



Shire Housing Association

Tenant Satisfaction Survey

December 2016

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Two handwritten signatures in black ink. The first signature on the left is 'Elaine MacKinnon' and the second signature on the right is 'Lorna A Shaw'.

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Shire Housing Association

Tenant Satisfaction Survey 2016

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1. EXECUTIVE SUMMARY

INTRODUCTION

- Shire Housing Association commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- A total of 398 interviews were carried out with Shire Housing Association's tenants in order to assess satisfaction with the Association and the services it provides. Interviews took place between the 14th October and 21st November 2016.
- 398 interviews represent a 41% response rate from tenants in scope for the research.
- Analysis of the respondent profile shows that the survey sample is broadly representative by house type and size. This provides robust data upon which the Association can be confident about making decisions.

KEY INDICATORS

This executive summary details the key findings from the survey against the indicators used by the Scottish Charter to assess and monitor landlord performance. The results in the table below show the 2016 results compared to those reported in 2009 and 2013. Research Resource also undertook a benchmarking analysis of Shire's results against the 2015-2016 ARC data based on 193 Scottish Social Landlords. The rank column shows how Shire are performing against each of these indicators compared to these organisations. For example, whether they are within the top, second, third or fourth quadrant. As can be seen in the following table, Shire are performing very well, with overall satisfaction scores in the top quadrant for 4 out of 8 charter indicators.

Scottish Housing Regulator Indicators					
	2009	2013	2016	2015/16 ARC	Rank
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Shire Housing Association? (<i>% very/ fairly satisfied</i>)	96%	93%	96%	89%	
How good or poor do you feel Shire is at keeping you informed about their services and decisions? (<i>% very/ fairly good</i>)	97%	98%	99%	91%	
How satisfied or dissatisfied are you with the opportunities given to you to participate in Shire's decision making process? (<i>% very/ fairly satisfied</i>)	-	94%	100%	81%	
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Shire? <i>Those who have reported a repair in the last 12 months</i>	90%	91%	91%	90%	
Overall, how satisfied or dissatisfied are you with the quality of your home? (<i>% very/ fairly satisfied</i>)	92%	92%	84%	86%	
Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home? (<i>% very/ fairly satisfied</i>)	-	73%	88%	88%	

Scottish Housing Regulator Indicators					
	2009	2013	2016	2015/16 ARC	Rank
Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money? Is it... (% stating very/fairly good value for money)	61%	58%	85%	79%	
Overall, how satisfied or dissatisfied are you with Shire's management of the neighbourhood you live in? (% very/fairly satisfied)	-	96%	95%	86%	

AREAS OF HIGH PERFORMANCE

The results of the 2016 survey reveal that the Association is performing to a relatively high standard. The following points show where satisfaction was highest and also where improvement had been made since the 2013 survey:

- Overall satisfaction with the Association is high with 96% of tenants stating they were very or fairly satisfied with Shire as their landlord.
- Just under 9 in 10 respondents (88%) who moved into their property in the last 12 months were satisfied with the standard of the property when they moved in, this is an improvement since the 2013 survey where 73% of new tenants were satisfied.
- Tenants who read the newsletter rated it very highly in terms of being informative (99%), interesting (99%), easy to read (100%) and containing useful information (99%).
- Almost all respondents were of the opinion that Shire is very or fairly good at keeping them informed.
- All respondents were very or fairly satisfied with the opportunities given to them to participate in their landlord's decision making processes. This has increased since the 2013 survey where 94% of respondents were very or fairly satisfied.
- All respondents were of the opinion that it was very or fairly easy to access the Association's services that they need.
- Tenants who contacted the Association in the last 12 months rated the contact they had with the Association highly with 96% stating they were satisfied with the number of people they had to speak to before someone could help with their enquiry, the quality of the advice and assistance given and the length of time it took to get a response. 97% of respondents said they were very or fairly satisfied with the helpfulness of the member of staff.
- The repairs service is perceived highly by tenants with 91% stating they were very or fairly satisfied with the service that they had received. With regards to aspects of the repairs service, satisfaction was very high with all tenants stating they were satisfied with:
 - The attitude of the tradesmen while in your home;
 - The helpfulness of the Association staff involved;
 - The ease of reporting your repair;

- The tradesmen arriving as arranged;
- Having the repair done at a time that suits you.
- With regards to value for money just under 9 in 10 respondents (85%) were of the opinion that their rent represented very or fairly good value for money. This has increased significantly since the 2013 survey where 58% of respondents held this opinion.
- Similar to value for money, the proportion of respondents who were of the opinion that their rent was affordable has also increased significantly since the 2013 survey, increasing from 76% to 92%.
- 95% of tenants were very or fairly satisfied with their landlord's management of the neighbourhood they live in. In terms of satisfaction with aspects of the neighbourhood satisfaction was very high ranging from 97% in terms of neighbouring gardens to 100% in terms of your feeling of safety.

AREAS FOR IMPROVEMENT

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 lower levels of satisfaction and awareness have been highlighted which were evident throughout the report:

- With regards to the repairs service, satisfaction was about 90% for almost all aspects with the exception of the repair being done right first time where 88% of respondents were satisfied.
- Tenants were asked what they regarded to be the one key priority for improvement work in their home. The top priority was for new kitchens (17%), followed by new bathrooms (17%) and windows (16%).
- Satisfaction with the quality of the home has decreased since the 2013 survey, decreasing from 92% to 84%.

2. INTRODUCTION, BACKGROUND AND OBJECTIVES

2.1 Introduction

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

2.2 Background and objectives

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

- The quality and information provided by Shire;
- Feedback on customer care;
- Quality of accommodation and the neighbourhood;
- Service provision including repairs, maintenance and improvements;
- Tenant involvement/ opportunities for participation;
- Value for money.

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

3. METHODOLOGY

3.1 Research Method

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

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

3.2 Questionnaire design

After consultation with Shire representatives, a draft 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;
- The Scottish Social Housing Charter indicators upon which Shire is required to report;
- Research Resource experience in relation to customer satisfaction surveying.

Thereafter, a focus group was arranged with the Tenant Scrutiny Panel which provided them with an overview of the survey methodology and allowed them to review and test the questionnaire and gain their input into the process. The focus group helped to ensure that the survey covers all areas of key importance to customers and ensured that the terminology was appropriate and easy to understand. In addition, the focus groups allowed us to raise awareness of the survey within this group and explain the background and context in order that positive messages could be spread from these customers to others in the communities served by Shire. After the focus group any suggestions or changes to the questionnaire were made and a final version of the questionnaire was signed off by

key representatives of Shire. A final version of the questionnaire can be found in the appendix.

3.3 Sample Size

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

Overall, a total of 398 interviews were carried out with Shire tenants, representing a 41% response rate and providing data accurate to +/- 3.78% based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across the Association's stock to ensure coverage of all stock types.

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

The tables below show the sample profile broken down by stock type (i.e. property type, apartment size and area) compared to the overall tenant population. As can be seen below the stock profile was relatively in line with the population varying by no more than 5 percentage points in terms of property type. However the Association fully considered the profile of survey respondents in this respect and felt that the sample achieved by stock profile was in line with the population. It was therefore decided that the survey data should not be weighted.

Number of bedrooms	No. of tenants	% of tenants	No. of interviews	% of interviews	Difference
1	33	3.4%	10	2.5%	-0.9%
2	308	31.7%	133	33.4%	1.8%
3	626	64.3%	255	64.1%	-0.3%
4	6	0.6%	-	-	-
Total	973	100.0%	398	100.0%	0.0%

House Type	No. of tenants	% of tenants	No. of interviews	% of interviews	Difference
Bungalow - detached	12	1.2%	5	1.3%	0.0%
Bungalow - end terraced	14	1.4%	3	0.8%	-0.7%
Bungalow - mid terraced	11	1.1%	6	1.5%	0.4%
Cottage - detached	1	0.1%	-	-	-
Cottage - end terrace	113	11.6%	57	14.3%	2.7%
Cottage - mid-terrace	142	14.6%	71	17.8%	3.2%
Cottage - semi-detached	415	42.7%	152	38.2%	-4.5%
Lower flat	129	13.3%	54	13.6%	0.3%
Maisonette Flat	1	0.1%	-	-	-
Terraced Villa House	1	0.1%	-	-	-
Upper flat First Floor	125	12.8%	48	12.1%	-0.8%
Upper flat Second Floor	9	0.9%	2	0.5%	-0.4%
Total	973	100.0%	398	100.0%	0.0%

Address line 2	No. of tenants	% of tenants	No. of interviews	% of interviews	Difference
Auchinleck	31	3.2%	13	3.3%	0.1%
Catrine	21	2.2%	9	2.3%	0.1%
Craigens	71	7.3%	31	7.8%	0.5%
Cumnock	63	6.5%	27	6.8%	0.3%
Dalmellington	92	9.5%	35	8.8%	-0.7%
Galston	32	3.3%	14	3.5%	0.2%
Hurlford	56	5.8%	26	6.5%	0.8%
Kilmaurs	1	0.1%	0	0.0%	-0.1%
Logan	73	7.5%	31	7.8%	0.3%
Mauchline	56	5.8%	22	5.5%	-0.2%
Netherthird	178	18.3%	73	18.3%	0.0%
New Cumnock	140	14.4%	57	14.3%	-0.1%
Newmilns	36	3.7%	9	2.3%	-1.4%
Patna	118	12.1%	48	12.1%	-0.1%
Rankinston	5	0.5%	3	0.8%	0.2%
Total	973	100.0%	398	100.0%	0.0%

3.4 Interviewing and quality control

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are highly experienced in undertaking customer satisfaction surveys. Interviewing took place between the 14th October and the 21st November 2016.

3.5 Survey Analysis and Reporting

Survey data has been analysed and reported on in a number of ways. Data has been analysed by 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. Throughout the report comparisons have been made to the Association's previous tenant satisfaction survey undertaken in 2013.

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

3.6 Report Structure

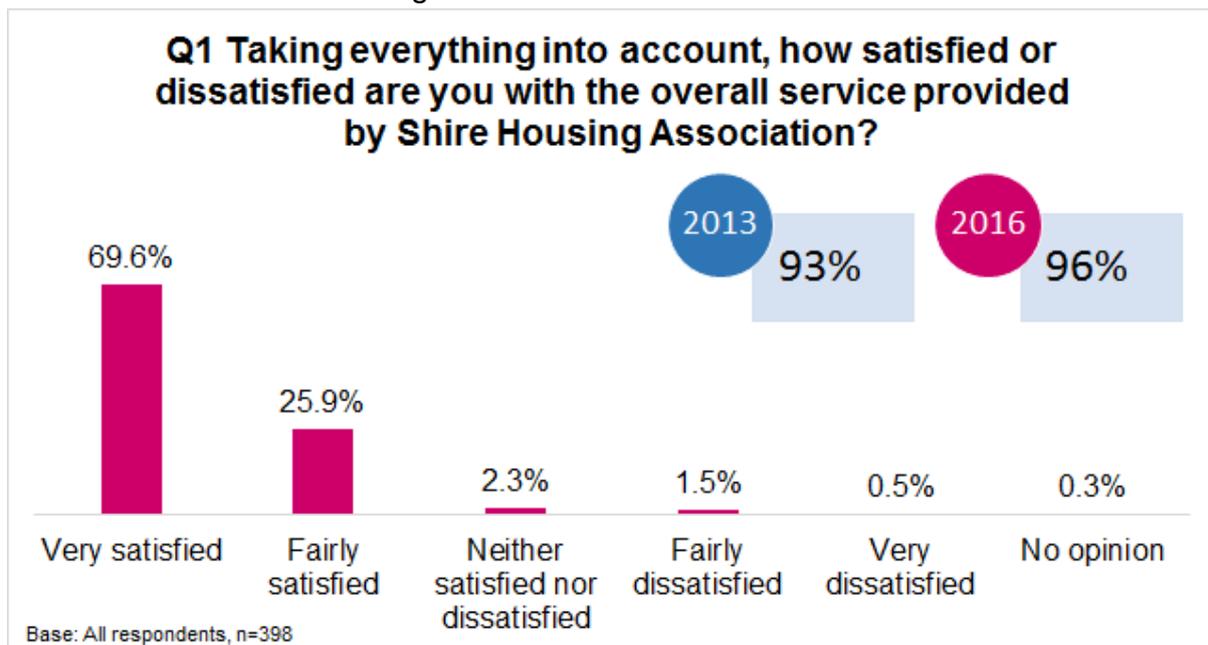
This document details the key findings to emerge from the survey, addressing the key findings of the survey for Shire Housing Association.

CHAPTER 4.	OVERALL SATISFACTION
CHAPTER 5.	BECOMING A SHIRE TENANT
CHAPTER 6.	INFORMATION
CHAPTER 7.	PARTICIPATION
CHAPTER 8.	CUSTOMER CONTACT
CHAPTER 9.	THE REPAIRS SERVICE
CHAPTER 10.	THE HOME
CHAPTER 11.	RENT, BENEFITS AND WELFARE REFORM
CHAPTER 12.	COMPLAINTS POLICY AND PROCEDURES
CHAPTER 13.	NEIGHBOURHOOD MANAGEMENT
CHAPTER 14.	SUMMARY OF THE ASSOCIATION
CHAPTER 15.	HOUSEHOLD INFORMATION
CHAPTER 16.	CONCLUSIONS
APPENDIX 1.	QUESTIONNAIRE
APPENDIX 2.	LITERALS
APPENDIX 3.	TECHNICAL REPORT SUMMARY

4. OVERALL SATISFACTION

4.1 Overall satisfaction (Q1-2)

The survey began by asking respondents how satisfied or dissatisfied they were with the overall service provided by the Association. As shown in the chart below, the majority of respondents (96%) were very or fairly satisfied in this respect compared to 2% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied. Overall satisfaction has increased slightly since the previous survey carried out in 2013 increasing from 93% to 96%.

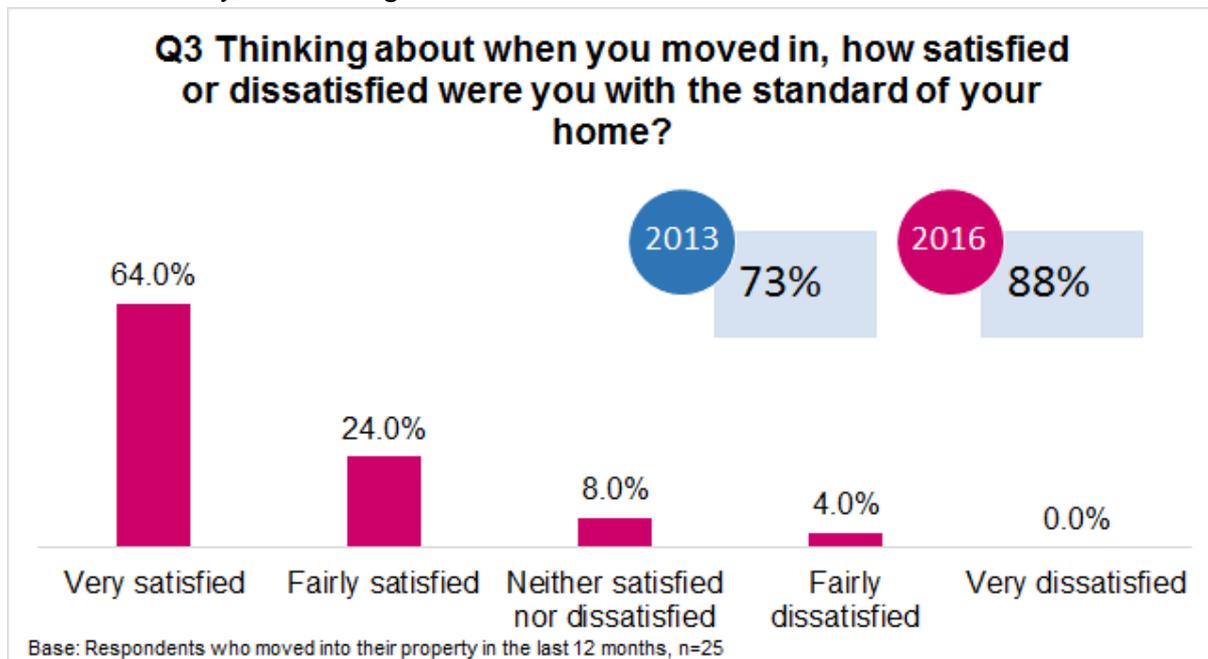


5. BECOMING A SHIRE TENANT

5.1 Standard of the home (Q3-5)

Six percent of respondents (25 individuals) said they had moved into their home in the last 12 months.

