



# Craigdale Housing Association

## Tenant Satisfaction Survey

July 2022

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Date: 28/07/2022

# Craigdale Housing Association

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## Tenant Satisfaction Survey 2022

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# 1. EXECUTIVE SUMMARY

## INTRODUCTION

- Craigdale Housing Association commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- A total of 255 interviews were carried out with Craigdale Housing Association's tenants and owners in order to assess satisfaction with the Association and the services it provides. Interviews took place between the 17<sup>th</sup> of June and the 11<sup>th</sup> of July 2022.
- 255 interviews were achieved with tenants, representing a 69% response rate from tenants and providing data accurate to +/- 3.45%. 2 interviews were also undertaken with owners using a separate questionnaire.
- Analysis of the respondent profile shows that the survey sample is representative geographically at street level. This provides robust data upon which the Association can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

## SCOTTISH HOUSING REGULATOR INDICATORS

The table below compares Craigdale's performance with regards to the Scottish Housing Regulator Indicators over the past 4 tenant satisfaction surveys and also against the Scottish Average. As can be seen below, Craigdale is performing in line with or above the Scottish Average for all indicators. Furthermore, 6 out of 7 indicators have seen no significant change compared to the 2019 tenant satisfaction survey.

Scottish Housing Regulator Indicators (Tenants Only)					
	2013	2016	2019	2022	ARC 2020 /21
Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Craigdale Housing Association? (% very/fairly satisfied)	98%	99%	98%	95%	89%
Q3 How good or poor do you feel Craigdale is at keeping you informed about their services and decisions? (% very/ fairly good)	99%	100%	99%	98%	92%
Q7 How satisfied or dissatisfied are you with the opportunities given to you to participate in Craigdale's decision making process? (% very/ fairly satisfied)	97%	100%	100%	99%	87%
Q17 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Craigdale? [Repair carried out in the last 12 months] (% very/ fairly satisfied)	95%	96%	96%	93%	90%
Q20 Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	96%	99%	92%	95%	87%
Q24 Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money? Is it... (% stating very/ fairly good)	76%	97%	91%	84%	83%
Q34 Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in? (% very/ fairly satisfied)	99%	99%	98%	97%	86%

## OVERALL SATISFACTION

- The survey began by asking tenants how satisfied or dissatisfied they were with the overall service provided by Craigdale Housing Association. Almost all tenants (95%) were very or fairly satisfied in this respect compared to 4% who were neither satisfied nor dissatisfied, less than 1% (0.4%) who were dissatisfied and 1% who had no opinion.

## INFORMATION AND PARTICIPATION

- Written communications were the preferred choice for tenants for obtaining information about the Association and its services with 82% preferring to use newsletters and letters.
- Almost all tenants (98%) felt the Association was very or fairly good at keeping them informed about services and decisions.
- The Association provides a number of opportunities for tenants to get involved and participate in their decision making processes. Two thirds of tenants said they would be interested in providing their views in surveys (66%), on the other hand, 33% said they would prefer not to get involved.
- Almost all respondents (99%) were either very or fairly satisfied with the opportunities given to them to participate in Craigdale's decision making process.

## CUSTOMER CONTACT

- Over three quarters of tenants had access to the internet via home broadband (75%) and 77% could access the internet via a mobile signal.
- The vast majority of respondents with internet access say they usually go online via a smartphone with mobile internet (73%).
- In terms of the preferred methods for getting in touch with Craigdale, the vast majority preferred to contact via phone (97%) and 24% preferred office visits.
- All but 2 tenants (99%) said they find the Association's opening hours convenient if they need to get in touch.
- Almost all tenants (98%) were aware of how to make a complaint if they were not happy with any aspect of the Association's services.

## REPAIRS AND HOUSING QUALITY

- Just over 4 in 10 respondents had a repair carried out in their property in the last 12 months, and of these tenants 93% were either very or fairly satisfied with the repairs service provided by Craigdale on the last occasion.
- The vast majority of tenants were satisfied with all aspects of the repairs service with satisfaction levels ranging from 91% in terms of the length of time

taken to undertake repairs to 99% with regards to the ease of reporting the repair and the helpfulness of the Association staff involved.

- With regards to the quality of the home, over 9 in 10 tenants (95%) were very or fairly satisfied, compared to 3% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied.

## RENT, BENEFITS AND WELFARE REFORM

- Just under 9 in 10 tenants (86%) were aware the Association provides a Welfare Rights and Debt Advice Service which helps tenants.
- 29% of tenants who were aware of the service had used the service and all were satisfied with the service they received.
- Over 8 in 10 respondents were of the opinion that the rent they pay represents very or fairly good value for money (84%), compared to 14% who said it offered neither good nor poor value and 2% who said it was fairly poor value for money.
- Tenants who were not in receipt of full housing benefits were asked about the affordability of their rent payments. 38% said they were very or fairly easy to afford and 62% said rent payments were just about affordable.
- In terms of electricity and/ or gas bills, 17% said these were very or fairly easy to afford, 56% said they were just about affordable and 27% said they were very or fairly difficult to afford.

## NEIGHBOURHOOD MANAGEMENT

- Almost all tenants (95%) were either very or fairly satisfied with their neighbourhood as a place to live in. Only 1% were very or fairly dissatisfied and 4% were neither satisfied nor dissatisfied.
- Just under 6 in 10 tenants (57%) were of the opinion that the Craigdale area is better than other areas in Castlemilk, 35% said it was the same and 1% said it was worse.
- Almost all tenants were satisfied with the maintenance of any common areas (98%) and all tenants felt very or fairly safe in their neighbourhood (100%).
- Almost all respondents were very or fairly satisfied with Craigdale's contribution to the management of their neighbourhood (97%), 3% were neither satisfied nor dissatisfied and less than 1% were fairly dissatisfied.
- The top three neighbourhood problems for tenants were dog fouling (17%), litter (16%) and regarding bulk waste being left lying about (15%).

## 3. METHODOLOGY

### 3.1 Research Method

We note that the Ipsos MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement for a minimum of a 65% response rate and ensuring representative samples of tenants, it was decided that the survey would be carried out utilising a face to face survey methodology with tenants and owners. 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.

To boost the response rate a small number of telephone interview were undertaken, this equated to 15 interviews.

### 3.2 Questionnaire design

After consultation with Craigdale representatives, 2 survey questionnaires were agreed which fully met the information needs and requirements of the organisation and included all issues of importance for tenants and owners. In developing the questionnaires the following issues were considered:

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

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

### 3.3 Sample Size

The aim of the survey was to achieve a robust level of data upon which the Association can have confidence making decisions upon. Overall, a total of 255 interviews were carried out with Craigdale tenants, representing a 69% response rate and providing data accurate to +/- 3.45% based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across 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 below shows the sample profile broken down by street compared to the overall tenant population. As can be seen below the stock profile for tenants was relatively in line with the population varying by no more than 3 percentage points. It was therefore decided that the survey data should not be weighted.

	No. of tenants	% of tenants	No. of interviews	% of interviews
Birgisdale Road	86	23.1%	63	24.7%
Dougie Close	14	3.8%	9	3.5%
Dougie Drive	6	1.6%	4	1.6%
Dougie Gardens	18	4.8%	17	6.7%
Dougie Road	17	4.6%	13	5.1%
Dougie Street	4	1.1%	4	1.6%
Dougie Terrace	4	1.1%	2	0.8%
Downcraig Drive	58	15.6%	31	12.2%
Downcraig Road	24	6.5%	13	5.1%
Downcraig Terrace	17	4.6%	10	3.9%
Glenacre Drive	67	18.0%	49	19.2%
Glenacre Gardens	13	3.5%	6	2.4%
Glenacre Grove	12	3.2%	9	3.5%
Westcastle Court	14	3.8%	11	4.3%
Westcastle Crescent	5	1.3%	4	1.6%
Westcastle Grove	13	3.5%	10	3.9%
<b>Grand Total</b>	<b>372</b>	<b>100.0%</b>	<b>255</b>	<b>100.0%</b>

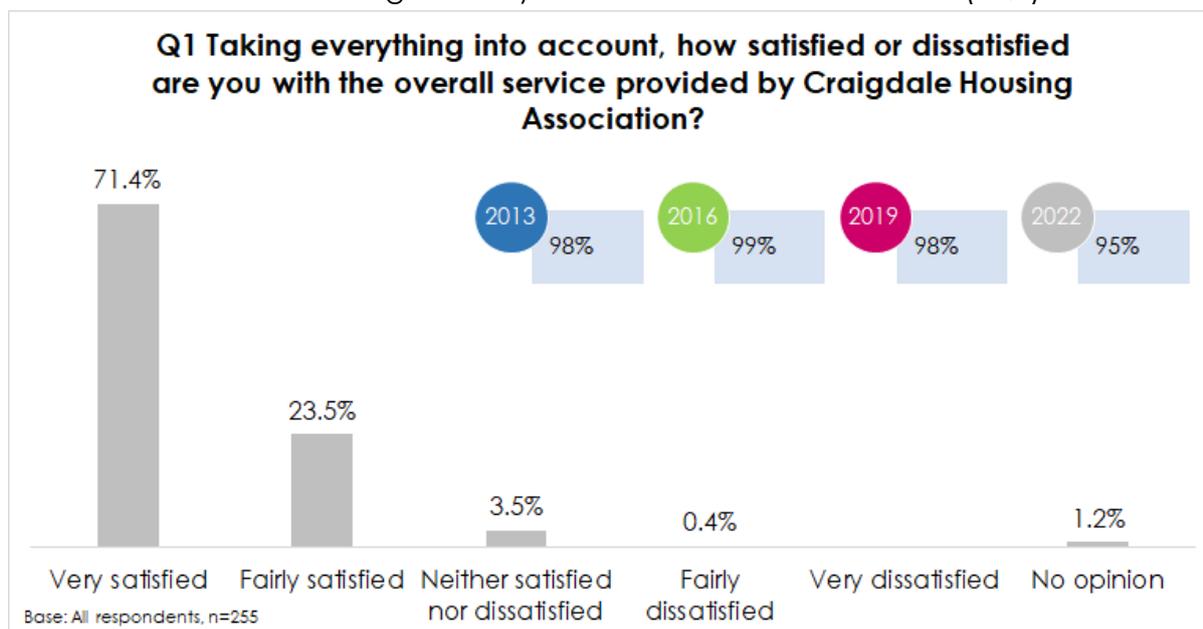
In addition to the tenants survey 2 interviews were achieved with Craigdale Housing Association owners. A summary of the findings from the owners' research can be found in chapter 10.

## 2. OVERALL SATISFACTION

### 2.1 Satisfaction with the overall service provided by Craigdale (Q1)

The survey began by asking tenants how satisfied or dissatisfied they were with the overall service provided by Craigdale Housing Association. Almost all tenants (95%) were very or fairly satisfied in this respect compared to 4% who were neither satisfied nor dissatisfied, less than 1% (0.4%) who were dissatisfied and 1% who had no opinion.

Overall satisfaction is not significantly different from the 2019 results (98%).



Those who were not satisfied (10 respondents), were asked to explain why they felt this way. The main reasons given were where tenants felt the area had gone downhill, regarding dissatisfaction with repairs or where they spoke about problems with litter and rubbish.

### 3. INFORMATION

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#### 3.1 Communication sources (Q2)

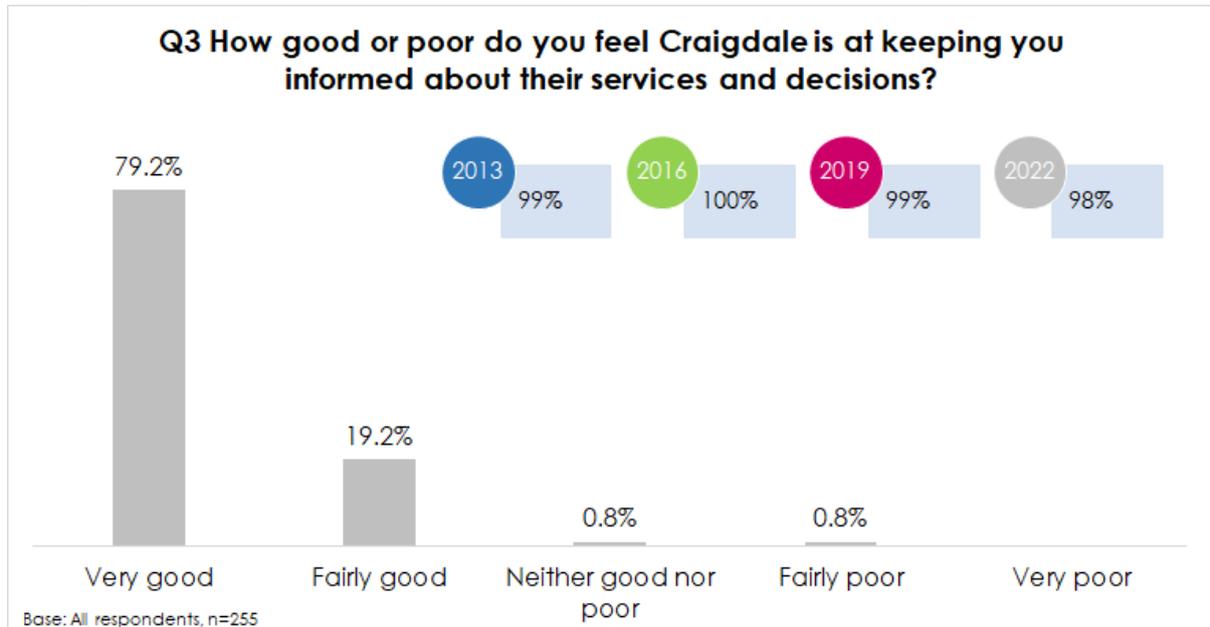
The Association uses a range of methods to keep their tenants informed including sending newsletter, letters and leaflets to tenants. Respondents were asked about the sources they use to obtain information about the Association and its services. Written communications such as newsletters (82%) and letters (82%) were most popular amongst tenants. The proportion of respondents who said they preferred newsletters has increased from 57% in 2019, and the use of letters has decreased from 93% in 2019.

