

Tenant Satisfaction Survey 2022

Survey Report

AYRSHIRE HOUSING

December 2, 2022

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CONTENTS

Summary of key satisfaction results	Page 1
Executive summary	Page 2-
Introduction	Page 7-9
Overall tenant satisfaction	Page 10-13
Housing quality satisfaction	Page 14-16
Repair service	Page 17-20
Information, contact and participation	Page 21-24
Digital services	Page 25-27
Rent and value for money	Page 28-32
Neighbourhood management satisfaction	Page 33-35
Volunteering and community matters	Page 36-37
Annex 1 to 5	Page 38-47

TABLE A - SUMMARY OF KEY SATISFACTION RESULTS FROM TENANT SATISFACTION SURVEY 2022

<u>ARC indicator number</u>	<u>Measure</u>	<u>% tenants very and fairly satisfied 2019 (600 cases)</u>	<u>% tenants very and fairly satisfied 2022 (641 cases)</u>	<u>Social housing average since April 2020¹</u>
<u>Indicator</u>	<u>Survey method</u>	<u>Face to face</u>	<u>Face to face</u>	<u>Mixed methods</u>
Indicator 1	Satisfaction with Ayrshire Housing's overall service	88.7%	83.0%	83.1%
Indicator 2	Satisfaction with being kept informed about services and decisions	91.8%	88.0%	86.2%
Indicator 5	Satisfaction with opportunities to participate in decision making	87.3%	81.9%	81.6%
Indicator 7	Satisfaction with quality of home	87.8%	80.3%	81.0%
Indicator 12	Satisfaction with repairs in last year	85.0%	79.9%	90.0% ²
Indicator 13	Satisfaction with contribution of Ayrshire Housing to management of neighbourhood	89.0%	82.8%	80.3%
Indicator 25	Rating of rent as very good or fairly good value for money	86.0%	73.9%	78.8%

¹ Based on a sample of approx. 60,000 tenants surveyed across 103 Landlords since April 2020 - weighted average (source SHR)

² Includes transactional data compiled by landlord

Executive Summary

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Ayrshire Housing Association (Ayrshire Housing) using an interviewer led face to face questionnaire. The survey was administered between October 3rd and November 4th 2022, and by the conclusion of the survey period, 641 tenants had completed a survey, representing 40.9% of all sampled tenants.

Overall satisfaction

- Taking everything into account, 83.0% of Ayrshire Housing tenants are satisfied with services overall in 2022 whilst 11.1% are dissatisfied. In 2019, 88.7% of tenants were satisfied overall whilst the Scottish social housing average is currently 83.1%.
- Analysis of the responses for overall tenant satisfaction by property size illustrates some degree of variation, i.e., 87.5% satisfied for tenants living in 2 apt. homes through 83.8% (3 apt.), to 78.5% for 4 or more apt homes.
- In relation to property type, the most satisfied tenants are those living in tenements (87.1%) whilst the least satisfied overall are tenants living in houses (80.5%).
- Tenants who live in smaller households (88.4% satisfied), and those who do not have children in the household (84.5%) tend to be more satisfied overall than either larger households (78.7% satisfied), or those that do have children in the household (79.4%).
- Amongst the most positive tenants in terms of overall satisfaction are those who are aged 65 plus (84.7% satisfied) or retired (84.2%), or those that receive help with their rent (83.7%). Conversely, the tenants who are least satisfied are those who are employed (81.6% satisfied), disabled households (81.2%) and homes that do not receive help with rent (80.3%).
- The most satisfied tenants by location live in Troon (89.4% satisfied) and Maybole (89.3%) whilst the least satisfied live in other areas³ (69.9%).

Housing quality

- Most tenants (80.3%) are satisfied with housing quality (12.9% are dissatisfied). The 2022 figure for satisfaction is approx. 7% points lower than 2019 (87.8% satisfied) but is similar to the sector average (81.0%).
- Housing quality satisfaction is highest for tenants living in smaller homes, e.g., 2 apt (87.4% satisfied) and lowest for those living 4 or more apt homes (71.7%).
- There is some variation in satisfaction with housing quality by property type i.e., the most satisfied tenants on housing quality are those living in other property types⁴ (85.2% satisfied) or tenements (85.1%), whilst the least satisfied are tenants who live in houses (77.6%).
- Measured in terms of tenant profile, single person households (87.3% satisfied) and households without children (82.3%) are more satisfied than their counterparts in larger households e.g. 74.7% of tenants living in two or more person households are satisfied with housing quality.
- In terms of location, the most positive tenants on housing quality are those living in Troon (89.3% satisfied) whilst the least satisfied are those who live in other areas (69.9%).

³ Ballantrae, Barr, Coynton, Dailly, Dalrymple, Dundonald, Kirkoswald, Mossblown, Prestwick, Straiton, Symington, Tarbolton

⁴ 4 in a block, High Rise, Maisonette/other

Repairs service

- Amongst tenants whose homes have been repaired in the last year, 79.9% are satisfied with the last repair whilst 14.6% are dissatisfied. During the 2019 survey, 85.0% of tenants were satisfied with their most recent property repair. The sector average (which includes landlords' transactional repairs data) is 90.0%.
- A review of repair service satisfaction by status shows that tenants who are unable to work are much more satisfied with repairs (85.5%) than tenants who are employed (76.0%).
- Repair service satisfaction by location is fairly widely spread i.e. Troon (91.9% satisfied with last repair), which compares to 74.3% and 70.1% in Girvan and other areas respectively.
- We observe an association between how tenants rate overall satisfaction based on their view of their most recent property repair e.g., where a tenant is very satisfied with their last repair, 92.8% are also very satisfied with the Association's service overall. However, where the tenant is very dissatisfied with their last property repair, overall satisfaction with Ayrshire Housing declines to 24.4%.

Information, participation, and contact

- In 2022, almost nine in ten tenants (88.0%) said that their landlord was good at keeping them informed about services and decisions whilst 3% said they were poor on this measure (in 2019, 91.8% said that Ayrshire Housing was good at keeping them informed). The current sector average for this service area is 86.2%.
- Just over eight in ten tenants (81.9%) are satisfied with opportunities to participate whilst 3.4% are dissatisfied. In 2019, 87.3% were satisfied with opportunities to participate, whilst the current sector average for this measure is 81.6%.
- Most tenants (84.1%) say they are not aware of the ways in which they can participate in their landlords' decision making. Around one in six tenants (16.2%) have heard of the tenant scrutiny panel and 8.7% have heard of the policy consultation register.
- Tenants satisfaction with their most recent experience of contacting Ayrshire Housing stands at 83.8% with 8.9% saying they were dissatisfied with this contact. Analysis shows a strong association between tenants' rating of their contact experience and their overall satisfaction with the housing service, e.g., where a tenant rates their most recent contact with their landlord as 'very satisfactory', 91.5% of these tenants are also satisfied with services overall. This contrasts with those tenants who found their last contact to be 'very unsatisfactory'; in this case, approx. one in three tenants (34.9%) are satisfied with housing services overall.

Digital services

- Just over one third of tenants (34.0%) are aware of 'My Home' with most awareness being raised as the result of staff contact. Approx six in ten of 'aware' tenants (63.3%) have also registered with the 'My Home' service.
- The two main tasks carried out by tenants who are registered with 'My Home' are paying rent/charges (54.3%) or reporting repairs (46.5%). In addition, almost nine in ten tenants who are registered with 'My Home' find the service easy to use (86.2%).
- Amongst tenants who are not registered with 'My Home' (but who are aware of the service), around one in three (31.9%) are not interested in using digital services.

Rent

- Most tenants (73.9%) rate rent as good value for money, whilst 10.6% say that rent is poor value (and 15.4% answered 'neither good nor poor' value). In 2019, 86.0% rated rent as good value, whilst the 2022 sector average is 78.8%.

- Analysis by property size shows that tenants living in 2 apts. are the most positive on this measure (78.6% say rent is good value), whilst the least positive are those tenants who live in 3 apt or 4 or more apt. homes (72.2% and 72.7% respectively).
- Considering property type, tenants living in 'other property types' are more likely to rate value for money positively (85.1%) when compared to other property types e.g. houses, where 72.8% say that rent is good value (and 12.0% say poor value).
- Analysis of value for money by tenant profile shows that the most satisfied tenants on rent value are retired people (78.3% say rent is good value) and single person households (77.3%), whilst amongst the least satisfied are tenants with children (72.1%), larger households (71.9%), and employed tenants (70.8%).
- Housing quality is an important determinant of how tenants rate rent value for money, e.g. for tenants who are very satisfied with the quality of their home, 81.4% also agree that rent is good value for money, whilst for those who are very dissatisfied with housing quality, fewer than one in three (27.3%) also say that rent is good value for money.

Neighbourhoods

- Approx. eight in ten tenants (82.8%) are satisfied with neighbourhood management whilst 7.9% are dissatisfied. In 2019, 89.0% of tenants were satisfied with 'neighbourhood management' whilst the sector average in 2022 is 80.3%.
- In terms of location, there is some variation around neighbourhood management satisfaction between tenants in different areas with the most satisfied living in Maybole (89.4% satisfied) and the least satisfied living in other areas (69.9%) including; Dalrymple (50.0% satisfied), Dundonald (57.7%), Prestwick (65.0%), Tarbolton (65.5%), Coylton (66.6%), Barr (66.7%), and Mossblown (78.6%)⁵.

Volunteering and community matters

- A minority of tenants (5.0%) volunteer in their local community; most (95.0% do not). Volunteering is most prevalent amongst tenants aged 55 to 64 (7.5% volunteer) and least prevalent in the 65 plus age group (3.2%).
- Whilst very few tenants volunteer, most (64.1%) agree that people in the local area feel a sense of community (28.7% disagree and 7.2% don't know).
- Across all stock locations, the 2 main community projects required are identified as play areas for children (19.7%) and the provision of youth activities (7.6%).

Conclusions

The 2022 tenant satisfaction survey indicates that the majority of tenants (83.0%) are satisfied with the overall service they receive from their landlord. This figure is slightly down on 2019 (88.7%) but is equivalent to the current social rented sector average (83.1%).

It should be noted that most social landlord survey results for tenant satisfaction have declined when compared with those of surveys carried out 3 years previously i.e. in 2019. In most cases, we find that this decline is attributable to the ongoing effect of lockdown on key services, and the subsequent backlogs around responsive repairs, and proposed improvement programmes, which are now feeding into lower tenant satisfaction results.

⁵ Caution individual towns in other areas comprise a small number of surveys e.g. Colyton (18 surveys), Dundonald (26) etc.

Possible areas for further investigation

- Whilst a majority of tenants have expressed satisfaction with the housing service they receive from Ayrshire Housing, a minority have identified some dissatisfaction and based on the tenant feedback in these and other areas, we would propose the following as having potential for further investigation.
- Considering what actions might improve Ayrshire Housing's **overall service**, the main improvements are:
 - Providing a better repair service (20.0% of all tenants)
 - Improving the quality of the home (9.0%)
 - Improving communication with tenants (4.8%).
- From the perspective of **property repairs** the main areas for improvement are:
 - Reducing the time it takes to start the repair (14.1% of all tenants)
 - Improving the quality/standard of repair work (12.8%)
 - Reducing the time it takes to complete the repair (11.8%)
 - Trying to complete repairs on the first visit wherever possible (11.7%).
- Considering **housing quality**, the three main suggestions for improving housing condition are:
 - Improving kitchens (16.1% of all tenants)
 - Improving bathrooms (12.8%)
 - Improving windows (12.3%).
- Considering **rent value for money**, the main actions that would improve this item are:
 - Reducing rent levels (17.2% of all tenants)
 - Improving the internal condition of the home (11.2%)
 - Providing better quality repairs (9.2%).
- The three main improvements that tenants are seeking in relation to **neighbourhood management** are:
 - Improved parking (8.1% of all tenants)
 - Better maintenance of soft landscaped areas (5.5%)
 - Dealing with litter (4.5%).
- In relation to **contact from tenants**, the main areas of dissatisfaction (and therefore the potential areas for improvement) are:
 - Taking charge of the tenant's enquiry (37.5% of tenants who were dissatisfied with contact cited this issue as a cause of their dissatisfaction)

- Reducing the time taken to deal with an enquiry (32.1%)
 - Keeping tenants up to date with progress (26.8%).
-
- In relation to **tenant participation**, continuing to promote and develop the ways in which tenants can take part in the Association’s decision making – we observe that approx. eight in ten tenants are not aware of participatory options such as the scrutiny panel or consultation register.

 - For the **‘My Home’** service, raising tenant awareness of this; awareness currently stands at approx. one third of tenants (34.0%).

Introduction

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Ayrshire Housing Association (Ayrshire Housing) using an interviewer led face to face questionnaire. The survey was administered between October 3rd and November 4th 2022.

Survey sampling and survey response

The survey sampling frame comprised a stratified random sample of 1,618 tenant properties drawn from a population comprising all housing units. Face to face (door to door) interviewing took place using a proportionate sampling method whereby interviews were administered according to factors such as town, property type, property size etc. The adjusted survey response rate based on completing 641 interviews is 40.9%; this excludes 52 tenants who asked to be withdrawn from the interview process at the pre-survey stage.

Town profile

Table B considers the breakdown of completed surveys by principal town. This shows a close match between the locations that were surveyed and the spread of these areas within the Association's stock e.g., 52.6% of surveys were completed with tenants living in Ayr which compares to 52.1% of all tenants living within this town.

Table B - Survey sample by town

<u>Town</u>	<u>Interviews</u>	<u>% interviews</u>	<u>Stock</u>	<u>% stock</u>
Ayr	337	52.6%	844	52.1%
Girvan	54	8.4%	135	8.3%
Maybole	47	7.3%	86	5.3%
Troon	47	7.3%	121	7.5%
Other areas ⁶	156	24.3%	432	26.7%
Total	641	100.0%	1,618	100.0%

Property profile

Property size

As illustrated in table C, most interviews were carried out with tenants living 3 apt homes (43.2%); this compares to 43.4% of all tenants living in this size of property.

Table C – Survey sample by property size

<u>Property size</u>	<u>Interviews</u>	<u>% interviews</u>	<u>Property size</u>	<u>Stock</u>	<u>% stock</u>
2 apt.	159	24.8%	2 apt.	418	25.8%
3 apt.	277	43.2%	3 apt.	702	43.4%
4 or more apts.	205	32.0%	4 or more apts.	498	30.8%
Total	641	100.0%	Total	1,618	100.0%

Table D provides a breakdown of survey responses by property type and illustrates that approx. six in ten surveys (62.4%) were completed with tenants living in houses which compares to 63.4% of all tenants living in this type of home.

⁶ Ballantrae, Barr, Coynton, Dailly, Dalrymple, Dundonald, Kirkoswald, Mossblown, Prestwick, Straiton, Symington, Tarbolton

Table D – Survey sample by property type

<u>Property type</u>	<u>Interviews</u>	<u>% interviews</u>	<u>Property type</u>	<u>Stock</u>	<u>% stock</u>
House	400	62.4%	House	1,026	63.4%
Tenement	187	29.2%	Tenement	398	24.6%
Other property type ⁷	54	8.4%	Other property type	71	10.6%
Not stated	-	-	Not stated	23	1.4%
Total	610	100.0%	Total	1,618	100.0%

Person profile

As illustrated in table E, a wide range of tenant age groups took part in the survey, e.g., 13.6% of those surveyed were aged 16-34, approx. one in five (22.8%) were aged 55 to 64 etc.

Table E - Survey sample age break (641)

<u>Age</u>	<u>Interviews</u>	<u>% interviews</u>	<u>Age</u>	<u>Interviews</u>	<u>% interviews</u>
16 to 24	24	3.7%	55 to 64	146	22.8%
25 to 34	87	13.6%	65 to 74	101	15.8%
35 to 44	117	18.3%	75 plus	56	8.7%
45 to 54	110	17.2%	Total	641	100.0%

Table F illustrates the break-down of survey responses by household size/type. This shows a range of households for example, 22.2% of all surveyed households comprised one adult under 60 years of age, 22.0% comprised one adult aged 60 and over etc. Households containing children represent 29.6% of all households that were surveyed.

