

# Tenant Satisfaction Survey 2019

Final Report

**AYRSHIRE HOUSING**

November 26, 2019

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

<u>ARC indicator number</u>	<u>Measure</u>	<u>% tenants very and fairly satisfied 2013 (postal survey 590 replies)</u>	<u>% tenants very and fairly satisfied 2016 (face to face survey 580 replies)</u>	<u>% tenants very and fairly satisfied 2019 (face to face survey 600 replies)</u>	<u>Scottish RSL sector average 2018-19 (source ARC data May 2019)</u>
Indicator 1	Satisfaction with Ayrshire Housing's overall service	88%	92%	<b>89%</b>	90%
Indicator 2	Satisfaction with being kept informed about services and decisions	88%	93%	<b>92%</b>	93%
Indicator 5	Satisfaction with opportunities to participate in decision making	75%	83%	<b>87%</b>	87%
Indicator 7	Satisfaction with quality of home	82%	88%	<b>88%</b>	88%
Indicator 9	Satisfaction with re-let standard of home <i>(formerly an ARC indicator)</i>	80%	89%	<b>88%</b>	93%*
Indicator 12	Satisfaction with repairs service	84%	92%	<b>85%</b>	93%*
Indicator 13	Satisfaction with Ayrshire Housing's contribution to the management of the neighbourhood	79%	91%	<b>89%</b>	87%
Indicator 25	Rating of rent as very good or fairly good value for money	82%	87%	<b>86%</b>	82%

\*RSL average includes transactional data (comprising information that is collected in-house by the landlord or by the repairs contractor). These approaches generally produce higher satisfaction results than large scale tenant survey data

## Executive Summary

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Ayrshire Housing using an interviewer led questionnaire. The survey was administered during September and October 2019 and by the conclusion of the survey period, 600 tenants had completed an interview, comprising 41% of all available tenants.

### Overall satisfaction

- Taking everything into account, 89% of tenants are satisfied with services overall in 2019 whilst 7% are dissatisfied. In 2016, 92% of tenants were satisfied overall, whilst the RSL sector average (2018-19) for overall satisfaction was 90%<sup>1</sup>.
- Tenant satisfaction varies by customer type e.g. 91% of retired tenants are satisfied overall compared with 86% of tenants living with children at home.
- In general, tenants living in areas such as Mossblown and Crosshill<sup>2</sup> tend to be more satisfied overall than other tenants; tenants living in the Girvan area<sup>3</sup> and Ayr are the least satisfied.

### Housing quality

- Most tenants (88%) are satisfied with housing quality (8% are dissatisfied). The 2019 figures for satisfaction are the same as those reported in 2016 (88% satisfied) and are also the same as the RSL average (88%).
- Housing quality satisfaction is variable according to the type of dwelling the tenant lives in e.g. the least satisfied households types are houses, with 84% of these tenants being satisfied; this contrasts with a figure of 90% for those tenants living in 4 in a block.
- Approx. nine in ten tenants (88%) who have moved into their home in the last year were satisfied with the condition of their property when moving in. This compares with the 2016 figure (89% satisfied) and an RSL average of 93% (*note the average figure for all RSLs on this indicator includes transactional data which produces more satisfactory results than large scale surveys*).

### Repairs service

- Ninety one percent of tenants in 2019 (91%) whose homes had been repaired more than one year ago are satisfied with their last repair. However, considering only those repairs that were carried out in the last 12 months, satisfaction is somewhat lower at 85% satisfied.
- In 2016, 92% of tenants whose homes received a repair in the last year were satisfied. The RSL average for repairs satisfaction is 93%<sup>4</sup> (*note the average figure for all RSLs on this indicator includes transactional data which generally produces more satisfactory results than large scale surveys*).

### Participation, information and contact

- On the measure of participating in the housing decisions made by Ayrshire Housing, 87% of tenants are satisfied (83% in 2016). Compared with the last survey, there has been a strong improvement in this aspect of service.

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<sup>1</sup> The RSL averages used are the weighted averages for 2018-19 excluding supported housing landlords

<sup>2</sup> Mossblown area (comprising Colyton, Mossblown and Tarbolton); Crosshill area (comprising Crosshill, Kirkmichael and Straiton)

<sup>3</sup> Girvan area (comprising Ballantrae, Barr, Dailly and Girvan)

<sup>4</sup> Repairs in last year only

- Ninety two percent (92%) of tenants are satisfied with how they are kept informed by their landlord (93% in 2016).
- Most tenants (87%) are satisfied with the process of contacting Ayrshire Housing; 7% are dissatisfied.
- Approx. one in five tenants (19%) have registered with 'My Home' with most use of this service consisting of paying rent and reporting repairs.

#### Complaints handling

- Three percent (3%) of tenants say that they have complained to their landlord in the last year, and on average, 57% of these tenants are satisfied with how their complaint was handled (27% were dissatisfied).

#### Neighbourhoods

- Eighty nine percent (89%) of tenants are satisfied with the management of their neighbourhood by Ayrshire Housing (5% are dissatisfied). The satisfaction level in 2019 is slightly behind the figure reported in 2016 (91% satisfied) but is better than the RSL average (87%).
- The main neighbourhood issues that cause concern for tenants are dog fouling, and drug use/dealing.

#### Rent value

- Eighty six percent (86%) of tenants rate value for money of rents as good in 2019; 6% say rent value is poor and 8% answered neither good nor poor value. In 2016, 87% rated rent as good value whilst the RSL average is 82%.
- Rent value is closely associated with how tenants rate housing quality and their view of the repairs service i.e. positive views on these areas tend to be equated with a higher rating of value for money.

#### Priorities

- Tenants top 3 service priorities are repairs and maintenance, modernising and upgrading homes, and the allocation of houses.

#### Culture

- Most tenants (87%) agree that the Association is trustworthy as a landlord, whilst the same proportion agree that Ayrshire Housing is open and transparent.

#### **Possible Action Items**

We observe the following as possible areas for further examination or action:

- In 2019, there has been a slight downward shift in tenant satisfaction with repairs that have been carried out in the last year, moving from 92% in 2016 to 85% in 2019. By contrast, tenant satisfaction for repairs that were carried out more than one year ago is 91%. We also note that for the measure of overall satisfaction, tenants whose homes have been repaired in the last year reported 86% satisfaction overall which contrasts with 92% satisfaction overall for tenants who have not used the repair service in the past year. We understand that a potential contributing factor to the decline in tenant satisfaction with the service is that the Association's repairs contractor ceased trading in the early part of 2019. This would likely have brought a certain amount of disruption to the repair service which in turn, may have fed into the lower levels of tenant satisfaction that were recorded during the survey.

- In the context of the above, some specific repair service improvements were identified around the quality of the repair, and a repair needing to be re-done. We suggest using follow up focus groups with tenants to examine what quality issues might be affecting the performance of the repairs service<sup>5</sup>.
- Satisfaction with housing quality has remained broadly stable in 2019 at 87%. However dissatisfied tenants (8%) are still keen to see improvements, be this kitchens, bathrooms, or tackling dampness or boiler/heating system issues. We also observe that for some tenants, housing upgrades (along with repairs) is one of the top two items identified as not meeting with these tenants' expectations. It is also worthy of note that tenants who have used the repair service in the last year are less likely to be satisfied with housing quality when compared to other tenants which may suggest repair service issues are part of the improvements related to housing quality.
- There is a clear connection between being aware of tenant participation options such as the Scrutiny Panel and tenant satisfaction with the indicator for opportunities to participate. This suggests that promoting more awareness of TP options could lead to a higher figure for satisfaction with participation in the future. In addition, there may be scope for Ayrshire Housing to further explore the use of online surveys for engaging tenants in decision making. In 2019, most younger tenants have Internet access (99% for those aged 16 to 34), and 18% of all tenants would be interested in participating using online surveys.
- Whilst a minority of tenants (7%) said they were dissatisfied with their most recent contact with their landlord, there may be scope for improving contact experience by tackling the causes of dissatisfaction amongst this group of tenants i.e. making sure that staff do what they say they will in response to a tenant contact, and reducing the time taken to deal with a tenant's enquiry. Again, this area of tenants' expectations of their landlord contact is something that could be explored using a tenant focus group.
- In relation to neighbourhoods, it may be worth considering how Ayrshire Housing might work with partners such as the local authorities to address issues with dog fouling, drug related problems, and grounds maintenance, which were three main areas that tenants thought could be improved within their neighbourhood. We suggest drilling down into areas of neighbourhood dissatisfaction by scheme or neighbourhood in order to target any improvement actions for this item.

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<sup>5</sup> Two tenant focus groups are part of the survey programme offered by Knowledge Partnership and are included in the budget for this survey

## Introduction

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Ayrshire Housing using an interviewer led questionnaire. The survey was administered between 9<sup>th</sup> September and 25<sup>th</sup> October 2019 and by the conclusion of the survey period, 600 tenants had completed an interview, comprising 41% of all tenants.

### Survey Responses

A profile of the main characteristics of the survey responses is presented below, beginning with property type (table B)<sup>6</sup>. Table B illustrates the proportion of all responses to the survey (% all surveys) that were associated with each type of Ayrshire Housing property. For example, across 600 survey returns, 66% were supplied by tenants living in houses, 26% by tenants living in tenement properties etc. Comparing the survey sample (table B) with Ayrshire Housing's data for all stock (% population) indicates that all property types are represented in the survey responses.

Table B – Survey sample by property type (base 600)

<u>Property type</u>	<u>% all surveys</u>	<u>% population</u>	<u>Property type</u>	<u>% all surveys</u>	<u>% population</u>
House	66%	65%	High Rise	2%	2%
Tenement	26%	25%	4 in a block	1%	2%
Maisonette/other	6%	6%	<b>Count</b>	<b>600</b>	<b>1,505</b>

Table C shows the tenants that completed the survey by principal town and illustrates for example that 52% of those responding to the survey lived in Ayr, 9% in Girvan etc. The column headed '% population' shows the proportion of all tenants living in that town (this information is provided for comparison purposes).

Table C – Survey sample by principal town (base 600)

<u>Principal town</u>	<u>% all surveys</u>	<u>% population</u>	<u>Principal towns</u>	<u>% all surveys</u>	<u>% population</u>
Ayr	52%	53%	Dundonald	5%	5%
Girvan	9%	8%	Tarbolton	5%	4%
Maybole	6%	6%	All other towns/villages	17%	19%
Troon	6%	5%	<b>Count</b>	<b>600</b>	<b>1,505</b>

In table D we illustrate the survey sample (% all surveys) and tenant population by age. This shows for example that 21% of all surveys were completed with tenants aged 45 to 54 compared with 23% of all tenants who are in that age group.

Table D – Survey sample by tenant age (base 600)

<u>Age</u>	<u>% all surveys</u>	<u>% population</u>	<u>Age</u>	<u>% all surveys</u>	<u>% population</u>
16 to 24	6%	5%	55 to 64	20%	20%
25 to 34	16%	15%	65 to 74	13%	12%
35 to 44	13%	17%	75 plus	10%	7%
45 to 54	21%	23%	<b>Count</b>	<b>600</b>	<b>1,505</b>

<sup>6</sup> The property definitions used in table B are those required by the Scottish Government for ARC reporting purposes. The 'High Rise' property type shown in table B relates to a single block of flats located in Ayr

## Ethnic origin

Most tenants surveyed were 'White', with 95% declaring themselves to be 'White Scottish', and 4% saying they were 'White British'. One percent (1%) of those surveyed comprised another ethnic background i.e. Irish or another White ethnic background.

## Assistance with housing costs

Just under three quarters of surveyed tenants (72%) received help with their housing costs; whilst 26% did not (2% declined to say). For those tenants (72%) who did receive rent assistance, 31% were in receipt of universal credit payments, 59% received full housing benefit and 10% received part rent payment.

## Data accuracy and level of analysis

It is possible to estimate the accuracy of the tenant survey data with reference to a statistic called 'margin of error'. The margin of error is the amount by which the quoted survey statistics could vary from the population statistics if a census (as opposed to a survey) had been carried out. On the basis of a response level of 600 questionnaires, and assuming an available tenant population of approx. 1,455<sup>7</sup>, the margin of error for the data quoted in this report is +-3% which is well within the target margin of error set by the Scottish Housing Regulator (being +-5%).

## Weighting

The results presented in this draft report are unweighted.

## Report layout

This report initially sets out the Scottish Social Housing Charter (Annual Return on the Charter-ARC) survey feedback and then presents data for the other questions that were posed in the survey. For each question, figures are provided alongside the relevant commentary.

## Comparisons

Throughout the report we have made comparisons where possible with Ayrshire Housing's 2013 and 2016 tenant satisfaction survey and with the RSL sector weighted averages as reported in the 2018-19 ARC submissions.

## Area definition

In the 2019 survey results, we have presented geographic data by 'area'. The areas used in this report are as follows:

- Ayr (meaning Ayr town)
- Girvan area (comprising Ballantrae, Barr, Dailly and Girvan)
- Mossblown area (comprising Colyton, Mossblown and Tarbolton)
- Maybole area (comprising Dalrymple, Maidens, Maybole and Kirkoswlad)
- Crosshill area (comprising Crosshill, Kirkmichael and Straiton)
- Prestwick area (comprising Dundonald, Monkton, Prestwick, Symington and Troon).

## Rounding

Note that as a result of rounding, some figures in the charts and tables contained within this report may not add exactly to 100%.

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<sup>7</sup> Excludes 50 tenants who declined a visit following issue of the pre-survey letter

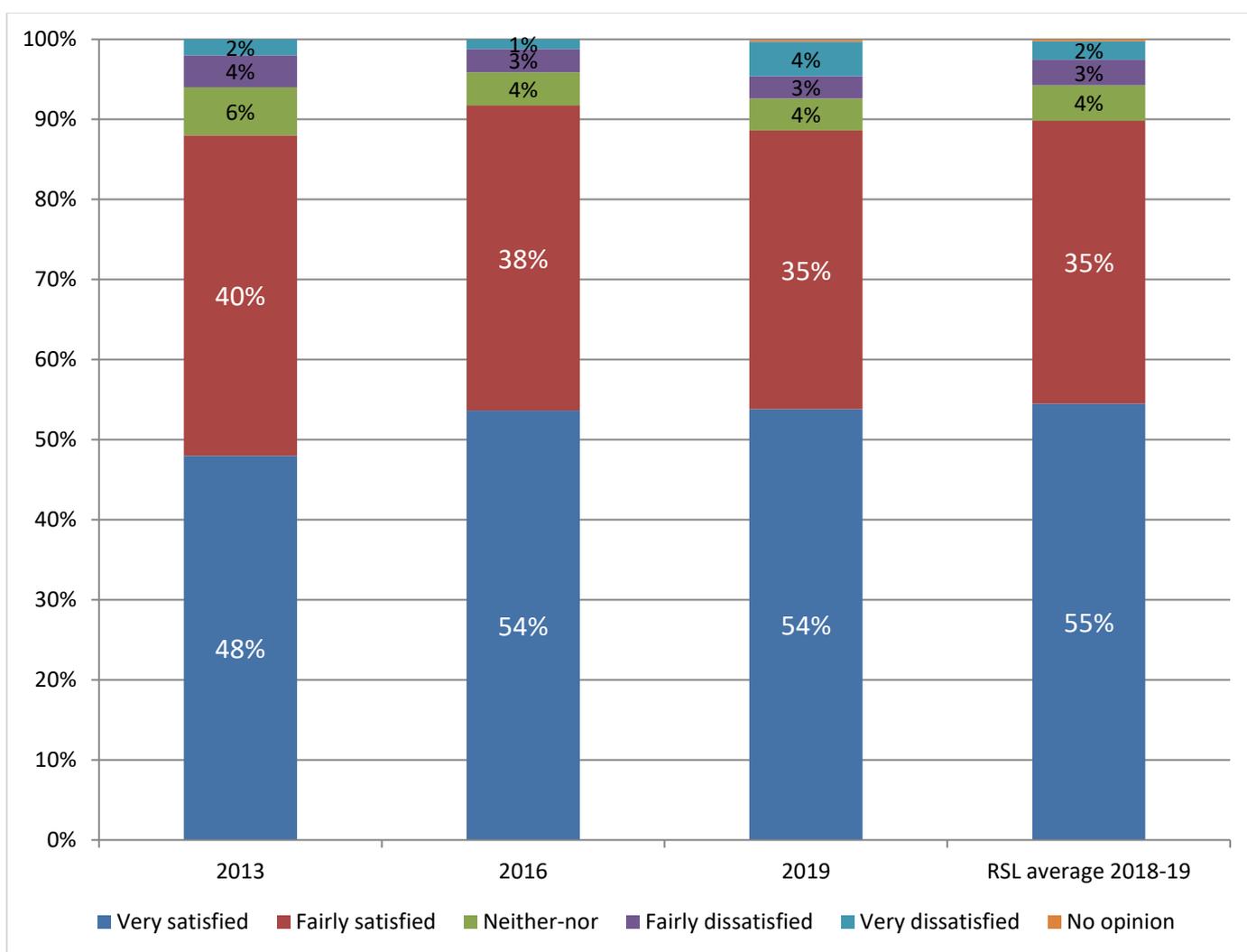
## Overall Tenant Satisfaction

Figure 1 sets out the level of tenant satisfaction with the overall service provided by Ayrshire Housing and illustrates that 89% of tenants are satisfied in 2019. The comparable satisfaction figure for 2016 was 92%. Amongst all RSLs submitting data to the Annual Return on the Charter (ARC) for 2018-19, the sector average satisfaction level recorded was 90%<sup>8</sup>. On a comparative basis therefore, Ayrshire Housing is performing slightly behind the overall satisfaction figure recorded in 2016 (-3% points).