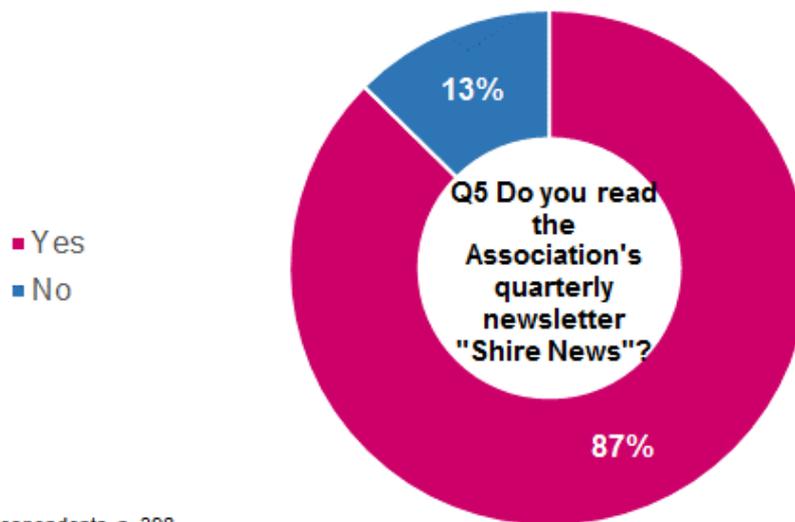
Of these individuals, 88% were very or fairly satisfied with the standard of their home when they moved in, compared to 8% who were neither satisfied nor dissatisfied and 4% who were fairly dissatisfied. The proportion of new tenants very or fairly satisfied with the standard of their home when they moved in has increased significantly since the 2013 survey, increasing from 73% to 88%.



6. INFORMATION

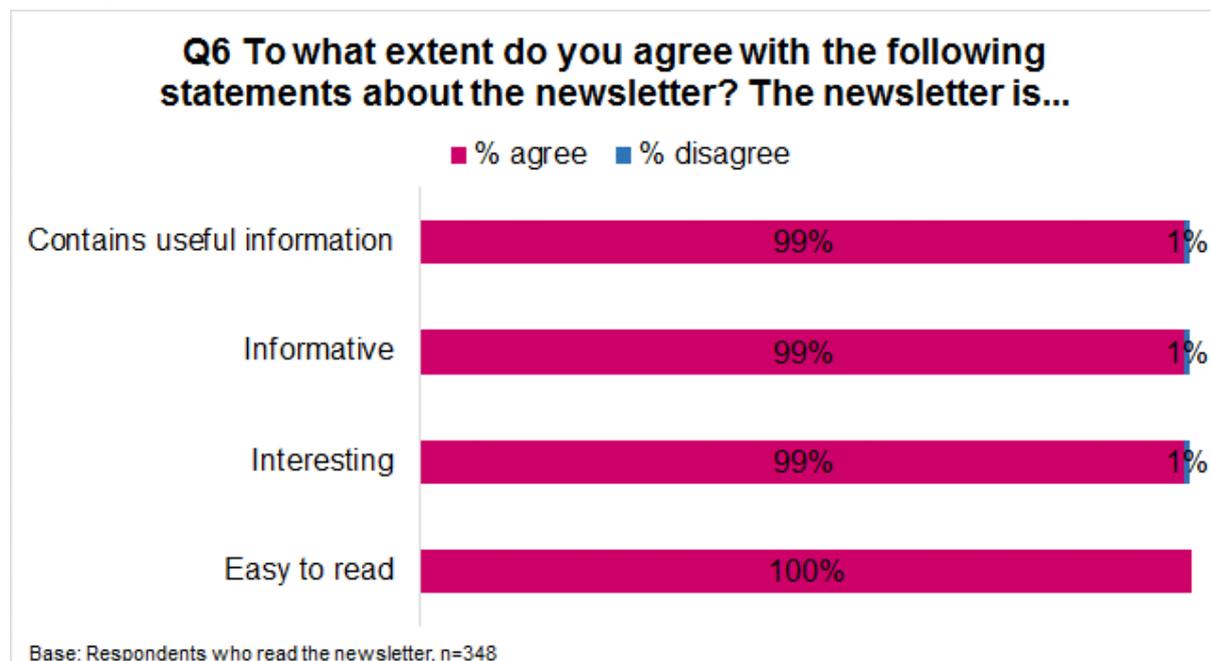
6.1 Shire news (Q6-8)

Just under 9 in 10 respondents (87%) said they read the Association's newsletter 'Shire News'. The proportion of respondents who said they read the Association's newsletter has remained consistent with the 2013 survey.



Base: All respondents, n=398

Those who read the newsletter rated it highly with all tenants stating it was easy to read and almost all stating it was interesting, informative and contains useful information.



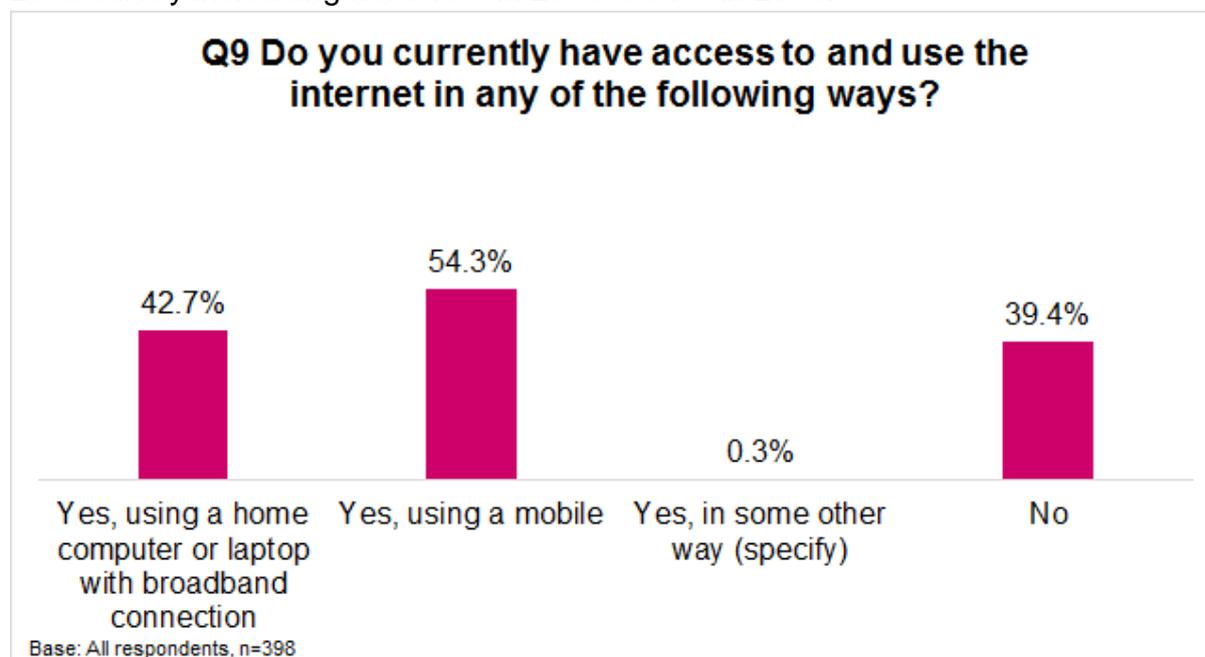
Satisfaction with the newsletter has not changed significantly since the 2013 survey.

Rating of the newsletter (2013/2016)			
	2013	2016	Difference
Easy to read	100%	100%	⇒ 0%
Interesting	97%	99%	⇒ 2%
Informative	97%	99%	⇒ 2%
Contains useful information	98%	99%	⇒ 1%

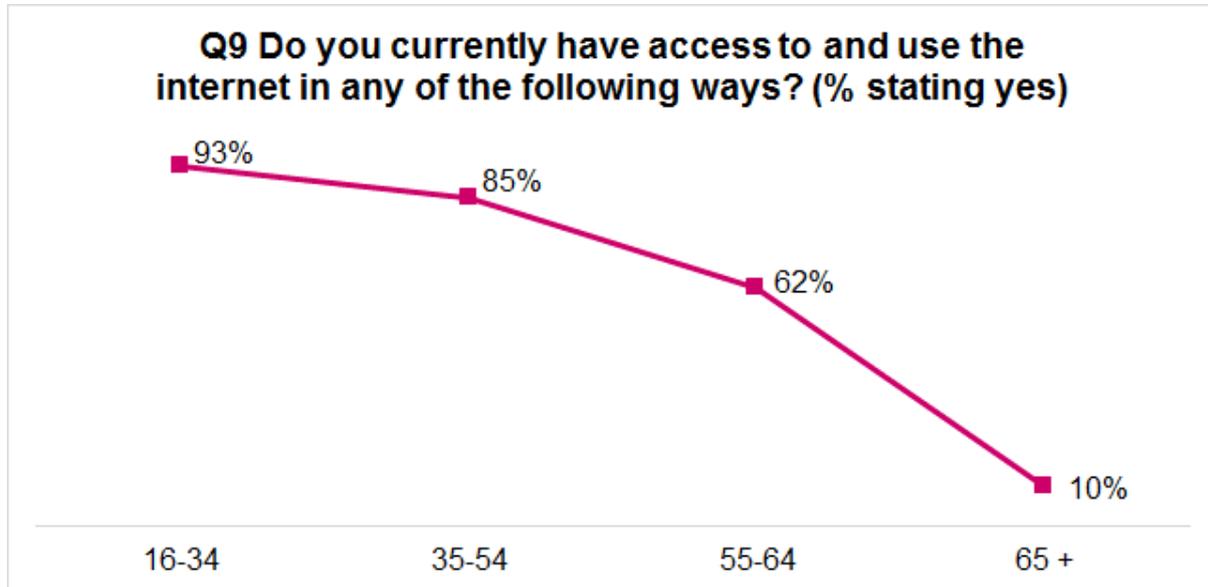
Tenants were asked if they would be interested in receiving the newsletter by email. A total of 8 tenants said they would be interested and provided their email address.

6.2 Internet access (Q9-13)

Just over 6 in 10 respondents (61%) said they had access to and use the internet either by mobile internet access (54%) or by home broadband (43%). The proportion of respondents who said they had access to the internet has increased since the 2013 survey increasing from 45% in 2013 to 61% in 2016.



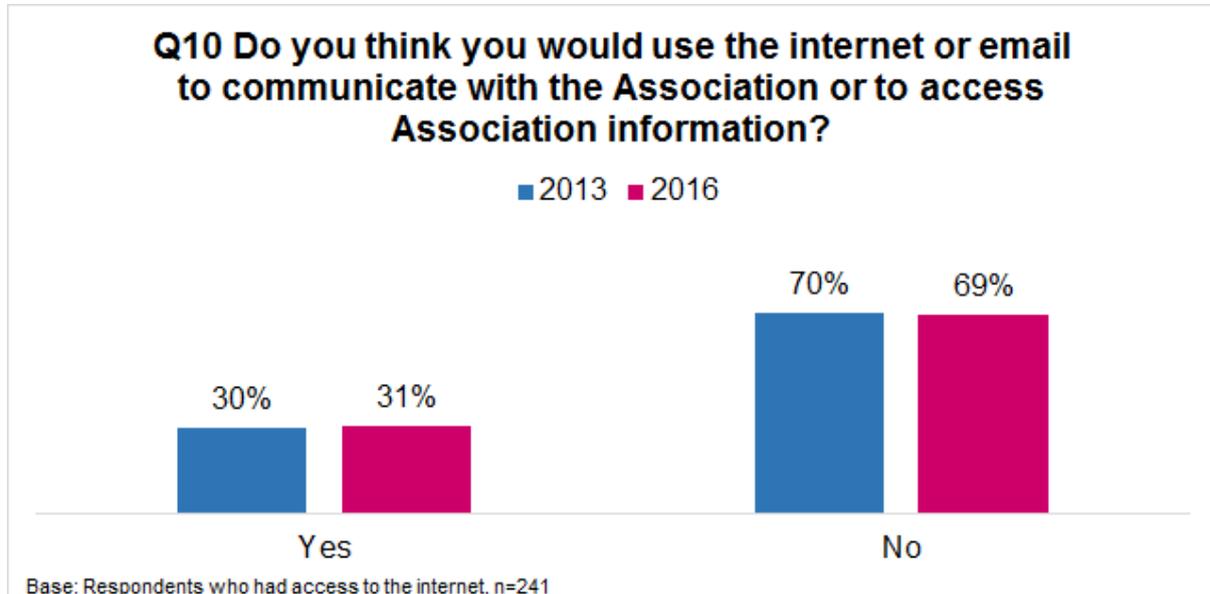
Perhaps unsurprisingly, as age increases the proportion of respondents who said they currently have access to and use the internet decreases. For example 93% of respondent aged under 35 said they have access to the internet compared to 10% of those aged 65 and over.



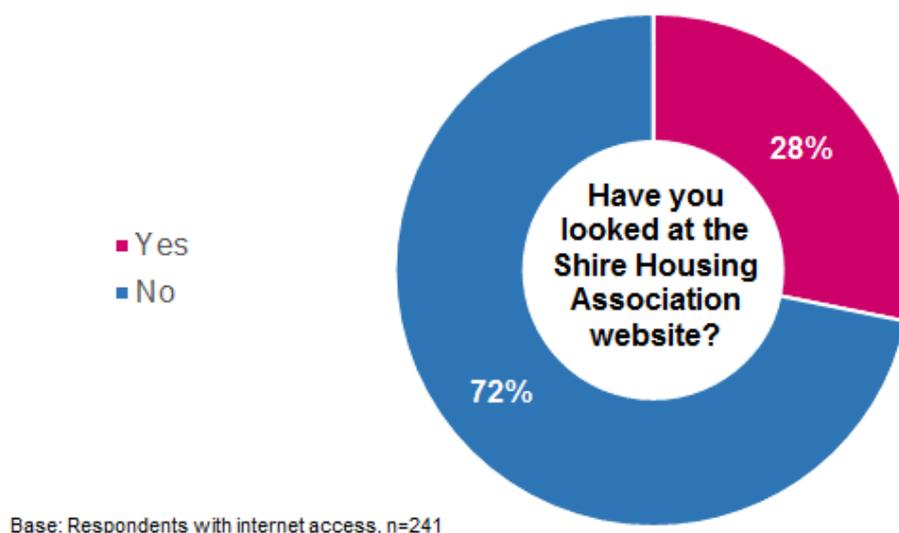
Analysis by area revealed that respondents living in Mauchline (14%), Dalmellington (37%) and Hurlford (42%) were the least likely to have internet access. On the other hand respondents living in Craigen (84%), Cumnock (82%) and Logan (84%) were the most likely to have access to the internet in some way. Please note the small base numbers.

Q9 Do you currently have access to and use the internet in any of the following ways?			
	Base	Access the internet in some way	No internet access
Craigens	31	84%	16%
Newmilns	9	44%	56%
Rankinston	3	33%	67%
Auchinleck	13	77%	23%
Cumnock	27	82%	19%
Patna	48	52%	48%
Dalmellington	35	37%	63%
New Cumnock	57	74%	26%
Logan	31	84%	16%
Hurlford	26	42%	58%
Mauchline	22	14%	86%
Catrine	9	67%	33%
Netherthird	73	58%	43%
Galston	14	71%	29%

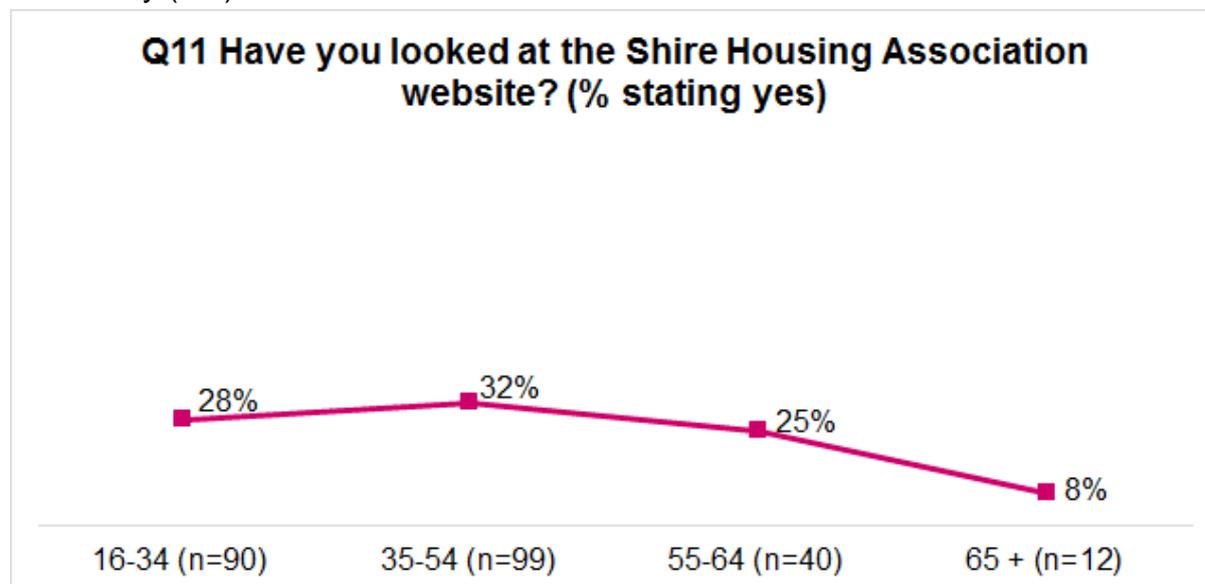
Those who had internet access were asked if they would use the internet or email to communicate with the Association or to access Association information. Just over 3 in 10 respondents (31%) said they would be likely to communicate via the internet or email. The proportion of respondents who said they would be likely to communicate with the Association via the internet has remained consistent with the 2013 survey.