Table F –Survey sample by household size/composition (base 641)

<u>Household size/composition</u>	<u>% all surveys</u>	<u>Household size/composition</u>	<u>% all surveys</u>
One adult under 60	22.2%	1 adult with children	16.2%
One adult aged 60 or over	22.0%	2 adults with children	11.1%
Two adults both under 60	8.9%	3 or more adults with children	2.3%
Two adults, at least one 60 or over	11.1%	Rather not say	0.9%
Three or more adults 16 or over	5.3%	Totals	100.0%

As set out in table G, most surveyed tenants were either unable to work (30.6%), retired (29.1%) or working (23.9%), This table will add to more than 100% because tenants may have chosen more than one status e.g. part time work and student.

Table G –Survey sample by tenant status (base 641)

<u>Status</u>	<u>% all surveys</u>	<u>Status</u>	<u>% all surveys</u>
Unable to work	30.6%	Job seeker	5.3%
Retired	29.1%	Carer	3.4%
Full time/part time work	23.9%	Student/training	1.0%
Not seeking work/at home with children	7.6%	Rather not say	0.5%

⁷ 4 in a block, High Rise, Maisonette/other

Ethnic origin

Most tenants surveyed were white, e.g. 95.0% declared themselves to be 'White Scottish', 3.3% said they were 'White British'.

Housing benefit status

Three in four tenants (75.7%) received government assistance to pay their rent whilst 22.9% were not in receipt of any government help to pay their rent. A small proportion of tenants did not know or declined to answer this question (0.3%).

Disability

Most tenant households (58.2%) contained a member who was disabled or suffering from a long term health condition; 41.5% of households did not contain such a person whilst 0.3% of tenants declined to say.

Report layout and weighting

This report sets out tenant feedback on the questions that were posed in the survey. For each section, figures are provided alongside the relevant commentary. We have set out in the data tables an analysis of the survey results by characteristics such as property size etc. The survey data is unweighted as there is a close match between the survey responses and Ayrshire Housing's population on measures such as property size, property type, and location.

Comparisons

Throughout the report we have made comparisons where possible with Ayrshire Housing's previous tenant satisfaction survey (2019).

Rounding

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

Small data sets

To make it easier to read the Excel charts, any figures of 2% or less have been excluded from the chart displays.

Margin of error

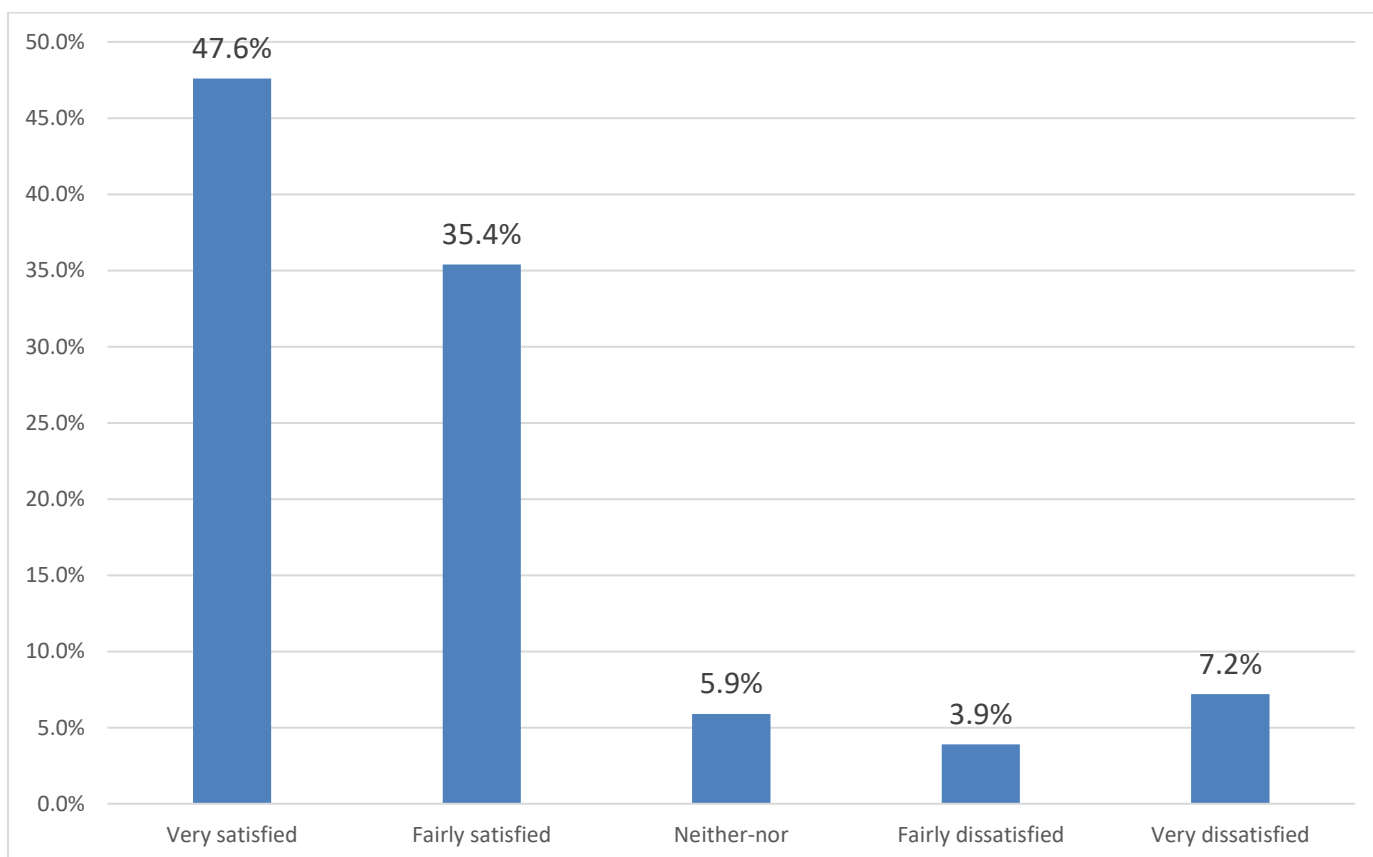
Based on an available population of 1,566 households (1,618 minus 52 refusals at the warmup letter stage), and a response rate of 641 completed surveys, the margin of error for the data contained in this survey is $\pm 2.9\%$.

Overall tenant satisfaction

Figure 1 sets out the level of tenant satisfaction with the overall service provided by Ayrshire Housing Association (Ayrshire Housing) and illustrates that 83.0% of tenants are satisfied in 2022. Approx. ten percent of tenants (11.1%) are dissatisfied with Ayrshire Housing’s service overall. The comparable Ayrshire Housing satisfaction figure for 2019 was 88.7%. The Scottish social housing average satisfaction level is currently 83.1%.⁸

Figure 1 –Satisfaction with the overall service provided by Ayrshire Housing (base 641)

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



Property size

Considering overall tenant satisfaction by property size (as measured by number of apartments), satisfaction ranges from 87.5% satisfied for tenants living in 2 apt. homes through 83.8% (3 apt.), to 78.5% for 4 or more apt homes.

Table 1 - Overall satisfaction by property size (base 641)

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

Size	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
2 apt.	53.5%	34.0%	5.0%	3.1%	4.4%
3 apt.	46.6%	37.2%	5.1%	4.3%	6.9%
4 or more apts.	44.4%	34.1%	7.8%	3.9%	9.8%
All apts.	47.6%	35.4%	5.9%	3.9%	7.2%

⁸ Based on a sample of approx. 60,000 tenants surveyed across 103 Landlords since April 2020 - weighted average (source SHR)

Property type

In relation to property type, the most satisfied tenants are those living in tenements (87.1%) whilst the least satisfied overall are tenants living in houses (80.5%).

Table 2 - Overall satisfaction by property type (base 641)

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

<u>Size</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Tenement	48.1%	39.0%	3.7%	3.2%	5.9%
Other property type	50.0%	37.0%	5.6%	3.7%	3.7%
House	47.0%	33.5%	7.0%	4.3%	8.3%
All types	47.6%	35.4%	5.9%	3.9%	7.2%

Property location

The most satisfied tenants by location live in Troon (89.4% satisfied) and Maybole (89.3%) whilst the least satisfied live in other areas (69.9%).

Table 3 - Overall satisfaction by property location (base 641)

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

<u>Size</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Troon	42.6%	46.8%	2.1%	2.1%	6.4%
Maybole	57.4%	31.9%	4.3%	4.3%	2.1%
Ayr	48.7%	39.5%	6.5%	2.7%	2.7%
Girvan	51.9%	25.9%	7.4%	-	14.8%
Other areas	42.3%	27.6%	5.8%	8.3%	16.0%
All locations	47.6%	35.4%	5.9%	3.9%	7.2%

Tenant profile

Table 4 illustrates tenant satisfaction by household size and composition and shows that smaller households (88.4% satisfied), and those who do not have children in the household (84.5%) tend to be more satisfied overall than larger households (78.7% satisfied), and those that do have children in the household (79.4%).

Table 4 - Overall satisfaction by tenant profile (base 641)

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

<u>Tenant profile</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Single person household	52.7%	35.7%	4.6%	2.1%	4.9%
Two or more-person household	43.8%	34.9%	6.8%	5.4%	9.1%
No children in household	51.5%	33.0%	5.8%	2.7%	7.0%
Children in household	38.9%	40.5%	5.8%	6.8%	7.9%
All profiles	47.6%	35.4%	5.9%	3.9%	7.2%

As illustrated in table 5, amongst the most positive tenants in terms of overall satisfaction are those who are aged 65 plus (84.7% satisfied) or retired (84.2%), or those that receive help with their rent (83.7%). Conversely, the tenants who are least satisfied are those who are employed (81.6% satisfied), disabled households (81.2%) and homes that do not receive help with rent (80.3%).

Table 5 - Overall satisfaction by tenant profile (base 641)

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

<u>Profile</u>	<u>Measure</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Age	16 to 34	36.0%	47.7%	4.5%	4.5%	7.2%
	35 to 44	46.2%	34.2%	2.6%	8.5%	8.5%
	45 to 54	45.5%	38.2%	6.4%	2.7%	7.3%
	55 to 54	50.7%	31.5%	6.2%	3.4%	8.2%
	65 plus	55.4%	29.3%	8.9%	1.3%	5.1%
Economic	Employed	42.7%	38.9%	5.4%	4.9%	8.1%
	Other not working	39.1%	43.6%	6.4%	2.7%	8.2%
	Retired	55.9%	28.3%	8.6%	1.3%	5.9%
	Unable to work	50.5%	33.2%	3.7%	5.8%	6.8%
Benefit	Receive help with rent	48.2%	35.5%	4.9%	4.1%	7.2%
	Do not receive help with rent	44.9%	35.4%	8.8%	3.4%	7.5%
Disability	Disabled household	49.6%	31.6%	5.9%	4.6%	8.3%
	Non-disabled household	44.7%	41.0%	5.6%	3.0%	5.6%
	All tenants	47.6%	35.4%	5.9%	3.9%	7.2%

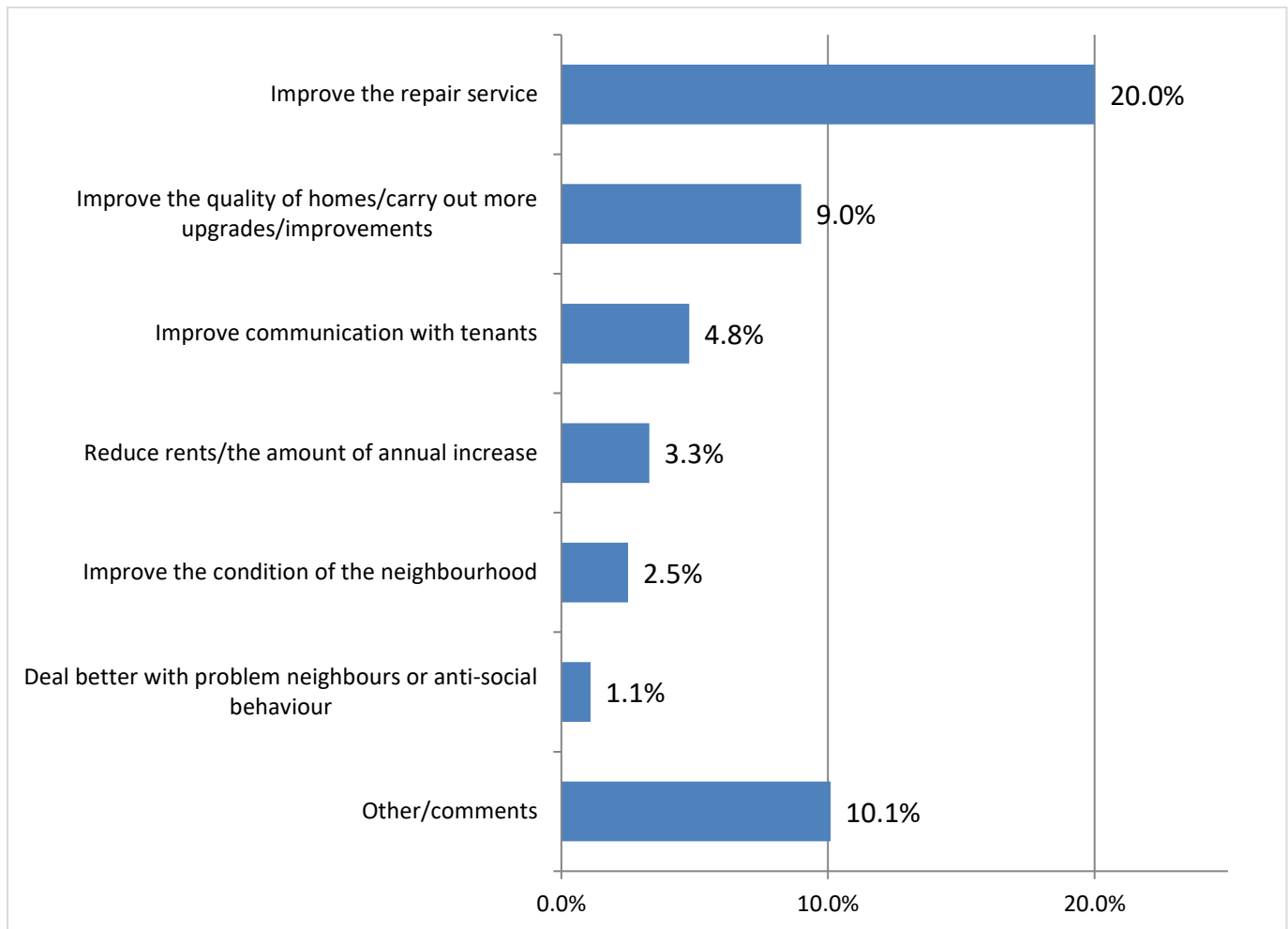
Service improvements

Tenants were asked to say how their landlord could improve its overall service.

The results of this enquiry are set out in figure 2 and indicate that providing a better repair service (20.0% of all tenants), improving the quality of the home (9.0%), and improving communication with tenants (4.8%) are the three main improvement actions in terms of overall satisfaction.