Considering only the 'very satisfied' responses, it is worthy of note here that the proportion of tenants who are very satisfied overall is the same as the figure recorded in 2016 (54%) and continues to be higher (+6% points) than the figure reported in 2013 (48%).

Figure 1 –Satisfaction with the overall service provided by Ayrshire Housing (base 600)

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

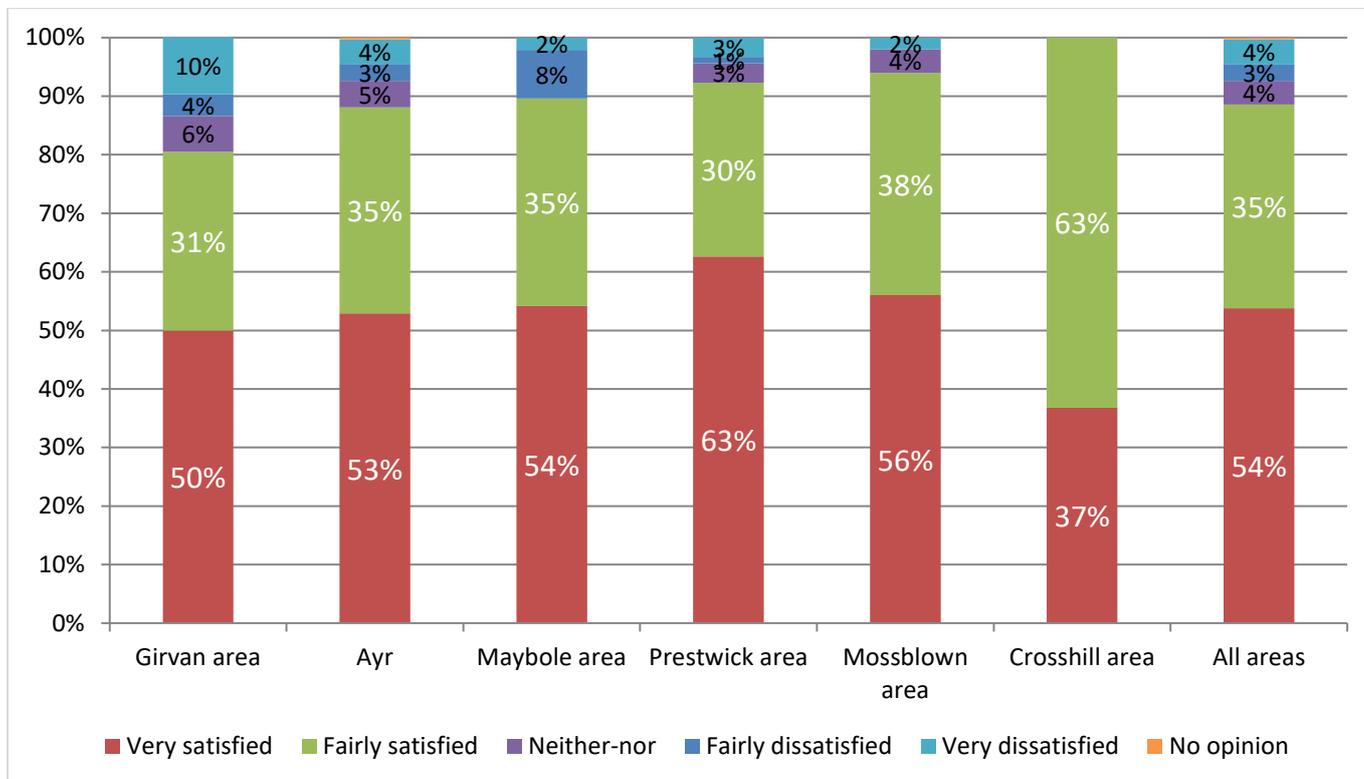


<sup>8</sup> RSL sector average is the weighted average for all housing association ARC results (excludes supported housing)

Figure 2 illustrates tenant satisfaction by area and indicates a narrow range of results from 81% satisfied in the Girvan area and 88% in Ayr, to 93% satisfied in the Prestwick area (including 63% who are 'very satisfied'), 94% satisfied in the Mossblown area, and 100% satisfied in the Crosshill area<sup>9</sup>.

Figure 2 –Satisfaction with the service provided by area (base 600)

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



Overall satisfaction by property type

Analysis of overall tenant satisfaction by property type reveals high levels of satisfaction for some property types e.g. 94% satisfied in tenements. Conversely, only 67% of tenants surveyed in high rise blocks are satisfied with services overall<sup>10</sup>.

Table 1 –Satisfaction with the service provided by property type (base 600)

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

Property	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied	No opinion
Tenement	56%	38%	2%	3%	2%	-
Maisonette/other	56%	35%	-	3%	6%	-
House	53%	34%	5%	3%	5%	-
4 in a block	43%	43%	14%	-	-	-
High Rise	56%	11%	11%	11%	11%	-
<b>All formats</b>	<b>54%</b>	<b>35%</b>	<b>4%</b>	<b>3%</b>	<b>4%</b>	<b>-</b>

<sup>9</sup> Treat Crosshill area with caution as this only comprises 19 surveyed tenants

<sup>10</sup> Treat with caution as High Rise represents only 2% of all property types

## Overall satisfaction by tenant demographic

Table 2 illustrates that the most satisfied tenants are those who are retired (91% satisfied) or living in single person households (91%). Conversely, the least satisfied tenants are those with children at home (86%), and tenants who are aged 55 to 64 (86%).

Table 2 –Satisfaction with the service provided by tenant (base 600)

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

<u>Tenant segment</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
Retired	56%	35%	3%	3%	3%	-
Single-person household	53%	38%	3%	2%	5%	-
65 plus	56%	34%	4%	3%	4%	-
16 to 34	64%	26%	3%	2%	5%	-
No children in household	52%	37%	4%	3%	4%	-
Employed	58%	31%	4%	3%	4%	-
35 to 54	46%	43%	5%	2%	5%	-
Other not working	47%	40%	6%	4%	4%	-
Two-or more person household	54%	33%	5%	4%	4%	-
Unable to work	52%	35%	4%	2%	7%	1%
Children in household	58%	28%	5%	3%	5%	-
55 to 64	54%	32%	4%	5%	4%	1%
<b>All tenants</b>	<b>54%</b>	<b>35%</b>	<b>4%</b>	<b>3%</b>	<b>4%</b>	-

## Tenant dissatisfaction

Tenant dissatisfaction with services overall is 7% (figure 1) and is mainly associated with tenants living in the Girvan area, the Maybole area, and Ayr. Dissatisfaction is also associated with tenants who live in larger households, including those who have children at home.

As a follow on to survey question 1 (overall satisfaction) tenants were asked to say why they were dissatisfied with the service overall and as illustrated in figure 3, most tenants who are dissatisfied indicate that this was caused by the repair service (40% of tenants who are dissatisfied said this was because of the repair service being poor).

We have analysed overall satisfaction according to whether the tenant's home has had a repair in the last year. As indicated (figure 4), where the tenant's home has been repaired in the last year, 87% of these tenants are satisfied **with services overall** compared with 92% of tenants whose home has not been repaired in the last year.

Figure 3 shows that 72% of dissatisfied tenants either made a follow up comment about their cause of dissatisfaction or proposed another reason to be dissatisfied. All comments made on this item are set out in annex 1. An example of the comments includes:

- ✓ 'All the houses got upgrades and this one was missed''
- ✓ 'Been waiting since December 2018 for someone to come out and look at the dampness. I have called on numerous occasions'
- ✓ 'Building new houses but no increase in housing officers'
- ✓ 'Dampness in bedrooms, only being wiped down with bleach and then it returns. Not finding the cause'.

Figure 3 –Dissatisfaction with the service provided (base 43)

Q-Why are you dissatisfied with the service overall?

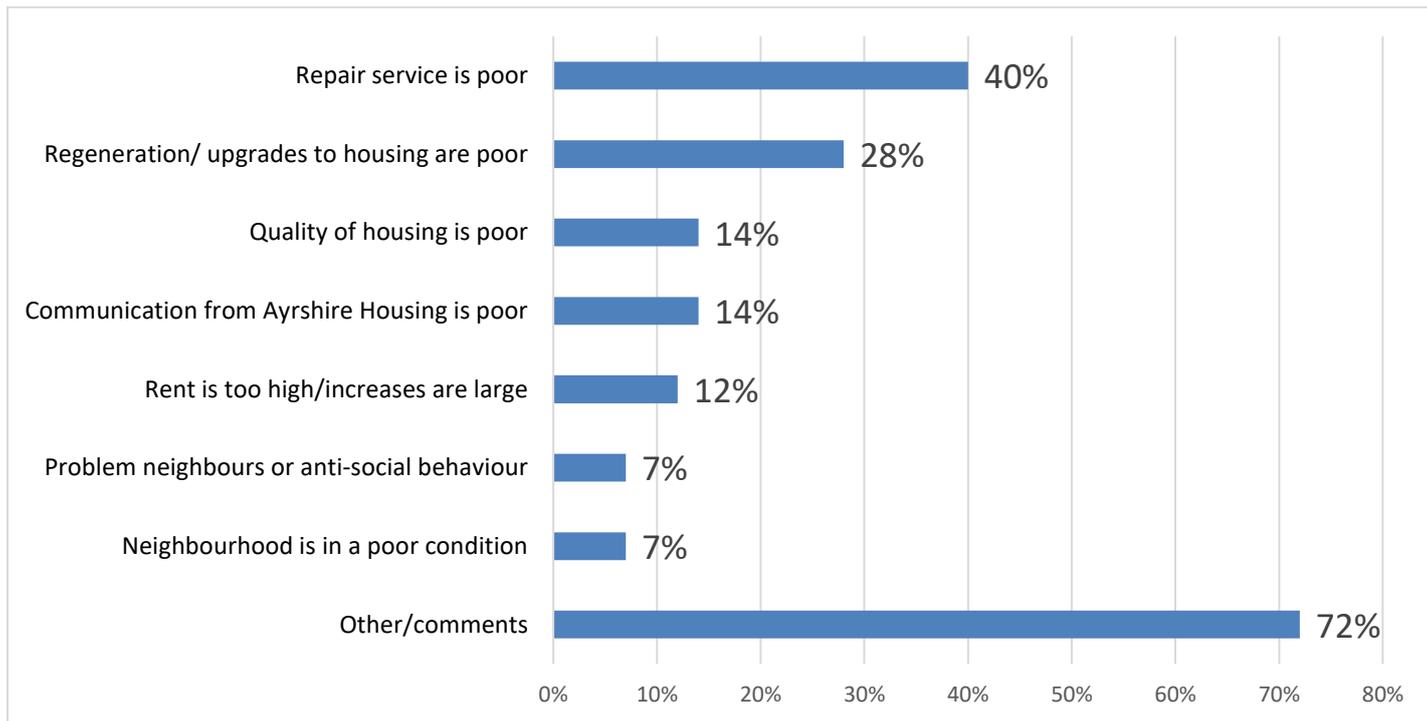
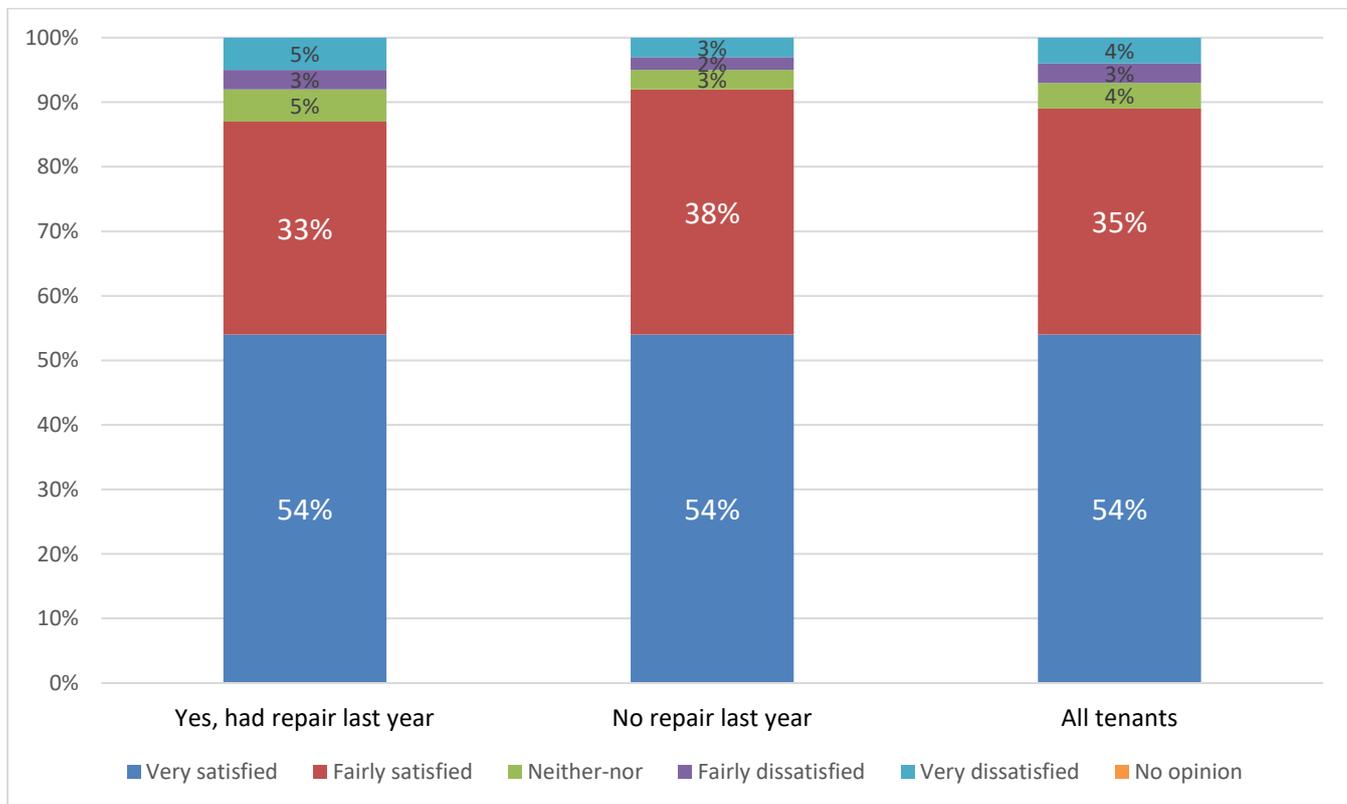


Figure 4 –Satisfaction with the overall service provided (by repair status) (base 600)

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



## Housing Quality

Overall tenant satisfaction with the quality of housing is set out in figure 5 and reveals that 88% of tenants are satisfied with their home whilst approx. 8% are dissatisfied in 2019. The current year figures for this measure are identical to those found during the 2016 survey (88% satisfied). Compared with the RSL sector average (88% satisfied), the Association’s housing quality satisfaction is equal to the ‘norm’.

