



Forth Housing Association Tenant Satisfaction Survey 2022

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Forth Housing Association

Customer Satisfaction Survey 2023

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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 358 interviews were completed with Forth tenants, representing a 43% 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 $\pm 3.9\%$ 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.

OVERALL SATISFACTION

Summarised below are the results for the key Scottish Social Housing Charter indicators for tenants relating to customer satisfaction. These have been compared to the Association's previous surveys which were carried out in 2016 and in 2019. As can be seen below satisfaction levels in general have remained broadly consistent with those achieved in the 2019 survey, with the exception of satisfaction with participation opportunities, Forth's contribution to the management of the neighbourhood and value for money of the rent charge which have all increased.

Scottish Housing Regulator Indicators				
	2016	2019	2023	2019/23 Trend
Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Forth Housing Association* as your landlord?	94%	94%	96%	➔ 2%
Q14 How good or poor do you feel Forth Housing Association is at keeping you informed about their services and decisions?	96%	98%	98%	➔ 0%
Q17 How satisfied or dissatisfied are you with opportunities given to you to participate in decision making processes?	96%	94%	98%	⬆ 4%
Q31 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?	92%	90%	92%	➔ 2%
Q37 Overall, how satisfied or dissatisfied are you with the quality of your home?	92%	90%	91%	➔ 1%
Q40 Overall, how satisfied or dissatisfied are you with Forth Housing Association's contribution to the management of the neighbourhood you live in?	94%	91%	96%	⬆ 5%
Q48 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 . . .	94%	81%	88%	⬆ 7%

The following table compares the 2022 survey results with the ARC 2021/2022 average results. This shows that Forth Housing Association are performing above the ARC average across all of the seven Charter indicators, most significantly with regards to satisfaction with opportunities to participate (11% above) and contribution to management of the neighbourhood (11% above).

Scottish Social Housing Charter Indicators [2022/ ARC 2021/22 comparison]			
Indicator	2022	ARC 2021/22 Average	Difference
1 - Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord? (% very/ fairly satisfied)	96%	88%	+8%
2 - How good or poor do you feel your landlord is at keeping you informed about their services and decisions? (% very/ fairly good)	98%	91%	+7%
5 - How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes? (% very/fairly satisfied)	98%	87%	+11%
7 - Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/fairly satisfied)	91%	85%	+6%
12 - Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by your landlord?	92%	88%	+4%
13 - Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in? (% very/fairly satisfied)	96%	85%	+11%
25 - Taking into account the accommodation and the services your landlord provides, do you think the rent for this property represents good or poor value for money? Is it....? (% very/ fairly good)	88%	83%	+5%

1. BACKGROUND, OBJECTIVES AND METHODOLOGY

1.1 Introduction

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

1.2 Background and objectives

The aim of the research was to seek tenants' views on the services that 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 quality of information provided by Forth;
- Feedback on customer care;
- Quality of accommodation and the neighbourhood;
- Service provision including repairs, maintenance and improvements;
- Tenant involvement/ opportunities for participation;
- Value for money.

It is against this background that Research Resource were commissioned to carry out Forth's 2023 Customer Satisfaction Survey.

1.3 Research Method

We note that the Ipsos MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement for a minimum of a 40% response rate and ensuring representative samples of tenants, it was decided that the survey was carried out utilising a face to face survey methodology with tenants. The face to face methodology is the methodology, which is most typically used for tenant satisfaction surveys. Our primary reasons for recommending this were:

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

Where respondents were not happy to do a doorstep interview, or where we were unable to engage with the respondent on their doorstep, a telephone interview was carried out.

1.4 Questionnaire design

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

In developing the questionnaire the following issues were considered:

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

A copy of the final questionnaire is available in appendix 1 of this report.

1.5 Sample size

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

Overall, a total of 358 interviews were completed with Forth HA tenants, representing a 43% response rate and providing data accurate to $\pm 3.9\%$ based upon a 50% estimate at the 95% confidence level. 353 interviews were completed face to face and 5 by telephone.

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

The table over the page shows the sample profile broken down by area compared to the population. As can be seen below, the interview profile is relatively in line with the overall tenant population profile, varying by no more than 3 percentage points. We are therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required.

Area	No of tenants	% of tenants	Interviews	% of interviews
Allanpark	18	2.2%	8	2.2%
Bannockburn	21	2.5%	9	2.5%
Braehead	16	1.9%	7	2.0%
Cambusbarron	71	8.6%	31	8.7%
Causewayhead	1	0.1%	0	0.0%
Cornton	103	12.5%	45	12.6%
Cowie	32	3.9%	14	3.9%
Dunblane	22	2.7%	10	2.8%
Fallin	79	9.6%	33	9.2%
Glyn Hughes Court	16	1.9%	7	2.0%
Irvine Place	10	1.2%	4	1.1%
Plean	45	5.5%	20	5.6%
Raploch	187	22.7%	81	22.6%
Riverside	55	6.7%	24	6.7%
St.Ninians	114	13.8%	60	16.8%
Whins of Milton	34	4.1%	5	1.4%
Grand Total	824	100.0%	358	100.0%

1.6 Interviewing and Quality Control

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are highly experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between the 24th of January and the 14th of February 2023.

1.7 Survey Analysis and Reporting

Survey data has been analysed and reported on in a number of ways. Data has been analysed by key areas as agreed by the Association. Where any particular trends or issues are found for any one key group, this is detailed in the survey report. Comparison has been drawn to the Association's previous tenant satisfaction survey.

Throughout this report the figures show the results as percentages and base numbers (the number of respondents to each question) are shown. Due to the small number of respondents, care should be taken when reading percentages.

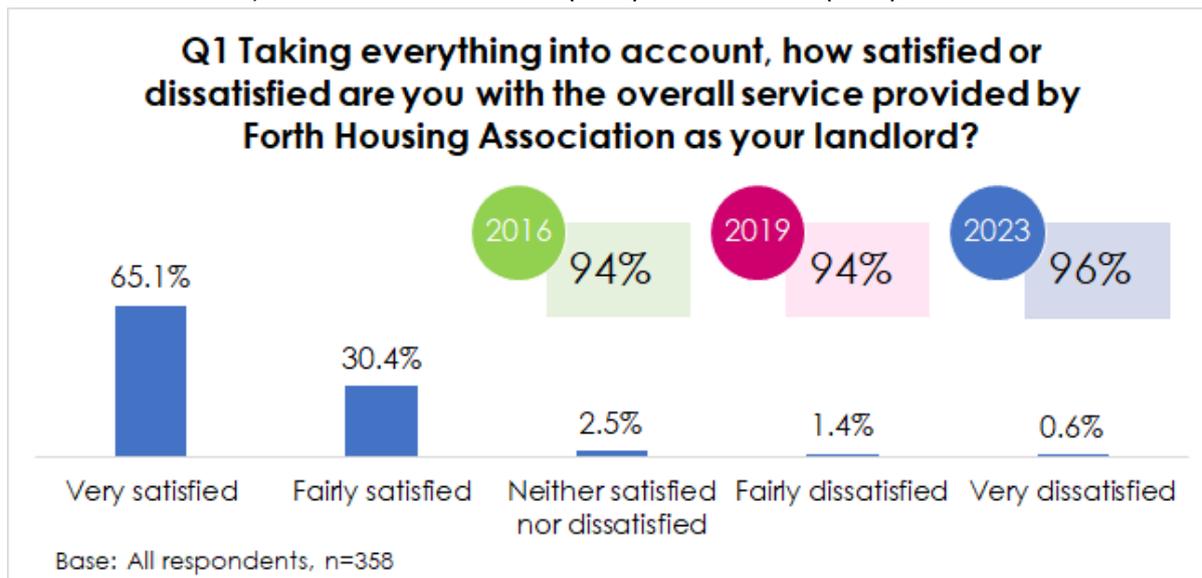
Percentages are rounded up or down to one decimal place. Not all percentages will sum to 100% due to rounding. Rounding can also cause percentages described in the supporting text or summarising 'overall satisfaction' (i.e. adding very satisfied and fairly satisfied responses together) to differ from the charts by 1% when two percentages are added together.

Where respondents could select more than one response to a question the percentages will sum to more than 100%.

2. OVERALL SATISFACTION

2.1 Overall satisfaction (Q1/2)

The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by Forth Housing Association. Over 9 in 10 tenants (96%) were either very or fairly satisfied in this respect compared to 3% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied. Satisfaction with the overall service has not changed significantly compared to the previous tenant satisfaction surveys undertaken in 2016 (94%) and in 2019 (94%).



Analysis by property type reveals that those living in bungalows were more likely to be very satisfied (87%) in this respect than tenants living in houses (66%), own door flats (62%) and flats in closes (66%). New tenants were also most likely to be very satisfied with the overall service provided by Forth HA (92%) than tenants who had been living in their property between 6 and 19 years (60%). Furthermore, older tenants aged 65 and over were significantly more likely to be very satisfied with the overall service provided by Forth HA (72%) than tenants aged 35-44 (56%).

The table below breaks down satisfaction with the overall service by management area. This shows that satisfaction ranges from 86% for those living in Braehead to 100% for tenants living in Bannockburn and in Plean.

Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Forth Housing Association* as your landlord?					
	Base	% satisfied	% neither	% dissatisfied	% no opinion
Braehead	7	86%	-	14%	-
Dunblane	10	90%	10%	-	-
Riverside	24	92%	8%	-	-
Cowie	14	93%	-	7%	-
Cambusbarron	31	94%	-	6%	-
Raploch	81	95%	4%	1%	-
Stirling town centre	24	96%	4%	-	-
Fallin	33	97%	3%	-	-
St Nininans/ Torbrex	60	97%	-	3%	-
Cornton	45	98%	2%	-	-
Bannockburn	9	100%	-	-	-
Plean	20	100%	-	-	-

Where respondents were not satisfied with the overall service they were asked to explain why they were dissatisfied or neither satisfied nor dissatisfied in this respect. The reasons given included not being satisfied with the quality of the home or feeling that the property requires upgrades, anti-social behaviour issues not being dealt with, rents and service charges not being value for money and services generally not being completed or done quickly enough.

2.2 Service priorities (Q3)

Tenants were provided with a list and asked to select three services that their landlord should give most priority to. Repairs and maintenance was identified as being most important for tenants (82%) and this was followed by keeping tenants informed (60%) and maintaining the neighbourhood (36%).

Q3 Of the following, which three should your landlord give most priority to? Code no more than three		
Base: All respondents, n=358	No.	%
Repairs and maintenance	292	81.6%
Keeping tenants informed	214	59.8%
Maintaining the neighbourhood where you live	127	35.5%
Ensuring the rent charged represents good value for money	119	33.2%
Listening to tenants' views and acting upon them	116	32.4%
Making improvements to the existing housing stock	98	27.4%
Providing/ building more affordable homes in the area for people to rent	25	7.0%
Dealing with anti-social behaviour	19	5.3%
Don't know	11	3.1%
None of the above	3	0.8%

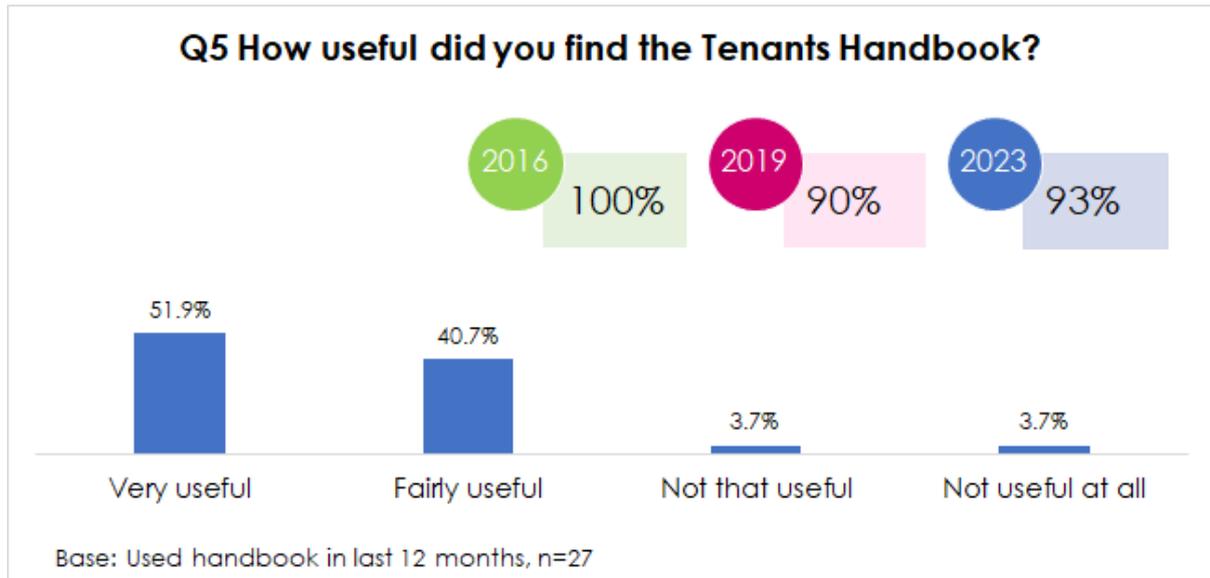
The table below shows the top priority for tenants living in each management area along with the percentage stating this was a priority. As can be seen below keeping tenants informed or repairs and maintenance were most important to tenants across the board.

Top priority by management area		
Bannockburn	Keeping tenants informed	56%
Cambusbarron	Repairs and maintenance	87%
Cowie	Repairs and maintenance	86%
Plean	Repairs and maintenance	80%
Riverside	Repairs and maintenance	79%
Stirling town centre	Keeping tenants informed/ Repairs and maintenance	67%
Braehead	Repairs and maintenance	100%
Cornton	Repairs and maintenance	87%
Fallin	Keeping tenants informed	73%
Raploch	Repairs and maintenance	84%
St Nininans/ Torbrex	Repairs and maintenance	92%
Dunblane	Repairs and maintenance	60%

3. KEEPING TENANTS INFORMED

3.1 The Tenants' Handbook (Q4/5)

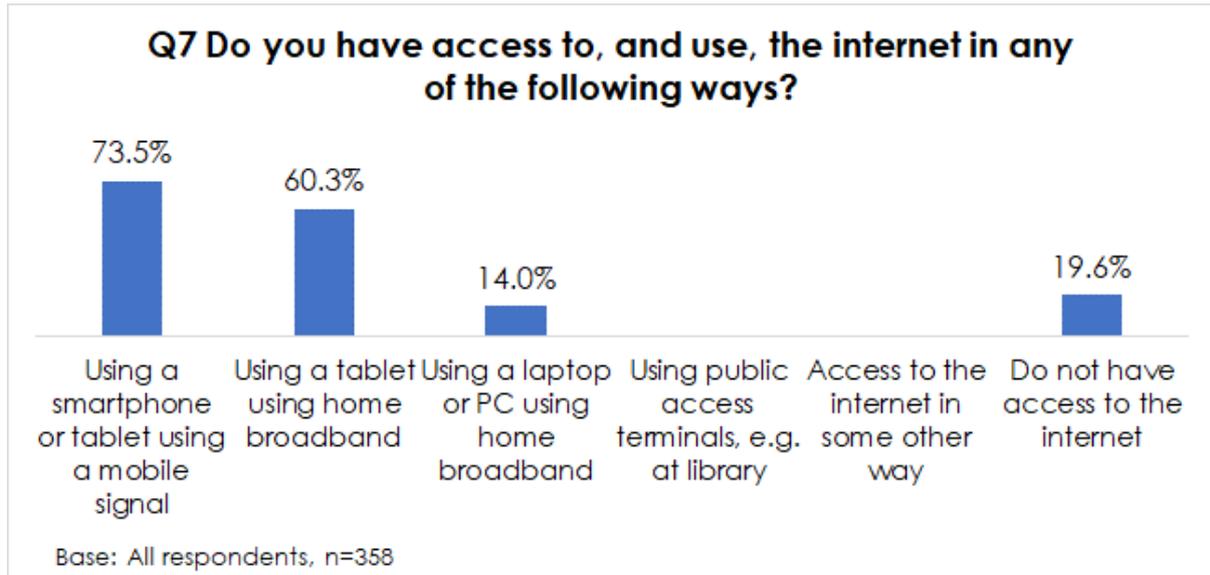
A total of 27 respondents have used or made reference to their Tenants Handbook in the past 12 months (7.5%, 30% in 2019). Of those who used their handbook, 93% said they found it very or fairly useful which is consistent with the 2019 survey where 90% said the handbook was useful.



