

Tenant Satisfaction Survey



Dr David Brooks

Ashbrook Research and Consultancy



TENANT SATISFACTION SURVEY

September 2005

Ayrshire Housing, 119 Main St, Ayr, KA8 8BX

EXECUTIVE SUMMARY

Satisfaction With Ayrshire Housing

- The vast majority of those interviewed stated that they were satisfied with the service they received from Ayrshire Housing and, indeed, around 2 out of 5 respondents specifically stated that they were very satisfied with the service they received from the Association.
- 4 out of 5 respondents described the value for money of their rent as being ‘good’ and, indeed, around a third specifically noted their belief that their rent represents ‘very good’ value for money.

Contact With Ayrshire Housing

- The vast majority of respondents stated that they contacted Ayrshire Housing by ‘telephone’ during the past year, with a notable core of respondents stating that they had contacted the Association using three further means i.e.:
 - by visiting an Ayrshire Housing office
 - by a visit from an Ayrshire Housing representative to their home
 - by letter
- Amongst those who had contacted Ayrshire Housing during the past year, this had most commonly been to report a repair. However, it is apparent that tenants contacted the Association about a wide range of other reasons, which were most commonly rent related.
- Very few respondents who had contacted Ayrshire Housing during the past year found it ‘difficult’ to do so and, indeed, over two thirds specifically stated their belief that it was ‘very easy’ to contact the Association.
- 4 out of 5 respondents who had contacted Ayrshire Housing in the past year stated that they were ‘satisfied’ with their most recent contact and, indeed, nearly half of

these respondents specifically stated that they were ‘very satisfied’ with their most recent contact with the Association.

- Respondents identified a wide range of additional information requirements from Ayrshire Housing, with these primarily focusing around:
 - Ayrshire Housing’s future plans
 - what is happening in their area
 - repairs policy

Complaints

- Around 3 out of 5 respondents stated that they knew that Ayrshire Housing has a complaints procedure.

Service Areas – Rent

- Respondents most commonly use ‘Housing Benefit’ to pay rent, although a notable core also make use of All Paycard and Bank Standing Orders to pay their rent.
- Over 9 out of 10 respondents stated that they were satisfied with the method they use to usually pay their rent and, indeed, three quarters of respondents specifically stated that they were ‘very satisfied’ in this regard.
- A notable core of respondents noted their desire for Ayrshire Housing to promote a number of new methods for tenants to pay their rent and, in particular, ‘Direct Debit’.

Service Areas – Repairs

- Nearly 4 out of 5 respondents stated that they had reported a repair to Ayrshire Housing within the previous 12 months and, overwhelmingly, this had been most commonly done by ‘telephone’ – although a core of respondents had reported a repair to the Association through a visit to one of its offices.
- Almost all of those who had reported a repair to Ayrshire Housing within the previous 12 months stated that they found it easy to report repairs to the Association and, indeed, 3 out of 5 of these respondents specifically stated that they found it ‘very easy’ to report repairs to Ayrshire Housing.
- Most respondents identified three organisations as being responsible for undertaking the most recent repair they had reported to Ayrshire Housing – South Ayrshire Council, Thomson Construction and O’Neill Gas – although it should be noted that around a quarter of respondents stated that they ‘did not know’ who had carried out the most recent repair they had reported.
- Around 4 out of 5 of those who had reported a repair to Ayrshire Housing within the previous 12 months noted their satisfaction in this regard and, indeed, exactly half of these respondents specifically stated that they were ‘very satisfied’ with the most recent repair carried out by the Association.
- Furthermore, the vast majority of respondents noted their satisfaction with four aspects of the most recent repair carried out Ayrshire Housing i.e. attitude of tradesman, condition of house after tradesman left, quality of work and time it took to complete the repair.
- Less than a third of those who had reported a repair to Ayrshire Housing within the previous 12 months stated that they were provided with a completion time for the repair they most recent reported to the Association, and for around 4 out of 5 of these respondents, this repair had been completed within the specified timescale.

- A third of those who had reported a repair to Ayrshire Housing within the previous 12 months stated that they had used Ayrshire Housing's Out of Hours Repair Service at some time and, of these, 9 out of 10 noted their satisfaction with this service. Indeed, two thirds specifically stated that they were 'very satisfied' with the Association's Out of Hours Repair Service.

Current Accommodation

- A notable majority of respondents rated their current house positively across seven key indicators i.e.:
 - general layout of rooms
 - size of living rooms
 - size of bedrooms
 - heating system
 - kitchen layout
 - security
 - storage space

Estate Management

- A significant proportion of respondents encountered a range of problems in the area that they live, with the most notable problems relating to vandalism and parking.

Miscellaneous Issues

- Three quarters of respondents stated their belief that Ayrshire Housing takes accounts of its tenants views 'well' and, indeed, nearly a third specifically stated their belief that it does so 'very well'.
- Overall, around a third of Ayrshire Housing's tenants stated that they have access to the Internet, with this primarily being at home.

- Of those who have access to the Internet, the majority stated that they use it 'regularly'.

1.0 INTRODUCTION

This report details findings to emerge from a programme of research undertaken on behalf of Ayrshire Housing by Ashbrook Research & Consultancy Ltd.

The purpose of the research was to elicit a wide range of views from tenants of Ayrshire Housing in the following areas:

- Satisfaction with Ayrshire Housing
- Contact with Ayrshire Housing
- Complaints
- Service Areas of Rent & Repairs
- Current Accommodation
- Estate Management
- Miscellaneous Issues

Sections 2.0-9.0 inclusive detail findings to emerge in relation to each of these areas.

All tenants were issued with a self-completion questionnaire during June 2005 and a response rate of 44% was achieved (a total of 443 questionnaires).

The data gathered was weighted on the basis of a number of Ayrshire Housing properties in each of the settlements where it has a presence in Ayrshire.

A copy of the questionnaire administered is attached as *Appendix I*, whilst *Appendix II* provides a profile of respondents on the basis of:

- Gender
- Age
- Ethnic Background
- Disability

- Length of Residence in Current Home

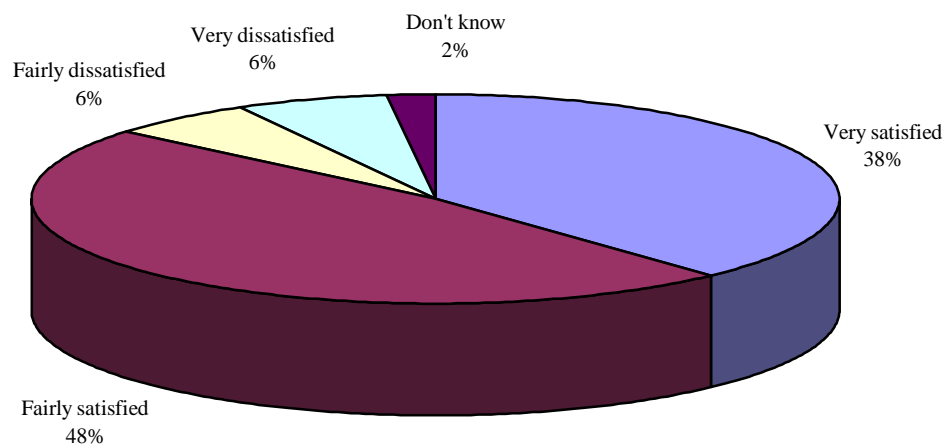
It should be noted that, throughout the report where appropriate and relevant, variations are highlighted on the basis of findings in four areas:

- The Ayr, Prestwick, Troon, Dundonald & Symington area
- The Girvan, Barr & Ballantrae area
- The Tarbolton, Mossblown & Coylton area
- The Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area

2.0 SATISFACTION WITH AYRSHIRE HOUSING

“Overall, how satisfied are you with the service you receive from Ayrshire Housing?”

Figure 1: Overall Satisfaction With Service Received From Ayrshire Housing



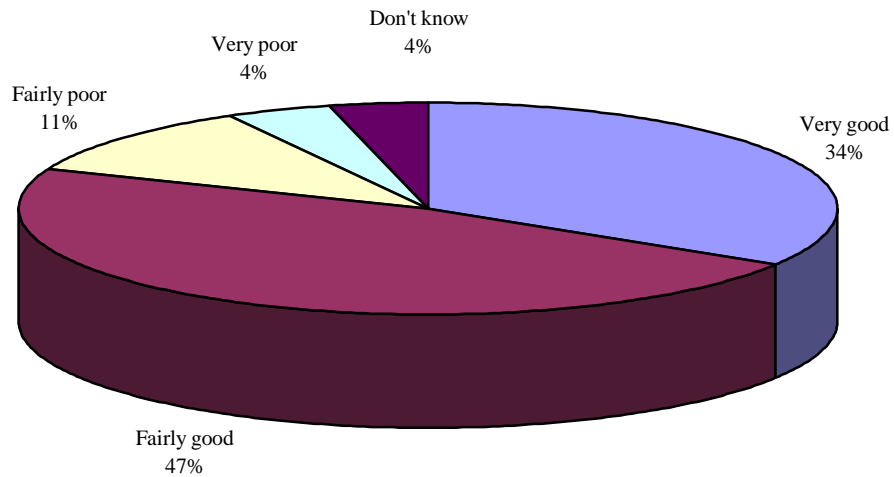
Base: All Respondents

It is highly encouraging to note from Figure 1 that the vast majority of those interviewed (86%) stated that they were satisfied with the service they receive from Ayrshire Housing and, indeed, around 2 out of 5 respondents (38%) specifically stated that they were ‘very satisfied’ with the service they receive from the Association.

Further examination of the data indicates no significant variances here on the basis of area.

“Overall, how would you describe the value for money of your rent?”

Figure 2: Value For Money Of Rent



Base: All Respondents

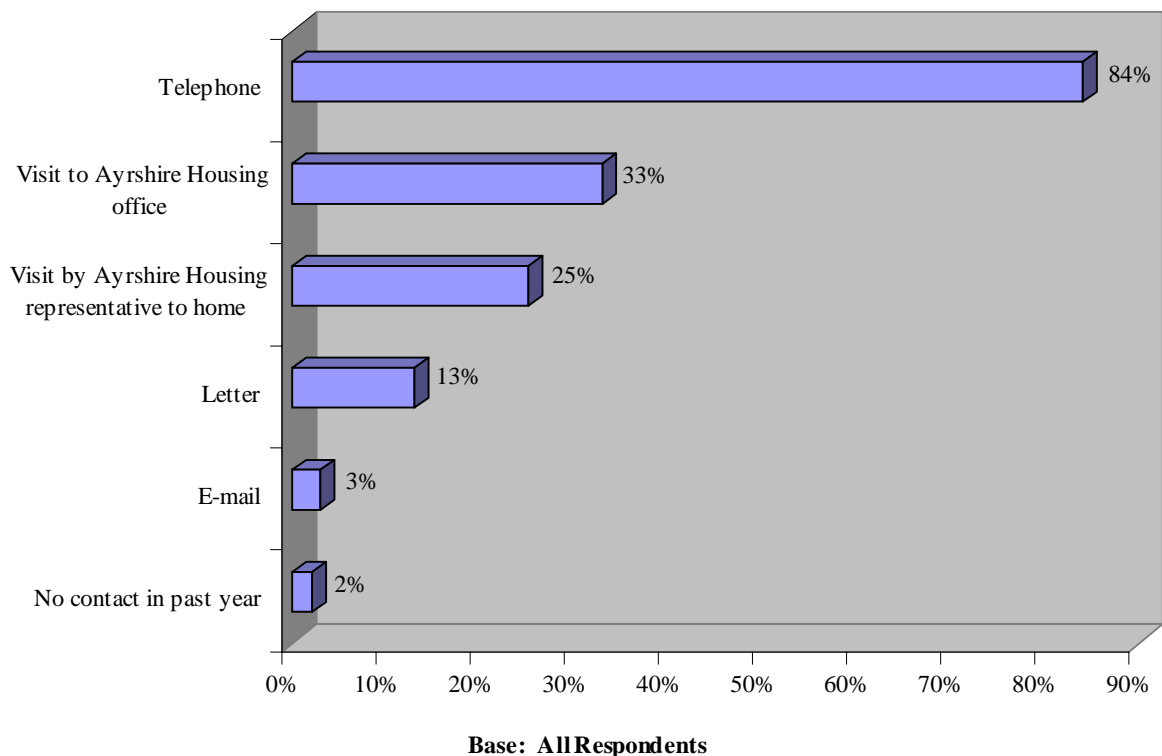
Figure 2 indicates that 4 out of 5 respondents (81%) described the value for money of their rent as being ‘good’ and, indeed, around a third (34%) specifically noted their belief that their rent represents ‘very good’ value for money.

Further examination of the data indicates that respondents in the Girvan, Barr & Ballantrae area were slightly less likely to describe the value for money of their rent as being good (73% compared to 80% to 83% for those in the three remaining areas).

