

Background to the Survey

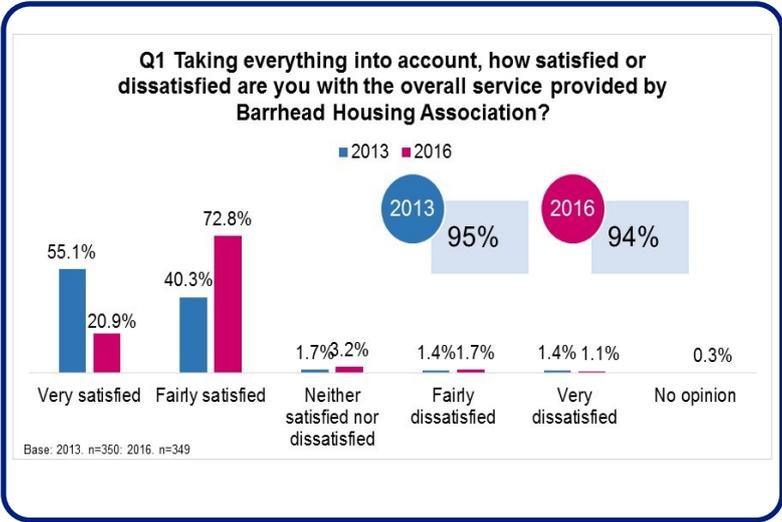
We were commissioned by **Barrhead Housing Association** to carry out their 2016 tenant satisfaction survey. Our team of interviewers undertook the survey of tenants on a face to face basis. A total of 349 interviews were carried out with tenants. This newsletter provides a summary of the key findings arising from this survey.

Overall Satisfaction

Overall tenant satisfaction

The survey opened by asking you how satisfied you were with Barrhead as your landlord. Over 9 in 10 of you said you were satisfied in this respect (94%) compared to 3% of you who were dissatisfied.

Overall satisfaction has remained consistent with the results gathered in 2013.

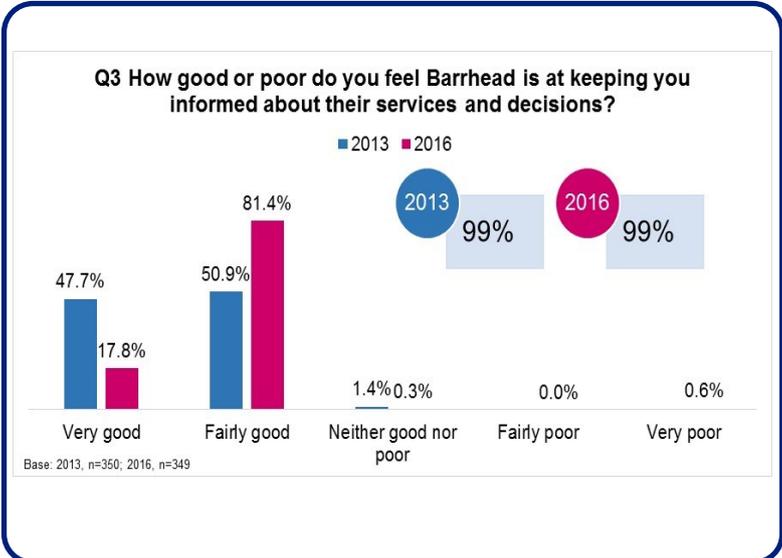


Keeping Tenants Informed

Keeping Tenants Informed

Almost all of you (99%) stated that you were of the opinion that Barrhead were very or fairly good at keeping you informed about their services and decisions, compared to 1% who said they were very poor.

Compared to the results for 2013, the proportion of you who felt Barrhead is very or fairly good at keeping you informed has remained consistent.



Tenants Participation

Participation opportunities

Almost all of you were satisfied with the participation opportunities provided to you by Barrhead to participate in their decision making processes (96%).

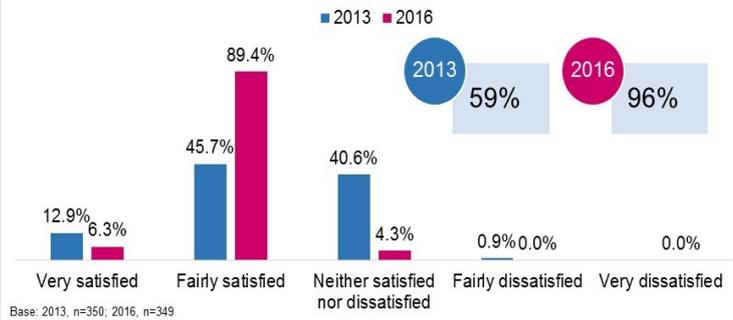
Compared to the previous survey carried out in 2013, the proportion of you very or fairly satisfied with the opportunities given to you to participate in Barrhead's decision making processes has increased significantly, from 59% to 96%.

