



# Forth Housing Association

## Tenant Satisfaction Survey

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# Forth Housing Association

## Tenant Satisfaction Survey 2019

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## EXECUTIVE SUMMARY

### INTRODUCTION

- Forth Housing Association commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- Overall, a total of 264 interviews were completed with Forth tenants, representing a 34% response rate from in scope tenants.
- Tenant interviews were spread across each area of the Association's stock to ensure coverage of the full range of the Association's tenants and stock.
- This provides data accurate to  $\pm 5\%$  based upon a 50% estimate at the 95% confidence level, providing robust data upon which the Association can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

### SCOTTISH SOCIAL HOUSING CHARTER SATISFACTION INDICATORS

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

Scottish Housing Regulator indicators			
	2016	2019	Trend
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Forth Housing Association as your landlord? (% very/ fairly satisfied)	94%	94%	⇒ 0%
How good or poor do you feel Forth Housing Association is at keeping you informed about their services and decisions?	96%	98%	↑ 2%
How satisfied or dissatisfied are you with the opportunities given to you to participate in decision making processes? (% very/ fairly satisfied)	96%	94%	↓ -2%
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Forth HA? (% very/ fairly satisfied)	92%	90%	↓ -2%
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	92%	90%	↓ -2%
Taking into account the accommodation and services Forth HA provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it... (% very good value/ fairly good value)	94%	81%	↓ -13%
Overall, how satisfied or dissatisfied are you with Forth HA's contribution to the management of the neighbourhood you live in?	94%	91%	↓ -3%

### THE OVERALL SERVICE PROVIDED

- The survey began by asking respondents how satisfied or dissatisfied they were with **the overall service provided** by their landlord. Over nine in ten respondents (94%) were either very or fairly satisfied with the overall service provided by their landlord compared to 3% who were neither satisfied nor dissatisfied and 2% who were either very or fairly dissatisfied.

- In terms of services which Forth **should give the most priority** to, the top three were repairs and maintenance (77%) followed by listening to tenants' views and acting upon them (45%) and making improvements to the existing housing stock (44%).

### KEEPING TENANTS INFORMED

- Three in ten respondents said they had **used or made reference to their Tenants Handbook** in the last 12 months (30%). Compared to the 2016 survey, the proportion of tenants who said they had used or made reference to their Tenants Handbook has increased from 21% in 2016 to 30% in 2019. The results to this question do not vary significantly by age, gender or disability. Of those who did use or make reference to their Tenants Handbook, 90% said they found it very or fairly useful.
- In terms of **internet access**, 76% of respondents (73% in 2016) said that they had internet access. The most popular way to access the internet was by using a smartphone or tablet using a mobile signal (64%, 51% in 2016) followed by using a laptop or PC using home broadband (47%, 43% in 2016).
- 26% of respondents said they had visited the **Association's website**. The vast majority of these respondents (96%) said the website was very or fairly useful, compared to 2% who said it was not that useful and 2% who said it was not useful at all.
- Half of respondents were aware they were able to **pay their rent** via Forth Housing Association's website **using Allpay** (50%).
- 84% of respondents said they had **read the last issue of the newsletter** 'Speaking Forth'. Of those who read the newsletter 98% were of the opinion that it was very or fairly good at keeping them informed about things that might affect them as a tenant.
- In terms of **keeping tenants informed**, 98% of respondents were of the opinion that their landlord was very or fairly good at keeping them informed about their services and decisions compared to 1% who said the Association was neither good nor poor and 1% who rated the Association very or fairly poor.

### TENANT PARTICIPATION

- Respondents were then asked if they were aware that they could get involved or participate in Forth Housing Association's decision-making processes. Awareness was highest in terms of **becoming a member of the Association/ Committee** (87%), **getting involved in tenants' views and forum** (meetings are held to examine Forth's performance) (58%) and **responding to specific questionnaires** sent to tenants(58%).
- In terms of **the opportunities given to tenants to participate** in their landlord's decision-making processes, almost all respondents (94%) were either very or

fairly satisfied compared to 4% who were neither satisfied nor dissatisfied and 2% who were either very or fairly dissatisfied.

- When asked what describes their **preferred level of involvement** in their landlord's work, the majority of respondents (90%) said they were happy to be just kept informed, 7% said they would like to have a say and 3% said they would like to be involved in making decisions.
- 93% of respondents were of the opinion that Forth HA **listens to their views and acts upon them**.

### CONTACTING THE LANDLORD

- Using the telephone was by far the **most popular method of contacting the Association** (97%), this was followed by email (14%) and a personal visit to the office (11%).
- **In terms of future communication**, almost all respondents said they would be prepared to use the telephone (96%), 17% said they would be prepared to use email and 12% said they would be prepared to visit the office.
- Just over 6 in 10 respondents (61%) said they **had been in contact with their landlord in the last 12 months**. The main reason for contact was to report a repair (51%, 65% in 2019) followed by to discuss rent (11%, 9% in 2016).
- Those who had contact with the Association were asked a number of questions about the contact they had. The responses were as follows:
  - 95% said it was easy to get hold of the right person;
  - 89% said they found staff to be helpful;
  - 90% said their query was answered within a reasonable time.

### MOVING INTO A NEW HOME

- A minority of respondents (10% amounting to 25 individuals) said they had moved into a new property in the last 12 months. Of these individuals, 88% said they were very or fairly satisfied with the **allocations process**, compared to 8% who were fairly dissatisfied.

### REPAIRS, MAINTENANCE AND HOUSING QUALITY

- Just over 4 in 10 respondents (43%) have had a repair carried out at their property in the past 12 months. Of these individuals, 90% said they were very or fairly satisfied with **the repairs service provided by Forth Housing Association**, compared to 2% who said they were neither satisfied nor dissatisfied and 8% who were fairly dissatisfied.
- Following on from this, all respondents were asked how satisfied or dissatisfied they were with **various aspects of their repair** on the last occasion. Satisfaction was highest in terms of, the attitude of the workers (97% stating very or fairly satisfied and keeping dirt and mess to a minimum (96%). On the other hand,

dissatisfaction was highest regarding the repair being done right first time (9% stating very or fairly dissatisfied) and the overall quality of the work (6%).

- The majority of respondents (87%) were **aware that FHA has an out of office** hour's telephone number that can be used to report repairs.
- Over 8 in 10 respondents who said they have **used the Out of Hours Service** in the last 2 years said they were very or fairly satisfied with the service that they received (88%), compared to 8% who were fairly dissatisfied.
- All respondents were then asked how satisfied or dissatisfied they were with **the planned or cyclical maintenance** carried out by FHA. Just under 9 in 10 respondents (88%) said they were very or fairly satisfied in this respect, compared to 7% who were neither satisfied nor dissatisfied and 4% who were very or fairly dissatisfied.
- Nine in ten tenants (90%) were either very or fairly satisfied with the **quality of their home** compared to 7% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied.

#### SATISFACTION WITH THE NEIGHBOURHOOD

- In terms of **outside maintenance**, satisfaction was very high ranging from 95% in terms of the maintenance of open spaces in the neighbourhood to 91% in terms of the maintenance of common areas, such as drying greens, rubbish collection areas and closes.
- Satisfaction with FHA's **contribution to the management of the neighbourhood** was high with more than 9 in 10 respondents (91%) stating they were either very or fairly satisfied in this respect compared to 5% who were neither satisfied nor dissatisfied and 5% who were very or fairly dissatisfied.
- Six in ten tenants (60%) were of the opinion that over the last 3 years, **their neighbourhood has stayed the same**. On the other hand, 16% were of the opinion it had improved and 16% felt it had declined.
- The three biggest **neighbourhood concerns** for tenants were car parking (19%), noisy neighbours (14%) and dog fouling (13%).
- Just over 3 in 20 respondents (15%, amounting to 40 individuals) said they have **experienced anti-social behaviour** in the last 12 months. Of these individuals 29 said they **had reported the problem** to FHA.

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

- Over 8 in 10 respondents (81%) said the rent for their property represented very or fairly good **value for money** compared to 11% who said it was neither good nor poor and 8% who rated it very or fairly poor value.
- Just under three quarters of respondents (86%) said they had heard about the **Welfare Reform Act 2012, or Universal Credit**. The majority of respondents said



they have not been or do not expect to be affected by the Welfare Reform Act or Universal Credit.

- Of those who said they have been affected by the introduction of the Bedroom Tax or Universal Credit, over half of respondents said that it had **affected them a little** (55%), 26% said they had been affected a lot and 11% said they had not been affected at all.
- All respondents were then asked if they would be **using the Income Maximisation service in the future** due to changes in Welfare Reform, the Bedroom Tax or Universal Credit. Just over a third of respondents (37%) said they would use the service in the future.

# 1. INTRODUCTION, BACKGROUND AND OBJECTIVES

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## 1.1 Introduction

This report represents and discusses the findings to emerge from Forth Housing Association's 2019 Tenant Satisfaction Survey.

## 1.2 Background and objectives

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

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

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

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

It is against this background that Research Resource were commissioned to carry out Forth Housing Association's 2019 Tenant Satisfaction Survey.

## 2. RESEARCH METHOD

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### 2.1 Research Method

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

Our primary reasons for recommending an interviewer led methodology were:

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

### 2.2 Questionnaire design

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

In developing the questionnaire the following issues were considered:

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

## 2.3 Sample size

The aim of the survey was to achieve a robust level of data upon which the Association can have confidence making decisions upon and to achieve data accurate to +/- 5%. Overall, a total of 264 interviews were completed with Forth tenants, providing data accurate to  $\pm 5\%$  based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across each area of the Association's stock to ensure coverage of all stock types.

The level of data accuracy of  $\pm 5\%$  is what is known as sampling error and occurs because the survey is carried out with a sample of tenants and not by speaking to every single tenant. This means that if we were to repeat the survey again then we could be 95% confident that the result we would have would be + or - 5% of the result generated in this survey. For example, if 50% of tenants said that they knew how to make a complaint then, if we were to repeat the survey we would expect the results to be between 45% and 55% (i.e. 5% less or 5% more than the current result).

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

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

AREA	Count of Area	% of area	Interviews	% of interviews
Bannockburn	13	1.7%	4	1.5%
Braehead	16	2.1%	8	3.0%
Cambusbarron	64	8.2%	22	8.3%
Cornton	79	10.2%	29	11.0%
Cowie	31	4.0%	10	3.8%
Dunblane	23	3.0%	8	3.0%
Fallin	79	10.2%	26	9.8%
Plean	46	5.9%	16	6.1%
Raploch	172	22.2%	58	22.0%
Riverside	55	7.1%	19	7.2%
St.Ninians/ Torbrex	78	10.1%	25	9.5%
Stirling	86	11.1%	27	10.2%
Whins of Milton	34	4.4%	12	4.5%
<b>Grand Total</b>	<b>776</b>	<b>100.0%</b>	<b>264</b>	<b>100.0%</b>

Property type	Count	% of property type	interviews	% of interviews
Bungalow	2	0.3%	1	0.4%
Detached	8	1.0%	4	1.5%
End Terr	59	7.6%	25	9.5%
F/F Flat in Close	48	6.2%	11	4.2%
G/F Flat in Close	40	5.1%	17	6.4%
Low Cott	154	19.8%	64	24.2%
Maisonette Fo	1	0.1%	1	0.4%
Maisonette G	3	0.4%	2	0.8%
Maisonette S	2	0.3%	1	0.4%
Mid Terr	57	7.3%	20	7.6%
S/F Flat in Close	29	3.7%	5	1.9%
Semi	158	20.3%	39	14.8%
T/F Flat in Close	7	0.9%	2	0.8%
Terr	4	0.5%	2	0.8%
Upp Cott	169	21.8%	56	21.2%
W/Chair Bungalow	26	3.3%	12	4.5%
W/Chair Low Cott	10	1.3%	2	0.8%
<b>Grand Total</b>	<b>777</b>	<b>100.0%</b>	<b>264</b>	<b>100.0%</b>

## 2.4 Survey Analysis and Reporting

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

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

For the key Charter indicator responses, comparison has been drawn to the Association's previous tenant satisfaction survey which was completed in 2016.

## 2.5 Report Structure

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

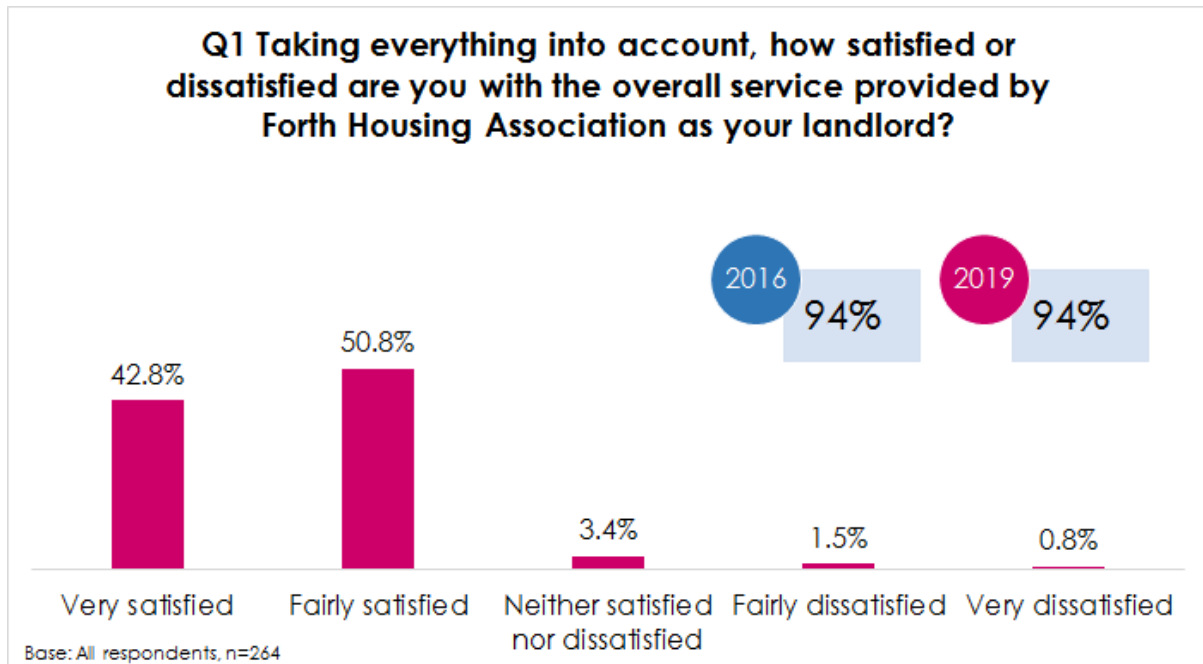
CHAPTER 3.	OVERALL SERVICE PROVIDED
CHAPTER 4.	KEEPING TENANTS INFORMED
CHAPTER 5.	TENANT PARTICIPATION
CHAPTER 6.	CONTACTING THE LANDLORD
CHAPTER 7.	MOVING INTO A NEW HOME
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### 3. THE OVERALL SERVICE PROVIDED

#### 3.1 Overall Satisfaction (Q1/2)

The survey began by asking respondents how satisfied or dissatisfied they were with the overall service provided by Forth Housing Association. The majority of tenants (94%) were very or fairly satisfied in this respect, compared to 3% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied. The proportion of respondents who said they were very or fairly satisfied with the overall service provided by Forth has remained consistent with the 2016 survey.



Analysis by age revealed that although satisfaction levels were consistent across all age bands, respondents aged 35-64 were less likely to be 'very satisfied' with the overall service provided than tenants aged under 35 (52%) or aged 65 and over (54%).

In terms of area, satisfaction with the overall service provided by Forth Housing Association is very high across all areas, ranging from 80% in Cowie to 100% in Bannockburn, Stirling town centre, Braehead and Whins on Milton. The reader is reminded to use caution when reading these results due to small base numbers.

Q1 Satisfaction with overall service analysed by area					
	Base	% very/ fairly satisfied	% neither/ nor	% very/ fairly dissatisfied	No opinion
Bannockburn	4	100%	-	-	-
Stirling town centre	27	100%	-	-	-
Braehead	8	100%	-	-	-
Whins of Milton	12	100%	-	-	-
Raploch	58	98%	2%	-	-
Cornton	29	97%	-	3%	-
St Ninians/Torbrex	25	92%	4%	4%	-
Cambusbarrow	22	91%	5%	5%	-
Riverside	19	89%	5%	-	5%
Fallin	26	88%	8%	-	4%
Dunblane	8	88%	13%	-	-
Plean	16	81%	6%	13%	-
Cowie	10	80%	10%	10%	-

Respondents who were not satisfied in terms of the overall service provided were asked to provide reasons for feeling this way. The comments provided are listed below:

- *I am disappointed with the service provided. The HA do not treat you as an individual.*
- *Not dealing with anti-social behaviour in a good way.*
- *Repairs in bathroom not being done correctly.*
- *Opening hours are difficult as both our lunch breaks are the same time.*
- *Not dealing with anti-social behaviour problems with kids playing ball games in car park and litter at back door of close.*
- *Feel housing officers are unapproachable.*
- *Not helpful when it comes to rent arrears.*
- *Not taking action against problem tenants.*
- *No improvements to properties in 17 years.*
- *Have noisy neighbours who give me grief and house is sloping.*
- *Still waiting on compensation for bathroom floors. I appear to pay more than others.*



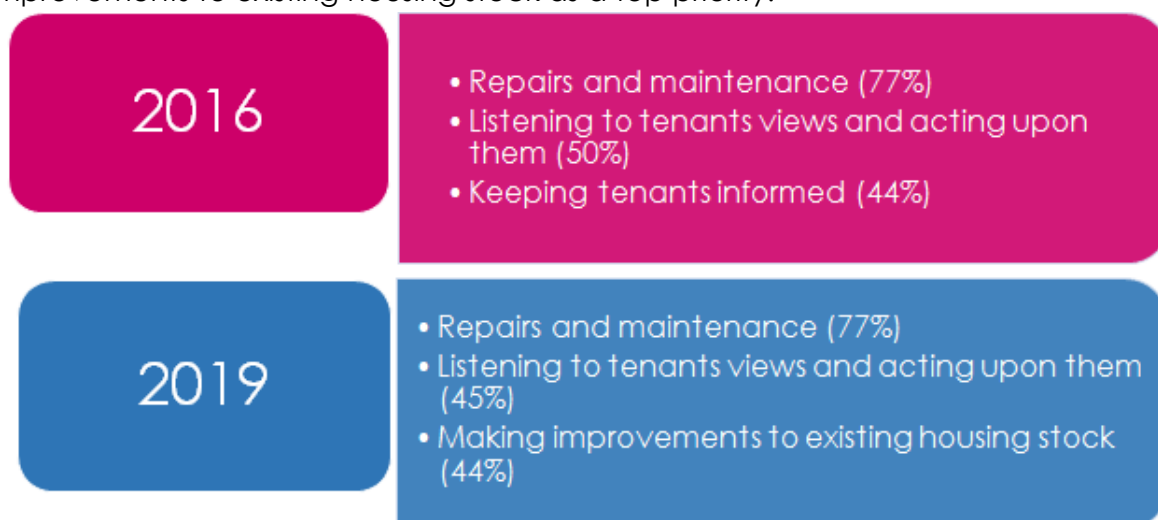
- *The tenants they have put in these houses, man below is in jail. They have not come to check house and there is food lying about, it will cause rats.*
- *Do nothing for you without a hassle.*
- *We've had 5 years of issues with ASB. We also need a bigger house as well.*
- *Don't do much for its tenants here.*

### 3.2 Priorities (Q3)

In terms of services which Forth should give the most priority to, the top three were repairs and maintenance (77%) followed by listening to tenants' views and acting upon them (45%) and making improvements to the existing housing stock (44%).

Q3 Of the following, which three should your landlord give most priority to?		
Base: All respondents, n=264	No	%
Repairs and maintenance	202	76.5%
Listening to tenants' views and acting upon them	118	44.7%
Making improvements to the existing housing stock	116	43.9%
Keeping tenants informed	94	35.6%
Maintaining the neighbourhood where you live	75	28.4%
Ensuring the rent charged represents good value for money	66	25.0%
Providing/building more affordable homes in the area for people to rent	37	14.0%
Dealing with anti-social behaviour	32	12.1%
Don't know	9	3.4%
None of the above	1	0.4%

Compared to the previous survey carried out in 2016, repairs and maintenance and listening to tenants' views and acting upon them have remained the top two priorities for tenants. In 2019, keeping tenants informed was replaced by making improvements to existing housing stock as a top priority.



Analysis by age, revealed that repairs and maintenance was the top priority for tenants across the three broad age groups. In terms of their second priority respondents in the under 35 (47%) and age 36-64 (46%) categories rated improvements to existing housing stock as their second priority, while tenants aged 65 and over rated listening to tenants' views and acting upon them as being second highest (50%).