3.0 CONTACT WITH AYRSHIRE HOUSING

“Have you contacted Ayrshire Housing in any of the following ways during the past year?”

Figure 3: Contacts Method With Ayrshire Housing – Past Year



From Figure 3 it can be seen that the vast majority of respondents (84%) stated that they had contacted Ayrshire Housing by “*telephone*” during the past year.

Thereafter, a notable core of respondents stated that they had contacted the Association using three further means i.e.:

- By visiting an Ayrshire Housing office (33%)
- By a visit from an Ayrshire Housing representative to their home (25%)
- By letter (13%)

In addition, a small number of respondents (3%) had contacted Ayrshire Housing by “*e-mail*” during the past year.

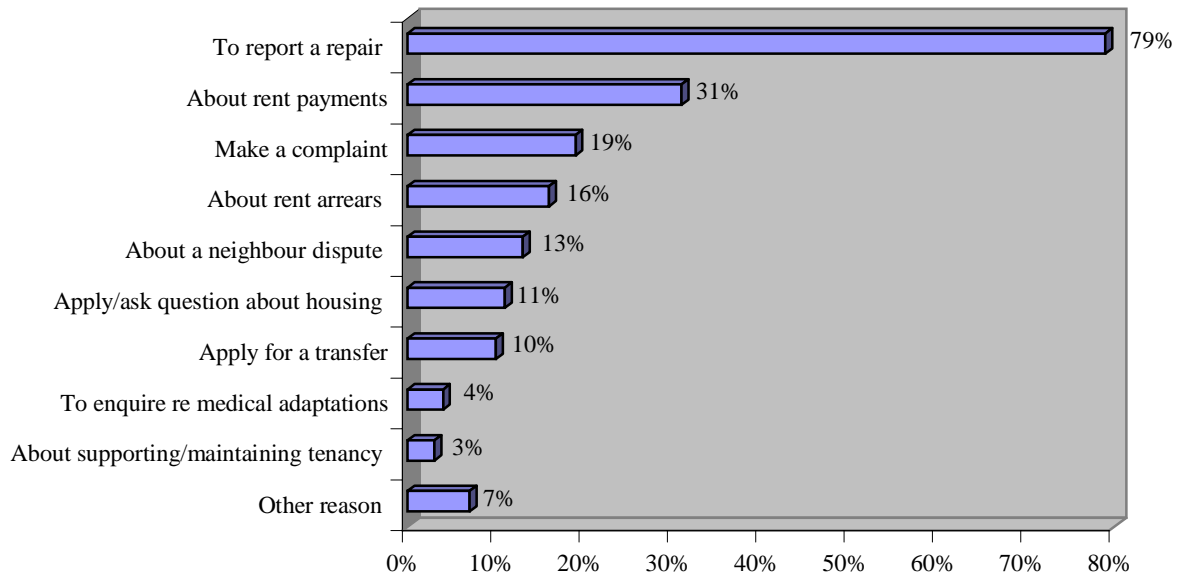
Finally, it should be noted that very few respondents (2%) stated that they had not contacted Ayrshire Housing during the past year.

Further examination of the data indicates the following variations on the basis of area:

- Slightly lower levels of contact by telephone amongst those in the Ayr, Prestwick, Troon, Dundonald & Symington area (82% compared to 88% to 95% for those in the remaining three areas)
- Highest levels of contact by visits to an Ayrshire Housing office amongst those in the Ayr, Prestwick, Troon, Dundonald & Symington area (40% compared to the lowest levels of contact in this way by those in the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area)

“Have you contacted Ayrshire Housing in the last year for any of the following reasons?”

Figure 4: Reason For Contacting Ayrshire Housing – Past Year



Base: Contacted Ayrshire Housing in Past Year

Figure 4 indicates that amongst those who had contacted Ayrshire Housing during the past year, this had most commonly been to “report a repair” (79%).

However, it is apparent that tenants contacted the Association about a wide range of other reasons, including:

- About rent payments (31%)
- To make a complaint (19%)
- About rent arrears (16%)
- About a neighbour dispute (13%)
- To apply or ask a question about housing (11%)
- To apply for a transfer (10%)

Further examination of the data indicates a number of interesting variances on the basis of reasons for contacting Ayrshire Housing by area. In particular, there were notably higher incidences of two reasons for contacting Ayrshire Housing in the following areas:

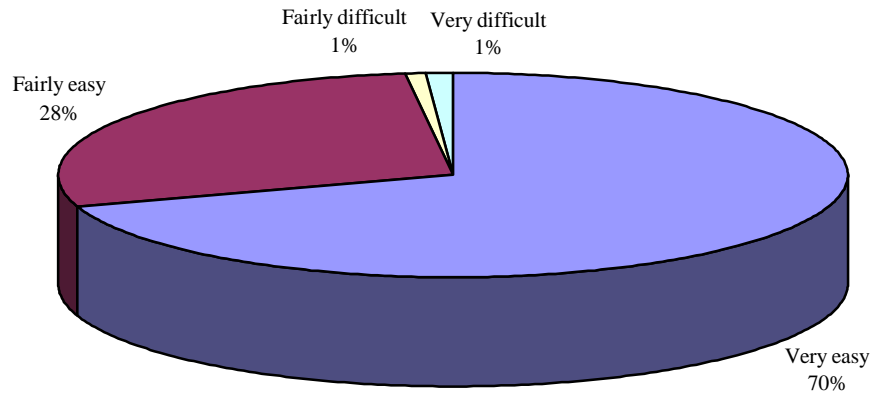
- About rent payments: the Tarbolton, Mossblown & Coylton area (45%) and the Ayr, Prestwick, Troon, Dundonald & Symington area (32%)
- About a neighbour dispute: the Girvan, Barr & Ballantrae area (20%)

Similarly, it should be noted that significantly lower levels of contact with Ayrshire Housing were apparent in relation to two further issues in the following areas:

- Rent payment methods: the Girvan, Barr & Ballantrae area (22%) and the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area (25%)
- To make a complaint: the Tarbolton, Mossblown & Coylton area (7%)

“Generally, how easy do you think it is to contact Ayrshire Housing?”

Figure 5: How Easy Is It To Contact Ayrshire Housing?



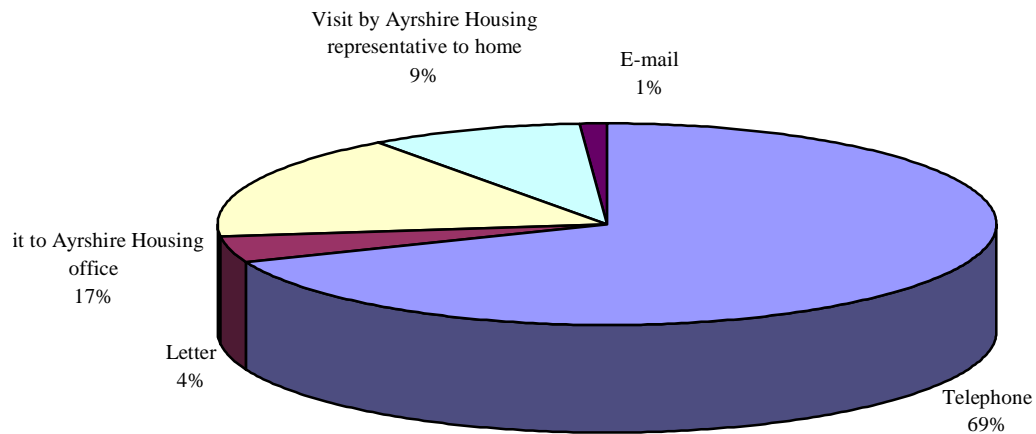
Base: Contacted Ayrshire Housing In Past Year

It is highly encouraging to note from Figure 5 that very few respondents who had contacted Ayrshire Housing during the past year found it ‘difficult’ to do so and, indeed, over two thirds of these respondents (70%) specifically stated their belief that it was ‘very easy’ to contact the Association.

Further examination of the data here indicates not significance variances on the basis of area and in terms of how easy tenants found it to contact Ayrshire Housing and the method that they used to contact the Association.

“Was your most recent contact with Ayrshire Housing by...”

Figure 6: Method of Most Recent Contact With Ayrshire Housing



Base: Contacted Ayrshire Housing In Past Year

From Figure 6 it can be seen that, amongst those contacting Ayrshire Housing in the past year, their most recent contact was most commonly by “*telephone*” (69%).

Indeed, only two other methods emerged with any great significance in terms of tenants most recent contacts with the Association i.e.:

- By visiting an Ayrshire Housing office (17%)
- Through a visit to their home by a representative of Ayrshire Housing (9%)

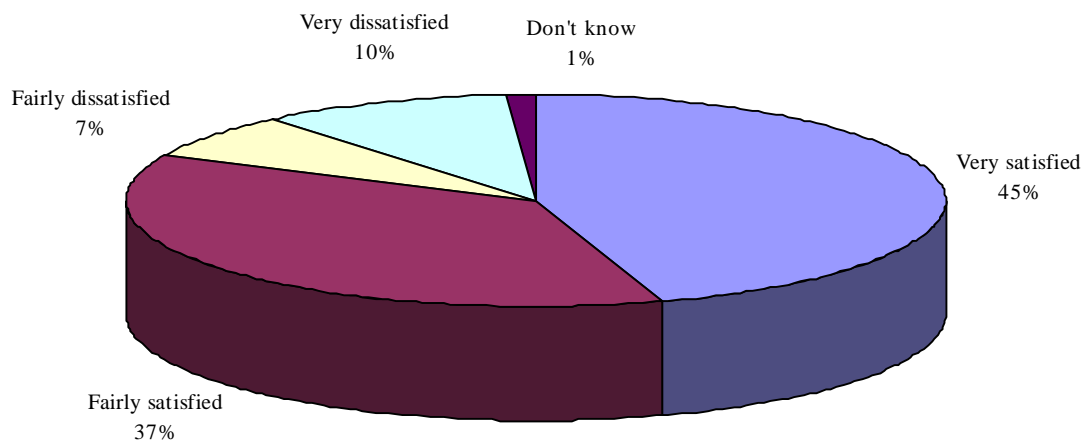
Further examination of the data indicates the following variances on the basis of area:

- Lowest levels of contact by telephone amongst those resident in the Ayr, Prestwick, Troon, Dundonald & Symington area (64% compared to 72% to 77% for those in the three remaining areas)

- Highest levels of visit to an Ayrshire Housing office amongst those in the Ayr, Prestwick, Troon, Dundonald & Symington area (22% compared to, for example, only 4% and 7% respectively for those in the Girvan, Barr & Ballantrae area and the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area)

“Overall, how satisfied were you with your most recent contact with Ayrshire Housing?”

Figure 7: Satisfaction With Most Recent Contact With Ayrshire Housing



Base: Contacted Ayrshire Housing In Past Year

Figure 7 indicates that 4 out of 5 respondents who had contacted Ayrshire Housing in the past year (82%) stated that they were ‘satisfied’ with their most recent contact and, indeed, nearly half of these respondents (45%) specifically stated that they were ‘very satisfied’ with their most recent contact with the Association.

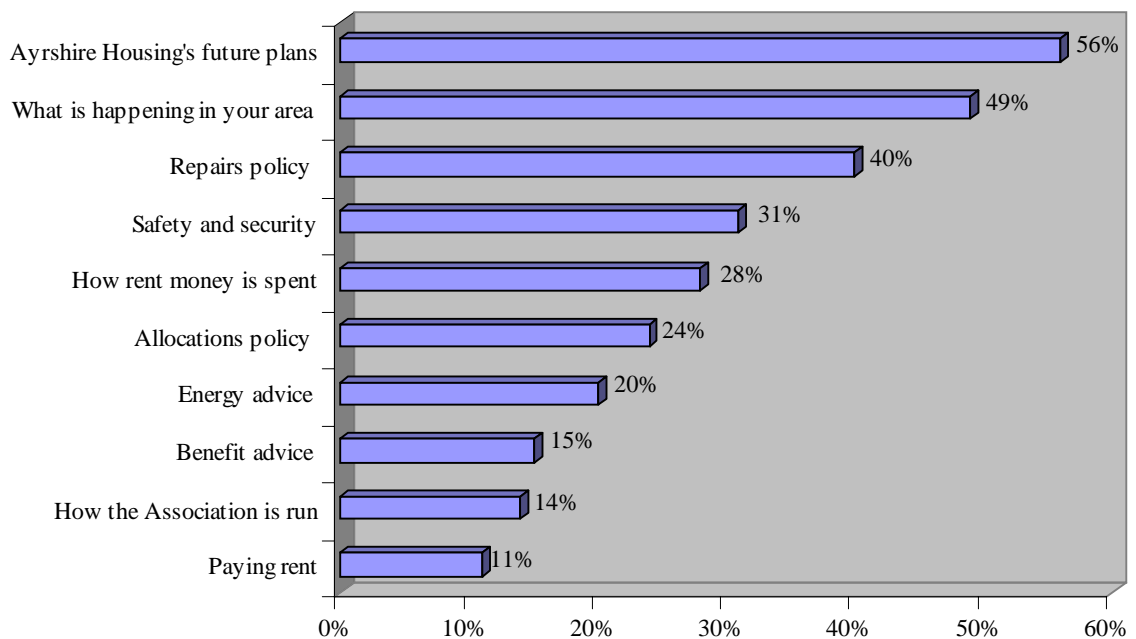
As a corollary of this, around 1 in 6 respondents (17%) noted their dissatisfaction with their most recent contact with Ayrshire Housing.