Figure 5 –Satisfaction with housing quality overall (base 600)

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

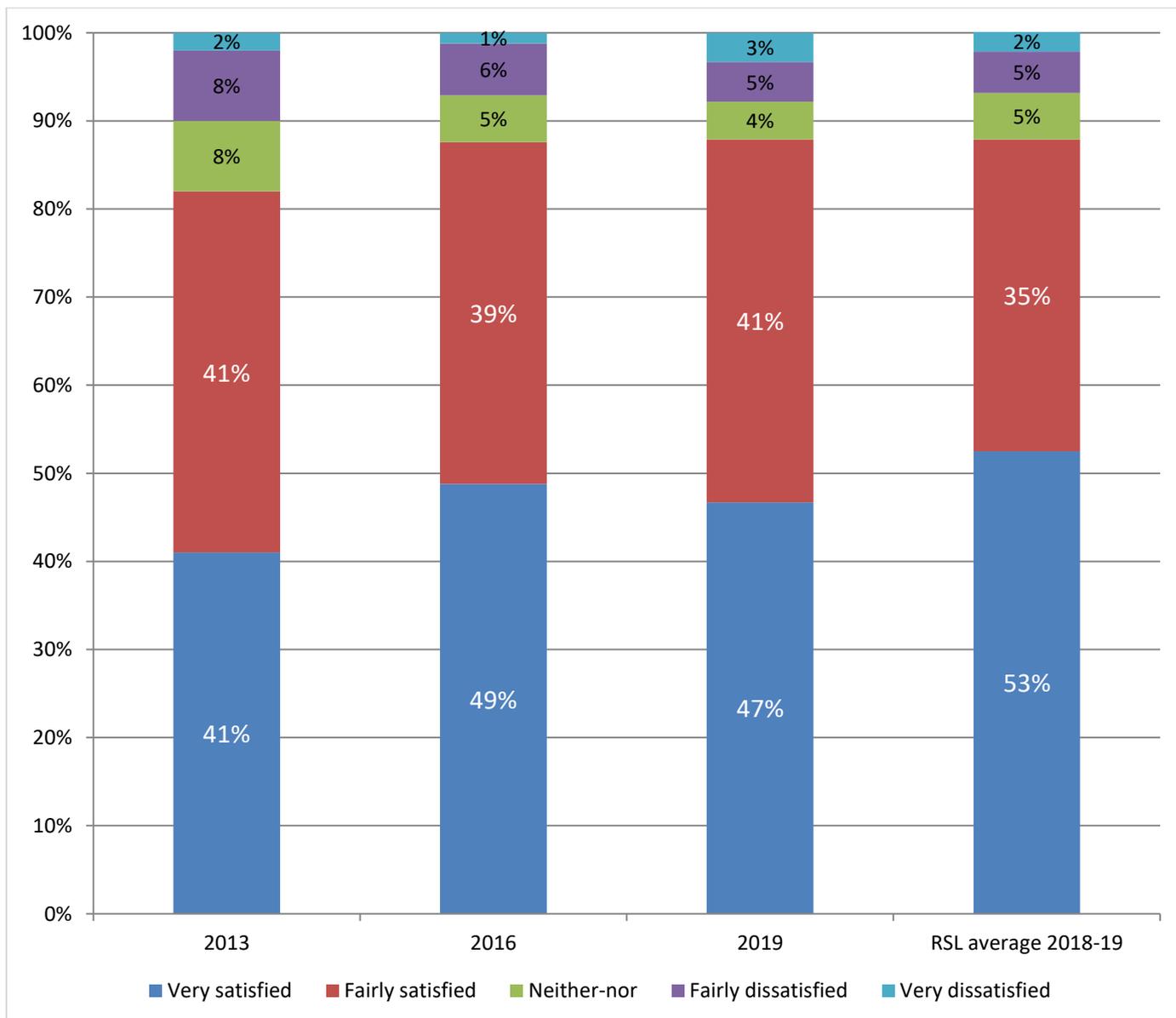
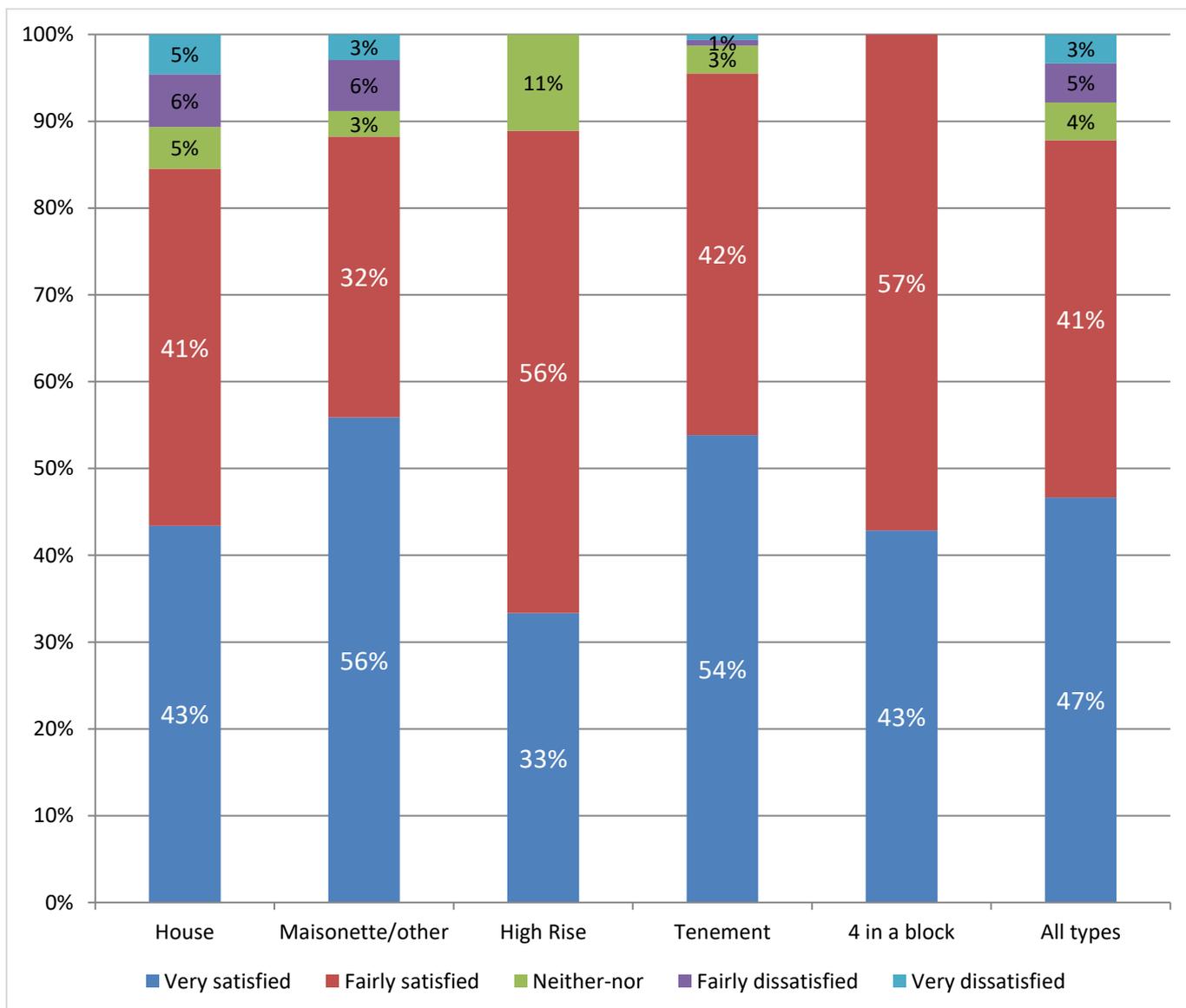


Figure 6 sets out the results for housing quality satisfaction by property type and highlights good levels of satisfaction for most formats. The main property types expressing dissatisfaction with the quality of housing are houses (11%) and maisonettes/other (9%).

Figure 6 –Satisfaction with housing quality by property type (base 600)

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



### Reasons for housing dissatisfaction

The reasons given by forty seven tenants (8%) to illustrate why they were dissatisfied with housing quality are set out in figure 7. This shows that issues with kitchens (40% of all dissatisfaction), bathrooms (32%) and dampness and heating systems (21% each) are the four main property issues that cause tenants to be dissatisfied with the quality of their home.

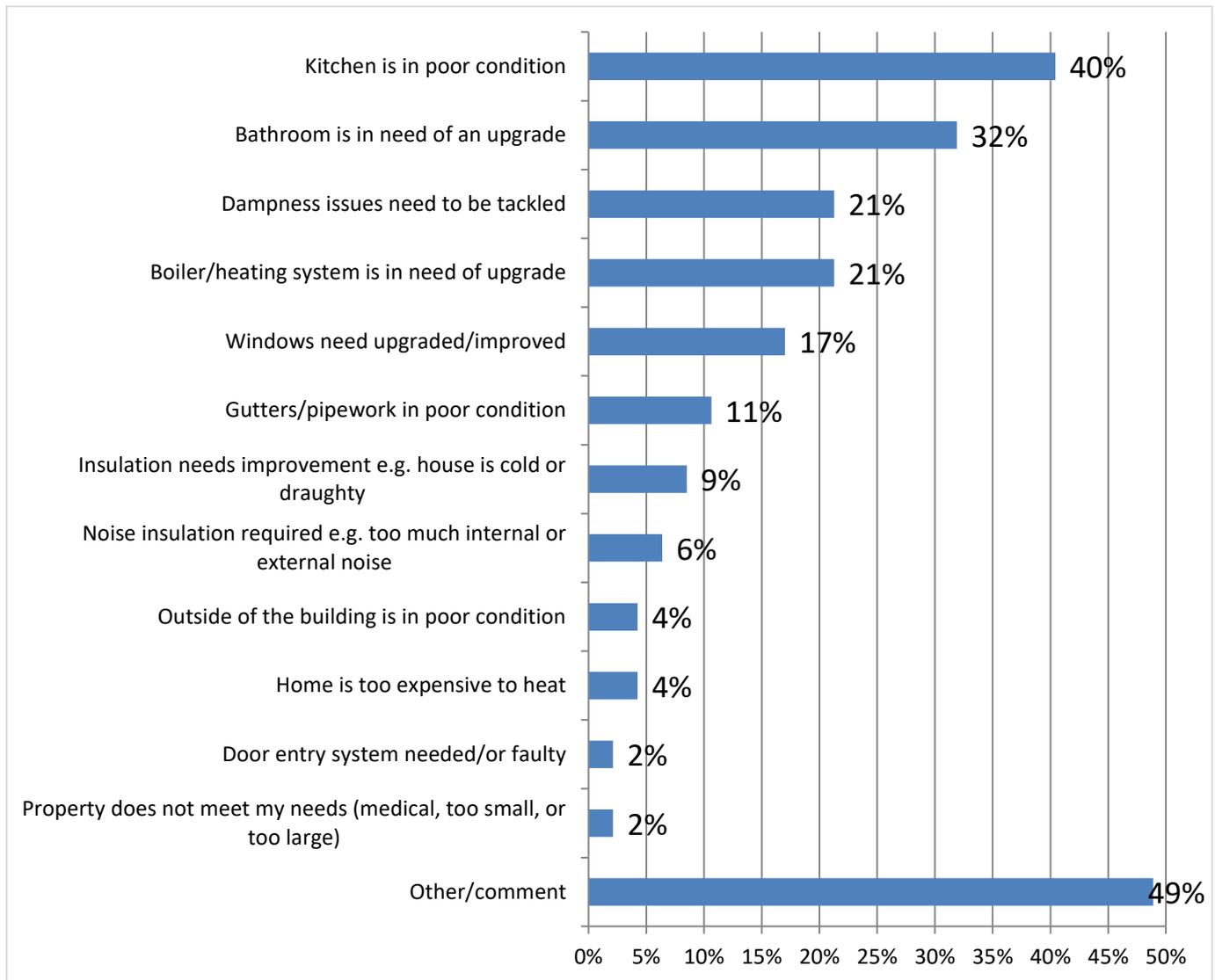
Figure 7 shows that 49% of tenants who were dissatisfied cited another reason to be dissatisfied or expanded upon their reason by way of a comment. Some examples of the comments made by tenants include:

- ✓ 'Dampness, and new kitchens and doors are not sealed. Skirting rotting'
- ✓ 'Don't know how to work the heating system; been waiting since July'
- ✓ 'Doors are falling off'
- ✓ 'Electrics are terrible, leaking from toilet into kitchen; been there over a year'.

The full list of tenant comments on housing is provided at annex 2.

Figure 7 - (base 47)

Q- Why are you dissatisfied with the quality of your home?



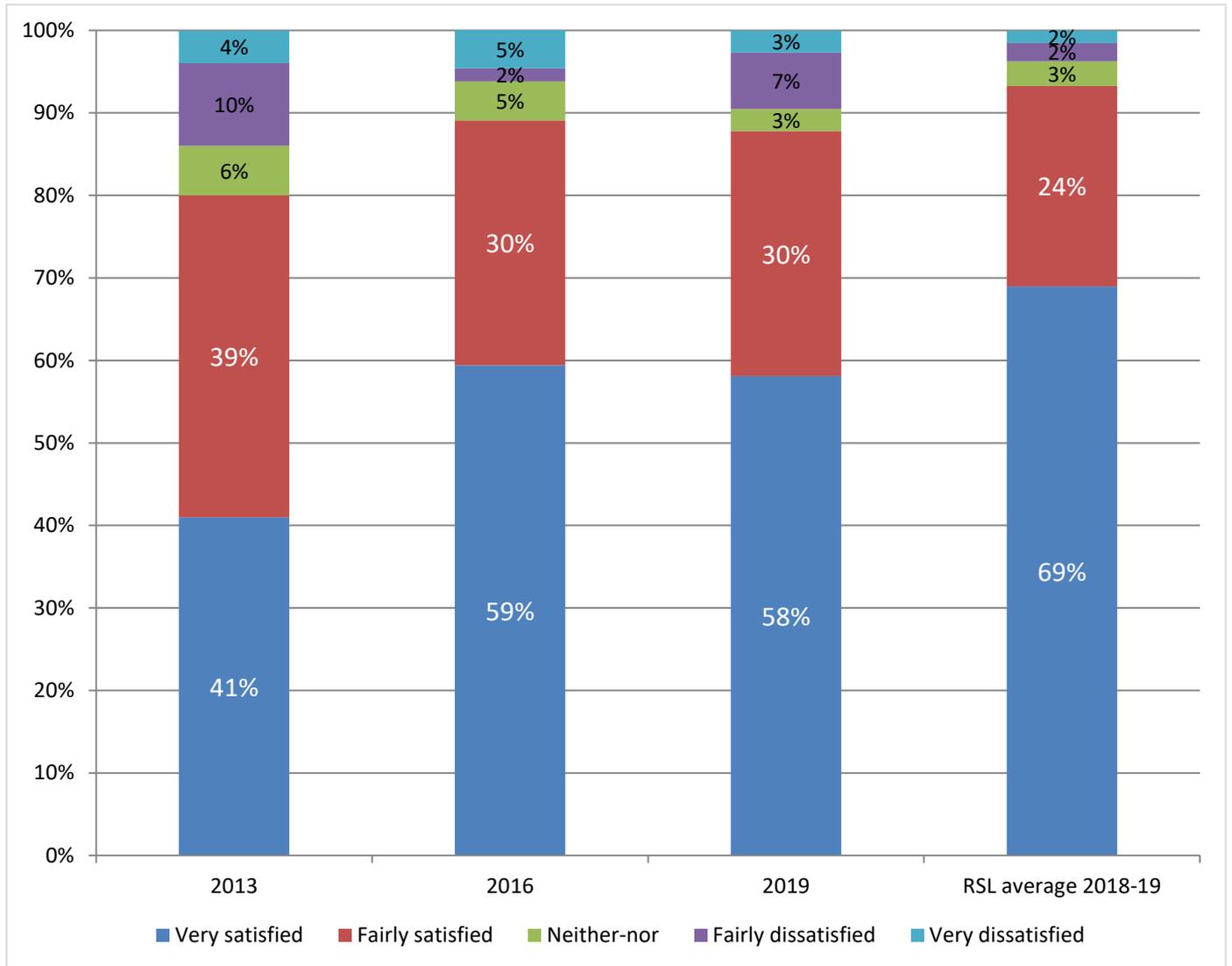
#### Re-let standards

Amongst those tenants (12%) that had moved into their home in the last year, 88% were satisfied with the condition of their home whilst 10% were dissatisfied (figure 6). These figures for 2019 compare favourably with the results posted in 2016 which showed that 89% of tenants were satisfied on this measure.