Just under 3 in 10 respondents (28%) said they had looked at the Association’s website. This is an increase on the 2013 survey where 20% of respondents with internet access said they had looked at the Association’s website.



Analysis by age revealed that respondents aged 35-54 were the most likely to have looked at the Association’s website (32%). Respondents aged 65 and over were the least likely (8%).



Just over 9 in 10 respondents who said they looked at the Association’s website said they found it useful (94%). This is an increase since the 2013 survey where 89% of respondents said the website was useful.

Tenants with internet access were then asked if there was any information or services they would be able to access via the Association’s website. 3 in 10 respondents (30%) said they would like to be able to report repairs online and 13% said they would like to access their rent account.

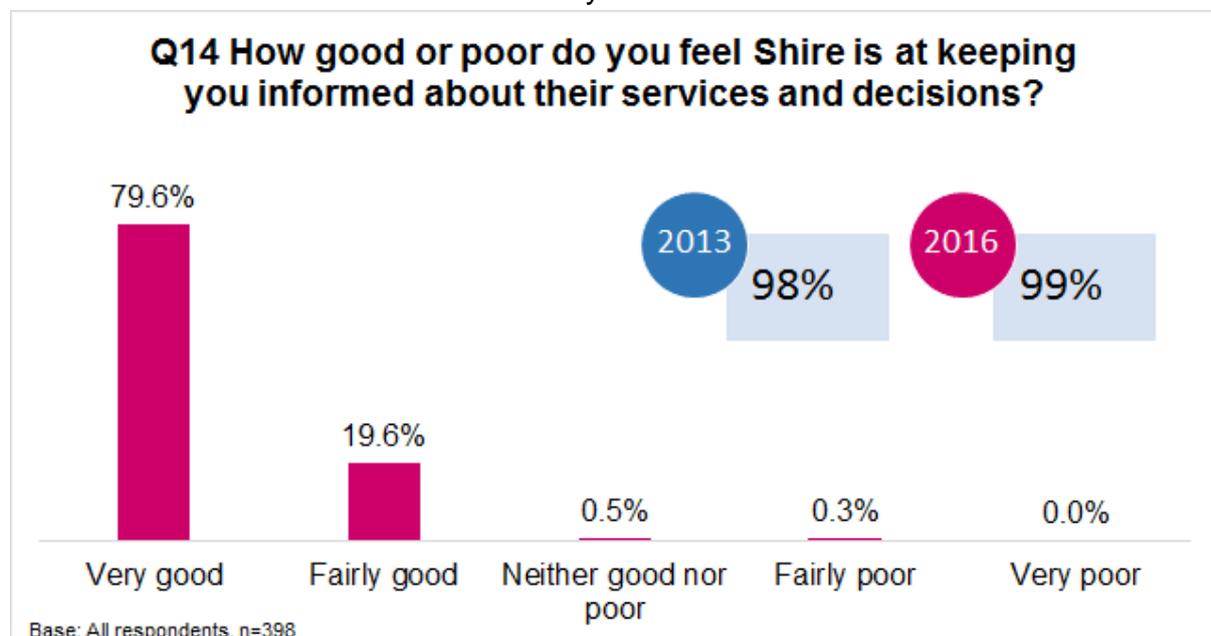
Q13 What type of information or services would you like to use if they were available on the Association's website?		
	2013	2016
Report repairs	26%	30%
Access rent account	13%	13%
Apply for a house transfer	5%	7%
Access board reports/papers	4%	6%
Access complaints policy/make a complaint	4%	5%
Other (please specify)	-	2%
Would not use the Association's website	69%	67%

Analysis by age revealed that respondents aged under 35 were significantly more likely to state they would like to report repairs online (40%) than respondents aged 55-64 (8%). In terms of accessing rent accounts online, respondents aged 35-54 were the most likely to state they would use this service (18%).

Q13 What type of information or services would you like to use if they were available on the Association's website?				
	16-34	35-54	55-64	65 +
	90	99	40	12
Access rent account	12%	18%	8%	-
Report repairs	40%	31%	13%	-
Access board reports/papers	8%	5%	8%	-
Apply for a house transfer	10%	5%	8%	-
Access complaints policy/make a complaint	6%	4%	10%	-
Other (please specify)	1%	1%	5%	8%
Would not use the Association's website	57%	67%	85%	92%

6.3 Keeping tenants informed (Q14-15)

In terms of keeping tenants informed, 99% of tenants said that Shire was very or fairly good at keeping them informed about their services and decisions and the remaining 1% of tenants were neither satisfied nor dissatisfied. Satisfaction has remained consistent with the 2013 survey.



7. PARTICIPATION

7.1 Preferred consultation methods (Q16)

Respondents were then asked what methods they preferred the Association to use when consulting them about decisions which affect their home. The majority of respondents said they preferred the Association to use written communication such as newsletters (60%). 23% said they would like them to use surveys and 14% said they would like staff to visit their home.

Q16 Which methods would you prefer to be used when the Association consults you about decisions affecting your home?		
Base: All respondents, n=398	No.	%
Association newsletters/written communication	237	59.5%
Surveys	93	23.4%
Don't know	75	18.8%
Staff visits	56	14.1%
Estate walkabouts	46	11.6%
Annual Report	32	8.0%
Arm Chair Critics - where you can respond to things from your own home	20	5.0%
Attending the AGM	15	3.8%
Email/Internet/Online feedback	7	1.8%
Responding to the rent consultation	5	1.3%
Being a member of the Tenants Panel where you get invited to meetings or to comment on things as and when issues arise	1	0.3%
Other (please specify)	5	1.3%

Analysis by area revealed the following:

- Respondents living in Auchinleck (46%), Cumnock (30%), Craigend (29%) and Galston (29%) were the most likely to state they would like the Association to use **estate walkabouts** when consulting them about decisions affecting their home.
- Respondents living in Catrine (44%), Hurlford (23%), Cumnock (22%) and Newmilns (22%) were the most likely to state they would like a **visit from staff** when being consulted about decisions affecting their home.
- Respondents from Hurlford (4%), Newmilns (11%) and Logan (26%) were the least likely to state that **written communication** was their preferred method for the Association to consult them about decisions that affect their home.

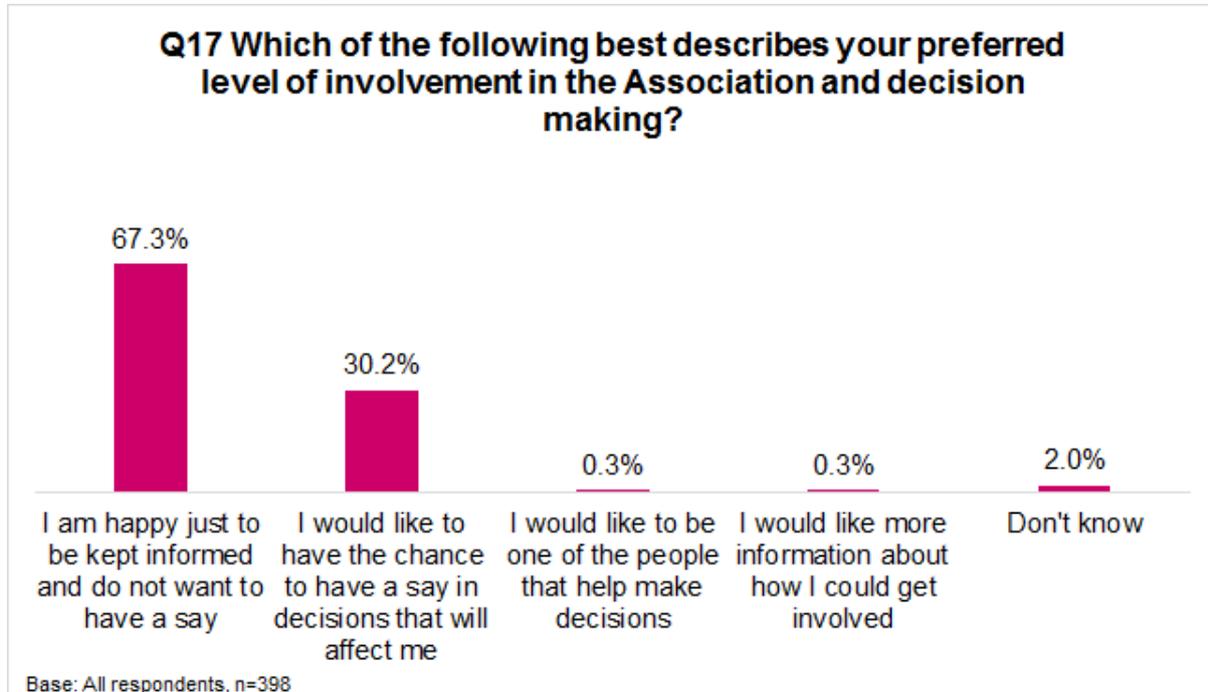
Please note the small base numbers.

Q16 Which methods would you prefer to be used when the Association consults you about decisions affecting your home?

	Base	Arm Chair Critics	Attending the AGM	Responding to the rent consultation	Staff visits	Association newsletters written communication	Being a member of the Tenants Panel	Annual Report	Estate walkabouts	Email/ Internet Online feedback	Surveys	Don't know	Other
Craigens	31	10%	10%	3%	16%	94%	3%	19%	29%	3%	52%	3%	-
Newmilns	9	-	11%	-	22%	11%	-	11%	-	-	11%	44%	-
Rankinston	3	-	-	-	-	67%	-	-	-	-	-	33%	-
Auchinleck	13	8%	8%	-	8%	92%	-	62%	46%	-	77%	-	-
Cumnock	27	7%	11%	4%	22%	89%	-	33%	30%	4%	74%	-	-
Patna	48	2%	-	4%	17%	42%	-	-	10%	-	-	33%	-
Dalmellington	35	-	-	-	3%	94%	-	3%	-	-	-	-	-
New Cumnock	57	-	2%	-	18%	46%	-	-	19%	5%	5%	30%	-
Logan	31	3%	7%	3%	19%	26%	-	-	3%	-	19%	32%	-
Hurlford	26	42%	-	-	23%	4%	-	8%	-	4%	8%	19%	-
Mauchline	22	-	-	-	18%	73%	-	-	-	-	-	9%	-
Catrine	9	11%	11%	-	44%	100%	-	22%	22%	-	67%	-	11%
Netherthird	73	-	4%	-	3%	58%	-	1%	-	1%	33%	26%	6%
Galston	14	-	-	-	7%	100%	-	14%	29%	-	36%	-	-

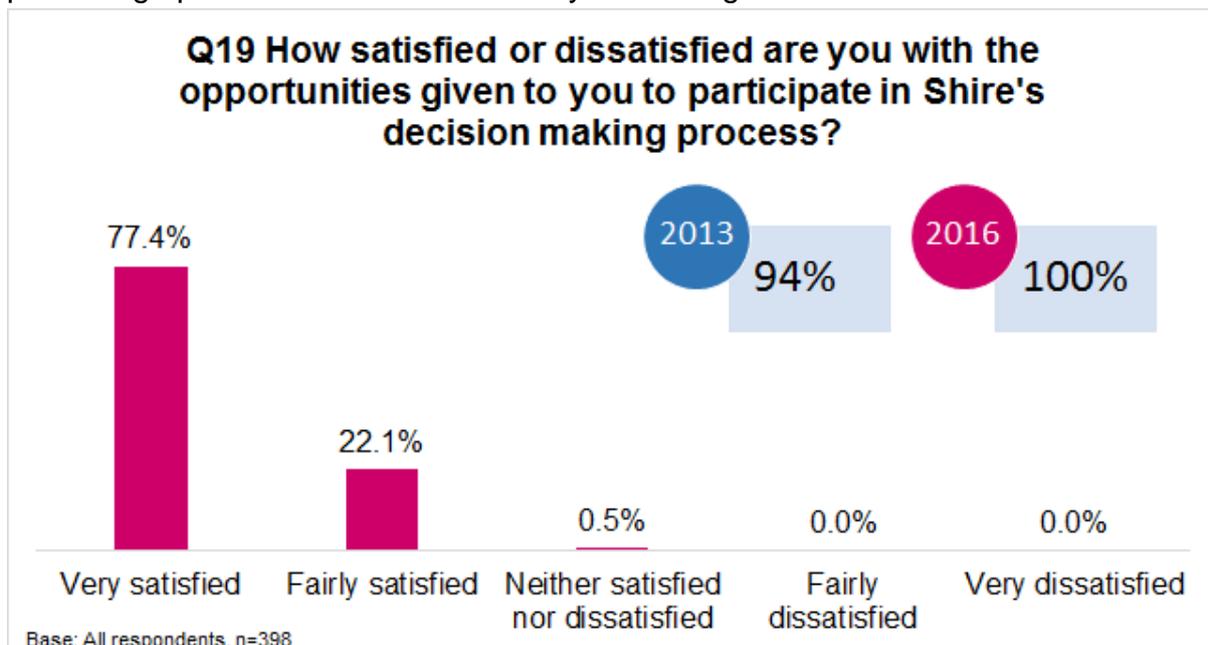
7.2 Preferred level of involvement (Q17)

Following on from this respondents were then asked what their preferred level of involvement was in the Association and their decision making. 67% of respondents said they were happy just to be kept informed and 30% said they would like to have a chance to have a say in the decisions that affect them.



7.3 Opportunities to participate (Q19-20)

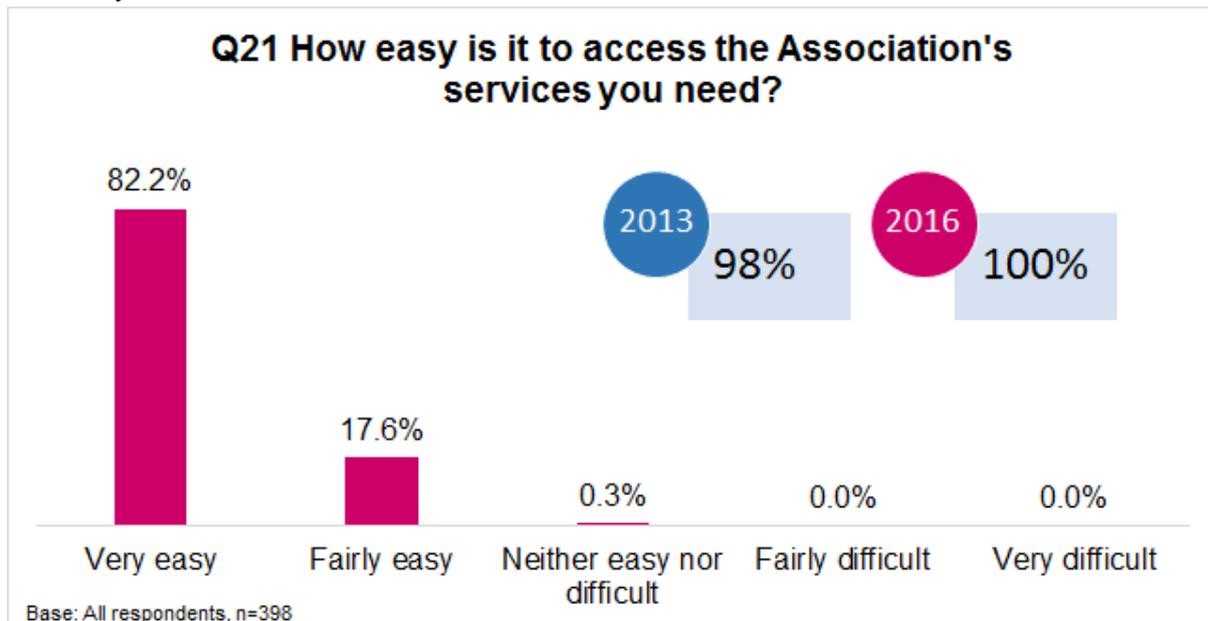
All but 2 respondents were very or fairly satisfied with the opportunities given to them to participate in Shire's decision making processes. Satisfaction has increased by 6 percentage points since the 2013 survey increasing from 94% to 100%.



