

Tenant Satisfaction Survey 2025

Draft Survey Report

SHIRE HOUSING ASSOCIATION

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TABLE A - SUMMARY OF KEY SATISFACTION RESULTS FROM TENANT SATISFACTION SURVEY 2019 - 2025

ARC indicator number	Measure	% tenants very and fairly satisfied 2019 ()	% tenants very and fairly satisfied 2022 (385 cases)	% tenants very and fairly satisfied 2025 (385 cases)	<u>RSL average published Aug. 2025 Scottish Housing Regulator</u>
Indicator	Survey method	<u>Not known</u>	<u>Face to face and phone</u>	Face to face	<u>Mixed methods</u>
Indicator 1	Satisfaction with overall service	92.0%	89.1%	90.9%	88.1%
Indicator 2	Satisfaction with being kept informed about services and decisions	99.0%	96.1%	94.5%	91.9%
Indicator 5	Satisfaction with opportunities to participate in decision making	99.0%	99.0%	93.8%	88.5%
Indicator 7	Satisfaction with quality of home	95.0%	88.1%	88.3%	85.9%
Indicator 12	Satisfaction with repairs in last year	93.0%	82.3%	87.9%	87.1%
Indicator 13	Satisfaction with contribution of management of neighbourhood	97.0%	92.2%	92.5%	85.7%
Indicator 25	Rating of rent as very good or fairly good value for money	93.0%	81.0%	82.9%	82.0%

Executive Summary

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Shire Housing Association (Shire Housing) using an interviewer led face to face questionnaire. The survey was administered between September 1st 2025 and September 30th 2025, and by the conclusion of the survey period, 385 tenants had completed a survey.

Overall satisfaction

- Taking everything into account, 90.9% of Shire Housing tenants are satisfied with services overall in 2025 whilst 6.2% are dissatisfied. In 2022, 89.1% of tenants were satisfied overall whilst the Scottish social housing average for housing associations and co-ops is currently 88.1%.
- Analysis of the responses for overall tenant satisfaction by segment illustrates some degree of variation, e.g.
 - 96.7% of tenants living in the North locality are satisfied with services overall compared to 88.6% of tenants living in the Central & East locality.
 - Tenants aged 16 to 34 tend to be the least satisfied overall with Shire Housing's service (86.5% satisfied) which compares to older tenants aged 55 plus (93.3%).
 - Also, tenants living in bungalows or other cottage types are more satisfied overall (95.2% satisfied) than tenants living in flats (88.0%).
- Several tenants made positive contributions when asked to comment on the overall service provided by their landlord e.g.

Q - Is there anything else you want to say about Shire Housing, their services and staff?

- I find them very helpful
- I think they are gradually improving things nowadays
- I'm never moving, love it here. Everyone helps each other
- Much better than my council house
- Staff are always very helpful and repairs are always done quickly and done well
- They are always helpful if I need anything.

Housing quality and Net Zero

- Most tenants (88.3%) are satisfied with the quality of their home (7.6% are dissatisfied). The 2025 figure for satisfaction is similar to that found during the 2022 survey (88.1% satisfied). The social housing sector average is currently 85.9% satisfied.
- An analysis of housing quality satisfaction by customer segment reveals a fairly consistent pattern although we note that tenants living in bungalows or other cottage/houses (90.3% satisfied) are more positive about housing than tenants living in flats (87.0%). It is also the case that older tenants aged 55 plus are more satisfied with housing quality (90.5% satisfied) than younger tenants aged 16 to 34 (83.8%).
- Around one in ten tenants (11.2%) are aware that Shire Housing needs to comply with the Social Housing Net Zero Standard (most tenants, 88.8% are not aware).

Repair service

- Amongst tenants whose homes have been repaired in the last year, 87.9% are satisfied with the last repair whilst 10.0% are dissatisfied. In 2022, a much smaller proportion of tenants (82.3%) was satisfied with their most recent property repair. The social housing sector average for repairs satisfaction (which includes transactional data), is 87.1%.
- Analysis of repairs satisfaction by location and property size shows that tenants in the Central & East locality (89.3% satisfied) are more positive about this service than tenants living in other areas such as the West (83.3%). In addition tenants living in smaller properties (90.0% satisfied) are more positive about a recent repair than those living in larger homes (86.7%).
- Tenant satisfaction with their most recent day to day repair is 86.8% whilst for emergency repairs, the equivalent figure is 94.4%.
- Around seven in ten tenants (67.9%) were offered a choice of times for their most recent repair (30.7% were not and 1.4% could not remember).

Information and participation

- In 2025, most tenants (94.5%) agree that the Association is good at keeping them informed about their services and decisions. Fewer than one in twenty tenants (2.8%) say that Shire Housing is poor on this measure. During the 2022 survey, 96.1% of respondents said the Association was good at keeping them informed whilst the RSL average reported in 2025 is 91.9% of tenants saying 'good'.
- Most tenants (93.8%) are also satisfied with the opportunities provided by their landlord for taking part in decision making around housing matters. During the 2022 survey, almost all tenants (99.0%) were satisfied on this measure whilst the RSL sector average is 88.5%.
- Around eight in ten tenants (83.6%) are happy to be 'just kept informed' about their landlord's decision making. Nearly eight percent (7.8%) would like the chance to contribute to decision making; this compares to a figure of 6.0% during the 2022 survey suggesting more of an appetite amongst some tenants to become more involved.

Contact, communication and digital services

- Almost all tenants (94.8%) are satisfied with their landlord's customer care in 2025 whereas 2.6% are dissatisfied. During the 2022 survey, 97.0% of respondents were satisfied with customer care whilst 0.6% were dissatisfied.
- Tenants' preferences in 2025 for contacting Shire Housing are principally telephone (74.0% of all respondents would use this method of contact) and email (17.7%). Tenants' main preferences for being kept informed by their landlord are letters (38.6% of all responses), newsletters (28.2%) and telephone (19.1%).
- Across all tenants, 73.8% had access to the internet with access highest amongst tenants of working age (91.3% of tenants aged 16 to 64 had access). By contrast, for tenants who are aged 65 plus, less than one in three (29.3%) have access to the internet.
- More than one in three of all tenants (36.1%) would be interested in using any digital services provided by Shire Housing. This figure breaks down as follows: 46.0% for working age tenants and 11.5% for tenants aged 65 plus.

Rent and energy costs

- Most tenants (82.9%) rate rent as good value for money, whilst 12.0% say that rent is poor value (and 5.2% answered 'neither good nor poor' value). In 2022, 81.0% rated rent as good value, whilst the sector average is 82.0%.
- Around six in ten tenants who pay full or part rent agree that rent is easy to afford (63.7%) whereas 21.4% say rent is difficult to afford.
- Just over half of tenants (53.2%) agree that they can afford to heat their home whilst 46.8% say that they cannot. Tenants living in flats are the most positive on this measure (62.0% say they can afford to heat their home) whereas the least likely to say 'easy' are tenants in cottages-semi-detached properties (45.6%).
- Tenants who said they had difficulty affording to heat their home were asked about the source of this issue and the results of this enquiry show that the three main difficulties facing tenants are high energy costs (40.9% of all responses), low income (35.3%) and draughty windows and doors (12.5%).
- Nearly half of all tenants (46.7%) said it was easy to afford their gas and electricity bills for their home whereas 42.6% said these bills were difficult to afford.

Neighbourhoods and community

- More than nine in ten tenants (92.5%) are satisfied with their landlord's contribution to neighbourhood management whilst 1.8% are dissatisfied. In 2022, 92.2% of tenants were satisfied on this measure whilst the sector average is 85.7%.
- Just over one in ten tenants (11.4%) have experienced anti-social behaviour during the last 12 months with awareness of this issue most prevalent in the Central & East locality (14.8%). Amongst the 44 tenants who have experienced anti-social behaviour, approx. one in three (31.8%) have reported this matter to their landlord.
- Satisfaction with reporting anti-social behaviour to the Association is split between those who are satisfied (42.9%, six tenants) and those who are dissatisfied (42.9%). The remaining tenants (14.2%) say that they are still awaiting the outcome of their complaint. Tenants who are dissatisfied with the handling of their complaint state that no action has been taken on the case of anti-social behaviour including because the matter concerns a private let.
- Tenant satisfaction with the Association's common area management is highest for the maintenance of common paths (88.5% satisfied), and communal landscaping (87.9%) and lowest for the maintenance of shared entrances and drying areas (both 71.4%).
- On average, 16.9% of tenants are aware of the Community Co-ordinator, albeit awareness is highest in Central & East (25.2%) rather than in the North (8.8%) or West (4.8%).

Conclusions

The 2025 customer satisfaction survey indicates that the majority of tenants (90.9%) are satisfied with the overall service they receive from Shire Housing and that satisfaction has generally improved since the 2022 tenant survey, particularly across core services including repairs (+5% points compared to 2022), rent value (+2% points), neighbourhood management (+0.3% points) and housing quality (+0.2% points). It is also in 2025 that Shire Housing is performing better than the sector average on all of the Charter indicators.

Possible areas for further investigation

- Whilst a majority of tenants have expressed satisfaction with the housing service they receive from Shire Housing, a minority have identified some dissatisfaction and based on the tenant feedback in these and other areas, we would propose the following as having potential for further investigation.
- From the perspective of **property repairs**, the three main areas for improvement are:
 - Reducing the time it takes to begin a repair (12.7% of all tenant responses)
 - Improving the quality/standard of repair work (9.3%)
 - Reducing the time it takes to complete a repair (8.8%)
- Additionally, the Association may wish to confirm that tenants are always being offered a **choice of times** for carrying out a repair (67.9% of tenants said this had happened which may be lower than any associated KPI).
- Looking at **housing condition**, the three property features most in need of improvement are:
 - Improving/upgrading the windows (16.8% of all tenant responses)
 - Improving/upgrading the kitchen (14.1%)
 - Improving/upgrading the bathroom (11.6%)
- It may be worthy of note also that in relation to a question concerning how the Association's overall service could be improved, 5.1% of comments were fixing **damp, mould and condensation**.
- In addition, we note a possible need to make more tenants aware of the **Scottish Government Net Zero policy** in terms of how this may affect the funding available for 'traditional' housing improvements.
- For tenants who are finding it difficult to heat their home, there may be scope for Shire Housing to raise **awareness of its energy and welfare advice services** given that 40.9% of tenants cite high energy costs and 35.3% cite low income as barriers to heating their home.
- We note that almost half of working age tenants (46.0%) would be interested in having **digital access** to their landlord's services and information e.g. information on rent, booking repairs etc (we note that 91.3% of these tenants have internet access and 27.2% would like to contact the housing service using email.). As the most popular way for tenants to access the internet is via a smart phone, there may be scope for Shire Housing to investigate the development of an app for service delivery.
- Although these considerations may only apply to a minority of tenants, possible improvements to **common area services** would include the upkeep and maintenance of door entry systems (19.6% of affected tenants were dissatisfied with this service), the condition of back courts/drying areas (18.4%) and communal entrances (16.7%).
- For those tenants who were able to suggest additional methods of encouraging **tenant participation-involvement**, the two main methods proposed were arranging more activities on a local basis (35.3% of tenant responses) and providing more information on tenant participation options (26.5%).

Introduction

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Shire Housing Association (Shire Housing) using an interviewer led face to face questionnaire. The survey was administered between September 1st and September 30th 2025.

Survey sampling and survey response

The survey sampling frame comprised a stratified random sample drawn from a population comprising all housing units (936 units¹). Face to face (door to door) interviewing took place using a proportionate sampling method whereby interviews were administered according to factors such as location, property type etc. The survey response rate based on completing 385 interviews is 41.1%.

Property and location profile

Property type

The main property types that were surveyed are shown in table B, e.g. 43.9% of completions were with tenants living in semi-detached cottages which compares to 42.3% of these properties in Shire Housing's stock.

Table B - Survey sample by property type

Type	Interviews	% interviews	Type	Stock	% stock
Cottage - semi-detached	169	43.9%	Cottage - semi-detached	396	42.3%
Cottage - mid-terrace	55	14.3%	Cottage - mid-terrace	141	15.1%
Lower flat	50	13.0%	Lower flat	123	13.1%
Upper flat First Floor	41	10.6%	Upper flat First Floor	117	12.5%
Cottage - end terrace	46	11.9%	Cottage - end terrace	110	11.8%
Bungalow - end terraced	10	2.6%	Bungalow - end terraced	14	1.5%
Other types	14	3.6%	Other types	35	3.8%
Total	385	100.0%	Other areas	936	100.0%

Property size

As set out in table C, across a total of 385 completed surveys, there was a close match between the proportion of 'completes' by number of bedrooms and the 'all stock' percentages e.g. 30.9% of all interviews were completed with tenants living in 2 bed homes compared to 32.4% of all tenants who live in this size of property .

