



Craigdale Housing Association

Tenant Satisfaction Survey

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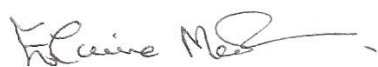


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Craigdale Housing Association

Tenant Satisfaction Survey 2025

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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 19th of August and the 9th of September 2025.
- 255 interviews were achieved with tenants, representing a 62% response rate from tenants and providing data accurate to +/- 3.77%. 5 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	2025	ARC 24/25
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%	96%	87%
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%	99.6%	90%
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%	100%	86%
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%	91%	87%
Q20 Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	96%	99%	92%	95%	94%	85%
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%	90%	82%
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%	97%	84%

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 (96%) were very or fairly satisfied in this respect compared to 3% who were neither satisfied nor dissatisfied and 1% 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 83% preferring to use newsletters and 35% preferring letters.
- Almost all tenants (99.6%) 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. Just under 7 in 10 tenants (69%) said they do not wish to give their views, 30% said they would provide their views in surveys like this one and 3% said they would take part in consultation exercises on specific issues such as the rent consultation.
- All respondents (100%) were either very or fairly satisfied with the opportunities given to them to participate in Craigdale's decision making process.

CUSTOMER CONTACT

- 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 mobile apps, 66% using the internet, 58% using Facebook and 54% saying they communicate via email. Only 15% of tenants said they did not use any of these things.
- Over three in four tenants said they had access to the internet in their home via a smartphone with mobile internet (79%), 2% use a home computer or laptop, 2% use a tablet device through which they can access the internet and 17% said they do not use the internet.
- The majority of tenants (58%) said they were very confident in using online services such as booking services online and using online banking portals etc. A further 15% said they can use online services with some help, 20% were not confident at all and 7% were unsure.
- Almost all tenants prefer to contact the Association by telephone (97%), 20% prefer office visits and 14% prefer emails.
- All but three tenants said they find the Association's opening hours convenient (99%). The three tenants who did not find them convenient all said they would like the Association to be open more days in the week.

REPAIRS AND HOUSING QUALITY

- Just over 4 in 10 respondents (44%) had a repair carried out in their property in the last 12 months, and of these tenants 91% 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 88% in terms of the length of time taken to undertake repairs to 100% with regards to the ease of reporting the repair, the tradesman arriving at the appointed time and the helpfulness of the Association staff involved.
- With regards to the quality of the home, over 9 in 10 tenants (94%) were very or fairly satisfied, compared to 4% 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 (82%) were aware the Association provides a Welfare Rights and Debt Advice Service which helps tenants.
- 32% of tenants who were aware of the service had used the service and all were satisfied with the service they received.
- Nine in ten respondents were of the opinion that the rent they pay represents very or fairly good value for money (90%), compared to 8% 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 86% said rent payments were just about affordable.
- In terms of electricity and/ or gas bills, 58% said these were very or fairly easy to afford, 40% said they were just about affordable and 1% said they were very or fairly difficult to afford.

NEIGHBOURHOOD MANAGEMENT

- Almost all tenants (98%) were either very or fairly satisfied with their neighbourhood as a place to live in. Only 2% were neither satisfied nor dissatisfied and no tenants were dissatisfied with their neighbourhood.
- Just over 6 in 10 tenants (65%) were of the opinion that the Craigdale area is better than other areas in Castlemilk, 18% said it was the same and 17% said it was worse.
- Almost all tenants were satisfied with the maintenance of any common areas (95%) 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%), 2% were neither satisfied nor dissatisfied and 1% were fairly dissatisfied.
- The top three neighbourhood problems for tenants were dog fouling (23%), litter (21%) and regarding bulk waste being left lying about (20%).

3. METHODOLOGY

3.1 Research Method

We note that 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 60% 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.

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 62% response rate and providing data accurate to +/- 3.77% 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 1 percentage point. It was therefore decided that the survey data should not be weighted.

Street	Tenants		Interviews	
	No.	%	No.	%
Birgidale Road	94	23%	61	24%
Carmunnock Road	35	9%	22	9%
Dougrie Close	13	3%	8	3%
Dougrie Drive	6	1%	4	2%
Dougrie Gardens	20	5%	12	5%
Dougrie Road	20	5%	12	5%
Dougrie Street	4	1%	1	0%
Dougrie Terrace	4	1%	2	1%
Downcraig Drive	49	12%	32	13%
Downcraig Road	23	6%	14	5%
Downcraig Terrace	18	4%	11	4%
Glenacre Drive	66	16%	40	16%
Glenacre Gardens	13	3%	9	4%
Glenacre Grove	12	3%	7	3%
Westcastle Court	14	3%	10	4%
Westcastle Crescent	6	1%	3	1%
Westcastle Grove	12	3%	7	3%
Grand Total	409	100%	255	100%

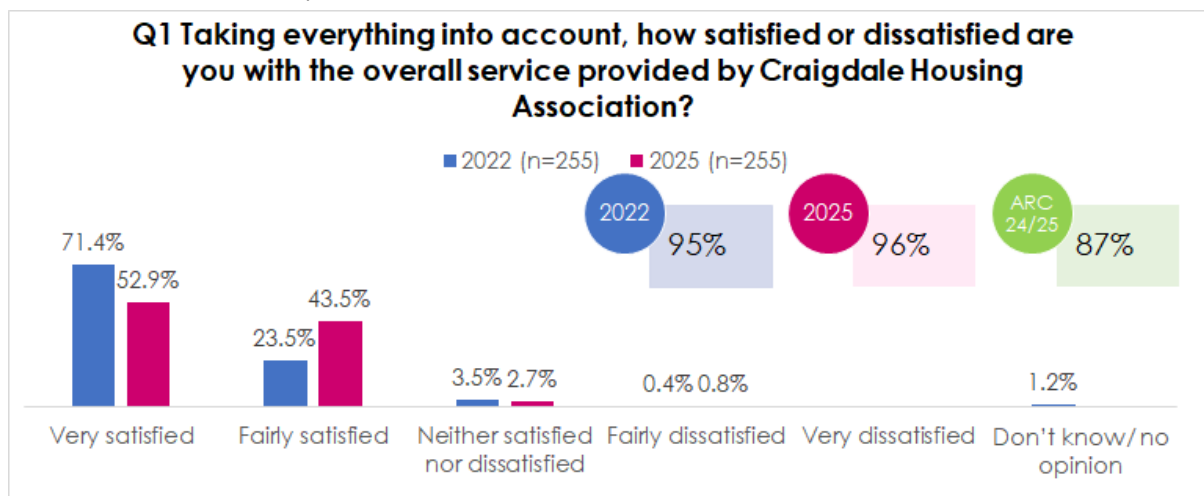
In addition to the tenants' survey 5 interviews were achieved with Craigdale Housing Association owners. A summary of the findings from the owners' research can be found in chapter 10.

2. OVERALL SATISFACTION

2.1 Satisfaction with the overall service provided by Craigdale (Q1/2)

The survey began by asking tenants how satisfied or dissatisfied they were with the overall service provided by Craigdale Housing Association. Almost all tenants (96%) were very or fairly satisfied in this respect compared to 3% who were neither satisfied nor dissatisfied and 1% who were dissatisfied.

Overall satisfaction is not significantly different from the 2022 results (95%) and is higher than the Scottish average reported in the 2024/25 ARC for all Scottish Social Landlords which is 87%.



Those who were not satisfied (10 respondents), were asked to explain why they felt this way. The main reasons given were where tenants spoke about issues with repairs and the repairs service, regarding the maintenance of communal areas and customer care issues.

3. INFORMATION

3.1 Communication sources (Q2/3)

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 (83%, 82% in 2022) and letters (35%, 82% in 2022) were most popular amongst tenants. Use of digital communications has seen an increase since 2022, for example 15% used text messages to obtain information in 2022 versus 28% in 2025, and 12% used email communication in 2022 versus 20% in 2025.

Analysis by age reveals that newsletters were used by significantly more tenants aged 55-74 (90%) than tenants aged 16-34 (79%) and those aged 35-54 (78%). On the other hand, use of digital communications decreases with age. For example, 30% of tenants aged 16-34 use the website to obtain information versus 17% of tenants aged 35-54, 3% of tenants aged 55-74 and no tenants aged 75 and over said they use the website. This was a similar trend for the use of social media, email and text messages. It is also interesting to note that females were more likely to use digital forms of communication than males, for example 19% of females used the website compared to 5% of males.

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?		
Base: All respondents, n=255	No.	%
Newsletters	212	83.1%
Letters	88	34.5%
Text message	71	27.8%
Email	50	19.6%
Website	35	13.7%
Social media e.g. Facebook, Twitter	8	3.1%
Other (please specify)	3	1.2%
Don't know	1	0.4%

More than 8 in 10 tenants said they read the Association's newsletter. Most likely to read the newsletter were tenants aged 75 and over (90%), and least were tenants aged 16-34. Females were more likely to read the newsletter (86%) than males (71%).

