



KINGSRIDGE CLEDDANS HOUSING ASSOCIATION

TENANT SATISFACTION RESEARCH

October 2024

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Kingsridge Cleddans Housing Association

Tenant Satisfaction Survey 2024

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EXECUTIVE SUMMARY

INTRODUCTION

- Kingsridge Cleddans Housing Association commissioned Research Resource to carry out a tenant satisfaction survey on their behalf.
- The aim of the survey was to provide an up to date view of tenant satisfaction with the Association, its services and the neighbourhood. A total of 117 interviews were completed with Kingsridge Cleddans tenants and 2 interviews were undertaken with sharing owners.
- Interviews took place on the 22nd and 23rd of August 2024 and were spread across the organisations stock to ensure that a comprehensive picture of customer satisfaction was collected.
- This executive summary highlights the key findings from this programme of research.

SCOTTISH HOUSING REGULATOR INDICATORS OF SATISFACTION

The table below shows the overall satisfaction figures for the Scottish Housing Regulator indicators. Kingsridge Cleddans Housing Association is performing extremely well with satisfaction levels ranging from 97% in terms the quality of the home and satisfaction with the overall service. The table also indicates whether the change from 2022 to 2024 has been significant, slight or whether there has been no change. All indicators have remained consistent with the figures reported in the 2022 survey and are higher than the Scottish average for all landlords and specifically for RSL's as reported in the 2023/24 Annual Return on the Charter.

Key				
				
Significant increase	Slight increase	No change	Slight decrease	Significant decrease

TENANT SATISFACTION SURVEY 2024

Scottish Housing Regulator indicators							
	Mar-19	Aug-19	2022	2024	2022/2024 Change	Scottish Average ARC 2023/24	Scottish Average RSL 2023/24
Base	76	160	163	117			
Overall, how satisfied are you with the services provided by Kingsridge Cleddans Housing Association? (<i>% very/ fairly satisfied</i>)	100%	97%	98%	97%	🟡-1%	86.5%	87.7%
How good or poor do you think KCHA is at keeping you informed about its services and decisions? (<i>%very good/ good</i>)	100%	96%	99%	100%	🟢1%	90.5%	92.1%
How satisfied or dissatisfied are you with the opportunities given to you to participate in KCHA's decision making processes? (<i>% very/ fairly satisfied</i>)	100%	100%	100%	99%	🟡-1%	87.7%	89.1%
Overall, how satisfied or dissatisfied are you with the quality of your home? (<i>% very/ fairly satisfied</i>)	97%	97%	96%	97%	🟢1%	84.0%	85.1%
Thinking about the last time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service? (<i>% very/ fairly satisfied</i>)- Those who have reported a repair in the last 12 months	100%	98%	98%	98%	🟡0%	87.3%	87.3%
To what extent does your rent represent good value for money? (<i>% very good value/ good value</i>)	97%	98%	99%	98%	🟡-1%	81.6%	81.9%
How satisfied are you with your landlord's contribution to the management of the neighbourhood you live in? (<i>%very/ fairly satisfied</i>)	96%	97%	98%	99%	🟢1%	84.7%	85.7%

OVERALL SATISFACTION

- Almost all respondents were either very or fairly satisfied with the overall service provided by their landlord (97%) compared to 1% who were neither satisfied nor dissatisfied and 2% who were fairly dissatisfied.

INFORMATION AND COMMUNICATION

- Written communications were the preferred sources of communication for tenants with 82% preferring to use newsletters and 56% preferring to use letters.
- All tenants (100%) were of the opinion KCHA were very or fairly good at keeping them informed about their services and decisions.

PARTICIPATION

- Over a third of tenants (38%) were aware of the opportunities provided to them to take part in the Association's decision making activities, with awareness levels being highest regarding becoming a member of KCHA and attending the AGM (28%).
- Just over 9 in 10 tenants (92%) said they were not interested in becoming involved in any of these ways and where tenants expressed an interest this was largely by taking part in consultations such as rent increases (4%).
- Despite low levels of interest in taking part in participation opportunities, all but one respondent were either very or fairly satisfied with the opportunities provided to them (99%).

REPAIRS AND HOUSING QUALITY

- Over a third of tenants (36%) have had repairs carried out in their property in the last 12 months, amounting to 42 individuals. Of these tenants, 98% were very or fairly satisfied with the repairs service provided by KCHA compared to 2% who were very dissatisfied.
- More than nine in ten tenants (97%) were either very or fairly satisfied with the quality of their home compared to 3% who were neither satisfied nor dissatisfied.

THE NEIGHBOURHOOD

- Tenants were asked how satisfied or dissatisfied they were with their neighbourhood as a place to live. The vast majority (97%) were either very or fairly satisfied in this respect compared to 2% who were neither satisfied NOR DISSATISFIED.

- Almost all tenants (99%) were either very or fairly satisfied with KCHA's contribution to the management of the neighbourhood they live in compared to 1% who were very dissatisfied.
- In terms of estate services provided by their landlord:
 - 75% of 16 respondents were satisfied with the handling of neighbour disputes
 - 82% of 11 respondents were satisfied with the removal of graffiti
 - 85% of 26 respondents were satisfied with garden inspections
 - 88% of 16 respondents were satisfied with the cleaning of common closes
 - Please note that the results for these questions are only for those who indicated they had experience of these services.
- The biggest concerns for tenants in their neighbourhood were:
 - Dog fouling/ dog mess (14% stating major or minor problem)
 - Rubbish or litter (10%)
 - Disruptive teenagers/ children (5%)

RENT, VALUE FOR MONEY AND FINANCIAL MANAGEMENT

- Almost all tenants (98%) said the rent for their home represented very or fairly good value for money compared to 2% who said it was neither good nor poor value.

TENANT PERCEPTIONS AND PRIORITIES

- Tenants were asked to select from a list of services which they consider to be their top three priorities. The top three priorities selected by tenants were:
 - repairs and maintenance of the home (99%)
 - investment in improving the quality of housing (75%)
 - building new homes in the area (27%)
 - keeping tenants informed about services and decisions (27%).
- The questionnaire included an open ended question which asked tenants what they believed their landlord was best at. The comments provided to this question have been coded thematically and show that 25% of tenants said they were happy overall with the service they received, 24% said the Association was helpful or had good customer service and 15% had no complaints.
- In terms of recommendations for improvement, again the responses have been coded thematically and show that 44% of respondents were unable to

provide a suggestion and 34% did not have any issues or said they had no recommendations for improvement. On the other hand, 9% suggested improvements to communal maintenance and 8% suggested property upgrades.

1. INTRODUCTION, BACKGROUND AND OBJECTIVES

1.1. Introduction

This report represents and discusses the findings to emerge from Kingsridge Cleddans Housing Association's (KCHA) 2024 Customer Satisfaction Survey.

1.2. Background and objectives

The aim of the research was to seek customers' views on the services that KCHA 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:

- Customers' views (including shared owners) about the services they currently receive and how these might be improved.
- Customers' views (including shared owners) about their homes, neighbourhood and general environment in which they live.
- How tenants might want to be involved in the development of future services and the work of the Association generally and
- The social, economic and demographic characteristics of tenants.

It is against this background that Research Resource were commissioned to carry out KCHA's 2024 Customer Satisfaction Survey.

2. METHODOLOGY

2.1. Research Method

We note that the 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. The customer satisfaction survey was carried out using a face to face survey. All face to face interviews were doorstep interviews and researchers did not go into residents' homes.

An interviewer led approach delivers the following advantages.

- 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.
- 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.

2.2. Sample Size

The aim of the survey was to achieve a robust level of data upon which the Organisation can have confidence making decisions upon and to maximise the response to the survey. Overall, a total of 117 interviews were completed with KCHA tenants, providing data accurate to +6.8% based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across each area of the Organisation'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 following table show the sample profile broken down by street compared to the population. As can be seen, the interview profile is relatively in line with the overall tenant population profile. The profile of interviews has good coverage of all areas, and we are therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required.

Street	Tenants		Population	
	No.	%	No.	%
Achamore Road	9	3.6%	4	3.4%
Fasque Place	26	10.4%	9	7.6%
Fettercairn Avenue	9	3.6%	4	3.4%
Inchfad Crescent	38	15.3%	15	12.6%
Inchfad Drive	59	23.7%	24	20.2%
Inchfad Place	14	5.6%	6	5.0%
Ladyloan Avenue	19	7.6%	8	6.7%
Ladyloan Court	8	3.2%	3	2.5%
Ladyloan Gardens	12	4.8%	4	3.4%
Ladyloan Grove	10	4.0%	5	4.2%
Ladyloan Place	19	7.6%	8	6.7%
Lochgoin Avenue	59	8.0%	24	20.2%
Lochgoin Gardens	13	2.4%	5	4.2%
Grand Total	295	100.0%	119	100.0%

In addition to the tenants survey 2 interviews were completed with sharing owners.

2.3. Questionnaire design

After consultation with KCHA 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 of KCHA at this time;
- The Scottish Social Housing Charter indicators upon which the Association is required to report;
- Research Resource experience in relation to customer satisfaction surveying.

A survey was designed which covered the following key areas:

- Overall satisfaction
- Information and participation
- Customer care
- Repairs and maintenance
- The neighbourhood
- Rent and value for money
- Household information

A copy of the final questionnaire is available in appendix 1 of this report.