Table C – Survey sample by number of bedrooms

No of bedrooms	Interviews	% interviews	No of bedrooms	Stock	% stock
1	10	2.6%	1	30	3.2%
2	119	30.9%	2	303	32.4%
3	253	65.7%	3	597	63.8%
4	3	0.8%	4	6	0.6%
Total	385	100.0%	Total	936	100%

¹ Excludes 23 voids, refusals and do not visit cases identified at the start of the survey

Property location

Table D illustrates the number of completed surveys by location e.g. 18.7% of all survey responses came from tenants living in Netherthird compared to 18.6% of all stock in this area. Note that because of an incident in Newmilns, we were unable to fully survey in this area and as a result, completed additional surveys in Hurlford.

Table D - Survey sample by location

<u>Town/village</u>	<u>Interviews</u>	<u>% interviews</u>	<u>Town/village</u>	<u>Stock</u>	<u>% stock</u>
Netherthird	72	18.7%	Netherthird	174	18.6%
New Cumnock	56	14.5%	New Cumnock	138	14.7%
Patna	48	12.5%	Patna	115	12.3%
Dalmellington	34	8.8%	Dalmellington	83	8.9%
Craigens	28	7.3%	Craigens	69	7.4%
Logan	28	7.3%	Logan	69	7.4%
Cumnock	26	6.8%	Cumnock	59	6.3%
Hurlford	29	7.5%	Hurlford	56	6.0%
Mauchline	22	5.7%	Mauchline	54	5.8%
Newmilns	6	1.6%	Newmilns	32	3.4%
Auchinleck	12	3.1%	Auchinleck	31	3.3%
Galston	14	3.6%	Galston	31	3.3%
Catrine	8	2.1%	Catrine	18	1.9%
Rankinston	2	0.5%	Rankinston	5	0.5%
Kilmarnock	0	0.0%	Kilmarnock	1	0.1%
Kilmaurs	0	0.0%	Kilmaurs	1	0.1%
Total	385	100.0%	Total	936	100.0%

Tenant profile

Age groups

The tenant survey sample by respondent age is supplied in table E and shows that a broad range of ages were included in the survey. The survey age profile is broadly the same as that of Shire Housing's population e.g. 18.3% of all tenants are aged 16 to 34 compared to 17.4% from the survey.

Table E - Survey sample age break

<u>Age</u>	<u>Interviews</u>	<u>% interviews</u>
16 to 34	74	17.4%
35 to 44	77	20.0%
45 to 54	55	14.3%
55 to 64	70	18.2%
65 to 74	57	14.8%
75 plus	52	13.5%
Total	385	100.0%

Disability

Approx. one in five tenants (21.0%) said they were a disabled person whereas 78.4% said they were not and 0.5% declined to say.

Ethnic origin

Most tenants surveyed were white Scottish (97.4%).

Housing benefit status

Approx. seven in ten tenants received either full government assistance to pay their rent (59.7%) or part assistance (6.2%), whilst 28.8% were not in receipt of any government help to pay their rent. A small proportion of tenants did not know or declined to answer this question (5.2%).

Report layout, responses and weighting

This report sets out tenant feedback on the questions that were posed in the survey. For each section, figures are provided alongside the relevant commentary. We have set out in data tables an analysis of the survey results by characteristics such as property size etc.

When we refer to a base as comprising 'tenant responses' or 'responses' in the charts and tables, these figures relate to multiple-choice questions where the base is the total number of responses given for each question rather than the total number of tenants.

The survey data is unweighted because as illustrated in the preceding tables, there is reasonable match between the tenants, locations and properties that were surveyed and the wider tenant population on these measures.

Locality cross tabulations

In some tables in the report we have created localities for use with cross tabulations (Central & East, North, and West). This has been done by grouping together geographically close towns and the purpose is to provide a larger sample size for geographical reporting. Annex 1 shows which towns are included in each of the three localities.

Comparisons

Throughout the report we have made comparisons where possible with Shire Housing's previous tenant satisfaction survey (2022) and with the RSL averages published by the Scottish Housing Regulator in 2025.

Rounding

Note that as a result of the way Excel deals with rounding (rounding up all data), some figures in the charts and tables contained within this report may not sum to exactly 100%.

Small data sets

To make it easier to read the Excel charts, any figures of less than 3% have been excluded from the displays.

Margin of error

Based on an available population of 936 households, and a response rate of 385 completed surveys, the margin of error for the data contained in this survey is $\pm 3.8\%$.

Equalities information

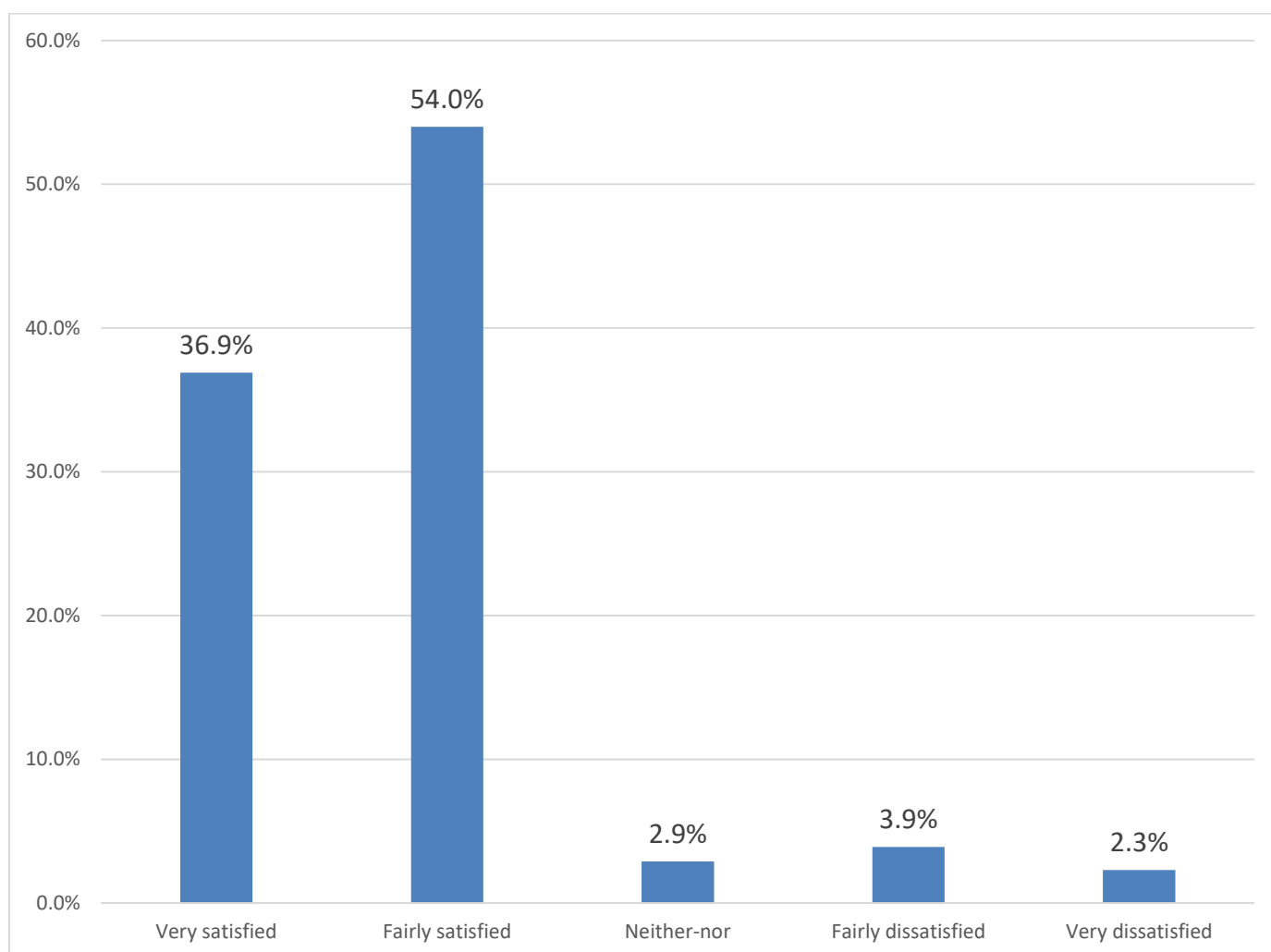
Tenants' equalities information has been supplied in a separate report.

Overall tenant satisfaction

Figure 1 sets out the level of tenant satisfaction with the overall service provided by Shire Housing Association (Shire Housing) and illustrates that 90.9% of tenants are satisfied in 2025. Approx. one in fifteen tenants (6.2%) are dissatisfied with Shire Housing's service overall. The comparable Shire Housing satisfaction figure for 2022 was 89.1% whilst 4.9% were dissatisfied. The Scottish social housing average satisfaction level is currently 88.1%.²

Figure 1 –Satisfaction with the overall service provided by Shire Housing (base 385)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Shire Housing Association?



Cross tabulation

Table 1 presents a cross tabulation of results for overall service level satisfaction by the measures of location, property type, property size and tenant age. This table shows for example that 96.7% of tenants living in the North are satisfied with services overall compared to 88.6% of tenants living in the Central & East. Tenants aged 16 to 34 tend to be the least satisfied overall with Shire Housing's service (86.5% satisfied) which compares to older tenants aged 55 plus (93.3%). Tenants living in bungalows or other cottage types (comprising bungalow – detached, bungalow - end terraced, bungalow - mid terraced, cottage - end terrace, cottage - mid-terrace), are more satisfied overall (95.2% satisfied) than tenants living in flats (88.0%).

² Source; SHR 2025 (RSL data reported in August 2025)

Table 1 – Overall tenant satisfaction cross-tab (base 385)

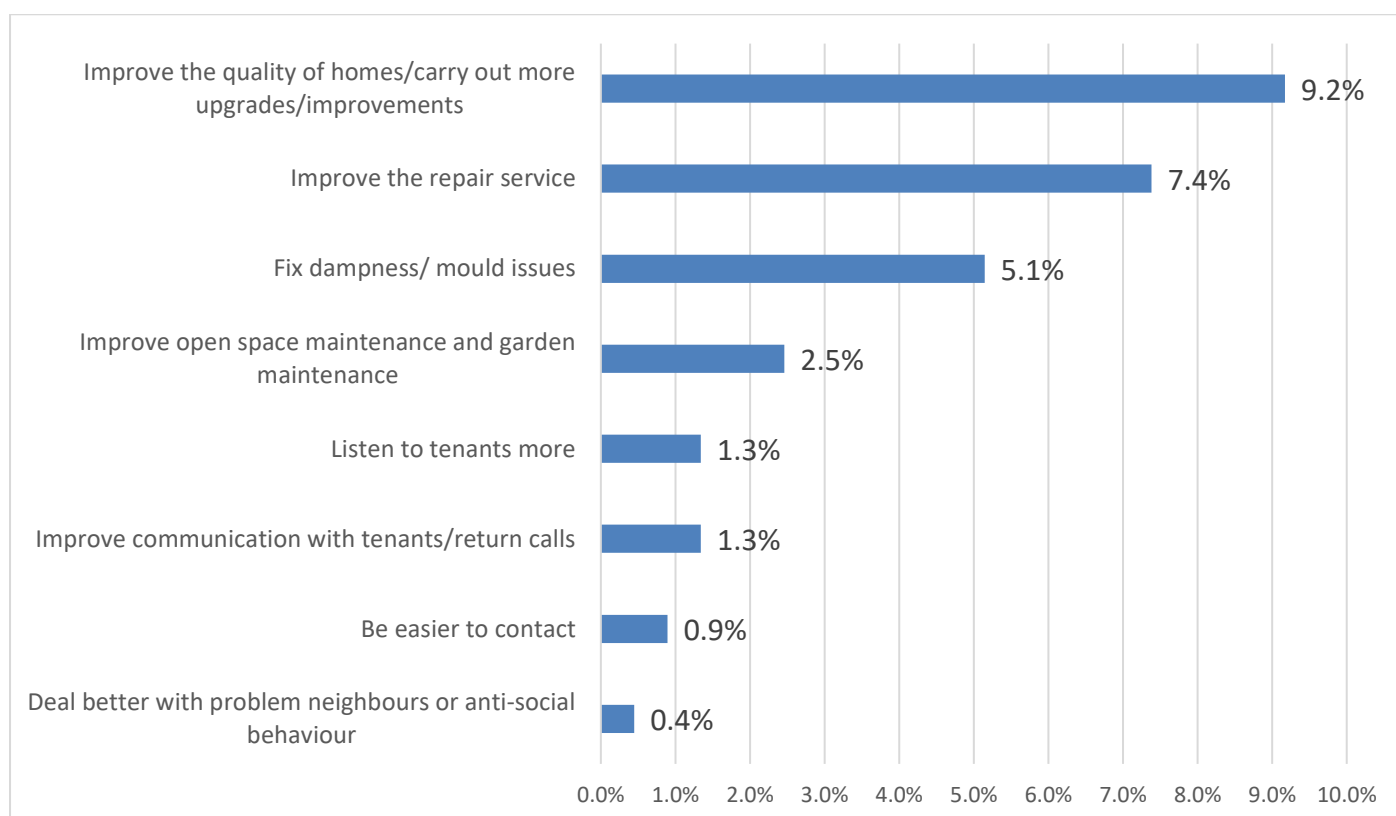
Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Shire Housing Association?