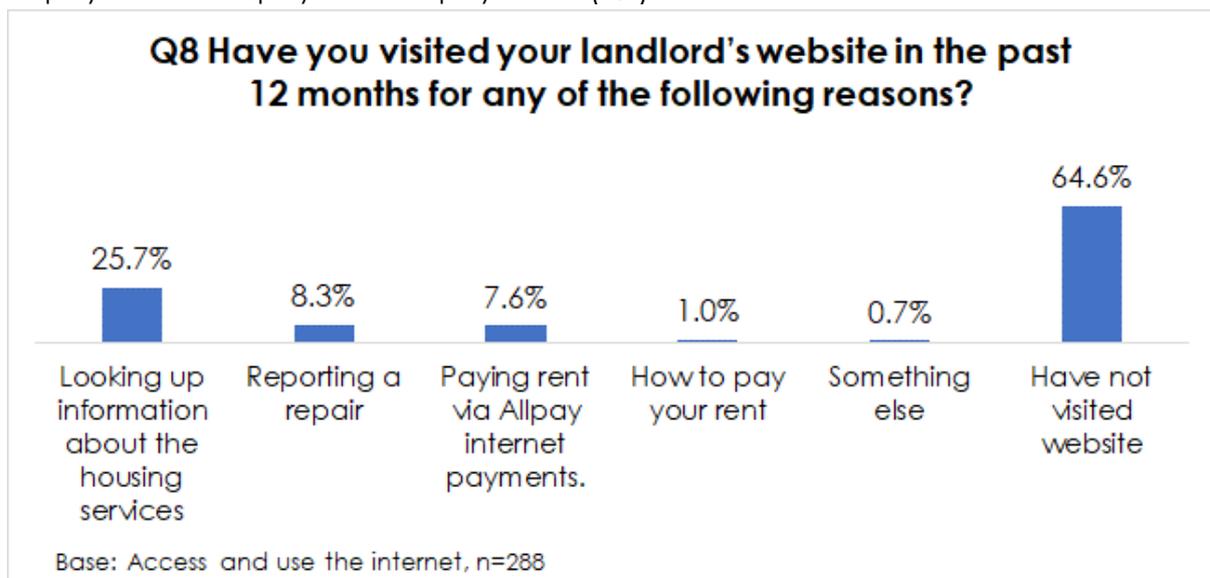
A third of tenants said that if the handbook was only available online they would still refer to it. On the other hand, 49% said they would not and 18% were unsure. Analysis by age reveals that as age increases, the proportion of tenants willing to view the handbook online decreases. For example from 58% of tenants aged 16-34 to 38% of tenants aged 35-44, 29% of tenants aged 45-64 and 7% of tenants aged 65 and over.

3.2 Internet access and online communications (Q7-11)

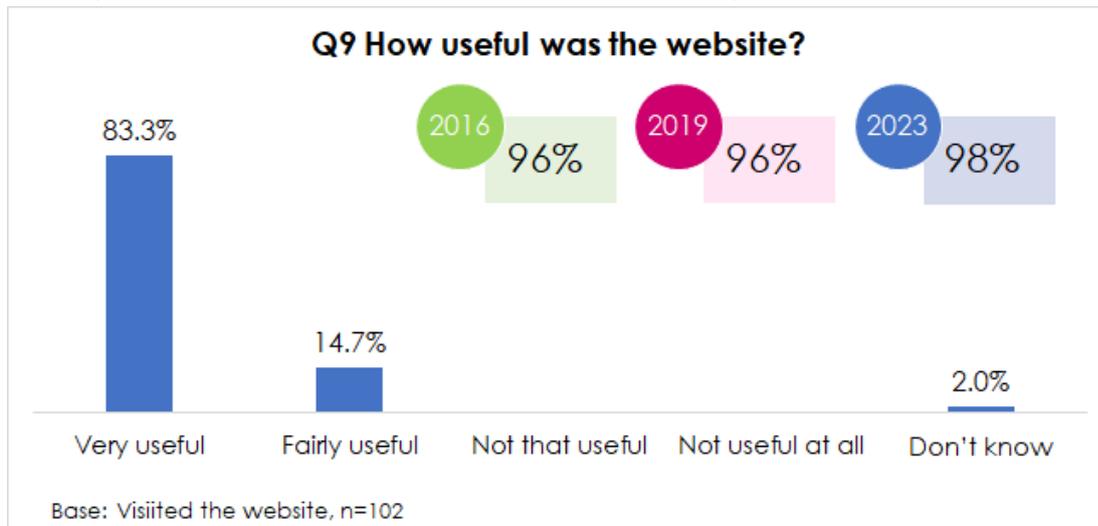
Over 7 in 10 tenants (74%) said they access the internet via a smartphone or tablet using a mobile device (64% in 2019), 60% access the internet using a tablet using home broadband (47% in 2019) and 14% use a laptop or PC using home broadband (32% in 2019). One in five tenants said they had no access to the internet. The proportion of respondents who access the internet in some way has increased marginally from 76% in 2019 to 80% in 2023. Older tenants aged 65 and over were most likely not to have internet access (69%), while all tenants aged 16-34 accessed the internet in some way.



Just over a third of tenants who access and use the internet have visited the Association's website in the last year (35%). The main reasons for visiting the landlord were to look up information about housing services (26%), to report a repair (8%) or to pay rent via Allpay internet payments (8%).



Of those who visited the website, 83% said it was very useful, 15% said it was fairly useful and 2% were unsure. The proportion of respondents who felt it was either very or fairly useful has remained consistent at 98% compared to 96% in 2019.



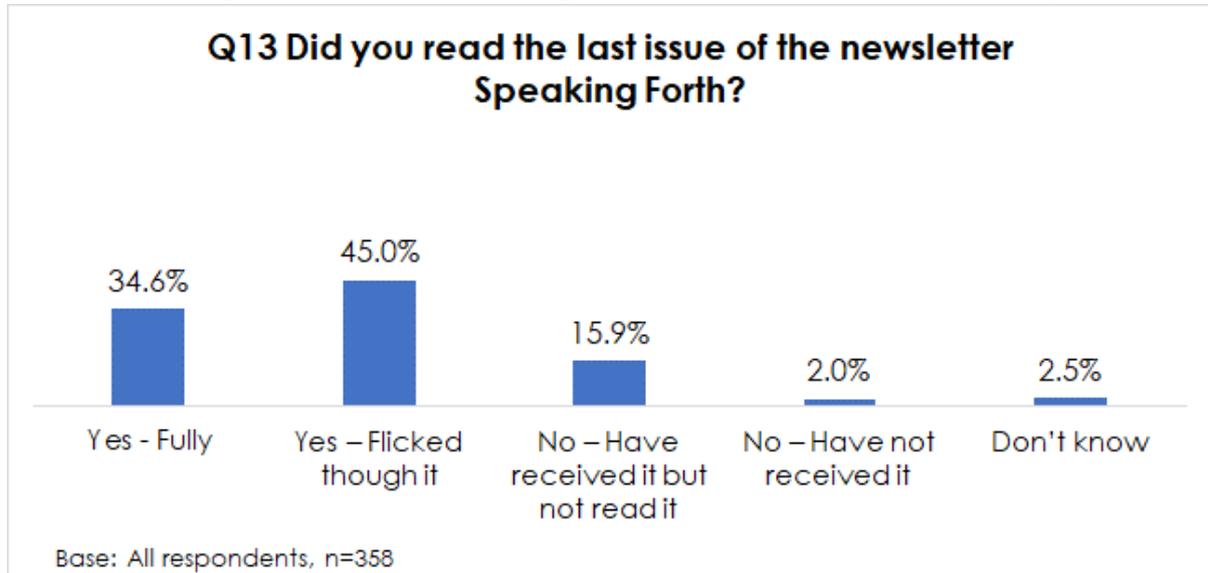
Over half of tenants were aware they can pay their rent via the Allpay app (58%), which is an increase on the result reported in the 2019 survey report (59%). Again younger tenants aged 16-34 were most likely to be aware of this (85%) and older tenants aged 65 and over were least likely to be aware (27%).

Just over half (52%) were aware they can sign up for My Forth to view their rent account online (52%). The majority of tenants aged 16-34 (79%) and aged 35-44 (74%) were aware of this, while the majority of tenants aged 45-64 (59%) and aged 65 and over (84%) were unaware.

Less than half said they would read the tenants newsletter online if Forth no longer produced a paper copy and it was only available online (43%, 36% in 2019). Tenants aged 16-34 were most likely to say they would view the newsletter online (74%), while those aged 65 and over were least likely to have this opinion (11%).

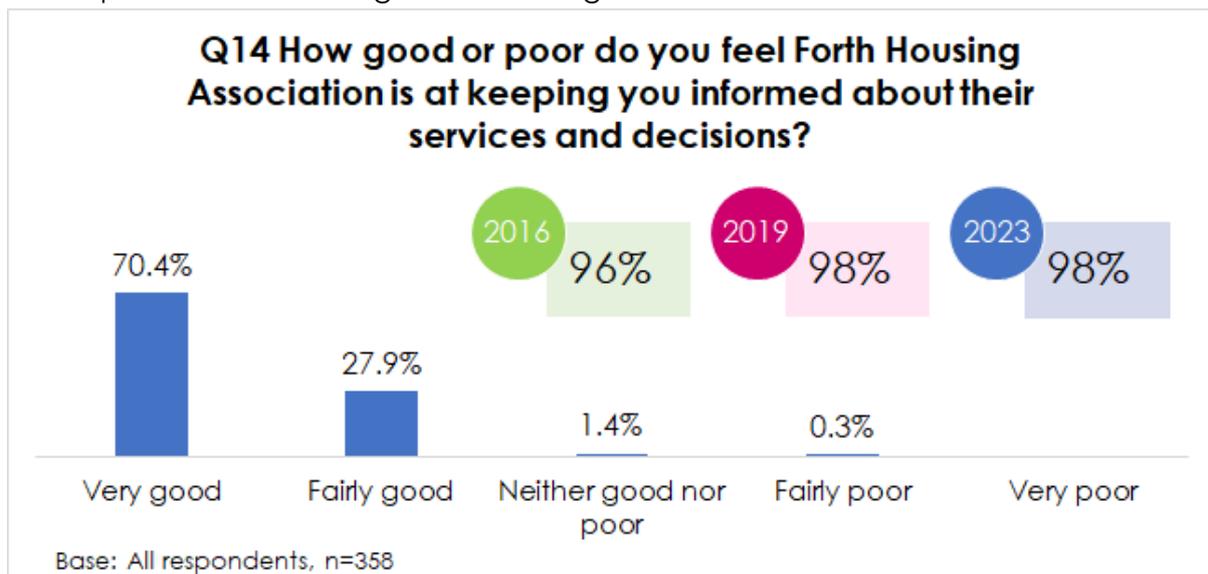
3.3 The Association's newsletter (Q12/13)

Eight in ten tenants (80%) said they had fully read or had flicked through the last issue of the newsletter "Speaking Forth", while 16% said they had received it but not read it and 2% had not received it. The proportion of respondents who had fully read or flicked through the newsletter is marginally lower than the 2019 survey (84%).



3.4 Keeping tenants informed about services and decisions (Q14/15)

Almost all tenants were of the opinion that Forth HA is very or fairly good at keeping tenants informed about their services and decisions (98%) compared to 1% who said they were neither good nor poor and 0.3% who said they were fairly poor in this respect. The proportion of tenants saying the Association was very or fairly good in this respect has seen no significant change since 2016.



The 6 tenants who were not satisfied in this respect said the Association could inform them more regularly or be better at following up on repairs.

4. TENANT PARTICIPATION

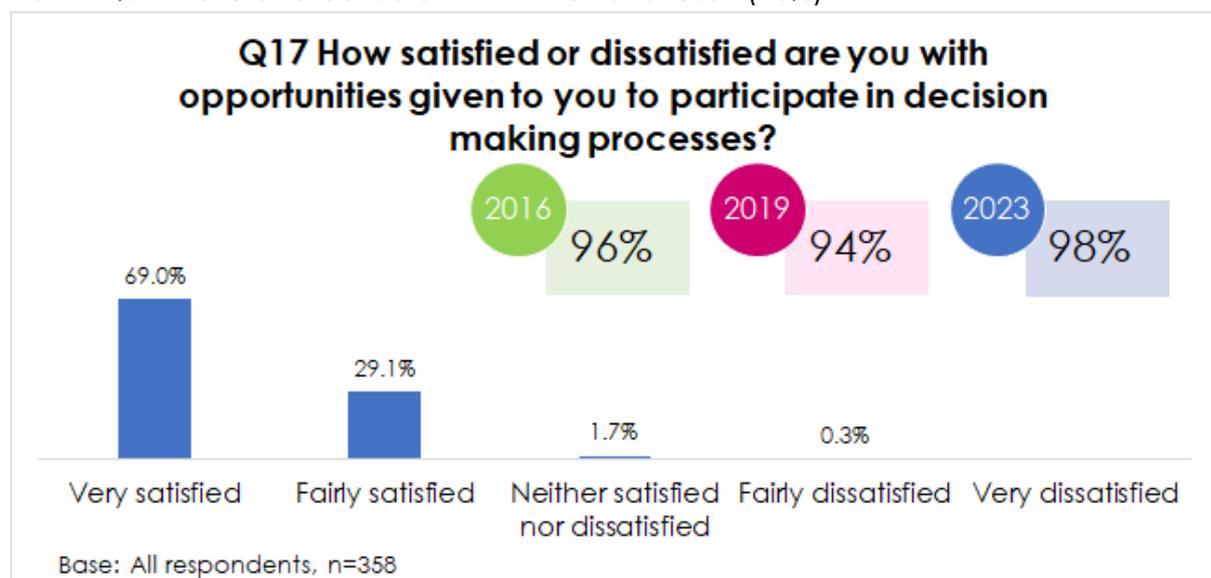
4.1 Awareness of participation opportunities (Q16)

Tenants were then asked if they were aware of any of the various ways that they could get involved in or participate in Forth HA's decision making processes. Over half of tenants (55%) were aware they could become a member of the Association or Committee and 48% were aware they could respond to surveys sent to tenants. On the other hand, over one in four tenants (27%) were unaware of any participation opportunities. The proportion of tenants who were aware of one or more ways to get involved has decreased from 91% in 2019 to 73% in 2023.

