



Shire Housing Association

Tenant Satisfaction Survey

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Shire Housing Association

Tenant Satisfaction Survey 2022

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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 385 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 7th of September and the 3rd of October 2022.
- 385 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 area. 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 2022 results compared to those reported in 2019, 2016 and 2013. Research Resource also undertook a benchmarking analysis of Shire's results against the 2021-22 ARC Scottish average data.

Scottish Housing Regulator Indicators					
	2013	2016	2019	2022	2021/22 ARC
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Shire Housing Association? (% very/ fairly satisfied)	93%	96%	92%	89%	88%
How good or poor do you feel Shire is at keeping you informed about their services and decisions? (% very/ fairly good)	98%	99%	99%	96%	91%
How satisfied or dissatisfied are you with the opportunities given to you to participate in Shire's decision making process? (% very/ fairly satisfied)	94%	100%	99%	99%	87%
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? Those who have reported a repair in the last 12 months	91%	91%	93%	82%	88%
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	92%	84%	95%	88%	85%
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)	58%	85%	93%	81%	83%
Overall, how satisfied or dissatisfied are you with Shire's management of the neighbourhood you live in? (% very/ fairly satisfied)	96%	95%	97%	92%	85%

AREAS OF HIGH PERFORMANCE

The results of the 2022 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 2019 survey. It should be noted that with the exception of interest in accessing service online, these areas did not vary significantly by demographic such as age, disability, gender or ethnicity:

- Overall satisfaction with the Association is high with 89% of tenants stating they were very or fairly satisfied with Shire as their landlord, consistent with the 2019 survey (92%).
- Almost all respondents were of the opinion that Shire is very or fairly good at keeping them informed (96%, 99% in 2019).
- Almost all respondents (99%) were very or fairly satisfied with the opportunities given to them to participate in their landlord's decision making processes. This has remained consistent with the 2019 survey (99%).
- Interest in accessing services online via an online portal or app has continued to increase from 49% in 2019 to 69% in 2022. It is interesting to note that as age increases, the proportion of tenants who would be interested in using an online app or portal to access housing services decreases.
- Customer care is rated highly by tenants with 97% being either very or fairly satisfied in this respect.

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 have been highlighted which were evident throughout the report:

- Satisfaction with the repairs service has decreased from 93% in 2019 to 82% in 2022. When asked about the various aspects of the repairs service it was evident that tenant opinion has declined with regards to:
 - The repair being done right first time (satisfaction down by 14 percentage points)
 - Length of time to complete repairs (decreased by 14 percentage points)
 - The quality of repairs (decreased by 12 percentage points)
- Satisfaction with the quality of the home has decreased from 95% in 2019 to 88% in 2022. Tenant aged 35-54 were least likely to be satisfied with regards to the quality of the home (78%), while those aged 55-74 were most satisfied (96%). Tenants aged 35-54 were significantly more likely to be neither satisfied nor dissatisfied in this respect (15%) than tenants aged 16-34 (5%) and aged 55-74 (2%).
- Opinions on value for money of the rent charge has seen a decline from 93% of tenants rating it good in 2019 to 81% in 2022. Again, tenants aged 35-54

were least likely to be satisfied in this respect with 70% stating the rent charge was good value for money compared to 88% of tenants aged 55-74 and 93% of tenants aged 75 and over. Significantly more tenants aged 35-54 said the rent charge was neither good nor poor value for money (22%) than all other age groups (between 6% and 12%).

- With regards to the neighbourhood satisfaction has decreased with regards to the maintenance of common areas (decreased by 10 percentage points) and the appearance of the street (decreased by 6 percentage points).

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 2022.

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 2022 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.

Where it was the resident's preference and where required to achieve a representative response, telephone interviews were carried out. All face to face interviews were doorstep interviews and researchers did not go into residents' homes. Where residents were not happy to do a doorstep interview a telephone interview was offered. A total of 48 telephone interviews were completed with tenants. From our analysis we are aware that satisfaction levels for telephone interviews are lower than doorstep interviews.

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.

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 385 interviews were carried out with Shire tenants, representing a 41% response rate and providing data accurate to +/- 3.85% based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across the Association's stock to ensure coverage of all stock types.

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

The table below show the sample profile broken down by 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 6 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.

Area	No of tenants	% of tenants	No of interviews	% of interviews
Auchinleck	31	3.3%	9	2.3%
Catrine	20	2.1%	6	1.6%
Craigens	70	7.4%	34	8.8%
Cumnock	62	6.5%	32	8.3%
Dalmellington	86	9.1%	42	10.9%
Galston	33	3.5%	10	2.6%
Hurlford	55	5.8%	22	5.7%
Kilmarnock	1	0.1%	0	0.0%
Kilmaurs	1	0.1%	0	0.0%
Logan	71	7.5%	30	7.8%
Mauchline	55	5.8%	25	6.5%
Netherthird	175	18.5%	87	22.6%
New Cumnock	138	14.6%	33	8.6%
Newmilns	29	3.1%	9	2.3%
Patna	115	12.1%	46	11.9%
Rankinston	5	0.5%	0	0.0%
Grand Total	947	100.0%	385	100.0%

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 7th of September and the 3rd of October 2022.

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 surveys undertaken in 2013, 2016 and 2019.

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

3.6 Report Structure

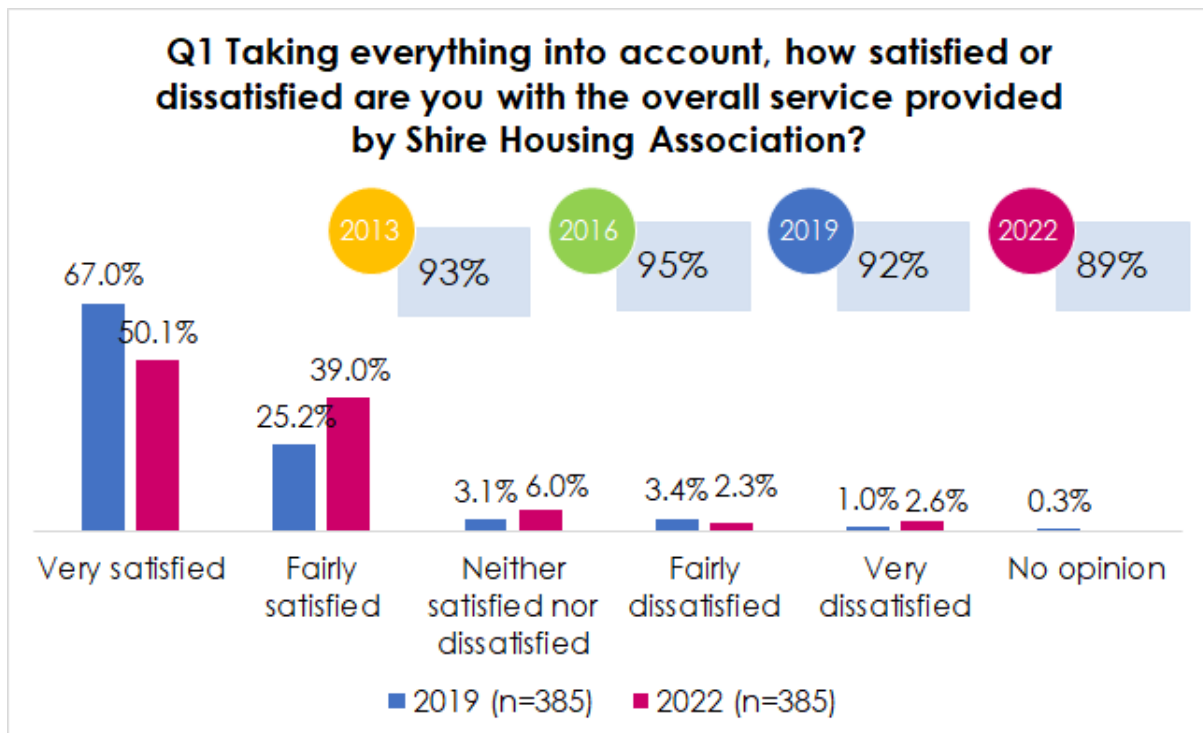
This document details the key findings to emerge from the survey, addressing the key findings of the survey for Shire Housing Association.

CHAPTER 4.	OVERALL SATISFACTION
CHAPTER 5.	INFORMATION
CHAPTER 6.	PARTICIPATION
CHAPTER 7.	CUSTOMER CONTACT
CHAPTER 8.	THE REPAIRS SERVICE
CHAPTER 9.	THE HOME
CHAPTER 10.	RENT, BENEFITS AND WELFARE REFORM
CHAPTER 11.	NEIGHBOURHOOD MANAGEMENT
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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 (89%) were very or fairly satisfied in this respect compared to 6% who were neither satisfied nor dissatisfied and 5% who were very or fairly dissatisfied. Overall satisfaction has decreased only marginally from 92% in the previous survey carried out in 2019. The proportion of respondents who were neither satisfied nor dissatisfied has doubled from 3% in 2019 to 6% in 2022.



Where respondents were not satisfied with the overall service provided by Shire over half (52%) were unhappy with the repairs service and a further 26% would like to see homes upgraded or improved.

Q2 Can you explain why you are not satisfied with the overall service provided by Shire Housing Association?		
Base: Not satisfied with overall service, n=42	No.	%
Improve repairs service	22	52.4%
Upgrade/ improve homes	11	26.2%
Lack of communication/ don't return calls	8	19.0%
Improve communal services e.g. stair cleaning/ garden maintenance	4	9.5%
Fix dampness/ mould issues	4	9.5%
Deal with ASB/ ASN	2	4.8%
Better customer service	1	2.4%
Other	1	2.4%

Analysis by area reveals that those living in Newmilns, Hurlford and Mauchline (both 100%) were most likely to be satisfied with the overall service provided by Shire Housing Association. This is compared to 67% of respondents who lived in Auchinleck. Care should be taken when reading these results due to the small sample sizes at an area level.

Q1 Satisfaction with overall service provided by Shire HA analysed by area				
Area	Base	% satisfied	% neither	% dissatisfied
Newmilns	9	100%	-	-
Hurlford	22	100%	-	-
Mauchline	25	100%	-	-
Cumnock	32	94%	3%	3%
Dalmellington	42	93%	2%	5%
Logan	30	93%	7%	-
Patna	46	87%	7%	7%
Craigens	34	85%	9%	6%
New Cumnock	33	85%	9%	6%
Netherthird	87	85%	8%	7%
Catrine	6	83%	-	17%
Auchinleck	9	67%	22%	11%

5. INFORMATION

5.1 Preferred communication methods (Q3)

All tenants were asked about their preferred communication methods. Written communications were by far and away the preference for tenants with 74% preferring to receive information in the newsletter via post and 61% preferring to receive information in letters. A further 21% of respondents preferred email communication and 20% preferred telephone contact.

Q3 The Association uses a range of ways to keep tenants informed. Which of the following sources would you prefer the Association to use when keeping you up to date?

Base: All respondents, n=385	No.	%
Newsletter by post	285	74.0%
By Letter	236	61.3%
Email	81	21.0%
Telephone	77	20.0%
Newsletter by email	67	17.4%
Text	43	11.2%
Website	42	10.9%
Social Media	29	7.5%
Other	-	-

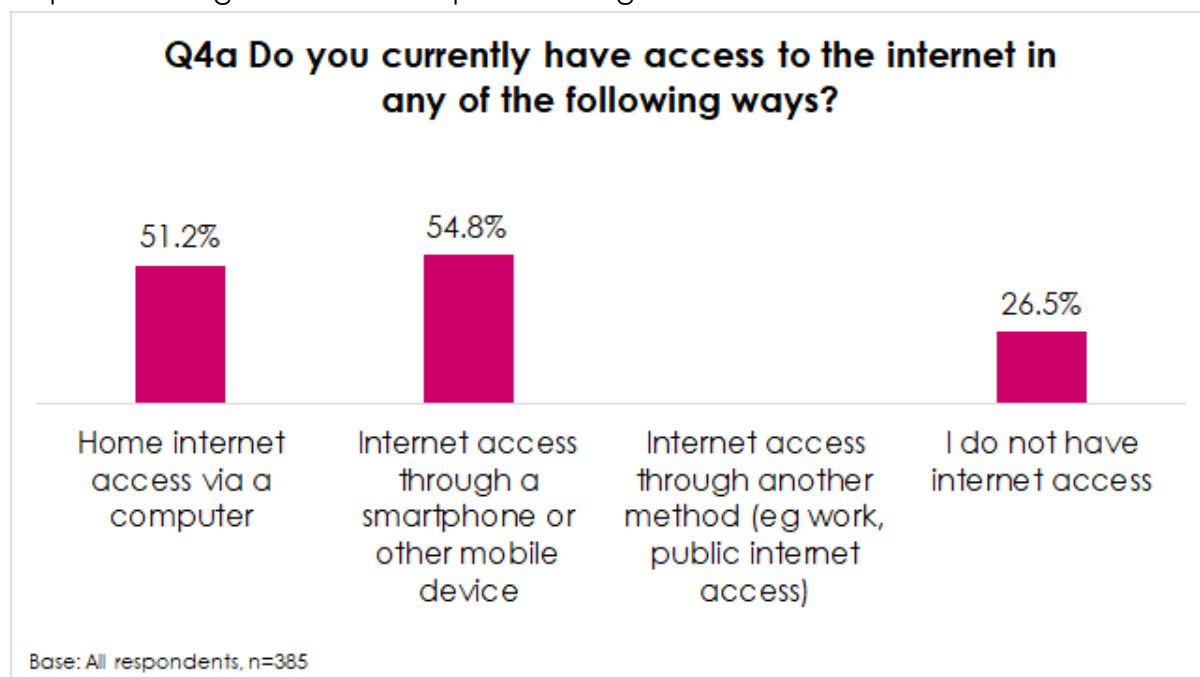
Analysis by age reveals that digital communications such as contact via the website, email, text and social media all decrease with age.

Q3 Preferred communications analysed by age

	16-34	35-54	55-74	75+
Base	76	130	125	54
Newsletter by post	64%	71%	83%	74%
Newsletter by email	34%	21%	10%	2%
By Letter	63%	55%	66%	63%
Telephone	33%	21%	11%	20%
Website	26%	12%	3%	4%
Email	43%	25%	10%	7%
Text	25%	12%	6%	2%
Social Media	22%	9%	-	-

5.2 Internet access (Q3-6)

74% of respondents had access to the internet, 51% had home internet access via a computer, 55% had internet access through a smartphone or other mobile device. Analysis by age indicates that the majority of respondents aged 75 and over did not have internet access (80%) compared to 43% of respondents aged 55-74 and 4% of respondents aged 35-54. All respondents aged 16-34 had internet access.



Just under two thirds of respondents said the main way they access the internet is via a smartphone or other mobile device (64%). The remaining 36% have home access via a computer. It is interesting to note that as age increases the proportion of respondents accessing the internet via a smartphone or mobile device also increases, for example from 9% for those aged 16-34 to 91% for respondents aged 75 and over.