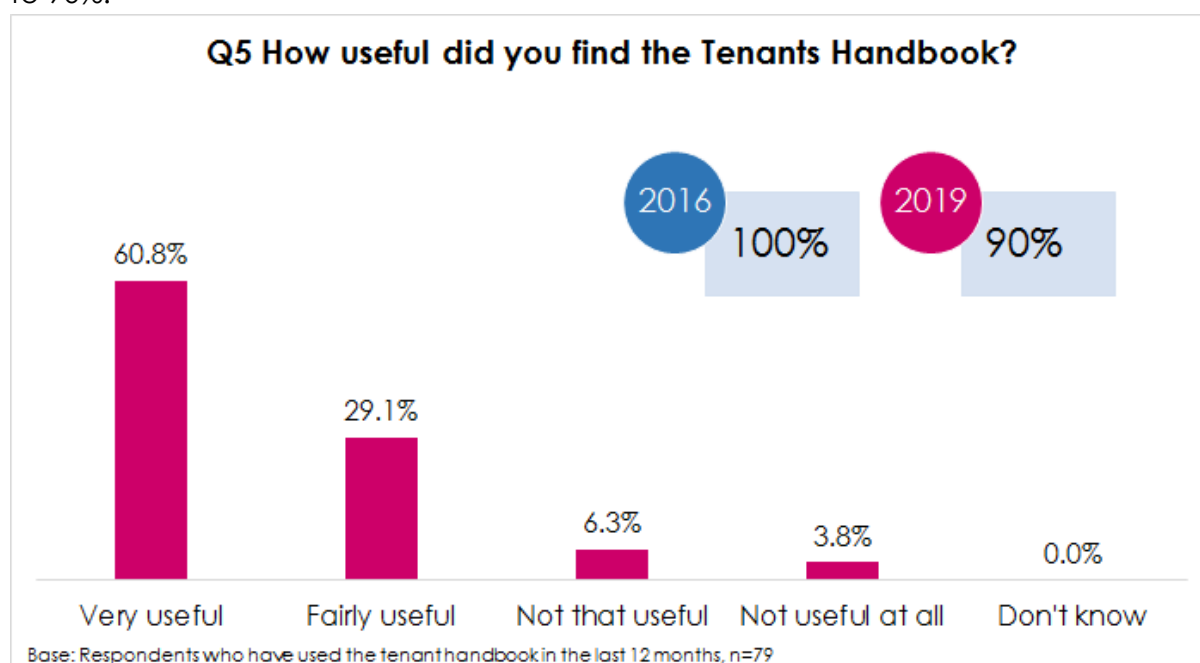
In terms of area, repairs and maintenance was the top priority for tenants in all areas with the exception of Fallin respondents who rated 'ensuring rent charged represents good value for money' as most important (54%) and Dunblane respondents who said listening to tenants' views and acting upon them was most important (100%). Please see appendix for data table showing the results to this question analysed by area.

## 4. KEEPING TENANTS INFORMED

### 4.1 Tenants Handbook (Q4/5)

Three in ten respondents (30%) said they had used or made reference to their Tenants Handbook in the last 12 months. Compared to the 2016 survey, the proportion of tenants who said they had used or made reference to their Tenants Handbook has increased from 21% in 2016 to 30% in 2019. The results to this question do not vary significantly by age, gender or disability.

Of those who did use or make reference to their Tenants Handbook, 90% said they found it very or fairly useful. Since the 2016 survey, the proportion of tenants of the opinion that the Tenant's Handbook is very or fairly useful has decreased from 100% to 90%.



### 4.2 Internet Access (Q6)

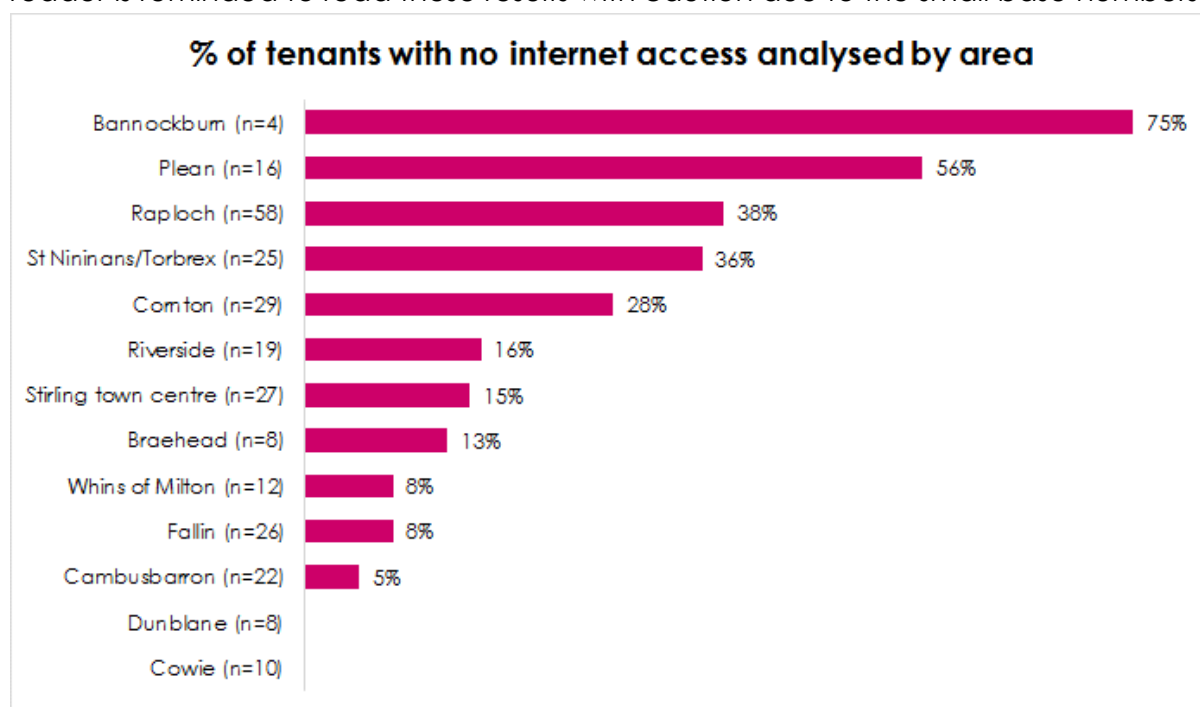
In terms of internet access, 76% of respondents (73% in 2016) said that they had internet access. The most popular way to access the internet was by using a smartphone or tablet using a mobile signal (64%, 51% in 2016) followed by using a laptop or PC using home broadband (47%, 43% in 2016).

Q6 Do you have access to, and use, the internet in any of the following ways?		
Base: All respondents, n=264	No	%
Using a smartphone or tablet using a mobile signal	169	64.0%
Using a tablet using home broadband	125	47.3%
Using a laptop or PC using home broadband	84	31.8%
Do not have access to the internet	63	23.9%
Using public access terminals, e.g. at library	2	0.8%
Access to the internet in some other way (please specify)	1	0.4%

Analysis by age revealed that perhaps unsurprisingly, younger respondents (those aged under 35) were significantly more likely to have internet access (95%) than respondents aged 65 and over (39%). They were also more likely to access the internet using a smartphone or tablet using a mobile signal (93%) or use a tablet using home broadband (62%).

<b>Q6 Do you have access to, and use, the internet in any of the following ways?</b>			
	<b>Under 35 (n=58)</b>	<b>35 to 64 (n=150)</b>	<b>65 and over (n=56)</b>
Using a smartphone or tablet using a mobile signal	93%	69%	20%
Using a tablet using home broadband	62%	53%	18%
Using a laptop or PC using home broadband	40%	35%	14%
Using public access terminals, e.g. at library	2%	-	2%
Access to the internet in some other way	2%	-	-
Do not have access to the internet	5%	17%	61%

Analysis by area revealed that respondents in Bannockburn (75%) and Plean (56%) had the highest proportions of tenants with no internet access than other areas. The reader is reminded to read these results with caution due to the small base numbers.

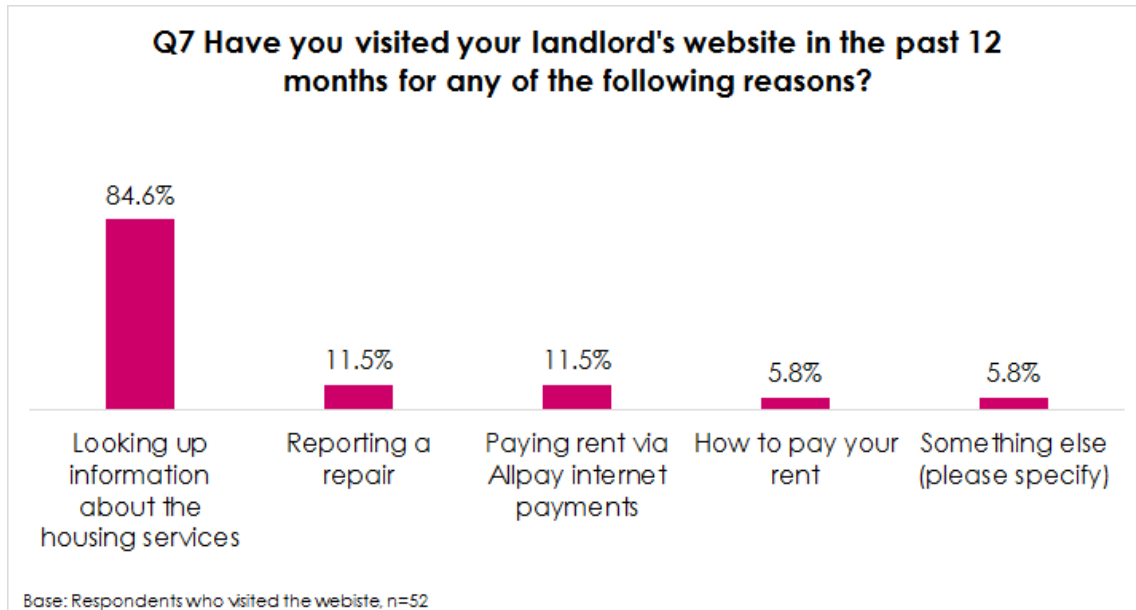


Females were more likely to have internet access (80%) than males (68%). Furthermore, tenants who had a disability (64%) were less likely to have internet access than all other respondents (85%).

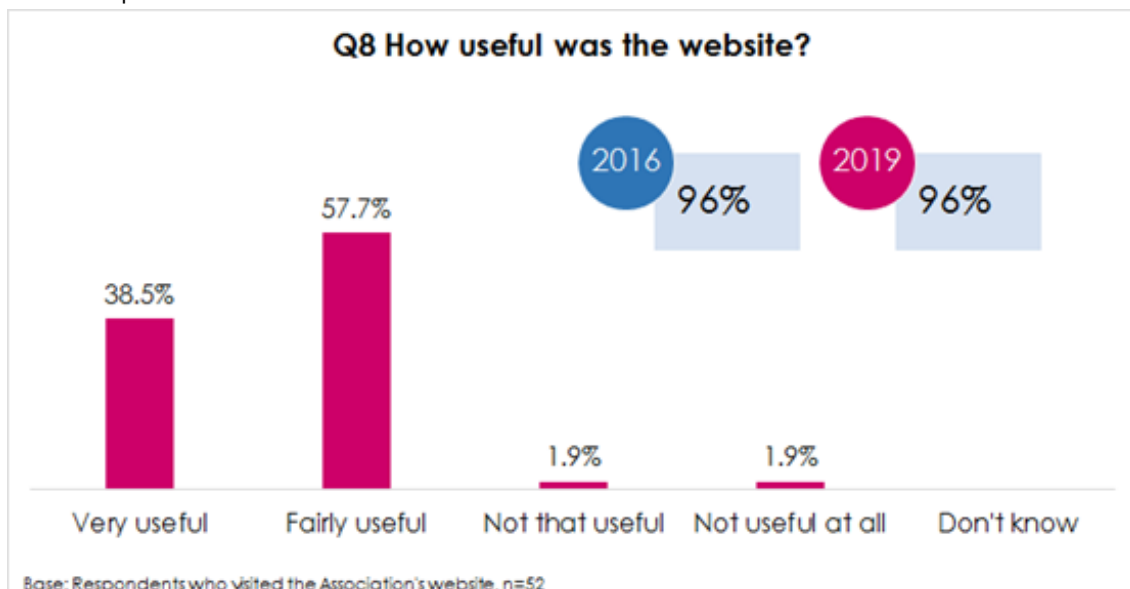
### 4.3 Association's website (Q7-10)

Those with internet access were then asked if they had visited Forth Housing Association's website in the last 12 months. Just under 3 in 10 respondents (26%, 27% in 2016) said they had visited the website. Of those who had visited the website, 85% said they were looking up information about the housing services.

Those who had a disability were less likely to have visited the website (16%) than all other tenants (31%). The results to this question did not vary significantly by age or gender.



Those who had accessed Forth's website in the last 12 months were then asked how useful it was to them. The vast majority of respondents (96%) said the website was very or fairly useful, compared to 2% who said it was not that useful and 2% who said it was not useful at all. The results to this question have not varied significantly from those reported in 2016.



Analysis by reason for visiting the website, revealed that of the 2 respondents who did not find the website useful, 1 tenant had been looking up information on housing services and the other had been reporting a repair.

Respondents who have visited FHA's website in the past 12 months were also asked to suggest how their experience of using the website could have been improved. The vast majority of respondents (87%) said they thought there was nothing that could be done to improve the website.

<b>Q9 How could your experience of using the website have been improved?</b>		
<b>Base: Respondents who have visited the website, n=53</b>	<b>No</b>	<b>%</b>
Nothing / It's fine as it is	46	86.8%
Don't know / Unsure	5	9.4%
Make it clearer	1	1.9%
Update it more regularly	1	1.9%

#### **4.4 Paying rent and viewing rent account online (Q11/12)**

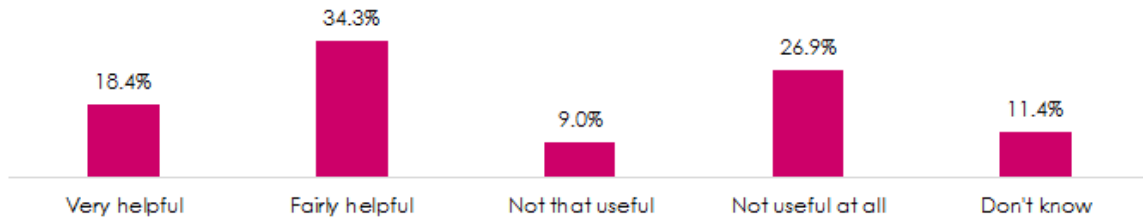
Following on from this, respondents who had internet access were then asked if they were aware that they can pay their rent via Forth Housing Association's website using Allpay. Half of respondents were aware of this (50%) which is less than was reported in 2016 (60%).

Analysis by age revealed that awareness of this decreases with age, for example from 69% for tenants aged under 35 to 44% for those aged 35 to 64 and to 41% for tenants aged 65 and over. Those with a disability were less likely to be aware (38%) than all other respondents (50%). Females were also less likely to be aware (39%) than males (55%).

Following on from this, tenants (with internet access) were asked how useful they would find it to be able to view their rent account online. Over half of tenants overall said they would find it very or fairly helpful (53%), compared to 29% who said it would be not that useful or not useful at all and 11% who were unsure.

Further analysis reveals that younger tenants aged under 35 (75%), females (55%) and those without a disability (64%) were most likely to find this very or fairly helpful.

**Q11 How useful would it be to be able to view your rent account, including your current balance, on-line?**



Base: Respondents who have internet access, n=201

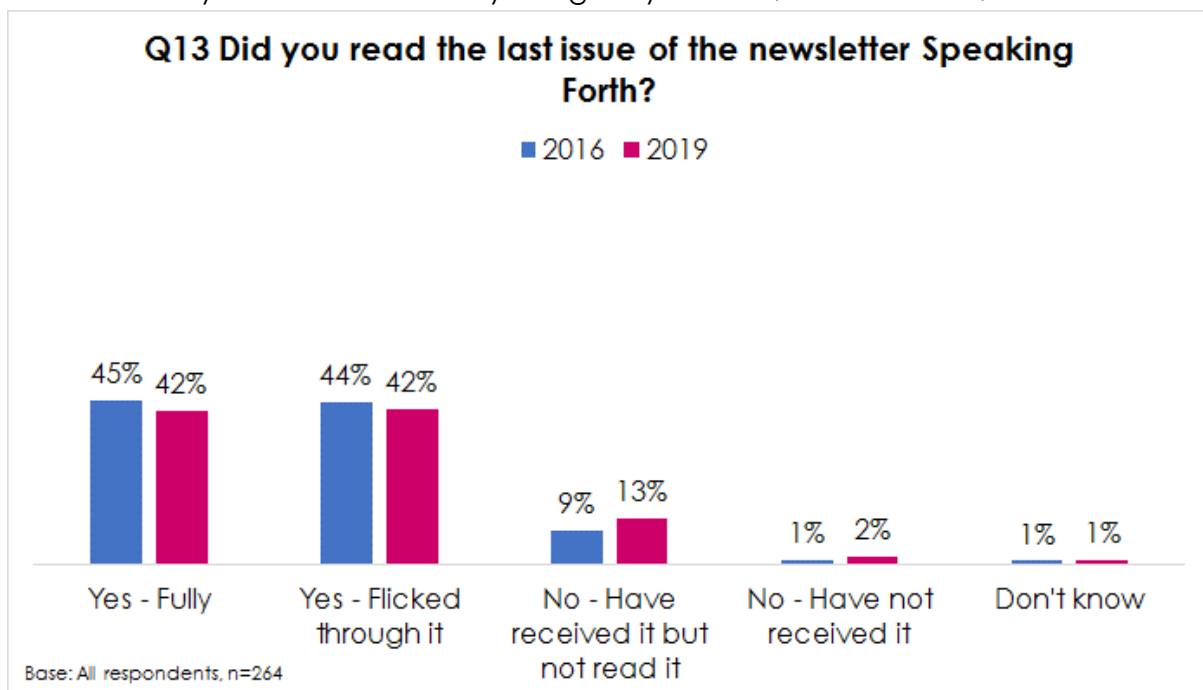


#### 4.5 Speaking Forth (Q12-14)

Tenants were asked if they would read the Association's newsletter online if the Association no longer produced a paper copy and it was only available online via Forth's website. Just over a third of tenants who had internet access (36%) said they would read it via the Association's website.

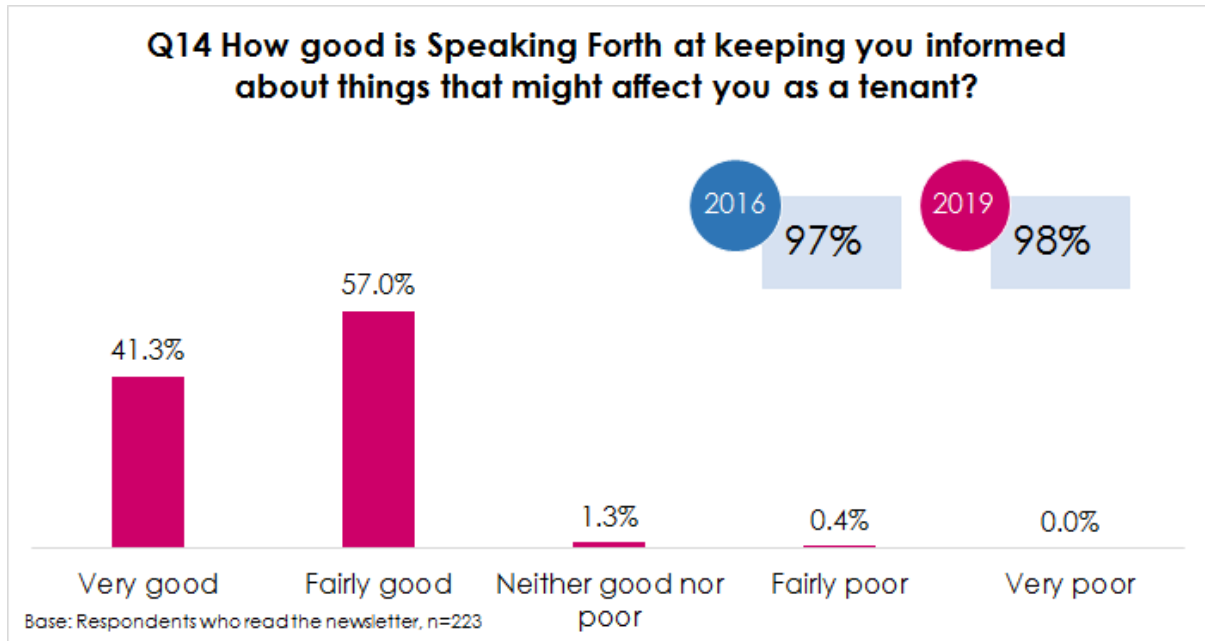
All respondents were asked if they read the last issue of the Association's newsletter. Over 4 in 10 tenants (42%) said they read it fully and a further 42% said they flicked through it. A further 13% said they received the newsletter but did not read it, 2% said they did not receive the newsletter and 1% were unsure.

Compared to the 2016 survey results the proportion of tenants who read the newsletter fully has decreased only marginally from 45% in 2016 to 42% in 2019.



Analysis by age revealed that respondents age 35 and under were the least likely to have read the newsletter fully (17%), respondents aged 65 and over on the other hand were the most likely (68%).