8. CUSTOMER CONTACT

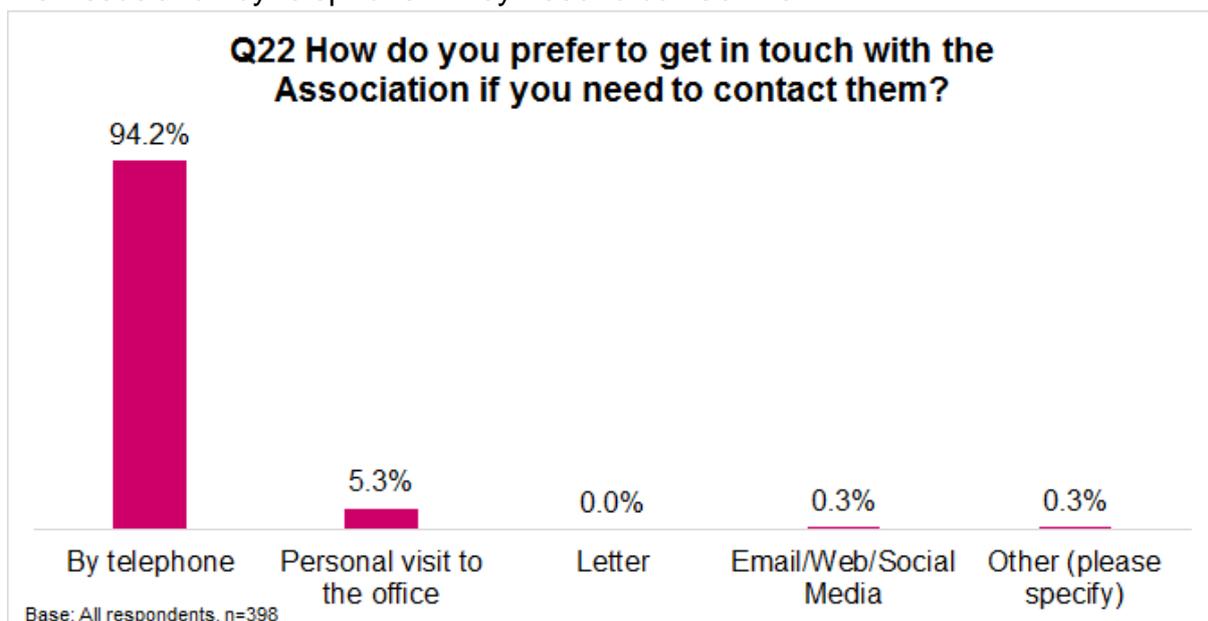
8.1 Ease of accessing the Association's services (Q21)

Tenants were asked how easy they find it to access the Association's services. All respondents felt it was very or fairly easy which is a marginal increase on the 2013 results where 98% of respondents found it very or fairly easy to access the services that they need.



8.2 Preferred contact method (Q22)

The vast majority of respondents (94%) said they would prefer to get in touch with the Association by telephone if they need to contact them.



8.3 Nature of contact (Q23-24)

Just under half of respondents (48%) have contacted Shire in the last 12 months. In the 2013 survey, 57% of respondents said they had contacted Shire within the last year. By far the most common reason for contacting the Association was to report a repair (94%). This was also the main reason for contact in 2013 (80%).

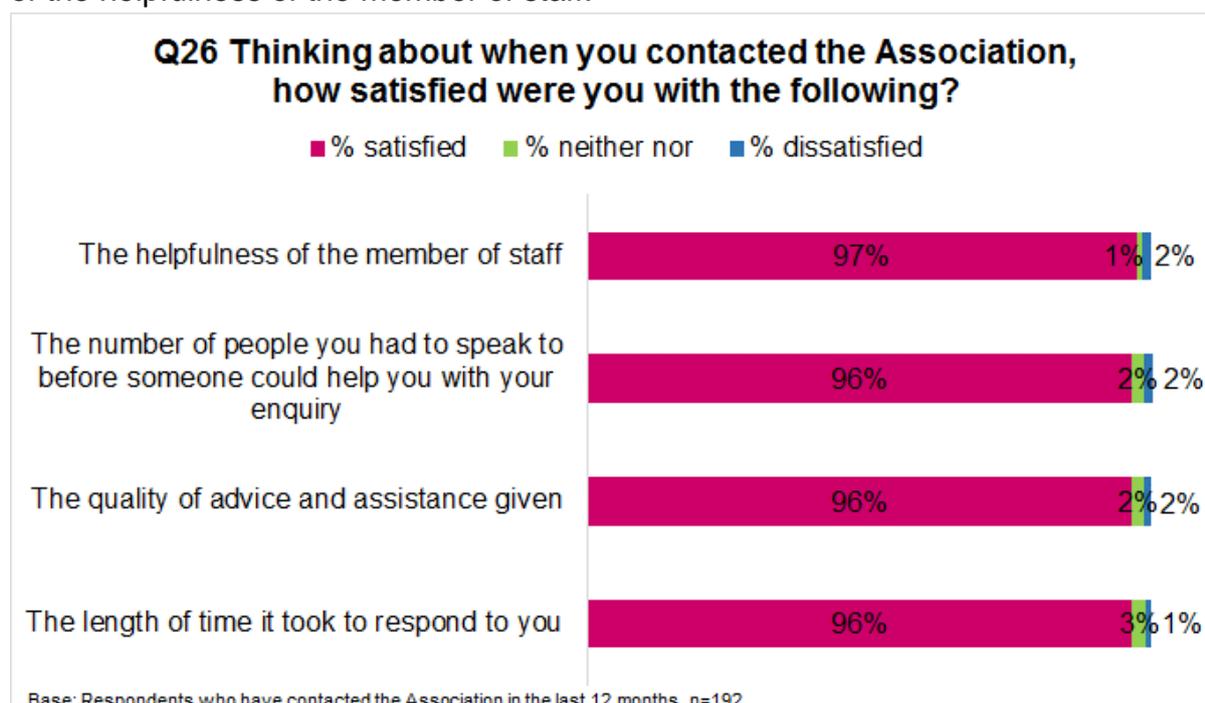
Q24 Thinking of the LAST time you contacted the Association, what was the reason?		
Base: Respondents who have contacted the Association in the last 12 months, n=192	No.	%
To report a repair	182	94.8%
To discuss Housing benefit or debt	3	1.6%
To make a complaint	2	1.0%
To report a problem with your neighbourhood	2	1.0%
Other (please specify)	3	1.6%

8.4 Contact method (Q25)

The vast majority of respondents said they contacted the Association by telephone on the last occasion, 6% made a personal visit to the office and 1 respondent said they contacted the Association using social media.

8.5 Satisfaction with aspects of contact (Q26)

Respondents who had contacted the Association in the last 12 months were then asked how satisfied or dissatisfied they were with various aspects of that contact. Satisfaction was very high ranging from 96% in terms of the number of people you had to speak to before someone could help with the enquiry, the quality of advice and assistance given and the length of time it took to respond to you to 97% in terms of the helpfulness of the member of staff.



9. THE REPAIRS SERVICE

9.1 Awareness of repairs responsibilities (Q28)

Over 9 in 10 tenants were aware of the Association's responsibilities (92%) and their own responsibilities (98%). In relation to the maintenance of their home the proportion of respondents aware of the Association's responsibilities has decreased marginally since the 2013 decreasing by 2 percentage points. On the other hand the proportion of respondents aware of their own responsibilities has increased by 3 percentage points.

Repairs responsibilities- % aware (2013/2016)			
	2013	2016	Difference
The Association's responsibilities to maintain your home	94%	92%	↓ -2%
Your own responsibilities as a tenant	95%	98%	↑ 3%

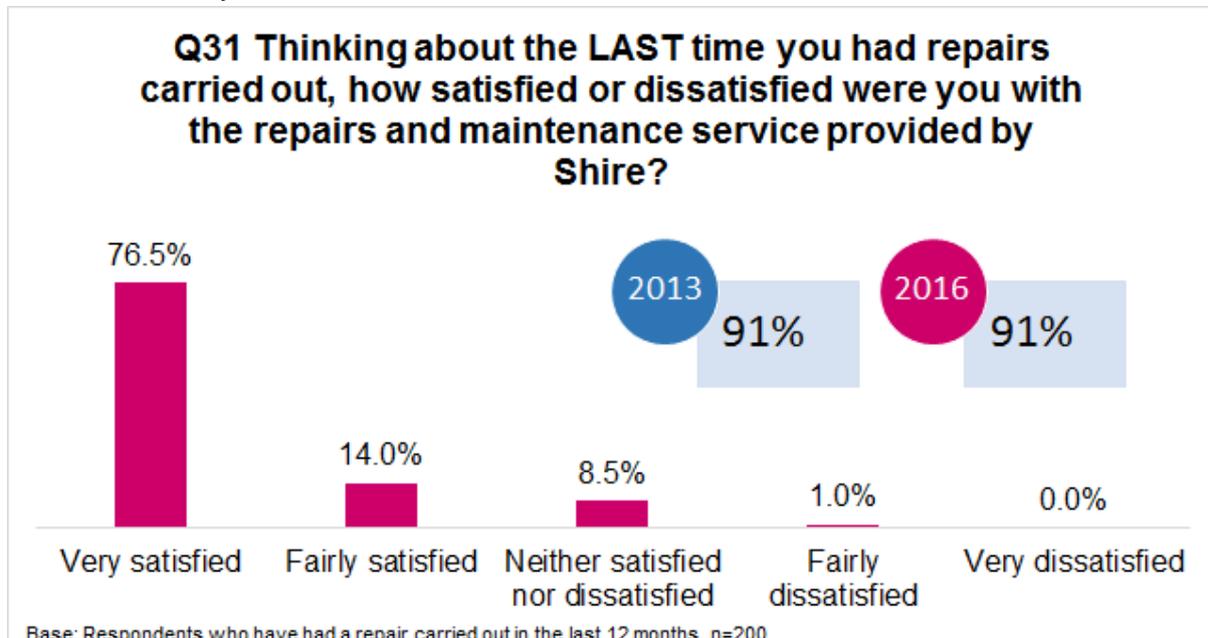
9.2 Satisfaction with the repairs service (Q29-31)

Half of respondents (50%) had reported a repair within the last 12 months to the Association.

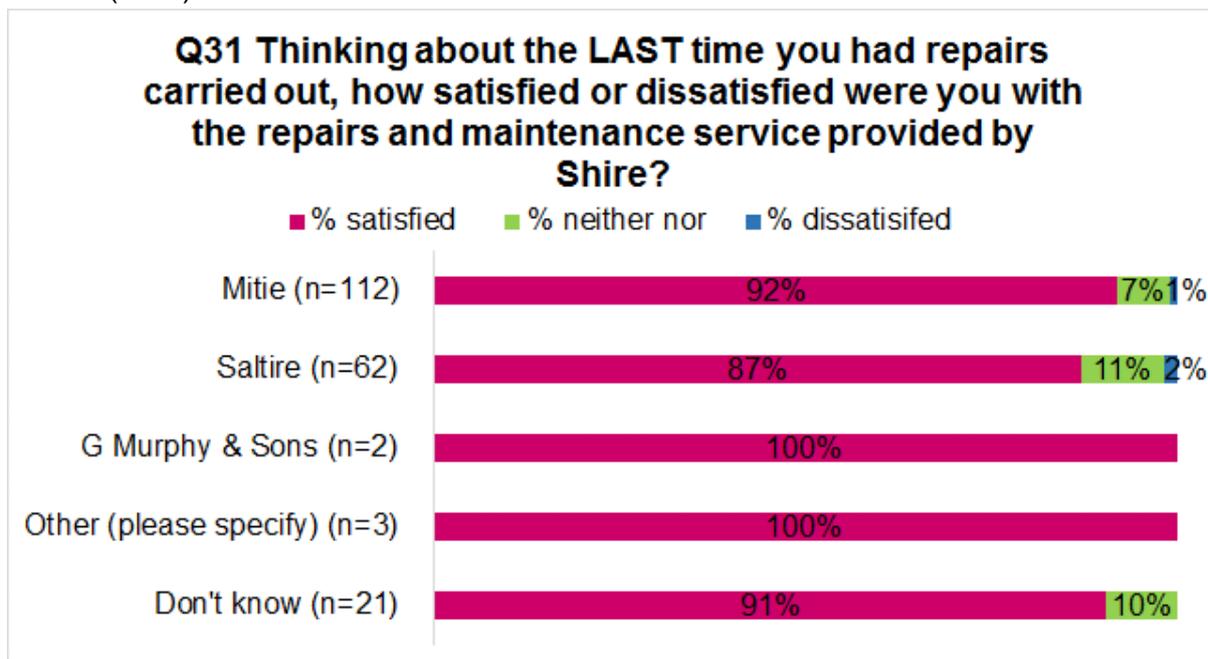
Respondents who had a repair carried out in the last 12 months were asked which contractor was responsible for their last repair they had carried out. Just under 6 in 10 respondents said their repair was carried out by Mitie, 31% said Saltire and 11% of respondents said they were unsure.

Q30 Which contractor was responsible for the LAST repair you had carried out?		
Base: Respondents who had a repair carried out in the last 12 months, n=200	No.	%
Mitie	112	56.0%
Saltire	62	31.0%
G Murphy & Sons	2	1.0%
Other (please specify)	3	1.5%
Don't know	21	10.5%

With regards to satisfaction, over nine in ten respondents said they were very or fairly satisfied with the repairs and maintenance service provided by Shire compared to 1% who were fairly dissatisfied and 9% who were neither satisfied nor dissatisfied. Satisfaction with the repairs and maintenance service has remained consistent with the 2013 survey results.



Analysis by contractor revealed that respondents who had their repair carried out by Mitie were more likely to be very or fairly satisfied with the repairs and maintenance service provided by Shire (92%) than respondents who repair was carried out by Saltire (87%).



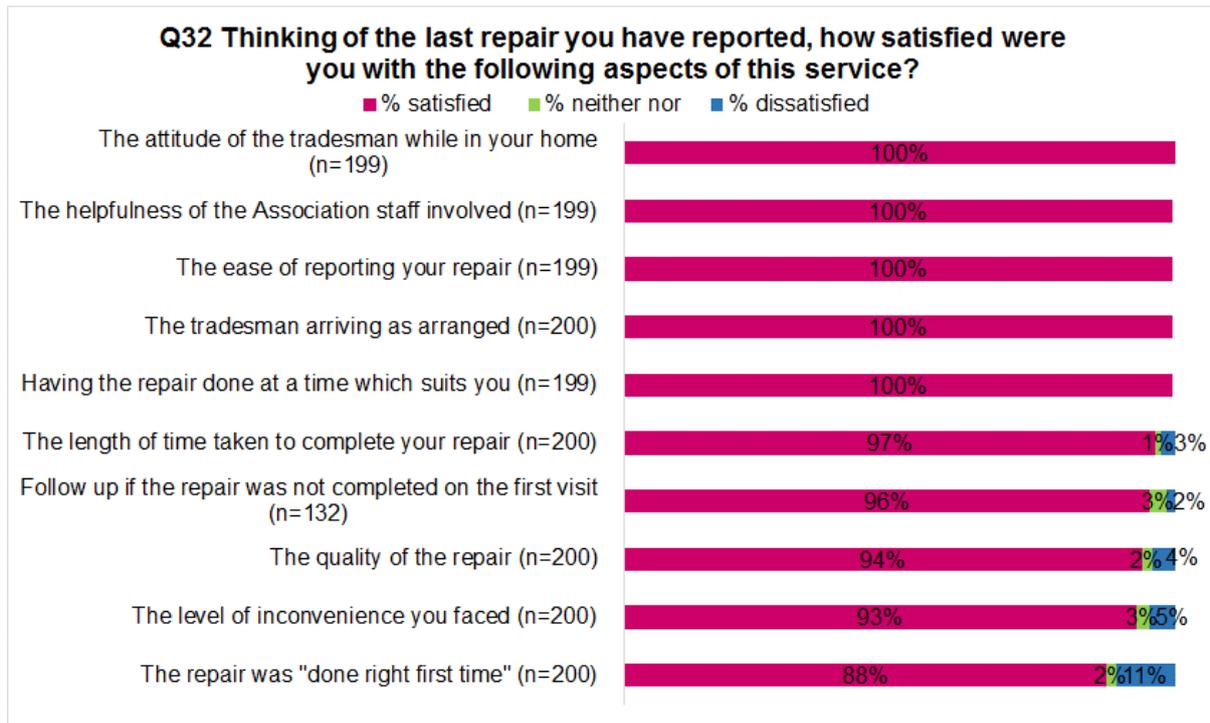
9.3 Satisfaction with aspects of the repairs service (Q32)

Following on from this respondents were asked how satisfied or dissatisfied they were with various aspects of the repairs service. In terms of satisfaction all respondents were very or fairly satisfied with:

- The attitude of the tradesman while in your home;
- The helpfulness of the Association staff involved;
- The ease of reporting your repair;
- The tradesman arriving as arranged;
- Having the repair done at a time that suits you.