Figure 2 – Service improvements (base 641)

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



Other comments/suggestions

Sixty five tenants made a comment relating to an improvement or suggested another improvement, and these are set out in annex 1. Listed below are a sample of comments that were made (where the emphasis is on repair service improvement):

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

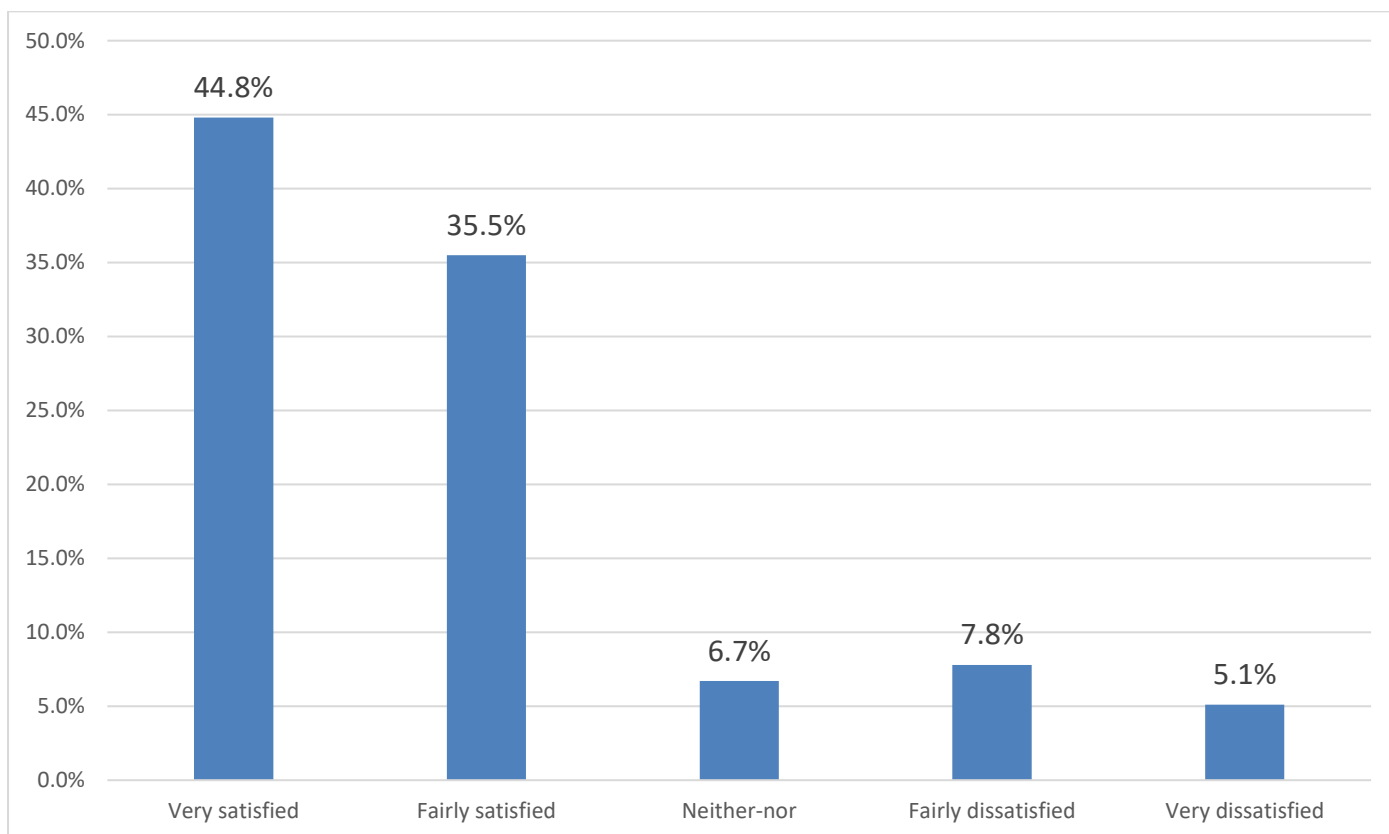
- ✓ Communicate better with tenants regarding repairs
- ✓ General build not good. Been waiting since June for repairs
- ✓ Improve the contractors that they are employing
- ✓ New roof is still to be done. New windows and doors are also needed
- ✓ Repairs not fully done since I took tenancy; electrical work needs repaired
- ✓ Reported things needing repaired on umpteen occasions. Nobody gets back to us about them
- ✓ Takes too long to long fix repairs
- ✓ Windows issue ongoing since March.

Housing quality satisfaction

Overall tenant satisfaction with the quality of housing is set out in figure 3 and reveals that 80.3% of tenants are satisfied with their home whilst 12.9% are dissatisfied in 2022. The current year figure for satisfaction on this measure is approx. 7% points behind that found during the 2019 survey (87.8% satisfied). The sector average figure for housing quality satisfaction is currently 81.0%.

Figure 3 –Satisfaction with housing quality overall (base 641)

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



Housing quality satisfaction is highest for tenants living in smaller homes, e.g., 2 apt (87.4% satisfied) and lowest for those living 4 or more apt homes (71.7%) - (table 6).

Table 6 - Satisfaction with housing quality by property size (base 641)

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

Apartments	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
2 apt.	56.0%	31.4%	6.3%	4.4%	1.9%
3 apt.	42.6%	40.1%	5.8%	6.9%	4.7%
4 or more apts.	39.0%	32.7%	8.3%	11.7%	8.3%
All apts.	44.8%	35.5%	6.7%	7.8%	5.1%

Table 7 illustrates some variation in satisfaction with housing quality by property type and shows that the most satisfied tenants on housing quality are those living in other property types (85.2% satisfied) or tenements (85.1%), whilst the least satisfied are tenants who live in houses (77.6%).

Table 7 - Satisfaction with housing quality by property type (base 641)

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

Tenant profile	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Other property type	42.6%	42.6%	3.7%	7.4%	3.7%
Tenement	51.9%	33.2%	7.0%	4.8%	3.2%
House	41.8%	35.8%	7.0%	9.3%	6.3%
All house types	44.8%	35.5%	6.7%	7.8%	5.1%

Tenant profile

Measured in terms of tenant profile, single person households (87.3% satisfied) and households without children (82.3%) are more satisfied than their counterparts in larger households e.g. 74.7% of tenants living in two or more person households are satisfied with housing quality.

Table 8 - Satisfaction with housing quality by tenant profile (base 641)

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

Tenant profile	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Single person household	53.0%	34.3%	6.4%	3.9%	2.5%
Two-or more person household	38.6%	36.1%	6.8%	11.1%	7.4%
No children in household	49.9%	32.4%	6.5%	7.4%	3.8%
Children in household	33.7%	42.1%	6.8%	8.9%	8.4%
All types	44.8%	35.5%	6.7%	7.8%	5.1%

Location

Table 9 shows that the most positive tenants in relation to housing quality are those living in Troon (89.3% satisfied) whilst the least satisfied are those who live in other areas (69.9%).

Table 9 - Satisfaction with housing quality by location (base 641)

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

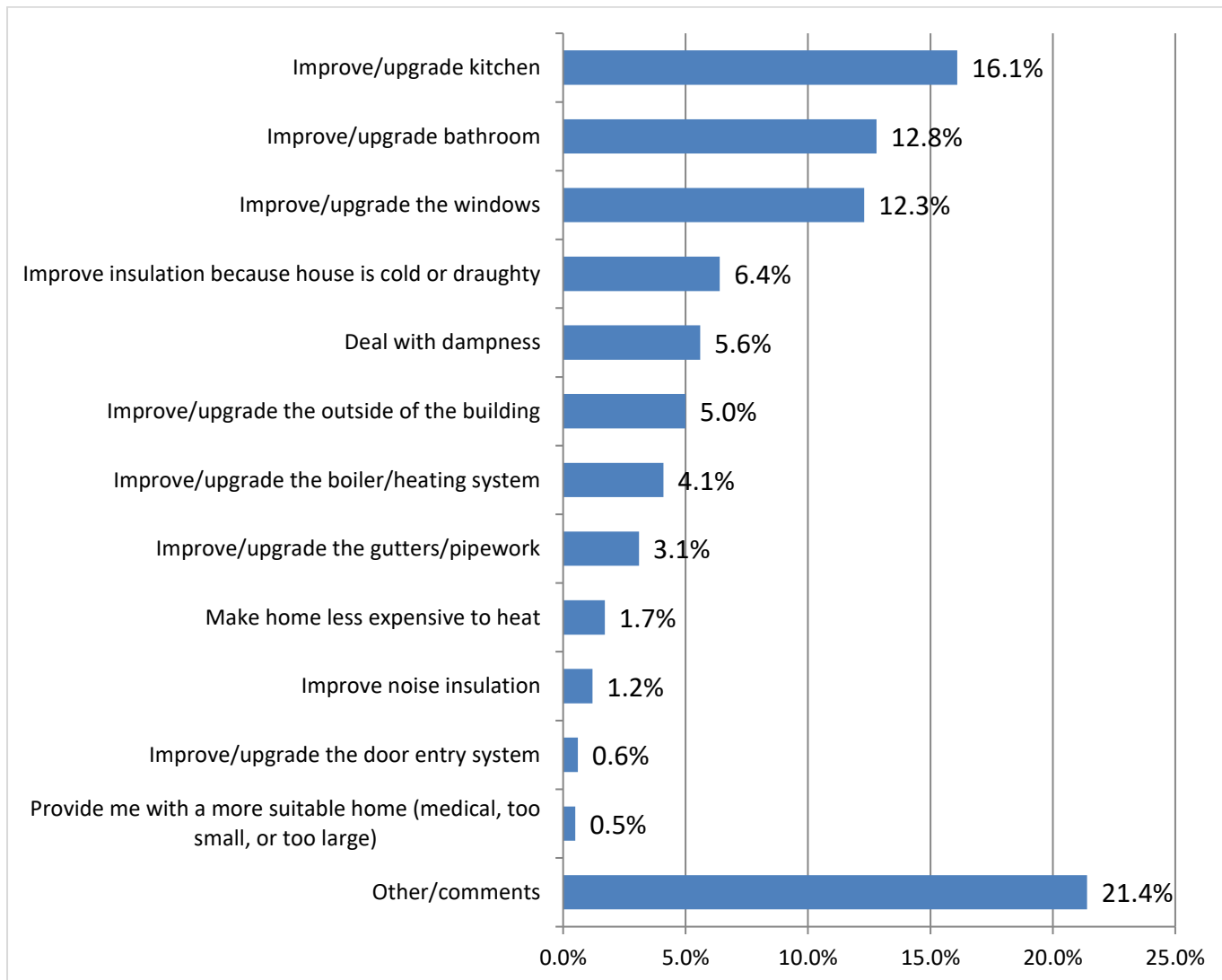
Location	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Troon	34.0%	55.3%	2.1%	6.4%	2.1%
Maybole	48.9%	38.3%	6.4%	4.3%	2.1%
Ayr	46.6%	37.7%	7.1%	7.4%	1.2%
Girvan	46.3%	25.9%	5.6%	9.3%	13.0%
Other areas	42.3%	27.6%	7.7%	9.6%	12.8%
All areas	44.8%	35.5%	6.7%	7.8%	5.1%

Service improvements

Tenants were asked what might improve the quality of their home. Figure 4 indicates that improving kitchens (16.1%), bathrooms (12.8%), and improving windows (12.3%) are the three main housing upgrades required by tenants.

Figure 4 – Housing quality improvement (base 641)

Q- What if anything should Ayrshire Housing do to improve the quality of your home?



Other comments/suggestions

One hundred and thirty seven tenants (21.4%) made a comment relating to their home or suggested another improvement and these are listed at annex 2. Some examples of the comments made are provided below:

Q- What if anything should Ayrshire Housing do to improve the quality of your home? (other/comments)

- ✓ Address the roof it leaks
- ✓ Bigger radiators needed as too cold in the living room
- ✓ Doors are draughty
- ✓ Extractor fan required
- ✓ Flooring loose causing noise in bathroom and bedroom ceilings
- ✓ Lift is always breaking down-needs fixed
- ✓ Mould and rotten floor due to dampness
- ✓ Stair landing window needs fixed as not closing properly .

Repair service

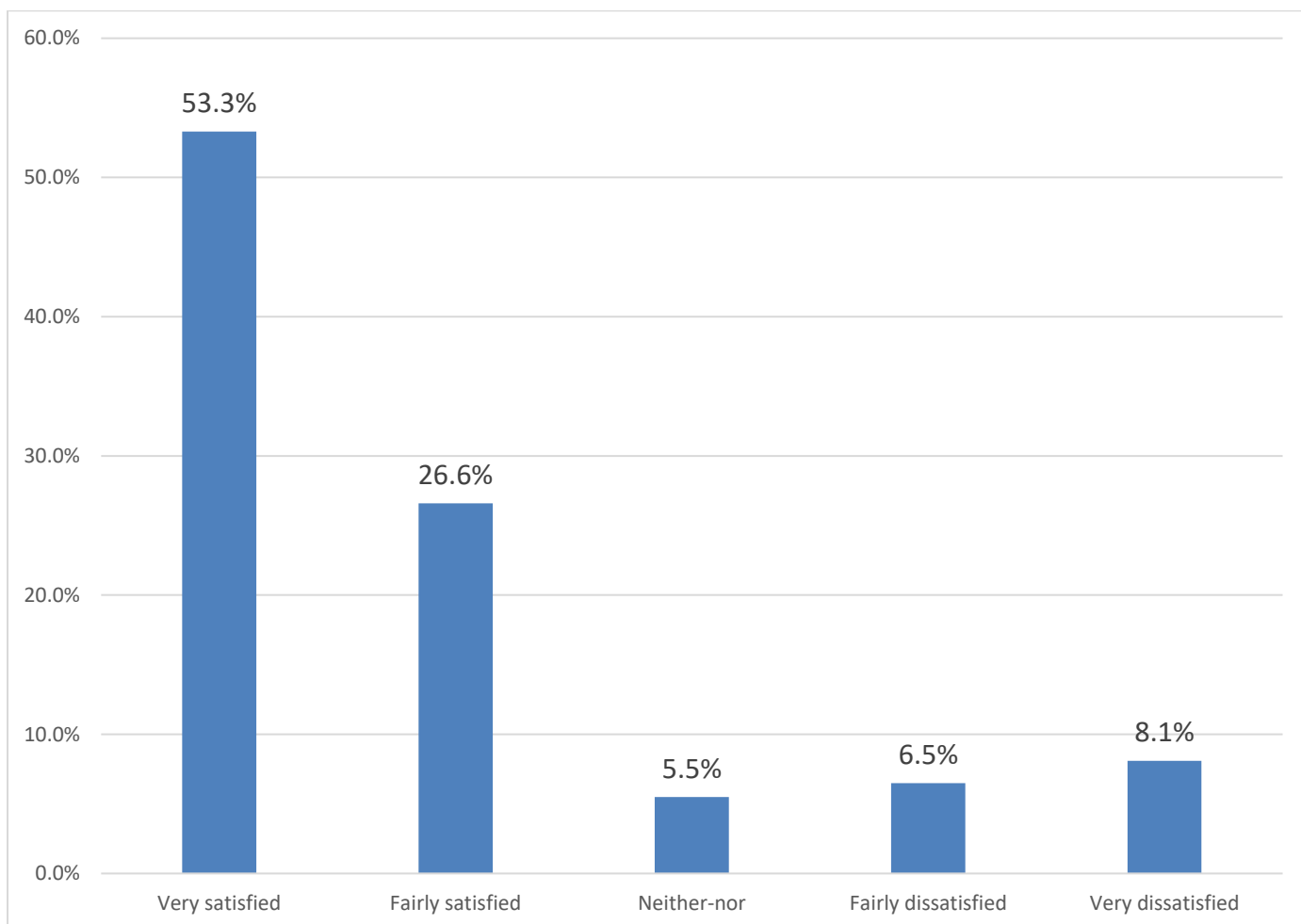
Satisfaction with repairs

Approx. seven in ten tenants (65.2%) have had a property repair in the last 12 months.

Amongst tenants whose homes have been repaired in the last year, 79.9% are satisfied with the last repair whilst 14.6% are dissatisfied (figure 5). During the 2019 survey, 85.0% of tenants were satisfied with their most recent property repair. The social housing sector average for repairs satisfaction (which includes transactional data), is 90.0%.