**Q2 Craigdale use a range of methods to keep their tenants informed including sending newsletters, letters and leaflets to tenants. Looking at this card, which of the following sources of information do you use to obtain information about the Association and its services?**

<b>Base: All respondents, n=255</b>	<b>No.</b>	<b>%</b>
Newsletters	208	81.6%
Letters	208	81.6%
Text message	39	15.3%
Email	31	12.2%
Website	12	4.7%
Social media e.g. Facebook, Twitter	12	4.7%
Other	5	2.0%

### 3.2 Keeping tenants informed (Q3/4)

The vast majority of tenants (98%) rated the Association very or fairly good at keeping them informed about their services and decisions compared to 1% who said the Association was fairly poor and 1% who said the Association was neither good nor poor. These findings are consistent with previous years (between 99% and 100%).



A total of 4 tenants did not rate the Association good at keeping them informed. These individuals provided the following suggestions for the Association to improve how they keep tenants informed about their services and decisions: One respondent said the Association was not great at keeping them informed, another said they don't get enough information or were unhappy that letters go to the wrong person and the remaining two tenants said they were uninterested or had not had many dealings with the Association.

## 4. PARTICIPATION

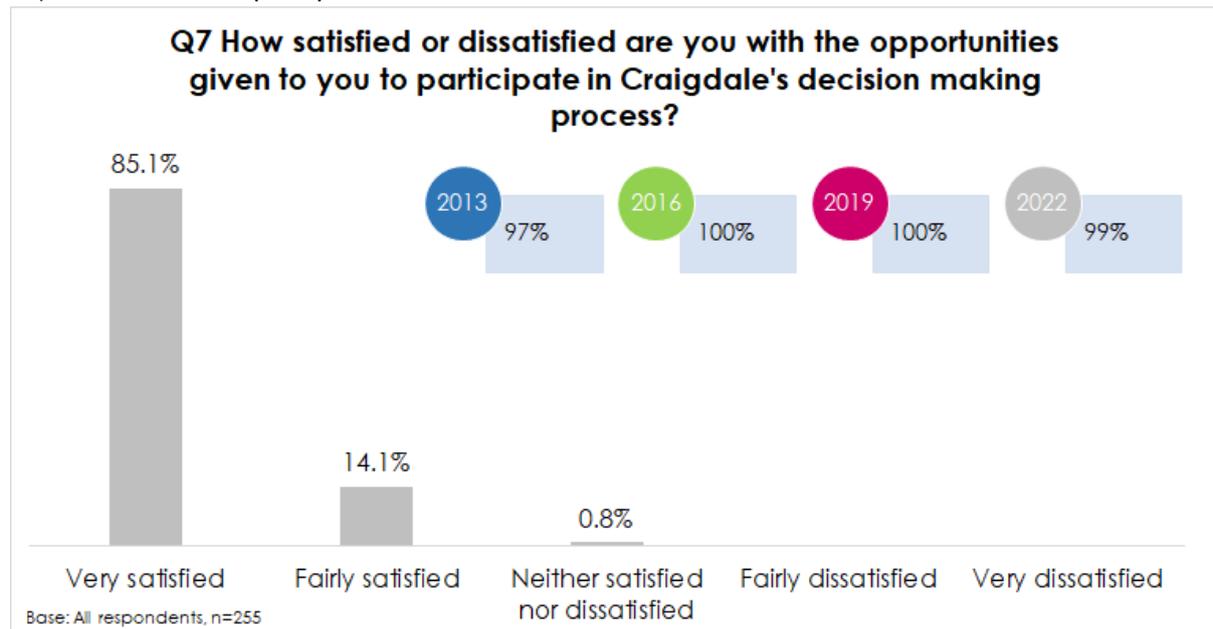
### 4.1 Interest in tenant participation activities (Q5/6)

The Association provides a number of opportunities for tenants to get involved and participate in their decision making processes. Two thirds of tenants said they would be interested in providing their views in surveys (66%), on the other hand, 33% said they would prefer not to get involved.

Q5 Would you be interested in getting involved in any of the following ways?		
Base: All respondents, n=255	No.	%
By providing your views in surveys like this one	169	66.3%
By taking part in consultation exercises on specific issues e.g. rent consultation	7	2.7%
Taking part in estate walkabouts to inspect the work of the Association	1	0.4%
By becoming a member of Craigdale's Board of Management	-	-
By being part of a service improvement group who would work with the Association to help improve things such as the estate, home improvements or the repairs service	-	-
Already involved	2	0.8%
Do not wish to give my views	85	33.3%

### 4.2 Satisfaction with the opportunities to participate (Q7/8)

Almost all respondents (99%) were either very or fairly satisfied with the opportunities given to them to participate in Craigdale's decision making process. This is consistent with the 2016 and 2019 results and marginally higher than the figure reported in 2013 (97%).



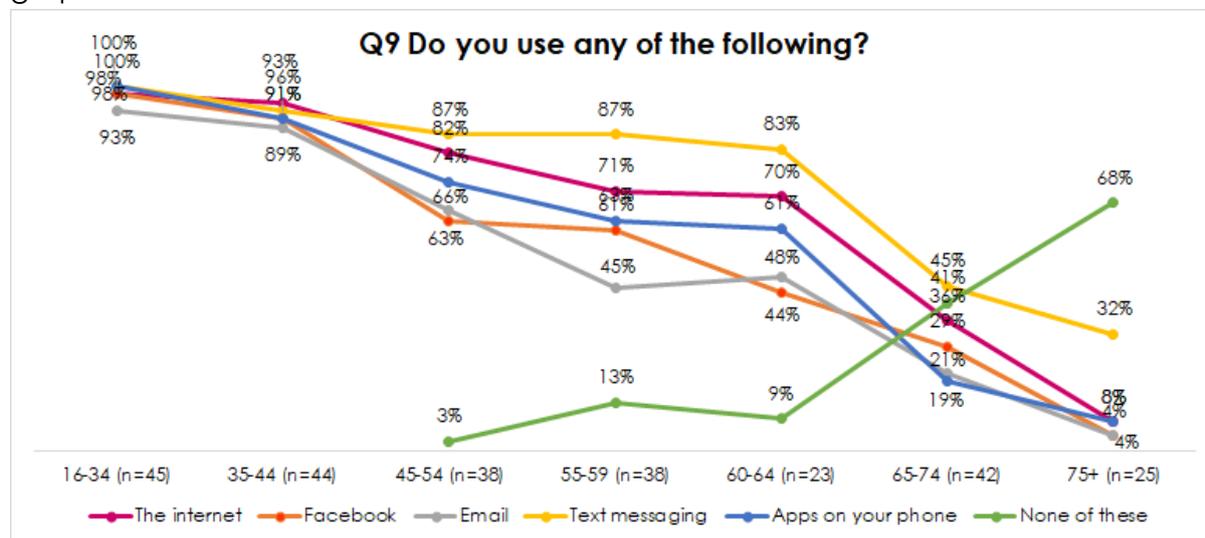
## 5. CUSTOMER CONTACT

### 5.1 Use of digital technology (Q9)

All respondents were asked about their use of digital technology, with over 3 in 4 tenants stating they use text messaging (78%), 69% stating they use the internet, 63% using mobile apps, 60% using Facebook and 57% saying they communicate via email.

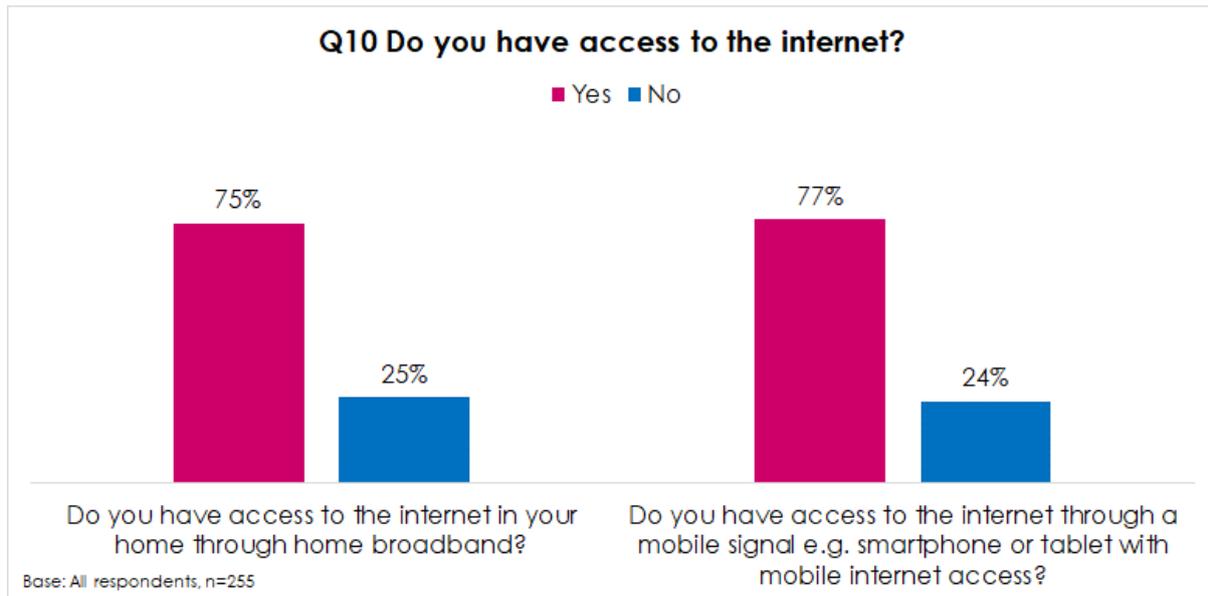
Q9 Do you use any of the following?		
Base: All respondents, n=255	No.	%
Text messaging	198	77.6%
The internet	177	69.4%
Apps on your phone	161	63.1%
Facebook	154	60.4%
Email	144	56.5%
None of these	42	16.5%

Only 17% of tenants said they did not use any of these things and analysis by age reveals that this was most likely to be older respondents with 68% of tenants aged 75 and over not doing any of these things. Younger respondents aged 16-34 on the other hand were most likely to use all of these things as demonstrated in the line graph below:

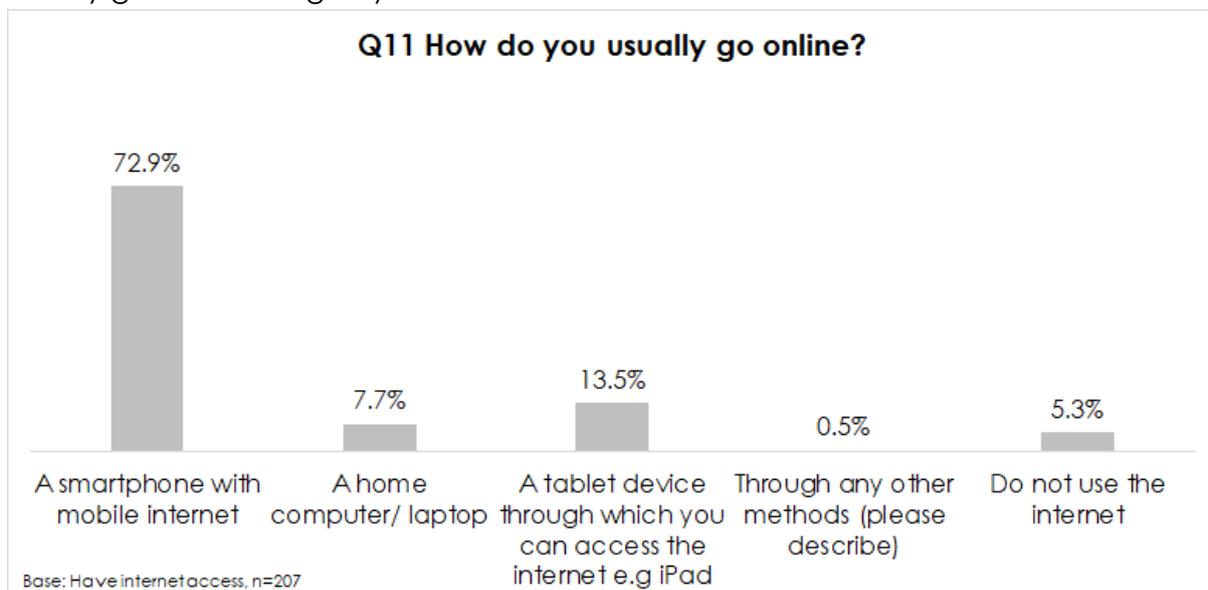


## 5.2 Access to the internet and accessing services online (Q10-12)

Three in four tenants said they had access to the internet in their home through broadband (75%) and slightly more tenants (77%) had access to the internet through a mobile signal. Analysis by age reveals that as age increases the proportion of respondents with internet access through either home broadband or a mobile signal decreases. E.g. 96% of respondents aged 16-34 have home broadband compared to 39% of respondents aged 65 and over. Furthermore, 98% of tenants aged 16-34 can access the internet via a mobile signal compared to 28% of respondents aged 65 and over.



