



Barrhead Housing Association

Tenant Satisfaction Survey

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Barrhead Housing Association

Customer Satisfaction Survey 2019

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1. EXECUTIVE SUMMARY

INTRODUCTION

- Barrhead Housing Association commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- A total of 376 face to face interviews were carried out with Barrhead Housing Association's tenants in order to assess satisfaction with the Association and the services it provides. Interviews took place between the 24th June 2019 and the 19th July 2019. 376 interviews provides data accurate to +/-3.8%.
- Analysis of the participant profile shows that the survey sample is broadly representative by house size, house type, housing need and geography. This provides robust data upon which the Association can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

OVERALL SATISFACTION

The table below shows the results for the Scottish Housing Regulator indicators for Barrhead Housing Association, compared to the Association's previous tenant satisfaction surveys, undertaken in 2011, 2014 and 2016. As shown below, these indicators have seen a decrease in satisfaction or remained consistent since the 2016 survey. The biggest declines in satisfaction can be seen regarding the quality of the home (satisfaction has decreased by 13 percentage points) and value for money (satisfaction has decreased by 15 percentage points).

Scottish Housing Regulator indicators (Tenants only)				
	2011	2014	2016	2019
Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Barrhead Housing Association? (% very/ fairly satisfied) NB Quality of services in 2011	97%	95%	94%	87%
Q5 How good or poor do you feel Barrhead is at keeping you informed about their services and decisions? (%very good/ fairly good)	100%	99%	99%	94%
Q14 How satisfied or dissatisfied are you with the opportunities given to you to participate in Barrhead's decision making process? (% very/ fairly satisfied) (2011 figure excluded don't know responses)	98%	59%	96%	93%
Q29 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? (% very/ fairly satisfied)- Those who have reported a repair in the last 12 months (2011 figure is based on all tenants)	94%	93%	82%	84%
Q35 Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	-	91%	92%	79%
Q37 Taking into account the accommodation and services Barrhead provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it... (% very good value/ fairly good value)	46%	51%	94%	79%
Q45 Overall, how satisfied or dissatisfied are you with Barrhead's contribution to the management of the neighbourhood you live in?	-	79%	91%	88%

OVERALL SATISFACTION

- Just under 9 in 10 tenants (87%) said they were very or fairly satisfied with the **overall service** the Association provides compared to 6% who were neither satisfied nor dissatisfied and 7% who were very or fairly dissatisfied.

COMMUNICATION AND PARTICIPATION

- Tenants prefer the Association to use **written communications** to keep them informed about their services, with 69% preferring to be kept informed via letters and 68% via newsletters.
- Almost all respondents were of the opinion that their landlord was very or fairly good at **keeping tenants informed about their services and decisions** (94%) compared to 3% who rated the Association neither good nor poor and a further 3% who said they were very or fairly poor.
- The vast majority of tenants (71%) said they **accessed the internet** in some way. Using a smartphone with internet access was the most popular method of going online (60%).
- The **main reason tenants gave for do not using the internet** was where tenants simply did not want to use it (92%). Other reasons included a lack of awareness of how to get online (7%), the price of a tablet or computer being too high (5%), where tenants would like to go online but don't have access (4%) or where they felt broadband costs were too high (3%).
- Overall, 90% of respondents were aware of at least one way that they could get involved with Barrhead's decision-making processes. Awareness of **participation opportunities** was highest in terms of, joining the Tenant Scrutiny Panel (80%), attending open events (80%) becoming a member of the Association and attending the AGM (80%).
- Almost all respondents (93%) were very or fairly satisfied with the **opportunities provided to them to participate in the Association's decision-making processes**. 5% of respondents were neither satisfied nor dissatisfied and 2% of respondents were fairly or very dissatisfied.

REPAIRS AND HOUSING QUALITY

- Just over half of respondents (53%) had a day to day repair carried out in their property within the last 12 months. Of these participants, over 6 in 10 (64%) said they had a non-emergency repair carried out, 20% said it was a gas repair and 6% said their repair was an emergency.
- The majority of all respondents (89%) said they were very or fairly satisfied with **the repairs service** provided by the Association, 4% were neither satisfied nor dissatisfied and the remaining 3% were very or fairly dissatisfied.

- Of those who had a repair carried out in the last 12 months 84% were very or fairly satisfied with the repairs service, compared to 4% who were neither satisfied nor dissatisfied and 11% who were fairly dissatisfied.
- All respondents were then asked how satisfied or dissatisfied they were with various **aspects of the repairs service**. Satisfaction levels for those who reported a repair in the last 12 months, ranged from 79% in terms of the repair being done right first time, to 99% in terms of the ease of reporting the repair.
- Just under 8 in 10 tenants (79%) were very or fairly satisfied with the **quality of their home** compared to 11% who were dissatisfied and 10% who were neither satisfied nor dissatisfied.

NEIGHBOURHOOD MANAGEMENT

- Satisfaction with estate services was highest in terms of,
 - Arranging bulk uplifts in communal spaces (93% stating very or fairly satisfied)
 - Cleaning of closes (92%)
 - Estate management inspections (92%)
- On the other hand, tenants were least satisfied with the maintenance of play areas (68%).
- Awareness of Barrhead Housing Association's involvement in a range of different Community Regeneration projects ranged from 47% in terms of the Community Chest Fund, up to 59% in terms of DIY Dunterlie.
- The majority of respondents (88%) were either very or fairly satisfied with their landlord's contribution to the management of the neighbourhood, compared to 8% who were neither satisfied nor dissatisfied and 5% who were very or fairly dissatisfied.

RENT, INCOME AND AFFORDABILITY

- Respondents were asked if they were aware of the wide range of services Barrhead provide to ensure their tenants are **maximising their income and that living in a Barrhead property is affordable**:
 - 75% were aware the Association can provide assistance with making Housing Benefit/ Universal Credit claims;
 - 75% were aware the Association can provide Welfare Benefits Advice (83% in 2016);
 - 67% were aware the Association can refer tenants to specialist financial support or grants;

- 66% were aware the Association can arrange to have a free Credit Union account to pay their rent and have access to cheap loans through this free account (59% aware in 2016).
- 55% of respondents were in receipt of full housing benefit or full housing costs were covered through Universal Credit, 9% in receipt of partial housing benefit and 36% stated that they do not receive any housing benefit.
- Respondents that make a rent payment, whether full or partial, were then asked how easy they find it to **afford the rent payments** for their home. Over half (52%) stated they find rent payments easy to afford, 36% find them just about affordable and 12% stated that they find them difficult to afford.
- Just under half (48%) of respondents said they paid for their electricity and gas by a prepayment meter, 45% said they paid by monthly direct debit and 7% of respondents said they paid their bills quarterly when their bill comes in.
- More than half of respondents (57%) said they found it **easy to afford** their electricity and/or gas bills for their property, 35% stated that it was just about affordable and 8% stated that they found it difficult to afford.
- Just under 8 in 10 tenants (79%) said they **understood how the rent they pay is set**.
- 78% of respondents were of the opinion that they have **enough information about how the rent they pay is spent**.

2. INTRODUCTION, BACKGROUND AND OBJECTIVES

2.1 Introduction

This report represents and discusses the findings to emerge from Barrhead Housing Association's 2019 Customer Satisfaction Survey.

2.2 Background and objectives

The aim of the research was to seek customers' views on the services that Barrhead provides and how well it performs these services and to help identify areas where the service can be improved. Specifically, the research was designed to provide customers views on the following:

- The quality of information provided by Barrhead;
- Feedback on customer care;
- Quality of accommodation and the neighbourhood;
- Service provision including repairs, maintenance and improvements;
- Tenant involvement/ opportunities for participation;
- Value for money.

It is against this background that Research Resource were commissioned to carry out Barrhead's 2019 Customer Satisfaction Survey.

3. METHODOLOGY

3.1 Research Method

We note that the Ipsos MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement for a minimum of a 40% response rate and ensuring representative samples of tenants, it was decided that the tenant survey was carried out utilising a face to face survey methodology. The face to face methodology is the methodology, which is most typically used for tenant satisfaction surveys. Our primary reasons for recommending this were:

- Administering the survey utilising an interviewer led methodology allows us to maximise the response rate.
- The proposed methodology is an inclusive methodology and allows interviewers to ensure that, for example, elderly or those with a disability or literacy problems can be included in the process. It also lets us identify any potential barriers to participation which can be raised and addressed in partnership with the Association.
- Facilitates high quality of survey output as it allows the interviewer to build up a rapport with the participant ensuring that the questionnaire is answered in full and allowing explanation of the necessity for asking personal data.

3.2 Questionnaire design

After consultation with Barrhead Housing Association's representatives, a survey questionnaire was agreed which fully met the information needs and requirements of the organisation and included all issues of importance for tenants.

In developing the questionnaire the following issues were considered:

- The information needs listed in the survey brief;
- The Scottish Social Housing Charter indicators upon which Barrhead is required to report;
- Comparisons to previous surveys undertaken in 2014 and in 2016;
- Research Resource experience in relation to customer satisfaction surveying.

3.3 Sample Size

The aim of the survey was to achieve a robust level of data upon which the Association can have confidence making decisions upon.

Overall, a total of 376 interviews were completed with Barrhead tenants, representing a 44% response rate and providing data accurate to $\pm 3.8\%$ based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across each area of the Association's stock to ensure coverage of all stock types.

The guidance from the Scottish Housing Regulator states that in all surveys, particularly postal surveys, some groups are more likely than others to respond. This means that certain subgroups will be under-represented and others will be over-represented in the final achieved sample (i.e. all the people who responded). Weighting ensures that received responses are representative of the whole survey population. The guidance suggests that social landlords will be likely to have suitable information on the population in terms of dwelling type (flats, semi-detached house, detached, terraces) and the number of bedrooms.

The tables below show the sample profile broken down by area office, housing need i.e. sheltered or mainstream properties, property type and property size. As can be seen below, the interview profile is relatively in line with the overall tenant population profile, varying by no more than 3% points in terms of property type. Despite this we are comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required. The data reported is therefore unweighted.

Area office	No of tenants	% of tenants	No of interviews	% of interviews
Auchenback New	64	7.4%	27	7.2%
Auchenback Old	85	9.9%	38	10.1%
Barrhead / Dalmenny	170	19.7%	74	19.7%
BARRHEAD CENTRE	220	25.6%	95	25.3%
Dunterlie	116	13.5%	51	13.6%
Lowndes Court / Main St / Craighead St	36	4.2%	16	4.3%
Neilston	44	5.1%	19	5.1%
Rankin Way	60	7.0%	26	6.9%
Sheltered Complex	27	3.1%	11	2.9%
The Mearns	39	4.5%	17	4.5%
Grand Total	861	100.0%	374	100.0%

Sheltered/ Mainstream	No of tenants	% of tenants	No of interviews	% of interviews
Mainstream	834	96.9%	365	97.1%
Sheltered	27	3.1%	11	2.9%
Grand Total	861	100.0%	376	100.0%

Property Type	No of tenants	% of tenants	No of interviews	% of interviews
Bungalow Detached	6	0.7%	3	0.8%
Detached House	2	0.2%	1	0.3%
End Terrace House	42	4.9%	16	4.3%
Flat First Floor	152	17.7%	55	14.6%
Flat Ground Floor	161	18.7%	80	21.3%
Flat Second Floor	117	13.6%	49	13.0%
Flat Third Floor	26	3.0%	7	1.9%
Four in a Block First Floor	28	3.3%	12	3.2%
Four in a Block Ground Floor	25	2.9%	10	2.7%
Maisonette	21	2.4%	11	2.9%
Mid Terrace House	82	9.5%	35	9.3%
Semi Detached House	157	18.2%	81	21.5%
Sheltered Housing	27	3.1%	11	2.9%
Terraced	1	0.1%	0	0.0%
Town House	14	1.6%	5	1.3%
Grand Total	861	100.0%	376	100.0%

Property Size	No of tenants	% of tenants	No of interviews	% of interviews
1	5	0.6%	0	0.0%
2	299	34.7%	132	35.1%
3	336	39.0%	146	38.8%
4	199	23.1%	87	23.1%
5	20	2.3%	10	2.7%
6	2	0.2%	1	0.3%
Grand Total	861	100.0%	376	100.0%

3.4 Interviewing and Quality Control

All face to face interviewing was undertaken by Research Resource's highly trained field force, all of whom are highly experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between the 24th June 2019 and the 19th July 2019.

3.5 Survey Analysis and Reporting

Survey data has been analysed and reported on in a number of ways. Data has been analysed by key variables as agreed by the organisation. Where any particular trends or issues are found for any one key group, this is detailed in the survey report. Comparison has also been made with the Association's 2014 and 2016 Tenant Satisfaction Surveys.

3.6 Report Structure

This document details the key findings to emerge from the survey for Barrhead Housing Association.

CHAPTER 4.	OVERALL SATISFACTION
CHAPTER 5.	COMMUNICATION AND PARTICIPATION
CHAPTER 6.	REPAIRS AND HOUSING QUALITY
CHAPTER 7.	NEIGHBOURHOOD MANAGEMENT
CHAPTER 8.	RENT, INCOME AND AFFORDABILITY
CHAPTER 9.	YOU AND YOUR HOUSEHOLD

APPENDIX 1: QUESTIONNAIRE

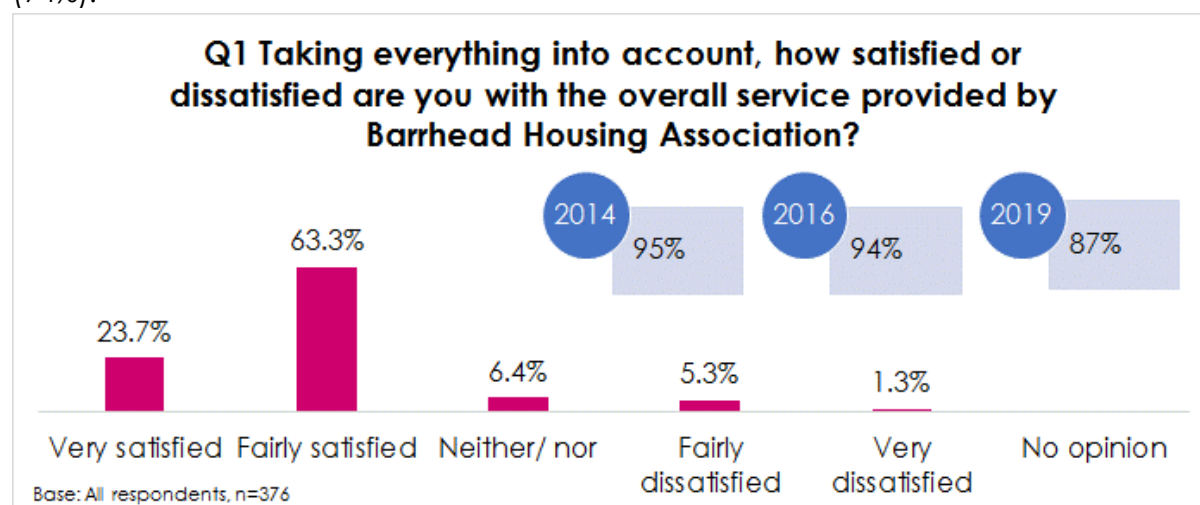
APPENDIX 2: TECHNICAL REPORT SUMMARY

APPENDIX 3 : DATA TABLES

4. OVERALL SATISFACTION

4.1 Satisfaction with the overall service provided by Barrhead HA (Q1)

The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by their landlord. Just under 9 in 10 tenants (87%) said they were very or fairly satisfied with the overall service the Association provides compared to 6% who were neither satisfied nor dissatisfied and 7% who were very or fairly dissatisfied. Overall satisfaction with the service provided by Barrhead Housing Association has decreased compared to the figures reported in 2014 (95%) and 2016 (94%).



The table below shows combined satisfaction and dissatisfaction analysed by area office. As can be seen below, all respondents interviewed from Rankin Way and the Mearns were satisfied with the overall service provided by their landlord. On the other hand, those living in Auchenback (New) and Barrhead Centre were least satisfied in this respect (78% and 79% respectively).

Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Barrhead Housing Association?				
	Base	% satisfied	% neither/ nor	% dissatisfied
Rankin Way	26	100%	-	-
The Mearns	17	100%	-	-
Barrhead / Dalmenny	74	96%	1%	3%
Neilston	19	89%	11%	-
Auchenback Old	38	87%	5%	8%
Dunterlie	52	85%	15%	-
Sheltered Complex	11	82%	-	18%
Lowndes Court / Main St / Craighead St	16	81%	-	19%
Barrhead Centre	96	79%	7%	14%
Auchenback New	27	78%	15%	7%

Respondents who were not satisfied with the overall service provided by Barrhead were asked to provide a reason for feeling this way. The answers given were grouped into common themes and are displayed in the table below. The most common reason for not being satisfied was respondents feeling that their home is in need of repairs (33%).