Following on from this, respondents who access the internet were asked about the activities they do regularly online. The most popular online activities were looking for activities (82%), social networking (70%) and online shopping (67%).

Younger respondents aged 16-34 were most likely to say they did all of these things online, with the exception of looking for information where respondents aged 35-54 were more likely to do this. Older respondents aged 75 and over were least likely to do all of these things.

Q5 Which of the following do you do regularly online/ have you done online?		
Base: Respondents, n=283	No.	%
Looking for information	232	82.0%
Social networking e.g. Facebook, Twitter	197	69.6%
Shopping/ buy things online	190	67.1%
Send and receive emails	183	64.7%
Entertainment e.g. Spotify, Netflix, YouTube	181	64.0%
Online banking	167	59.0%
Make video calls such as Skype or Facetime	129	45.6%
Contacting your gas/ electricity company	109	38.5%
Book transport or accommodation	108	38.2%
Managing your Universal Credit Claim	58	20.5%
Make rent payments via Allpay app or website	36	12.7%

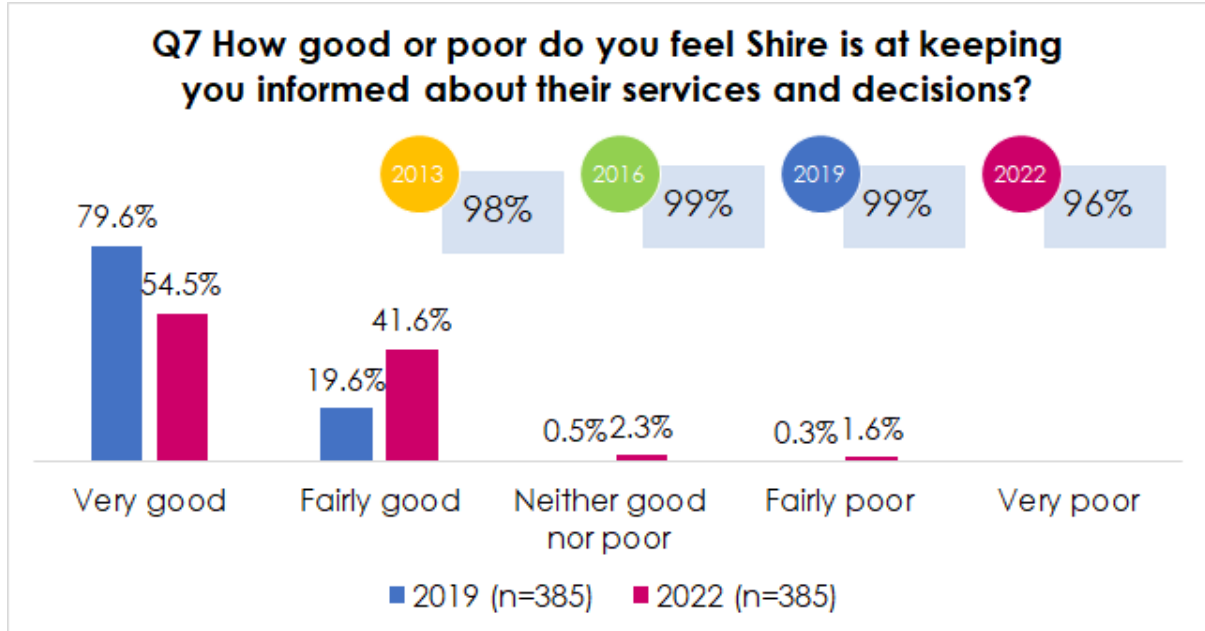
Shire are considering developing online or electronic services which tenants would be able to access via an online portal or app. Tenants were asked if they would be interested in accessing a range of services in this way. Two thirds of respondents would be willing to report repairs via an online app or portal, 59% would access their rent account, 42% would access the complaints policy and 40% would apply for a house transfer. Just over three in ten tenants (31%) would not be interested in doing any of these things which is significantly less than was reported in the 2019 survey (51%).

It is interesting to note that those who said someone in their household has a long term health condition or disability were more likely to say they would not do any of these things electronically (42%) than households who did not (21%). Furthermore, as age increases the proportion of respondents who would not do any of these things electronically also increases, from 22% for those aged 16-34 to 73% of tenants aged 75 and over.

Q6 Would you be interested in doing any of the following?				
	2013	2016	2019	2022
Report repairs	26%	30%	45%	67%
Access rent account	13%	13%	34%	59%
Access complaints policy/make a complaint	4%	5%	19%	42%
Apply for a house transfer	5%	7%	18%	42%
Access board reports/papers	4%	6%	17%	40%
Other (please specify)	-	2%	1%	0%
Would not use the Association's website	69%	67%	51%	31%

5.3 Keeping tenants informed (Q7/8)

In terms of keeping tenants informed, 96% of tenants said that Shire was very or fairly good at keeping them informed about their services and decisions, 2% of tenants were neither satisfied nor dissatisfied and 2% said fairly poor in this respect. Satisfaction has not changed significantly since 2013.



Only 15 tenants did not feel Shire was good at keeping them informed. Generally these were tenants who felt they did not hear from the Association often enough or receive much information.

6. PARTICIPATION

6.1 Preferred consultation methods (Q9)

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 to be consulted via surveys (39%) and a further 27% preferred to be consulted via the Association's newsletters or written communications. Compared to 2019, fewer respondents said they would prefer to consult with the Association via newsletters or written communication (decreased from 42% in 2019 to 27%). On the other hand, more respondents expressed an interest in taking part in surveys (up from 29% in 2019), providing electronic feedback (up from 21%), responding to the rent consultation (up from 18%) and the Annual performance Report (up from 12%).

Q9 The Association uses a range of methods to consult with their tenants about decisions affecting them. Which methods would you prefer to be used when the Association consults you about decisions affecting your home?

Base: All respondents, n=385	No.	%
Surveys	151	39.2%
Association newsletters/written communication	104	27.0%
Providing feedback electronically e.g. email, social media, online survey	80	20.8%
Responding to the rent consultation	71	18.4%
Annual Performance Report	45	11.7%
Request a staff visit	25	6.5%
Not interested	20	5.2%
Estate Walkabouts	19	4.9%
Becoming a member of the Association and attending the AGM	14	3.6%
No time/ busy	10	2.6%
Being a member of the Tenants Panel where you get invited to meetings or to comment on things as and when issues arise	9	2.3%
Becoming a member of the Board	8	2.1%
Other (please specify)	4	1.0%
Don't know	118	30.6%

Analysis by area revealed the following:

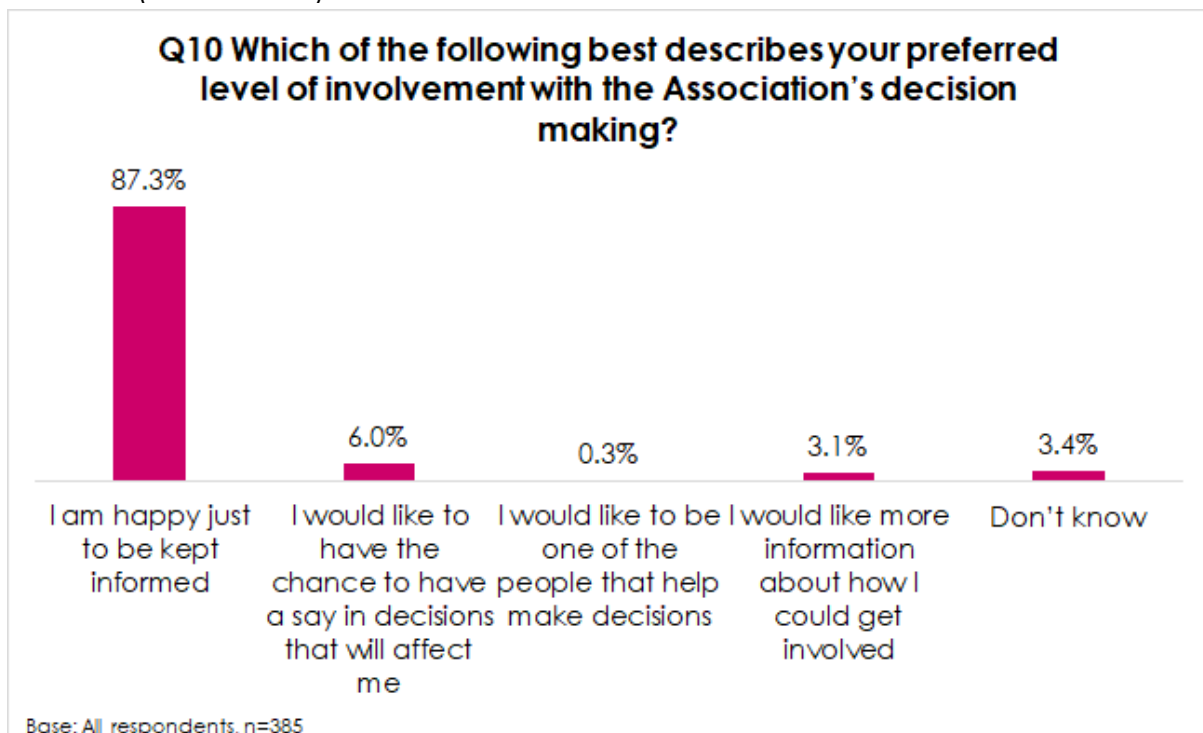
- New Cumnock respondents (12% of 33 tenants) and Galston respondents (50% of 10 tenants) were most likely to say they were **not interested** in being consulted with.
- Respondents living in Catrine (83% of 6 tenants), Newmilns (67% of 9 tenants) and Cumnock (59% of 32 tenants) were the most likely to state they would like the Association to use **Association newsletters/written communication** when consulting them about decisions affecting their home.

- Respondents living in Newmilns (78% of 9 tenants), and Cumnock (44% of 32 tenants) were most likely to state they would like to **provide feedback electronically** when being consulted about decisions affecting their home.

Please note throughout the report any analysis undertaken by area should be treated with caution due to the small sample sizes associated with certain areas.

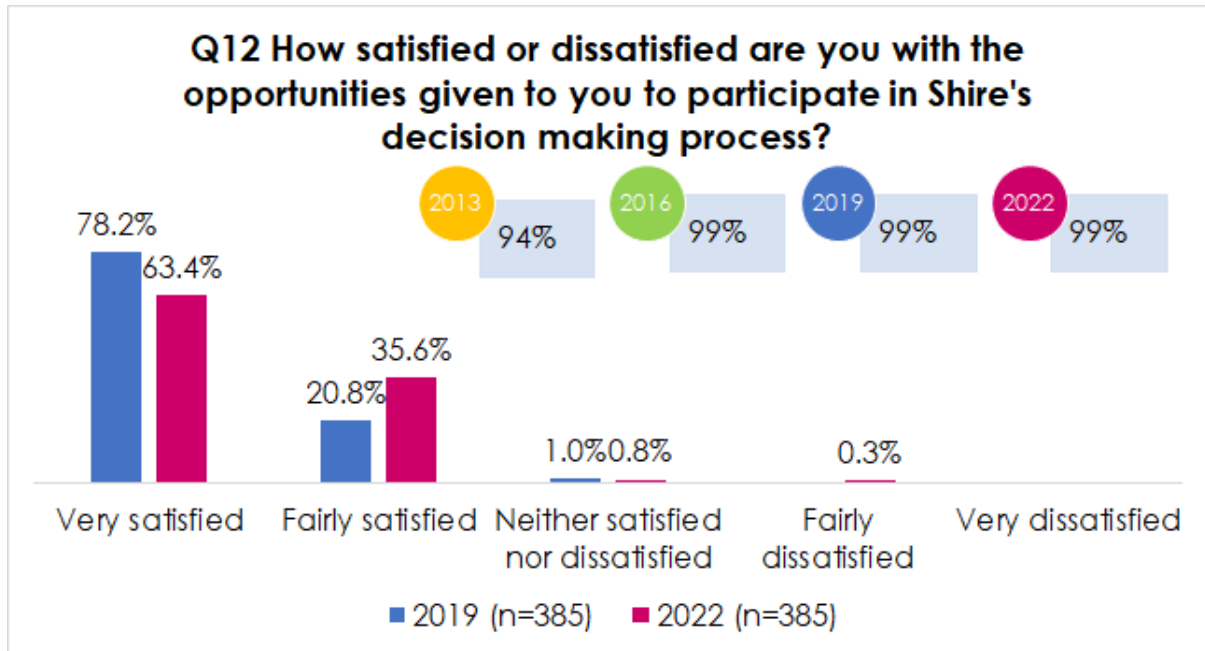
6.2 Preferred level of involvement (Q10)

Following on from this, respondents were then asked what their preferred level of involvement was in the Association and their decision making. 87% of respondents said they were happy just to be kept informed, a decrease from 97% reported in 2019. On the other hand 6% (0.5% in 2019) would like to have the chance to have a say in decisions that affect them, less than 1% would like to be one of the people helping to make decisions and 3% (0.5%) would like more information on how to get involved (0.3% in 2019).



6.3 Opportunities to participate (Q12/13)

Almost all respondents were very or fairly satisfied with the opportunities given to them to participate in Shire's decision making processes (99%). Satisfaction has remained consistent from the 2016 survey. Only four respondents were not satisfied in this respect and reasons given for feeling this way were where they would like more information, or more opportunities to participate and to feel that their views will be heard.



7. CUSTOMER CONTACT

7.1 Office closure during the pandemic (Q14)

Two thirds of respondents said that the office being closed due to Covid made no difference to how they contact the Association as they usually phoned the Association (67%). On the other hand, 12% said they phoned instead of visiting the office, 1% said they emailed instead and 21% said they didn't need to contact them, so it made no difference.

