



# Shire Housing Association

## Owner Satisfaction Survey

October 2019

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Report written by: William Easton

A handwritten signature in black ink, appearing to read 'W Easton'.

Date: 29/10/2019

Reviewed by: Elaine MacKinnon/ Lorna Shaw

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'.

Date: 29/10/2019

# Shire Housing Association

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## Owner Satisfaction Survey 2019

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# 1. INTRODUCTION AND METHODOLOGY

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Shire Housing Association commissioned Research Resource to carry out an owner customer satisfaction survey on their behalf.

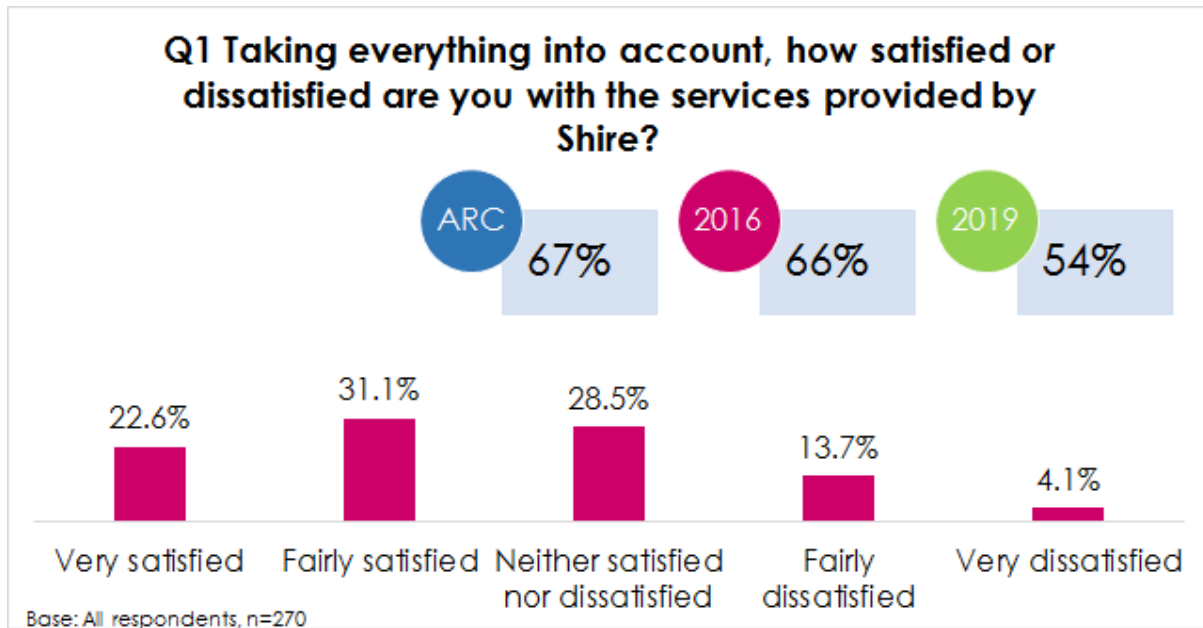
The survey was carried out utilising a face to face methodology. Interviews were carried out with the Association's owners between 2<sup>nd</sup> September and 4<sup>th</sup> October 2019. A total of 270 interviews were carried out with the Association's owners, equating to a 29% response rate and providing data accurate to +/-5.03% based upon a 50% estimate at the 95% confidence level.

This summary highlights the key findings from this programme of research.

## 2. KEY FINDINGS SUMMARY

### 2.1 Overall satisfaction (Q1-2)

The survey began by asking owners how satisfied or dissatisfied they were with the services provided by Shire. As shown in the chart below, 54% of respondents said they were very or fairly satisfied in this respect, compared to 29% who were neither satisfied nor dissatisfied and 18% who were very or fairly dissatisfied.



Analysis by area revealed that owners living in Patna (83%) and Logan (71%) were the most likely to be very or fairly satisfied with the services provided by Shire. On the other hand respondents from New Cumnock (40%) and Mauchline (30%) were the least likely to be satisfied, however this may be as a result of owners in these areas not paying service charges and therefore being unaware of the services the Association provides. Please note the small base numbers.

<b>Q1 Taking everything into account, how satisfied or dissatisfied are you with the services provided by Shire?</b>						
	<b>Base</b>	<b>Very satisfied</b>	<b>Fairly satisfied</b>	<b>Neither satisfied nor dissatisfied</b>	<b>Fairly dissatisfied</b>	<b>Very dissatisfied</b>
CRAIGENS	42	12%	43%	45%	-	-
MAUCLINE	33	18%	21%	30%	30%	-
PATNA	47	53%	30%	17%	-	-
LOGAN	21	48%	24%	19%	-	10%
NEW CUMNOCK	48	-	21%	40%	38%	2%
NETHERTHIRD	74	19%	38%	20%	12%	11%
DALMELLINGTON	5	20%	40%	40%	-	-