Q2 You said you were not satisfied with the overall service provided by Barrhead Housing Association. Can you please explain why?		
Base: Respondents who were not satisfied with the overall service, n=49	No.	%
Home requires upgrades/ improvements	12	24.5%
Poor repairs service e.g. quality of workmanship/ timescale for completion	8	16.3%
Home is in need of repairs/ still outstanding	16	32.7%
Not dealing with anti-social behaviour/ anti-social neighbours	4	8.2%
Lack of communication	2	4.1%
Poor garden maintenance	3	6.1%
Nothing gets done/ could do more for area	4	8.2%
Other	3	6.1%
Rent is too expensive	2	4.1%

Analysis by area reveals tenants living in Auchenback Old, Barrhead Centre and Dunterlie were the most likely to say their home is in need of repairs or a repair they have reported is still outstanding. While tenants living in Barrhead Centre were the most likely to say they were dissatisfied because their home requires upgrades or improvements. There were zero respondents living in Rankin Way and The Mearns who reported being dissatisfied.

Q2 You said you were not satisfied with the overall service provided by Barrhead Housing Association. Can you please explain why?					
Base: Respondents who were not satisfied with the overall service, n=49	Neilston	Barrhead / Dalmenny	Auchenback New	Auchenback Old	Barrhead Centre
Home requires upgrades/ improvements	-	-	-	1	10
Poor repairs service e.g. quality of workmanship/ timescale for completion	-	1	-	-	1
Home is in need of repairs/ still outstanding	1	-	2	4	4
Not dealing with anti-social behaviour/ anti-social neighbours	-	2	-	-	1
Lack of communication	-	-	-	-	2
Poor garden maintenance	1	-	1	-	-
Nothing gets done/ could do more for area	-	-	-	1	3
Other	-	-	2	-	-
Rent is too expensive	-	-	1	-	1

Q2 You said you were not satisfied with the overall service provided by Barrhead Housing Association. Can you please explain why?

Base: Respondents who were not satisfied with the overall service, n=49	Sheltered Complex	Rankin Way	The Mearns	Lowndes Court / Main St / Craighead St	Dunterlie
Home requires upgrades/ improvements	-	-	-	-	1
Poor repairs service e.g. quality of workmanship/ timescale for completion	1	-	-	1	4
Home is in need of repairs/ still outstanding	1	-	-	1	3
Not dealing with anit-social behaviour/ anti-social neighbours	-	-	-	1	-
Lack of communication	-	-	-	-	-
Poor garden maintenance	-	-	-	-	1
Nothing gets done/ could do more for area	-	-	-	-	-
Other	-	-	-	-	1
Rent is too expensive	-	-	-	-	-

5. COMMUNICATION AND PARTICIPATION

5.1 Preferred communication methods (Q3)

All respondents were asked to select from a list of options, which they would prefer Barrhead to use to keep them informed about their services. Written communications were by far and away the most preferred communication type with 69% preferring to be kept informed via letters and 68% via newsletters.

Q3 Which methods would you prefer Barrhead to use to keep you informed about their services?		
Base: All respondents, n=376	No.	%
Letter	259	68.9%
Newsletter	254	67.6%
Email	38	10.1%
Text messages	34	9.0%
Telephone	12	3.2%
Open meetings	11	2.9%
Website	8	2.1%
Facebook	8	2.1%
Twitter	6	1.6%
Apps	4	1.1%
Consultation events	1	0.3%

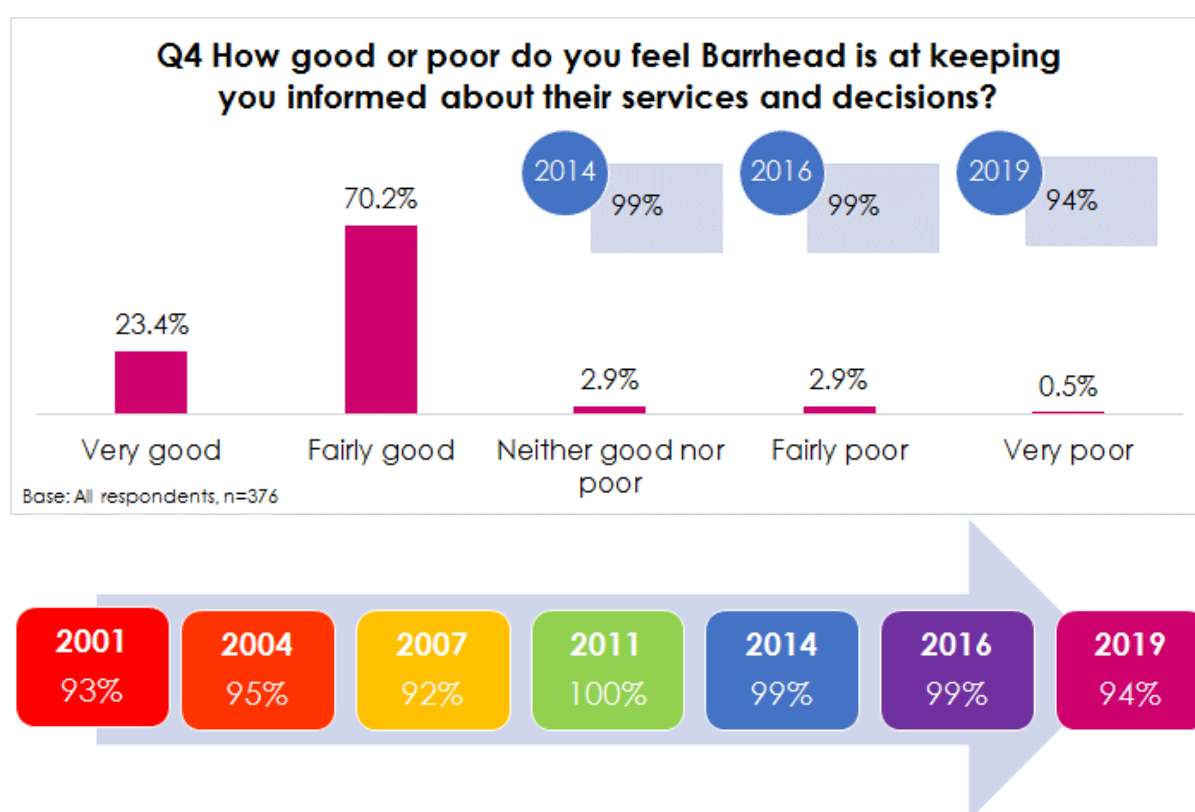
Analysis by age revealed that respondents who are aged under 35 were more like to prefer to be contacted via email (19%) than respondents aged 65 or over (2%).

Q3 Which methods would you prefer Barrhead to use to keep you informed about their services? Analysed by Age			
Base: All respondents, n=376	Under 35	35 to 64	65 and over
Website	2.7%	2.3%	1.2%
Facebook	2.7%	2.3%	1.2%
Newsletter	56.8%	65.6%	83.1%
Open meetings	1.4%	1.4%	8.4%
Text messages	14.9%	8.7%	3.6%
Letter	62.2%	67.9%	78.3%
Twitter	1.4%	2.3%	-
Email	18.9%	9.6%	2.4%
Apps	-	1.8%	-
Consultation events	-	-	1.2%
Other - please specify	-	-	-
Telephone	2.7%	4.1%	1.2%

5.2 Keeping tenants informed (Q4/5)

Almost all respondents were of the opinion that their landlord was very or fairly good at keeping them informed about their services and decisions (94%) compared to 3% who rated the Association neither good nor poor and a further 3% who said they were very or fairly poor. The proportion of respondents of the opinion that Barrhead is very or fairly good at keeping them informed has decreased by 5 percentage points compared to the results for 2016 and 2014 (both 99% satisfaction).

It is interesting to note that as age increases, the proportion of respondents rating the Association 'good' in this respect also increases. For example, from 85% for those aged under 35 to 94% for 35-64 year olds and 99% for those aged 65 and over.



Analysis by area reveals that those who lived within the Auchenback new office area were least satisfied with being kept informed about the Association's services and decisions (74%).

Q4 How good or poor do you feel Barrhead is at keeping you informed about their services and decisions?				
	Base	Very/ fairly good	Neither good nor poor	Very/ fairly poor
Neilston	19	100%	-	-
Barrhead / Dalmenny	74	100%	-	-
Sheltered Complex	11	100%	-	-
Rankin Way	26	100%	-	-
The Mearns	17	100%	-	-
Lowndes Court / Main St / Craighead St	16	100%	-	-
Barrhead Centre	96	98%	-	2%
Auchenback Old	38	84%	5%	11%
Dunterlie	52	83%	12%	6%
Auchenback New	27	74%	11%	15%

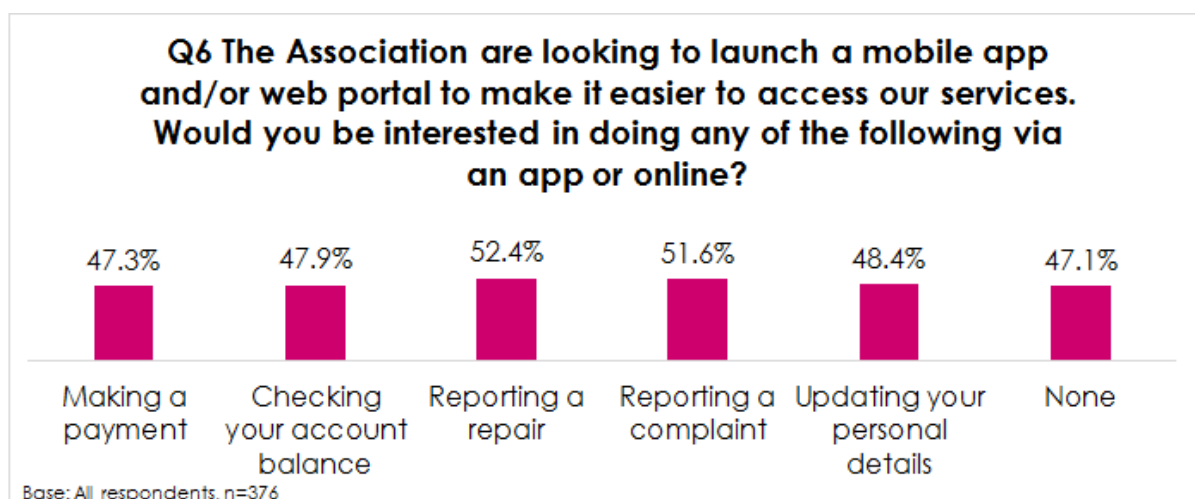
Respondents who said they do not believe that Barrhead are good at keeping them informed were asked to provide a reason for feeling this way. The comments provided are listed below:

- *Trying to get another house and they are not keeping me up to date with the progress.*
- *Sometimes they promise things that don't happen.*
- *Just moved in so not sure.*
- *They don't keep you informed.*
- *They don't.*
- *Apart from newsletter don't hear from them.*
- *When I signed up was not advised of rent arrears.*
- *Don't hear much.*
- *Don't get enough information.*
- *You find out after the event.*
- *Not sure if it is.*
- *Not enough information.*
- *Workers appear without prior knowledge.*
- *They do nothing to help tenants. Don't communicate well with us.*
- *Not heard anything.*
- *Sometimes don't get letters.*
- *Asked 3 times to get double glazing cleaned. Also, a safety light request denied.*
- *Not good at all.*
- *The meetings are not at convenient at times/ time wise.*
- *Not too good.*

NB those who answered 'don't know' or 'not sure' have been excluded from the list.

5.3 Interest in a mobile app/ web portal (Q6)

The Association are looking to launch a mobile app and/ or web portal to make it easier to access our services. Respondents were asked whether they would be interested in a range of housing related activities that could be made available via the mobile app. Over half of tenants (53%) were interested in doing at least one of these activities via the app with tenants being most interested in reporting repairs (52%) and reporting complaints (52%) to the Association.

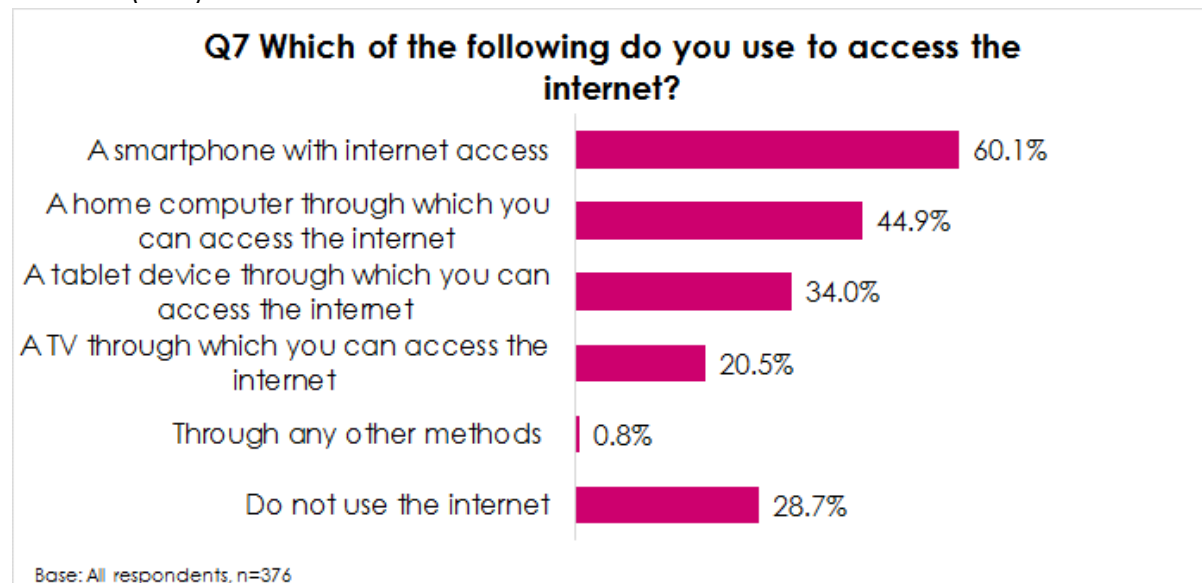


Analysis by age revealed that respondents aged under 35 were more likely to say they would be interested in accessing services online to report repairs (80%) or to report complaints (80%) than other age groups. Respondents aged over 65 were most likely to say they would not be interested in accessing any of these services online (86%).

Q6 The Association are looking to launch a mobile app and/or web portal to make it easier to access our services. Would you be interested in doing any of the following via an app or online? Analysed by age			
Base: All respondents, n=375	Under 35	35 to 64	65 and over
Making a payment	68.9%	53.7%	10.8%
Checking your account balance	68.9%	55.0%	9.6%
Reporting a repair	79.7%	57.3%	14.5%
Reporting a complaint	79.7%	56.4%	13.3%
Updating your personal details	71.6%	54.6%	10.8%
None	17.6%	42.7%	85.5%

5.4 Internet access (Q7/8)

Tenants were then asked whether they had access to the internet or not. The vast majority of tenants (71%) said they accessed the internet in some way with smartphones with internet access being the most popular way of accessing the internet (60%).

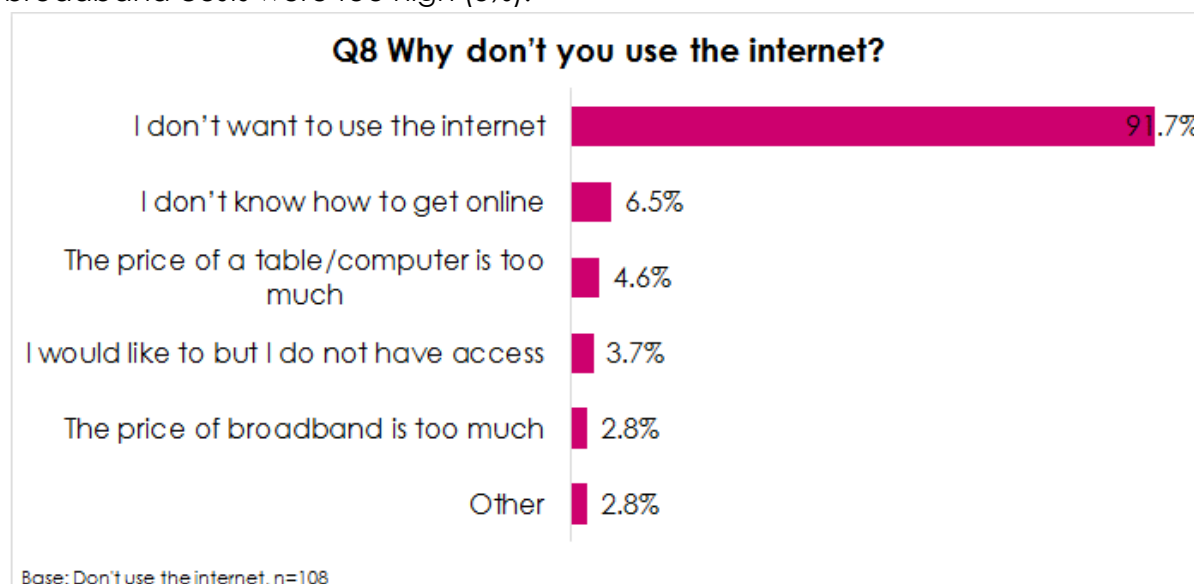


Tenants who lived in the Auchenback new office area (93%) and in the Mearns were most likely to use the internet (94%). On the other hand, tenants who lived in the sheltered complex (45%) and in Barrhead/ Dalmenny (53%) were least likely to use the internet.