On the other hand dissatisfaction was highest in terms of:

- The repair was 'done right first time' (11% stating very or fairly dissatisfied);
- The level of inconvenience you faced (5%);
- The quality of the repair (4%).



Analysis by contractor is displayed in the table below:

Satisfaction with the repairs service by contractor (% satisfied)					
	Saltire (n=41-62)	Mitie (n=76-112)	G Murphy & Sons (n=1-2)	Other (n=2-3)	Don't know (n=14-21)
The ease of reporting your repair	100%	100%	100%	100%	95%
The helpfulness of the Association staff involved	100%	100%	100%	100%	95%
Having the repair done at a time which suits you	100%	100%	100%	100%	100%
The tradesman arriving as arranged	100%	99%	100%	100%	100%
The length of time taken to complete your repair	97%	97%	100%	100%	95%
The attitude of the tradesman while in your home	100%	99%	100%	100%	100%
The quality of the repair	95%	93%	100%	100%	95%
The level of inconvenience you faced	92%	93%	100%	100%	95%
The repair was "done right first time"	85%	88%	100%	100%	86%
Follow up if the repair was not completed on the first visit	95%	95%	100%	-	100%

Compared to the 2013 results, satisfaction with aspects of the repairs service has remained consistent or increased. The most notable increase in satisfaction can be seen in terms of the length of time taken to complete the repair which has increased by seven percentage points since the 2013 survey increasing from 90% to 97%.

Satisfaction with aspects of the repairs service (2013/2016)			
	2013	2016	Difference
The repair was "done right first time"	87%	88%	➔ 1%
The quality of the repair	91%	94%	⬆ 3%
The length of time taken to complete your repair	90%	97%	⬆ 7%
Having the repair done at a time which suits you	97%	100%	⬆ 3%
The tradesman arriving as arranged	96%	100%	⬆ 4%
The ease of reporting your repair	100%	100%	➔ 0%
The helpfulness of the Association staff involved	99%	100%	➔ 1%
The attitude of the tradesman while in your home	97%	100%	⬆ 3%

Following on from this respondents who said they were not satisfied with any aspect of the repairs service were then asked why they felt this way. The responses provided to this question can be found in the appendix.

9.4 Improvements to the repairs service (Q34)

Tenants were asked if there were any improvements they would like to see to the repairs service. The majority of respondents (75%) said there was no improvements or they were happy with the service as it is. However, 7% of respondents said they would like to see the quality of repairs to be improved and for repairs to be completed first time.

Q34 How could the repairs service do better?		
Base: Respondents who had a repair carried out in the last 12 months, n=200	No.	%
Happy as it is/ good service	107	53.5%
No improvements/ None	43	21.5%
Complete repairs first time/ Improve quality	13	6.5%
Quicker timescale	7	3.5%
Improve training	5	2.5%
Don't know	19	9.5%
Other	7	3.5%

9.5 Interest in 'repairs by appointment' system (Q35)

Just over 7 in 10 respondents (73%) said they would like the Association to introduce a 'repairs by appointment' system for non-emergency repairs. This has increased since the 2013 survey where just over half of respondents said they would like the Association to introduce a repairs by appointment system.

10. THE HOME

10.1 Priorities for the home (Q36)

Tenants were asked what they regarded to be the one key priority for improvement work in their home. The top priority was for new kitchens (17%), followed by new bathrooms (17%) and windows (16%). In 2013, windows were the top priority followed by new kitchens and bathrooms.

Q36 What do you regard to be the ONE key priority for improvement work in your home?		
Base: All respondents, n=398	No.	%
Kitchen	69	17.3%
Bathroom	66	16.6%
Windows	63	15.8%
Heating	23	5.8%
External doors	8	2.0%
Other (please specify)	9	2.3%
None	160	40.2%

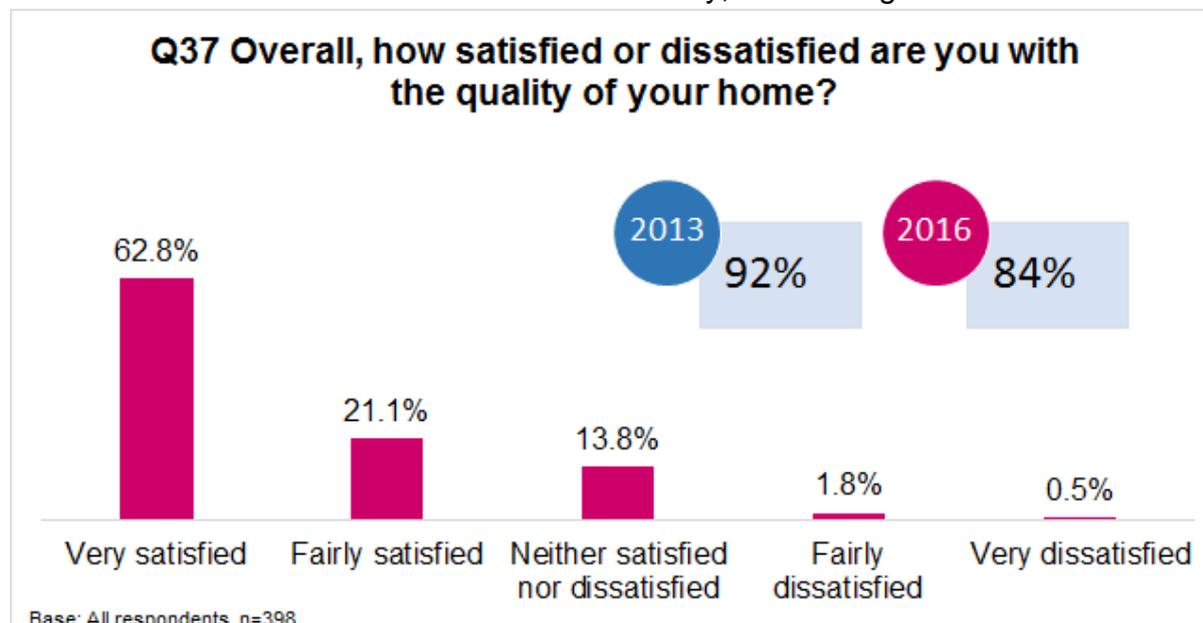
Analysis by area revealed that:

- Respondents living in New Cumnock (35%) and Newmilns (33%) were more likely to state the one key area for improvement was the **bathroom** than respondents from Netherthird (6%) and Cumnock (7%);
- Respondents living in Auchinleck (62%) and Catrine (56%) were more likely to state their **kitchen** was the key area they would prioritise for improvement than respondents from New Cumnock (7%) and Patna (8%);
- Respondents living in Netherthird were the most likely to state their **windows** were the key area for improvement work in their home (51%). On the other hand respondents living in New Cumnock (5%) and Cumnock (4%) were least likely.

What do you regard to be the ONE key priority for improvement work in your home?								
	Base	Bathroom	Kitchen	Windows	Heating	External doors	Other	None
Craigens	31	16%	32%	19%	13%	-	3%	16%
Newmilns	9	33%	11%	11%	11%	-	-	33%
Rankinston	3	-	-	-	-	-	-	100%
Auchinleck	13	8%	62%	-	8%	-	8%	15%
Cumnock	27	7%	26%	4%	19%	7%	-	37%
Patna	48	19%	8%	4%	2%	-	-	67%
Dalmellington	35	11%	14%	14%	-	-	3%	57%
New Cumnock	57	35%	7%	5%	2%	-	2%	49%
Logan	31	29%	23%	10%	-	-	3%	36%
Hurlford	26	12%	19%	12%	4%	-	-	54%
Mauchline	22	9%	-	5%	-	-	-	86%
Catrine	9	11%	56%	-	22%	-	11%	-
Netherthird	73	6%	12%	51%	8%	6%	4%	14%
Galston	14	21%	29%	7%	7%	14%	-	21%

10.2 Satisfaction with the quality of the home (Q37)

Just over 8 in 10 respondents (84%) said they were very or fairly satisfied with the overall quality of their home, compared to 14% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied. Satisfaction with the quality of the home has decreased since the 2013 survey, decreasing from 92% to 84%.



Analysis by area revealed that all respondents living in Newmilns (100%), Rankinston (100%), Dalmellington (100%), Hurlford (100%) and Mauchline (100%) were very or fairly satisfied with the quality of their home. On the other hand satisfaction was lower for tenants living in Craigens (39%), Cumnock (41%), Galston (43%) and Catrine (56%). Please note the small base numbers.

Overall, how satisfied or dissatisfied are you with the quality of your home?				
	Base	% satisfied	% neither nor	% dissatisfied
Craigens	31	39%	48%	13%
Newmilns	9	100%	-	-
Rankinston	3	100%	-	-
Auchinleck	13	62%	39%	-
Cumnock	27	41%	56%	4%
Patna	48	98%	-	2%
Dalmellington	35	100%	-	-
New Cumnock	57	97%	4%	-
Logan	31	97%	3%	-
Hurlford	26	100%	-	-
Mauchline	22	100%	-	-
Catrine	9	56%	44%	-
Netherthird	73	89%	7%	4%
Galston	14	43%	57%	-

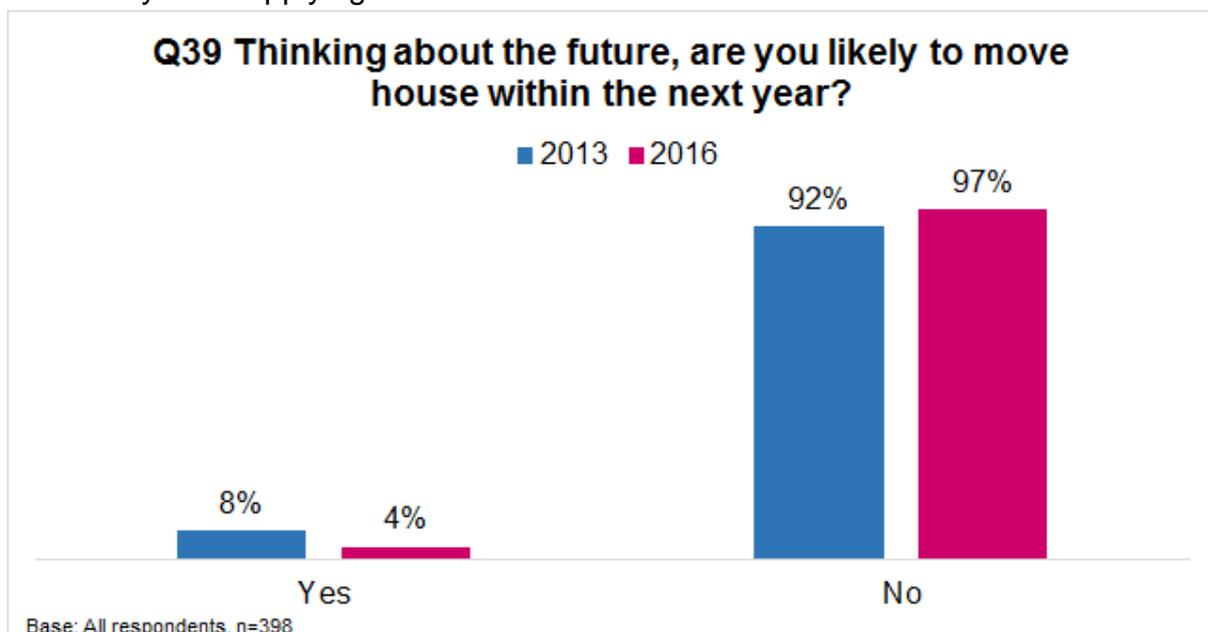
Following on from this respondents who were not satisfied with the quality of their home were asked how it could be improved. Just under half of respondents (45%) said the quality of their home could be improved with new windows or doors, 23% said they had problems with dampness or mould and 19% of respondents said their home required new kitchens or bathrooms.

Q38 How could the quality of your home be improved?		
Base: Respondents who were not satisfied with the quality of their home, n=64	No.	%
New windows/ doors	29	45.3%
Problems with dampness/ mould	15	23.4%
Require new kitchen/ bathroom	12	18.8%
Better insulation/ sound proofing	9	14.1%
External maintenance required	6	9.4%
Problems with the boiler/ heating system	6	9.4%
Other	6	9.4%

Analysis by area and house type can be found in Appendix 2.

10.3 Future housing intentions (Q39)

Four percent of tenants (14 individuals) said they were likely to be applying to the Association to move house within the next year. In 2013 8% of tenants said they were likely to be applying to the Association for a move.

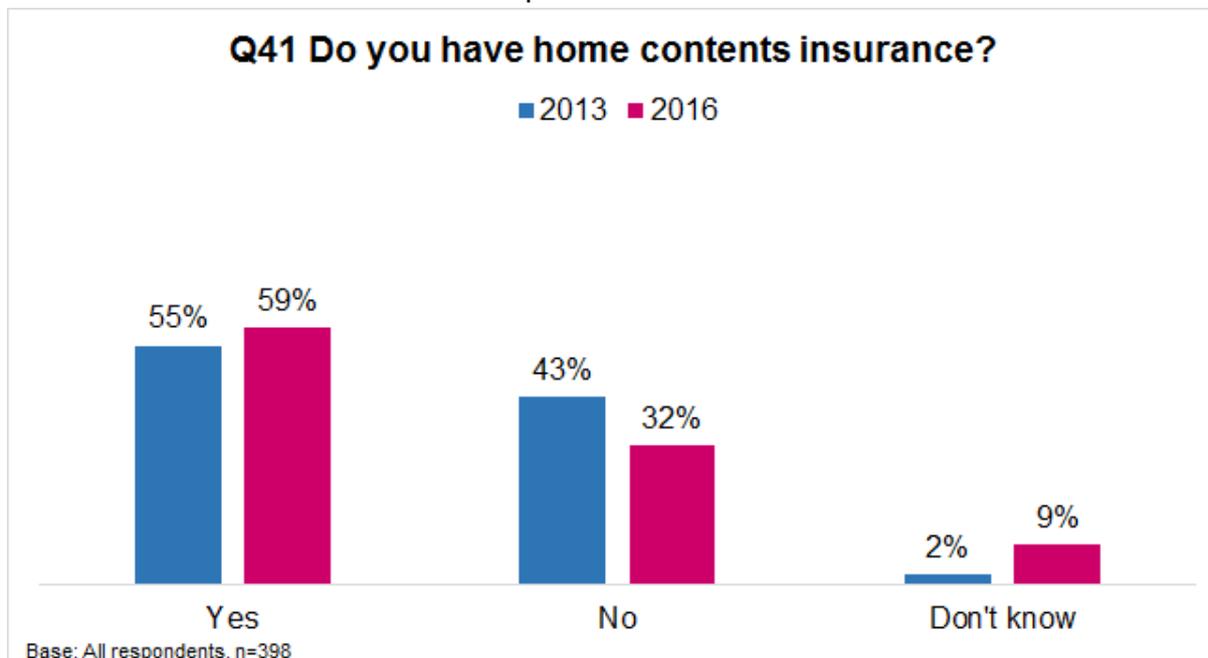


Tenants who said they were likely to be applying to the Association to move house were asked why they wanted to move. The main reasons were for a smaller house, or a different location.