Awareness of ways to participate

Awareness of ways you could participate in your landlord's decision making processes was high, with 93% of you stating that you were aware of ways you can get involved. The ways you were most aware of were:

- Becoming a member of the Association and attending the AGM (90%);
- Attending open events (e.g. tea dance, open meetings, focus groups) (89%).

Q8 How satisfied or dissatisfied are you with the opportunities given to you to participate in Barrhead's decision making processes?



Internet Access

Just over 6 in 10 of you (63%) said you had internet access, with 54% stating you had mobile access through your smartphone or another mobile device and 44% of you stating you accessed the internet through broadband internet using a tablet at home.

Repairs and Housing Quality

Types of repair

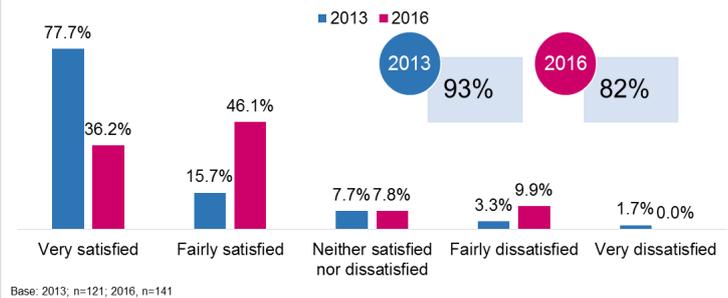
4 in 10 (40%) of you said you had a day to day repair carried out in your property within the last 12 months. Of those of you who had repairs undertaken, the majority of you (76%) said you had a non-emergency repair carried out, 21% said it was a gas repair and 3% said your repair was an emergency.

Satisfaction with the repairs service

Of those of you who had repairs undertaken, 82% said you were very or fairly satisfied with the repairs service you received compared to 10% who were dissatisfied and 8% who were neither satisfied nor dissatisfied.

Compared to the previous survey, satisfaction with the repairs and maintenance service has decreased from 93% to 82%.

Q12 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Barrhead?



Quality of the home

In terms of the quality of your home, 92% of you said you were very or fairly satisfied, compared to 5% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied.

Compared to the previous survey, the proportion of you who were very or fairly satisfied with the quality of your home has remained consistent.

Neighbourhood Management

Estate Services

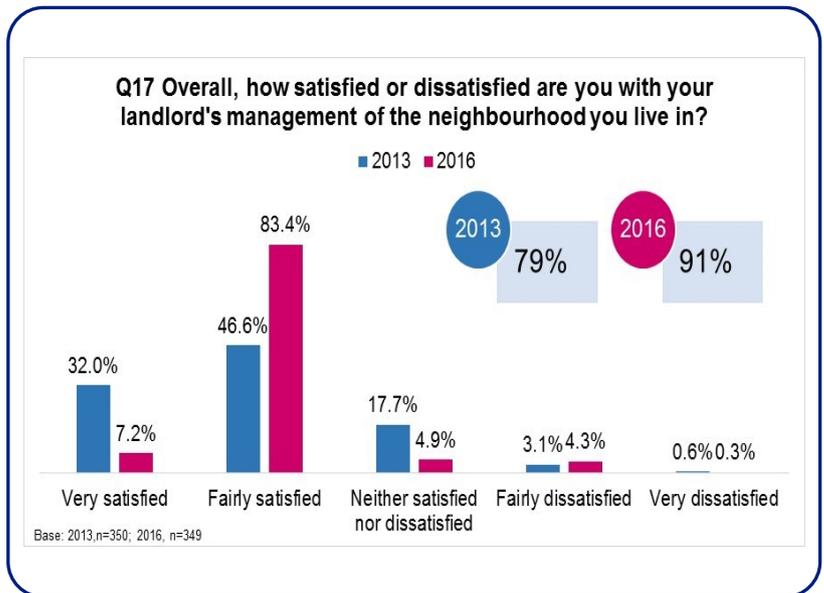
In terms of the estate services provided by Barrhead Housing Association, you told us you were most satisfied with the following services:

- Cleaning of common closes (90%);
- Grass cutting– gardens/ open spaces (85%);
- Arranging bulk uplift (84%).