Analysis by age revealed that respondents aged under 35 were more likely to say they used a smartphone to access the internet (95%) then respondents aged 35-64 (66%) and 65 and over (15%). Respondents aged over 65 were most likely to say they do not use the internet (69%).

Q7 Which of the following do you use to access the internet? Analysed by Age			
Base: All respondents, n=375	Under 35	35 to 64	65 and over
A smartphone with internet access	94.6%	65.6%	14.5%
A home computer through which you can access the internet	55.4%	52.8%	15.7%
A TV through which you can access the internet	36.5%	22.0%	2.4%
A tablet device through which you can access the internet	54.1%	34.4%	14.5%
Through any other methods (please describe)	1.4%	0.5%	1.2%
DO NOT USE THE INTERNET	2.7%	22.5%	68.7%

Almost all tenants who said they did not use the internet said this was because they simply did not want to use it (92%). Other reasons included a lack of awareness of how to get online (7%), the price of a tablet or computer being too high (5%), where tenants would like to go online but don't have access (4%) or where they felt broadband costs were too high (3%).

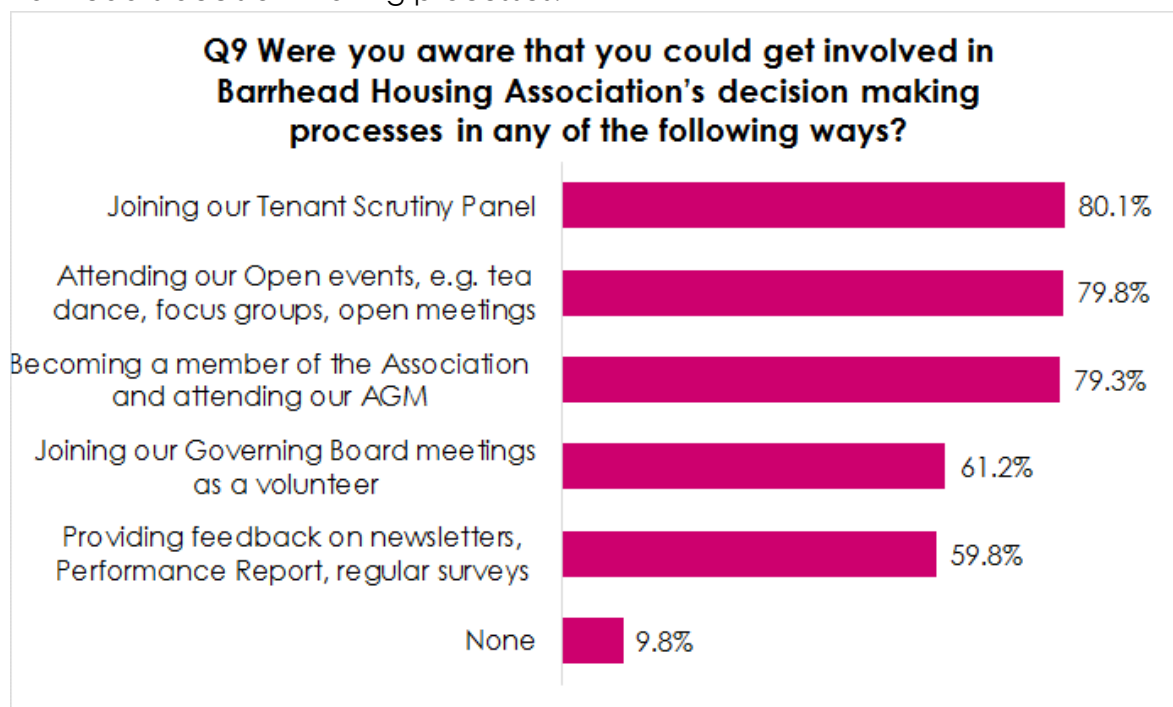


Further analysis by age revealed that the majority of respondents who did not use the internet said this was because they did not want to. This was the case across all age groups.

Q8 Why don't you use the internet? Analysed by Age			
Base: Do not use the internet, n=108	Under 35	35 to 64	65 and over
I don't want to use the internet	100.0%	89.8%	93.0%
I would like to but I do not have access	-	4.1%	3.5%
The price of a table/computer is too much	-	4.1%	5.3%
The price of broadband is too much	-	2.0%	3.5%
I don't know how to get online	-	2.0%	10.5%
Other (please write in below)	-	6.1%	-

5.5 Awareness of/ interest in participation opportunities (Q9/10/41)

Respondents were read out a list of participation opportunities that tenants can be involved in to help improve the services provided from their landlord and were asked to name the activities they were aware of. Awareness was highest in terms of, joining the Tenant Scrutiny Panel (80%), attending open events (80%) becoming a member of the Association and attending the AGM (80%). Overall, 90% of respondents were aware of at least one way that they could get involved with Barrhead's decision-making processes.



In comparison to 2016, awareness has seen both increases and decreases. The most significant increase in awareness is in terms of joining the Tenant Scrutiny Panel, where awareness has increased by 70 percentage points from 10% to 80%.

Q9 Awareness of decision making activities 2016 vs 2019		
	2016	2019
Becoming a member of the Association and attending our AGM	89.7%	79.3%
Attending our Open events, e.g. tea dance, focus groups, open meetings	88.8%	79.8%
Providing feedback on our Newsletters, Performance Report and regular surveys e.g. rent consultation, repairs, complaints, etc.	37.5%	59.8%
Joining our Governing Board meetings as a volunteer	22.9%	61.2%
Joining our Tenant Scrutiny Panel	9.7%	80.1%
None	6.9%	9.8%

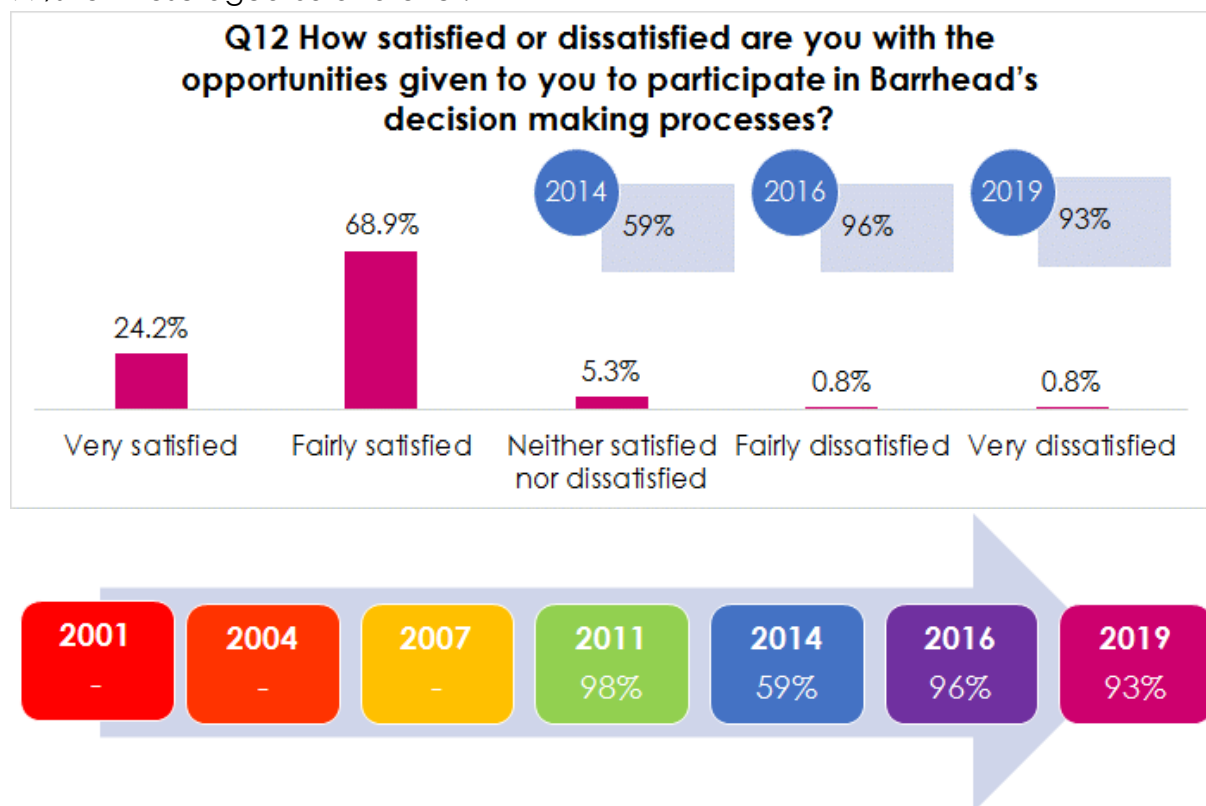
Tenants who lived in the Mearns were most likely to be unaware of any of these opportunities (41%). On the other hand, tenants who lived in Barrhead Centre (100%), in the sheltered complex (100%) and in Barrhead/ Dalmenny (99%) were most likely to be aware of at least one participation activity.

Over 1 in 4 tenants (26%) said either they or a member of their family were interested in participating and coming along to the Tenants Conference.

5.6 Satisfaction with participation opportunities (Q12/13)

Following on from this, respondents were then asked how satisfied or dissatisfied they were with the opportunities given to them to participate in Barrhead's decision-making processes. Almost all respondents (93%) were very or fairly satisfied in this respect. 5% of respondents were neither satisfied nor dissatisfied and 2% of respondents were fairly or very dissatisfied. Compared to the previous survey the proportion of respondents very or fairly satisfied with the opportunities to participate has decreased slightly from 96% in 2016 to 93% in 2019.

As age increases, overall satisfaction with participation opportunities also increases. For example, from 88% for those aged under 35 to 93% for tenants aged 35-64 and 99% for those aged 65 and over.



Analysis by area office reveals that all respondents who lived within the Neilston, Barrhead and Dalmenny, Sheltered Complex, Rankin Way, Lowndes Court/ Main Street/ Craighead Street office areas were satisfied with participation opportunities. On the other hand, those who lived within the Auchenback old (79%) and new (70%) area offices were least likely to be satisfied in this respect.

Q12 How satisfied or dissatisfied are you with the opportunities given to you to participate in Barrhead's decision making processes?				
	Base	Very/ fairly satisfied	Neither satisfied nor dissatisfied	Very/ fairly dissatisfied
Neilston	19	100%	-	-
Barrhead / Dalmenny	74	100%	-	-
Sheltered Complex	11	100%	-	-
Rankin Way	26	100%	-	-
Lowndes Court / Main St / Craighead St	16	100%	-	-
Barrhead Centre	96	99%	1%	-
The Mearns	17	94%	6%	-
Dunterlie	52	85%	10%	6%
Auchenback Old	38	79%	16%	5%
Auchenback New	27	70%	26%	4%

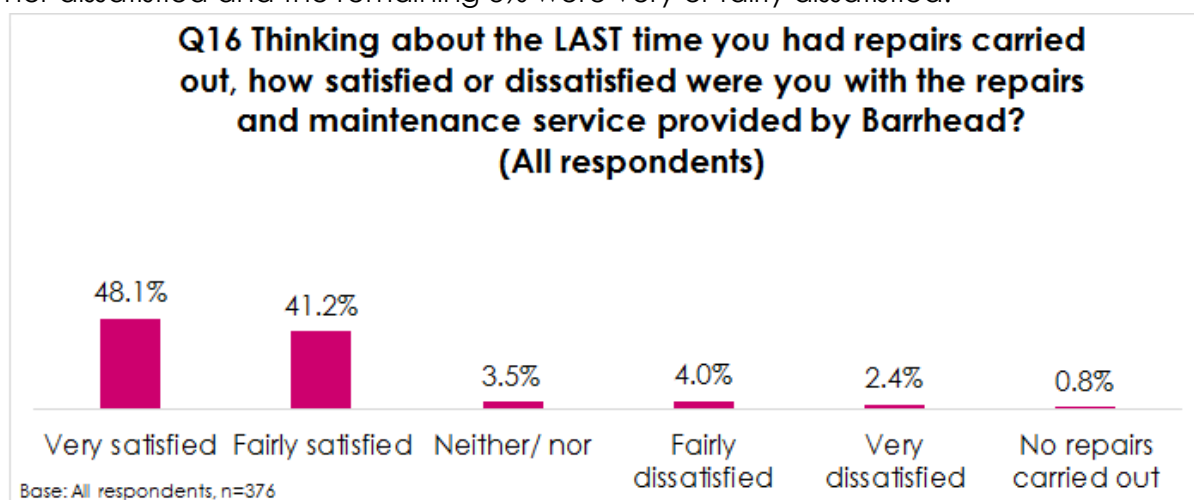
6. REPAIRS AND HOUSING QUALITY

6.1 Satisfaction with the repairs service (Q14-17)

Just over half of respondents (53%) had a day to day repair carried out in their property within the last 12 months. Of these participants, over 6 in 10 (64%) said they had a non-emergency repair carried out, 20% said it was a gas repair and 6% said their repair was an emergency.

Q15 Can you describe the nature of the LAST repair you had carried out?		
Base: Reported a repair, n=204	No.	%
Non-Emergency repair	130	63.7%
Gas repair for your boiler and heating	41	20.1%
Repair carried out by our own Repairs Operative	20	9.8%
Emergency out of hours repair	13	6.4%

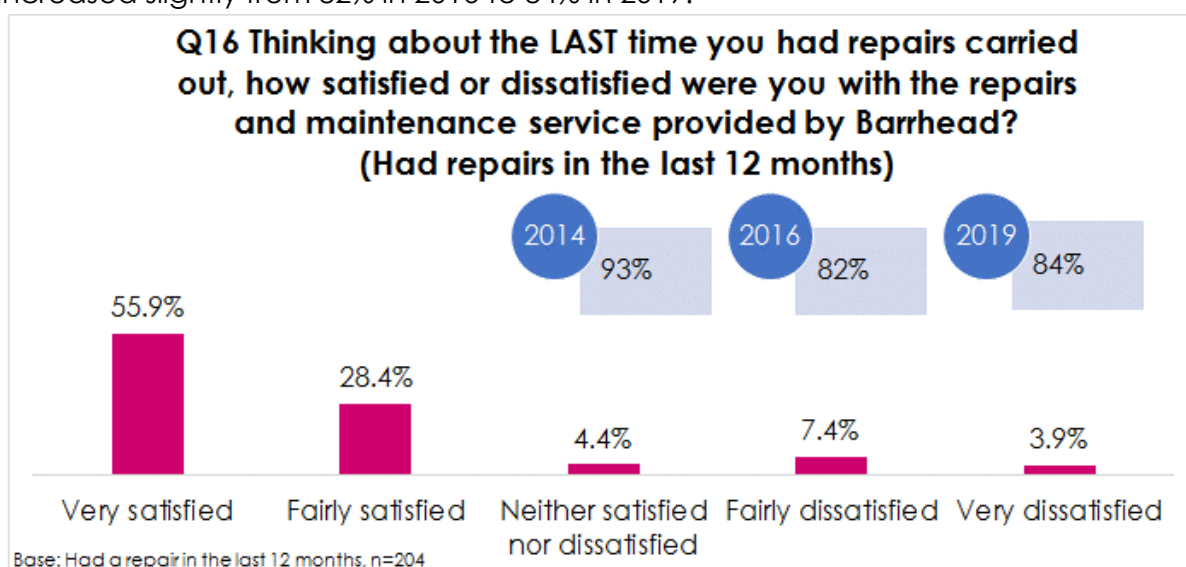
All respondents were then asked how satisfied or dissatisfied they were with the repairs and maintenance service provided by Barrhead. The majority of respondents (89%) said they were very or fairly satisfied in this respect. 4% were neither satisfied nor dissatisfied and the remaining 3% were very or fairly dissatisfied.