Q14 Did the office being closed due to Covid change how you contacted the Association?		
Base: All respondents, n=385	No.	%
I phoned instead of visiting	46	11.9%
I emailed instead of visiting	4	1.0%
I contacted via social media/website instead of visiting	-	-
I prefer to visit so haven't been in touch when I normally would have done	-	-
I usually phone so my contact is no different	256	66.5%
I haven't needed to contact them, so it has made no difference	80	20.8%
Other	2	0.5%

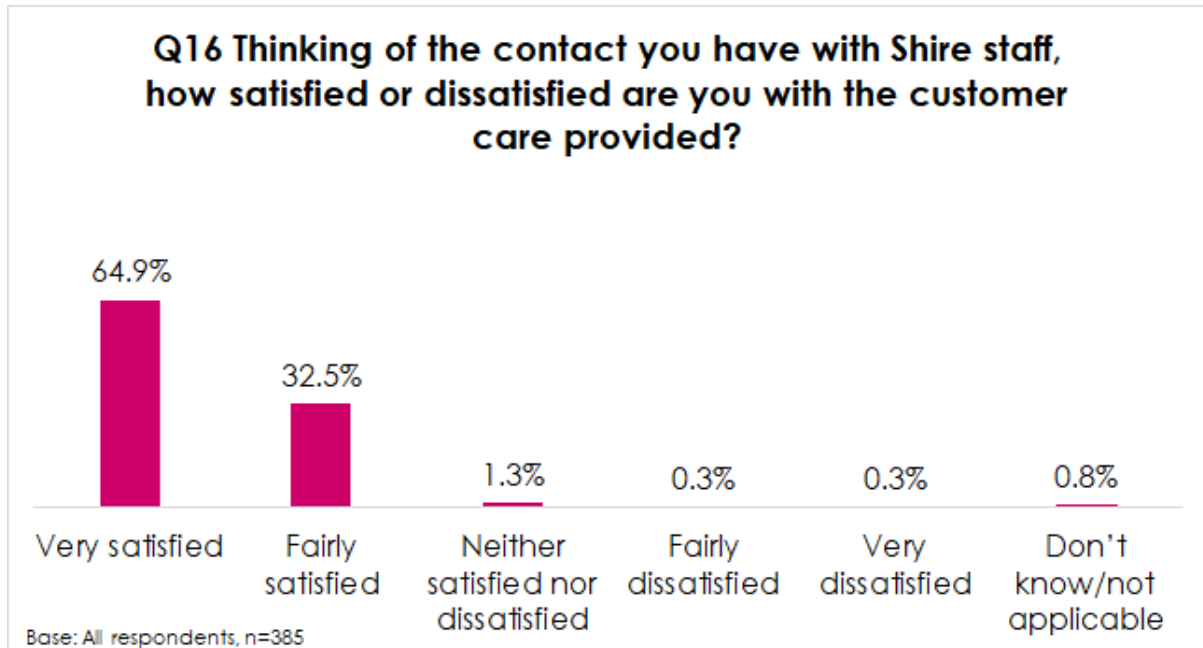
7.2 Preferred contact method (Q15)

Respondents were asked to rate their top three contact preferences for future contact with the Association. Almost all tenants (99%) said that contacting the Association by telephone was their top, second or third preferred method. This was followed by email contact (46%) and contact via text message (32%).

Q15 Moving forward we are trying to determine how tenants overall would prefer to have contact with the Association in the future. Please select your preference.				
Base: n=385	Top	2nd	3rd	Overall
By telephone	93%	5%	2%	99%
Email	5%	33%	8%	46%
Text message	0%	7%	25%	32%
Letter	1%	16%	7%	25%
Visit to the office	1%	11%	12%	23%
Via website/social media	0%	3%	6%	9%
Visit to your home	0%	2%	8%	9%
Other contact with staff (please specify)	0%	0%	0%	0%
Don't know	0%	0%	1%	1%
None	0%	24%	31%	55%

7.3 Satisfaction with customer care (Q16/17)

All respondents were asked about the contact they had with Shire staff (97%). Almost all tenants were either very or fairly satisfied in this respect compared to 1% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied. Of the 7 tenants who were not satisfied, the reasons given for not being satisfied were due to lack of communication, due to attitude of staff or where tenants would like staff to be more understanding of their situations.



8. THE REPAIRS SERVICE

8.1 Nature of repair (Q18/19)

More than 4 in 10 tenants (43%) have had repairs carried out in their property in the last 12 months (45% in 2019). Of these tenants, the majority said this was a day to day repair (90%), 9% said it was an out of hours repair and 1% were unsure.

8.2 Repairs contractors and appointments (Q20)

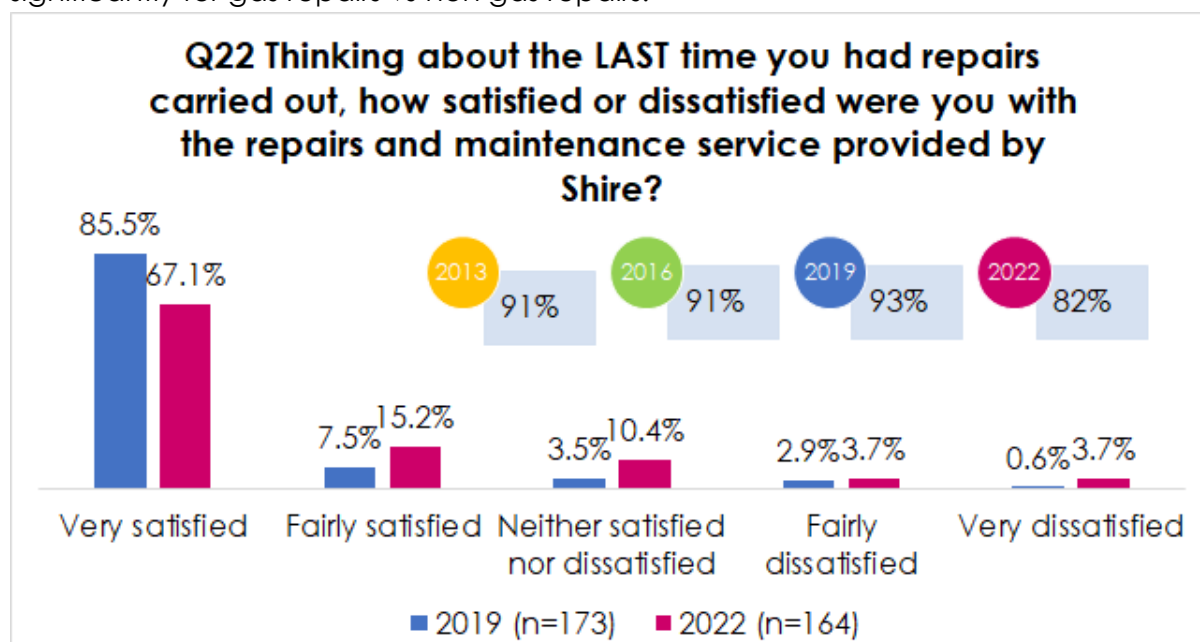
In terms of the contractor responsible for the repair, over half (55%) said it was a non-gas repair carried out by Turner Property Services, Everwarm Group or Acatch, 10% said it was a gas repair undertaken by Kingdom Gas or McGill Facilities Management and 35% were unsure.

Q20 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=164	No.	%
Non Gas: Turner Property Services/ Everwarm Group/ Acatch	90	54.9%
Don't know	57	34.8%
Gas: Kingdom Gas / McGill Facilities Management	16	9.8%
Other (Frew)	1	0.6%

Of those who reported a repair, three in four were offered the option to have the repair carried out at a time that suited them, 9% said they were not offered an appointment and 17% could not recall.

8.3 Satisfaction with the repairs service (Q22)

Over 8 in 10 tenants (82%) were very or fairly satisfied with the repairs and maintenance service provided by Shire compared to 10% who were neither satisfied nor dissatisfied and 7% who were very or fairly dissatisfied. Overall satisfaction with the repairs service has fallen from 93% in 2019 to 82% in 2022. The proportion of respondents who were dissatisfied has increased from 4% in 2019 to 7% in 2022, as has the proportion of respondents who were neither satisfied nor dissatisfied which has increased from 4% in 2019 to 10% in 2022. Satisfaction with repairs does not vary significantly for gas repairs vs non gas repairs.



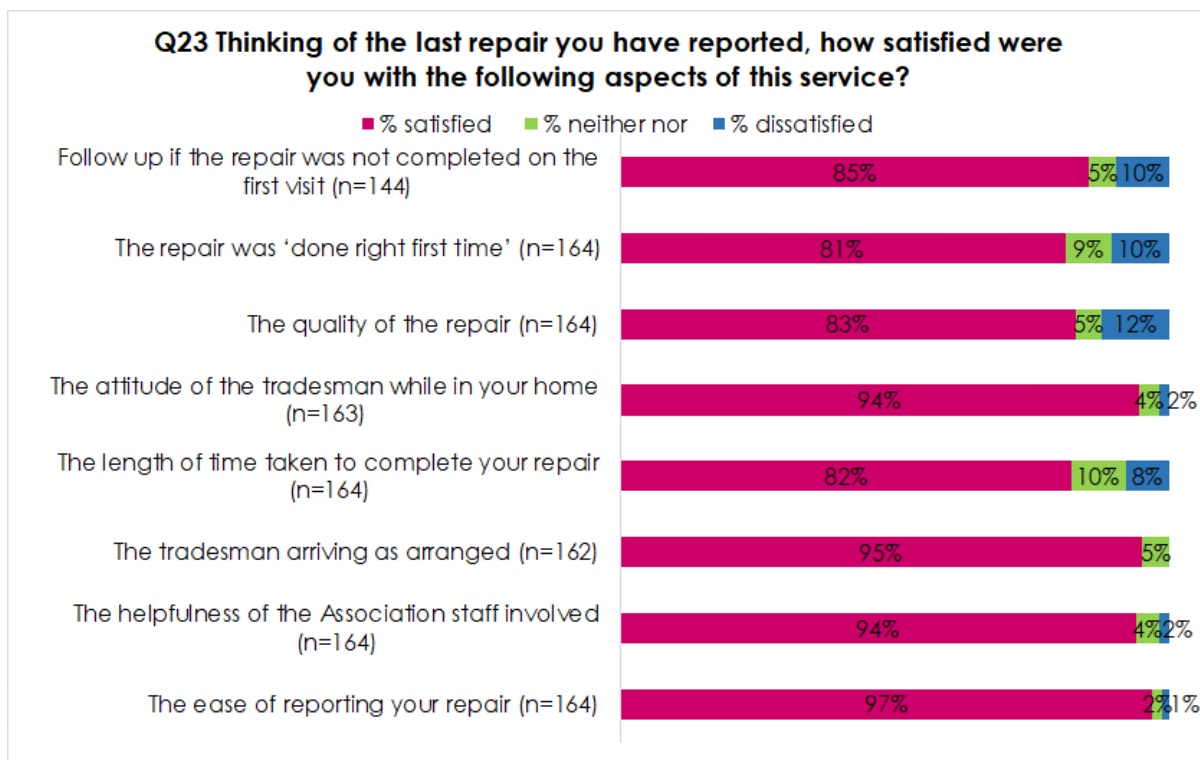
8.4 Satisfaction with aspects of the repairs service (Q23)

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

- The ease of reporting your repair (97%);
- The tradesman arriving as arranged (95%);
- The helpfulness of the Association staff involved (94%);
- The attitude of the tradesman while in your home (94%);

On the other hand dissatisfaction was highest in terms of:

- The quality of the repair (10% stating very or fairly dissatisfied);
- Follow up if repair not completed on the first visit (10%);
- The repair was 'done right first time' (10%).



The table below shows that there have been significant decreases in satisfaction when compared to the 2019 results with regards to the repair being done right first time (decreased by 14 percentage points), the length of time taken to complete the repair (decreased by 14 percentage points), the quality of the repair (decreased by 12 percentage points). It is interesting to note that for all repairs aspects the proportion of respondents who were neither satisfied nor dissatisfied has increased. In the 2019 survey the proportion of respondents answering in this way was only 2% or less for all repairs aspects.

Satisfaction with aspects of the repairs service (2013/2016/2019/2022)					
	2013	2016	2019	2022	Difference
The repair was "done right first time"	87%	88%	95%	81%	↓ -14%
The quality of the repair	91%	94%	95%	83%	↓ -12%
The length of time taken to complete your repair	90%	97%	96%	82%	↓ -14%
Having the repair done at a time which suits you	97%	100%	98%	-	-
The tradesman arriving as arranged	96%	100%	97%	95%	⇒ -2%
The ease of reporting your repair	100%	100%	100%	97%	⇒ -3%
The helpfulness of the Association staff involved	99%	100%	99%	94%	↓ -5%
The attitude of the tradesman while in your home	97%	100%	98%	94%	↓ -4%
Follow up if the repair was not completed on the first visit	-	-	-	85%	-

Analysis by nature of repair is displayed in the table below. Care should be taken when comparing the results for gas repairs versus non gas repairs due to the small sample sizes. Generally overall satisfaction does not vary by repair type.

Satisfaction with the repairs service by repair type (% satisfied)		
	Non Gas (n=90)	Gas (n=16)
The ease of reporting your repair	97%	100%
The helpfulness of the Association staff involved	92%	100%
The tradesman arriving as arranged	94%	94%
The length of time taken to complete your repair	84%	81%
The attitude of the tradesman while in your home	97%	100%
The quality of the repair	86%	88%
The repair was "done right first time"	86%	88%
Follow up if the repair was not completed on the first visit	88%	94%

8.5 Recommendations for improvement to the repairs service (Q24)

Tenants were asked if there were any improvements they would like to see to the repairs service. The open ended responses have been coded thematically with just under 3 in 10 tenants (29%) suggesting improved quality of workmanship and 24% recommending completing repairs on first visit.

Q24 Recommendations for improvement		
Base: Gave a response, n=42	No.	%
Improve quality of workmanship	12	28.6%
Complete repairs on first visit/ carry parts	10	23.8%
Improve communication	8	19.0%
Quicker timescales	7	16.7%
Better appointment system	6	14.3%
Other	4	9.5%

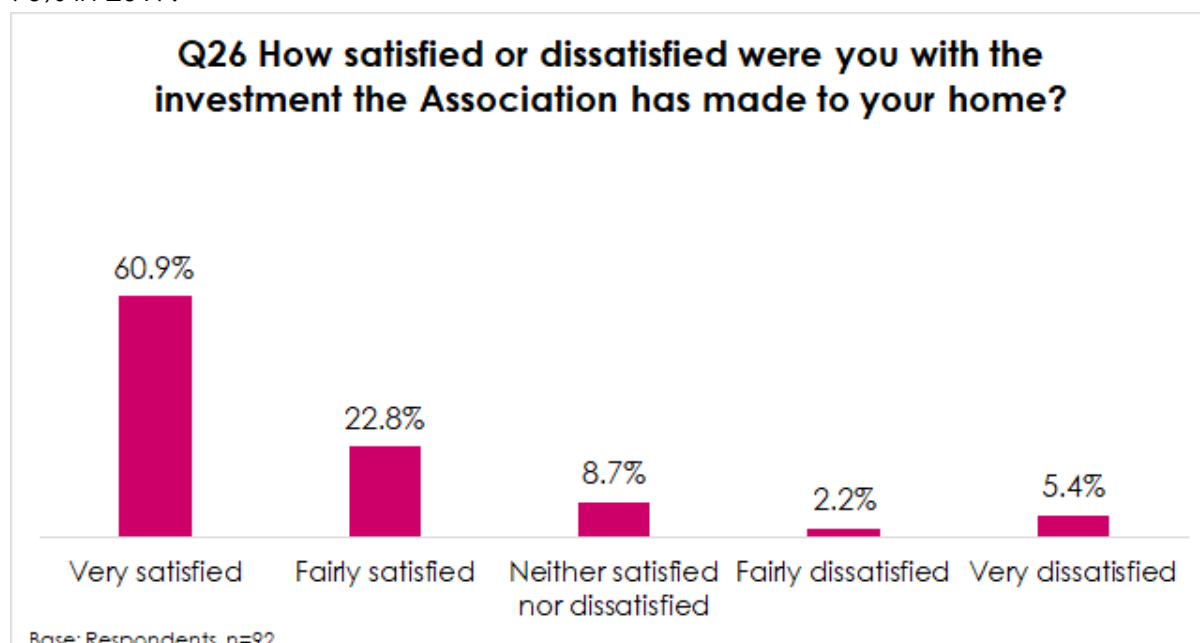
9. THE HOME

9.1 Upgrades to the home (Q25-27)

Tenants were asked about any improvement work they have had carried out in their home. The majority had not had any improvement work done (74%). On the other hand 10% had rewiring done, followed by external wall insulation (5%) and new kitchens (5%). The proportion of respondents who had not had any improvement work done has increased significantly from 53% in 2019.