Cross tabulation		Overall tenant satisfaction		
		Very or fairly satisfied	Neither-nor	Very or fairly dissatisfied
Locality	Central & East	88.6%	3.3%	8.1%
	North	96.7%	1.1%	2.2%
	West	90.5%	3.6%	6.0%
Type of property	Bungalow or other cottage/house	95.2%	3.2%	1.6%
	Cottage - semi-detached	89.3%	2.4%	8.3%
	Flat	88.0%	3.3%	8.7%
Property size	1 to 2 bed	93.0%	2.3%	4.7%
	3 bed plus	89.8%	3.1%	7.0%
Age break	16 to 34	86.5%	2.7%	10.8%
	35 to 54	90.2%	3.0%	6.8%
	55 plus	93.3%	2.8%	3.9%
	Total	90.9%	2.9%	6.2%

All tenants were asked what their landlord could improve about its overall service. Figure 2 shows e.g. that 9.2% of tenant comments related to improving housing and 7.4% were concerned with repairs. We observe that 64.3% of tenants said that nothing needed improved whilst 1.8% responded ‘don’t know’. Any other tenant comments made in relation to this question are set out in annex 2.

Figure 2 – Service improvements (base 447 responses from 385 tenants)

Q- What if anything should Shire Housing do to improve its overall service?

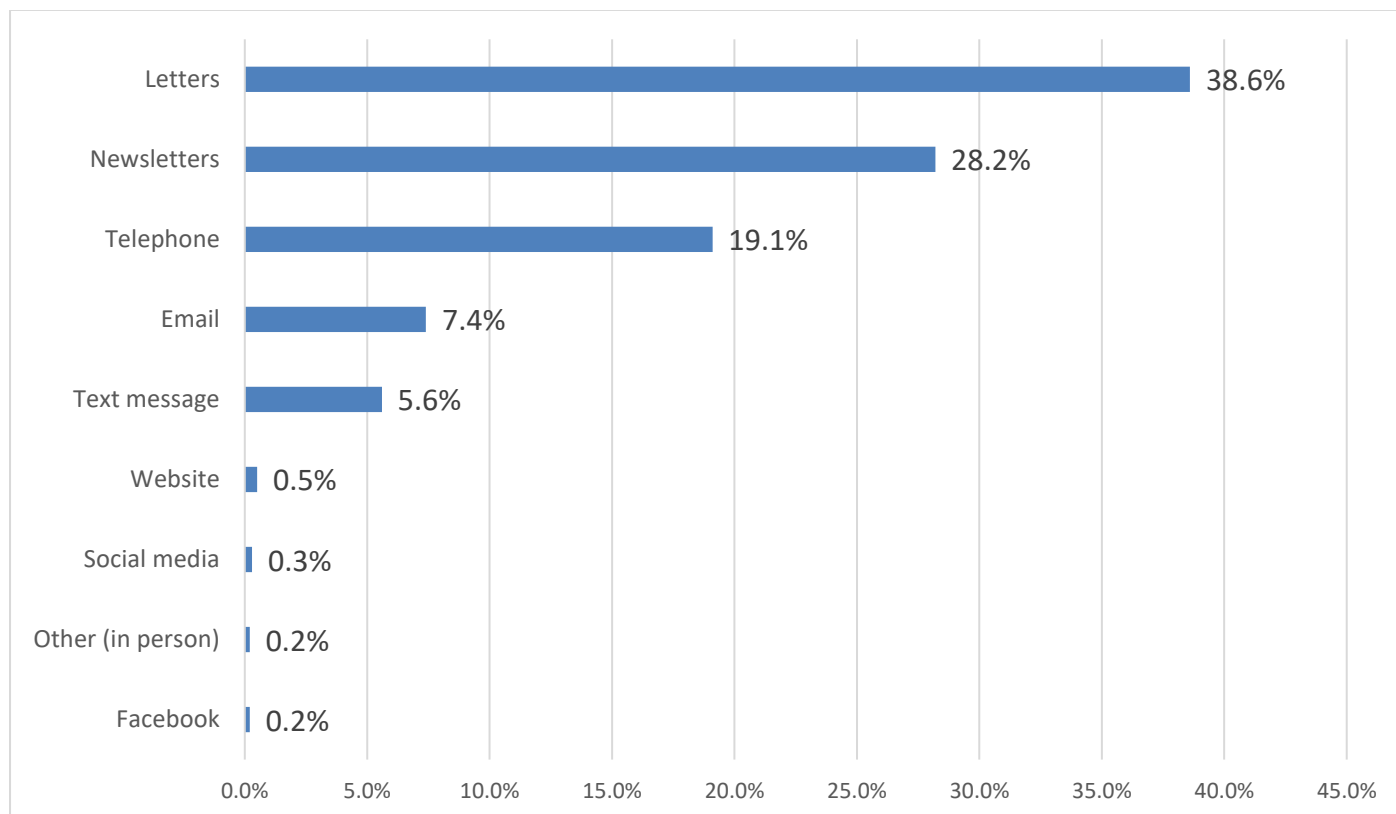


Tenant communication

On the topic of their landlord informing them about its services and decisions tenants have three main preferences i.e. letter/post (38.6% of all preferred methods), newsletters (28.2%) and telephone contact (19.1%).

Figure 3 – Informing tenants (base 607 responses from 385 tenants)

Q - When Shire Housing needs to inform you about its services or decisions, how would you prefer that they did this?



Internet access

Across all tenants, 73.8% had access to the internet with access highest amongst tenants of working age (91.3% of tenants aged 16 to 64 had access). By contrast, for tenants who are aged 65 plus, less than one in three (29.3%) have access to the internet. During the 2022 survey, the same proportion of tenants (74.0%) had internet access.

Tenants with internet access use a combination of means to access this service i.e. home computer (70.1%), mobile phone/tablet (90.1%) and via work or public computer (41.9%). The single most popular way for tenants to go online is via a smart phone or tablet (90.1%), whilst 19.7% mainly use a home computer.

Digital services

More than one in three of all tenants (36.1%) would be interested in using any digital services provided by Shire Housing. This figure breaks down as follows: 46.0% for working age tenants and 11.5% for tenants aged 65 plus.

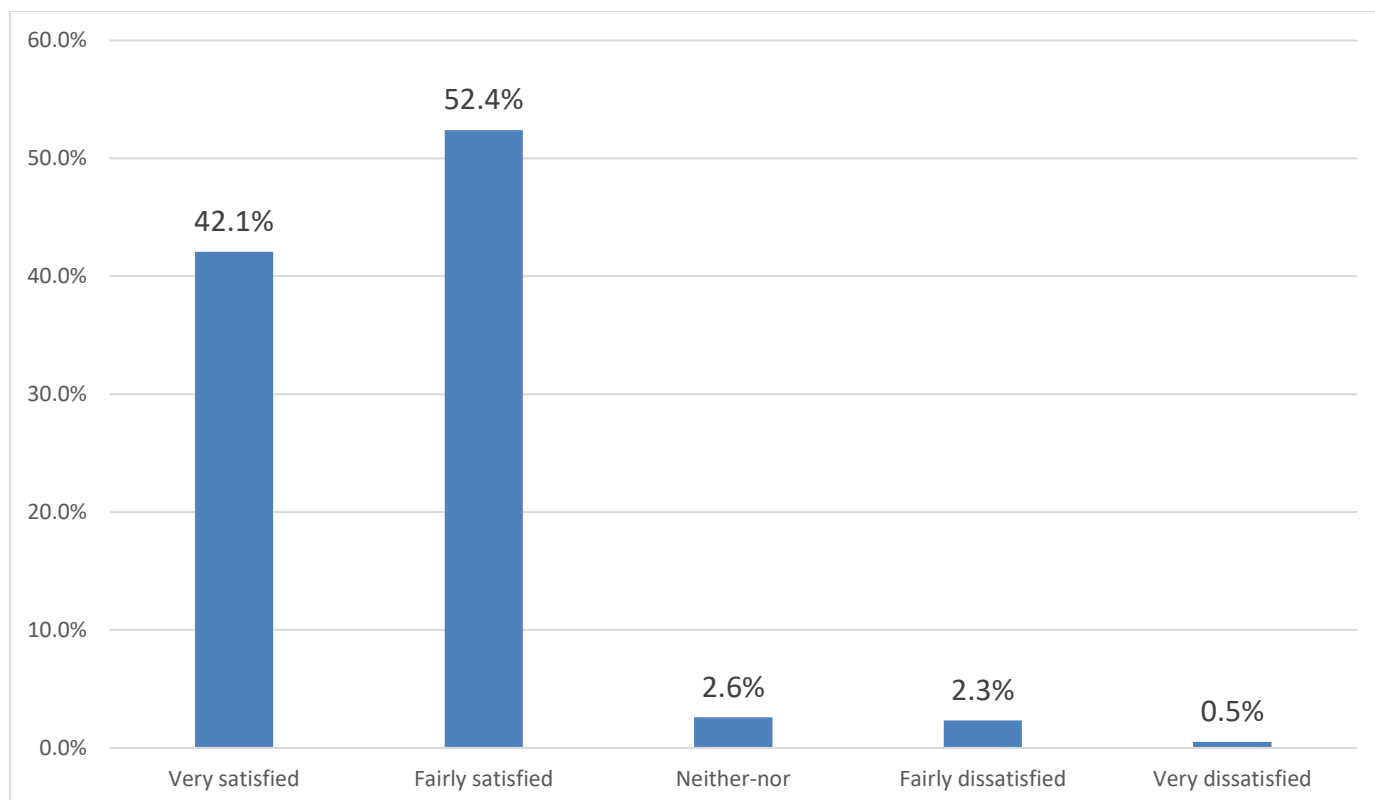
Amongst the 36.1% of tenants expressing an interest, around nine in ten would be keen on having this digital access for: rent information (92.1%), repairs reporting (94.2%), amending household details (95.0%), complaints reporting (95.7%) and viewing events information (95.0%). We observe that these figures are substantially higher than those reported during 2022 which could be the result of the previous survey reporting against a different baseline but are also likely to reflect a growing interest in using digital means to access services, albeit amongst a minority of tenants.

Keeping tenants informed

As illustrated in figure 4, most tenants (94.5%) agree that the Association is good at keeping them informed about their services and decisions. Fewer than one in twenty tenants (2.8%) say that Shire Housing is poor on this measure. During the 2022 survey, 96.1% of respondents said the Association was good at keeping them informed whilst the RSL average reported in 2025 is 91.9% of tenants saying 'good'.

Figure 4 –Keeping tenants informed (base 385)

Q- How good or poor do you feel Shire Housing is at keeping you informed about their services and decisions?



Cross tabulation

Table 2 presents a cross tabulation of results for keeping tenants informed and shows broadly similar results by location and age group with the West (91.7%) and tenants aged 16 to 34 (90.5%) the least likely to say they are kept well informed by their landlord.

Table 2 – Keeping tenants informed cross-tab (base 385)

Q- How good or poor do you feel Shire Housing is at keeping you informed about their services and decisions?