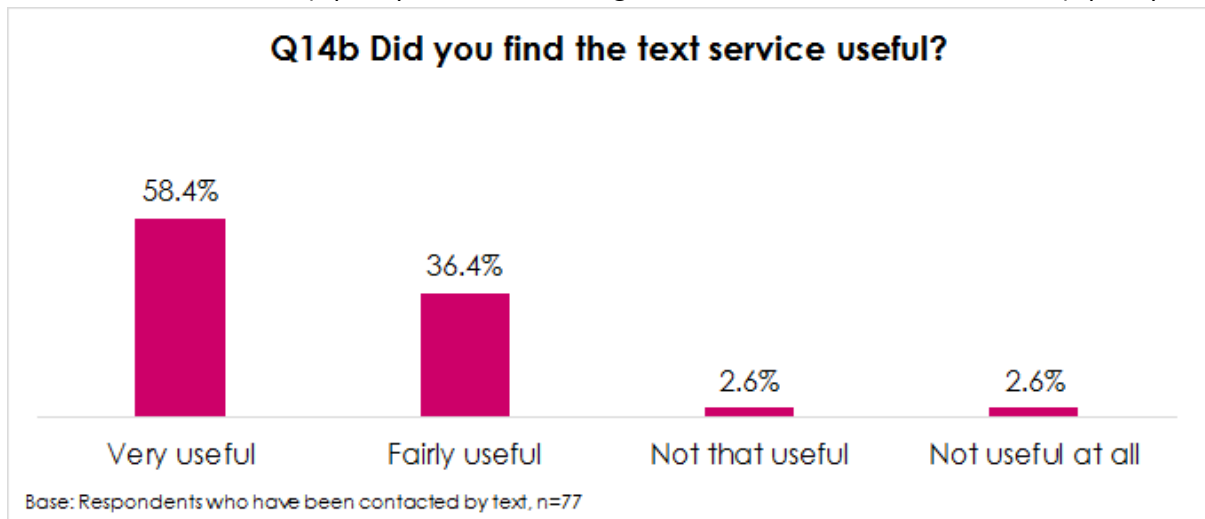
Respondents who read or flicked through the last issue of *Speaking Forth* were asked how good or poor *Speaking Forth* is at keeping them informed about things that might affect them as a tenant. The majority of respondents (98%) said *Speaking Forth* was very or fairly good at keeping them informed about things that might affect them, compared to 1% who said it was neither good nor poor and less than 1% who said it was very or fairly poor. The proportion of tenants stating *Speaking Forth* was very or fairly good at keeping them informed has not changed significantly when compared to the 2016 results (97%).



In terms of age, tenants aged 35-64 were least likely to rate the newsletter very good in this respect (35%), while tenants aged 65 and over were most likely (53%).

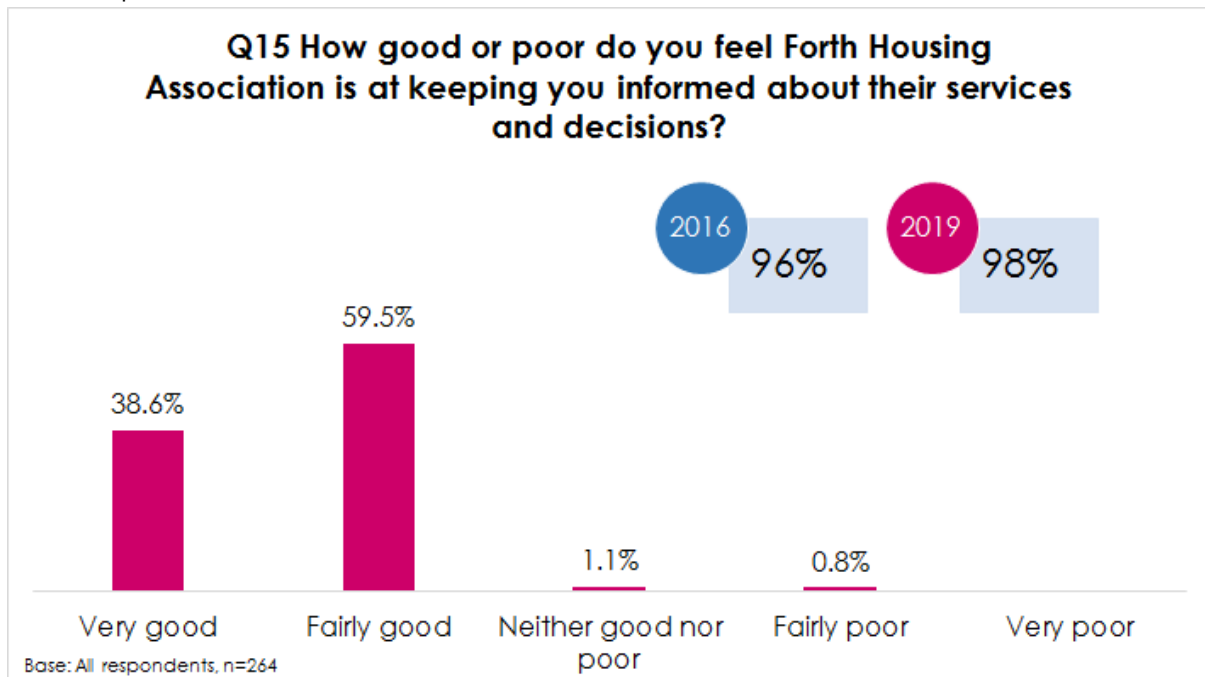
#### 4.6 Text messaging (Q14a/b)

Just under 3 in 10 tenants (29%) have been contacted by Forth by text message. Those aged under 35 were most likely to have said they had been contacted by the Association in this way (35%), while those aged 65 and over were least likely (21%).



#### 4.7 Keeping tenants informed (Q15/16)

In terms of keeping tenants informed, 98% of tenants were of the opinion that Forth Housing Association were very or fairly good at keeping them informed about their services and decisions, compared to 1% who said they were neither good nor poor and 1% who said they were fairly poor. The results have remained consistent with those reported in 2016.



Respondents who did not feel the Association was very or fairly good in this respect providing the following reasons for feeling this way:

- *Not bad I suppose sometimes.*
- *Don't know.*
- *Don't take much interest.*
- *They are looking at pretty things rather than the real issue.*
- *Have never received any newsletter as yet.*

Analysis by area revealed that 100% of tenants in all areas with the exception of Riverside, Cornton and Dunblane rated the Association very or fairly good in this respect.

<b>Q15 Satisfaction with keeping tenants informed analysed by area</b>				
	<b>Base</b>	<b>Very/ fairly good</b>	<b>Neither good nor poor</b>	<b>Very/ fairly poor</b>
Raploch	58	100%	-	-
Stirling town centre	27	100%	-	-
Fallin	26	100%	-	-
St Ninians/Torbrex	25	100%	-	-
Cambusbarron	22	100%	-	-
Plean	16	100%	-	-
Whins of Milton	12	100%	-	-
Cowie	10	100%	-	-
Braehead	8	100%	-	-
Bannockburn	4	100%	-	-
Riverside	19	95%	5%	-
Cornton	29	93%	3%	3%
Dunblane	8	75%	13%	13%

## 5. TENANT PARTICIPATION

### 5.1 Awareness of becoming involved (Q17)

Respondents were then asked if they were aware that they could get involved or participate in Forth Housing Association's decision making processes. As can be seen in the table below, awareness was highest in terms of becoming a member of the Association/ Committee (87%), getting involved in tenants' view forum (meetings are held to examine Forth's performance) (58%) and responding to specific questionnaires sent to tenants (58%). These were also the activities where awareness was highest in 2016.

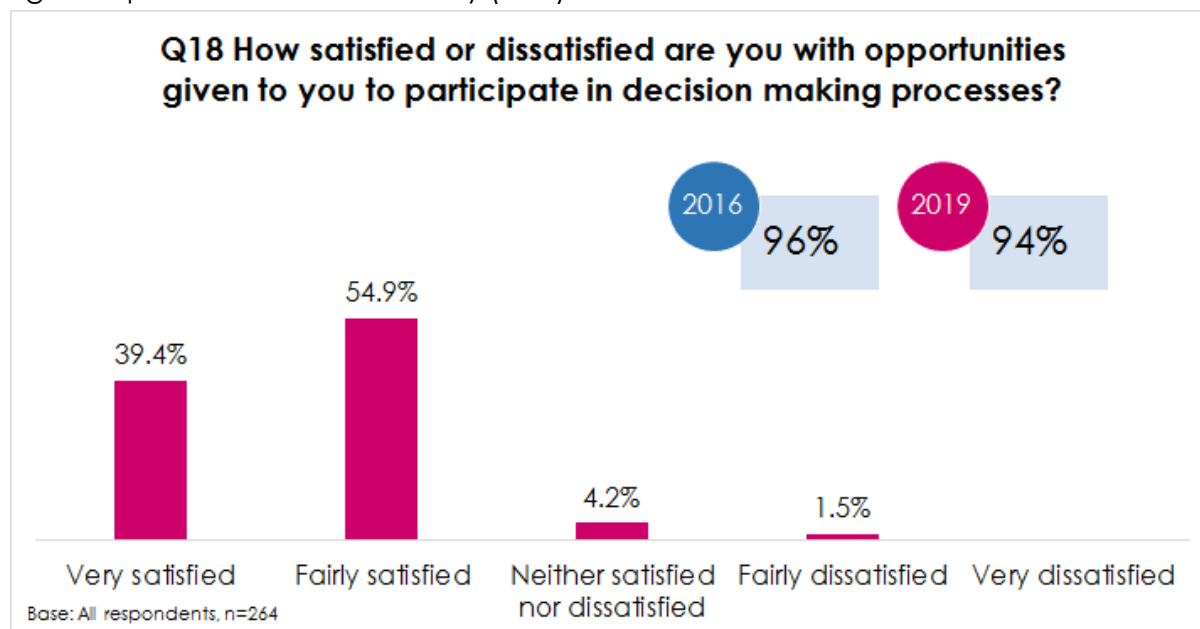
<b>Q17 Were you aware that you could get involved or participate in Forth Housing Association's decision making processes in any of the following ways?</b>		
<b>Base: All respondents, n=264</b>	<b>No</b>	<b>%</b>
Becoming a member of the Association/ Committee	230	87.1%
Tenants' View Forum – meetings are held to examine Forth's performance	153	58.0%
Responding to surveys sent to tenants e.g. repairs satisfaction via text	153	58.0%
Speaking Forth Newsletter – responding to articles asking for feedback e.g. Customer Care Policy Review (p13 Spring Newsletter)	150	56.8%
E Group – receiving a short survey by quarterly email	126	47.7%
None	23	8.7%

In terms of area, respondents Cowie (40%) were the most likely to be unaware of the ways tenants can become involved or participate in Forth HA's decision making processes.

Analysis by age, revealed that respondents aged 65 and over were least likely to be unaware of any of these opportunities (2%) when compared to those aged under 35 (12%) and aged 35-64 (10%).

## 5.2 Satisfaction with the opportunities to participate (Q18/19)

The majority of respondents (94%) were very or fairly satisfied with the opportunities given to them to participate in Forth Housing Association's decision making processes, compared to 4% who were neither satisfied nor dissatisfied and 2% who were fairly dissatisfied. Overall satisfaction has not changed significantly from the figure reported in the 2016 survey (96%).



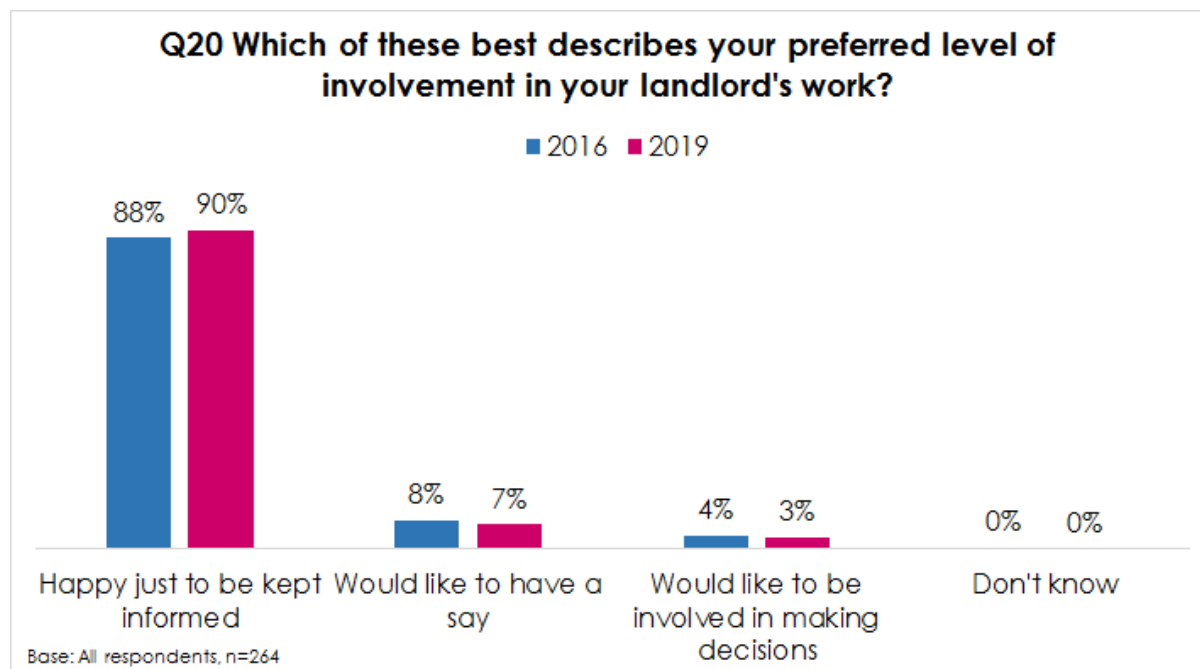
Analysis by area reveals that only tenants who lived in Cornton, Dunblane and St Ninian's / Torbrex expressed dissatisfaction in this respect.

Q18 Satisfaction with participation opportunities analysed by area				
	Base	% very/ fairly satisfied	% neither/ nor	% very/ fairly dissatisfied
Bannockburn	4	100%	-	-
Cambusbarron	22	100%	-	-
Cowie	10	100%	-	-
Plean	16	100%	-	-
Braehead	8	100%	-	-
Fallin	26	100%	-	-
Raploch	58	100%	-	-
Whins of Milton	12	100%	-	-
Stirling town centre	27	96%	4%	-
Cornton	29	93%	-	7%
Dunblane	8	88%	-	13%
St Ninians/Torbrex	25	76%	20%	4%
Riverside	19	74%	26%	-

12 out of 15 tenants who were not satisfied with participation opportunities, when asked to provide their reasons for feeling this way, said they were not interested in taking part in decision making activities.

### 5.3 Level of involvement (Q20)

When asked what describes their preferred level of involvement in their landlord's work, the majority of respondents (90%) said they were happy to be just kept informed, 7% said they would like to have a say and 3% said they would like to be involved in making decisions. These results are consistent with the results reported in 2016.

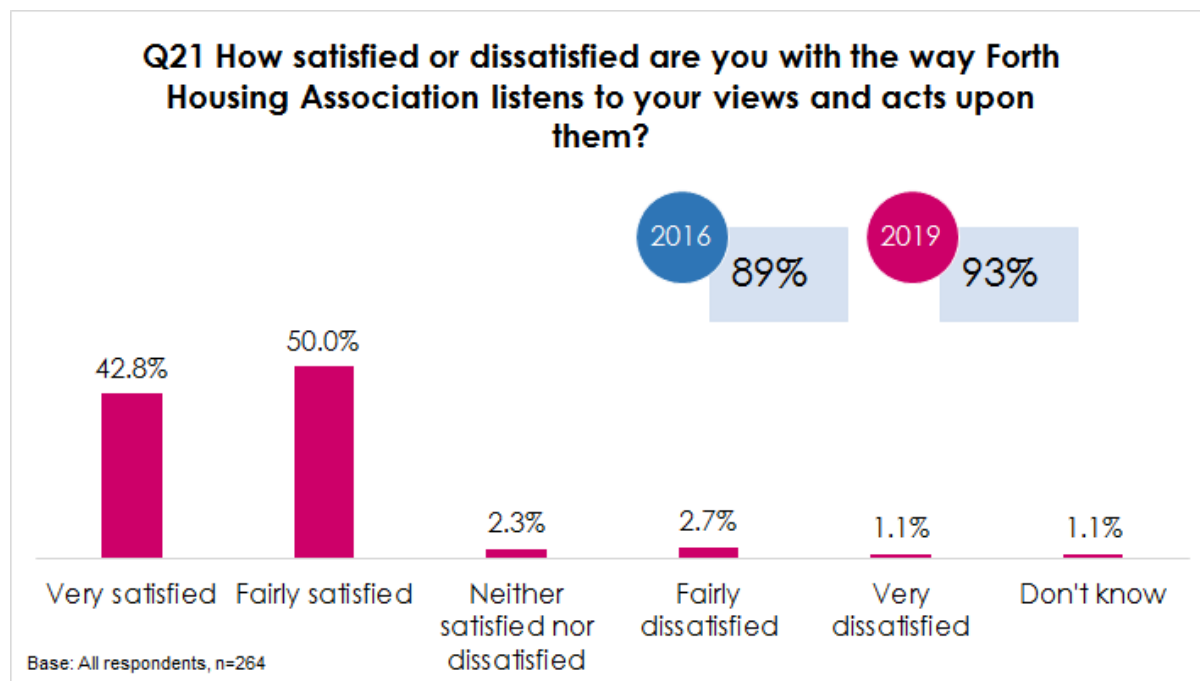


Analysis by area revealed that respondents from Dunblane were most likely to have expressed an interest in being involved in making decisions (25%). Please note however that 25% of the 8 Dunblane tenants we spoke to equates to just 2 tenants.

Q20 Preferred level of involvement landlord's work analysed by area					
	Base	Happy just to be kept informed	Would like to have a say	Would like to be involved in making decisions	Don't know
Bannockburn	4	100%	-	-	-
Cambusbarron	22	100%	-	-	-
Cowie	10	90%	-	10%	-
Plean	16	100%	-	-	-
Riverside	19	84%	11%	5%	-
Stirling town centre	27	93%	7%	-	-
Braehead	8	75%	25%	-	-
Cornton	29	76%	17%	7%	-
Fallin	26	96%	-	4%	-
Raploch	58	93%	5%	2%	-
St Ninians/Torbrex	25	88%	8%	4%	-
Whins of Milton	12	83%	17%	-	-
Dunblane	8	75%	-	25%	-

## 5.4 Listening to your views (Q21)

Respondents were then asked how satisfied or dissatisfied they were with the way Forth Housing Association listens to their views and acts upon them. Just over 9 in 10 respondents (93%) were very or fairly satisfied in this respect, compared to 2% who were neither satisfied nor dissatisfied and 4% who were very or fairly dissatisfied. Overall satisfaction has seen an increase from 89% in 2016 to 93% in 2019.



Analysis by area revealed, satisfaction with the way Forth HA listens and acts upon tenants views, ranges from 63% in Dunblane to 100% in Bannockburn, Cambusbarron, Cowie, Braehead, Fallin and Whins of Milton. The reader is advised to remain cautious when reading these results due to the small base numbers.

Q21 Satisfaction with Forth listening to and acting on tenants' views analysed by area					
	Base	Very/ fairly satisfied	Neither/ nor	Very/ fairly dissatisfied	Don't know
Bannockburn	4	100%	-	-	-
Cambusbarron	22	100%	-	-	-
Cowie	10	100%	-	-	-
Braehead	8	100%	-	-	-
Fallin	26	100%	-	-	-
Whins of Milton	12	100%	-	-	-
Raploch	58	98%	-	2%	-
Stirling town centre	27	96%	-	-	4%
Plean	16	94%	-	6%	-
Riverside	19	89%	5%	-	5%
St Ninians/Torbrex	25	84%	8%	8%	-
Cornton	29	76%	7%	14%	3%
Dunblane	8	63%	13%	25%	-



## 6. CONTACTING THE LANDLORD

### 6.1 Contact method (Q22/23)

Using the telephone was by far the most popular method of contacting the Association (97%), this was followed by email (14%) and a personal visit to the office (11%). Compared to the 2016 survey the results have remained consistent with the exception of office visits which have more than doubled since the 2016 survey, i.e. increased from 5% in 2016 to 11% in 2019.