The vast majority of respondents with internet access say they usually go online via a smartphone with mobile internet (73%). Those aged 65 and over were most likely to say they do not use the internet (28%). On the other hand all respondents aged 16-34 usually access the internet via a smartphone with mobile device and did not usually go online using any other method.



### 5.3 Preferred methods of getting in touch with Craigdale (Q13)

In terms of the preferred methods for getting in touch with Craigdale, the vast majority preferred to contact via phone (97%), 24% preferred office visits, 21% preferred to make contact via text message or What's App messenger and 19% preferred email contact.

Q13 Which method(s) do you prefer to use to get in touch with Craigdale if you need to?		
Base: All respondents, n=255	No.	%
Phone	246	96.5%
Office visit	61	23.9%
Text message / What's App messenger	53	20.8%
Email	48	18.8%
Video call	13	5.1%
Other	-	-

Analysis by age reveals that overall, telephone contact was the preferred method for all age groups and did not vary significantly by age. However, tenants aged 35-54 were most likely to prefer email contact (35%) and those aged 65 and over were least likely (2%). Younger respondents were more likely to prefer text message or contact via What's App (33% of tenants aged 16-34 and 32% of tenants aged 35-54) compared to just 6% of tenants aged 65 and over. With regards to office visits 36% of tenants aged 16-34 said they preferred to contact in this way compared to 13% of tenants aged 65 and over.

### 5.4 Opening hours (Q14)

All but 2 tenants (99%) said they find the Association's opening hours convenient if they need to get in touch. Of the two respondents who said it was not convenient one tenant said they worked full time so later hours would be more convenient for them and the other respondent said they were unsure of when the Association is open or closed and spoke about the office being closed for staff training.

### 5.5 Complaints policy (Q15)

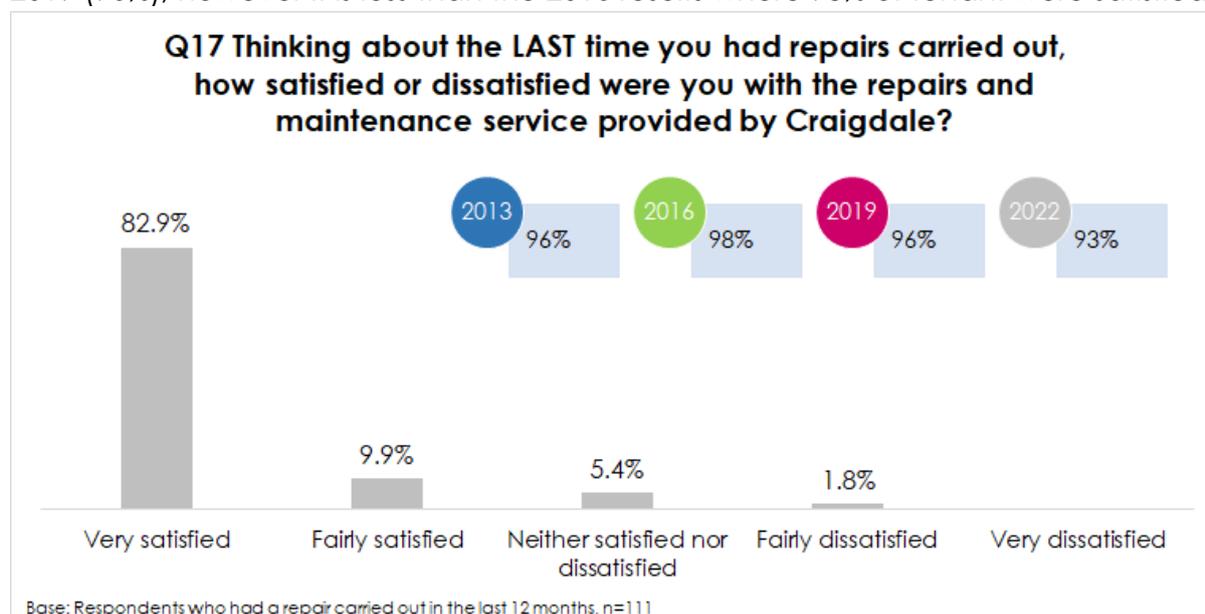
Almost all tenants (98%) were aware of how to make a complaint if they were not happy with any aspect of the Association's services.

## 6. REAIRS AND HOUSING QUALITY

### 6.1 Satisfaction with the repairs service (Q16/17)

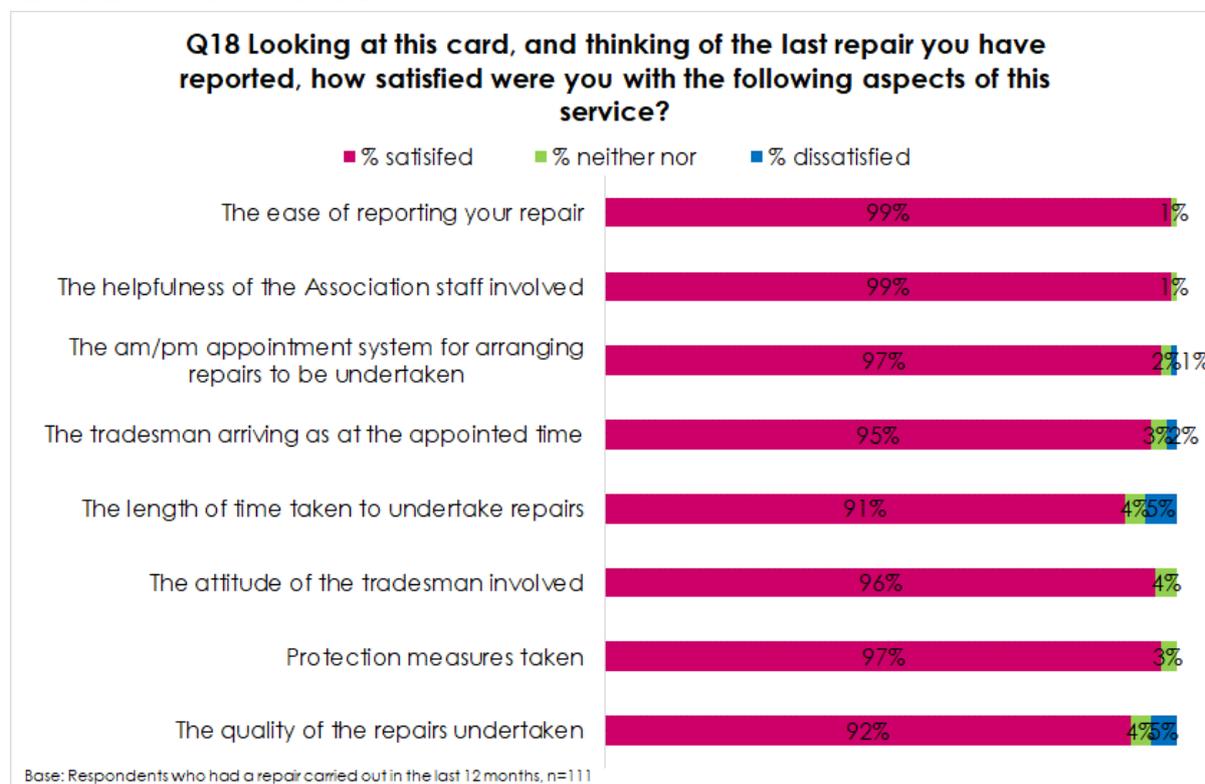
Just over 4 in 10 respondents (44%, 63% in 2019 and 43% in 2016) said they had a repair carried out in their property in the last 12 months. Of these individuals, 93% were either very or fairly satisfied with the repairs service provided by Craigdale on the last occasion, compared to 2% who were very or fairly dissatisfied and 5% who were neither satisfied nor dissatisfied.

Overall satisfaction has not changed significantly compared to the result reported in 2019 (96%), however it is less than the 2016 results where 98% of tenant were satisfied.



## 6.2 Satisfaction with various aspects of the repairs service (Q18/19)

Following on this, tenants were asked how satisfied or dissatisfied they were with various aspects of the repairs service. Satisfaction levels were high in all respects ranging from 91% in terms of the length of time taken to undertake repairs to 99% with regards to the ease of reporting the repair and the helpfulness of the Association staff involved.



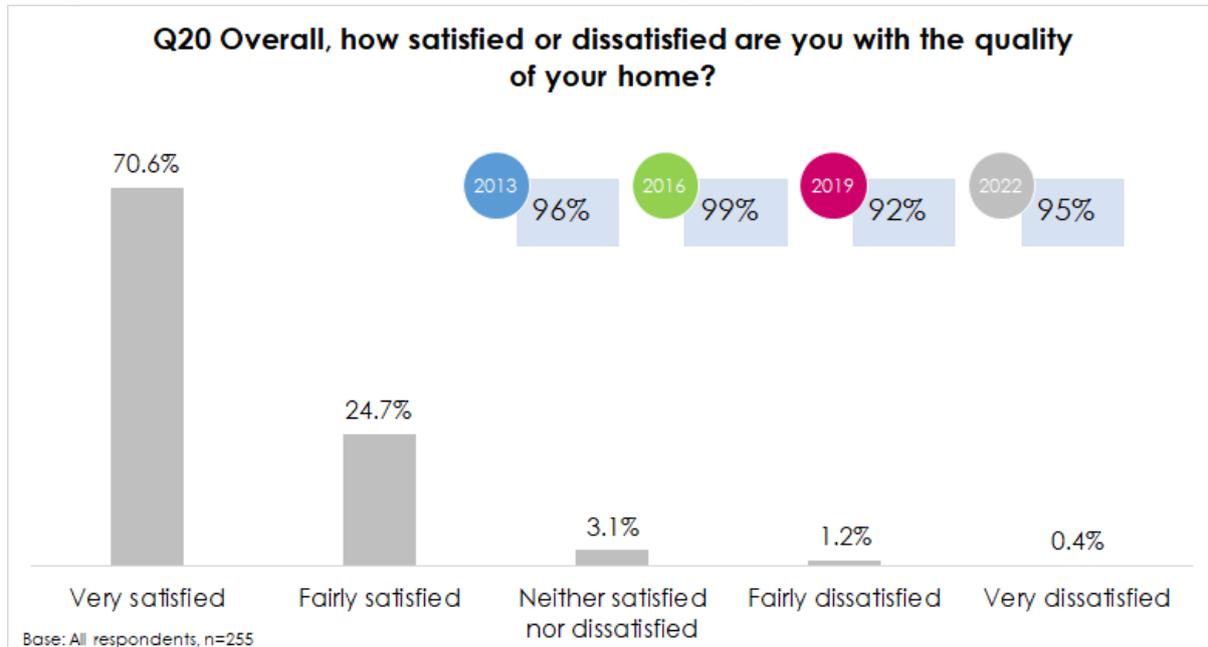
Respondents who had used the repairs service were asked what, if anything, could have been done to improve the repairs process. Over half of tenants (54%) said there was nothing that required improvement, and a further 19% stated they were happy with the repairs service. On the other hand, 6% (just 7 tenants) suggested quicker timescales and 5% (5 tenants) mentioned improving the quality of workmanship.

Q19 What, if anything, could have been done to improve the repairs process?		
Base: Respondents, n=111	No.	%
Nothing	60	54.1%
Happy with repair service	21	18.9%
Don't know	9	8.1%
Quicker timescales	7	6.3%
Improve the quality of workmanship	5	4.5%
Complete on first visit	3	2.7%
Still ongoing/ repair not complete	3	2.7%
Better telephone system	2	1.8%
Other	1	0.9%

### 6.3 Satisfaction with the quality of the home (Q20/21)

With regards to the quality of the home, over 9 in 10 tenants (95%) were very or fairly satisfied, compared to 3% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied.