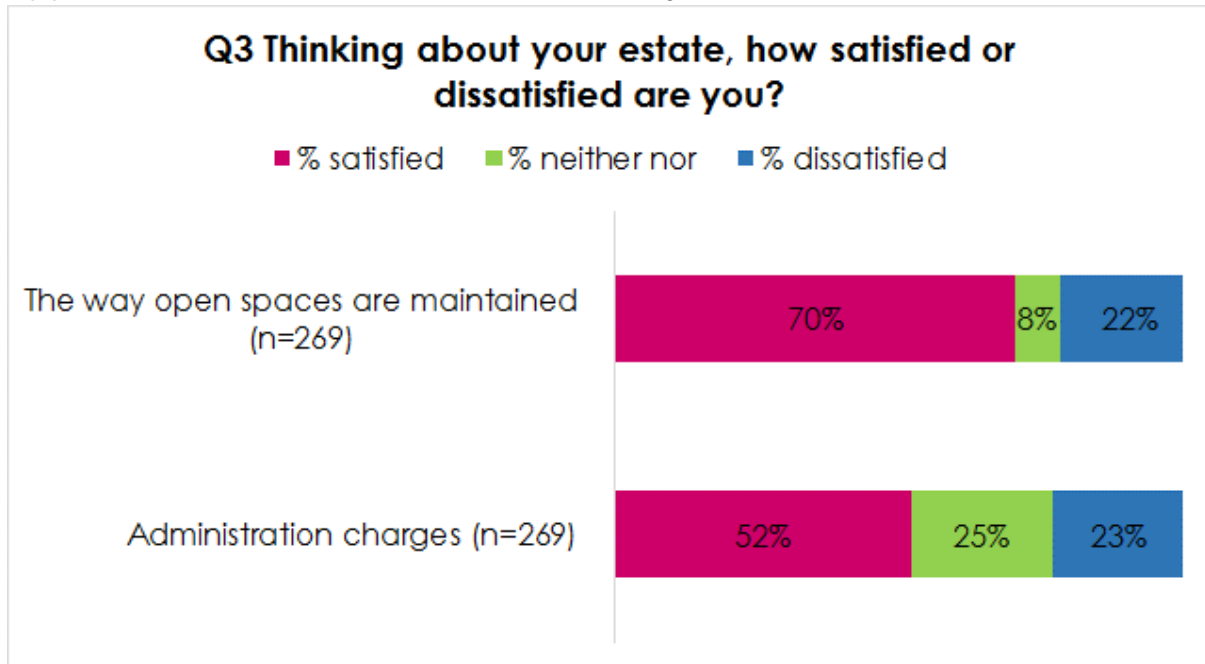
Respondents were then asked to explain why they were satisfied or dissatisfied with the service. The open ended comments to this question were coded into common themes and are listed in the table below. The main comments given were where respondents were happy with the service (30%), it is too expensive or not value for money (24%) and where respondents felt they keep the area nice and tidy (16%).

<b>Q2 Can you please explain why you say that?</b>		
<b>Base: All respondents, n=270</b>	<b>No.</b>	<b>%</b>
The service is good/ no complaints	81	30%
It is too expensive/ not value for money	64	24%
They keep the area nice and tidy	42	16%
Not sure what they do	31	12%
Don't know	18	7%
They could do more in the area	16	6%
Just something that needs paid	10	4%
Don't contact them	7	3%
I do not pay for any services	3	1%
Other	1	0%

A full breakdown of open ended comments analysed by area can be found in appendix 2.

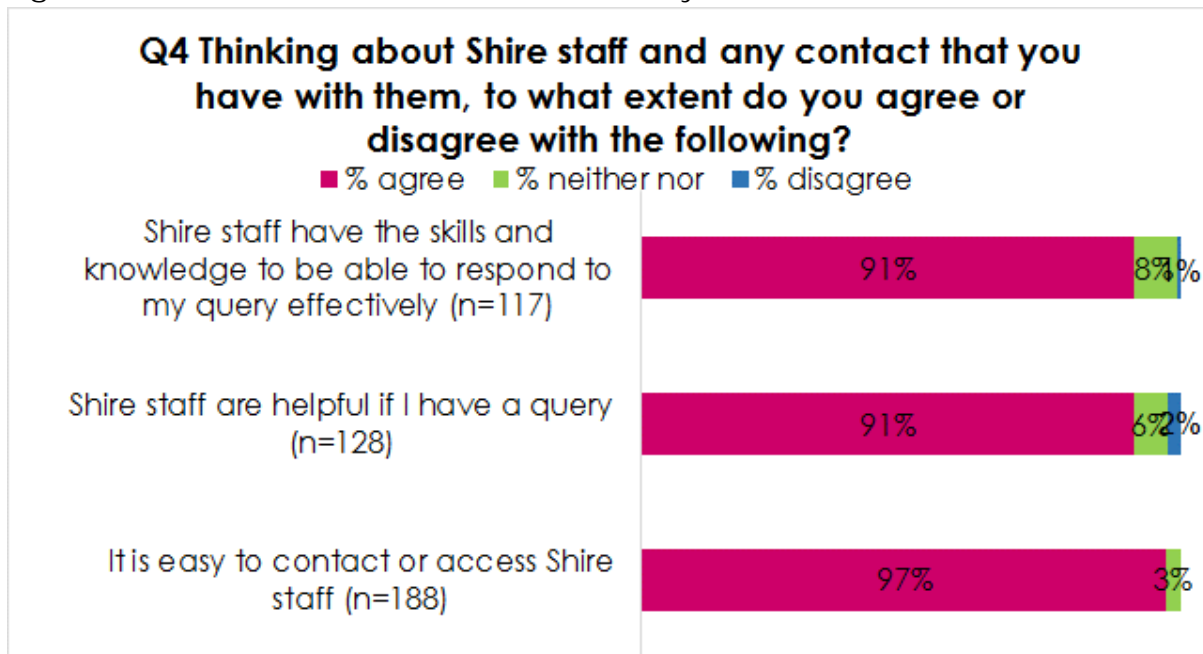
## 2.2 Satisfaction with the estate (Q3)

All owners were then asked their opinions about the estate in which they live in. Just over 5 in 10 respondents (52%) were very or fairly satisfied with the administration charges and 70% of respondents were satisfied with the way open spaces are maintained. Please note those who answered not applicable have been removed from analysis.