<b>Q22 Which of the following ways do you use to contact Forth Housing Association?</b>		
<b>Base: All respondents, n=264</b>	<b>2016</b>	<b>2019</b>
Telephone	99%	97%
E-mail	13%	14%
Visit to the office	5%	11%
Face to face contact with Housing Officer/other member of staff	4%	3%
In writing	2%	2%
Other	0%	1%

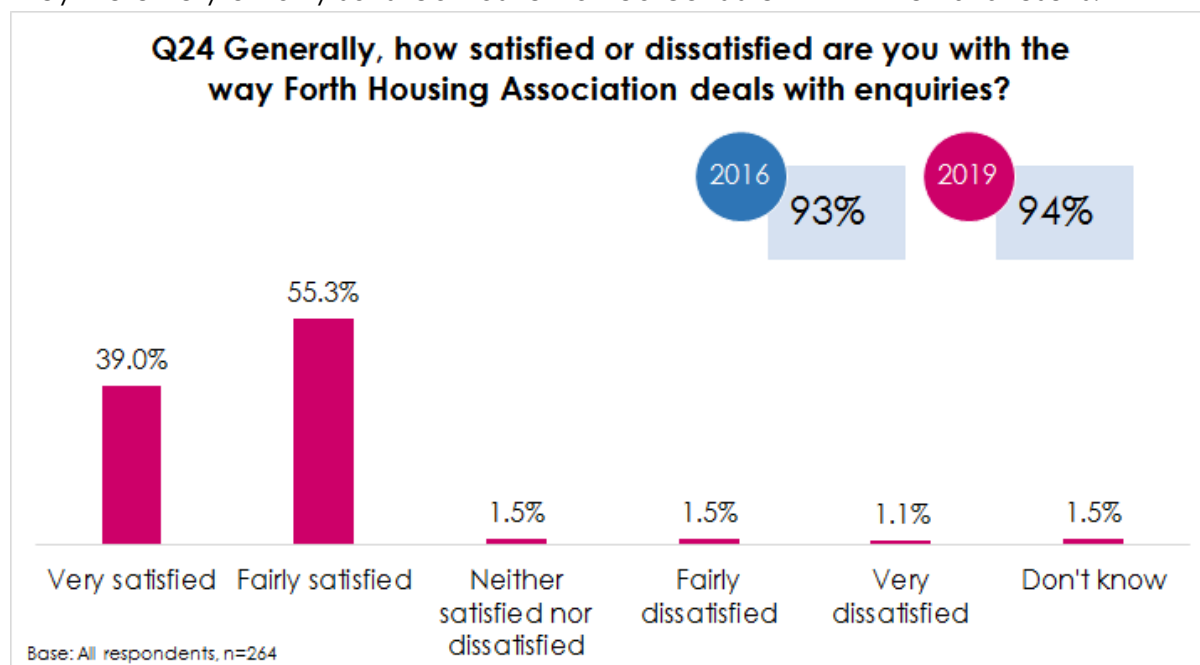
In terms of future communication, almost all respondents said they would be prepared to use the telephone (96%), 17% said they would be prepared to use email and 12% said they would be prepared to visit the office.

<b>Q23 Which of the following ways would you be prepared to use in the future to contact Forth Housing Association?</b>		
<b>Base: All respondents, n=264</b>	<b>No</b>	<b>%</b>
Telephone	254	96%
E-mail	45	17%
Text	31	12%
Visit to the office	22	8%
Face to face contact with Housing Officer / other member of staff	6	2%
In writing	3	1%
Social media (Facebook, Twitter)	3	1%
Don't know	1	0%

Again, analysis by age revealed that younger respondents, were significantly more likely to be prepared to use e-mail (24%) and text (21%) than respondents aged 65 and over (7% and 4% respectively).

## 6.2 Dealing with enquires (Q24)

Almost all respondents (94%) said they were very or fairly satisfied with how Forth deals with their enquiries, compared to 2% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied. The proportion of respondents who said they were very or fairly satisfied has remained consistent with the 2016 results.



Analysis by area revealed, satisfaction with the way Forth HA deals with enquiries was generally high and above 90% with the exception of tenants living in Plean (88%), Cornton (76%) and in Dunblane (75%).

Q24 Generally, how satisfied or dissatisfied are you with the way Forth Housing Association deals with enquiries?					
	Base	Very/ fairly satisfied	Neither/ nor	Very/ fairly dissatisfied	Don't know
Bannockburn	4	100%	-	-	-
Cowie	10	100%	-	-	-
Stirling town centre	27	100%	-	-	-
Braehead	8	100%	-	-	-
Fallin	26	100%	-	-	-
Raploch	58	100%	-	-	-
St Ninians/Torbrex	25	96%	-	4%	-
Cambusbarron	22	95%	-	5%	-
Riverside	19	95%	-	-	5%
Whins of Milton	12	92%	-	-	8%
Plean	16	88%	6%	6%	-
Cornton	29	76%	7%	10%	7%
Dunblane	8	75%	13%	13%	-

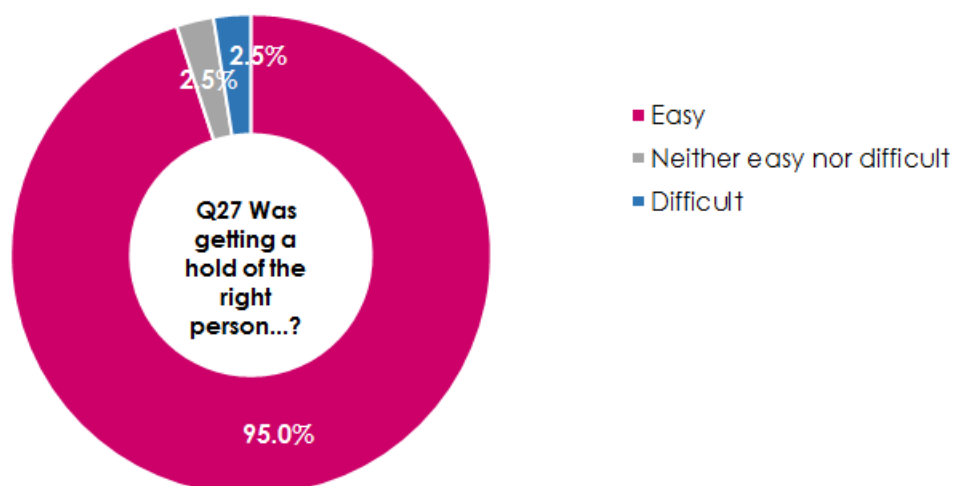
### 6.3 Contacting the Association (Q25/26)

Just over 6 in 10 respondents (61%) said they had been in contact with their landlord in the last 12 months (46% in 2016). The main reason for contact was to report a repair (51%, 65% in 2019) followed by to discuss rent (11%, 9% in 2016).

Q26 Can you briefly explain what the main reason for your contact was?		
Base: Respondents who have contacted the Association in the last 12 months, n=160	No	%
To report a repair	81	50.6%
To discuss my rent account	17	10.6%
Problems with neighbours	17	10.6%
To pay my rent	13	8.1%
Discuss improvements to my home	13	8.1%
To apply to for a transfer/ mutual exchange	7	4.4%
To discuss housing benefit/universal credit	3	1.9%
Environmental problems	3	1.9%
Other	6	3.8%

### 6.4 Ease of getting hold of the right person (Q27)

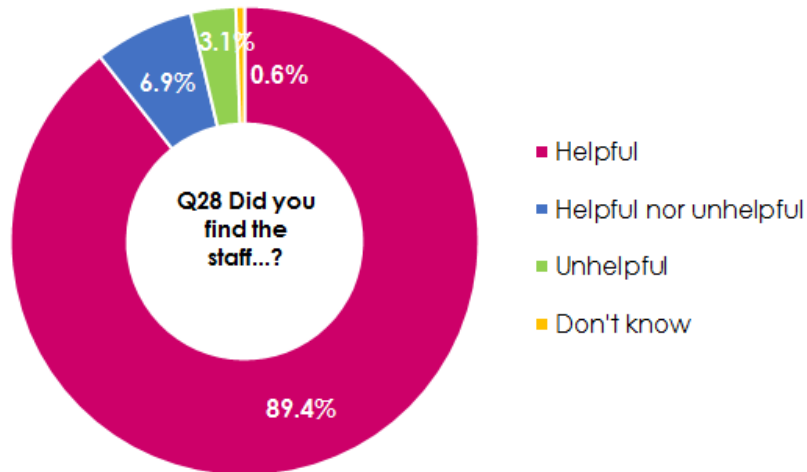
The majority of respondents (95%) were of the opinion that it was easy to get hold of the right person, compared to 2% who said it was difficult and 2% who felt it was neither easy nor difficult. The proportion of tenants who said it was easy to get hold of the right person is consistent with the 2016 survey results (96%).



Base: Respondents who contacted the Association, n=160

## 6.5 Helpfulness of staff (Q28)

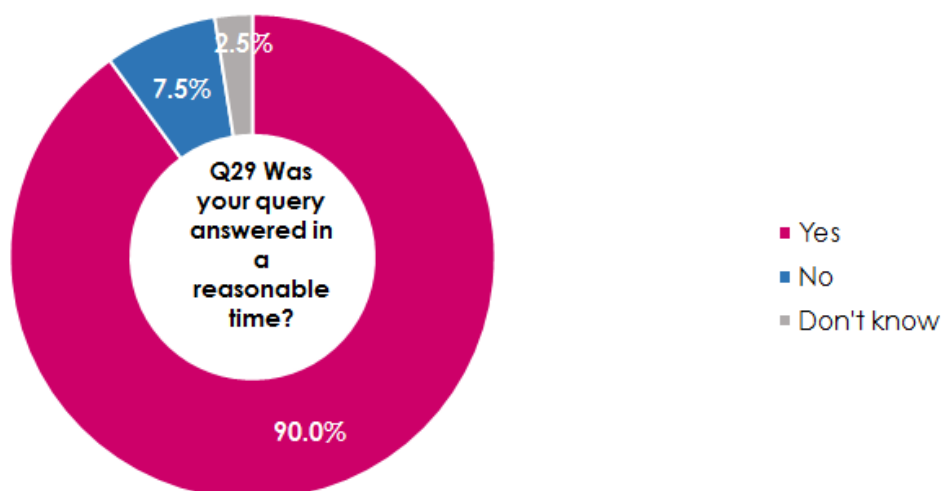
Just under 9 in 10 respondents (89%) found staff to be helpful when they had contact with the Association, 7% said they were unhelpful, 3% said they were neither helpful nor unhelpful and 1% were unsure. This is consistent with the 2016 results (89%).



Base: Respondents who contacted the Association, n=160

## 6.6 Query answered within a reasonable time (Q29)

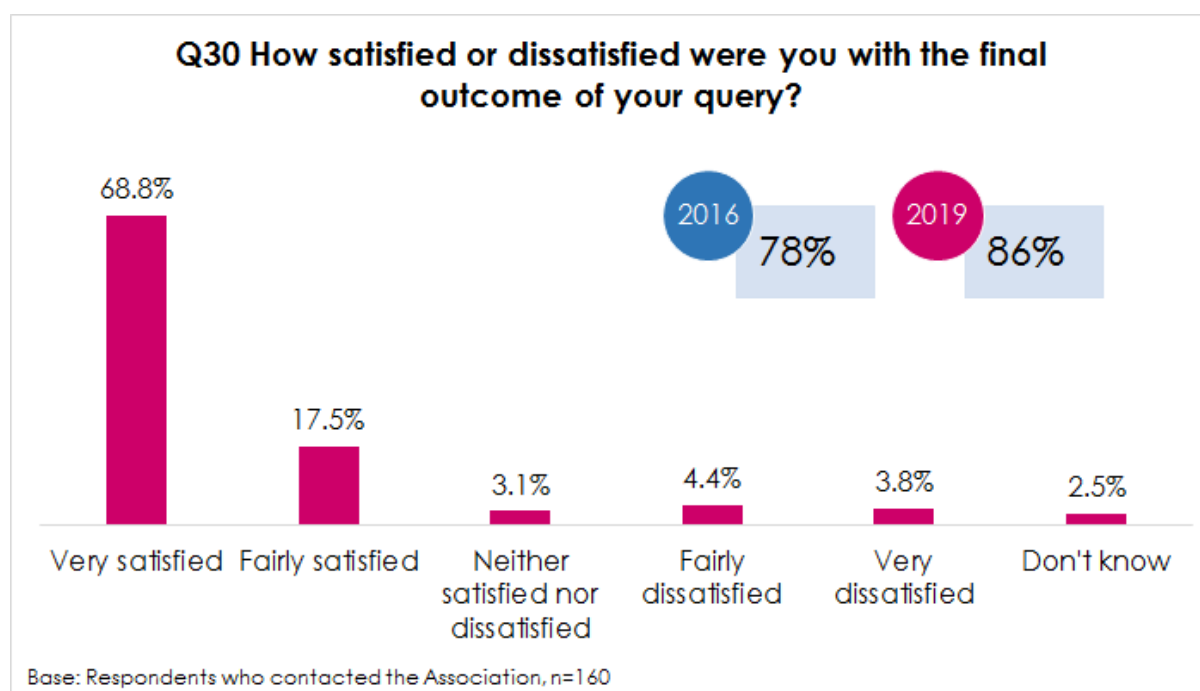
Nine in ten respondents (90%) said their query was answered within a reasonable time (88% in 2016).



Base: Respondents who contacted the Association, n=121

## 6.7 Satisfaction with the final outcome of the enquiry (Q30)

Just under 9 in 10 respondents (86%) who had contacted the Association in the last 12 months said they were very or fairly satisfied with the final outcome of their enquiry, compared to 3% who were neither satisfied nor dissatisfied and 8% who were very or fairly dissatisfied. Compared to the 2016 survey the proportion of respondents who said they were very or fairly satisfied with the outcome of their enquiry has increased from 78% to 86%.



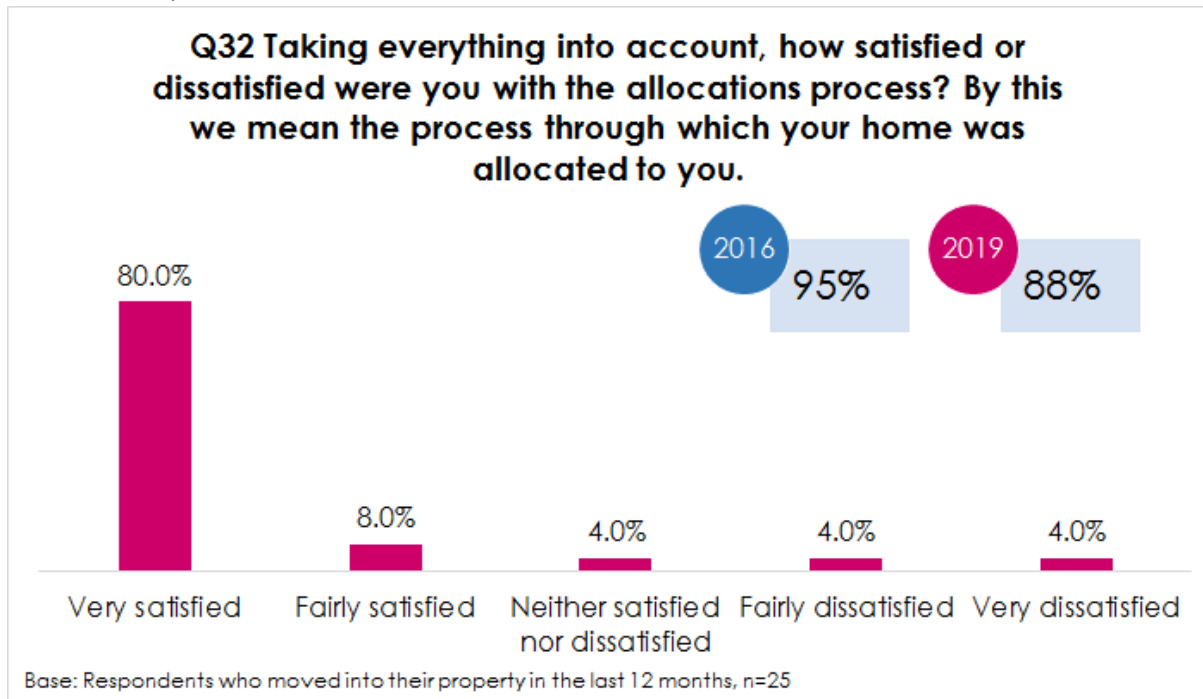
Analysis by reason for contact is shown in the table below. Please note the small base numbers.

Q30 How satisfied or dissatisfied were you with the final outcome of your query?							
	Base	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know
To report a repair	81	63	11	3	-	2	2
To pay my rent	13	8	3	1	-	1	-
To discuss my rent account	17	14	3	-	-	-	-
To apply to for a transfer/mutual exchange	7	4	2	-	-	-	1
To discuss housing benefit/universal credit	3	2	1	-	-	-	-
Problems with neighbours	17	4	6	-	6	1	-
Environmental problems	3	1	-	1	-	-	1
Discuss improvements to my home	13	10	2	-	1	-	-
Other	6	4	-	-	-	2	-

## 7. MOVING INTO A NEW HOME

### 7.1 Moving into a new home (Q31/32)

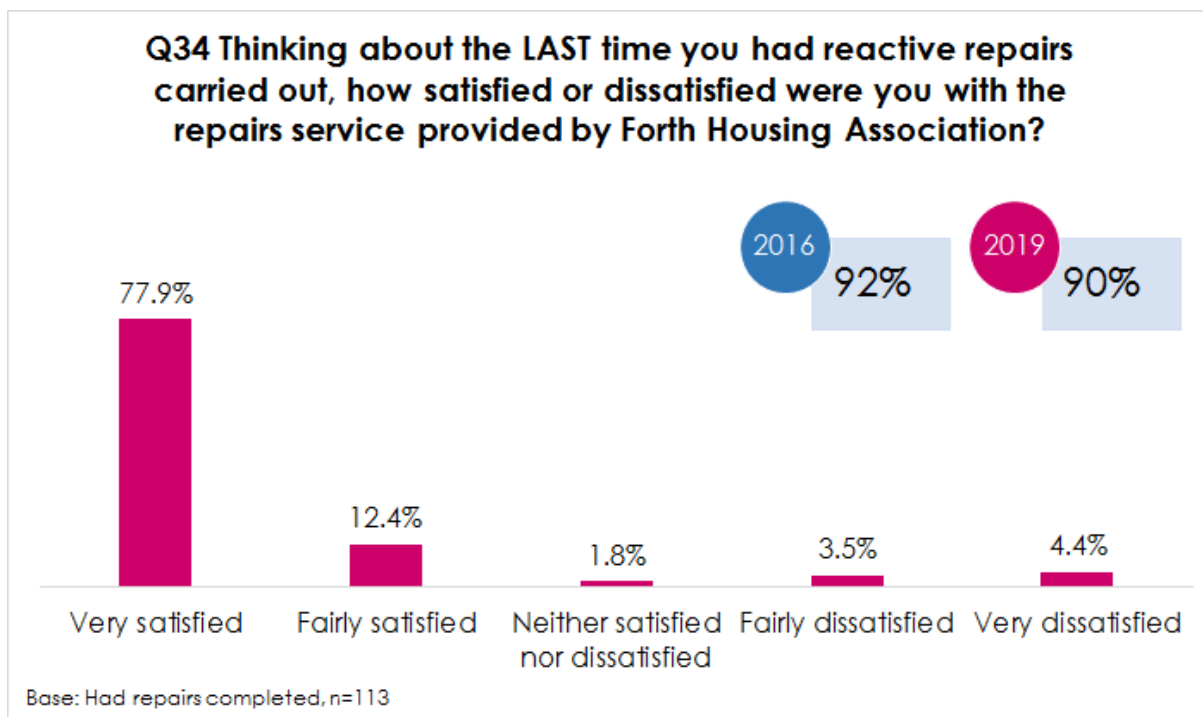
A minority of respondents (10% amounting to 25 individuals) said they had moved into a new property in the last 12 months. Of these individuals, 88% said they were very or fairly satisfied with the allocations process, compared to 8% who were very or fairly dissatisfied. The proportion of respondents very or fairly satisfied with the allocations process has decreased from 95% to 88%.



## 8. REPAIRS, MAINTENANCE AND HOUSING QUALITY

### 8.1 Repairs carried out in the last 12 months (Q33-35)

Over 4 in 10 respondents (43%) have had a repair carried out at their property in the past 12 months. Of these individuals, 90% said they were very or fairly satisfied with the repairs service provided by Forth Housing Association, compared to 2% who said they were neither satisfied nor dissatisfied and 8% who were fairly dissatisfied. Compared to the previous survey, the proportion of respondents very or fairly satisfied with the repairs service provided by Forth has remained consistent.



Analysis by area revealed, that satisfaction with reactive repairs was lowest for tenants living in Cornton (69%) and highest (100%) for those living in Plean, Riverside, Braehead, Fallin and Whins of Milton.