Further examination of the data indicates that highest levels of satisfaction were found amongst those in the Ayr, Prestwick, Troon, Dundonald & Symington area and the Tarbolton, Mossblown & Coylton area (84% and 85% respectively) and lowest levels of satisfaction amongst those in the Girvan, Barr & Ballantrae area and the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area (76% and 75% respectively).

It should also be noted that further examination of the data indicates that there were no notable variances in respect of levels of satisfaction with respondents most recent contact with Ayrshire Housing and the method they used to do so.

“Would you like more information from Ayrshire Housing about any of the following?”

Figure 8: Additional Information Requirements



Base: All Respondents

From Figure 8 it can be seen that respondents identified a wide range of additional information requirements from Ayrshire Housing, with these primarily focusing around:

- Ayrshire Housing's future plans (56%)
- What is happening in your area (49%)
- Repairs policy (40%)

Beyond these primary additional information requirements, however, a range of notable secondary additional information requirements were identified, including:

- Safety and security (31%)
- How rent money is spent (28%)
- Allocations policy (24%)
- Energy advice (20%)

Further examination of the data indicates the following variances on the basis of area:

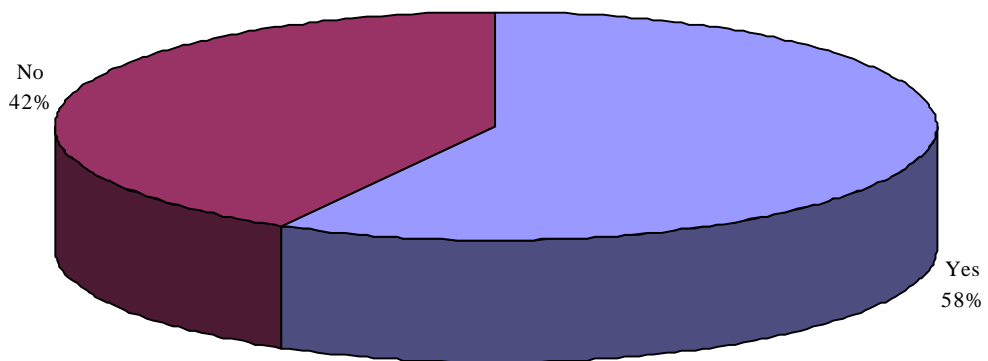
- Highest levels of desire for more information about Ayrshire Housing's future plans amongst those in the Tarbolton, Mossblown & Coylton area and the Ayr, Prestwick, Troon, Dundonald & Symington area (62% and 60% respectively compared to 43% and 48% respectively for those in the Girvan, Barr & Ballantrae area and the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area)
- Lowest levels of desire for more information about 'what is happening in your area' amongst those in the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area (39% compared to between 48% and 53% for those in the three remaining areas)
- Highest levels of desire for additional information about repairs policy amongst those living in the Girvan, Barr & Ballantrae area (53% compared to between 36% and 42% for those in the remaining three areas)

- Highest levels of desire for more information about allocations policy amongst those in the Girvan, Barr & Ballantrae area (35% compared to 21% to 25% for those in the three remaining areas)
- Highest levels of desire for more information about safety and security amongst those in the Girvan, Barr & Ballantrae area (43% compared to the lowest level of desire in this demand expressed by those in the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area – 21%)
- Highest levels of desire for information about energy advice amongst those in the Girvan, Barr & Ballantrae area and the Tarbolton, Mossblown & Coylton area (26% and 32% respectively compared to 18% and 19% respectively for those in the Ayr, Prestwick, Troon, Dundonald & Symington area and the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area)

4.0 COMPLAINTS

“Did you know that Ayrshire Housing has a complaints procedure?”

Figure 9: Know That Ayrshire Housing Has A Complaints Procedure?



Base: All Respondents

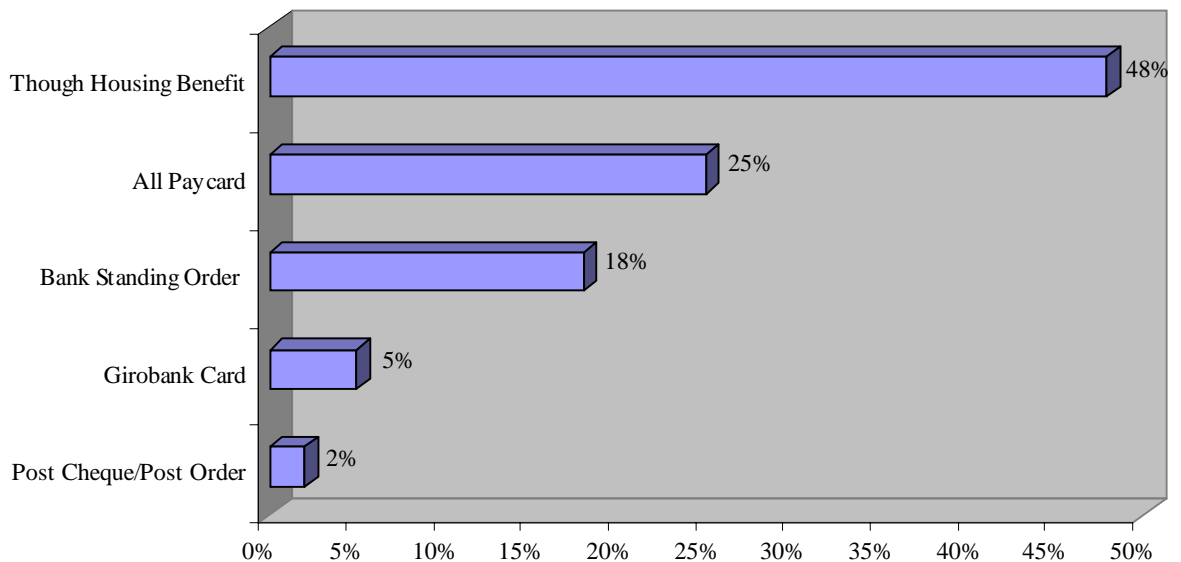
Figure 9 indicates that around 3 out of 5 respondents (58%) stated that they knew that Ayrshire Housing has a complaints procedure.

Further examination of the data here indicates no significant variances on the basis of area.

5.0 SERVICE AREAS – RENT

“Which of the following methods do you use to pay rent?”

Figure 10: Methods Used To Pay Rent



Base: All Respondents

From Figure 10 it can be seen that respondents most commonly use “*Housing Benefit*” to pay rent.

Thereafter, only two other rent payment methods emerged with any great significance i.e.:

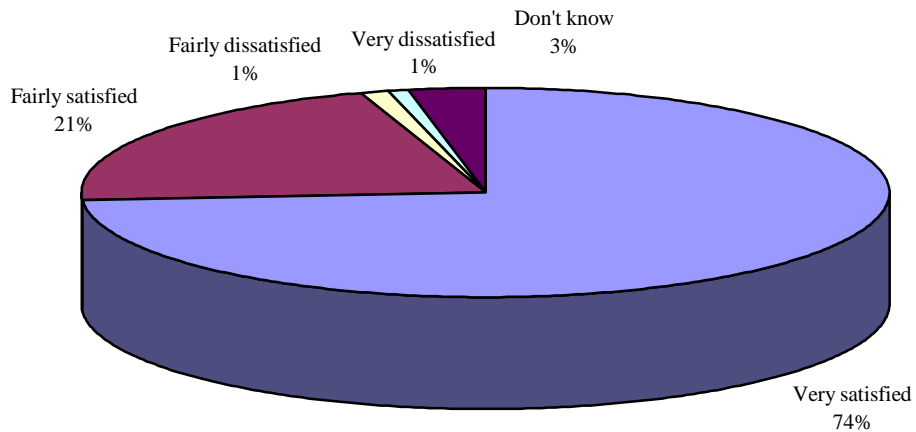
- All Paycard (25%)
- Bank Standing Order (18%)

Further examination of the data indicates the following notable variances on the basis of area:

- Highest incidence of the payment of rent by Post Cheque/Post Order: the Tarbolton, Mossblown & Coylton area (9% compared to 0% to 1% in the remaining three areas)
- Highest incidence of payment of rent by Girobank Card: the Girvan, Barr & Ballantrae area and the Tarbolton, Mossblown & Coylton area (12% and 9% respectively compared to 2% and 4% respectively for those in the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area and the Ayr, Prestwick, Troon, Dundonald & Symington area)
- Lowest incidence of payment of rent through Housing Benefit: the Tarbolton, Mossblown & Coylton area (32% compared to 49% to 50% for those in the other three areas)

“Overall, how satisfied are you with the method you usually use to pay your rent?”

Figure 11: Overall Satisfaction With Usual Rent Payment Method



Base: All Respondents

It is highly encouraging to note from Figure 11 that over 9 out of 10 respondents (95%) stated that they were satisfied with the method they use to usually pay their rent and, indeed, three quarters of respondents (74%) specifically stated that they were ‘very satisfied’ in this regard.

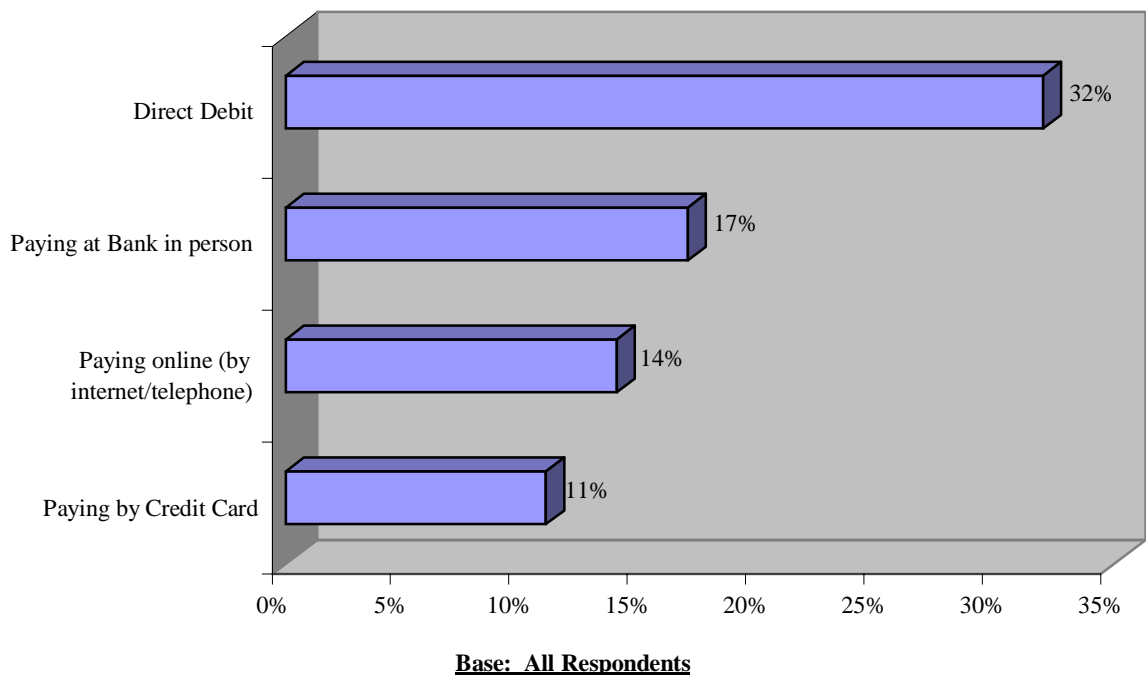
Further examination of the data indicates no significant variances on the basis of area. In addition, it should be noted that there was no notable variance in respect of levels of satisfaction and the primary method used by tenants to pay their rent i.e. Housing Benefit, All Paycard or Bank Standing Order.

Further examination of the data also indicates that those using the All Paycard method to pay their rent were slightly less likely to state that they believed that their rent represents good value for money (72% compared to 81% on average). In addition, it is of interest to note that respondents paying their rent through Housing Benefit were equally likely as those paying through Bank

Standing Order to believe that their rent represents good value for money (86% compared to 89%).

“Would you like Ayrshire Housing to promote any of the following new methods for tenants to pay their rent?”