Q40 If yes, why do you want to move?		
Base: Respondents who want to move property, n=14	No.	%
A smaller house	3	21.4%
A different location	3	21.4%
A larger house	2	14.3%
To meet disability needs	2	14.3%
Anti-social behaviour	1	7.1%
Other (please specify)	4	28.6%

10.4 Future housing intentions (Q39)

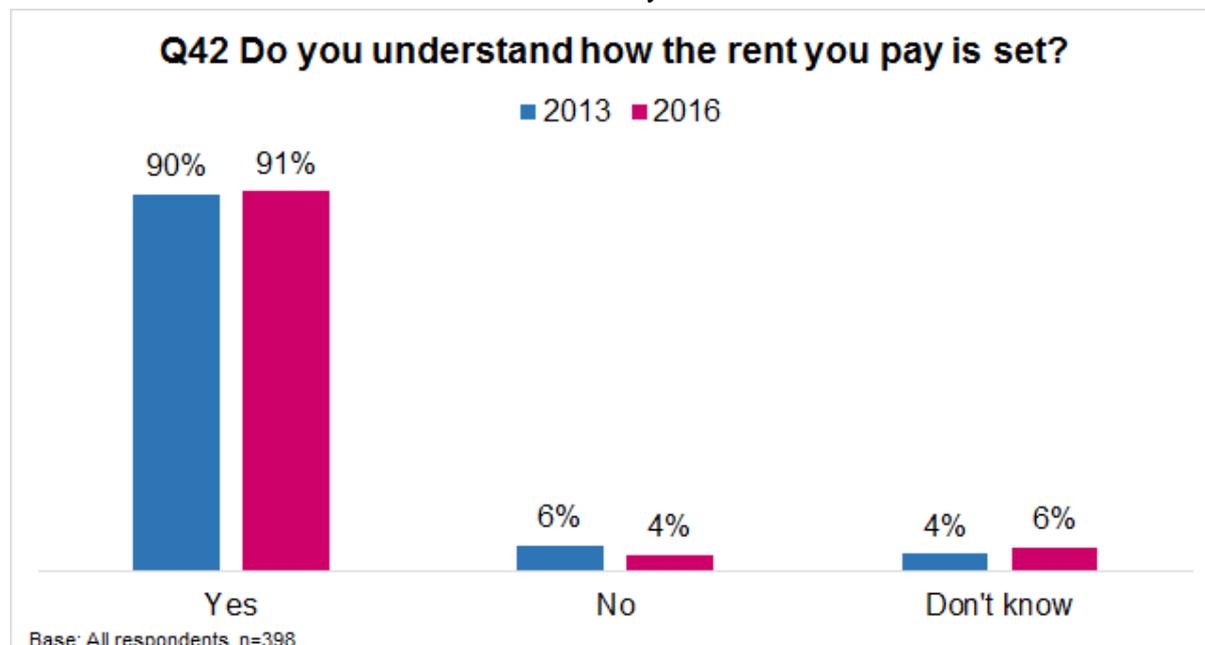
Just under 6 in 10 respondents (59%) had home contents insurance. This is slightly more than in 2013 where 55% of respondents had this.



11. RENT, BENEFITS AND WELFARE REFORM

11.1 Understanding how rent is decided (Q42)

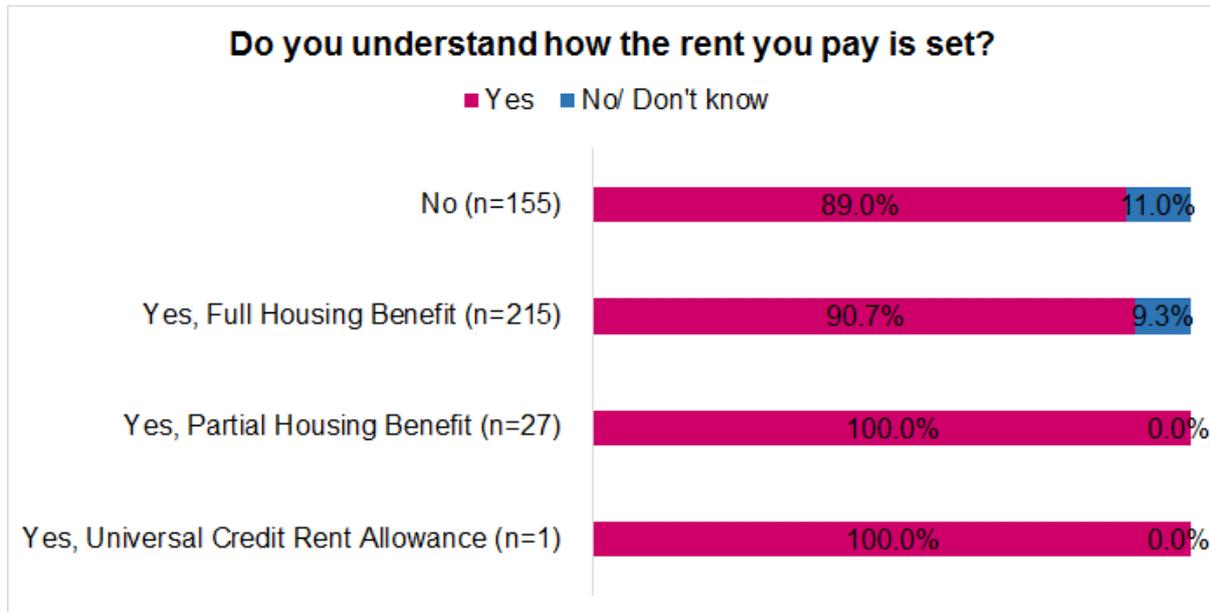
Just over nine in ten respondents (91%) understood how the rent they pay is set. The proportion of respondents who said they understood how the rent they pay is set has remained consistent with the 2013 survey.



Analysis by area revealed that respondents living in Newmilns (67%) and Hurlford (54%) were the most likely to be unaware of how the rent they pay is set. Please note the small base numbers.

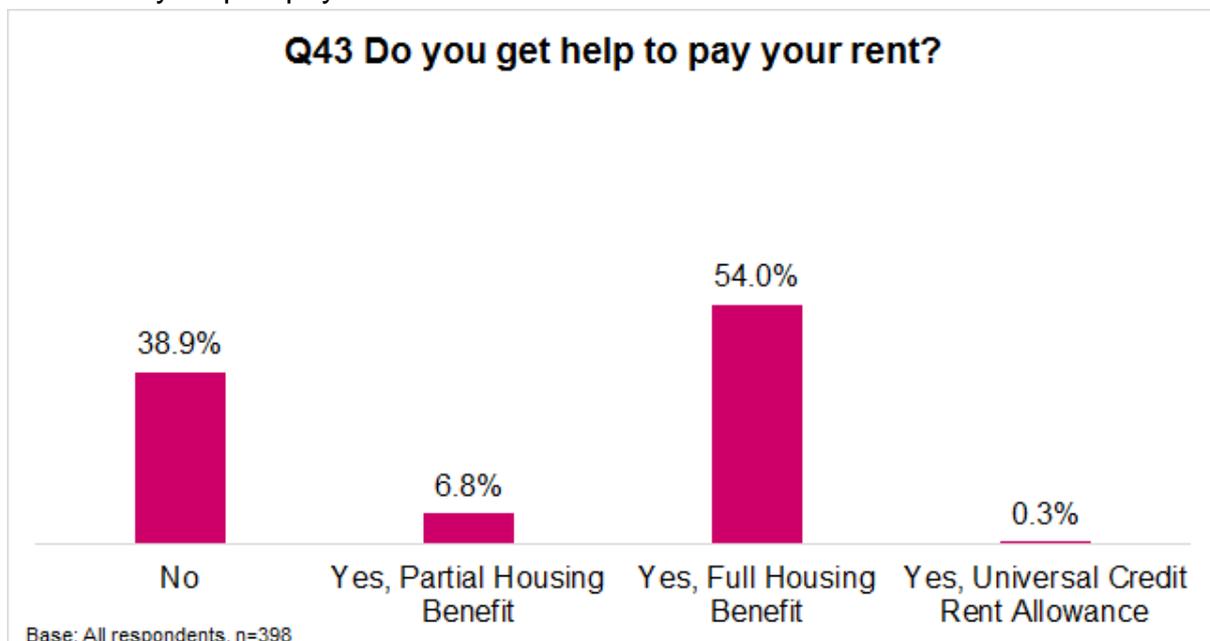
Do you understand how the rent you pay is set?			
	Base	Yes	No/ Don't know
Craigens	31	100%	-
Newmilns	9	33%	67%
Rankinston	3	100%	-
Auchinleck	13	100%	-
Cumnock	27	85%	15%
Patna	48	92%	8%
Dalmellington	35	94%	6%
New Cumnock	57	97%	4%
Logan	31	94%	7%
Hurlford	26	46%	54%
Mauchline	22	100%	-
Catrine	9	100%	-
Netherthird	73	99%	1%
Galston	14	86%	14%

Respondents who did not receive any help with their rent (89%) and those who receive full housing benefit (91%) were less likely to understand how the rent they pay is set than respondents who receive partial housing benefit (100%).



11.2 Help with rent (Q43)

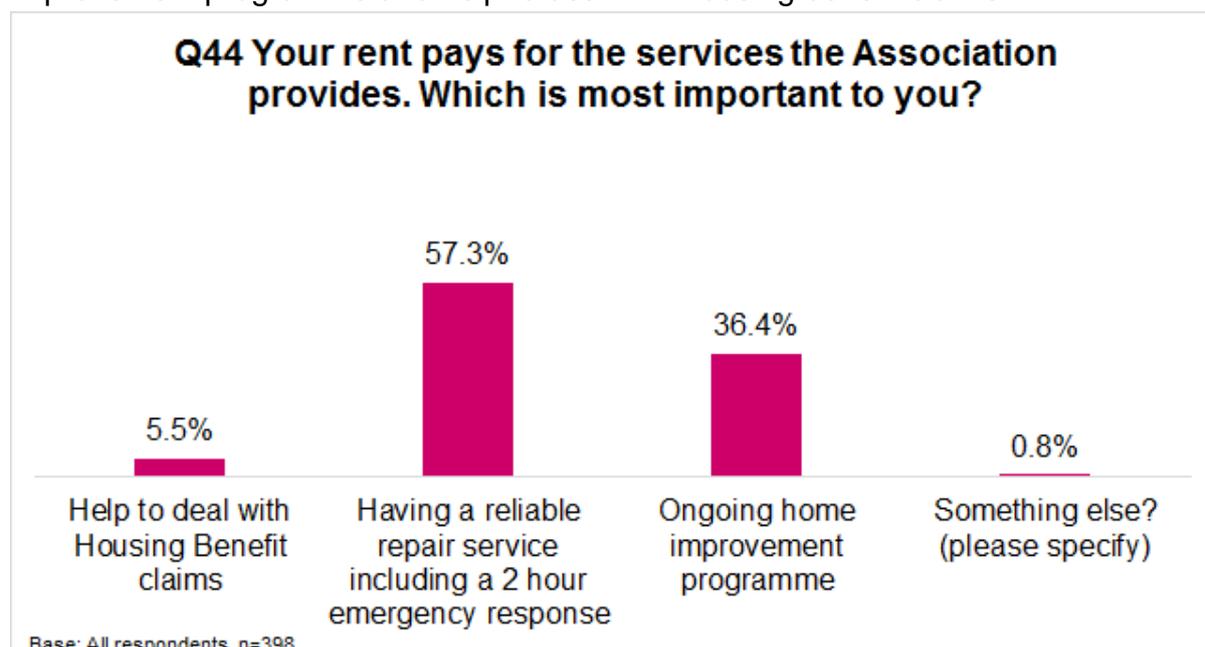
61% of respondents said they get help to pay their rent either by receiving full (54%) or partial housing benefit (7%). The remaining 39% of respondents said they do not receive any help to pay their rent.



11.3 Importance of the Association services (Q44)

Tenants were asked what they regarded to be the most important service the Association provides. The most important service was having a reliable repair

service including a 2 hour emergency response, followed by ongoing home improvement programme and help to deal with housing benefit claims.



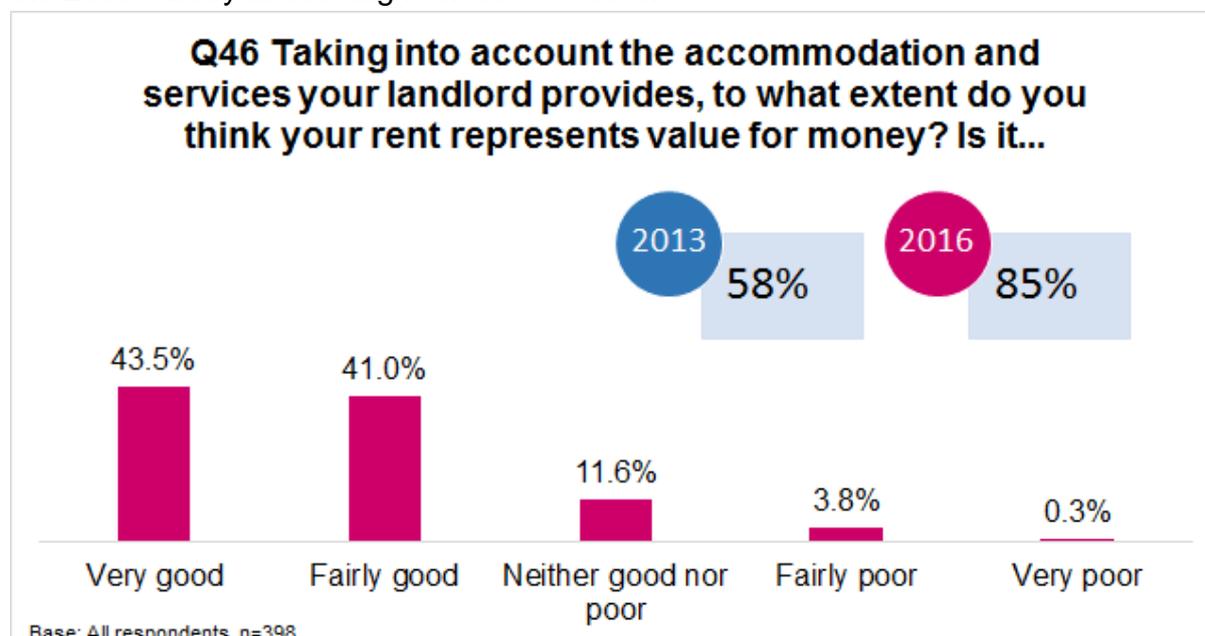
11.4 Value for money (Q45-46)

Tenants were then asked what they think about when they are asked to think about value for money for rent. 88% of respondents said they thought about a good repairs service, 77% said how well maintained their home is and whether they get the improvements that they feel they need and 50% said if their rent is affordable.

Q45 If somebody asked you to think about value for money for your rent, which of the following are you most likely to think about. Please select up to 3 items from the list.

Base: All respondents, n=398		
	No.	%
A good repair service?	350	87.9%
How well maintained my home is and whether I get the improvements that I feel it needs	306	76.9%
Its affordable	200	50.3%
How well I feel I am kept informed by the Association about its services and decisions	136	34.2%
How good the customer service provided by the Association is	55	13.8%
How I believe Shire's rents compare to other local landlords	50	12.6%
How satisfied I am overall with the Association	43	10.8%
Keeping you informed	6	1.5%
Financial help	5	1.3%

With regards to value for money for the rent charge, 85% of respondents were of the opinion that their rent represented very or fairly good value for money. Compared to 12% who felt it offered neither good nor poor value and 4% who felt it offered very or fairly poor value for money. The proportion of respondents of the opinion that their rent represents very or fairly good value for money has increased significantly since the 2013 survey increasing from 58% to 85%.



Analysis by area revealed that respondents living in Newmilns (100%), Rankinston (100%) and Mauchline (100%) were the most likely to be of the opinion that their rent represented very or fairly good value for money. On the other hand respondents living in Cumnock (52%), Catrine (56%), Hurlford (77%) and Auchinleck (77%) were the least likely. Please note the small base numbers.

Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money? Is it...				
	Base	% good	% neither nor	% poor
Craigens	31	84%	13%	3%
Newmilns	9	100%	-	-
Rankinston	3	100%	-	-
Auchinleck	13	77%	23%	-
Cumnock	27	52%	48%	-
Patna	48	92%	6%	2%
Dalmellington	35	91%	9%	-
New Cumnock	57	93%	7%	-
Logan	31	84%	3%	13%
Hurlford	26	77%	19%	4%
Mauchline	22	100%	-	-
Catrine	9	56%	33%	11%
Netherthird	73	81%	8%	11%
Galston	14	93%	7%	-

It is interesting to note that respondents from Cumnock, Catrine and Auchinleck were the most likely to consider how well their home is maintained and if they receive the improvements that they feel they need when they think about value for money. Respondents from these areas were also the least likely to state that they were very or fairly satisfied with the quality of their home and were the least likely to be aware of the Association's responsibilities to maintain their home.