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?		
Base: All respondents n=358	No.	%
Becoming a member of the Association/ Committee	198	55.3%
Responding to surveys sent to tenants e.g. repairs satisfaction via text	171	47.8%
Speaking Forth Newsletter – responding to articles asking for feedback	78	21.8%
Tenants' View Forum – meetings are held to examine Forth's performance	72	20.1%
E Group – receiving a short survey by quarterly email	59	16.5%
None	96	26.8%

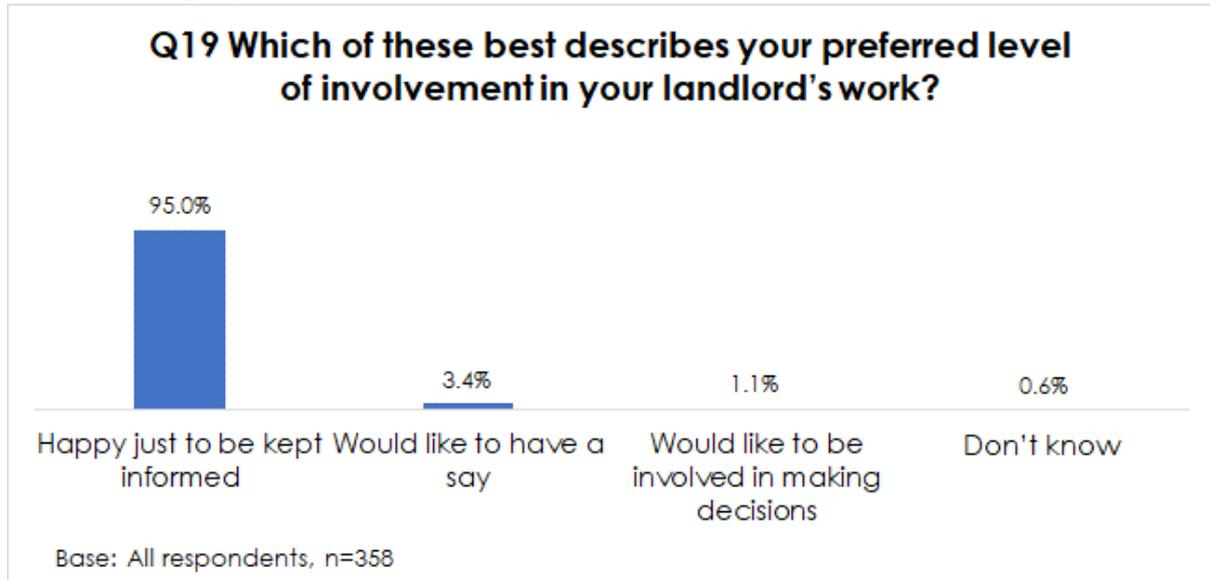
4.2 Satisfaction with opportunities to participate in decision making processes (Q17/18)

Almost all tenants were either very or fairly satisfied with the opportunities provided to them to participate in decision making processes (98%). This is a slight increase from 94% in 2018 and consistent with the 2016 result (96%).



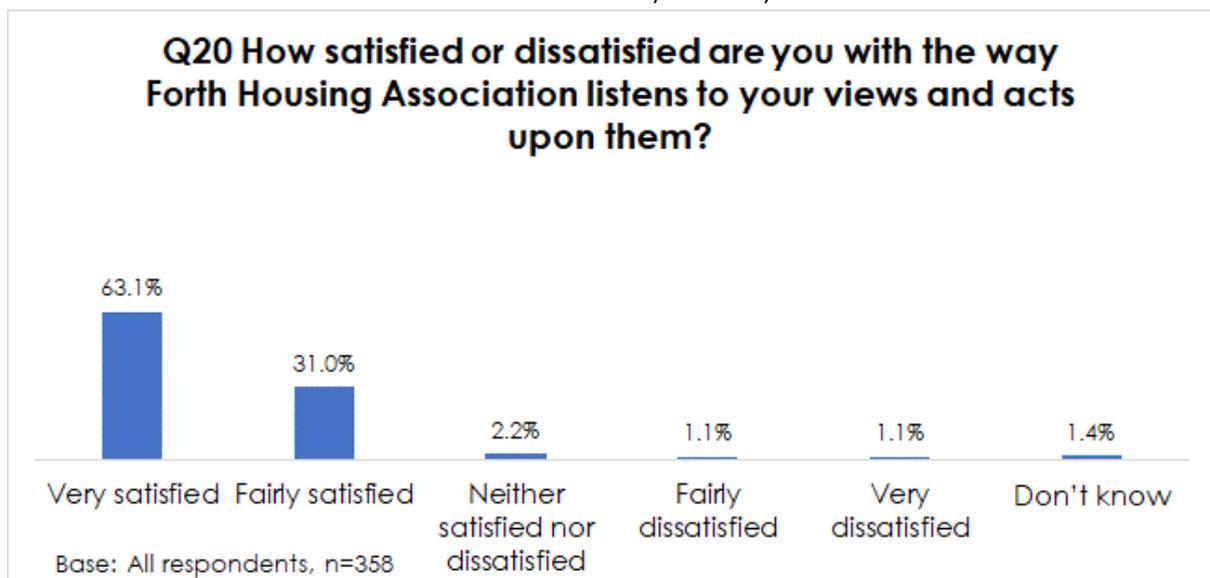
4.3 Preferred involvement in landlord's work (Q19)

Tenants were asked to select from a list of options which best describes their preferred level of involvement in their landlord's work. Almost all tenants said they were happy just to be kept informed (95%), 3% said they would like to have a say, 1% would like to be involved in making decisions and less than 1% were unsure. The proportion of tenants stating they were happy just to be kept informed has increased slightly from 90% in 2019.



4.4 Listening to tenants' views and acting upon them (Q20)

Over 9 in 10 tenants (94%) were either very or fairly satisfied with the way Forth HA listens to their views and acts upon them, compared to 2% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied.



5. CONTACTING THE LANDLORD

5.1 Contact methods (Q21/22)

Almost all tenants said they contact the Association by telephone (98%) which is consistent with the 2019 survey where 97% contacted the Association in this way. The proportion of tenants visiting the office has decreased from 11% in 2019 to just 1% in 2023. Email contact has increased slightly from 14% in 2019 to 19% in 2023. It is interesting to note that email contact decreases with age from 37% for those aged 16-34 to just 1% for tenants aged 65 and over.

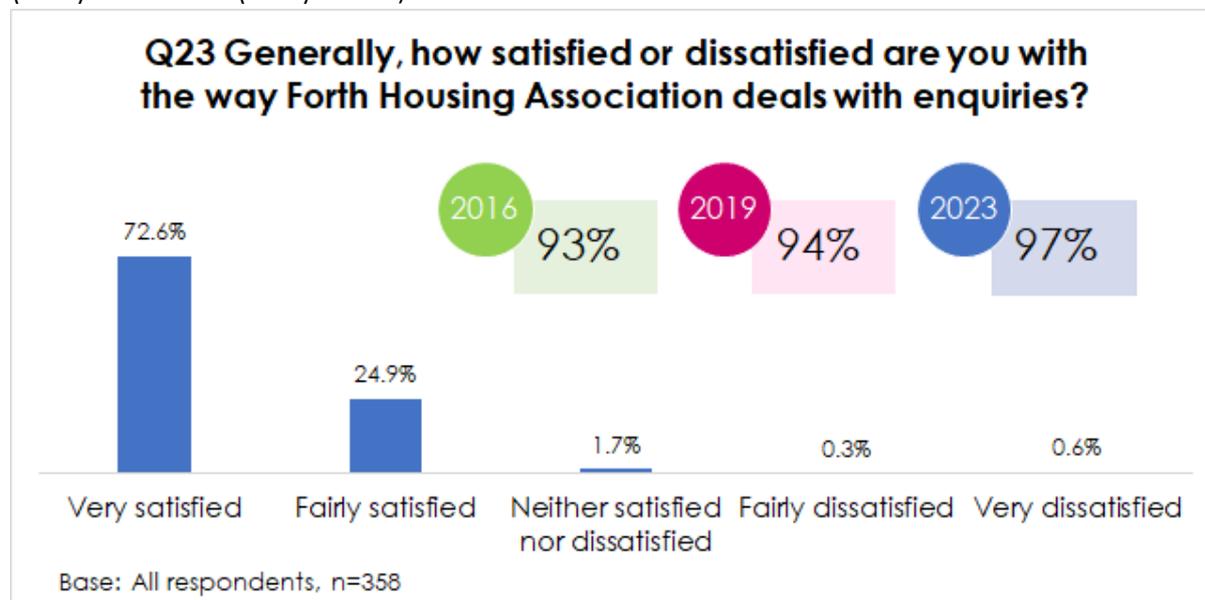
Q21 Which of the following ways do you use to contact Forth Housing Association? code all that apply. After each response ask: Any other?		
Base: All respondents, n=358	No.	%
Telephone	350	97.8%
E-mail	68	19.0%
Face to face contact with Housing Officer / other member of staff	12	3.4%
Visit to the office	4	1.1%
In writing	1	0.3%
Other	1	0.3%

In terms of how tenants would be prepared to contact the Association in the future, again telephone contact was most popular (98%, 96% in 2019), followed by email contact (32%, 16% in 2019) and contact via text message (8%, 12% in 2019). The proportion of tenants who would be prepared to visit the office has decreased from 8% in 2019 to 2% in 2023.

Q22 Which of the following ways would you be prepared to use in the future to contact Forth Housing Association? code all that apply. After each response ask: Any other?		
Base: All respondents, n=358	No.	%
Telephone	349	97.5%
E-mail	115	32.1%
Text	29	8.1%
Face to face contact with Housing Officer / other member of staff	19	5.3%
Visit to the office	7	2.0%
Social media (Facebook, Twitter)	4	1.1%
In writing	1	0.3%

5.2 Dealing with enquiries (Q24)

Following on from this, tenants were asked how satisfied or dissatisfied they were with the way Forth HA deals with enquiries. Almost all tenants (97%) were either very or fairly satisfied in this respect which is marginally higher than was reported in the 2016 (93%) and 2019 (94%) surveys.



Analysis by area revealed that in general tenants living in all areas were satisfied with the way Forth Housing Association deals with enquiries. Only tenants living in Raploch (1%, just 1 tenant) and in Cambusbarrow (6%, 2 tenants) were dissatisfied in this respect.

Q23 Generally, how satisfied or dissatisfied are you with the way Forth Housing Association deals with enquiries?					
Area	Base	% satisfied	% neither	% dissatisfied	% don't know
Dunblane	10	100%	-	-	-
Whins of Milton	5	100%	-	-	-
Cornton	45	100%	-	-	-
Braehead	7	100%	-	-	-
Fallin	33	100%	-	-	-
Bannockburn	9	100%	-	-	-
Irvine Place	4	100%	-	-	-
Cowie	14	100%	-	-	-
Plean	20	100%	-	-	-
Glyn Hughes Court	7	100%	-	-	-
Allanpark	8	100%	-	-	-
St. Ninians	60	98%	2%	-	-
Raploch	81	96%	2%	1%	-
Riverside	24	92%	8%	-	-
Cambusbarrow	31	90%	3%	6%	-

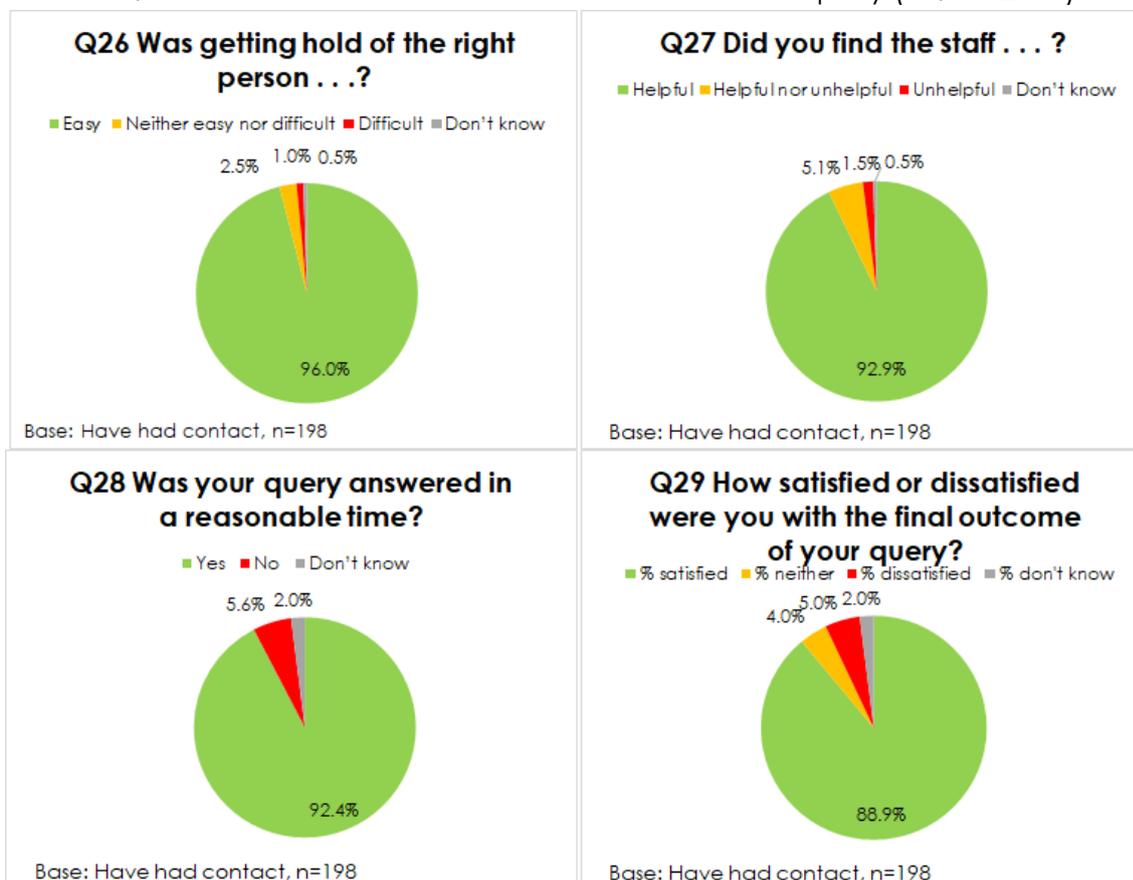
5.3 Contact with the Association (Q23-29)

Over half of tenants (55%) have contacted the Association in the past 12 months (61% in 2019). The main reasons for contact were to report a repair (77%, 51% in 2019) and to discuss their rent account (6%, 11% in 2019).

Q25 Can you briefly explain what the main reason for your contact was?		
Base: Have had contact, n=198	No.	%
To report a repair	153	77.3%
To discuss my rent account	11	5.6%
To pay my rent	7	3.5%
To discuss housing benefit/universal credit	5	2.5%
Problems with neighbours	5	2.5%
Environmental problems	3	1.5%
To apply to for a transfer/ mutual exchange	2	1.0%
Discuss improvements to my home	2	1.0%
Other	10	5.1%

Those who had contacted the Association were asked about their experience of contacting the Association:

- 96% said it was easy to get hold of the right person (95% in 2019)
- 93% found the staff helpful (89% in 2019)
- 92% said their query was answered in a reasonable time (90% in 2019)
- 89% were satisfied with the final outcome of their query (86% in 2019)



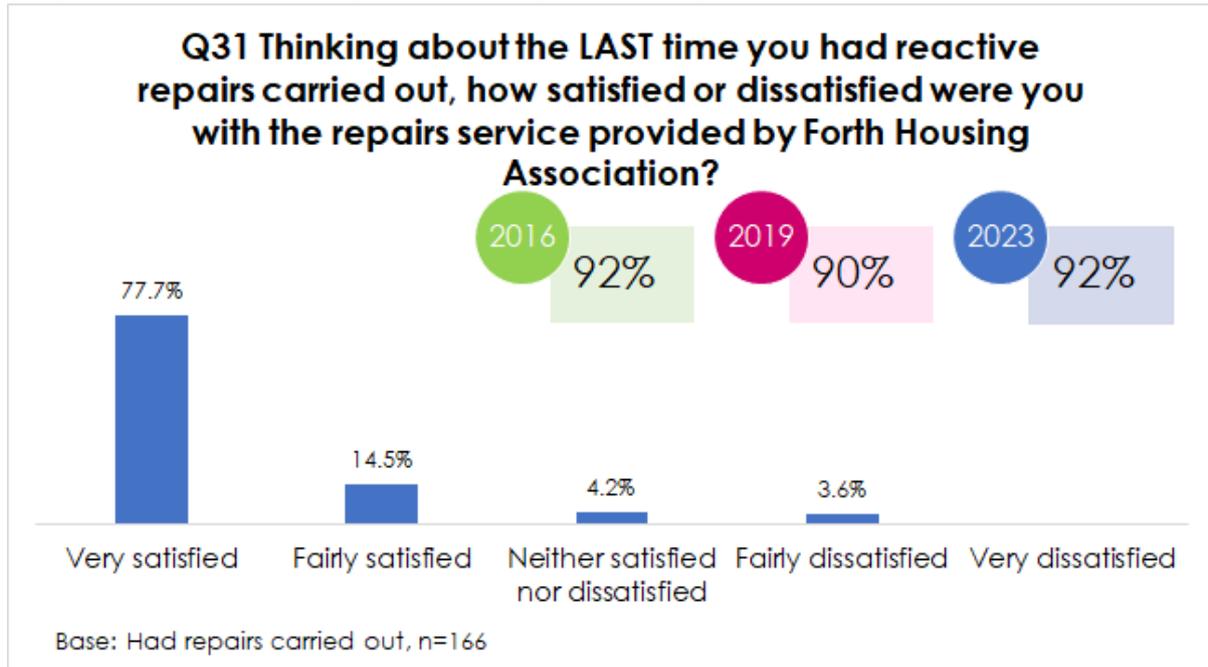
The table below shows satisfaction with the final outcome of the enquiry analysed by contact reason. As can be seen in this table, all tenants who had contacted the Association to pay their rent, discuss their rent account, discuss housing benefit or universal credit or to discuss improvements to their home were satisfied with the outcome of their enquiry. On the other hand, dissatisfaction was highest for those who had contacted the Association regarding problems with neighbours (60% dissatisfied, 3 tenants). Care should be taken when reading this analysis due to the small base numbers associated with certain contact reasons.