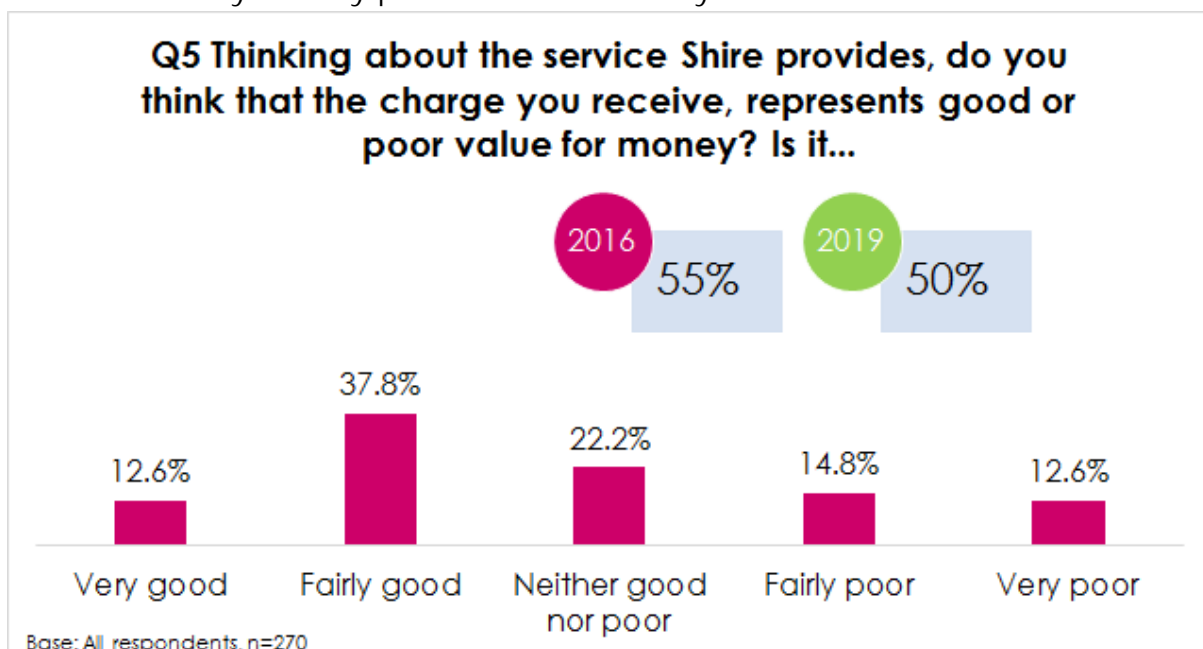
### 2.3 Satisfaction with Shire staff (Q4)

When asked about Association staff, 91% of owners agreed that Shire staff have the skills and knowledge to be able to respond to their query, 91% agreed that staff are helpful if they have a query and 97% of respondents agreed that Shire staff can be contacted by various means.



### 2.4 Value for money (Q5)

In terms of value for money, half of respondents (50%) were of the opinion that the charge they receive offers very or fairly good value for money, compared to 22% who felt it offers neither good nor poor value and 27% who felt it offers very or fairly poor value for money.





Analysis by area revealed that respondents living in Patna (68%) and Logan (86%) were most likely to consider the charge they pay very or fairly good value for money. On the other hand, respondents from New Cumnock were the least likely to state the charge they pay was very or fairly good value for money (77%). Respondents who said they did not pay any charges, those living in Dalmellington, Craigens and Mauchline, were the most likely to state they offer neither good nor poor value for money.

Q5 Thinking about the service Shire provides, do you think that the charge you receive, represents good or poor value for money? Is it...						
	Base	Very good	Fairly good	Neither good nor poor	Fairly poor	Very poor
CRAIGENS	42	2%	50%	41%	7%	-
MAUCLINE	33	3%	33%	36%	24%	3%
PATNA	47	36%	32%	26%	2%	4%
LOGAN	21	24%	62%	-	-	14%
NEW CUMNOCK	48	2%	6%	15%	35%	42%
NETHERTHIRD	74	12%	50%	12%	15%	11%
DALMELLINGTON	5	-	40%	60%	-	-

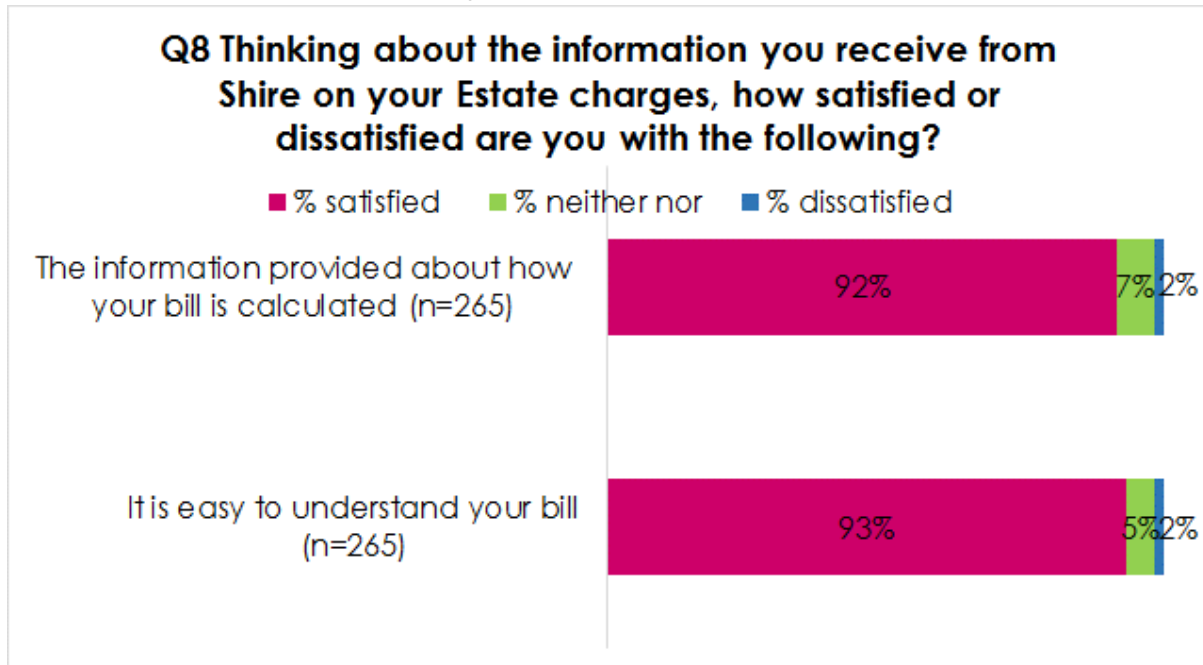
Owners who felt the charge they pay offered fairly or very poor value for money were then asked why they say this. Their comments are listed in the appendix of this report. They most commonly related to the fact that owners believe the factoring charge to be too high for what they are receiving in terms of service.