Analysis by area office reveals that those who lived in the Barrhead/ Dalmenny and Auchenback old office areas were most likely to be satisfied with repairs and maintenance and those who lived in Dunterlie (79%) and in the sheltered complex (80%) were least satisfied.

Q16 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?				
	Base	Very/ fairly satisfied	Neither satisfied nor dissatisfied	Very/ fairly dissatisfied
Barrhead / Dalmenny	74	96%	-	4%
Auchenback Old	38	95%	3%	3%
Neilston	18	94%	-	6%
Barrhead Centre	95	94%	2%	4%
The Mearns	17	94%	6%	-
Lowndes Court / Main St / Craighead St	16	94%	-	6%
Auchenback New	27	81%	11%	7%
Rankin Way	26	81%	4%	15%
Sheltered Complex	10	80%	-	20%
Dunterlie	52	79%	10%	12%

Thinking about the last repair they had carried out in their home, respondents who had a repair carried out in the last 12 months were then asked how satisfied or dissatisfied they were with the repairs and maintenance service provided by Barrhead. 84% of respondents were very or fairly satisfied in this respect, compared to 4% who were neither satisfied nor dissatisfied and 11% who were fairly dissatisfied with the service that they received. Compared to the 2016 survey the proportion of respondents very or fairly satisfied with the repairs and maintenance service has increased slightly from 82% in 2016 to 84% in 2019.



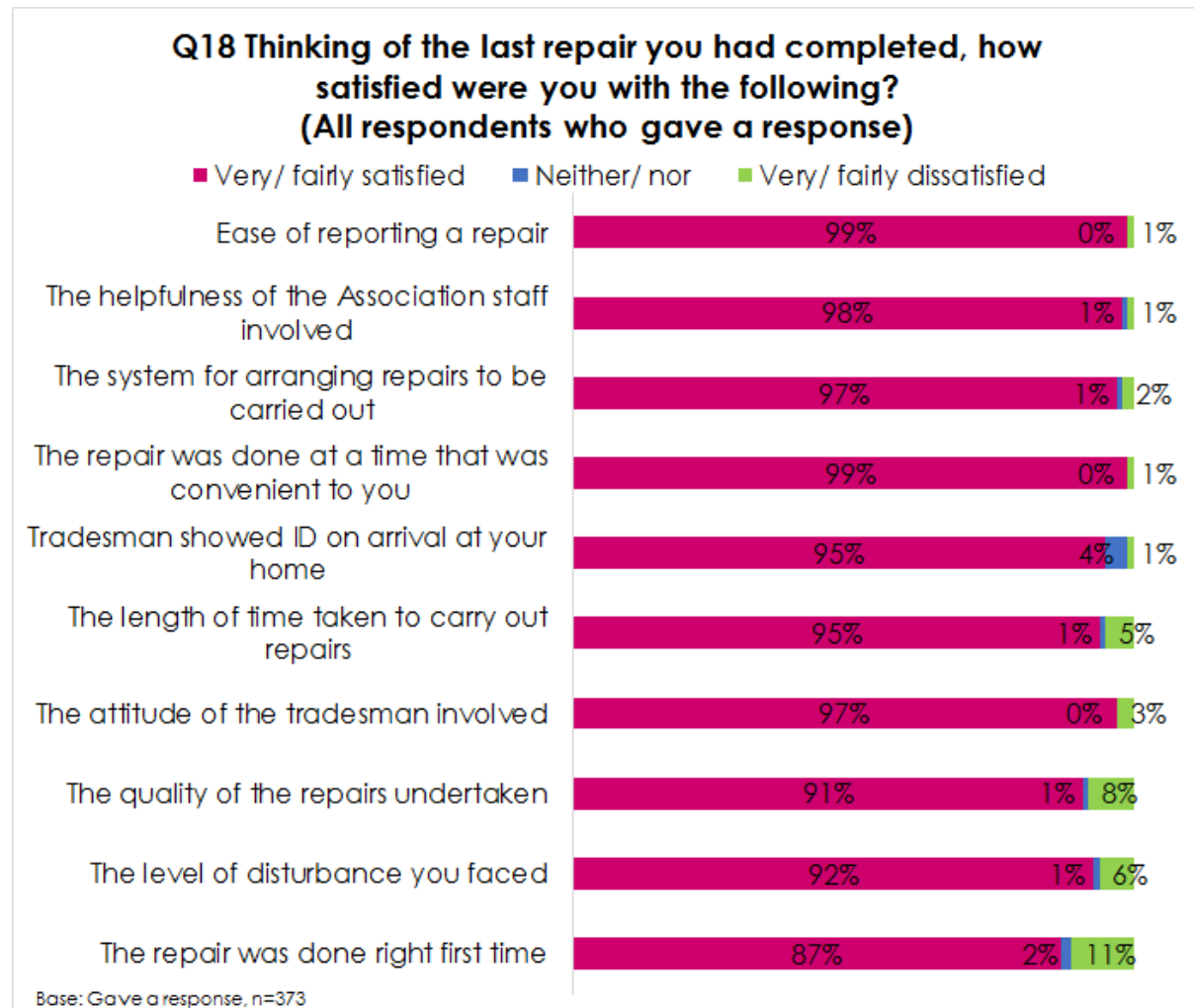
Analysis by repair type revealed that respondents who had non-emergency repairs or out of hours repairs carried out were more likely to be satisfied with the repairs and maintenance service provided than respondents who had a gas repair for their boiler or heating. Please note the small base numbers.

Q16 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? x by nature of repair				
	Gas repair for your boiler and heating	Emergency out of hours repair	Non-Emergency repair	Repair carried out by our own Repairs Operative
	41	13	130	20
Very satisfied	61.0%	69.2%	56.9%	30.0%
Fairly satisfied	29.3%	15.4%	29.2%	30.0%
Neither satisfied nor dissatisfied	4.9%	7.7%	3.1%	10.0%
Fairly dissatisfied	4.9%	-	7.7%	15.0%
Very dissatisfied	-	7.7%	3.1%	15.0%
No repairs carried out	-	-	-	-

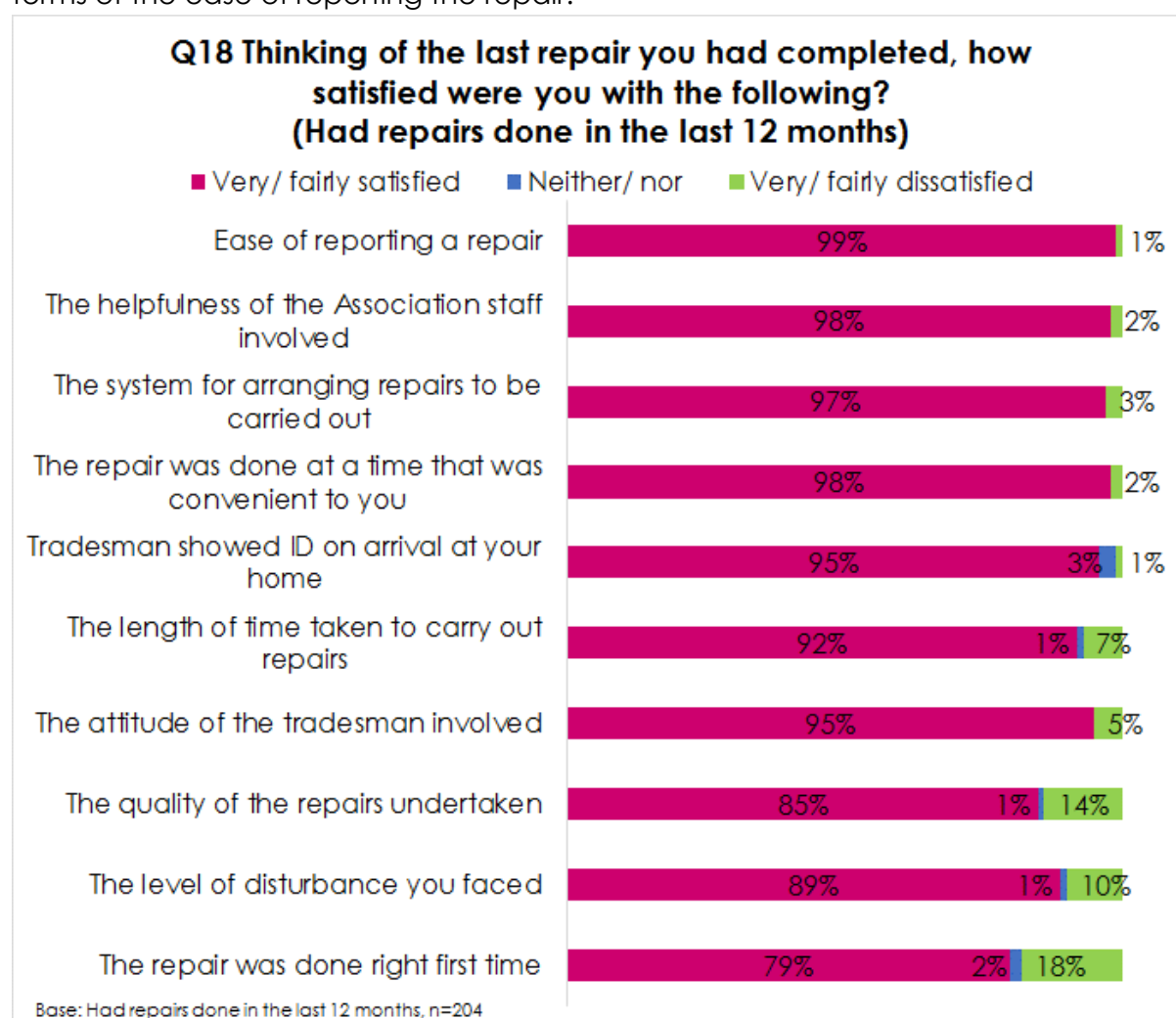
All respondents who said they were not satisfied with the repairs service the last time they had a repair were asked for suggestions as to how the service could be improved. As shown below, over 4 in 10 respondents said they felt the quality of workmanship was poor (43%) and the issue is still ongoing (43%).

Q17 You said you were not satisfied with the service provided by Barrhead the last time you had a repair carried out. Can you please explain how the service provided could be improved?		
Base: Respondents who were not satisfied with the repairs service, n=37	No.	%
Poor quality of workmanship	16	43.2%
Too long taken too complete the repair	5	13.5%
Issue still ongoing/ not resolved	16	43.2%
Repair not complete on first visit	1	2.7%
Other	4	10.8%

All respondents were then asked how satisfied or dissatisfied they were with various aspects of the repairs service. As shown below, satisfaction ranged from 87% in terms of the repair being done right first time, to 99% in terms of the ease of reporting a repair and the repair being done at a convenient time. Please note these percentages are calculated excluding those who answered 'don't know' to each statement.

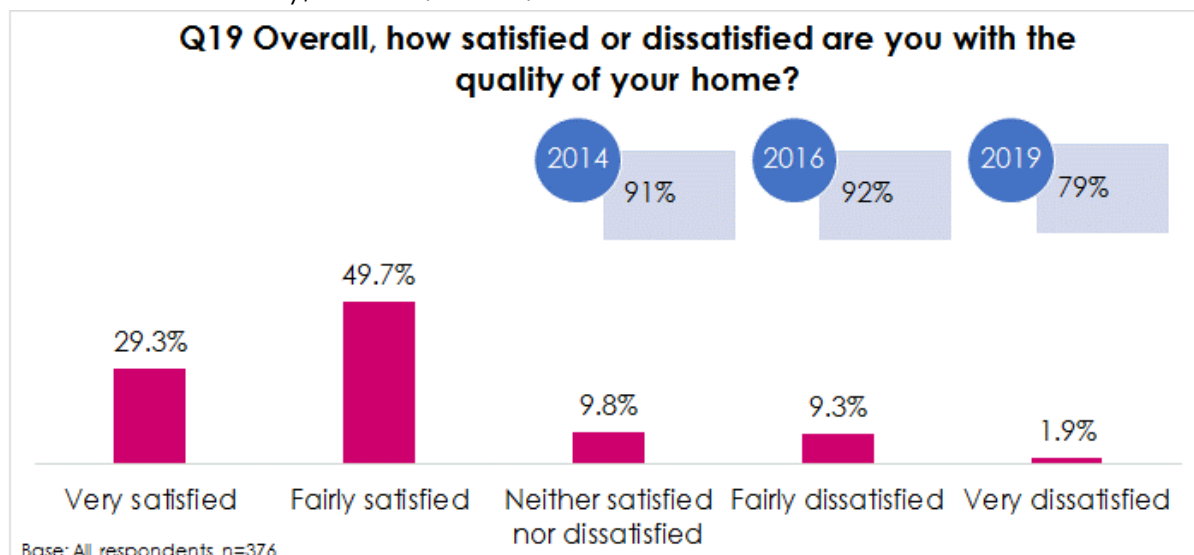


Respondents who have had repairs carried out within the last year were asked how satisfied they were with aspects of the repairs service. As shown below, satisfaction was high, ranging from 79% in terms of the repair being done right first time, to 99% in terms of the ease of reporting the repair.



6.2 Quality of the home (Q19/20)

Just under 8 in 10 tenants (79%) were very or fairly satisfied with the quality of their home compared to 11% who were dissatisfied and 10% who were neither satisfied nor dissatisfied. Satisfaction with the quality of the home has decreased significantly since the 2016 survey, from 92% to 79%.



Tenants who lived in the Rankin Way office area were most satisfied with the quality of their home. On the other hand, tenants who lived in the Auchenback new office area (70%), Barrhead Centre (72%) and in the sheltered complex (73%) were least satisfied.

Q19 Overall, how satisfied or dissatisfied are you with the quality of your home?				
	Base	Very/ fairly satisfied	Neither satisfied nor dissatisfied	Very/ fairly dissatisfied
Rankin Way	26	92%	4%	4%
Barrhead / Dalmenny	74	84%	8%	8%
Auchenback Old	38	84%	11%	5%
The Mearns	17	82%	12%	6%
Lowndes Court / Main St / Craighead St	16	81%	19%	-
Neilston	19	79%	11%	11%
Dunterlie	52	79%	12%	10%
Sheltered Complex	11	73%	18%	9%
Barrhead Centre	96	72%	10%	18%
Auchenback New	27	70%	4%	26%

Those who were not satisfied with the quality of the home were asked to explain why they felt this way and what could be improved. The vast majority of comments were where respondents felt their home was in need of upgrades or improvements such as new kitchens, bathrooms, windows or doors (61%). A further 11% of comments were where respondents commented on outstanding repairs and 10% mentioned problems with dampness or mould. Of the four respondents who mentioned lack of soundproofing, 2 lived in Barrhead/ Dalmenny, 1 tenant lived in Barrhead Centre and 1 tenant lived in Lowndes Court/ Main Street/ Craighead Street.