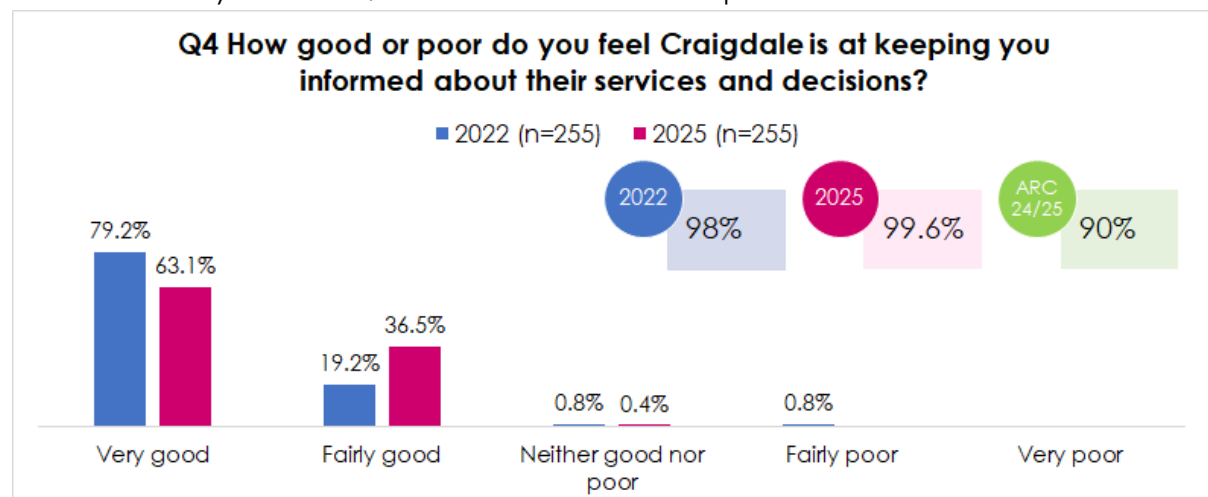
Fewer tenants use the Association's calendar (44%), and use of the calendar does not vary significantly by age. Again, females were more likely to use the calendar (49%) than males (34%).

It was explained to tenants that it costs money to produce both the newsletter and calendar. Just under two thirds of tenants (65%) said they would be happy to see these provided digitally as opposed to hard copy. Those who would be against this

were most likely to be aged 75 and over (85%). Tenants who had a disability (48%) were also more likely to say they would be against this (52%) than tenants who did not have a disability (21%). This question does not vary significantly by age.

3.2 Keeping tenants informed (Q4/5)

The vast majority of tenants (99.6%) rated the Association very or fairly good at keeping them informed about their services and decisions compared to 0.4% who said the Association was neither good nor poor. These findings are consistent with the 2022 survey where 98% were satisfied in this respect.



Only one tenant did not rate the Association good at keeping them informed and this tenant said they wanted to ensure the Association gets back to them when they say they will.

4. PARTICIPATION

4.1 Interest in tenant participation activities (Q6/7)

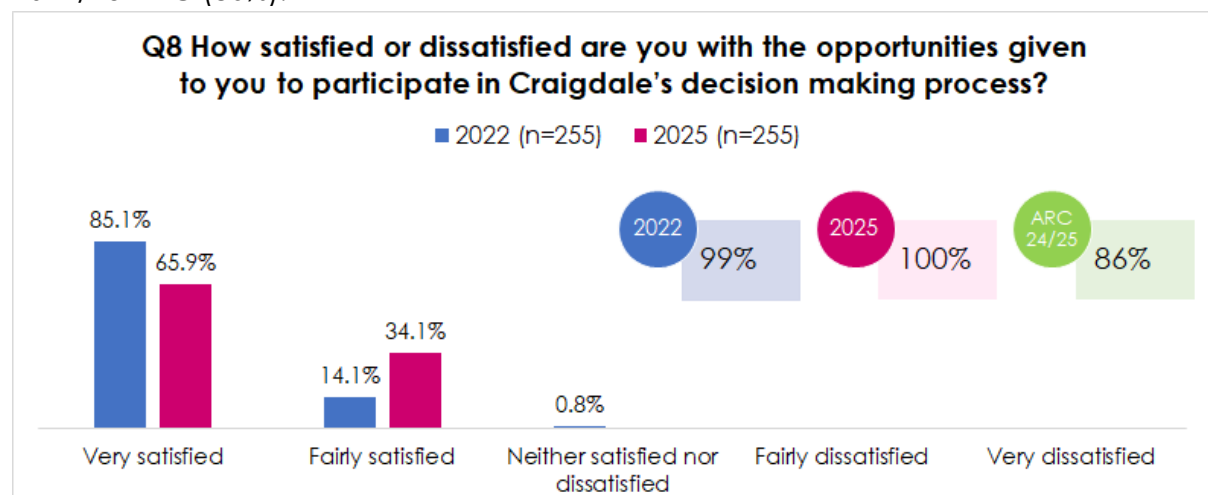
The Association provides a number of opportunities for tenants to get involved and participate in their decision making processes. Just under 7 in 10 tenants (69%) said they do not wish to give their views, 30% said they would provide their views in surveys like this one and 3% said they would take part in consultation exercises on specific issues such as the rent consultation.

Q6 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?

Base: All respondents, n=255	No.	%
By providing your views in surveys like this one	76	29.8%
By taking part in consultation exercises on specific issues e.g. rent consultation	8	3.1%
By becoming a member of Craigdale's Board of Management	2	0.8%
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	1	0.4%
Other	1	0.4%
Do not wish to give my views	177	69.4%

4.2 Satisfaction with the opportunities to participate (Q8-10)

All respondents (100%) 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 2022 survey (99%) and is higher than the Scottish average reported in the 2024/25 ARC (86%).



Craigdale hold a number of events for residents to be involved in. Just 3% (7 tenants) provided comments on things they would like to see the Association doing in this respect that they aren't currently doing. Their suggestions are listed below:

- *A check up on elder residents would be an idea.*
- *Speaking with tenants more about fly tipping.*
- *Mental health support groups/ workshops.*
- *More children events or play days for younger kids.*
- *More kids play days or events.*
- *Mental health support groups.*
- *Have a safe play area for kids. Maybe use some spare ground to make football pitches.*

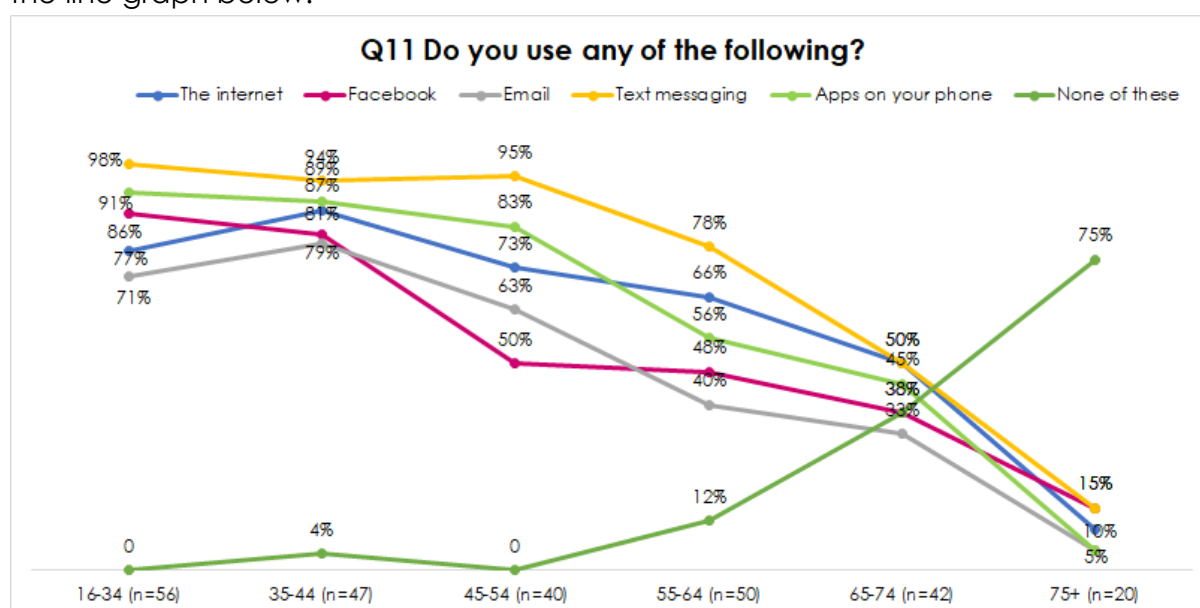
5. CUSTOMER CONTACT

5.1 Use of digital technology (Q11)

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 mobile apps, 66% using the internet, 58% using Facebook and 54% saying they communicate via email.

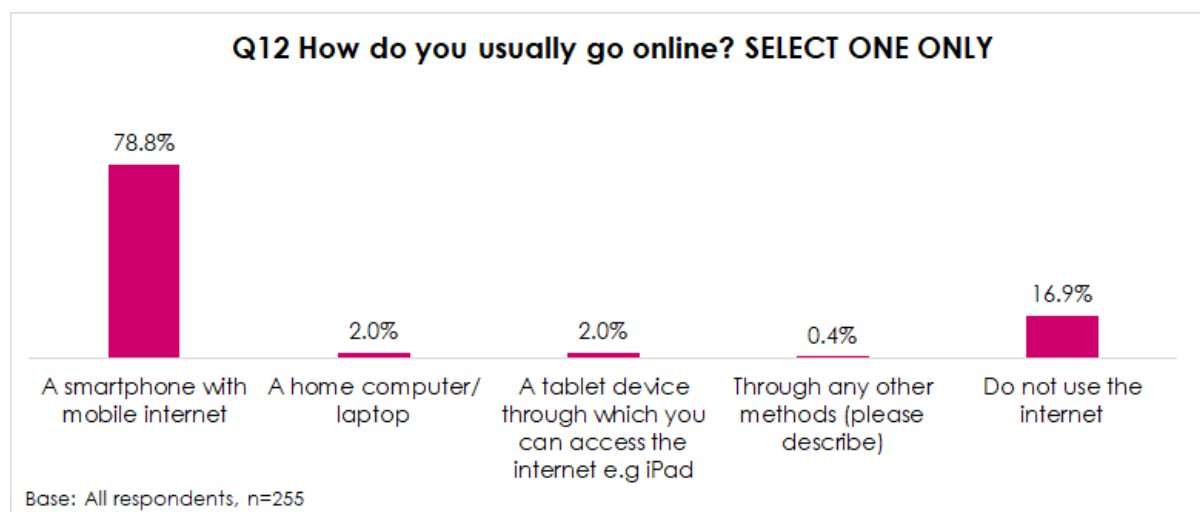
Q11 Do you use any of the following?		
Base: All respondents, n=255	No.	%
Text messaging	200	78.4%
Apps on your phone	174	68.2%
The internet	169	66.3%
Facebook	149	58.4%
Email	137	53.7%
None of these	39	15.3%