5% of respondents (amounting to 13 individuals) said they would be willing to pay more for an improved estate maintenance service. When asked what they would be willing to pay for the 13 individuals provided the following comments:

- *Depends what it is for.*
- *I would have to be informed what it was for.*
- *Depends what it is.*
- *Look after the green areas e.g. trees, hedges and so on better.*
- *Not sure.*
- *Issues with guttering.*
- *More landscaping.*
- *Better parking needed.*
- *Attend to the trees.*
- *Better level of landscaping.*
- *There is litter lying around and dog mess.*
- *Cut grass and cut trees back.*
- *Depends what extra they do in the area.*

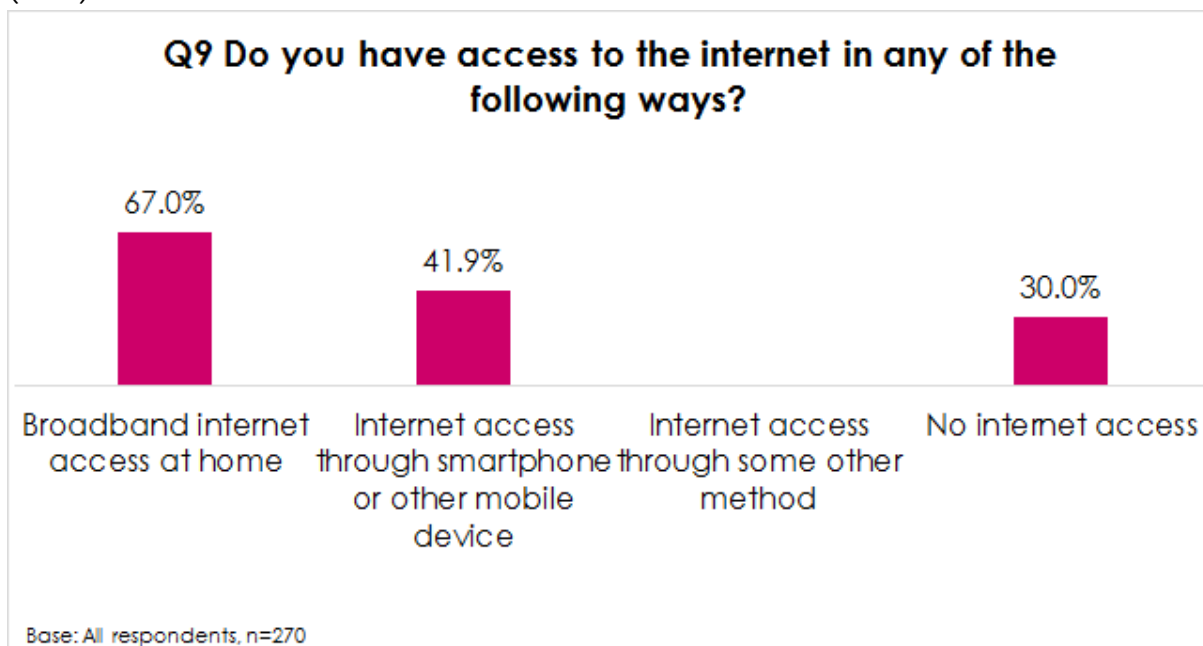
## 2.5 Information (Q8)

Respondents were then asked to consider how satisfied or dissatisfied they were with the information they receive from Shire on Estate charges. 93% of owners were very or fairly satisfied with how easy it is to understand their bill and 92% with the information provided about how their bill is calculated.



## 2.6 Internet access (Q9)

In terms of internet access, 7 in 10 respondents (70%) said they had internet access either through broadband at home (67%) or by a mobile device (42%).



## 2.7 Additional comments (Q10)

Owners were asked if they had any other comments they wished to make about the Association and its services. The majority of owners (84%) said they had no other comments they wished to make. The responses owners did make are listed below:

- *Could do better here.*
- *Not happy with Shires services.*
- *Not happy paying this charge as we pay Council Tax.*
- *I understand the bill but I don't see what they itemise as being done.*
- *Could do a lot more here.*
- *Services are rubbish.*
- *I would like to know what areas I am paying for.*
- *Don't know what services they are providing.*
- *No services here.*
- *Not satisfied with Shire. They line their own pockets with the money they charge.*
- *Not satisfied with services.*
- *Shire need to improve services.*
- *Don't think they consulted owners about the massive increase for the services.*
- *Not satisfied with services.*
- *Stop people driving their cars etc. over green space.*
- *Again, don't know what they do.*
- *General upkeep of area. More patrols offered by staff like Auchinleck have. Poor lighting in the streets.*
- *Don't have much contact since buying my house.*
- *They're obliging when I do contact them.*
- *They should put up gates in gardens. I think they should be more involved in making sure that gardens are kept tidy. More stringent dog fouling rules.*
- *Could they investigate where water running down Lamont Crescent is coming from. It's very hazardous when it freezes because the lanes are never gritted.*
- *I really don't know what they do here and what we pay for.*
- *Just not very happy about paying for it I feel it's the council's responsibility.*
- *Sort out the fence issue they are a mess.*
- *People make complaints about the service but I have lived in England and seen how poor their services are.*
- *There is a tree that is overgrown and it covers four gardens been reported nothing done.*
- *I'd like to see the path redone as very poor.*
- *I don't have much dealings with them.*
- *They have always been okay with me.*
- *Monitor the area to keep an eye on what jobs are needing done.*
- *I'd like the trees to be cut back. They are growing between phone lines.*
- *I'd like to see the issue with the grass cutting dealt with.*

- *I see it as just a bill.*
- *I don't really know much about them.*
- *I'm not sure what I get for my money.*
- *Just another bill.*
- *Just another bill.*
- *There's not enough for kids and grass cutting is neglected.*
- *The place is going downhill.*
- *Private landlords renting leads to anti-social behaviour. Tenants gardens do not get maintained and neighbourhood going downhill.*
- *Really down to tenants as well as the landlord. Some tenants don't look after properties so landlord should be ensuring they do.*
- *More attention on the upkeep of the areas.*
- *We don't get a lot for the money we pay.*

## 2.8 Age (Q11)

In terms of age, 4% of respondents were aged 16 to 34, 32% were aged 35 to 54, 22% were aged 55 to 64 and 41% were aged 65 and over.