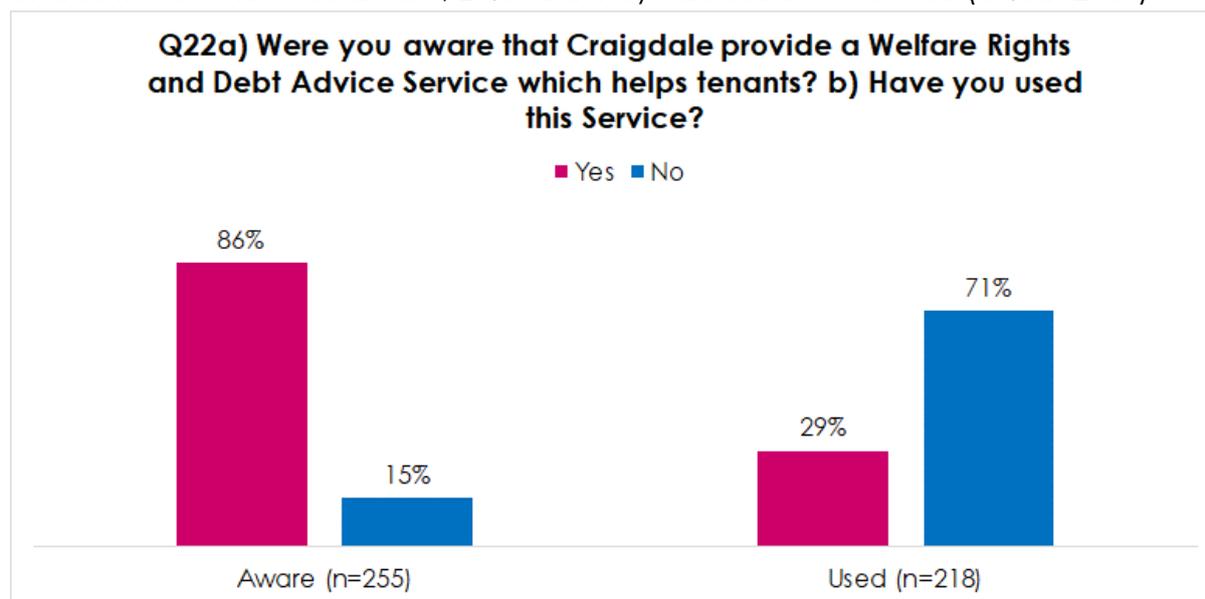
Overall satisfaction is not significantly different from the 2019 results (92%) and marginally less than the 2016 satisfaction value (99%).



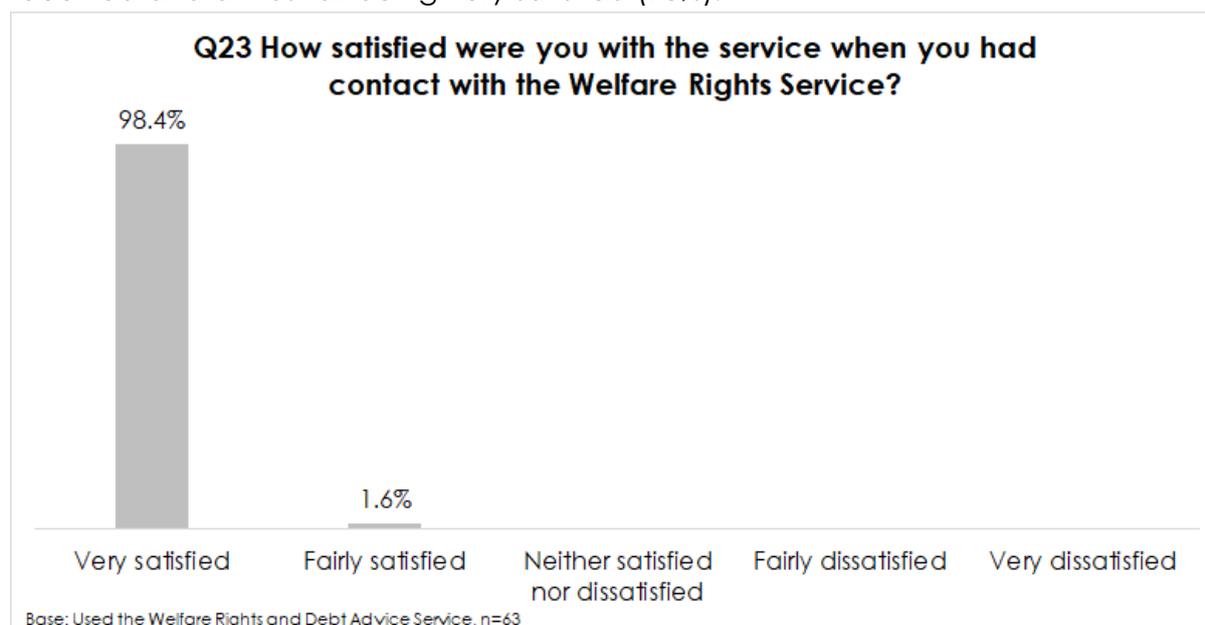
## 7. RENT, BENEFITS AND WELFARE REFORM

### 7.1 Awareness and use of the Welfare Rights and Debt Advice Service (Q22/23)

Craigdale provides a Welfare Rights and Debt Advice service that helps tenants maximise their income and helps ensure that living in a Craigdale property is affordable. Just under 9 in 10 tenants (86%) were aware of this service (87% in 2019) and of those who were aware, 29% said they had used the service (41% in 2019).



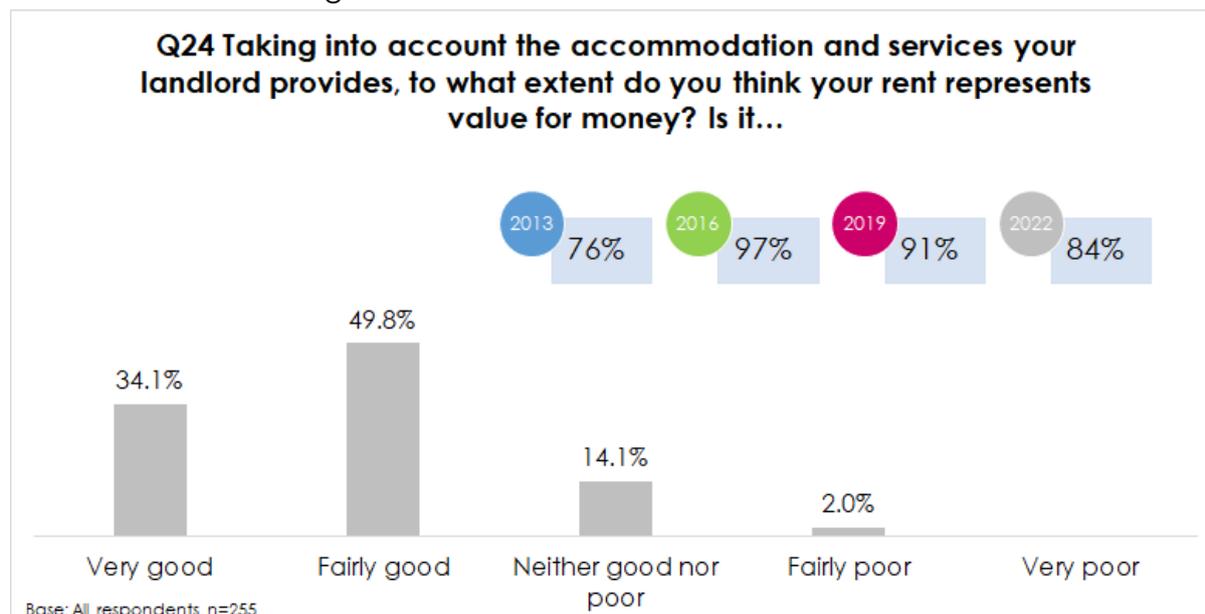
The Welfare Rights Service is very highly regarded by tenants with all 63 tenants who had used the service (100%) being either very or fairly satisfied with the service they received and almost all being very satisfied (98%).



## 7.2 Value for money (Q24/25)

Over 8 in 10 respondents were of the opinion that the rent they pay represents very or fairly good value for money (84%), compared to 14% who said it offered neither good nor poor value and 2% who said it was fairly poor value for money.

The proportion of respondents who felt their rent represented very or fairly good value for money has decreased from 97% in 2016 and again from 91% in 2019. However, it is higher than the figure reported in the 2013 survey report where 76% said their rent offered good value.



Following on from this, all respondents were asked to give their reasons for their answer. The open ended responses have been coded thematically and broken down in the table below by their response to the question above.

Q25 Reasons given for value for money response			
	Very/ fairly good (n=214)	Neither good nor poor (n=36)	Very/ fairly poor (n=5)
Good services e.g. services in general/ repairs service	5%	-	-
It's a good price/ good value/ fair/ ok	19%	19%	20%
It's a good house/ like my home	27%	-	-
Cheaper than private/ other landlords	5%	-	-
Property needs upgraded/ outstanding repairs	0%	8%	20%
Receive help with housing costs	33%	3%	-
Good neighbourhood/ neighbours	4%	-	-
Too expensive/ keeps increasing	7%	61%	60%
No complaints/ issues	10%	3%	-
Don't know	2%	8%	-
Other	-	3%	-

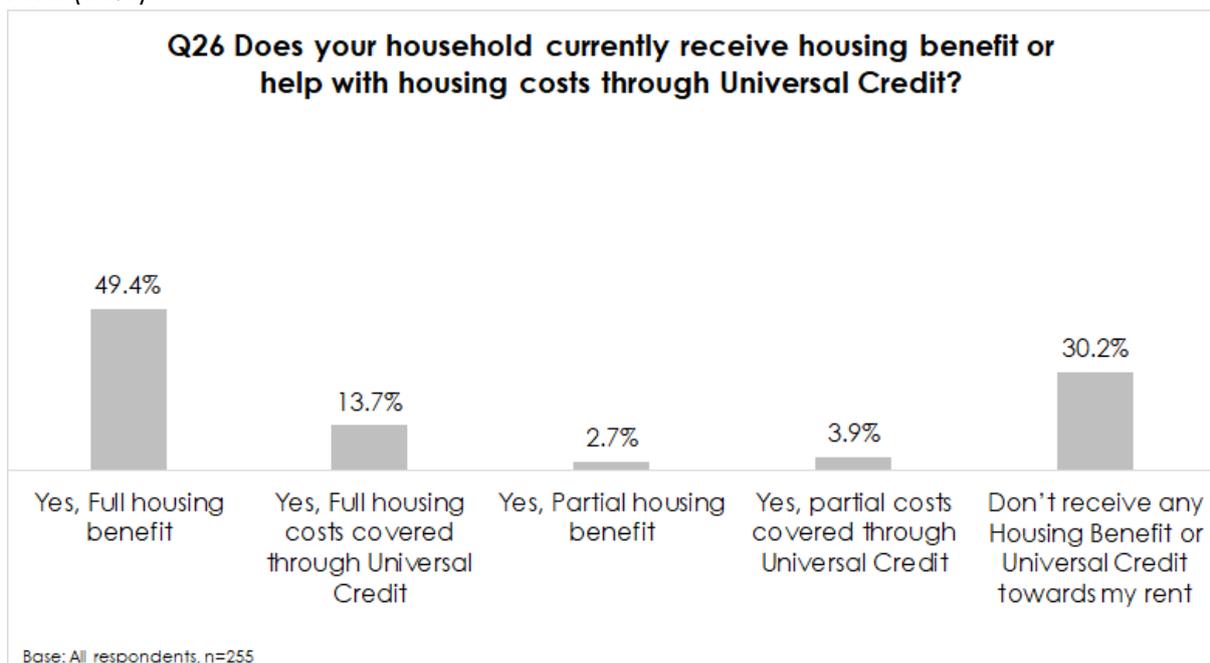
Tenants who considered their home to be good value for money were most likely to feel this way because they like their home (27%), or because they receive help with their housing costs (33%).

Those who said their rent was not good nor poor value for money were most likely to feel this way because they find their rent too expensive or spoke about rent increases (61%).

Only 5 tenants said their rent was poor value for money, 3 said this was because rents were too expensive or kept increasing.