2.4. Survey Analysis and Reporting

Survey data will be analysed and reported on in a number of ways. The results to key indicators within the tenant satisfaction survey have been compared to previous tenant satisfaction surveys and also compared to the Scottish Average and further analysis for example by development has been noted for key areas as agreed by the Association. Where any particular trends or issues are found for any one key group, this is detailed in the survey report.

2.5. Report Structure

This document details the key findings to emerge from Kingsridge Cleddans Housing Association. The report comprises the following chapters:

3. OVERALL SATISFACTION
4. INFORMATION AND COMMUNICATION
5. PARTICIPATION
6. CUSTOMER CONTACT
7. REPAIRS AND HOUSING QUALITY
8. THE NEIGHBOURHOOD
9. RENT, VALUE FOR MONEY AND FINANCIAL MANAGEMENT
10. TENANT PERCEPTIONS AND PRIORITIES
11. HOUSEHOLD INFORMATION
12. SHARING OWNERS

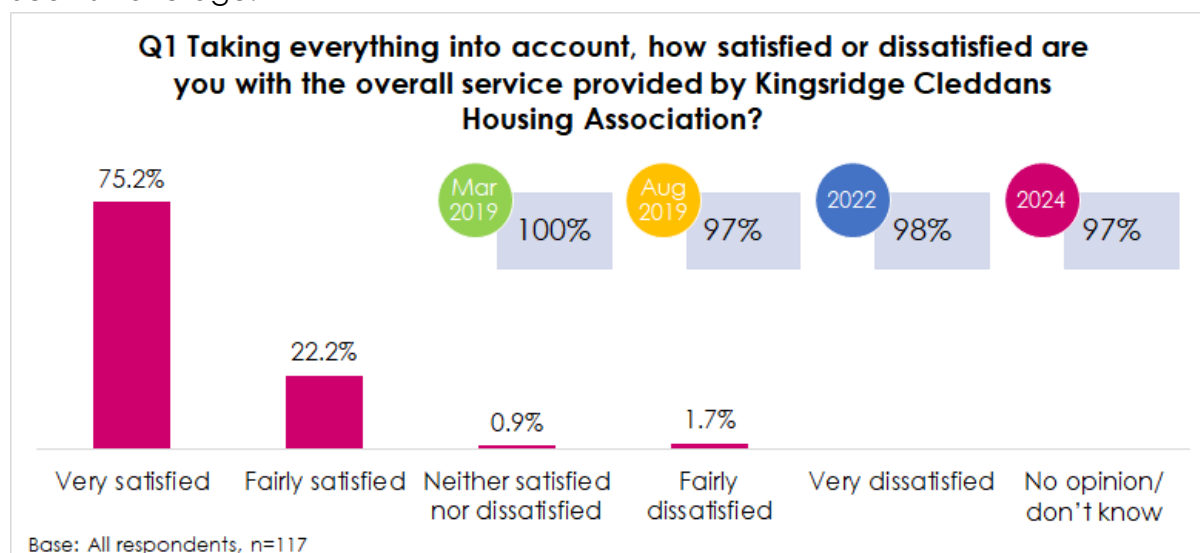
Appendix 1 - Survey questionnaire

Appendix 2 – Technical report summary

3. OVERALL SATISFACTION

3.1. Overall satisfaction (Q1/2)

The survey opened by asking respondents how satisfied or dissatisfied they were with the overall service provided by their landlord. Almost all respondents were either very or fairly satisfied in this respect (97%) compared to 2% who were neither satisfied nor dissatisfied and 2% who were fairly dissatisfied. Overall satisfaction has remained consistent with the results from the 2022 tenant satisfaction survey (98%) and also the August 2019 (97%) and March 2019 surveys (100%). The Scottish average for all landlords as reported in the Annual Return on the Charter (ARC) for 2023/24 is 87% showing that KCHA satisfaction with the overall service is significantly higher than the Scottish average.



Only four tenants were not satisfied with the overall service, and they were asked to explain why they felt this way. Reasons given for feeling this way related to repairs issues, where respondents felt their home needed upgrading, regarding anti-social neighbours and regarding the housing allocation process.

4. INFORMATION AND COMMUNICATION

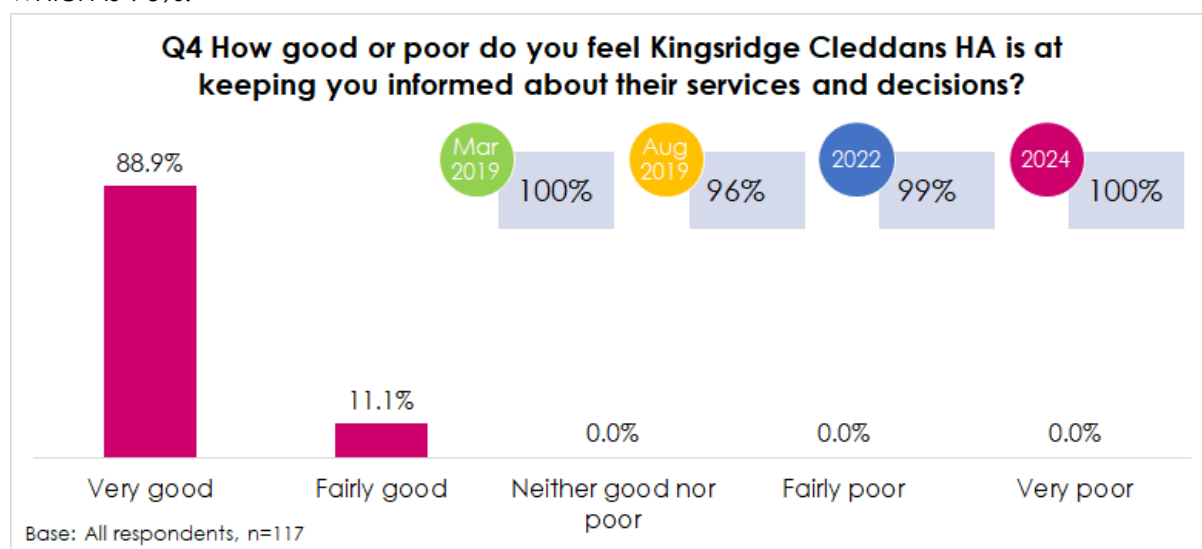
4.1. Preferred method of keeping tenants informed (Q3)

Tenants were asked to select from a list of communications which they would prefer to be used to keep them informed. Written communications were by far and away the preferred communication sources for tenants with 82% preferring to use newsletters and 56% preferring to use letters. The results to this question do not vary significantly by age.

Q3 The Association use a range of methods to keep their tenants informed about their services and decisions. In which of these ways would you prefer to be kept informed? ALL THAT APPLY		
Base: All respondents, n=117	No.	%
Newsletters	96	82.1%
Letters	65	55.6%
Email	2	1.7%
Social media	1	0.9%
Text message	1	0.9%
Other	1	0.9%
Website	-	-
Through an Kingsridge Cleddans HA App	-	-

4.2. Satisfaction with keeping tenants informed (Q4/Q5)

All tenants (100%) were of the opinion KCHA were very or fairly good at keeping them informed. Overall satisfaction has not changed significantly compared to the results from 2022 (99%) and it is higher than the Scottish Average for the 2023/24 ARC which is 90%.



5. PARTICIPATION

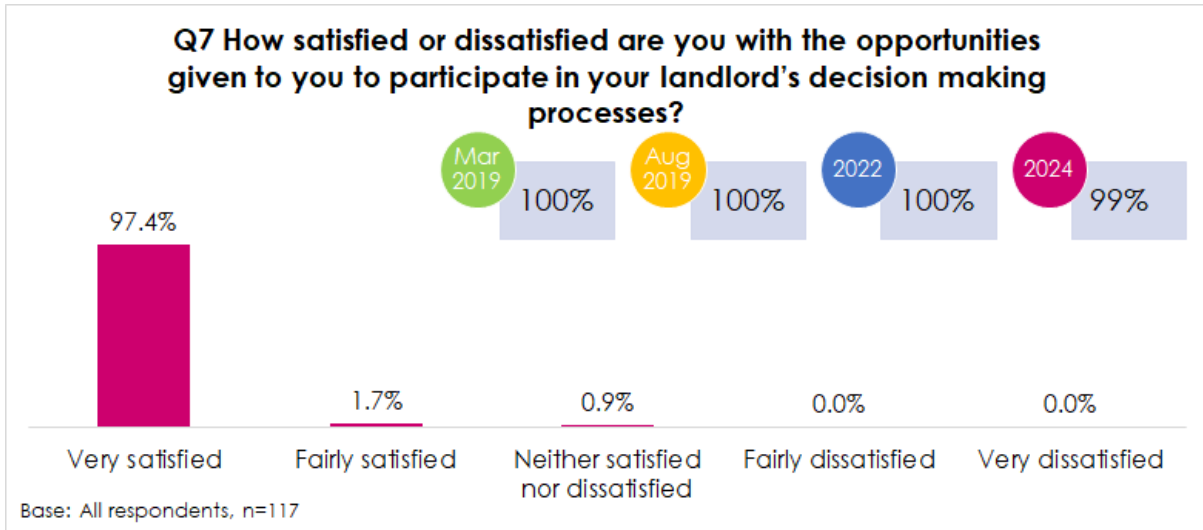
5.1. Awareness and interest in participation opportunities (Q6)

Kingsridge Cleddans provides a range of ways for tenants to get involved in their decision making processes and give their views. Over a third of tenants (38%, 56% in 2022) were aware of at least one activity that they could get involved in, with awareness levels being highest regarding becoming a member of KCHA and attending the AGM (28%). Just over 9 in 10 tenants (92%, 88% in 2022) said they were not interested in becoming involved in any of these ways and where tenants expressed an interest this was largely by taking part in consultations such as rent increases (4%).