Q11 Which of the following best describes your age group?		
Base: All respondents, n=270	No.	%
16-24	-	-
25-34	10	3.7%
35-44	27	10.0%
45-54	61	22.6%
55-64	60	22.2%
65-74	77	28.5%
75 or over	33	12.2%
Refused	2	0.7%

## 2.9 Disability status (Q12)

Just over 1 in 5 respondents (27%) said that they or someone in their household suffered from a long term health condition or disability. The most common problem was a long term illness, disease or condition and a physical disability.

Q12 Do you, or anyone in your household have any of the following conditions?		
Base: All respondents, n=270	No.	%
Deafness or partial hearing loss	5	1.9%
Blindness or partial sight loss	1	0.4%
Physical disability	32	11.9%
Mental health condition	2	0.7%
Long term illness, disease or condition	32	11.9%
Other condition, please write in	2	0.7%
No condition	200	74.1%

## 2.10 First language (Q13)

Almost all respondents said their first language was English (99%). Two respondents said Urdu was their first language and the remaining respondent said Polish.

## 2.11 Ethnicity (Q14)

Almost all respondents (98%) said they were either White Scottish or White English. Two respondents said Pakistani and the remaining respondent said they were Polish.

## Appendix 1

### Survey Questionnaire

Project number	P1051
Project name	Shire HA Owner Satisfaction Survey 2019

**INTRODUCTION (Read out)** 'Hello, my name is \_\_\_\_\_. I am undertaking a survey for **Shire Housing Association** to find out owners' 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 residents housed by the Association and will help them develop services to meet those needs. The survey will take about 10 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 the Association 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?

### Shire Service

**1. Taking everything into account, how satisfied or dissatisfied are you with the services provided by Shire? [PLEASE TICK ONE ONLY]**

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

**2. Can you please explain why you say that?**

**3. Thinking about how Shire contribute to the management of your estate, how satisfied or dissatisfied are you? (TICK ONE OPTION FOR EACH STATEMENT)**

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Not Applicable
The way open spaces are maintained	1	2	3	4	5	6
Administration charges	1	2	3	4	5	6

**Do you have any suggestions on how Shire might improve their contribution to the management of your estate?**

**4. Thinking about Shire staff and any contact that you have with them, to what extent do you agree or disagree with the following? (TICK ONE OPTION FOR EACH STATEMENT)**

	Strongly agree	Agree	Neither nor	Disagree	Strongly disagree	Don't know
It is easy to contact or access Shire staff	1	2	3	4	5	6
Shire staff are helpful if I have a query	1	2	3	4	5	6
Shire staff have the skills and knowledge to be able to respond to my query effectively	1	2	3	4	5	6

**5. Thinking about the service you receive from Shire, do you think that the charge you pay, represents value for money? Is it...**

Very good	1	Go to Q7
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	Go to Q6
Very poor	5	

**6. If you think value for money is fairly poor or very poor, could you please explain why? Shire will use your feedback to help improve the service they offer.**

**7. Would you be willing to pay more for an improved estate maintenance service?**

Yes (what would you be willing to pay more for?)	1
No	2

**8. Thinking about information you receive from Shire on the breakdown of your Estate charges, how satisfied or dissatisfied are you with the following? (TICK ONE OPTION FOR EACH STATEMENT)**

	Very satisfied	Satisfied	Neither nor	Dissatisfied	Very dissatisfied	Don't know
It is easy to understand your bill	1	2	3	4	5	6
The information provided about how your bill is calculated	1	2	3	4	5	6

**9. Do you have access to the internet in any of the following ways? [INTERVIEWER: READ OUT ALL AND CODE ALL THAT APPLY]**

Broadband internet access at home	1
Internet access through smartphone or other mobile device	2
Internet access through some other method (please describe) e.g. games console, TV	3
No internet access	4



**10. Do you have any other comments you would like to make about any of the responses you have given or regarding the services which Shire provides? PLEASE WRITE IN YOUR COMMENTS BELOW**

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This final section of the survey is about you. This information is strictly confidential and will not be passed on to Shire . It will be used only for analysis purposes to help Shire understand the profile of their owners and ensure that all owners have equal access to all services.

**11. Which of the following best describes your age group? [TICK ONE ONLY]**

16-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65-74	6
75 or over	7

**12. Do you, or anyone in your household have any of the following conditions? [TICK ALL THAT APPLY]**

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

**13. What is your first language?**

English	1
Other (please specify)	2

**14. The Association monitors the ethnic origin of its residents to ensure it provides a quality service to all members of the community who require it. Which of the following groups do you consider you belong to?**

<b>WHITE</b>	
White Scottish	1
White English	2
White Welsh	3

White Northern Irish	4
White British	5
White Irish	6
Gypsy/ Traveller	7
Polish	8
Any other white ethnic group (please specify)	9
<b>MIXED OR MULTIPLE ETHNIC GROUPS</b>	
Any mixed or multiple ethnic groups (please specify)	10
<b>ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH</b>	
Pakistani, Pakistani Scottish or Pakistani British	11
Indian, Indian Scottish or Indian British	12
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	13
Chinese, Chinese Scottish or Chinese British	14
Other (please specify)	15
<b>AFRICAN, CARIBBEAN OR BLACK</b>	
African, African Scottish or African British	16
Caribbean, Caribbean Scottish or Caribbean British	17
Black, Black Scottish or Black British	18
Other (please specify)	19
<b>OTHER ETHNIC GROUP</b>	
Arab	20
Other (please specify)	21