Q34 Satisfaction with reactive repairs analysed by area					
	Base	Very/ fairly satisfied	Neither/ nor	Very/ fairly dissatisfied	Don't know
Plean	4	100%	-	-	-
Riverside	5	100%	-	-	-
Braehead	3	100%	-	-	-
Fallin	14	100%	-	-	-
Whins of Milton	4	100%	-	-	-
Raploch	27	96%	-	4%	3%
Cambusbarron	13	92%	-	8%	-
Cowie	7	86%	-	14%	-
St Ninians/Torbrex	7	86%	14%	-	9%
Dunblane	7	86%	-	14%	-
Stirling town centre	6	83%	-	17%	-
Cornton	16	69%	6%	25%	9%
Bannockburn	-	-	-	-	-

Respondents who were not satisfied were asked to provide a reason for feeling this way. The comments provided are listed below:

- *Repair wasn't done correctly and still getting mould in bathroom.*
- *Dispute on who fixed the bathroom leak due to us putting shower in ourselves so I had to pay for them to fix this for me.*
- *I need a new door for kitchen as the HA have just patched it up.*
- *Saltire were out 9 times for boiler.*
- *Nothing gets done.*
- *Generally ok apart from plumbing service which is very poor - left bathroom in a mess.*
- *Took 3 attempts to fix toilet.*
- *Took too long to complete.*
- *Poor quality of work.*
- *There is a leak that the tradesman/ plumbers cannot find.*
- *Floor is still not finished correctly.*



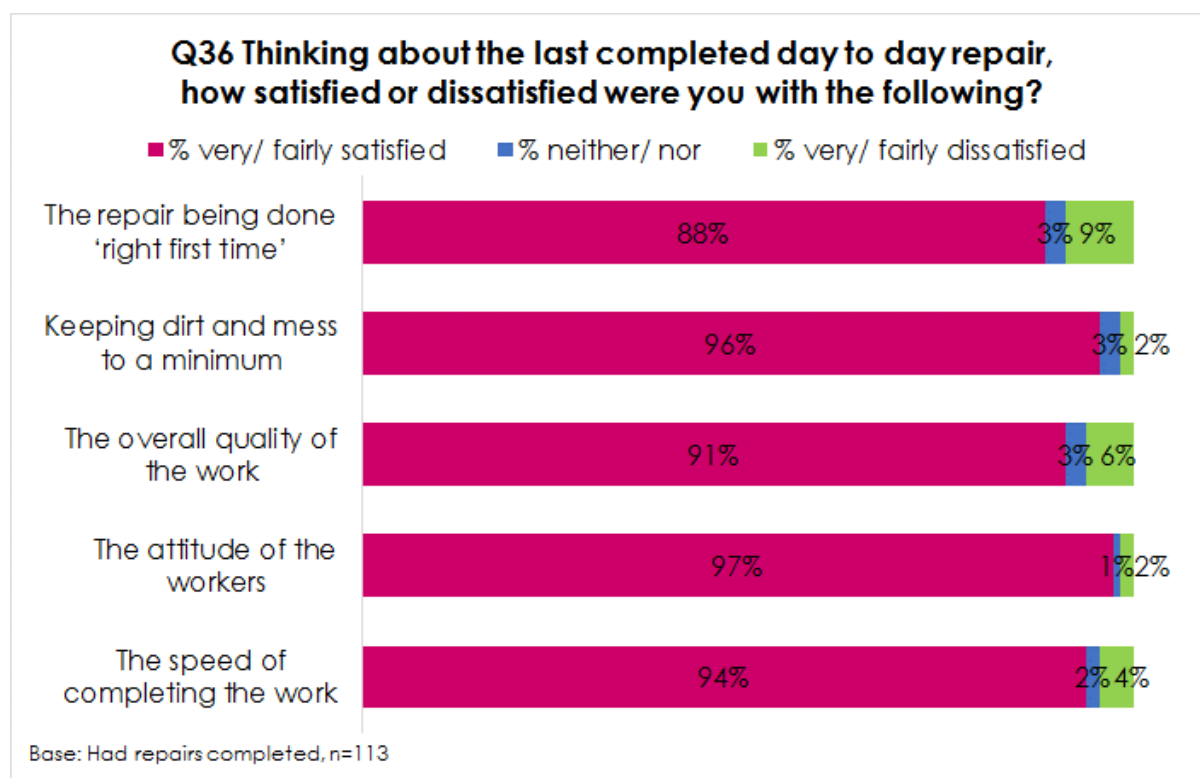
## 8.2 Satisfaction with aspects of the repairs service (Q36)

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

- The attitude of workers (97% stating very or fairly satisfied)
- Keeping dirt and mess to a minimum (96%)

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

- The repair being done right first time (9% stating very or fairly dissatisfied)
- The overall quality of the work (6%)



Compared to the previous survey, satisfaction has seen the biggest decrease in terms of the overall quality of the work, falling from 97% in 2016 to 91% in 2019.

**Q37 Thinking about the last completed day to day repair, how satisfied or dissatisfied were you with the following? (2013/2016 comparison)**

	2016	2019	Trend
The attitude of the workers	100%	97%	↓-3%
The overall quality of the work	97%	91%	↓-6%
Keeping dirt and mess to a minimum	98%	96%	⇒-2%
The speed of completing the work	94%	94%	⇒0%
The repair being done 'right first time'	92%	88%	↓-4%

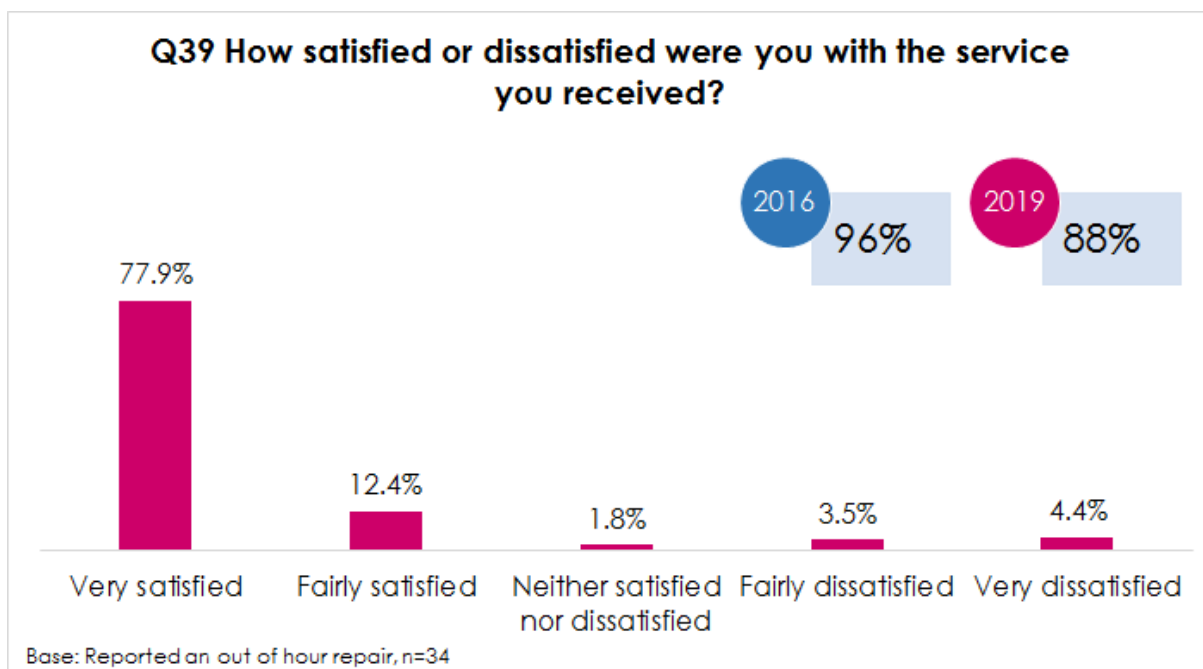
### 8.3 Out of Hours Service (Q37-39)

The majority of respondents (87%) were aware that FHA has an out of office hours telephone number that can be used to report repairs. The proportion of respondents aware that the out of hours telephone number can be used to report repairs has decreased significantly since the 2016 survey, where 94% of respondents were aware of the service.

Analysis by disability revealed that respondents who considered themselves to have a disability were significantly less likely to be aware that Forth HA has an out of hours service (82%) than respondents who said they did not have a disability (91%).

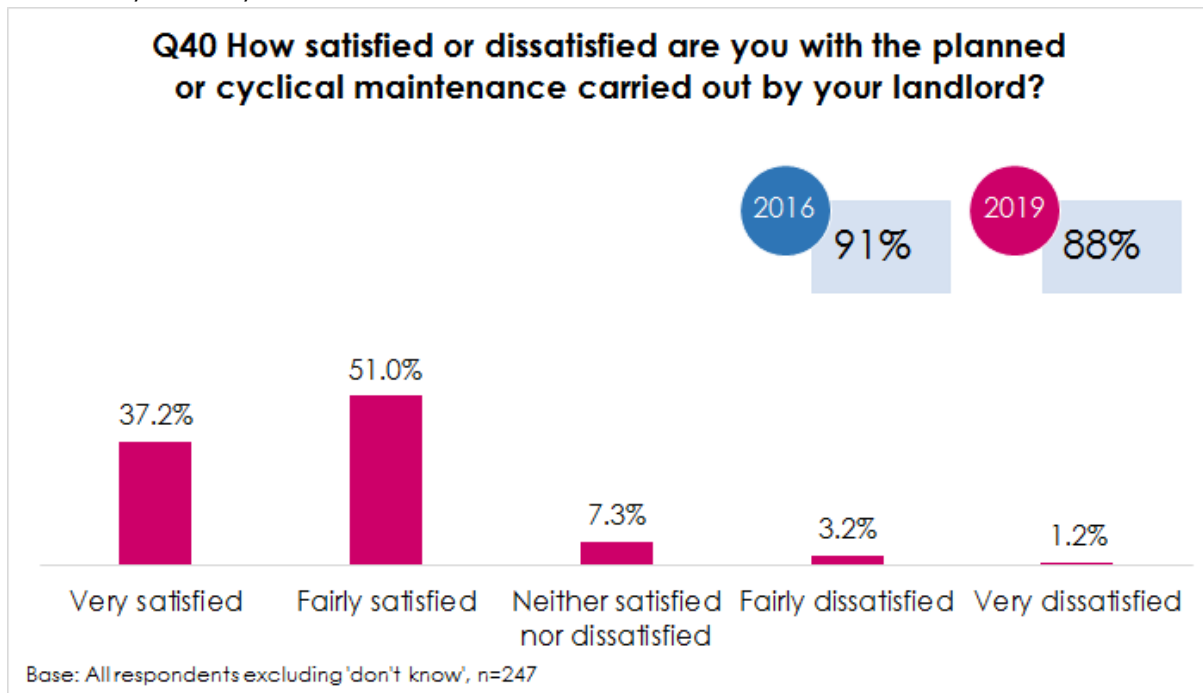
Those who were aware of the out of hours telephone number for reporting repairs were asked if they had used the out of hours repairs service in the past two years. Just 15% of tenants had done so compared to 10% in 2016.

Just under 9 in 10 respondents who said they have used the Out of Hours Service in the last 2 years said they were very or fairly satisfied with the service that they received (88%), compared to 8% who were fairly dissatisfied. Compared to the 2016 survey, satisfaction with the Out of Hours service has decreased from 96% to 88%.



#### 8.4 Satisfaction with planned or cyclical maintenance (Q40)

All respondents were then asked how satisfied or dissatisfied they were with the planned or cyclical maintenance carried out by FHA. Cyclical or planned maintenance relates to gas safety checks, electrical safety checks, painter work, kitchen replacements, window/ door replacements and bathroom replacements. Just under 9 in 10 respondents (88%) said they were very or fairly satisfied in this respect, compared to 7% who were neither satisfied nor dissatisfied and 4% who were very or fairly dissatisfied.



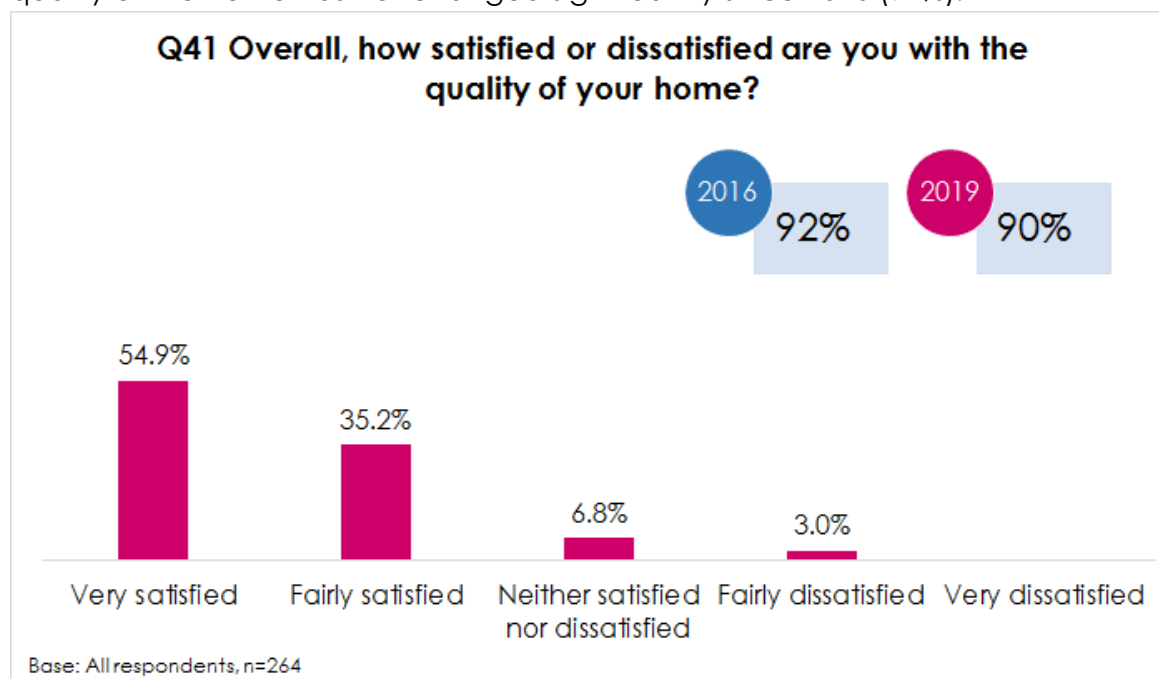
Analysis by age revealed that respondents aged 65 and over were more likely to be satisfied with the planned or cyclical maintenance carried out by FHA (96%) than respondents aged 35-64 (84%).

In terms of area, satisfaction with the planned or cyclical maintenance carried out by FHA ranged from 47% in Plean to 100% in Bannockburn, Cambusbarron, Stirling town centre, Braehead and Whins of Milton. The reader is reminded to note the small base numbers.

<b>Q40 Satisfaction with cyclical maintenance analysed by area</b>				
	<b>Base</b>	<b>Very/ fairly satisfied</b>	<b>Neither/ nor</b>	<b>Very/ fairly dissatisfied</b>
Bannockburn	3	100%	-	-
Cambusbarron	21	100%	-	-
Stirling town centre	25	100%	-	-
Braehead	8	100%	-	-
Whins of Milton	12	100%	-	-
Fallin	24	96%	4%	-
Raploch	58	95%	3%	2%
Cowie	10	90%	10%	-
St Ninians/Torbrex	21	86%	10%	5%
Cornton	27	85%	4%	11%
Dunblane	6	83%	17%	-
Riverside	17	53%	35%	12%
Plean	15	47%	27%	27%

## 8.5 Overall quality of the home (Q41/42)

Overall, 9 in 10 respondents (90%) said they were very or fairly satisfied with the quality of their home, compared to 7% who were neither satisfied nor dissatisfied and 3% who were fairly dissatisfied. Compared to the 2016 survey, satisfaction with the quality of the home has not changed significantly since 2016 (92%).



In terms of area, the proportion of tenants satisfied with the quality of their home ranged from 44% in Plean to 100% in Riverside, Stirling town centre, Braehead and Whins of Milton. The reader is reminded to read these results with caution due to the small base numbers.

Q41 Satisfaction with quality of the home analysed by area				
	Base	Very/ fairly satisfied	Neither/ nor	Very/ fairly dissatisfied
Riverside	19	100%	-	-
Stirling town centre	27	100%	-	-
Braehead	8	100%	-	-
Whins of Milton	12	100%	-	-
Cambusbarron	22	95%	5%	-
Cornton	29	93%	3%	3%
Raploch	58	93%	7%	-
Fallin	26	92%	4%	4%
Dunblane	8	88%	13%	-
St Ninians/Torbrex	25	84%	8%	8%
Cowie	10	80%	20%	-
Bannockburn	4	75%	25%	-
Plean	16	44%	31%	25%

It is interesting to note that all 8 respondents who were dissatisfied with the quality of their home were female.

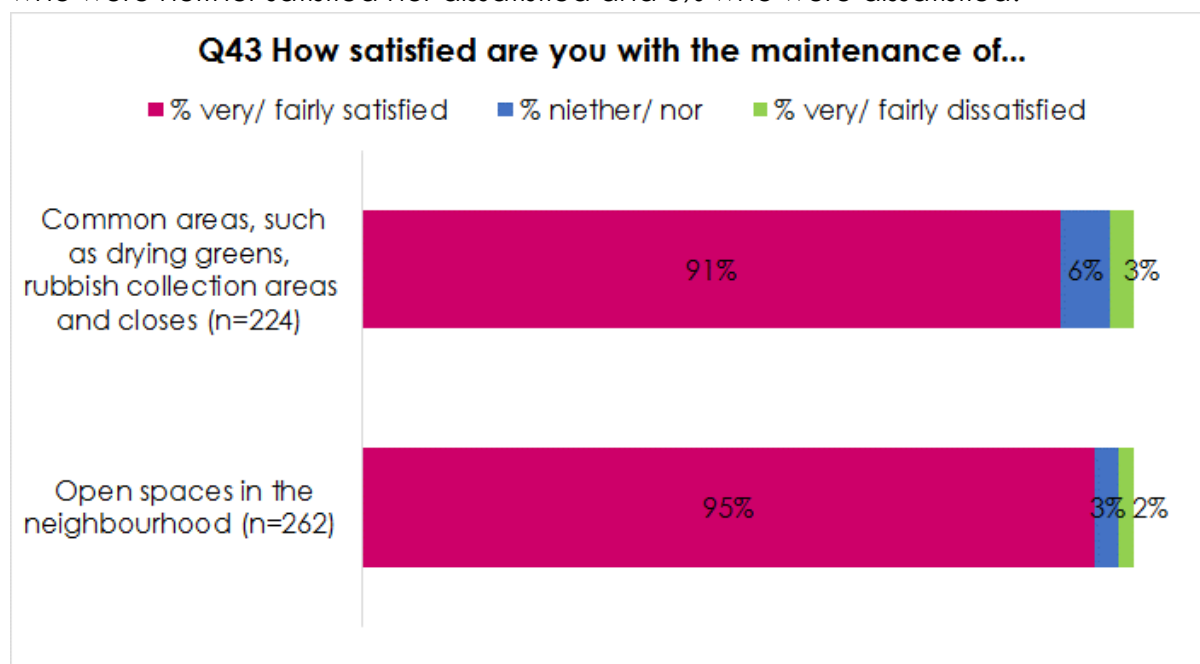
Respondents who were not satisfied in this respect were asked to provide a reason for feeling this way. The comments provided are listed below:

- *Design of bathroom and doors are to be desired.*
- *Need improvements to windows and doors.*
- *Mould in bathroom and windows need replaced.*
- *Door at front and back needs painted.*
- *Cracks on walls and needs re-plastering. Bannister is faulty.*
- *Cracks in walls inside and outside of home.*
- *Cracks in walls need repaired.*
- *Back door floods and cracks on walls.*
- *House is sloping.*
- *Decent quality but badly designed.*
- *Good quality apart from bathroom which is abysmal.*
- *Needs new windows and bathrooms.*
- *Needs upgrading.*
- *Requires new windows and bathroom.*
- *Could be better quality.*
- *Love my house but upgrading is required.*
- *Have dampness in bedroom.*
- *A lot of faults when we moved in. Still things needing upgraded.*
- *The kitchen is poor - cupboard doors are falling off.*
- *A lot of things needing fixed.*
- *Happy with quality but have a 5 year old girl and 11 year old boy sharing a room- not ideal.*
- *Not good grass cutting. I am looking for a move due to the drug culture in this place.*
- *Too small. Lack of cupboards.*
- *Could do with upgrading - windows/ bathroom.*
- *Upgrading required.*
- *Windows are a disgrace. Bathrooms need upgraded.*

## 9. SATISFACTION WITH THE NEIGHBOURHOOD

### 9.1 Outside Maintenance (Q43)

The majority (95%) of respondents are satisfied with the maintenance of open spaces in the neighbourhood, compared to 3% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied. In terms of the maintenance of common areas such as drying greens, rubbish collection areas and closes, just over 9 in 10 tenants who gave an opinion were satisfied in this respect (91%), compared to 6% who were neither satisfied nor dissatisfied and 3% who were dissatisfied.



Compared to the 2016 survey, satisfaction with the maintenance of common areas has decreased by 7 percentage points, from 98% in 2016 to 91% in 2019. Satisfaction with the maintenance of open spaces in the neighbourhood has seen no significant change when compared to the 2016 results.

Q43 How satisfied or dissatisfied with the maintenance of...?			
	2016	2019	Trend
Open spaces in the neighbourhood	96%	95%	↔ -1%
Common areas, such as drying greens, rubbish collec	98%	91%	↓ -7%

Analysis by area revealed that satisfaction with the maintenance of open spaces was 100% in all areas with the exception of Plean, Cornton, St Ninian's/ Torbrex and Riverside.