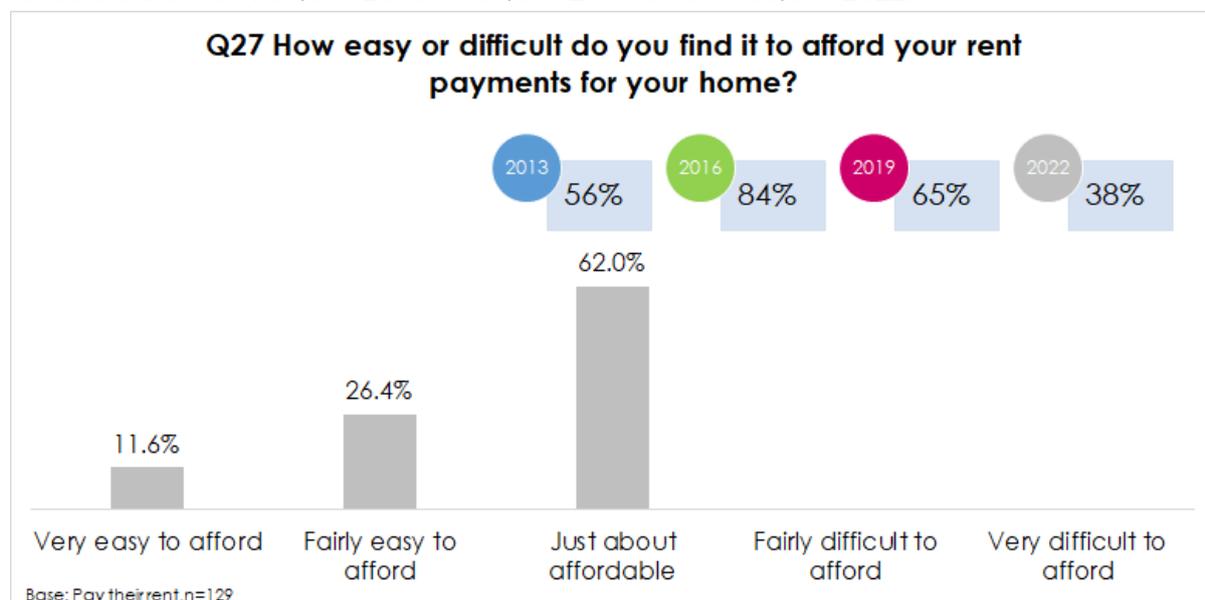
### 7.3 Housing Benefit/ Universal Credit (Q26)

Seven in ten respondents said they were in receipt of housing benefit or Universal Credit (70%), and 63% said this covered their full housing costs. On the other hand 3 in 10 tenants did not receive any housing benefit or Universal Credit towards their rent (30%).



## 7.4 Affordability of rent payments (Q27)

When asked about the affordability of their rent payments, over 6 in 10 tenants who were not in receipt of full housing benefit (62%) said rent payments were just about affordable and 38% said they were very or fairly easy to afford. Since 2016, the proportion of respondents finding it easy to afford their rent payments has continued to decrease from 84% in 2016 to 65% in 2019 and to 38% in 2022.



Analysis by age reveals that tenants aged 55-64 were significantly more likely to find the rent payments for their home very easy to afford (21%) than tenants aged 16-34 (4%) who were least likely to find it very easy to afford.

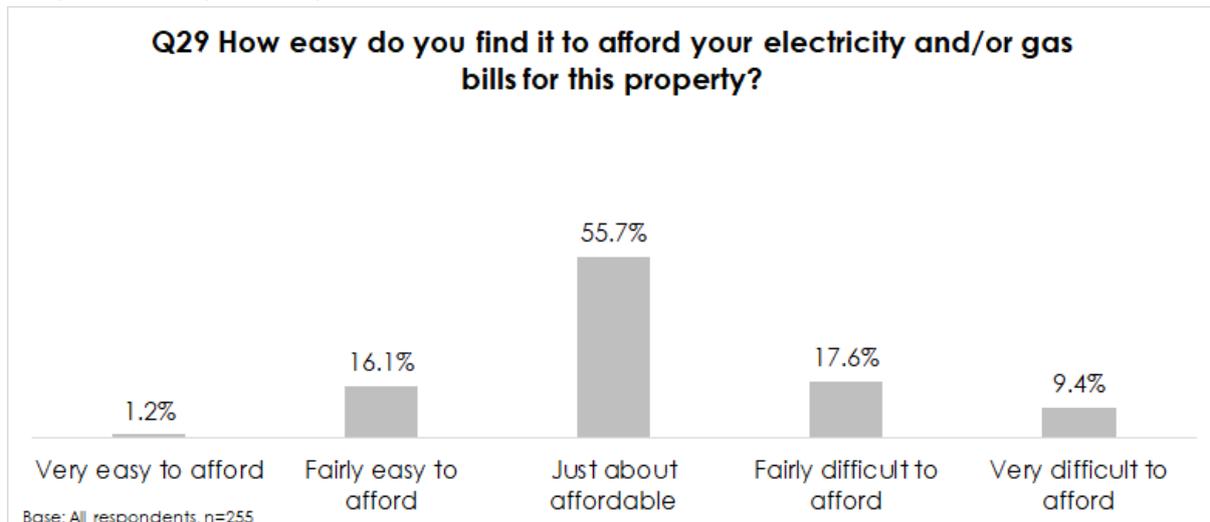
Furthermore all but one tenant who said their rent payments were very easy to afford said their full housing costs were covered through Universal Credit.

## 7.5 Fuel bills (Q28-30)

Tenants were asked how they pay for their electricity and gas bills. The most common methods were paying monthly by direct debit (46%) and via a prepayment meter (42%).

Q28 How do you pay for your electricity and gas?		
Base: All respondents, n=255	No.	%
Monthly by direct debit	116	45.5%
Prepayment meter	106	41.6%
Quarterly when bill comes in	37	14.5%
Other	1	0.4%

Over half of tenants (56%) said the electricity and/ or gas bills for their property were just about affordable, 17% said they were very or fairly easy to afford and 27% said they were very or fairly difficult to afford.

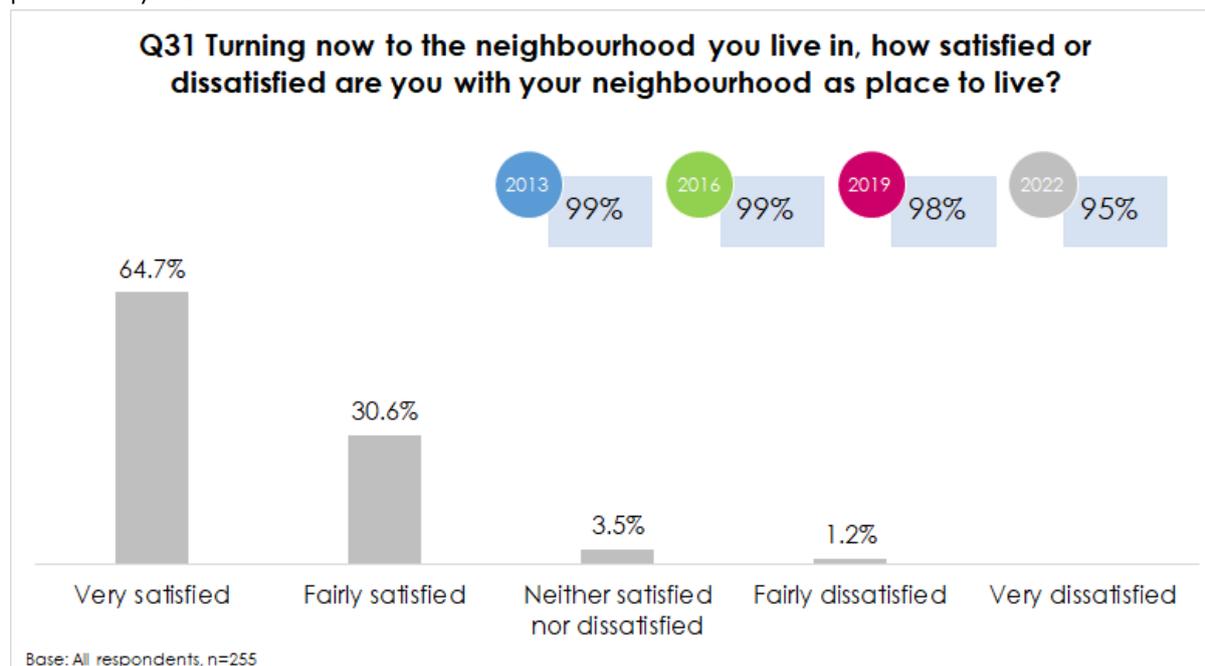


## 8. NEIGHBOURHOOD MANAGEMENT

### 8.1 Neighbourhood as a place to live (Q31)

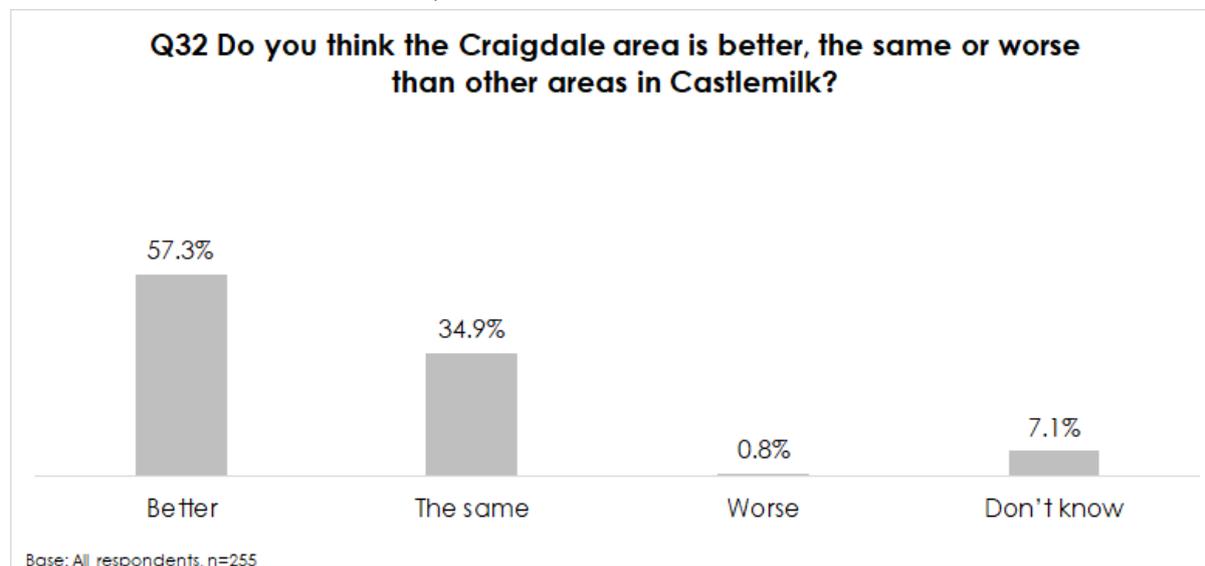
Almost all tenants (95%) were either very or fairly satisfied with their neighbourhood as a place to live in. Only 1% were very or fairly dissatisfied and 4% were neither satisfied nor dissatisfied.

Overall satisfaction with the neighbourhood as a place to live is marginally less than previous years.



### 8.2 Craigdale compared to other areas in Castlemilk (Q32)

Just under 6 in 10 tenants (57%) were of the opinion that the Craigdale area is better than other areas in Castlemilk, 35% said it was the same and 1% said it was worse.

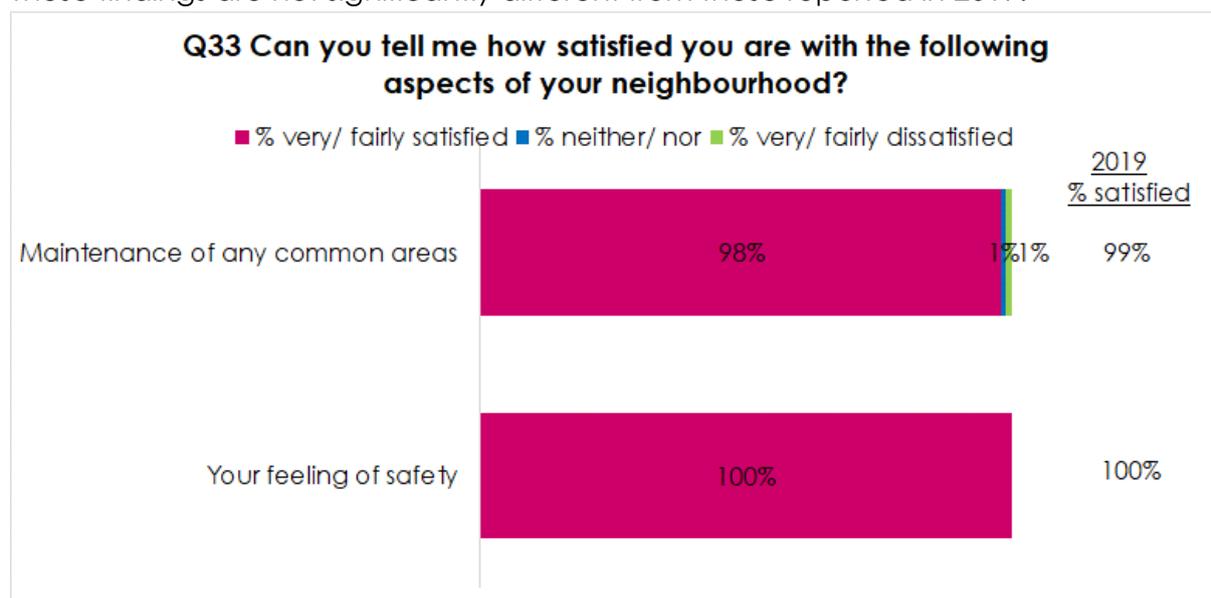


Since 2013, there has been a decrease in the proportion of tenants who held the opinion that the Craigdale area is better than other areas in Castlemilk. However, the proportion of respondents who felt the area was worse than other areas in Castlemilk remains low at either 0% or 1% since 2013.