- Thank you very much for completing the questionnaire.
- Your views will help shape the services provided by Shire for its owners.
- Here is a 'Thank you' slip which tells you a bit more about Research Resource, the interviewing process and how we use your data on the Privacy Notice

## Appendix 2

### Literals

Area	Q2 Can you please explain why you say that?
Craigens	<i>I know they do work round about the place.</i>
	<i>Don't know what services they do for homeowners.</i>
	<i>Just another bill.</i>
	<i>I don't call personally but I know they do the landscaping.</i>
	<i>Think it's the same everywhere.</i>
	<i>Feel my Council tax should cover it.</i>
	<i>It's not excessive and the job needs to be done.</i>
	<i>No complaints.</i>
	<i>It's fair enough.</i>
	<i>You do see them out and about cutting grass etc.</i>
	<i>Never think about it.</i>
	<i>It's fair enough.</i>
	<i>Feel they should target their tenants more. It's always the owners that pay.</i>
	<i>I like the place to be kept nice.</i>
	<i>Keeps the place looking nice.</i>
	<i>Generally, do a good job.</i>
	<i>Sometimes got to maintain the area.</i>
	<i>No problem with it.</i>
	<i>Keeps it up to scratch.</i>
	<i>Quite happy with it.</i>
	<i>I never ask for anything so I don't really know.</i>
	<i>Never give it much thought.</i>
	<i>Not even sure what they do.</i>
	<i>Never use them.</i>
	<i>I have never used their services.</i>
	<i>I get a bill and I know what it claims it's for, but I don't personally see what gets done.</i>
	<i>I know it has to be done.</i>
	<i>Don't know much about their services.</i>
	<i>It's necessary to keep the place nice.</i>
	<i>No feelings one way or another. They don't do anything in my house so I'm not really interested.</i>
	<i>Don't really get services, I know they cut the grass.</i>
	<i>Never think about it.</i>
	<i>Never think much about it.</i>
	<i>Not sure what services they do. Grass cutting but I feel my council tax should cover that.</i>
<i>Never give it much thought.</i>	
<i>Don't really know what they do for owners.</i>	
<i>Good service.</i>	
<i>Good service.</i>	
<i>Happy with services.</i>	

	<i>It is alright.</i>
	<i>Happy with service.</i>
	<i>Good service.</i>
Mauchline	<i>I don't use their services.</i>
	<i>Feel I'm paying for nothing.</i>
	<i>Just another never ending bill.</i>
	<i>No feelings one way or another.</i>
	<i>Never thought much about it.</i>
	<i>Too much for little in return.</i>
	<i>Feel I'm paying for the same thing over and over.</i>
	<i>Never really pay attention to it.</i>
	<i>Just something I've always paid, it's compulsory.</i>
	<i>Like to see the place kept nice.</i>
	<i>Think they do a good job.</i>
	<i>No complaints.</i>
	<i>Quite happy, they maintain the place.</i>
	<i>Never think about it.</i>
	<i>Don't really see what I'm paying for.</i>
	<i>Quite happy.</i>
	<i>Seem to do a good job.</i>
	<i>Keep the place in order.</i>
	<i>See them about all the time.</i>
	<i>Quite happy, they look after the place.</i>
	<i>Don't really get anything.</i>
	<i>Don't know what I'm paying for.</i>
	<i>Don't know what I'm paying for.</i>
	<i>Think it's money for nothing.</i>
	<i>Don't see what they do for it.</i>
	<i>Think it's expensive for what you get.</i>
	<i>No complaints.</i>
	<i>It's fair enough.</i>
	<i>Just another bill.</i>
	<i>No complaints.</i>
<i>It's not excessive but I don't know about value for money.</i>	
<i>Don't know what they do.</i>	
<i>Never sure what I'm paying for.</i>	
Patna	<i>I just pay it as it's just one of those things.</i>
	<i>The place looks clean and tidy.</i>
	<i>It's reasonable.</i>
	<i>Don't know.</i>
	<i>No issues.</i>
	<i>No problems.</i>
	<i>Happy with service.</i>
	<i>Place looks nice.</i>

	<i>I just pay it.</i>
	<i>Not sure.</i>
	<i>No problems.</i>
	<i>The place looks tidy.</i>
	<i>Just pay it and that's that.</i>
	<i>Place looks nice.</i>
	<i>The place looks clean and tidy.</i>
	<i>They keep the place tidy.</i>
	<i>Look after the area.</i>
	<i>I just pay it.</i>
	<i>Happy with service.</i>
	<i>They keep the place tidy.</i>
	<i>No problems.</i>
	<i>They tidy up grass areas.</i>
	<i>Apart from the grass cutting I don't know what it's for.</i>
	<i>The grass gets cut next to the shops so it keeps it tidy.</i>
	<i>It's fair.</i>
	<i>It helps to keep the area tidy.</i>
	<i>Grass gets cut, keeps the area nice.</i>
	<i>It's okay but not sure what gets done.</i>
	<i>Place is kept tidy.</i>
	<i>Only get the grass cut, do everything else myself.</i>
	<i>It's okay grass gets cut.</i>
	<i>It's reasonable.</i>
	<i>Good standard of service.</i>
	<i>Area is kept okay.</i>
	<i>Place is tidy.</i>
	<i>Not really.</i>
	<i>Grass kept tidy.</i>
	<i>Not sure. I thought Council was responsible for the grass cutting. Don't know why we need to pay more when I already pay Council tax.</i>
	<i>Keep the place tidy.</i>
	<i>Place is kept tidy.</i>
	<i>Keeps the grass down.</i>
	<i>They cut the grass.</i>
	<i>Don't really know what they do.</i>
	<i>Never think about it.</i>
	<i>Don't know much about what they do.</i>
	<i>Never thought about it.</i>
	<i>Suppose they keep the place in order.</i>
Logan	<i>Happy. Lived here for a long time.</i>
	<i>Just happy.</i>
	<i>I like where I live.</i>

