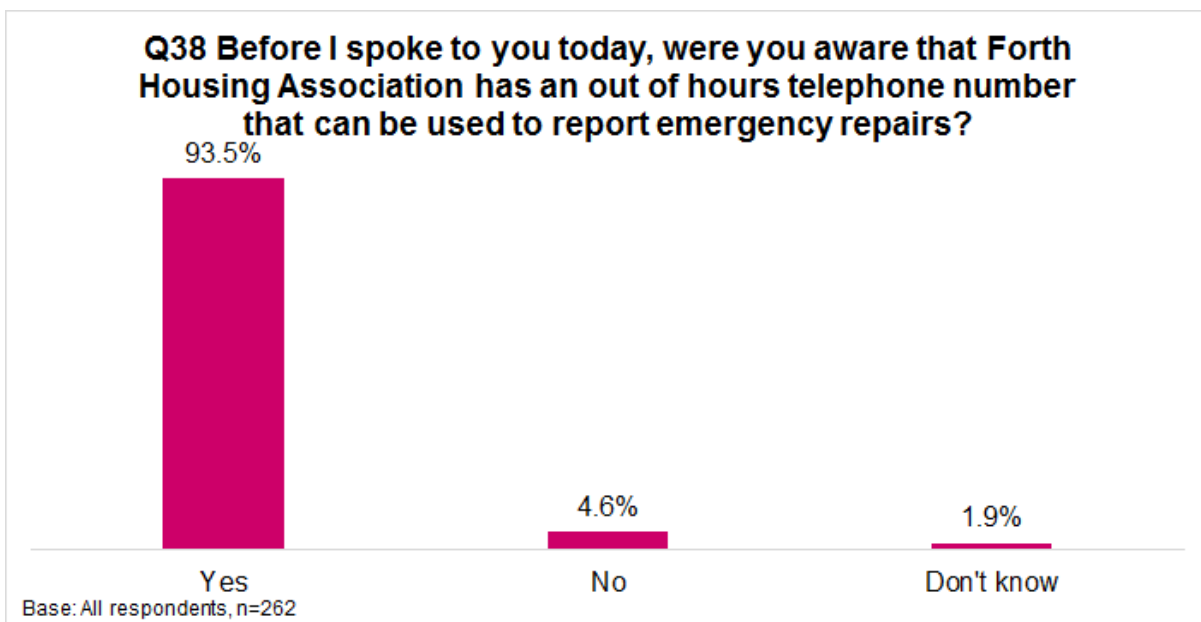


Compared to the previous survey, satisfaction has generally increased in terms of aspects of the repairs service. The most notable increase in satisfaction can be seen in terms of the work being done at a time slot that suited you which has increased by 7 percentage points from 90% in 2013 to 97% in 2016.

| Q37 Thinking about the last completed day to day repair, how satisfied or dissatisfied were you with the following? (2013/2016 comparison) |      |      |       |
|--|------|------|-------|
|  | 2013 | 2016 | Trend |
| The attitude of the workers  | 94%  | 100% | ↑ 6%  |
| The overall quality of the work  | 94%  | 97%  | ↑ 3%  |
| Keeping dirt and mess to a minimum   | 93%  | 98%  | ↑ 5%  |
| The speed of completing the work   | 92%  | 94%  | → 2%  |
| The repair being done 'right first time'   | 92%  | 92%  | → 0%  |
| The work being done at a time slot that suited you   | 90%  | 97%  | ↑ 7%  |
| The time taken before work started   | 90%  | 96%  | ↑ 6%  |

### 9.3 Awareness of the Out of Hours Service (Q38)

The majority of respondents (94%) were aware that FHA has an out of office hours telephone number that can be used to report repairs. The proportion of respondents aware that the out of hours telephone number can be used to report repairs has increased significantly since the 2013 survey, where 83% of respondents were aware of the service.

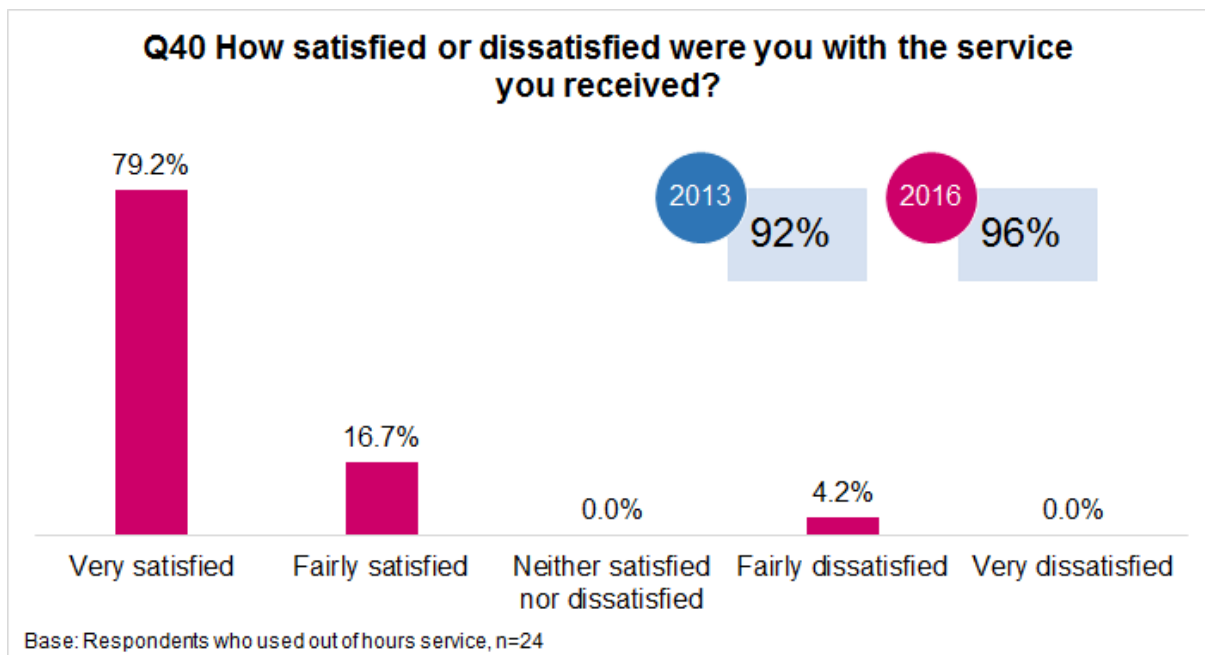


Analysis by disability revealed that respondents who considered themselves to have a disability were significantly less likely to be aware that Forth HA has an out of hours service (86%) than respondents who said they did not have a disability (96%).

#### 9.4 Use of the Out of Hours Service in the last 2 years (Q39/40)

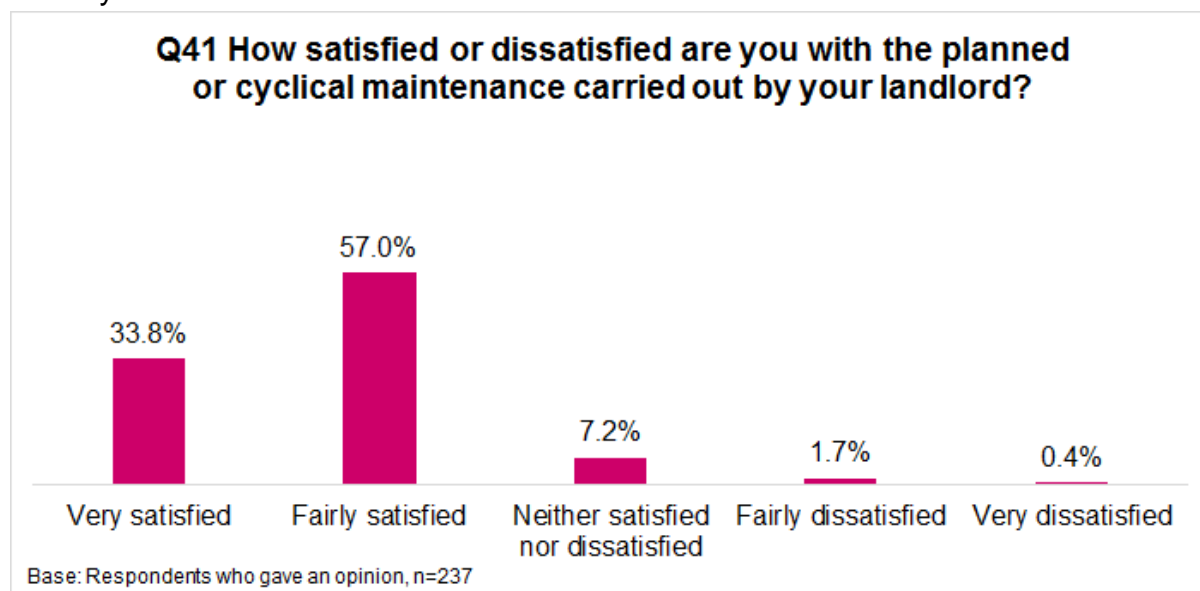
Those respondents aware of the out of hours telephone number for reporting repairs were asked if they had used the out of hours repairs service in the past two years. 1 in 10 tenants (10%) had done so compared to 26% in 2013.

Almost all respondents who said they have used the Out of Hours Service in the last 2 years said they were very or fairly satisfied with the service that they received (96%), compared to 4% who were fairly dissatisfied. Compared to the 2013 survey, satisfaction with the Out of Hours service has increased from 92% to 96%.



## 9.5 Satisfaction with planned or cyclical maintenance (Q41)

All respondents were then asked how satisfied or dissatisfied they were with the planned or cyclical maintenance carried out by FHA. Cyclical or planned maintenance relates to gas safety checks, electrical safety checks, painter work, kitchen replacements, window/ door replacements and bathroom replacements. Just over 9 in 10 respondents (91%) said they were very or fairly satisfied in this respect, compared to 7% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied.



Analysis by age revealed that respondents aged 65 and over were more likely to be satisfied with the planned or cyclical maintenance carried out by FHA (97%) than respondents aged 35-64 (88%).

In terms of area, satisfaction with the planned or cyclical maintenance carried out by FHA ranged from 58% in Riverside to 100% in Cornton, Fallin, Raploch and Dunblane. The reader is reminded to note the small base numbers.

| Q41 How satisfied or dissatisfied are you with the planned or cyclical maintenance carried out by your landlord? |      |                |                  |             |                     |                   |
|--|------|----------------|------------------|-------------|---------------------|-------------------|
|  | Base | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied |
| Bannockburn  | 7    |                | 86%              |             | 14%                 |                   |
| Cambusbarron   | 15   | 93%            |                  | 7%          |                     |                   |
| Plean  | 8    | 75%            |                  | 25%         |                     |                   |
| Riverside  | 19   | 11%            | 47%              | 32%         | 11%                 |                   |
| Stirling and Braehead  | 89   | 43%            | 53%              | 3%          | 1%                  |                   |
| Cornton  | 19   | 42%            | 58%              |             |                     |                   |
| Fallin   | 1    |                | 100%             |             |                     |                   |
| Raploch  | 52   |                | 100%             |             |                     |                   |
| St Ninians, Whins of Milton and Torbex   | 21   | 48%            | 24%              | 24%         |                     | 5%                |
| Dunblane   | 6    | 33%            | 67%              |             |                     |                   |

## 9.6 Major works undertaken (Q42/43)

Almost all respondents said they did not have any major works undertaken in their home in the past 12 months (98%). Where respondents did have work carried out this tended to be, new kitchens, new bathrooms and new central heating systems. As can be seen below, all respondents who had work carried out in their property in the last 12 months rated the improvements very or fairly good.

| Q43 How would you rate the improvement(s) that has/ have been made to your home? |      |           |             |                       |             |           |
|--|------|-----------|-------------|-----------------------|-------------|-----------|
|  | Base | Very good | Fairly good | Neither good nor poor | Fairly poor | Very poor |
| New kitchen  | 4    | 2         | 2           | -                     | -           | -         |
| New bathroom   | 1    | 1         | -           | -                     | -           | -         |
| New central heating  | 2    | -         | 2           | -                     | -           | -         |

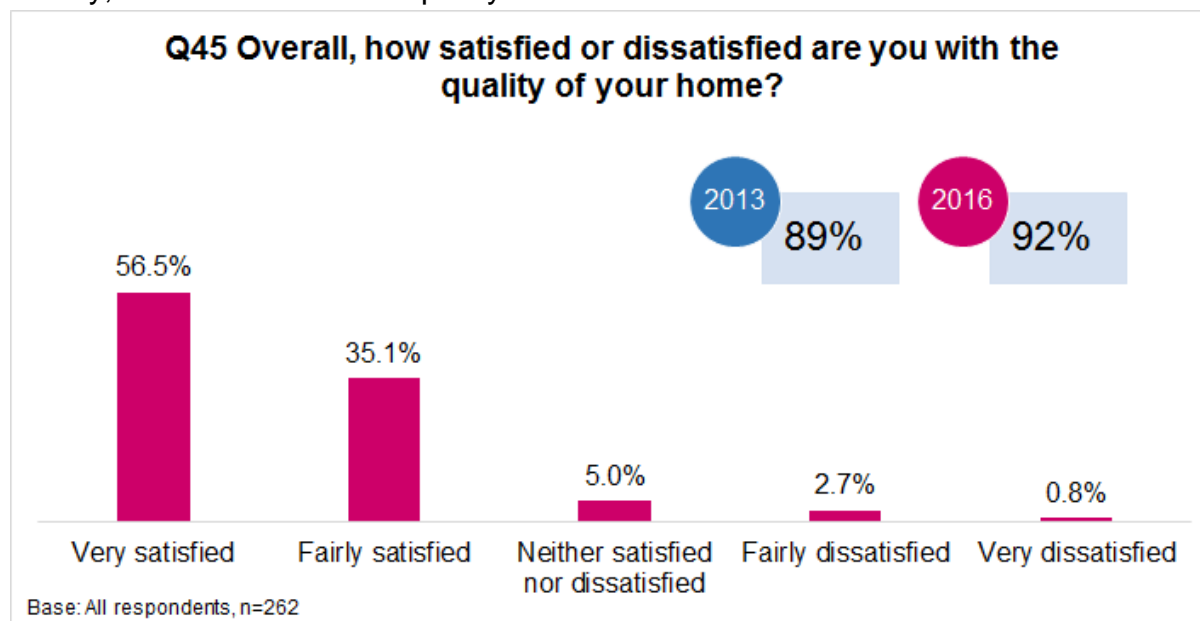
## 9.7 Satisfaction with aspects of major work undertaken (Q44)

Of those who did have major works carried out in their homes, all were very or fairly satisfied with aspects of the major work undertaken, with the exception of keeping dirt and mess to a minimum where one respondent said they were neither satisfied nor dissatisfied. When analysed by repair type, this revealed this respondent had received a new kitchen.

| Q44 Thinking about the completed works, how satisfied or dissatisfied were you with the following? |      |                |                  |             |                     |                   |
|--|------|----------------|------------------|-------------|---------------------|-------------------|
|  | Base | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied |
| Being told workers would call  | 6    | 4              | 2                | -           | -                   | -                 |
| The time taken to complete the work  | 6    | 4              | 2                | -           | -                   | -                 |
| The attitude of workers  | 6    | 4              | 2                | -           | -                   | -                 |
| The overall quality of the work  | 6    | 4              | 2                | -           | -                   | -                 |
| Keeping dirt and mess to a minimum   | 6    | 4              | 1                | 1           | -                   | -                 |
| The care shown for your home and possessions   | 6    | 4              | 2                | -           | -                   | -                 |
| The work being done 'right first time'   | 6    | 4              | 2                | -           | -                   | -                 |
| The major works overall  | 6    | 4              | 2                | -           | -                   | -                 |

## 9.8 Overall quality of the home (Q45)

Overall just over 9 in 10 respondents (92%) said they were very or fairly satisfied with the quality of their home, compared to 5% who were neither satisfied nor dissatisfied and 4% who were very or fairly dissatisfied. Compared to the 2013 survey, satisfaction with the quality of the home has increased from 89% to 92%.



In terms of area, the proportion of tenants satisfied with the quality of their home ranged from 43% in Bannockburn to 100% in Fallin and Plean. The reader is reminded to read these results with caution due to the small base numbers.