Q25 Have you had any improvements carried out to your home within the last 3 years?		
Base: All respondents, n=385	No.	%
Rewiring	40	10.4%
External Wall Insulation	19	4.9%
Kitchen	19	4.9%
Bathroom	14	3.6%
Roofing	12	3.1%
Windows	11	2.9%
Heating	3	0.8%
Other	10	2.6%
None	283	73.5%

Respondents were then asked how satisfied they were with investments carried out to their home. 85% of respondents were very or fairly satisfied, 9% were neither satisfied nor dissatisfied and 8% were very or fairly dissatisfied with the investment work carried out to their home. Overall satisfaction has decreased marginally from 90% in 2019.



Fifteen respondents were not satisfied with the investment made to their home. These were generally where respondents were unhappy with the mess left behind, or where they believed the repair work was of a poor quality.

Tenants were then asked about their priorities for future investment in their home. The top response was for new kitchens (42%), followed by new windows (38%) and new bathrooms (26%). Just over 1 in 5 said they had no priorities for improvement to their home (22%).

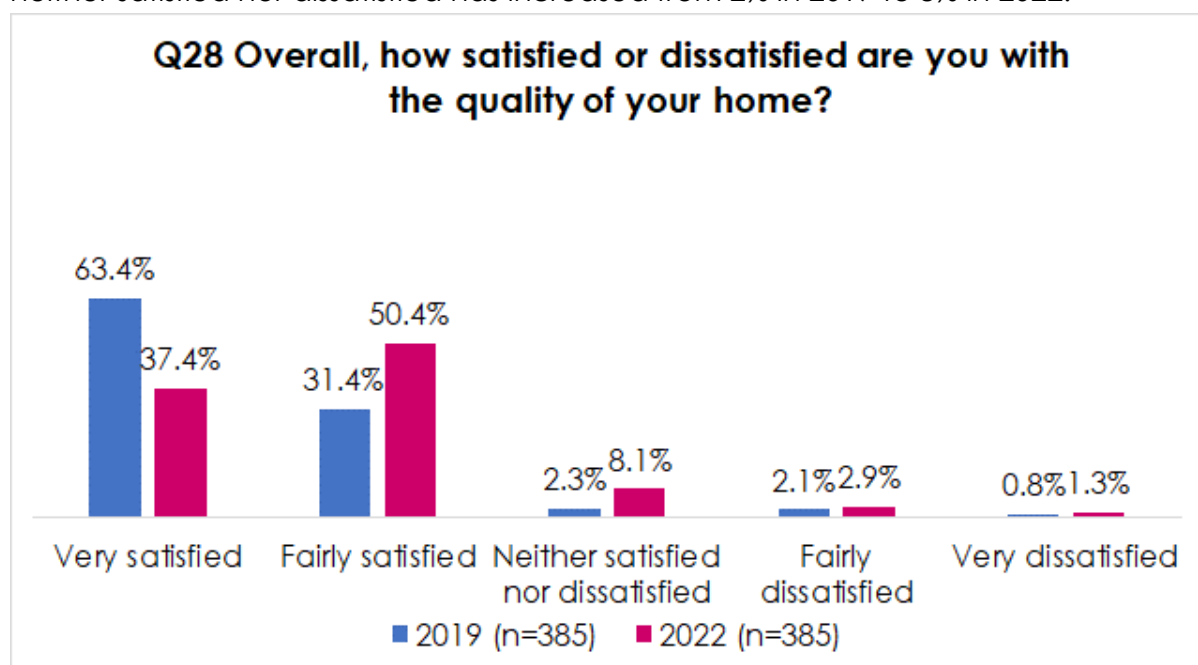
Q27 Thinking about your home, if Shire were planning works for your home what would be your priorities for improvement?				
Base: All respondents, n=385	Top	2nd	3rd	Overall
Bathroom	11.9%	8.6%	5.5%	26%
Improvements that will make the home easier to heat, more energy efficient and reduce fuel bills	6.2%	9.4%	7.3%	23%
External paint work	2.1%	0.8%	2.6%	5%
Kitchen	21.0%	15.8%	5.2%	42%
Windows	24.2%	10.6%	3.1%	38%
Heating	3.4%	3.4%	1.6%	8%
External doors	2.1%	3.9%	4.4%	10%
Other (please specify)	7.5%	5.5%	2.3%	15%
None	21.6%	42.1%	68.1%	-

Analysis by area revealed that new windows were the priority for respondents living in Patna, Dalmellington, Logan, Hurlford and Netherthird. On the other hand, new kitchens were the top priority for respondents living in Craighens, Cumnock, Mauchline, Catrine, Galston and in New Cumnock.

Q27a Thinking about your home, if Shire were planning works for your home what would be your Top priority for improvement ?										
	Base	Bath-room	Improvements to make home easier to heat etc	External paint work	Kitchen	Windows	Heating	External doors	Other	None
Craighens	34	9%	3%	-	35%	9%	9%	6%	15%	15%
Newmilns	9	11%	22%	11%	-	22%	22%	-	11%	-
Auchinleck	9	22%	-	-	-	11%	11%	-	33%	22%
Cumnock	32	9%	6%	6%	19%	3%	3%	6%	9%	38%
Patna	46	11%	17%	4%	22%	33%	-	2%	4%	7%
Dalmellington	42	12%	10%	5%	5%	48%	-	-	-	21%
New Cumnock	33	18%	3%	-	30%	15%	3%	-	21%	9%
Logan	30	17%	13%	3%	20%	23%	-	-	-	23%
Hurlford	22	14%	-	-	18%	32%	-	5%	5%	27%
Mauchline	25	4%	-	-	24%	20%	-	4%	-	48%
Catrine	6	-	-	-	50%	-	-	-	33%	17%
Netherthird	87	11%	2%	-	22%	31%	6%	1%	6%	21%
Galston	10	20%	-	-	30%	-	-	-	-	50%

9.2 Satisfaction with the quality of the home (Q28/29)

Just under 9 in 10 respondents (88%) said they were very or fairly satisfied with the overall quality of their home, compared to 8% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied. Satisfaction with the quality of the home has decreased from 95% in 2019. The proportion of tenants who were neither satisfied nor dissatisfied has increased from 2% in 2019 to 8% in 2022.



Analysis by area shows that satisfaction with the quality of the home was highest in Mauchline (96%), Dalmellington (95%), Cumnock (94%) and Logan (93%) and lowest in New Cumnock (79%) and in Auchinleck (67%).

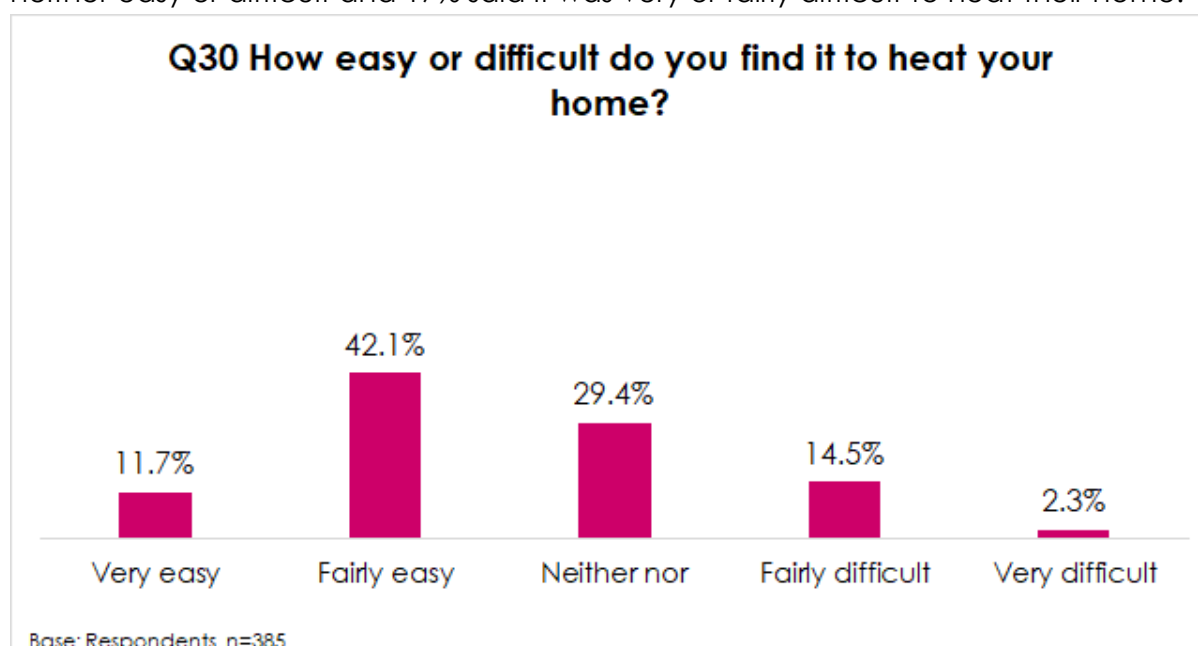
Q28 Overall, how satisfied or dissatisfied are you with the quality of your home?				
	Base	% satisfied	% neither/nor	% dissatisfied
Mauchline	25	96%	4%	0%
Dalmellington	42	95%	5%	0%
Cumnock	32	94%	0%	6%
Logan	30	93%	3%	3%
Galston	10	90%	0%	10%
Newmilns	9	89%	11%	0%
Patna	46	89%	11%	0%
Craigens	34	85%	6%	9%
Netherthird	87	85%	11%	3%
Catrine	6	83%	0%	17%
Hurford	22	82%	18%	0%
New Cumnock	33	79%	9%	12%
Auchinleck	9	67%	22%	11%

Following on from this, respondents who were not satisfied with the quality of their home were asked how it could be improved. 63% of respondents said the quality of their home could be improved with for example new kitchens, bathrooms, windows or doors and 22% of respondents said their home required repairs.

Q29 Can you explain why you are not satisfied with the quality of your home?		
Base: Not satisfied with the quality of the home, n=46	No.	%
Needing upgrades/ improvements e.g. windows/ doors/ kitchen/ bathroom	29	63.0%
Home is in need of repairs	10	21.7%
Problems with dampness/ mould	3	6.5%
Poor heating/ boiler system	4	8.7%
Other	5	10.9%

9.3 Ease of heating home (Q30-32)

Over half of tenants said it was very or fairly easy to heat their home, 29% said it was neither easy or difficult and 17% said it was very or fairly difficult to heat their home.



The main reasons given for finding it difficult to heat the home were where the home was poorly insulated or draughty, where tenants were unable to afford to heat their home or where the heating system isn't efficient.

Q31 If you find it difficult to heat your home, what are the reasons for that?		
Base: Respondents, n=65	No.	%
The home is poorly insulated or draughty/ heat escapes through windows/ doors	34	52.3%
I can't afford to heat my home	24	36.9%
The heating system isn't efficient	16	24.6%
Other (please specify)	5	7.7%
I find it difficult to work the heating system	2	3.1%

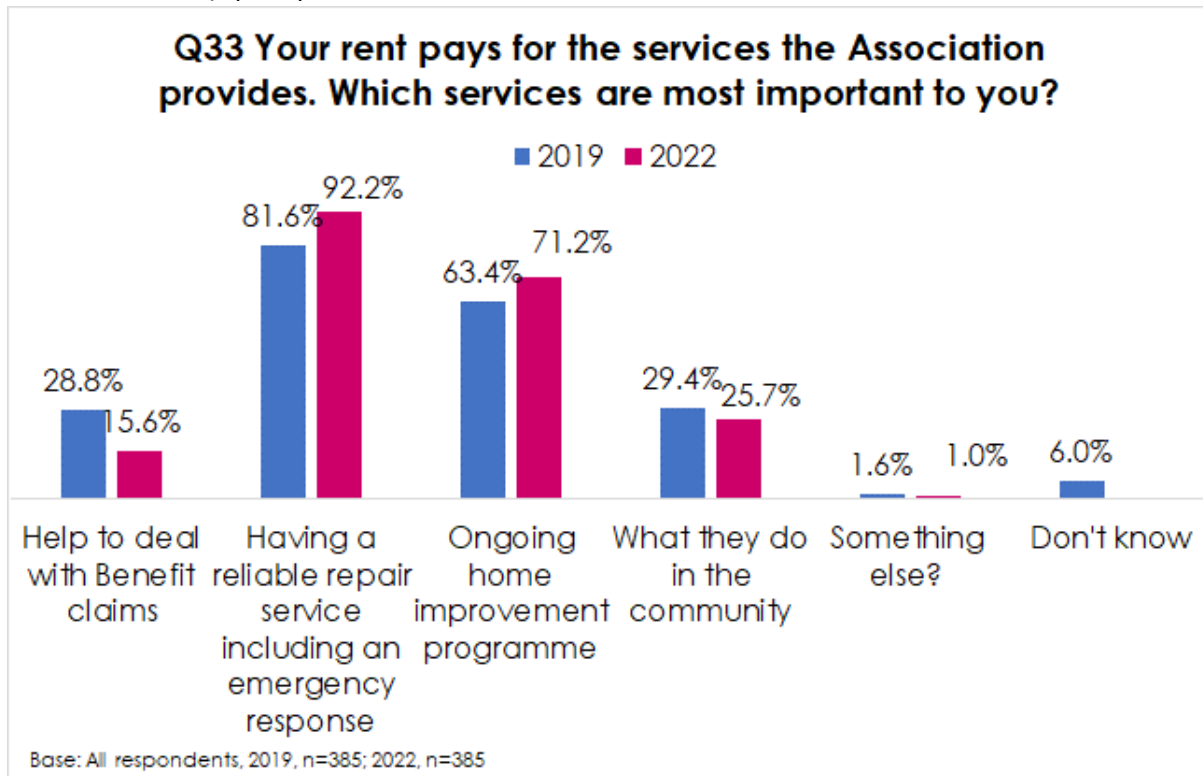
Just under 1 in 4 tenants (17%) said they would be willing to have a smart meter installed in their home, 45% said they already had a smart meter and 10% were unsure. Just under 3 in 10 tenants (28%) would not be willing to have a smart meter installed.