Q20 You said you were not satisfied with the quality of your home. Can you please explain how this could be improved?		
Base: Not satisfied with the quality of the home, n=79	No.	%
Home requires upgrades/ improvements e.g. kitchen/ bathroom/ windows/ doors	48	60.8%
Home is in need of repairs	9	11.4%
Problems with dampness/ mould	8	10.1%
Poor quality/ condition of homes	7	8.9%
Improve boiler/ heating system	5	6.3%
Lack of soundproofing	4	5.1%
Home is too small/ overcrowded	4	5.1%
Floor needs fixed/ replaced	2	2.5%
Other	3	3.8%

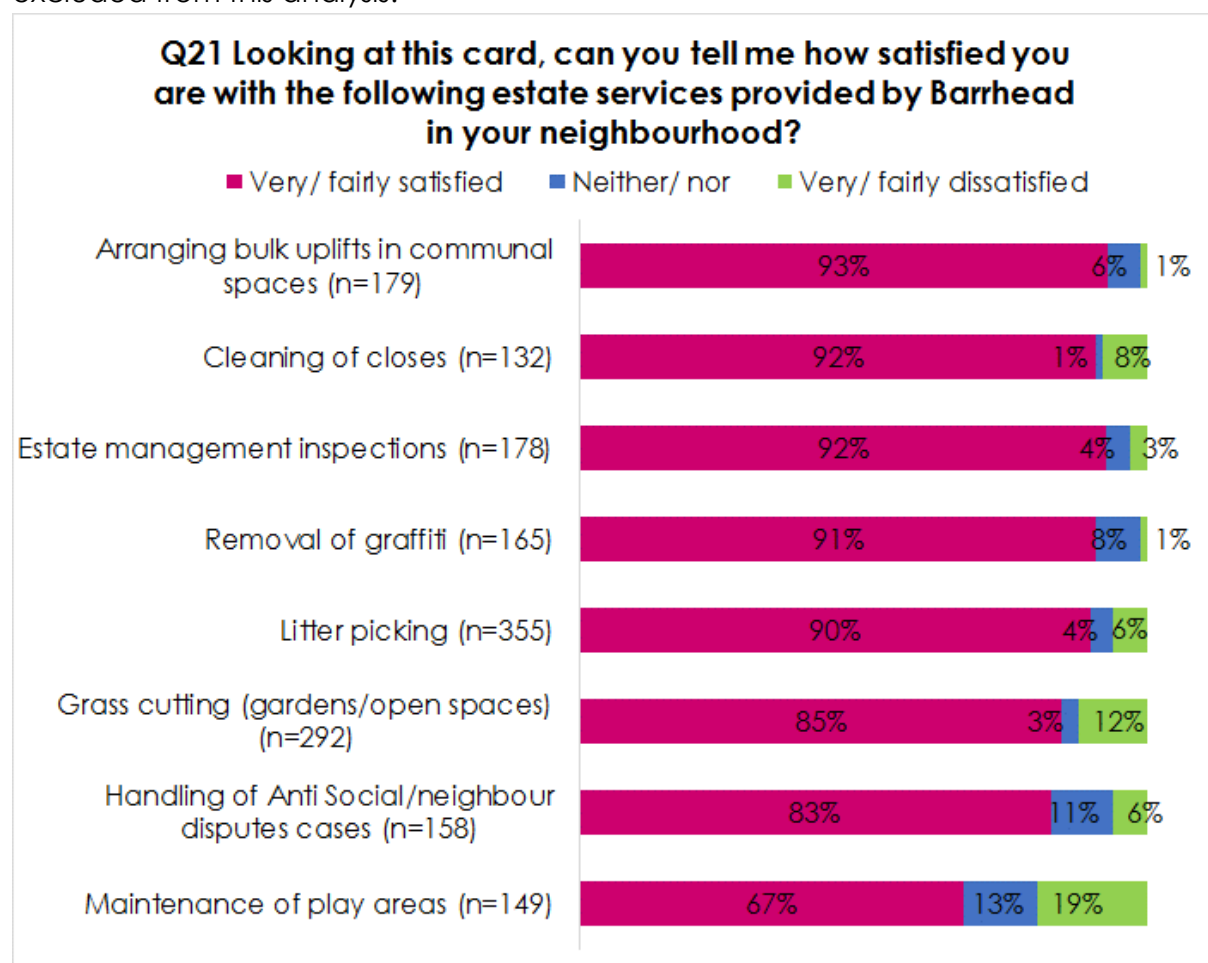
7. NEIGHBOURHOOD MANAGEMENT

7.1 Satisfaction with estate services (Q21)

Respondents were then asked how satisfied or dissatisfied they were with the various estate services provided by Barrhead in their neighbourhood. Satisfaction was highest in terms of,

- Arranging bulk uplifts in communal spaces (93% stating very or fairly satisfied)
- Cleaning of closes (92%)
- Estate management inspections (92%)

Please note that those who answered don't know/ not applicable have been excluded from this analysis.



Data tables showing analysis by area office can be found in appendix 3. This analysis reveals that tenants living in the Auchenback new office area had the highest levels of dissatisfaction regarding litter picking, grass cutting, maintenance of play areas, estate management inspections and handling of anti-social complaints. Please note however that this analysis is based on very small numbers and may not be representative of the overall tenant population.

As shown below, satisfaction has increased across all aspects of the estate services since 2016, with the exception of grass cutting, where satisfaction has remained the same. The most significant increase in satisfaction was in terms of the removal of graffiti, where satisfaction has increased by 64% points since 2016, increasing from 27% to 91%.

Q21 Looking at this card, can you tell me how satisfied you are with the following estate services provided by Barrhead in your neighbourhood?		
	2016	2019
Arranging bulk uplifts in communal spaces	84%	93%
Cleaning of closes	90%	92%
Estate management inspections	52%	92%
Removal of graffiti	27%	91%
Litter picking	59%	90%
Grass cutting (gardens/open spaces)	85%	85%
Handling of Anti-Social/neighbour disputes cases	21%	83%
Maintenance of play areas	52%	67%

7.2 Community Regeneration Projects (Q22-25)

Respondents were then asked if they were aware of Barrhead Housing Association's involvement in a range of different Community Regeneration projects. As shown below, awareness ranged from 47% in terms of the Community Chest Fund, up to 59% in terms of DIY Dunterlie.

Q22 Are you aware that Barrhead HA are involved in a number of Community Regeneration Projects throughout our communities? These projects are largely funded by grants.		
Base: All respondents, n=376	Yes	No
DIY Dunterlie - DIY Dunterlie offers a wide range of activities and opportunities which help bring the community together in Dunterlie Resource Centre including Green Gym, Employability, Money Advice, Digital Skills, Health Class, Parental Advice, Social Events and Pop Up Shops	59%	41%
Craft Café - Art and Craft activities run from the Sheltered Complex Common room in Main Street, which bring creative workshops to older people	55%	45%
The Barrhead Housing Association Community Fund - A fund that community groups and projects can apply for that improves Barrhead and offers opportunities for the community	53%	47%
Creative Pathways - Based on Dunterlie and Auchenback, this is a youth employability project where young people learn creative skills. Participants are also given one-to-one support with job-hunting, interviews and CV-writing	49%	51%
Community Chest Fund - A fund that any of our Tenants can apply for to pay for training courses and employability support, such as the cost of a suit for an interview	47%	53%

Awareness levels of these projects vary by office area. For example:

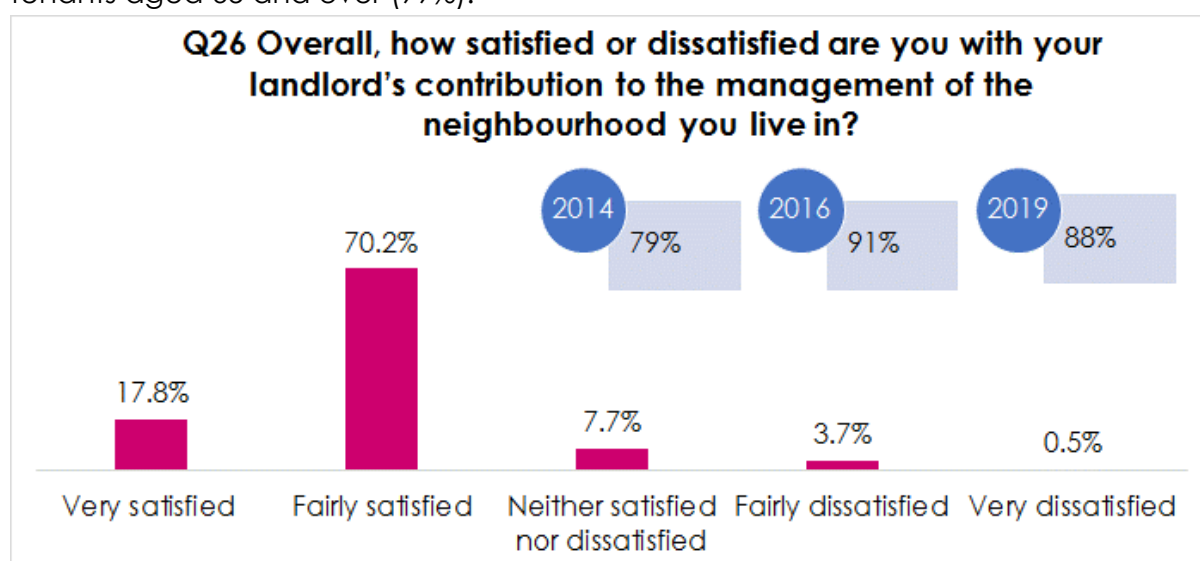
- Craft Café: Tenants living in the sheltered complex (73%) and in Dunterlie (73%) were most likely to be aware and those living in the Mearns and in Lowndes Court/ Main Street/ Craighead Street were least aware (both 6%);
- The Barrhead HA Community Fund: Tenants who lived in Barrhead Centre were most aware (71%) and those who lived in Lowndes Court/ Main Street/ Craighead Street were least aware (6%);
- Community Chest Fund: Dunterlie respondents were most aware of this project (69%), while tenants living in Neilston were least aware (11%);
- DIY Dunterlie: Those who lived in Dunterlie were most aware of this (73%) and tenants living in the Mearns (12%) were least aware (12%).
- Creative Pathways: Dunterlie tenants were most aware (69%) and tenants living in the Mearns (6%) were least aware.

Q22 Awareness of Community Regeneration Projects analysed by area office						
	Base	Q22a Craft Café	Q22b The Barrhead HA Community Fund	Q22c Community Chest Fund	Q22d DIY Dunterlie	Q22e Creative Pathways
Neilston	19	16%	11%	11%	42%	11%
Barrhead / Dalmenny	74	61%	66%	53%	61%	57%
Auchenback New	27	44%	44%	44%	63%	48%
Auchenback Old	38	61%	58%	55%	58%	58%
BARRHEAD CENTRE	96	72%	71%	59%	64%	65%
Sheltered Complex	11	73%	27%	27%	55%	27%
Rankin Way	26	19%	15%	15%	54%	8%
The Mearns	17	6%	12%	-	12%	6%
Lowndes Court / Main St / Craighead St	16	6%	6%	19%	63%	13%
Dunterlie	52	73%	69%	69%	73%	69%

7.3 Satisfaction with the Association's contribution to the management of the neighbourhood (Q26/27)

The majority of respondents (88%) were either very or fairly satisfied with their landlord's contribution to the management of the neighbourhood, compared to 8% who were neither satisfied nor dissatisfied and 5% who were very or fairly dissatisfied. Satisfaction with the Association's contribution to the management of the neighbourhood has decreased slightly since the previous survey decreasing from 91% in 2016 to 88% in 2019.

Tenants aged under 35 (82%) and aged 35-64 (86%) were significantly less satisfied with the Association's contribution to the management of their neighbourhood than tenants aged 65 and over (99%).



Analysis by area office shows that all respondents living within the sheltered complex, Neilston and Lowndes Court/ Main Street/ Craighead Street office areas were satisfied with the Association's contribution to the management of the neighbourhood. On the other hand, tenants who lived in Auchenback new and Auchenback old office areas were least satisfied (59% and 76% respectively).

Q26 Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?				
	Base	Very/ fairly satisfied	Neither satisfied nor dissatisfied	Very/ fairly dissatisfied
Neilston	19	100%	-	-
Lowndes Court / Main St / Craighead St	16	100%	-	-
Sheltered Complex	11	100%	-	-
Barrhead / Dalmenny	74	99%	-	1%
Rankin Way	26	96%	4%	-
Barrhead Centre	96	88%	6%	6%
Dunterlie	52	85%	12%	4%
The Mearns	17	82%	12%	6%
Auchenback Old	38	76%	18%	5%
Auchenback New	27	59%	26%	15%

Respondents who said they were not satisfied with Barrhead's contribution to the management of their neighbourhood were then asked how this could be improved. 47% of respondents said they would like to see more inspections, while 13% said Barrhead Housing Association should vet tenants.

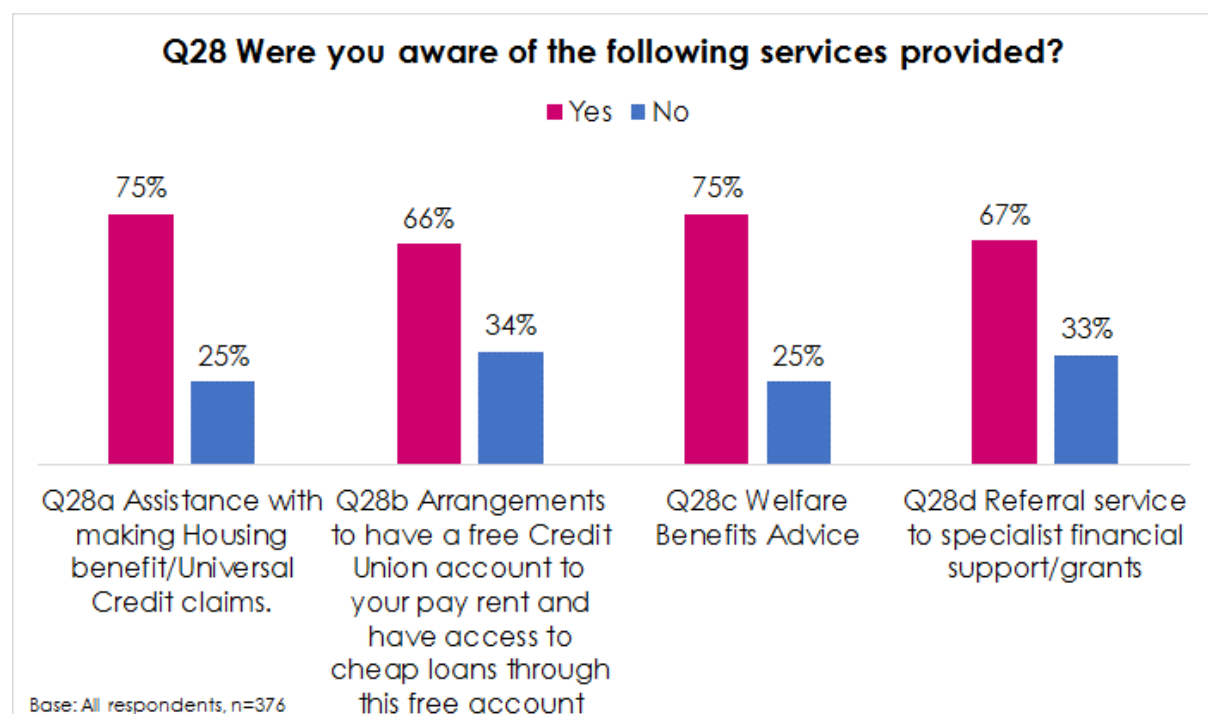
Q27 You said you were not satisfied with Barrhead's contribution to the management of the neighbourhood you live in. Can you please explain how this could be improved?		
Base: Respondents who were not satisfied with neighbourhood management, n=45	No.	%
Don't do much or anything/ need to do more inspections	21	47%
Vet tenants	6	13%
Clean/ tidy up the area	5	11%
Nothing for kids in the area	5	11%
Deal with anti-social behaviour/ anti-social neighbours	3	8%
Garden maintenance required e.g. weeds/ grass cutting	2	4%
Traffic clamping measures e.g. speed bumps	2	4%
Other	4	9%
Not sure	6	13%

8. RENT, INCOME AND AFFORDABILITY

8.1 Income maximisation services (Q28)

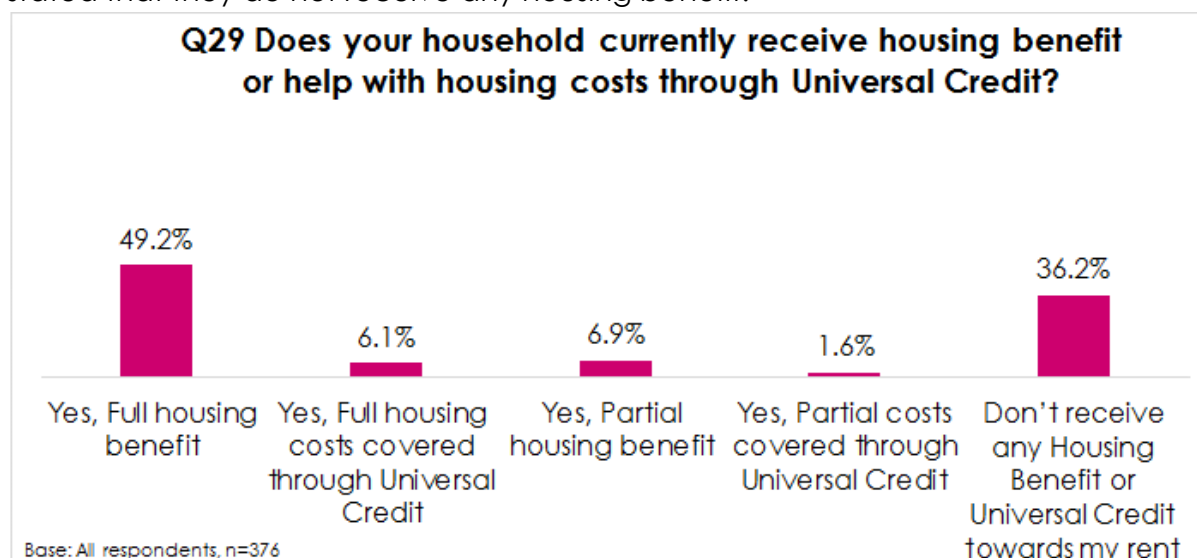
Respondents were then asked if they were aware of the wide range of services Barrhead provide to ensure their tenants are maximising their income and that living in a Barrhead property is affordable. As can be seen in the chart below:

- 75% were aware the Association can provide assistance with making Housing Benefit/ Universal Credit claims;
- 75% were aware the Association can provide Welfare Benefits Advice (83% in 2016);
- 67% were aware the Association can refer tenants to specialist financial support or grants;
- 66% were aware the Association can arrange to have a free Credit Union account to pay their rent and have access to cheap loans through this free account (59% aware in 2016).