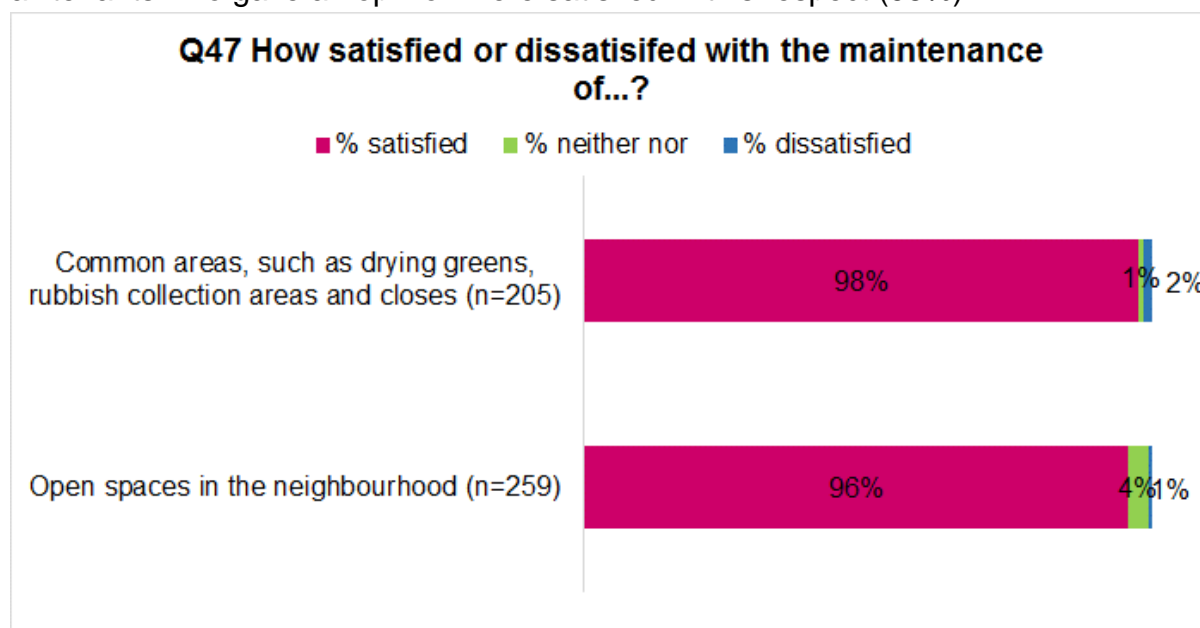
| Q45 Overall, how satisfied or dissatisfied are you with the quality of your home? |      |                |                  |             |                     |                   |
|---|------|----------------|------------------|-------------|---------------------|-------------------|
|   | Base | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied |
| Bannockburn   | 7    | 29%            | 14%              | 29%         | 29%                 |                   |
| Cambusbarron  | 23   | 74%            | 22%              |             | 4%                  |                   |
| Plean   | 11   | 82%            | 18%              |             |                     |                   |
| Riverside   | 20   | 65%            | 25%              | 5%          |                     | 5%                |
| Stirling and Braehead   | 93   | 59%            | 39%              |             |                     |                   |
| Cornton   | 20   | 60%            | 15%              | 25%         |                     |                   |
| Fallin  | 1    | 100%           |                  |             |                     |                   |
| Raploch   | 53   | 40%            | 53%              | 4%          | 4%                  |                   |
| St Ninians, Whins of Mllton and Torbex  | 28   | 57%            | 36%              |             | 4%                  | 4%                |
| Dunblane  | 6    | 33%            | 33%              | 17%         | 17%                 |                   |

It is interesting to note that respondents with a disability were less likely to be satisfied with the quality of their home (86%) than respondents who did not have a disability (94%).

## 10. SATISFACTION WITH THE NEIGHBOURHOOD

### 10.1 Outside Maintenance (Q47)

The majority (96%) of respondents are satisfied with the maintenance of open spaces in the neighbourhood, compared to 4% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied. In terms of the maintenance of common areas such as drying greens, rubbish collection areas and closes, almost all tenants who gave an opinion were satisfied in this respect (98%).



Compared to the 2013 survey, satisfaction with neighbourhood maintenance has increased by 7 percentage points in terms of the maintenance of open spaces in the neighbourhood and by 18 percentage points in terms of the maintenance of common areas.

| Q47 How satisfied or dissatisfied with the maintenance of...?            |      |      |       |
|--|------|------|-------|
|  | 2013 | 2016 | Trend |
| Open spaces in the neighbourhood   | 89%  | 96%  | ↑ 7%  |
| Common areas, such as drying greens, rubbish collection areas and closes | 80%  | 98%  | ↑ 18% |

Analysis by area revealed that satisfaction with the maintenance of open spaces in the neighbourhood was lowest in Riverside (70%) and Bannockburn (71%). Please be aware of the small base numbers.

| <b>Q47a Open spaces in the neighbourhood</b> |             |                    |                      |                       |
|--|-------------|--------------------|----------------------|-----------------------|
|  | <b>Base</b> | <b>% satisfied</b> | <b>% neither nor</b> | <b>% dissatisfied</b> |
| Bannockburn                                  | 7           | 71.4%              | 14.3%                | 14.3%                 |
| Cambusbarron                                 | 23          | 100.0%             |                      |                       |
| Plean  | 11          | 100.0%             |                      |                       |
| Riverside                                    | 20          | 70.0%              | 30.0%                |                       |
| Stirling and Braehead                        | 90          | 98.9%              | 1.1%                 |                       |
| Cornton                                      | 20          | 95.0%              | 5.0%                 |                       |
| Fallin                                       | 1           | 100.0%             |                      |                       |
| Raploch                                      | 53          | 100.0%             |                      |                       |
| St Ninians, Whins of Mllton and Torbex       | 28          | 96.4%              |                      | 3.6%                  |
| Dunblane                                     | 6           | 100.0%             |                      |                       |

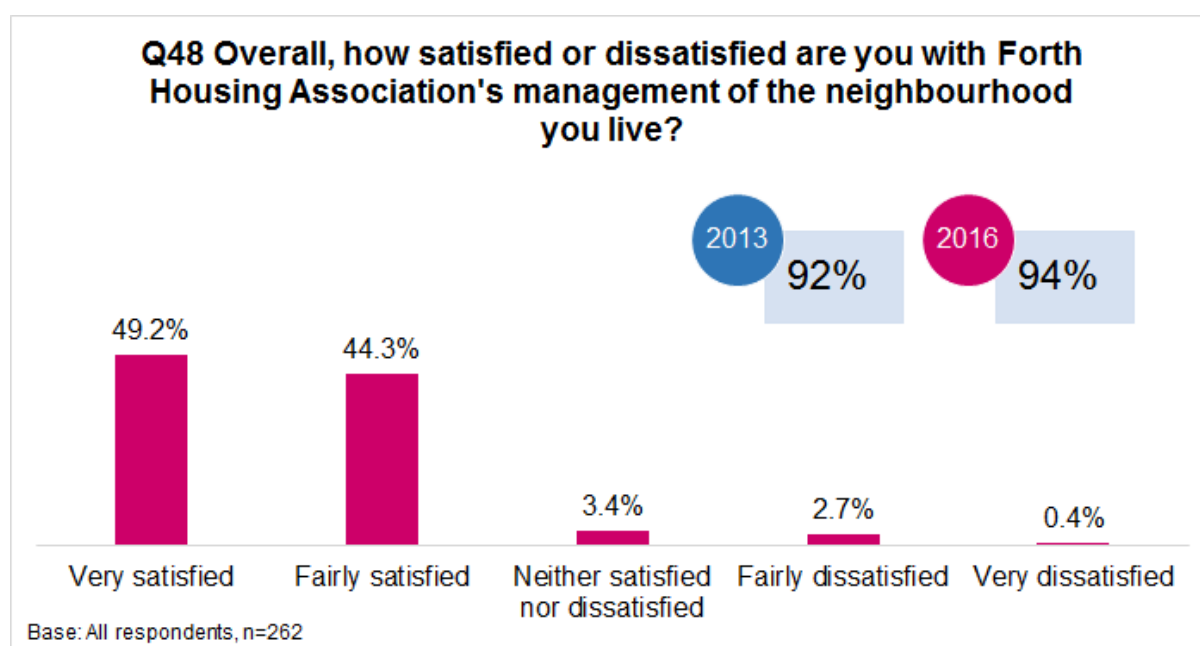
In terms of the maintenance of common areas, such as drying greens, rubbish collection and closes, satisfaction was very high across all areas with the exception of Bannockburn where 86% of respondents were satisfied. Please be aware of the small base numbers.

| <b>Q47b Common areas, such as drying greens, rubbish collection areas and closes</b> |             |                    |                      |                       |
|--|-------------|--------------------|----------------------|-----------------------|
|  | <b>Base</b> | <b>% satisfied</b> | <b>% neither nor</b> | <b>% dissatisfied</b> |
| Bannockburn  | 7           | 86%                |                      | 14%                   |
| Cambusbarron   | 13          | 92%                | 8%                   |                       |
| Plean  | 1           | 100%               |                      |                       |
| Stirling and Braehead  | 91          | 98%                | 1%                   | 1%                    |
| Cornton  | 20          | 100%               |                      |                       |
| Fallin   | 1           | 100%               |                      |                       |
| Raploch  | 53          | 100%               |                      |                       |
| St Ninians, Whins of Mllton and Torbex   | 13          | 92%                |                      | 8%                    |
| Dunblane   | 6           | 100%               |                      |                       |



## 10.2 Overall management of the neighbourhood (Q48)

Satisfaction with FHA's management of the neighbourhood was very high with more than 9 in 10 respondents (94%) stating they were either very or fairly satisfied in this respect compared to 3% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied. The proportion of respondents very or fairly satisfied with their landlord's management of their neighbourhood has increased slightly since the 2013 survey, increasing from 92% to 94%.

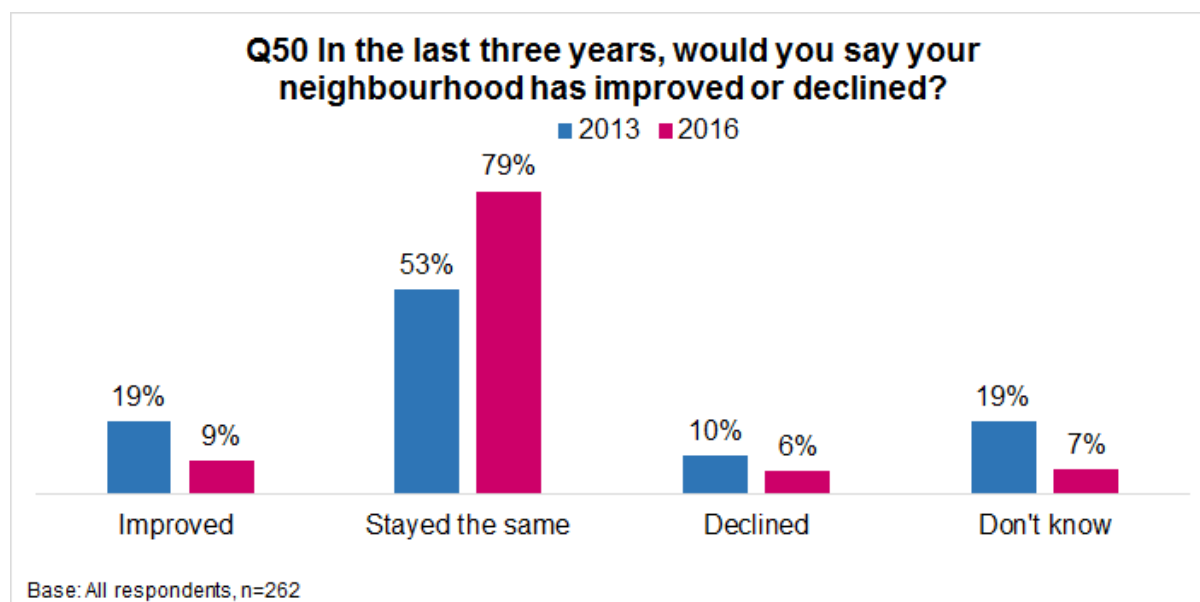


Analysis by area revealed that satisfaction with Forth's management of the neighbourhood was lowest in Cornton (75%) and Dunblane (83%). Please be aware of the small base numbers. It is interesting to note in the two areas where satisfaction was lowest, both considered maintaining the neighbourhood where they live a service which Forth should prioritise.

| Q48 Overall, how satisfied or dissatisfied are you with Forth Housing Association's management of the neighbourhood you live? |      |                |                  |             |                     |                   |
|---|------|----------------|------------------|-------------|---------------------|-------------------|
|   | Base | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied |
| Bannockburn   | 7    | 43%            | 29%              |             | 29%                 |                   |
| Cambusbarron  | 23   | 91%            | 4%               |             | 4%                  |                   |
| Plean   | 11   | 100%           |                  |             |                     |                   |
| Riverside   | 20   | 45%            | 40%              | 5%          | 5%                  | 5%                |
| Stirling and Braehead   | 93   | 40%            | 56%              | 4%          |                     |                   |
| Cornton   | 20   | 35%            | 40%              | 15%         | 10%                 |                   |
| Fallin  | 1    | 100%           |                  |             |                     |                   |
| Raploch   | 53   | 26%            | 74%              |             |                     |                   |
| St Ninians, Whins of Millton and Torbex   | 28   | 86%            | 11%              |             | 4%                  |                   |
| Dunblane  | 6    | 33%            | 50%              | 17%         |                     |                   |

### 10.3 Change in the neighbourhood in the last 3 years (Q50)

The vast majority of tenants (79%) were of the opinion that over the last 3 years, their neighbourhood has stayed the same. On the other hand, 9% were of the opinion it had improved and 6% felt it had declined. Compared to 2013, the number of tenants who felt their neighbourhood has stayed the same over the last 3 years has increased by 26 percentage points from 53% to 79%.



Analysis by area revealed that respondents from Fallin (100%) and Riverside (20%) were the most likely to be of the opinion that their neighbourhood has improved in the last 3 years. Please be aware of the small base numbers.

| Q50 In the last three years, would you say your neighbourhood has improved or declined? |      |            |                   |            |
|---|------|------------|-------------------|------------|
|   | Base | % improved | % stayed the same | % declined |
| Bannockburn   | 7    |            | 100%              |            |
| Cambusbarron  | 23   | 16%        | 84%               |            |
| Plean   | 11   |            | 100%              |            |
| Riverside   | 20   | 20%        | 60%               | 20%        |
| Stirling and Braehead   | 93   | 5%         | 84%               | 11%        |
| Cornton   | 20   | 10%        | 90%               |            |
| Fallin  | 1    | 100%       |                   |            |
| Raploch   | 53   | 14%        | 84%               | 2%         |
| St Ninians, Whins of Milton and Torbex  | 28   | 8%         | 88%               | 4%         |
| Dunblane  | 6    |            | 100%              |            |

### 10.4 Neighbourhood problems (Q51)

Tenants were read out a list of neighbourhood issues and asked to what extent they considered each of these to be a major problem, a minor problem or not a problem in their neighbourhood. The three biggest concerns for tenants were:

- Rubbish or litter (15% stating major or minor problem)
- Car parking (14%)
- Noisy neighbours (8%)

| <b>Q51 To what extent are any of the following a problem in your neighbourhood?</b> |                      |                      |                      |
|---|----------------------|----------------------|----------------------|
|   | <b>Major problem</b> | <b>Minor problem</b> | <b>Not a problem</b> |
| Rubbish or litter   | 3.1%                 | 12.2%                | 84.7%                |
| Car parking   | 3.8%                 | 9.2%                 | 86.3%                |
| Noisy neighbours  | 3.4%                 | 5.0%                 | 91.6%                |
| Dog fouling/dog mess  | 0.8%                 | 7.3%                 | 92.0%                |
| Drunk or rowdy behaviour  | 1.9%                 | 3.8%                 | 94.3%                |
| Drug use or dealing   | 2.3%                 | 3.4%                 | 94.3%                |
| Disruptive children/teenagers   | 1.1%                 | 3.1%                 | 95.8%                |
| Vandalism and graffiti  | 0.4%                 | 1.1%                 | 98.5%                |
| Noise from traffic  | 0.0%                 | 1.5%                 | 98.5%                |
| People damaging your property   | 0.4%                 | 0.8%                 | 98.9%                |
| Any other problems (please specify)   | 0.8%                 | 0.4%                 | 98.9%                |
| Other problems with pets and animals  | 0.0%                 | 0.4%                 | 99.6%                |
| Racial or other harassment  | 0.0%                 | 0.4%                 | 99.6%                |
| Abandoned or burnt out vehicles   | 0.0%                 | 0.4%                 | 99.6%                |
| Other crime   | 0.0%                 | 0.4%                 | 99.6%                |

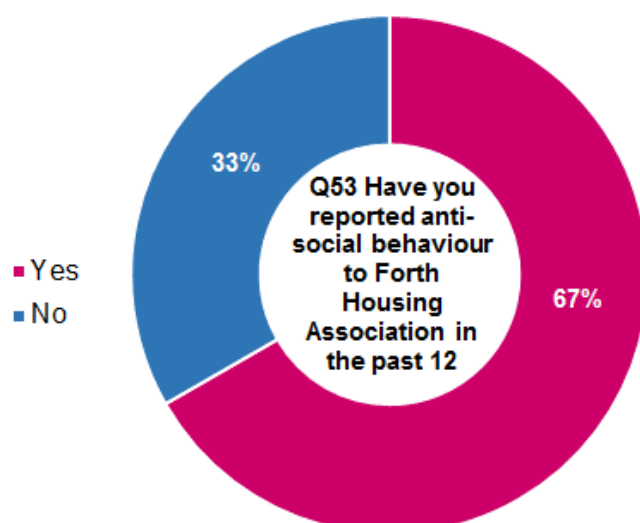
Please find a full neighbourhood analysis in Appendix 2.