Q32 Would you be willing to have a smart meter installed in your home to help you manage your energy bills?		
Base: Respondents, n=385	No.	%
Yes	67	17.4%
No	108	28.1%
Don't know	37	9.6%
Already have smart meter installed	173	44.9%

10. RENT, BENEFITS AND WELFARE REFORM

10.1 Service priorities (Q33)

Tenants were asked about the services the Association provides that are most important to them. The most important service as was seen in 2019 was having a reliable repair service including an emergency response (92%). This was followed by ongoing home improvement programme (71%) and what the Association does in the community (26%).

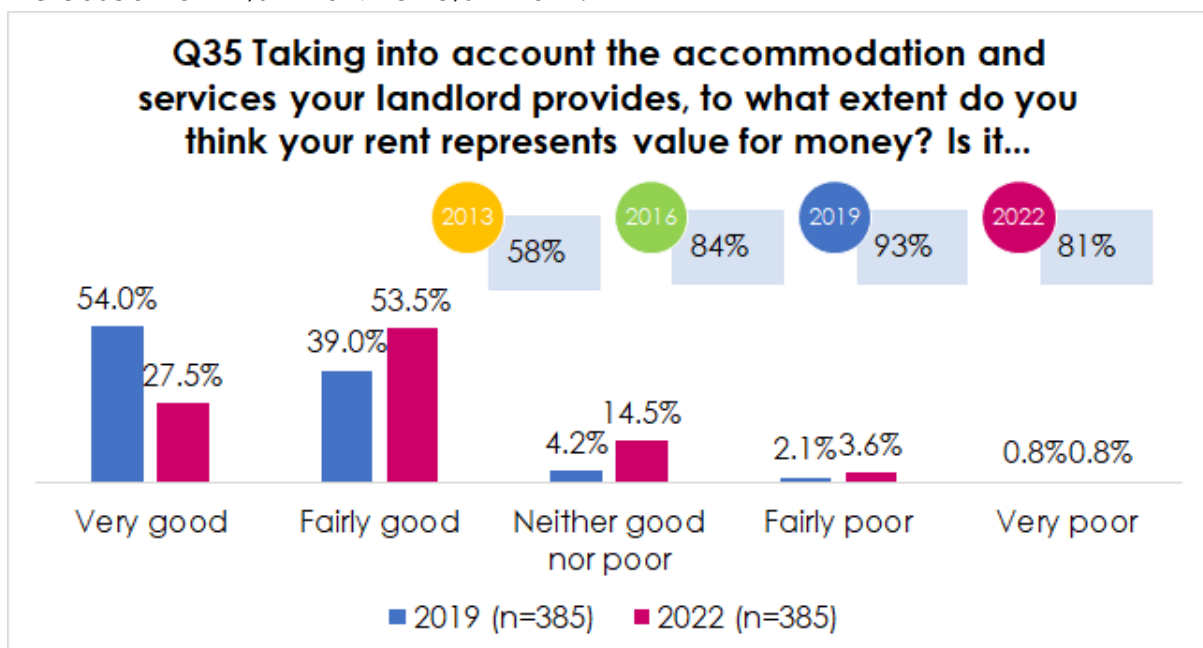


10.2 Value for money of rent charge (Q34-36)

Tenants were then asked what comes to mind when they are asked to think about value for money for rent. Seven in ten tenants (70%) said they think about how well maintained their home is and 69% think about receiving a good repairs service. These were also the two top responses in the 2019 survey.

Q34 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=385	No.	%
My home is well maintained, and I get the improvements that I feel it needs	270	70.1%
I get a good repairs service	264	68.6%
I get good customer service	141	36.6%
I am satisfied overall with the Association	111	28.8%
The size of the property	91	23.6%
I can afford to pay it	87	22.6%
I am kept informed about the Association's services and decisions	67	17.4%
How I believe Shire's rents compare to other local landlords	18	4.7%
Shire has an impact on the wider community	8	2.1%
Access to financial and budgeting advice	6	1.6%
Other	5	1.3%

With regards to value for money for the rent charge, 81% of respondents were of the opinion that their rent represented very or fairly good value for money. This is compared to 15% 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 who felt their rent represents very or fairly good value for money has decreased from 93% in 2019. Those who felt their rent was neither good nor poor value for money has increased from 4% in 2019 to 15% in 2022.

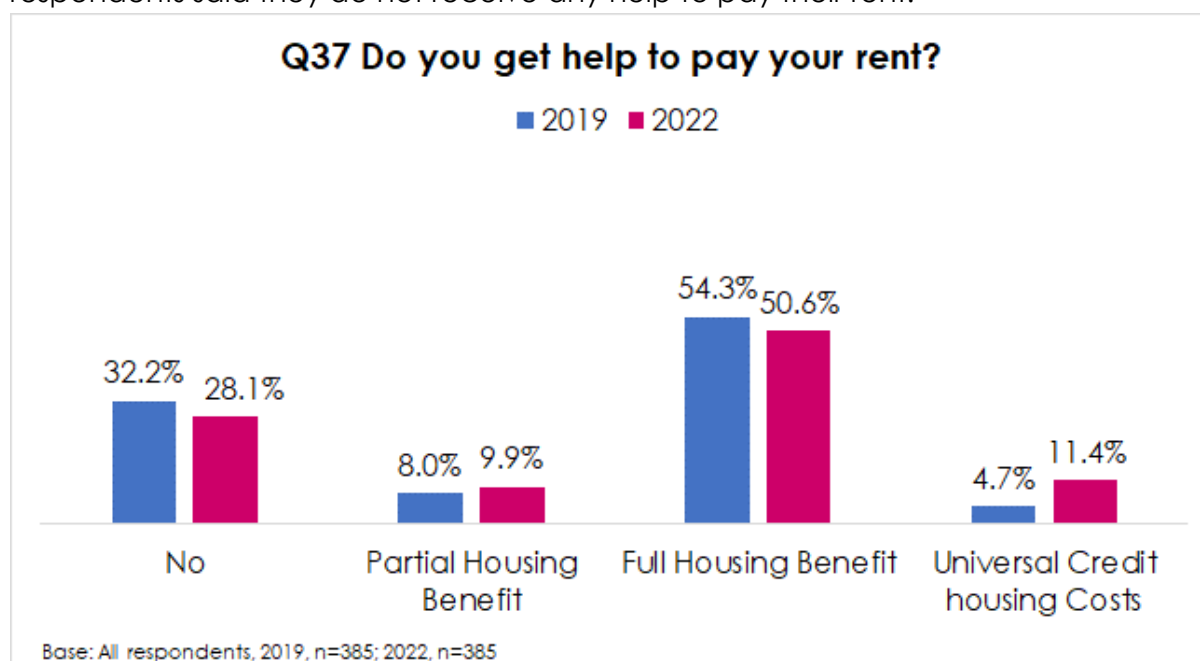


Following on from this, respondents were asked why they felt their rent charge was good or poor value for money. Again, the open ended responses have been coded thematically and show that the top response is that the rent is ok, reasonable or good value for money (24%), a further 20% said they received housing benefit and 13% mentioned good quality homes. On the other hand, 9% said their rent keeps increasing or is expensive.

Q36 Why do you say that?		
Base: All respondents, n=385	No.	%
It is ok/ reasonable/ good value for money	94	24.4%
Receive housing benefit	76	19.7%
Good quality homes	50	13.0%
Keep increasing/ expensive	35	9.1%
Good size of property	32	8.3%
Good area/ location	26	6.8%
It is good compared to private rent/ other Housing Association's	23	6.0%
Good for the service we receive	23	6.0%
Too expensive for the size/ quality of the home	15	3.9%
Happy here	14	3.6%
Poor for the services we receive	14	3.6%
Expensive compared to others	7	1.8%
Don't know/ Nothing to compare it to	10	2.6%

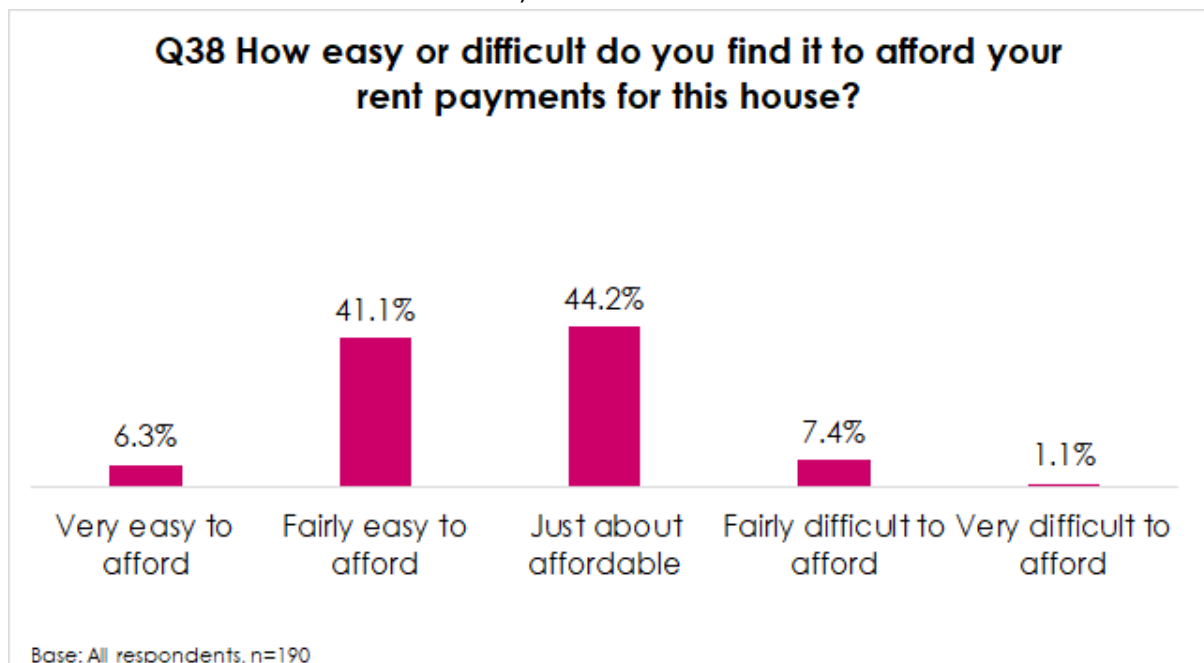
10.3 Help with rent and affordability of rent (Q37/38)

72% of respondents said they get help to pay their rent either by receiving full (51%) or partial housing benefit (10%) and universal costs (11%). The remaining 28% of respondents said they do not receive any help to pay their rent.

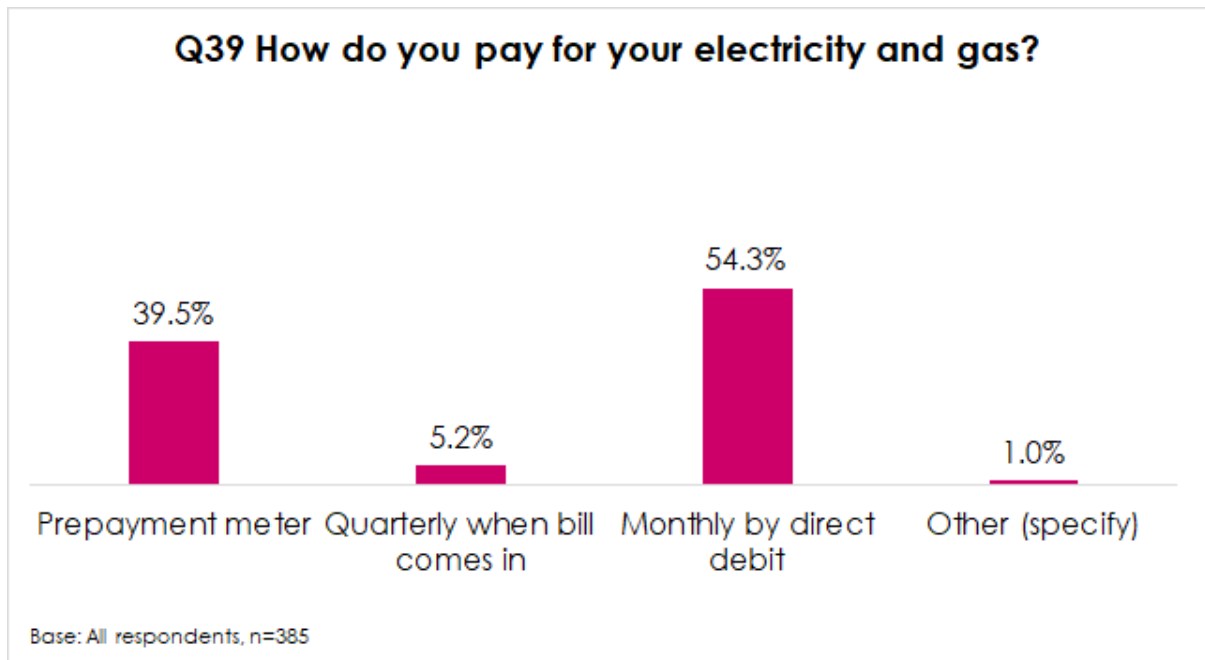


10.4 Fuel bills and affordability (Q38-42)

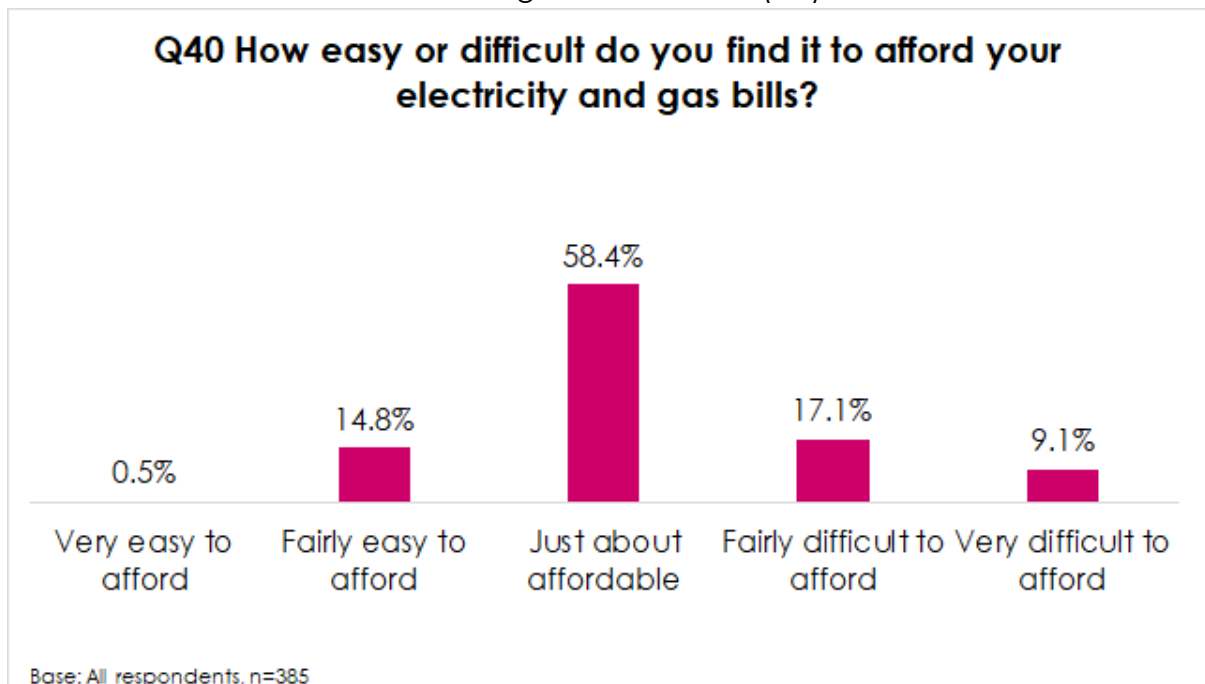
Just under half of tenants (47%) said the rent payments for their home were easy to afford, 44% said they were just about affordable and 9% said they were very or fairly difficult to afford. Younger respondents aged 16-34 were most likely to say their rent payments were easy to afford (61%) compared to 44% of tenants aged 35-54 and 38% of tenants aged 55 and over. Analysis by area reveals that those living in Craighens (85%) and Newmilns (80%) were most likely to find the rent payments easy to afford, while those who lived in Auchinleck (33%), Catrine (25%) and Patna (20%) were most likely to say the rent payments for their home were difficult to afford. These findings however are to be treated with caution due to the small sample sizes when the results are broken down by area.