Q6a A) Were you aware that you could get involved in any of the following ways? B) Would you be interested in getting more involved in any of the following ways?				
Base: All respondents, n=117	Awareness		Interest	
	No.	%	No.	%
Consultations e.g. rent increases	10	8.5%	5	4.3%
Tenant Consultation Register	6	5.1%	1	0.9%
Becoming a Member of Kingsridge Cleddans Housing Association and attending the AGM	33	28.2%	1	0.9%
Taking part in text message consultation	2	1.7%	-	-
Joining the Association's Board of Management	7	6.0%	-	-
Responding to regular customer satisfaction surveys e.g. on repairs or planned maintenance such as kitchen or bathroom replacement	6	5.1%	2	1.7%
None	73	62.4%	108	92.3%

5.2. Satisfaction with participation opportunities (Q7/8)

Despite low levels of interest in taking part in participation opportunities, 99% of respondents were either very or fairly satisfied with the opportunities provided to them. This is consistent with previous tenant satisfaction survey results where satisfaction was 100% and is higher than the Scottish average reported in the ARC of 88% for 2023/24.

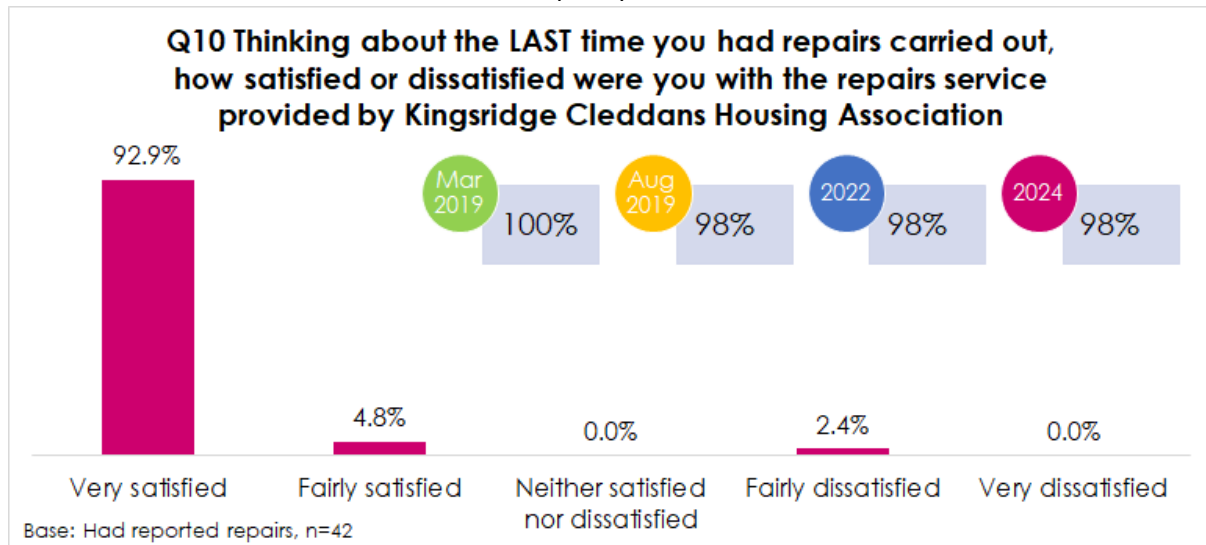


The one respondent who was not satisfied in this respect was unhappy as they had an offer of a house withdrawn.

6. REPAIRS AND HOUSING QUALITY

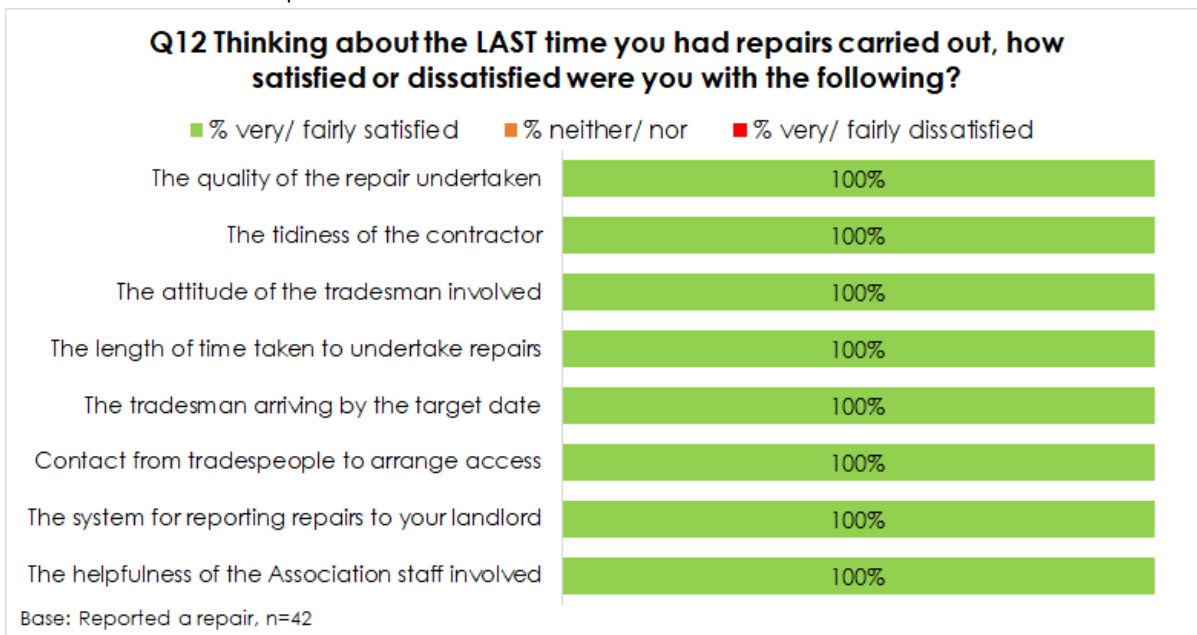
6.1. Satisfaction with the repairs service (Q8-12)

More than a third of tenants (36%) have had repairs carried out in their property in the last 12 months, amounting to 42 individuals. Of these tenants, 98% were very or fairly satisfied with the repairs service provided by KCHA compared to 2% who were dissatisfied. Overall satisfaction is consistent with the 2022 survey (98%) and the August 2019 survey (98%) and not significantly different from the March 2019 survey (100%). Overall satisfaction is higher than the Scottish average reported in the 2023/24 Annual Return on the Charter (87%).



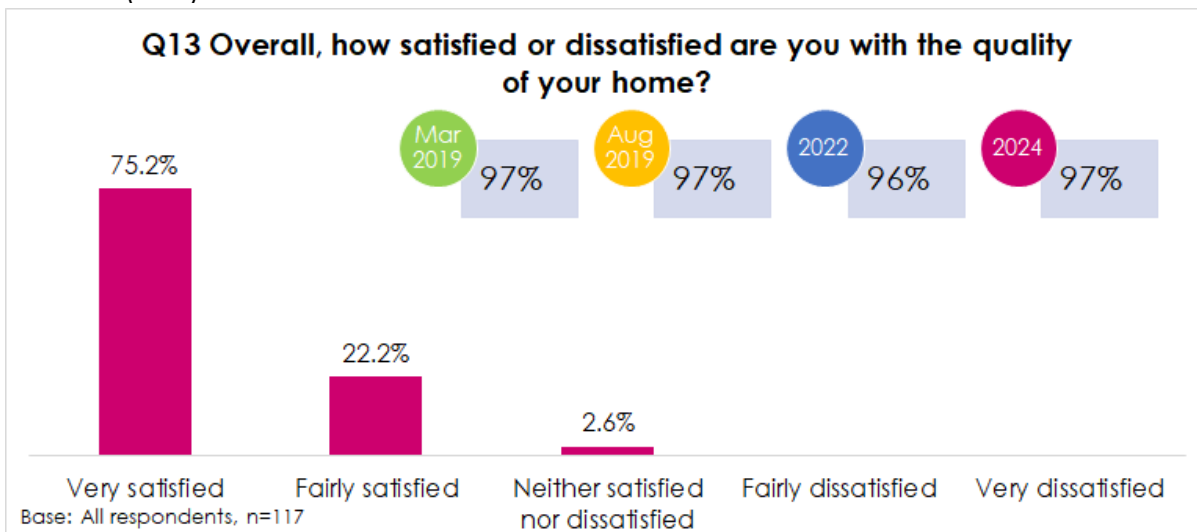
The one respondent who was not satisfied with the repairs service said the contractor was supposed to come back to finish the repair, but they had not received any follow up communication on this.

Following on from this, tenants were asked how satisfied or dissatisfied they were with various aspects of the repairs service. All respondents said they were satisfied with the individual aspects of the repairs such as the quality of the repair, the attitude of contractors and helpfulness of Association staff.



6.2. Satisfaction with the quality of the home (Q13/14)

Almost all tenants were either very or fairly satisfied with the quality of their home (97%) compared to 3% who were neither satisfied nor dissatisfied. Overall satisfaction is consistent with the 2022 survey (96%), the March 2019 survey (97%) and the August 2019 surveys (97%) and is higher than the Scottish average reported in the ARC for 2023/24 (84%).