Figure 5 – Satisfaction with the repair service (base 418-repair in last year only)

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

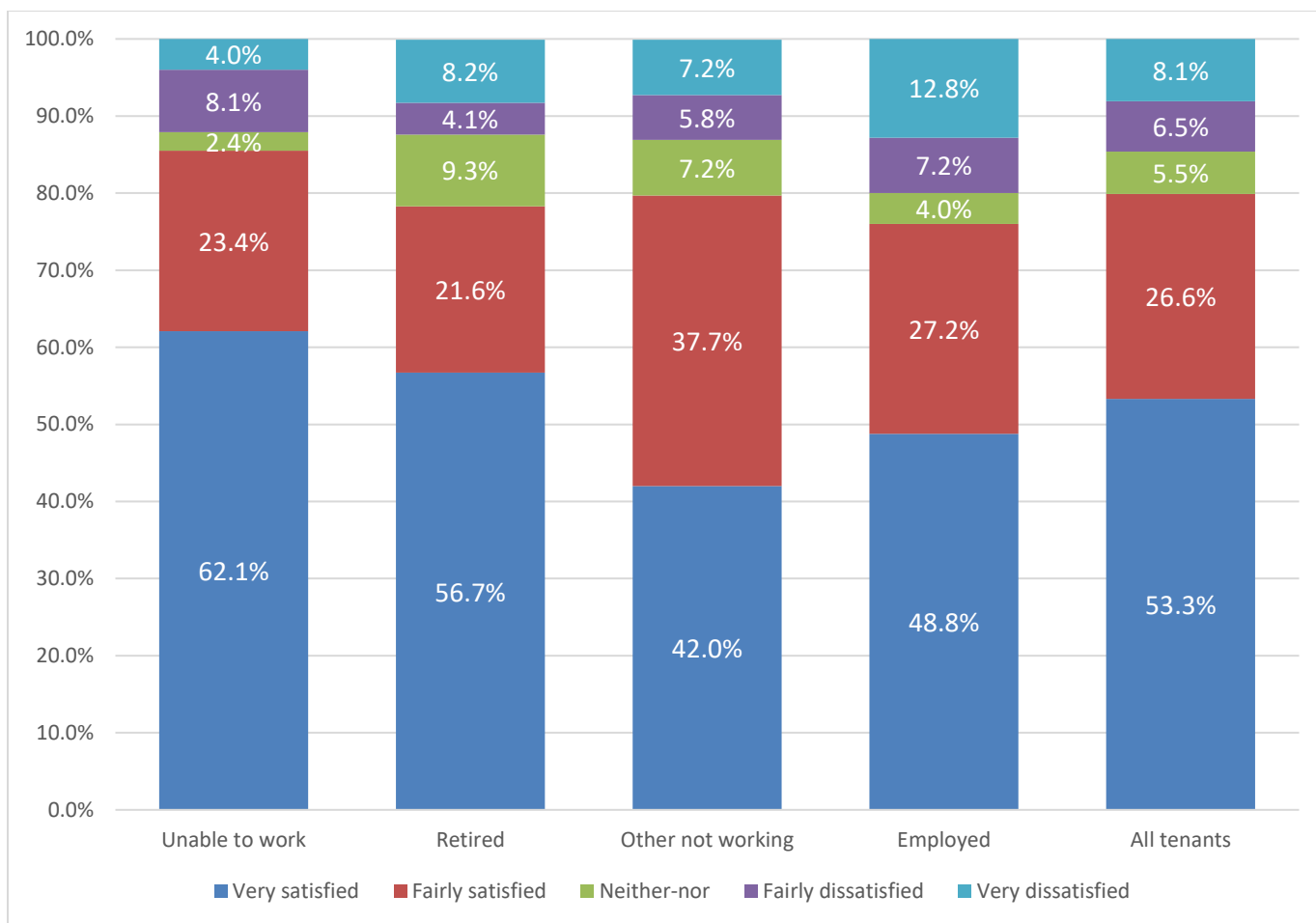


Repairs satisfaction by tenant status

Figure 6 analyses repair service satisfaction by status and shows that tenants who are unable to work are much more satisfied with repairs (85.5%) than tenants who are employed (76.0%).

Figure 6 – Satisfaction with the repair service by tenant status (base 418-repair in last year only)

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



Repairs satisfaction by location

As illustrated in table 10, repair service satisfaction by location is fairly widely spread i.e. Troon (91.9% satisfied with last repair), which compares to 74.3% and 70.1% in Girvan and other areas respectively.

Table 10 - Satisfaction with the repair service by location (base 418-repair in last year only)

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

Location (interviews)	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Troon	54.1%	37.8%	-	2.7%	5.4%
Ayr	53.3%	29.9%	5.6%	6.5%	4.7%
Maybole	58.1%	22.6%	-	12.9%	6.5%
Girvan	56.4%	17.9%	7.7%	2.6%	15.4%
Other areas	50.5%	19.6%	8.2%	7.2%	14.4%
All locations	53.3%	26.6%	5.5%	6.5%	8.1%

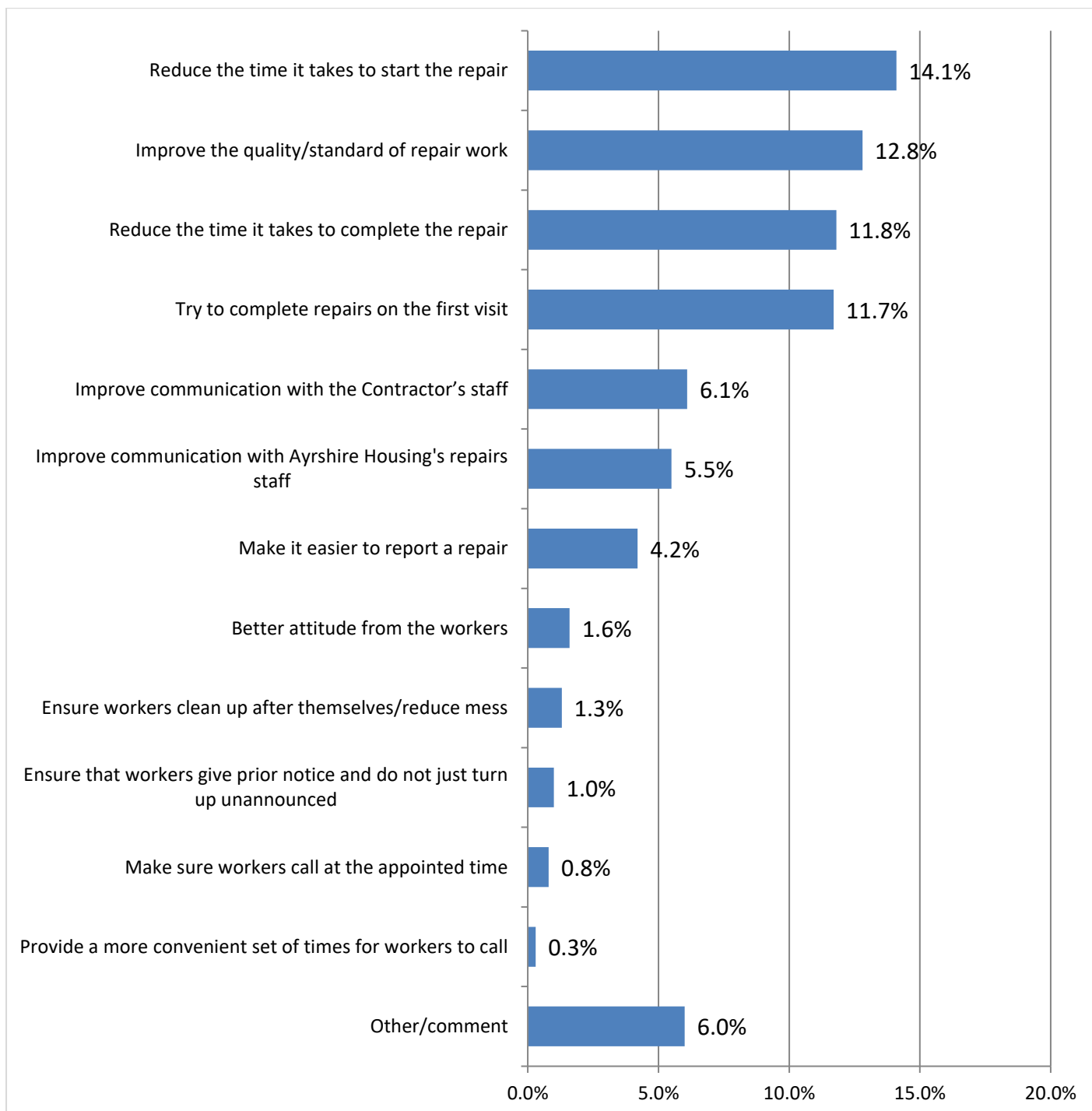
Improving the repair service

All tenants across all repair timescales were asked what should be improved about the service. As shown in figure 7, the top four improvement suggestions for the repair service are:

1. Reduce the time it takes to start the repair (14.1% of all tenants)
2. Improve the quality/standard of repair work (12.8%)
3. Reduce the time it takes to complete the repair (11.8%)
4. Try to complete repairs on the first visit (11.7%)

Figure 7 – Improving the repair service (base 641 - all repairs regardless of time frame)

Q- What if anything should Ayrshire Housing do to improve its repair service?



Repair service comments/suggestions

Thirty seven tenants made an additional comment about repair service improvement, and some examples of these are set out below. The full list of comments made is supplied at annex 3.

Q- What if anything should Ayrshire Housing do to improve its repair service?

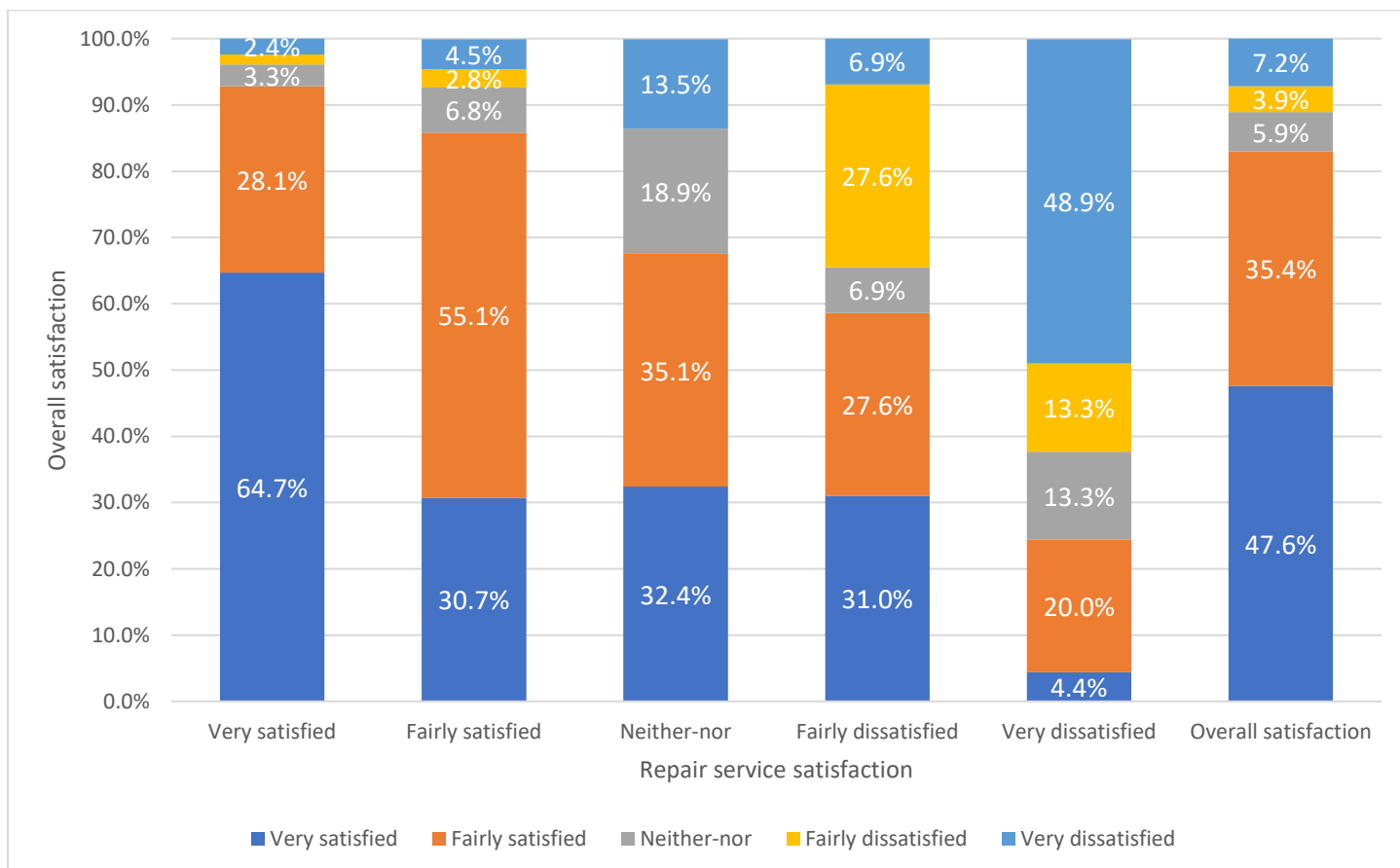
- ✓ 3 months waiting on repairs, but they did not come; yesterday had plasterer but still not finished the job
- ✓ Acknowledge repairs that have been put in and improve the actual problems instead of quick fixes
- ✓ Actually complete the work they say they are going to
- ✓ Different reports on what the problem is in the bedroom
- ✓ Do a full repair not a temporary repair
- ✓ Make repairs before they let the house
- ✓ Replace not repair if not worth doing
- ✓ Sometimes they say repairs have been completed when they have not
- ✓ Taps replaced were different; matching taps preferred.

Satisfaction with repairs and overall satisfaction

As illustrated in figure 8, there is an association between how tenants rate overall satisfaction based on their view of their most recent property repair e.g., where a tenant is very satisfied with their last repair, 92.8% are also very satisfied with the Association's service overall. However, where the tenant is very dissatisfied with their last property repair, overall satisfaction with Ayrshire Housing declines to 24.4%.

Figure 8 – Role of repair satisfaction in overall satisfaction (base 641)

Q- Overall satisfaction v repairs

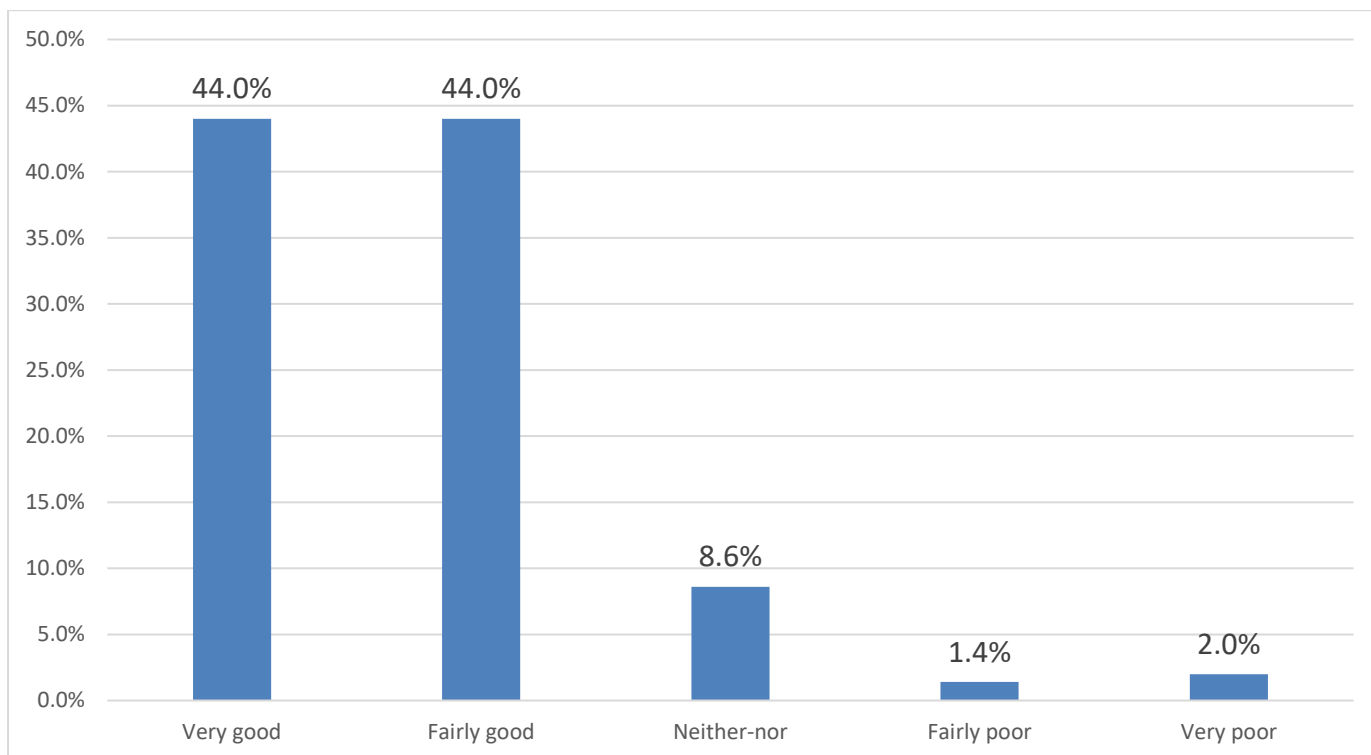


Information, contact and participation

In 2022, 88.0% of tenants rated 'being kept informed' as good, whilst 3.6% said that Ayrshire Housing was poor on this measure (and 8.6% replied 'neither good nor poor') (figure 9). Tenant satisfaction with being kept informed is slightly lower than the 2019 survey (91.8% saying good). The sector average for this figure in 2022 is 86.2%.