Over half of tenants said they paid for their electricity and gas on a monthly basis by direct debit, 40% paid via prepayment meter and 5% paid on a quarterly basis when their bill comes in.



Just under 6 in 10 tenants said they found their electricity and gas bills just about affordable compared to 15% who said they were easy to afford and 26% who said they were very or fairly difficult to afford. Analysis by age indicates that tenants aged 16-34 (36%) and aged 35-54 (34%) were more likely to say they find their fuel bills difficult to afford than tenants aged 75 and over (9%).



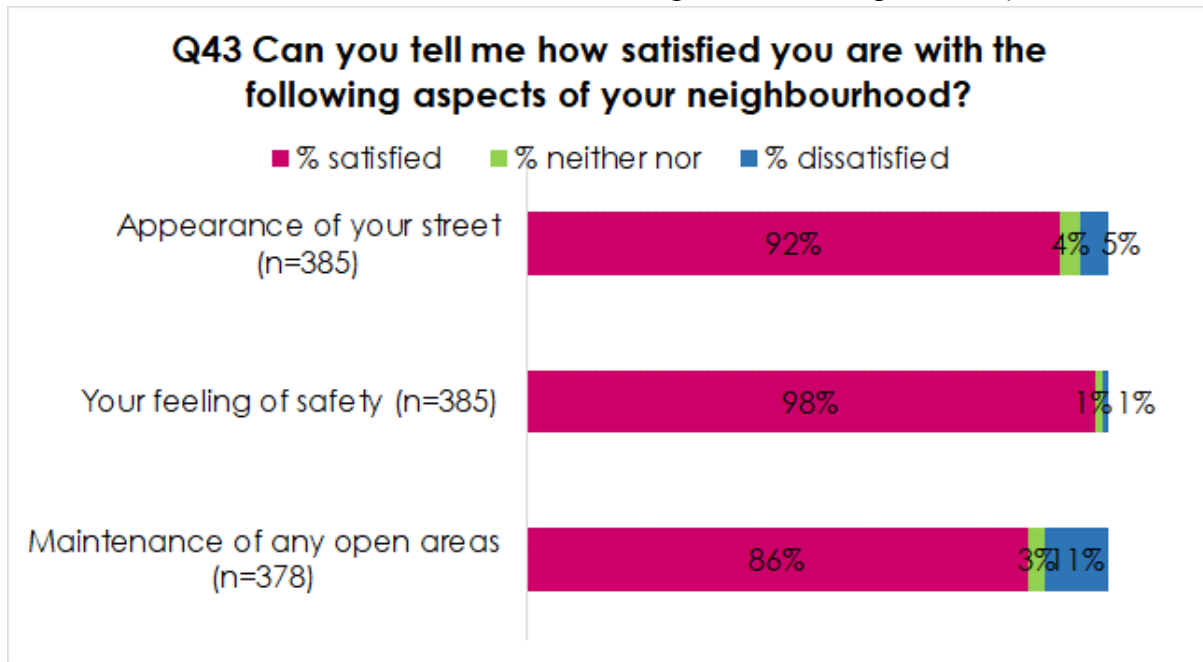
The vast majority of tenants have gas central heating (98%) and only 2% have electric heating amounting to just 9 tenants.

Just under 4 in 10 tenants (35%) have chosen not to put their heating on because they couldn't afford it which is an increase on the 2019 survey (14%).

11. NEIGHBOURHOOD MANAGEMENT

11.1 Satisfaction with aspects of the neighbourhood (Q43)

Tenants were asked how satisfied or dissatisfied they were with various aspects of their neighbourhood. Satisfaction was very high ranging from 86% in terms of maintenance of common areas to 98% with regards to feeling of safety.



Satisfaction with the maintenance of any open areas has decreased from 86% in 2019 and satisfaction with the appearance of the street has decreased from 98% in 2019.

Satisfaction with neighbourhood aspects (2013/2016/2019/2022)					
	2013	2016	2019	2022	Difference
Maintenance of any common areas	96%	98%	96%	86%	↓ -10%
Your feeling of safety	97%	100%	100%	98%	⇒ -2%
Appearance of your street	-	-	98%	92%	↓ -6%

A full breakdown of these neighbourhood aspects by area can be found in the appendix. The biggest variation in satisfaction was with regards to maintenance of open areas where satisfaction ranged from 64% in Hurlford to 100% in Catrine. With regards to the appearance of the street, satisfaction ranged from 83% in Catrine to 100% in Hurlford.

Satisfaction with neighbourhood aspects analysed by area (% satisfaction)				
	Base	Maintenance of any open areas	Your feeling of safety	Appearance of your street
Craigens	34	85%	100%	94%
Newmilns	9	89%	100%	89%
Auchinleck	9	78%	100%	89%
Cumnock	32	97%	97%	97%
Patna	46	93%	96%	96%
Dalmellington	42	90%	95%	95%
New Cumnock	33	82%	97%	88%
Logan	30	90%	100%	93%
Hurlford	22	64%	100%	100%
Mauchline	25	91%	100%	92%
Catrine	6	100%	100%	83%
Netherthird	87	83%	97%	85%
Galston	10	80%	100%	90%

Where tenants were dissatisfied with any of these they were asked to explain their reasons for feeling this way. Over 6 in 10 tenants commented that grass cutting could be improved and 20% said the area was rundown or that nothing is being done in the neighbourhood.

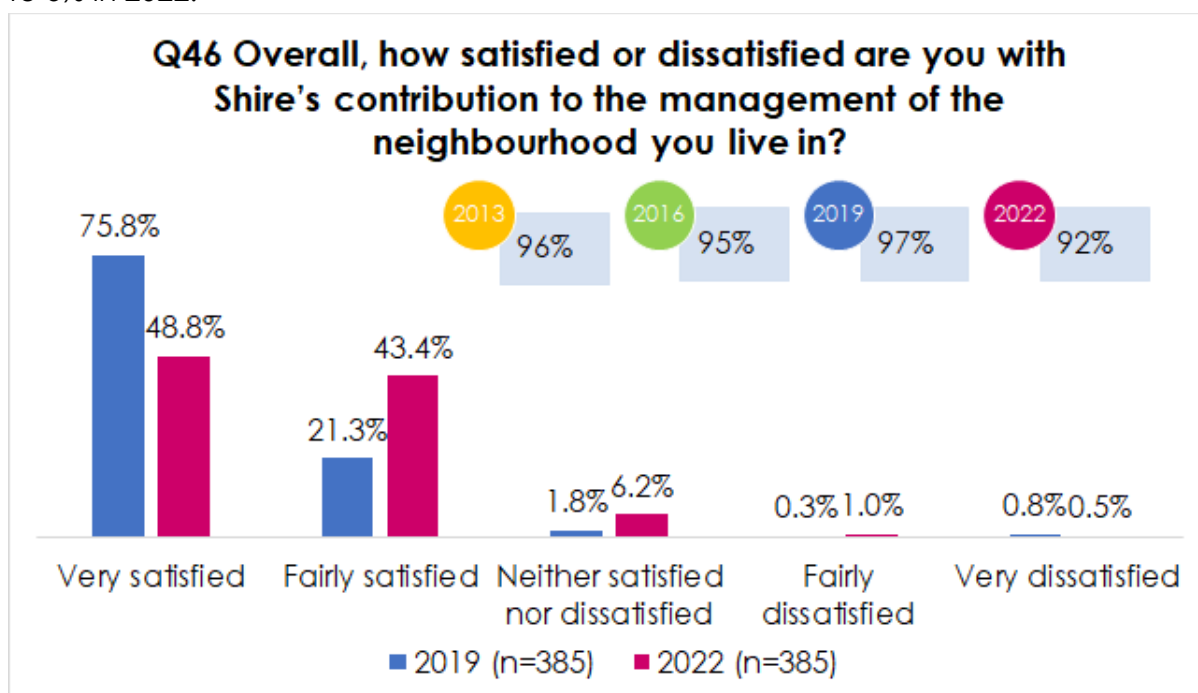
If dissatisfied with any of the above, can you please explain why?		
Base: Dissatisfied with neighbourhood aspects, n=65	No.	%
Need to improve grass cutting service	40	61.5%
Area run down/ nothing being done	13	20.0%
Deal with ASB/ ASN	10	15.4%
Clean up rubbish/ litter	6	9.2%
Fix the paths	4	6.2%
Issues with fly tipping	3	4.6%
Other	4	6.2%

11.2 Community activities (Q44/45)

Over half of tenants (51%) were aware of Shire's vision that residents live in communities that are vibrant and to support this vision, a community co-ordinator is in post to work with communities and get involved in community activities. Only 7% of tenants said they would like to know more about these community activities and get more involved in their community.

11.3 Contribution to the management of the neighbourhood (Q46/47)

Over 9 in 10 tenants (92%) said they were very or fairly satisfied with their landlord's contribution to the management of the neighbourhood they lived in, compared to 6% who were neither satisfied nor dissatisfied and 2% of respondents were fairly or dissatisfied. The proportion of respondents who said they were satisfied has decreased slightly from the 2019 survey (97%). There has been an increase in the proportion of respondents who were neither satisfied nor dissatisfied, from 2% in 2019 to 6% in 2022.



Area analysis revealed that respondents who lived in Auchinleck (67%) were the least likely to be satisfied with Shire's contribution to the management of the neighbourhood that they live in. All respondents living in Newmilns, Catrine and Galston were satisfied in this respect.

Q46 Overall, how satisfied or dissatisfied are you with Shire's contribution to the management of the neighbourhood you live in? [INTERVIEWER NOTE: Neighbourhood is defined as the area around your house that Shire could reasonably be expected to maintain]

	Base	% very fairly satisfied	% neither/nor	% very/ fairly dissatisfied
Craigens	34	91%	3%	6%
Newmilns	9	100%	0%	0%
Auchinleck	9	67%	33%	0%
Cumnock	32	91%	9%	0%
Patna	46	96%	2%	2%
Dalmellington	42	95%	2%	2%
New Cumnock	33	85%	12%	3%
Logan	30	93%	7%	0%
Hurlford	22	91%	5%	5%
Mauchline	25	96%	4%	0%
Catrine	6	100%	0%	0%
Netherthird	87	92%	8%	0%
Galston	10	100%	0%	0%

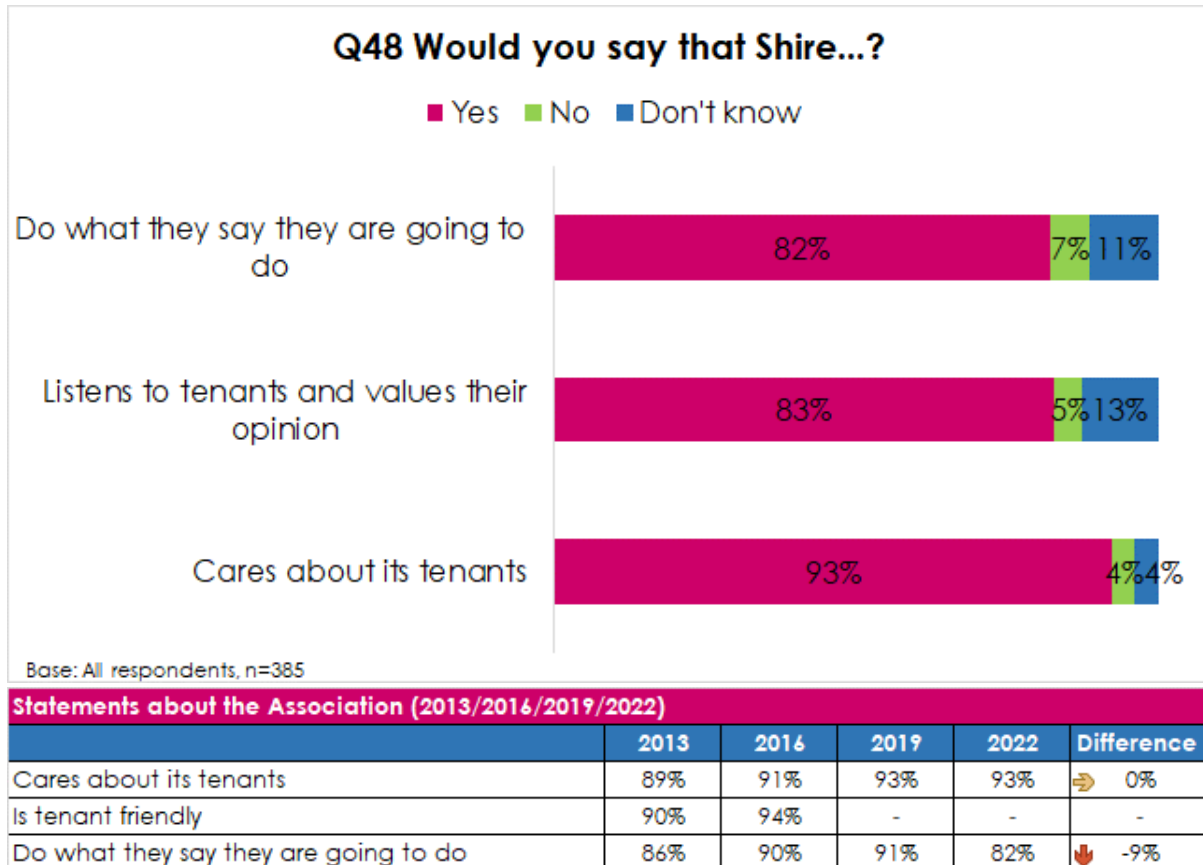
Following on from this, respondents who were not satisfied with Shire's management of the neighbourhood were then asked what Shire could do to improve. Half of these tenants suggested a better grass cutting service (50%), 27% said the Association could do more for the area and 17% suggesting dealing more with anti-social behaviour.