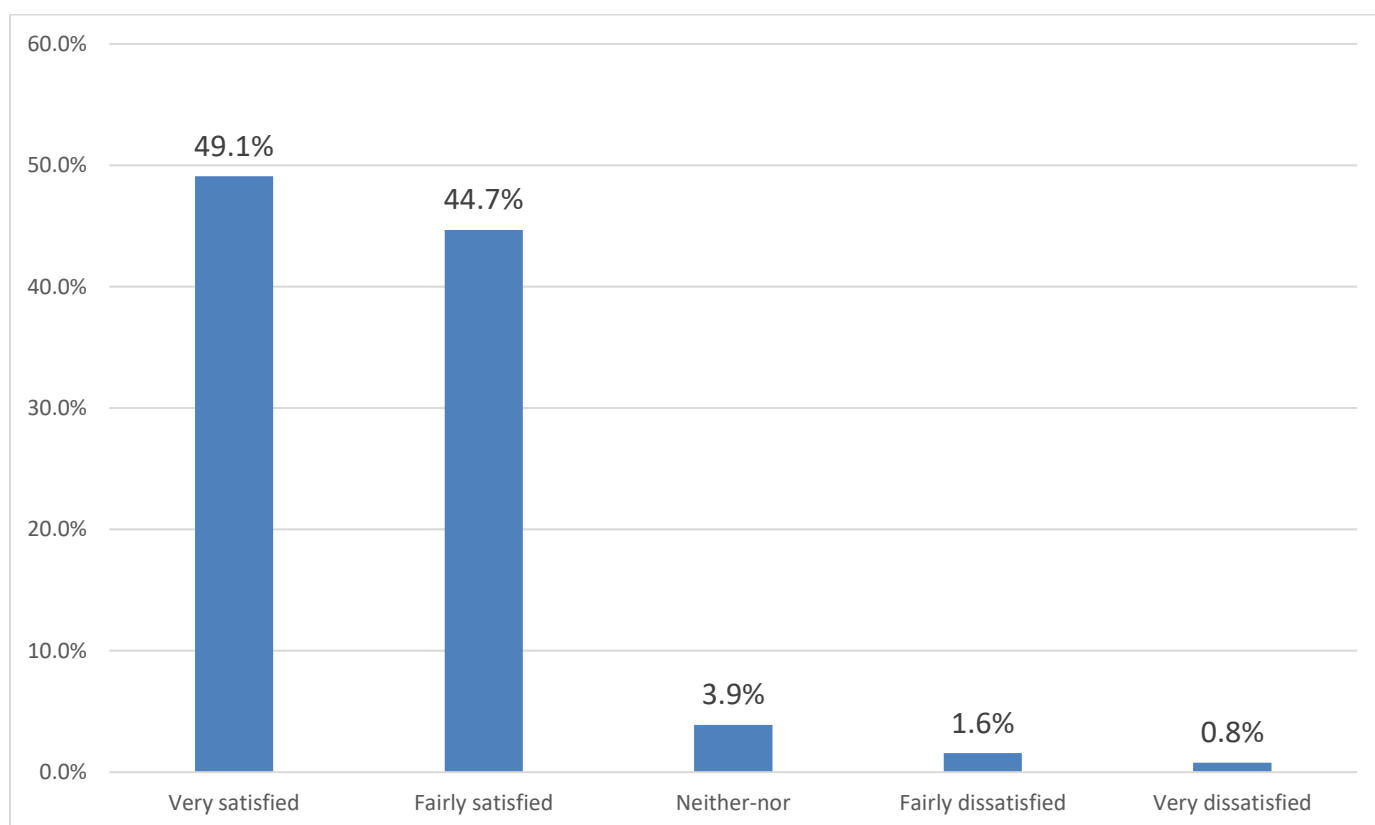
Cross tabulation		Keeping tenants informed		
		Very or fairly good	Neither-nor	Very or fairly poor
Locality	Central & East	94.3%	2.9%	2.9%
	North	97.8%	2.2%	-
	West	91.7%	2.4%	6.0%
Age break	16 to 34	90.5%	4.1%	5.4%
	35 to 54	96.2%	1.5%	2.3%
	55 plus	95.0%	2.8%	2.2%
	Total	94.5%	2.6%	2.9%

Tenant participation

Most tenants (93.8%) are satisfied with the opportunities provided by their landlord for taking part in decision making around housing matters. During the 2022 survey, almost all tenants (99.0%) were satisfied on this measure whilst the RSL sector average is 88.5%.

Figure 5 –Tenant participation (base 385)

Q- Considering the various ways that are available to you to provide your views e.g. surveys, estate walkabouts etc, how satisfied or dissatisfied are you with opportunities given to you to participate in Shire Housing's decision-making process?



Level of engagement

Around eight in ten tenants (83.6%) are happy to be 'just kept informed' about their landlord's decision making. Nearly eight percent (7.8%) would like the chance to contribute to decision making; this compares to a figure of 6.0% during the 2022 survey suggesting more of an appetite amongst some tenants to become more involved. Analysis shows an association between those tenants who would like more information about how they might become involved in decisions and their response to the question posed in figure 5 i.e. 59.2% of these respondents were satisfied with opportunities to participate compared to the average of 93.8%.

Table 3 – Tenant engagement in participation (base 385)

Q- 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	I would like to have the chance to have a say in decisions that will affect me	I would like to be one of the people that help make decisions	I would like more information about how I could get involved	Don't know
83.6%	7.8%	3.6%	3.4%	1.6%

Help to get tenants involved

For the 57 tenants who said that may wish to be involved in decision making in some capacity (table 3), the main options for assisting these tenants to become involved are set out in table 4. This shows that providing more locally based activities (35.3% of responses) and providing more information about how to get involved are the two main support activities sought by tenants. Those tenants who request more local activities are mainly to be found in the North (46.2% of tenants) and West (45.2%).

Table 4 – Support to get tenants engaged (base 68 responses from 57 tenants)

Q- As you have said you would like to be involved in giving your views to Shire Housing, what could the Association do to help you to with this?

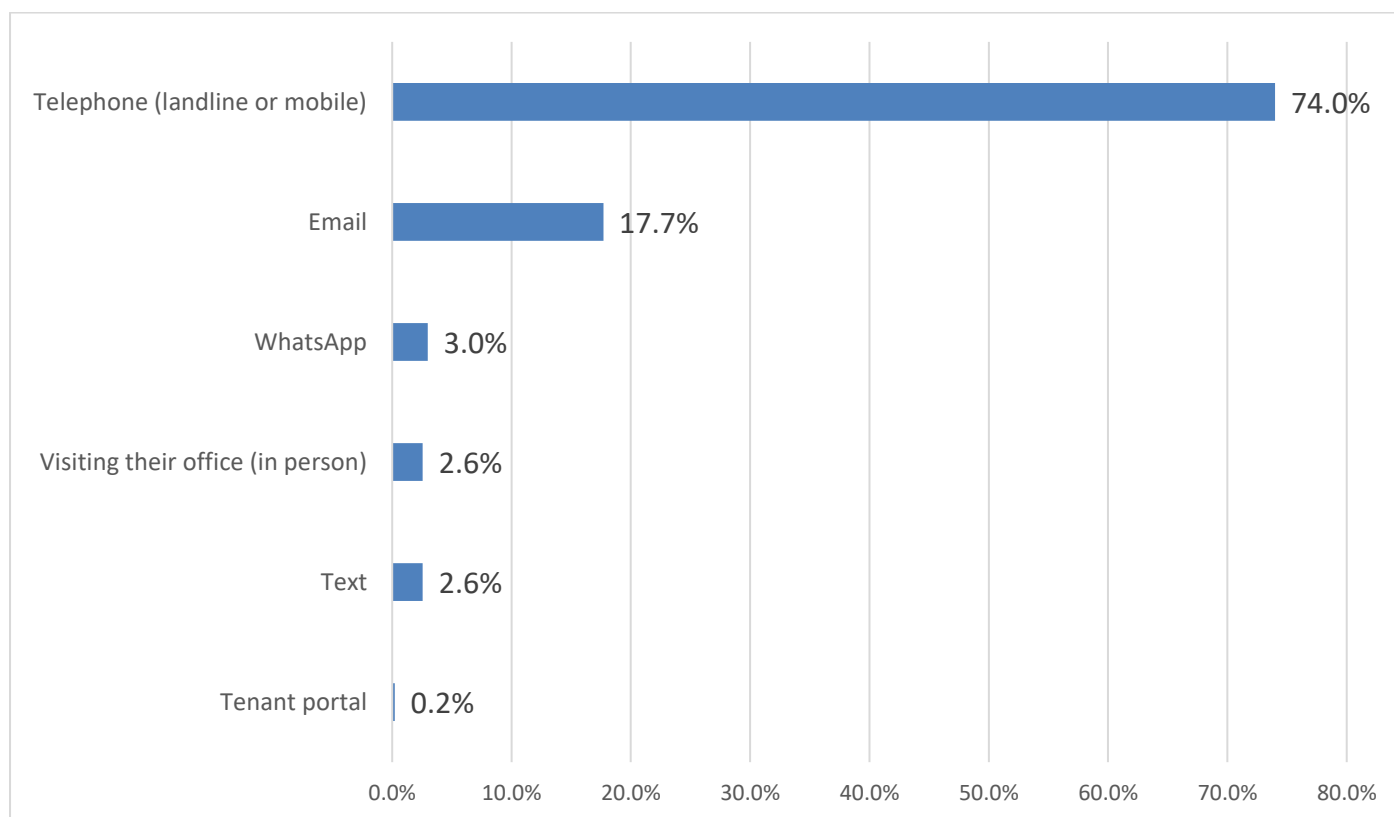
<u>Support to get tenants involved</u>	<u>Percent</u>
Arrange activities/events that are close to me	35.3%
Provide information on how to get involved in decision making	26.5%
Run events or meetings in the evening	7.4%
Share feedback on the results of any input that tenants provide	5.9%
Run events or meetings at the weekend	4.4%
Provide for digital participation	4.4%
Help with childcare	2.9%
Help with transport to and from events/meetings	2.9%
Ensure that its events or meetings are accessible e.g. for tenants with a health disability including due to old age	1.5%
Provide translation services	1.5%
Don't know	7.4%

Customer contact

Tenants' preferred means of getting in contact with their landlord are set out in figure 6 and shows that telephone (74.0% of responses) and email (17.7%) are the two preferred means of contact currently. During the 2022 survey, 99.0% of tenants rated telephone as their most preferred contact method whilst 5.0% said email. The 2025 results suggest some movement amongst tenants towards digital contact such as email, WhatsApp etc. which wasn't so evident in 2022.

Figure 6 – Customer contact (base 469 responses from 385 tenants)

Q - When you need to get in touch with Shire Housing, how do you prefer to do this?



Contact satisfaction

As illustrated in table 5, 94.8% of tenants were satisfied with their landlord's customer care in 2025 whereas 2.6% were dissatisfied. The ten tenants who were dissatisfied lived in New Cumnock, Dalmellington, Patna, Logan and Netherthird. During the 2022 survey, 97.0% of respondents were satisfied with customer care whilst 0.6% were dissatisfied.

Table 5 – Customer care (base 385)

Q- Thinking about the most recent contact you have had with Shire Housing staff, how satisfied or dissatisfied are you with the customer care provided?

<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
64.2%	30.6%	1.6%	1.8%	0.8%	1.0%

The reasons given by ten tenants for being dissatisfied with their most recent contact are set out in table 6 and include length of time waiting to speak to staff (3 tenants) and an unsatisfactory enquiry resolution (3).

Table 6 – Customer care (base 10 dissatisfied tenants)

Q- As you were dissatisfied with your most recent contact with Shire Housing staff why was this?

<u>Reasons for dissatisfaction</u>	<u>Count</u>
The wait time to speak to a member of staff was too long	3
My query was not resolved to my satisfaction	3
They were difficult to contact	2
They took too long to resolve the issue	2
The staff member I spoke to was not knowledgeable or helpful	1

Housing quality satisfaction

Overall tenant satisfaction with the quality of housing is set out in figure 7 and reveals that 88.3% of tenants are satisfied with their home whilst 7.6% are dissatisfied in 2025. The current year figure for satisfaction on this measure is slightly above that found during the 2022 survey (88.1% satisfied). The social housing sector average is currently 85.9% satisfied.

Figure 7 –Satisfaction with housing quality overall (base 385)

Q- Overall, how satisfied or dissatisfied are you with the quality of your home?