Figure 9 – Information (base 641)

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



Contacting Ayrshire Housing

As set out in table 11a, most tenants (83.8%) were satisfied with their most recent experience of contacting Ayrshire Housing whilst 8.9% were dissatisfied with this contact.

Table 11a - Satisfaction with contacting their landlord (base 641)

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>
56.8%	27.0%	4.4%	3.0%	6.7%	2.2%

Contact satisfaction v overall satisfaction

Analysis shows a strong association between tenants' rating of their contact experience and their overall satisfaction with the housing service. This association is illustrated in table 11b e.g., where a tenant rates their most recent contact with their landlord as 'very satisfactory', 91.5% of these tenants are also satisfied with services overall. The overall satisfaction rating then declines through to those tenants who found their last contact 'very unsatisfactory' at which point approx. one in three tenants (34.9%) are satisfied with services overall.

Table 11b - Satisfaction with contacting v overall satisfaction (base 641)

<i>How satisfied or dissatisfied were you with your most recent experience of contacting Ayrshire Housing?</i>					
<u>Rating of contact</u>	<u>Very satisfactory</u>	<u>Fairly satisfactory</u>	<u>Neither-nor</u>	<u>Fairly unsatisfactory</u>	<u>Very unsatisfactory</u>
Overall satisfaction with landlord services	91.5%	82.1%	64.3%	52.6%	34.9%

For those tenants who were dissatisfied with their most recent contact (9.7%), the reasons for dissatisfaction are set out in table 12, e.g., 'no one took charge of my enquiry' (37.5%). Note these issues pertain to fifty three dissatisfied tenants only and do not reflect the views of all tenants making contact.

Table 12 - Issues with contacting their landlord (base 52 tenants dissatisfied with contact)

Q- Why were you dissatisfied with your most recent experience of contacting Ayrshire Housing?

<u>Issue</u>	<u>%</u>	<u>Issue</u>	<u>%</u>
No one took charge of my enquiry	37.5%	The outcome of my enquiry was unsatisfactory	21.4%
Overall time taken to deal with my enquiry was too long	32.1%	The quality of advice and assistance provided was poor	16.1%
I was not kept up to date with progress	26.8%	Difficult to get to the right person easily	10.7%
Staff were unhelpful	23.2%	It was difficult to get to the Association's office	3.6%
The service did not do what they said they would	21.4%	Other/comments	17.9%

Tenants who noted another cause of dissatisfaction or who commented on this theme (17.9%) made the following comments:

- ✓ Cupboards were replaced but not fixed like for like
- ✓ Dog waste bins requested but nothing done
- ✓ Lack of communication between us and them and the length of time it took to complete work
- ✓ No communication between James Frew and us. Can't get through to repairs or get them to do what is needed
- ✓ Not happy with the outcome of my complaint. Already had head of repairs out but housing said nobody had visited
- ✓ Reported a leak in bathroom and this has not been sorted
- ✓ Reporting repairs
- ✓ They keep cancelling the job and there's a lack of communication
- ✓ Told the same story to all staff but nobody's taking responsibility for the housing
- ✓ Woman was rude on phone.

Tenant participation - awareness of options and satisfaction

Most tenants (84.1%) are not aware of the ways in which they can participate in their landlords' decision making. Around one in six tenants (16.2%) have heard of the tenant scrutiny panel and 8.7% have heard of the policy consultation register.

As set out in table 13, across all tenants in 2022, approx. eight in ten (81.9%) are satisfied with opportunities to participate whilst 3.4% are dissatisfied. In 2019, 87.3% of tenants were satisfied on this measure whilst the social landlord average is 81.6%.

Table 13 - Satisfaction with tenant participation (641)

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

<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
43.2%	38.7%	14.7%	1.1%	2.3%

Encouraging tenant participation

Considering what might encourage greater involvement in tenant participation, most respondents said that they were happy to leave participation to others (56.8%) or had no real interest in taking part in their landlord's decision making (32.9%).

Fewer than one in ten tenants (8.4%) suggested some methods that might encourage greater participation, and these are set out in table 14, with the emphasise mainly focused on online surveys (5.6%).

Table 14 – Encouraging more tenant participation (641)

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

<u>Method</u>	<u>Interest</u>	<u>Method</u>	<u>Interest</u>
Online Surveys	5.6%	Day Time Meetings	0.5%
E-mail Communication	1.9%	Informal Groups	0.5%
Community Events e.g. fun days	1.2%	Offer Incentives (please say what in 'other')	0.2%
Focus Groups	1.1%	Exchanging information and ideas using text messaging	0.2%
Evening Meetings	0.6%	Other/comments	4.5%

Several tenants (4.5%) made a comment about this aspect of service with the principal suggestions related to providing more information:

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

- ✓ Closer events to Barr
- ✓ Consultation that's relevant to our street only
- ✓ Disabled, so would need help getting to events
- ✓ Discounts on rent
- ✓ Help with anxiety
- ✓ Help with language barrier
- ✓ Help with transport to meetings; bus links are poor
- ✓ If someone explained it
- ✓ If they actually listened maybe
- ✓ If we got invited and told about it
- ✓ If we were kept informed about it
- ✓ Keep us informed and let us know

- ✓ Keeping us informed
- ✓ Keeping us more informed about what's going on
- ✓ Knowing about these things going on
- ✓ Listen to us more
- ✓ Local meetings needed
- ✓ More information
- ✓ More information should come through
- ✓ Need nearby meetings as can't drive; for instance in local community centre
- ✓ Times to suit parents.

Digital services

Ayrshire Housing portal 'My Home'

Prior to the survey, approx. one third of tenants (34.0%) had heard of 'My Home'.

Most tenants who had heard of 'My Home' had become aware as a result of staff contact (54.6%) or letters (23.9%) – table 15. Other methods include via newsletters, attending a Board Meeting etc.

Table 15 – My Home awareness (base 218 aware tenants)

Q - How did you first hear about 'My Home'?

<u>Method</u>	<u>%</u>	<u>Method</u>	<u>%</u>
Staff member told me	54.6%	Via email information	1.8%
Letter	23.9%	Facebook	0.5%
Word of mouth	10.6%	Can't remember	3.2%
Saw information on the Ayrshire Housing website	5.0%	Other	3.2%

My Home registration

Approx six in ten tenants who are aware of 'My Home' have registered with the service (63.3%). The remaining tenants have not registered with the service (33.0%) or don't know/can't remember (3.7%).

Amongst those tenants that have registered with 'My Home', most (82.6%) registered themselves, whilst 10.9% were helped by a family member or a member of Association staff (5.1%).

My Home tasks

As illustrated table 16, tenants who are registered with 'My Home' have mainly used the service to pay rent/charges (54.3%) or report repairs (46.5%). We observe that 12.3% of registered tenants have looked at the service but not yet used 'My Home'.

Table 16 – My Home tasks (base 138 registered tenants)

Q - Which tasks, if any, have you carried out using 'My Home'?

Paying your rent and any other charges	54.3%	Taking part in online surveys and consultations	1.4%
Reporting a repair and completing repairs satisfaction surveys	46.4%	Going "Paper Free" and receiving documents by email	0.7%
Viewing your rent account and any recent payments you have made	26.8%	Emailing staff	0.2%
Viewing any repairs you have reported over the last 12 months	9.4%	Making complaints	0.2%
Updating changes to your household	3.6%	Haven't used service yet	12.3%
Updating your contact details	2.9%		

Ease of use

Table 17 shows that most registered users (86.2%) say they find it easy to use the 'My Home' service.

Table 17– My Home – ease of use (183)

Q - Do you find it easy or difficult to use 'My Home'?

<u>Very easy</u>	<u>Fairly easy</u>	<u>Neither-nor</u>	<u>Fairly difficult</u>	<u>Very difficult</u>	<u>Don't know</u>
60.9%	25.3%	2.2%	1.4%	0.7%	9.4%

More information

Five tenants who were registered with 'My Home' (3.6%) suggested other services they would like to see incorporated into the portal i.e.

- ✓ Electronic copy of tenancy agreement
- ✓ Information on where you are on the list for repairs
- ✓ Being able to liaise with social work to save dealing with different issues/people
- ✓ Link to occupational therapy
- ✓ Be good if they could reply to us on it.

Not registered with 'My Home'

Amongst the tenants who are aware of 'My Home' but who have not yet registered with the service the three main reasons given for not registering are: 'not interested in using online services; (31.9%), 'do not know why' (37.0%) and prefer to contact Ayrshire Housing staff by telephone or face to face (19.4%) – table 18.

Table 18 – Reasons for non-registration (72)

Q – Why have you not registered your 'My Home' account yet?

<u>Reason</u>	<u>%</u>
Not interested in using online services	31.9%
Do not know why	20.8%
Prefer to contact Ayrshire Housing staff by telephone or face to face	19.4%
Do not know what is involved in using this service	6.9%
Do not have access to internet technology	5.6%
No device e.g. smart phone, tablet, iPad, laptop	4.2%
Do not know anything about the 'My Home' service	2.8%

Encouraging registration

As illustrated in table 19, most tenants (76.0%) said they would not wish to be 'encouraged' to use 'My Home' because they are not interested in in the service.

Table 19 – Encouraging registration (72)- aware but not registered

Q – Is there anything that Ayrshire Housing could do to help or encourage you register with their My Home digital service?

<u>Assistance</u>	<u>%</u>
None of these, I am not interested in using 'My Home'	76.4%
Have someone to show me how to use the 'My Home' service	4.2%
Free access to communal internet e.g. in their office	5.6%
Other (e.g. nothing, will do eventually when I get time etc.)	13.9%

Rent and value for money

As set out in figure 10, approx. three quarters of tenants (73.9%) rate rent as good value for money, whilst 10.6% say that rent is poor value (and 15.4% answered 'neither good nor poor' value). In 2019, 86.0% rated rent as good value, whilst the 2022 sector average is 78.8%.

Figure 10 – Rating of rent value for money (base 641)

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

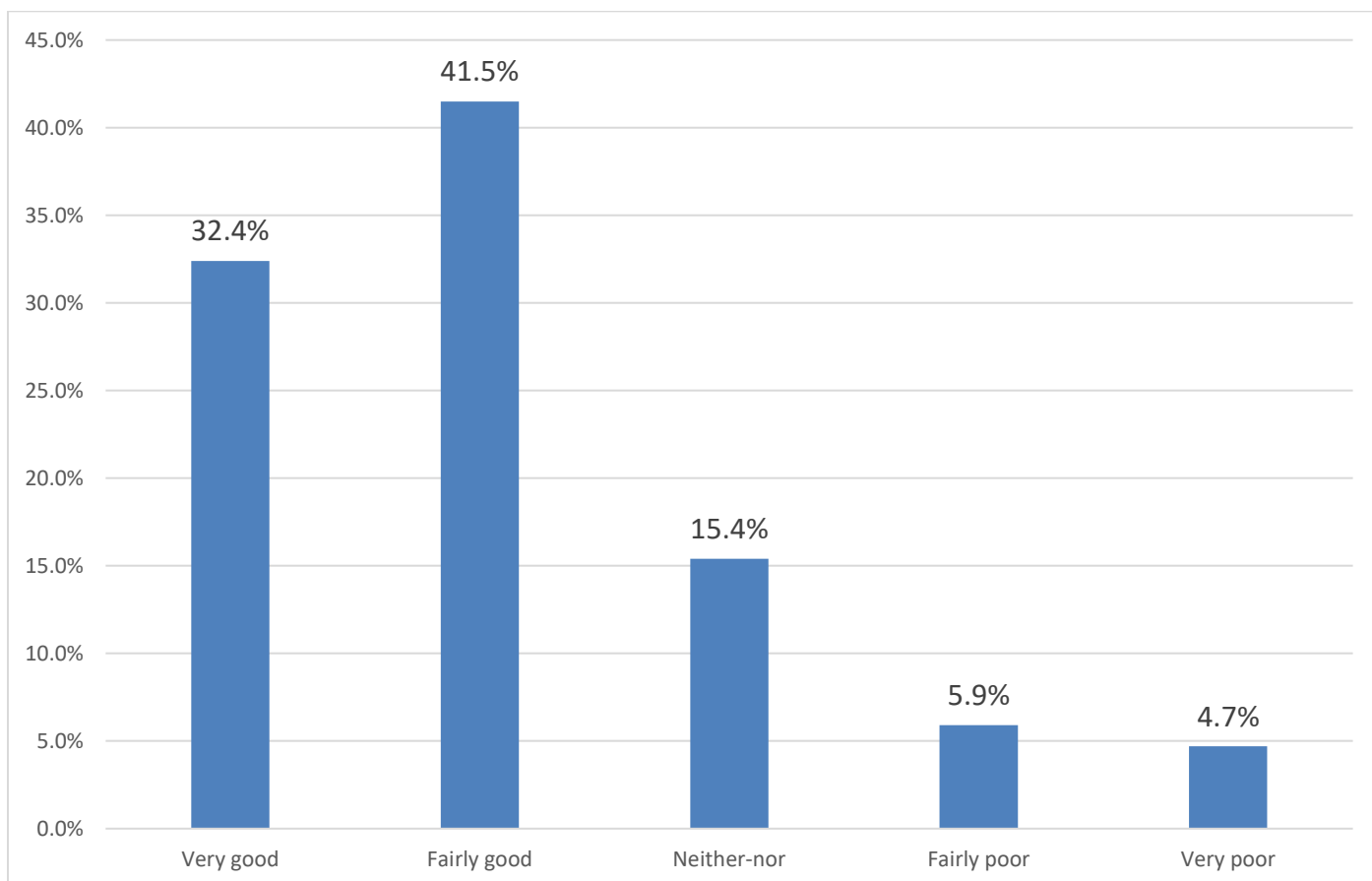


Table 20 indicates rent value by property size and shows that tenants living in 2 apts. are the most positive on this measure (78.6% say rent is good value), whilst the least positive are those tenants who live in 3 apt or 4 or more apt. homes (72.2% and 72.7% respectively).

Table 20 - Rating of rent value for money by property size (base 641)

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

Apartments	Very good	Fairly good	Neither-nor	Fairly poor	Very poor
2 apt.	40.9%	37.7%	14.5%	3.8%	3.1%
3 apt.	28.9%	43.3%	18.1%	5.8%	4.0%
4 or more apts.	30.7%	42.0%	12.7%	7.8%	6.8%
All sizes	32.4%	41.5%	15.4%	5.9%	4.7%

Considering property type (table 21), tenants living in other property types are more likely to rate value for money positively (85.1%) when compared with other properties e.g. houses, where 72.8% say that rent is good value (and 12.0% say poor value).

Table 21 - Rating of rent value for money by property type (base 641)

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

<u>Tenant profile</u>	<u>Very good</u>	<u>Fairly good</u>	<u>Neither-nor</u>	<u>Fairly poor</u>	<u>Very poor</u>
Other property type	37.0%	48.1%	9.3%	1.9%	3.7%
Tenement	36.9%	36.4%	17.6%	5.9%	3.2%
House	29.8%	43.0%	15.3%	6.5%	5.5%
All types	32.4%	41.5%	15.4%	5.9%	4.7%

Tenant profile

Table 22 illustrates the rating of value for money by tenant profile and shows that the most satisfied tenants on rent value are retired people (78.3% say rent is good value) and single person households (77.3%), whilst amongst the least satisfied are tenants with children (72.1%), larger households (71.9%), and employed tenants (70.8%).