Compared to the 2013 survey, the proportion of tenants stating that these issues were not a problem has increased in terms of all problems. The most notable increase in terms of tenants stating not a problem can be seen regarding dog fouling/dog mess which has increased by 20 percentage points.

| <b>Q51 To what extent are any of the following a problem in your neighbourhood?</b> |             |             |              |
|---|-------------|-------------|--------------|
|   | <b>2013</b> | <b>2016</b> | <b>Trend</b> |
| Rubbish or litter   | 70%         | 85%         | ↑ 15%        |
| Car parking   | 76%         | 86%         | ↑ 10%        |
| Noisy neighbours  | 86%         | 92%         | ↑ 6%         |
| Dog fouling/dog mess  | 72%         | 92%         | ↑ 20%        |
| Drunk or rowdy behaviour  | 86%         | 94%         | ↑ 8%         |
| Drug use or dealing   | 87%         | 94%         | ↑ 7%         |
| Disruptive children/teenagers   | 84%         | 96%         | ↑ 12%        |
| Vandalism and graffiti  | 93%         | 99%         | ↑ 5%         |
| Noise from traffic  | 94%         | 99%         | ↑ 5%         |
| People damaging your property   | 97%         | 99%         | ⇒ 2%         |
| Other problems with pets and animals  | 94%         | 100%        | ↑ 6%         |
| Racial or other harassment  | 94%         | 100%        | ↑ 6%         |
| Abandoned or burnt out vehicles   | 99%         | 100%        | ⇒ 1%         |
| Other crime   | 97%         | 100%        | ↑ 3%         |

## 10.5 Anti-social behaviour (Q52)

Just over 1 in 20 respondents (6%, amounting to 15 individuals) said they have experienced anti-social behaviour in the last 12 months. Of these individuals 10 said they had reported the problem to FHA. The 5 respondents who said they did not report the anti-social behaviour they experienced to FHA were asked why this was. 4 out of the 5 respondents did not report the issue as they did not want to get involved and 1 respondent said they did not contact the Association as they felt they would not do anything about the problem.



Base: Respondents who experienced anti-social behavior in the last 12 months, n=15

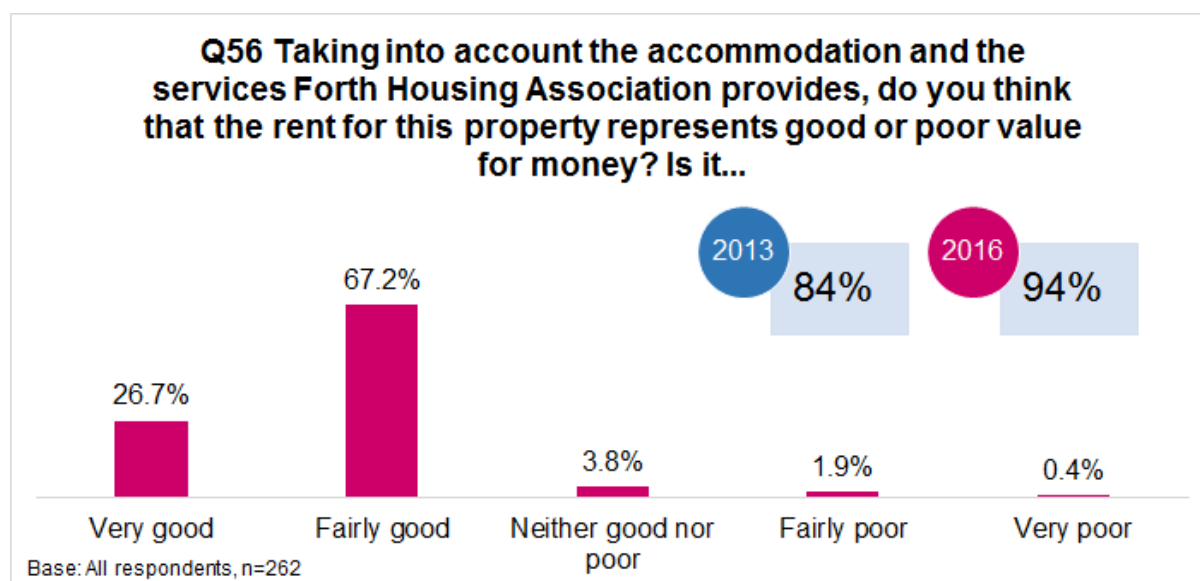
Amongst those respondents (10 in total) who did report the anti-social behaviour they experienced in the past 12 months to FHA, a larger proportion (four) were dissatisfied than satisfied (three) with the way their complaint was dealt with. Similarly, two of the respondents were satisfied with the outcome of their anti-social behaviour complaint and seven were dissatisfied.

| Q55 How satisfied or dissatisfied were you with...?     |      |                |                  |             |                     |                   |
|---|------|----------------|------------------|-------------|---------------------|-------------------|
|   | Base | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied |
| Way your anti-social behaviour complaint was dealt with | 10   | -              | 3                | 3           | 3                   | 1                 |
| Final outcome of your anti-social behaviour complaint   | 10   | -              | 2                | 1           | 6                   | 1                 |

## 11. RENT, VALUE FOR MONEY AND WELFARE BENEFITS

### 11.1 Value for money (Q56)

Over 9 in 10 respondents (94%) said the rent for their property represented very or fairly good value for money compared to 4% who said it was neither good nor poor and 2% who rated it very or fairly poor value. Compared to the 2013 survey the proportion of respondents of the opinion that their rent represents very or fairly good value for money has increased significantly from 84% to 94%.



Analysis by area revealed, that the proportion of tenants of the opinion that their rent represents very or fairly good value for money, ranges from 71% in Bannockburn to 100% in Plean, Fallin and Dunblane. The reader is advised to remain cautious when reading these results due to the small base numbers.

**Q56 Taking into account the accommodation and the services Forth Housing Association provides, do you think that the rent for this property represents good or poor value for money? Is it...**

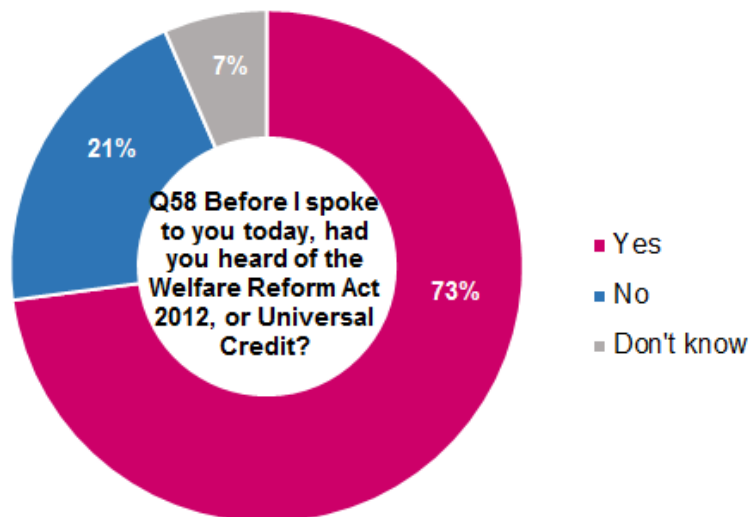
|  | Base | Very good | Fairly good | Neither nor | Fairly poor | Very poor |
|--|------|-----------|-------------|-------------|-------------|-----------|
| Bannockburn                            | 7    |           | 71%         | 29%         |             |           |
| Cambusbarron                           | 23   | 65%       | 22%         | 9%          | 4%          |           |
| Plean                                  | 11   | 73%       | 27%         |             |             |           |
| Riverside                              | 20   | 20%       | 55%         | 20%         | 5%          |           |
| Stirling and Braehead                  | 93   | 26%       | 72%         | 1%          | 1%          |           |
| Cornton                                | 20   | 30%       | 60%         | 5%          | 5%          |           |
| Fallin                                 | 1    |           | 100%        |             |             |           |
| Raploch                                | 53   |           | 98%         |             | 2%          |           |
| St Ninians, Whins of Milton and Torbex | 28   | 46%       | 50%         |             |             | 4%        |
| Dunblane                               | 6    |           | 100%        |             |             |           |

Although the proportion of respondents of the opinion that their rent represents good value for money does not vary significantly by age, respondents aged 65 and over were significantly more likely to be of the opinion that their rent represents very good value for money (41%) than respondents aged under 35 (17%).

Respondents who considered themselves to have a disability were less likely to be of the opinion that their rent represents very or fairly good value for money (88%) than respondents who said they did not have a disability (95%).

## 11.2 Awareness of Welfare Reform Act (Q58)

Just under three quarters of respondents (73%) said they had heard about the Welfare Reform Act 2012, or Universal Credit. Compared to the 2013 survey the proportion of respondents aware of the Welfare Reform Act has decreased from 93% to 73%.



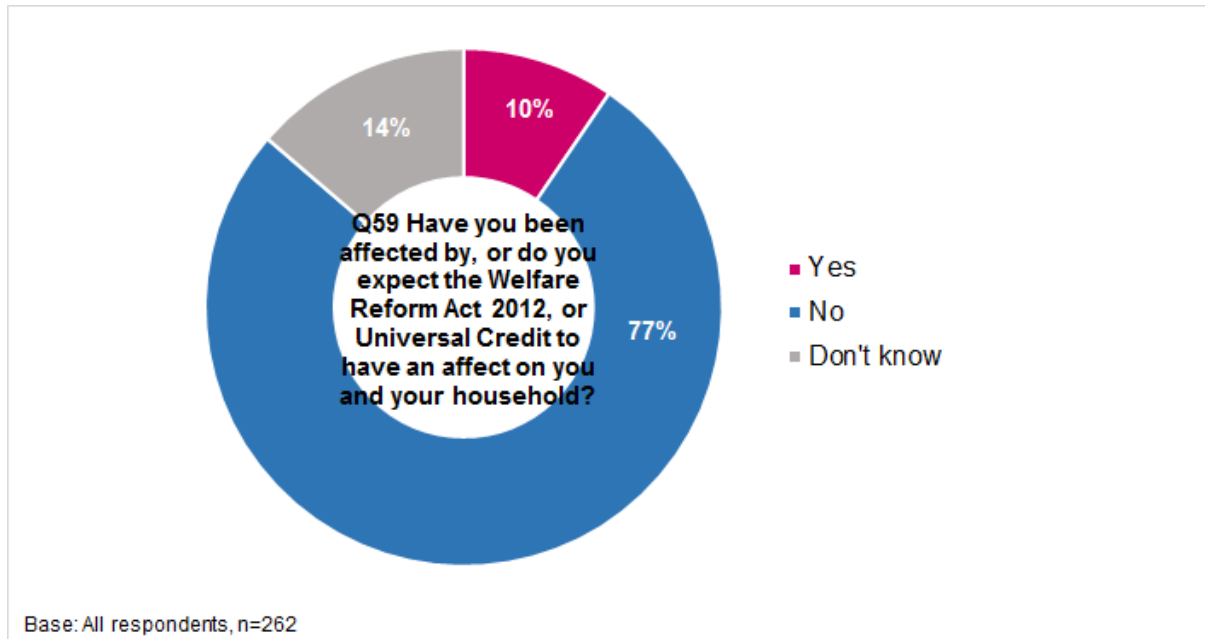
Base: All respondents, n=262

Analysis by age revealed that respondents aged under 35 were more likely to be aware of the Welfare Reform Act or Universal Credit (88%) than respondents aged 65 and over (61%).

In terms of disability, respondents who said they did not have a disability were more likely to have heard of the Welfare Reform Act or Universal Credit (75%) than respondents with a disability (68%).

### 11.3 Impact of the Welfare Reform Act (Q59/61)

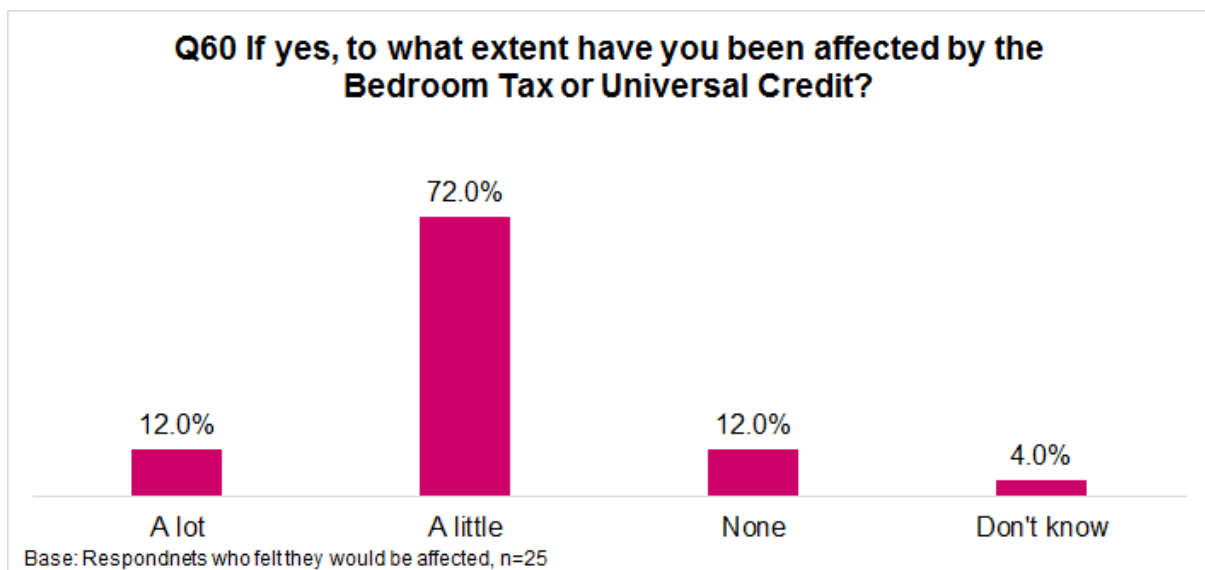
The majority of respondents (77%) said they have not been or do not expect to be affected by the Welfare Reform Act or Universal Credit.



Analysis by disability revealed that respondents with a disability were significantly more likely to have been affected or expect to be affected by the Welfare Reform Act or Universal Credit (20%) than respondents without a disability (6%).

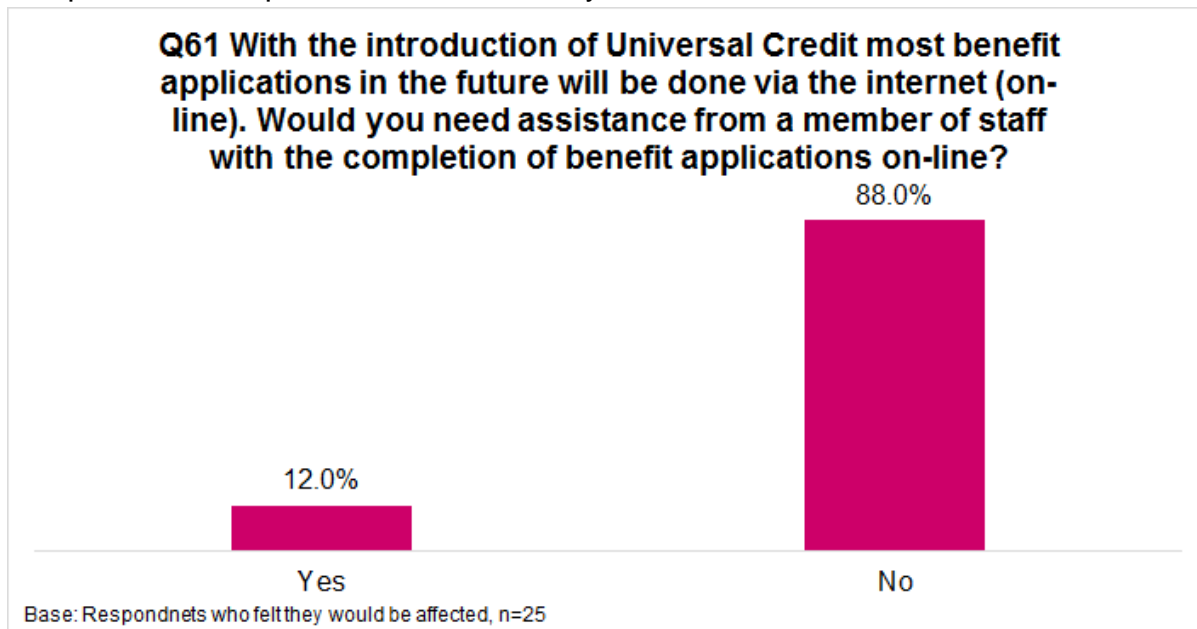
In terms of age, younger respondents (those aged under 35) were more likely to have been affected or expect to be affected by the changes to welfare benefits (19%) than respondents aged 65 and over (2%).