	<i>Just happy.</i>
	<i>Happy with it.</i>
	<i>Lived here long enough.</i>
	<i>Just happy. Been here for a long time.</i>
	<i>They cut a bit of waste ground which was a bit more costly than usual.</i>
	<i>Keep place tidy. Grass cutting gets done.</i>
	<i>Don't get services for homes but have to pay for a waste ground that isn't near my house.</i>
	<i>They keep grass contained.</i>
	<i>I can't see the grass that's been done as it is not on my front door.</i>
	<i>Grass gets cut.</i>
	<i>It's okay for the grass cutting.</i>
	<i>Don't know what they do.</i>
	<i>Not aware of any services provided.</i>
	<i>It's okay. Keep grass down.</i>
	<i>It's okay.</i>
	<i>It's fair.</i>
	<i>Don't do that much apart from grass.</i>
	<i>Apart from cutting grass I don't know what they do.</i>
New Cumnock	<i>More could be done in this area.</i>
	<i>Not very good services.</i>
	<i>Nothing gets done here.</i>
	<i>Don't get many services.</i>
	<i>I feel more could be done to justify the cost.</i>
	<i>More could be done to look after the area.</i>
	<i>More could be done to improve the area.</i>
	<i>No problems.</i>
	<i>They charge too much for what they do.</i>
	<i>Seem to pay a lot for very little being done.</i>
	<i>Grass cutting is poor.</i>
	<i>No issues.</i>
	<i>No problems.</i>
	<i>Not sure what they actually do in this area.</i>
	<i>They don't maintain open spaces well.</i>
	<i>Services are not great.</i>
	<i>They don't maintain the open spaces.</i>
	<i>They don't look after the open spaces.</i>
	<i>They don't look after open spaces.</i>
	<i>Grass cutting is poor.</i>
<i>No problems.</i>	
<i>Unsure what services are provided.</i>	
<i>Don't know what I get.</i>	

	<i>Pay £80 for cleaning open spaces but it does not get done.</i>
	<i>Don't know what we are paying for.</i>
	<i>I don't know what we are paying for.</i>
	<i>Don't receive much in the way of services.</i>
	<i>Unsure what we are paying for.</i>
	<i>Don't know what they actually do.</i>
	<i>No problems.</i>
	<i>No problems.</i>
	<i>Grass cutting is awful.</i>
	<i>Look after things.</i>
	<i>I phoned because the steps were all falling apart and they wouldn't fix them as I was an owner.</i>
	<i>They charge too much.</i>
	<i>Litter is awful and grass cutting is poor.</i>
	<i>Ground maintenance is poor.</i>
	<i>Ground maintenance is a disgrace.</i>
	<i>Happy with everything but object to paying for the maintenance of open spaces.</i>
	<i>Charge too much for poor quality work.</i>
	<i>Feel charges are too high.</i>
	<i>Feel they could do more here.</i>
	<i>No issues.</i>
	<i>Poor quality service.</i>
	<i>No problems.</i>
	<i>No issues.</i>
	<i>It is very expensive and we get very little for what they do.</i>
	<i>Place is an eyesore.</i>
Netherthird	<i>Weed control is poor. Fencing in a poor state and unkept gardens.</i>
	<i>I don't really know what they do for people like me that own our homes.</i>
	<i>I don't get any services from them.</i>
	<i>No problems.</i>
	<i>They used to do weeding but don't do it anymore.</i>
	<i>Don't have much to do with them. Pleasant enough when I go into the office or call.</i>
	<i>They don't do anything for me. I've had hassle from neighbours and they do nothing.</i>
	<i>No problems.</i>
	<i>Don't know.</i>
	<i>The seating area across from my house is a mess.</i>
	<i>Grass cutting could be done more often.</i>
	<i>No issues.</i>
	<i>The service is okay for what we pay.</i>



<i>I don't have much contact with them or problems.</i>
<i>The grass not cut and the trees are overgrown.</i>
<i>It seems fine.</i>
<i>Grass cutting is not very good.</i>
<i>Cut the grass often.</i>
<i>No issues.</i>
<i>Landscaping is okay.</i>
<i>Some trees are a bit overgrown.</i>
<i>I never have any issues.</i>
<i>The grass is cut often enough.</i>
<i>No issues.</i>
<i>The grass cutting service is always done.</i>
<i>No problems.</i>
<i>I never have the need to contact them.</i>
<i>No issues.</i>
<i>Grass cut regularly.</i>
<i>I never really see them in the area.</i>
<i>No problems.</i>
<i>They keep the area nice.</i>
<i>The service is just okay they don't do much.</i>
<i>Landscaping done regularly.</i>
<i>I feel the grass could be cut more often and hedges trimmed.</i>
<i>No issues.</i>
<i>Trees could be cut back a bit.</i>
<i>No issues quite happy with things.</i>
<i>Hedges need cut back a bit.</i>
<i>I've never had any issues.</i>
<i>I never have had any issues that I need to get in touch with them.</i>
<i>The grass areas outside my home are a bit of a mess.</i>
<i>I've seen better but also worse I feel they do an okay job.</i>
<i>We pay for this service and I don't see anything getting done.</i>
<i>The area could be tidier.</i>
<i>I never hear from them, have an ongoing issue with rowan pipe.</i>
<i>I'm paying for grass cutting that I never see getting done.</i>
<i>Had ongoing issue with a compound that is locked but still get charged for grass cutting in it.</i>
<i>Overall I am happy with the service.</i>
<i>I pay for grass cutting but I don't have grass.</i>
<i>No complaints.</i>