Q47 Can you explain how Shire could improve their contribution to the management of your neighbourhood?		
Base: Not satisfied with contribution to management of neighbourhood, n=30	No.	%
Better grass cutting service	15	50.0%
Need to do more for the area	8	26.7%
Deal with ASB/ ASN	5	16.7%
Clean up litter	3	10.0%
Don't know	2	6.7%
Other	1	3.3%

12. SUMMARY OF THE ASSOCIATION

12.1 Opinions on Shire (Q48)

The vast majority of tenants were of the opinion that Shire cares about its tenants (93%), does what they say they are going to do (82%) and values and listens to tenants (83%). The proportion of respondents who agreed that the Association does what they say they will has decreased by 9 percentage points from 91% in 2019.



12.2 Anything else you would like to see them do (Q57)

An open-ended question was asked to understand if there was anything that Shire could do differently. This has been analysed thematically. The majority of respondents had no suggestions (86%). Where respondents did make suggestions as to what they could do differently this tended to be in terms of upgrades or improvements to homes (33%) and outside maintenance (26%). These were also the most common themes mentioned in the 2019 survey.

Q49 Anything else you would like to see them do?		
Base: Answered yes, n=54	No.	%
Upgrade/ improvements to homes	18	33.3%
Outside maintenance e.g. grass cutting/ gutters/ fencing	14	25.9%
Improve communication	9	16.7%
Improve the repairs service	5	9.3%
Vet tenants	2	3.7%
Deal with anti-social behaviour/ anti-social neighbours	4	7.4%
Other	6	11.1%

13. HOUSEHOLD INFORMATION

13.1 Age and Gender (Q50/51)

One in five respondents (20%) were aged 16 to 34, 34% were aged 35 to 54, 32% were aged 55 to 74 and 14% were aged 75 and over. With regards to gender, 26% of respondents were male and 74% were female.

Q51 Age		
Base: All respondents, n=385	No.	%
16-24	9	2.3%
25-34	67	17.4%
35-44	77	20.0%
45-54	53	13.8%
55-64	60	15.6%
65-74	65	16.9%
75+	54	14.0%

Analysis by area is displayed in the table below, showing that respondents were likely to be older in Hurlford than in other areas (55% aged 75 and over). Netherthird (26%) and Cumnock (26%) had the largest proportion of respondents aged 16-34.

Age by area					
	Base	16-34	35-54	55-74	75+
Craigens	29	21%	38%	34%	7%
Cumnock	27	26%	33%	37%	4%
Patna	39	18%	23%	41%	18%
Dalmellington	42	21%	29%	29%	21%
New Cumnock	22	14%	36%	41%	9%
Logan	30	17%	27%	33%	23%
Hurlford	22	9%	14%	23%	55%
Mauchline	25	16%	40%	32%	12%
Netherthird	77	26%	40%	29%	5%

13.2 Household composition (Q52/53)

In relation to household composition, 37% of respondents lived in single adult households, 21% lived in two adult households, 22% were 1 parent families, 10% were 2 parent families and 7% of respondents were three or more adults.

Q53 Which of these best describes your household composition?		
Base: All respondents, n=385	No.	%
Single adult 65+	79	20.5%
Single adult 16-64	65	16.9%
2 parent family	38	9.9%
1 parent family	86	22.3%
2 adults 65+	26	6.8%
2 adults at least one below 65	55	14.3%
Other (please specify)	9	2.3%
3 or more adults	27	7.0%

13.3 Occupation (Q54)

In terms of occupation, 36% of respondents were in full or part time employment or self-employed, 7% were unemployed, 15% were long term sick or disabled, 9% were looking after the family and 32% were retired.

Q54 How could you describe the occupational status of you and your partner/ spouse at present?				
	You		Your partner	
Base: All respondents, n=385	No.	%	No.	%
Full time paid work (35 or more hours more week)	74	19.2%	44	11.4%
Part time paid work (less than 35 hours per week but more than 16 hours per week)	54	14.0%	9	2.3%
Part time paid work (less than 16 hours per week)	7	1.8%	-	-
Full time education	2	0.5%	-	-
Government training programme	-	-	-	-
Unemployed	26	6.8%	6	1.6%
Long term sick / disabled	57	14.8%	23	6.0%
Looking after family	33	8.6%	2	0.5%
Retired	123	31.9%	45	11.7%
Other – specify	9	2.3%	-	-
No partner	-	-	256	66.5%

13.4 Disability status (Q55)

Just under 6 in 10 respondents (58%) 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.

Analysis by area revealed that respondents from Hurlford and Galston were most likely to state they or someone in their household suffered from a long term illness, health problem or disability. 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	Prefer not to say
Craigens	34	56%	44%	-
Newmilns	9	56%	44%	-
Auchinleck	9	44%	56%	-
Cumnock	32	56%	44%	-
Patna	46	63%	35%	2%
Dalmellington	42	50%	50%	-
New Cumnock	33	67%	33%	-
Logan	30	60%	40%	-
Hurlford	22	73%	27%	-
Mauchline	25	60%	36%	4%
Catrine	6	33%	67%	-
Netherthird	87	56%	41%	2%
Galston	10	70%	30%	-

13.5 Ethnicity (Q56)

In terms of ethnicity, the majority of respondents said they were White Scottish (97%). Of the 12 respondents who did not say they were White Scottish, nine said they were White English, 3 were White other British and 1 was African, African Scottish or African British.

Q56 Which of these best describes your household composition?		
Base: All respondents, n=385	No.	%
White Scottish	372	96.6%
White English	9	2.3%
Other British	3	0.8%
African, African Scottish or African British	1	0.3%

14. CONCLUSIONS

AREAS OF HIGH PERFORMANCE

The results of the 2022 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 2019 survey. It should be noted that with the exception of interest in accessing service online, these areas did not vary significantly by demographic such as age, disability, gender or ethnicity:

- Overall satisfaction with the Association is high with 89% of tenants stating they were very or fairly satisfied with Shire as their landlord, consistent with the 2019 survey (92%).
- Almost all respondents were of the opinion that Shire is very or fairly good at keeping them informed (96%, 99% in 2019).
- Almost all respondents (99%) were very or fairly satisfied with the opportunities given to them to participate in their landlord's decision making processes. This has remained consistent with the 2019 survey (99%).
- Interest in accessing services online via an online portal or app has continued to increase from 49% in 2019 to 69% in 2022. It is interesting to note that as age increases, the proportion of tenants who would be interested in using an online app or portal to access housing services decreases.
- Customer care is rated highly by tenants with 97% being either very or fairly satisfied in this respect.

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 have been highlighted which were evident throughout the report:

- Satisfaction with the repairs service has decreased from 93% in 2019 to 82% in 2022. When asked about the various aspects of the repairs service it was evident that tenant opinion has declined with regards to:
 - The repair being done right first time (satisfaction down by 14 percentage points)
 - Length of time to complete repairs (decreased by 14 percentage points)
 - The quality of repairs (decreased by 12 percentage points)
- Satisfaction with the quality of the home has decreased from 95% in 2019 to 88% in 2022. Tenant aged 35-54 were least likely to be satisfied with regards to the quality of the home (78%), while those aged 55-74 were most satisfied (96%). Tenants aged 35-54 were significantly more likely to be neither satisfied

nor dissatisfied in this respect (15%) than tenants aged 16-34 (5%) and aged 55-74 (2%).

- Opinions on value for money of the rent charge has seen a decline from 93% of tenants rating it good in 2019 to 81% in 2022. Again, tenants aged 35-54 were least likely to be satisfied in this respect with 70% stating the rent charge was good value for money compared to 88% of tenants aged 55-74 and 93% of tenants aged 75 and over. Significantly more tenants aged 35-54 said the rent charge was neither good nor poor value for money (22%) than all other age groups (between 6% and 12%).
- With regards to the neighbourhood satisfaction has decreased with regards to the maintenance of common areas (decreased by 10 percentage points) and the appearance of the street (decreased by 6 percentage points).

Appendix 1

Survey Questionnaire

Overall satisfaction

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

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

2. Can you explain why you are not satisfied with the overall service provided by Shire Housing Association?

Information

3. The Association uses a range of ways to keep tenants informed. Which of the following sources would you prefer the Association to use when keeping you up to date? (all that apply)

Newsletter by post	1
Newsletter by email	2
By Letter	3
Telephone	4
Website	5
Email	6
Text	7
Social Media	8
Other (specify)	9

4. Do you currently have access to the internet in any of the following ways? [CODE ALL THAT APPLY] b) And what is the main way that you access the internet?

	All ways	Main way	
Home internet access via a computer	1	1	Go to Q5
Internet access through a smartphone or other mobile device	2	2	
Internet access through another method (e.g. work, public internet access)	3	3	
I do not have internet access	4		Go to Q7

5. Which of the following do you do regularly online/ have you done online? ALL THAT APPLY

Send and receive emails	1
Social networking e.g. Facebook, Twitter	2
Online banking	3
Shopping/ buy things online	4
Entertainment e.g. Spotify, Netflix, YouTube	5
Looking for information	6
Make video calls such as Skype or Facetime	7
Book transport or accommodation	8

Contacting your gas/ electricity company	9
Managing your Universal Credit Claim	10
Make rent payments via Allpay app or website	11

6. Shire are considering developing online/ electronic services which you would be able to access via an online portal or app. Would you be interested in doing any of the following? [CODE ALL THAT APPLY]

Access rent account/ balance	1
Report repairs	2
Access board or policy information	3
Apply for housing	4
Make a complaint	5
Is there anything else you would like to be able to do? (please specify)	6
Would not do any of these electronically	7

7. [SSHHC] How good or poor do you feel Shire is at keeping you informed about their services and decisions?

Very good	1	Go to Q9
Fairly good	2	
Neither good nor poor	3	Go to Q8
Fairly poor	4	
Very poor	5	

8. You said that you do not think Shire is good at keeping you informed about their services and decisions. Can you explain how they could improve how they keep you informed?

Participation

9. The Association uses a range of methods to consult with their tenants about decisions affecting them. Which methods would you prefer to be used when the Association consults you about decisions affecting your home? [INTERVIEWER: READ OUT LIST AND CODE ALL THAT APPLY]

Providing feedback electronically e.g. email, social media, online survey	1
Becoming a member of the Association and attending the AGM	2
Responding to the rent consultation	3
Request a staff visit	4
Association newsletters/written communication	5
Being a member of the Tenants Panel where you get invited to meetings or to comment on things as and when issues arise	6
Annual Performance Report	7
Estate Walkabouts	8
Becoming a member of the Board	9
Surveys	10

Don't know	11
Other (please specify)	12

10. Which of the following best describes your preferred level of involvement with the Association's decision making?

I am happy just to be kept informed	1	Go to Q12
I would like to have the chance to have a say in decisions that will affect me	2	Go to Q11
I would like to be one of the people that help make decisions	3	
I would like more information about how I could get involved	4	
Don't know	5	Go to Q12

11. If you would like to get involved in the Board (Q9=10) or said you would be interested in getting more involved or would like more information (Q10=2, 3 or 4), are you happy that we pass your contact details over to the Association in order that they can get in touch? All other information will remain anonymous.

Yes	1
No	2

12. [SSHCC] How satisfied or dissatisfied are you with the opportunities given to you to participate in Shire's decision making process?

Very satisfied	1	Go to Q14
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q13
Fairly dissatisfied	4	
Very dissatisfied	5	

13. You said that you were not satisfied with the opportunities given to you to participate in Shire's decision making processes. Can you explain how they could improve this?

Customer Contact

The Association has been working in line with Scottish Government guidelines surrounding the Covid-19 pandemic over the last two years. The office was closed for much of that time to the public and staff were mainly working from home providing services. They are interested in how this has impacted on tenants.

14. Did the office being closed due to Covid change how you contacted the Association?

I phoned instead of visiting	1
I emailed instead of visiting	2
I contacted via social media/website instead of visiting	3
I prefer to visit so haven't been in touch when I normally would have done	4
I usually phone so my contact is no different	5
I haven't needed to contact them so it has made no difference	6
Other (please specify)	7

15. Moving forward we are trying to determine how tenants overall would prefer to have contact with the Association in the future. Please select your top three methods in order of preference.

	Top preference	2 nd	3 rd
By telephone	1	1	1
Email	2	2	2
Text message	3	3	3
Via website/social media	4	4	4
Letter	5	5	5
Visit to the office	6	6	6
Visit to your home	7	7	7
Other contact with staff (please specify)	8	8	8

16. Thinking of the contact you have with Shire staff, how satisfied or dissatisfied are you with the customer care provided?

Very satisfied	1	Go to Q18
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q17
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know/not applicable	6	Go to Q18

17. Can you please explain how the Association could improve the customer care they provide?

The Repairs Service

The following questions are about the Association's repair service. Questions regarding contract work and home improvements will be asked in the next section.

18. [SSHHC] Have you had any day to day repairs carried out in this property in the last 12 months?

Yes	1	Go to Q19
No	2	Go to Q25

19. Thinking of the last repair you had carried out, was this an out of hours repair or a day to day repair?

Out of hours	1
Day to day	2
Don't know	3

20. Which contractor was responsible for the LAST repair you had carried out?

Non Gas: Turner Property Services/ Everwarm Group/ Acatch	1
Gas: Kingdom Gas / McGill Facilities Management	2
Other (please specify)	3
Don't know	4

21. were you offered the option to have the repair carried out at a time that suited you?

Yes	1
No	2
Can't remember	3

22. [SSHHC] 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?

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

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

	VS	S	NN	D	VD	DK/ NA
The ease of reporting your repair	1	2	3	4	5	6
The helpfulness of the Association staff involved	1	2	3	4	5	6
The tradesman arriving as arranged	1	2	3	4	5	6
The length of time taken to complete your repair	1	2	3	4	5	6
The attitude of the tradesman while in your home	1	2	3	4	5	6
The quality of the repair	1	2	3	4	5	6
The repair was 'done right first time'	1	2	3	4	5	6
Follow up if the repair was not completed on the first visit	1	2	3	4	5	6

24. Do you have any recommendations on how the repairs service could be improved?

Yes (please specify)	1
No suggestions for improvement	2

The Home

25. SHOWCARD Have you had any improvements carried out to your home within the last 3 years? [PLEASE CODE ALL THAT APPLY]

Rewiring	1	Go to Q26
Windows	2	
External Wall Insulation	3	
Kitchen	4	
Roofing	5	
Other (please specify)	6	
None	7	Go to Q27

26. How satisfied or dissatisfied were you with the investment the Association has made to your home?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
[IF CODE 3,4,5] Can you explain why you are not satisfied with the investment the Association has made to your home?	