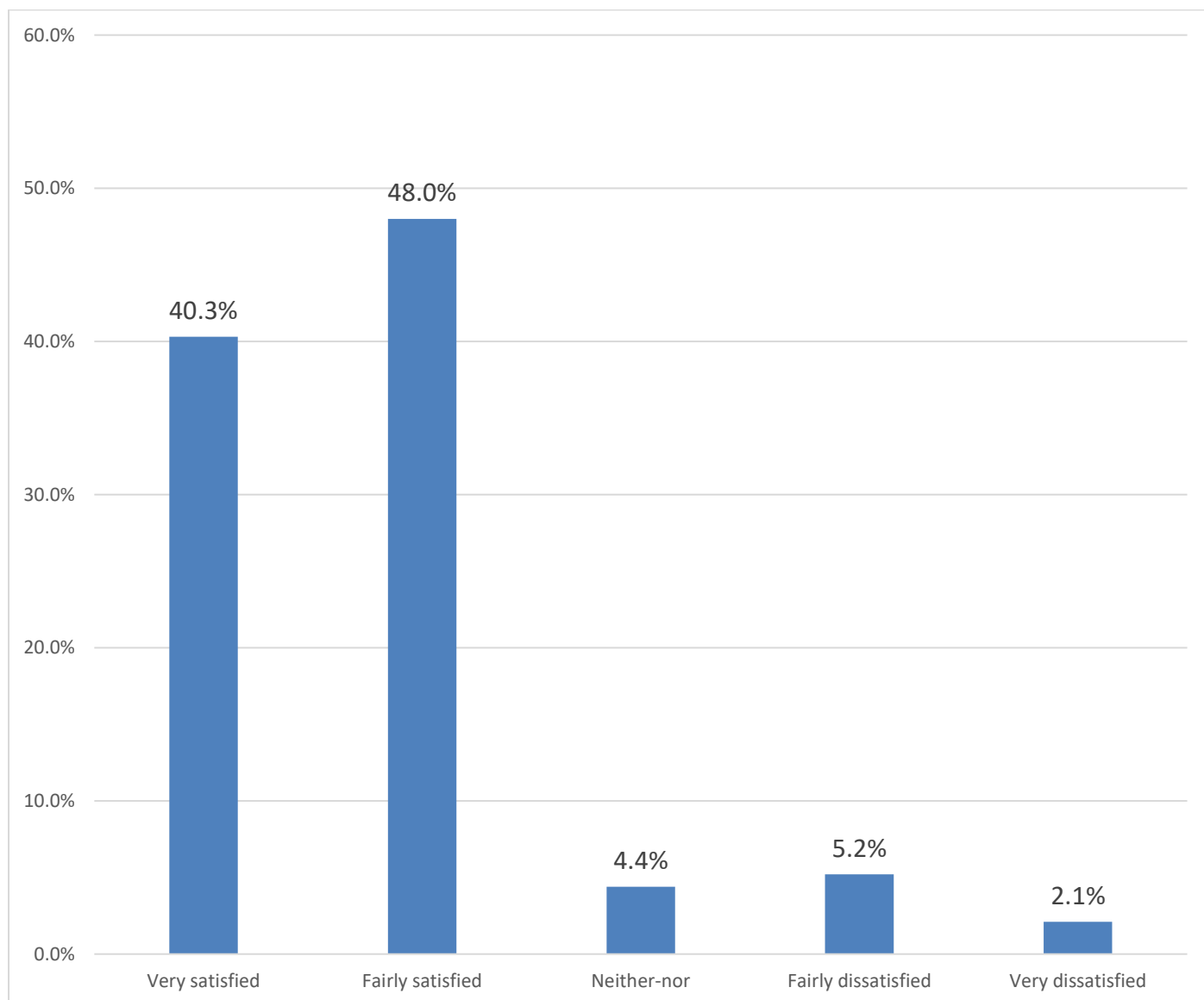


Table 7 illustrates housing quality satisfaction by customer and reveals a fairly consistent pattern across different segments although we note that tenants living in bungalows or other cottage/houses (90.3% satisfied) are more positive about housing than tenants living in flats (87.0%).

It is also the case that older tenants aged 55 plus are more satisfied with housing quality (90.5% satisfied) than younger tenants aged 16 to 34 (83.8%).

Table 7 – Housing quality satisfaction cross-tab (base 385)

Q- Overall, how satisfied or dissatisfied are you with the quality of your home?

Cross tabulation		Housing quality satisfaction		
		Very or fairly satisfied	Neither-nor	Very or fairly dissatisfied
Locality	Central & East	88.1%	4.3%	7.6%
	North	89.0%	4.4%	6.6%
	West	88.1%	4.8%	7.1%
Type of property	Bungalow or other cottage/house	90.3%	4.0%	5.6%
	Cottage - semi-detached	87.6%	3.6%	8.9%
	Flat	87.0%	6.5%	6.5%
Property size	1 to 2 bed	89.1%	4.7%	6.2%
	3 bed plus	87.9%	4.3%	7.8%
Age break	16 to 34	83.8%	5.4%	10.8%
	35 to 54	87.9%	3.8%	8.3%
	55 plus	90.5%	4.5%	5.0%
	Total	88.3%	4.4%	7.3%

Net Zero

Around one in ten tenants (11.2%) are aware that Shire Housing needs to comply with the Social Housing Net Zero Standard (most tenants, 88.8% are not aware). As to the impact of funding Net Zero commitments for investments around kitchens or bathrooms upgrades, 9.2% of tenants are aware of the effect on these types of upgrade.

Improvements

Taking account of the impact of Net Zero on their landlord's investment activity, all tenants were asked to state their priorities for housing improvement. The results of this enquiry are set out in figure 8 and show that across all comments made, the three leading improvements are to:

1. Improve/upgrade the windows (16.8% of all tenant responses)
2. Improve/upgrade the kitchen (14.1%)
3. Improve/upgrade the bathroom (11.6%).

Approximately one in three tenants (34.4%) said that nothing needed improved about their home whilst 2.2% responded 'don't know'.

Just over one in ten tenant responses (13.8%) were 'other' with the main items referred to here being improving front and back doors (22.8% of all other comments) and dealing with damp, mould and draughts (15.7%).

Figure 8 – Housing improvement priorities (base 601 responses from 385 tenants)

Q - Taking into account the limits placed on the Association's budget by Net Zero compliance, what would be your top 3 priorities for improving your home?

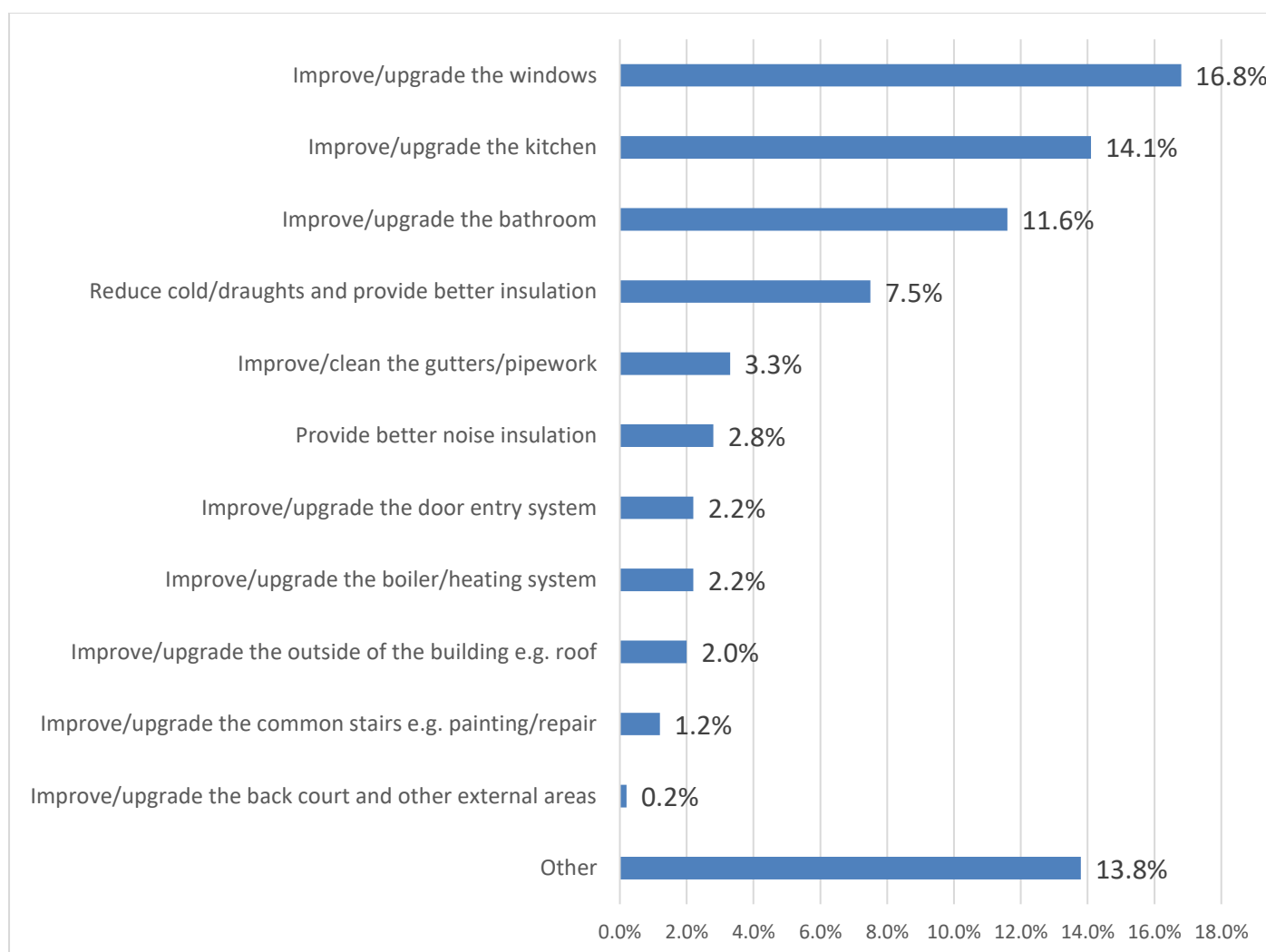


Table 8 shows the requirement for the three leading property improvements by property location and property type indicating that windows and kitchens are a particular priority for tenants in the North (both 37.4%), whilst tenants living in flats are most interested in a bathroom upgrade (25.0%). Note that the figures in table 8 are percents of tenants rather than percents of responses as set out in figure 7.

Table 8 – Housing improvement property cross-tab (base 385)

Q- Taking into account the limits placed on the Association's budget by Net Zero compliance, what would be your top 3 priorities for improving your home?

Locality	Bathroom	Kitchen	Windows	Property type	Bathroom	Kitchen	Windows
Central & East	15.2%	15.7%	24.3%	Bungalow-other cottage	18.5%	24.2%	31.5%
North	22.0%	37.4%	37.4%	Cottage - semi-detached	14.2%	20.1%	27.2%
West	21.4%	21.4%	19.0%	Flat	25.0%	22.8%	17.4%

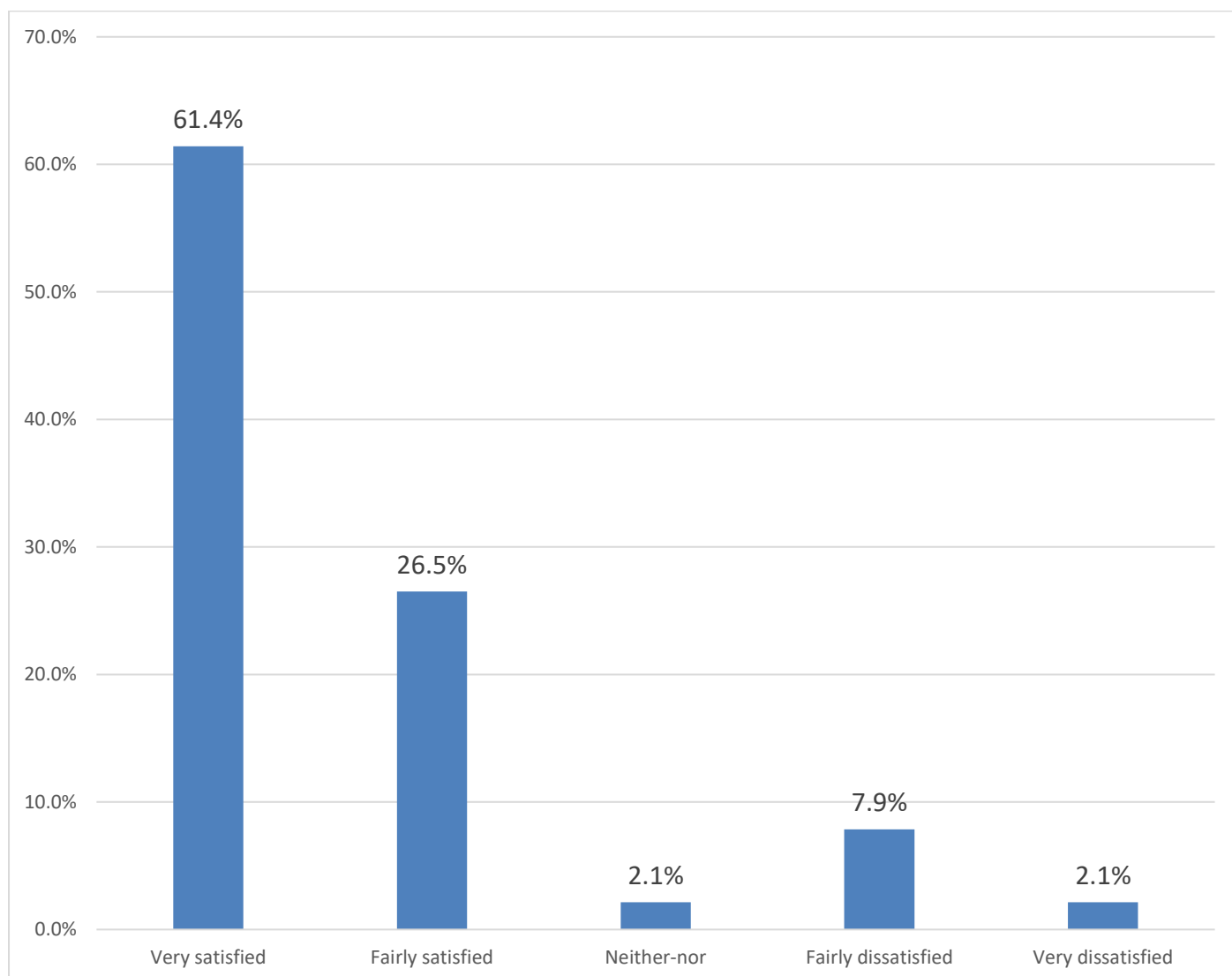
Repair service

Satisfaction with repairs

Amongst tenants whose homes have been repaired in the last year, 87.9% are satisfied with the last repair whilst 10.0% are dissatisfied (figure 9). In 2022, a smaller proportion of tenants (82.3%) was satisfied with their most recent property repair. The social housing sector average for repairs satisfaction (which includes transactional data), is 87.1%.