<b>Q32 Do you think the Craigdale area is better, the same or worse than other areas in Castlemilk?</b>				
	<b>2013</b>	<b>2016</b>	<b>2019</b>	<b>2022</b>
Better	71%	68%	67%	57%
The same	20%	27%	19%	35%
Worse	1%	0%	0%	1%
Don't know	9%	5%	13%	7%

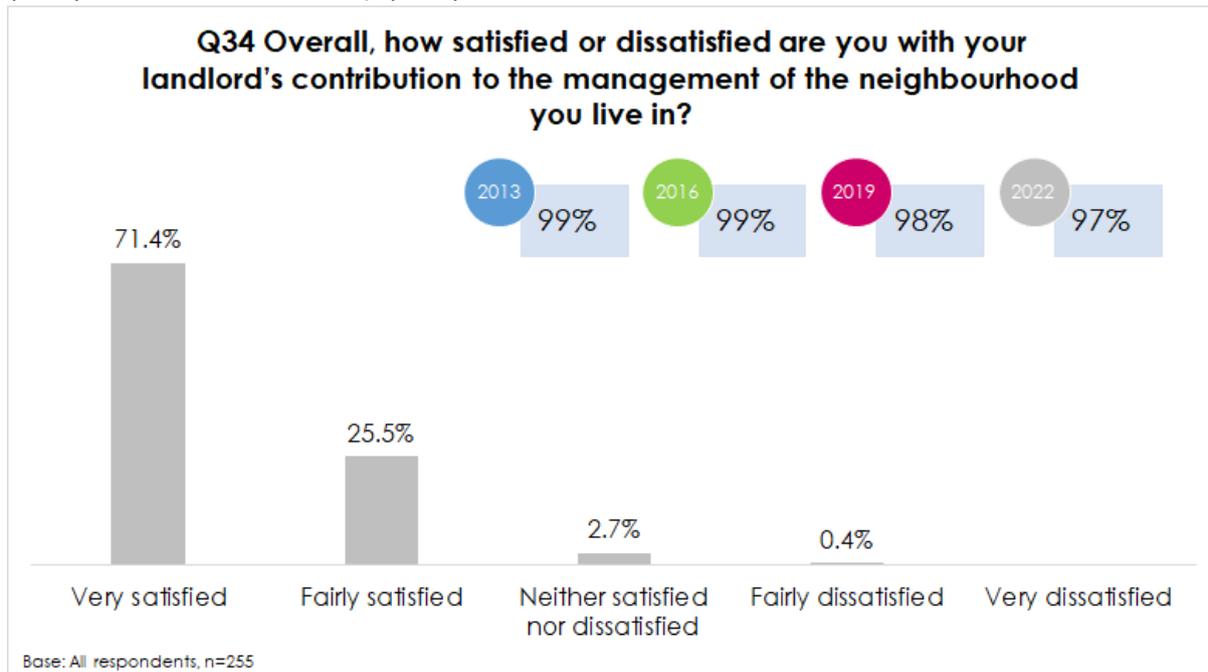
### 8.3 Satisfaction with aspects of the neighbourhood (Q33)

Tenants were very satisfied with aspects of their neighbourhood, with all respondents being very or fairly satisfied in relation to their feeling of safety in the neighbourhood and 98% being satisfied with the maintenance of common areas and street lighting. These findings are not significantly different from those reported in 2019.



## 8.4 Neighbourhood management (Q34/35)

Tenants were asked how satisfied or dissatisfied they were with their landlord's contribution to the management of the neighbourhood they live in. Almost all respondents were very or fairly satisfied in this respect (97%), 3% were neither satisfied nor dissatisfied and less than 1% were fairly dissatisfied. The proportion of respondents very or fairly satisfied with the Association's contribution to the management of the neighbourhood has remained consistent with the 2013 survey (99%), 2016 survey (99%) and the 2019 survey (98%).

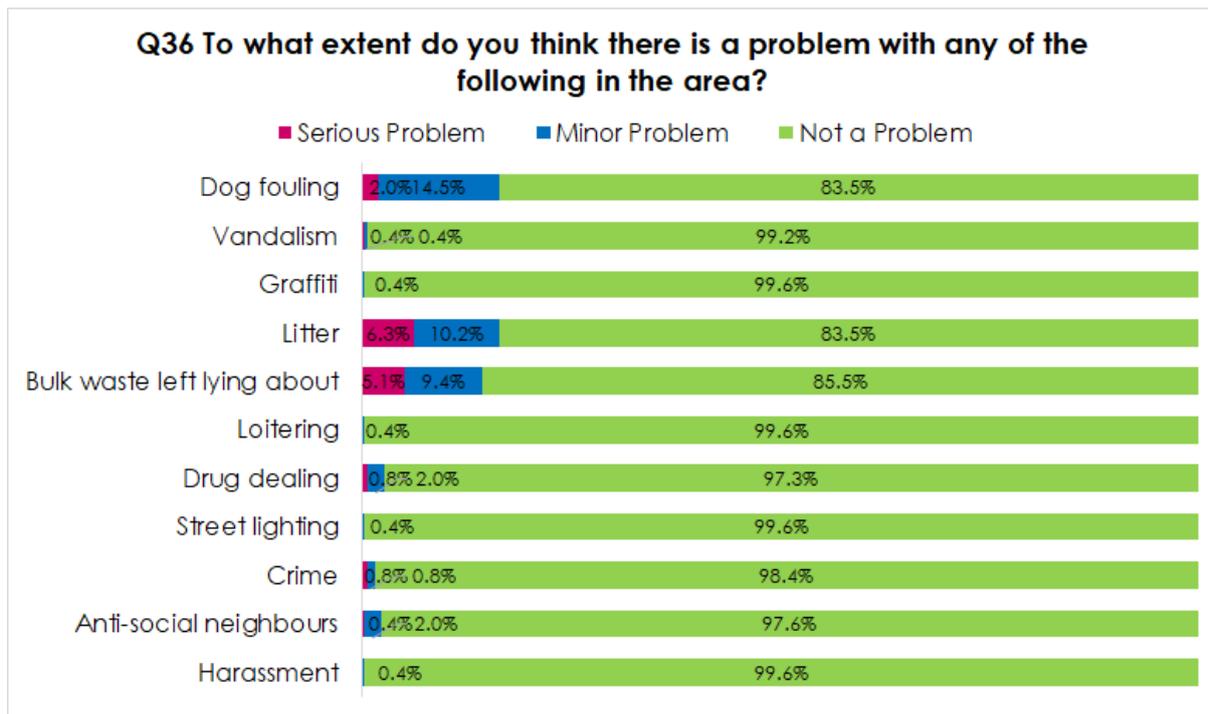


Those who were not satisfied were asked what Craigdale could do to improve the way they contribute to the management of the neighbourhood. A total of 6 tenants provided comments, 2 tenants mentioned parking issues, 1 spoke about problems with litter and rubbish, 1 tenant mentioned the condition of the closes, 1 tenant was unhappy with grass cutting and another tenant spoke about anti-social behaviour issues.

## 8.5 Neighbourhood problems (Q36)

Tenants were read out a list of issues and asked to what extent each of these were a problem in their area. The top three problems for tenants overall were:

- Dog fouling (17%)
- Litter (17%)
- Bulk waste left lying about (15%)



## 8.6 Community events (Q37)

Finally, respondents were asked about any community events they would like to see Craigdale providing in the future or any suggestions on how these could be improved. Over 4 in 10 respondents were unsure and a further 34% said they had no suggestions. Activities for kids or youths was the top response, followed by day trips and a Ladies night.

**Q37 Craigdale has begun to run their community events again and have held a Halloween and Christmas party at the end of last year. Is there anything else you would like to see Craigdale providing, or do you have any suggestions how these could be improved?**

Base: All respondents, n=255	No.	%
They do enough/ they are very good	15	5.9%
Activities for kids/ youths	12	4.7%
Day trips/ trips for kids	9	3.5%
Not interested/ don't go	8	3.1%
Ladies' nights	4	1.6%
Fun day	2	0.8%
Pensioner outing	1	0.4%
Other	11	4.3%
Don't know	110	43.1%
Nothing/ no suggestions	86	33.7%

## 9. HOUSEHOLD INFORMATION

### 9.1 Age and gender (Q38/39)

In terms of the age profile of tenants, 18% were aged 16-34, 32% were aged 35-54, 24% were aged 55-64 and 26% were aged 65 and over. More females were interviewed (76%) than males (24%).

<b>Q39 Age?</b>		
<b>Base: All respondents, n=255</b>	<b>No.</b>	<b>%</b>
16-24	4	1.6%
25-34	41	16.1%
35-44	44	17.3%
45-54	38	14.9%
55-59	38	14.9%
60-64	23	9.0%
65-74	42	16.5%
75+	25	9.8%

### 9.2 Household composition (Q40)

Just under half of respondents lived as a single person (45%), 21% were 2 adult households, 18% were 3 or more adult households, 18% were lone parent families and 6% were couples with children.

<b>Q40 How would you describe the composition of your household?</b>		
<b>Base: All respondents, n=255</b>	<b>No.</b>	<b>%</b>
One adult	115	45.1%
Two adults both under 60	26	10.2%
Two adults both over 60	12	4.7%
Two adults, at least one 60 or over	15	5.9%
Three or more adults, 16 or over	18	7.1%
1 parent family with 1 child under 16	27	10.6%
1 parent family with 2 children under 16	16	6.3%
1 parent family with 3 or more children under 16	3	1.2%
2 parent family with 1 child under 16	7	2.7%
2 parent family with 2 children under 16	3	1.2%
2 parent family with 3 or more children under 16	5	2.0%
Other	8	3.1%

### 9.3 Disability/ long term health condition (Q41)

The majority of tenants said either themselves or somebody else in their household had some form of disability or long term health condition (56%) and this tended to be regarding some form of long term illness, disease or condition (40%).

<b>Q41 Do you, or anyone in your household have any of the following conditions which have lasted, or are expected to last, at least 12 months?</b>		
<b>Base: All respondents, n=255</b>	<b>No.</b>	<b>%</b>
Deafness or partial hearing loss	3	1.2%
Blindness or partial sight loss	-	-
Learning disability (for example Down's Syndrome)	1	0.4%
Learning difficulty (for example dyslexia)	3	1.2%
Developmental disorder (for example, Autistic Spectrum Disorder or Asperger's Syndrome)	4	1.6%
Physical disability	46	18.0%
Mental health condition	30	11.8%
Long term illness, disease or condition	102	40.0%
Other condition, please write in	1	0.4%
No condition	112	43.9%

### 9.4 Ethnicity (Q42)

The vast majority of tenants considered themselves to be White Scottish (99%).

<b>Q42 The Association monitors the ethnic composition of its residents to ensure it provides a quality service to all members of the community who require it. Can you tell me which of the following groups you consider you belong to?</b>		
<b>Base: All respondents, n=255</b>	<b>No.</b>	<b>%</b>
White Scottish	252	98.8%
White Irish	1	0.4%
African, African Scottish or African British	1	0.4%
Other	1	0.4%

## 10. OWNERS SURVEY FINDINGS

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### 10.1 Summary

Two interviews were completed with owners from of a database of 25 owners. The key findings from this research are detailed below followed by a more detailed summary on a question by question basis at 10.2.

- 1 owner was very satisfied with the factoring service provided by Craigdale Housing Association and the other respondent was neither satisfied nor dissatisfied.
- Both owners preferred to obtain information about the Association via newsletters and letters.
- Both owners felt the Association was fairly good at keeping informed about their services and decisions.
- 1 owner had a common repair carried out in the last 12 months. They were fairly satisfied with the repairs service they received.
- With regards to the factoring fee, 1 respondent said it represented fairly good value for money and 1 owner felt it was fairly poor value for money.
- Both owners were fairly satisfied with the neighbourhood as a place to live, felt the Craigdale area was better than other areas in Castlemilk, were satisfied with the maintenance of common areas, their feeling of safety and the Association's contribution to the management of the neighbourhood.