Note that the sector average of 93% includes transactional data which typically generates higher satisfaction levels than the feedback obtained through large scale surveys.

Figure 8 –Satisfaction with re-let standards (base 74)

Q- Thinking about when you moved in, how satisfied or dissatisfied were you with the standard of your home?



## Repairs Service

Tenant perspectives on the repairs service are shown in figure 9 and reveal that in 2019, 85% of tenants who received a repair in the last year are very/fairly satisfied with the service whilst 12% are dissatisfied. Comparing Ayrshire Housing’s results for the current period with the survey figure for 2016 indicates that satisfaction has declined somewhat (from 92% satisfied in 2016). Compared with the RSL sector average (93% satisfied)<sup>11</sup>, Ayrshire Housing’s repairs satisfaction is below the sector ‘norm’.

Figure 9 –Repairs service satisfaction (base - 381 - repair last year only)

Q- Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Ayrshire Housing?

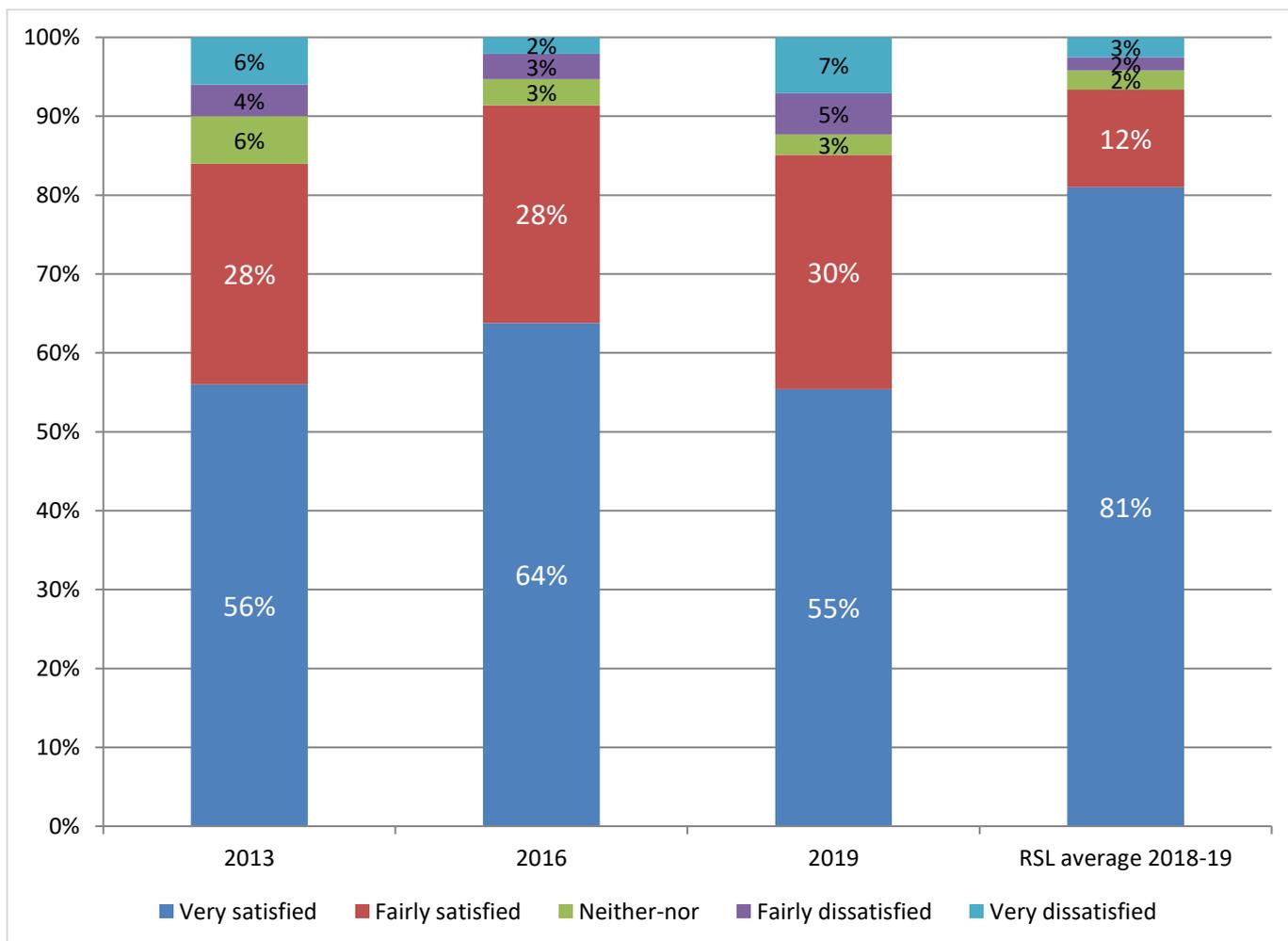


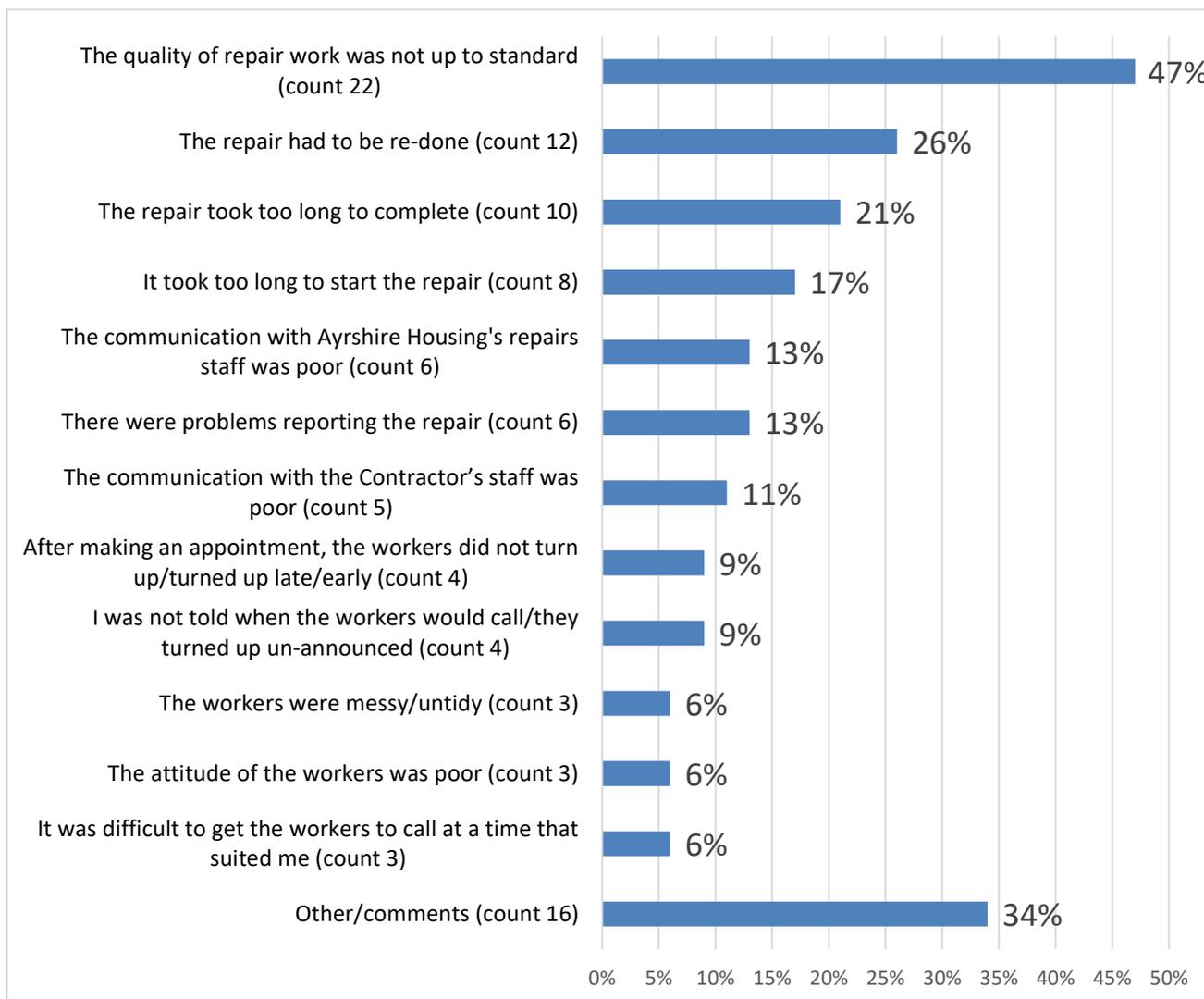
Figure 10 illustrates why twelve percent of tenants (12%) have indicated dissatisfaction with the repairs service in the last year and highlights issues with the quality of the repair work done (47%), work having to be re-done (26%) and the repair taking too long to start (21%).

To provide a context for the percentages set out in figure 10, we have shown the actual number of tenants responding against each area of dissatisfaction e.g. the 26% of tenants indicating that a repair had to be re-done is equivalent to twelve tenants (12/47).

<sup>11</sup> Average includes repairs transactional data which produces higher tenant satisfaction than large scale surveys

Figure 10 –Repairs service dissatisfaction (base 47 – last year’s repairs only - % and counts)

Q- Why were you dissatisfied with your last repair?



### Other comments

Sixteen dissatisfied tenants made a comment about their experience of the repairs service and these are set out below:

- ✓ '3 years waiting for outside of house to be done as there are cracks in walls'
- ✓ 'Fence that was reported wasn't fixed. Handles falling off windows; front door needs repaired but they haven't done it properly'
- ✓ 'Much smaller toilet. Flooring had just been put down and it's ruined the floor. Looks terrible. The toilet was replaced unnecessarily. Also the extractor fan was never connected after new kitchen was put it in'
- ✓ 'Only a temporary measure and the slates were missing'
- ✓ 'Poor repairs not done properly'
- ✓ 'Still not convinced it's properly fixed'
- ✓ 'Still not had repair done'
- ✓ 'Still waiting on it being finished'
- ✓ 'Still waiting them to finish repairing my toilet'
- ✓ 'That was the windows that were not fixed properly'
- ✓ 'The length of time it took; it was three months'

- ✓ 'The man wasn't away 2mins and there was water running out of the gutters. We've reported the heating 6 months ago'
- ✓ 'They were supposed to put a wet room in and never did. Trying to get a hold of the housing officer is a nightmare'
- ✓ 'Too slow to do repairs; had to phone 6 times and took 3 months to get repair done'
- ✓ 'Was told I would have to repair the door myself. Then when I said I wasn't fit enough they said they would do it when they could. Still waiting'
- ✓ 'Workers are not up to standard. Not their attitudes, they just can't do work'.

### Context

We would note here that the Association's repairs contractor ceased trading in the early part of 2019 and that this would likely have brought a certain amount of disruption to the operation of the repair service. We may anticipate therefore that some of the dissatisfaction and negative comments expressed in this section of the report dealing with repairs carried out in the last year stem from problems created by the demise of the contractor and any potential settling in issues, whilst the new contractor came up to speed.

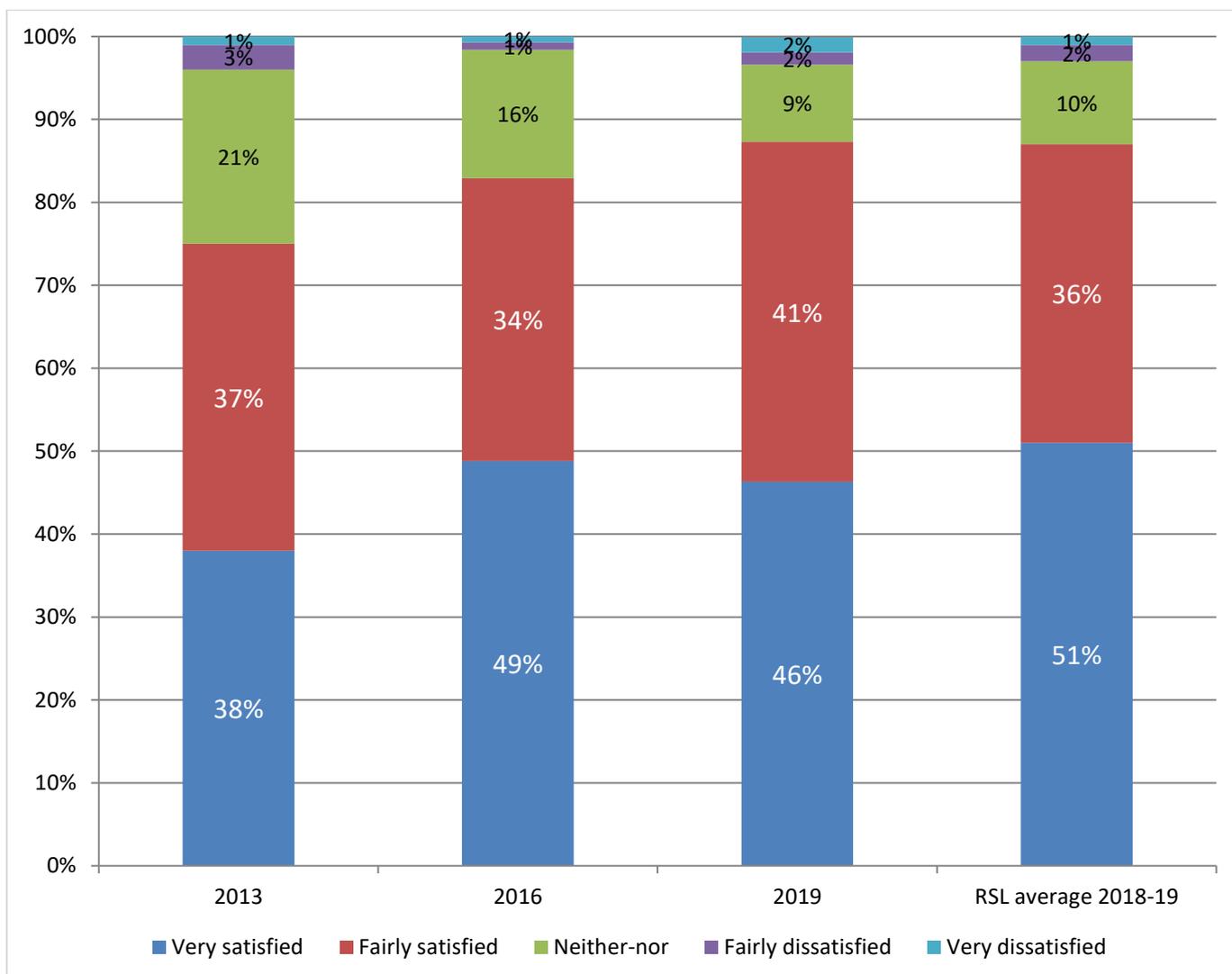
To underscore this point, as noted elsewhere in this report, tenants whose homes had received a repair more than one year ago were highly likely to be satisfied with the service (91% of these tenants were satisfied with their last repair).

## Participation, Information, Contact and Complaints

In 2019, 87% of tenants were satisfied with opportunities to participate whilst 4% was dissatisfied (and 9% replied 'neither satisfied nor dissatisfied') (figure 11). Tenant satisfaction on this measure has improved by 4% points when compared to the 2016 survey and is on a par with RSL sector average (87%).

Figure 11 –Participation (base 600)

Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Ayrshire Housing' decision making process?



### Segmentation of tenant participation

Table 3 provides a breakdown by tenant segment (tenant age, property format, location and length of tenancy) for tenant satisfaction with 'opportunities to participate' and shows some element of variation e.g. tenants aged 65 plus are more satisfied than those aged 16 to 34 (92% satisfied and 87% satisfied respectively).

In addition, tenants who have lived in their homes for more than one year (87% satisfied) are slightly more positive in their rating of tenant participation when compared to tenants who have lived in their home for one year of less (85%). On an area basis, tenants living in the Crosshill area, and Prestwick area are more satisfied on this measure than those who live in either the Maybole area or the Girvan area.