Of those who said they have been affected by the introduction of the Bedroom Tax or Universal Credit, the vast majority said that it had affected them a little (72%), 12% said they had been affected a lot and 12% said they had not been affected at all.





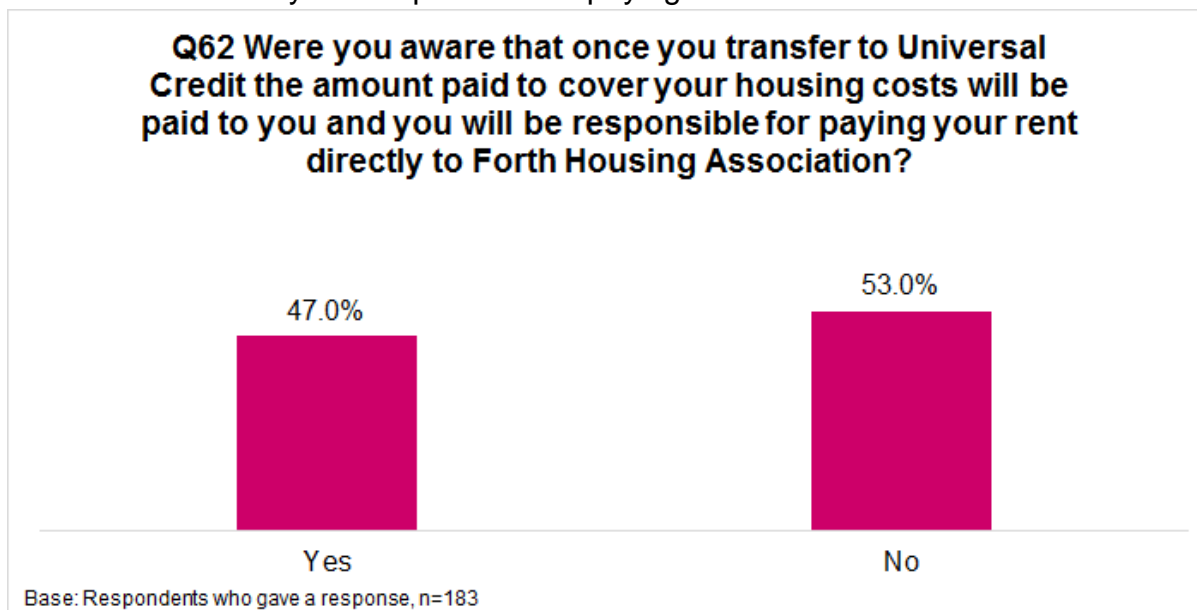
Those who said they have been affected by the introduction of Universal Credit were then asked if they would require assistance completing a benefits application online. Just over 1 in 10 respondents (3 individuals) said they would require this assistance compared to 9 respondents who said they would not.



All respondents who said they would require assistance in the future when completing their benefits application online had a disability.

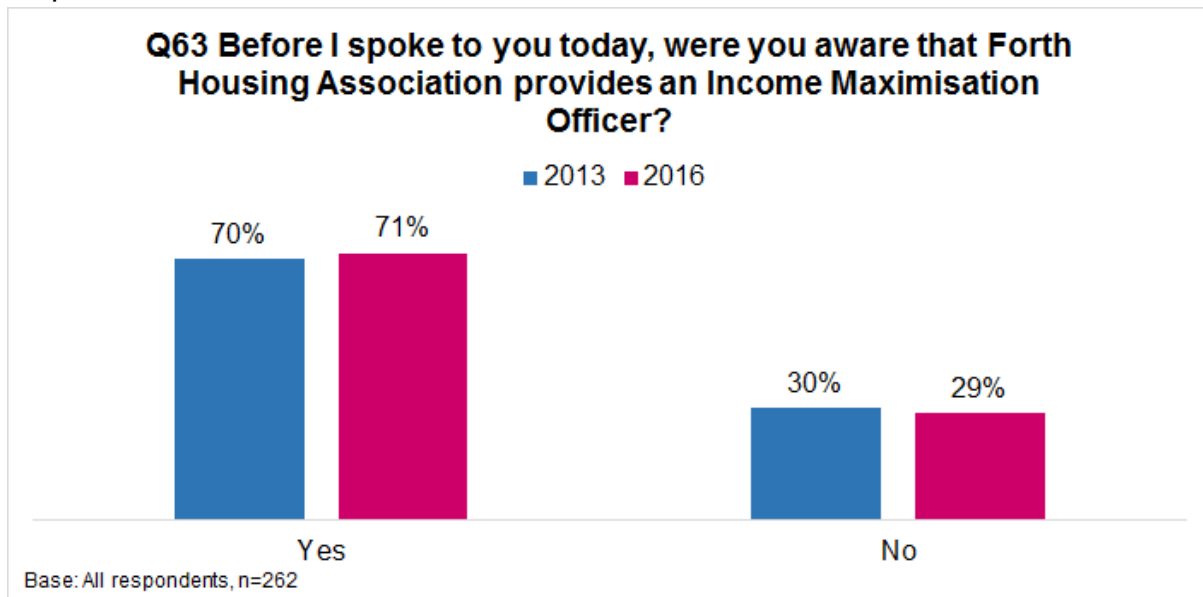
#### 11.4 Housing Benefit (Q62)

Just under half of respondents (47%) were aware that once they transfer to Universal Credit they are responsible for paying their rent to FHA.



### 11.5 Awareness of the Income Maximisation Officer (Q63)

Just over 7 in 10 respondents (71%) were aware that the Association provides an Income Maximisation Officer. Compared to the 2013 survey the proportion of respondents aware of the Income Maximisation Officer has remained consistent.



### 11.6 Using the service (Q64/65)

30% of respondents aware of the Income Maximisation Officer said they had used the service in the past. In 2013, the proportion of respondents who had used the service in the past was 50%.

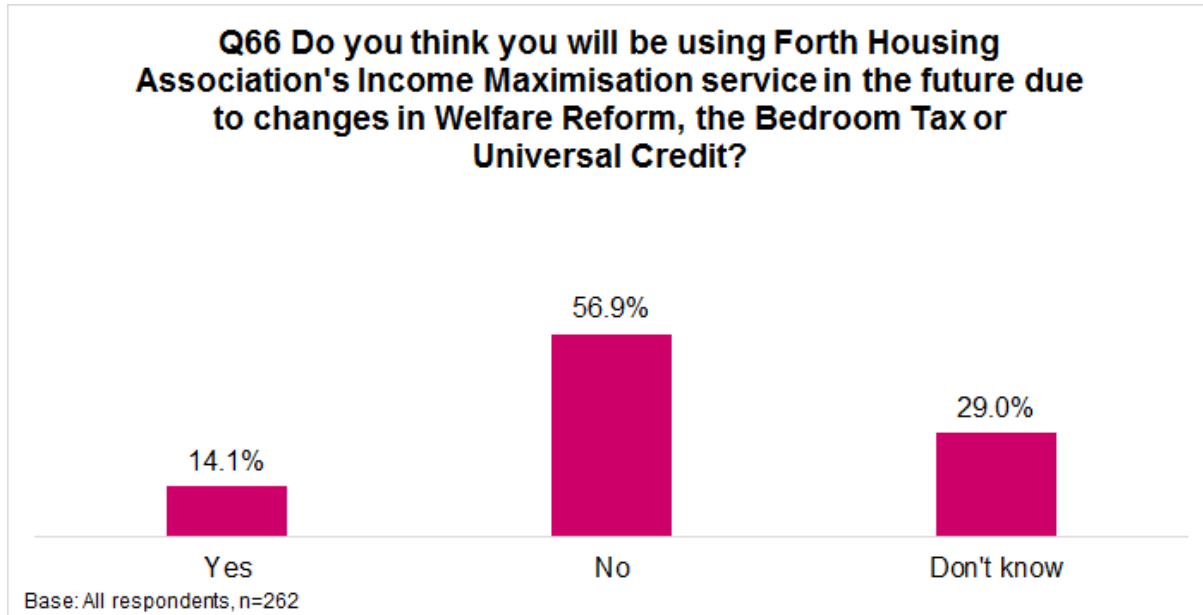
Analysis by age revealed that respondents aged 65 and over were more likely to have used the service in the past (36%) than respondents aged 35-64 (28%).

Significantly more respondents who considered themselves to have a disability said they had used the service in the past (36%) than respondents who said they did not have a disability (26%).

Almost all respondents who said they had used the Income Maximisation Officer at some point in the past said the service helped them (95%).

### 11.7 Using the service in the future (Q66)

All respondents were then asked if they would be using the Income Maximisation service in the future due to changes in Welfare Reform, the Bedroom Tax or Universal Credit. Only 14% of respondents said they would use the service in the future. Compared to the 2013 survey the proportion of respondents stating they would use the service in the future has decreased significantly from 29% to 14%.



In terms of using the service in the future, 22% of respondents who considered themselves to have a disability said they would use the service in the future compared to 11% of respondents who did not consider themselves to have a disability.

In terms of age, younger respondents (aged under 35) were more likely to state they would use the service in the future (17%) than respondents aged 65 and over (7%).

## 12. YOU AND YOUR HOUSEHOLD

### 12.1 Age and Gender (Q67/68)

More females were interviewed during the survey (68%) than males (32%). In terms of the age profile of respondents 21% were aged 16-34, 43% were aged 35-54, 29% were aged 55-74 and 6% were aged 75 and over.

| Q68 Which of the following age bands do you fall into? |    |       |
|--|----|-------|
| Base: All respondents, n=262                           | No | %     |
| 16-24  | 12 | 4.6%  |
| 25-34  | 43 | 16.4% |
| 35-44  | 59 | 22.5% |
| 45-54  | 54 | 20.6% |
| 55-64  | 42 | 16.0% |
| 65-74  | 36 | 13.7% |
| 75+  | 16 | 6.1%  |

### 12.2 Household composition (Q69)

Just under 4 in 10 respondents lived as a single person (37%), 16% were couples with no children, 12% were three or more adults, 20% were one parent families and 14% were 2 parent families.

| Q69 How would you describe the composition of your household? |    |       |
|---|----|-------|
| Base: All respondents, n=262                                  | No | %     |
| One adult under 60  | 51 | 19.5% |
| One adult aged 60 or over                                     | 45 | 17.2% |
| Two adults, both under 60                                     | 30 | 11.5% |
| Two adults, at least one 60 or over                           | 12 | 4.6%  |
| Three or more adults, 16 or over                              | 31 | 11.8% |
| 1 parent family with children, at least one under 16          | 51 | 19.5% |
| 2 parent family with children, at least one under 16          | 36 | 13.7% |
| Other   | 6  | 2.3%  |

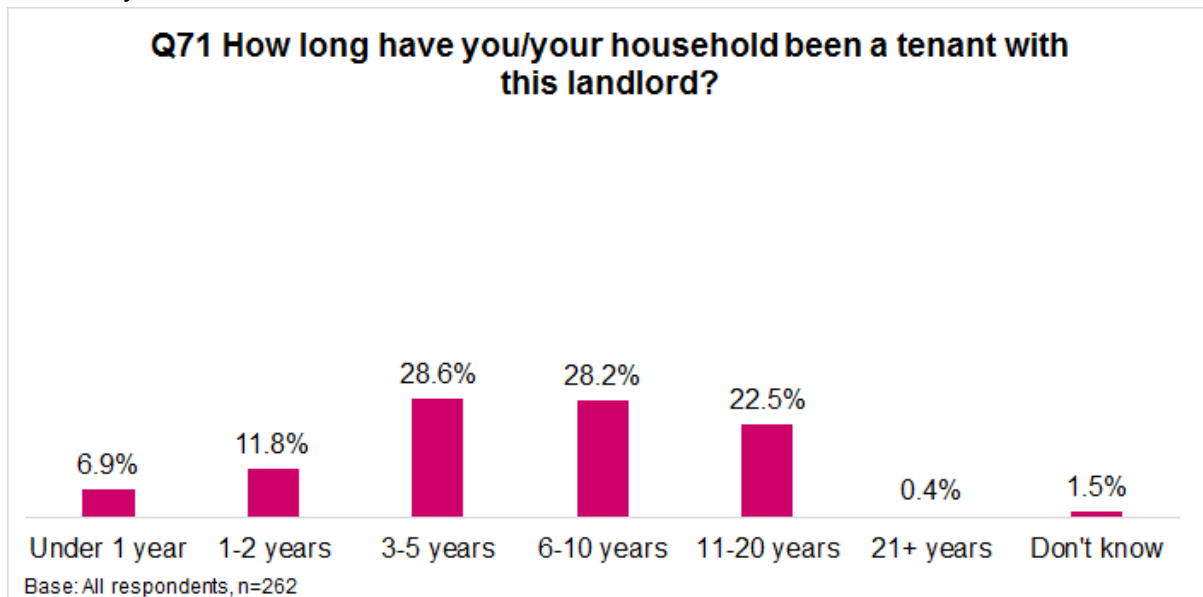
### 12.3 Occupational status (Q70)

Just over 4 in 10 respondents (42%) were in full or part time employment, 21% were retired, 15% were long term sick or disabled, 5% were unemployed and 13% were looking after the family.

| Q70 Which of the following best describes your status?  |    |       |
|---|----|-------|
| Base: All respondents, n=262                            | No | %     |
| Employee in full time job (30 hours or more per week)   | 67 | 25.6% |
| Employee in part time job (less than 30 hours per week) | 42 | 16.0% |
| Self-employed - full or part time                       | 3  | 1.1%  |
| Unemployed and available for work                       | 12 | 4.6%  |
| Wholly retired from work                                | 54 | 20.6% |
| Full time education at school, college or university    | 5  | 1.9%  |
| Looking after family/home                               | 34 | 13.0% |
| Permanently sick/disabled                               | 40 | 15.3% |
| Doing something else                                    | 4  | 1.5%  |
| Prefer not to say                                       | 1  | 0.4%  |

### 12.4 Length of tenancy (Q71)

Just under 1 in 5 tenants (18%) said they had been a tenant with FHA for less than 2 years, 57% said they had been a tenant for more than 2 years but less than 10 and 23% of respondents said they had been a tenant with FHA for more than 10 years but less than 21. Less than 1% of respondents said they had been a tenant for more than 21 years.



## 12.5 Ethnicity (Q72)

In terms of ethnicity almost all respondents were of White Scottish ethnicity (94%).

| <b>Q72 Which of the following best describes your ethnicity?</b> |           |          |
|--|-----------|----------|
| <b>Base: All respondents, n=262</b>                              | <b>No</b> | <b>%</b> |
| Scottish   | 247       | 94.3%    |
| Polish   | 5         | 1.9%     |
| Other British  | 3         | 1.1%     |
| Any other white background                                       | 3         | 1.1%     |
| Pakistani  | 1         | 0.4%     |
| Chinese  | 1         | 0.4%     |
| African  | 1         | 0.4%     |
| Any other groups   | 1         | 0.4%     |

## 12.6 Disability (Q73)

Just under 1 in 4 respondents (22%) said they considered themselves to have a disability.

## 13. CONCLUSIONS

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### 13.1 Areas of high performance

The results of the 2016 survey reveal that, in general, the Association is performing to a high standard. The following points show the key highlights where satisfaction is high or increased since the 2013 survey

- Satisfaction with the **overall service** provided by Forth Housing Association is high with 94% satisfaction.
- All tenants who made reference to our used the **tenant's handbook** said they found it very or fairly useful (100%).
- Where respondents **visited the website**, 96% said they found it very or fairly useful, this has increased by 6 percentage points from 90% in 2013 to 96% in 2016.
- Since the 2013 survey, significantly more respondents stated that they read the '**Speaking Forth**' newsletter.
- The majority of tenants were satisfied that the Association **keeps tenants well informed** (96%);
- **Awareness of opportunities to participate** is high with 93% of respondents stating they were aware of ways they could get involved with the Association's decision making processes.
- Tenants had a good opinion on the **range of opportunities** available to them to participate in the Association's services and decisions (96%);
- 93% of respondents said they were very or fairly satisfied with how Forth deals with **tenants enquires**.
- In terms of contacting the Association all aspects of contact have seen an increase in satisfaction since the 2013 survey. The most notable increases can be seen regarding the number of tenants stating getting a hold of the right person was easy which has increased by 10 percentage points.
- Almost all tenants who **moved into a property** in the last 12 months stated they were very or fairly satisfied with the allocations process (95%).
- In terms of **the repairs service**, satisfaction was very high in terms of the attitude of the workers (100%), keeping dirt and mess to a minimum (98%), the overall quality of the work (97%) and the work being done at a time slot that suited you (97%).
- Satisfaction with the **out of hour's service** has increased from 92% in 2013 to 96% in 2016.