Only 15% 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 75% of tenants aged 75 and over not doing any of these things. Younger respondents aged 16-34 on the other hand were generally 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 (Q12-14)

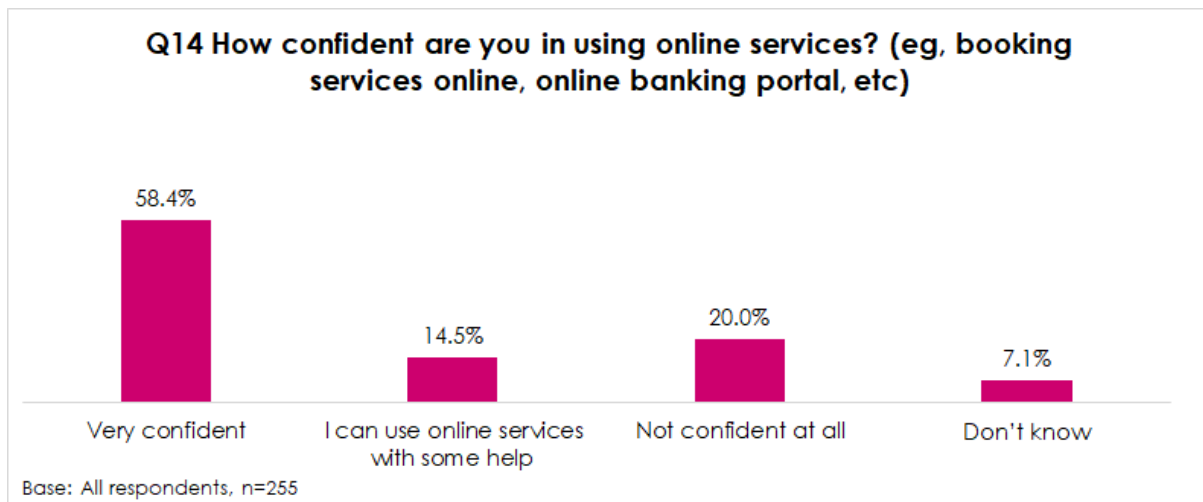
Over three in four tenants said they had access to the internet in their home via a smartphone with mobile internet (79%), 2% use a home computer or laptop, 2% use a tablet device through which they can access the internet and 17% said they do not use the internet. As age increases, the proportion of tenants who did not use the internet increases. For example 0% of tenants aged 16-34 do not use the internet compared to 75% of tenants aged 75 and over.



Q12 How do you usually go online? SELECT ONE ONLY						
	16-34	35-44	45-54	55-64	65-74	75+
Base	56	47	40	50	42	20
A smartphone with mobile internet	95%	98%	95%	76%	52%	20%
A home computer/ laptop	5%	-	3%	-	2%	-
A tablet device through which you can access the internet e.g iPad	-	-	-	4%	2%	10%
Through any other methods (please describe)	-	-	-	-	2%	-
Do not use the internet	-	2%	3%	20%	40%	70%

Craigdale is looking to develop an online portal where they could access services such as reporting repairs, paying rent and accessing rent accounts or updating information, online via a secure web portal or via an app. More than 6 in 10 tenants who use the internet (64%) would be interested in using this, with tenants aged 16-34 being most likely to have answered yes to this question (75%) and tenants aged 75 and over being least interested (17%).

The majority of tenants (58%) said they were very confident in using online services such as booking services online and using online banking portals etc. A further 15% said they can use online services with some help, 20% were not confident at all and 7% were unsure.



Older tenants (aged 75 and over) were most likely to say they were not confident at all (55%), as were tenants who had a disability (34%).

Q14 How confident are you in using online services? (eg, booking services online, online banking portal, etc)						
	16-34	35-44	45-54	55-64	65-74	75+
Base	56	47	40	50	42	20
Very confident	89%	87%	68%	38%	24%	10%
I can use online services with some help	2%	4%	15%	24%	29%	20%
Not confident at all	2%	-	13%	32%	43%	55%
Don't know	7%	9%	5%	6%	5%	15%

5.3 Preferred methods for getting in touch with the Association (Q15/16)

The most preferred method of getting in touch with the Association is by far and away by telephone with 97% of tenants stating this is how they prefer to get in touch. Telephone contact is the preferred method for tenants across all age groups; however, younger tenants (aged 16-23) are also more likely to use other methods such as email contact (25%), text message (11%) and office visits (27%).

Q15 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	248	97.3%
Office visit	50	19.6%
Email	35	13.7%
Text message / What's App messenger	14	5.5%
Video call	1	0.4%
Other	2	0.8%

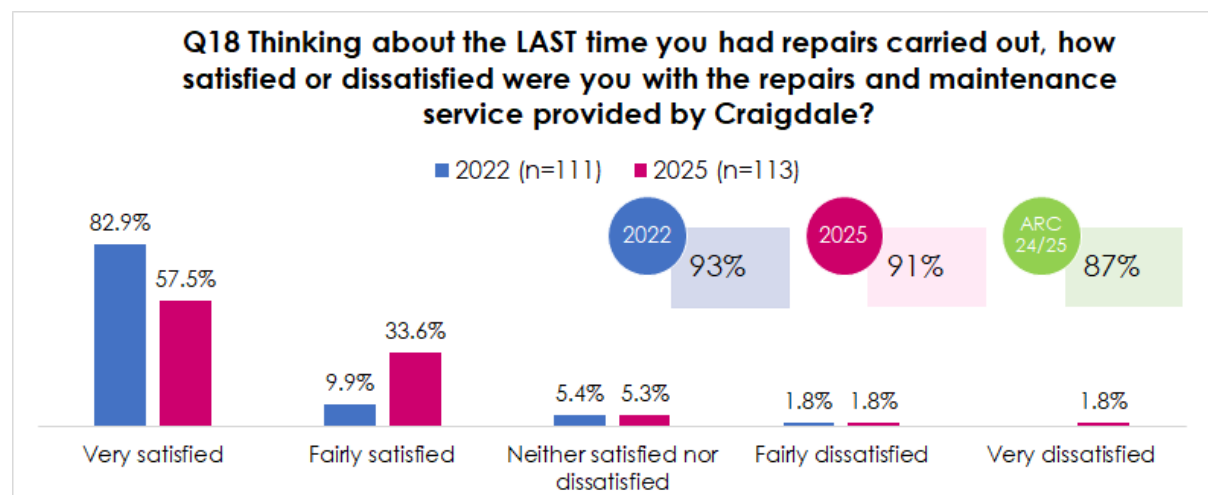
All but three tenants said they find the Association's opening hours convenient (99%). The three tenants who did not find them convenient all said they would like the Association to be open more days in the week.

6. REPAIRS AND HOUSING QUALITY

6.1 Satisfaction with the repairs service (Q17/18)

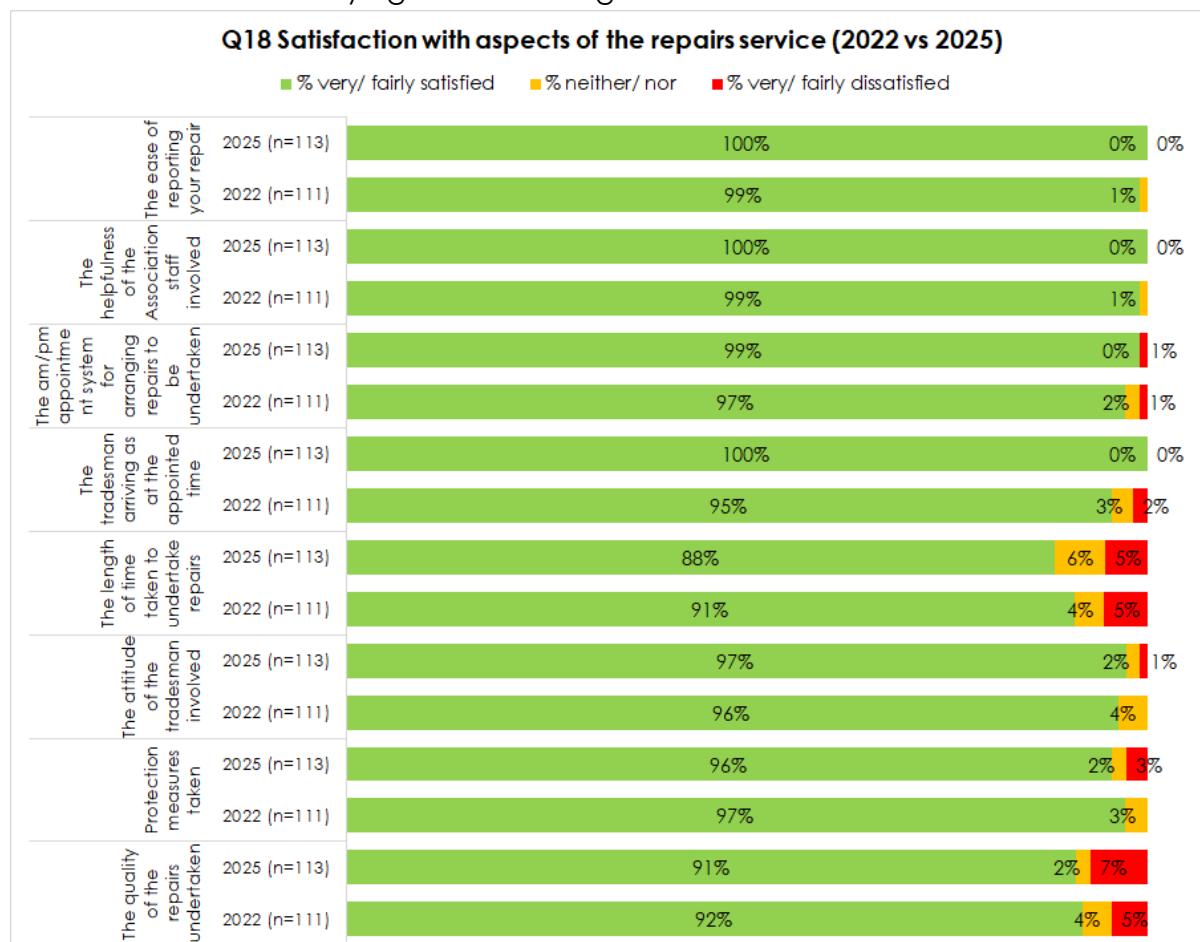
Just over 4 in 10 respondents (44%, 44% in 2022) said they had a repair carried out in their property in the last 12 months. Of these individuals, 91% were either very or fairly satisfied with the repairs service provided by Craigdale on the last occasion, compared to 4% who were very or fairly dissatisfied and 5% who were neither satisfied nor dissatisfied.