Q29 How satisfied or dissatisfied were you with the final outcome of your query?					
Contact reason	Base	% satisfied	% neither	% dissatisfied	% don't know
To report a repair	153	93%	3%	3%	1%
To pay my rent	7	100%	-	-	-
To discuss my rent account	11	100%	-	-	-
To apply to for a transfer/ mutual exchange	2	-	-	50%	50%
To discuss housing benefit/universal credit	5	100%	-	-	-
Problems with neighbours	5	-	40%	60%	-
Environmental problems	3	67%	-	-	33%
Discuss improvements to my home	2	100%	-	-	-
Other	10	60%	20%	20%	-

6. REPAIRS, MAINTENANCE AND HOUSING QUALITY

6.1 Satisfaction with repairs service overall (Q30-32)

Over 4 in 10 respondents (46%, 43% in 2019) 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 4% who said they were neither satisfied nor dissatisfied and 4% who were fairly dissatisfied. Compared to the previous surveys, the proportion of respondents very or fairly satisfied with the repairs service provided by Forth has remained consistent.



The 13 tenants who were not satisfied with the repairs service were asked to explain why they felt this way. This was generally where they said the repair had not been completed or repaired properly, regarding the quality of the repair or where they were unhappy with the amount of time they had to wait for the repair to be carried out. The individual comments have been provided to the Association for review.

Analysis by area reveals that all tenants living in Dunblane, Bannockburn, Irvine Place, Riverside, Cowie, Glyn Hughes Court, Allanpark and Cambusbarron were satisfied with the repairs service provided by Forth HA. Only tenants living in Cornton (4%, 1 tenant), Raploch (8%, 2 tenants) and St Ninians (9%, 3 tenants) expressed dissatisfaction with the repairs service.

Q31 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?				
Area	Base	% satisfied	% neither	% dissatisfied
Dunblane	4	100%	-	-
Bannockburn	4	100%	-	-
Irvine Place	3	100%	-	-
Riverside	6	100%	-	-
Cowie	8	100%	-	-
Glyn Hughes Court	1	100%	-	-
Allanpark	4	100%	-	-
Cambusbarron	19	100%	-	-
Cornton	25	96%	-	4%
Raploch	24	92%	-	8%
St. Ninians	35	89%	3%	9%
Plean	8	88%	13%	-
Braehead	7	86%	14%	-
Fallin	14	79%	21%	-
Whins of Milton	4	75%	25%	-

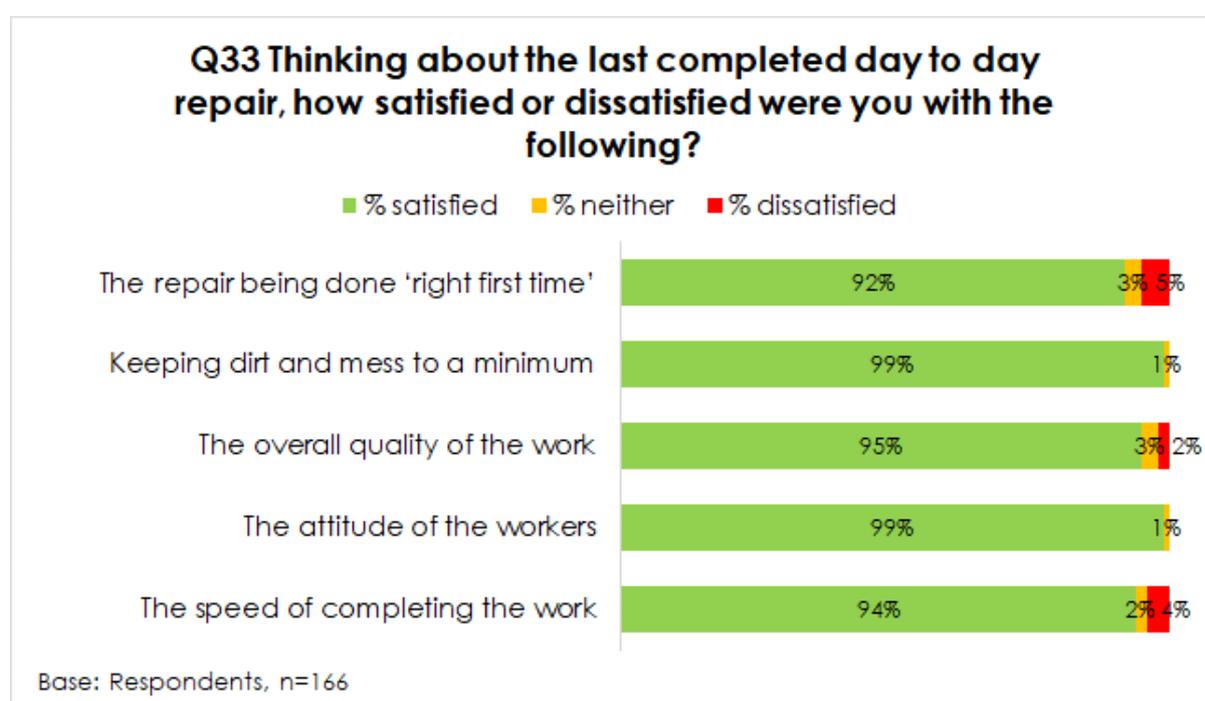
6.2 Satisfaction with aspects of the repairs service (Q33)

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 satisfied) were highest in terms of:

- The attitude of workers (99% stating very or fairly satisfied)
- Keeping dirt and mess to a minimum (99%)

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

- The repair being done right first time (5% stating very or fairly dissatisfied)
- The speed of completing the work (4%)



Compared to the previous survey, satisfaction has increased for two out of the five indicators, namely the overall quality of the work and the repair being done right first time. On the other hand, the speed of completing the work, keeping dirt and mess to a minimum and the attitude of the workers have seen no significant change since 2019.

Q33 Satisfaction with aspects of repairs services (2019 vs 2023)			
	2019	2023	Trend
The speed of completing the work	94%	94%	⇒ 0%
The attitude of the workers	97%	99%	⇒ 2%
The overall quality of the work	91%	95%	↑ 4%
Keeping dirt and mess to a minimum	96%	99%	⇒ 3%
The repair being done 'right first time'	88%	92%	↑ 4%

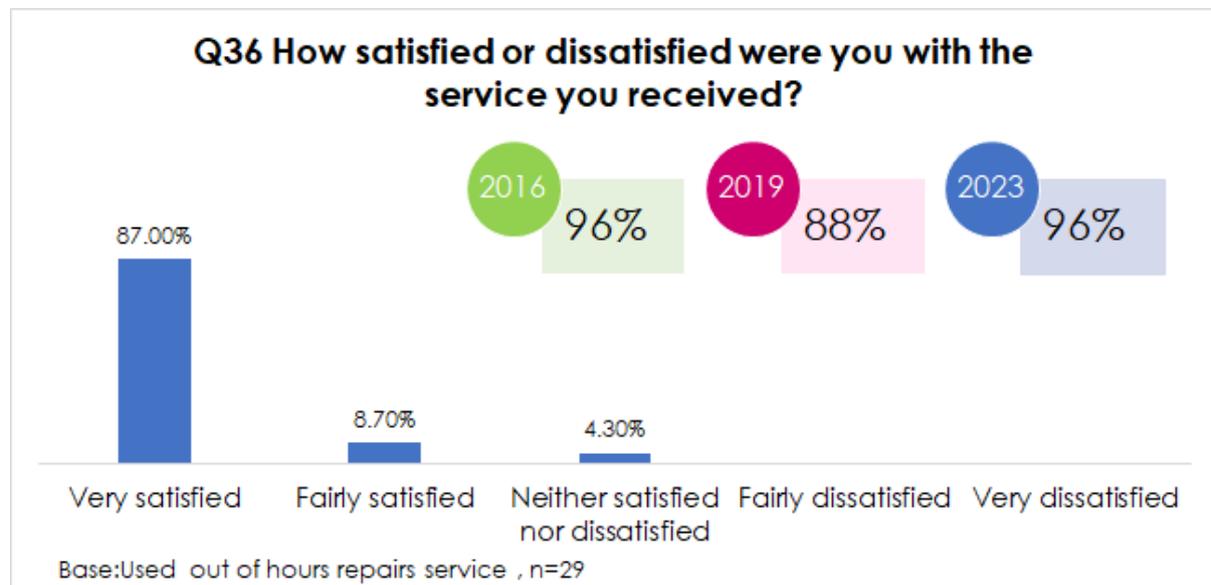
6.3 Out of hours repairs service (Q34-36)

The majority of respondents (78%) 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 decreased significantly compared to the 2016 survey (94%) and the 2019 survey (87%).

Males were less likely to be aware that Forth HA has an out of hours repairs service (69%) than females (82%), as were tenants who had a disability (72%) than those who did not have a disability (80%).

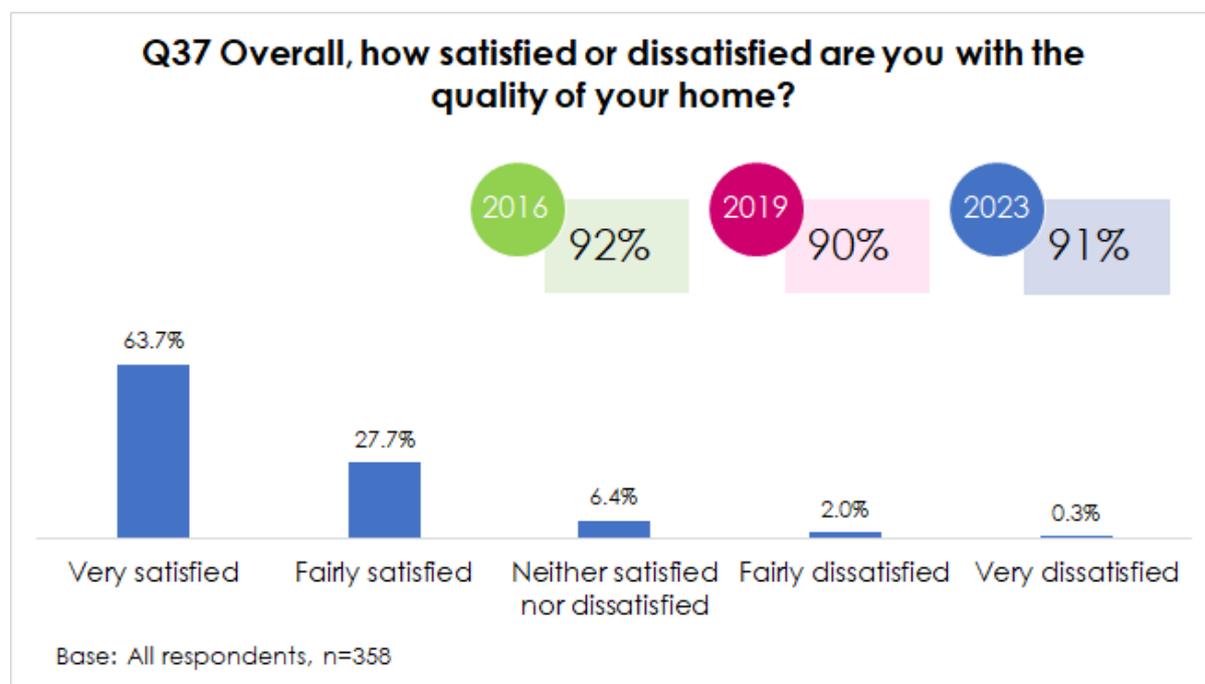
Those who were aware of the out of hours telephone number for reporting repairs were asked if they had used the out of hours repairs service in the past two years. Just 8% of tenants had done so compared to 10% in 2016 and 15% in 2019.

Over 9 in 10 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 neither satisfied nor dissatisfied. Overall satisfaction has increased from 88% in 2019 and is consistent with the 2016 survey result (96%).



6.4 Satisfaction with quality of the home (Q37/38)

More than 9 in 10 respondents (91%) said they were very or fairly satisfied with the quality of their home, compared to 6% who were neither satisfied nor dissatisfied and 2% who were fairly dissatisfied. Overall satisfaction with the quality of the home has not changed significantly compared to the results for 2016 (92%) and 2019 (90%).



The table below shows overall satisfaction and dissatisfaction analysed by area. All tenants living in Braehead, Irvine Place, Plean, Glyn Hughes Court and Allanpark were satisfied with the quality of their home. Those living in Bannockburn (67%), Whins of Milton (80%) and Riverside (83%) were least satisfied. Care should be taken when reading these results due to small sample sizes for certain areas.

Q37 Overall, how satisfied or dissatisfied are you with the quality of your home?				
	Base	% satisfied	% neither/ nor	% dissatisfied
Braehead	7	100%	-	-
Irvine Place	4	100%	-	-
Plean	20	100%	-	-
Glyn Hughes Court	7	100%	-	-
Allanpark	8	100%	-	-
St. Ninians	60	97%	-	3%
Cowie	14	93%	-	7%
Cornton	45	91%	9%	-
Dunblane	10	90%	-	10%
Raploch	81	90%	9%	1%
Cambusbarron	31	90%	3%	6%
Fallin	33	88%	12%	-
Riverside	24	83%	17%	-
Whins of Milton	5	80%	20%	-
Bannockburn	9	67%	22%	11%

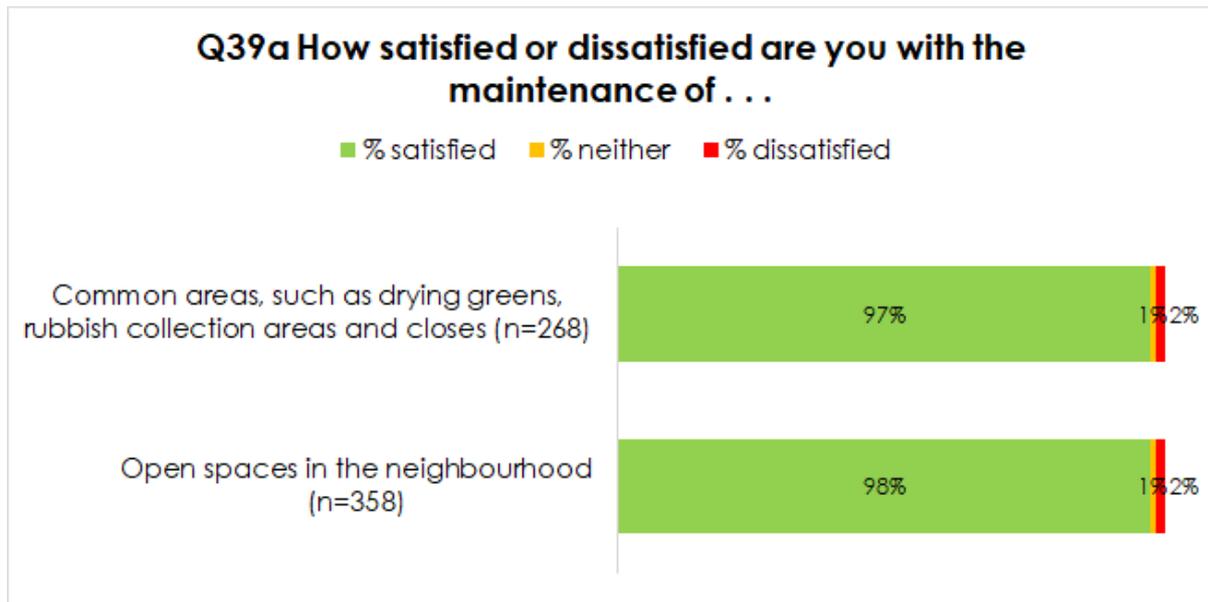
Following on from this, tenants who were not satisfied with the quality of their home were asked why they felt this way. This was generally where tenants believed their home required upgrading (36%) or where their home was draughty and windows or doors need improved (39%). Analysis of this question by neighbourhood can be found in the appendix.