Figure 12: Desire For Promotion Of Rent Methods By Ayrshire Housing



From Figure 12 it can be seen that a notable core of respondents noted their desire for Ayrshire Housing to promote a number of new methods for tenants to pay their rent i.e.:

- Direct Debit (32%)
- Paying at a bank in person (17%)
- Paying online (by internet or telephone) (14%)
- Paying by credit card (11%)

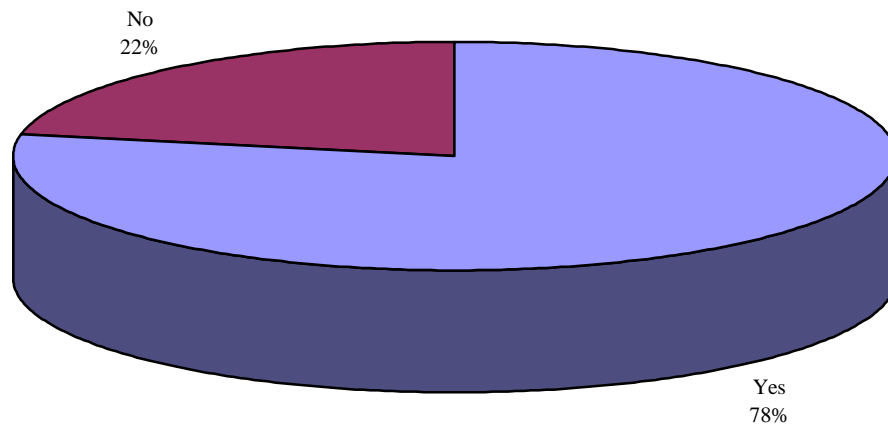
Further examination of the data indicates the following notable variances on the basis of area:

- Greatest desire for the promotion of Direct Debit: the Tarbolton, Mossblown & Coylton area (45% compared to, for example, 30% and 31% respectively for those in the Ayr, Prestwick, Troon, Dundonald & Symington area and the Girvan, Barr & Ballantrae area)
- Greatest desire for promotion of payment by credit card: the Girvan, Barr & Ballantrae area and the Tarbolton, Mossblown & Coylton area (both 16% compared to, for example, 6% for those in the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area)
- Greatest desire for promotion of payment at a bank in person: the Girvan, Barr & Ballantrae area (43% compared to 13% to 14% for those in the remaining three areas)
- Greatest levels of desire for promotion of payment online: the Girvan, Barr & Ballantrae area (22% compared to, for example, 10% in the Tarbolton, Mossblown & Coylton area)

6.0 SERVICE AREAS – REPAIRS

“Have you reported a repair to Ayrshire Housing within the last 12 months?”

Figure 13: Reported A Repair To Ayrshire Housing Within Last 12 Months?



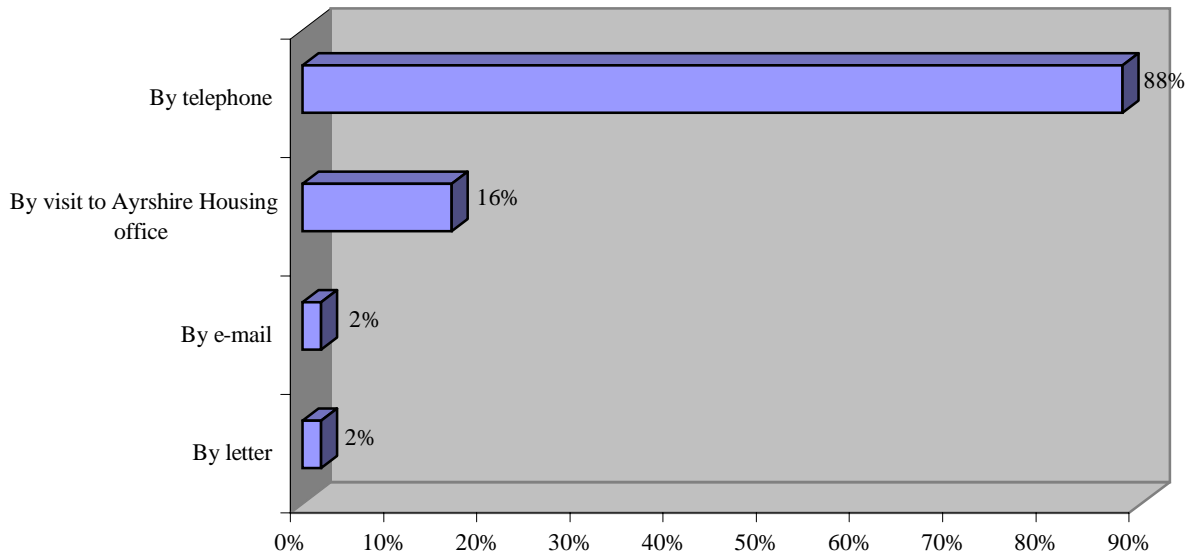
Base: All Respondents

It is of interest to note from Figure 13 that nearly 4 out of 5 respondents (78%) stated that they had reported a repair to Ayrshire Housing within the previous 12 months.

Further examination of the data indicates no significant variance here on the basis of area.

“How have you reported repairs to Ayrshire Housing over the past 12 months?”

Figure 14: Method Of Reporting Repair



Base: Reported Repair To Ayrshire Housing Within Last 12 Months

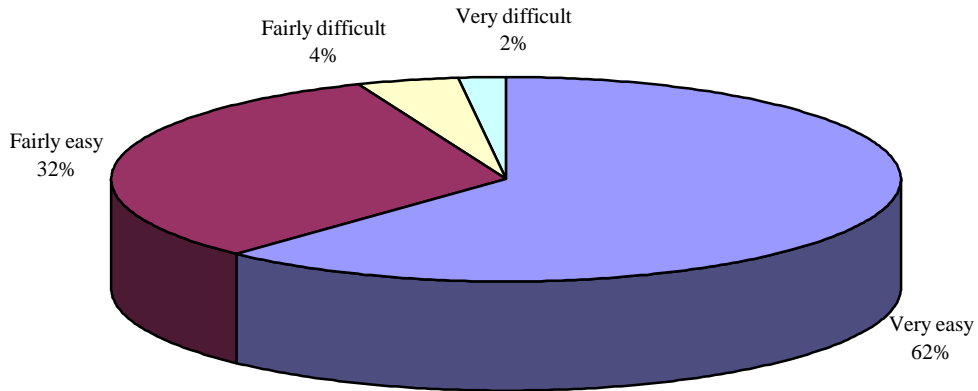
From Figure 14 it can be seen that 9 out of 10 of those who had reported a repair to Ayrshire Housing within the previous 12 months (88%) had done so by “*telephone*”.

Indeed, thereafter, the only other notable method of reporting a repair to emerge was that of “*visiting an Ayrshire Housing office*” (16%).

Further examination of the data indicates that the most significant area variance here was that respondents in the Tarbolton, Mossblown & Coynton area and the Ayr, Prestwick, Troon, Dundonald & Symington area were most likely to have visited an Ayrshire Housing office to report a repair (31% and 18% respectively compared to 9% and 7% respectively for those in the Girvan, Barr & Ballantrae area and the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area).

“Overall, how easy did you find it to report repairs to Ayrshire Housing?”

Figure 15: How Easy Is It To Report Repairs To Ayrshire Housing?



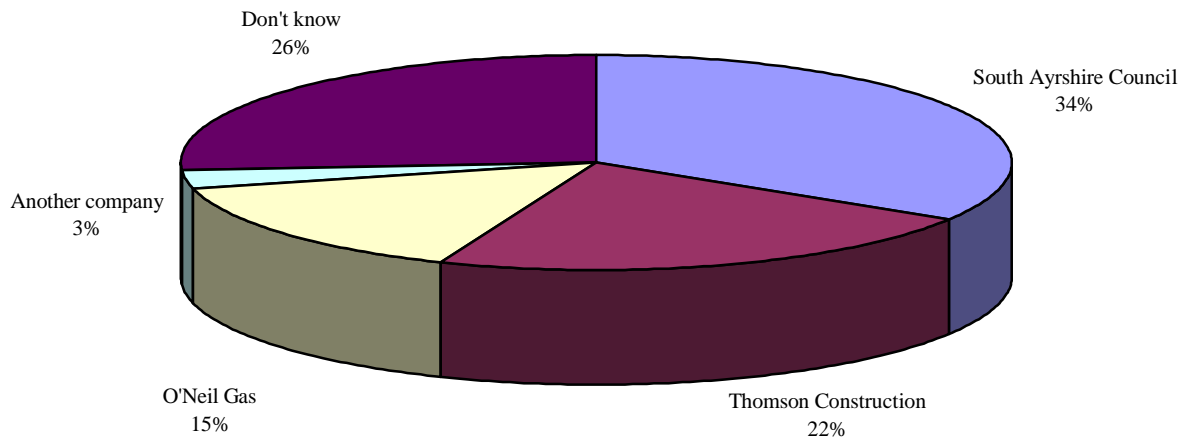
Base: Reported Repair To Ayrshire Housing Within Last 12 Months

From Figure 15 it can be seen that almost all of those who had reported a repair to Ayrshire Housing within the previous 12 months (94%) stated that they found it easy to report repairs to the Association and, indeed, 3 out of 5 of these respondents (62%) specifically stated that they found it ‘very easy’ to report repairs to Ayrshire Housing.

Further examination of the data here indicates no significant variances on the basis of area. It should also be noted that there were no notable variances here in terms of how easy respondents found it to report repairs to Ayrshire Housing on the basis of the two principal means they used to do so i.e. telephone and visits to an Ayrshire Housing office.

“Who carried out the most recent repair you reported to Ayrshire Housing?”

Figure 16: Who Was Your Most Recent Repair Carried Out By?



Base: Reported Repair To Ayrshire Housing Within Last 12 Months

From Figure 16 it can be seen that most respondents identified three organisations as being responsible for undertaking the most recent repair they had reported to Ayrshire Housing i.e.:

- South Ayrshire Council (34%)
- Thomson Construction (22%)
- O'Neil Gas (15%)

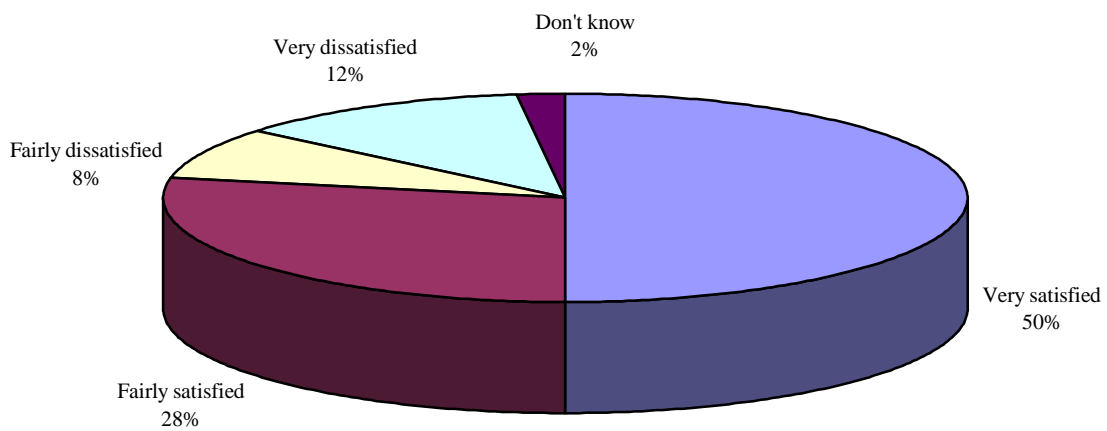
However, it is of interest to note that around a quarter of respondents here (26%) stated that they ‘did not know’ who had carried out the repair they most recent reported to the Association.

Further examination of the data indicates that the most significant variance here on the basis of area was that of the low incidence of repairs being carried out by Thomson Construction amongst those in the Tarbolton, Mossblown &

Coylton area (8% compared to between 22% and 25% for those in the other three areas).

“Overall, how satisfied were you with the most recent repair carried out by Ayrshire Housing?”

Figure 17: Overall Satisfaction With Most Recent Repair Carried Out?