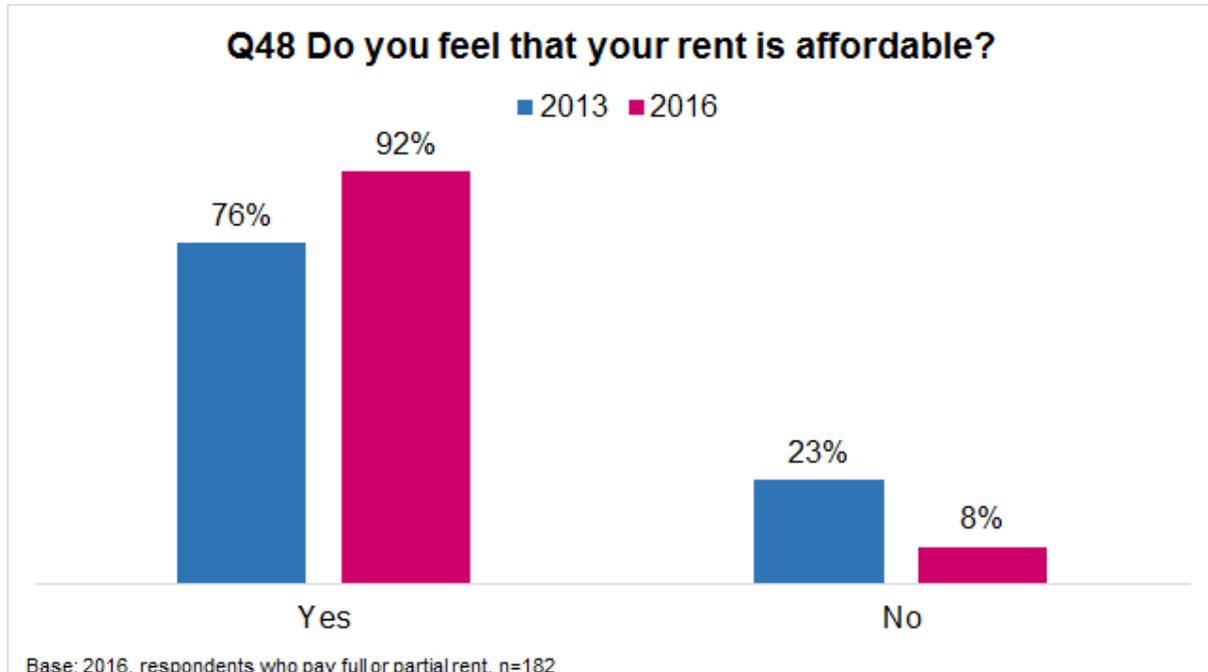
Following on from this all respondents were then asked to explain why they said their rent represented good or poor value for money. As shown in the table below, 34% said their rent was ok, reasonable or offered good value for money, 26% of respondents said they were in receipt of housing benefit and 14% said they were happy with their home or their neighbourhood.

Q47 Why do you say that?		
Base: All respondents, n=398	No.	%
It is ok/ reasonable/ good value for money	136	34.2%
Receive housing benefit	102	25.6%
Happy with the house/ neighbourhood	54	13.6%
Don't know/ Nothing to compare it to	36	9.0%
It is good compared to private rent/ other Housing Association's	31	7.8%
Good for the service we receive	29	7.3%
Too expensive for the size/ quality of the home	21	5.3%
Expensive compared to others	9	2.3%
Keeps increasing	2	0.5%
Other	8	2.0%

Analysis by area and house type can be found in appendix 2.

11.5 Affordability of rent payments (Q48-49)

Tenants were asked whether they felt that their rent was affordable. The majority of respondents (92%) said that yes, their rent was affordable. This is more than in 2013 where 76% of respondents said their rent was affordable. Please note those who answered not applicable to this question have been removed from the analysis.



Respondents who said they did not think their rent was affordable were then asked why this was the case. Of the 14 respondents who felt their rent was not affordable, 13 said they struggled due to rents being too high, 3 said it was as a result of fuel costs and 1 respondent said they struggled to pay their rent as a result of debt.

12. COMPLAINTS POLICY AND PROCEDURES

12.1 Awareness and use of complaints policy (Q50-51)

Awareness of the complaints policy and procedures was high with almost all tenants (95%) stating that if they were unhappy with any aspect of the services that Shire provides, they would know how to make a complaint about this. Awareness has decreased slightly since the 2013 survey where 97% of respondents were aware.

Despite the high awareness only 2% of respondents had actually used the complaints policy amounting to 8 individuals.

12.2 Nature of the complaint (Q52)

In terms of the nature of the complaint, half of respondents (4 individuals) had made a complaint about anti-social behaviour and the remaining 4 said they had made a complaint about a Shire service.

12.3 Satisfaction with aspects of the complaints service (Q53-54)

The 8 tenants who had made a complaint were asked how satisfied they were with various aspects of their complaint.

- 4 out of the 8 respondents were very or fairly satisfied with the way their complaint was dealt with;
- 4 out of 8 respondents were satisfied with the time taken to deal with their enquiry;
- 5 out of 8 respondents were satisfied with the attitude of staff handling the complaint;
- 2 out of 8 were satisfied with the decision reached regarding the complaint;
- 2 out of 8 were satisfied with the explanation given about the decision reached.

Q53 How satisfied were you with the following aspects of your complaint?						
Base: Made a complaint, n=8	Very satisfied	Satisfied	Neither nor	Dissatisfied	Very dissatisfied	Not applicable
The way your complaint was dealt with	3	1	-	4	-	-
The time taken to deal with the complaint	3	1	1	2	1	-
The attitude of staff handling your complaint	3	2	3	-	-	-
The decision reached regarding your complaint	2	-	1	3	1	1
The explanation given about the decision reached	2	-	1	3	1	1

Satisfaction with aspects of the complaints service has seen both increases and decreases since the 2013 survey. The most notable increase in satisfaction can be

seen in terms of the way the complaint was dealt with which has increased by 7 percentage points from 43% to 50%. On the other hand the most notable decreases in satisfaction can be seen in terms of the decision reached regarding your complaint which has decreased by 13 percentage points and the explanation given about the decision reached which has decreased by 12 percentage points.

Satisfaction with aspects of the complaint (2013/2016)			
	2013	2016	Difference
The way your complaint was dealt with	43%	50%	↑ 7%
The time taken to deal with the complaint	50%	50%	→ 0%
The attitude of staff handling your complaint	57%	63%	↑ 6%
The decision reached regarding your complaint	38%	25%	↓ -13%
The explanation given about the decision reached	37%	25%	↓ -12%

Analysis by complaint type is shown in the table below:

Q53 How satisfied were you with the following aspects of your complaint?								
		Base	Very satisfied	Satisfied	Neither nor	Dissatisfied	Very dissatisfied	Not applicable
The way your complaint was dealt with	Anti-social complaint	4	3	1	-	-	-	-
	Complaint about a Shire service	4	-	-	-	4	-	-
The time taken to deal with the complaint	Anti-social complaint	4	3	1	-	-	-	-
	Complaint about a Shire service	4	-	-	1	2	1	-
The attitude of staff handling your complaint	Anti-social complaint	4	3	1	-	-	-	-
	Complaint about a Shire service	4	-	1	3	-	-	-
The decision reached regarding your complaint	Anti-social complaint	4	2	-	1	-	-	1
	Complaint about a Shire service	4	-	-	-	3	1	-
The explanation given about the decision reached	Anti-social complaint	4	4	-	1	-	-	1
	Complaint about a Shire service	4	-	-	-	3	1	-

Respondents who said they were dissatisfied with any aspect of their complaint were then asked what Shire could have done to make them happy with the process. The comments they provided are listed below:

- *Not sure.*
- *Nothing.*
- *Properly compensated us for the things we've lost because of Shire's mistake.*
- *Upgrade the house.*

- *Replace the door. Had to suffer it being like this for 3+ years.*

Further analysis revealed that all 5 respondents who were unhappy with an aspect of their complaint said they were aware of the Association's responsibilities to maintain their home as well as their own responsibilities as tenants to maintain their home.

3 of the 4 tenants who were unhappy with the outcome of their complaint were advised of their right to appeal the decision.

13. NEIGHBOURHOOD MANAGEMENT

13.1 Satisfaction with aspects of the neighbourhood (Q56)

Tenants were asked how satisfied or dissatisfied they were with various aspects of their neighbourhood. Satisfaction was very high ranging from 97% in terms of neighbouring gardens to 100% in terms of your feeling of safety.



Compared to the 2013 survey, satisfaction has increased marginally with regards to the maintenance of common areas and your feeling of safety.

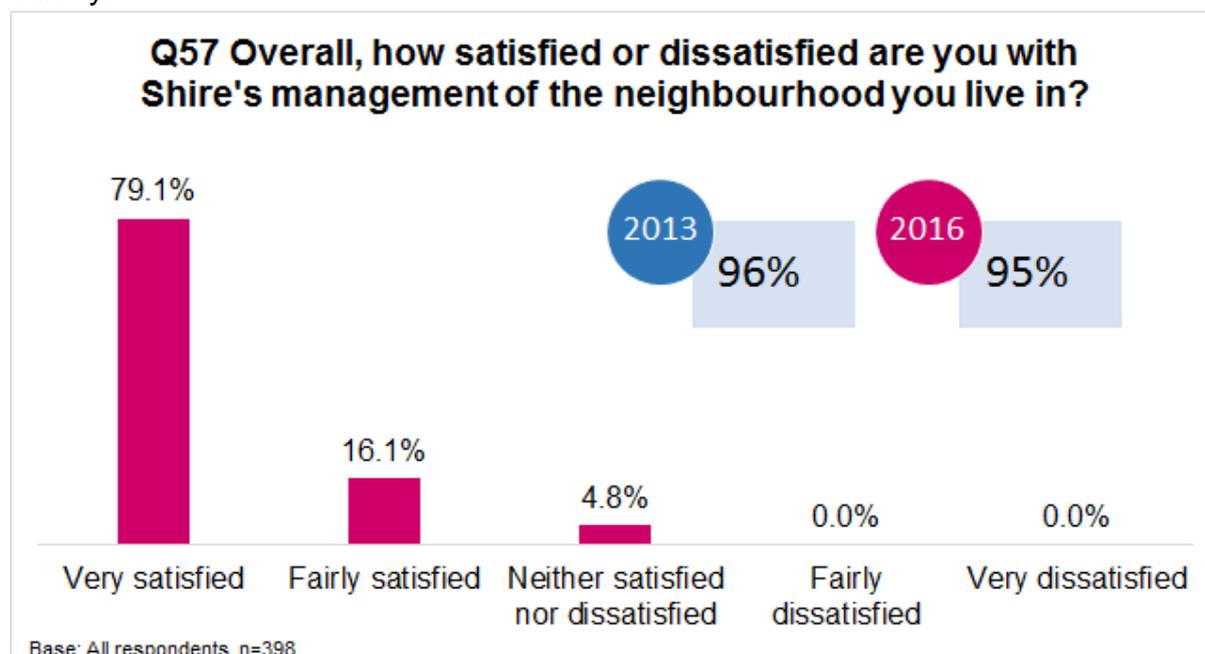
Satisfaction with neighbourhood aspects (2013/2016)			
	2013	2016	Difference
Maintenance of any common areas	96%	98%	↔ 2%
Your feeling of safety	97%	100%	↑ 3%

The table below shows the results for these questions by area. The biggest variation in satisfaction was with regards to neighbouring gardens where 75% of respondents from Auchinleck were satisfied compared to 100% of respondents from Rankinston, Dalmellington, New Cumnock, Logan, Hurlford, Mauchline, Catrine and Galston. Please note the small base numbers.

Can you tell me how satisfied you are with the following aspects of your neighbourhood? (% satisfied)			
	Maintenance of any common areas	Your feeling of safety	Neighbouring gardens
Craigens (n=7-31)	100%	100%	90%
Newmilns (n=6-9)	83%	100%	89%
Rankinston (n=1-3)	100%	100%	100%
Auchinleck (n=7-13)	100%	100%	75%
Cumnock (n=17-27)	100%	100%	96%
Patna (n=25-47)	92%	98%	98%
Dalmellington (n=35)	100%	100%	100%
New Cumnock (n=34-57)	100%	100%	100%
Logan (n=22-31)	96%	100%	100%
Hurlford (n=26)	100%	100%	100%
Mauchline (n=18-22)	100%	100%	100%
Catrine (n=9)	89%	100%	100%
Netherthird (n=70-73)	99%	99%	96%
Galston (n=14)	100%	100%	100%

13.2 Management of the neighbourhood (Q57)

Over 9 in 10 tenants (96%) said they were very or fairly satisfied with their landlord's management of the neighbourhood they lived in, compared to 5% who were neither satisfied nor dissatisfied. The proportion of respondents who said they were satisfied with the management of their neighbourhood has remained consistent with the 2013 survey.



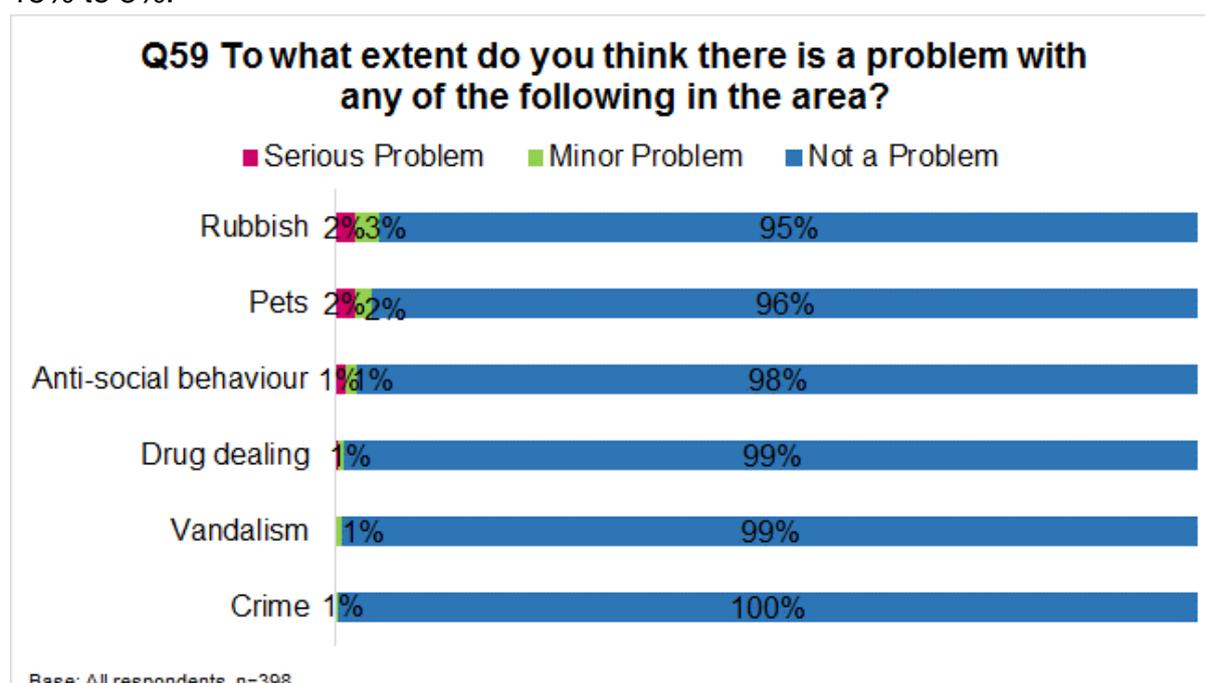
Area Analysis revealed that respondents who lived in Cumnock (70%), Auchinleck (85%) and Galston (86%) were the least likely to be satisfied with Shire's management of the neighbourhood that they live in.

Overall, how satisfied or dissatisfied are you with Shire's management of the neighbourhood you live in?				
	Base	% satisfied	% neither nor	% dissatisfied
Craigens	31	87%	13%	-
Newmilns	9	100%	-	-
Rankinston	3	100%	-	-
Auchinleck	13	85%	15%	-
Cumnock	27	70%	30%	-
Patna	48	98%	2%	-
Dalmellington	35	100%	-	-
New Cumnock	57	100%	-	-
Logan	31	100%	-	-
Hurlford	26	100%	-	-
Mauchline	22	100%	-	-
Catrine	9	89%	11%	-
Netherthird	73	99%	1%	-
Galston	14	86%	14%	-

Following on from this respondents who were not satisfied with Shire’s management of the neighbourhood were then asked what Shire could do to improve. Their comments are listed in the appendix.

13.3 Neighbourhood problems (Q59)

Tenants were asked to state the extent to which various issues were a problem or not a problem in the area. The majority of respondents rated these issues as not a problem, however 5% of respondents stated rubbish was a major or minor problem in their area, 4% said pets were a problem and 2% said anti-social behaviour was a problem. Compared to the 2013 survey, the proportion of respondents stating rubbish as a major or minor problem has decreased by 10 percentage points from 15% to 5%.