- The proportion of tenants who were very or fairly satisfied with the overall quality of their home has increased since the 2013 survey, increasing from 89% to 92%.
- Throughout the survey it was evident that **the neighbourhood** was an area of high satisfaction with 96% being satisfied with the maintenance of open spaces in the neighbourhood, 98% being satisfied with the maintenance of common areas and 94% being satisfied with the overall management of the neighbourhood.
- In terms of **neighbourhood problems**, all problems have seen an increase in tenants stating not a problem.
- The proportion of tenants who were of the opinion that their rent represented very or fairly good value for money has increased significantly since the 2013 survey, increasing from 84% to 94%.

### 13.2 Areas for consideration

The following points have been made to highlight key areas where there is room for improvement in terms of the Association's current service offering. In particular, areas of low satisfaction and low awareness have been highlighted as potential areas which would benefit from future action planning:

- Only 27% of respondents who said they had internet access, had accessed the **Association's website**.
- In terms of contacting the Association the proportion of tenants who felt their **query was answered within a reasonable time** has decreased from 93% in 2013 to 88% in 2016.
- Satisfaction also fell in terms of the **final outcome of the enquiry** where 78% of respondents stated they were very or fairly satisfied in this respect compared to 84% in 2013.
- 6 in 10 respondents who used the **complaints procedure** in the last 12 months were very or fairly satisfied with the complaints process. Since the 2013 survey the proportion of tenants very or fairly satisfied has decreased from 68% to 60%.
- The top three **neighbourhood issues** which were perceived as being the biggest concern for residents in their neighbourhood were rubbish or litter (15% stating major or minor problem), car parking (14%) and noisy neighbours (8%).
- The number of tenants aware of the **Welfare Reform Act or Universal Credit** has decreased since 2013, decreasing from 93% to 73%.
- Less than half of respondents (47%) were aware that once they transfer to Universal Credit they are responsible for paying their rent directly to Forth Housing Association.



- The proportion of respondents who said they had used the **Income Maximisation Officer** has decreased from 50% in 2013 to 30% in 2016. Similarly the proportion of respondents who said they would use the service in the future due to changes in Welfare Reform, the Bedroom Tax or Universal Credit has decreased from 29% in 2013 to 14% in 2016.

**Appendix 1**

**Survey Questionnaire**

ID Number:



|                       |   |
|-----------------------|---|
| <b>Project number</b> | <b>P816</b>   |
| <b>Project name</b>   | <b>Forth Housing Association Tenant Satisfaction Survey</b> |

|                                  |  |  |  |  |  |  |  |  |  |  |
|----------------------------------|--|--|--|--|--|--|--|--|--|--|
| <b>Respondent name</b>           |  |  |  |  |  |  |  |  |  |  |
| <u><b>Record in capitals</b></u> |  |  |  |  |  |  |  |  |  |  |
| <b>Address</b>                   |  |  |  |  |  |  |  |  |  |  |
| <u><b>Record in capitals</b></u> |  |  |  |  |  |  |  |  |  |  |
|                                  |  |  |  |  |  |  |  |  |  |  |
|                                  |  |  |  |  |  |  |  |  |  |  |
| <b>Postcode</b>                  |  |  |  |  |  |  |  |  |  |  |
| <u><b>Record in capitals</b></u> |  |  |  |  |  |  |  |  |  |  |
| <b>Telephone Number</b>          |  |  |  |  |  |  |  |  |  |  |

**[INTERVIEWER: CLOSE INTERVIEW BY READING OUT STATEMENT]**

**“Thank you very much for your help. Can I assure you once again that the information you have given will be treated as absolutely confidential and will only be used for the purposes of genuine market research.”**

**INTERVIEWER DECLARATION:**

**I declare that this interview was carried out according to instructions, within the Market Research Society’s Code of Conduct, and that the respondent was not previously known to me.**

|                         |  |                   |  |
|-------------------------|--|-------------------|--|
| <b>Interviewer No:</b>  |  | <b>Name:</b>      |  |
| <b>Questionnaire No</b> |  | <b>Signature:</b> |  |
| <b>On quota:</b>        |  | <b>Date:</b>      |  |
| <b>Edited by:</b>       |  | <b>Duration</b>   |  |
| <b>Backchecked by:</b>  |  |                   |  |

**Forth Housing Association  
Tenant Satisfaction and Aspiration Survey 2016**

**Housing Management Area / Ward:**

Monitor Quota

|   |    |
|---|----|
| Bannockburn                             | 1  |
| Cambusbarron                            | 2  |
| Cowie                                   | 3  |
| Plean                                   | 4  |
| Riverside                               | 5  |
| Stirling and Braehead                   | 6  |
| Cornton                                 | 7  |
| Fallin                                  | 8  |
| Raploch                                 | 9  |
| St Nininans, Whins of Milton and Torbex | 10 |
| Dunblane                                | 11 |

**Property type:**

Monitor Quota

|               |   |
|---------------|---|
| House         | 1 |
| Own door flat | 2 |
| Flat in close | 3 |
| Bungalow      | 4 |

**Introduction:**

Good morning / afternoon / evening, my name is ... and I'm from Research Resource. We are carrying out a survey on behalf of **Forth Housing Association**.

Can I speak to **Named contact**.

Following the introduction of the Scottish Social Housing Charter, landlords have to take into account tenants views when making decisions. The aim of the survey is to find out what people think of the homes and services provided by your landlord and to collect information that will assist them in planning how services are delivered in the future.

Everyone who takes part in the survey will be eligible to be entered into a prize draw to win one of two prizes of £50.

Would you be willing to take part in the survey? Depending on how many of the questions are relevant to you the questionnaire will take about 20 minutes to complete. All your answers will be treated in the strictest confidence and will not be passed back to your landlord, or to any other organisation, without your permission.

**If necessary:** If you want to check that Research Resource is a genuine market research agency please call the Market Research Society on 0500 396 999 during office hours only.

**Contact details:**

**Forth Housing Association:**

4th Floor  
Wallace House  
17-21 Maxwell Place  
Stirling FK8 1JU  
Angela Laley, Project & Communications Co-ordinator.  
Tel: 01786 446066  
Email:angela@forthha.org.uk

**Section 1: The overall service provided**

Q1. (Ind1) Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Forth Housing Association\* as your landlord?

**Show card 1 and code one only**

|   |                                    |                 |
|---|------------------------------------|-----------------|
| 1 | Very satisfied                     | <b>Go to Q3</b> |
| 2 | Fairly satisfied                   |                 |
| 3 | Neither satisfied nor dissatisfied | <b>Go to Q2</b> |
| 4 | Fairly dissatisfied                |                 |
| 5 | Very dissatisfied                  |                 |
| 6 | Don't know /No opinion             |                 |

Q2. (New) Why do you say that?

**Write in verbatim**

Q3. (New) Of the following, which three should your landlord give most priority to? **Show card 2 and code no more than three**

|    |   |
|----|---|
| 1  | Keeping tenants informed  |
| 2  | Making improvements to the existing stock of housing                      |
| 3  | Listening to tenants' views and acting upon them                          |
| 4  | Repairs and maintenance   |
| 5  | Dealing with anti-social behaviour  |
| 6  | Maintaining the neighbourhood where you live                              |
| 7  | Ensuring the rent charged represents good value for money                 |
| 8  | Providing / building more affordable homes in the area for people to rent |
| 9  | Don't know  |
| 10 | None of the above   |

### Keeping Tenants Informed

**Read out:** I'd now like to ask some questions about how your landlord keeps you informed.

Q4.(Q40) Have you used or made reference to your Tenants Handbook in the past 12 months?

|   |            |                 |
|---|------------|-----------------|
| 1 | Yes        | <b>Go to Q5</b> |
| 2 | No         |                 |
| 3 | Don't know | <b>Go to Q6</b> |

Q5.(Q39) How useful did you find the Tenants Handbook?

|   |                   |
|---|-------------------|
| 1 | Very useful       |
| 2 | Fairly useful     |
| 3 | Not that useful   |
| 4 | Not useful at all |
| 5 | Don't know        |

Q6.(New) Do you have access to, and use, the internet in any of the following ways?

|   |  |                  |
|---|--|------------------|
| 1 | Internet access using a smartphone or tablet using a mobile signal | <b>Go to Q7</b>  |
| 2 | Internet access using a tablet using home broadband                |                  |
| 3 | Internet access using a laptop or PC using home broadband          |                  |
| 4 | Internet access using public access terminals, e.g. at library     |                  |
| 5 | Access to the internet in some other way (please specify)          |                  |
| 6 | Do not have access to the internet                                 | <b>Go to Q11</b> |

Q7.(Q47) Have you visited your landlord's website in the past 12 months for any of the following reasons?

**Read out and code all that apply. After each response ask: Anything else?**

|   |   |                  |
|---|---|------------------|
| 1 | Looking up information about the housing services | <b>Go to Q8</b>  |
| 2 | Reporting a repair                                |                  |
| 3 | Paying rent via Allpay internet payments.         |                  |
| 4 | How to pay your rent                              |                  |
| 5 | Something else (please specify)                   |                  |
| 6 | Have not visited website                          | <b>Go to Q10</b> |

Q8.(New) How useful was the website? **Show card 4 and code one only**

|   |                   |
|---|-------------------|
| 1 | Very useful       |
| 2 | Fairly useful     |
| 3 | Not that useful   |
| 4 | Not useful at all |
| 5 | Don't know        |

Q9. (New) How could your experience of using the website have been improved?

**Write in verbatim**

Q10. (New) Do you know you can pay your rent via Forth Housing Association's website using Allpay?

|   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

Q11.

Q12. Did you read the last issue of the newsletter Speaking Forth? **[INTERVIEWER: SHOW NEWSLETTER]?**

|   |                                       |           |
|---|---------------------------------------|-----------|
| 1 | Yes - Fully                           | Go to Q12 |
| 2 | Yes – Flicked though it               |           |
| 3 | No – Have received it but not read it | Go to Q13 |
| 4 | No – Have not received it             |           |
| 5 | Don't know                            |           |

Q13. (New) How good is *Speaking Forth* at keeping you informed about things that might affect you as a tenant? **Show card 3 and code one only**

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

Q14. (Ind3) How good or poor do you feel Forth Housing Association is at keeping you informed about their services and decisions? **Show card 3 and code one only**

|   |                       |           |
|---|-----------------------|-----------|
| 1 | Very good             | Go to Q15 |
| 2 | Fairly good           |           |
| 3 | Neither good nor poor | Go to Q14 |
| 4 | Fairly poor           |           |
| 5 | Very poor             |           |

Q15. (New) Why do you say that?

**Write in verbatim**



## Tenant Participation

Q16. Were you aware that you could get involved or participate in Forth Housing Association's decision making processes in any of the following ways? **Showcard and code all that apply**

|   |   |
|---|---|
| 1 | Becoming a member of the Association/ Committee   |
| 2 | Tenants' View Forum – meetings are held to examine Forth's performance  |
| 3 | E Group – receiving a short survey by quarterly email   |
| 4 | Speaking Forth Newsletter – responding to articles asking for feedback e.g. Customer Care Policy Review (p14 Spring Newsletter) |
| 5 | Responding to specific questionnaires sent to tenants e.g. Points of View card on repairs                                       |
| 6 | None  |
|   |   |

Q17. (Ind6) How satisfied or dissatisfied are you with opportunities given to you to participate in decision making processes? **Show card 1 and code one only**

|   |                                    |                  |
|---|------------------------------------|------------------|
| 1 | Very satisfied                     | <b>Go to Q18</b> |
| 2 | Fairly satisfied                   |                  |
| 3 | Neither satisfied nor dissatisfied | <b>Go to Q17</b> |
| 4 | Fairly dissatisfied                |                  |
| 5 | Very dissatisfied                  |                  |

Q18. (New) Why do you say that?

**Write in verbatim**

Q19. (QRS23) (New) Which of these best describes your preferred level of involvement in your landlord's work? **Read out and code one only**

|   |   |
|---|---|
| 1 | Happy just to be kept informed                |
| 2 | Would like to have a say                      |
| 3 | Would like to be involved in making decisions |
| 4 | Don't know                                    |

Q20. (New) How satisfied or dissatisfied are you with the way Forth Housing Association listens to your views and acts upon them? **Show card 1 and code one only**

|   |                                    |
|---|------------------------------------|
| 1 | Very satisfied                     |
| 2 | Fairly satisfied                   |
| 3 | Neither satisfied nor dissatisfied |
| 4 | Fairly dissatisfied                |
| 5 | Very dissatisfied                  |
| 6 | Don't know                         |

### Contacting the landlord

**Read:** The next questions are about contacting Forth Housing Association

Q21. (New/Q42) Which of the following ways do you use to contact Forth Housing Association? **Show card 11 and code all that apply. After each response ask:** Any other?

|   |   |
|---|---|
| 1 | E-mail  |
| 2 | Telephone   |
| 3 | In writing  |
| 4 | Visit to the office   |
| 5 | Face to face contact with Housing Officer / other member of staff |
| 6 | Other   |
| 7 | Don't know  |

Q22. (New/Q42) Which of the following ways would you be prepared to use in the future to contact Forth Housing Association? **Show card 11 and code all that apply. After each response ask:** Any other?

|   |   |
|---|---|
| 1 | E-mail  |
| 2 | Telephone   |
| 3 | Text  |
| 4 | In writing  |
| 5 | Social media (Facebook, Twitter)                                  |
| 6 | Visit to the office   |
| 7 | Face to face contact with Housing Officer / other member of staff |
| 8 | Other   |
| 9 | Don't know  |

Q23. (New/Q33) Generally, how satisfied or dissatisfied are you with the way Forth Housing Association deals with enquiries?

**Show card 1 and code one only**

|   |                                    |
|---|------------------------------------|
| 1 | Very satisfied                     |
| 2 | Fairly satisfied                   |
| 3 | Neither satisfied nor dissatisfied |
| 4 | Fairly dissatisfied                |
| 5 | Very dissatisfied                  |
| 6 | Don't know                         |

Q24. (New) Have you contacted Forth Housing Association in the past 12 months?

**Code one only**

|   |            |                  |
|---|------------|------------------|
| 1 | Yes        | <b>Go to Q24</b> |
| 2 | No         | <b>Go to Q29</b> |
| 3 | Don't know |                  |

Q25. (New) Can you briefly explain what the main reason for your contact was? **code**

**one only**

|   |   |
|---|---|
| 1 | To report a repair                          |
| 2 | To pay my rent                              |
| 3 | To discuss my rent account                  |
| 4 | To apply to for a transfer/ mutual exchange |
| 5 | To discuss housing benefit                  |
| 6 | Problems with neighbours                    |
| 7 | Environmental problems                      |
| 8 | Discuss improvements to my home             |
| 9 | Other (please specify)                      |

Q26. (New) Was getting hold of the right person . . .? **Read out and code one only**

|   |                            |
|---|----------------------------|
| 1 | Easy                       |
| 2 | Neither easy nor difficult |
| 3 | Difficult                  |
| 4 | Don't know                 |

Q27. (New) Did you find the staff . . . ? **Read out and code one only**

|   |                               |
|---|-------------------------------|
| 1 | Helpful                       |
| 2 | Neither helpful nor unhelpful |
| 3 | Unhelpful                     |
| 4 | Don't know                    |

Q28. (New) Was your query answered in a reasonable time? **Code one only**

|   |            |
|---|------------|
| 1 | Yes        |
| 2 | No         |
| 3 | Don't know |

Q29. (New) How satisfied or dissatisfied were you with the final outcome of your query? **Show card 1 and code one only**

|   |                                    |
|---|------------------------------------|
| 1 | Very satisfied                     |
| 2 | Fairly satisfied                   |
| 3 | Neither satisfied nor dissatisfied |
| 4 | Fairly dissatisfied                |
| 5 | Very dissatisfied                  |
| 6 | Don't know                         |

### Complaints

Q30. (QF6) If you were unhappy about any aspect of the services provided by your landlord, would you know how to complain?

|   |            |                  |
|---|------------|------------------|
| 1 | Yes        | <b>Go to Q30</b> |
| 2 | No         | <b>Go to Q32</b> |
| 3 | Don't know |                  |

Q31. (QF7) Have you used the complaints procedure in the past 12 months?

|   |  |                  |
|---|--|------------------|
| 1 | Yes ( <b>can you briefly describe the nature of the complaint?</b> ) | <b>Go to Q31</b> |
| 2 | No   | <b>Go to Q32</b> |
| 3 | Don't know   |                  |

Q32. (QF8) How satisfied or dissatisfied were you with the complaints process?