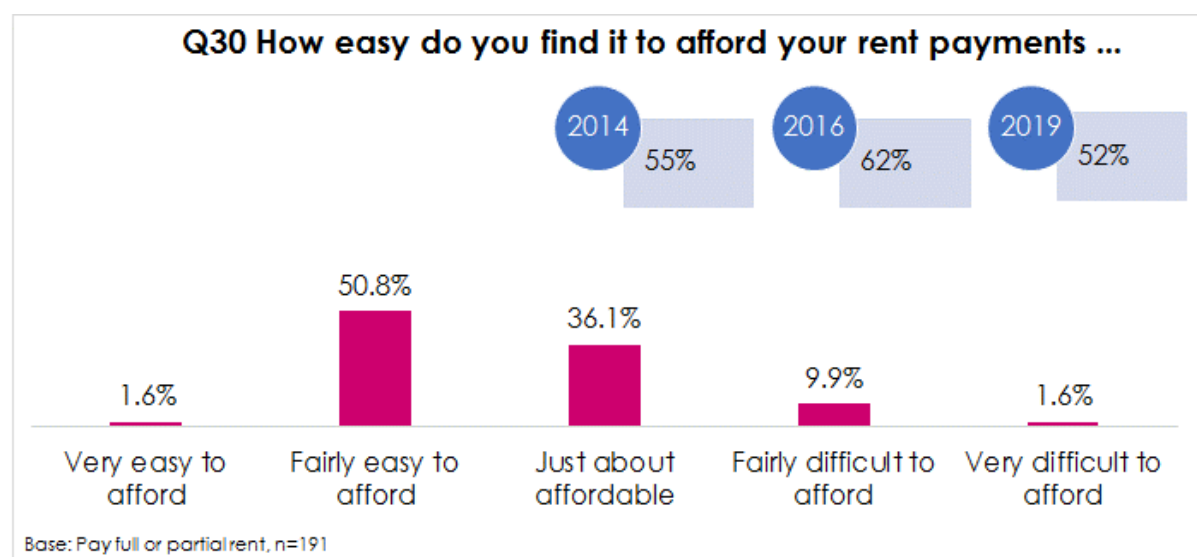


8.2 Housing benefit / Affordability of rent payments (Q29/30)

55% of respondents were in receipt of full housing benefit or full housing costs were covered through Universal Credit, 9% in receipt of partial housing benefit and 36% stated that they do not receive any housing benefit.



Respondents that make a rent payment, whether full or partial, were then asked how easy they find it to afford the rent payments for their home. As shown, 52% stated they find them easy to afford, 36% find them just about affordable and 12% stated that they find them difficult to afford. The proportion of tenants who said they find their rent payments easy to afford has decreased significantly since the 2016 survey, decreasing from 62% to 52%.

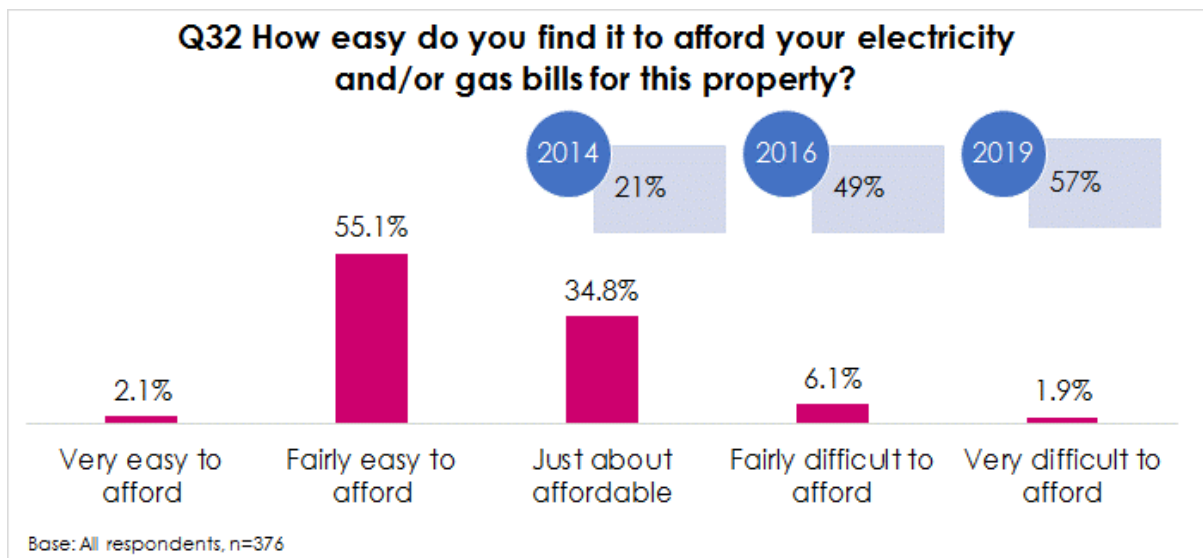


Tenants aged under 35 (13%) and aged 35-64 (13%) were significantly more likely to find it difficult to afford their rent payments than older tenants aged 65 and over (3%).

8.3 Paying for fuel bills (Q32)

Just under half (48%) of respondents said they paid for their electricity and gas by a prepayment meter, 45% said they paid by monthly direct debit and 7% of respondents said they paid their bills quarterly when their bill comes in.

More than half of respondents (57%) said they found it easy to afford their electricity and/or gas bills for their property, 35% stated that it was just about affordable and 8% stated that they found it difficult to afford. The proportion of respondents who felt their electricity and/or gas bills are easy to afford has increased significantly since the 2016 survey, increasing from 49% to 57%.



Tenants aged under 35 (9%) and aged 35-64 (9%) were over twice as likely to have said they find it difficult to afford their electricity and/or gas bills for their home than tenants aged 65 and over (4%).

8.4 Understanding Rent Payments (Q33/34)

In terms of understanding how rent is set, 79% said they understood how the rent they pay is set. This is a significant decrease from the 2016 survey, decreasing from 89% to 79%. Younger tenants were least likely to understand how the rent they pay is set (70%) Than tenants aged 35-64 (82%) or aged 65 and over (80%).

78% of respondents were of the opinion that they have enough information about how the rent they pay is spent, this is a significant decrease from the 2016 survey, decreasing from 90% to 78%. Again, younger respondents were less likely to be aware of how rent is spent (68%) than those aged 35-64 (81%) or aged 65 and over (80%).

8.5 Household income (Q35)

When asked about their total NET income, 45% of respondents preferred not to say. 40% of tenants said their income was below £13,416, while 14% said it was above £13,468. Tenants aged 35-64 were less likely (35%) than those aged under 35 (45%) or aged 65 and over (49%) To have an annual income of £13,416 or under.

Q35 Would you mind telling us a bit more about your/ your partner's total NET income?				
	Tenant		Partner	
Base: All respondents, n=376	No.	%	No.	%
£3,796	1	0.3%	-	-
£3848-£7020	22	5.9%	5	1.3%
£7072-£10,348	82	21.8%	11	2.9%
£10,400-£13,416	45	12.0%	4	1.1%
£13,468-£17,940	19	5.1%	6	1.6%
£17,992-£22,308	16	4.3%	9	2.4%
£22,360 or more	18	4.8%	5	1.3%
Don't know/prefer not to say	172	45.7%	83	22.1%
Nothing	1	0.3%	12	3.2%
No partner	-	-	241	64.1%

In terms of area, tenants living in Neilston (84%) and the Sheltered Complex (73%) were the most likely to earn less than £13, 416. Tenants living in The Mearns (29%) and Auchenback New were most likely to earn more than £13,468. A full breakdown of tenant income by area can be found below, please be aware of small base numbers for each area.

Q35a Would you mind telling us a bit more about your income, including your total NET weekly income of you?					
Base: All respondents, n=376	Neilston (n=19)	Barrhead / Dalmenny (n=74)	Auchenback New (n=27)	Auchenback Old (n=38)	Barrhead Centre (n=96)
£13416 or under	84.2%	36.5%	22.2%	23.7%	41.7%
£13,468+	10.5%	4.1%	25.9%	10.5%	16.7%
Don't know/prefer not to say	-	59.5%	51.9%	65.8%	41.7%
Nothing	5.3%	-	-	-	-

Q35a Would you mind telling us a bit more about your income, including your total NET weekly income of you?					
Base: All respondents, n=376	Sheltered Complex (n=11)	Rankin Way (n=26)	The Mearns (n=17)	Lowndes Court / Main St / Craighead St (n=16)	Dunterlie (n=52)
£13416 or under	72.7%	53.8%	47.1%	62.5%	23.1%
£13,468+	-	23.1%	29.4%	12.5%	15.4%
Don't know/prefer not to say	27.3%	23.1%	23.5%	25.0%	61.5%
Nothing	-	-	-	-	-

8.6 Working status (Q36-38)

19% of tenants said they work full time, while 14% are in part time work and 2% are self-employed. One quarter of tenants (25%) are long term sick or disabled, one fifth (20%) are retired and 5% are carers. Analysis by area office reveals that there is a higher concentration of carers in Auchenback Old office (18%) than all other area offices (0-8%).

Q36 Which of the following best describes your occupational status and if employed is it a temporary or permanent position?		
Base: All respondents, n=376	No.	%
Full time paid work (35 or more hours more week)	70	18.6%
Part time paid work (less than 35 hours per week, more than 16 hours per week)	46	12.2%
Part time paid work (less than 16 hours per week)	6	1.6%
Self employed	4	1.1%
Full time education	8	2.1%
Government training programme	-	-
Unemployed and seeking work	19	5.1%
Unemployed and not seeking work	10	2.7%
Long term sick / disabled	95	25.3%
Looking after family	24	6.4%
Retired	75	19.9%
Carer	19	5.1%

The majority of tenants (95%) said their position is permanent, while 5% said their position is temporary.

Just over 7 in 10 respondents (73%) said they are paid at least £9.00 per hour, while 27% of tenants said they are not.

Analysis by area reveals respondents living in The Means (41%) and Barrhead Centre (39%) were most likely to be in some form of employment while respondents living in Auchenback Old were most likely to be currently unemployed (32%). The proportion of respondents who were long term sick or disabled was highest in Rankin Way (31%) and Dunterlie (35%) while almost all respondents living in the Sheltered Complex (91%) were retired.

Q36 Which of the following best describes your occupational status and if employed is it a temporary or permanent position?					
Base: All respondents, n=376	Neilston (n=19)	Barrhead / Dalmenny (n=74)	Auchenback New (n=27)	Auchenback Old (n=38)	Barrhead Centre (n=96)
Full time paid work (35 or more hours more week)	15.8%	21.6%	11.1%	15.8%	30.2%
Part time paid work (less than 35 hours per week, more than 16 hours per week)	5.3%	6.8%	22.2%	18.4%	8.3%
Part time paid work (less than 16 hours per week)	-	2.7%	-	2.6%	-
Self employed	-	-	3.7%	-	-
Full time education	10.5%	5.4%	7.4%	7.9%	5.2%
Unemployed and seeking work	-	1.4%	3.7%	5.3%	-
Unemployed and not seeking work	5.3%	24.3%	14.8%	26.3%	25.0%
Long term sick / disabled	26.3%	5.4%	14.8%	-	11.5%
Looking after family	5.3%	32.4%	14.8%	5.3%	15.6%
Retired	31.6%	-	3.7%	18.4%	4.2%
Carer	-	-	3.7%	-	-

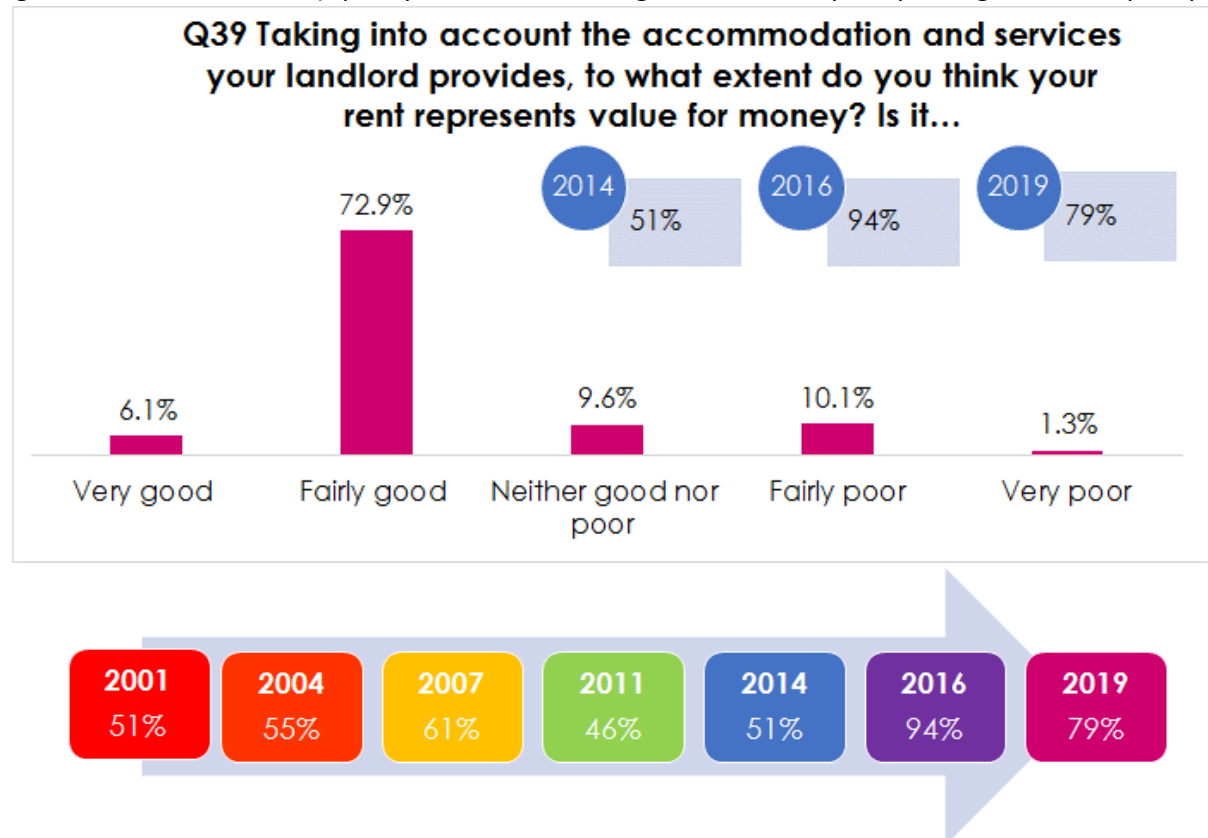
Q36 Which of the following best describes your occupational status and if employed is it a temporary or permanent position?

Base: All respondents, n=376	Sheltered Complex (n=11)	Rankin Way (n=26)	The Mearns (n=17)	Lowndes Court / Main St / Craighead St (n=16)	Dunterlie (n=52)
Full time paid work (35 or more hours more week)	-	7.7%	11.8%	6.3%	15.4%
Part time paid work (less than 35 hours per week, more than 16 hours per week)	-	19.2%	17.6%	18.8%	15.4%
Part time paid work (less than 16 hours per week)	-	3.8%	5.9%	6.3%	-
Self employed	-	-	5.9%	-	3.8%
Full time education	-	3.8%	11.8%	6.3%	1.9%
Unemployed and seeking work	-	-	5.9%	-	7.7%
Unemployed and not seeking work	-	-	11.8%	-	5.8%
Long term sick / disabled	9.1%	30.8%	23.5%	18.8%	34.6%
Looking after family	-	-	5.9%	-	5.8%
Retired	90.9%	26.9%	-	37.5%	1.9%
Carer	-	7.7%	-	6.3%	7.7%

8.7 Value for money (Q39/40)

In terms of value for money, 79% were of the opinion that their rent represents very or fairly good value for money, compared to 10% who felt it represents neither good nor poor value and 11% who felt it represents very or fairly poor value for money. Compared to the previous survey carried out in 2016, the proportion of respondents of the opinion that their rent represents very or fairly good value for money has decreased significantly from 94% to 79%.

Tenants aged 65 and over were significantly more likely to say their rent charge is good value for money (84%) than tenants aged under 35 (76%) or aged 35-64 (78%).