Overall satisfaction has not changed significantly compared to the result reported in 2022 (93%) and is higher than the Scottish average reported in the 2024/25 ARC which is 87%.



6.2 Satisfaction with various aspects of the repairs service (Q19/20)

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 88% in terms of the length of time taken to undertake repairs to 100% with regards to the ease of reporting the repair, the tradesman arriving at the appointed time and the helpfulness of the Association staff involved. Satisfaction levels have not seen any significant changes in 2025 versus 2022.



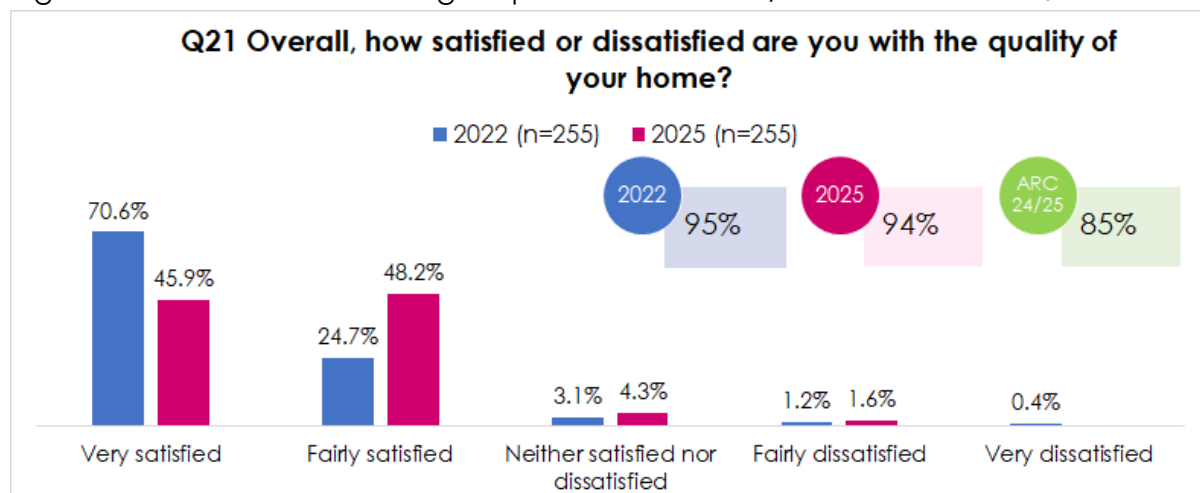
Respondents who had used the repairs service were asked what, if anything, could have been done to improve the repairs process. Over four in ten of these tenants (44%) said there was nothing that required improvement, and a further 27% stated they were happy with the repairs service. On the other hand, 7% (just 8 tenants) suggested improving the quality of workmanship, 3% (3 tenants) suggested quicker timescales and 3% (3 tenants) mentioned ongoing repairs issues.

Q20 What, if anything, could have been done to improve the repairs process?		
Base: Respondents, n=113	No.	%
Nothing	50	44.2%
Happy with repair service	31	27.4%
Don't know	18	15.9%
Improve the quality of workmanship	8	7.1%
Quicker timescales	3	2.7%
Still ongoing/ repair not complete	3	2.7%
Other	-	-

6.3 Satisfaction with the quality of the home (Q21/22)

With regards to the quality of the home, over 9 in 10 tenants (94%) were very or fairly satisfied, compared to 4% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied.

Overall satisfaction is not significantly different from the 2022 results (95%) and is higher than the Scottish average reported in the 2024/25 ARC which is 85%.



A total of 15 tenants were not satisfied with the quality of their home and were asked to explain what they believe Craigdale could do to improve the quality of their home. This was generally where tenants felt their home needed improvements such as new bathrooms, kitchens or windows, where they had outstanding repair issues or where they said they had problems with damp or mould.

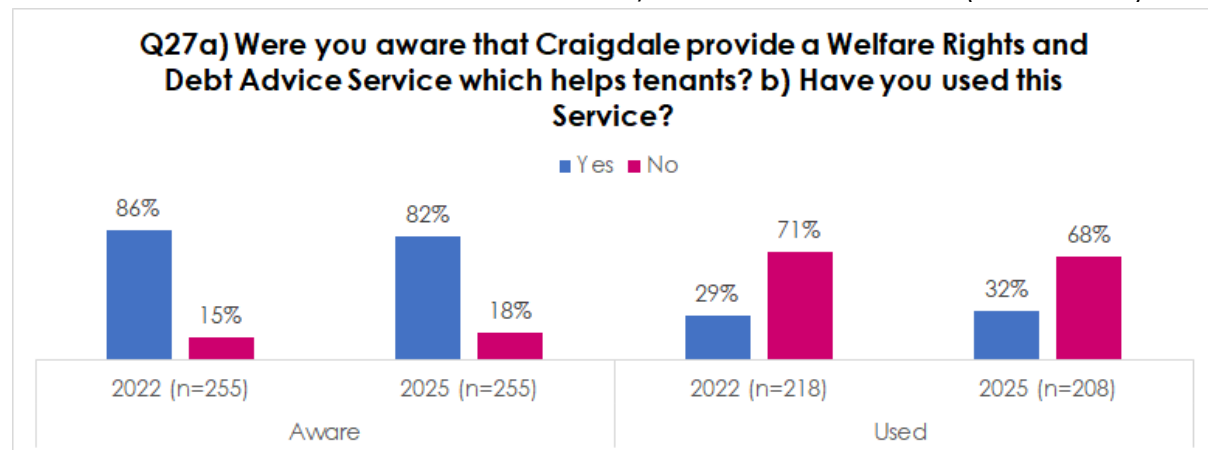
6.4 Problems with damp and mould (Q23-26)

A total of 29 tenants (11%) have experienced mould or dampness in their home in the last 12 month and of these tenants all but one reported it to Craigdale. Of these tenants 18 said it had been resolved to their satisfaction and 11 said it had not been resolved and of these 11 tenants, 9 have given Research Resource permission to pass over their details to the Association for follow up.

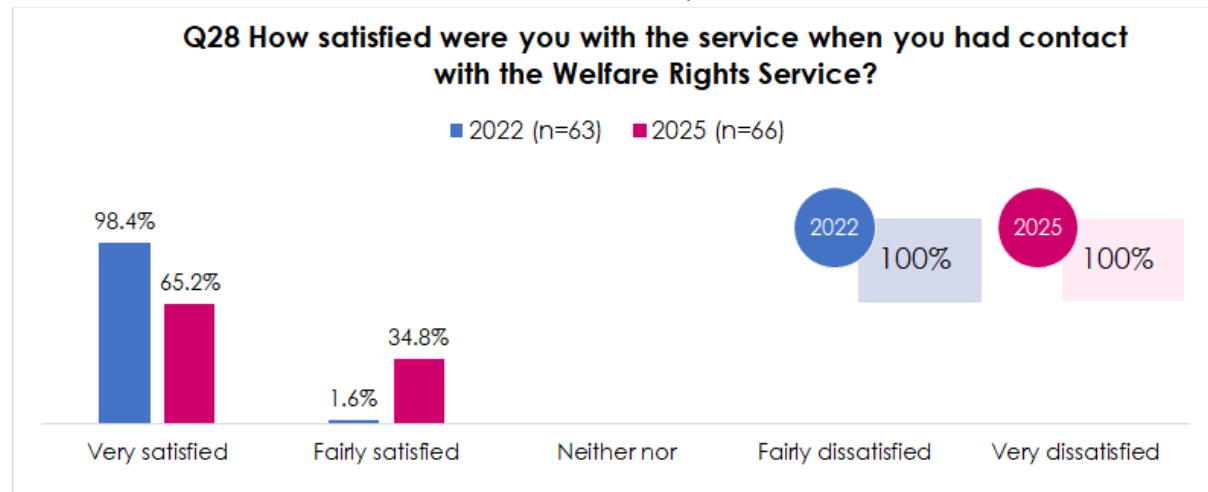
7. RENT, BENEFITS AND WELFARE REFORM

7.1 Awareness and use of the Welfare Rights and Debt Advice Service (Q27/28)

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 over 8 in 10 tenants (82%) were aware of this service (86% in 2022) and of those who were aware, 32% said they had used the service (29% in 2022).