Table 3 –Satisfaction with tenant participation by segment (base 600)

*Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Ayrshire Housing’s decision making process?*

<u>Segment</u>	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Crosshill area	26%	74%	-	-	-
4 in a block	43%	57%	-	-	-
Prestwick area	46%	52%	1%	-	1%
65 plus	49%	43%	6%	1%	1%
Mossblown area	52%	40%	6%	2%	-
Tenement	48%	43%	6%	1%	2%
High Rise	56%	33%	11%	-	-
More than 1 year	45%	42%	9%	2%	2%
16 to 34	57%	30%	11%	2%	1%
House	45%	42%	10%	1%	2%
Ayr	48%	38%	10%	2%	2%
35 to 54	36%	50%	9%	2%	2%
Maybole area	40%	46%	10%	2%	2%
Up to 1 year	55%	30%	15%	-	-
55 to 64	49%	35%	13%	1%	3%
Girvan area	46%	29%	18%	1%	5%
Maisonette/other	50%	24%	21%	6%	-
<b>All tenants</b>	<b>46%</b>	<b>41%</b>	<b>9%</b>	<b>2%</b>	<b>2%</b>

Awareness of TP options

Around one in five tenants are aware of either or both of the Tenant Scrutiny Panel (17% aware) or the Policy Consultation Register (14%). Most tenants (82%) had not heard of either of these TP options.

Awareness of TP options is important to tenant’s level of satisfaction with opportunities to participate, i.e. satisfaction on this measure is 94% for tenants who are aware of the Tenant Scrutiny Panel and 98% for those who are aware of the Policy Consultation Register. By contrast for tenants who are unaware of these methods, 84% are satisfied with opportunities to participate.

## Encouraging TP

Table 4 illustrates that most tenants (18%) see online surveys as a means of encouraging participation in decision making. Also important are community fun days and e-mail communications of decisions/consultations.

**Table 4 – Encouraging participation**

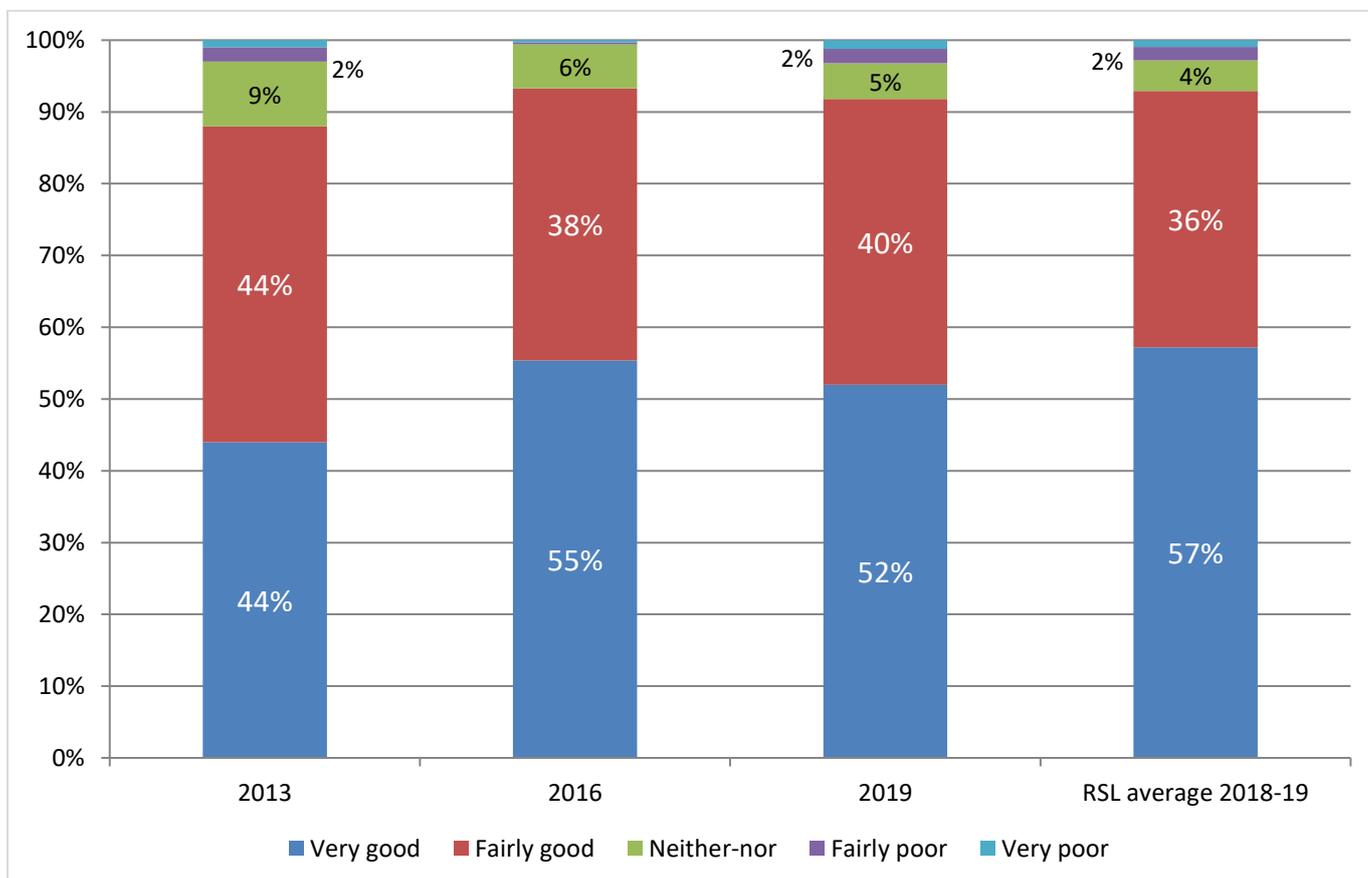
*Q - What – if anything - could Ayrshire Housing do to encourage you to participate in its decision making?*

Method	% all tenants
Online surveys	18%
Community fun days	9%
E-mail communication	7%
Day time meetings	5%
Text messaging exchange of ideas	5%
Focus groups	4%
Evening meetings	4%
Informal groups	3%
Incentives e.g. vouchers	3%

In relation to being kept informed, most tenants in 2019 (92%) agree that the Association is good at keeping them informed. This figure is on a par with the 2016 result (93%) and the RSL average (93%).

**Figure 12 – Information on services and decisions (base 600)**

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



## Contacting Ayrshire Housing

Telephone is the principal means by which tenants contact Ayrshire Housing (87% of tenants' most recent contact was by this method) and the main reason for tenants to contact their landlord is to report a repair (77% have recently contacted for this reason). Other methods by which tenants have contacted Ayrshire Housing are by visiting the office (4%) and via the online portal (2%), while other reasons to make contact include enquiring about rent payments (3%), or to ask about neighbours (3%). Eight percent of tenants had another reason to contact Ayrshire Housing e.g. to advise about a move, to inform about a change of tenancy etc.

Table 5 illustrates tenants contact methods by location and age and shows high levels of telephone contact across all locations and all age groups.

Table 5 – Contact method segmentation

*Q - What method did you use when you last contacted Ayrshire Housing?*

<u>Segment</u>	<u>Letter</u>	<u>Email</u>	<u>'My Home' - online portal</u>	<u>Telephone</u>	<u>In Person</u>	<u>Can't remember</u>
Ayr	-	-	3%	83%	7%	3%
Girvan area	-	1%	1%	88%	7%	2%
Mossblown area	-	-	6%	92%	-	2%
Maybole area	-	-	-	92%	6%	2%
Crosshill area	-	-	-	95%	-	5%
Prestwick area	-	1%	-	91%	6%	2%
16 to 34	-	1%	5%	88%	1%	6%
35 to 54	-	1%	2%	86%	3%	8%
55 to 64	-	-	2%	84%	9%	5%
65 plus	1%	-	-	90%	4%	6%
<b>All segments</b>	-	-	<b>2%</b>	<b>87%</b>	<b>4%</b>	<b>7%</b>

## Satisfaction with contacting the Association

Overall, tenant satisfaction with office contact is high with 87% of tenants being satisfied (table 6).

Table 6 – Contact satisfaction (base 600)

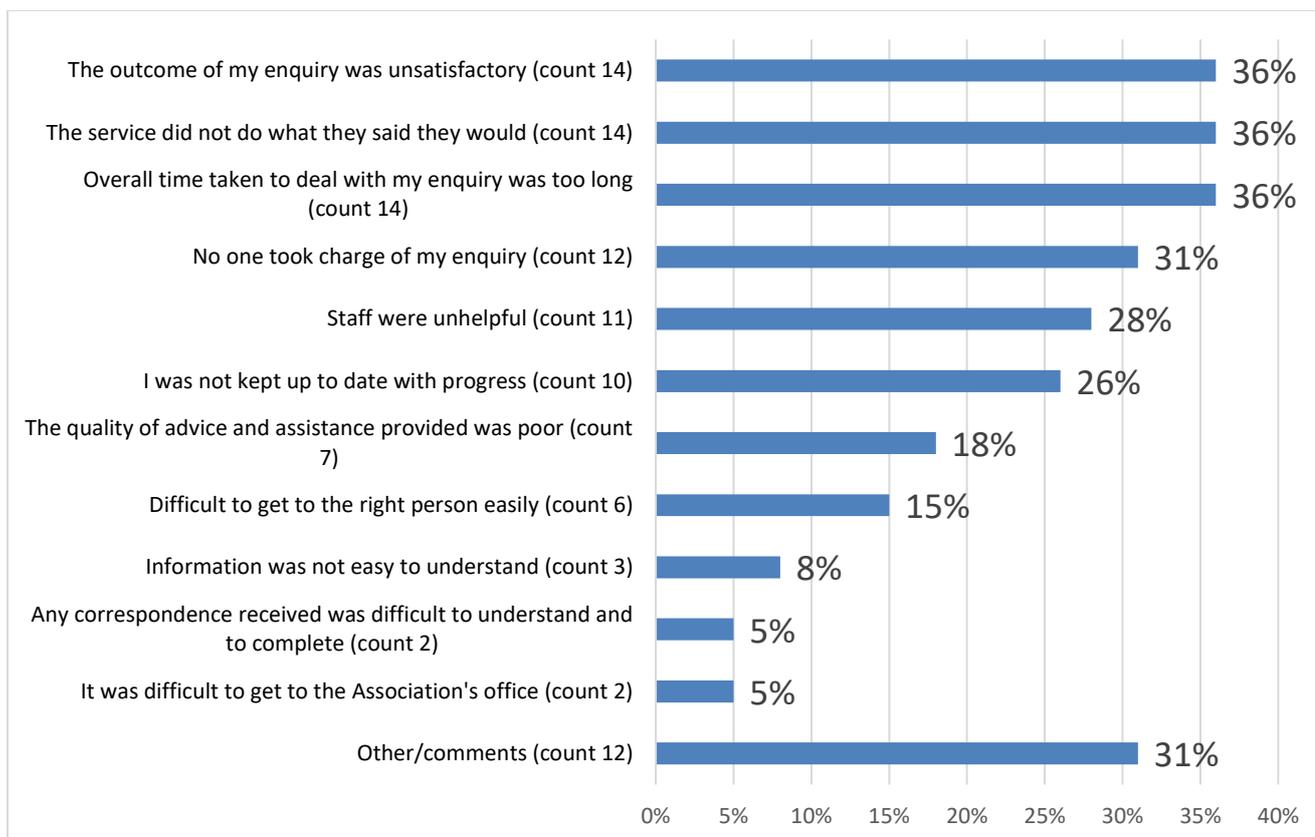
*Q - How satisfied or dissatisfied were you with your most recent experience of contacting Ayrshire Housing?*

<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion</u>
58%	29%	2%	3%	4%	4%

Seven percent of tenants were dissatisfied with their most recent contact with their landlord, with the main reasons for dissatisfaction being shown in figure 13, i.e. the outcome of the enquiry (14 tenants or 36%), the service not doing what was promised (14 tenants), and the length of time taken to deal with the enquiry (14 tenants).

Figure 13 – Contact experience – cause of dissatisfaction (base 39)

Q- Thinking about your most recent contact with Ayrshire Housing, how satisfied or dissatisfied were you with the following?



Twelve tenants (31%) commented on their reasons for being dissatisfied with contact and these comments are set out below:

- ✓ 'Don't think the complainant was fair'
- ✓ 'I can't get a hold of the housing officer'
- ✓ 'I explained what the problem was it took 4 months to fix it'
- ✓ 'Very little was done about the rats'
- ✓ 'I was told they would 'phone me back and I am still waiting'
- ✓ 'It's still ongoing'
- ✓ 'No action is being taken'
- ✓ 'Nothing was really done. Neighbours still arguing'
- ✓ 'Promised to carry out jobs with no outcome'
- ✓ 'Repairs not really done'
- ✓ 'Still not resolved'
- ✓ 'They have not come back to finish it'.

#### Internet access

Seventy three percent (73%) of tenants currently have Internet access although the level of access is closely associated with age i.e. in general, younger tenants are more likely to have access (by way of example, 99% of tenants aged 16 to 34 have Internet access compared with 26% of tenants aged 75 and over).

Amongst those tenants who have Internet access, most use a variety of platforms to surf the web, send e-mails etc. i.e. 28% access the Internet using a PC/laptop; 79% via a mobile phone; 48% use a tablet, and 15% a smart TV.

As illustrated in table 7, compared with 2016, there has been an increase (+20% points) in the proportion of tenants using a smart mobile phone to access the Internet and a significant reduction in the use of PCs/laptops for accessing the Internet (declining from 52% in 2016 to 28% in 2019).

Table 7 – Internet access methods year on year

*Q – Do you have access to the Internet and which methods do you use?*

<u>Internet methods</u>	<u>2016</u>	<u>2019</u>
Have Internet access (yes)	71%	73%
<b>Platform used to access Internet</b>	<u>2016</u>	<u>2019</u>
PC/laptop	52%	28%
Mobile phone	59%	79%
Tablet	58%	48%
Smart TV	16%	15%

As to why 27% of tenants do not access the Internet, the main reasons provided by these tenants are: lack of skills or knowledge (81%); physical/sensory disability (11%); equipment costs (7%); lack of broadband access (4%) and connection costs (3%).

### My Home

Approx. one in five tenants (19%) have registered with 'My Home', and amongst this group of tenants, the main uses of My Home are to report a repair (35%), pay rent (31%), check a rent account (20%) and to update personal details (8%). Thirty percent of tenants (30%) who have registered indicated that they had not yet used My Home.

Other services/information that tenants who are registered with My Home would like to be able to access through this portal are limited to:

- ✓ 'Available properties information'
- ✓ 'Be able to find out when upgrades are planned'
- ✓ 'Feedback to us'
- ✓ 'Having information for disabled people to be in touch with painters and decorators'
- ✓ 'Improvements timetable for new kitchens and bathrooms'
- ✓ 'Requests for alterations'
- ✓ 'Voice an honest opinion without being slammed'.

### **Complaints**

Most tenants (72%) know that Ayrshire Housing has a complaints procedure and 3% of tenants say they used this procedure in the last 12 months. In 2016, 72% of tenants were aware of the procedure and 8% said they had used this process.

Amongst those 21 tenants (3%) who say they have used the complaints procedure, satisfaction with the complaints process ranges from 81% satisfied with the ease of making the complaint to 38% satisfied with the outcome. On average, across the three measures set out in table eight, 57% of tenants are satisfied and 27% are dissatisfied<sup>12</sup>.

<sup>12</sup> Interpret with caution as 21 tenants represent 3% of all tenants

Table 8 – Complaints handling satisfaction (base 21)

*Q - Thinking about the most recent complaint you made to Ayrshire Housing about its services, how satisfied or dissatisfied were you with the following?*

<b>Complaints process</b>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>	<u>No opinion/no outcome yet</u>
Ease of making the complaint	52%	29%	5%	-	10%	5%
Their speed of decision making	33%	19%	10%	5%	24%	10%
The outcome of your complaint	14%	24%	5%	5%	38%	14%
<b>Average</b>	<b>33%</b>	<b>24%</b>	<b>6%</b>	<b>3%</b>	<b>24%</b>	<b>10%</b>

## Neighbourhood Management

Figure 14 illustrates that in 2019, 89% of tenants were satisfied with the management of their neighbourhood by Ayrshire Housing, whilst 5% were dissatisfied (6% responded 'neither-nor'). The figure reported in 2019 is 2% points lower than that recorded during the 2016 survey (91%) but is higher (+ 2% points) than the RSL average (87%).