Table 22 - Rating of rent value for money tenant profile (base 641)

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

<u>Tenant profile</u>	<u>Very good</u>	<u>Fairly good</u>	<u>Neither-nor</u>	<u>Fairly poor</u>	<u>Very poor</u>
Retired	42.1%	36.2%	14.5%	3.9%	3.3%
Unable to work	38.4%	37.4%	17.4%	3.7%	3.2%
Employed	20.5%	50.3%	12.4%	9.2%	7.6%
Other not working	28.2%	41.8%	18.2%	7.3%	4.5%
Single person household	36.7%	40.6%	17.0%	3.2%	2.5%
Two or more-person household	29.3%	42.6%	13.4%	8.2%	6.5%
No children in household	34.8%	40.4%	16.4%	4.7%	3.6%
Children in household	27.4%	44.7%	11.6%	8.9%	7.4%
All tenants	32.4%	41.5%	15.4%	5.9%	4.7%

Improving rent value

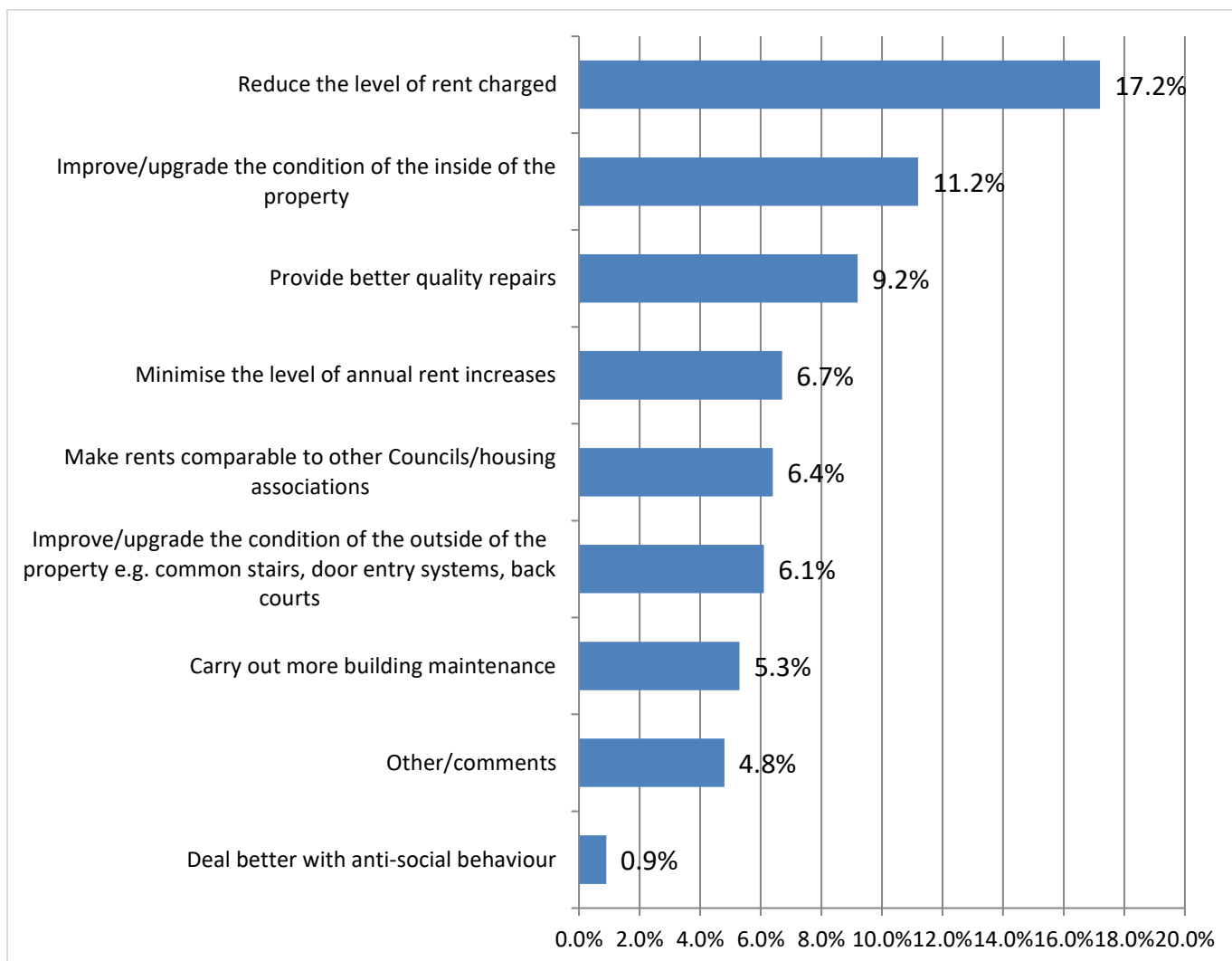
All tenants were asked to say what might assist in improving rent value for money. We would note that 54.4% of tenants said that nothing needed to be improved about the rent whilst 5.5% said 'don't know'.

As illustrated in figure 11, the three main improvement actions in relation to rent value for money are:

- ✓ Reducing the level of rent charged (17.2%)
- ✓ Improving the inside of the property (11.2%)
- ✓ Having a better repair service (9.2%).

Figure 11 – Improving rent value for money (base 641)

Q – What if anything should Ayrshire Housing do to improve its rent value for money?



Value for money -other/comments

Thirty tenants made a comment about rent value and a sample of these comments are set out below. The full list of comments made are provided at annex 4.

Q – What if anything should Ayrshire Housing do to improve its rent value for money? (other/comments)

- ✓ A rent holiday
- ✓ Providing a shed for my disability scooter
- ✓ Repairs being done i.e. floor panels in living room and kitchen
- ✓ New kitchen and rewiring still needed
- ✓ Roofing problems need fixed asap
- ✓ Time it takes to repair should be shorter.

Rent value compared to satisfaction and housing

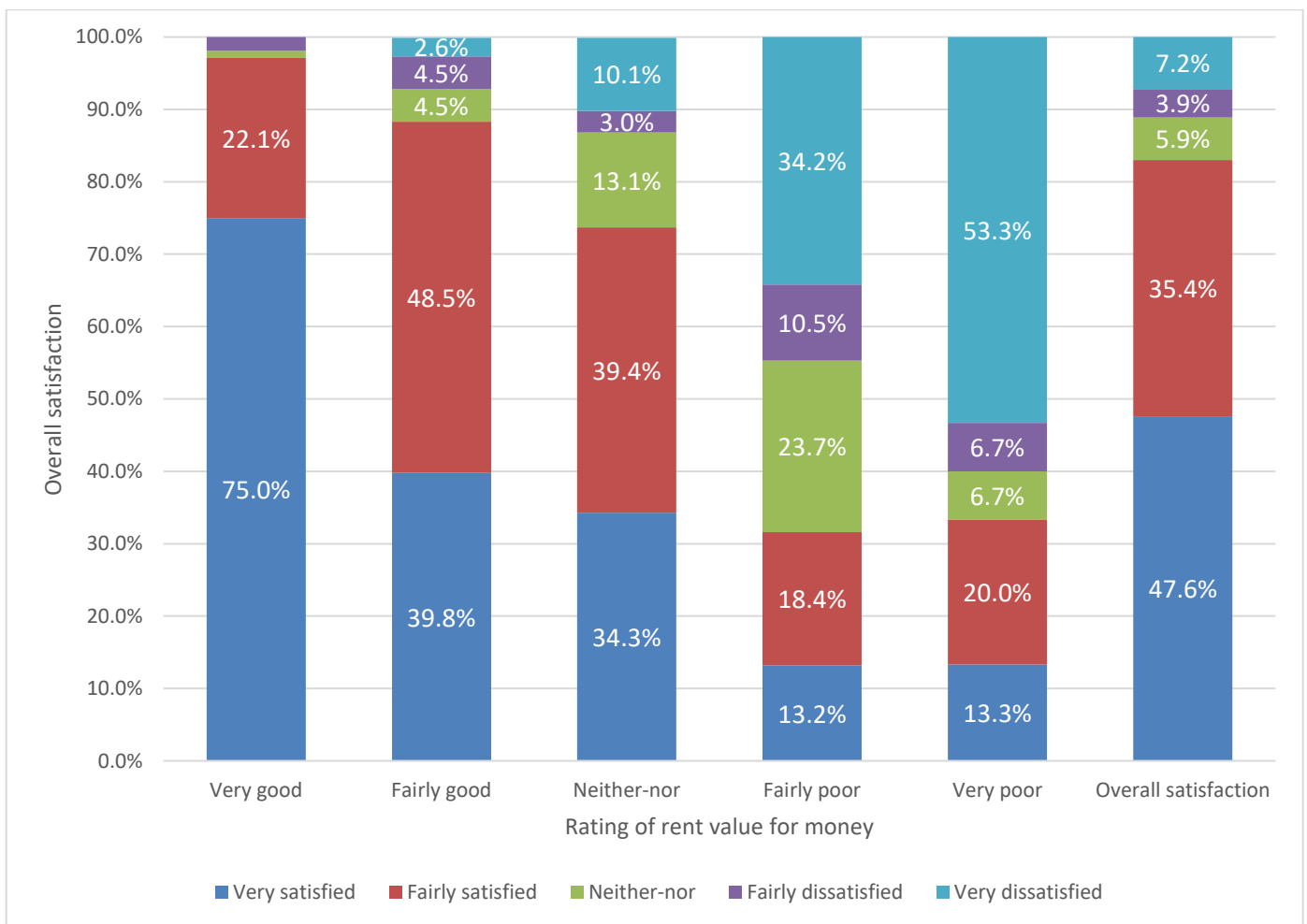
We compare in figure 12 and 13, tenants’ rating of rent value against their views of overall satisfaction and satisfaction with the quality of the home.

Rent value and overall satisfaction

As illustrated in figure 12, as tenants’ rating of rent proceeds from very good to very poor, so satisfaction with the housing service overall declines e.g. for tenants rating rents as very good value, 97.1% also say they are satisfied with housing services overall. This compares to 33.3% overall satisfaction where the tenant rates rents as very poor (60.0% of this group are dissatisfied overall). The implication from figure 12 is that the more positive tenants feel about rent value, the more satisfied they will tend to be with services overall.

Figure 12 – Rent value v overall satisfaction (base 641)

Q – Rent value for money v overall service satisfaction

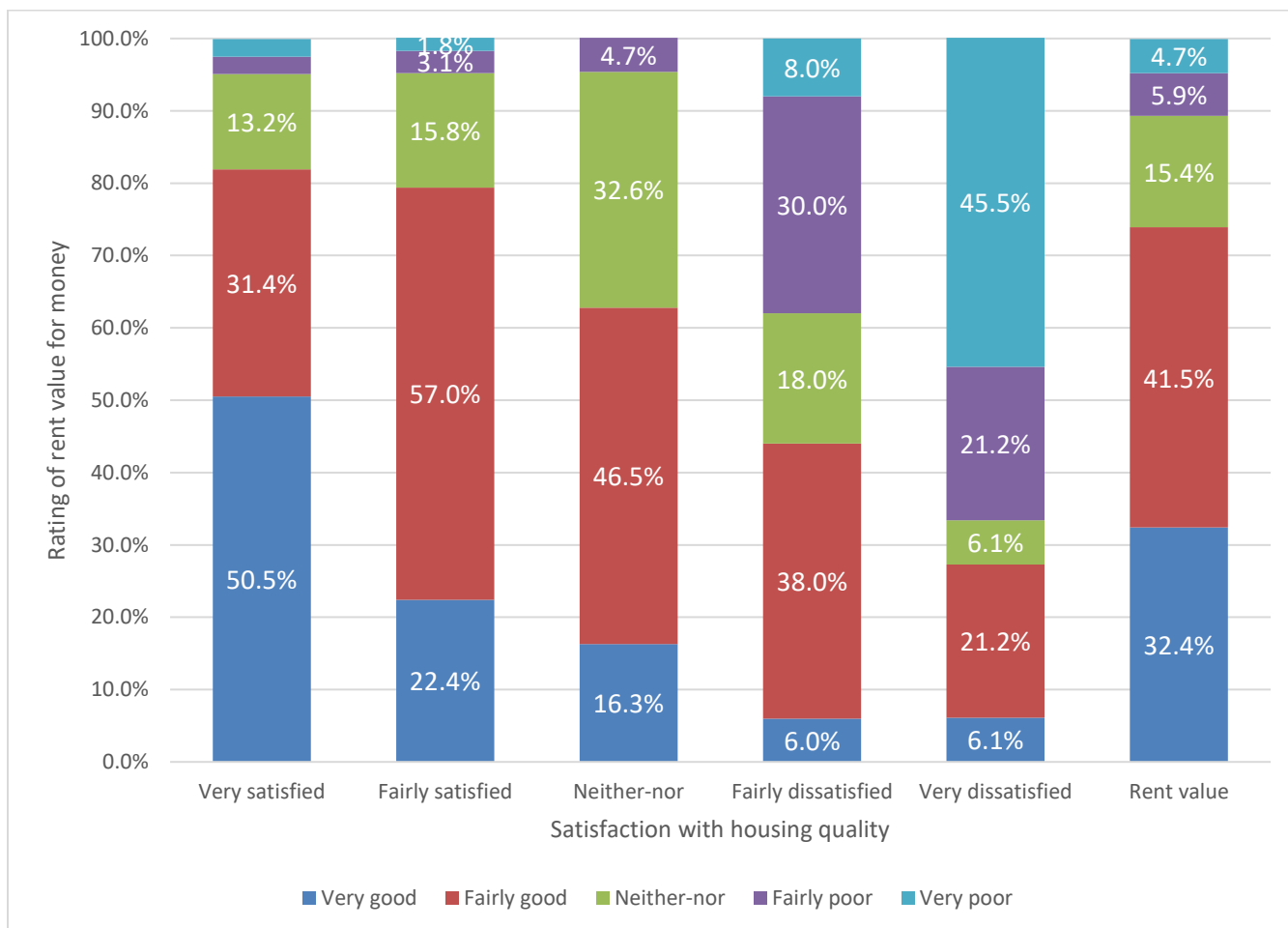


Housing quality and rent

In figure 13, the influence of housing quality is evident in how tenants rate rent value for money, e.g. for tenants who are very satisfied with the quality of their home, 81.4% also agree that rent is good value for money, whilst for those who are very dissatisfied with housing quality, fewer than one in three (27.3%) also say that rent is good value for money. We would anticipate that increasing tenants' satisfaction with housing quality will lead to an increase in their rating of rent value, and subsequently to an uplift in the tenant's rating of overall satisfaction with housing services.

Figure 13 – Rent value v housing quality satisfaction (base 641)

Q – Rent value for money v housing quality satisfaction



Neighbourhood management satisfaction

Tenants were asked if they were satisfied or dissatisfied with how their landlord managed the neighbourhood they lived in. Table 23 shows that 82.8% of tenants are satisfied on this measure whilst 7.9% are dissatisfied. In 2019, 89.0% of tenants were satisfied with 'neighbourhood management' whilst the sector average in 2022 is 80.3%.

Table 23 – Neighbourhood management (base 641)

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

<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
56.0%	26.8%	9.5%	3.4%	4.2%

Location

Table 24 illustrates some variation around neighbourhood management satisfaction between tenants who live in different locations with the most satisfied living in Maybole (89.4% satisfied) and the least satisfied living in other areas (69.9%) including; Dalrymple (50.0% satisfied), Dundonald (57.7%), Prestwick (65.0%), Tarbolton (65.5%), Coylton (66.6%), Barr (66.7%), and Mossblown (78.6%).⁹

Table 24 – Neighbourhood management by location (base 641)

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

<u>Area</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Maybole	68.1%	21.3%	2.1%	-	8.5%
Ayr	59.1%	28.5%	9.5%	2.7%	0.3%
Troon	31.9%	55.3%	4.3%	4.3%	4.3%
Girvan	64.8%	16.7%	9.3%	1.9%	7.4%
Other areas	50.0%	19.9%	13.5%	6.4%	10.3%
All locations	56.0%	26.8%	9.5%	3.4%	4.2%

Improving the neighbourhood

Tenants were asked to say what might improve their neighbourhood as a place to live.