## 10.2 Topline results

### Craigdale HA Owner Satisfaction Survey 2022

1. Q1 Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by Craigdale Housing Association?  
[NOTE – factoring service comprises reactive common repairs, cyclical (long-term) common repairs such as roof maintenance and close painting, close cleaning, backcourt maintenance and building insurance)  
1 (50.0%) Very satisfied  
0 (0.0%) Fairly satisfied  
1 (50.0%) Neither satisfied nor dissatisfied  
0 (0.0%) Fairly dissatisfied  
0 (0.0%) Very dissatisfied  
0 (0.0%) Don't know/ no opinion
  
1. Q1a [IF NOT SATISFIED: CODE 3,4,5] Can you explain why you are not satisfied with the overall service provided?
  - *"Sometimes they don't inform us of what they are doing and just send a bill"*
  
2. Q2 Craigdale use a range of methods to keep their owners informed including sending newsletters, letters and leaflets to tenants. Which of the following sources of information would you prefer to use to obtain information about the Association and its services? [CODE ALL THAT APPLY]  
2 (100.0%) Newsletters  
2 (100.0%) Letters  
0 (0.0%) Website  
0 (0.0%) Social media e.g. Facebook, Twitter  
0 (0.0%) Text message  
0 (0.0%) Email  
0 (0.0%) Other (please specify)  
0 (0.0%) Don't know
  
3. Q3 How good or poor do you feel Craigdale is at keeping you informed about their services and decisions?  
0 (0.0%) Very good  
2 (100.0%) Fairly good  
0 (0.0%) Neither good nor poor  
0 (0.0%) Fairly poor  
0 (0.0%) Very poor

4. Q4 How could Craigdale improve how they keep you informed about their services and decisions?  
0 (0.0%)
5. Q5 Do you use any of the following? [TICK ALL THAT APPLY]  
0 (0.0%) The internet  
0 (0.0%) Facebook  
0 (0.0%) Email  
0 (0.0%) Text messaging  
0 (0.0%) Apps on your phone  
2 (100.0%) None of these
6. Q6 I'd now like to ask you about access to the internet?
- |   | Yes      | No         |
|---|----------|------------|
| Q6a Do you have access to the internet in your home through home broadband?   | 0 (0.0%) | 2 (100.0%) |
| Q6b Do you have access to the internet through a mobile signal e.g. smartphone or tablet with mobile internet access? | 0 (0.0%) | 2 (100.0%) |
7. Q7 How do you usually go online? SELECT ONE ONLY  
0 (0.0%) A smartphone with mobile internet  
0 (0.0%) A home computer/ laptop  
0 (0.0%) A tablet device through which you can access the internet e.g iPad  
0 (0.0%) Through any other methods (please describe)  
0 (0.0%) Do not use the internet
8. Q8 If you could access Craigdale services, such as reporting repairs, paying your rent and accessing your rent account or updating your information, online via a secure web portal or via an app would you be willing to do this?  
0 (0.0%) Yes  
0 (0.0%) No  
0 (0.0%) Don't know
9. Q9 Which method(s) do you prefer to use to get in touch with Craigdale if you need to? ALL THAT APPLY  
0 (0.0%) Email  
0 (0.0%) Text message / What's App messenger  
1 (50.0%) Phone  
0 (0.0%) Video call  
2 (100.0%) Office visit  
1 (50.0%) Other (please specify)
10. Q10 If you need to get in touch with the Association, do you find their opening hours convenient?

2 (100.0%) Yes  
0 (0.0%) No (what would you find more convenient?)

11. Q11 If you were not happy with any aspect of the Associations service, would you know how to make a complaint?  
2 (100.0%) Yes  
0 (0.0%) No
12. Q12 Have you had a common repair carried out in the last 12 months? (common repair covers day to day common repairs or cyclical common repairs such as roof maintenance or close cleaning)?  
1 (50.0%) Yes  
1 (50.0%) No
13. Q13 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Craigdale?  
0 (0.0%) Very satisfied  
1 (100.0%) Fairly satisfied  
0 (0.0%) Neither satisfied nor dissatisfied  
0 (0.0%) Fairly dissatisfied  
0 (0.0%) Very dissatisfied
14. Q14 What, if anything, could have been done to improve the repairs process?  
"Nothing."
15. Q15 Taking into account the services Craigdale provides, to what extent do you think your factoring fee represents value for money? Is it...  
0 (0.0%) Very good  
1 (50.0%) Fairly good  
0 (0.0%) Neither good nor poor  
1 (50.0%) Fairly poor  
0 (0.0%) Very poor
16. Q16 Can you explain why you say that?  
*"It is fairly good because it is a reasonable price."*  
*"The fees are extortionate for the work that's done"*

17. Q17 Through the recent pandemic the Association issued factoring invoices annually, would you be happy to be invoiced on an annual basis (giving a longer period to pay your account) or revert back to 6 monthly invoices?
- 0 (0.0%) Annual invoice
  - 2 (100.0%) 6 monthly invoice
  - 0 (0.0%) Don't mind/ no preference
18. Q18 Craigdale provide a Welfare Rights and Debt Advice service that helps residents maximise their income and helps ensure that living in a Craigdale property is affordable.
- |  | Yes       | No         |
|--|-----------|------------|
| Q18a Were you aware that Craigdale provide a Welfare Rights and Debt Advice Service which helps residents with, for example, housing benefit, Universal Credit disability and personal benefits? | 1 (50.0%) | 1 (50.0%)  |
| Q18b Have you used this Service?   | 0 (0.0%)  | 1 (100.0%) |
19. Q19 How satisfied were you with the service when you had contact with the Welfare Rights Service?
- 0 (0.0%) Very satisfied
  - 0 (0.0%) Fairly satisfied
  - 0 (0.0%) Neither nor
  - 0 (0.0%) Fairly dissatisfied
  - 0 (0.0%) Very dissatisfied
20. Q20 Turning now to the neighbourhood you live in, how satisfied or dissatisfied are you with your neighbourhood as place to live?
- 0 (0.0%) Very satisfied
  - 2 (100.0%) Fairly satisfied
  - 0 (0.0%) Neither satisfied nor dissatisfied
  - 0 (0.0%) Fairly dissatisfied
  - 0 (0.0%) Very dissatisfied
21. Q21 Do you think the Craigdale area is better, the same or worse than other areas in Castlemilk?
- 2 (100.0%) Better
  - 0 (0.0%) The same
  - 0 (0.0%) Worse
  - 0 (0.0%) Don't know

22. Q22 Can you tell me how satisfied you are with the following aspects of your neighbourhood?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
Q22a Maintenance of any common areas	1 (50.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Q22b Your feeling of safety	1 (50.0%)	1 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)

23. Q23 Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?

0 (0.0%)	Very satisfied
2 (100.0%)	Fairly satisfied
0 (0.0%)	Neither satisfied nor dissatisfied
0 (0.0%)	Fairly dissatisfied
0 (0.0%)	Very dissatisfied

24. Q24 How do you think Craigdale could improve the way they contribute to the management of your neighbourhood?

0 (0.0%)

25. Q25 To what extent do you think there is a problem with any of the following in the area?

	Serious Problem	Minor Problem	Not a Problem
Q25a Dog fouling	1 (50.0%)	0 (0.0%)	1 (50.0%)
Q25b Vandalism	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q25c Graffiti	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q25d Litter	1 (50.0%)	0 (0.0%)	1 (50.0%)
Q25e Bulk waste left lying about	1 (50.0%)	0 (0.0%)	1 (50.0%)
Q25f Loitering	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q25g Drug dealing	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q25h Street lighting	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q25i Crime	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q25j Anti-social neighbours	0 (0.0%)	0 (0.0%)	2 (100.0%)
Q25k Harassment	0 (0.0%)	0 (0.0%)	2 (100.0%)

26. Q26 Craigdale has begun to run their community events again and have held a Halloween and Christmas party at the end of last year. Is there anything else you would like to see Craigdale providing or do you have any suggestions how these could be improved?

"None."

"Nothing"

27. Q27 Gender?

1 (50.0%) Male

1 (50.0%) Female

28. Q28 Age?
- 0 (0.0%) 16-24
  - 0 (0.0%) 25-34
  - 0 (0.0%) 35-44
  - 1 (50.0%) 45-54
  - 0 (0.0%) 55-59
  - 0 (0.0%) 60-64
  - 0 (0.0%) 65-74
  - 1 (50.0%) 75+
29. Q29 How would you describe the composition of your household?
- 1 (50.0%) One adult
  - 0 (0.0%) Two adults both under 60
  - 0 (0.0%) Two adults both over 60
  - 0 (0.0%) Two adults, at least one 60 or over
  - 1 (50.0%) Three or more adults, 16 or over
  - 0 (0.0%) 1 parent family with 1 child under 16
  - 0 (0.0%) 1 parent family with 2 children under 16
  - 0 (0.0%) 1 parent family with 3 or more children under 16
  - 0 (0.0%) 2 parent family with 1 child under 16
  - 0 (0.0%) 2 parent family with 2 children under 16
  - 0 (0.0%) 2 parent family with 3 or more children under 16
  - 0 (0.0%) Other (please specify)
30. Q30 Do you, or anyone in your household have any of the following conditions which have lasted, or are expected to last, at least 12 months?  
[CODE ALL THAT APPLY]
- 0 (0.0%) Deafness or partial hearing loss
  - 0 (0.0%) Blindness or partial sight loss
  - 0 (0.0%) Learning disability (for example Down's Syndrome)
  - 0 (0.0%) Learning difficulty (for example dyslexia)
  - 0 (0.0%) Developmental disorder (for example, Autistic Spectrum Disorder or Asperger's Syndrome)
  - 0 (0.0%) Physical disability
  - 0 (0.0%) Mental health condition
  - 0 (0.0%) Long term illness, disease or condition
  - 0 (0.0%) Other condition, please write in
  - 2 (100.0%) No condition

31. Q31 The Association monitors the ethnic composition of its residents to ensure it provides a quality service to all members of the community who require it. Can you tell me which of the following groups you consider you belong to?

- 2 (100.0%) White Scottish
- 0 (0.0%) White Other British
- 0 (0.0%) White Irish
- 0 (0.0%) Gypsy/ Traveller
- 0 (0.0%) Polish
- 0 (0.0%) Any other white ethnic group (please specify)
- 0 (0.0%) Any mixed or multiple ethnic groups (please specify)
- 0 (0.0%) Pakistani, Pakistani Scottish or Pakistani British
- 0 (0.0%) Indian, Indian Scottish or Indian British
- 0 (0.0%) Bangladeshi, Bangladeshi Scottish or Bangladeshi British
- 0 (0.0%) Chinese, Chinese Scottish or Chinese British
- 0 (0.0%) Other (please specify)
- 0 (0.0%) African, African Scottish or African British
- 0 (0.0%) Caribbean, Caribbean Scottish or Caribbean British
- 0 (0.0%) Black, Black Scottish or Black British
- 0 (0.0%) Other (please specify)
- 0 (0.0%) Arab, Arab Scottish or Arab British
- 0 (0.0%) Other (please specify)

32. Q32 Do you have any other comments you wish to make about the Association and its services?

"None."

*"I think I should be getting my grass cut ."*

## **Appendix 1**

### **Survey Questionnaire**

TENANTS QUESTIONNAIRE:

**OVERALL SATISFACTION**

**1. [SSHCH1] Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Craigdale Housing Association?**

Very satisfied	1	Go to Q2
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know/ no opinion	6	
<b>[IF NOT SATISFIED: CODE 3,4,5] Can you explain why you are not satisfied with the overall service provided?</b>		

**INFORMATION**

**2. Craigdale use a range of methods to keep their tenants informed including sending newsletters, letters and leaflets to tenants. Which of the following sources of information would you prefer to use to obtain information about the Association and its services?**

**[CODE ALL THAT APPLY]**

Newsletters	1
Letters	2
Website	3
Social media e.g. Facebook, Twitter	4
Text message	5
Email	6
Other (please specify)	7
Don't know	8

**3. [SSHCH] How good or poor do you feel Craigdale is at keeping you informed about their services and decisions?**

Very good	1	Go to Q5
Fairly good	2	
Neither good nor poor	3	Go to Q4
Fairly poor	4	
Very poor	5	

**4. How could Craigdale improve how they keep you informed about their services and decisions?**

## PARTICIPATION

**5. Craigdale provide a number of opportunities for tenants to get involved and participate in their decision making processes. Would you be interested in getting involved in any of the following ways? [READ OUT LIST AND CODE ALL THAT APPLY]**

By providing your views in surveys like this one	1	Go to Q7
By taking part in consultation exercises on specific issues e.g. rent consultation	2	
By becoming a member of Craigdale's Board of Management	3	Go to Q6
Taking part in estate walkabouts to inspect the work of the Association	4	
By being part of a service improvement group who would work with the Association to help improve things such as the estate, home improvements or the repairs service	5	
Other (please specify)	6	Go to Q7
Do not wish to give my views	7	

**6. You said you would be interested in getting involved in the Board of management/ service improvement group. Are you happy for us to pass your name and address over to the Association so that they can get in touch with more information about this? All your other responses will be completely confidential and anonymous.**