Figure 14 – Neighbourhood management (base 600)

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

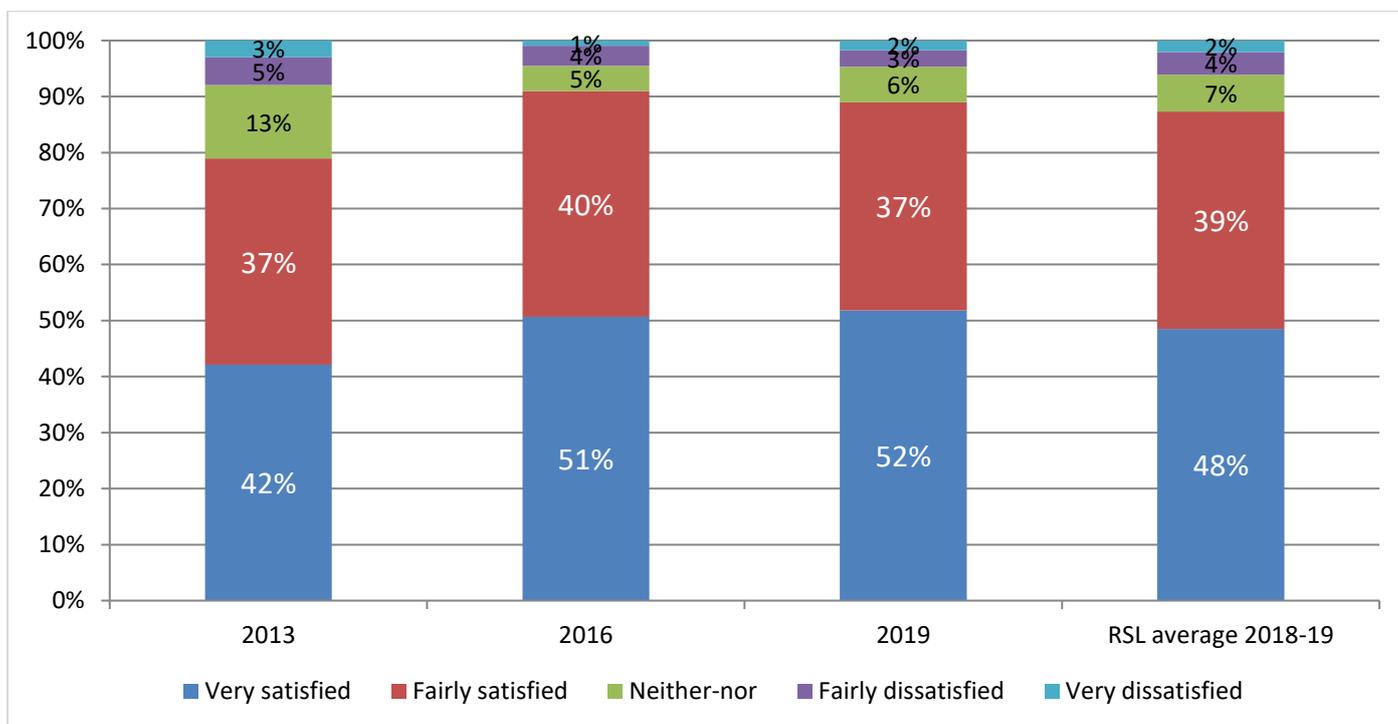


Table 9 sets out neighbourhood management satisfaction by area and shows that the most satisfied areas on this measure are the Mossblown and Crosshill areas whilst the least satisfied are the Girvan and Prestwick areas.

Table 9 – Neighbourhood management by main area (base 600)

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

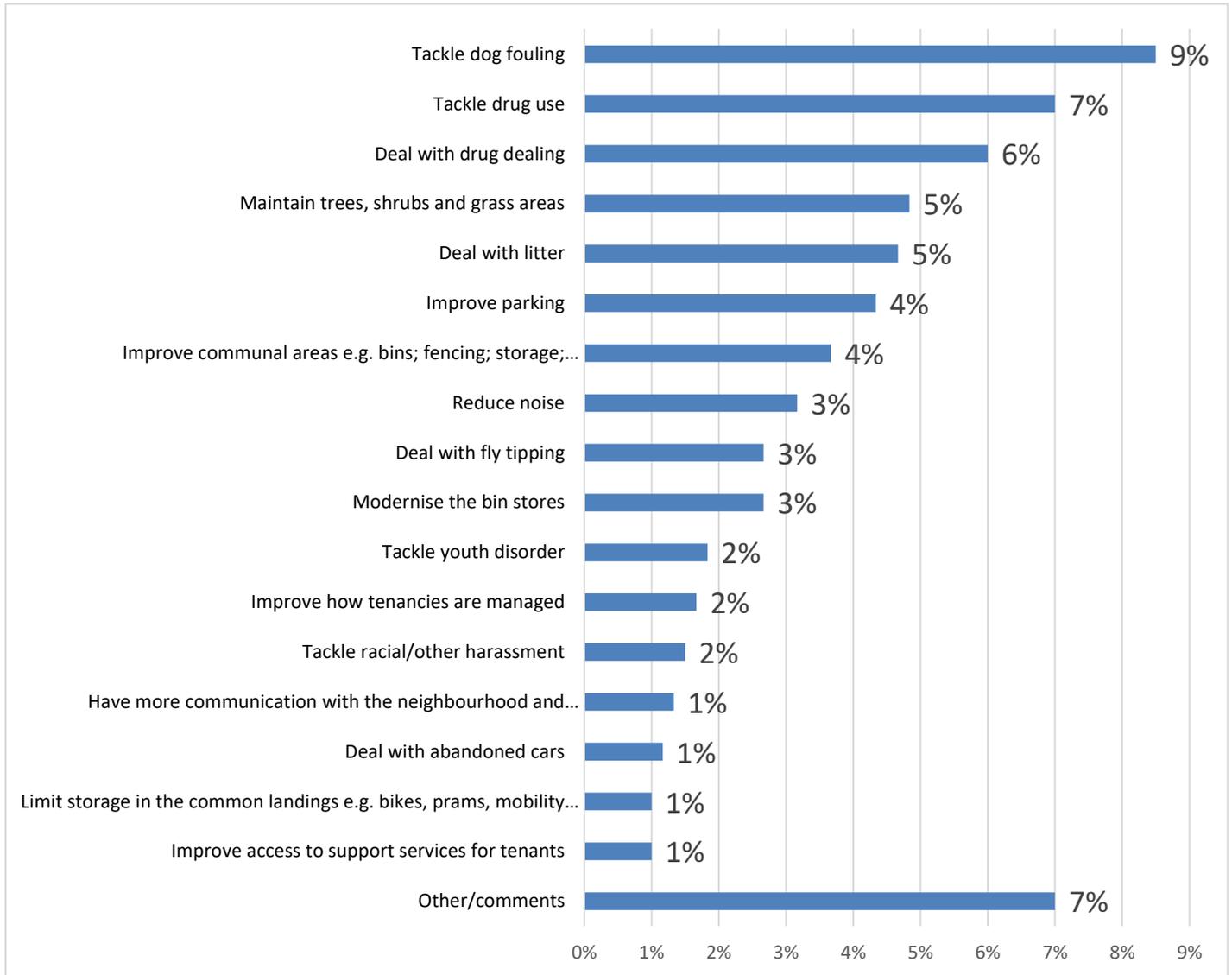
Areas	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Mossblown area	52%	44%	-	2%	2%
Crosshill area	47%	47%	5%	-	-
Ayr	58%	36%	4%	1%	2%
Maybole area	40%	48%	13%	-	-
Prestwick area	47%	35%	9%	8%	1%
Girvan area	43%	33%	15%	7%	2%
<b>All</b>	<b>52%</b>	<b>37%</b>	<b>6%</b>	<b>3%</b>	<b>2%</b>

## Improvement items (neighbourhood)

As illustrated in figure 15, tackling dog fouling (9% of all tenants) and dealing with drug use (7%) and drug dealing (6%) are tenants three main priorities for neighbourhood improvement.

Figure 15 – Neighbourhood management improvements (base 600)

*Q- In your view, what if anything, needs to be done to improve your neighbourhood as a place to live?*



Those tenants (7%) who referred to something else needing improved about the neighbourhood commented on a range of themes e.g.:

- ✓ 'Cleaners for close are poor as we have to clean after them'
- ✓ 'Get grass cut more often'
- ✓ 'Get on to tenants who don't look after their gardens'
- ✓ 'Improve the park'
- ✓ 'Sort out vermin i.e. rats'
- ✓ 'Keep the bin area tidy as bags of rubbish get dumped at your bin'.

Annex 3 contains the full list of tenant comments on neighbourhood improvements.

Table 10 illustrates the top neighbourhood improvement items by main area and shows for example that in the Mossblown area, dog fouling, parking, landscaping and harassment are the main improvement items. The Girvan area had the highest percentage of tenants seeking improvement in the areas listed in table 10 whilst in the Crosshill area, the only neighbourhood improvement identified was for landscaping (*note the Crosshill area comprises only 19 tenant surveys and this data should be treated with caution*).

Table 10 – Neighbourhood issues by main area (base 600)

*Q- In your view, what if anything, needs to be done to improve your neighbourhood as a place to live?*

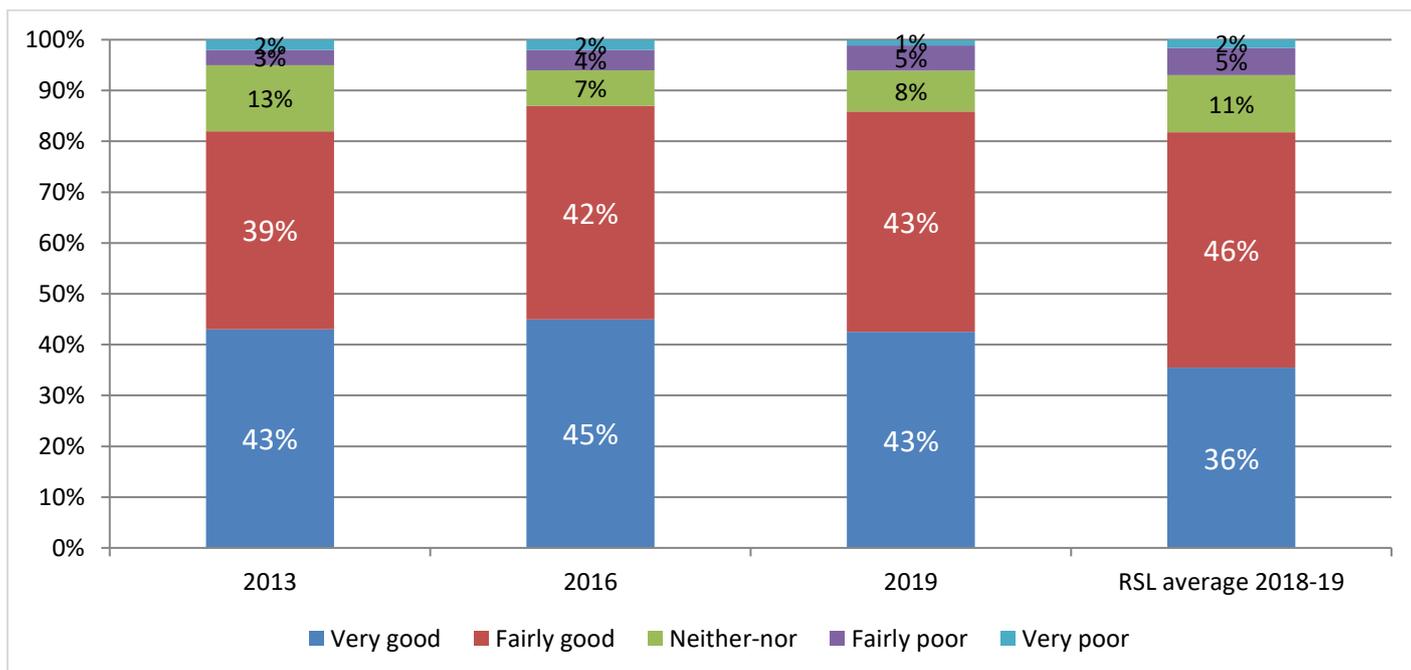
<u>Areas</u>	<u>Top items for neighbourhood improvement</u>
Mossblown area	Dog fouling, parking, landscaping and harassment
Crosshill area	Landscaping
Ayr	Drug use, drug dealing, dog fouling, noise, litter/rubbish, and landscaping
Maybole area	Dog fouling, bin stores, management of tenancies, landscaping, litter, drug use/dealing
Prestwick area	Dog fouling, landscaping, parking, bin stores, communal areas, litter and rubbish
Girvan area	Fly tipping, dog fouling, communal areas, litter/rubbish, and parking

## Value for Money

Tenant perspectives on value for money are shown in figure 16 and reveal that in 2019, 86% of tenants rate value for money of rents as either very or fairly good. Comparing the results for this question with those for 2016 shows a small amount of movement in this figure with 87% saying rent was 'good' value in 2016. The RSL sector average for value for money is shown as 82% and on this comparison, Ayrshire Housing is performing 4% points ahead of the sector as a whole.

Figure 16 – Rent value for money (base 600)

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



As illustrated in table 11, value for money rating may be connected with affordability with tenants who do not receive help with rent, employed tenants and larger households all less likely to say that rent is good value when compared with older tenants and those that do receive housing benefit or universal credit payments towards rent.

Table 11 – Rent value for money (base 600)

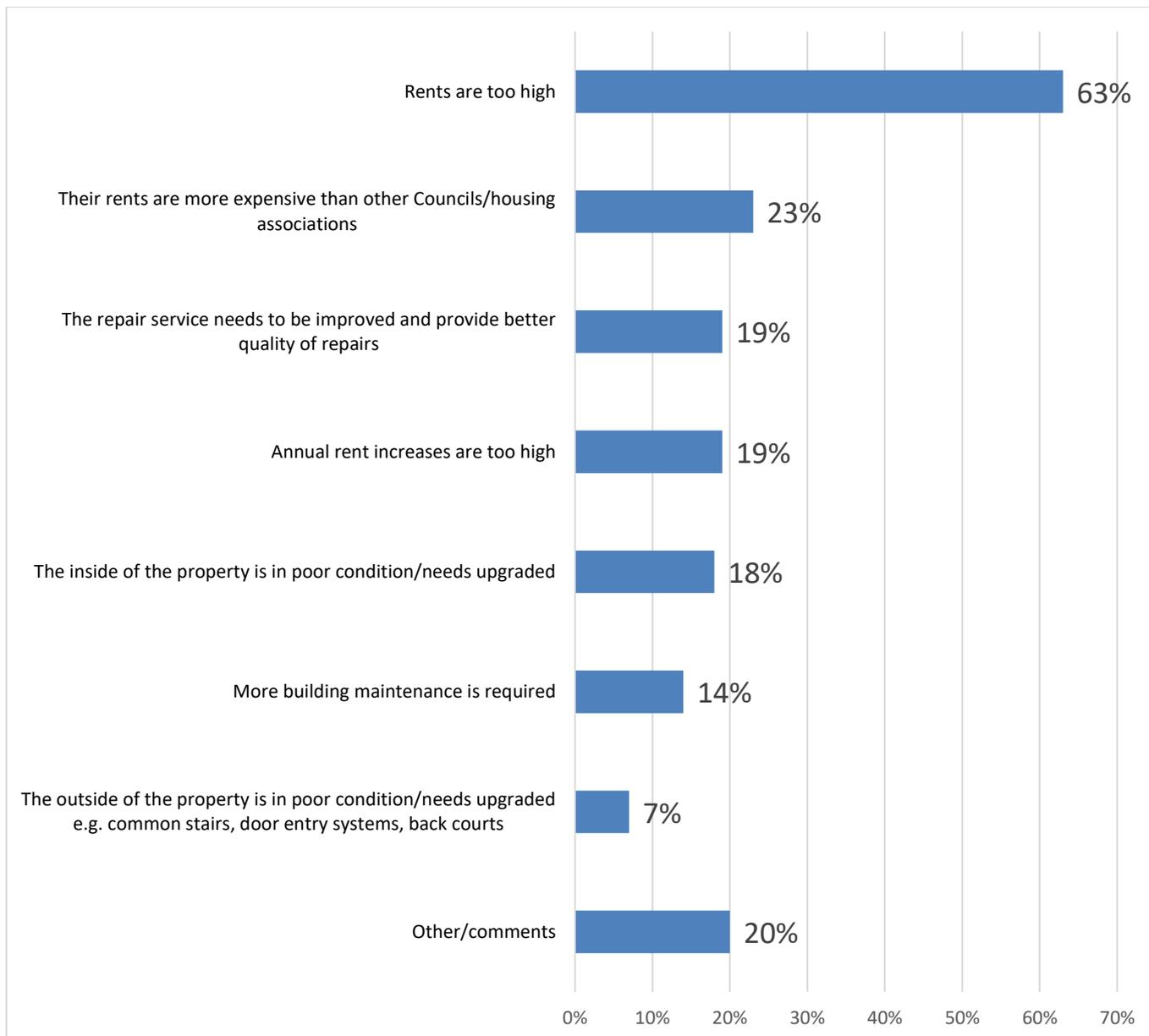
Q- Taking into account the accommodation and services Ayrshire Housing provides, to what extent do you think the rent for this property represents good or poor value for money? Is it...?