**Show card 1 and code one only**

|   |                                    |
|---|------------------------------------|
| 1 | Very satisfied                     |
| 2 | Fairly satisfied                   |
| 3 | Neither satisfied nor dissatisfied |
| 4 | Fairly dissatisfied                |
| 5 | Very dissatisfied                  |
| 6 | Don't know                         |

**Moving into a new home**

**Read:** I would now like to ask you some questions about your home.

Q33. (Ind9) Did you move into this property within the last year, that is since {MONTH, YEAR}? **Code one only**

|   |     |                  |
|---|-----|------------------|
| 1 | Yes |                  |
| 2 | No  | <b>Go to Q34</b> |

Q34. (New) Taking everything into account, how satisfied or dissatisfied were you with the allocations process? By this we mean the process through which your home was allocated to you. **Show card 1 and code one only**

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

**Repairs, Maintenance and Housing Quality**

**Read:** The next section of the questionnaire is about repairs, maintenance and housing quality in your home.

Q35. (Ind16) Have you had any reactive (day to day) repairs carried out in this property in the last 12 months?

**Code one only**

|   |     |                  |
|---|-----|------------------|
| 1 | Yes |                  |
| 2 | No  | <b>Go to Q38</b> |

Q36. (Ind16) Thinking about the LAST time you had reactive repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Forth Housing Association?

**Show card 1 and code one only**

|   |                                    |              |
|---|------------------------------------|--------------|
| 1 | Very satisfied                     | Go to<br>Q37 |
| 2 | Fairly satisfied                   |              |
| 3 | Neither satisfied nor dissatisfied | Go to<br>Q36 |
| 4 | Fairly dissatisfied                |              |
| 5 | Very dissatisfied                  |              |

Q37. (New) Why do you say that? **Write in verbatim**

Q38. (New) Thinking about the last completed day to day repair, how satisfied or dissatisfied were you with the following? **Show card 1 and read out each aspect**

|   | Aspect   | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied |
|---|--|----------------|------------------|------------------------------------|---------------------|-------------------|
| 1 | The work being done at a time slot that suited you | 1              | 2                | 3                                  | 4                   | 5                 |
| 2 | The time taken before work started                 | 1              | 2                | 3                                  | 4                   | 5                 |
| 3 | The speed of completing the work                   | 1              | 2                | 3                                  | 4                   | 5                 |
| 4 | The attitude of the workers                        | 1              | 2                | 3                                  | 4                   | 5                 |
| 5 | The overall quality of the work                    | 1              | 2                | 3                                  | 4                   | 5                 |
| 6 | Keeping dirt and mess to a minimum                 | 1              | 2                | 3                                  | 4                   | 5                 |
| 7 | The repair being done 'right first time'           | 1              | 2                | 3                                  | 4                   | 5                 |

Q39. (New) Before I spoke to you today, were you aware that Forth Housing Association has an out of office hours telephone number that can be used to report *emergency* repairs? **Code one only**

|   |            |                  |
|---|------------|------------------|
| 1 | Yes        | <b>Go to Q39</b> |
| 2 | No         | <b>Go to Q41</b> |
| 3 | Don't know |                  |

Q40. (QF3) Have you used the 'Out of hours' repairs service in the past 2 years?

|   |            |                  |
|---|------------|------------------|
| 1 | Yes        | <b>Go to Q40</b> |
| 2 | No         | <b>Go to Q41</b> |
| 3 | Don't know |                  |

Q41. (QF4) How satisfied or dissatisfied were you with the service you received?

**Show card 1**

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

**Read:** Forth Housing Association also undertakes planned or cyclical maintenance on tenants homes. Examples of this maintenance includes; kitchen and bathroom replacement, servicing of smoke detectors, electrical safety checks etc.

Q42. (New) How satisfied or dissatisfied are you with the planned or cyclical maintenance carried out by your landlord? **Show card 1 and code one only**

|   |                                    |
|---|------------------------------------|
| 1 | Very satisfied                     |
| 2 | Fairly satisfied                   |
| 3 | Neither satisfied nor dissatisfied |
| 4 | Fairly dissatisfied                |
| 5 | Very dissatisfied                  |
| 6 | Don't know                         |

Q43. Which, if any, of the following major works have been carried out at your property in the past 12 months? **Read out and code all that apply**

Q44. **[FOR EACH THAT HAVE BEEN CARRIED OUT]** How would you rate the improvement/s that has / have been made to your home? **Show card 3**

|   |                     | Q42 Have been carried out | Q43              |             |                       |             |           |            |
|---|---------------------|---------------------------|------------------|-------------|-----------------------|-------------|-----------|------------|
|   | Improvement         |                           | Very good        | Fairly good | Neither good nor poor | Fairly poor | Very poor | Don't know |
| 1 | New kitchen         | 1                         | 1                | 2           | 3                     | 4           | 5         | 6          |
| 2 | New bathroom        | 2                         | 1                | 2           | 3                     | 4           | 5         | 6          |
| 3 | New central heating | 3                         | 1                | 2           | 3                     | 4           | 5         | 6          |
| 4 | New windows         | 4                         | 1                | 2           | 3                     | 4           | 5         | 6          |
| 5 | New exterior door/s | 5                         | 1                | 2           | 3                     | 4           | 5         | 6          |
| 6 | None                | 6                         | <b>Go to Q45</b> |             |                       |             |           |            |



Q45. (New)Thinking about the completed works, how satisfied or dissatisfied were you with the following? **Show card 1 and read out each aspect**

|   | Aspect                                       | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied | Don't know |
|---|--|----------------|------------------|-------------|---------------------|-------------------|------------|
| 1 | Being told when workers would call           | 1              | 2                | 3           | 4                   | 5                 | 6          |
| 2 | The time taken to complete the work          | 1              | 2                | 3           | 4                   | 5                 | 6          |
| 3 | The attitude of the workers                  | 1              | 2                | 3           | 4                   | 5                 | 6          |
| 4 | The overall quality of the work              | 1              | 2                | 3           | 4                   | 5                 | 6          |
| 5 | Keeping dirt and mess to a minimum           | 1              | 2                | 3           | 4                   | 5                 | 6          |
| 6 | The care shown for your home and possessions | 1              | 2                | 3           | 4                   | 5                 | 6          |
| 7 | The work being done 'right first time'       | 1              | 2                | 3           | 4                   | 5                 | 6          |
| 8 | The major works overall                      | 1              | 2                | 3           | 4                   | 5                 | 6          |

Q46. (Ind10) Overall, how satisfied or dissatisfied are you with the quality of your home?

**Show card 1 and code one only**

|   |                                    |                  |
|---|------------------------------------|------------------|
| 1 | Very satisfied                     | <b>Go to Q47</b> |
| 2 | Fairly satisfied                   |                  |
| 3 | Neither satisfied nor dissatisfied | <b>Go to Q46</b> |
| 4 | Fairly dissatisfied                |                  |
| 5 | Very dissatisfied                  |                  |

Q47. (New) Why do you say that?

**Write in verbatim**

|  |
|--|
|  |
|--|

**Satisfaction with the neighbourhood**

**Read:** I would now like to ask you some questions about the local neighbourhood.

Q48. (Q16/Q17) How satisfied or dissatisfied are you with the maintenance of . . .

**Show card 1 and code one for each row**

|  | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know | Not applicable |
|--|----------------|------------------|------------------------------------|---------------------|-------------------|------------|----------------|
| Open spaces in the neighbourhood   | 1              | 2                | 3                                  | 4                   | 5                 | 6          | 7              |
| Common areas, such as drying greens, rubbish collection areas and closes | 1              | 2                | 3                                  | 4                   | 5                 | 6          | 7              |

Q49. (Ind17) Overall, how satisfied or dissatisfied are you with Forth Housing Association's management of the neighbourhood you live in? **Show card 1 and code one only**

|   |                                    |                  |
|---|------------------------------------|------------------|
| 1 | Very satisfied                     | <b>Go to Q50</b> |
| 2 | Fairly satisfied                   |                  |
| 3 | Neither satisfied nor dissatisfied | <b>Go to Q49</b> |
| 4 | Fairly dissatisfied                |                  |
| 5 | Very dissatisfied                  |                  |

Q50. (New) Why do you say that? **Write in verbatim**

|  |
|--|
|  |
|--|

Q51. (New) In the last three years, would you say your neighbourhood has improved or declined? **Show card 7 and code one only**

|   |                   |
|---|-------------------|
| 1 | Greatly improved  |
| 2 | Slightly improved |
| 3 | Stayed the same   |
| 4 | Slightly declined |
| 5 | Greatly declined  |
| 6 | Don't know        |

Q52. (New) To what extent are any of the following a problem in your neighbourhood?

**Show card 8 and read out problems**

|    | Problems                             | Major problem | Minor problem | Not a problem | Don't know |
|----|--------------------------------------|---------------|---------------|---------------|------------|
| 1  | Car parking                          | 1             | 2             | 3             | 4          |
| 2  | Rubbish or litter                    | 1             | 2             | 3             | 4          |
| 3  | Noisy neighbours                     | 1             | 2             | 3             | 4          |
| 4  | Dog fouling / dog mess               | 1             | 2             | 3             | 4          |
| 5  | Other problems with pets and animals | 1             | 2             | 3             | 4          |
| 6  | Disruptive children / teenagers      | 1             | 2             | 3             | 4          |
| 7  | Racial or other harassment           | 1             | 2             | 3             | 4          |
| 8  | Drunk or rowdy behaviour             | 1             | 2             | 3             | 4          |
| 9  | Vandalism and graffiti               | 1             | 2             | 3             | 4          |
| 10 | People damaging your property        | 1             | 2             | 3             | 4          |
| 11 | Drug use or dealing                  | 1             | 2             | 3             | 4          |
| 12 | Abandoned or burnt out vehicles      | 1             | 2             | 3             | 4          |
| 13 | Other crime                          | 1             | 2             | 3             | 4          |
| 14 | Noise from traffic                   | 1             | 2             | 3             | 4          |
| 15 | Any other problems (please specify)  | 1             | 2             |               |            |

Q53. (New) Have you experienced any anti-social behaviour in the past 12 months?

**Code one only**

|   |            |                  |
|---|------------|------------------|
| 1 | Yes        | <b>Go to Q53</b> |
| 2 | No         | <b>Go to Q56</b> |
| 3 | Don't know |                  |

Q54. (New) Have you reported anti-social behaviour to Forth Housing Association in the past 12 months? **Code one only**

|   |            |                  |
|---|------------|------------------|
| 1 | Yes        | <b>Go to Q55</b> |
| 2 | No         | <b>Go to Q54</b> |
| 3 | Don't know | <b>Go to Q56</b> |

Q55. (New) Why did you not report the anti-social behaviour to Forth Housing Association?

**Show card 10 and code all that apply. After each response ask: Anything else?**

|   |  |
|---|--|
| 1 | Did not want to get involved                       |
| 2 | Did not know who or where to report the problem to |
| 3 | Did not feel anything would be done                |
| 4 | Fear of reprisals                                  |
| 5 | Some other reason – <b>Please specify</b>          |
|   |  |
| 6 | Don't know   |

**Now go to Q56**

Q56. (New) How satisfied or dissatisfied were you with the . . .

**Show card 1 and code one for each row**

|   | Very satisfied | Fairly satisfied | Neither satisfied nor dissatisfied | Fairly dissatisfied | Very dissatisfied | Don't know |
|---|----------------|------------------|------------------------------------|---------------------|-------------------|------------|
| Way your anti-social behaviour complaint was dealt with | 1              | 2                | 3                                  | 4                   | 5                 | 6          |
| Final outcome of your anti-social behaviour complaint   | 1              | 2                | 3                                  | 4                   | 5                 | 6          |

### Rent, Value for Money and Welfare Benefits

**Read:** I now have some questions about rent, value for money and Welfare Reform.

Q57. (Ind29) Taking into account the accommodation and the services Forth Housing Association provides, do you think that the rent for this property represents good or poor value for money? Is it . . . **Show card 3 and code one only**

|   |                       |                  |
|---|-----------------------|------------------|
| 1 | Very good             | <b>Go to Q58</b> |
| 2 | Fairly good           |                  |
| 3 | Neither good nor poor | <b>Go to Q57</b> |
| 4 | Fairly poor           |                  |
| 5 | Very poor             |                  |

Q58. (New) Why do you say that? **Write in verbatim**

|  |
|--|
|  |
|--|

Q59. (New) Before I spoke to you today, had you heard of the Welfare Reform Act 2012, 'or 'Universal Credit'? **Code one only**

|   |            |
|---|------------|
| 1 | Yes        |
| 2 | No         |
| 3 | Don't know |

Q60. (New) Have you been affected by, or do you expect the Welfare Reform Act 2012, or 'Universal Credit' to have an affect on you and your household? **Code one only**

|   |            |                  |
|---|------------|------------------|
| 1 | Yes        | <b>Go to Q60</b> |
| 2 | No         | <b>Go to Q62</b> |
| 3 | Don't know |                  |

Q61. (New) If yes, to what extent have you been affected by the Bedroom Tax' or 'Universal Credit'

|   |            |
|---|------------|
| 1 | A lot      |
| 2 | A little   |
| 3 | None       |
| 4 | Don't know |

Q62. (New) With the introduction of Universal Credit most benefit applications in the future will be done via the internet (on-line). Would you need assistance from a member of staff with the completion of benefit applications on-line?

|   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

**Read:** Currently, If you are entitled to help towards your rent it is paid directly to Forth Housing Association in the form of Housing Benefit.

Q63. (New) Were you aware that once you transfer to Universal Credit the amount paid to cover your housing costs will be paid to you and you will be responsible for paying your rent directly to Forth Housing Association?

|   |                |
|---|----------------|
| 1 | Yes            |
| 2 | No             |
| 3 | Not applicable |

**Read:** Forth Housing Association 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.

Q64. (QF9 / QRS31) Before I spoke to you today, were you aware that Forth Housing Association provides this service?

|   |     |                  |
|---|-----|------------------|
| 1 | Yes |                  |
| 2 | No  | <b>Go to Q66</b> |

Q65. (QF10 / QRS32) Have you ever used this service?

|   |     |                  |
|---|-----|------------------|
| 1 | Yes |                  |
| 2 | No  | <b>Go to Q66</b> |

Q66. (QF11 / QRS33) Did using the service help you?

|   |     |
|---|-----|
| 1 | Yes |
| 2 | No  |

Q67. (New) Do you think you will be using Forth Housing Association's Income Maximisation service in the future due to changes in Welfare Reform, the Bedroom Tax or Universal Credit?

|   |            |
|---|------------|
| 1 | Yes        |
| 2 | No         |
| 3 | Don't know |

### **You and your household**

**Read:** The final questions are about you and your household. This information will be kept confidential by Research Resource and can only be passed on to Forth Housing Association with your permission. The questions have been included to help us analyse the responses from all survey respondents to the other questions you have been asked today.

Q68. (Q55) **Code gender**

|   |        |
|---|--------|
| 1 | Male   |
| 2 | Female |

(Q56) Which of the following age bands do you fall into?