Base: Reported Repair To Ayrshire Housing Within Last 12 Months

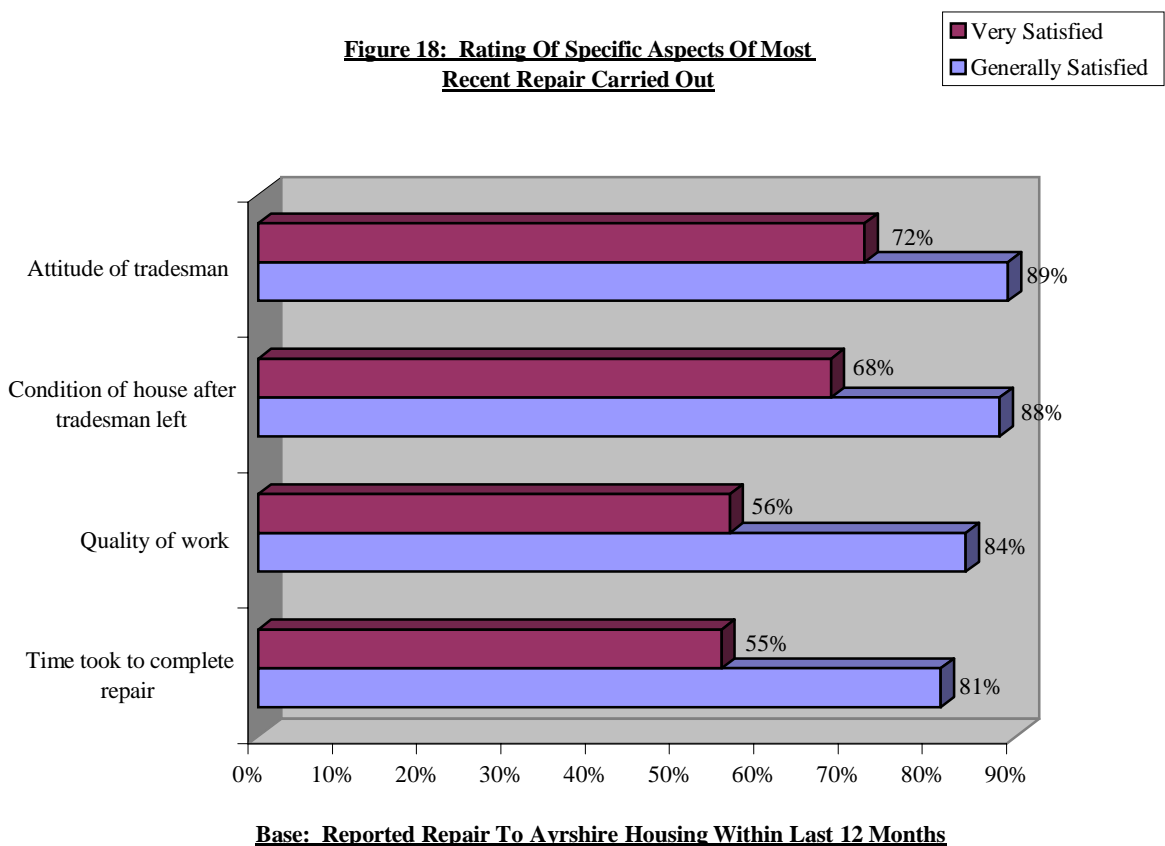
It is encouraging to note from Figure 17 that around 4 out of 5 of those who had reported a repair to Ayrshire Housing within the previous 12 months (78%) noted their satisfaction in this regard and, indeed, exactly half of these respondents (50%) specifically stated that they were ‘very satisfied’ with the most recent repair carried out by Ayrshire Housing.

Despite this positive outcome, however, it should be stressed that 1 in 5 respondents (20%) noted their dissatisfaction with the most recent repair carried out by Ayrshire Housing Association and, indeed, 1 in 12 (12%) specifically stated that they were ‘very dissatisfied’ in this regard.

Further examination of the data here indicates no significant variances on the basis of area.

It should also be noted that there was almost no variation in terms of levels of satisfaction on the basis of the principal contractors who carried out the most recent repair tenants had reported to Ayrshire Housing.

“Overall, how satisfied were you with the following aspects of the most recent repair carried out by Ayrshire Housing?”



It is encouraging to note from Figure 18 that the vast majority of respondents noted their satisfaction (i.e. in terms of being ‘fairly satisfied’ or ‘very satisfied’) with four aspects of the most recent repair carried out by Ayrshire Housing i.e.:

- Attitude of tradesman (89%)

- Condition of house after tradesman left (88%)
- Quality of work (84%)
- Time it took to complete the repair (81%)

Indeed, it should be stressed that a majority of respondents specifically noted that they were 'very satisfied' with each of the four aspects noted above and, in particular, with respect to:

- Attitude of tradesman (79%)
- Condition of house after tradesman left (68%)

Further examination of the data indicates the following variances on the basis of area in terms of satisfaction with specific aspects of the repairs most recently carried out:

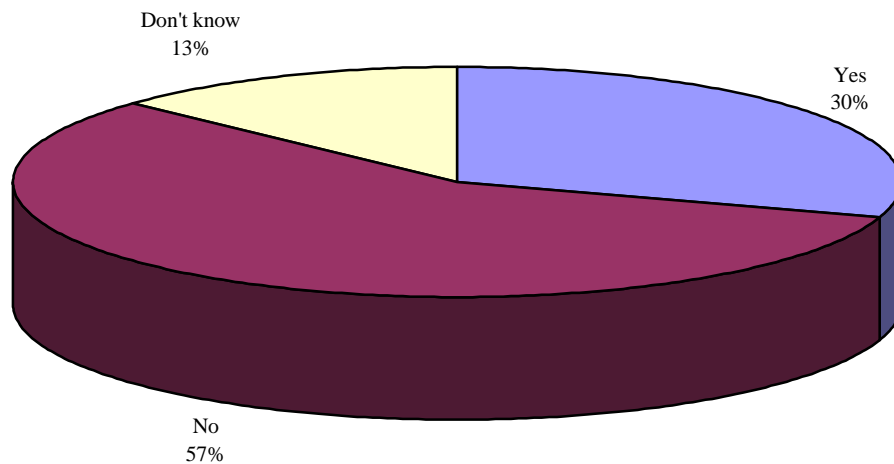
- Highest levels of satisfaction in respect of quality of work: the Ayr, Prestwick, Troon, Dundonald & Symington area (90% compared to 73% to 77% for the three remaining areas)
- Highest levels of satisfaction with regard to attitude of tradesmen: the Ayr, Prestwick, Troon, Dundonald & Symington area and the Tarbolton, Mossblown & Coylton area (92% and 91% respectively compared to 79% and 82% for those in the Girvan, Barr & Ballantrae area and the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area)
- Highest levels of satisfaction in respect of condition of house after tradesmen left: the Tarbolton, Mossblown & Coylton area (100% compared to, for example, 78% for the Girvan, Barr & Ballantrae area)
- Highest levels of satisfaction in respect of time taken to complete repairs: the Tarbolton, Mossblown & Coylton area (96% compared to 69% and 76% respectively for those in the Girvan, Barr & Ballantrae area and the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area)

Further examination of the data also indicates no notable variations in respect of levels of satisfaction with specific elements of the most recent repair tenants

reported to Ayrshire Housing on the basis of the contactor responsible for that repair. Indeed, it should be stressed that, overall, levels of satisfaction were very similar for repairs carried out by South Ayrshire Council, Thomson Construction and O’Neill Gas across the four indicators under consideration.

“Were you provided with a completion time for the repair you most recently reported to Ayrshire Housing?”

Figure 19: Provided With Completion Time For Repair Most Recently Reported?



Base: Reported Repair To Ayrshire Housing Within Last 12 Months

Figure 19 indicates that less than a third of those who had reported a repair to Ayrshire Housing within the previous 12 months (30%) stated that they were provided with a completion time for the repair they most recent reported to the Association – with nearly 6 out of 10 respondents (57%) specifically stating that that had not been the case.

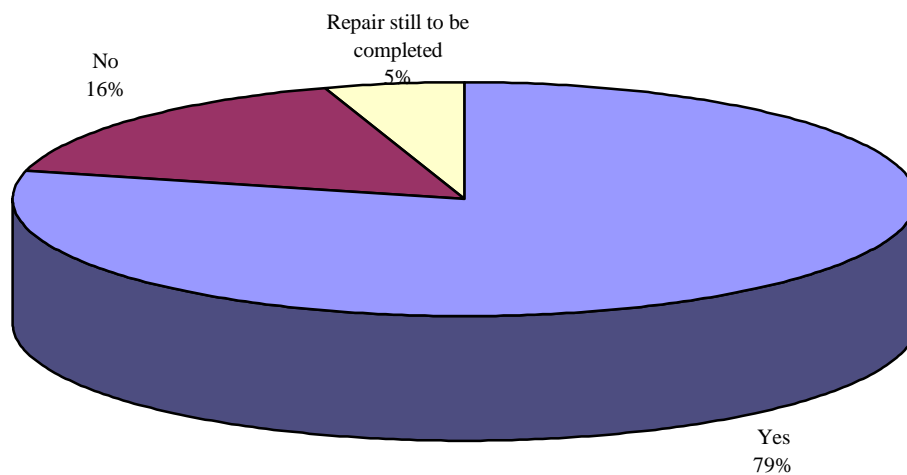
Further examination of the data here indicates no significant variances on the basis of area, however, does indicate a variance on the basis of the likelihood of the respondent being provided with a completion time for the repair they

most recently reported to Ayrshire Housing and the contractor who carried out that repair i.e.:

- O’Neill Gas (41%)
- South Ayrshire Council (33%)
- Thomson Construction (26%)

“Was the repair you most recently reported to Ayrshire Housing completed within the timescale you were told?”

Figure 20: Most Recent Repair Completed Within Timescale Indicated?



Base: Tenants Provided With Completion Time

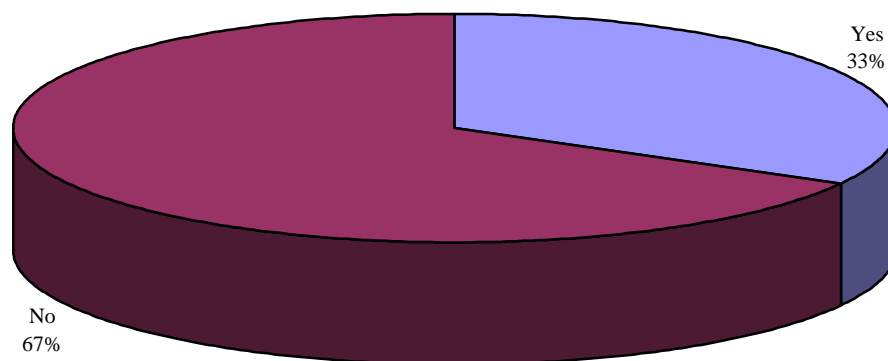
From Figure 20 it can be seen that amongst tenants stating that they had been provided with a completion time by Ayrshire Housing in respect of the repair they had most recently reported to the Association, 4 out of 5 (79%) stated that this repair had been completed within the specified timescale.

Indeed, it should be stressed that only around 1 in 6 respondents (16%) specifically stated that this had not been the case i.e. the balance (of 5%) stating that their repair had still to be completed.

Further examination of the data here indicates no significant variances on the basis of area, but does indicate that the incidence of repairs most recently reported to Ayrshire Housing being completed within the timescale tenants were told was highest amongst those carried out by South Ayrshire Council and O'Neill Gas (83% and 79% respectively compared to 56% for Thomson Construction).

“Have you ever used Ayrshire Housing’s out of hours repair service?”

Figure 21: Ever Used Ayrshire Housing's Out Of Hours Repair Service?



Base: Reported Repair To Ayrshire Housing Within Last 12 Months

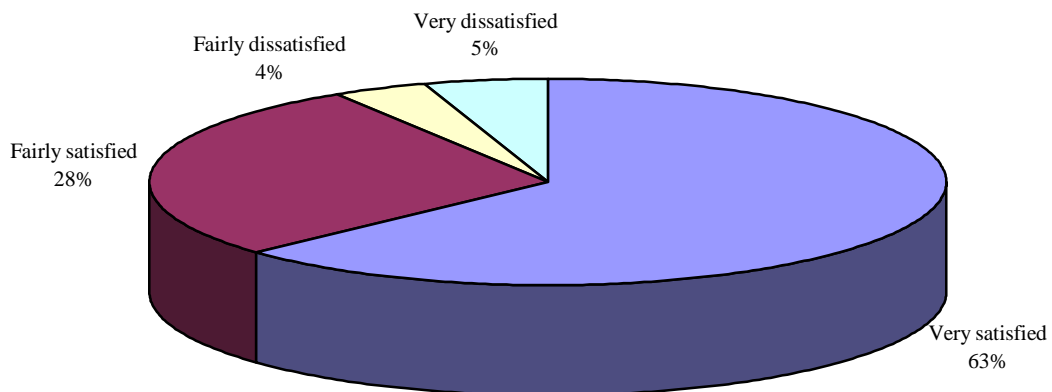
From Figure 21 it can be seen that a third of those who had reported a repair to Ayrshire Housing within the previous 12 months (33%) stated that they had used Ayrshire Housing’s out of hours repair service at some time.