Q38 Why do you say that?		
Base: not satisfied with quality of home, n=31	No.	%
Needs upgrading/updating	11	35.5%
Draughty / windows or doors need improvement	12	38.7%
Damp/mould present	7	22.6%
Repairs required	5	16.1%
Other	3	9.7%

7. SATISFACTION WITH THE NEIGHBOURHOOD

7.1 Satisfaction with maintenance of open spaces and common areas (Q39)

The majority (98%) of respondents were satisfied with the maintenance of open spaces in the neighbourhood, compared to 1% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied. In terms of the maintenance of common areas such as drying greens, rubbish collection areas and closes, over 9 in 10 tenants who gave an opinion were satisfied in this respect (97%), compared to 1% who were neither satisfied nor dissatisfied and 2% who were dissatisfied. Please note percentages do not add up to 100% for open spaces in the neighbourhood due to rounding.



Compared to the 2019 survey satisfaction with common areas has increased by 6 percentage points. Satisfaction with open spaces in the neighbourhood has seen no significant change.

Q39 Satisfaction with maintenance of open spaces and common areas (2019 vs 2023)			
	2019	2023	Trend
Open spaces in the neighbourhood	95%	98%	⇒ 3%
Common areas	91%	97%	↑ 6%

The following tables analyse each of these questions by neighbourhood. Care should be taken when reading these results due to the small sample sizes associated with certain areas.

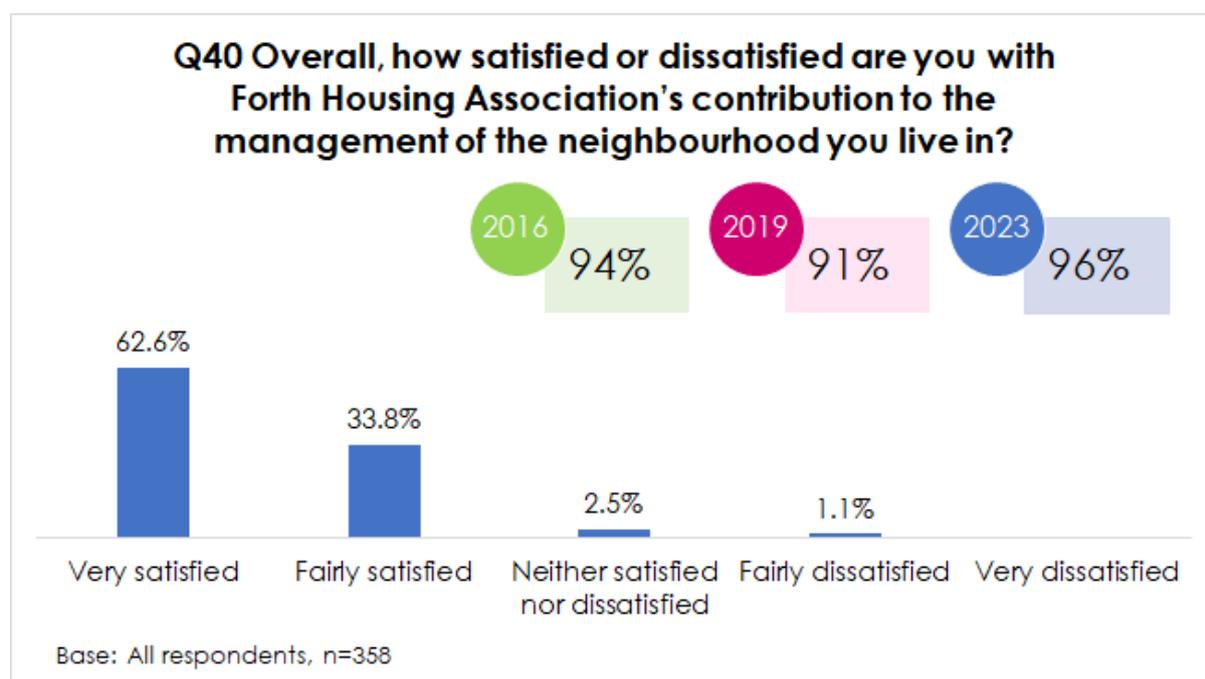
Satisfaction with open spaces in the neighbourhood				
Area	Base	% satisfied	% neither	% dissatisfied
Fallin	33	100%	-	-
Riverside	24	100%	-	-
Plean	20	100%	-	-
Cowie	14	100%	-	-
Dunblane	10	100%	-	-
Bannockburn	9	100%	-	-
Allanpark	8	100%	-	-
Braehead	7	100%	-	-
Glyn Hughes Court	7	100%	-	-
Irvine Place	4	100%	-	-
Raploch	81	98%	1%	1%
St. Ninians	60	98%	-	2%
Cambusbarron	31	97%	3%	-
Cornton	45	96%	-	4%
Whins of Milton	5	60%	-	40%

Satisfaction with common areas, such as drying greens, rubbish collection areas and closes				
Area	Base	% satisfied	% neither	% dissatisfied
Raploch	41	100%	-	-
Cornton	40	100%	-	-
Riverside	24	100%	-	-
Fallin	16	100%	-	-
Cowie	10	100%	-	-
Plean	10	100%	-	-
Allanpark	8	100%	-	-
Braehead	7	100%	-	-
Glyn Hughes Court	7	100%	-	-
Dunblane	5	100%	-	-
Irvine Place	4	100%	-	-
St. Ninians	60	98%	-	2%
Cambusbarron	22	91%	5%	5%
Bannockburn	9	89%	11%	-
Whins of Milton	5	40%	-	60%

7.2 Satisfaction with Association's contribution to the management of the neighbourhood (Q40/41)

Satisfaction with FHA's contribution to the management of the neighbourhood was very high with more than 9 in 10 respondents (96%) stating they were either very or fairly satisfied in this respect compared to 3% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied. The proportion of respondents very or fairly satisfied with their landlord's contribution to the management of their neighbourhood has increased from 91% in 2019.

Analysis by area shows that all tenants living in Riverside, Plean, Cowie, Dunblane, Allanpark, Braehead, Glyn Hughes Court and Irvine Place were either very or fairly satisfied in this respect.

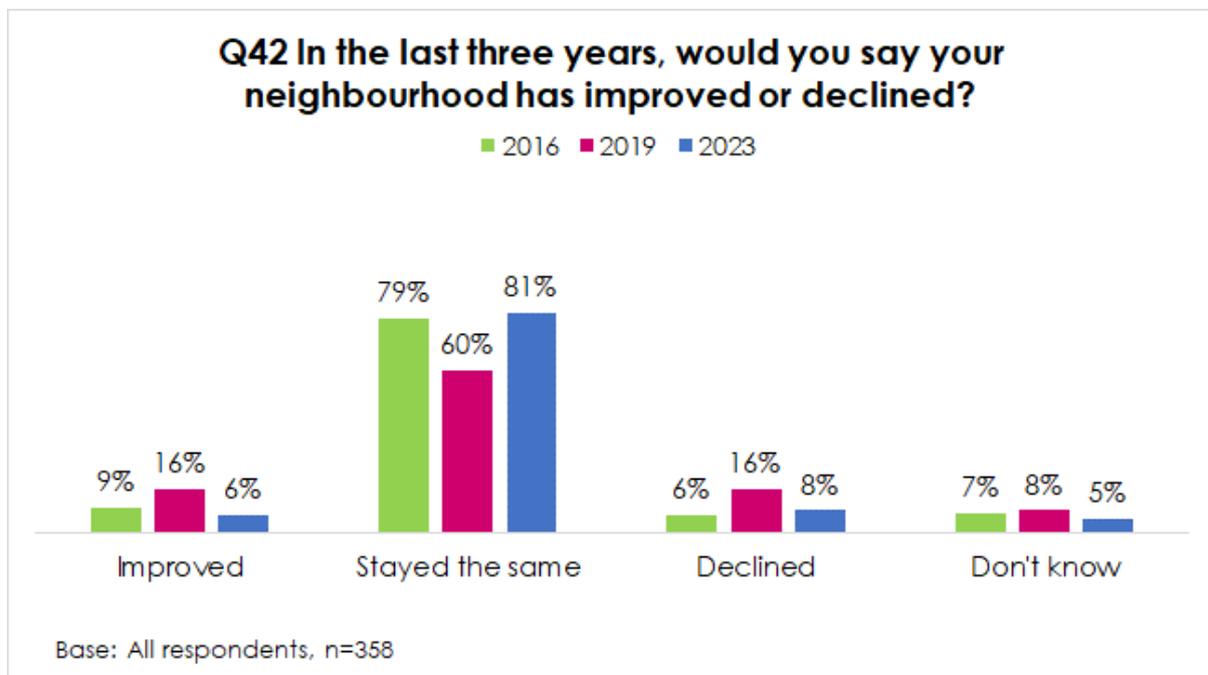


Q40 Overall, how satisfied or dissatisfied are you with Forth Housing Association's contribution to the management of the neighbourhood you live in?				
	Base	% satisfied	% neither/nor	% dissatisfied
Riverside	24	100%	-	-
Plean	20	100%	-	-
Cowie	14	100%	-	-
Dunblane	10	100%	-	-
Allanpark	8	100%	-	-
Braehead	7	100%	-	-
Glyn Hughes Court	7	100%	-	-
Irvine Place	4	100%	-	-
Raploch	81	98%	2%	-
St. Ninians	60	98%	-	2%
Fallin	33	97%	3%	-
Cornton	45	96%	-	4%
Cambusbarron	31	94%	6%	-
Bannockburn	9	78%	22%	-
Whins of Milton	5	40%	40%	20%

Where respondents were not satisfied were asked to provide their reasons for feeling this way. 13 tenants provided comments, and this was generally where they were unhappy with car parking issues, rubbish, problems with dogs, where they believed landscaping could be improved and regarding anti-social behaviour.

7.3 Change in the neighbourhood (Q42)

The vast majority of tenants (81%) were of the opinion that over the last 3 years, their neighbourhood has stayed the same. On the other hand, 6% were of the opinion it had improved, and 8% felt it had declined. The proportion of tenants stating the neighbourhood has stayed the same has increased from 60% in 2019 and is more similar to the 2016 result (79%). The proportion of tenants stating the neighbourhood has improved has decreased by 10 percentage points since 2019. The proportion of respondents who felt the neighbourhood had declined has decreased from 16% in 2019.



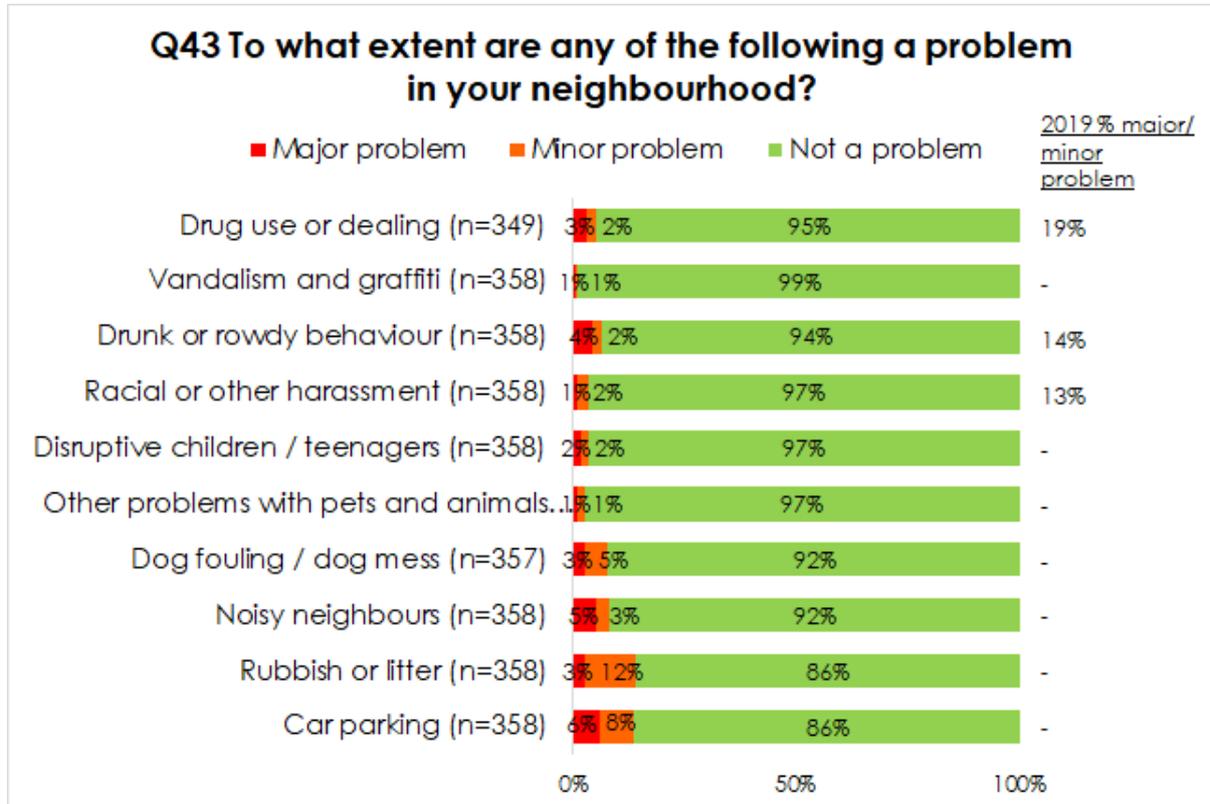
The following table shows the change in the neighbourhood analysed by area. All tenants living in Riverside, Dunblane, Bannockburn and Irvine place were of the opinion the neighbourhood had stayed the same. Tenants living in Cowie (29%), Cambusbarron (29%) and in Whins of Milton (60%) were most likely to say their neighbourhood had declined. While tenants living in Glyn Hughes Court ((29%), Braehead (14%) and Allanpark (13%) were most likely to say it had improved.

Q42 In the last three years, would you say your neighbourhood has improved or declined?					
Area	Base	% improved	% stayed the same	% declined	Don't know
Riverside	24	-	100%	-	-
Dunblane	10	-	100%	-	-
Bannockburn	9	-	100%	-	14%
Irvine Place	4	-	100%	-	-
Fallin	33	3%	97%	-	-
Plean	20	5%	90%	-	-
Cornton	45	4%	89%	7%	-
Allanpark	8	13%	88%	-	20%
Raploch	81	9%	85%	2%	-
Cowie	14	-	71%	29%	-
Glyn Hughes Court	7	29%	71%	-	-
St. Ninians	60	7%	63%	10%	5%
Cambusbarron	31	10%	61%	29%	-
Braehead	7	14%	57%	14%	4%
Whins of Milton	5	-	40%	60%	-

7.4 Neighbourhood problems (Q43)

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:

- Car parking (14% stating major or minor problem)
- Rubbish or litter (14%)



Please find a full neighbourhood analysis in Appendix 2.

The table below shows that the proportion of tenants who said each of these issues was “not a problem” has either stayed the same or increased since 2019. The biggest increase can be seen regarding noisy neighbours (an increase of 7 percentage points) and regarding drug use or drug dealing (an increase of 7 percentage points).