Tenant segment	Very good	Fairly good	Neither-nor	Fairly poor	Very poor
Retired	48%	44%	7%	1%	-
Single-person household	42%	49%	7%	2%	-
Yes, receive help with rent	46%	44%	6%	4%	1%
Unable to work	46%	43%	8%	3%	1%
No children in household	43%	46%	8%	3%	1%
Other not working	38%	49%	5%	6%	2%
Two-or more person household	43%	39%	9%	8%	2%
Children in household	42%	38%	8%	10%	2%
Employed	36%	42%	10%	10%	2%
No, do not receive help with rent	33%	44%	14%	7%	2%

As set out in figure 16, fourteen percent of tenants indicated that rent was either poor value for money or rated rent as 'neither good nor poor value'. In figure 17, we can see that 'rents are too high' (63%) is the main reason for some tenants to rate rent as being other than good value. Other comments (20%) mainly comprise tenants who do not have a view on rent value i.e. they receive housing benefit.

Figure 17 – Rent value for money compared with repair service satisfaction (base 88)

Q-Why do you say that rent is not good value for money?



We have examined those elements of Ayrshire Housing’s service that seem to be most closely linked to the tenants’ rating of value for money. This examination shows that there is a clear association between how tenants rate housing quality (figure 18) and their last repair (figure 19) and how they view value for money. In figure 18 for example, as tenants’ rating of value for money moves from very good through to very poor (horizontal access) so does their satisfaction with housing quality e.g. 95% of tenants who say rent is very good value rate are very/fairly satisfied with housing quality compared with 33% who say that rent is very poor value. A similar association is identified in the tenants’ rating of their last repair e.g. 90% of tenants who rate rent value as very good are satisfied with their last repair compared to 20% who say that rent is very poor value (figure 19).

Figure 18 – Rent value for money compared with housing quality satisfaction (base 600)

Q- Is rent good value v is housing quality satisfactory?

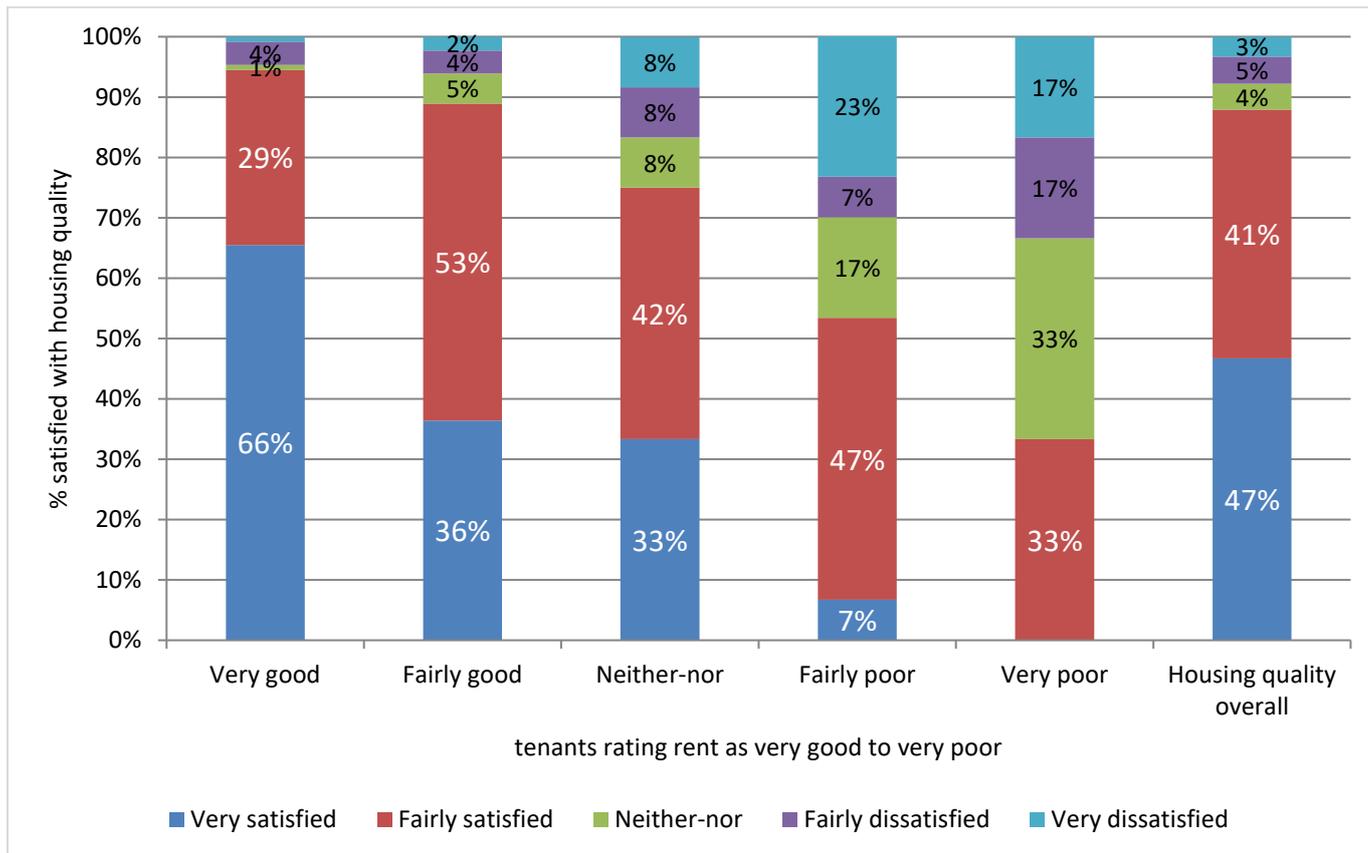
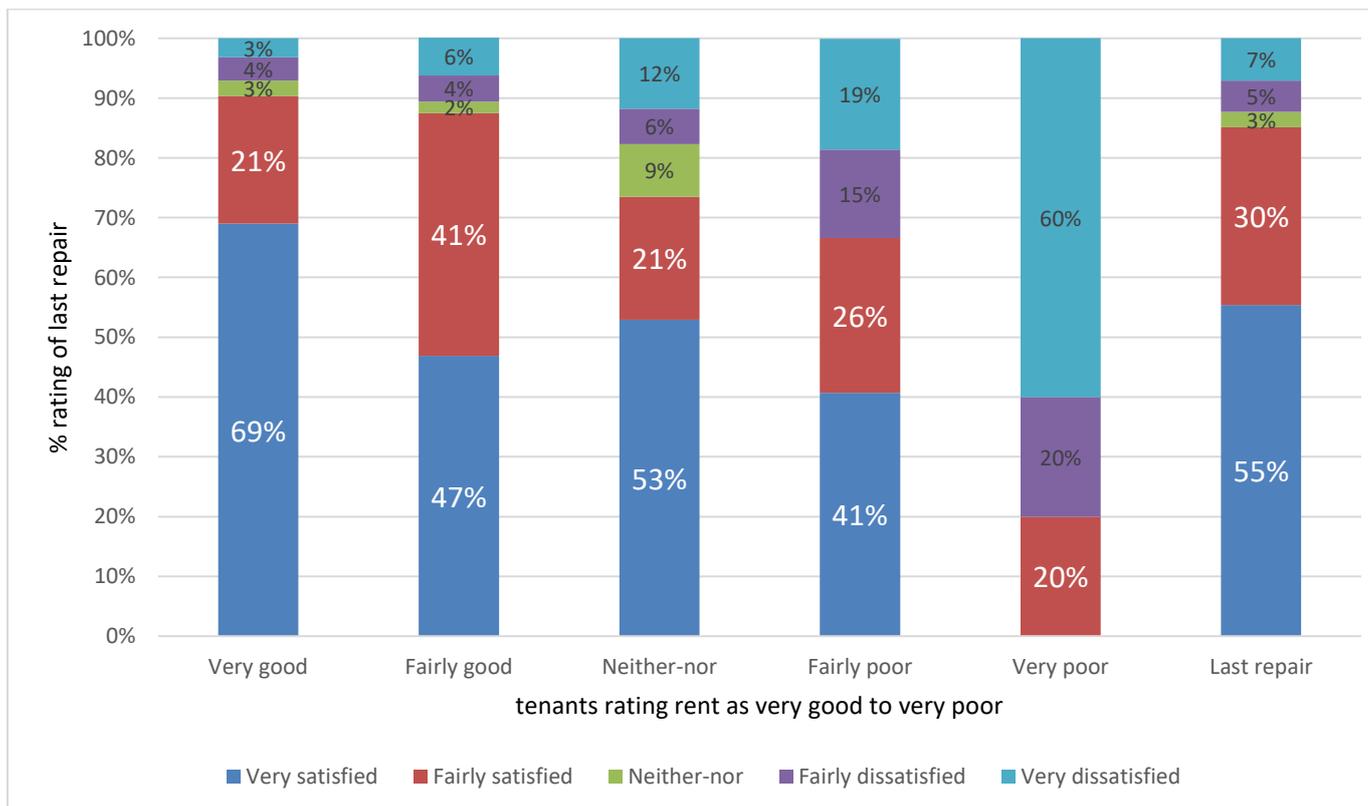


Figure 19 – Rent value for money compared with repair service satisfaction (base repair last year)

Q- Is rent good value v was last repair satisfactory?

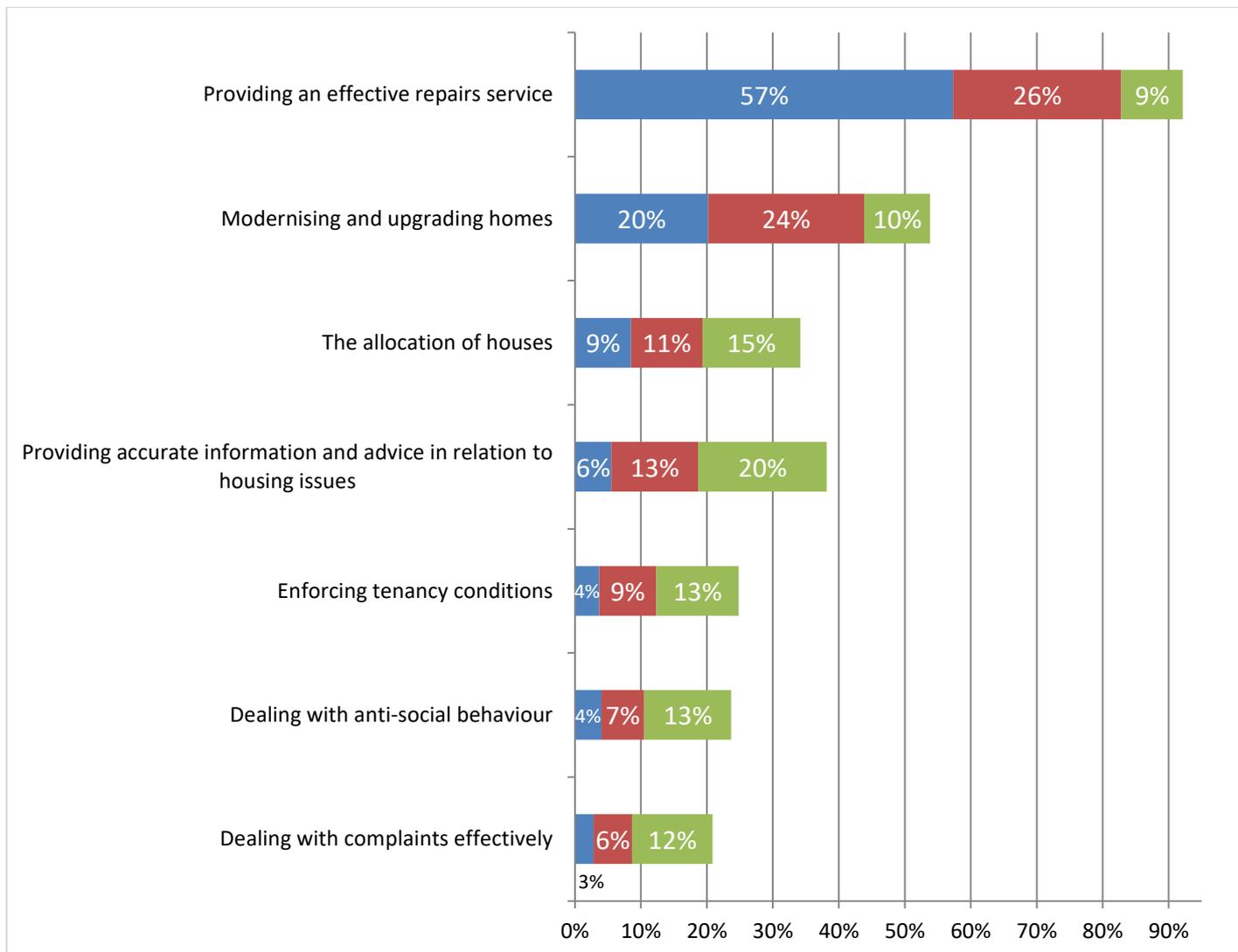


## Tenant Priorities & Service Improvement

Towards the end of the survey, tenants were asked ‘What are your three most important priority service areas?’ The results are set out in figure 20 and indicate that the three main priorities are repairs and maintenance (57% have this as their first priority), modernising and upgrading homes (20%) and allocations (9%).

Figure 20 – Ayrshire Housing’s Priorities (base 600)

Q- Looking at this list, which for you as a tenant are your 1st, 2nd and 3rd most important service areas?