Figure 9 – Satisfaction with the repair service (base 140-repair in last year only)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by Shire Housing?



Repairs satisfaction cross tabs

Table 9 illustrates repairs satisfaction by location and property type/size.

This table shows e.g. that tenants in the Central and East areas (89.3 %satisfied) are more satisfied than tenants living in other areas such as the West (83.3%). In addition tenants living in smaller properties (90.0% satisfied) are more positive about a recent repair than those living in larger homes (86.7%).

Table 9 – Repair satisfaction cross-tab (base 140)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by Shire Housing?

Cross tabulation		Repair satisfaction		
		Very or fairly satisfied	Neither-nor	Very or fairly dissatisfied
Locality	Central & East	89.3%	0.0%	10.7%
	North	87.2%	4.3%	8.5%
	West	83.3%	5.6%	11.1%
Type of property	Bungalow or other cottage/house	85.7%	1.8%	12.5%
	Cottage - semi-detached	89.8%	2.0%	8.2%
	Flat	88.6%	2.9%	8.6%
Property size	1 to 2 bed	90.0%	4.0%	6.0%
	3 bed plus	86.7%	1.1%	12.2%
	Total	87.9%	2.1%	10.0%

Type and supplier of repair

Table 10 illustrates repair satisfaction by type of repair and contractor and shows for example that 94.4% of tenants were satisfied with their most recent emergency repair.

Table 10 – Repair satisfaction cross-tab (base 140 – table excludes any ‘don’t know/can’t remember responses’)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by Shire Housing?

Cross tabulation		Repair satisfaction		
		Very or fairly satisfied	Neither-nor	Very or fairly dissatisfied
Type of repair	Emergency repair (including out of hours)	94.4%	0.0%	5.6%
	Day to day repair	86.8%	2.5%	10.7%
Contractor	Sureserve (Everwarm) - Non gas repair	87.7%	4.1%	8.2%
	City Technical Services - Gas repair	100.0%	0.0%	0.0%
	Total	87.9%	2.1%	10.0%

Choice of times

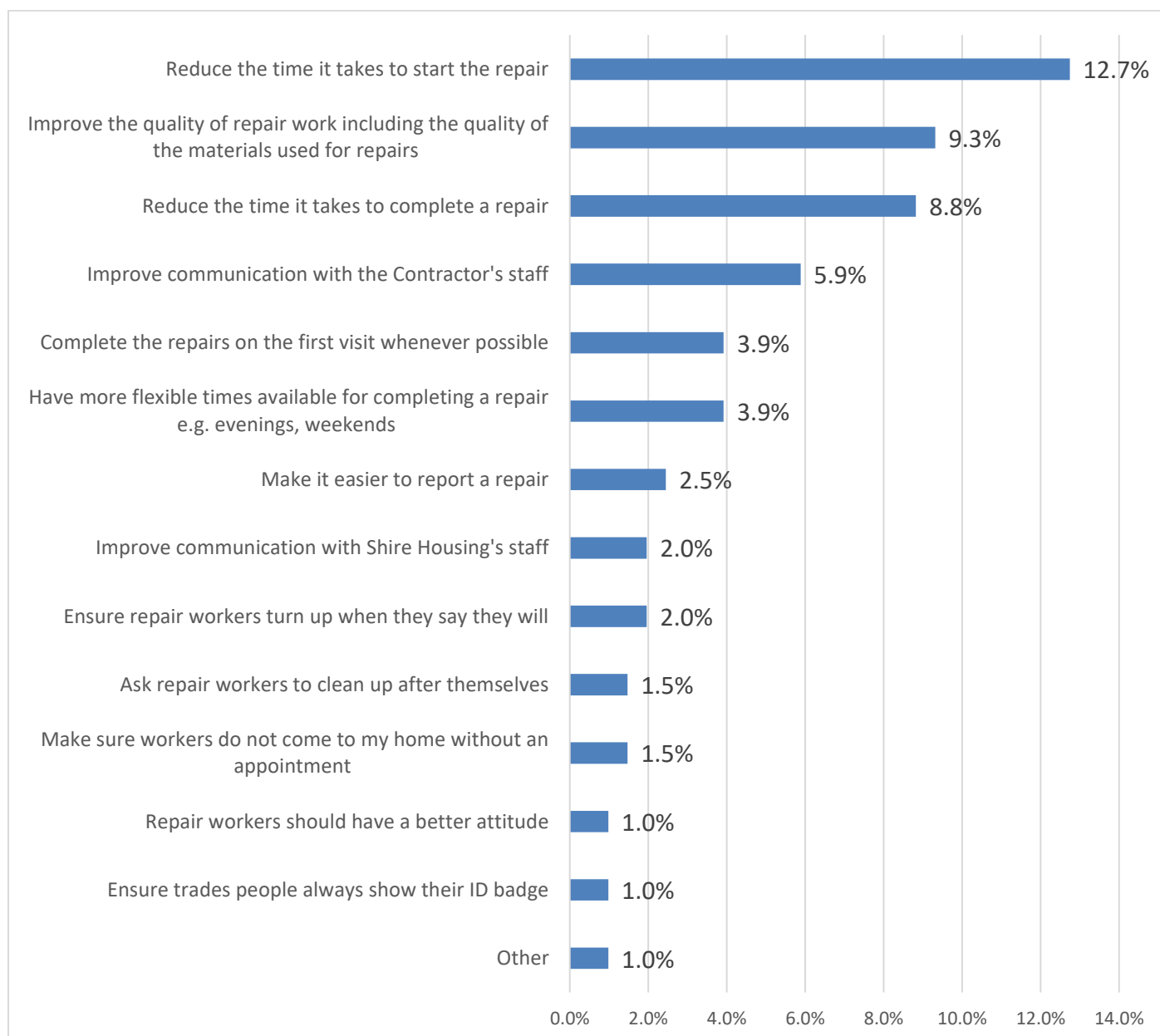
Around seven in ten tenants (67.9%) were offered a choice of times for their most recent repair (30.7% were not and 1.4% could not remember).

Improving the repair service

For those tenants whose properties have received a repair in the last year, the two leading areas for improvement are time related i.e. time to start repair (being 12.7% of all comments) and time to complete (8.8%), alongside the quality of works (9.3%) – figure 10.

Figure 10 – Housing improvement priorities (base 204 responses from 140 tenants)

Q – What if anything should Shire Housing do to improve its repair service?

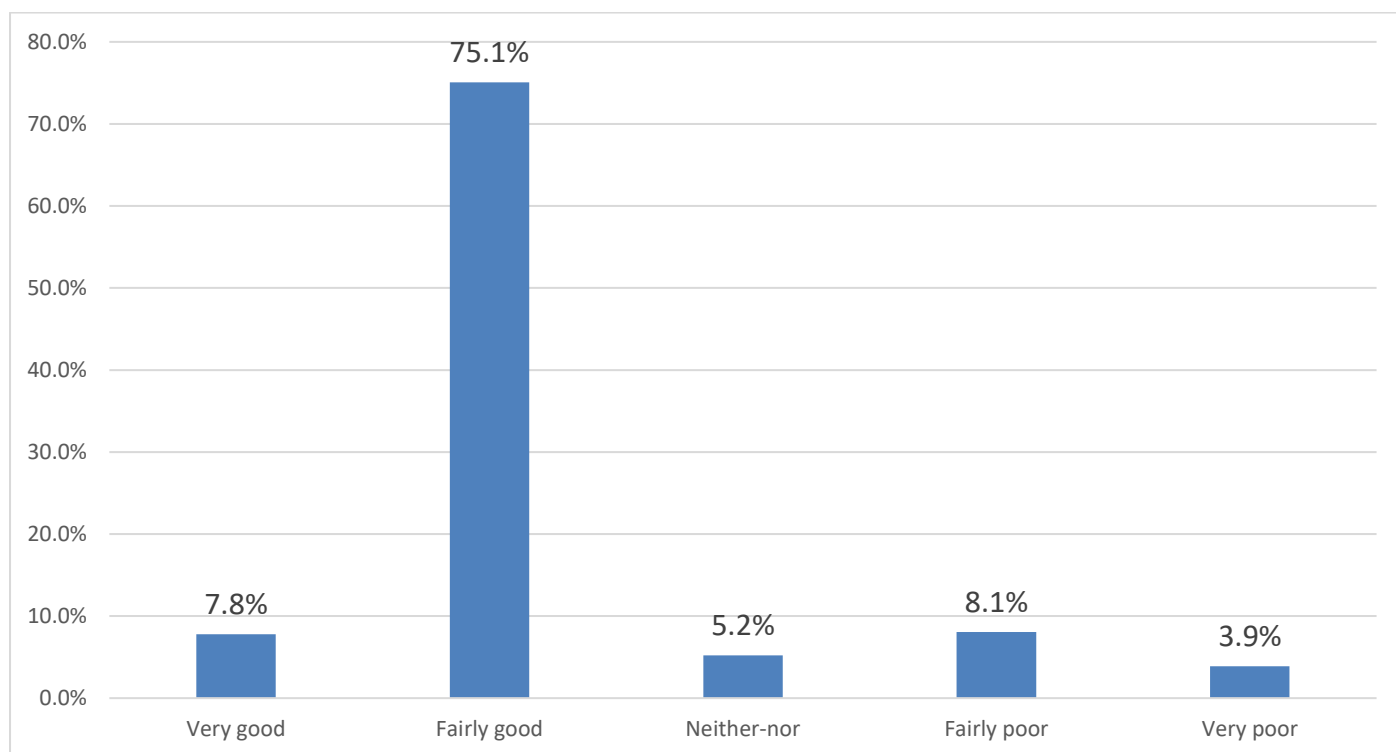


Rent value for money and cost of living

As set out in figure 11, most tenants (82.9%) rate rent as good value for money, whilst 12.0% say that rent is poor value (and 5.2% answered 'neither good nor poor' value). In 2022, 81.0% rated rent as good value, whilst the sector average is 82.0%.

Figure 11 – Rating of rent value for money (base 385)

Q- Shire Housing's rents are amongst the lowest for Housing Association's across Ayrshire. Taking into account the accommodation and the services Shire Housing provides, to what extent do you think that the rent for this property represents good or poor value for money. Is it..?



As shown in table 11, tenants who pay full or part rent are less likely than other tenants to say that rent is good value for money i.e. 64.9% of full rent payers say rent is good value compared to 97.6% of those whose rent is fully covered by benefits.

Table 11 – Rating of rent value for money (base 385)

Q- Taking into account the accommodation and the services Shire Housing provides, to what extent do you think that the rent for this property represents good or poor value for money. Is it..?