Respondents from Cumnock and Auchinleck were the most likely to state that these issues were a major or minor problem in their area.

To what extent do you think there is a problem with any of the following in the area? (% stating major/ minor problem)						
	Pets	Vandalism	Rubbish	Drug dealing	Crime	Anti-social behaviour
Craigens	13%	-	-	3%	3%	3%
Newmilns	-	-	-	-	-	-
Rankinston	-	-	-	-	-	-

Auchinleck	15%	8%	23%	8%	8%	8%
Cumnock	26%	4%	15%	7%	-	7%
Patna	-	-	4%	-	-	4%
Dalmellington	3%	-	3%	-	-	-
New Cumnock	2%	-	4%	-	-	2%
Logan	3%	3%	-	-	-	3%
Hurlford	-	-	-	-	-	-
Mauchline	-	-	-	-	-	-
Catrine	-	-	22%	-	-	11%
Netherthirid	1%	-	5%	-	-	-
Galston	-	-	14%	-	-	7%

13.4 Facilities lacking in the area (Q60)

Tenants were asked if there were any facilities or services which they feel their neighbourhood is lacking. The open ended comments to this question were coded into common themes and are listed in the table below. The majority of tenants could not think of any facilities that were lacking, however 19 tenants cited more facilities for children for example play areas or parks and 9 tenants cited more community facilities such as shops or doctors.

Q60 Are there any facilities or services you feel your neighbourhood is lacking?		
Base: All respondents, n=398	No.	%
Nothing	312	78.4%
More facilities for kids e.g. play areas/ parks	19	4.8%
More community facilities- shops/ doctors etc.	9	2.3%
Gardens need to be made private- fencing	6	1.5%
Outside maintenance work	4	1.0%
More Police in the area/ Community wardens	2	0.5%
Don't know	38	9.5%
Other	11	2.8%

Analysis by area is displayed in the table below. It is interesting to note that the areas where respondents were more likely to state their neighbourhood was lacking nothing or they were unsure what it was lacking were more likely to be very or fairly satisfied with Shire's management of their neighbourhood.

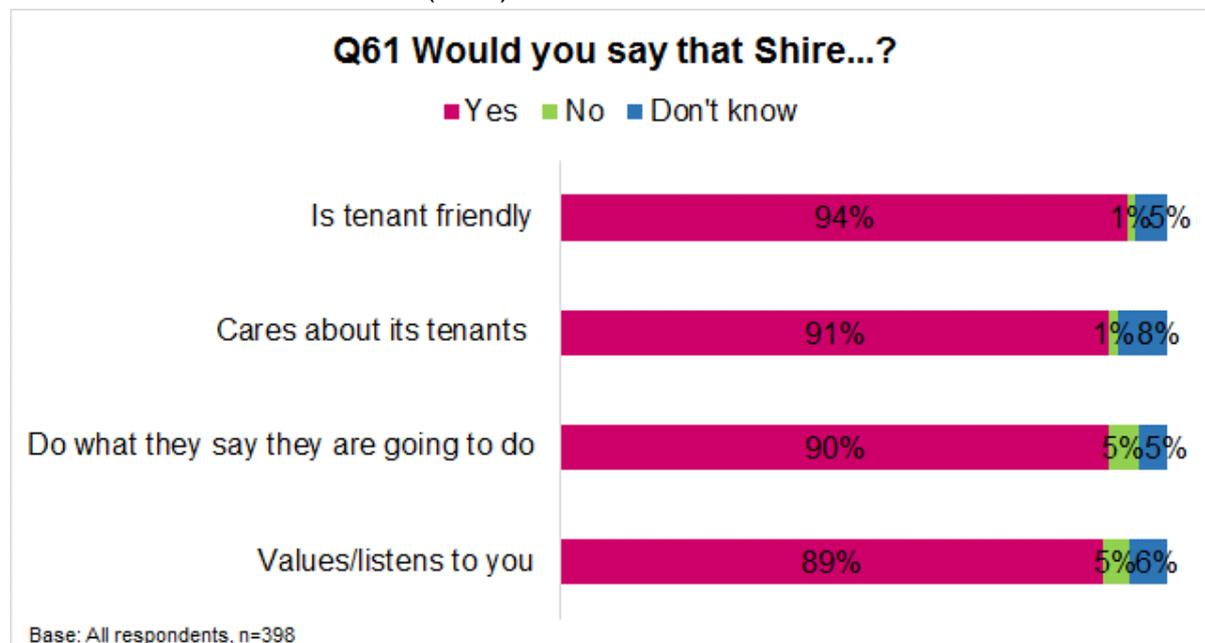
Are there any facilities or services you feel your neighbourhood is lacking?								
	More facilities for kids	Gardens need to be made private-fencing	More Police in the area/ Community wardens	Outside maintenance work	More community facilities-shops/ doctors etc.	Nothing	Don't know	Other
Craigens	3%	-	-	3%	10%	71%	3%	13%
Newmilns	-	-	-	-	-	89%	11%	-
Rankinston	-	-	-	-	-	67%	33%	-
Auchinleck	-	-	-	-	-	92%	-	8%
Cumnock	7%	19%	4%	-	7%	59%	-	7%

Patna	-	-	-	-	-	100%	-	-
Dalmellington	9%	-	-	-	-	86%	6%	-
New Cumnock	7%	-	-	-	4%	90%	-	2%
Logan	3%	-	-	-	-	77%	19%	-
Hurlford	-	-	-	-	8%	65%	27%	-
Mauchline	-	-	-	-	-	77%	23%	-
Catrine	-	-	-	-	-	100%	-	-
Netherthird	7%	1%	1%	4%	-	62%	21%	4%
Galston	21%	-	-	-	-	79%	-	-

14. SUMMARY OF THE ASSOCIATION

14.1 Opinions on Shire (Q61)

The vast majority of tenants were of the opinion that Shire is tenant friendly (94%), cares about its tenants (91%), does what they say they are going to do (90%) and values and listens to tenants (89%).



Statements about the Association (2013/2016)			
	2013	2016	Difference
Cares about its tenants	89%	91%	⇒ 2%
Is tenant friendly	90%	94%	↑ 4%
Do what they say they are going to do	86%	90%	↑ 4%

14.2 Anything they could do differently (Q62)

An open ended question was included in the questionnaire which asked tenants if there was anything that Shire could do differently. The majority of respondents said there was nothing that Shire could do differently (79%) or they were unsure what they could do (11%). Where respondents did make suggestions as to what they could do differently this tended to be in terms of where tenants felt they could listen to tenants more (4%) and where they felt improvements to the repairs service could be made (3%).

Q62 Anything they could do differently?		
Base: All respondents, n=398	No.	%
Nothing/ happy with the service	315	79.1%
Listen to tenants	14	3.5%
Improve the repairs service	12	3.0%
Sort out damp problems	5	1.3%
Upgrade/ improve homes	4	1.0%
Outside maintenance e.g. grass cutting	4	1.0%
Improve communication	3	0.8%
Don't know	44	11.1%
Other	4	1.0%

15. HOUSEHOLD INFORMATION

15.1 Age and Gender (Q63-64)

Just under 1 in 4 respondents (24%) were aged 16 to 34, 29% were aged 35 to 54, 16% were aged 55 to 64 and 30% were aged 65 and over. With regards to gender, 36% of respondents were male and 64% were female. Analysis by area and house type are displayed in the tables below.

Q64 Age?		
Base: All respondents, n=398	No.	%
16-24	35	8.8%
25-34	62	15.6%
35-44	49	12.3%
45-54	68	17.1%
55-59	34	8.5%
60-64	31	7.8%
65-74	70	17.6%
75+	49	12.3%

Age?					
	Base	16-34	35-54	55-64	65 +
Craigens	31	23%	45%	16%	16%
Newmilns	9	22%	22%	11%	44%
Rankinston	3	33%	-	-	67%
Auchinleck	13	23%	54%	-	23%
Cumnock	27	33%	33%	11%	22%
Patna	48	17%	25%	23%	35%
Dalmellington	35	37%	14%	6%	43%
New Cumnock	57	28%	32%	12%	28%
Logan	31	26%	45%	10%	19%
Hurlford	26	15%	23%	23%	39%
Mauchline	22	-	27%	9%	64%
Catrine	9	33%	22%	11%	33%
Netherthird	73	27%	26%	27%	19%
Galston	14	21%	21%	29%	29%

Age?					
	Base	16-34	35-54	55-64	65 +
Bungalow - end terraced	3	-	-	33%	67%
Cottage - end terrace	57	28%	30%	12%	30%
Cottage - mid-terrace	71	17%	32%	14%	37%
Bungalow - detached	5	-	60%	-	40%
Lower flat	54	26%	15%	22%	37%
Upper flat First Floor	48	35%	25%	17%	23%
Bungalow - mid terraced	6	-	-	33%	67%
Cottage - semi-detached	152	24%	35%	16%	24%
Upper flat Second Floor	2	50%	50%	-	-

15.2 Household composition (Q66)

In relation to household composition, 37% of respondents lived in single adult households, 28% lived in two adult households, 14% were 1 parent families, 14% were 2 parent families and 6% of respondents were three or more adults.

Q66 How would you describe the composition of your household?		
Base: All respondents, n=398	No.	%
One adult under 60	46	11.6%
One adult aged 60 or over	100	25.1%
Two adults both under 60	55	13.8%
Two adults both over 60	36	9.0%
Two adults, at least one 60 or over	21	5.3%
Three or more adults, 16 or over	22	5.5%
1 parent family with 1 child under 16	31	7.8%
1 parent family with 2 children under 16	17	4.3%
1 parent family with 3 or more children under 16	7	1.8%
2 parent family with 1 child under 16	22	5.5%
2 parent family with 2 children under 16	22	5.5%
2 parent family with 3 or more children under 16	11	2.8%
Other (please specify)	8	2.0%

Household composition x number of bedrooms			
	1	2	3
Base	10	133	255
One adult under 60	20%	17%	9%
One adult aged 60 or over	50%	23%	26%
Two adults both under 60	-	11%	16%
Two adults both over 60	20%	14%	6%
Two adults, at least one 60 or over	-	3%	7%
Three or more adults, 16 or over	-	4%	7%
1 parent family with 1 child under 16	-	11%	7%
1 parent family with 2 children under 16	10%	2%	5%
1 parent family with 3 or more children under 16	-	2%	2%
2 parent family with 1 child under 16	-	8%	5%
2 parent family with 2 children under 16	-	7%	5%
2 parent family with 3 or more children under 16	-	-	4%
Other (please specify)	-	-	3%

15.3 Occupation (Q67)

In terms of occupation, 31% of respondents were in full or part time employment, 9% were unemployed, 11% were long term sick or disabled, 13% were looking after the family and 33% were retired.

Q67 How would you describe the occupational status of you and your partner/ spouse at present?				
	You		Your partner	
	No.	%	No.	%
Full time paid work (35 or more hours per week)	95	23.9%	82	20.6%
Part time paid work (less than 35 hours per week but more than 16 hours per week)	25	6.3%	9	2.3%
Part time paid work (less than 16 hours per week)	4	1.0%	1	0.3%
Full time education	5	1.3%	2	0.5%
Unemployed	35	8.8%	11	2.8%
Long term sick/disabled	42	10.6%	10	2.5%
Looking after family	50	12.6%	8	2.0%
Retired	133	33.4%	41	10.3%
Other - specify	9	2.3%	2	0.5%
No partner	-	-	232	58.3%

15.4 Disability status (Q68-69)

Just under 4 in 10 respondents (36%) said that either they or a member of their family had some form of disability or health problem which limits their daily activities or the work they can do, with the majority stating the problem was related to a mobility or physical disability.

Q69 What is the nature of their disabilities?		
Base: Have a disability, n=144	No.	%
Mobility/physical disabilities	87	60.4%
Being frail due to old age	18	12.5%
Mental ill health	9	6.3%
Difficulties with hearing	6	4.2%
Learning difficulties	4	2.8%
Difficulties with sight	4	2.8%
Drug/Alcohol dependency	1	0.7%
Other (please write in)	39	27.1%

Analysis by area revealed that respondents from Mauchline, Netherthird and Hurlford were all more likely to state they or someone in their household suffered from a long term illness, health problem or disability. It is interesting to note that the majority of respondents from Mauchline were aged 65 and over. Please note the small base numbers.

Does anyone living in this household have any long term illness, health problem or disability which limits their daily activities or the work they can do (including problems due to old age)?			
	Base	Yes	No
Craigens	31	16%	84%
Newmilns	9	33%	67%
Rankinston	3	33%	67%
Auchinleck	13	15%	85%
Cumnock	27	26%	74%
Patna	48	38%	63%
Dalmellington	35	37%	63%
New Cumnock	57	30%	70%
Logan	31	29%	71%
Hurlford	26	50%	50%
Mauchline	22	55%	46%
Catrine	9	11%	89%
Netherthird	73	53%	47%
Galston	14	29%	71%

Does anyone living in this household have any long term illness, health problem or disability which limits their daily activities or the work they can do (including problems due to old age)?			
	Base	Yes	No
Bungalow - end terraced	3	67%	33%
Cottage - end terrace	57	28%	72%
Cottage - mid-terrace	71	30%	70%
Bungalow - detached	5	60%	40%
Lower flat	54	52%	48%
Upper flat First Floor	48	33%	67%
Bungalow - mid terraced	6	100%	-
Cottage - semi-detached	152	34%	66%
Upper flat Second Floor	2	-	100%

Does anyone living in this household have any long term illness, health problem or disability which limits their daily activities or the work they can do (including problems due to old age)? (analysed by number of bedrooms)			
	Base	Yes	No
1	10	50%	50%
2	133	30%	70%
3	255	39%	61%

15.5 Ethnicity (Q70)

In terms of ethnicity, the majority of respondents said they were White Scottish. Of the 2 respondents who did not say they were White Scottish, one said they were Other British and the other said they were Australian.

16. CONCLUSIONS

AREAS OF HIGH PERFORMANCE

The results of the 2016 survey reveal that the Association is performing to a relatively high standard. The following points show where satisfaction was highest and also where improvement had been made since the 2013 survey:

- Overall satisfaction with the Association is high with 96% of tenants stating they were very or fairly satisfied with Shire as their landlord.
- Just under 9 in 10 respondents (88%) who moved into their property in the last 12 months were satisfied with the standard of the property when they moved in. This is an improvement since the 2013 survey where 73% of new tenants were satisfied.
- Tenants who read the newsletter rated it very highly in terms of being informative (99%), interesting (99%), easy to read (100%) and containing useful information (99%).
- Almost all respondents were of the opinion that Shire is very or fairly good at keeping them informed.
- All respondents were very or fairly satisfied with the opportunities given to them to participate in their landlord's decision making processes. This has increased since the 2013 survey where 94% of respondents were very or fairly satisfied.
- All respondents were of the opinion that it was very or fairly easy to access the Association's services that they need.
- Tenants who contacted the Association in the last 12 months rated the contact they had with the Association highly with 96% stating they were satisfied with the number of people they had to speak to before someone could help with their enquiry, the quality of the advice and assistance given and the length of time it took to get a response. 97% of respondents said they were very or fairly satisfied with the helpfulness of the member of staff.
- The repairs service is perceived highly by tenants with 91% stating they were very or fairly satisfied with the service that they had received. With regards to aspects of the repairs service, satisfaction was very high with all tenants stating they were satisfied with:
 - The attitude of the tradesmen while in your home;
 - The helpfulness of the Association staff involved;
 - The ease of reporting your repair;
 - The tradesmen arriving as arranged;
 - Having the repair done at a time that suits you.
- With regards to value for money just under 9 in 10 respondents (85%) were of the opinion that their rent represented very or fairly good value for money. This has increased significantly since the 2013 survey where 58% of respondents held this opinion.

- Similar to value for money, the proportion of respondents who were of the opinion that their rent was affordable has also increased significantly since the 2013 survey, increasing from 76% to 92%.
- 95% of tenants were very or fairly satisfied with their landlord's management of the neighbourhood they live in. In terms of satisfaction with aspects of the neighbourhood satisfaction was very high ranging from 97% in terms of neighbouring gardens to 100% in terms of your feeling of safety.

AREAS FOR IMPROVEMENT

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 lower levels of satisfaction and awareness have been highlighted which were evident throughout the report:

- With regards to the repairs service, satisfaction was about 90% for almost all aspects with the exception of the repair being done right first time where 88% of respondents were satisfied.
- Tenants were asked what they regarded to be the one key priority for improvement work in their home. The top priority was for new kitchens (17%), followed by new bathrooms (17%) and windows (16%).
- Satisfaction with the quality of the home has decreased since the 2013 survey, decreasing from 92% to 84%.