Tenants who lived in the Neilston office area (95%) and the Barrhead office area (93%) were most likely to say their rent represented good value for money. On the other hand, tenants who lived in the Auchenback new area office were least satisfied in this respect (56%).

Q39 Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money? Is it...				
	Base	Very/ fairly good	Neither good nor poor	Very/ fairly poor
Neilston	19	95%	-	5%
Barrhead / Dalmenny	74	93%	4%	3%
Lowndes Court / Main St / Craighead St	16	88%	6%	6%
Sheltered Complex	11	82%	-	18%
The Mearns	17	82%	12%	6%
Barrhead Centre	96	81%	7%	11%
Rankin Way	26	81%	-	19%
Auchenback Old	38	74%	16%	11%
Dunterlie	52	60%	21%	19%
Auchenback New	27	56%	22%	22%

Those who did not believe their rent to be good value for money were asked to explain their reasons for feeling this way. For those who said their rent was neither good nor poor value for money, 39% said they felt this way as they perceived their rent to be too expensive or said it had increased and a further 33% said they were unsure why they felt this way. Of those who said their rent was poor value for money, over half of comments were where tenants believed their rent to be too expensive or mentioned rent increases and a further 49% said their rent did not reflect the quality of their home or that their home required outstanding repairs.

Q40coded You said you do not believe that the rent you pay represents good value for money. Can you please explain why?				
	Neither good nor poor value (n=36)		Very/ fairly poor value (n=43)	
	No.	%	No.	%
Quality of the home/outstanding repairs	5	13.9%	21	48.8%
Rent is expensive/has increased	14	38.9%	23	53.5%
Poor services	5	13.9%	4	9.3%
For the size of property	1	2.8%	4	9.3%
Poor value for money compared to other landlords e.g. Council	3	8.3%	6	14.0%
Not sure	12	33.3%	-	-

9. YOU AND YOUR HOUSEHOLD

9.1 Age and gender (Q43/44)

Around two thirds of interviews were undertaken with females (66%) and 34% with males. In terms of the age profile of participants, 20% were aged under 35, 58% were aged 35-64 and 22% were aged 65 and over.

Q43 What is your age?		
Base: All respondents, n=375 (*1 respondent refused their age)	No.	%
16-24	8	2.1%
25-34	66	17.6%
35-44	57	15.2%
45-54	76	20.3%
55-64	85	22.7%
65 and over	83	22.1%

9.2 Household composition (Q45/46)

In terms of household composition, just over 4 in 10 respondents (41%) were single adult households, 23% were two adult households with no children, 16% were lone parents with at least one child, 10% were couples with at least one child, and 8% were households with three or more adults.

Q46 How would you describe the composition of your household?		
Base: All respondents, n=376	No.	%
One adult aged 60	78	20.7%
One adult aged 60 or over	78	20.7%
Two adults both under 60	44	11.7%
Two adults both over 60	19	5.1%
Two adults, at least one 60 or over	23	6.1%
Three or more adults, 16 or over	30	8.0%
1 parent family with 1 child under 16	32	8.5%
1 parent family with 2 children under 16	24	6.4%
1 parent family with 3 or more children under 16	5	1.3%
2 parent family with 1 child under 16	13	3.5%
2 parent family with 2 children under 16	14	3.7%
2 parent family with 3 or more children under 16	10	2.7%
Other	6	1.6%

Analysis by area office is shown in the table below. This reveals that perhaps unsurprisingly, those living in the sheltered complex were most likely to be single adults aged 60 or over (64%). Lone parents were most common in Auchenback new (30%) and in the Mearns (35%), and 2 parent families were also most common in Auchenback new (30%).

Q46 How would you describe the composition of your household?										
Respondents	Neilston	Barrhead / Dalmenny	Auchenback New	Auchenback Old	BARRHEAD CENTRE	Sheltered Complex	Rankin Way	The Mearns	Lowndes Court / Main St / Craighead St	Dunterlie
Base	19	74	27	38	96	11	26	17	16	52
One adult under 60	5.3%	24.3%	3.7%	7.9%	36.5%	-	15.4%	5.9%	25.0%	21.2%
One adult aged 60 or over	36.8%	33.8%	7.4%	-	18.8%	63.6%	38.5%	11.8%	12.5%	9.6%
Two adults both under 60	5.3%	12.2%	14.8%	21.1%	13.5%	-	11.5%	-	-	11.5%
Two adults both over 60	10.5%	5.4%	-	10.5%	1.0%	27.3%	3.8%	5.9%	12.5%	1.9%
Two adults, at least one 60 or over	10.5%	1.4%	3.7%	13.2%	4.2%	9.1%	7.7%	11.8%	25.0%	1.9%
Three or more adults, 16 or over	10.5%	4.1%	7.4%	13.2%	5.2%	-	7.7%	5.9%	6.3%	17.3%
1 parent family with 1 child under 16	-	8.1%	18.5%	2.6%	8.3%	-	7.7%	17.6%	6.3%	11.5%
1 parent family with 2 children under 16	-	5.4%	11.1%	13.2%	6.3%	-	-	17.6%	6.3%	3.8%
1 parent family with 3 or more children under 16	5.3%	-	-	-	1.0%	-	-	-	-	5.8%
2 parent family with 1 child under 16	10.5%	5.4%	3.7%	2.6%	1.0%	-	-	5.9%	6.3%	3.8%
2 parent family with 2 children under 16	-	-	7.4%	10.5%	2.1%	-	3.8%	-	-	9.6%
2 parent family with 3 or more children under 16	5.3%	-	18.5%	-	2.1%	-	-	5.9%	-	1.9%
Other	-	-	3.7%	5.3%	-	-	3.8%	11.8%	-	-

9.3 Occupational Status (Q31)

The table below shows the working status for participants, 30% were in employment, 18% were looking after the family, 19% were long term sick or disabled, 6% were unemployed and 24% were retired

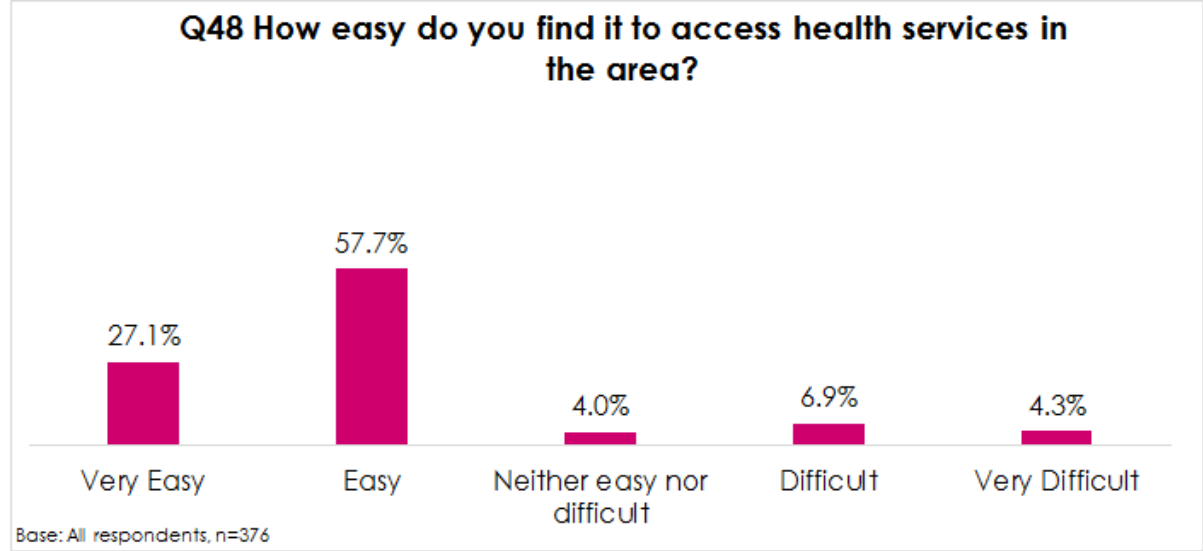
Q32 Which of the following best describes your occupational status?		
Base: All respondents, n=349	No.	%
Full time paid work (35 or more hours more week)	70	20.1%
Part time paid work (less than 35 hours per week, more than 16 hours per week)	34	9.7%
Part time paid work (less than 16 hours per week)	1	0.3%
Full time education	3	0.9%
Unemployed and seeking work	21	6.0%
Unemployed and not seeking work	1	0.3%
Long term sick/ disabled	66	18.9%
Looking after family	64	18.3%
Retired	85	24.4%
Other	4	1.1%

9.4 Disability (Q47)

Just over half of respondents (52%) said that they or someone else in their household has a disability, long term illness or condition which has lasted or is expected to last at least 12 months (38% in 2016).

9.5 Access to health services (Q48/49)

Just under 9 in 10 tenants (85%) said they found it very easy or easy to access health services in the area compared to 4% who found it neither easy nor difficult and 11% who found it difficult or very difficult.



Those who lived in households where at least one member had a health condition or disability were more likely to say it was difficult to access health services in the area (13%) than all other households (9%).

Q48 Ease of accessing health services in the area analysed by disability/ health issues		
	Households with a disability/ health issue (n=197)	Households with no disability/ health issues (n=179)
Very easy/ easy	83%	87%
Neither/ nor	4%	4%
Very difficult/ difficult	13%	9%

The Association are concerned about the health and wellbeing of their tenants and are working with the local Health and Social Care Partnership in order to help make sure that their tenants are able to get information on, and access to, health and social care services. Just under 8 in 10 tenants (79%) said they felt they have access to advice and information about how to stay active within their local community and slightly less (76%) said they would know where to go for advice, information or support if they were feeling lonely or isolated and it was affecting their wellbeing.

Q49 Access to advice/ information on health and social care services			
Base: All respondents, n=376	Yes	No	Don't know
Do you feel you have access to advice and information about how to stay active within your local community?	79%	20%	1%
Would you know where to go for advice, information or support if you were feeling lonely or isolated and it was affecting your wellbeing?	76%	21%	3%

Those who lived in households where at least one member had a health condition or disability were twice as likely to say they did not have access to advice and information about how to stay active within their local community (26%) than households with no individuals with disabilities or health concerns (13%). They were also more likely to be unaware of where to go for advice, information or support if they were feeling lonely or isolated and it was affecting their wellbeing (27%) than other households (13%).

Q49 Access to advice/ information on health and social care services			
		Households with a disability/ health issue	Households with no disability/ health issues
Do you feel you have access to advice and information about how to stay active within your local community?	Yes	72%	86%
	No	26%	13%
	Don't know	2%	1%
Would you know where to go for advice, information or support if you were feeling lonely or isolated and it was affecting your wellbeing?	Yes	70%	82%
	No	27%	13%
	Don't know	3%	4%

9.6 Ethnicity (Q50)

With regards to ethnicity, the vast majority of participants said they were White Scottish (92%), 3% other British and 3% were Polish.

Q50 What is your ethnic group?		
Base: All respondents, n=349	No.	%
Scottish	347	92.3%
Other British	12	3.2%
Polish	12	3.2%
Other white ethnic group, please write in	1	0.3%
Indian, Indian Scottish or Indian British	1	0.3%
Chinese, Chinese Scottish or Chinese British	1	0.3%
African, African Scottish or African British	1	0.3%
Other group, please write in	1	0.3%

Appendix 1

Survey Questionnaire

Project number	P1013
Project name	Barrhead HA Tenant Satisfaction Survey 2019

INTRODUCTION (Read out) 'Hello, my name is _____. I am from Research Resource and undertaking a survey for Barrhead Housing Association to find out tenants' views on the service they receive. The survey also asks age, gender and ethnicity. This information is only used to create an overall picture of the profile of tenants housed by the Association and will help them develop services to meet those needs. The survey will take about 10 minutes to complete. Can you spare the time to speak me just now?

Can I assure you that all your answers will remain totally confidential and anonymous. Nobody at the Association will know what answers you have given without your permission. You do not need to answer any questions you don't want to and you have the right to end the interview at any time. Can I confirm that you are happy to take part in the survey?

INTERVIEWER: IF RESPONDENT IS HAPPY TO PARTICIPATE IN THE RESEARCH SIGN AND DATE BELOW AND RECORD RESPONDENT DETAILS AND RRID - ENSURE RRID MATCHES SAMPLE DATABASE

INTERVIEWER RECORD FROM DATABASE:

RRID:

Respondent name												
<u>Record in capitals</u>												
Address												
<u>Record in capitals</u>												
Postcode <u>Record in capitals</u>												
Telephone Number												

INTERVIEWER DECLARATION:

I declare that this interview was carried out according to instructions, within the Market Research Society's Code of Conduct, and that the respondent consented to participate in the research.

OFFICE USE ONLY		Name:	
On quota:		Signature:	
Edited by:		Date:	
Back checked by:		Duration	

Overall satisfaction

1. **[SSHCH1]** Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Barrhead Housing Association?

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q2
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion	6	Go to Q3

2. You said you were not satisfied with the overall service provided by Barrhead Housing Association. Can you please explain why?

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Communication and Participation

3. Which methods would you prefer Barrhead to use to keep you informed about their services?

Tick all that apply

Website	1	Go to Q4
Facebook	2	
Newsletter	3	
Open meetings	4	
Text messages	5	
Letter	6	
Twitter	7	
Email	8	
Apps	9	
Consultation events	10	
Other - please specify	11	

4. [SSHC3] How good or poor do you feel Barrhead is at keeping you informed about their services and decisions?

Very good	1	Go to Q6
Fairly good	2	
Neither good nor poor	3	Go to Q5
Fairly poor	4	
Very poor	5	

5. You said you do not believe that Barrhead are good at keeping you informed about their services and decisions. Can you please explain how they could improve how they keep you informed?

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6. The Association are looking to launch a mobile app and/or web portal to make it easier to access our services. Would you be interested in doing any of the following via an app or online?

Making a payment	1	Go to Q7
Checking your account balance	2	
Reporting a repair	3	
Reporting a complaint	4	
Updating your personal details	5	
Anything else?	6	
None	7	

7. Which of the following do you use to access the internet? CIRCLE ALL THAT APPLY OR 'DO NOT USE'

A smartphone with internet access	1	Go to Q9
A home computer through which you can access the internet	2	
A TV through which you can access the internet	3	
A tablet device through which you can access the internet	4	
Through any other methods (please describe)	5	
DO NOT USE THE INTERNET	6	Go to Q8

8. Why don't you use the internet?

I don't want to use the internet	1	Go to Q9
I would like to but I do not have access	2	
The price of a table/computer is too much	3	
The price of broadband is too much	4	
I don't know how to get online	5	
Other (please write in below)	6	

9. Were you aware that you could get involved in Barrhead Housing Association's decision making processes in any of the following ways? READ OUT LIST AND SELECT ALL THAT APPLY.

Joining our Tenant Scrutiny Panel	1	Go to Q10
Attending our Open events, e.g. tea dance, focus groups, open meetings	2	
Providing feedback on our Newsletters, Performance Report and regular surveys e.g. rent consultation, repairs, complaints, etc.	3	
Becoming a member of the Association and attending our AGM	4	
Joining our Governing Board meetings as a volunteer	5	
None	6	

10. Would you, or anyone in your household, be interested in becoming a Board member or getting more involved in our Tenant Scrutiny Group – Board members are elected individuals who help manage the way the Association is run?

Yes	1	Go to Q11
No	2	Go to Q12

11. If yes, can we pass on your contact details to Barrhead Housing Association so that they can provide you with more information about becoming a Board Member? All your other responses to the questionnaire will remain anonymous.

Yes	1	Go to Q12
No	2	

12. [SSHC6] How satisfied or dissatisfied are you with the opportunities given to you to participate in Barrhead's decision making processes?

Very satisfied	1	Go to Q14
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q13
Fairly dissatisfied	4	
Very dissatisfied	5	

13. You said you were not satisfied with the opportunities provided by Barrhead to participate in their decision making processes. Can you please explain how they could improve the opportunities provided?

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Repairs and Housing Quality

14. [SSH16] Have you had any repairs carried out on this property in the last 12 months?

Yes	1	Go to Q15
No	2	Go to Q16

15. Can you describe the nature of the LAST repair you had carried out?

Gas repair for your boiler and heating	1	Go to Q16
Emergency out of hours repair	2	
Non-Emergency repair	3	
Other (please describe)	4	
Repair carried out by our own Repairs Operative	5	

16. [SSH16] 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?

Very satisfied	1	Go to Q18
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q17
Fairly dissatisfied	4	
Very dissatisfied	5	

17. You said you were not satisfied with the service provided by Barrhead the last time you had a repair carried out. Can you please explain how the service provided could be improved?

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18. Thinking of the last repair you had completed, how satisfied were you with the following?