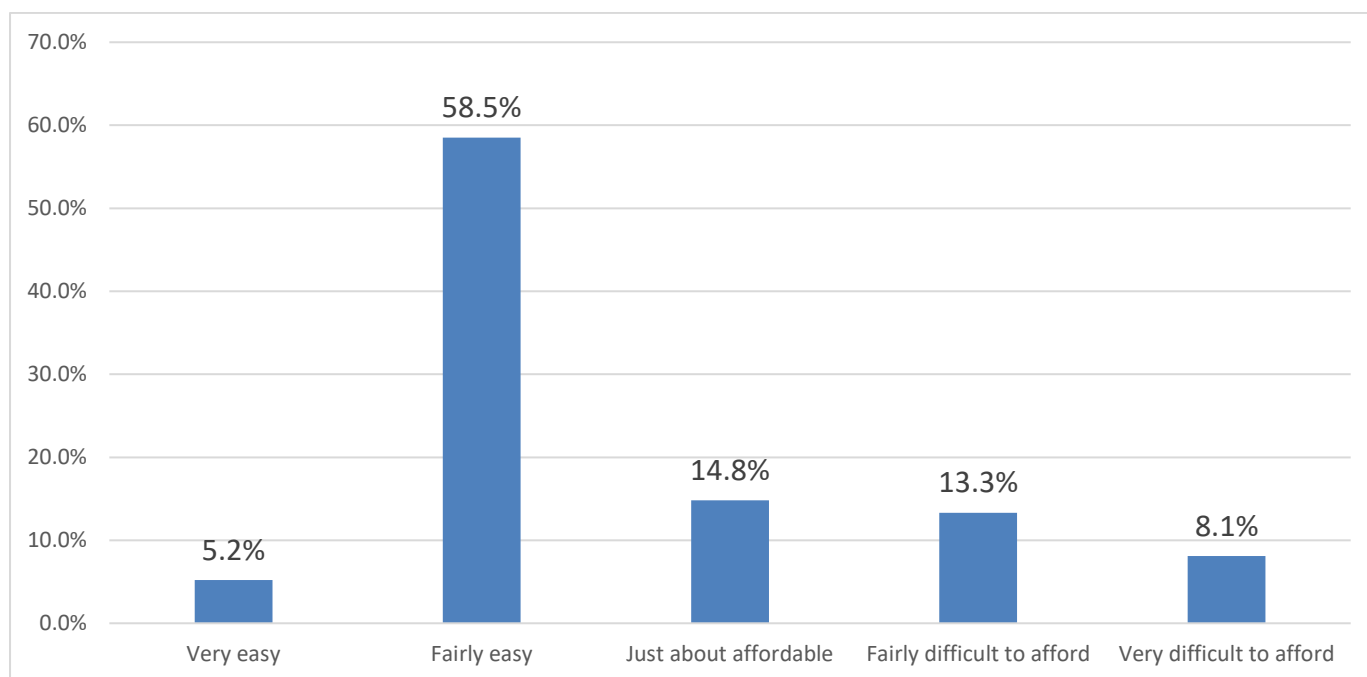
Cross tabulation		Value for money rents				
		Very good	Fairly good	Neither-nor	Fairly poor	Very poor
Do you get help to pay your rent?	No pay full rent	4.5%	60.4%	9.0%	21.6%	4.5%
	Pay part rent - with part also met by benefits (Universal Credit or Housing Benefit)	8.3%	70.8%	8.3%	12.5%	0.0%
	All of the rent is covered in full by Housing Benefit	7.1%	90.5%	0.0%	0.0%	2.4%
	All of the rent is covered in full by Universal Credit	10.1%	81.9%	2.1%	2.1%	3.7%
	Total	7.8%	75.1%	5.2%	8.1%	3.9%

Affordability

As set out in figure 12, just over six in ten tenants who pay full or part rent agree that rent is easy to afford (63.7%) whereas 21.4% say rent is difficult to afford. During the 2022 survey, 47.4% of tenants said that rent was easy to afford, whilst 44.2% said rent was 'just about affordable' and 8.9% said 'difficult to afford'.

Figure 12 – Rent affordability (excludes tenants in receipt of full benefits) – base 135

Q- How easy or difficult do you find it to afford the rent payments for this house?



Heating the home

Just over half of tenants (53.2%) agree that they can afford to heat their home whilst 46.8% say that they cannot. Tenants living in flats are the most positive on this measure (62.0% say they can afford to heat their home) whereas the least likely to say 'easy' are tenants in cottages-semi-detached properties (45.6%).

Table 12 – Heating the home (base 385)

Q- Can you easily afford to heat your home?

Cross tabulation (most tenants' homes were heated using gas)		Can you easily afford to heat your home?	
		Yes	No
Type of property	Bungalow or other cottage/house	57.3%	42.7%
	Cottage - semi-detached	45.6%	54.4%
	Flat	62.0%	38.0%
Property size	1 to 2 bed	57.4%	42.6%
	3 bed plus	51.2%	48.8%
	Total	53.2%	46.8%

Tenant profile

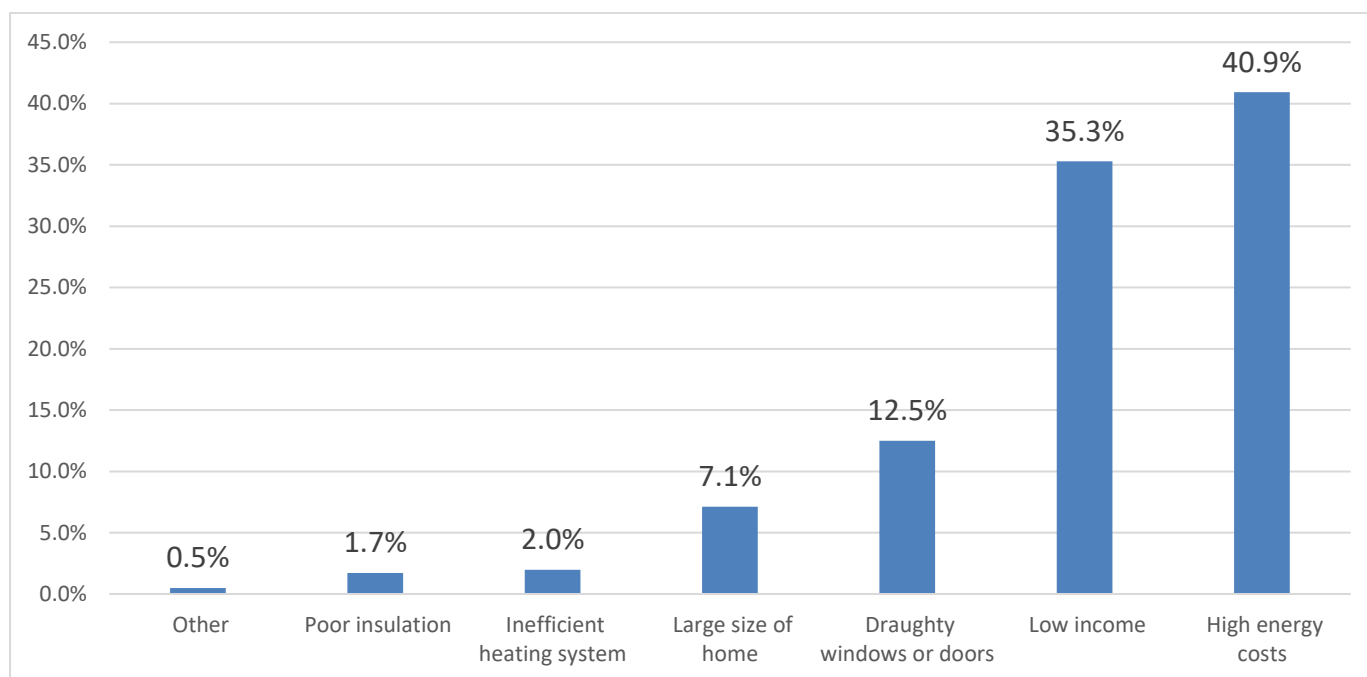
Tenants who receive part rent benefit and who are aged 16 to 34 are the least likely to say that they can easily afford to heat their home (41.7% and 50.0% respectively say it is easy to heat their home). Interestingly, tenants who pay full rent are the most likely to say that they can afford to heat their home (72.1%) say this is the case.

Issues heating the home

The 46.8% of tenants who said they had difficulty affording to heat their home were asked about the source of this issue and the results of this enquiry are set out in figure 13. This figure shows two main difficulties facing tenants i.e. high energy costs (40.9% of all responses) and low income (35.3%).

Figure 13 – Heating the home – (408 responses from 180 tenants)

Q- What difficulties do you face in trying to heat your home?



Gas and electricity bills

Across all tenants, around half (46.7%) said it was easy to afford their gas and electricity bills for their home whereas 42.6% said these bills were difficult to afford. As illustrated in table 13, the affordability of household gas and electricity bills varies by property type and size, e.g. these bills are most affordable to tenants living in bungalows or other cottage/houses (54.1% said affordable) and least affordable to those in cottage - semi-detached homes (37.9%).

Table 13 – Utility bills – (base 385)

Q- How easy or difficult do you find it to afford your gas and electricity bills for this house?

Cross tabulation		How easy or difficult do you find it to afford your gas and electricity bills?				
		Very easy	Fairly easy	Just about affordable	Fairly difficult to afford	Very difficult to afford
Type of property	Bungalow or other cottage/house	6.5%	47.6%	13.7%	14.5%	17.7%
	Cottage - semi-detached	1.2%	36.7%	10.7%	16.0%	35.5%
	Flat	4.3%	48.9%	6.5%	19.6%	20.7%
Property size	1 to 2 bed	4.7%	44.2%	17.1%	15.5%	18.6%
	3 bed plus	3.1%	42.6%	7.4%	16.8%	30.1%
	Total	3.6%	43.1%	10.6%	16.4%	26.2%

Neighbourhood management satisfaction

Tenants were asked if they were satisfied or dissatisfied with how their landlord managed the neighbourhood they lived in. Table 14 show that 92.5% of tenants are satisfied on this measure whilst 1.8% are dissatisfied. In 2022, 92.2% of tenants were satisfied with 'neighbourhood management' whilst the sector average is 85.7%.

Table 14 – Neighbourhood management (base 385)

Q- Overall, how satisfied or dissatisfied are you with Shire Housing's contribution to the management of the neighbourhood you live in?

<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
33.8%	58.7%	5.7%	1.8%	-

As shown in table 15, tenant satisfaction with the management of the neighbourhood is fairly consistent across the Association's stock areas aside from Newmilns (although we would caution that only 6 surveys were completed here because of a local incident).

Table 15 – Neighbourhood management by location (base 385)

Q – Overall, how satisfied or dissatisfied are you with Shire Housing's contribution to the management of the neighbourhood you live in?

Cross tabulation (surveys)		Neighbourhood management		
		Very or fairly satisfied	Neither-nor	Very or fairly dissatisfied
Town	Auchinleck (12)	91.7%	8.3%	
	Catrine (8)	100.0%		
	Craigens (28)	96.4%		3.6%
	Cumnock (26)	100.0%		
	Dalmellington (34)	94.1%	5.9%	
	Galston (14)	92.9%	7.1%	
	Hurlford (29)	93.1%	6.9%	
	Logan (28)	89.3%	7.1%	3.6%
	Mauchline (22)	95.5%		4.5%
	Netherthird (72)	90.3%	8.3%	1.4%
	New Cumnock (56)	91.1%	7.1%	1.8%
	Newmilns (6)	66.7%	33.3%	
	Patna (48)	91.7%	4.2%	4.2%
	Rankinston (2)	100.0%		
	Total (385)	92.5%	5.7%	1.8%

Anti-social behaviour

Just over one in ten tenants (11.4%) have experienced anti-social behaviour during the last 12 months with awareness of this issue most prevalent in the Central & East area (14.8%). Amongst the 44 tenants who have experienced anti-social behaviour, approx. one in three (31.8%) have reported this matter to their landlord.

Satisfaction with reporting anti-social behaviour to the Association is split between those who are satisfied (42.9%, six tenants) and those are dissatisfied (42.9%). The remaining tenants (14.2%) say that they are still awaiting the

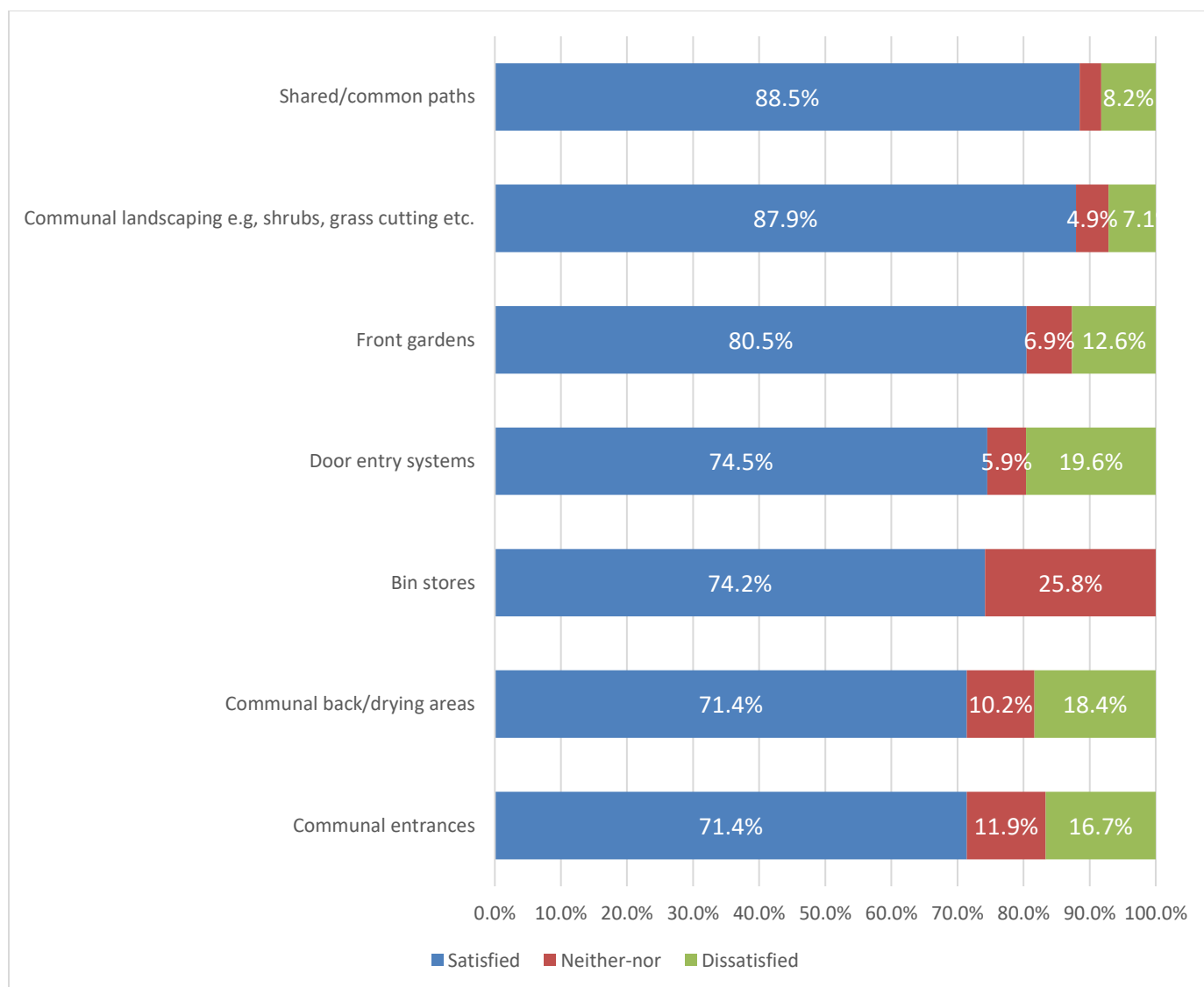
outcome of their complaint. Tenants who are dissatisfied with the handling of their complaint state that no action has been taken on the case of anti-social behaviour including because the matter concerns a private let.