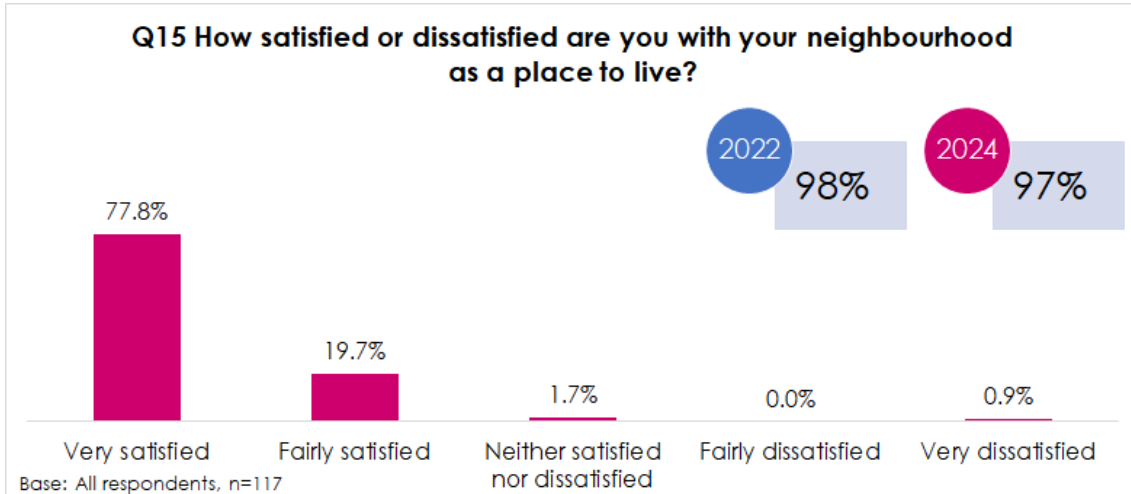


Where respondents were not satisfied this was largely where they had outstanding repair issues or where they believed their home required to be upgraded.

7. THE NEIGHBOURHOOD

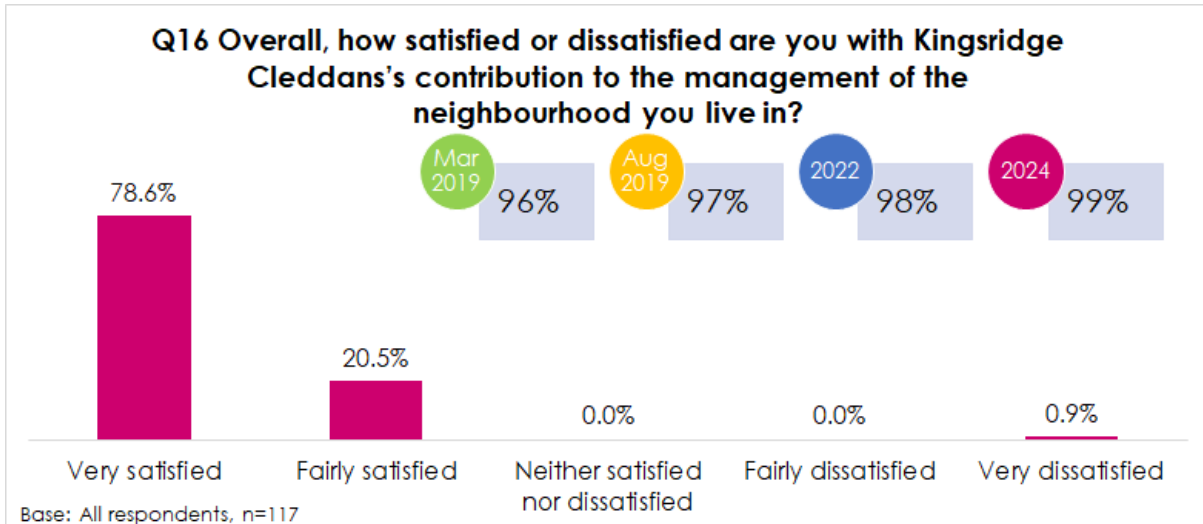
7.1. Satisfaction with the neighbourhood as a place to live (Q15)

Tenants were asked how satisfied or dissatisfied they were with their neighbourhood as a place to live. The vast majority (97%) were either very or fairly satisfied in this respect compared to 2% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied. Satisfaction with the neighbourhood has not changed significantly since 2022 (98%).



7.2. Satisfaction with contribution to the management of the neighbourhood (Q16/17)

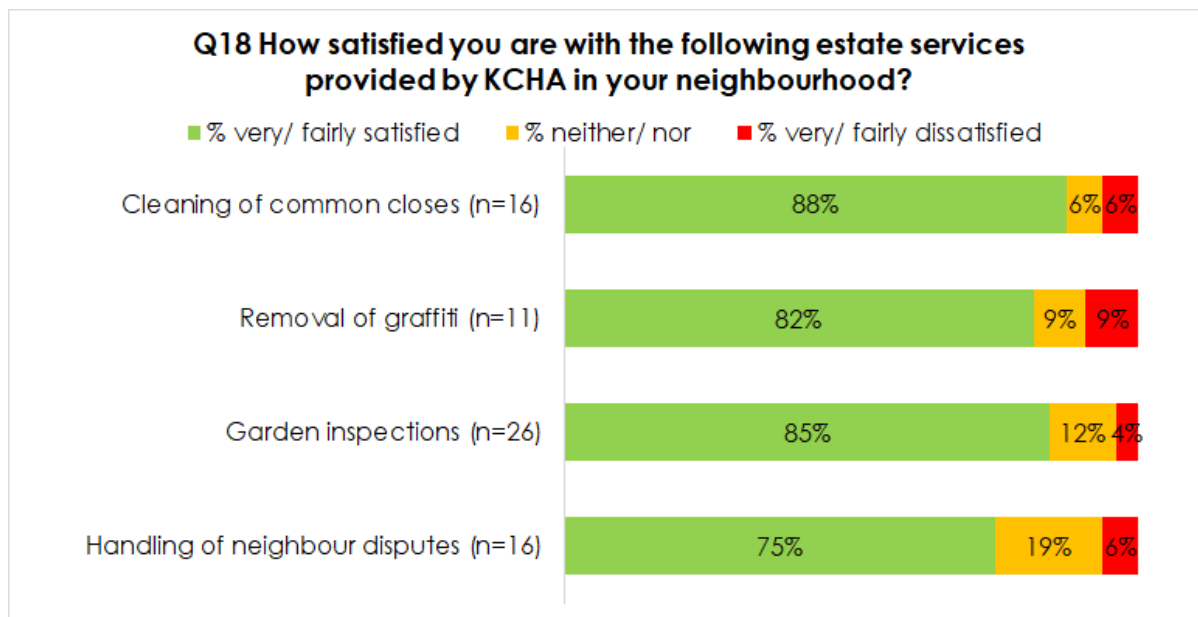
Almost all tenants (99%) were either very or fairly satisfied with KCHA's contribution to the management of the neighbourhood they live in compared to 1% who were very dissatisfied amounting to just 1 tenant. Overall satisfaction in this respect has remained consistent with the results from 2022 (98%), August 2019 (97%) and March 2019 (96%) and is higher than the Scottish Average reported in the ARC for 2023/24 (85%).



The one tenant who was dissatisfied with KCHA's contribution to the management of the neighbourhood said they felt this has deteriorated in the last year.

7.3. Satisfaction with estate services (Q18)

Respondents were asked how satisfied they were with various estate services provided by KCHA in their neighbourhood. It should be noted that this question included a not applicable option for tenants to use where they did not have experience of the service. Satisfaction was highest with regards to cleaning of common closes and garden inspections and lowest with regards to handling of neighbour disputes.



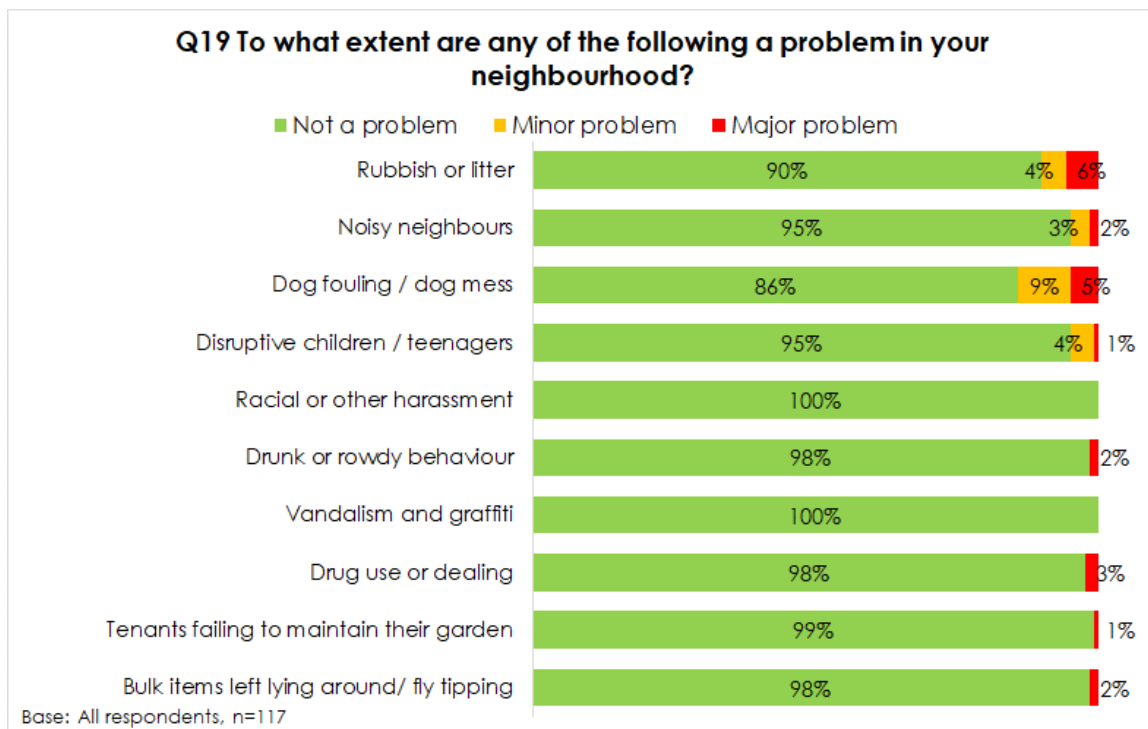
The table below shows satisfaction levels for 2024 compared to 2022. This shows that satisfaction is lower in 2024 however the results are not statistically different due to the small sample sizes associated with each of the service aspects.