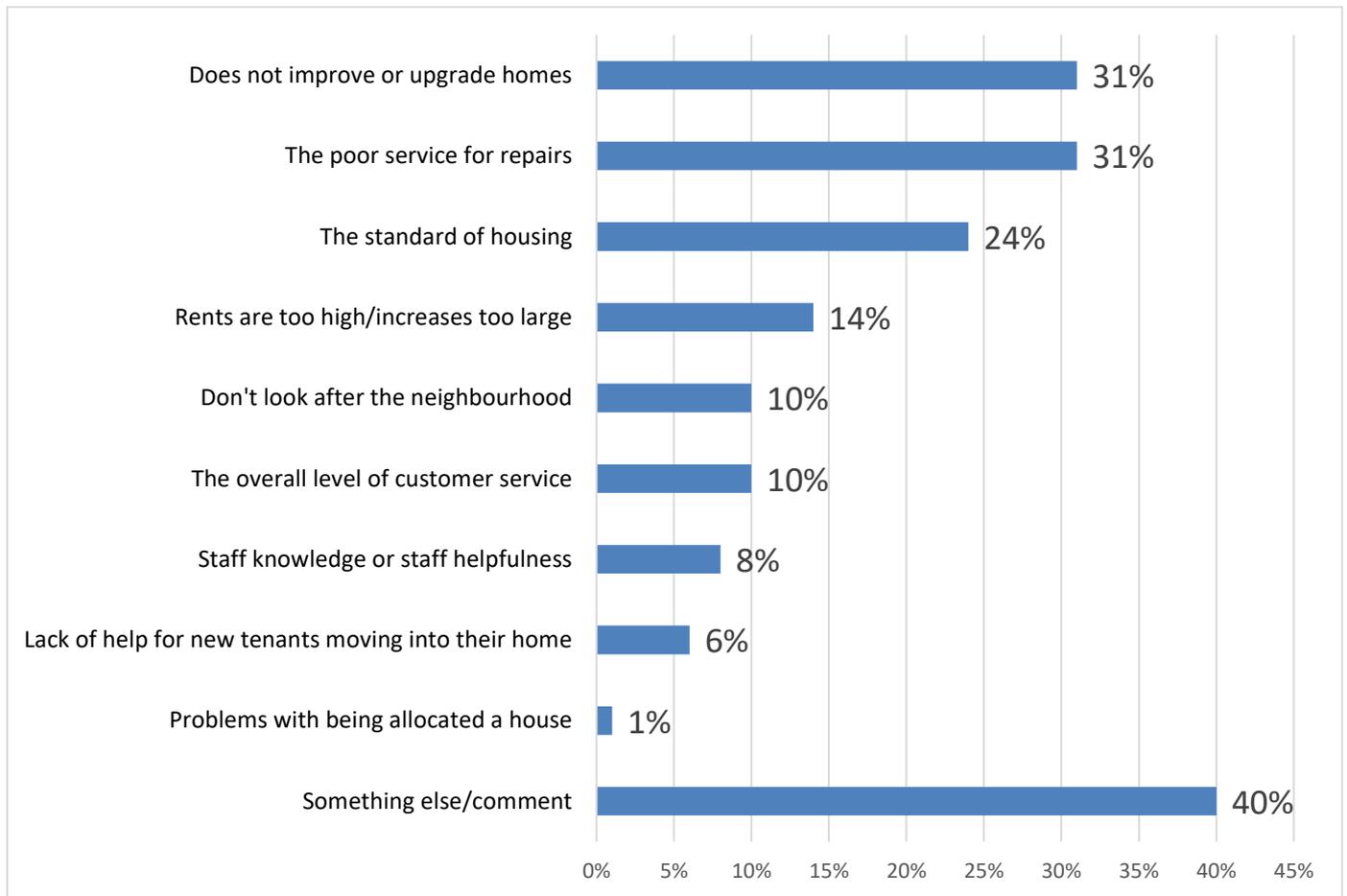
### Service improvements

Approx. one in five tenants (18%) indicated that Ayrshire Housing’s service did not meet their expectations in one or more areas. As illustrated in figure 21, the 2 main areas for improvement based on this analysis would be upgrading homes and improving repairs. Four in ten tenants (40%) mentioned an additional area where the service did not meet their expectations (see annex 4 for full list), e.g.:

- ✓ ‘A neighbourhood dispute has not been dealt with’
- ✓ ‘Bin area is a disgrace’
- ✓ ‘Close cleaning doesn't get done’
- ✓ ‘Don't listen to what tenants tell them’
- ✓ ‘Houses built with substantial grants but they are not proving a green area to live in’.

Figure 21 – Service area improvements (base 105)

Q- Which areas of service do not meet your expectations?



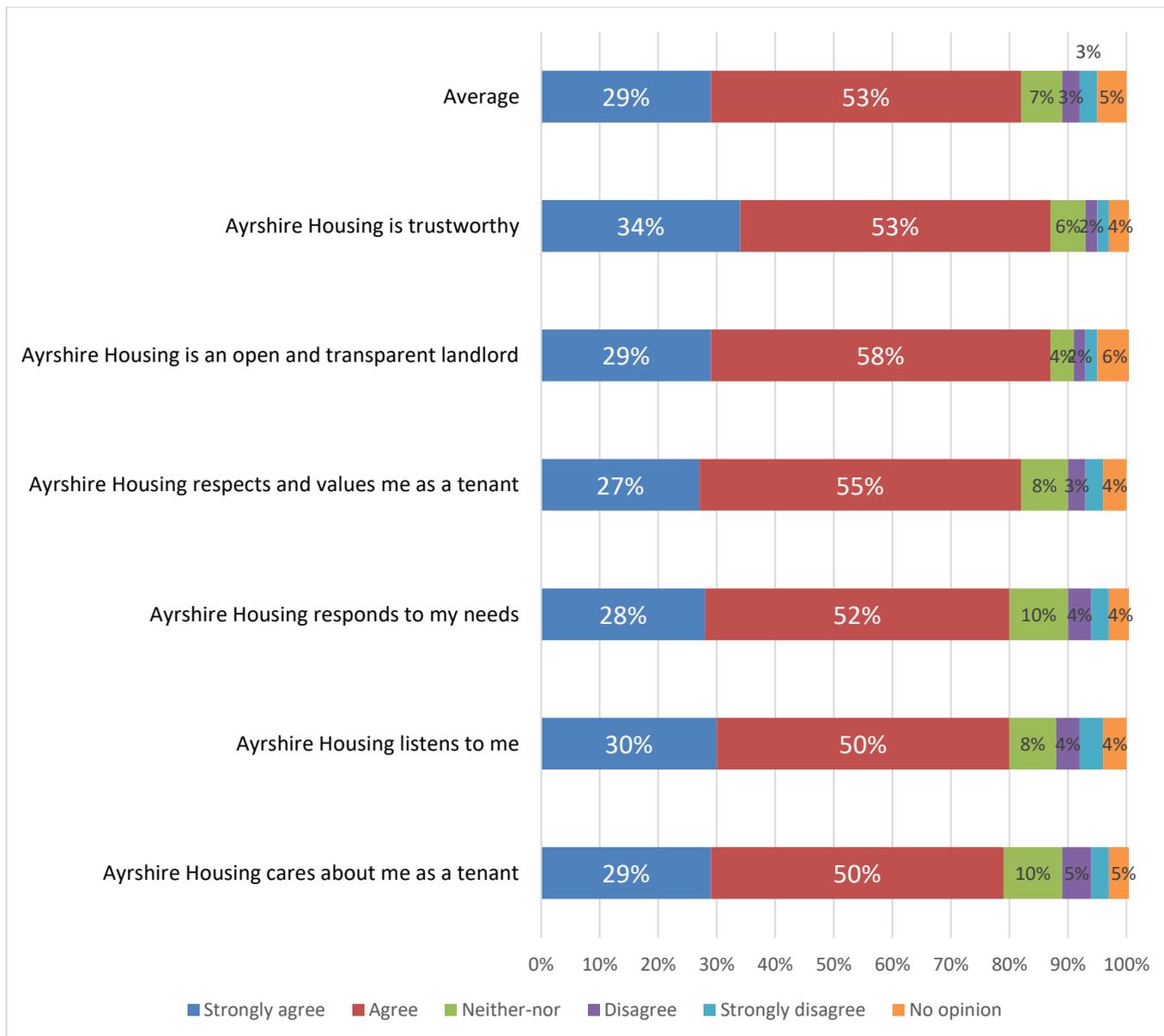
Analysis of the data pertaining to figure 20 illustrates that 23% of tenants whose homes had a repair in the last year also said there were elements of the overall service that did not meet their expectations (this compares to 7% of tenants who had not instructed a repair in the last year). In addition 22% of tenants who had made contact with their landlord in the last year also said aspects of the service did not meet their expectations (although we should caution that a large proportion of those making contact in the last year will have been requesting a repair). In terms of repairs satisfaction, 63% of tenants saying that the service did not meet their expectations were satisfied with their last repair which compares to 91% satisfaction for tenants saying that overall, Ayrshire Housing's service had met their expectations.

## Ayrshire Housing's Corporate Culture

As shown in figure 22, 82% of tenants on average agree with a series of positive statements about Ayrshire Housing's corporate culture (6% disagree on average). Most tenants (87%) agree that their landlord is trustworthy whilst 79% agree that Ayrshire Housing cares about them as a tenant.

Figure 22 – Culture (base 600)

Q- How strongly do you agree or disagree with the following statements about Ayrshire Housing?



## Annex 1 – Other issues and comments (31 tenants)

Q- *Why are you dissatisfied with the service overall?*

- ✓ All the houses got upgrades and this one was missed
- ✓ Been waiting since December 2018 for someone to come out and look at the dampness. I have called on numerous occasions
- ✓ Building new houses but no increase in housing officers
- ✓ Complained about a tree needing cut down and been told no one is going to sort it
- ✓ Dampness in bedrooms, only being wiped down with bleach and then it returns. Not finding the cause
- ✓ House is full of dampness
- ✓ Housing officer is not listening to me
- ✓ I made a telephone call which wasn't returned
- ✓ I was told in June they would cut my back grass and I am still waiting
- ✓ I was promised a wet-room and I still don't have it
- ✓ I went to university and have now been hit by back dated rent for £700 which I have no means of paying. This should have been sorted before it got to this amount
- ✓ It took 4 weeks to get the central heating working
- ✓ It's the repairs; we have been waiting for two years
- ✓ My house is too small and my child has cystic fibrosis. My living situation isn't helping
- ✓ My roof is covered in moss. I had to pay £300 myself to get it cleaned
- ✓ No help when your struggling to pay the rent
- ✓ Not keeping in touch when doing repairs
- ✓ I have been waiting two years to have my roof repaired
- ✓ People urinate in the lift. They are making it a horrible place to live
- ✓ Problems with men coming into this area
- ✓ Promised new doors 3 years ago and still waiting
- ✓ Secure door entry system doesn't work properly
- ✓ Staff very unhelpful
- ✓ The guy next door has been all over the news for animal cruelty; I had reported it a couple of times and nothing was done
- ✓ The smoke alarms are a problem
- ✓ They don't care about repairs. It took them two years to fix a window
- ✓ They took too long to do repairs
- ✓ Unfairly treated by them
- ✓ Wanted to do changes to the bathroom because of my wife's health conditions and they refused. So waiting on a new ground floor flat but it's taking time and she's not improving
- ✓ We come last when it comes to repairs
- ✓ Won't replace doors.

## Annex 2 - Other issues and comments (23 tenants)

Q- *Why are you dissatisfied with the quality of your home?*

- ✓ Dampness in the bathroom. The staircase is coming away at the exterior stairs
- ✓ Dampness, and new kitchens and doors are not sealed. Skirting rotting
- ✓ Don't know how to work the heating system been waiting since July
- ✓ Doors are falling off
- ✓ Doors need replaced
- ✓ Electrics are terrible, leaking from toilet into kitchen; been there over a year
- ✓ Flooring in kitchen
- ✓ House only has 1 bedroom. I'm sleeping on the couch and need a bigger house
- ✓ I need a wet room
- ✓ If repairs were fixed properly, then the kitchen wouldn't be in state it is
- ✓ My kitchen units are substandard
- ✓ Need new doors
- ✓ Need ramp for wheelchair. Need new front door
- ✓ New kitchen is a mess. No cupboard space. Place is full of drug dealers
- ✓ Plastering on bathroom ceiling
- ✓ Poor water pressure can't fill bath
- ✓ Size of kitchen; there is not enough cupboard space
- ✓ The bathroom has not been changed in over 20 years
- ✓ The central heating is rubbish; ,the wind just howls in. The windows need fixed before the winter
- ✓ The heating has been a problem but nobody gets back to you
- ✓ Upkeep of property of is a problem; poor windows and doors out in this hose
- ✓ We had new kitchens down for two years ago and we are still waiting
- ✓ When the heating is on it continues to be very high the cost

### Annex 3 - Other issues and comments (48 tenants)

Q- *What needs to be done to improve your neighbourhood?*

- ✓ A path between 2 parks
- ✓ Be able to have front gardens
- ✓ Be more prompt in returning calls about repairs
- ✓ Better close cleaning
- ✓ Better lights in threatening areas
- ✓ Better swing park
- ✓ Bin area is a bit of a jumble; could be better
- ✓ Bin area is overflowing due to the number of bins now required
- ✓ Bins; too many different types of them and they are always overflowing
- ✓ Bus routes to connect us
- ✓ Car parking is an issue
- ✓ Cleaners for close are poor as you have to clean after them
- ✓ Deal with pavements and roads; they are a mess
- ✓ Dog bins in area
- ✓ During the winter should have a salt bin
- ✓ Garden area outside window is never attended to; we pay a fee for gardening and close window cleaning, but it never gets done
- ✓ Garden company make a mess of cutting the grass
- ✓ Get grass cut more often
- ✓ Get on to tenants who don't look after their gardens
- ✓ Hedges need cut
- ✓ improve drainage system in the building
- ✓ Improve the park
- ✓ Keep the bin area tidy as bags of rubbish get dumped at your bin
- ✓ Lights in the back garden
- ✓ Make people maintain areas better
- ✓ More for the kids to do; a play area for example. We have rat problems due to people feeding them and bin area is very poor
- ✓ No close cleaning service
- ✓ Park needs improved/upgraded
- ✓ Pavements are a mess
- ✓ Pavements covered in kids toys. Need to walk on road to get by
- ✓ Re-position whirly gigs
- ✓ Rubbish is left out in the streets e.g. chest of drawers
- ✓ Some of the open spaces could be made into a car park
- ✓ Somewhere to put bins out when it is windy
- ✓ Sort out vermin i.e. rats
- ✓ Speed bumps in street
- ✓ Street-lights should be improved
- ✓ Tackle drug dealing as a problem here in this area
- ✓ The drying area is more for bins
- ✓ The hedges and the trees are problems; they need to be pruned
- ✓ The only thing I'm not happy with is the entrance gate as right next to my front window and is constantly being left open and bangs
- ✓ There are bin problems here

- ✓ There is a neighbour who lives in the house next to my block of flats who is making my life a misery
- ✓ There's a problem with vermin on the estate
- ✓ Too many cars creating parking problems
- ✓ Too many bins now for the size of the houses; it's very hard to move
- ✓ Want a light in between Turnberry Road and Harbour Road
- ✓ We have difficult people who spoil this area and make me afraid to go out

#### Annex 4 - Other issues and comments (42 tenants)

Q- Which areas of service do not meet your expectations?

- ✓ A neighbourhood dispute has not been dealt with
- ✓ Bin area is a disgrace
- ✓ Close cleaning doesn't get done
- ✓ Don't listen to what tenants tell them
- ✓ Have not dealt with the dampness
- ✓ House swap not forthcoming
- ✓ Houses built with substantial grants but they are not proving a green area to live in
- ✓ I'm in a situation with serious rent arrears because they didn't deal with it
- ✓ I've been waiting 4 years for a house suitable for my disability
- ✓ Improvements needed e.g. better doors
- ✓ Improvements to the houses they already have
- ✓ Issues with flooding and no contact from the Association
- ✓ Just the grass should be kept better
- ✓ Keeping their word about repairs or things that need done, e.g. kitchen and window being replaced
- ✓ Lack of parking in the area
- ✓ Maintenance takes too long
- ✓ My bathroom was leaking and my whole floor had to come up and now I have to replace the flooring
- ✓ My door needs sorted. The slabs for the bin area need done
- ✓ My house has no windows that I can open
- ✓ Need more parking here
- ✓ Not letting me know what's happening with my toilet
- ✓ Promised me a wet-room and have not delivered
- ✓ Repair work in general is not properly completed
- ✓ Reporting repairs that need done. One repair has been ongoing since I moved into house in 2011. Rotten fascia. Also, I am bothered by water coming into the house periodically
- ✓ Secure entry door needed
- ✓ Stop neighbours leaving things everywhere and enforce people to maintain their gardens
- ✓ The amount of time it takes to carry out repairs, plus the manager is arrogant
- ✓ The back fence has never been done and it should be done.
- ✓ The environment is being neglected
- ✓ The garden needs improved
- ✓ The neighbourhood is full of drug dealers
- ✓ The occupational therapist has passed me for a wet room 2 years ago; still waiting
- ✓ The second rent they charge is too high (service charge)
- ✓ The time it takes to get repairs done here
- ✓ There are 3 junkies in my building and they knew that when they housed them
- ✓ They have left my kitchen floor uneven and won't fix it
- ✓ They should monitor who they give a house to
- ✓ Two different contractors were sent to fix my toilet
- ✓ We have been promised new kitchens for years
- ✓ Welfare situation not helpful
- ✓ When I phoned about the grass cutting I had to phoned twice in the same month
- ✓ Won't take responsibility for cutting a tree.