<b>Q43a Satisfaction with open spaces in the neighbourhood analysed by area</b>				
	<b>Base</b>	<b>Very/ fairly satisfied</b>	<b>Neither/ nor</b>	<b>Very/ fairly dissatisfied</b>
Bannockburn	4	100%	-	-
Cambusbarron	22	100%	-	-
Cowie	10	100%	-	-
Stirling town centre	27	100%	-	-
Braehead	8	100%	-	-
Fallin	26	100%	-	-
Raploch	58	100%	-	-
Whins of Milton	12	100%	-	-
Dunblane	6	100%	-	-
Riverside	19	95%	5%	-
St Ninians/Torbrex	25	88%	12%	-
Cornton	29	86%	3%	10%
Plean	16	69%	19%	13%

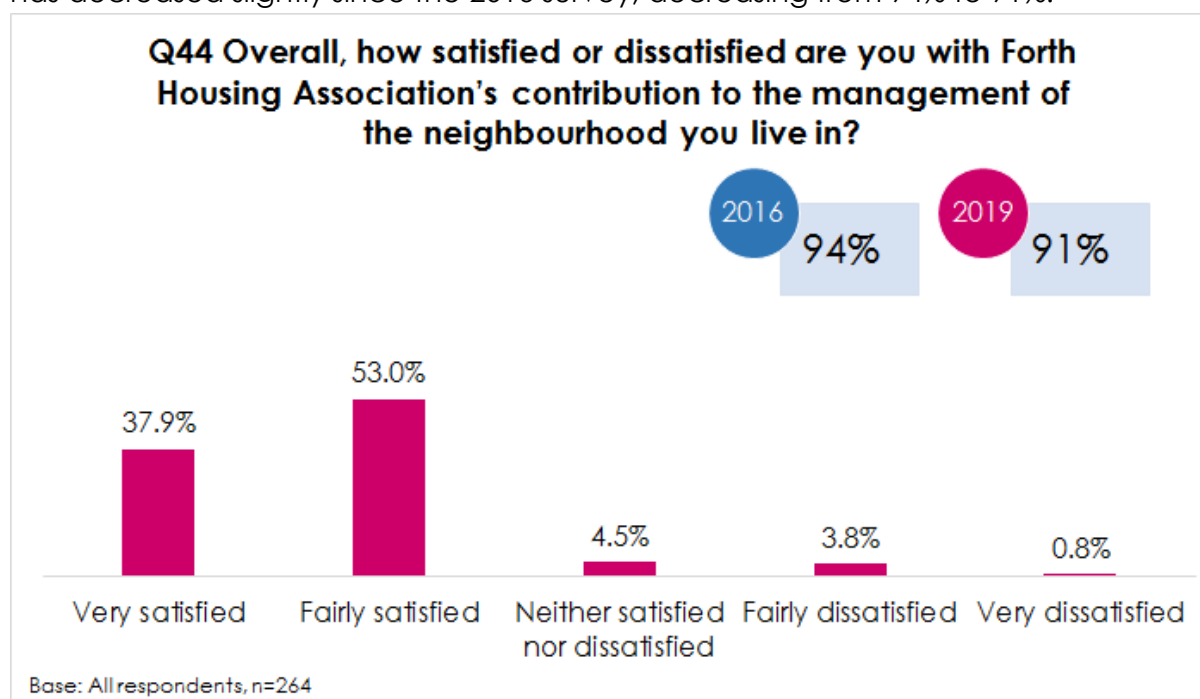
In terms of the maintenance of common areas, such as drying greens, rubbish collection and closes, satisfaction was above 90% for all areas with the exception of Riverside, Cornton, St Ninian's/ Torbrex and Plean.

<b>Q43b Satisfaction with common areas analysed by area</b>				
	<b>Base</b>	<b>Very/ fairly satisfied</b>	<b>Neither/ nor</b>	<b>Very/ fairly dissatisfied</b>
Bannockburn	4	100%	-	-
Cowie	4	100%	-	-
Stirling town centre	27	100%	-	-
Braehead	8	100%	-	-
Fallin	25	100%	-	-
Raploch	31	100%	-	-
Whins of Milton	12	100%	-	-
Dunblane	4	100%	-	-
Cambusbarron	22	95%	-	5%
Riverside	19	89%	11%	-
Cornton	27	85%	4%	11%
St Ninians/Torbrex	25	80%	16%	4%
Plean	16	44%	44%	13%



## 9.2 Satisfaction with FHA's contribution to the management of the neighbourhood (Q44)

Satisfaction with FHA's contribution to the management of the neighbourhood was very high with more than 9 in 10 respondents (91%) stating they were either very or fairly satisfied in this respect compared to 5% who were neither satisfied nor dissatisfied and 5% who were very or fairly dissatisfied. The proportion of respondents very or fairly satisfied with their landlord's contribution to the management of their neighbourhood has decreased slightly since the 2016 survey, decreasing from 94% to 91%.



Analysis by area revealed that satisfaction with Forth's contribution to the management of the neighbourhood was lowest in Plean (56%). Please be aware of the small base numbers.

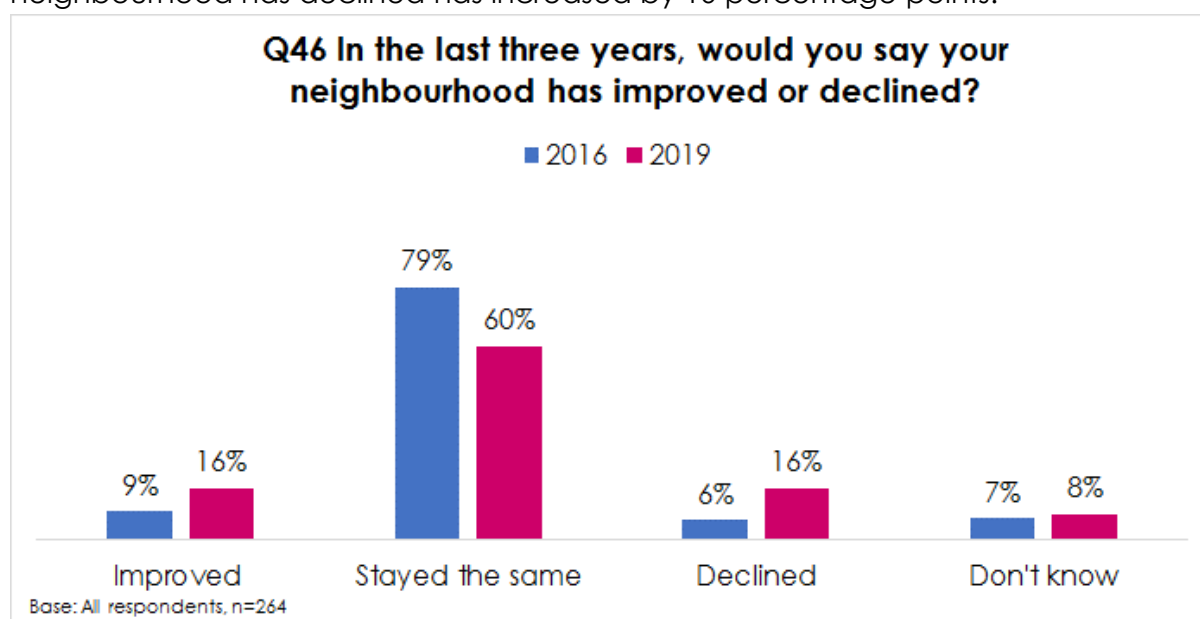
Q44 Overall, how satisfied or dissatisfied are you with Forth Housing Association's contribution to the management of the neighbourhood you live in?				
Respondents	Base	Very/ fairly satisfied	Neither/ nor	Very/ fairly dissatisfied
Bannockburn	4	100%	-	-
Stirling town centre	27	100%	-	-
Braehead	8	100%	-	-
Fallin	26	100%	-	-
Whins of Milton	12	100%	-	-
Cambusbarron	22	95%	-	5%
Raploch	58	95%	2%	3%
Cowie	10	90%	10%	-
Riverside	19	89%	5%	5%
Dunblane	8	88%	-	13%
St Ninians/Torbex	25	84%	12%	4%
Cornton	29	83%	7%	10%
Plean	16	56%	25%	19%

Again, respondents were asked to provide a comment where they have said they were not satisfied. The reasons given are listed below:

- *Could deal with anti-social behaviour better.*
- *Tell them about problems but they don't act on them.*
- *I don't think the bins are placed in appropriate places and things should be replaced rather than patched up.*
- *Don't do anything.*
- *Things are falling apart now and getting tired and worn.*
- *Issues with neighbour.*
- *Problem with neighbours getting away with anything but everyone else has to abide by the rules.*
- *Interfere too much.*
- *Not sure what they do locally.*
- *Could do more in this area, it seems to be forgotten about.*
- *People they are putting in are bringing the place down.*
- *Don't vet tenants.*
- *They put in some awful tenants.*
- *They do nothing.*
- *Gardens are poor. The back garden is a marsh.*
- *I don't have a garden. Badly designed flats can be a lot of trouble in the area.*
- *You do not address the real issues where ASBO'S occurs. Instead the pretty things are focused on like grass cut warnings.*
- *Don't know but grass needs cut more regularly.*
- *There are drug users nearby and dealers. It needs addressed. Cars racing up and down this street.*
- *Could do more.*
- *Could do more for upkeep of area.*
- *There are drug dealers and lots of anti-social behaviour. Problems with parking, can't really do much.*
- *Don't see anything getting managed here.*
- *The people they are putting into the homes.*

### 9.3 Change in the neighbourhood in the last 3 years (Q46)

The vast majority of tenants (60%) were of the opinion that over the last 3 years, their neighbourhood has stayed the same. On the other hand, 16% were of the opinion it had improved and the same percentage (16%) felt it had declined. The proportion of tenants stating the neighbourhood has stayed the same has decreased by 19 percentage points, while the proportion of tenants stating the neighbourhood has improved has increased by 7 percentage points, and the proportion stating the neighbourhood has declined has increased by 10 percentage points.



Analysis by area revealed that respondents from Dunblane (38%) and Cornton (34%) were the most likely to be of the opinion that their neighbourhood has improved in the last 3 years. Please be aware of the small base numbers.

Q46 In the last three years, would you say your neighbourhood has improved or declined?					
	Base	Greatly/ slightly improved	Stayed the same	Greatly/ slightly declined	Don't know
Dunblane	8	38%	50%	13%	-
Cornton	29	34%	45%	21%	-
Fallin	26	31%	58%	4%	8%
Braehead	8	25%	75%	-	-
St Ninians/Torbrex	25	24%	44%	28%	4%
Cowie	10	20%	30%	50%	-
Cambusbarron	22	14%	73%	14%	-
Raploch	58	10%	64%	5%	21%
Whins of Milton	12	8%	92%	-	-
Riverside	19	5%	68%	21%	5%
Bannockburn	4	-	75%	-	25%
Plean	16	-	44%	44%	13%
Stirling town centre	27	-	74%	19%	7%

## 9.4 Neighbourhood problems (Q47)

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

- Car parking (19% stating major or minor problem)
- Noisy neighbours (14%)
- Dog fouling (13%)

Q47 To what extent are any of the following a problem in your neighbourhood?				
Base: All respondents, n=264	Major problem	Minor problem	Not a problem	Don't know
Car parking	8.0%	11.4%	79.9%	0.8%
Rubbish or litter	2.3%	9.5%	87.9%	0.4%
Noisy neighbours	8.3%	6.1%	85.2%	0.4%
Dog fouling/dog mess	3.0%	9.8%	86.4%	0.8%
Other problems with pets and animals	-	1.1%	98.1%	0.8%
Disruptive children/teenagers	2.3%	1.9%	95.5%	0.4%
Racial or other harassment	1.1%	1.1%	97.0%	0.8%
Drunk or rowdy behaviour	4.9%	5.7%	88.6%	0.8%
Vandalism and graffiti	2.3%	0.4%	96.6%	0.8%
Drug use or dealing	7.2%	4.2%	87.9%	0.8%
Any other problems (please specify)	0.8%	0.8%	94.3%	4.2%

Please find a full neighbourhood analysis in Appendix 2.

The biggest differences, when compared to the 2016 results are regarding:

- Noisy neighbours – proportion stating not a problem has decreased by 7 percentage points;
- Car parking – decreased by 6 percentage points;
- Dog fouling/ dog mess – decreased by 6 percentage points;
- Drug use/ dealing – decreased by 6 percentage points;
- Other crime – decreased by 6 percentage points.

<b>Q51 To what extent are any of the following a problem in your neighbourhood? (% not a problem)</b>			
	<b>2016</b>	<b>2019</b>	<b>Trend</b>
Rubbish or litter	85%	88%	↑ 3%
Car parking	86%	80%	↓ -6%
Noisy neighbours	92%	85%	↓ -7%
Dog fouling/dog mess	92%	86%	↓ -6%
Drunk or rowdy behaviour	94%	89%	↓ -5%
Drug use or dealing	94%	88%	↓ -6%
Disruptive children/teenagers	96%	96%	⇒ 0%
Vandalism and graffiti	99%	97%	⇒ -2%
Other problems with pets and animals	100%	98%	⇒ -2%
Racial or other harassment	100%	97%	↓ -3%
Other crime	100%	94%	↓ -6%

## 9.5 Anti-social behaviour (Q48-50)

Just over 3 in 20 respondents (15%, amounting to 40 individuals) said they have experienced anti-social behaviour in the last 12 months. Plean had the highest proportion of tenants experiencing antisocial behaviour (50%).

Q48 Have you experienced any anti-social behaviour in the past 12 months?				
	Base	Yes	No	Don't know
Plean	16	50%	50%	-
Cowie	10	40%	60%	-
Dunblane	8	25%	75%	-
Cornton	29	24%	76%	-
St Ninians/Torbrex	25	16%	84%	-
Fallin	26	15%	85%	-
Raploch	58	14%	86%	-
Riverside	19	11%	84%	5%
Cambusbarron	22	5%	91%	5%
Bannockburn	4	-	100%	-
Stirling town centre	27	-	100%	-
Braehead	8	-	100%	-
Whins of Milton	12	-	100%	-

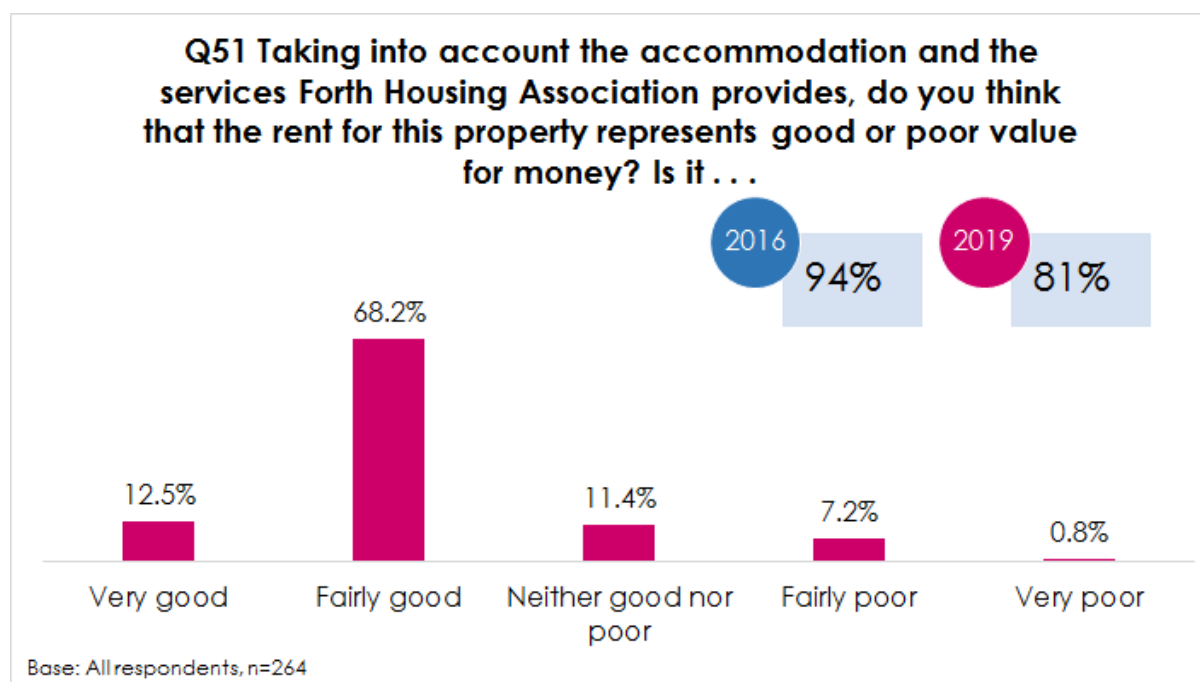
Of these individuals 29 said they had reported the problem to FHA. The 11 respondents who said they did not report the anti-social behaviour they experienced to FHA were asked why this was. Their reasons were as follows:

- Did not want to get involved (5 tenants)
- Did not feel anything would be done (3 tenants)
- Don't know (1 tenant)
- Neighbour reported us (1 tenant)
- Not sure who was involved (1 tenant).

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

### 10.1 Value for money (Q51/52)

Over 8 in 10 respondents (81%) said the rent for their property represented very or fairly good value for money compared to 11% who said it was neither good nor poor and 8% who rated it very or fairly poor value. Compared to the 2016 survey the proportion of respondents of the opinion that their rent represents very or fairly good value for money has decreased significantly from 94% to 81%.



Those who said their rent was not good value for money were asked for their reasons for feeling this way. The top responses were a perception that Council properties offer better value (33%), that the rent is expensive for the size of the property (20%) or where tenants felt their home required upgrades (14%).

Q52 Why do you say that?		
Base: Respondents who did not say their home represented good value for money, n=51	No.	%
Council homes are better value	17	33.3%
It's expensive for the size of the home	10	19.6%
The home requires upgrades	7	13.7%
The quality of the home is poor	4	7.8%
Due to rent increases	2	3.9%
Other	4	7.8%
Don't know/ don't know how much rent is/ rent is paid for me	10	19.6%

Analysis by area revealed, that the proportion of tenants of the opinion that their rent represents very or fairly good value for money, ranges from 38% in Plean to 100% in Bannockburn, Stirling town centre and Whins of Milton. The reader is advised to remain cautious when reading these results due to the small base numbers.

<b>Q51 Value for money of rent charge analysed by area</b>				
<b>Respondents</b>	<b>Base</b>	<b>% very/ fairly good</b>	<b>% neither/ nor</b>	<b>% very/ fairly poor</b>
Bannockburn	4	100%	-	-
Stirling town centre	27	100%	-	-
Whins of Milton	12	100%	-	-
Raploch	58	91%	3%	5%
Braehead	8	88%	-	13%
Dunblane	8	88%	-	13%
Riverside	19	84%	11%	5%
Cowie	10	80%	10%	10%
Cambusbarron	22	77%	14%	9%
St Ninians/Torbrex	25	72%	12%	16%
Cornton	29	69%	21%	10%
Fallin	26	69%	27%	4%
Plean	16	38%	38%	25%

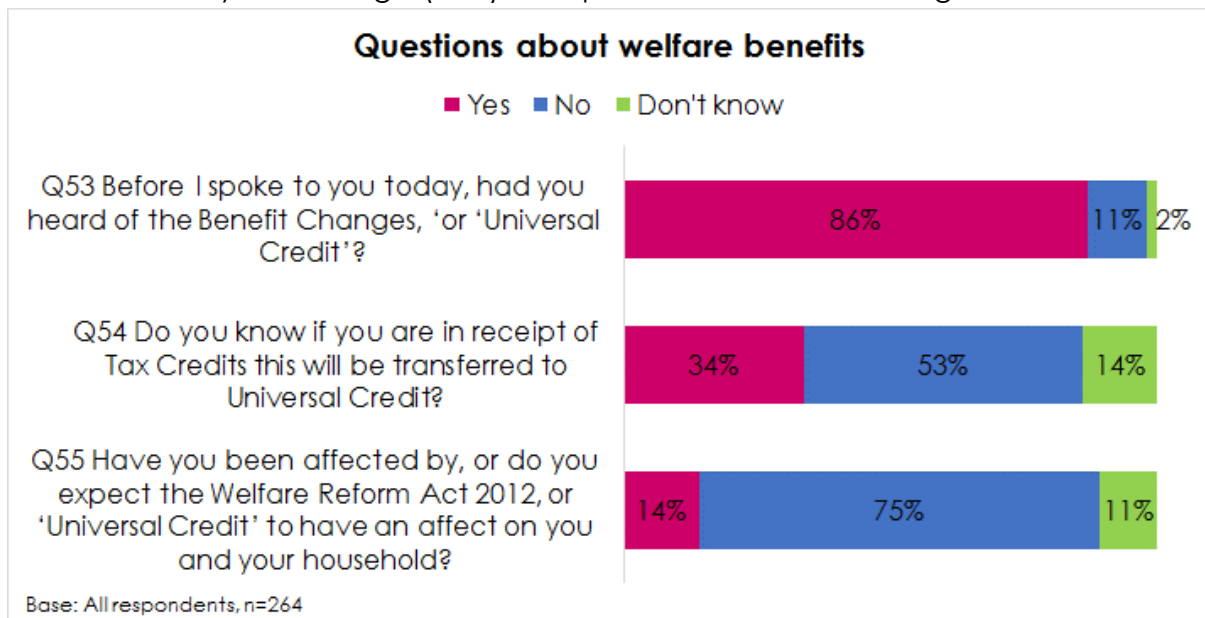
Tenants aged 35-64 (77%) were less likely than tenants aged under 35 (86%) or aged 65 and over (86%) to rate their rent as good value for money.