Q18 How satisfied you are with the following estate services provided by KCHA in your neighbourhood? - % very/ fairly satisfied		
	2022 (n=12-102)	2024 (n=16-26)
Cleaning of common closes	95%	88%
Removal of graffiti	92%	82%
Garden inspections	91%	85%
Handling of neighbour disputes	98%	75%

7.4. Neighbourhood problems (Q28)

Tenants were asked to what extent various neighbourhood issues were a problem or not a problem in their neighbourhood. The vast majority of tenants did not consider any of these issues to be a problem in their neighbourhood. The biggest concerns for tenants were:

- Dog fouling/ dog mess (14% stating major or minor problem)
- Rubbish or litter (10%)
- Disruptive teenagers/ children (5%)



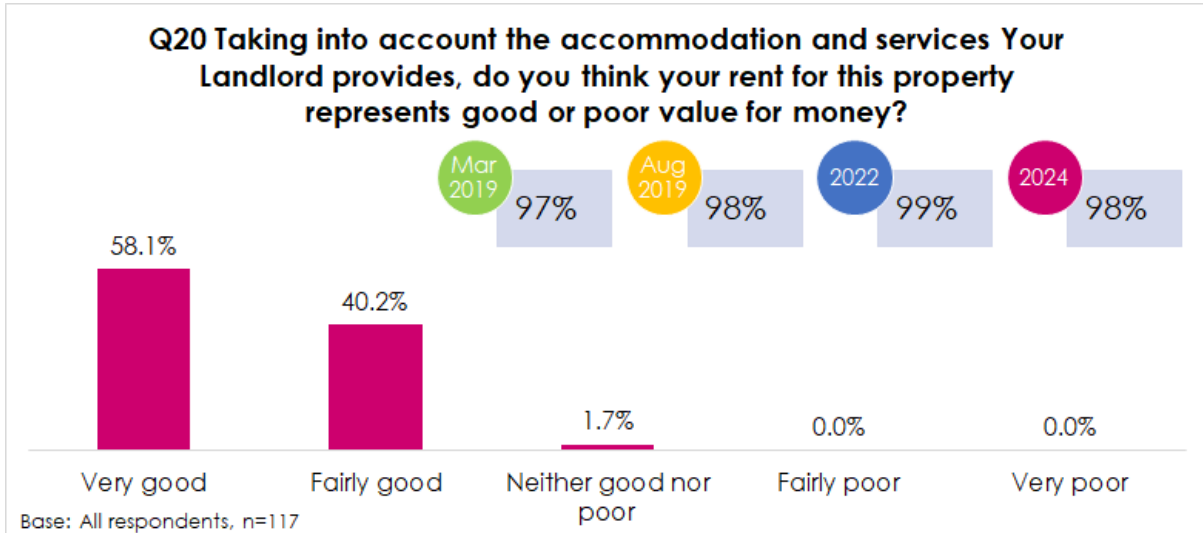
Analysis of those who said each of these issues was not a problem has not changed significantly for almost all neighbourhood issues with the exception of disruptive children or teenagers where the proportion of tenants stating this wasn't a problem has increased from 88% in 2022 to 95% in 2024.

Q19 Neighbourhood problems - % stating "not a problem" 2022 vs 2024		
	2022 (n=163)	2024 (n=117)
Rubbish or litter	84%	90%
Noisy neighbours	94%	95%
Dog fouling / dog mess	90%	86%
Disruptive children / teenagers	88%	95%
Racial or other harassment	100%	100%
Drunk or rowdy behaviour	98%	98%
Vandalism and graffiti	99%	100%
Drug use or dealing	98%	98%
Tenants failing to maintain their garden	99%	99%
Bulk items left lying around/ fly tipping	95%	98%

8. RENT, VALUE FOR MONEY AND FINANCIAL MANAGEMENT

8.1. Value for money (Q20/21)

Almost all tenants (98%) said the rent for their home represented very or fairly good value for money compared to 2% who said it was neither good nor poor value and 1% who said it was fairly poor value for money. This is consistent with the results reported in previous years and higher than the Scottish Average reported in the ARC which is 82%.



The two tenants who did not feel their rent was good value for money felt that rents were getting a bit high.

9. TENANT PERCEPTIONS AND PRIORITIES

9.1. Top three service priorities (Q22)

Tenants were asked to select from a list of services which they consider to be their top three priorities. The top three priorities selected by tenants were repair and maintenance of the home (99%), followed by investment in improving the quality of housing (75%), building new homes in the area (27%) and keeping tenants informed about services and decisions (27%).

Q22 Which of the following services provided by your landlord would you consider to be your top three priorities?				
Base: All respondents n=117	Top	2nd	3rd	Overall
Repairs and maintenance of homes [NOT SHARING OWNERS]	64.1%	28.2%	6.8%	99%
Investment in improving the quality of housing [NOT SHARING OWNERS]	23.9%	41.9%	9.4%	75%
Building new homes in the area	1.7%	9.4%	15.4%	27%
Keeping tenants informed about services and decisions	5.1%	1.7%	19.7%	27%
Providing opportunities to become involved in the Association's decisions	0.0%	0.0%	0.0%	0%
Improving customer care	0.0%	0.0%	0.9%	1%
Providing opportunities to access services digitally e.g. app or portal	0.0%	0.0%	0.0%	0%
Doing more to improve the neighbourhood as a place to live e.g. dealing with anti-social behaviour	1.7%	2.6%	9.4%	14%
Providing support and advice to help you manage tenants' tenancy (e.g. benefits, budgeting, support for those in need)	0.0%	0.0%	3.4%	3%
Improving the wellbeing of tenants	0.0%	1.7%	2.6%	4%
Looking after the environment locally e.g. making the environment more attractive, improving biodiversity	1.7%	0.0%	1.7%	3%
Other	1.7%	0.0%	0.9%	3%
No other priority	0.0%	14.5%	29.9%	-

9.2. What is Kingsridge Cleddans best at? (Q23)

The questionnaire included an open ended question which asked tenants what they believed their landlord was best at. The comments provided to this question have been coded thematically and show that 25% of tenants said they were happy overall with the service they received, 24% said the Association was helpful or had good customer service and 15% had no complaints.

Q23 What do you believe Kingsridge Cleddans Housing Association is best at?		
Base: All respondents n=117	No.	%
Happy overall/ happy with everything/ good service	29	24.8%
Helpful/ good customer service	28	23.9%
Don't know	27	23.1%
No complaints/ no issues	17	14.5%
Quick/ good repairs service	12	10.3%
Good communications	7	6.0%
Good housing	3	2.6%

9.3. If you could give Kingsridge Cleddans Housing Association one recommendation for improvement, what would it be? (Q24)

In terms of recommendations for improvement, again the responses have been coded thematically and show that 44% of respondents were unable to provide a suggestion and 34% did not have any issues or said they had no recommendations for improvement. On the other hand, 9% suggested improvements to communal maintenance and 8% suggested property upgrades. A full list of the themes provided to this question is shown in the table below:

Q24 If you could give Kingsridge Cleddans Housing Association one recommendation for improvement, what would it be?		
Base: All respondents n=117	No.	%
Communal maintenance	10	8.5%
Upgrades to the home	9	7.7%
Letting policy/ vet tenants	4	3.4%
Problems with dog fouling	3	2.6%
Listen to tenants/ monitor complaints	1	0.9%
Don't know	51	43.6%
No issues/ nothing	40	34.2%

10. HOUSEHOLD INFORMATION

10.1. Household composition (Q25)

In terms of household composition, just under 4 in 10 respondents said they lived as a single person (38%), 9% were 2 parent families, 21% were 1 parent families and 21% lived in a 2 adult household.

Q25 Which of these best describes your household composition?		
Base: All respondents n=117	No.	%
Single adult 65+	19	16.2%
Single adult 16-64	26	22.2%
2 parent family	10	8.5%
1 parent family	24	20.5%
2 adults 65+	7	6.0%
2 adults at least one below 65	17	14.5%
Other	14	12.0%

10.2. Age and gender (Q26, 31, 32)

Two thirds of respondents were female (67%) and 32% were male. One respondents described themselves as intersex.

Q31 What is your sex?		
Base: All respondents n=117	No.	%
Male	38	32.5%
Female	78	66.7%
Intersex	1	0.9%
Prefer not to say	-	-

One respondent considered themselves to be a trans person.

Q32 Do you consider yourself to be a trans person?		
Base: All respondents n=117	No.	%
Yes	1	0.9%
No	114	97.4%
Prefer not to say	2	1.7%

Just over one in 10 respondents (14%) were aged 16-34, 35% were aged 35-54, 26% were aged 55-64 and 26% were aged 65 and over.