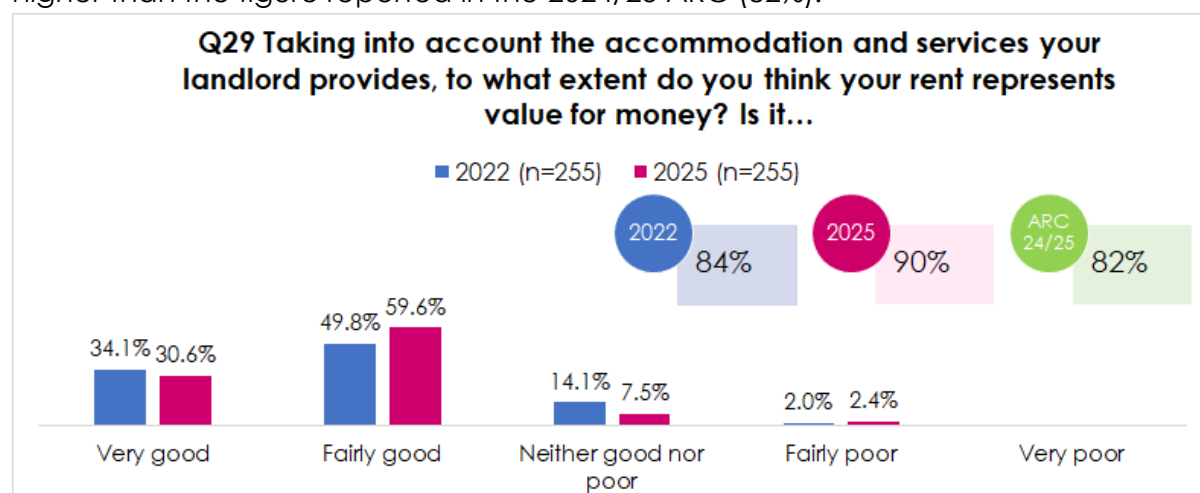
The Welfare Rights Service is very highly regarded by tenants with all 66 tenants who had used the service (100%) being either very or fairly satisfied with the service they received which is consistent with the 2022 survey.



7.2 Value for money (Q29/30)

Over 8 in 10 respondents were of the opinion that the rent they pay represents very or fairly good value for money (85%), compared to 8% 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 increased from 84% in 2022 to 90% in 2025. Overall satisfaction is higher than the figure reported in the 2024/25 ARC (82%).



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.

Q30 Reasons given for value for money response			
	Very/ fairly good (n=230)	Neither good nor poor (n=19)	Very/ fairly poor (n=6)
Good services e.g. services in general/ repairs service	18%	-	-
It's a good price/ good value/ fair/ ok	27%	11%	-
It's a good house/ like my home	13%	-	-
Cheaper than private/ other landlords	10%	-	-
Property needs upgraded/ outstanding repairs	0%	16%	33%
Receive help with housing costs	27%	5%	-
Good neighbourhood/ neighbours	1%	-	-
Good staff/ customer care	3%	-	-
Too expensive/ keeps increasing	1%	68%	67%
No complaints/ issues	5%	-	-
Don't know	0%	-	-

Tenants who considered their home to be good value for money were most likely to feel this way because they felt their rent was a good price, it was fair or ok (27%) or because they receive help with their housing costs (27%).

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 (68%).

Only 6 tenants said their rent was poor value for money, 4 said this was because rents were too expensive or kept increasing.

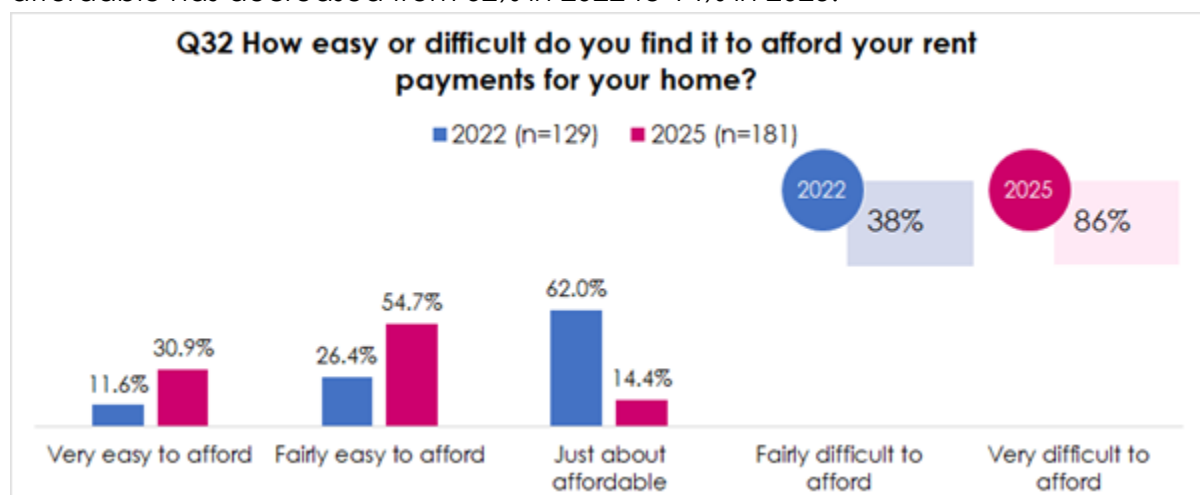
7.3 Housing Benefit/ Universal Credit (Q31)

Seven in ten respondents said they were in receipt of housing benefit or Universal Credit (76%), and 65% said this covered their full housing costs. On the other hand 24% of tenants did not receive any housing benefit or Universal Credit towards their rent.

Q31 Does your household currently receive housing benefit or help with housing costs through Universal Credit?		
Base: All respondents, n=255	No.	%
Yes, Full housing benefit	74	29.0%
Yes, Full housing costs covered through Universal Credit	93	36.5%
Yes, Partial housing benefit	8	3.1%
Yes, partial costs covered through Universal Credit	19	7.5%
Don't receive any Housing Benefit or Universal Credit towards my rent	61	23.9%

7.4 Affordability of rent payments (Q32)

When asked about the affordability of their rent payments, over 8 in 10 tenants who were not in receipt of full housing benefit (86%) said rent payments were just about affordable and 14% said they were very or fairly easy to afford. The proportion of respondents who said their rent was easy to afford has increased from 38% in 2022 to 86% in 2025, while the proportion of respondents who said it was just about affordable has decreased from 62% in 2022 to 14% in 2025.



Analysis by age reveals that tenants aged 35-54 were significantly less likely to find the rent payments for their home very easy to afford (74%) than tenants aged 16-34 (92%) and tenants aged 55-74 (94%).

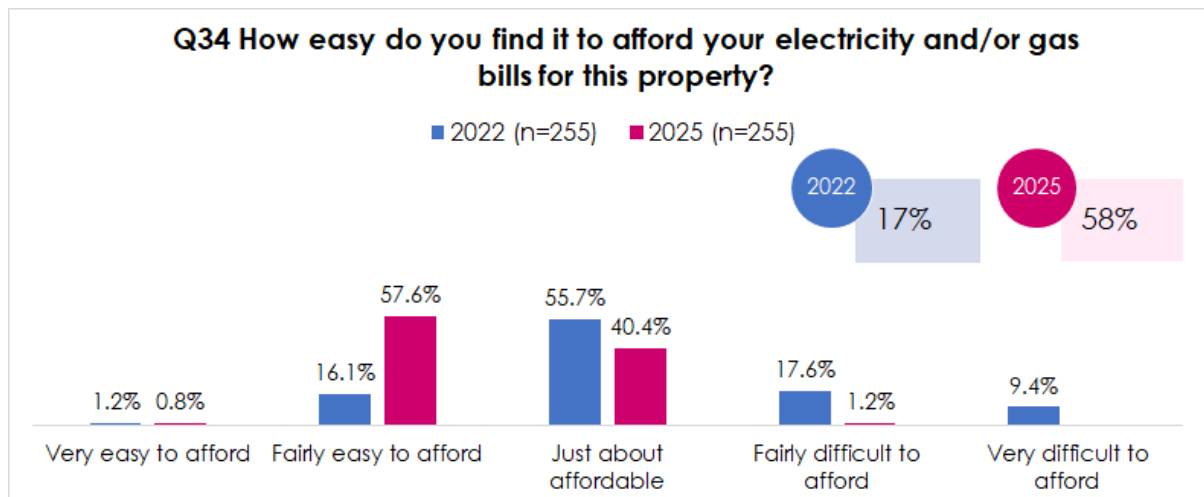
All tenants who were in receipt of partial housing benefit (8 tenants) said they found their rent payments easy to afford (100%) compared to 68% of the 19 tenants who had part of their rent covered by Universal Credit.

7.5 Fuel bills (Q33-35)

Tenants were asked how they pay for their electricity and gas bills. The most common methods were paying monthly by direct debit (60%) and via a prepayment meter (37%).

Q33 How do you pay for your electricity and gas?		
Base: All respondents, n=255	No.	%
Monthly by direct debit	152	59.6%
Prepayment meter	95	37.3%
Quarterly when bill comes in	8	3.1%
Other	-	-

Over half of tenants (58%) said the electricity and/ or gas bills for their property were just about affordable, 40% said they were very or fairly easy to afford and 1% said they were very or fairly difficult to afford. The proportion of respondents who said their electricity and/ or gas bills were easy to afford has increased significantly from 17% in 2022 to 58% in 2025.