27. SHOWCARD - Thinking about your home, if Shire were planning works for your home what would be your key priorities for improvement ? CODE UP TO 3

	Top	2 nd	3 rd
Bathroom	1	1	1
Improvements that will make the home easier to heat, more energy efficient and reduce fuel bills	2	2	2
External paint work	3	3	3
Kitchen	4	4	4
Windows	5	5	5
Heating	6	6	6
External doors	7	7	7
Other (please specify)	8	8	8
None	9	9	9

28. [SSH10] Overall, how satisfied or dissatisfied are you with the quality of your home?

Very satisfied	1	Go to Q30
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q29
Fairly dissatisfied	4	
Very dissatisfied	5	

29. Can you explain why you are not satisfied with the quality of your home?

Suggested improvement

30. How easy or difficult do you find it to heat your home?

Very easy	1	Go to Q32
Fairly easy	2	
Neither nor	3	
Fairly difficult	4	Go to Q31
Very difficult	5	

31. If you find it difficult to heat your home, what are the reasons for that?

The heating system isn't efficient	1
I find it difficult to work the heating system	2
The home is poorly insulated or draughty/ heat escapes through windows/ doors	3
I can't afford to heat my home	4
Other (please specify)	5

32. Would you be willing to have a smart meter installed in your home to help you manage your energy bills?

Yes	1
No	2
Don't know	3
Already have smart meter installed	4

Rent, Benefits and Welfare Reform

33. Your rent pays for the services the Association provides. Which services are most important to you? Please select up to 3 services from the list.

Help to deal with Benefit claims	1
Having a reliable repair service including an emergency response	2
Ongoing home improvement programme	3
What they do in the community	4
Something else? (please specify)	5

34. 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.

I can afford to pay it	1
I get a good repairs service	2
My home is well maintained and I get the improvements that I feel it needs	3
The size of the property	4
I am kept informed about the Association's services and decisions	5
I get good customer service	6
I am satisfied overall with the Association	7
Access to financial and budgeting advice	8
How I believe Shire's rents compare to other local landlords	9
Shire has an impact on the wider community	10
Developing digital and online services	11
Other (please specify)	12

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

Very good	1
Fairly good	2
Neither good nor poor	3
Fairly poor	4
Very poor	5

36. Why do you say that?

--

37. Do you get help to pay your rent?

No		1	Go to Q38
Yes	Partial Housing Benefit	2	
	Full Housing Benefit	3	Go to Q39
	Universal Credit housing Costs	4	Go to Q38

38. How easy or difficult do you find it to afford your rent payments for this house?

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

39. How do you pay for your electricity and gas?

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

40. How easy or difficult do you find it to afford your electricity and gas bills?

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

41. What kind of central heating do you have?

Gas	1
Electric	2

42. In the last 12 months, have you ever wanted to put your heating on but chosen to not put your heating on because you couldn't afford to?

Yes	1
No	2
Don't know	3

Neighbourhood Management

INTERVIEWER: READ OUT: Shire has provided me with a reminder for you that within your neighbourhood they are NOT responsible for the following:- Lighting, Roads, Parking, Pest Control, Community Safety, Drug Activity, Fly Tipping, Bins and Special Uplifts and Divisional Fencing.

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

	VS	FS	NN	FD	VD	NA
Maintenance of any open areas	1	2	3	4	5	6
Your feeling of safety	1	2	3	4	5	6
Appearance of your street	1	2	3	4	5	6

43b. If dissatisfied with any of the above, can you please explain why?

--

44. Are you aware of Shires Vision that residents live in communities that are vibrant and to support this vision, a Community Co-Ordinator is in post to work with communities and get involved in community activities?

Yes	1
No	2

45. Would you like to know more about these community activities and get more involved in you community with our support? If you would then we will, with your permission share your details so that Shire can get in touch with more information. All other information will remain anonymous.

Yes (record tenant name and telephone number)	1
No	2

46. [SSHHC] Overall, how satisfied or dissatisfied are you with Shire's contribution to the management of the neighbourhood you live in? [INTERVIEWER NOTE: Neighbourhood is defined as the area around your house that Shire could reasonably be expected to maintain]

Very satisfied	1	Go to Q50
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q49
Fairly dissatisfied	4	
Very dissatisfied	5	

47. Can you explain how Shire could improve their contribution to the management of your neighbourhood?

Summary of the Association

48. Would you say that Shire.....?

	Yes	No	Don't know
Cares about its tenants	1	2	3
Listens to tenants and values their opinion	1	2	3
Do what they say they are going to do	1	2	3

49. Is there anything else you would like to see them do, that they don't currently do?

Yes (please specify)	1
No suggestions	2

Household Information

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

50. Gender?

Male	1
Female	2

51. Age?

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

52. How many people usually live in this house?

--

53. Which of these best describes your household composition?

Single adult 65+	1
Single adult 16-64	2
2 parent family	3
1 parent family	4
2 adults 65+	5
2 adults at least one below 65	6
Other (please specify)	7

54. SHOWCARD: How would you describe the occupational status of you and your partner/spouse at present?

	You	Partner
Full time paid work (35 or more hours more week)	1	1
Part time paid work (less than 35 hours per week but more than 16 hours per week)	2	2
Part time paid work (less than 16 hours per week)	3	3
Full time education	4	4
Government training programme	5	5
Unemployed	6	6
Long term sick / disabled	7	7
Looking after family	8	8
Retired	9	9
Other – specify	10	10
No partner		11

55. 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)?

Yes	1
No	2
Prefer not to say	3

56. What is your ethnic group?

A White

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

B Mixed or multiple ethnic groups

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

C Asian, Scottish Asian or British Asian

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

D African, Scottish African or British African

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

E Caribbean or Black

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

F Other ethnic group

Other, please write in:	20
Prefer not to say	21

- **Thank you very much for completing the questionnaire. You will be helping Shire Housing Association improve services they deliver to you.**
- **Would you like to take a note of our website address to learn more about Research Resource and how your data is used? You can find our Privacy Information Notice at www.researchresource.co.uk/privacy-notice**

Appendix 2

Data tables

Counts Break % Respondents	Address 2														
	Total	Craigens	Newmilns	Auchinleck	Cumnock	Patna	Dalmellington	New Cumnock	Logan	Hurlford	Mauchline	Catrine	Netherthird	Galston	
Base	385	34	9	9	32	46	42	33	30	22	25	6	87	10	
Q9 The Association uses a range of methods to consult with their tenants about decisions affecting them. Which meth...															
Providing feedback electronically e.g. email, social media, online survey	80 20.8%	10 29.4%	7 77.8%	2 22.2%	14 43.8%	2 4.3%	14 33.3%	10 30.3%	3 10.0%	3 13.6%	3 12.0%	-	12 13.8%	-	
Becoming a member of the Association and attending the AGM	14 3.6%	5 14.7%	1 11.1%	-	1 3.1%	-	1 2.4%	-	-	2 9.1%	1 4.0%	-	3 3.4%	-	
Responding to the rent consultation	71 18.4%	16 47.1%	7 77.8%	3 33.3%	10 31.3%	4 8.7%	2 4.8%	10 30.3%	-	8 36.4%	1 4.0%	1 16.7%	9 10.3%	-	
Request a staff visit	25 6.5%	4 11.8%	1 11.1%	1 11.1%	1 3.1%	5 10.9%	1 2.4%	7 21.2%	-	2 9.1%	-	-	3 3.4%	-	
Association newsletters/written communication	104 27.0%	5 14.7%	6 66.7%	3 33.3%	19 59.4%	22 47.8%	3 7.1%	11 33.3%	8 26.7%	2 9.1%	4 16.0%	5 83.3%	16 18.4%	-	
Being a member of the Tenants Panel where you get invited to meetings or to comment on things as and when issu...	9 2.3%	1 2.9%	1 11.1%	-	-	-	1 2.4%	-	-	3 13.6%	-	-	3 3.4%	-	
Annual Performance Report	45 11.7%	5 14.7%	6 66.7%	-	7 21.9%	4 8.7%	3 7.1%	10 30.3%	-	2 9.1%	1 4.0%	-	7 8.0%	-	
Estate Walkabouts	19 4.9%	2 5.9%	1 11.1%	-	1 3.1%	-	1 2.4%	3 9.1%	-	2 9.1%	1 4.0%	-	8 9.2%	-	
Becoming a member of the Board	8 2.1%	1 2.9%	1 11.1%	-	-	-	1 2.4%	1 3.0%	-	3 13.6%	-	-	1 1.1%	-	
Surveys	151 39.2%	29 85.3%	8 88.9%	4 44.4%	17 53.1%	23 50.0%	6 14.3%	11 33.3%	6 20.0%	17 77.3%	5 20.0%	3 50.0%	22 25.3%	-	
Don't know	118 30.6%	1 2.9%	1 11.1%	1 11.1%	4 12.5%	12 26.1%	20 47.6%	12 36.4%	11 36.7%	3 13.6%	10 40.0%	-	41 47.1%	2 20.0%	
Other (please specify)	4 1.0%	-	-	-	-	-	-	-	1 3.3%	-	1 4.0%	-	1 1.1%	1 10.0%	
Not interested	20 5.2%	-	-	-	-	-	3 7.1%	4 12.1%	1 3.3%	-	1 4.0%	-	6 6.9%	5 50.0%	
No time/ busy	10 2.6%	-	-	-	-	-	-	-	1 3.3%	-	3 12.0%	-	4 4.6%	2 20.0%	

Counts Break % Respondents	Base	Maintenance of any open areas					
		Very satisfied	Fairly satisfied	Neither nor	Fairly diss- atisfied	Very diss- atisfied	Not applicable
Total	385	210 55%	116 30%	11 3%	24 6%	17 4%	7 2%
Address 2							
Craigens	34	17 50%	11 32%	1 3%	3 9%	1 3%	1 3%
Newmilns	9	2 22%	6 67%	- -	1 11%	- -	- -
Auchinleck	9	- -	7 78%	1 11%	1 11%	- -	- -
Cumnock	32	22 69%	8 25%	- -	1 3%	- -	1 3%
Patna	46	42 91%	1 2%	- -	- -	3 7%	- -
Dalmellington	42	31 74%	7 17%	1 2%	2 5%	1 2%	- -
New Cumnock	33	8 24%	19 58%	1 3%	3 9%	2 6%	- -
Logan	30	23 77%	3 10%	- -	2 7%	1 3%	1 3%
Hurlford	22	1 5%	13 59%	- -	3 14%	5 23%	- -
Mauchline	25	19 76%	2 8%	- -	2 8%	- -	2 8%
Catrine	6	1 17%	3 50%	- -	- -	- -	2 33%
Netherthird	87	40 46%	32 37%	7 8%	4 5%	4 5%	- -
Galston	10	4 40%	4 40%	- -	2 20%	- -	- -

Counts Break % Respondents	Base	Your feeling of safety					
		Very satisfied	Fairly satisfied	Neither nor	Fairly diss- atisfied	Very diss- atisfied	Not applicable
Total	385	273 71%	103 27%	5 1%	-	4 1%	-
Address 2							
Craigens	34	26 76%	8 24%	-	-	-	-
Newmilns	9	6 67%	3 33%	-	-	-	-
Auchinleck	9	1 11%	8 89%	-	-	-	-
Cumnock	32	25 78%	6 19%	1 3%	-	-	-
Patna	46	42 91%	2 4%	-	-	2 4%	-
Dalmellington	42	35 83%	5 12%	1 2%	-	1 2%	-
New Cumnock	33	13 39%	19 58%	-	-	1 3%	-
Logan	30	28 93%	2 7%	-	-	-	-
Hurlford	22	8 36%	14 64%	-	-	-	-
Mauchline	25	22 88%	3 12%	-	-	-	-
Catrine	6	1 17%	5 83%	-	-	-	-
Netherthird	87	58 67%	26 30%	3 3%	-	-	-
Galston	10	8 80%	2 20%	-	-	-	-

Counts Break % Respondents	Base	Appearance of your street					
		Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Not applicable
Total	385	234 61%	119 31%	14 4%	10 3%	8 2%	- -
Address 2							
Craigens	34	24 71%	8 24%	1 3%	- -	1 3%	- -
Newmilns	9	3 33%	5 56%	1 11%	- -	- -	- -
Auchinleck	9	- -	8 89%	1 11%	- -	- -	- -
Cumnock	32	23 72%	8 25%	- -	1 3%	- -	- -
Patna	46	43 93%	1 2%	- -	- -	2 4%	- -
Dalmellington	42	34 81%	6 14%	1 2%	1 2%	- -	- -
New Cumnock	33	11 33%	18 55%	- -	2 6%	2 6%	- -
Logan	30	23 77%	5 17%	- -	1 3%	1 3%	- -
Hurlford	22	7 32%	15 68%	- -	- -	- -	- -
Mauchline	25	19 76%	4 16%	- -	2 8%	- -	- -
Catrine	6	1 17%	4 67%	1 17%	- -	- -	- -
Netherthird	87	40 46%	34 39%	9 10%	2 2%	2 2%	- -
Galston	10	6 60%	3 30%	- -	1 10%	- -	- -

Appendix 3

Technical Report Summary

Project name	Shire Housing Association Tenant Satisfaction Survey 2022
Project number	P1267
Objectives of the research	<p>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:</p> <ul style="list-style-type: none"> <input type="checkbox"/> The quality of information provided by Shire; <input type="checkbox"/> Feedback on customer care; <input type="checkbox"/> Quality of accommodation and the neighbourhood; <input type="checkbox"/> Service provision including repairs, maintenance and improvements; <input type="checkbox"/> Tenant involvement/ opportunities for participation; <input type="checkbox"/> Value for money.
Target population	Shire Housing Association Tenants
Description of sample frame/ source and validation methods if applicable	A customer database was provided by the Association containing tenants names, addresses and phone numbers.
Sampling method (probability or non probability) and quotas used	A random sampling approach was used with tenants selected at random for interview.
Sample units drawn	All tenants were in scope for the research
Target sample size	385
Achieved sample size and reasons if target not achieved	385
Date of fieldwork	Interviews took place between the 7 th of September and the 3 rd of October 2022.
Data collection method	Face to face methodology with telephone top up to boost the response.
Response rate and definition and method of how calculated	385 interviews from population of 947 represent a 41% response rate from tenants in scope for the research.
Questionnaire length	10-15minutes
Any incentives?	None
Number of interviewers	10
Interview/ self completion validation methods	5% of Telephone interviews have been validated by remote listening.

	10% of field interviews have been validated by respondent recontact.
Showcards or any other materials used?	None
Weighting procedures (if applicable)	Not applicable. The interview profile is relatively in line with the overall tenant population profile in terms of letting area with the achieved sample, varying by no more than 6 percentage points at the most in terms of development type. We are therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required. The data reported is therefore unweighted.
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings and methods of statistical analysis if applicable	+/-3.85% for tenants based upon a 50% estimate at the 95% confidence level

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