Further examination of the data indicates that those most likely to have used Ayrshire Housing’s out of hours repair service were resident in the Ayr, Prestwick, Troon, Dundonald & Symington area and the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area (36% and 35% respectively compared

to 24% in both the Girvan, Barr & Ballantrae area and the Tarbolton, Mossblown & Coylton area).

“Overall, how satisfied were you with the out of hours repair service?”

Figure 22: Overall Satisfaction With Our Of Hours Repair Service?



Base: Tenants Using Out Of Hours Repairs Service

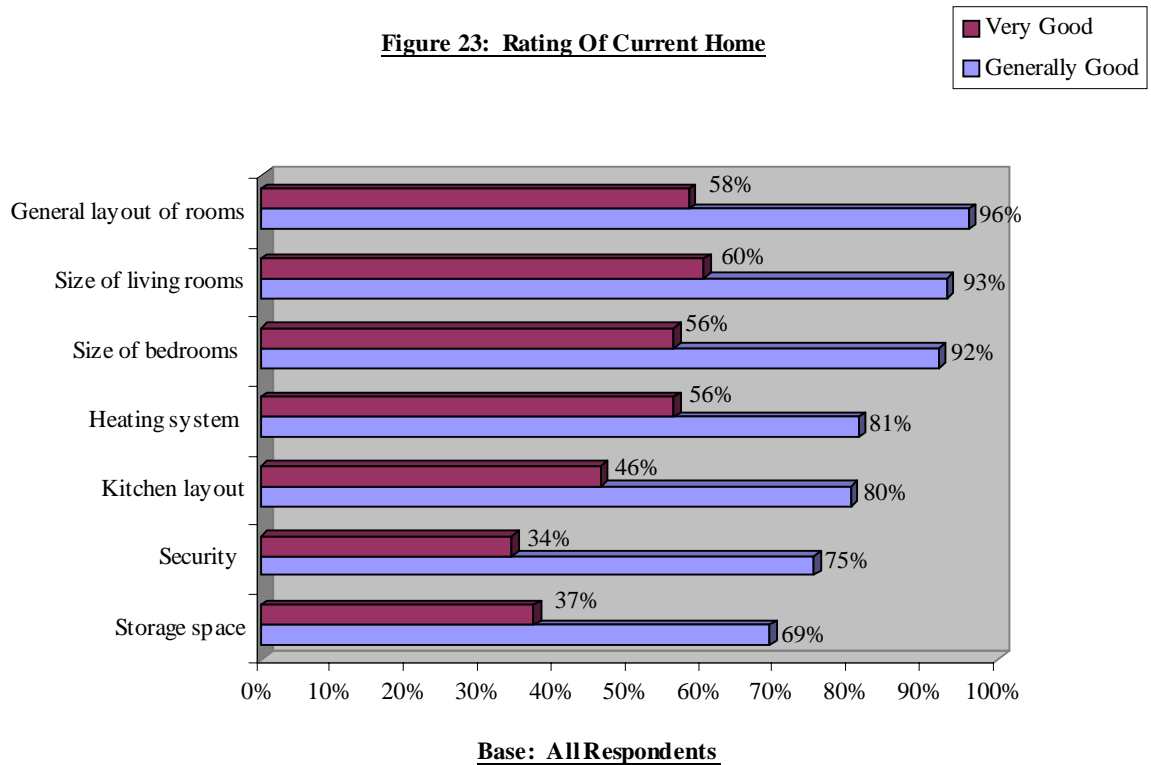
Figure 22 indicates that only 1 in 10 respondents stating that they had used the Association’s out of hours repair service (9%) noted their dissatisfaction with this service.

Accordingly, as a corollary of this, 9 out of 10 respondents had used the out of hours repair service (91%) noted their satisfaction with this service and, indeed, nearly two thirds (63%) specifically stated that they were ‘very satisfied’ with the Association’s out of hours repair service.

Further examination of the data here indicates no significant variances on the basis of area.

7.0 YOUR CURRENT ACCOMMODATION

“How would you rate your current house in terms of the following?”



It is encouraging to note from Figure 23 that a notable majority of respondents rated their current house positively (i.e. in terms of being ‘fairly good’ or ‘very good’) across seven key indicators i.e.:

- General layout of rooms (96%)
- Size of living rooms (93%)
- Size of bedrooms (92%)
- Heating system (81%)
- Kitchen layout (80%)
- Security (75%)
- Storage space (69%)

Indeed, a majority of respondents specifically rated four aspects of their current house as being ‘very good’ i.e.:

- Size of living rooms (60%)
- General layout of rooms (58%)
- Size of bedrooms (56%)
- Heating system (56%)

Table 1 below highlights variances on the basis of general levels of satisfaction (i.e. rating aspects of their home as being ‘fairly good’ or ‘very good’) on the basis of area.

TABLE 1

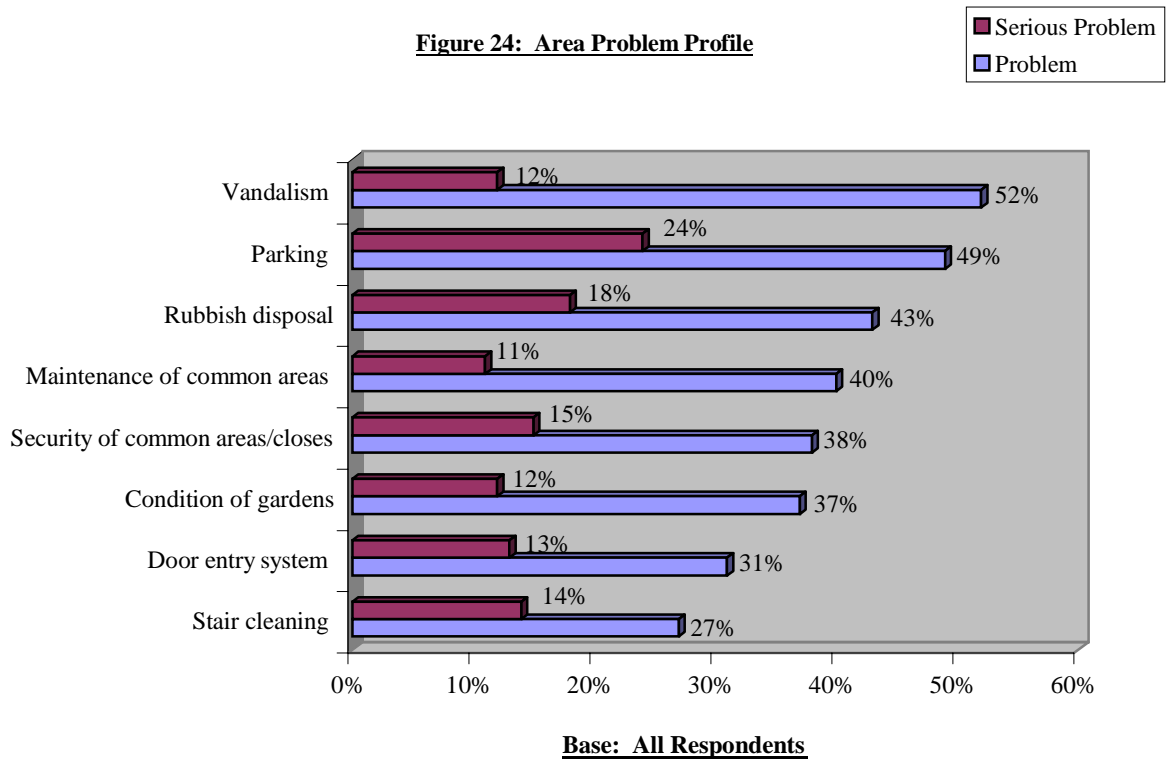
<u>Factor</u>	<u>Highest ‘Generally Good’ Rating</u>	<u>Lowest ‘Generally Good, Rating</u>
General layout of rooms	The Ayr, Prestwick, Troon, Dundonald & Symington area, The Girvan, Barr & Ballantrae area and The Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area	The Tarbolton, Mossblown & Coylton area
Size of living rooms	The Ayr, Prestwick, Troon, Dundonald & Symington area, The Tarbolton, Mossblown & Coylton area and The Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area	The Girvan, Barr & Ballantrae area
Size of bedrooms	The Ayr, Prestwick, Troon, Dundonald & Symington area, The Girvan, Barr & Ballantrae area and The Tarbolton, Mossblown & Coylton area	The Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area
Kitchen layout	No significant variances	No significant variances
Security	No significant variances	No significant variances

TABLE 1 (cont'd)

<u>Factor</u>	<u>Highest 'Generally Good' Rating</u>	<u>Lowest 'Generally Good, Rating</u>
Heating system	The Ayr, Prestwick, Troon, Dundonald & Symington area and The Tarbolton, Mossblown & Coylton area	The Girvan, Barr & Ballantrae area and The Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area
Storage space	The Ayr, Prestwick, Troon, Dundonald & Symington area and The Tarbolton, Mossblown & Coylton area	The Girvan, Barr & Ballantrae area and The Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area

8.0 ESTATE MANAGEMENT

“How serious do you believe the following problems are in the area that you live in?”



From Figure 24 it can be seen that a significant proportion of respondents encounter a range of problems (i.e. either ‘minor problems’ or ‘serious problems’) in the area that they live in i.e.:

- Vandalism (52%)
- Parking (49%)
- Rubbish disposal (43%)
- Maintenance of common areas (40%)
- Security of common entries/closes (38%)
- Condition of gardens (37%)
- Door entry system (31%)
- Stair cleaning (27%)

Thereafter, two problems emerged most significantly as being ‘serious problems’ for a notable core of tenants in the area that they live in i.e.:

- Parking (24%)
- Rubbish disposal (18%)

Table 2 below highlights variances in terms of the extent to which each of the above issues are perceived as representing problems (i.e. ‘minor problems’ or ‘serious problems’) in each of the areas under consideration.

TABLE 2

<u>Problem</u>	<u>Greatest Problem</u>	<u>Least Problem</u>
Vandalism	The Tarbolton, Mossblown & Coylton area	The Ayr, Prestwick, Troon, Dundonald & Symington area, The Girvan, Barr & Ballantrae area and The Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area
Rubbish disposal	The Girvan, Barr & Ballantrae area	The Ayr, Prestwick, Troon, Dundonald & Symington area, The Tarbolton, Mossblown & Coylton area and The Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area
Parking	The Ayr, Prestwick, Troon, Dundonald & Symington area, The Tarbolton, Mossblown & Coylton area and The Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area	The Girvan, Barr & Ballantrae area

TABLE 2 (cont'd)

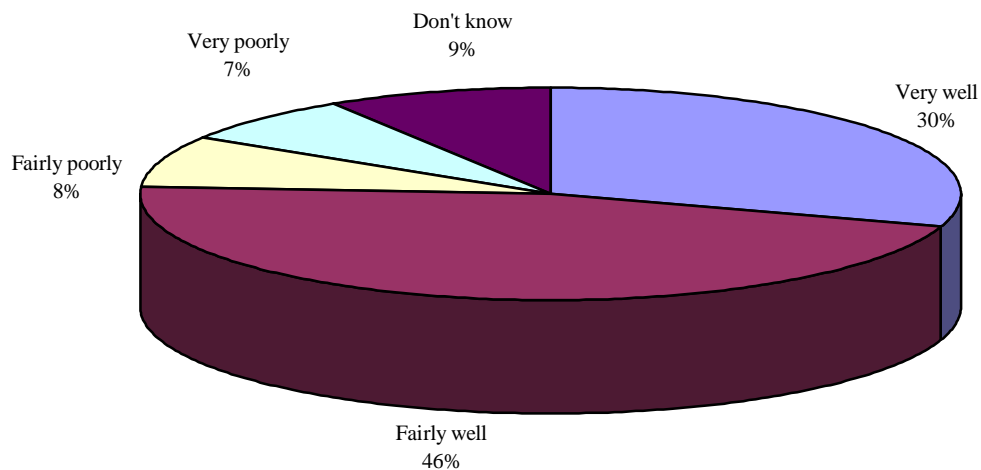
<u>Problem</u>	<u>Greatest Problem</u>	<u>Least Problem</u>
Maintenance of common areas	The Ayr, Prestwick, Troon, Dundonald & Symington area, The Girvan, Barr & Ballantrae area and The Tarbolton, Mossblown & Coylton area	The Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area
Stair cleaning	The Ayr, Prestwick, Troon, Dundonald & Symington area and The Girvan, Barr & Ballantrae area	The Tarbolton, Mossblown & Coylton area and The Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area
Door entry system	The Ayr, Prestwick, Troon, Dundonald & Symington area	The Girvan, Barr & Ballantrae area, The Tarbolton, Mossblown & Coylton area and The Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area
Condition of gardens	The Tarbolton, Mossblown & Coylton area	The Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area
Security of common entry/closes	The Ayr, Prestwick, Troon, Dundonald & Symington area and The Girvan, Barr & Ballantrae area	The Tarbolton, Mossblown & Coylton area and The Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area

9.0 MISCELLANEOUS ISSUES

9.1 Taking Account Of Tenant Views

“How well do you think Ayrshire Housing takes account of its tenants’ views?”