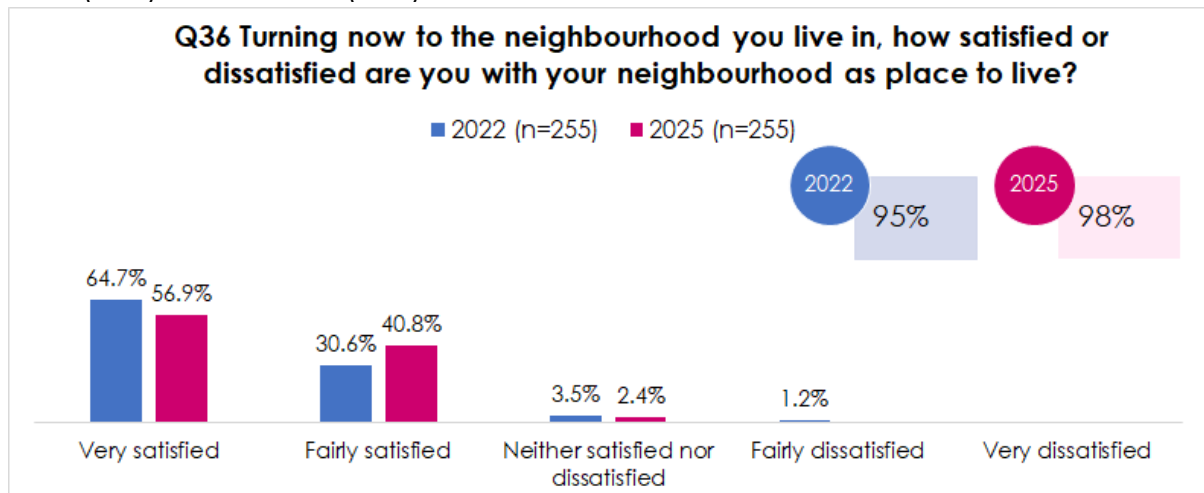
Just 4% of respondents have chosen to not put their heating on because they couldn't afford to. This question does not vary significantly by age, gender and disability.

8. NEIGHBOURHOOD MANAGEMENT

8.1 Neighbourhood as a place to live (Q36)

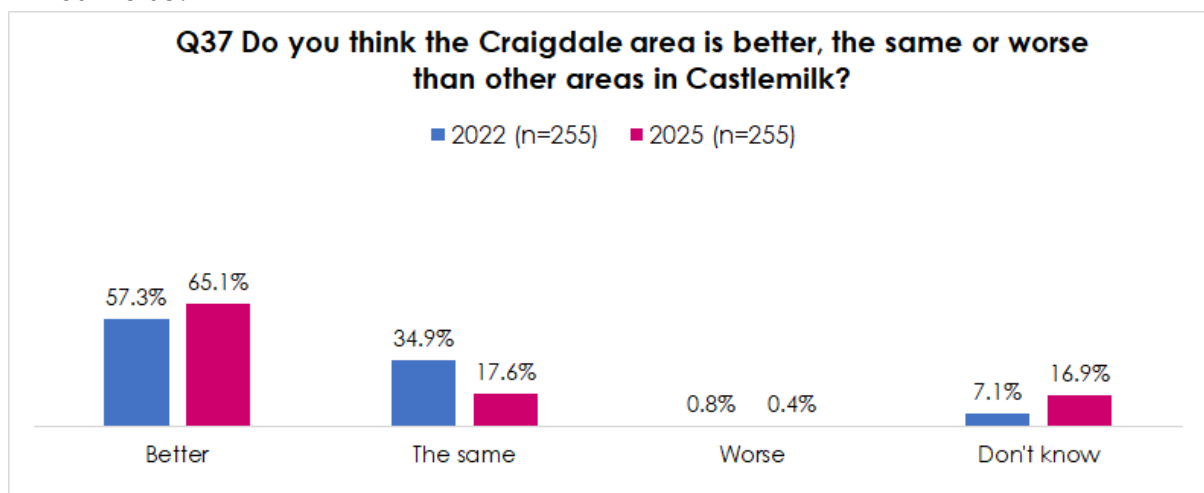
Almost all tenants (98%) were either very or fairly satisfied with their neighbourhood as a place to live in. Only 2% were neither satisfied nor dissatisfied.

Overall satisfaction with the neighbourhood as a place to live is marginally higher in 2025 (98%) than in 2022 (95%).



8.2 Craigdale compared to other areas in Castlemilk (Q37)

Just under two thirds of tenants (65%) were of the opinion that the Craigdale area is better than other areas in Castlemilk, 18% said it was the same and less than 1% said it was worse.

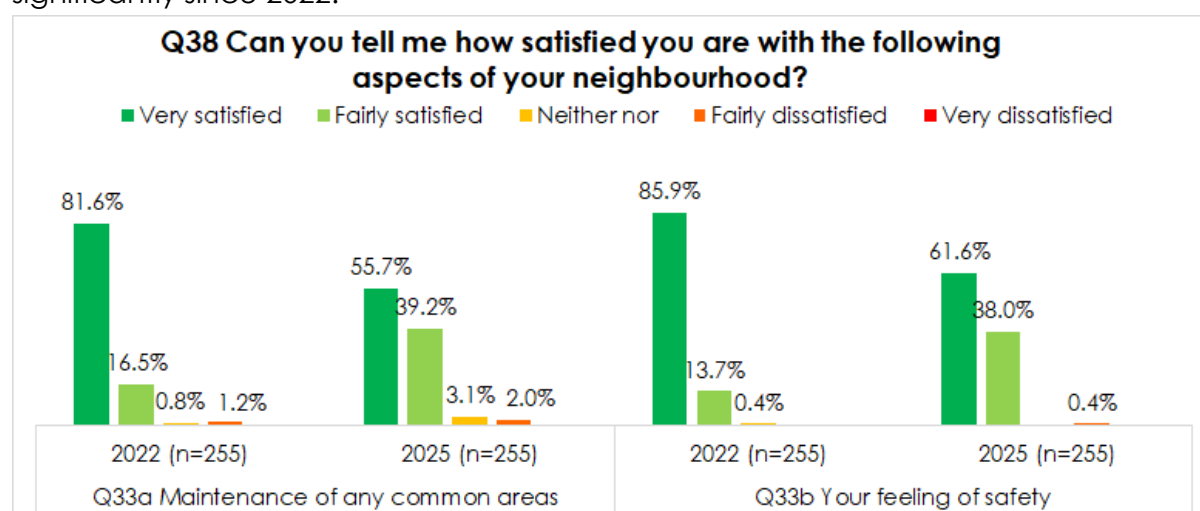


The proportion of tenants who felt the Craigdale area was better (65%) than other areas in Castlemilk has increased from 57% in 2022 to 65% in 2025.

Q37 Do you think the Craigdale area is better, the same or worse than other areas in Castlemilk?					
	2013	2016	2019	2022	2025
Better	71%	68%	67%	57%	65%
The same	20%	27%	19%	35%	18%
Worse	1%	0%	0%	1%	0%
Don't know	9%	5%	13%	7%	17%

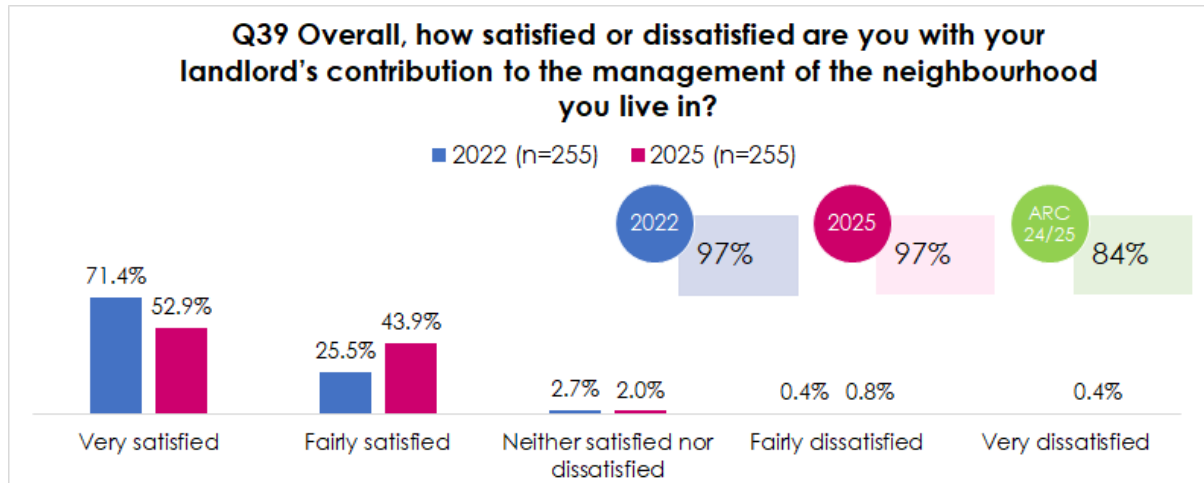
8.3 Satisfaction with aspects of the neighbourhood (Q38)

Tenants had high opinions of their neighbourhood, with all respondents being very or fairly satisfied in relation to their feeling of safety in the neighbourhood and 95% being satisfied with the maintenance of common areas. These findings are not significantly different from those reported in 2022. However, the proportion of respondents who were very satisfied with these two aspects has decreased significantly since 2022.



8.4 Neighbourhood management (Q39/40)

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%), 2% 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 2022 survey (97%).