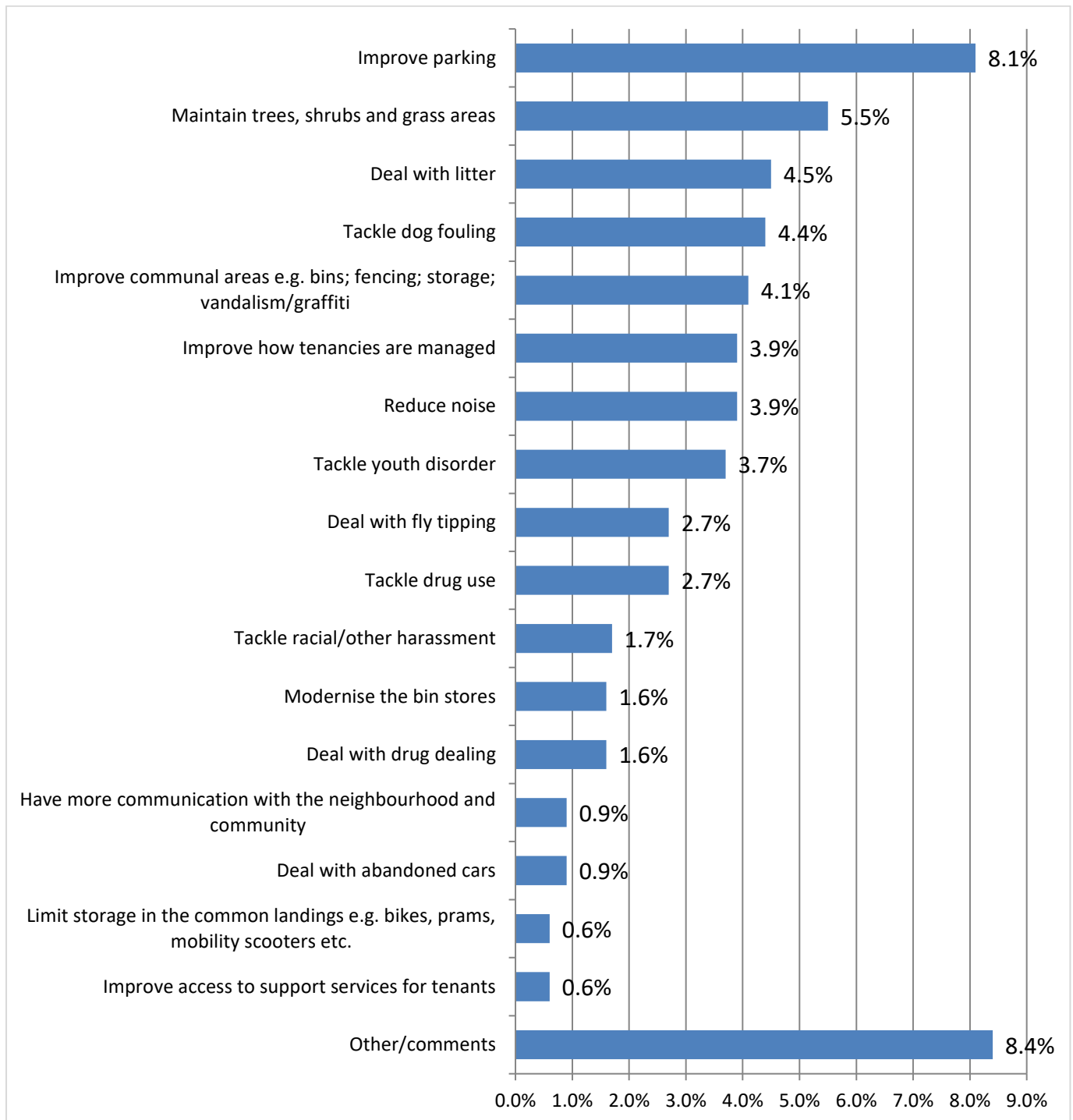
As illustrated in figure 14 many of the proposed neighbourhood improvements are landscape related i.e., improve parking (8.1%), maintain soft landscaped areas (5.5%), deal with litter (4.5%), and deal with dog fouling (4.4%). Improving how tenancies are managed (3.9%) and dealing with noise (3.9%) and are also important to tenants.

We would note here that 3.7% of tenants answered 'don't know' to this question and around six in ten (61.7%) said that nothing needed to be improved about the neighbourhood.

⁹ Caution individual towns in other areas comprise a small number of surveys e.g. Colyton (18 surveys), Dundonald (26) etc.

Figure 14 – Improving the neighbourhood (base 641)

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



Other neighbourhood issues

Fifty four tenants (8.4%) identified another improvement to their neighbourhood and these comments are set out in annex 5. These comments and suggestions include for example:

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

- ✓ Ask us what we want and when we say what we want, help us to get it done
- ✓ More bins in the street

- ✓ Clean the common stairs properly. They are leaving stuff they can't reach so it's left dirty
- ✓ Deal with break ins. Need better security protocols
- ✓ Stop dogs off the lead, it's dangerous
- ✓ Drainage in the area needs to be done
- ✓ Improve communal cleaning/ window cleaning
- ✓ More shops locally
- ✓ More play areas for youngsters
- ✓ Rats need dealt with
- ✓ Rubbish builds up from other flats and no one picks it up
- ✓ Skips that used to be left for disposing rubbish -could these be provided
- ✓ Speed bumps needed.

Volunteering and community matters

Volunteering

A minority of tenants (5.0%) volunteer in their local community; most (95.0% do not). Volunteering is most prevalent amongst tenants aged 55 to 64 (7.5% volunteer) and least prevalent in the 65 plus age group (3.2%).

Sense of community

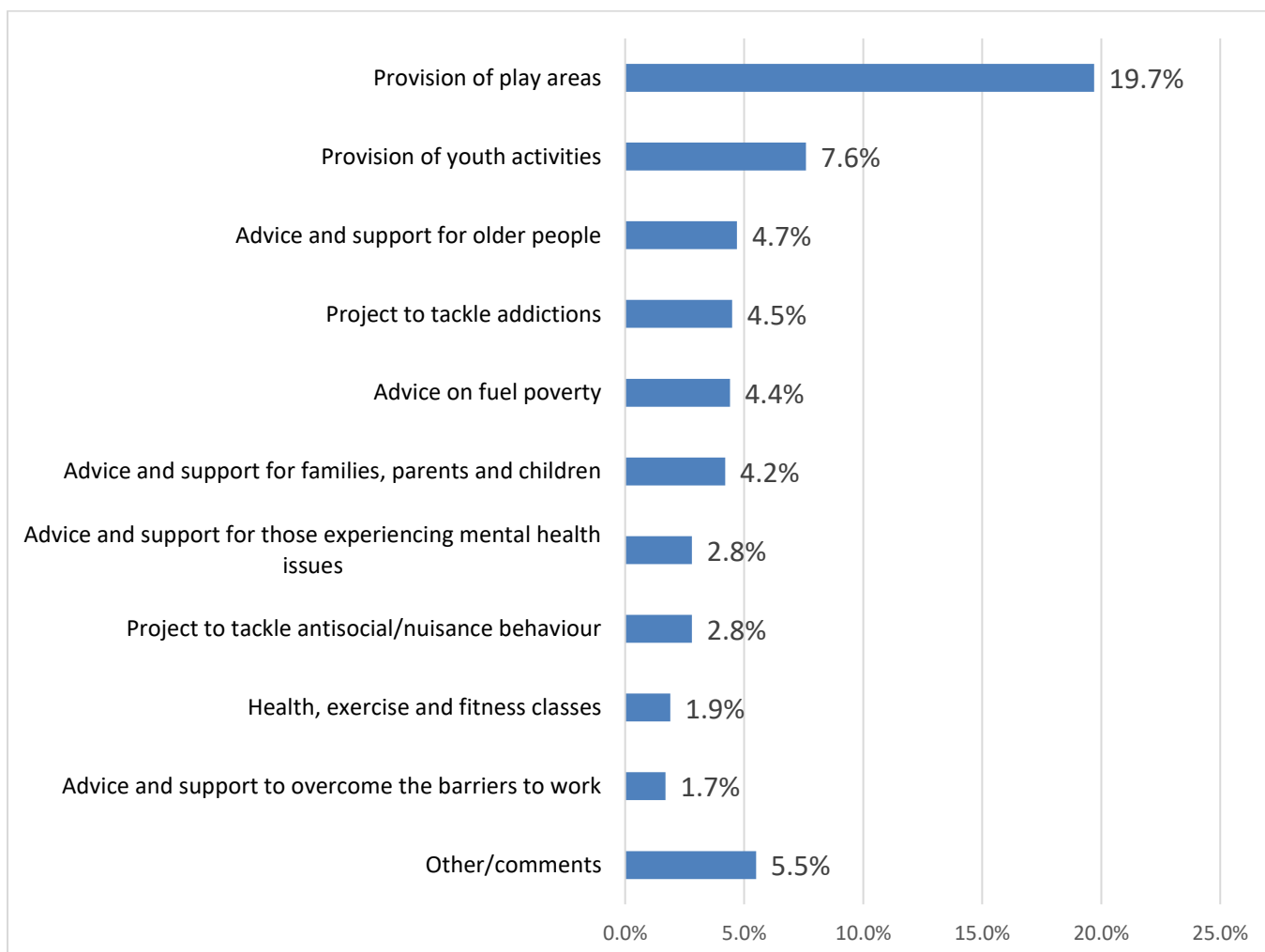
Whilst very few tenants volunteer, most (64.1%) agree that people in the local area feel a sense of community (28.7% disagree and 7.2% don't know). In the principal locations, feelings of community range from 74.1% in Girvan, through 72.3% in Maybole, to 68.1% in Troon and 62.3% in Ayr. Towns making up the 'other areas' (60.9%) are the least likely to agree that people in their local area feel a sense of community (although this average masks a variety of opinions e.g. 100.0% of tenants agreeing there is a sense of community in Dalrymple compared to 55.6% in Colyton).

Community projects

Across all stock locations, the projects required locally are identified as set out in figure 15 i.e., principally play areas for children (19.7%) and the provision of youth activities (7.6%).

Figure 15 – Community projects needed (base 641)

Q - Ayrshire Housing can and does support local community projects in this area. What do you feel are the most important projects that are needed in your community?



Other projects/comments

Approx. one in five tenants (5.5%) made another comment about projects required locally and these comments covered the following range of items:

Q - Ayrshire Housing can and does support local community projects in this area. What do you feel are the most important projects that are needed in your community? (other/comments)

- ✓ Allotments for residents
- ✓ Baby and toddler groups
- ✓ Beach clean-up project
- ✓ Bike sheds
- ✓ Clubs where people can mix
- ✓ Collective bin areas for our rubbish
- ✓ Communication and activities for residents
- ✓ Community events (x2 tenants)
- ✓ Community groups
- ✓ Drop in centre in Girvan
- ✓ Evenings and events for residents
- ✓ Events in community centre
- ✓ Help to make gardens should be tidier
- ✓ Just address the bin area
- ✓ Kids safe play area
- ✓ Local disabled people support group
- ✓ More activities for my age group
- ✓ More flower gardens
- ✓ Need an anti-social behaviour project
- ✓ New play park
- ✓ New play parks for kids
- ✓ No dog areas for safe walking
- ✓ Projects to tackle loneliness
- ✓ Promoting young ones to stay in the village like outreach workers for young ones and general facilities for locals
- ✓ Shops are needed
- ✓ Social projects, community events, tea mornings etc.
- ✓ Something for kids
- ✓ Something for kids
- ✓ Something for young people
- ✓ Something for young people to do
- ✓ Something kids to do
- ✓ Something to get tenants involved
- ✓ Speed bumps (x2).

Annex 1 – overall service improvement comments

Comment	Scheme
My slabs out back door are all broken, and need replaced	Brodie Avenue, Troon
Reported a repair still not heard anything	Burns Wynd, Maybole
Roof worse due to length of time it's taking to repair	Burns Wynd, Maybole
New roof is still to be done. New windows and doors are also needed	Castleview
Roof is still to get repaired	Castleview
Takes too long to long to fix repairs	Castleview
Improve communication on my home app	Clyde View, Girvan
For security the main door should always be locked but it's getting left open	Crown Square, Ayr
Need an outdoor area for drying clothes	Crown Square, Ayr
Repairs not fully done since took tenancy; electrical work needs repaired	Crown Square, Ayr
My front door was fixed but it's only a temporary repair but they're coming back to fix it right. Also I'm waiting on them still to fix my boiler	Fernbank Court, Prestwick
Quicker service required	Fernbank Court, Prestwick
Slate hanging off roof needs fixed asap	Fernbank Court, Prestwick
Been waiting 3 months for a repair	Fulshaw Place, Ayr
Gardens paths are terrible	Fulshaw Place, Ayr
I have asked for a tree to be cut. I've had a stroke and the mess will cause an accident	Fulshaw Place, Ayr
Just moved in and noting about who supplies gas electric and I can't get a supplier	Fulshaw Place, Ayr
Deal with complaints better	George Place, Ayr
I have rubbish in my garden, and they won't come to lift it	George Place, Ayr
The attitude off staff could be better	George Place, Ayr
Garden area needs better care. Clean up after them	Glenhead Place, Coylton
They are not interested in the tenants	Good Shepherd Court, Ayr
Door frame leaking	Gould Street, Ayr
Contract for new tenants and existing tenants need to be more amicable. New tenants are paying £106 more per month than existing tenants	Hadyard Terrace
Improve the contractors that they are employing	Hadyard Terrace
Garden needs drained	Highpark Road, Coylton
People leaving cars in my disabled access. Prevents me getting my mobility scooter out	Highpark Road, Coylton
Improve bin collections; seems to be less capacity now	Hosiery Court, Troon
Downstairs push button toilet required either in hall or kitchen	Kenmore
Not reported yet. Hole in flooring at top of stairs. Same problem ink kitchen	Kenmore
Larger house needed as overcrowded	Leslie Crescent
Garden help needed	McLean Street, Ayr
Been waiting on a smashed window being fixed for 3 years. For 2years kitchen floor which was flooded still need fixed. 3 days taken off work and nobody turned up on 3 separate occasions	Moor Park Crescent
Reported things needing repaired on umpteen occasions. Nobody gets back to us about them	Moor Park Crescent
Fan in bathroom needs repaired. Been waiting 7 months	North Shore Lane, Troon
Horrible draught from main front and back doors; need draught excluders	North Shore Lane, Troon
More feedback on upgrade plans and the energy scheme pilot that was in newsletter	North Shore Lane, Troon
Water damage in ceilings of bathroom and kitchen	North Shore Lane, Troon
Ceilings in this whole block are leaking badly	Observer Court, Prestwick

Comment	Scheme
Water leaking through ceilings	Observer Court, Prestwick
Had an infestation. I phoned but had to address it myself	South Harbour Street, Ayr
Improve gardens and maintenance; not getting done and only been out twice	South Harbour Street, Ayr
Windows issue ongoing since March	South Harbour Street, Ayr
Listen to all sides of a problem	Springfield Rd, Tarbolton
Need to be more flexible for working people	Springfield Rd, Tarbolton
Listen to my requests	St Andrews Avenue, Tarbol
Repairs not being done	St Cuthbert's St, Maybole
Still waiting for heating to be fixed	The Sandgate, Ayr
Contractors were helpful when they visited me	Thornyflat Place, Ayr
Repair service not good & garden flooding been reported but never fixed	Thornyflat Place, Ayr
Repairs service needs improved	Thornyflat Place, Ayr
Door entry not working	Viewfield Court, Ayr
General build not good. Been waiting since June for repairs	Viewfield Court, Ayr
Lift out of order a lot; issues with the front door as can't always get it open	Viewfield Court, Ayr
Lift repairs need to be quicker	Viewfield Court, Ayr
Repairs outstanding	Viewfield Court, Ayr
Walls are too thin	Viewfield Court, Ayr
Communicate better with tenants regarding repairs	West Sanquhar Place
Flood from upstairs; they fixed the upstairs flat and left me with the decorating etc.	West Sanquhar Place
Repair first reported years ago but still not fixed yet	West Sanquhar Place
Fix the buzzer at the front door	Whitefaulds Ave, Maybole
Need a bath put in	Whitefaulds Ave, Maybole
Dampness in home needs sorted	Whitefaulds Cres, Maybole
Needs lots of repairs	Whitefaulds Cres, Maybole
New toilets and lights	Whitefaulds Cres, Maybole