### **Show card 13**

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

Q69. (New/Q58) How would you describe the composition of your household? **Show card 14**

|    |  |
|----|--|
| 1  | One adult under 60                                   |
| 2  | One adult aged 60 or over                            |
| 3  | Two adults, both under 60                            |
| 4  | Two adults, at least one 60 or over                  |
| 5  | Three or more adults, 16 or over                     |
| 6  | 1 parent family with children, at least one under 16 |
| 7  | 2 parent family with children, at least one under 16 |
| 8  | Other  |
| 9  | Don't know   |
| 10 | Prefer not to say                                    |

Q70. (New/Q59) Which of the following best describes your status? **Show card 15**

|    |   |
|----|---|
| 1  | Employee in full time job (30 hours or more per week)   |
| 2  | Employee in part time job (Less than 30 hours per week) |
| 3  | Self employed – full or part time                       |
| 4  | Government supported training                           |
| 5  | Unemployed and available for work                       |
| 6  | Wholly retired from work                                |
| 7  | Full time education at school, college or university    |
| 8  | Looking after family / home                             |
| 9  | Permanently sick / disabled                             |
| 10 | Doing something else                                    |
| 11 | Prefer not to say                                       |

Q71. (New) How long have you / your household been a tenant with this landlord?  
**Code one only**

|   |               |
|---|---------------|
| 1 | Under 1 year  |
| 2 | 1 – 2 years   |
| 3 | 3 – 5 years   |
| 4 | 6 – 10 years  |
| 5 | 11 – 20 years |
| 6 | 21+ years     |
| 7 | Don't know    |



Q72. (Ind2) Which of the following best describes your ethnicity? **Show card 16**

|    |   |
|----|---|
|    | <b>White</b>                                |
| 1  | Scottish                                    |
| 2  | Other British                               |
| 3  | Irish                                       |
| 4  | Gypsy / Traveller                           |
| 5  | Polish                                      |
| 6  | Any other white background                  |
|    |   |
| 7  | <b>Mixed or multiple ethnic background</b>  |
|    |   |
|    | <b>Asian, Asian Scottish, Asian British</b> |
| 8  | Indian                                      |
| 9  | Pakistani                                   |
| 10 | Bangladeshi                                 |
| 11 | Chinese                                     |
| 12 | Any other Asian background                  |
|    |   |
|    | <b>Black, Black Scottish, Black British</b> |
| 13 | Caribbean                                   |
| 14 | African                                     |
| 15 | Any other black background                  |
|    |   |
|    | <b>Other ethnic background</b>              |
| 16 | Arab, Arab Scottish, Arab British           |
| 17 | Any other groups                            |
|    |   |
| 18 | Prefer not to say                           |

Q73. (Ind2) Do you consider yourself to have a disability?

**Code one only**

|   |                   |
|---|-------------------|
| 1 | Yes               |
| 2 | No                |
| 3 | Prefer not to say |

**Read:** Forth Housing Association would like to ensure that the information it has about you and your household is up to date and they would appreciate having access to the answers to the questions you have just answered about yourself and your household.

Q74. (New) Do you give permission to Research Resource to pass on your answers about you and your household (**Q67 to Q73**) to Forth Housing Association?

|   |     |  |
|---|-----|--|
| 1 | Yes | <b>Read:</b> Research Resource will pass on your answers to <b>Q67 to Q73</b> to Forth Housing Association. All your other answers will remain confidential. |
| 2 | No  | <b>Read:</b> Your answers to these and all other questions will be kept confidential by Research Resource  |

Q75. Finally, would you like to be entered into the Prize Draw where you could win one of two prizes of £50

|   |     |  |
|---|-----|--|
| 1 | Yes | <b>Read:</b> You will now be entered in the Prize Draw which Research Resource will hold on behalf of your landlord. |
| 2 | No  |  |

**Thank and close:** Thank you for completing the survey. Just to remind you my name is..... and I have been calling from Research Resource

## **Appendix 2**

### **Data Tables**

| Counts Break % Respondents | Base | Q51a Car parking |               |               |            |
|----------------------------|------|------------------|---------------|---------------|------------|
|                            |      | Major problem    | Minor problem | Not a problem | Don't know |
| Total                      | 262  | 10<br>3.8%       | 24<br>9.2%    | 226<br>86.3%  | 2<br>0.8%  |
| Sample1                    |      |                  |               |               |            |
| Dunblane                   | 6    | 1<br>16.7%       | 2<br>33.3%    | 3<br>50.0%    | -          |
| Whins of Milton            | 13   | -                | -             | 13<br>100.0%  | -          |
| Cornton                    | 20   | 1<br>5.0%        | 1<br>5.0%     | 18<br>90.0%   | -          |
| Braehead                   | 7    | -                | -             | 7<br>100.0%   | -          |
| Fallin                     | 28   | -                | 1<br>3.6%     | 27<br>96.4%   | -          |
| Causewayhead               | -    | -                | -             | -             | -          |
| Bannockburn                | 7    | 2<br>28.6%       | 1<br>14.3%    | 4<br>57.1%    | -          |
| Raploch                    | 54   | 1<br>1.9%        | -             | 53<br>98.1%   | -          |
| St.Ninians                 | 21   | -                | -             | 21<br>100.0%  | -          |
| Riverside                  | 20   | 3<br>15.0%       | 9<br>45.0%    | 8<br>40.0%    | -          |
| Cowie                      | 12   | -                | -             | 12<br>100.0%  | -          |
| Plean                      | 17   | 1<br>5.9%        | 4<br>23.5%    | 12<br>70.6%   | -          |
| FK8 1                      | 26   | 1<br>3.8%        | 2<br>7.7%     | 22<br>84.6%   | 1<br>3.8%  |
| Allanpark                  | 7    | -                | 3<br>42.9%    | 4<br>57.1%    | -          |
| Cambusbarron               | 24   | -                | 1<br>4.2%     | 22<br>91.7%   | 1<br>4.2%  |

| Counts Break % Respondents | Base | Q51b Rubbish or litter |               |               |            |
|----------------------------|------|------------------------|---------------|---------------|------------|
|                            |      | Major problem          | Minor problem | Not a problem | Don't know |
| Total                      | 262  | 8<br>3.1%              | 32<br>12.2%   | 222<br>84.7%  | -          |
| Sample1                    |      |                        |               |               |            |
| Dunblane                   | 6    | -                      | -             | 6<br>100.0%   | -          |
| Whins of Milton            | 13   | -                      | 1<br>7.7%     | 12<br>92.3%   | -          |
| Cornton                    | 20   | -                      | 6<br>30.0%    | 14<br>70.0%   | -          |
| Braehead                   | 7    | -                      | 1<br>14.3%    | 6<br>85.7%    | -          |
| Fallin                     | 28   | -                      | 4<br>14.3%    | 24<br>85.7%   | -          |
| Causewayhead               | -    | -                      | -             | -             | -          |
| Bannockburn                | 7    | -                      | 2<br>28.6%    | 5<br>71.4%    | -          |
| Raploch                    | 54   | -                      | 4<br>7.4%     | 50<br>92.6%   | -          |
| St.Ninians                 | 21   | -                      | 3<br>14.3%    | 18<br>85.7%   | -          |
| Riverside                  | 20   | 2<br>10.0%             | 2<br>10.0%    | 16<br>80.0%   | -          |
| Cowie                      | 12   | -                      | 2<br>16.7%    | 10<br>83.3%   | -          |
| Plean                      | 17   | 1<br>5.9%              | -             | 16<br>94.1%   | -          |
| FK8 1                      | 26   | 2<br>7.7%              | 6<br>23.1%    | 18<br>69.2%   | -          |
| Allanpark                  | 7    | 1<br>14.3%             | -             | 6<br>85.7%    | -          |
| Cambusbarron               | 24   | 2<br>8.3%              | 1<br>4.2%     | 21<br>87.5%   | -          |

| Counts Break % Respondents | Base | Q51c Noisy neighbours |               |               |            |
|----------------------------|------|-----------------------|---------------|---------------|------------|
|                            |      | Major problem         | Minor problem | Not a problem | Don't know |
| Total                      | 262  | 9<br>3.4%             | 13<br>5.0%    | 240<br>91.6%  | -          |
| Sample1                    |      |                       |               |               |            |
| Dunblane                   | 6    | -                     | -             | 6<br>100.0%   | -          |
| Whins of Milton            | 13   | -                     | -             | 13<br>100.0%  | -          |
| Cornton                    | 20   | -                     | 1<br>5.0%     | 19<br>95.0%   | -          |
| Braehead                   | 7    | -                     | -             | 7<br>100.0%   | -          |
| Fallin                     | 28   | -                     | 1<br>3.6%     | 27<br>96.4%   | -          |
| Causewayhead               | -    | -                     | -             | -             | -          |
| Bannockburn                | 7    | -                     | -             | 7<br>100.0%   | -          |
| Raploch                    | 54   | 1<br>1.9%             | 2<br>3.7%     | 51<br>94.4%   | -          |
| St.Ninians                 | 21   | -                     | -             | 21<br>100.0%  | -          |
| Riverside                  | 20   | 2<br>10.0%            | 2<br>10.0%    | 16<br>80.0%   | -          |
| Cowie                      | 12   | -                     | 1<br>8.3%     | 11<br>91.7%   | -          |
| Plean                      | 17   | 1<br>5.9%             | -             | 16<br>94.1%   | -          |
| FK8 1                      | 26   | 2<br>7.7%             | 4<br>15.4%    | 20<br>76.9%   | -          |
| Allanpark                  | 7    | 1<br>14.3%            | 2<br>28.6%    | 4<br>57.1%    | -          |
| Cambusbarron               | 24   | 2<br>8.3%             | -             | 22<br>91.7%   | -          |

| Counts Break % Respondents | Base | Q51d Dog fouling/dog mess |               |               |            |
|----------------------------|------|---------------------------|---------------|---------------|------------|
|                            |      | Major problem             | Minor problem | Not a problem | Don't know |
| Total                      | 262  | 2<br>0.8%                 | 19<br>7.3%    | 241<br>92.0%  | -          |
| Sample1                    |      |                           |               |               |            |
| Dunblane                   | 6    | -                         | -             | 6<br>100.0%   | -          |
| Whins of Milton            | 13   | -                         | 1<br>7.7%     | 12<br>92.3%   | -          |
| Cornton                    | 20   | -                         | 3<br>15.0%    | 17<br>85.0%   | -          |
| Braehead                   | 7    | -                         | -             | 7<br>100.0%   | -          |
| Fallin                     | 28   | -                         | 4<br>14.3%    | 24<br>85.7%   | -          |
| Causewayhead               | -    | -                         | -             | -             | -          |
| Bannockburn                | 7    | 1<br>14.3%                | 1<br>14.3%    | 5<br>71.4%    | -          |
| Raploch                    | 54   | -                         | 1<br>1.9%     | 53<br>98.1%   | -          |
| St.Ninians                 | 21   | -                         | 3<br>14.3%    | 18<br>85.7%   | -          |
| Riverside                  | 20   | -                         | 2<br>10.0%    | 18<br>90.0%   | -          |
| Cowie                      | 12   | -                         | 1<br>8.3%     | 11<br>91.7%   | -          |
| Plean                      | 17   | -                         | 1<br>5.9%     | 16<br>94.1%   | -          |
| FK8 1                      | 26   | -                         | -             | 26<br>100.0%  | -          |
| Allanpark                  | 7    | -                         | -             | 7<br>100.0%   | -          |
| Cambusbarron               | 24   | 1<br>4.2%                 | 2<br>8.3%     | 21<br>87.5%   | -          |

| Counts Break % Respondents | Base | Q51g Racial or other harassment |               |               |            | Counts Break % Respondents | Base | Q51e Other problems with pets and animals |               |               |            |
|----------------------------|------|---------------------------------|---------------|---------------|------------|----------------------------|------|---|---------------|---------------|------------|
|                            |      | Major problem                   | Minor problem | Not a problem | Don't know |                            |      | Major problem                             | Minor problem | Not a problem | Don't know |
| Total                      | 262  | -                               | 1             | 261           | -          | Total                      | 262  | -   | 1             | 261           | -          |
|                            |      | -                               | 0.4%          | 99.6%         | -          |                            |      | -   | 0.4%          | 99.6%         | -          |
| Sample1                    |      |                                 |               |               |            | Sample1                    |      |   |               |               |            |
| Dunblane                   | 6    | -                               | -             | 6             | -          | Dunblane                   | 6    | -   | -             | 6             | -          |
|                            |      | -                               | -             | 100.0%        | -          |                            |      | -   | -             | 100.0%        | -          |
| Whins of Milton            | 13   | -                               | -             | 13            | -          | Whins of Milton            | 13   | -   | -             | 13            | -          |
|                            |      | -                               | -             | 100.0%        | -          |                            |      | -   | -             | 100.0%        | -          |
| Cornton                    | 20   | -                               | -             | 20            | -          | Cornton                    | 20   | -   | -             | 20            | -          |
|                            |      | -                               | -             | 100.0%        | -          |                            |      | -   | -             | 100.0%        | -          |
| Braehead                   | 7    | -                               | -             | 7             | -          | Braehead                   | 7    | -   | -             | 7             | -          |
|                            |      | -                               | -             | 100.0%        | -          |                            |      | -   | -             | 100.0%        | -          |
| Fallin                     | 28   | -                               | -             | 28            | -          | Fallin                     | 28   | -   | -             | 28            | -          |
|                            |      | -                               | -             | 100.0%        | -          |                            |      | -   | -             | 100.0%        | -          |
| Causewayhead               | -    | -                               | -             | -             | -          | Causewayhead               | -    | -   | -             | -             | -          |
|                            |      | -                               | -             | -             | -          |                            |      | -   | -             | -             | -          |
| Bannockburn                | 7    | -                               | -             | 7             | -          | Bannockburn                | 7    | -   | -             | 7             | -          |
|                            |      | -                               | -             | 100.0%        | -          |                            |      | -   | -             | 100.0%        | -          |
| Raploch                    | 54   | -                               | -             | 54            | -          | Raploch                    | 54   | -   | -             | 54            | -          |
|                            |      | -                               | -             | 100.0%        | -          |                            |      | -   | -             | 100.0%        | -          |
| St.Ninians                 | 21   | -                               | -             | 21            | -          | St.Ninians                 | 21   | -   | -             | 21            | -          |
|                            |      | -                               | -             | 100.0%        | -          |                            |      | -   | -             | 100.0%        | -          |
| Riverside                  | 20   | -                               | -             | 20            | -          | Riverside                  | 20   | -   | 1             | 19            | -          |
|                            |      | -                               | -             | 100.0%        | -          |                            |      | -   | 5.0%          | 95.0%         | -          |
| Cowie                      | 12   | -                               | -             | 12            | -          | Cowie                      | 12   | -   | -             | 12            | -          |
|                            |      | -                               | -             | 100.0%        | -          |                            |      | -   | -             | 100.0%        | -          |
| Plean                      | 17   | -                               | -             | 17            | -          | Plean                      | 17   | -   | -             | 17            | -          |
|                            |      | -                               | -             | 100.0%        | -          |                            |      | -   | -             | 100.0%        | -          |
| FK8 1                      | 26   | -                               | 1             | 25            | -          | FK8 1                      | 26   | -   | -             | 26            | -          |
|                            |      | -                               | 3.8%          | 96.2%         | -          |                            |      | -   | -             | 100.0%        | -          |
| Allanpark                  | 7    | -                               | -             | 7             | -          | Allanpark                  | 7    | -   | -             | 7             | -          |
|                            |      | -                               | -             | 100.0%        | -          |                            |      | -   | -             | 100.0%        | -          |
| Cambusbarron               | 24   | -                               | -             | 24            | -          | Cambusbarron               | 24   | -   | -             | 24            | -          |
|                            |      | -                               | -             | 100.0%        | -          |                            |      | -   | -             | 100.0%        | -          |