Q43 Neighbourhood problems (2019 vs 2023)			
	2019	2023	Trend
Car parking	80%	86%	↑ 6%
Rubbish or litter	88%	86%	→ -2%
Noisy neighbours	85%	92%	↑ 7%
Dog fouling / dog mess	86%	92%	↑ 6%
Other problems with pets and animals	98%	97%	→ -1%
Disruptive children / teenagers	96%	97%	→ 1%
Racial or other harassment	97%	97%	→ 0%
Drunk or rowdy behaviour	89%	94%	↑ 5%
Vandalism and graffiti	97%	99%	→ 2%
Drug use or dealing	88%	95%	↑ 7%

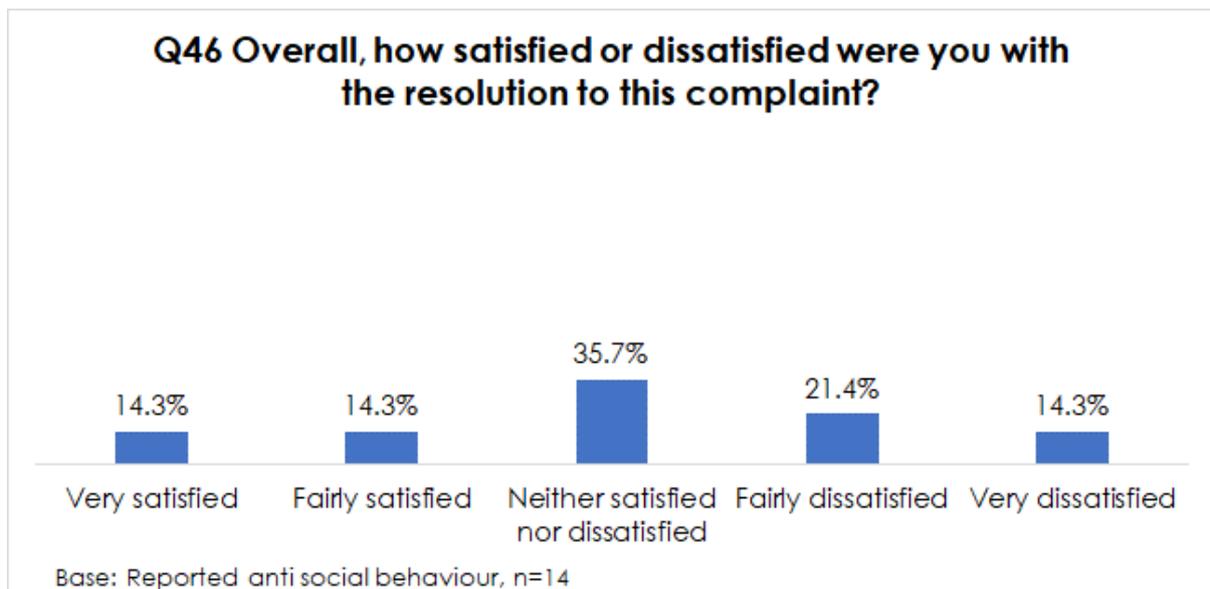
7.5 Experience of anti-social behaviour (Q44-47)

Only 6% of respondents (15% in 2019) said they have experienced anti-social behaviour in the last 12 months. Whins of Milton (40%), Braehead (29%) and Cowie (21%) had the highest proportion of tenants experiencing antisocial behaviour.

Q44 Have you experienced any anti-social behaviour in the past 12 months?				
Area	Base	Yes	No	Don't know
Dunblane	10	-	100%	-
Whins of Milton	5	40%	60%	-
Cornton	45	-	100%	-
Braehead	7	29%	71%	-
Fallin	33	6%	94%	-
Causewayhead	-	-	-	-
Bannockburn	9	-	100%	-
Irvine Place	4	-	100%	-
Raploch	81	1%	96%	2%
St. Ninians	60	10%	90%	-
Riverside	24	-	100%	-
Cowie	14	21%	79%	-
Plean	20	-	100%	-
Glyn Hughes Court	7	-	100%	-
Allanpark	8	-	100%	-
Cambusbarron	31	13%	87%	-

Of the 6 tenants who did not report the anti-social behaviour to Forth HA, 3 said this was because they did not want to get involved, one tenant felt that nothing would be done to address the issue and 2 were unsure why they didn't report it.

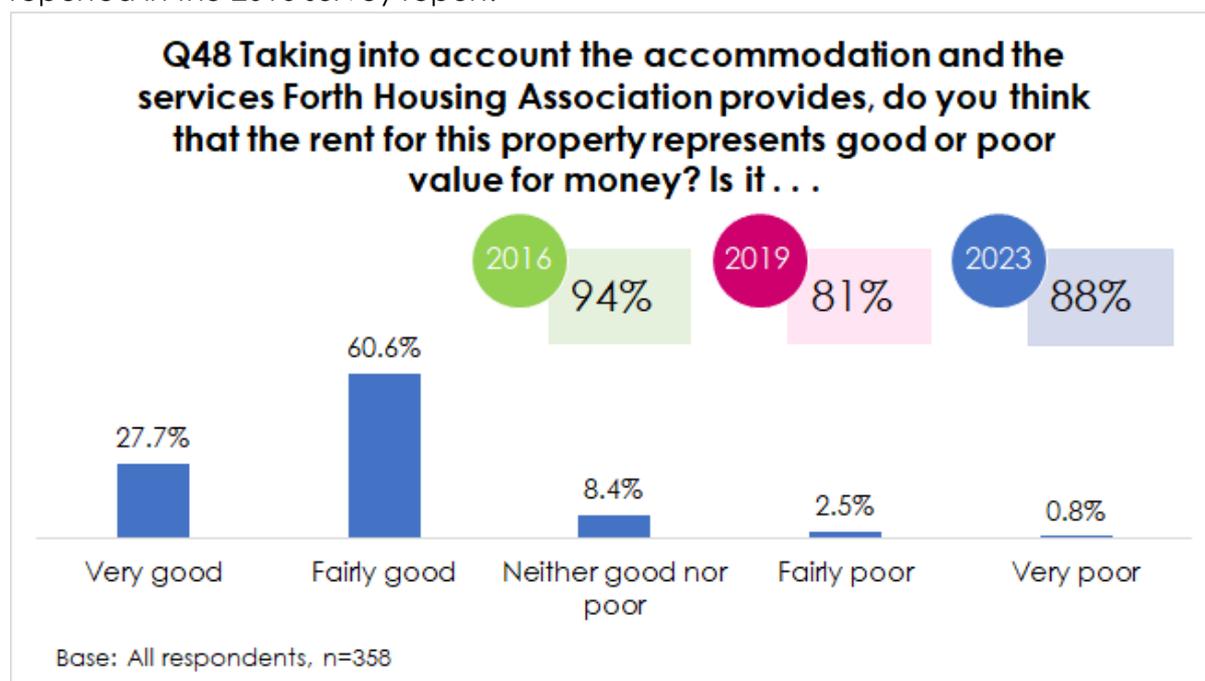
Of the 14 tenants who did report the issue, 29% were satisfied with the resolution of their complaint, 36% were dissatisfied and 36% were neither satisfied nor dissatisfied in this respect.



8. RENT, VALUE FOR MONEY AND WELFARE BENEFITS

8.1 Value for money of rent charge (Q48/49)

Just under 9 in 10 respondents (88%) said the rent for their property represented very or fairly good value for money compared to 8% who said it was neither good nor poor and 3% who rated it very or fairly poor value. The proportion of tenants stating their rent was good value has increased from 81% in 2019 and is lower than the 94% reported in the 2016 survey report.



Where tenants did not feel the rent for their property was good value, 48% said this was because they found it to be expensive and 29% mentioned rent increases.

Q49 Why do you say that?		
Base: Said not good value for money, n=42	No.	%
Expensive	20	47.6%
Rent keeps going up	12	28.6%
Repairs needing done	5	11.9%
Value for money not worth it	3	7.1%
Not sure	5	11.9%
Other	2	4.8%

All tenants living in Plean, Allanpark, Glyn Hughes Court and Irvine Place were of the opinion the rent for their home was good value for money. On the other hand, those who lived in Whins of Milton (60%), Riverside (63%) and Braehead (71%) were least satisfied.

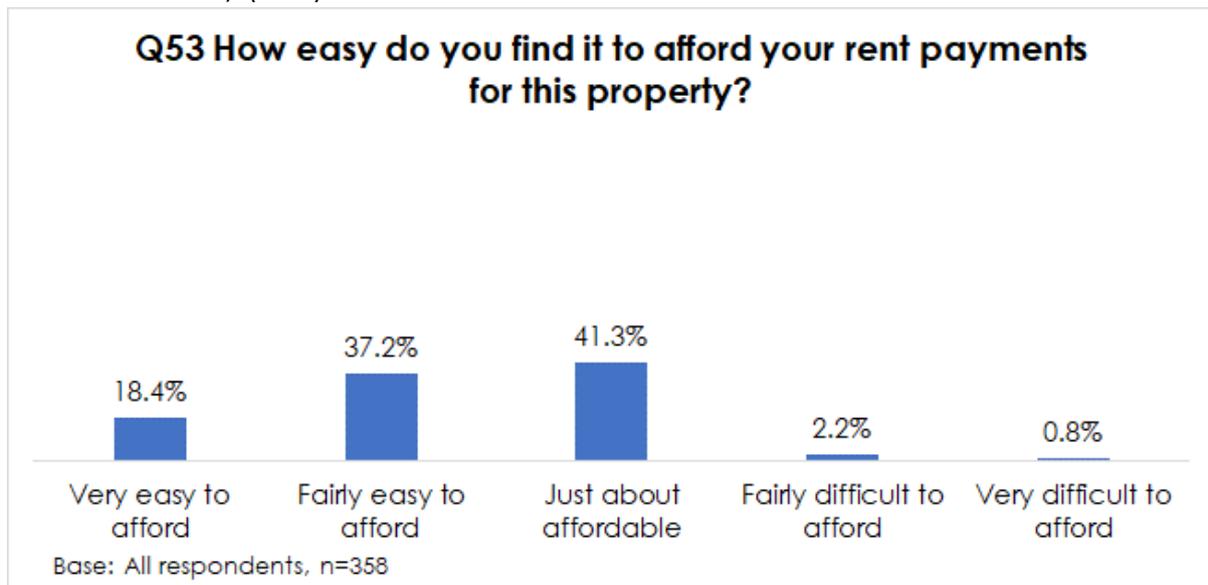
Q48 Taking into account the accommodation and the services Forth Housing Association provides, do you think that the rent for this property represents good or poor value for money? Is it . . .				
Area	Base	% good	% neither/nor	% poor
Plean	20	100%	-	-
Allanpark	8	100%	-	-
Glyn Hughes Court	7	100%	-	-
Irvine Place	4	100%	-	-
Raploch	81	95%	5%	-
Fallin	33	94%	6%	-
Cowie	14	93%	7%	-
St. Ninians	60	90%	5%	5%
Dunblane	10	90%	10%	-
Cornton	45	84%	7%	9%
Cambusbarron	31	81%	6%	13%
Bannockburn	9	78%	22%	-
Braehead	7	71%	29%	-
Riverside	24	63%	33%	4%
Whins of Milton	5	60%	40%	-

8.2 Income Maximisation Officer (Q50-52)

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. Just under 3 in 4 tenants said they were aware that the Association provides this service. More than 4 in 10 tenants (44%) had used the service amounting to 115 tenants, all of whom said the service helped them.

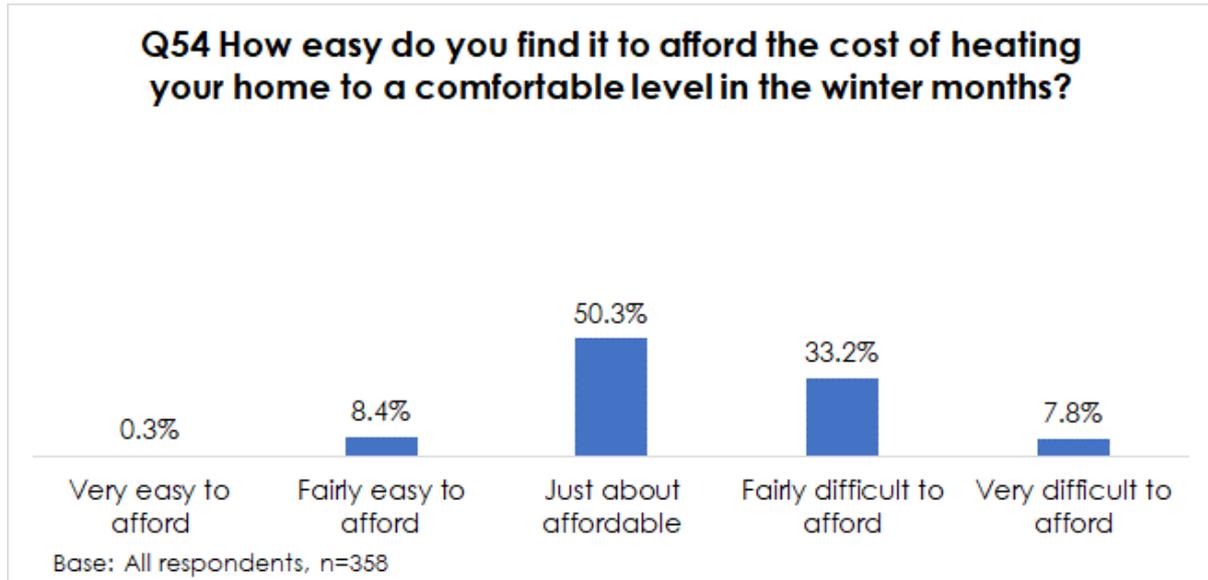
8.3 Affordability of rent payments (Q53)

Just over half (56%) find it very or fairly easy to afford the rent payments for their property, 41% said they were just about affordable and 3% said they were very or fairly difficult to afford. Analysis by age reveals that tenants aged 65 and over were most likely to find it easy to afford their rent payments, while tenants aged 35-44 were least likely (49%). Analysis by area reveals tenants living in St Ninians (22%), Riverside (8%) and in Cambusbarron (35%) were least likely to find rents affordable. Tenants living in Dunblane (80%), Braehead (86%), Raploch (79%), Cowie (79%) and Plean (80%) were most likely to find rents affordable. Tenants with a disability were more likely to consider rent payments easy to afford (63%) than those who did not have a disability (53%).



8.4 Affordability of heating costs (Q54/55)

Half of tenants said they find it just about affordable to afford the cost of heating their home to a comfortable level in the winter months, compared to 9% who said it was easy to afford and 41% who said it was difficult to afford. Analysis by age reveals that tenants aged 16-34 and aged 35-44 (both 51%) were more likely to find it difficult to afford their eating costs than tenants who were aged 45-64 (37%) and aged 65 and over (28%). Tenants living in Glyn Hughes Court (86%, 6 tenants), St Ninians (90%, 54 tenants), Cowie (57%, 8 tenants) and Braehead (57%, 4 tenants) were most likely to find heating costs difficult to afford.



9. TENANT AND HOUSEHOLD INFORMATION

9.1 Gender (Q56/57)

One third of respondents were male and 67% were females. Only one tenant considered themselves to be trans or have a trans history.

9.2 Age (Q58)

In terms of the age profile of tenants, 24% were aged 16-34, 20% were aged 35-44, 35% were aged 45-64 and 21% were aged 65 and over.

Q58 Which of the following age bands do you fall into?		
Base: All respondents, n=358	No.	%
16-24	19	5.3%
25-34	66	18.4%
35-44	73	20.4%
45-54	54	15.1%
55-64	70	19.6%
65-74	48	13.4%
75+	26	7.3%
Prefer not to say	2	0.6%

9.3 Household composition (Q59)

More than 4 in 10 tenants (42%) lived in their home as a single adult, 18% were 2 adult households, 5% were households with 3 or more adults, 20% were 1 parent families and 13% were 2 parent families.

Q59 How would you describe the composition of your household?		
Base: All respondents, n=358	No.	%
One adult under 60	78	21.8%
One adult aged 60 or over	72	20.1%
Two adults, both under 60	31	8.7%
Two adults, at least one 60 or over	33	9.2%
Three or more adults, 16 or over	18	5.0%
1 parent family with children, at least one under 16	71	19.8%
2 parent family with children, at least one under 16	47	13.1%
Other	7	2.0%
Don't know	-	-
Prefer not to say	1	0.3%

9.4 Employment status (Q60)

Over 4 in 10 tenants were in full or part time employment (42%), 21% were retired from work, 20% were permanently sick or disabled and 9% were at home looking after the family.