Figure 25: How Well Does Ayrshire Housing Take Account Of Tenant Views?



Base: All Respondents

It is encouraging to note from Figure 25 that three quarters of respondents (76%) stated their belief that Ayrshire Housing takes account of its tenants views ‘well’ and, indeed, nearly a third of respondents (30%) specifically stated their belief that it does so ‘very well’.

Indeed, it should be stressed that only around 1 in 7 respondents (15%) specifically noted their belief that the association takes account of its tenants views ‘poorly’ i.e. the balance of 1 in 10 respondents (9%) feeling unable to express an opinion in response to this question.

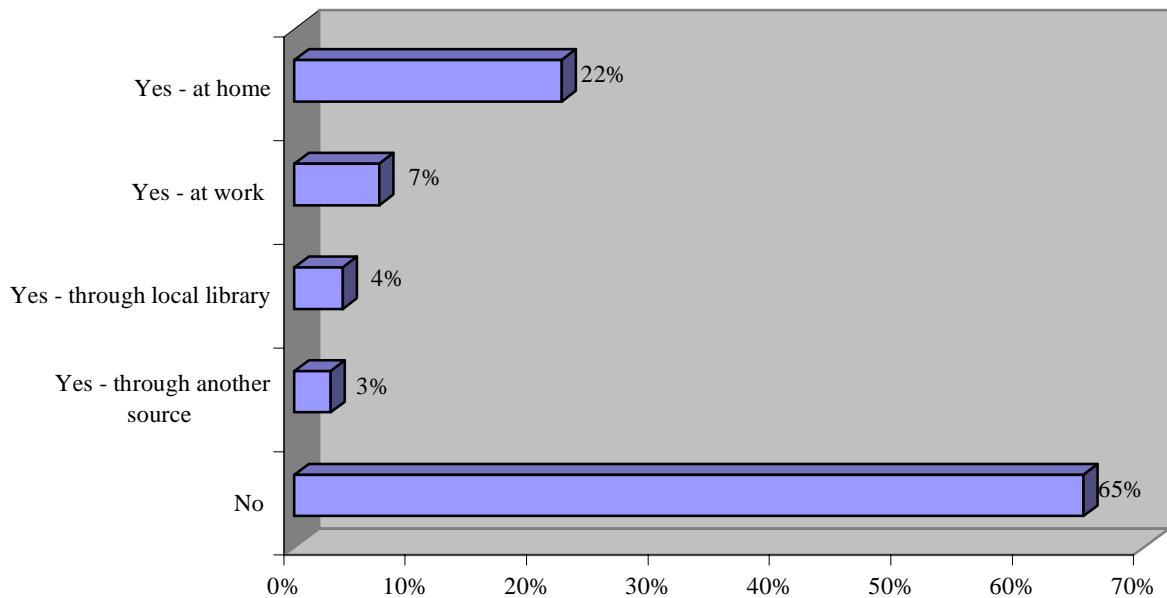
Further examination of the data indicates that those resident in the Girvan, Barr & Ballantrae area and the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area were most likely to believe that Ayrshire Housing takes account of its tenants views ‘poorly’ (21% and 19% respectively compared to, for example, 6% for those in the Tarbolton, Mossblown & Coylton area).

As a corollary of this, those in the Tarbolton, Mossblown & Coylton area and the Ayr, Prestwick, Troon, Dundonald & Symington area were most likely to believe that Ayrshire Housing takes account of its tenants views ‘well’ (80% and 78% respectively compared to, for example, 68% for those in the Girvan, Barr & Ballantrae area).

9.2 Internet Access

“Do you have access to the Internet?”

Figure 26: Do You Have Access To The Internet?



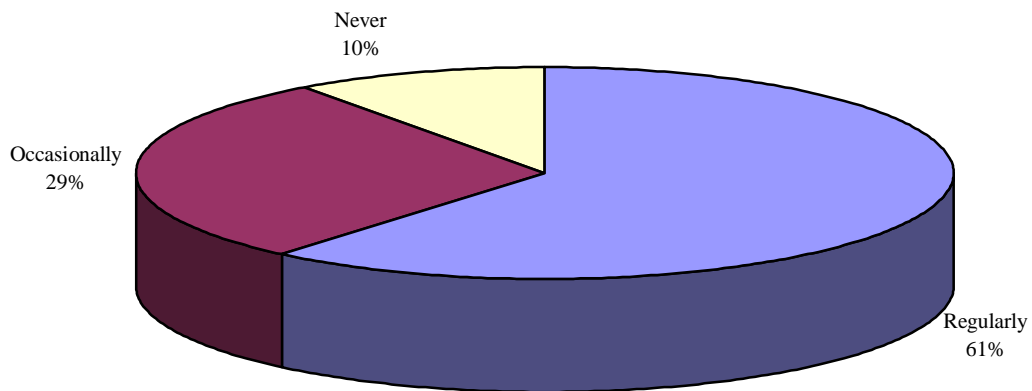
Base: All Respondents

From Figure 26 it can be seen that, overall, around a third of Ayrshire Housing’s tenants (35%) stated that they have access to the Internet – with this access primarily being “at home” (22%).

Further examination of the data indicates that those most likely to have access to the Internet were resident in the Girvan, Barr & Ballantrae area (47% compared to 32% to 35% for those in the other three areas).

“How regularly do you use the Internet?”

Figure 27: Regularity Of Use Of Internet



Base: Tenants Who Have Access To The Internet

From Figure 27 it can be seen that amongst those who stated they had access to the Internet, the majority (61%) stated that they used it ‘regularly’, whilst most others (29%) stated that they did so ‘occasionally’.

Accordingly, only 1 in 10 of those who have access to the Internet (10%) stated that they “never” use it.

Further examination of the data indicates that those with access to the Internet who were most likely to state that they 'never' use it, were resident in the Tarbolton, Mossblown & Coylton area (30% compared to 7% to 12% for those in the other three areas). In contrast, those with access to the Internet who stated that they were most likely to use it 'regularly' were least likely to live in the Maybole, Crosshill, Dailly, Kirkoswald & Kirkmichael area (49% compared to 60% to 65% for those resident in the other three areas).

APPENDIX I

AYRSHIRE HOUSING

TENANT SATISFACTION SURVEY 2005 (J475)

“This survey is being conducted on behalf of Ayrshire Housing. It is an important opportunity for you to let Ayrshire Housing know what you think of them, their service and your home. This questionnaire will be totally anonymous – there is no way that you could be identified from the answers you provide.

When you have completed the questionnaire, please place it in the envelope provided and return it to us at Ashbrook – no stamp is required.

If you have any queries or questions, please contact your Housing Officer at Ayrshire Housing.

Thank you for taking time to complete this questionnaire. It will play a vital part in ensuring that Ayrshire Housing can improve the service that it offers to tenants.”

Satisfaction With Ayrshire Housing

1. Overall, how satisfied are you with the service you receive from Ayrshire Housing? **(Please tick appropriate box)**

Very satisfied	<input type="checkbox"/>
Fairly satisfied	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

2. Overall, how would you describe the value for money of your rent? **(Please tick appropriate box)**

Very good	<input type="checkbox"/>
Fairly good	<input type="checkbox"/>
Fairly poor	<input type="checkbox"/>
Very poor	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

Contact With Ayrshire Housing

3. Have you contacted Ayrshire Housing in any of the following ways during the past year? **(Please tick appropriate boxes)**

	<u>Yes</u>	<u>No</u>	
By telephone	<input type="checkbox"/>	<input type="checkbox"/>	Now go to Q4
By letter	<input type="checkbox"/>	<input type="checkbox"/>	Now go to Q4
By visiting an Ayrshire Housing office	<input type="checkbox"/>	<input type="checkbox"/>	Now go to Q4
Through a visit to your home by a representative of Ayrshire Housing	<input type="checkbox"/>	<input type="checkbox"/>	Now go to Q4
By e-mail	<input type="checkbox"/>	<input type="checkbox"/>	Now go to Q4

No contact with Ayrshire Housing in the past year Now go to Q8

4. Have you contacted Ayrshire Housing in the last year for any of the following reasons? **(Please tick appropriate boxes)**

	<u>Yes</u>	<u>No</u>
To report a repair	<input type="checkbox"/>	<input type="checkbox"/>
About rent payments	<input type="checkbox"/>	<input type="checkbox"/>
To apply or ask a question about housing	<input type="checkbox"/>	<input type="checkbox"/>
To apply for a transfer	<input type="checkbox"/>	<input type="checkbox"/>
To make a complaint	<input type="checkbox"/>	<input type="checkbox"/>
About rent arrears	<input type="checkbox"/>	<input type="checkbox"/>
About a neighbour dispute	<input type="checkbox"/>	<input type="checkbox"/>
To enquire about medical adaptations	<input type="checkbox"/>	<input type="checkbox"/>
About supporting or maintaining your tenancy	<input type="checkbox"/>	<input type="checkbox"/>
For another reason (please write this in)		

5. Generally, how easy do you think it is to contact Ayrshire Housing? **(Please tick appropriate box)**

Very easy
 Fairly easy
 Fairly difficult
 Very difficult
 Don't know

6. Was your most recent contact with Ayrshire Housing by... **(Please tick one box only)**

- By telephone
- By letter
- By visiting an Ayrshire Housing office
- Through a visit to your home by a representative of Ayrshire Housing
- By e-mail

7. Overall, how satisfied were you with your most recent contact with Ayrshire Housing? **(Please tick appropriate box)**

- Very satisfied
- Fairly satisfied
- Fairly dissatisfied
- Very dissatisfied
- Don't know

8. Would you like more information from Ayrshire Housing about any of the following? **(Please tick appropriate boxes)**

	<u>Yes</u>	<u>No</u>
What is happening in your area	<input type="checkbox"/>	<input type="checkbox"/>
Repairs policy	<input type="checkbox"/>	<input type="checkbox"/>
Allocations policy	<input type="checkbox"/>	<input type="checkbox"/>
Safety and security	<input type="checkbox"/>	<input type="checkbox"/>
Benefit advice	<input type="checkbox"/>	<input type="checkbox"/>
How the Association is run	<input type="checkbox"/>	<input type="checkbox"/>
How rent money is spent	<input type="checkbox"/>	<input type="checkbox"/>
Energy advice	<input type="checkbox"/>	<input type="checkbox"/>
Paying rent	<input type="checkbox"/>	<input type="checkbox"/>
Ayrshire Housing's future plans	<input type="checkbox"/>	<input type="checkbox"/>

Complaints

9. Did you know that Ayrshire Housing has a complaints procedure? **(Please tick appropriate box)**

- Yes
- No

Service Areas – Rent

10. Which of the following methods do you use to pay rent? **(Please tick appropriate boxes)**

Bank Standing Order
All Paycard
Post Cheque/Post Order
Girobank Card
Through Housing Benefit

11. Overall, how satisfied are you with the method you usually use to pay your rent? **(Please tick appropriate box)**

Very satisfied
Fairly satisfied
Fairly dissatisfied
Very dissatisfied
Don't know

12. Would you like Ayrshire Housing to promote any of the following new methods for tenants to pay their rent? **(Please tick appropriate boxes)**

	<u>Yes</u>	<u>No</u>
Direct Debit	<input type="checkbox"/>	<input type="checkbox"/>
Paying by Credit Card	<input type="checkbox"/>	<input type="checkbox"/>
Paying at a Bank in person	<input type="checkbox"/>	<input type="checkbox"/>
Paying online (by internet or telephone)	<input type="checkbox"/>	<input type="checkbox"/>

Service Areas – Repairs

13. Have you reported a repair to Ayrshire Housing within the last 12 months? **(Please tick appropriate box)**

Yes Now go to Q14
No Now go to Q23

14. How have you reported repairs to Ayrshire Housing over the past 12 months? **(Please tick appropriate boxes)**

By telephone
By visiting an Ayrshire Housing office
By letter
By e-mail

15. Overall, how easy did you find it to report repairs to Ayrshire Housing? **(Please tick appropriate box)**

Very easy
 Fairly easy
 Fairly difficult
 Very difficult
 Don't know

16. Who carried out the most recent repair you reported to Ayrshire Housing? **(Please tick one box only)**

South Ayrshire Council
 Thomson Construction
 O'Neil Gas
 Another Company – please write this in _____
 Don't know

17. Overall, how satisfied were you with the most recent repair carried out by Ayrshire Housing? **(Please tick appropriate box)**

Very satisfied
 Fairly satisfied
 Fairly dissatisfied
 Very dissatisfied
 Don't know

18. Overall, how satisfied were you with the following aspects of the most recent repair carried out by Ayrshire Housing? **(Please tick appropriate boxes)**

	<u>Very Satisfied</u>	<u>Fairly Satisfied</u>	<u>Fairly Dissatisfied</u>	<u>Very Dissatisfied</u>	<u>Repair Not Yet Completed</u>	<u>Don't know</u>
Quality of work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Attitude of tradesman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of house after tradesman left	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Time it took to complete the repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

19. Were you provided with a completion time for the repair you most recently reported to Ayrshire Housing? **(Please tick appropriate box)**

Yes Now go to Q20
 No Now go to Q21
 Don't know Now go to Q21

20. Was the repair you most recently reported to Ayrshire Housing completed within the timescale you were told? **(Please tick appropriate box)**

- Yes
 No
 Repair still to be completed
 Don't know

21. Have you ever used Ayrshire Housing's out of hours repair service? **(Please tick appropriate box)**

- Yes Now go to Q22
 No Now go to Q23

22. Overall, how satisfied were you with the out of hours repair service? **(Please tick appropriate box)**

- Very satisfied
 Fairly satisfied
 Fairly dissatisfied
 Very dissatisfied
 Don't know

Your Current Accommodation

23. How would you rate your current house in terms of the following? **(Please tick appropriate boxes)**

	<u>Very Good</u>	<u>Fairly Good</u>	<u>Fairly Poor</u>	<u>Very Poor</u>	<u>Don't know/NA</u>
General layout of rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Size of living rooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Size of bedrooms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen layout	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Heating system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Storage space	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Estate Management

24. How serious do you believe the following problems are in the area that you live in? **(Please tick appropriate boxes)**

	<u>Serious Problem</u>	<u>Minor Problem</u>	<u>No Problem</u>
Vandalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish disposal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Maintenance of common areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Stair cleaning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Door entry system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Condition of gardens	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Security of common entries/closes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

And finally...