	<i>I don't really need anything from them.</i>
	<i>Car parking is poor.</i>
	<i>Issues with overgrown trees at the back of the house and it's not been dealt with.</i>
	<i>Landscaping could be a lot better.</i>
	<i>I wouldn't think I'd need much of a service from them, they only maintain the landscaping.</i>
	<i>Cut grass more often.</i>
	<i>It's a mess in front of my house landscaping could be better.</i>
	<i>The grass does not get cut properly or even often enough.</i>
	<i>It is kept nice.</i>
	<i>No complaints.</i>
	<i>No issues.</i>
	<i>The charge is only for the service I get.</i>
	<i>Grass is long it's a mess, rubbish in the area also.</i>
	<i>They're alright.</i>
	<i>They don't do anything in the area.</i>
	<i>Can't complain.</i>
	<i>They're never any bother.</i>
	<i>The maintenance of the area is terrible.</i>
	<i>The maintenance of the area is poor.</i>
	<i>No service except ground maintenance which is not great.</i>
	<i>They do a bit of communal grass cutting but not enough.</i>
	<i>Don't get a lot for the fee.</i>
	<i>Lack of attention to gardens and landscaping of the area.</i>
Dalmellington	<i>As long as it doesn't rise.</i>
Dalmellington	<i>It's reassuring to know it's been maintained.</i>
Dalmellington	<i>Don't give it much thought.</i>
Dalmellington	<i>Don't really know what they do, it's just a bill.</i>
Dalmellington	<i>It's quite fair.</i>

**Q6** If you think value for money is fairly poor or very poor, could you please explain why? Shire will use your feedback to help improve the service they offer.

- *Far too high for the amount of work being done.*
- *Look after the area better.*
- *Nothing gets done.*
- *Far too expensive as very little gets done here.*
- *Feel it's too expensive for quality of work being done.*
- *Paying too much for very little getting done.*
- *Nothing seems to get done here.*
- *It has doubled and don't see much for the money we pay.*
- *Improve services that they offer. Drainage is required in the field behind my house as when it is wet it floods our garage.*
- *Don't provide enough for the cost.*
- *Don't get enough for the money.*
- *Far too expensive for the work that gets done.*
- *Nothing gets done.*
- *Don't see anything getting done.*
- *Do something for money we pay.*
- *Don't do anything for the money.*
- *Don't know what we are paying for.*
- *Don't really know what I'm paying for.*
- *Don't know what we are paying for.*
- *Don't see anything getting done.*
- *Don't do anything for the charge.*
- *Too expensive for quality of services.*
- *Don't do much for what we pay.*
- *Charge too much for very little service.*
- *Too expensive for quality of services.*
- *Poor quality services.*
- *Poor quality services for the money they are charging us.*
- *Far too expensive for what they do.*
- *Far too dear for quality of maintenance.*
- *Very expensive for quality of services.*

- *It's gone up too much. Not getting good services.*
- *It's gone up too much for the services provided here.*
- *Poor services.*
- *Poor services.*
- *Too expensive for the work being done.*
- *It has more than doubled in the last year and they do less.*
- *Far too high for the work they do.*
- *It was a bit of a waste ground that I had to pay for. Not happy about it.*
- *Don't know what they do. Haven't seen it.*
- *Don't know what I get. It is going up every year.*
- *The area is not looked after well, gardens are left overgrown and untidy.*
- *I don't know what services I get from them.*
- *I don't see why people who own their home should have to pay for open space charges.*
- *I don't really know what I'm paying for. Council Tax should cover cleaning streets etc.*
- *Don't know what I pay for.*
- *Cost £15 to send two letters which I think should be a lot less.*
- *Visit the area to see what needs done.*
- *Check on the area from time to time to see if anything needs done.*
- *Look after the common areas better.*
- *Look after overgrown trees.*
- *Cut the grass in areas that are neglected.*
- *Poor landscaping service I don't see what I am paying for.*
- *Better landscaping service.*
- *I feel I am paying for nothing.*
- *Don't know what I'm paying for.*
- *Don't see what I'm paying for.*
- *Admin charges are too high.*
- *Don't know what it's for.*
- *A bit expensive for grass cutting.*
- *Feel as though I'm paying for everybody.*
- *Don't know what I'm paying for.*

- *Don't see what I get.*
- *Never really see what they do.*
- *I've no way of knowing whether there has been something done or not.*
- *Can't see what I'm paying for.*
- *Feel as though I'm paying Council tax for the services I get from Shire.*
- *I would be interested to know how many people contribute towards a grass cutting service and compare it to a private company.*
- *Think it's a money making scheme. Don't see what I get for my money.*
- *I don't know what I'm paying for.*
- *They don't maintain the area well.*
- *Maintenance of the area is poor.*
- *They don't maintain the area.*
- *Don't receive service for what we are paying.*
- *I don't receive a service from them.*

## Appendix 3

### Technical Report Summary

<b>Project number</b>	<b>P1051a</b>
<b>Project name</b>	<b>Shire Housing Association Owner Satisfaction Survey</b>
<b>Objectives of the research</b>	The aim of the research was to seek owner's views on the services that Shire provides and how well it performs these services.
<b>Target group</b>	Owners of the Association
<b>Target sample size</b>	To provide the Association with data accurate to +/-5%
<b>Achieved sample size</b>	270 interviews were achieved providing data accurate to +/- 5.03%
<b>Date of fieldwork</b>	Interviews were carried out between 2 <sup>nd</sup> September and 4 <sup>th</sup> October 2019
<b>Sampling method</b>	Interviews were spread across the Association's stock
<b>Data collection method</b>	Interviews were undertaken with the owner 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>	29% (270 interviews from 937 Owners in the scope for research)
<b>Any incentives?</b>	No
<b>Number of interviewers</b>	7
<b>Interview validation methods</b>	10% of each interviewers work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
<b>Showcards or any other materials used?</b>	Showcards used as per instructions on the questionnaire
<b>Weighting procedures</b>	Not applicable
<b>Estimating and imputation procedures</b>	Not applicable
<b>Reliability of findings</b>	Data accurate to +/- 5.03% overall for owners