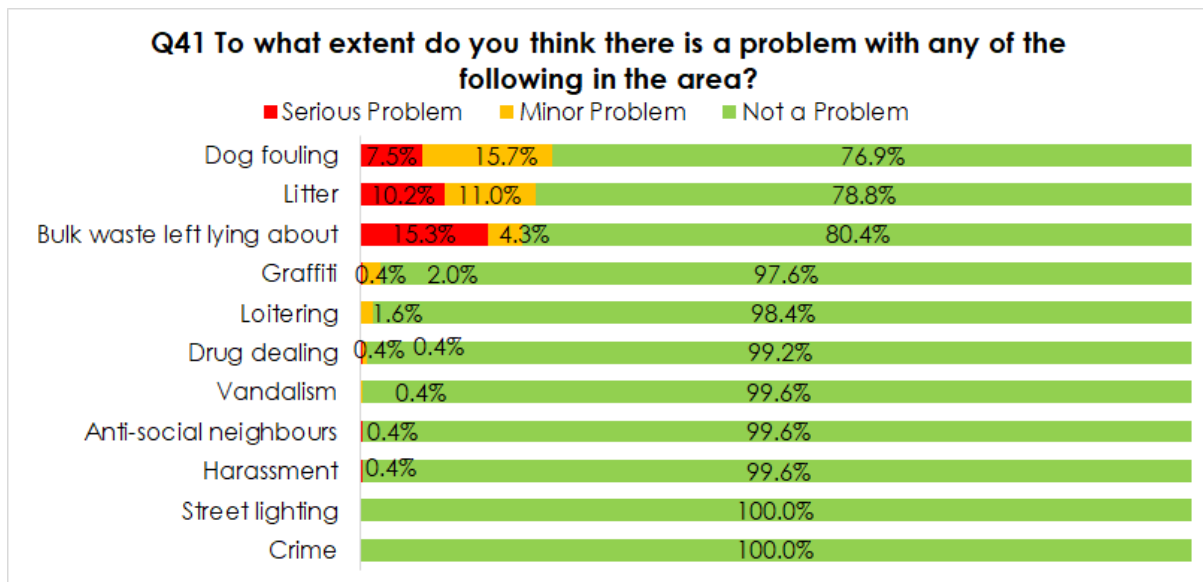


Those who were not satisfied were asked what Craigdale could do to improve the way they contribute to the management of the neighbourhood. A total of 8 tenants provided comments, and they were generally where they spoke about grass cutting needing improved, issues with close cleaning and issues with bin areas.

8.5 Neighbourhood problems (Q41)

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 (23%)
- Litter (21%)
- Bulk waste left lying about (20%)



9. HOUSEHOLD INFORMATION

9.1 Age (Q42)

In terms of the age profile of tenants, 22% were aged 16-34, 34% were aged 35-54, 36% were aged 55-64 and 8% were aged 65 and over. More females were interviewed (76%) than males (24%).

Q42 Age?		
Base: All respondents, n=255	No.	%
16-24	7	2.7%
25-34	49	19.2%
35-44	47	18.4%
45-54	40	15.7%
55-64	50	19.6%
65-74	42	16.5%
75-84	19	7.5%
85+	1	0.4%
Prefer not to say	-	-

9.2 Disability/ long term health condition (Q43/44)

Just under half of tenants said they had some form of disability or long term health condition (47%), and this tended to be regarding some form of physical impairment (46%).

Q44 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?		
Base: Have a disability, n=119	No.	%
Autoimmune: (for example, multiple sclerosis, HIV, Crohn's/ulcerative colitis)	2	1.7%
Learning difficulties: (for example, Down's Syndrome)	2	1.7%
Mental health issue: (for example, depression, bi-polar)	25	21.0%
Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia)	1	0.8%
Physical impairment: (for example, wheelchair-user, cerebral palsy)	55	46.2%
Sensory impairment: (hearing impairment)	5	4.2%
Sensory impairment: (visual impairment)	3	2.5%
Other: If none of the categories above apply to you, please specify the nature of your impairment.	20	16.8%
Prefer not to say	27	22.7%

9.3 Ethnicity (Q45)

The vast majority of tenants considered themselves to be White Scottish (97%).

Q45 What is your ethnic group?		
Base: All respondents, n=255	No.	%
White Scottish	248	97.3%
White Polish	1	0.4%
Indian, Indian Scottish or Indian British:	1	0.4%
Pakistani, Pakistani Scottish or Pakistani British:	1	0.4%
Other Asian background, please write in:	1	0.4%
Other, please write in	3	1.2%

9.4 Religion (Q46)

Just under half of tenants had no specific religion or belief (47%), 33% were Catholic and 15% were Protestant.

Q46 What best describes your belief or religion?		
Base: All respondents, n=255	No.	%
Catholic	84	32.9%
Protestant	38	14.9%
Other Christian	5	2.0%
Sikhism	1	0.4%
No specific religion or belief	119	46.7%
Prefer not to say	8	3.1%

9.5 Gender (Q47/48)

More than 6 in 10 tenants (63%) were female and 36% were male.

Q47 What is your sex?		
Base: All respondents, n=255	No.	%
Male	92	36.1%
Female	161	63.1%
Intersex	2	0.8%
Prefer not to say	-	-

Just one tenant said they considered themselves to be a trans person.

Q48 Do you consider yourself to be a trans person?		
Base: All respondents, n=255	No.	%
Yes	1	0.4%
No	251	98.4%
Prefer not to say	3	1.2%

9.6 Sexual orientation (Q49)

The vast majority of respondents described their sexual orientation as heterosexual/straight (98%).

Q49 What is your sexual orientation?		
Base: All respondents, n=255	No.	%
Bisexual	-	-
Gay man	1	0.4%
Heterosexual/straight	251	98.4%
Lesbian/gay woman	2	0.8%
Other	-	-
Prefer not to say	1	0.4%

10. OWNERS SURVEY FINDINGS

10.1 Summary

Five interviews were completed with owners from of a database of 13 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.

- All owners (100%) were satisfied with the factoring service provided by Craigdale Housing Association with 3 owners being very satisfied and the other 2 respondents being fairly satisfied.
- Four out of five owners preferred to obtain information about the Association via letters, 2 owners said they preferred newsletters, 2 owners preferred to use the website and 1 respondent said they preferred information via email.
- All five owners felt the Association was fairly good at keeping informed about their services and decisions.
- 1 out of five owners had a common repair carried out in the last 12 months. This owner was very satisfied with the repairs service they received.
- With regards to the factoring fee, 1 respondent said it represented very good value for money, and 4 owners said it was fairly good value.
- All owners were very (4) or fairly satisfied (1) with the neighbourhood as a place to live. One out of five owners felt the Craigdale area was better than other areas in Castlemilk, 1 owner said it was the same and the remaining 3 owners were unsure. Four owners were very satisfied with the Association's contribution to the management of the neighbourhood, and the remaining owner was fairly satisfied. All five owners were very satisfied with the maintenance of common areas and the feeling of safety in the neighbourhood.

10.2 Topline results

Craigdale HA Owner Satisfaction Survey 2025

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)
3 (60.0%) Very satisfied
2 (40.0%) Fairly satisfied
0 (0.0%) Neither satisfied nor dissatisfied
0 (0.0%) Fairly dissatisfied
0 (0.0%) Very dissatisfied
1. Q1b Can you explain why you are not satisfied with the overall service provided?
0 (0.0%)
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 (40.0%) Newsletters
4 (80.0%) Letters
2 (40.0%) Website
0 (0.0%) Social media e.g. Facebook, Twitter
0 (0.0%) Text message
1 (20.0%) 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?
5 (100.0%) Very good
0 (0.0%) 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? [INTERVIEWER READ OUT LIST TO THE END AND TICK ALL THAT APPLY]
- 5 (100.0%) The internet
 - 5 (100.0%) Facebook
 - 4 (80.0%) Email
 - 5 (100.0%) Text messaging
 - 5 (100.0%) Apps on your phone
 - 0 (0.0%) None of these
6. Q6 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? | 5 (100.0%) | 0 (0.0%) |
| Do you have access to the internet through a mobile signal e.g. smartphone or tablet with mobile internet access? | 5 (100.0%) | 0 (0.0%) |
7. Q7 How do you usually go online? SELECT ONE ONLY
- 5 (100.0%) 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
 - Through any other methods (please describe)
 - 0 (0.0%)
8. Q8 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?
- 3 (60.0%) Yes
 - 2 (40.0%) 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
- 3 (60.0%) Email
 - 0 (0.0%) Text message / What's App messenger
 - 2 (40.0%) Phone
 - 0 (0.0%) Video call
 - 0 (0.0%) Office visit
 - 0 (0.0%) Other (please specify)
 - Other (please specify)
 - 0 (0.0%)

10. Q10 If you need to get in touch with the Association, do you find their opening hours convenient?
 5 (100.0%) Yes
 0 (0.0%) No (what would you find more convenient?)
10. No (what would you find more convenient?)
 0 (0.0%)
11. Q11 If you were not happy with any aspect of the Associations service, would you know how to make a complaint?
 5 (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 (20.0%) Yes
 4 (80.0%) No
13. Q13 Thinking about the LAST time you had common repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided?
 1 (100.0%) Very satisfied
 0 (0.0%) 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?
 1 (100.0%)
 • *I'm happy with it*
15. Q15 Taking into account the services Craigdale provides, to what extent do you think your factoring fee represents value for money? Is it...
 1 (20.0%) Very good
 4 (80.0%) Fairly good
 0 (0.0%) Neither good nor poor
 0 (0.0%) Fairly poor
 0 (0.0%) Very poor

16. Q16 Can you explain why you say that?
5 (100.0%)
- *I don't use them.*
 - *I don't think about it..I sort my own home.*
 - *Fair enough.*
 - *It's fair.*
 - *It's okay bits not expensive.*
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?
2 (40.0%) Annual invoice
0 (0.0%) 6 monthly invoice
3 (60.0%) 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 |
|---|-----------|------------|
| 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? | 2 (40.0%) | 3 (60.0%) |
| Have you used this Service? | 0 (0.0%) | 2 (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?
4 (80.0%) Very satisfied
1 (20.0%) Fairly satisfied
0 (0.0%) Neither satisfied nor dissatisfied
0 (0.0%) Fairly dissatisfied
0 (0.0%) Very dissatisfied

[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.