25. How well do you think Ayrshire Housing takes account of its tenants' views? **(Please tick appropriate box)**

Very well
Fairly well
Fairly poorly
Very poorly
Don't know

26. Do you have access to the Internet? **(Please tick appropriate boxes)**

Yes – at work Now go to Q27
Yes – at home Now go to Q27
Yes – through my local library Now go to Q27
Yes – through another source Now go to Q27
No Now go to Q28

27. How regularly do you use the Internet? **(Please tick appropriate box)**

Regularly
Occasionally
Never

28. Are you... **(Please tick appropriate box)**

Male
Female

29. What age are you? **(Please write in below)**

30. What is your ethnic background? **(Please tick appropriate box)**

- White - Scottish
- White - Irish
- White - Other British
- Any other White background Please specify _____
- Mixed Please specify _____
- Asian, Asian Scottish or Asian British
- Indian
- Bangladeshi
- Pakistani
- Chinese
- Any other Asian background Please specify _____
- Black, Black Scottish or Black British
- Caribbean
- African
- Any other Black background Please specify _____
- Any other background Please specify _____

31. Are you or a member of your household registered disabled? **(Please tick appropriate box)**

- Yes Now go to Q32
- No Now go to Q33

32. Is the nature of your disability or the disability of the other member of your household... **(Please tick appropriate boxes)**

- Visually impaired
- Hearing/speech impairment
- Learning difficulties
- Physical disability
- Other (please write this in)

33. How long have you lived in your current home? **(Please write in below)**

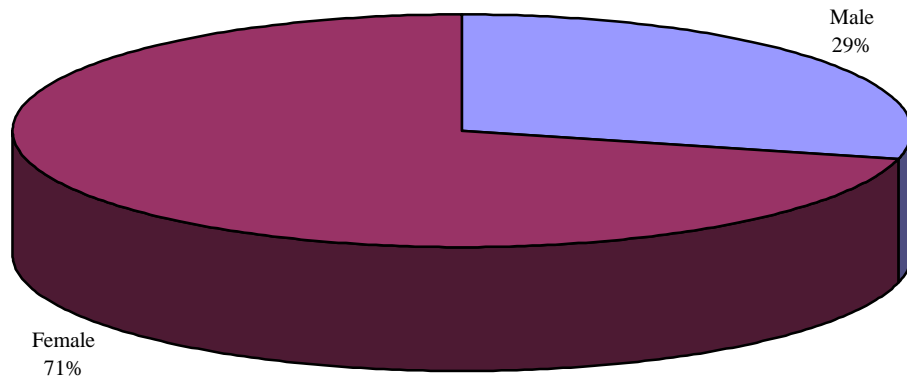
34. Where do you live? **(Please tick appropriate box)**

Ayr <input type="checkbox"/>	Crosshill <input type="checkbox"/>	Kirkmichael <input type="checkbox"/>	Prestwick <input type="checkbox"/>
Ballantrae <input type="checkbox"/>	Dailly <input type="checkbox"/>	Kirkoswald <input type="checkbox"/>	Symington <input type="checkbox"/>
Barr <input type="checkbox"/>	Dundonald <input type="checkbox"/>	Maybole <input type="checkbox"/>	Tarbolton <input type="checkbox"/>
Coylton <input type="checkbox"/>	Girvan <input type="checkbox"/>	Mossblown <input type="checkbox"/>	Troon <input type="checkbox"/>

“Thank you for taking time to complete this questionnaire. Please place it in the enclosed pre-paid envelope and return it to us.”

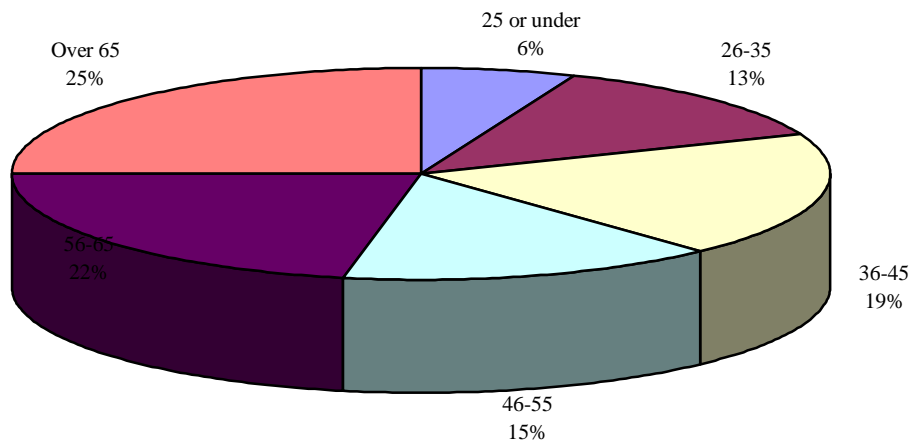
APPENDIX II

Figure 28: Gender Profile



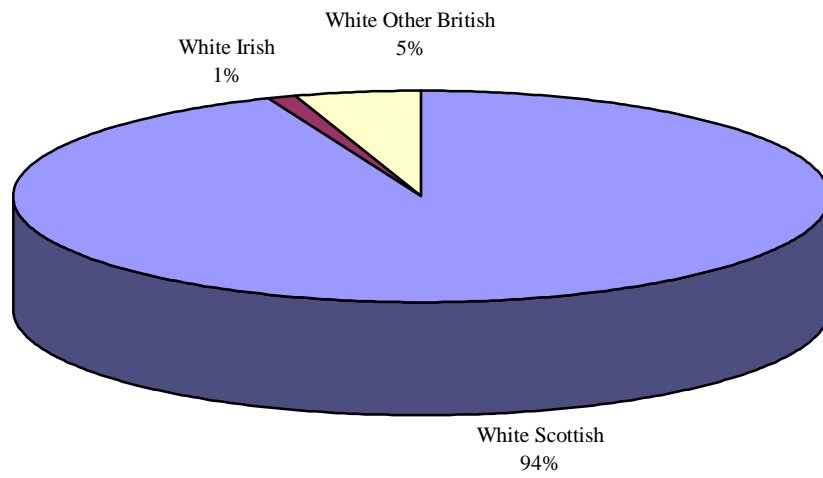
Base: All Respondents

Figure 29: Age Profile



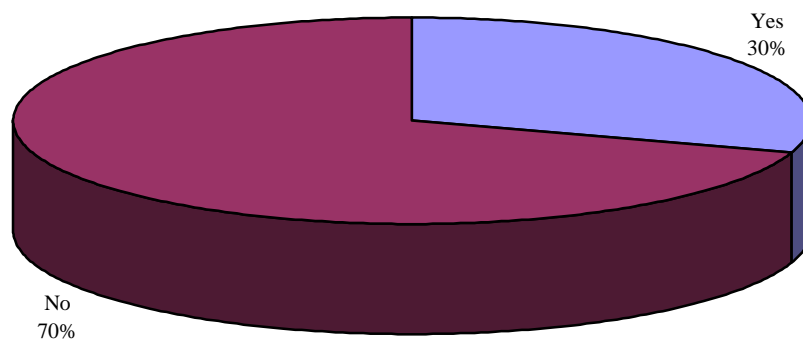
Base: All Respondents

Figure 30: Ethnic Group



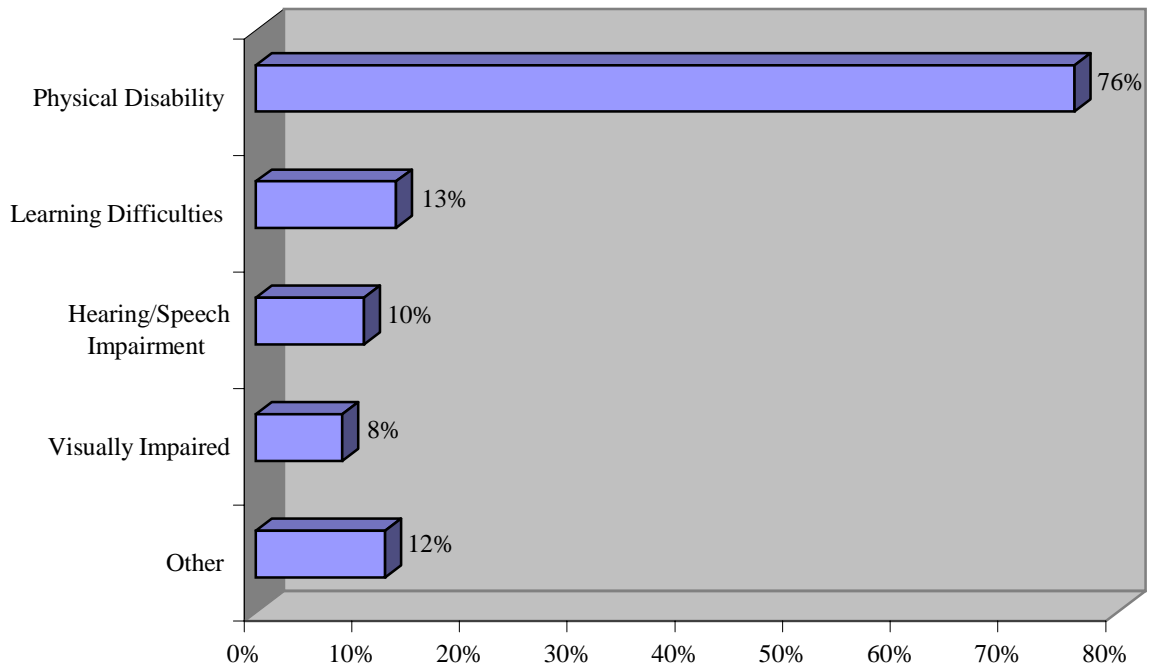
Base: All Respondents

Figure 31: Household Member Registered Disabled?



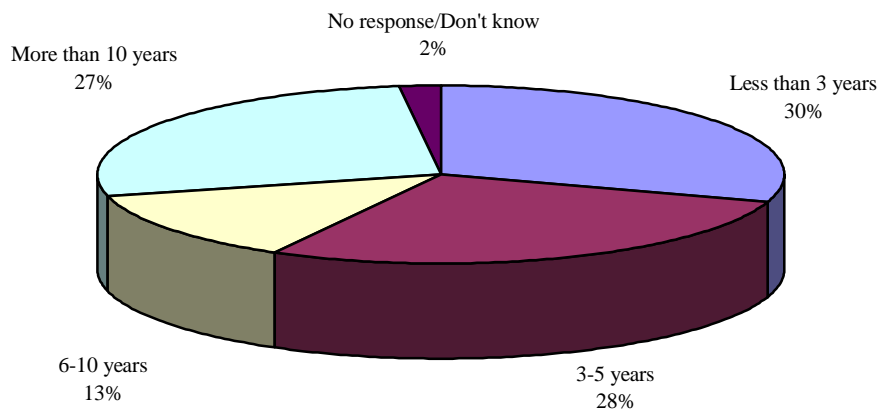
Base: All Respondents

Figure 32: Nature of Disability of Household Member(s)



Base: All Respondents

Figure 33: Length of Time In Current Home



Base: All Respondents