| Counts Break % Respondents | Base | Q51f Disruptive children/teenagers |               |               |            | Counts Break % Respondents | Base | Q51h Drunk or rowdy behaviour |               |               |            |
|----------------------------|------|------------------------------------|---------------|---------------|------------|----------------------------|------|-------------------------------|---------------|---------------|------------|
|                            |      | Major problem                      | Minor problem | Not a problem | Don't know |                            |      | Major problem                 | Minor problem | Not a problem | Don't know |
| Total                      | 262  | 3                                  | 8             | 251           | -          | Total                      | 262  | 5                             | 10            | 247           | -          |
|                            |      | 1.1%                               | 3.1%          | 95.8%         | -          |                            |      | 1.9%                          | 3.8%          | 94.3%         | -          |
| Sample1                    |      |                                    |               |               |            | Sample1                    |      |                               |               |               |            |
| Dunblane                   | 6    | -                                  | -             | 6             | -          | Dunblane                   | 6    | -                             | -             | 6             | -          |
|                            |      | -                                  | -             | 100.0%        | -          |                            |      | -                             | -             | 100.0%        | -          |
| Whins of Milton            | 13   | -                                  | 1             | 12            | -          | Whins of Milton            | 13   | -                             | 1             | 12            | -          |
|                            |      | -                                  | 7.7%          | 92.3%         | -          |                            |      | -                             | 7.7%          | 92.3%         | -          |
| Cornton                    | 20   | 1                                  | 3             | 16            | -          | Cornton                    | 20   | -                             | 2             | 18            | -          |
|                            |      | 5.0%                               | 15.0%         | 80.0%         | -          |                            |      | -                             | 10.0%         | 90.0%         | -          |
| Braehead                   | 7    | -                                  | -             | 7             | -          | Braehead                   | 7    | -                             | -             | 7             | -          |
|                            |      | -                                  | -             | 100.0%        | -          |                            |      | -                             | -             | 100.0%        | -          |
| Fallin                     | 28   | -                                  | 2             | 26            | -          | Fallin                     | 28   | -                             | 2             | 26            | -          |
|                            |      | -                                  | 7.1%          | 92.9%         | -          |                            |      | -                             | 7.1%          | 92.9%         | -          |
| Causewayhead               | -    | -                                  | -             | -             | -          | Causewayhead               | -    | -                             | -             | -             | -          |
|                            |      | -                                  | -             | -             | -          |                            |      | -                             | -             | -             | -          |
| Bannockburn                | 7    | -                                  | -             | 7             | -          | Bannockburn                | 7    | -                             | -             | 7             | -          |
|                            |      | -                                  | -             | 100.0%        | -          |                            |      | -                             | -             | 100.0%        | -          |
| Raploch                    | 54   | 1                                  | 1             | 52            | -          | Raploch                    | 54   | -                             | -             | 54            | -          |
|                            |      | 1.9%                               | 1.9%          | 96.3%         | -          |                            |      | -                             | -             | 100.0%        | -          |
| St.Ninians                 | 21   | -                                  | -             | 21            | -          | St.Ninians                 | 21   | -                             | -             | 21            | -          |
|                            |      | -                                  | -             | 100.0%        | -          |                            |      | -                             | -             | 100.0%        | -          |
| Riverside                  | 20   | -                                  | -             | 20            | -          | Riverside                  | 20   | 2                             | 1             | 17            | -          |
|                            |      | -                                  | -             | 100.0%        | -          |                            |      | 10.0%                         | 5.0%          | 85.0%         | -          |
| Cowie                      | 12   | -                                  | -             | 12            | -          | Cowie                      | 12   | -                             | -             | 12            | -          |
|                            |      | -                                  | -             | 100.0%        | -          |                            |      | -                             | -             | 100.0%        | -          |
| Plean                      | 17   | -                                  | -             | 17            | -          | Plean                      | 17   | -                             | -             | 17            | -          |
|                            |      | -                                  | -             | 100.0%        | -          |                            |      | -                             | -             | 100.0%        | -          |
| FK8 1                      | 26   | -                                  | -             | 26            | -          | FK8 1                      | 26   | 1                             | 2             | 23            | -          |
|                            |      | -                                  | -             | 100.0%        | -          |                            |      | 3.8%                          | 7.7%          | 88.5%         | -          |
| Allanpark                  | 7    | 1                                  | -             | 6             | -          | Allanpark                  | 7    | 1                             | 2             | 4             | -          |
|                            |      | 14.3%                              | -             | 85.7%         | -          |                            |      | 14.3%                         | 28.6%         | 57.1%         | -          |
| Cambusbarron               | 24   | -                                  | 1             | 23            | -          | Cambusbarron               | 24   | 1                             | -             | 23            | -          |
|                            |      | -                                  | 4.2%          | 95.8%         | -          |                            |      | 4.2%                          | -             | 95.8%         | -          |

| Counts<br>Break %<br>Respondents | Base | Q51i Vandalism and graffiti |                  |                  |               |
|----------------------------------|------|-----------------------------|------------------|------------------|---------------|
|                                  |      | Major<br>problem            | Minor<br>problem | Not a<br>problem | Don't<br>know |
| Total                            | 262  | 1<br>0.4%                   | 3<br>1.1%        | 258<br>98.5%     | -             |
| Sample1                          |      |                             |                  |                  |               |
| Dunblane                         | 6    | -                           | -                | 6<br>100.0%      | -             |
| Whins of Milton                  | 13   | -                           | -                | 13<br>100.0%     | -             |
| Cornton                          | 20   | -                           | 1<br>5.0%        | 19<br>95.0%      | -             |
| Braehead                         | 7    | -                           | -                | 7<br>100.0%      | -             |
| Fallin                           | 28   | -                           | -                | 28<br>100.0%     | -             |
| Causewayhead                     | -    | -                           | -                | -                | -             |
| Bannockburn                      | 7    | -                           | -                | 7<br>100.0%      | -             |
| Raploch                          | 54   | -                           | -                | 54<br>100.0%     | -             |
| St.Ninians                       | 21   | -                           | -                | 21<br>100.0%     | -             |
| Riverside                        | 20   | -                           | 1<br>5.0%        | 19<br>95.0%      | -             |
| Cowie                            | 12   | -                           | 1<br>8.3%        | 11<br>91.7%      | -             |
| Plean                            | 17   | -                           | -                | 17<br>100.0%     | -             |
| FK8 1                            | 26   | 1<br>3.8%                   | -                | 25<br>96.2%      | -             |
| Allanpark                        | 7    | -                           | -                | 7<br>100.0%      | -             |
| Cambusbarron                     | 24   | -                           | -                | 24<br>100.0%     | -             |

| Counts<br>Break %<br>Respondents | Base | Q51j People damaging your property |                  |                  |               |
|----------------------------------|------|------------------------------------|------------------|------------------|---------------|
|                                  |      | Major<br>problem                   | Minor<br>problem | Not a<br>problem | Don't<br>know |
| Total                            | 262  | 1<br>0.4%                          | 2<br>0.8%        | 259<br>98.9%     | -             |
| Sample1                          |      |                                    |                  |                  |               |
| Dunblane                         | 6    | -                                  | -                | 6<br>100.0%      | -             |
| Whins of Milton                  | 13   | -                                  | -                | 13<br>100.0%     | -             |
| Cornton                          | 20   | -                                  | 1<br>5.0%        | 19<br>95.0%      | -             |
| Braehead                         | 7    | -                                  | -                | 7<br>100.0%      | -             |
| Fallin                           | 28   | -                                  | -                | 28<br>100.0%     | -             |
| Causewayhead                     | -    | -                                  | -                | -                | -             |
| Bannockburn                      | 7    | -                                  | 1<br>14.3%       | 6<br>85.7%       | -             |
| Raploch                          | 54   | -                                  | -                | 54<br>100.0%     | -             |
| St.Ninians                       | 21   | -                                  | -                | 21<br>100.0%     | -             |
| Riverside                        | 20   | -                                  | -                | 20<br>100.0%     | -             |
| Cowie                            | 12   | -                                  | -                | 12<br>100.0%     | -             |
| Plean                            | 17   | -                                  | -                | 17<br>100.0%     | -             |
| FK8 1                            | 26   | 1<br>3.8%                          | -                | 25<br>96.2%      | -             |
| Allanpark                        | 7    | -                                  | -                | 7<br>100.0%      | -             |
| Cambusbarron                     | 24   | -                                  | -                | 24<br>100.0%     | -             |

| Counts<br>Break %<br>Respondents | Base | Q51k Drug use or dealing |                  |                  |               |
|----------------------------------|------|--------------------------|------------------|------------------|---------------|
|                                  |      | Major<br>problem         | Minor<br>problem | Not a<br>problem | Don't<br>know |
| Total                            | 262  | 6<br>2.3%                | 9<br>3.4%        | 247<br>94.3%     | -             |
| Sample1                          |      |                          |                  |                  |               |
| Dunblane                         | 6    | -                        | 1<br>16.7%       | 5<br>83.3%       | -             |
| Whins of Milton                  | 13   | -                        | -                | 13<br>100.0%     | -             |
| Cornton                          | 20   | -                        | 3<br>15.0%       | 17<br>85.0%      | -             |
| Braehead                         | 7    | -                        | -                | 7<br>100.0%      | -             |
| Fallin                           | 28   | -                        | -                | 28<br>100.0%     | -             |
| Causewayhead                     | -    | -                        | -                | -                | -             |
| Bannockburn                      | 7    | -                        | -                | 7<br>100.0%      | -             |
| Raploch                          | 54   | 1<br>1.9%                | 3<br>5.6%        | 50<br>92.6%      | -             |
| St.Ninians                       | 21   | -                        | -                | 21<br>100.0%     | -             |
| Riverside                        | 20   | 2<br>10.0%               | 1<br>5.0%        | 17<br>85.0%      | -             |
| Cowie                            | 12   | -                        | -                | 12<br>100.0%     | -             |
| Plean                            | 17   | 1<br>5.9%                | -                | 16<br>94.1%      | -             |
| FK8 1                            | 26   | -                        | -                | 26<br>100.0%     | -             |
| Allanpark                        | 7    | 1<br>14.3%               | 1<br>14.3%       | 5<br>71.4%       | -             |
| Cambusbarron                     | 24   | 1<br>4.2%                | -                | 23<br>95.8%      | -             |

| Counts<br>Break %<br>Respondents | Base | Q51l Abandoned or burnt out vehicles |                  |                  |               |
|----------------------------------|------|--------------------------------------|------------------|------------------|---------------|
|                                  |      | Major<br>problem                     | Minor<br>problem | Not a<br>problem | Don't<br>know |
| Total                            | 262  | -                                    | 1<br>0.4%        | 261<br>99.6%     | -             |
| Sample1                          |      |                                      |                  |                  |               |
| Dunblane                         | 6    | -                                    | -                | 6<br>100.0%      | -             |
| Whins of Milton                  | 13   | -                                    | -                | 13<br>100.0%     | -             |
| Cornton                          | 20   | -                                    | -                | 20<br>100.0%     | -             |
| Braehead                         | 7    | -                                    | -                | 7<br>100.0%      | -             |
| Fallin                           | 28   | -                                    | -                | 28<br>100.0%     | -             |
| Causewayhead                     | -    | -                                    | -                | -                | -             |
| Bannockburn                      | 7    | -                                    | -                | 7<br>100.0%      | -             |
| Raploch                          | 54   | -                                    | -                | 54<br>100.0%     | -             |
| St.Ninians                       | 21   | -                                    | -                | 21<br>100.0%     | -             |
| Riverside                        | 20   | -                                    | -                | 20<br>100.0%     | -             |
| Cowie                            | 12   | -                                    | -                | 12<br>100.0%     | -             |
| Plean                            | 17   | -                                    | -                | 17<br>100.0%     | -             |
| FK8 1                            | 26   | -                                    | -                | 26<br>100.0%     | -             |
| Allanpark                        | 7    | -                                    | -                | 7<br>100.0%      | -             |
| Cambusbarron                     | 24   | -                                    | 1<br>4.2%        | 23<br>95.8%      | -             |

| Counts<br>Break %<br>Respondents | Base | Q51n Noise from traffic |                  |                  |               | Counts<br>Break %<br>Respondents | Base | Q51m Other crime |                  |                  |               |
|----------------------------------|------|-------------------------|------------------|------------------|---------------|----------------------------------|------|------------------|------------------|------------------|---------------|
|                                  |      | Major<br>problem        | Minor<br>problem | Not a<br>problem | Don't<br>know |                                  |      | Major<br>problem | Minor<br>problem | Not a<br>problem | Don't<br>know |
| Total                            | 262  | -                       | 4<br>1.5%        | 258<br>98.5%     | -             | Total                            | 262  | -                | 1<br>0.4%        | 261<br>99.6%     | -             |
| Sample1                          |      |                         |                  |                  |               | Sample1                          |      |                  |                  |                  |               |
| Dunblane                         | 6    | -                       | -                | 6<br>100.0%      | -             | Dunblane                         | 6    | -                | -                | 6<br>100.0%      | -             |
| Whins of Milton                  | 13   | -                       | -                | 13<br>100.0%     | -             | Whins of Milton                  | 13   | -                | -                | 13<br>100.0%     | -             |
| Cornton                          | 20   | -                       | 2<br>10.0%       | 18<br>90.0%      | -             | Cornton                          | 20   | -                | -                | 20<br>100.0%     | -             |
| Braehead                         | 7    | -                       | -                | 7<br>100.0%      | -             | Braehead                         | 7    | -                | -                | 7<br>100.0%      | -             |
| Fallin                           | 28   | -                       | -                | 28<br>100.0%     | -             | Fallin                           | 28   | -                | -                | 28<br>100.0%     | -             |
| Causewayhead                     | -    | -                       | -                | -                | -             | Causewayhead                     | -    | -                | -                | -                | -             |
| Bannockburn                      | 7    | -                       | -                | 7<br>100.0%      | -             | Bannockburn                      | 7    | -                | -                | 7<br>100.0%      | -             |
| Raploch                          | 54   | -                       | -                | 54<br>100.0%     | -             | Raploch                          | 54   | -                | -                | 54<br>100.0%     | -             |
| St.Ninians                       | 21   | -                       | 1<br>4.8%        | 20<br>95.2%      | -             | St.Ninians                       | 21   | -                | -                | 21<br>100.0%     | -             |
| Riverside                        | 20   | -                       | -                | 20<br>100.0%     | -             | Riverside                        | 20   | -                | -                | 20<br>100.0%     | -             |
| Cowie                            | 12   | -                       | -                | 12<br>100.0%     | -             | Cowie                            | 12   | -                | -                | 12<br>100.0%     | -             |
| Plean                            | 17   | -                       | -                | 17<br>100.0%     | -             | Plean                            | 17   | -                | -                | 17<br>100.0%     | -             |
| FK8 1                            | 26   | -                       | -                | 26<br>100.0%     | -             | FK8 1                            | 26   | -                | -                | 26<br>100.0%     | -             |
| Allanpark                        | 7    | -                       | -                | 7<br>100.0%      | -             | Allanpark                        | 7    | -                | -                | 7<br>100.0%      | -             |
| Cambusbarron                     | 24   | -                       | 1<br>4.2%        | 23<br>95.8%      | -             | Cambusbarron                     | 24   | -                | 1<br>4.2%        | 23<br>95.8%      | -             |

| Counts<br>Break %<br>Respondents | Base | Q51o Any other problems<br>(please specify) |                  |              |
|----------------------------------|------|---|------------------|--------------|
|                                  |      | Major<br>problem                            | Minor<br>problem | None         |
| Total                            | 262  | 2<br>0.8%                                   | 1<br>0.4%        | 259<br>98.9% |
| Sample1                          |      |   |                  |              |
| Dunblane                         | 6    | -   | -                | 6<br>100.0%  |
| Whins of Milton                  | 13   | -   | -                | 13<br>100.0% |
| Cornton                          | 20   | -   | 1<br>5.0%        | 19<br>95.0%  |
| Braehead                         | 7    | -   | -                | 7<br>100.0%  |
| Fallin                           | 28   | -   | -                | 28<br>100.0% |
| Causewayhead                     | -    | -   | -                | -            |
| Bannockburn                      | 7    | 1<br>14.3%                                  | -                | 6<br>85.7%   |
| Raploch                          | 54   | -   | -                | 54<br>100.0% |
| St.Ninians                       | 21   | -   | -                | 21<br>100.0% |
| Riverside                        | 20   | -   | -                | 20<br>100.0% |
| Cowie                            | 12   | -   | -                | 12<br>100.0% |
| Plean                            | 17   | -   | -                | 17<br>100.0% |
| FK8 1                            | 26   | 1<br>3.8%                                   | -                | 25<br>96.2%  |
| Allanpark                        | 7    | -   | -                | 7<br>100.0%  |
| Cambusbarron                     | 24   | -   | -                | 24<br>100.0% |

**Appendix 3**

**Technical Report Summary**



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

|  |  |
|--|--|
| <b>Project number</b>  | <b>P816</b>  |
| <b>Project name</b>  | <b>Forth Housing Association Tenant Satisfaction Survey</b>  |
| <b>Objectives of the research</b>                                | <p>The aim of the research was to seek tenants' views on the services that Forth provides and how well it performs these services and to help identify areas where the service can be improved. Specifically the research was designed to provide customers views on the following:</p> <ul style="list-style-type: none"> <li>■ The customer care/ service delivery provided by Forth;</li> <li>■ Awareness of services provided;</li> <li>■ Delivery of office services;</li> <li>■ Satisfaction with properties and how they are maintained;</li> <li>■ Priorities for improvement or change</li> <li>■ Satisfaction with estate management.</li> </ul> |
| <b>Target group</b>  | Tenants of the Association   |
| <b>Target sample size</b>  | Achieve a 40% response rate  |
| <b>Achieved sample size</b>                                      | A total of 262 interviews were achieved from a population of 663 tenants representing a 40% response rate.   |
| <b>Date of fieldwork</b>   | Interviewing took place between the 16 <sup>th</sup> May and 31 <sup>st</sup> May 2016   |
| <b>Sampling method</b>   | Interviews spread across organisation stock.   |
| <b>Data collection method</b>                                    | Interviews were undertaken with the tenant or their partner on a face to face basis. All responses were recorded on a paper questionnaire and the data entered into a survey analysis package by a team of data processors.  |
| <b>Response rate and definition and method of how calculated</b> | A total of 262 interviews were achieved from a population of 663 tenants representing a 40% response rate.   |
| <b>Any incentives?</b>   | Prize draw to win one of 2X £50 cash prizes  |