Q60 Which of the following best describes your status?		
Base: All respondents, n=358	No.	%
Employee in full time job (30 hours or more per week)	80	22.3%
Employee in part time job (Less than 30 hours per week)	69	19.3%
Self-employed – full or part time	-	-
Government supported training	-	-
Unemployed and available for work	19	5.3%
Wholly retired from work	76	21.2%
Full time education at school, college or university	3	0.8%
Looking after family / home	33	9.2%
Permanently sick / disabled	73	20.4%
Doing something else	1	0.3%
Prefer not to say	4	1.1%

9.5 Length of tenancy (Q61)

In terms of tenancy length, 9% had been tenants for 2 years or less, 21% had been tenants between 3 and 5 years. 30% had been tenants between 6 and 10 years and 39% had been tenants for over 11 years or more.

Q61 How long have you / your household been a tenant with this landlord?		
Base: All respondents, n=358	No.	%
Under 1 year	13	3.6%
1 – 2 years	20	5.6%
3 – 5 years	75	20.9%
6 – 10 years	107	29.9%
11 – 20 years	98	27.4%
21+ years	40	11.2%
Don't know	5	1.4%

9.6 Ethnicity (Q62)

The vast majority of tenants described their ethnicity as White Scottish (94%).

Q62 What is your ethnic group?		
Base: All respondents, n=358	No.	%
White Scottish	336	93.9%
White Other British	6	1.7%
White Irish	2	0.6%
White Polish	6	1.7%
White Gypsy/ Traveller	-	-
White Roma	-	-
White Showman/ showwoman	-	-
Other white ethnic group	1	0.3%
Any mixed or multiple ethnic groups	-	-
Pakistani, Pakistani Scottish or Pakistani British	3	0.8%
Indian, Indian Scottish or Indian British	-	-
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	-	-
Chinese, Chinese Scottish or Chinese British	2	0.6%
Other	-	-
African, African Scottish or African British (please write in)	-	-
Caribbean OR Black e.g. Scottish Caribbean, Black Scottish please write in	1	0.3%
Arab, Arab Scottish or Arab British	-	-
Other (please specify)	1	0.3%
Prefer not to say	-	-

9.7 Disability (Q63)

Around a third of tenants considered themselves to have a disability, 63% said they did not and 2% preferred not to say.

Appendix 1

Survey Questionnaire

**Forth Housing Association
Tenant Satisfaction and Aspiration Survey 2022**

Housing Management Area:

Monitor Quota

Bannockburn	1
Cambusbarron	2
Cowie	3
Plean	4
Riverside	5
Stirling town centre	6
Braehead	7
Cornton	8
Fallin	9
Raploch	10
St Nininans/ Torbrex	11
Whins of Milton	12
Dunblane	13

Property type:

Monitor Quota

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

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:

146 Drip Road

Stirling

FK8 1RW

Angela Laley, Project & Communications Co-ordinator.

Tel: 01786 446066

Email:angela@forthha.org.uk

SECTION 1: THE OVERALL SERVICE PROVIDED

Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Forth Housing Association* as your landlord? code one only

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q2
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion	6	Go to Q3

Q2. Why do you say that? Write in verbatim

Q3. Of the following, which three should your landlord give most priority to? code no more than three

Keeping tenants informed	1	Go to Q4
Making improvements to the existing housing stock	2	
Listening to tenants' views and acting upon them	3	
Repairs and maintenance	4	
Dealing with anti-social behaviour	5	
Maintaining the neighbourhood where you live	6	
Ensuring the rent charged represents good value for money	7	
Providing/ building more affordable homes in the area for people to rent	8	
Don't know	9	
None of the above	10	

Keeping Tenants Informed

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

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

Yes	1	Go to Q5
No	2	Go to Q6
Don't know	3	

Q5. How useful did you find the Tenants Handbook?

Very useful	1	Go to Q6
Fairly useful	2	
Not that useful	3	
Not useful at all	4	
Don't know	5	

Q6. If the Tenants Handbook was only available online, would you still refer to it?

Yes	1	Go to Q7
No	2	
Don't know	3	

Q7. Do you have access to, and use, the internet in any of the following ways?

Using a smartphone or tablet using a mobile signal	1	Go to Q8
Using a tablet using home broadband	2	
Using a laptop or PC using home broadband	3	
Using public access terminals, e.g. at library	4	
Access to the internet in some other way (please specify)	5	
Do not have access to the internet	6	Go to Q13

Q8. 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?

Looking up information about the housing services	1	Go to Q9
Reporting a repair	2	
Paying rent via Allpay internet payments.	3	
How to pay your rent	4	
Something else (please specify)	5	
Have not visited website	6	Go to Q10

Q9. How useful was the website? code one only

Very useful	1	Go to Q10
Fairly useful	2	
Not that useful	3	
Not useful at all	4	
Don't know	5	

Q10. Do you know you can pay your rent via Allpay app?

Yes	1	Go to Q11
No	2	

Q11. Do you know you can sign up for 'My Forth' to view your rent account online?

Yes	1	Go to Q12
No	2	

Q12. If Forth no longer produced a paper copy of the Tenants Newsletter, and it was only available online at Forth's website-, would you read it?

Yes	1	Go to Q13
No	2	

Q13. Did you read the last issue of the newsletter Speaking Forth? [INTERVIEWER: SHOW NEWSLETTER]?

Yes - Fully	1	Go to Q14
Yes - Flicked through it	2	
No - Have received it but not read it	3	
No - Have not received it	4	
Don't know	5	

Q14. How good or poor do you feel Forth Housing Association is at keeping you informed about their services and decisions? code one only

Very good	1	Go to Q16
Fairly good	2	
Neither good nor poor	3	Go to Q15
Fairly poor	4	
Very poor	5	

Q15. 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? code all that apply

Becoming a member of the Association/ Committee	1	Go to Q17
Tenants' View Forum – meetings are held to examine Forth's performance	2	
E Group – receiving a short survey by quarterly email	3	
Speaking Forth Newsletter – responding to articles asking for feedback	4	
Responding to surveys sent to tenants e.g. repairs satisfaction via text	5	

Q17. How satisfied or dissatisfied are you with opportunities given to you to participate in decision making processes? code one only

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

Q18. Why do you say that? Write in verbatim

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

Happy just to be kept informed	1	Go to Q20
Would like to have a say	2	
Would like to be involved in making decisions	3	
Don't know	3	

Q20. How satisfied or dissatisfied are you with the way Forth Housing Association listens to your views and acts upon them? code one only

Very satisfied	1	Go to Q21
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

CONTACTING THE LANDLORD

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

Q21. Which of the following ways do you use to contact Forth Housing Association? code all that apply. After each response ask: Any other?

E-mail	1	Go to Q22
Telephone	2	
In writing	3	
Visit to the office	4	
Face to face contact with Housing Officer / other member of staff	5	
Other	6	
Don't know	7	

Q22. Which of the following ways would you be prepared to use in the future to contact Forth Housing Association? code all that apply. After each response ask: Any other?

E-mail	1	Go to Q23
Telephone	2	
Text	3	
In writing	4	
Social media (Facebook, Twitter)	5	
Visit to the office	6	
Face to face contact with Housing Officer / other member of staff	7	
Other	8	
Don't know	9	

Q23. Generally, how satisfied or dissatisfied are you with the way Forth Housing Association deals with enquiries? code one only

Very satisfied	1	Go to Q24
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

Q24. Have you contacted Forth Housing Association in the past 12 months? Code one only

Yes	1	Go to Q25
No	2	Go to Q30
Don't know	3	

Q25. Can you briefly explain what the main reason for your contact was? Code one only

To report a repair	1	Go to Q26
To pay my rent	2	
To discuss my rent account	3	
To apply to for a transfer/ mutual exchange	4	
To discuss housing benefit/ universal credit	5	
Problems with neighbours	6	
Environmental problems	7	
Discuss improvements to my home	8	
Other (please specify)	9	

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

Easy	1	Go to Q27
Neither easy nor difficult	2	
Difficult	3	
Don't know	4	

Q27. Did you find the staff . . . ? Read out and code one only

Helpful	1	Go to Q28
Helpful nor unhelpful	2	
Unhelpful	3	
Don't know	4	

Q28. Was your query answered in a reasonable time? Code one only

Yes	1	Go to Q29
No	2	
Don't know	3	

Q29. How satisfied or dissatisfied were you with the final outcome of your query? code one only

Very satisfied	1	Go to Q30
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

REPAIRS, MAINTENANCE AND HOUSING QUALITY

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

Q30. Have you had any reactive (day to day) repairs carried out in this property in the last 12 months? Code one only

Yes	1	Go to Q31
No	2	Go to Q34

Q31. 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?

code one only

Very satisfied	1	Go to Q33
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q32
Fairly dissatisfied	4	
Very dissatisfied	5	

Q32. Why do you say that? Write in verbatim

--

Q33. Thinking about the last completed day to day repair, how satisfied or dissatisfied were you with the following? read out each aspect

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
The speed of completing the work	1	2	3	4	5
The attitude of the workers	1	2	3	4	5
The overall quality of the work	1	2	3	4	5
Keeping dirt and mess to a minimum	1	2	3	4	5
The repair being done 'right first time'	1	2	3	4	5

Q34. 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

Yes	1	Go to Q35
No	2	Go to Q37
Don't know	3	

Q35. Have you used the 'Out of hours' repairs service in the past 2 years?

Yes	1	Go to Q36
No	2	Go to Q37
Don't know	3	

Q36. How satisfied or dissatisfied were you with the service you received?

Very satisfied	1	Go to Q37
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

Q37. Overall, how satisfied or dissatisfied are you with the quality of your home? code one only

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

Q38. 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.

Q39. How satisfied or dissatisfied are you with the maintenance of . . .
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

Q40. Overall, how satisfied or dissatisfied are you with Forth Housing Association's contribution to the management of the neighbourhood you live in? code one only

Very satisfied	1	Go to Q42
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q41
Fairly dissatisfied	4	
Very dissatisfied	5	

Q41. Why do you say that? Write in verbatim

--

Q42. In the last three years, would you say your neighbourhood has improved or declined?
code one only

Greatly improved	1	Go to Q43
Slightly improved	2	
Stayed the same	3	
Slightly declined	4	
Greatly declined	5	
Don't know	6	

Q43. To what extent are any of the following a problem in your neighbourhood?

Problems	Major problem	Minor problem	Not a problem	Don't know
Car parking	1	2	3	4
Rubbish or litter	1	2	3	4
Noisy neighbours	1	2	3	4
Dog fouling / dog mess	1	2	3	4
Other problems with pets and animals	1	2	3	4
Disruptive children / teenagers	1	2	3	4
Racial or other harassment	1	2	3	4
Drunk or rowdy behaviour	1	2	3	4
Vandalism and graffiti	1	2	3	4
Drug use or dealing	1	2	3	4
Any other problems (please specify)	1	2		

Q44. Have you experienced any anti-social behaviour in the past 12 months? Code one only

Yes	1	Go to Q45
No	2	Go to Q48
Don't know	3	

Q45. Have you reported anti-social behaviour to Forth Housing Association in the past 12 months? Code one only

Yes	1	Go to Q46
No	2	Go to Q47
Don't know	3	Go to Q48

Q46. Overall, how satisfied or dissatisfied were you with the resolution to this complaint?

Very satisfied	1	Go to Q48
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

Q47. Why did you not report the anti-social behaviour to Forth Housing Association?

code all that apply. After each response ask: Anything else?

Did not want to get involved	1	Go to Q48
Did not know who or where to report the problem to	2	
Did not feel anything would be done	3	
Fear of reprisals	4	
Some other reason – Please specify	5	
Don't know	6	

RENT, VALUE FOR MONEY AND WELFARE BENEFITS

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

Q48. 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 . . . code one only

Very good	1	Go to Q50
Fairly good	2	
Neither good nor poor	3	Go to Q49
Fairly poor	4	
Very poor	5	

Q49. Why do you say that? Write in verbatim

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.

Q50. Before I spoke to you today, were you aware that Forth Housing Association provides this service?

Yes	1	Go to Q51
No	2	Go to Q53

Q51. Have you ever used this service?

Yes	1	Go to Q52
No	2	Go to Q53

Q52. Did using the service help you?

Yes	1	Go to Q53
No	2	

Q53. How easy do you find it to afford your rent payments for this property?

Very easy to afford	1	Go to Q54
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

Q54. How easy do you find it to afford the cost of heating your home to a comfortable level in the winter months?

Very easy to afford	1	Go to Q55
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

Q55. Have you ever chosen not to put your heating on because you couldn't afford to in the last 12 months?

Yes	1	Go to Q56
No	2	
Prefer not to say	3	

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.**

Q56. What is your sex?

Male	1
Female	2
Other	3
Prefer not to say	4

Q57. Do you consider yourself to be trans or have a trans history? [Trans is a term used to describe people whose gender is not the same as the sex they were registered at birth]

Yes	1
No	2
Prefer not to say	3

Q58. Which of the following age bands do you fall into? Show card 13

16-24	1	Go to Q59
25-34	2	
35-44	3	
45-54	4	
55-64	5	
65-74	6	
75+	7	
Prefer not to say	8	

Q59. How would you describe the composition of your household? Show card 14

One adult under 60	1	Go to Q60
One adult aged 60 or over	2	
Two adults, both under 60	3	
Two adults, at least one 60 or over	4	
Three or more adults, 16 or over	5	
1 parent family with children, at least one under 16	6	
2 parent family with children, at least one under 16	7	
Other	8	
Don't know	9	
Prefer not to say	10	

Q60. Which of the following best describes your status? Show card 15

Employee in full time job (30 hours or more per week)	1	Go to Q61
Employee in part time job (Less than 30 hours per week)	2	
Self employed – full or part time	3	
Government supported training	4	
Unemployed and available for work	5	
Wholly retired from work	6	
Full time education at school, college or university	7	
Looking after family / home	8	
Permanently sick / disabled	9	
Doing something else	10	
Prefer not to say	11	

Q61. How long have you / your household been a tenant with this landlord? Code one only

Under 1 year	1	Go to Q62
1 – 2 years	2	
3 – 5 years	3	
6 – 10 years	4	
11 – 20 years	5	
21+ years	6	
Don't know	7	

Q62. What is your ethnic group?