Management of the neighbourhood

Just over 9 in 10 of you (91%) were very or fairly satisfied with Barrhead’s management of your neighbourhood, compared to 5% who were neither satisfied nor dissatisfied and 4% who were dissatisfied.

Compared to the previous survey, satisfaction with the management of the neighbourhood has increased from 79% to 91%.



Rent, Income and Affordability

Income maximisation services

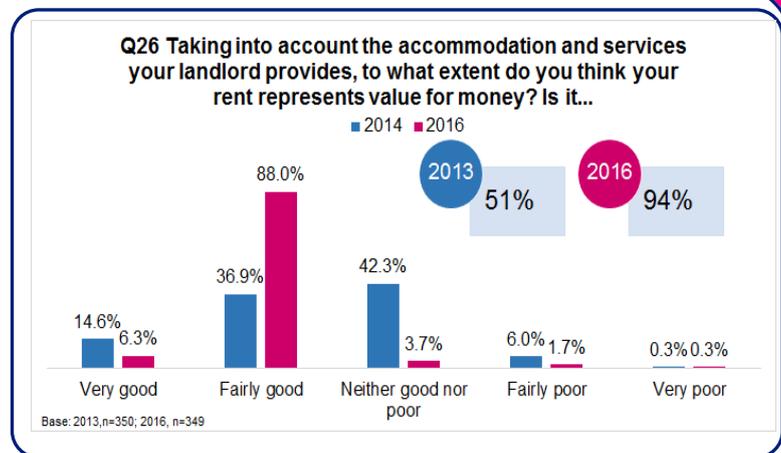
We then asked you if you were aware of any of the wide range of services Barrhead provide to ensure you are maximising your income and to make sure living in a Barrhead property is affordable. You were most aware of the following services:

- Welfare benefits advice (83%);
- Investment in your homes through repairs and upgrading kitchen, bathrooms etc. (71%);
- Energy efficiency advice on fuel bills and how to heat your home (65%).

Affordability of heating bills and rent payments

Of those who said they did not receive full housing benefit, 62% of you said you found your rent payments very or fairly easy to afford.

Just under half of you (49%) said you find your heating and electricity bills very or fairly easy to afford.



Value for money

The vast majority of you were of the opinion that your rent represented very or fairly good value for money (94%), compared to 4% who said it represented neither good nor poor value and 2% who said it represented very or fairly poor value for money.

Compared to the previous survey, the proportion of you of the opinion that your rent represents very or fairly good value for money has increased significantly from 51% to 94%.

FLAIR Benchmarking

A total of 2,123 tenants were consulted on behalf of Barrhead, Bridgewater, Ferguslie Park, Linstone, Paisley South and Williamsburgh Housing Associations in the 2016 FLAIR Tenant Satisfaction Survey. The survey was undertaken using a face to face methodology with tenants. The table below compared the results from the 6 organisations and the FLAIR average for each of the Scottish Housing Regulator indicators.

As shown in the table below, Barrhead Housing Association are in general performing to the level of the FLAIR average, with the exception of the repairs service where satisfaction was lowest for all six Housing Associations.

Scottish Housing Regulator indicators - Tenant Satisfaction Survey 2016

Charter Indicator	Barrhead HA	Linstone HA	Ferguslie Park HA	Williamsburgh HA	Bridge-water HA	Paisley South HA	FLAIR Average
1 - Percentage tenants satisfied with overall service provided by	94%	94%	91%	94%	98%	93%	94%
3 - Percentage tenants who feel landlord is good at keeping them informed about services and decisions	99%	100%	99%	100%	100%	97%	99%
6 - Percentage tenants satisfied with opportunities given to them to participate in landlords decision making	96%	99%	100%	100%	98%	91%	97%
10 - Percentage tenants satisfied with quality of home	92%	89%	88%	94%	98%	94%	93%
16 - Percentage tenants satisfied with repairs service	82%	88%	86%	-	-	95%	88%
17 - Percentage tenants satisfied with management of neighbour-	91%	97%	95%	85%	96%	90%	92%
29 - Percentage tenants who feel rent for their property represents good value for money	94%	94%	93%	92%	92%	95%	93%

NEXT STEPS

Thanks to all of you who took part in the survey. The Association is currently in the process of developing an action plan based upon these results and will get back to tenants in due course regarding this. If you require any further information on the survey please contact Research Resource on 0141 641 6410 or email us at info@researchresource.co.uk.