Q26 What is your age group?		
Base: All respondents n=117	No.	%
16-24	2	1.7%
25-34	14	12.0%
35-44	21	17.9%
45-54	20	17.1%
55-64	30	25.6%
65-74	25	21.4%
75-84	5	4.3%
85+	-	-
Prefer not to say	-	-

10.3. Disability (Q27/28)

Over 4 in 10 tenants (45%) said they or a member of their household had a long term disability or health condition.

Q27 Do you consider yourself to have a disability?		
Base: All respondents n=117	No.	%
Yes	53	45.3%
No	63	53.8%
Prefer not to say	1	0.9%

Where they had a disability this was most likely to be a physical impairment (60%).

Q28 If yes, which of the following would you use to describe your disability?		
Base: All respondents n=53	No.	%
Physical impairment: (for example, wheelchair-user, cerebral palsy)	32	60.4%
Mental health issue: (for example, depression, bi-polar)	17	32.1%
Learning difficulties: (for example, Down's Syndrome)	3	5.7%
Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia)	2	3.8%
Sensory impairment: (visual impairment)	2	3.8%
Sensory impairment: (hearing impairment)	1	1.9%
Other	3	5.7%
Prefer not to say	3	5.7%

10.4. Ethnicity (Q29)

The vast majority of tenants identified as White Scottish (96%).

Q29 What is your ethnic group?		
Base: All respondents n=119	No.	%
White Scottish	114	95.8%
Polish	1	0.8%
Other ethnic group	4	3.4%

10.5. Belief/ religion (Q30)

In terms of religion or belief, the vast majority (74%) said they did not have any beliefs or religion.

Q30 What best describes your belief or religion?		
Base: All respondents n=117	No.	%
Buddhism	-	-
Catholic	14	12.0%
Protestant	13	11.1%
Other Christian	2	1.7%
Hinduism	-	-
Islam	2	1.7%
Judaism	-	-
Sikhism	-	-
Other religion	-	-
Other belief	-	-
No specific religion or belief	86	73.5%
Prefer not to say	-	-

10.6. Sexuality (Q33)

The majority of respondents identified as being heterosexual (99%).

Q33 What is your sexual orientation?		
Base: All respondents n=117	No.	%
Bisexual	-	-
Gay man	-	-
Heterosexual/straight	116	99.1%
Lesbian/gay woman	1	0.9%
Other	-	-
Prefer not to say	-	-

11. SHARING OWNERS

11.1. Introduction

In addition to the tenants survey, 2 interviews were completed with sharing owners using the same questionnaire as the tenants survey. The following report summarises the key findings from these 2 customers.

11.2. Sharing owners summary of results



Kingsridge Cleddans HA Sharing Owners Satisfaction Survey 2024

TENANT/ SHARING OWNER

0 (0.0%) Tenant
2 (100.0%) Sharing Owner

OVERALL SATISFACTION

Q1 SSHC Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Kingsridge Cleddans Housing Association?

0 (0.0%) Very satisfied
1 (50.0%) Fairly satisfied
1 (50.0%) Neither satisfied nor dissatisfied
0 (0.0%) Fairly dissatisfied
0 (0.0%) Very dissatisfied
0 (0.0%) No opinion/ don't know

Q2 You said you were not satisfied with the overall service provided by your landlord, can you please explain why?

- Had a small problem with a tap and it was a minute fix and got charged £120.

INFORMATION AND COMMUNICATION

Q3 The Association use a range of methods to keep their tenants informed about their services and decisions. In which of these ways would you prefer to be kept informed? ALL THAT APPLY

- 2 (100.0%) Newsletters
- 1 (50.0%) Letters
- 0 (0.0%) Social media
- 0 (0.0%) Website
- 0 (0.0%) Email
- 0 (0.0%) Text message
- 0 (0.0%) Through an Kingsridge Cleddans HA App
- 0 (0.0%) Other

Q4 SSHC How good or poor do you feel Kingsridge Cleddans HA is at keeping you informed about their services and decisions?

- 0 (0.0%) Very good
- 2 (100.0%) Fairly good
- 0 (0.0%) Neither good nor poor
- 0 (0.0%) Fairly poor
- 0 (0.0%) Very poor

PARTICIPATION

Kingsridge Cleddans provides a range of ways for tenants to get involved in their decision making processes and give their views.

Q6a Were you aware that you could get involved in any of the following ways?

- 0 (0.0%) Consultations e.g. rent increases
- 0 (0.0%) Tenant Consultation Register
- 0 (0.0%) Becoming a Member of Kingsridge Cleddans Housing Association and attending the AGM
- 0 (0.0%) Taking part in text message consultation
- 0 (0.0%) Joining the Association's Board of Management
- 0 (0.0%) Responding to regular customer satisfaction surveys e.g. on repairs or planned maintenance such as kitchen or bathroom replacement
- 2 (100.0%) None

Q6b) Would you be interested in getting more involved in any of the following ways?

- 0 (0.0%) Consultations e.g. rent increases
- 0 (0.0%) Tenant Consultation Register
- 0 (0.0%) Becoming a Member of Kingsridge Cleddans Housing Association and attending the AGM
- 0 (0.0%) Taking part in text message consultation
- 0 (0.0%) Joining the Association's Board of Management
- 0 (0.0%) Responding to regular customer satisfaction surveys e.g. on repairs or planned maintenance such as kitchen or bathroom replacement
- 2 (100.0%) None

Q7 SSHC How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes?

- 1 (50.0%) Very satisfied
- 1 (50.0%) Fairly satisfied
- 0 (0.0%) Neither satisfied nor dissatisfied
- 0 (0.0%) Fairly dissatisfied
- 0 (0.0%) Very dissatisfied

Q8 Can you please explain how Kingsridge Cleddans could improve the opportunities given to participate in their decision making processes?

- 0 (0.0%)

REPAIRS AND HOUSING QUALITY

Q9 Have you had any repairs carried out in this property in the last 12 months?

- 1 (50.0%) Yes
- 1 (50.0%) No

Q10 SSHC Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Kingsridge Cleddans Housing Association?

- 0 (0.0%) Very satisfied
- 1 (100.0%) Fairly satisfied
- 0 (0.0%) Neither satisfied nor dissatisfied
- 0 (0.0%) Fairly dissatisfied
- 0 (0.0%) Very dissatisfied

Q11 [IF NOT SATISFIED WITH THE REPAIRS SERVICE] Can you please explain how the repairs service could have been improved?

- 0 (0.0%)

Q12 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the following?

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied
The helpfulness of the Association staff involved	1 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
The system for reporting repairs to your landlord	0 (0.0%)	1 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
Contact from tradespeople to arrange access	0 (0.0%)	1 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
The tradesman arriving by the target date	0 (0.0%)	1 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
The length of time taken to undertake repairs	1 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
The attitude of the tradesman involved	1 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
The tidiness of the contractor	0 (0.0%)	1 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)
The quality of the repair undertaken	1 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)

Q13 SSHC Overall, how satisfied or dissatisfied are you with the quality of your home?

0 (0.0%)	Very satisfied
2 (100.0%)	Fairly satisfied
0 (0.0%)	Neither satisfied nor dissatisfied
0 (0.0%)	Fairly dissatisfied
0 (0.0%)	Very dissatisfied

Q14 How could the quality of your home be improved?

0 (0.0%)

THE NEIGHBOURHOOD

Q15 How satisfied or dissatisfied are you with your neighbourhood as a place to live?

1 (50.0%)	Very satisfied
1 (50.0%)	Fairly satisfied
0 (0.0%)	Neither satisfied nor dissatisfied
0 (0.0%)	Fairly dissatisfied
0 (0.0%)	Very dissatisfied

Q16 SSHC Overall, how satisfied or dissatisfied are you with Kingsridge Cleddans's contribution to the management of the neighbourhood you live in?

- 1 (50.0%) Very satisfied
- 1 (50.0%) Fairly satisfied
- 0 (0.0%) Neither satisfied nor dissatisfied
- 0 (0.0%) Fairly dissatisfied
- 0 (0.0%) Very dissatisfied

Q17 Can you explain how Kingsridge Cleddans could improve their contribution to the management of the neighbourhood you live in?

- 0 (0.0%)

Q18 How satisfied you are with the following estate services provided by KCHA 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
Cleaning of common closes	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (100.0%)
Removal of graffiti	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (100.0%)
Garden inspections	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (100.0%)
Handling of neighbour disputes	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	2 (100.0%)

Q19 To what extent are any of the following a problem in your neighbourhood?

	Major problem	Minor problem	Not a problem
Rubbish or litter	0 (0.0%)	0 (0.0%)	2 (100.0%)
Noisy neighbours	0 (0.0%)	0 (0.0%)	2 (100.0%)
Dog fouling / dog mess	0 (0.0%)	0 (0.0%)	2 (100.0%)
Disruptive children / teenagers	0 (0.0%)	0 (0.0%)	2 (100.0%)
Racial or other harassment	0 (0.0%)	0 (0.0%)	2 (100.0%)
Drunk or rowdy behaviour	0 (0.0%)	0 (0.0%)	2 (100.0%)
Vandalism and graffiti	0 (0.0%)	0 (0.0%)	2 (100.0%)
Drug use or dealing	0 (0.0%)	0 (0.0%)	2 (100.0%)
Tenants failing to maintain their garden	0 (0.0%)	0 (0.0%)	2 (100.0%)
Bulk items left lying around/ fly tipping	0 (0.0%)	0 (0.0%)	2 (100.0%)

RENT, VALUE FOR MONEY AND FINANCIAL MANAGEMENT

Q20 SSHC Taking into account the accommodation and services Your Landlord provides, do you think your rent for this property represents good or poor value for money?