WHITE	
Scottish	1
Other British	2
Irish	3
Polish	4
Gypsy/ Traveller	5
Roma	6
Showman/ showwoman	7
Other white ethnic group	8
MIXED OR MULTIPLE ETHNIC GROUPS	
Any mixed or multiple ethnic groups	9
ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	
Pakistani, Pakistani Scottish or Pakistani British	10
Indian, Indian Scottish or Indian British	11
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	12
Chinese, Chinese Scottish or Chinese British	13
Other	14
AFRICAN,	
African, African Scottish or African British (please write in)	15
CARIBBEAN OR BLACK	
e.g. Scottish Caribbean, Black Scottish please write in	16
OTHER ETHNIC GROUP	
Arab, Arab Scottish or Arab British	17
Other (please specify)	18

Prefer not to say	19
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Q63. Do you consider yourself to have a disability? Code one only

Yes	1	Go to Q64
No	2	
Prefer not to say	3	

Q64. Finally, would you like to be entered into the Prize Draw where you could win one of four prizes of £25

Yes	Read: You will now be entered in the Prize Draw which Research Resource will hold on behalf of your landlord.	1	CLOSE
No		2	

- **Thank you very much for completing the questionnaire.**
- **Would you like to take a note of our website address to learn more about Research Resource and how your data is used? You can find our Privacy Information Notice at www.researchresource.co.uk/privacy-notice**

Appendix 2

Data tables

Q38 Reasons for not being satisfied with quality of home analysed by area:

Counts Break % Respondents	Base	Q38 Why do you say that?				
		needs upgrading/updating	draughty / windows or doors need improvement	damp/mould present	repairs required	other
Total	31	11 35%	12 39%	7 23%	5 16%	3 10%
Address Line 2						
Dunblane	1	-	-	1 100%	1 100%	-
Whins of Milton	1	-	-	1 100%	-	-
Cornton	4	1 25%	3 75%	-	1 25%	-
Braehead	-	-	-	-	-	-
Fallin	4	1 25%	3 75%	1 25%	-	-
Causewayhead	-	-	-	-	-	-
Bannockburn	3	1 33%	2 67%	-	-	-
Irvine Place	-	-	-	-	-	-
Raploch	8	5 63%	2 25%	2 25%	1 13%	1 13%
St.Ninians	2	-	1 50%	1 50%	-	-
Riverside	4	2 50%	-	1 25%	2 50%	-
Cowie	1	-	1 100%	-	-	-
Plean	-	-	-	-	-	-
Glyn Hughes Court	-	-	-	-	-	-
NULL	-	-	-	-	-	-
Allanpark	-	-	-	-	-	-
Cambusbarron	3	1 33%	-	-	-	2 67%
St.Nininans	-	-	-	-	-	-

Counts Break % Respondents	Base	Car parking			
		Major problem	Minor problem	Not a problem	Don't know
Total	358	21 6%	28 8%	309 86%	- -
Address Line 2					
Dunblane	10	- -	2 20%	8 80%	- -
Whins of Milton	5	3 60%	1 20%	1 20%	- -
Cornton	45	1 2%	3 7%	41 91%	- -
Braehead	7	- -	- -	7 100%	- -
Fallin	33	1 3%	- -	32 97%	- -
Causewayhead	-	- -	- -	- -	- -
Bannockburn	9	- -	1 11%	8 89%	- -
Irvine Place	4	1 25%	1 25%	2 50%	- -
Raploch	81	- -	2 2%	79 98%	- -
St.Ninians	60	3 5%	2 3%	55 92%	- -
Riverside	24	1 4%	6 25%	17 71%	- -
Cowie	14	- -	- -	14 100%	- -
Plean	20	- -	3 15%	17 85%	- -
Glyn Hughes Court	7	- -	1 14%	6 86%	- -
NULL	-	- -	- -	- -	- -
Allanpark	8	5 63%	- -	3 38%	- -
Cambusbarron	31	6 19%	6 19%	19 61%	- -
St.Nininans	-	- -	- -	- -	- -

Counts Break % Respondents	Base	Rubbish or litter			
		Major problem	Minor problem	Not a problem	Don't know
Total	358	9 3%	42 12%	307 86%	- -
Address Line 2					
Dunblane	10	- -	2 20%	8 80%	- -
Whins of Milton	5	3 60%	- -	2 40%	- -
Cornton	45	1 2%	6 13%	38 84%	- -
Braehead	7	- -	- -	7 100%	- -
Fallin	33	- -	5 15%	28 85%	- -
Causewayhead	-	- -	- -	- -	- -
Bannockburn	9	- -	- -	9 100%	- -
Irvine Place	4	- -	- -	4 100%	- -
Raploch	81	- -	10 12%	71 88%	- -
St.Ninians	60	1 2%	5 8%	54 90%	- -
Riverside	24	2 8%	- -	22 92%	- -
Cowie	14	- -	- -	14 100%	- -
Plean	20	- -	2 10%	18 90%	- -
Glyn Hughes Court	7	- -	1 14%	6 86%	- -
NULL	-	- -	- -	- -	- -
Allanpark	8	- -	1 13%	7 88%	- -
Cambusbarron	31	2 6%	10 32%	19 61%	- -
St.Nininans	-	- -	- -	- -	- -

Counts Break % Respondents	Base	Noisy neighbours			
		Major problem	Minor problem	Not a problem	Don't know
Total	358	18 5%	11 3%	329 92%	- -
Address Line 2					
Dunblane	10	- -	- -	10 100%	- -
Whins of Milton	5	2 40%	- -	3 60%	- -
Cornton	45	1 2%	- -	44 98%	- -
Braehead	7	1 14%	- -	6 86%	- -
Fallin	33	- -	1 3%	32 97%	- -
Causewayhead	-	- -	- -	- -	- -
Bannockburn	9	- -	- -	9 100%	- -
Irvine Place	4	- -	- -	4 100%	- -
Raploch	81	- -	4 5%	77 95%	- -
St.Ninians	60	2 3%	4 7%	54 90%	- -
Riverside	24	2 8%	- -	22 92%	- -
Cowie	14	3 21%	- -	11 79%	- -
Plean	20	- -	- -	20 100%	- -
Glyn Hughes Court	7	- -	- -	7 100%	- -
NULL	-	- -	- -	- -	- -
Allanpark	8	- -	- -	8 100%	- -
Cambusbarron	31	7 23%	2 6%	22 71%	- -
St.Nininans	-	- -	- -	- -	- -

Counts Break % Respondents	Base	Dog fouling / dog mess			
		Major problem	Minor problem	Not a problem	Don't know
Total	358	9 3%	19 5%	329 92%	1 0%
Address Line 2					
Dunblane	10	-	3 30%	7 70%	-
Whins of Milton	5	1 20%	1 20%	3 60%	-
Cornton	45	2 4%	2 4%	41 91%	-
Braehead	7	-	-	7 100%	-
Fallin	33	-	1 3%	32 97%	-
Causewayhead	-	-	-	-	-
Bannockburn	9	-	-	9 100%	-
Irvine Place	4	-	-	4 100%	-
Raploch	81	-	1 1%	80 99%	-
St.Ninians	60	2 3%	3 5%	55 92%	-
Riverside	24	2 8%	-	22 92%	-
Cowie	14	-	1 7%	12 86%	1 7%
Plean	20	-	1 5%	19 95%	-
Glyn Hughes Court	7	-	-	7 100%	-
NULL	-	-	-	-	-
Allanpark	8	-	-	8 100%	-
Cambusbarron	31	2 6%	6 19%	23 74%	-
St.Nininans	-	-	-	-	-

Counts Break % Respondents	Base	Other problems with pets and animals			
		Major problem	Minor problem	Not a problem	Don't know
Total	358	4 1%	5 1%	349 97%	- -
Address Line 2					
Dunblane	10	- -	- -	10 100%	- -
Whins of Milton	5	- -	1 20%	4 80%	- -
Cornton	45	- -	- -	45 100%	- -
Braehead	7	- -	- -	7 100%	- -
Fallin	33	1 3%	1 3%	31 94%	- -
Causewayhead	-	- -	- -	- -	- -
Bannockburn	9	- -	- -	9 100%	- -
Irvine Place	4	- -	- -	4 100%	- -
Raploch	81	- -	1 1%	80 99%	- -
St.Ninians	60	1 2%	2 3%	57 95%	- -
Riverside	24	2 8%	- -	22 92%	- -
Cowie	14	- -	- -	14 100%	- -
Plean	20	- -	- -	20 100%	- -
Glyn Hughes Court	7	- -	- -	7 100%	- -
NULL	-	- -	- -	- -	- -
Allanpark	8	- -	- -	8 100%	- -
Cambusbarron	31	- -	- -	31 100%	- -
St.Nininans	-	- -	- -	- -	- -

Counts Break % Respondents	Base	Disruptive children / teenagers			
		Major problem	Minor problem	Not a problem	Don't know
Total	358	6 2%	6 2%	346 97%	- -
Address Line 2					
Dunblane	10	- -	- -	10 100%	- -
Whins of Milton	5	1 20%	1 20%	3 60%	- -
Cornton	45	- -	1 2%	44 98%	- -
Braehead	7	- -	- -	7 100%	- -
Fallin	33	- -	1 3%	32 97%	- -
Causewayhead	-	- -	- -	- -	- -
Bannockburn	9	- -	- -	9 100%	- -
Irvine Place	4	- -	- -	4 100%	- -
Raploch	81	- -	2 2%	79 98%	- -
St.Ninians	60	1 2%	- -	59 98%	- -
Riverside	24	2 8%	- -	22 92%	- -
Cowie	14	- -	- -	14 100%	- -
Plean	20	- -	- -	20 100%	- -
Glyn Hughes Court	7	- -	- -	7 100%	- -
NULL	-	- -	- -	- -	- -
Allanpark	8	- -	- -	8 100%	- -
Cambusbarron	31	2 6%	1 3%	28 90%	- -
St.Nininans	-	- -	- -	- -	- -

Counts Break % Respondents	Base	Racial or other harassment			
		Major problem	Minor problem	Not a problem	Don't know
Total	358	4 1%	8 2%	346 97%	- -
Address Line 2					
Dunblane	10	- -	- -	10 100%	- -
Whins of Milton	5	1 20%	- -	4 80%	- -
Cornton	45	- -	- -	45 100%	- -
Braehead	7	- -	- -	7 100%	- -
Fallin	33	- -	- -	33 100%	- -
Causewayhead	-	- -	- -	- -	- -
Bannockburn	9	- -	- -	9 100%	- -
Irvine Place	4	- -	- -	4 100%	- -
Raploch	81	- -	- -	81 100%	- -
St.Ninians	60	1 2%	1 2%	58 97%	- -
Riverside	24	2 8%	- -	22 92%	- -
Cowie	14	- -	1 7%	13 93%	- -
Plean	20	- -	- -	20 100%	- -
Glyn Hughes Court	7	- -	- -	7 100%	- -
NULL	-	- -	- -	- -	- -
Allanpark	8	- -	- -	8 100%	- -
Cambusbarron	31	- -	6 19%	25 81%	- -
St.Nininans	-	- -	- -	- -	- -

Counts Break % Respondents	Base	Drunk or rowdy behaviour			
		Major problem	Minor problem	Not a problem	Don't know
Total	358	16 4%	7 2%	335 94%	- -
Address Line 2					
Dunblane	10	-	-	10	-
		-	-	100%	-
Whins of Milton	5	1	-	4	-
		20%	-	80%	-
Cornton	45	-	1	44	-
		-	2%	98%	-
Braehead	7	1	1	5	-
		14%	14%	71%	-
Fallin	33	-	2	31	-
		-	6%	94%	-
Causewayhead	-	-	-	-	-
		-	-	-	-
Bannockburn	9	-	-	9	-
		-	-	100%	-
Irvine Place	4	-	-	4	-
		-	-	100%	-
Raploch	81	-	-	81	-
		-	-	100%	-
St.Ninians	60	1	-	59	-
		2%	-	98%	-
Riverside	24	2	-	22	-
		8%	-	92%	-
Cowie	14	3	3	8	-
		21%	21%	57%	-
Plean	20	-	-	20	-
		-	-	100%	-
Glyn Hughes Court	7	-	-	7	-
		-	-	100%	-
NULL	-	-	-	-	-
		-	-	-	-
Allanpark	8	-	-	8	-
		-	-	100%	-
Cambusbarron	31	8	-	23	-
		26%	-	74%	-
St.Nininans	-	-	-	-	-
		-	-	-	-

Counts Break % Respondents	Base	Vandalism and graffiti			
		Major problem	Minor problem	Not a problem	Don't know
Total	358	2 1%	2 1%	354 99%	- -
Address Line 2					
Dunblane	10	- -	- -	10 100%	- -
Whins of Milton	5	- -	- -	5 100%	- -
Cornton	45	- -	- -	45 100%	- -
Braehead	7	- -	1 14%	6 86%	- -
Fallin	33	- -	- -	33 100%	- -
Causewayhead	-	- -	- -	- -	- -
Bannockburn	9	- -	- -	9 100%	- -
Irvine Place	4	- -	- -	4 100%	- -
Raploch	81	- -	- -	81 100%	- -
St.Ninians	60	- -	1 2%	59 98%	- -
Riverside	24	2 8%	- -	22 92%	- -
Cowie	14	- -	- -	14 100%	- -
Plean	20	- -	- -	20 100%	- -
Glyn Hughes Court	7	- -	- -	7 100%	- -
NULL	-	- -	- -	- -	- -
Allanpark	8	- -	- -	8 100%	- -
Cambusbarron	31	- -	- -	31 100%	- -
St.Nininans	-	- -	- -	- -	- -

Counts Break % Respondents	Base	Drug use or dealing			
		Major problem	Minor problem	Not a problem	Don't know
Total	358	11 3%	7 2%	331 92%	9 3%
Address Line 2					
Dunblane	10	- -	- -	10 100%	- -
Whins of Milton	5	- -	- -	5 100%	- -
Cornton	45	1 2%	- -	43 96%	1 2%
Braehead	7	1 14%	1 14%	5 71%	- -
Fallin	33	- -	- -	33 100%	- -
Causewayhead	-	- -	- -	- -	- -
Bannockburn	9	- -	- -	9 100%	- -
Irvine Place	4	- -	- -	4 100%	- -
Raploch	81	- -	- -	81 100%	- -
St.Ninians	60	- -	- -	60 100%	- -
Riverside	24	2 8%	- -	22 92%	- -
Cowie	14	2 14%	1 7%	7 50%	4 29%
Plean	20	- -	- -	20 100%	- -
Glyn Hughes Court	7	- -	- -	6 86%	1 14%
NULL	-	- -	- -	- -	- -
Allanpark	8	- -	- -	8 100%	- -
Cambusbarron	31	5 16%	5 16%	18 58%	3 10%
St.Nininans	-	- -	- -	- -	- -

Counts Break % Respondents	Base	Any other problems (please specify)			
		Major problem	Minor problem	Not a problem	Don't know
Total	357	2 1%	-	256 72%	99 28%
Address Line 2					
Dunblane	10	-	-	10 100%	-
Whins of Milton	5	-	-	2 40%	3 60%
Cornton	45	-	-	4 9%	41 91%
Braehead	7	-	-	7 100%	-
Fallin	33	-	-	33 100%	-
Causewayhead	-	-	-	-	-
Bannockburn	9	-	-	8 89%	1 11%
Irvine Place	4	-	-	4 100%	-
Raploch	81	-	-	77 95%	4 5%
St.Ninians	59	-	-	59 100%	-
Riverside	24	-	-	18 75%	6 25%
Cowie	14	1 7%	-	3 21%	10 71%
Plean	20	-	-	20 100%	-
Glyn Hughes Court	7	-	-	7 100%	-
NULL	-	-	-	-	-
Allanpark	8	1 13%	-	3 38%	4 50%
Cambusbarron	31	-	-	1 3%	30 97%
St.Nininans	-	-	-	-	-

Appendix 3

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	Forth Housing Tenant Satisfaction Survey 2023
Project number	P1300
Objectives of the research	<p>The aim of the research was to seek customers' views on the services that Forth provides, how well it performs these services and to help identify areas where the service can be improved. Specifically, the research was designed to provide customers views on the following:</p> <ul style="list-style-type: none"> ■ The quality of information provided by Forth; ■ Feedback on customer care; ■ Quality of accommodation and the neighbourhood; ■ Service provision including repairs, maintenance and improvements; ■ Tenant involvement/ opportunities for participation; ■ Value for money.
Target population	Forth Housing Tenants
Description of sample frame/ source and validation methods if applicable	A database was provided by Forth containing tenants names, addresses and phone numbers. Leased and void properties were excluded from this database.
Sampling method (probability or non probability) and quotas used	Interviews were spread across the organisation's stock with a quota based approach taken to ensure a rough pro rata spread of interviews across the stock was achieved
Sample units drawn	All tenants were in scope for the research
Target sample size	358 completed interviews
Achieved sample size and reasons if target not achieved	358 completed interviews
Date of fieldwork	Interviewing took place between the 24 th of January 2023 and the 14 th February 2023.
Data collection method	The tenant survey was carried out using interviewer led methodologies with a combination of face to face and telephone interviews carried out. 353 interviews were completed face to face and 5 by telephone.
Response rate and definition and method of how calculated	43% (358 interviews from an in-scope tenant population of 824)
Questionnaire length	c. 15 minutes
Any incentives?	Yes. Prize Draw for 2 prizes of £50. Facilitated by the Association.
Number of interviewers	7

Interview/ self completion validation methods	5% of Telephone interviews have been validated by remote listening. 10% of field interviews have been validated by respondent recontact.
Showcards or any other materials used?	None.
Weighting procedures (if applicable)	Not applicable. The interview profile is relatively in line with the overall tenant population profile. We are therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required. The data reported is therefore unweighted.
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings and methods of statistical analysis if applicable	+/-3.9% for tenants based upon a 50% estimate at the 95% confidence level

NB If publishing any results please ensure that any conclusions or data reported are adequately supported by the data provided in this report.