Annex 2 – housing improvement comments

Comment	Scheme
Doors (external) need improved	Arran Avenue, Ballantrae
Improve doors external. Bedroom ceiling caved in and waiting to be fixed	Arran Avenue, Ballantrae
Letter boxes and front porch needs improvement	Arran Avenue, Ballantrae
Porch falling down	Arran Avenue, Ballantrae
Porch needed	Arran Avenue, Ballantrae
New back door	Barbieston Road, Dalrymple
New back door. Waited for 7 years	Barbieston Road, Dalrymple
New doors	Barbieston Road, Dalrymple
Ongoing repairs not being addressed	Belmont Crescent
Kitchen units not of a good quality	Belmont Drive
External door	Burnbank Road
New fan	Burnbank Road
Boiler leaking and need wood treated outside	Burns Wynd, Maybole
Doors are draughty	Burns Wynd, Maybole
Leaks in the window	Burns Wynd, Maybole
Water pressure low	Burns Wynd, Maybole
Water pressure not great; windows leak and wood rotting	Burns Wynd, Maybole
Windows draughty	Burns Wynd, Maybole
Leaking roof	Caledonia Road
Boiler needs fixed; has problem with a timer	Castleview
Electricity box needs taken out asap	Castleview
Extractor fan required	Castleview
Improve front gate	Castleview
Improve guttering	Castleview
Improved rewiring required in whole house. Still no answer as to when this will be done	Castleview
Roof repair which is logged but still to be done	Castleview
Supposed to be getting new roofing I heard, but don't know when	Castleview
Need a bigger house. Got a boy and a girl in 3apt	Croft Street, Tarbolton
Need a shower	Croft Street, Tarbolton
Soft wood repairs	Cross Gait, Ayr
Ceiling in bathroom needs fixed	Crown Square, Ayr
Electrical in kitchen needs repaired as bathroom roof fan fell down	Crown Square, Ayr
Internal door needs sorted as get locked out the living room	Crown Square, Ayr
Balcony is coming down and there is mould growing in my daughter's bedroom. Every window leaks and is draughty because of broken doors and windows	Douneburn Cres, Girvan
Doors not shutting internally and leak from upstairs; reported at least 6 months ago	Douneburn Cres, Girvan
Fencing required	Douneburn Cres, Girvan
Needs re roofed; has hole in it for 2 years	Douneburn Cres, Girvan
Ceilings need fixed	Earl Crescent, Dundonald
Change the position of the smoke alarm	Elba Street
External doors	Ellisland Square
External doors	Ellisland Square
External doors	Ellisland Square
External doors	Ellisland Square

Comment	Scheme
External doors	Ellisland Square
Fan in bathroom seems to be back to front	Fernbank Court, Prestwick
Improve repairs as per previous question. i.e., front door and boiler	Fernbank Court, Prestwick
Doors need replaced	Fulshaw Place, Ayr
Electrics need replaced and new back door needed	Fulshaw Place, Ayr
Front door hard to open	Fulshaw Place, Ayr
Front door skirting loose	Fulshaw Place, Ayr
Garden flooding and new door let's in rainwater; there's mould in bathroom	Fulshaw Place, Ayr
Installation not great (new kitchen)	Fulshaw Place, Ayr
Repairs reported but not done	Fulshaw Place, Ayr
Cracks in walls. Lights don't work in bedrooms	Galloway Gardens, Ayr
External doors	Galloway Gardens, Ayr
Paint the outside of the houses	George Place, Ayr
Fix the wet room, it floods out into my hall	Glenconner Road
Improve safety. Dangerous balcony inside my bedroom overlooking my living room.	Glenhead Place, Coylton
Sort my porch	Glenhead Place, Coylton
Improve back garden	Glenriddel Road
Water coming in doors	Good Shepherd Court, Ayr
Water coming through the window	Good Shepherd Court, Ayr
Mould and rotten floor due to dampness	Gould Street, Ayr
New sink	Gould Street, Ayr
Fencing needs done	Hadyard Terrace
Previous tenants were unhygienic and housing association did not do a good job in cleaning up. Needs to spend more on the budget to rectify prior damages without compromising the rent cost	Hadyard Terrace
Paint building exterior	Henrietta Street, Girvan
Back door needs draught proofed. Boiler still has magnum filter still not working properly	Hosiery Court, Troon
Close lights and outside lights need fixed	Hosiery Court, Troon
Electric socket in bedroom needs fixed and same problems in living room; also and cupboard light switch needs fixed. Xpelair in kitchen needs fixed	Hosiery Court, Troon
Repair on roof which is still leaking. Too much mess at back door. Extended paving required. Bedroom wall is very damp; been out 4 months ago not fixed yet	Hosiery Court, Troon
Stair landing window needs fixed as not closing properly. Window on landing needs fixed	Hosiery Court, Troon
A badly leaking kitchen tap that needs fixed	Kenmore
Leaks in toilet causing dampness	Killin Place
Bigger radiators needed as too cold in the living room	McLean Street, Ayr
Door handles need replaced	McLean Street, Ayr
Flooring loose causing noise in bathroom and bedroom ceilings	McLean Street, Ayr
Front and back door need checked	McLean Street, Ayr
Fence painting needed	Merrick Place
Tree at side of house needs chopped back	Moor Park Crescent
New kitchen but left the walls with old tiles on it	Mossbank Place
Repairs ongoing for over a year	Mossgiel Road
Better lighting outside the building needed	North Shore Lane, Troon
Dampness in bedrooms	North Shore Lane, Troon
My bath needs loose panels fixed and to be sealed properly	North Shore Lane, Troon
Fix ceiling	Observer Court, Prestwick

Comment	Scheme
Fix roof which is leaking badly	Observer Court, Prestwick
Roof leaks badly and water comes through my ceiling	Observer Court, Prestwick
Extractor fan in bathroom	Oswald Court, Kirko
Automatic door needs repaired to stop damage to main close door front door	Peebles Court
Floors are sinking	Rowan Road
House needs to be rewired. Skirting needs to be renewed	Rowan Road
Internal doors	Rowan Road
Skirting boards and internal doors	Souter Place
Maintain gardens	South Harbour Street, Ayr
Gutter needs cleared of moss	Southside Avenue
More storage	Springfield Rd, Tarbolton
Use better quality products	Springfield Rd, Tarbolton
Improve wooden doors	St Andrews Avenue, Tarbol
Listen to requests. Got rats in the lift sometimes	St Andrews Avenue, Tarbol
Replace doors	St Andrews Avenue, Tarbol
Leaks in pipes; should also improve doors	St Cuthbert's Rd, Maybole
Ceiling not repaired yet and need door handles	St Cuthbert's St, Maybole
Address the roof it leaks	The Sandgate, Ayr
Roof leaks	The Sandgate, Ayr
Doors need replaced	Thornyflat Place, Ayr
Front door letterbox broken; need to replace and repair too many things yourself	Thornyflat Place, Ayr
Garden flooding	Thornyflat Place, Ayr
Grab rails need improved	Thornyflat Place, Ayr
Paint outside door	Thornyflat Place, Ayr
Plaster roof	Thornyflat Place, Ayr
Rats needs to be removed	Thornyflat Place, Ayr
Electrics; have had no light in kitchen for 6 years	Victory Crescent, Dailly
Can't get my heating fixed properly; they have been a few times still not working	Viewfield Court, Ayr
Door handles need replaced as got locked in my living room	Viewfield Court, Ayr
Doors not fitted properly	Viewfield Court, Ayr
Front door entry system not always working	Viewfield Court, Ayr
Improve internal doors and home security gate needs replaced	Viewfield Court, Ayr
Kitchen roof not repaired after 1 year and toilet's leaking water	Viewfield Court, Ayr
Lift is always breaking down-needs fixed	Viewfield Court, Ayr
The lift is breaking down a lot	Viewfield Court, Ayr
Leaking tap in kitchen and hole in kitchen ceiling	Wallacefield Road
Door letting in draughts	West Sanquhar Place
Front door leaking onto floor	West Sanquhar Place
Front door needs improved	West Sanquhar Place
Front door needs replaced	West Sanquhar Place
No storage doors	West Sanquhar Place
Not enough cupboard place	West Sanquhar Place
The leaks have damaged flooring and skirting in hall and bedroom	West Sanquhar Place
New front door	Whitefaulds Cres, Maybole
External doors	Willow Drive, Girvan
Back walls on full length of the street ready to give way	Wills Gardens, Ayr
Condition of the walls and extractor does not switch off; noise goes on for hours	Wills Gardens, Ayr
Lock on door	Wills Gardens, Ayr

Comment	Scheme
New banister needed that is suitable for my needs	Wills Gardens, Ayr
Repairs needed	Wills Gardens, Ayr
Shower base needs upgraded/repaired	Wills Gardens, Ayr

Annex 3 – repair service improvement comments

Comment	Scheme
Actually complete the work they say they are going to	Arran Avenue, Ballantrae
Replace things don't just repair	Arran Avenue, Ballantrae
Treat people equally when repairing things	Barbieston Road, Dalrymple
Last repair took eight months to complete	Belmont Crescent
Door handle not fitted properly	Burns Wynd, Maybole
Reported 4 times and still waiting	Burns Wynd, Maybole
Still not repaired (window in kitchen)	Burns Wynd, Maybole
Boiler timer needing fixed	Castleview
No instruction manual received for new boiler installed	Castleview
Toilet not flushing properly and water in gas boiler not warm enough	Castleview
Make repairs before they let the house	Croft Street, Tarbolton
Acknowledge repairs that have been put in and improve the actual problems instead of quick fixes	Douneburn Cres, Girvan
Sometimes they say repairs have been completed when they have not	Douneburn Cres, Girvan
Do a full repair not a temporary repair	Fernbank Court, Prestwick
Waited 16 weeks for a repair to be fixed	Fernbank Court, Prestwick
Replace not repair if not worth doing	Fulshaw Place, Ayr
Still not completed - need new taps	Fulshaw Place, Ayr
Still not repaired kitchen window and I need a fence to stop children	Fulshaw Place, Ayr
Toilet not flushing	Fulshaw Place, Ayr
Needs regular maintenance	Glenhead Court, Coylton
Drain my back garden	Glenhead Place, Coylton
Water coming in and ongoing repairs still needed	Good Shepherd Court, Ayr
Draughts in window both internal and external	Hosiery Court, Troon
Front door won't lock	Kenmore
Boiler issue is still ongoing	Lochlea Drive
Door not fitted properly since flood	Peebles Court
Can't access my cistern	South Harbour Street, Ayr
Thought I was getting new kitchen but still waiting	South Harbour Street, Ayr
Flexibility for workers. Need a window cleaner	Springfield Rd, Tarbolton
Would like the return to letters to say how the repairs went	St Brides Way, Coylton
Need the door painted after repair	Thornyflat Place, Ayr
Water coming through the door	Thornyflat Place, Ayr
Shower in an awkward place finish not great	Viewfield Court, Ayr
Taps replaced were different; matching taps preferred	Viewfield Court, Ayr
Different reports on what the problem is in the bedroom	West Sanquhar Place
Need to fix drains properly	Wills Gardens, Ayr
Still waiting on my door being fixed	Wills Gardens, Ayr

Annex 4 – value for money improvement comments

Comment	Scheme
I would be more willing to accept a rent increase if repairs were carried out quicker	Castleview
New kitchen and rewiring still needed	Castleview
Rent should be lower for those who have been in house for over 20 years	Clyde View, Girvan
New kitchen needed	Crown Square, Ayr
Roofing problems need fixed asap	Fernbank Court, Prestwick
Improve the general upkeep of the outside	Fulshaw Place, Ayr
Kitchen units could be improved	Fulshaw Place, Ayr
Window handles could be better	Fulshaw Place, Ayr
Improve noise insulation	Glenhead Place, Coylton
Started work on the bathroom but stopped due to outstanding balance; it's still not completed, and the window is still not repaired	Good Shepherd Court, Ayr
Window ventilation needed	Good Shepherd Court, Ayr
Stop dumping rubbish in the back lane behind my house	Kenmore
Door system improved	McLean Street, Ayr
Better lighting outside the building required	North Shore Lane, Troon
Repairs being done i.e. floor panels in living room and kitchen	North Shore Lane, Troon
Bad design and birds' nests everywhere; needs resolved	Peebles Court
Bin area is a major issue as I'm right beside them. They never clean this area and 24 flats using this facility	South Harbour Street, Ayr
Improve green space maintenance	South Harbour Street, Ayr
Windows and bathroom taps need replaced	South Harbour Street, Ayr
Free rent weeks	Springfield Rd, Tarbolton
Rats need to be dealt with	Thornyflat Place, Ayr
Response to repairs is not good and gutters need cleaned	Thornyflat Place, Ayr
Time it takes to repair should be shorter	Thornyflat Place, Ayr
Doors and lift sorted	Viewfield Court, Ayr
Front door always needing repaired	Viewfield Court, Ayr
Front door not always working	Viewfield Court, Ayr
Rent payment date does not suit me so changing tis might help	Viewfield Court, Ayr
A rent holiday	Whitefaulds Cres, Maybole
Price the rent according to amount of rooms you have	Whitefaulds Cres, Maybole
Providing a shed for my disability scooter	Whitefaulds Cres, Maybole

Annex 5 – neighbourhood improvement comments

Comment	Scheme
More shops locally	Arran Avenue, Ballantrae
Provision of play parks	Arran Avenue, Ballantrae
Lift grass cuttings	Barbieston Road, Dalrymple
Lift the leaves	Barbieston Road, Dalrymple
Pub across the road can be noisy	Blackfriars Court
Kids playing football (put up signs)	Castleview
Better street lighting and more street cleaning	Clyde View, Girvan
More play areas for youngsters	Clyde View, Girvan
Play park	Clyde View, Girvan
Provide a play park for younger children	Clyde View, Girvan
Install speed bumps	Croft Street, Tarbolton
Speed bumps	Croft Street, Tarbolton
Speed bumps needed	Croft Street, Tarbolton
Security is an issue here	Crown Square, Ayr
Children's play park	Douneburn Cres, Girvan
Play area for kids	Douneburn Cres, Girvan
Neighbours can be nose	Good Shepherd Court, Ayr
Community groups or events for residents would help the area	Hadyard Terrace
More bins on streets	Hadyard Terrace
Skips that used to be left for disposing rubbish -could these be provided	McLean Street, Ayr
Close next to the house always full of rubbish and this stops me getting my bins out	Mossbank Place
More things for young people to do	North Shore Lane, Troon
Drainage in the area needs to be done	Oswald Court, Kirko
Close door is open all the time (keep it shut)	Peebles Court
Better street lighting	Rowan Road
Garden services need upgraded	South Harbour Street, Ayr
Improve communal cleaning/ window cleaning	South Harbour Street, Ayr
More bins in the street	Southside Avenue
Deal with break ins. Need better security protocols	Springfield Rd, Tarbolton
Got a drunk person in the stair who causes trouble	Springfield Rd, Tarbolton
Needs disability road markings to stop people parking in front of my house	Springfield Rd, Tarbolton
Some people have too many cars	Springfield Rd, Tarbolton
Stop people parking here who don't live in the area	Springfield Rd, Tarbolton
Ask us what we want and when we say what we want, help us to get it done	The Clachan, Barr
Bin for dog bags; that's why people don't lift it	Thornyflat Place, Ayr
Rats are a problem in the area	Thornyflat Place, Ayr
Rats in the area	Thornyflat Place, Ayr
Rats in the area but no bait down yet	Thornyflat Place, Ayr
Rats need dealt with	Thornyflat Place, Ayr
Door always broken	Viewfield Court, Ayr
Door not always working	Viewfield Court, Ayr
Front door needs to be improved	Viewfield Court, Ayr
Front door never working so my buzzer always goes	Viewfield Court, Ayr
Main door is always broken	Viewfield Court, Ayr
Main door not working	Viewfield Court, Ayr

Comment	Scheme
Rubbish builds up from other flats and no one picks it up	Viewfield Court, Ayr
Stop dog off the lead, it's dangerous	Viewfield Court, Ayr
Better street lighting	West Sanquhar Place
Communal bins are a mess, and the gardeners leave a mess	West Sanquhar Place
Let us decorate the landing	Whitefaulds Ave, Maybole
Needs another lock on front door	Whitefaulds Ave, Maybole
Clean the common stairs properly. They are leaving stuff they can't reach so it's left dirty	Whitefaulds Cres, Maybole
Stair cleaners don't clean closes properly. They leave rubbish after they've cleaned	Whitefaulds Cres, Maybole
Disabled parking bays needed	Wills Gardens, Ayr