Neighbourhood and community

As illustrated in figure 14 (which excludes don't know and does not apply cases), tenant satisfaction with the Association's common area management is highest for the maintenance of common paths (88.5% satisfied, and communal landscaping (87.9%) and lowest for the maintenance of shared entrances and drying areas (both 71.4%).

Figure 14 – Common areas (base 31 to 304 – excludes don't know/does not apply responses)

Q-Shire Housing is responsible for managing certain common areas around your home. How satisfied or dissatisfied are you with its management of the following areas?



Improving common area maintenance

Amongst the thirty nine tenants (10.1%) who said they were dissatisfied with one or more of the common area services shown in figure 15, the most frequently mentioned comment was that no maintenance is provided or that more regular maintenance is required.

Community Co-ordinator

Table 16 shows that on average, 16.9% of tenants are aware of the Community Co-ordinator, albeit awareness is highest in Central & East (25.2%) rather than the North (8.8%) or West (4.8%).

Table 16 – Community Co-ordinator (base 385)

Q – Are you aware that the Shire Housing employs a Community Co-Ordinator to work with communities and get involved in community activities?

Cross tabulation		Community Co-Ordinator	
		Yes	No
Age break	16 to 34	16.2%	83.8%
	35 to 54	16.7%	83.3%
	55 plus	17.3%	82.7%
Locality	Central & East	25.2%	74.8%
	North	8.8%	91.2%
	West	4.8%	95.2%
	Total	16.9%	83.1%

Final comments

At the end of the survey, tenants were asked if there was anything they wanted to add about Shire Housing or its services. Most tenants (93.2%) said they had nothing to add, but the comments made by those that did are set out below.

Q - Is there anything else you want to say about Shire Housing, their services and staff?

Positive comments

- ✓ I find them very helpful
- ✓ I suppose they do as best they can with the funds they are allocated
- ✓ I think they are gradually improving things nowadays
- ✓ If you speak to them in a civil manner they treat you same
- ✓ I'm never moving, love it here. Everyone helps each other
- ✓ Much better than my council house
- ✓ Staff are always very helpful and repairs are always done quickly and done well
- ✓ They are always helpful if I need anything
- ✓ They are good in general but there are bits and bobs that need perking up e.g. communication. They were very helpful when I was getting this house.

Other comments

- ✓ Due to severe medical conditions i.e. strokes and heart condition I now need a wet room and as a result, if this can't be obtained and due to financial constraints, I may need to consider moving elsewhere
- ✓ Have waited 4 years for lintel to be fixed
- ✓ I feel they put their money into the new houses rather than their older houses
- ✓ I have terminal cancer and they won't help with things I can't do e.g. the garden
- ✓ I need a shower adapted with an assistance to get in and out
- ✓ I never see them
- ✓ I've waited 10 years for drainage in my garden
- ✓ Make tenants look after their homes
- ✓ My flat is still in a really bad state
- ✓ Need new windows and doors
- ✓ New back door fence required
- ✓ The only struggle I have is to keep warm especially in the winter
- ✓ They won't fix fences
- ✓ We have reported repairs issues; someone comes out, looks at it, but leaves and does nothing about it
- ✓ We pay full rent and everyone in the neighbourhood has had upgrades to kitchens except us. I asked why and was told the others must have moaned about it
- ✓ Wet room now required as my husband has bad arthritis and showering is difficult
- ✓ Would like to see a gardening service for elderly and disabled.

Annex 1 – Locality composition; (total 385 surveys)

		Locality		
		Central & East	North	West
		Surveys	Surveys	Surveys
Town	Auchinleck	0	12	0
	Catrine	0	8	0
	Craigens	28	0	0
	Cumnock	26	0	0
	Dalmellington	0	0	34
	Galston	0	14	0
	Hurlford	0	29	0
	Logan	28	0	0
	Mauchline	0	22	0
	Netherthird	72	0	0
	New Cumnock	56	0	0
	Newmilns	0	6	0
	Patna	0	0	48
	Rankinston	0	0	2

Annex 2 – improving overall service – other comments/themes

Q – What if anything should Shire Housing do to improve its overall service? (other/comments)

Tenant comment	Locality	Property type
Clean roofs and gutters.	Central & East	Bungalow or other cottage/house
Clean the gutters.	Central & East	Bungalow or other cottage/house
Constant very loud hissing noise from toilet cistern badly needs rectified.	Central & East	Bungalow or other cottage/house
Decking at back door needs fixed. 2-bedroom windows in kids' bedroom are leaking and dampness in there and skirting is poor.	Central & East	Bungalow or other cottage/house
New kitchen required.	Central & East	Bungalow or other cottage/house
Put up fences and gates.	Central & East	Bungalow or other cottage/house
Reduce the rent.	Central & East	Bungalow or other cottage/house
Rough casting job dragged on and-on-and terrible mess was left that we had to tidy up and non-English speaking tradesmen. Cheapest quote.	Central & East	Bungalow or other cottage/house
Stop rent increases.	Central & East	Bungalow or other cottage/house
Tiling in kitchen is all broken. Kitchen units damaged, Dampness in bedrooms and windows don't close properly. Bathroom sink in awful state underneath.	Central & East	Bungalow or other cottage/house
Approx 18 months ago new kitchen was fitted but pipes weren't boxed in.	Central & East	Cottage - semi-detached
Back steps are wobbly.	Central & East	Cottage - semi-detached
Because rents keep going up they should spend that money on more repairs and upgrades in this area.	Central & East	Cottage - semi-detached
Dampness behind the toilet. Windows are very draughty as well.	Central & East	Cottage - semi-detached
Dampness in all 3 bedrooms.	Central & East	Cottage - semi-detached
Dampness in house needs addressed.	Central & East	Cottage - semi-detached
Deal with anti-social neighbours.	Central & East	Cottage - semi-detached
Deal with drug users.	Central & East	Cottage - semi-detached
Disabled wet room drain on shower base is broken. Birds in loft corner. Dampness and black windows. Moss on roof needs removed.	Central & East	Cottage - semi-detached
Draughty windows and doors need tackled as sealing round them is breaking off.	Central & East	Cottage - semi-detached
Front-bedroom windows need repaired. Kitchen floor needs laminated.	Central & East	Cottage - semi-detached
Hole in kitchen roof. Birds getting into loft and possible tiles off. Dampness in every upstairs room and dampness there too.	Central & East	Cottage - semi-detached
House rendered but ivy and hedges were supposed to have been chopped back before rendering which was never done. Consequently this needs to be addressed.	Central & East	Cottage - semi-detached
I need a shower now due to my deteriorating medical condition.	Central & East	Cottage - semi-detached
I still have a large hole in my kitchen ceiling after a repair job was classed as finished. I' m also getting draughts in my windows and doors and dampness in my home.	Central & East	Cottage - semi-detached
Inspection repair in bathroom needs finalised.	Central & East	Cottage - semi-detached
Insulation required.	Central & East	Cottage - semi-detached

Tenant comment	Locality	Property type
Kitchen mixer taps are leaking badly. Rear gas radiator temperature adapter broke and stuck. Rear backdoor lock insecure.	Central & East	Cottage - semi-detached
Leak on landing floor which gas caused dampness needs rectified.	Central & East	Cottage - semi-detached
More support as I have cancer and have asked for things like help with garden and was told no.	Central & East	Cottage - semi-detached
New bathroom required. Draughty windows and doors. Dampness in front rooms around the windows.	Central & East	Cottage - semi-detached
Outstanding repairs need to be addressed: -new front and back doors needed.	Central & East	Cottage - semi-detached
Rain in staircase comes into property support wall and now starting to crumble. Boiler may need replaced. Bad draughts in windows.	Central & East	Cottage - semi-detached
Rent is expensive and not much getting done; have rusty radiators.	Central & East	Cottage - semi-detached
Sink in bathroom burst badly, kitchen ceiling came down and I now have no lights in this kitchen. Bathroom is also damp but it's still in a terrible mess.	Central & East	Cottage - semi-detached
Stairlift not working properly. Longer shower curtain required.	Central & East	Cottage - semi-detached
Still awaiting getting my new roof and rough casting and no feedback as to why when other neighbours got it done 3 months ago. Fence at back door was blown over and needs replaced.	Central & East	Cottage - semi-detached
Upstairs toilet has dampness. Downstairs toilet was leaking down from toilet above (ceiling there needs fixed). Also, water coming in gap at bottom of back door; wood is rotten and door needs sealed at the bottom.	Central & East	Cottage - semi-detached
Use better contractors.	Central & East	Cottage - semi-detached
Water isolator in kitchen has broken off.	Central & East	Cottage - semi-detached
We don't get upgrades but neighbours have.	Central & East	Cottage - semi-detached
We don't hear from them much at all.	Central & East	Cottage - semi-detached
Windows need upgraded as they can get very draughty in winter months in particular. Main doors are also draughty at times.	Central & East	Cottage - semi-detached
Awaiting cavity wall insulation which is starting shortly. Draughty windows, older kitchen and bathroom are all on the waiting list to be modernised. Only had feedback on cavity wall insulation so far.	Central & East	Flat
Leaks from the roof.	Central & East	Flat
Make it easier to move home.	Central & East	Flat
Improve fences.	North	Bungalow or other cottage/house
Trees have fallen and others have lifted paths which is a hazard; this has been reported.	North	Flat
Dampness in the kitchen ceiling needs looked at.	West	Cottage - semi-detached
Fan was fitted new but needs plastered yet.	West	Cottage - semi-detached
Flooded kitchen was fixed approx. 3 months ago but nobody has come back to decorate it; still waiting.	West	Cottage - semi-detached
New kitchen fitted and new contractor coming back to finish it off.	West	Cottage - semi-detached
Outside step is very loose.	West	Cottage - semi-detached
Painting of fences and moss on the roof needs attended to.	West	Cottage - semi-detached
Since my house got rewired recently there is still outstanding work to be done.	West	Cottage - semi-detached
Wet floor starting to crack. Bottom of bathroom door needs fixed.	West	Cottage - semi-detached
A gap in bedroom ceiling after pipes were repaired. Wiring needs checked and/or amended.	West	Flat

Tenant comment	Locality	Property type
I need a shower in my bathroom. I also had to acquire another bin recently at my expense. Roughcasting has made a difference right enough.	West	Flat
Just moved in recently. This flat had to be totally revamped (and I had to fork out a lot of cash at our expense) and since then I have no internal doors fitted by Shire and I can't afford to shell out this expense. In the bathroom a lot of work needs fixed and is in very poor condition. What am I paying my rent for, as I only work part-time! All in I've spent £4000 of our own money and can't afford it any more. Mould also in all bedroom windows too.	West	Flat
Kitchen and bathroom - both need improved.	West	Flat
Kitchen floor has fallen to bits after a previous repair and has not been rectified since. It's a mess and the damp is bad. Promised roughcasting but not done yet.	West	Flat
Kitchen sink needs unblocking.	West	Flat
Kitchen units need upgrading.	West	Flat
Outside ramp is badly needed - my family were prepared to pay for the cost of that. Permission was denied so I don't get out as much as I used to do.	West	Flat
Promised a new kitchen 2 years ago and still nothing has been done.	West	Flat
Sub-contractors left rubbish which needs to be addressed. Chicken wire fence needs cleaned for 6 weeks.	West	Flat
Tiles on roof need fixed and guttering needs to be done.	West	Flat
Uplift of previous tenant rubbish imminent.	West	Flat