- 0 (0.0%) Very good
- 2 (100.0%) Fairly good
- 0 (0.0%) Neither good nor poor
- 0 (0.0%) Fairly poor
- 0 (0.0%) Very poor

Q21 Can you explain why you say that?

- 0 (0.0%)

TENANT PERCEPTIONS AND PRIORITIES

Q22 Which of the following services provided by your landlord would you consider to be your top three priorities?

Q22a Top priority

- 0 (0.0%) Repairs and maintenance of homes [NOT SHARING OWNERS]
- 0 (0.0%) Investment in improving the quality of housing [NOT SHARING OWNERS]
- 0 (0.0%) Building new homes in the area
- 0 (0.0%) Keeping tenants informed about services and decisions
- 0 (0.0%) Providing opportunities to become involved in the Association's decisions
- 0 (0.0%) Improving customer care
- 0 (0.0%) Providing opportunities to access services digitally e.g. app or portal
- 0 (0.0%) Doing more to improve the neighbourhood as a place to live e.g. dealing with anti-social behaviour
- 0 (0.0%) Providing support and advice to help you manage tenants' tenancy (e.g. benefits, budgeting, support for those in need)
- 0 (0.0%) Improving the wellbeing of tenants
- 2 (100.0%) Looking after the environment locally e.g. making the environment more attractive, improving biodiversity
- 0 (0.0%) Other

If other, please specify

- 0 (0.0%)

Q22b Second priority

- 0 (0.0%) Repairs and maintenance of homes [NOT SHARING OWNERS]
- 0 (0.0%) Investment in improving the quality of housing [NOT SHARING OWNERS]
- 0 (0.0%) Building new homes in the area
- 0 (0.0%) Keeping tenants informed about services and decisions
- 0 (0.0%) Providing opportunities to become involved in the Association's decisions
- 0 (0.0%) Improving customer care
- 0 (0.0%) Providing opportunities to access services digitally e.g. app or portal
- 1 (50.0%) Doing more to improve the neighbourhood as a place to live e.g. dealing with anti-social behaviour
- 0 (0.0%) Providing support and advice to help you manage tenants' tenancy (e.g. benefits, budgeting, support for those in need)
- 0 (0.0%) Improving the wellbeing of tenants
- 0 (0.0%) Looking after the environment locally e.g. making the environment more attractive, improving biodiversity
- 0 (0.0%) Other
- 1 (50.0%) No second priority

If other, please specify

- 0 (0.0%)

Q22c Third priority

- 0 (0.0%) Repairs and maintenance of homes [NOT SHARING OWNERS]
- 0 (0.0%) Investment in improving the quality of housing [NOT SHARING OWNERS]
- 0 (0.0%) Building new homes in the area
- 0 (0.0%) Keeping tenants informed about services and decisions
- 0 (0.0%) Providing opportunities to become involved in the Association's decisions
- 0 (0.0%) Improving customer care
- 1 (50.0%) Providing opportunities to access services digitally e.g. app or portal
- 0 (0.0%) Doing more to improve the neighbourhood as a place to live e.g. dealing with anti-social behaviour
- 0 (0.0%) Providing support and advice to help you manage tenants' tenancy (e.g. benefits, budgeting, support for those in need)
- 0 (0.0%) Improving the wellbeing of tenants
- 0 (0.0%) Looking after the environment locally e.g. making the environment more attractive, improving biodiversity
- 0 (0.0%) Other
- 1 (50.0%) No third priority

If other, please specify

- 0 (0.0%)

Q23 What do you believe Kingsridge Cleddans Housing Association is best at?
[INTERVIEWER: RECORD FULLY]

- *Don't know.*
- *Very happy with them.*

Q23 What do you believe Kingsridge Cleddans Housing Association is best at?
[INTERVIEWER: RECORD FULLY]

- 0 (0.0%) Quick/ good repairs service
- 0 (0.0%) Helpful/ good customer service
- 0 (0.0%) Good communications
- 0 (0.0%) Good housing
- 2 (100.0%) Don't know
- 0 (0.0%) No complaints/ no issues
- 0 (0.0%) Happy overall/ happy with everything/ good service
- 0 (0.0%) Other

Q24 If you could give Kingsridge Cleddans Housing Association one recommendation for improvement, what would it be? [INTERVIEWER: RECORD FULLY]

- *Don't know*
- *Give shared owners repairs.*

THE HOUSEHOLD

Q25 Which of these best describes your household composition?

- 0 (0.0%) Single adult 65+
- 0 (0.0%) Single adult 16-64
- 0 (0.0%) 2 parent family
- 1 (50.0%) 1 parent family
- 0 (0.0%) 2 adults 65+
- 1 (50.0%) 2 adults at least one below 65
- 0 (0.0%) Other

If other, please specify

- 0 (0.0%)

Q26 What is your age group?

- 0 (0.0%) 16-24
- 0 (0.0%) 25-34
- 1 (50.0%) 35-44
- 1 (50.0%) 45-54
- 0 (0.0%) 55-64
- 0 (0.0%) 65-74
- 0 (0.0%) 75-84
- 0 (0.0%) 85+
- 0 (0.0%) Prefer not to say

Q27 Do you consider yourself to have a disability?

- 0 (0.0%) Yes
- 2 (100.0%) No
- 0 (0.0%) Prefer not to say

Q28 If yes, which of the following would you use to describe your disability? ALL THAT APPLY

- 0 (0.0%) Autoimmune: (for example, multiple sclerosis, HIV, Crohn's/ulcerative colitis)
- 0 (0.0%) Learning difficulties: (for example, Down's Syndrome)
- 0 (0.0%) Mental health issue: (for example, depression, bi-polar)
- 0 (0.0%) Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia)
- 0 (0.0%) Physical impairment: (for example, wheelchair-user, cerebral palsy)
- 0 (0.0%) Sensory impairment: (hearing impairment)
- 0 (0.0%) Sensory impairment: (visual impairment)
- 0 (0.0%) Other
- 0 (0.0%) Prefer not to say

If none of the categories above apply to you, please specify the nature of your impairment.

- 0 (0.0%)

Q29 What is your ethnic group?

- 2 (100.0%) White Scottish
- 0 (0.0%) White English
- 0 (0.0%) White Welsh
- 0 (0.0%) White Irish
- 0 (0.0%) Other British
- 0 (0.0%) Polish
- 0 (0.0%) Gypsy/ traveller
- 0 (0.0%) Roma
- 0 (0.0%) Mixed of multiple ethnic groups
- 0 (0.0%) Bangladeshi, Bangladeshi Scottish or Bangladeshi British:
- 0 (0.0%) Indian, Indian Scottish or Indian British:
- 0 (0.0%) Pakistani, Pakistani Scottish or Pakistani British:
- 0 (0.0%) Chinese, Chinese Scottish or Chinese British:
- 0 (0.0%) Other Asian background, please write in:
- 0 (0.0%) African, Scottish African or British African
- 0 (0.0%) Other African background,
- 0 (0.0%) Caribbean, Caribbean Scottish or Caribbean British
- 0 (0.0%) Black, Black Scottish or Black British
- 0 (0.0%) Other Caribbean or Black background
- 0 (0.0%) Other ethnic group

Any mixed or multiple ethnic groups, please specify

0 (0.0%)

Q30 What best describes your belief or religion?

- 0 (0.0%) Buddhism
- 0 (0.0%) Catholic
- 0 (0.0%) Protestant
- 0 (0.0%) Other Christian
- 0 (0.0%) Hinduism
- 0 (0.0%) Islam
- 0 (0.0%) Judaism
- 0 (0.0%) Sikhism
- 0 (0.0%) Other religion
- 0 (0.0%) Other belief
- 2 (100.0%) No specific religion or belief
- 0 (0.0%) Prefer not to say

Q31 What is your sex?

- 0 (0.0%) Male
- 2 (100.0%) Female
- 0 (0.0%) Intersex
- 0 (0.0%) Prefer not to say

Q32 Do you consider yourself to be a trans person?

- 0 (0.0%) Yes
- 2 (100.0%) No
- 0 (0.0%) Prefer not to say

Q33 What is your sexual orientation?

- 0 (0.0%) Bisexual
- 0 (0.0%) Gay man
- 2 (100.0%) Heterosexual/straight
- 0 (0.0%) Lesbian/gay woman
- 0 (0.0%) Other
- 0 (0.0%) Prefer not to say

FINAL COMMENTS

Q34 Can I remind you that everything you have said so far is completely confidential and anonymous and KCHA will not know you have made these comments. Do you have any outstanding issues or areas of dissatisfaction which you feel KCHA has not dealt with and you would like us to take back to them so that they can contact you about these?

- 0 (0.0%) Yes
- 2 (100.0%) No

Appendix 1

Survey Questionnaire

TENANT/ SHARING OWNER

TENANT	1
SHARING OWNER	2

Overall satisfaction

1. SSHC Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Kingsridge Cleddans 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/ don't know	6	Go to Q3

2. You said you were not satisfied with the overall service provided by your landlord, can you please explain why?

Information and communication

3. The Association use a range of methods to keep their tenants informed about their services and decisions. In which of these ways would you prefer to be kept informed?