21. Q21 Do you think the Craigdale area is better, the same or worse than other areas in Castlemilk?
- | | |
|-----------|------------|
| 1 (20.0%) | Better |
| 1 (20.0%) | The same |
| 0 (0.0%) | Worse |
| 3 (60.0%) | 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 |
|---------------------------------|----------------|------------------|-------------|---------------------|-------------------|
| Maintenance of any common areas | 5 (100.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
| Your feeling of safety | 5 (100.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) | 0 (0.0%) |
23. Q23 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.]
- | | |
|-----------|------------------------------------|
| 4 (80.0%) | Very satisfied |
| 1 (20.0%) | 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 |
|-----------------------------|-----------------|---------------|---------------|
| Dog fouling | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) |
| Vandalism | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) |
| Graffiti | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) |
| Litter | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) |
| Bulk waste left lying about | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) |
| Loitering | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) |
| Drug dealing | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) |
| Street lighting | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) |
| Crime | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) |
| Anti-social neighbours | 0 (0.0%) | 0 (0.0%) | 5 (100.0%) |
| Harassment | 0 (0.0%) | 0 (0.0%) | 5 (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?
 5 (100.0%)
 All no/ Don't know

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.

27. Q27 Gender?
 5 (100.0%) Male
 0 (0.0%) Female
28. Q28 Age?
 0 (0.0%) 16-24
 0 (0.0%) 25-34
 3 (60.0%) 35-44
 0 (0.0%) 45-54
 0 (0.0%) 55-59
 1 (20.0%) 60-64
 1 (20.0%) 65-74
 0 (0.0%) 75+
29. Q29 How would you describe the composition of your household?
 0 (0.0%) One adult
 2 (40.0%) Two adults both under 60
 2 (40.0%) Two adults both over 60
 0 (0.0%) Two adults, at least one 60 or over
 0 (0.0%) 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
 1 (20.0%) 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)
 Other (please specify)
 0 (0.0%)

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)
 - 1 (20.0%) 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
 - 4 (80.0%) No condition
- Other condition, please write in
- 0 (0.0%)
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?
- 3 (60.0%) White Scottish
 - 0 (0.0%) White Other British
 - 0 (0.0%) White Irish
 - 0 (0.0%) Gypsy/ Traveller
 - 2 (40.0%) 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)
 - 0 (0.0%)
32. Q32 Do you have any other comments you wish to make about the Association and its services?
- 5 (100.0%)
 - No (x5)

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	
[IF NOT SATISFIED: CODE 3,4,5] Can you explain why you are not satisfied with the overall service provided?		

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. Craigdale are interested in how you use the information they provide.

	Yes	No
Do you read the Association's newsletter?	1	2
Do you use the Association's calendar	1	2
It costs money to produce both the newsletter and calendar, would you like to see these provided digitally as opposed to hard copy?	1	2

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

Very good	1	Go to Q6
Fairly good	2	
Neither good nor poor	3	Go to Q5
Fairly poor	4	
Very poor	5	

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

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PARTICIPATION

6. 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 Q8
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 Q7
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 Q8
Do not wish to give my views	7	

7. 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

8. [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 Q10
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q9
Fairly dissatisfied	4	
Very dissatisfied	5	

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

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10. Craigdale hold a number of events for residents to be involved in. Is there anything that you would like to see them doing that they are not currently or any suggestions for improvement?

Yes (please describe)	1
No	2

Customer Contact

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

The internet	1	Go to Q12
Facebook	2	
Email	3	
Text messaging	4	
Apps on your phone	5	
None of these	6	

12. How do you usually go online? SELECT ONE ONLY

A smartphone with mobile internet	1	Go to Q13
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	Go to Q15

13. Craigdale is looking to develop an online portal where you could access 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 interested in using this?

Yes	1
No	2
Don't know	3

14. How confident are you in using online services? (eg, booking services online, online banking portal, etc)

Very confident	1
I can use online services with some help	2
Not confident at all	3
Don't know	4

15. 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

16. 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

Repairs and housing quality

17. [SSHCH] Have you had any repairs carried out in this property in the last 12 months?

Yes	1	Go to Q18
No	2	Go to Q21

18. [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

19. 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

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

--

The Home

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

Very satisfied	1	Go to Q23
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q22
Fairly dissatisfied	4	
Very dissatisfied	5	

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

23. Have you experienced mould or dampness in your home in the last 12 months?

Yes	1	Go to Q24
No	2	Go to Q27

24. Did you report this to Craigdale?

Yes	1	Go to Q25
No	2	

25. Has this been resolved to your satisfaction?

Yes	1	Go to Q27
No	2	Go to Q26

26. If the dampness has not been rectified or you haven't reported it before, it is important that the Association knows. Would you be happy for me to pass over your report of dampness or mould to Craigdale Housing Association along with your address so that they can investigate this? All your other answers will be completely confidential and anonymous.

Yes (collect name and contact details)	1	Go to Q27
No	2	

If you have answered No, please ensure you report this to the association yourself

Rent, Benefits and Welfare Reform

27. 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 Q29)
Have you used this Service?	1 (Go to Q28)	2 (Go to Q29)

28. 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

29. [SSHCC] 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 Q30
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	

30. Can you explain why you say that?

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

Yes, Full housing benefit	1	Go to Q33
Yes, Full housing costs covered through Universal Credit	2	Go to Q32
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	

32. 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

33. 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

34. 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

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

Yes	1
No	2

Neighbourhood Management

36. 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

37. 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

38. 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

39. [SSHCH] 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 Q41
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	Go to Q40
Very dissatisfied	5	

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

41. 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

Equalities

This final few questions collect equalities information. The Scottish Government requires the Association to collect equality evidence to meet requirements of the Equality Act 2010. Answering these questions will make sure that the Association have an up to date picture of who is living in their properties and can provide support and communications in a way which meets tenants needs.

This is voluntary and if there are any questions you do not want to answer please just say and I will go on to the next one.

42. What is your age group?

16-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65-74	6
75-84	7
85+	8
Prefer not to say	9

43. Do you consider yourself to have a disability?

Yes	1	Go to Q44
No	2	Go to Q45

44. If yes, which of the following would you use to describe your disability? ALL THAT APPLY

Autoimmune: (for example, multiple sclerosis, HIV, Crohn's/ulcerative colitis)	1
Learning difficulties: (for example, Down's Syndrome)	2
Mental health issue: (for example, depression, bi-polar)	3
Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia)	4
Physical impairment: (for example, wheelchair-user, cerebral palsy)	5
Sensory impairment: (hearing impairment)	6
Sensory impairment: (visual impairment)	7
Other: If none of the categories above apply to you, please specify the nature of your impairment	8
Prefer not to say	9

45. What is your ethnic group? Choose ONE section from A-F, then tick ONE box which best describes your ethnic group or background.**A White**

Scottish	1
English	2
Welsh	3
Irish	4
Other British	5
Polish	6
Gypsy / Traveller	7
Roma	8

B Mixed or multiple ethnic groups

Any mixed or multiple ethnic groups, please write in:	9
---	---

C Asian

Bangladeshi, Bangladeshi Scottish or Bangladeshi British:	10
Indian, Indian Scottish or Indian British:	11
Pakistani, Pakistani Scottish or Pakistani British:	12
Chinese, Chinese Scottish or Chinese British:	13
Other Asian background, please write in:	14

D African

African, Scottish African or British African	15
Other African background, please write in	16

E Caribbean or Black

Caribbean, Caribbean Scottish or Caribbean British	17
Black, Black Scottish or Black British	18
Other Caribbean or Black background, please write in	19

F Other ethnic group

Other, please write in	20
------------------------	----

46. What best describes your belief or religion?

Buddhism	1
Catholic	2
Protestant	3
Other Christian	4
Hinduism	5
Islam	6
Judaism	7
Sikhism	8
Other religion	9
Other belief	10
No specific religion or belief	11
Prefer not to say	12

47. What is your sex?

Male	1
Female	2
Intersex	3
Prefer not to say	4

48. Do you consider yourself to be a trans person?

Yes	1
No	2
Prefer not to say	3

49. What is your sexual orientation?

Bisexual	1
Gay man	2
Heterosexual/straight	3
Lesbian/gay woman	4
Other	5
Prefer not to say	6

- 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

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	
[IF NOT SATISFIED: CODE 3,4,5] Can you explain why you are not satisfied with the overall service provided?		

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 tenants 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
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

21. 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

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	
Fairly dissatisfied	4	Go to Q24
Very dissatisfied	5	

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

--

25. 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

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?

--

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.

27. Gender?

Male	1
Female	2

28. Age?

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

29. 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

30. 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

31. 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?

WHITE	
White Scottish	1
White Other British	2
White Irish	3
Gypsy/ Traveller	4
Polish	5
Any other white ethnic group (please specify)	6
MIXED OR MULTIPLE ETHNIC GROUPS	
Any mixed or multiple ethnic groups (please specify)	7
ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	
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
AFRICAN, CARIBBEAN OR BLACK	
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
OTHER ETHNIC GROUP	
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]

- Thank you very much for completing the questionnaire.
- Would you like to take a note of our website address (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

Appendix 2

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	Craigdale Housing Association
Project number	P1493
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"> ■ The quality of information provided by Craigdale; ■ 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 group	Craigdale Housing Association Tenants and Owners
Target sample size	To maximise the response from owners and to achieve a 60% response rate from tenants and providing data to +/- 4%.
Achieved sample size	255
Date of fieldwork	19 th of August 2025 to the 9 th of September 2025
Sampling method	Interviews were spread across the Association's stock
Data collection method	Face to face
Response rate and definition and method of how calculated	<p>255 tenants were interviewed, from Craigdales's tenant database of 409, equating to a 62% response rate.</p> <p>5 owners were also interviewed using a separate owner's version of the questionnaire, out of 13 contacts (38% response rate).</p>
Any incentives?	None
Number of interviewers	6
Interview validation methods	10% of face to face interviews validated via respondent recontact.
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 +/-3.77% (based upon a 50% estimate at the 95% level of confidence).
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NB If publishing any results please ensure that any conclusions or data reported are adequately supported by the data provided in this report.