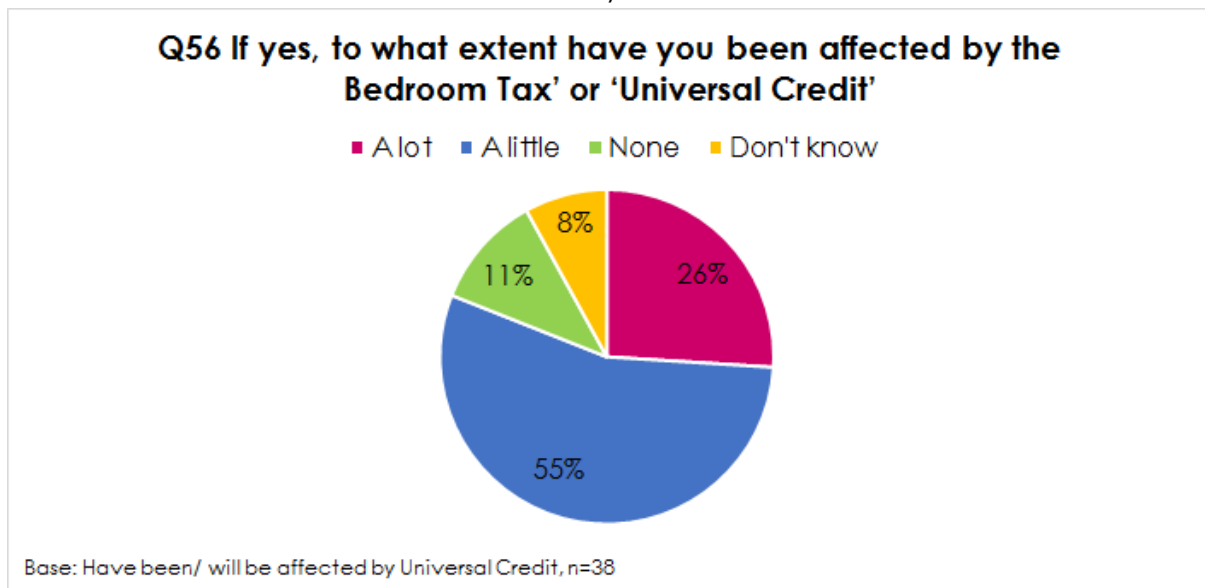
## 10.2 Welfare Reform Act and benefit changes (Q53-56)

The questionnaire included a number of questions about Welfare Reform Act and benefits changes:

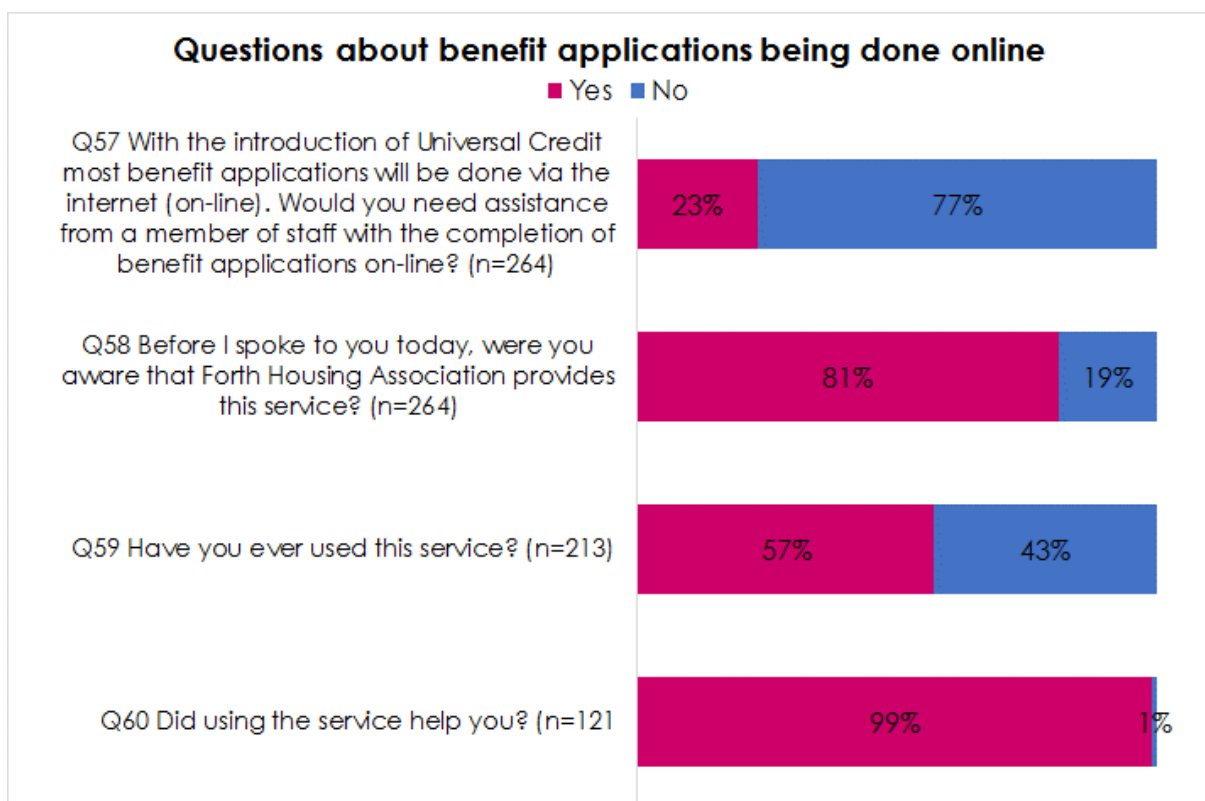
- 86% of tenants had heard of the Benefit Changes/ Universal Credit (73% in 2016).
  - Females were less likely to be aware (83%) than males (92%).
  
- 34% were aware that if they were in receipt of Tax Credits they would be transferred to Universal Credit.
  - Younger respondents were most likely to be aware of this (47%) and older respondents were least likely (13%).
  - Females were most likely to be aware (37%) than males (27%).
  
- 14% have been affected/ or will be affected by Universal Credit (10% in 2016).
  - Those aged under 35 were most likely to have been/ will be affected by the changes(28%), compared to 0% of tenants aged 65 and over.



Of those who said they have been affected or will be affected by the introduction of the Bedroom Tax or Universal Credit, the majority said that it had affected them a little (55%) and a further 26% said they had been affected a lot. In 2016 12% said they had been affected a lot and 72% said they had been affected a little.



All respondents were asked if they would require assistance completing a benefits application online. Only 23% of tenants said they would require this and 81% of tenants were aware that the Association provides this service to tenants. Of those who were aware of the service, 57% had used the service and of these tenants, all but 1 tenant said the service helped them.



### **10.3 Income maximisation service (Q61)**

All respondents were then asked if they would be using the Income Maximisation service in the future due to changes in Welfare Reform, the Bedroom Tax or Universal Credit. Just over a third of respondents (37%) said they would use the service in the future. Compared to the 2016 survey the proportion of respondents stating they would use the service in the future has increased significantly from 14% to 37%.

In terms of using the service in the future, 47% of respondents who considered themselves to have a disability said they would use the service in the future compared to 29% of respondents who did not consider themselves to have a disability.

Females were more likely to have said they would use the service in the future (41%) than males (29%).

## 11. YOU AND YOUR HOUSEHOLD

### 11.1 Age and Gender (Q62/63)

More females were interviewed during the survey (66%) than males (34%). In terms of the age profile of respondents 22% were aged 16-34, 57% were aged 35-64 and 21% were aged 65 and over.

Q63 Which of the following age bands do you fall into?		
Base: All respondents, n=264	No.	%
16-24	14	5.3%
25-34	44	16.7%
35-44	46	17.4%
45-54	47	17.8%
55-64	57	21.6%
65-74	47	17.8%
75+	9	3.4%

### 11.2 Household composition (Q64)

Just under half of survey respondents lived as a single person (46%), 16% were couples with no children, 7% were three or more adults, 16% were one parent families and 13% were 2 parent families.

Q64 How would you describe the composition of your household?		
Base: All respondents, n=264	No.	%
One adult under 60	67	25.4%
One adult aged 60 or over	55	20.8%
Two adults, both under 60	20	7.6%
Two adults, at least one 60 or over	22	8.3%
Three or more adults, 16 or over	19	7.2%
1 parent family with children, at least one under 16	42	15.9%
2 parent family with children, at least one under 16	33	12.5%
Other	5	1.9%
Prefer not to say	1	0.4%

### 11.3 Occupational status (Q65)

A third of respondents (33%) were in full or part time employment, 21% were retired, 29% were long term sick or disabled, 2% were unemployed and 10% were looking after the family.

<b>Q65 Which of the following best describes your status?</b>		
<b>Base: All respondents, n=264</b>	<b>No.</b>	<b>%</b>
Employee in full time job (30 hours or more per week)	53	20.1%
Employee in part time job (Less than 30 hours per week)	35	13.3%
Self employed – full or part time	3	1.1%
Unemployed and available for work	5	1.9%
Wholly retired from work	54	20.5%
Full time education at school, college or university	6	2.3%
Looking after family / home	27	10.2%
Permanently sick / disabled	76	28.8%
Doing something else	4	1.5%
Prefer not to say	1	0.4%

### 11.4 Length of tenancy (Q66)

Just under 1 in 5 tenants (19%) said they had been a tenant with FHA for less than 2 years, 51% said they had been a tenant for more than 2 years but less than 10 and 30% of respondents said they had been a tenant with FHA for more than 10 years but less than 21. Less than 1% of respondents said they had been a tenant for more than 21 years.

<b>Q66 How long have you / your household been a tenant with this landlord?</b>		
<b>Base: All respondents, n=264</b>	<b>No.</b>	<b>%</b>
Under 1 year	22	8.3%
1-2 years	28	10.6%
3-5 years	61	23.1%
6-10 years	73	27.7%
11-20 years	63	23.9%
21+ years	16	6.1%
Don't know	1	0.4%

## 11.5 Ethnicity (Q67)

In terms of ethnicity almost all respondents were of White Scottish or White British ethnicity (97%).

Q67 Which of the following best describes your ethnicity?		
Base: All respondents, n=264	No.	%
Scottish	244	92.4%
Other British	11	4.2%
Polish	3	1.1%
Any other white background	2	0.8%
Pakistani	1	0.4%
African	1	0.4%
Other ethnic background	1	0.4%
Prefer not to say	1	0.4%

## 11.6 Disability (Q68)

Just over 4 in 10 respondents (44%) said they considered themselves to have a disability.

## 12. CONCLUSIONS

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### 12.1 Areas of high performance

The results of the 2019 survey reveal that, in general, the Association is performing to a high standard. The following points show the key highlights where satisfaction is high or increased since the 2016 survey

- Satisfaction with the **overall service** provided by Forth Housing Association is high with 94% satisfaction.
- Where respondents **visited the website**, 96% said they found it very or fairly useful, this has remained consistent with results from 2016.
- The majority of tenants were satisfied that the Association **keeps tenants well informed** (98%, 97% in 2016);
- **Awareness of opportunities to participate** is high with 91% of respondents stating they were aware of ways they could get involved with the Association's decision making processes.
- Tenants had a good opinion on the **range of opportunities** available to them to participate in the Association's services and decisions (94%);
- 93% of respondents said they were very or fairly satisfied with how Forth **listens to tenants' views and acts upon them** (89% in 2016).
- Throughout the survey it was evident that **the neighbourhood** was an area of high satisfaction with 95% being satisfied with the maintenance of open spaces in the neighbourhood, 91% being satisfied with the maintenance of common areas and 91% being satisfied with the Association's contribution to the management of the neighbourhood.

### 12.2 Areas for consideration

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

- In terms of the tenants' handbook, satisfaction has seen a decrease of 10 percentage points from 100% in 2016 to 90%.
- Satisfaction with opportunities given to tenants to participate in decision making process has decreased from 96% in 2016 to 94% in 2019.
- In terms of **the repairs service**, satisfaction regarding the last time repairs were carried out has decreased from 92% in 2016 to 90% in 2019.
- Satisfaction with the **out of hour's service** has decreased from 96% in 2016 to 88% in 2019.

- The proportion of tenants who were very or fairly satisfied with the overall quality of their home has decreased since the 2016 survey, decreasing from 92% to 90%.
- The top three **neighbourhood issues** which were perceived as being the biggest concern for residents in their neighbourhood were car parking (19% stating major or minor problem), noisy neighbours (15%) and dog fouling (13%).
- The proportion of tenants who were of the opinion that their rent represented very or fairly good value for money has decreased significantly since the 2016 survey, decreasing from 94% to 81%.



## **Appendix 1**

### **Survey Questionnaire**

ID Number:



Project number	P1021
Project name	Forth Housing Association Tenant Satisfaction Survey

**INTRODUCTION (Read out)** 'Hello, my name is \_\_\_\_\_. I am undertaking a survey for **Forth Housing Association** to find out tenants' views on the service they receive. The survey also asks a few questions about you and your household. This information is only used to create an overall picture of the profile of tenants housed by the Association and will help them develop services to meet those needs. The survey will take about 15-20 minutes to complete. Can you spare the time to speak me just now? Can I assure you that all your answers will remain totally confidential and anonymous. Nobody at **Forth HA** will know your individual answers without your permission. You do not need to answer any questions you don't want to and you have the right to end the interview at any time. Can I confirm that you are happy to take part in the survey?

**INTERVIEWER: IF RESPONDENT IS HAPPY TO PARTICIPATE IN THE RESEARCH SIGN AND DATE BELOW AND RECORD RESPONDENT DETAILS AND RRID - ENSURE RRID MATCHES SAMPLE DATABASE**

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

**INTERVIEWER DECLARATION:**

*I declare that this interview was carried out according to instructions, within the Market Research Society's Code of Conduct, and that the respondent consented to participate in the research.*

<b>OFFICE USE ONLY</b>	<b>Name:</b>	
<b>On quota:</b>	<b>Signature:</b>	
<b>Edited by:</b>	<b>Date:</b>	
<b>Back checked by:</b>	<b>Duration</b>	

**Forth Housing Association  
Tenant Satisfaction and Aspiration Survey 2019**

**Housing Management Area:**

Monitor Quota

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

**Property type:**

Monitor Quota

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

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

**Contact details:**

**Forth Housing Association:**

146 Drip Road

Stirling

FK8 1RW

Angela Laley, Project & Communications Co-ordinator.

Tel: 01786 446066

Email:angela@forthha.org.uk

## SECTION 1: THE OVERALL SERVICE PROVIDED

**Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Forth Housing Association\* as your landlord?** Show card 1 and code one only

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

**Q2. Why do you say that?** Write in verbatim

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

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

### Keeping Tenants Informed

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

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

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

**Q5. How useful did you find the Tenants Handbook?**

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

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

Using a smartphone or tablet using a mobile signal	1	Go to Q7
Using a tablet using home broadband	2	
Using a laptop or PC using home broadband	3	
Using public access terminals, e.g. at library	4	
Access to the internet in some other way (please specify)	5	
Do not have access to the internet	6	Go to Q13

**Q7. Have you visited your landlord's website in the past 12 months for any of the following reasons?** Read out and code all that apply. After each response ask: Anything else?

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

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

Very useful	1	Go to Q9
Fairly useful	2	
Not that useful	3	
Not useful at all	4	
Don't know	5	

**Q9. How could your experience of using the website have been improved?**

Write in verbatim

--

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

Yes	1	Go to Q11
No	2	

**Q11. How useful would it be to be able to view your rent account, including your current balance, on-line?**

Very useful	1	Go to Q12
Fairly useful	2	
Not that useful	3	
Not useful at all	4	
Don't know	5	

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

Yes	1	Go to Q13
No	2	

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

Yes - Fully	1	Go to Q14
Yes – Flicked through it	2	
No – Have received it but not read it	3	Go to Q14a
No – Have not received it	4	
Don't know	5	

**Q14. How good is Speaking Forth at keeping you informed about things that might affect you as a tenant?** Show card 3 and code one only

Very good	1	Go to Q14a
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	

**Q14a Have you been contacted by Forth by text?**

Yes	1	Go to Q14b
No	2	Go to Q15

**Q14b Did you find the text service useful?**

Very useful	1	Go to Q15
Fairly useful	2	
Not that useful	3	
Not useful at all	4	
Don't know	5	

**Q15. How good or poor do you feel Forth Housing Association is at keeping you informed about their services and decisions?** Show card 3 and code one only

Very good	1	Go to Q17
Fairly good	2	
Neither good nor poor	3	Go to Q16
Fairly poor	4	
Very poor	5	

**Q16. Why do you say that?** Write in verbatim

### TENANT PARTICIPATION

**Q17. Were you aware that you could get involved or participate in Forth Housing Association's decision-making processes in any of the following ways?** Showcard and code all that apply

Becoming a member of the Association/ Committee	1	Go to Q18
Tenants' View Forum – meetings are held to examine Forth's performance	2	
E Group – receiving a short survey by quarterly email	3	
Speaking Forth Newsletter – responding to articles asking for feedback e.g. Customer Care Policy Review (p13 Spring Newsletter)	4	
Responding to surveys sent to tenants e.g. repairs satisfaction via text	5	

**Q18. How satisfied or dissatisfied are you with opportunities given to you to participate in decision making processes?** Show card 1 and code one only

Very satisfied	1	Go to Q20
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q19
Fairly dissatisfied	4	
Very dissatisfied	5	

**Q19. Why do you say that?** Write in verbatim

**Q20. Which of these best describes your preferred level of involvement in your landlord's work?** Read out and code one only

Happy just to be kept informed	1	Go to Q21
Would like to have a say	2	
Would like to be involved in making decisions	3	
Don't know	3	

**Q21. How satisfied or dissatisfied are you with the way Forth Housing Association listens to your views and acts upon them?** Show card 1 and code one only

Very satisfied	1	Go to Q22
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

#### CONTACTING THE LANDLORD

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

**Q22. Which of the following ways do you use to contact Forth Housing Association?** Show card 11 and code all that apply. After each response ask: Any other?

E-mail	1	Go to Q23
Telephone	2	
In writing	3	
Visit to the office	4	
Face to face contact with Housing Officer / other member of staff	5	
Other	6	
Don't know	7	

**Q23. Which of the following ways would you be prepared to use in the future to contact Forth Housing Association?** Show card 11 and code all that apply. After each response ask: Any other?