Yes	1
No	2

**7. [SSHCH] How satisfied or dissatisfied are you with the opportunities given to you to participate in Craigdale's decision making process?**

Very satisfied	1	Go to Q9
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q8
Fairly dissatisfied	4	
Very dissatisfied	5	

**8. How could Craigdale improve the opportunities given to you to participate in their decision making processes?**

## Customer Contact

**9. Do you use any of the following? [INTERVIEWER READ OUT LIST TO THE END AND TICK ALL THAT APPLY]**

The internet	1	Go to Q10
Facebook	2	
Email	3	
Text messaging	4	
Apps on your phone	5	
None of these	6	

**10. I'd now like to ask you about access to the internet?**

	Yes	No
Do you have access to the internet in your home through home broadband?	1	2
Do you have access to the internet through a mobile signal e.g. smartphone or tablet with mobile internet access?	1	2

**IF NO TO BOTH GO TO Q13****11. How do you usually go online? SELECT ONE ONLY**

A smartphone with mobile internet	1
A home computer/ laptop	2
A tablet device through which you can access the internet e.g. iPad	3
Through any other methods (please describe)	4
Do not use the internet	5

**12. If you could access Craigdale services, such as reporting repairs, paying your rent and accessing your rent account or updating your information, online via a secure web portal or via an app would you be willing to do this?**

Yes	1
No	2
Don't know	

**13. Which method(s) do you prefer to use to get in touch with Craigdale if you need to? ALL THAT APPLY**

Email	1
Text message / What's App messenger	2
Phone	3
Video call	4
Office visit	5
Other (please specify)	6

**14. If you need to get in touch with the Association, do you find their opening hours convenient?**

Yes	1
No (what would you find more convenient?)	2

**15. If you were not happy with any aspect of the Associations service, would you know how to make a complaint?**

Yes	1
No	2

**Repairs and housing quality****16. [SSHCH] Have you had any repairs carried out in this property in the last 12 months?**

Yes	1	Go to Q17
No	2	Go to Q20

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

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

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

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

**19. What, if anything, could have been done to improve the repairs process?**

**The Home**

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

Very satisfied	1	Go to Q22
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q21
Fairly dissatisfied	4	
Very dissatisfied	5	

**21. Can you explain how Craigdale could improve the quality of your home?**

## Rent, Benefits and Welfare Reform

**22. Craigdale is concerned about how its tenants are managing financially these days. They therefore provide a Welfare Rights and Debt Advice service that helps tenants maximise their income and helps ensure that living in a Craigdale property is affordable.**

	Yes	No
Were you aware that Craigdale provide a Welfare Rights and Debt Advice Service which helps tenants with, for example, housing benefit, Universal Credit disability and personal benefits?	1	2 (Go to Q24)
Have you used this Service?	1 (Go to Q23)	2 (Go to Q24)

**23. How satisfied were you with the service when you had contact with the Welfare Rights Service?**

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

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

Very good	1	Go to Q25
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	

**25. Can you explain why you say that?**

**26. Does your household currently receive housing benefit or help with housing costs through Universal Credit?**

Yes, Full housing benefit	1	Go to Q28
Yes, Full housing costs covered through Universal Credit	2	Go to Q27
Yes, Partial housing benefit	3	
Yes, partial costs covered through Universal Credit	4	
Don't receive any Housing Benefit or Universal Credit towards my rent	5	

**27. How easy or difficult do you find it to afford your rent payments for your home?**

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

**28. How do you pay for your electricity and gas?**

Prepayment meter	1
Quarterly when bill comes in	2
Monthly by direct debit	3
Other (specify)	4

**29. How easy do you find it to afford your electricity and/or gas bills for this property?**

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

**30. Have you ever chosen to not put your heating on because you couldn't afford to?**

Yes	1
No	2

**Neighbourhood Management**

**31. Turning now to the neighbourhood you live in, how satisfied or dissatisfied are you with your neighbourhood as place to live?**

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

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

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

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

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
Maintenance of any common areas	1	2	3	4	5
Your feeling of safety	1	2	3	4	5

**34. [SSHHC] Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in? [INTERVIEWER NOTE: Neighbourhood is defined as the area that the landlord has some responsibility for.]**

Very satisfied	1	Go to Q36
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q35
Fairly dissatisfied	4	
Very dissatisfied	5	

**35. How do you think Craigdale could improve the way they contribute to the management of your neighbourhood?**

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

	Serious Problem	Minor Problem	Not a Problem
Dog fouling	1	2	3
Vandalism	1	2	3
Graffiti	1	2	3
Litter	1	2	3
Bulk waste left lying about	1	2	3
Loitering	1	2	3
Drug dealing	1	2	3
Street lighting	1	2	3
Crime	1	2	3
Anti-social neighbours	1	2	3
Harassment	1	2	3

**37. Craigdale has begun to run their community events again and have held a Halloween and Christmas party at the end of last year. Is there anything else you would like to see Craigdale providing, or do you have any suggestions how these could be improved?**

### Household Information

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

**38. Gender?**

Male	1
Female	2

**39. Age?**

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

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

One adult	1
Two adults both under 60	2
Two adults both over 60	3
Two adults, at least one 60 or over	4
Three or more adults, 16 or over	5
1 parent family with 1 child under 16	6
1 parent family with 2 children under 16	7
1 parent family with 3 or more children under 16	8
2 parent family with 1 child under 16	9
2 parent family with 2 children under 16	10
2 parent family with 3 or more children under 16	11
Other (please specify)	12

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

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

**42. SHOWCARD: The Association monitors the ethnic composition of its residents to ensure it provides a quality service to all members of the community who require it. Can you tell me which of the following groups you consider you belong to?**

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

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

- Thank you very much for completing the questionnaire.
- Would you like to take a note of our website address ([www.researchresource.co.uk](http://www.researchresource.co.uk)) which tells you a bit more about Research Resource, the interviewing process and how we use your data on the Privacy Notice

## OWNERS QUESTIONNAIRE

### OVERALL SATISFACTION

- 1. Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by Craigdale Housing Association? [NOTE – factoring service comprises reactive common repairs, cyclical (long-term) common repairs such as roof maintenance and close painting, close cleaning, backcourt maintenance and building insurance)**

Very satisfied	1	Go to Q2
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
<b>[IF NOT SATISFIED: CODE 3,4,5] Can you explain why you are not satisfied with the overall service provided?</b>		

### INFORMATION

- 2. Craigdale use a range of methods to keep their owners informed including sending newsletters, letters and leaflets to tenants. Which of the following sources of information would you prefer to use to obtain information about the Association and its services? [CODE ALL THAT APPLY]**

Newsletters	1
Letters	2
Website	3
Social media e.g. Facebook, Twitter	4
Text message	5
Email	6
Other (please specify)	7
Don't know	8

- 3. How good or poor do you feel Craigdale is at keeping you informed about their services and decisions?**

Very good	1	Go to Q5
Fairly good	2	
Neither good nor poor	3	Go to Q4
Fairly poor	4	
Very poor	5	

- 4. How could Craigdale improve how they keep you informed about their services and decisions?**

## Customer Contact

**5. Do you use any of the following? [INTERVIEWER READ OUT LIST TO THE END AND TICK ALL THAT APPLY]**

The internet	1	Go to Q6
Facebook	2	
Email	3	
Text messaging	4	
Apps on your phone	5	
None of these	6	

**6. I'd now like to ask you about access to the internet?**

	Yes	No
Do you have access to the internet in your home through home broadband?	1	2
Do you have access to the internet through a mobile signal e.g. smartphone or tablet with mobile internet access?	1	2

**IF NO TO BOTH GO TO Q9**

**7. How do you usually go online? SELECT ONE ONLY**

A smartphone with mobile internet	1
A home computer/ laptop	2
A tablet device through which you can access the internet e.g iPad	3
Through any other methods (please describe)	4
Do not use the internet	5

**8. If you could access Craigdale services, such as reporting common repairs, paying your factoring fee and accessing your account or updating your information, online via a secure web portal or via an app would you be willing to do this?**

Yes	1
No	2
Don't know	

**9. Which method(s) do you prefer to use to get in touch with Craigdale if you need to? ALL THAT APPLY**

Email	1
Text message / What's App messenger	2
Phone	3
Video call	4
Office visit	5
Other (please specify)	6

**10. If you need to get in touch with the Association, do you find their opening hours convenient?**

Yes	1
No (what would you find more convenient?)	2

**11. If you were not happy with any aspect of the Associations service, would you know how to make a complaint?**

Yes	1
No	2

### Common repairs

**12. Have you had a common repair carried out in the last 12 months? (common repair covers day to day common repairs or cyclical common repairs such as roof maintenance or close cleaning)**

Yes	1	Go to Q13
No	2	Go to Q15

**13. Thinking about the LAST time you had common repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided?**

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

**14. What, if anything, could have been done to improve the repairs process?**

### Factoring charges

**15. Taking into account the services Craigdale provides, to what extent do you think your factoring fee represents value for money? Is it...**

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

**16. Can you explain why you say that?**

**17. Through the recent pandemic the Association issued factoring invoices annually, would you be happy to be invoiced on an annual basis (giving a longer period to pay your account) or revert back to 6 monthly invoices?**

Annual invoice	1
6 monthly invoice	2
Don't mind/ no preference	3

**18. Craigdale provide a Welfare Rights and Debt Advice service that helps residents maximise their income and helps ensure that living in a Craigdale property is affordable.**

	Yes	No
Were you aware that Craigdale provide a Welfare Rights and Debt Advice Service which helps residents with, for example, housing benefit, Universal Credit disability and personal benefits?	1	2 (Go to Q20)
Have you used this Service?	1 (Go to Q19)	2 (Go to Q20)

**19. How satisfied were you with the service when you had contact with the Welfare Rights Service?**

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

**[INTERVIEWER READ OUT] If you are interested in accessing the Welfare Rights and Debt Advice service you can contact the Association's office directly to make an appointment.**

**Neighbourhood Management**

**20. Turning now to the neighbourhood you live in, how satisfied or dissatisfied are you with your neighbourhood as place to live?**

Very satisfied	1
Fairly satisfied	2
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**21. Do you think the Craigdale area is better, the same or worse than other areas in Castlemilk?**

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The same	2
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Don't know	4

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

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
Maintenance of any common areas	1	2	3	4	5
Your feeling of safety	1	2	3	4	5

**23. Overall, how satisfied or dissatisfied are you with Craigdale's contribution to the management of the neighbourhood you live in? [INTERVIEWER NOTE: Neighbourhood is defined as the area that the landlord has some responsibility for.]**

Very satisfied	1	Go to Q25
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q24
Fairly dissatisfied	4	
Very dissatisfied	5	

**24. How do you think Craigdale could improve the way they contribute to the management of your neighbourhood?**

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

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Graffiti	1	2	3
Litter	1	2	3
Bulk waste left lying about	1	2	3
Loitering	1	2	3
Drug dealing	1	2	3
Street lighting	1	2	3
Crime	1	2	3
Anti-social neighbours	1	2	3
Harassment	1	2	3

**26. Craigdale has begun to run their community events again and have held a Halloween and Christmas party at the end of last year. Is there anything else you would like to see Craigdale providing or do you have any suggestions how these could be improved?**

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### Household Information

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Pakistani, Pakistani Scottish or Pakistani British	8
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Chinese, Chinese Scottish or Chinese British	11
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Black, Black Scottish or Black British	15
Other (please specify)	16
<b>OTHER ETHNIC GROUP</b>	
Arab, Arab Scottish or Arab British	17
Other (please specify)	18

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

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## **Appendix 2**

### **Technical Report Summary**

## TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	Craigdale Housing Association
Project number	P1244
Objectives of the research	<p>The aim of the research was to seek tenants' views on the services that Craigdale 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 quality of information provided by Craigdale;</li> <li>■ Feedback on customer care;</li> <li>■ Quality of accommodation and the neighbourhood;</li> <li>■ Service provision including repairs, maintenance and improvements;</li> <li>■ Tenant involvement/ opportunities for participation;</li> <li>■ Value for money.</li> </ul>
Target group	Craigdale Housing Association Tenants and Owners
Target sample size	To maximise the response from owners and to achieve a 65% response rate from tenants.
Achieved sample size	255
Date of fieldwork	17 <sup>th</sup> of June to the 11 <sup>th</sup> of July.
Sampling method	Interviews were spread across the Association's stock
Data collection method	Primarily face to face with a telephone boost.
Response rate and definition and method of how calculated	255 tenants were interviewed, from Craigdals's tenant database of 372, equating to a 69% response rate. 2 owners were also interviewed using a separate owners version of the questionnaire, out of 25 contacts (8% response rate).
Any incentives?	None
Number of interviewers	6
Interview validation methods	Remote listening of telephone interviews and back checking of face to face interviews.
Showcards or any other materials used?	Not applicable
Weighting procedures (if applicable)	Not applicable
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings	The achieved level of accuracy was +/-3.45% (based upon a 50% estimate at the 95% level of confidence).

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