	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied
Ease of reporting a repair	1	2	3	4	5
The helpfulness of the Association staff involved	1	2	3	4	5
The system for arranging repairs to be carried out	1	2	3	4	5
The repair was done at a time that was convenient to you	1	2	3	4	5
Tradesman showed ID on arrival at your home	1	2	3	4	5
The length of time taken to carry out repairs	1	2	3	4	5
The attitude of the tradesman involved	1	2	3	4	5
The quality of the repairs undertaken	1	2	3	4	5
The level of disturbance you faced	1	2	3	4	5
The repair was done right first time	1	2	3	4	5

19. [SSHC10] Overall, how satisfied or dissatisfied are you with the quality of your home?

Very satisfied	1	Go to Q21
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q20
Fairly dissatisfied	4	
Very dissatisfied	5	

20. You said you were not satisfied with the quality of your home. Can you please explain how this could be improved?

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Neighbourhood Management & Regeneration

21. SHOW CARD – Looking at this card, can you tell me how satisfied you are with the following estate services provided by Barrhead in your neighbourhood? [IF TENANTS DO NOT RECEIVE SERVICE E.G. COMMON CLOSE CLEANING CODE NOT APPLICABLE]

	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	DK/ NA
Litter picking	1	2	3	4	5	6
Cleaning of closes	1	2	3	4	5	6
Grass cutting –gardens/open spaces	1	2	3	4	5	6
Removal of graffiti	1	2	3	4	5	6
Maintenance of play areas	1	2	3	4	4	6
Arranging bulk uplifts in communal spaces	1	2	3	4	5	6
Estate management inspections	1	2	3	4	5	6
Handling of Anti Social/neighbour disputes cases	1	2	3	4	5	6

22. Are you aware that Barrhead HA are involved in a number of Community Regeneration Projects throughout our communities? These projects are largely funded by grants.

Project		YES	NO
Craft Café	Art and Craft activities run from the Sheltered Complex Common room in Main Street, which bring creative workshops to older people	1	2
The Barrhead Housing Association Community Fund	A fund that community groups and projects can apply for that improves Barrhead and offers opportunities for the community	1	2
Community Chest Fund	A fund that any of our Tenants can apply for to pay for training courses and employability support, such as the cost of a suit for an interview	1	2
DIY Dunterlie	DIY Dunterlie offers a wide range of activities and opportunities which help bring the community together in Dunterlie Resource Centre including Green Gym, Employability, Money Advice, Digital Skills, Health Class, Parental Advice, Social Events and Pop Up Shops	1	2
Creative Pathways	Based on Dunterlie and Auchenback, this is a youth employability project where young people learn creative skills. Participants are also given one-to-one support with job-hunting, interviews and CV-writing	1	2

23. Now that you have heard about some of the work Barrhead do, would you like to see new projects being developed in your area?

Yes	1	Go to Q24
No	2	Go to Q26

24. And, would you like to get involved in the planning of any new projects in your area?

Yes	1	Go to Q25
No	2	Go to Q26

25. If yes, can we pass on your contact details to Barrhead Housing Association so that they can provide you with more information about how you could get involved?

Yes	1	Go to Q26
No	2	

26. [SSH17] Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?

Very satisfied	1	Go to Q28
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q27
Fairly dissatisfied	4	
Very dissatisfied	5	

27. You said you were not satisfied with Barrhead's contribution to the management of the neighbourhood you live in. Can you please explain how this could be improved?

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Rent, income and affordability

28. The Association is concerned about how its tenants are managing financially these days. They therefore provide a range of services that help tenants maximise their income and help ensure that living in a Barrhead HA property is affordable. Were you aware of the following services provided?

	Yes	No
Assistance with making Housing benefit/Universal Credit claims.	1	2
Arrangements to have a free Credit Union account to your pay rent and have access to cheap loans through this free account	1	2
Welfare Benefits Advice	1	2
Referral service to specialist financial support/grants	1	2

29. Does your household currently receive housing benefit or help with housing costs through Universal Credit?

Yes, Full housing benefit	1	Go to Q31
Yes, Full housing costs covered through Universal Credit	2	Go to Q30
Yes, Partial housing benefit	3	
Yes, Partial costs covered through Universal Credit	4	
Don't receive any Housing Benefit or Universal Credit towards my rent	5	

The Association are going to be looking at the affordability of our rents and your feedback on this section is really important to us.

30. How easy do you find it to afford your rent payments for this house?

Very easy to afford	1
Fairly easy to afford	2
Just about affordable	3
Fairly difficult to afford	4
Very difficult to afford	5

31. How do you pay for your electricity and gas?

Prepayment meter	1
Quarterly when bill comes in	2
Monthly by direct debit	3
Other (specify)	4

32. How easy do you find it to afford your electricity and/or gas bills for this property?

Very easy to afford	1
Fairly easy to afford	2
Just about affordable	3
Fairly difficult to afford	4
Very difficult to afford	5

33. Do you feel you understand how the rent you pay is set?

Yes	1
No	2

34. Do you feel you have enough information about how the rent you pay is spent?

Yes	1
No	2

35. Would you mind telling us a bit more about your income, including your total NET weekly income of you/your partner? This includes income from work, pensions, housing benefit/UC, other benefits and savings. .

WEEKLY	MONTHLY	ANNUAL	YOU	PARTNER
Up to £73	Up to £316	£3796	1	1
£74-£135	£320-£585	£3848-£7020	2	2
£136-£199	£589-£862	£7072-£10,348	3	3
£200-£258	£866-£1118	£10,400-£13,416	4	4
£259-£345	£1122-£1495	£13,468-£17,940	5	5
£346-£429	£1499-£1859	£17,992-£22,308	6	6
£430 or more	£1863 or more	£22,360 or more	7	7
		Don't know/prefer not to say	8	8
		Nothing	9	9
		No partner		10

36. SHOWCARD Which of the following best describes your occupational status and if employed is it a temporary or permanent position? ONE ONLY

Full time paid work (35 or more hours more week)	1	Go to Q37
Part time paid work (less than 35 hours per week, more than 16 hours per week)	2	
Part time paid work (less than 16 hours per week)	3	
Full time education	4	Go to Q39
Government training programme	5	
Unemployed and seeking work	6	
Unemployed and not seeking work	7	
Long term sick / disabled	8	
Looking after family	9	
Retired	10	
Other (please specify)	11	

37. Is your position temporary or permanent?

Temporary	1
Permanent	2

38. Barrhead Housing Association is Living Wage accredited wanted to see all of our tenants/ Contractors/Staff receive a minimum hourly wage of £9.00 per hour.

Can you tell us if you get at least £9 per hour?

Yes	1
No	2

39. [SSH29] Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money? Is it...

Very good	1	Go to Q41
Fairly good	2	
Neither good nor poor	3	Go to Q40
Fairly poor	4	
Very poor	5	

40. You said you do not believe that the rent you pay represents good value for money. Can you please explain why?

--	--

41. Tenants Conference

The Association have arranged a number of drop-in events over the years to discuss important topics such as rent increases. However, attendance at these sessions has been very poor.

We are therefore considering holding an Annual Conference, which will include workshops on

Things that are important to you. This is also an opportunity for Barrhead HA to let you know what they are trying to achieve in your community.

We wondered if you and/members of your family are interested in participating and coming along?

Yes	1	Go to Q42
No	2	Go to Q43

42. If yes, can we pass on your contact details to Barrhead Housing Association so that they can provide you with more information about this event? All your other responses to the questionnaire will remain anonymous.

Yes	1	Go to Q43
No	2	

You and your household

43. What is your age?

44. Gender?

Male	1
Female	2

45. How many people usually live in this house?

46. SHOWCARD How would you describe the composition of your household?

One adult under 60	1
One adult aged 60 or over	2
Two adults both under 60	3
Two adults both over 60	4
Two adults, at least one 60 or over	5
Three or more adults, 16 or over	6
1 parent family with 1 child under 16	7
1 parent family with 2 children under 16	8
1 parent family with 3 or more children under 16	9
2 parent family with 1 child under 16	10
2 parent family with 2 children under 16	11
2 parent family with 3 or more children under 16	12
Other (please specify)	13

47. Do you, or anyone in your household have any of the disability, long term illness or condition which has lasted, or is expected to last, at least 12 months? [CODE ALL THAT APPLY]

Yes	1
No	2

48. How easy do you find it to access health services in the area?

Very Easy	1
Easy	2
Neither easy or difficult	3
Difficult	4
Very Difficult	5

49. Barrhead Housing Association are concerned about the health and wellbeing of their tenants and are working with the local Health and Social Care Partnership in order to help make sure that their tenants are able to get information on, and access to, health and social care services. These next two questions will help them understand the information that tenants may need.

	Yes	No	Don't know
Do you feel you have access to advice and information about how to stay active within your local community?	1	2	3
Would you know where to go for advice, information or support if you were feeling lonely or isolated and it was affecting your wellbeing?	1	2	3

50. What is your ethnic group?

WHITE	
Scottish	1
Other British	2
Irish	3
Gypsy/ Traveller	4
Polish	5
Other white ethnic group, please write in	6
MIXED OR MULTIPLE ETHNIC GROUPS	
Any mixed or multiple ethnic groups, please write in	7
ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	
Pakistani, Pakistani Scottish or Pakistani British	8
Indian, Indian Scottish or Indian British	9
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	10
Chinese, Chinese Scottish or Chinese British	11
Other, please write in	12
AFRICAN, CARIBBEAN OR BLACK	
African, African Scottish or African British	13
Caribbean, Caribbean Scottish or Caribbean British	14
Black, Black Scottish or Black British	15
Other, please write in	16
OTHER ETHNIC GROUP	
Arab, Arab Scottish or Arab British	17
Other group, please write in	18

Do you have any other comments you wish to make about the Association and its services?
[INTERVIEWER: RECORD FULLY]

- Thank you very much for completing the questionnaire.
- Here is a 'Thank you' slip which tells you a bit more about Research Resource, the interviewing process and how we use your data on the Privacy Notice

Appendix 2

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project number	P827
Project name	Barrhead Housing Association Tenant Satisfaction Survey 2016
Objectives of the research	<p>The aim of the research was to seek customers' views on the services that Barrhead provides, how well it performs these services and to help identify areas where the service can be improved. Specifically the research was designed to provide customers views on the following:</p> <ul style="list-style-type: none"> ■ The quality of information provided by Barrhead; ■ Feedback on customer care; ■ Quality of accommodation and the neighbourhood; ■ Service provision including repairs, maintenance and improvements; ■ Tenant involvement/ opportunities for participation; ■ Value for money.
Target group	Barrhead Housing Association tenants.
Target sample size	The aim was to achieve a sufficient number of interviews to provide data accurate to +/- 4% and a 40% response rate.
Achieved sample size	A total of 376 tenant interviews were achieved.
Date of fieldwork	Interviewing took place between the 24 th June 2019 and the 19 th July 2019.
Sampling method	Interviews spread across organisation stock.
Data collection method	Interviews were undertaken with the tenant or their partner on a face to face basis. All responses were recorded on a paper questionnaire and the data entered into a survey analysis package by a team of data processors.
Response rate and definition and method of how calculated	44% (376 from a sample of 861)
Any incentives?	No
Number of interviewers	3 interviewers were working on this.
Interview validation methods	10% of each interviewers work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
Showcards or any other materials used?	Showcards used as per instructions on questionnaire
Weighting procedures	Not applicable
Estimating and imputation procedures	Not applicable
Reliability of findings	Data accurate overall to +/-3.8% for tenants.

Appendix 3

Data tables

Estate services analysed by area office

Break %	Base	Q21a Litter picking		
Respondents		Very/ fairly satisfied	Neither/ nor	Very/ fairly dissatisfied
Total	355	90%	4%	6%
Area Office				
Neilston	19	100%	-	-
Barrhead / Dalmenny	71	97%	1%	1%
Auchenback New	22	36%	9%	55%
Auchenback Old	35	83%	11%	6%
BARRHEAD CENTRE	94	99%	1%	-
Sheltered Complex	11	100%	-	-
Rankin Way	26	100%	-	-
The Mearns	14	93%	-	7%
Lowndes Court / Main St / Craighead St	16	100%	-	-
Dunterlie	47	77%	13%	11%

Break %	Base	Cleaning of closes		
Respondents		Very/ fairly satisfied	Neither/ nor	Very/ fairly dissatisfied
Total	132	92%	1%	8%
Area Office				
Neilston	-	-	-	-
Barrhead / Dalmenny	40	100%	-	-
Auchenback New	-	-	-	-
Auchenback Old	1	-	100%	-
BARRHEAD CENTRE	43	100%	-	-
Sheltered Complex	11	100%	-	-
Rankin Way	17	76%	-	24%
The Mearns	4	50%	-	50%
Lowndes Court / Main St / Craighead St	14	79%	-	21%
Dunterlie	2	50%	-	50%

Break %	Base	Grass cutting (gardens/open spaces)		
Respondents		Very/ fairly satisfied	Neither/ nor	Very/ fairly dissatisfied
Total	292	85%	3%	12%
Area Office				
Neilston	19	89%	-	11%
Barrhead / Dalmenny	51	100%	-	-
Auchenback New	22	14%	14%	73%
Auchenback Old	33	70%	9%	21%
BARRHEAD CENTRE	70	100%	-	-
Sheltered Complex	11	82%	-	18%
Rankin Way	26	96%	-	4%
The Mearns	14	86%	-	14%
Lowndes Court / Main St / Craighead St	14	100%	-	-
Dunterlie	32	72%	13%	16%

Break %	Base	Removal of graffiti		
Respondents		Very/ fairly satisfied	Neither/ nor	Very/ fairly dissatisfied
Total	165	91%	8%	1%
Area Office				
Neilston	18	100%	-	-
Barrhead / Dalmenny	16	88%	13%	-
Auchenback New	-	-	-	-
Auchenback Old	3	-	100%	-
BARRHEAD CENTRE	54	96%	4%	-
Sheltered Complex	3	100%	-	-
Rankin Way	26	100%	-	-
The Mearns	13	92%	-	8%
Lowndes Court / Main St / Craighead St	13	100%	-	-
Dunterlie	19	63%	37%	-

Break %	Base	Maintenance of play areas		
Respondents		Very/ fairly satisfied	Neither/ nor	Very/ fairly dissatisfied
Total	149	67%	13%	19%
Area Office				
Neilston	16	100%	-	-
Barrhead / Dalmenny	8	75%	25%	-
Auchenback New	17	-	6%	94%
Auchenback Old	18	61%	33%	6%
BARRHEAD CENTRE	22	50%	14%	36%
Sheltered Complex	-	-	-	-
Rankin Way	23	100%	-	-
The Mearns	8	100%	-	-
Lowndes Court / Main St / Craighead St	8	100%	-	-
Dunterlie	29	59%	28%	14%

Break %	Base	Arranging bulk uplifts in communal spaces		
Respondents		Very/ fairly satisfied	Neither/ nor	Very/ fairly dissatisfied
Total	179	93%	6%	1%
Area Office				
Neilston	2	100%	-	-
Barrhead / Dalmenny	59	100%	-	-
Auchenback New	1	-	100%	-
Auchenback Old	5	60%	40%	-
BARRHEAD CENTRE	55	100%	-	-
Sheltered Complex	1	100%	-	-
Rankin Way	21	100%	-	-
The Mearns	6	100%	-	-
Lowndes Court / Main St / Craighead St	7	100%	-	-
Dunterlie	22	55%	36%	9%

Break % Respondents	Base	Estate management inspections		
		Very/ fairly satisfied	Neither/ nor	Very/ fairly dissatisfied
Total	178	92%	4%	3%
Area Office				
Neilston	11	100%	-	-
Barrhead / Dalmenny	72	100%	-	-
Auchenback New	2	-	50%	50%
Auchenback Old	2	-	100%	-
BARRHEAD CENTRE	49	90%	6%	4%
Sheltered Complex	3	100%	-	-
Rankin Way	19	100%	-	-
The Mearns	8	75%	-	25%
Lowndes Court / Main St / Craighead St	8	88%	-	13%
Dunterlie	4	50%	50%	-

Break % Respondents	Base	Handling of Anti Social/neighbour disputes cases		
		Very/ fairly satisfied	Neither/ nor	Very/ fairly dissatisfied
Total	158	83%	11%	6%
Area Office				
Neilston	15	100%	-	-
Barrhead / Dalmenny	18	100%	-	-
Auchenback New	8	38%	38%	25%
Auchenback Old	13	77%	8%	15%
BARRHEAD CENTRE	31	81%	16%	3%
Sheltered Complex	11	100%	-	-
Rankin Way	21	95%	-	5%
The Mearns	11	91%	-	9%
Lowndes Court / Main St / Craighead St	7	86%	-	14%
Dunterlie	23	57%	39%	4%