E-mail	1	Go to Q24
Telephone	2	
Text	3	
In writing	4	
Social media (Facebook, Twitter)	5	
Visit to the office	6	
Face to face contact with Housing Officer / other member of staff	7	
Other	8	
Don't know	9	



**Q24. Generally, how satisfied or dissatisfied are you with the way Forth Housing Association deals with enquiries?** Show card 1 and code one only

Very satisfied	1	Go to Q25
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

**Q25. Have you contacted Forth Housing Association in the past 12 months?** Code one only

Yes	1	Go to Q26
No	2	Go to Q31
Don't know	3	

**Q26. Can you briefly explain what the main reason for your contact was?** Code one only

To report a repair	1	Go to Q27
To pay my rent	2	
To discuss my rent account	3	
To apply to for a transfer/ mutual exchange	4	
To discuss housing benefit/ <b>universal credit</b>	5	
Problems with neighbours	6	
Environmental problems	7	
Discuss improvements to my home	8	
Other (please specify)	9	

**Q27. Was getting hold of the right person . . . ?** Read out and code one only

Easy	1	Go to Q28
Neither easy nor difficult	2	
Difficult	3	
Don't know	4	

**Q28. Did you find the staff . . . ?** Read out and code one only

Helpful	1	Go to Q29
Helpful nor unhelpful	2	
Unhelpful	3	
Don't know	4	

**Q29. Was your query answered in a reasonable time?** Code one only

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

**Q30. How satisfied or dissatisfied were you with the final outcome of your query?** Show card 1 and code one only

Very satisfied	1	Go to Q31
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

### MOVING INTO A NEW HOME

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

**Q31. Did you move into this property within the last year?** Code one only

Yes	1	Go to Q32
No	2	Go to Q33

**Q32. Taking everything into account, how satisfied or dissatisfied were you with the allocations process? By this we mean the process through which your home was allocated to you.** Show card 1 and code one only

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

### REPAIRS, MAINTENANCE AND HOUSING QUALITY

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

**Q33. Have you had any reactive (day to day) repairs carried out in this property in the last 12 months?** Code one only

Yes	1	Go to Q34
No	2	Go to Q37

**Q34. Thinking about the LAST time you had reactive repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Forth Housing Association?**

Show card 1 and code one only

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

**Q35. Why do you say that?** Write in verbatim

--

**Q36. Thinking about the last completed day to day repair, how satisfied or dissatisfied were you with the following?** Show card 1 and read out each aspect

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

**Q37. Before I spoke to you today, were you aware that Forth Housing Association has an out of office hours telephone number that can be used to report emergency repairs?**

Code one only

Yes	1	Go to Q38
No	2	Go to Q40
Don't know	3	

**Q38. Have you used the 'Out of hours' repairs service in the past 2 years?**

Yes	1	Go to Q39
No	2	Go to Q40
Don't know	3	

**Q39. How satisfied or dissatisfied were you with the service you received?** Show card 1

Very satisfied	1	Go to Q40
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

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

**Q40. How satisfied or dissatisfied are you with the planned or cyclical maintenance carried out by your landlord?** Show card 1 and code one only

Very satisfied	1	Go to Q41
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

**Q41. Overall, how satisfied or dissatisfied are you with the quality of your home?** Show card 1 and code one only

Very satisfied	1	Go to Q43
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q42
Fairly dissatisfied	4	
Very dissatisfied	5	

**Q42. Why do you say that?** Write in verbatim

--

## SATISFACTION WITH THE NEIGHBOURHOOD

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

### Q43. How satisfied or dissatisfied are you with the maintenance of . . .

Show card 1 and code one for each row

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

### Q44. Overall, how satisfied or dissatisfied are you with Forth Housing Association's contribution to the management of the neighbourhood you live in? Show card 1 and code one only

Very satisfied	1	Go to Q46
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q45
Fairly dissatisfied	4	
Very dissatisfied	5	

### Q45. Why do you say that? Write in verbatim

--

### Q46. In the last three years, would you say your neighbourhood has improved or declined?

Show card 7 and code one only

Greatly improved	1	Go to Q47
Slightly improved	2	
Stayed the same	3	
Slightly declined	4	
Greatly declined	5	
Don't know	6	

**Q47. To what extent are any of the following a problem in your neighbourhood?**

Show card 8 and read out problems

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

**Q48. Have you experienced any anti-social behaviour in the past 12 months?** Code one only

Yes	1	Go to Q49
No	2	Go to Q51
Don't know	3	

**Q49. Have you reported anti-social behaviour to Forth Housing Association in the past 12 months?** Code one only

Yes	1	Go to Q51
No	2	Go to Q50
Don't know	3	Go to Q51

**Q50. Why did you not report the anti-social behaviour to Forth Housing Association?**

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

Did not want to get involved	1	Go to Q51
Did not know who or where to report the problem to	2	
Did not feel anything would be done	3	
Fear of reprisals	4	
Some other reason – <b>Please specify</b>	5	
Don't know	6	

**RENT, VALUE FOR MONEY AND WELFARE BENEFITS**

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

**Q51. Taking into account the accommodation and the services Forth Housing Association provides, do you think that the rent for this property represents good or poor value for money? Is it . . .** Show card 3 and code one only

Very good	1	Go to Q53
Fairly good	2	
Neither good nor poor	3	Go to Q52
Fairly poor	4	
Very poor	5	

**Q52. Why do you say that?** Write in verbatim

**Q53. Before I spoke to you today, had you heard of the Benefit Changes, 'or 'Universal Credit'?** Code one only

Yes	1	Go to Q54
No	2	
Don't know	3	

**Q54. Do you know if you are in receipt of Tax Credits this will be transferred to Universal Credit?** Code one only

Yes	1	Go to Q55
No	2	
Don't know	3	

**Q55. Have you been affected by, or do you expect the Welfare Reform Act 2012, or 'Universal Credit' to have an affect on you and your household?** Code one only

Yes	1	Go to Q56
No	2	Go to Q57
Don't know	3	

**Q56. If yes, to what extent have you been affected by the Bedroom Tax' or 'Universal Credit'**

A lot	1	Go to Q57
A little	2	
None	3	
Don't know	4	

**Q57. With the introduction of Universal Credit most benefit applications will be done via the internet (on-line). Would you need assistance from a member of staff with the completion of benefit applications on-line?**

Yes	1	Go to Q58
No	2	

**Read: Forth Housing Association employs an Income Maximisation Officer who offers free and confidential advice to tenants on a range of welfare benefits, household budgeting and paying fuel bills.**

**Q58. Before I spoke to you today, were you aware that Forth Housing Association provides this service?**

Yes	1	Go to Q59
No	2	Go to Q61

**Q59. Have you ever used this service?**

Yes	1	Go to Q60
No	2	Go to Q61

**Q60. Did using the service help you?**

Yes	1	Go to Q61
No	2	

**Q61. Do you think you will be using Forth Housing Association's Income Maximisation service in the future due to changes in Welfare Reform, the Bedroom Tax or Universal Credit?**

Yes	1	Go to Q62
No	2	
Don't know	3	

## **YOU AND YOUR HOUSEHOLD**

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

**Q62. Code gender**

Male	1	Go to Q63
Female	2	



**Q63. Which of the following age bands do you fall into?** Show card 13

16-24	1	Go to Q64
25-34	2	
35-44	3	
45-54	4	
55-64	5	
65-74	6	
75+	7	
Prefer not to say	8	

**Q64. How would you describe the composition of your household?** Show card 14

One adult under 60	1	Go to Q65
One adult aged 60 or over	2	
Two adults, both under 60	3	
Two adults, at least one 60 or over	4	
Three or more adults, 16 or over	5	
1 parent family with children, at least one under 16	6	
2 parent family with children, at least one under 16	7	
Other	8	
Don't know	9	
Prefer not to say	10	

**Q65. Which of the following best describes your status?** Show card 15

Employee in full time job (30 hours or more per week)	1	Go to Q66
Employee in part time job (Less than 30 hours per week)	2	
Self employed – full or part time	3	
Government supported training	4	
Unemployed and available for work	5	
Wholly retired from work	6	
Full time education at school, college or university	7	
Looking after family / home	8	
Permanently sick / disabled	9	
Doing something else	10	
Prefer not to say	11	

**Q66. How long have you / your household been a tenant with this landlord?** Code one only

Under 1 year	1	Go to Q67
1 – 2 years	2	
3 – 5 years	3	
6 – 10 years	4	
11 – 20 years	5	
21+ years	6	
Don't know	7	

**Q67. Which of the following best describes your ethnicity?** Show card 16

<b><u>White</u></b>		Go to Q68
Scottish	1	
Other British	2	
Irish	3	
Gypsy / Traveller	4	
Polish	5	
<b><u>Any other white background</u></b>	6	
<b><u>Mixed or multiple ethnic background</u></b>	7	
<b><u>Asian, Asian Scottish, Asian British</u></b>		
Indian	9	
Pakistani	10	
Bangladeshi	11	
Chinese	12	
<b><u>Black, Black Scottish, Black British</u></b>		
Caribbean	13	
African	14	
Any other black background	15	
<b><u>Other ethnic background</u></b>		
Arab, Arab Scottish, Arab British	16	
Any other groups	17	
Prefer not to say	18	

**Q68. Do you consider yourself to have a disability?** Code one only

Yes	1	Go to Q69
No	2	
Prefer not to say	3	

Q69. Finally, would you like to be entered into the Prize Draw where you could win one of two prizes of £50

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

- Thank you very much for completing the questionnaire.
- Here is a 'Thank you' slip which tells you a bit more about the interviewing process and how we use your data on the

ID Number:
------------

## **Appendix 2**

### **Data Tables**

Break % Respondents	S1 Housing Management Area:													
	Total	Bannockburn	Cambusbarron	Cowie	Plean	Riverside	Stirling town ce...	Braehead	Cornton	Fallin	Raploch	St Ninians/Tor...	Whins of Milton	Dunblane
Base	264	4	22	10	16	19	27	8	29	26	58	25	12	8
Q3 Of the following, which three should your landlord give most priority to?														
Keeping tenants informed	36%	25%	41%	40%	25%	11%	4%	25%	31%	42%	76%	12%	8%	38%
Making improvements to the existing housing stock	44%	75%	32%	40%	63%	79%	41%	50%	24%	46%	28%	92%	33%	-
Listening to tenants' views and acting upon them	45%	25%	55%	40%	88%	5%	22%	38%	48%	46%	64%	8%	33%	100%
Repairs and maintenance	77%	100%	73%	50%	100%	84%	81%	75%	69%	46%	84%	92%	83%	38%
Dealing with anti-social behaviour	12%	-	5%	30%	-	32%	-	13%	21%	15%	3%	24%	-	38%
Maintaining the neighbourhood where you live	28%	50%	32%	40%	13%	42%	22%	25%	34%	38%	17%	28%	25%	50%
Ensuring the rent charged represents good value for money	25%	25%	32%	30%	13%	5%	44%	25%	17%	54%	7%	28%	50%	25%
Providing/building more affordable homes in the area for people to rent	14%	-	18%	20%	-	16%	37%	13%	14%	-	2%	12%	67%	13%
Don't know	3%	-	5%	-	-	5%	15%	13%	3%	4%	-	-	-	-
None of the above	0%	-	-	-	-	-	-	-	-	-	2%	-	-	-

Counts Break % Respondents	Base	Q47a Car parking			
		Major problem	Minor problem	Not a problem	Don't know
Total	264	21 8.0%	30 11.4%	211 79.9%	2 0.8%
<b>S1 Housing Management Area:</b>					
Bannockburn	4	- -	- -	4 100.0%	- -
Cambusbarron	22	6 27.3%	1 4.5%	14 63.6%	1 4.5%
Cowie	10	- -	1 10.0%	9 90.0%	- -
Plean	16	2 12.5%	4 25.0%	10 62.5%	- -
Riverside	19	2 10.5%	6 31.6%	11 57.9%	- -
Stirling town centre	27	- -	2 7.4%	24 88.9%	1 3.7%
Braehead	8	- -	- -	8 100.0%	- -
Cornton	29	3 10.3%	3 10.3%	23 79.3%	- -
Fallin	26	3 11.5%	5 19.2%	18 69.2%	- -
Raploch	58	2 3.4%	4 6.9%	52 89.7%	- -
St Ninians/Torbrex	25	1 4.0%	1 4.0%	23 92.0%	- -
Whins of Milton	12	1 8.3%	2 16.7%	9 75.0%	- -
Dunblane	8	1 12.5%	1 12.5%	6 75.0%	- -

Counts Break % Respondents	Base	Q47b Rubbish or litter			
		Major problem	Minor problem	Not a problem	Don't know
Total	264	6 2.3%	25 9.5%	232 87.9%	1 0.4%
<b>S1 Housing Management Area:</b>					
Bannockburn	4	- -	- -	4 100.0%	- -
Cambusbarron	22	1 4.5%	- -	21 95.5%	- -
Cowie	10	- -	- -	10 100.0%	- -
Plean	16	2 12.5%	1 6.3%	13 81.3%	- -
Riverside	19	- -	3 15.8%	16 84.2%	- -
Stirling town centre	27	- -	6 22.2%	20 74.1%	1 3.7%
Braehead	8	- -	- -	8 100.0%	- -
Cornton	29	- -	1 3.4%	28 96.6%	- -
Fallin	26	- -	1 3.8%	25 96.2%	- -
Raploch	58	1 1.7%	5 8.6%	52 89.7%	- -
St Ninians/Torbrex	25	2 8.0%	6 24.0%	17 68.0%	- -
Whins of Milton	12	- -	- -	12 100.0%	- -
Dunblane	8	- -	2 25.0%	6 75.0%	- -

Counts Break % Respondents	Base	Q47c Noisy neighbours			
		Major problem	Minor problem	Not a problem	Don't know
Total	264	22 8.3%	16 6.1%	225 85.2%	1 0.4%
<b>S1 Housing Management Area:</b>					
Bannockburn	4	- -	- -	4 100.0%	- -
Cambusbarron	22	1 4.5%	- -	21 95.5%	- -
Cowie	10	2 20.0%	3 30.0%	5 50.0%	- -
Plean	16	5 31.3%	2 12.5%	9 56.3%	- -
Riverside	19	2 10.5%	3 15.8%	14 73.7%	- -
Stirling town centre	27	- -	- -	26 96.3%	1 3.7%
Braehead	8	- -	- -	8 100.0%	- -
Cornton	29	3 10.3%	2 6.9%	24 82.8%	- -
Fallin	26	1 3.8%	1 3.8%	24 92.3%	- -
Raploch	58	5 8.6%	2 3.4%	51 87.9%	- -
St Ninians/Torbrex	25	3 12.0%	3 12.0%	19 76.0%	- -
Whins of Milton	12	- -	- -	12 100.0%	- -
Dunblane	8	- -	- -	8 100.0%	- -



Counts Break % Respondents	Base	Q47d Dog fouling/dog mess			
		Major problem	Minor problem	Not a problem	Don't know
Total	264	8 3.0%	26 9.8%	228 86.4%	2 0.8%
<b>S1 Housing Management Area:</b>					
Bannockburn	4	- -	- -	4 100.0%	- -
Cambusbarron	22	2 9.1%	1 4.5%	18 81.8%	1 4.5%
Cowie	10	- -	2 20.0%	8 80.0%	- -
Plean	16	- -	- -	16 100.0%	- -
Riverside	19	- -	6 31.6%	13 68.4%	- -
Stirling town centre	27	- -	- -	26 96.3%	1 3.7%
Braehead	8	1 12.5%	1 12.5%	6 75.0%	- -
Cornton	29	3 10.3%	6 20.7%	20 69.0%	- -
Fallin	26	- -	1 3.8%	25 96.2%	- -
Raploch	58	2 3.4%	4 6.9%	52 89.7%	- -
St Ninians/Torbrex	25	- -	5 20.0%	20 80.0%	- -
Whins of Milton	12	- -	- -	12 100.0%	- -
Dunblane	8	- -	- -	8 100.0%	- -

Counts Break % Respondents	Base	Q47e Other problems with pets and animals			
		Major problem	Minor problem	Not a problem	Don't know
Total	264	-	3	259	2
		-	1.1%	98.1%	0.8%
<b>S1 Housing Management Area:</b>					
Bannockburn	4	-	-	4	-
		-	-	100.0%	-
Cambusbarron	22	-	-	21	1
		-	-	95.5%	4.5%
Cowie	10	-	-	10	-
		-	-	100.0%	-
Plean	16	-	-	16	-
		-	-	100.0%	-
Riverside	19	-	-	19	-
		-	-	100.0%	-
Stirling town centre	27	-	-	26	1
		-	-	96.3%	3.7%
Braehead	8	-	-	8	-
		-	-	100.0%	-
Cornton	29	-	1	28	-
		-	3.4%	96.6%	-
Fallin	26	-	-	26	-
		-	-	100.0%	-
Raploch	58	-	1	57	-
		-	1.7%	98.3%	-
St Ninians/Torbrex	25	-	1	24	-
		-	4.0%	96.0%	-
Whins of Milton	12	-	-	12	-
		-	-	100.0%	-
Dunblane	8	-	-	8	-
		-	-	100.0%	-

Counts Break % Respondents	Base	Q47f Disruptive children/teenagers			
		Major problem	Minor problem	Not a problem	Don't know
Total	264	6 2.3%	5 1.9%	252 95.5%	1 0.4%
<b>S1 Housing Management Area:</b>					
Bannockburn	4	- -	- -	4 100.0%	- -
Cambusbarron	22	- -	1 4.5%	21 95.5%	- -
Cowie	10	- -	- -	10 100.0%	- -
Plean	16	2 12.5%	- -	14 87.5%	- -
Riverside	19	- -	1 5.3%	18 94.7%	- -
Stirling town centre	27	- -	- -	26 96.3%	1 3.7%
Braehead	8	- -	- -	8 100.0%	- -
Cornton	29	- -	- -	29 100.0%	- -
Fallin	26	- -	- -	26 100.0%	- -
Raploch	58	3 5.2%	1 1.7%	54 93.1%	- -
St Ninians/Torbrex	25	- -	1 4.0%	24 96.0%	- -
Whins of Milton	12	- -	- -	12 100.0%	- -
Dunblane	8	1 12.5%	1 12.5%	6 75.0%	- -

Counts Break % Respondents	Base	Q47g Racial or other harassment			
		Major problem	Minor problem	Not a problem	Don't know
Total	264	3 1.1%	3 1.1%	256 97.0%	2 0.8%
<b>S1 Housing Management Area:</b>					
Bannockburn	4	- -	- -	4 100.0%	- -
Cambusbarron	22	- -	- -	21 95.5%	1 4.5%
Cowie	10	- -	- -	10 100.0%	- -
Plean	16	2 12.5%	- -	14 87.5%	- -
Riverside	19	- -	1 5.3%	18 94.7%	- -
Stirling town centre	27	- -	- -	26 96.3%	1 3.7%
Braehead	8	- -	- -	8 100.0%	- -
Cornton	29	- -	- -	29 100.0%	- -
Fallin	26	- -	- -	26 100.0%	- -
Raploch	58	- -	1 1.7%	57 98.3%	- -
St Ninians/Torbrex	25	- -	1 4.0%	24 96.0%	- -
Whins of Milton	12	- -	- -	12 100.0%	- -
Dunblane	8	1 12.5%	- -	7 87.5%	- -

Counts Break % Respondents	Base	Q47h Drunk or rowdy behaviour			
		Major problem	Minor problem	Not a problem	Don't know
Total	264	13 4.9%	15 5.7%	234 88.6%	2 0.8%
<b>S1 Housing Management Area:</b>					
Bannockburn	4	- -	- -	4 100.0%	- -
Cambusbarron	22	- -	- -	21 95.5%	1 4.5%
Cowie	10	- -	- -	10 100.0%	- -
Plean	16	5 31.3%	2 12.5%	9 56.3%	- -
Riverside	19	- -	1 5.3%	18 94.7%	- -
Stirling town centre	27	2 7.4%	3 11.1%	21 77.8%	1 3.7%
Braehead	8	- -	1 12.5%	7 87.5%	- -
Cornton	29	2 6.9%	1 3.4%	26 89.7%	- -
Fallin	26	- -	- -	26 100.0%	- -
Raploch	58	4 6.9%	- -	54 93.1%	- -
St Ninians/Torbrex	25	- -	7 28.0%	18 72.0%	- -
Whins of Milton	12	- -	- -	12 100.0%	- -
Dunblane	8	- -	- -	8 100.0%	- -

Counts Break % Respondents	Base	Q47i Vandalism and graffiti			
		Major problem	Minor problem	Not a problem	Don't know
Total	264	6 2.3%	1 0.4%	255 96.6%	2 0.8%
<b>S1 Housing Management Area:</b>					
Bannockburn	4	- -	- -	4 100.0%	- -
Cambusbarron	22	- -	- -	21 95.5%	1 4.5%
Cowie	10	- -	- -	10 100.0%	- -
Plean	16	5 31.3%	- -	11 68.8%	- -
Riverside	19	- -	- -	19 100.0%	- -
Stirling town centre	27	- -	- -	26 96.3%	1 3.7%
Braehead	8	- -	- -	8 100.0%	- -
Cornton	29	- -	- -	29 100.0%	- -
Fallin	26	- -	- -	26 100.0%	- -
Raploch	58	1 1.7%	1 1.7%	56 96.6%	- -
St Ninians/Torbrex	25	- -	- -	25 100.0%	- -
Whins of Milton	12	- -	- -	12 100.0%	- -
Dunblane	8	- -	- -	8 100.0%	- -

Counts Break % Respondents	Base	Q47j Drug use or dealing			
		Major problem	Minor problem	Not a problem	Don't know
Total	264	19 7.2%	11 4.2%	232 87.9%	2 0.8%
<b>S1 Housing Management Area:</b>					
Bannockburn	4	- -	- -	4 100.0%	- -
Cambusbarron	22	- -	- -	21 95.5%	1 4.5%
Cowie	10	- -	1 10.0%	9 90.0%	- -
Plean	16	6 37.5%	3 18.8%	7 43.8%	- -
Riverside	19	2 10.5%	- -	17 89.5%	- -
Stirling town centre	27	- -	- -	26 96.3%	1 3.7%
Braehead	8	- -	- -	8 100.0%	- -
Cornton	29	6 20.7%	1 3.4%	22 75.9%	- -
Fallin	26	- -	1 3.8%	25 96.2%	- -
Raploch	58	2 3.4%	- -	56 96.6%	- -
St Ninians/Torbrex	25	3 12.0%	5 20.0%	17 68.0%	- -
Whins of Milton	12	- -	- -	12 100.0%	- -
Dunblane	8	- -	- -	8 100.0%	- -

## **Appendix 3**

### **Technical Report Summary**



**TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH**

<b>Project number</b>	<b>P1021</b>
<b>Project name</b>	<b>Forth Housing Association Tenant Satisfaction Survey</b>
<b>Objectives of the research</b>	<p>The aim of the research was to seek tenants' views on the services that Forth provides and how well it performs these services and to help identify areas where the service can be improved. Specifically the research was designed to provide customers views on the following:</p> <ul style="list-style-type: none"> <li>■ The customer care/ service delivery provided by Forth;</li> <li>■ Awareness of services provided;</li> <li>■ Delivery of office services;</li> <li>■ Satisfaction with properties and how they are maintained;</li> <li>■ Priorities for improvement or change</li> <li>■ Satisfaction with estate management.</li> </ul>
<b>Target group</b>	Tenants of the Association
<b>Target sample size</b>	To provide data accurate to +/-5%
<b>Achieved sample size</b>	264 interviews with tenants
<b>Date of fieldwork</b>	Interviewing took place between the 23 <sup>rd</sup> April and the 31 <sup>st</sup> May 2019.
<b>Sampling method</b>	Interviews spread across organisation stock.
<b>Data collection method</b>	Interviews were undertaken with the tenant or their partner on a face to face basis. All responses were recorded on a paper questionnaire and the data entered into a survey analysis package by a team of data processors.
<b>Response rate and definition and method of how calculated</b>	A total of 264 interviews were achieved from a population of 777 tenants representing a 34% response rate.
<b>Any incentives?</b>	Prize draw to win one of 2X £50 cash prizes