ALL THAT APPLY

Newsletters	1
Letters	2
Social media	3
Website	4
Email	5
Text message	6
Through an Kingsridge Cleddans HA App	7
Other (please specify)	8

4. SSHC How good or poor do you feel Kingsridge Cleddans HA 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. Can you explain how Kingsridge Cleddans HA could improve how they keep you informed about their services and decisions?

Participation

6. Kingsridge Cleddans provides a range of ways for tenants to get involved in their decision making processes and give their views. A) Were you aware that you could get involved in any of the following ways? B) would you be interested in getting more involved in any of the following ways?

	A) Aware	B) Interested
Consultations e.g. rent increases	1	1
Tenant Consultation Register	2	2
Becoming a Member of Kingsridge Cleddans Housing Association and attending the AGM	3	3
Taking part in text message consultation	4	4
Joining the Association's Board of Management	5	5
Responding to regular customer satisfaction surveys e.g. on repairs or planned maintenance such as kitchen or bathroom replacement	6	6
None	7	7

7. SSHC How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes?

Very satisfied	1	Go to Q9
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q8
Fairly dissatisfied	4	
Very dissatisfied	5	

8. Can you please explain how Kingsridge Cleddans could improve the opportunities given to participate in their decision making processes?

Repairs and housing quality [TENANTS ONLY, SHARING OWNERS GO TO Q15]

9. Have you had any repairs carried out in this property in the last 12 months?

Yes	1	Go to Q10
No	2	Go to Q13

10. SSHC Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Kingsridge Cleddans Housing Association?

Very satisfied	1	Go to Q12
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q11
Fairly dissatisfied	4	
Very dissatisfied	5	

11. [IF NOT SATISFIED WITH THE REPAIRS SERVICE] Can you please explain how the repairs service could have been improved?

12. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the following?

	Very Satisfied	Fairly Satisfied	Neither nor	Fairly Dissatisfied	Very Dissatisfied
The helpfulness of the Association staff involved	1	2	3	4	5
The system for reporting repairs to your landlord	1	2	3	4	5
Contact from tradespeople to arrange access	1	2	3	4	5
The tradesman arriving by the target date	1	2	3	4	5
The length of time taken to undertake repairs	1	2	3	4	5
The attitude of the tradesman involved	1	2	3	4	5
The tidiness of the contractor	1	2	3	4	5
The quality of the repair undertaken	1	2	3	4	5

13. SSHC Overall, how satisfied or dissatisfied are you with the quality of your home?

Very satisfied	1	Go to Q15
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q14
Fairly dissatisfied	4	
Very dissatisfied	5	

14. How could the quality of your home be improved?

The Neighbourhood

15. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5

16. SSHC Overall, how satisfied or dissatisfied are you with Kingsridge Cleddans's contribution to the management of the neighbourhood you live in?

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

17. Can you explain how Kingsridge Cleddans could improve their contribution to the management of the neighbourhood you live in?

18. How satisfied you are with the following estate services provided by KCHA in your neighbourhood? [IF TENANTS DO NOT RECEIVE SERVICE E.G. COMMON CLOSE CLEANING CODE NOT APPLICABLE]

TENANT SATISFACTION SURVEY 2024

	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	DK/ NA
Cleaning of common closes	1	2	3	4	5	6
Removal of graffiti	1	2	3	4	5	6
Garden inspections	1	2	3	4	5	6
Handling of neighbour disputes	1	2	3	4	5	6

19. To what extent are any of the following a problem in your neighbourhood?

	Major Problem	Minor Problem	Not a problem
Rubbish or litter	1	2	3
Noisy neighbours	1	2	3
Dog fouling / dog mess	1	2	3
Disruptive children / teenagers	1	2	3
Racial or other harassment	1	2	3
Drunk or rowdy behaviour	1	2	3
Vandalism and graffiti	1	2	3
Drug use or dealing	1	2	3
Tenants failing to maintain their garden	1	2	3
Bulk items left lying around/ fly tipping	1	2	3

Rent, Value for Money and Financial Management

20. SSHC Taking into account the accommodation and services Your Landlord provides, do you think your rent for this property represents good or poor value for money?

Very good	1	Go to Q22
Fairly good	2	
Neither good nor poor	3	Go to Q21
Fairly poor	4	
Very poor	5	

21. Can you explain why you say that?

Tenant Perceptions and Priorities

22. Which of the following services provided by your landlord would you consider to be your top three priorities?

	Top	2nd	3rd
Repairs and maintenance of homes [NOT SHARING OWNERS]	1	1	1
Investment in improving the quality of housing [NOT SHARING OWNERS]	2	2	2
Building new homes in the area	3	3	3
Keeping tenants informed about services and decisions	4	4	4
Providing opportunities to become involved in the Association's decisions	5	5	5
Improving customer care	6	6	6
Providing opportunities to access services digitally e.g. app or portal	7	7	7
Doing more to improve the neighbourhood as a place to live e.g. dealing with anti social behaviour	8	8	8
Providing support and advice to help you manage tenants tenancy (e.g. benefits, budgeting, support for those in need)	9	9	9
Improving the wellbeing of tenants	10	10	10
Looking after the environment locally e.g. making the environment more attractive, improving biodiversity	11	11	11

Other (please specify)	12	12	12
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23. What do you believe Kingsridge Cleddans Housing Association is best at?
[INTERVIEWER: RECORD FULLY]

24. If you could give Kingsridge Cleddans Housing Association one recommendation for improvement, what would it be? [INTERVIEWER: RECORD FULLY]

About You and Your Household

This final few questions collect equalities information. Answering these questions will make sure that the Association have an up to date picture of who is living in their properties and can provide services in a way which meets tenants needs. This is voluntary and if there are any questions you do not want to answer please just say and I will go on to the next one.

25. Which of these best describes your household composition?

Single adult 65+	1
Single adult 16-64	2
2 parent family	3
1 parent family	4
2 adults 65+	5
2 adults at least one below 65	6
Other (please specify)	7

26. What is your age group?

16-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65-74	6
75-84	7
85+	8
Prefer not to say	9

27. Do you consider yourself to have a disability?

Yes	1	Go to Q28
No	2	Go to Q29

28. If yes, which of the following would you use to describe your disability? ALL THAT APPLY

Autoimmune: (for example, multiple sclerosis, HIV, Crohn's/ulcerative colitis)	1
Learning difficulties: (for example, Down's Syndrome)	2
Mental health issue: (for example, depression, bi-polar)	3
Neuro-divergent condition: (for example, autistic spectrum, Dyslexia, dyspraxia)	4
Physical impairment: (for example, wheelchair-user, cerebral palsy)	5
Sensory impairment: (hearing impairment)	6
Sensory impairment: (visual impairment)	7
Other: If none of the categories above apply to you, please specify the nature of your impairment.	8
Prefer not to say	9

29. What is your ethnic group? Choose ONE section from A-F, then tick ONE box which best describes your ethnic group or background.

A White

Scottish	1
English	2

TENANT SATISFACTION SURVEY 2024

Welsh	3
Irish	4
Other British	5
Polish	6
Gypsy / Traveller	7
Roma	8

B Mixed or multiple ethnic groups

Any mixed or multiple ethnic groups, please write in:	9
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C Asian

Bangladeshi, Bangladeshi Scottish or Bangladeshi British:	10
Indian, Indian Scottish or Indian British:	11
Pakistani, Pakistani Scottish or Pakistani British:	12
Chinese, Chinese Scottish or Chinese British:	13
Other Asian background, please write in:	14

D African

African, Scottish African or British African	15
Other African background, please write in	16

E Caribbean or Black

Caribbean, Caribbean Scottish or Caribbean British	17
Black, Black Scottish or Black British	18
Other Caribbean or Black background, please write in	19

F Other ethnic group

Other, please write in	20
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30. What best describes your belief or religion?

Buddhism	1
Catholic	2
Protestant	3
Other Christian	4
Hinduism	5
Islam	6
Judaism	7
Sikhism	8
Other religion	9
Other belief	10
No specific religion or belief	11
Prefer not to say	12

31. What is your sex?

Male	1
Female	2
Intersex	3
Prefer not to say	4

32. Do you consider yourself to be a trans person?

Yes	1
No	2
Prefer not to say	3

33. What is your sexual orientation?

Bisexual	1
Gay man	2
Heterosexual/straight	3
Lesbian/gay woman	4
Other	5
Prefer not to say	6

Final comments

34. Can I remind you that everything you have said so far is completely confidential and anonymous and KCHA will not know you have made these comments. Do you have any outstanding issues or areas of dissatisfaction which you feel KCHA has not dealt with and you would like us to take back to them so that they can contact you about these?

Yes	1	Go to Q35
No	2	THANK AND CLOSE

35. If yes, please can you explain what the issues you have are?

36. Are you happy for us to pass over a note of your issue to KCHA in order that someone can contact you to discuss this further?

Yes, wish KCHA to contact	1
No, would rather contact KCHA directly myself	2

- **Thank you very much for completing the questionnaire. You will be helping Kingsridge Cleddans Housing Association improve services they deliver to you.**
- **Would you like to take a note of our website address to learn more about Research Resource and how your data is used? You can find our Privacy Information Notice at www.researchresource.co.uk/privacy-notice**

Appendix 2

Technical Report Summary



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	Kingsridge Cleddans Housing Association Tenant Satisfaction Survey 2024
Project number	P1412
Objectives of the research	To undertake a customer satisfaction survey to provide information on: <ul style="list-style-type: none"> • Customers' views (including factored owners) about the services they currently receive and how these might be improved. • Customers' views (including factored owners) about their homes, neighbourhood and general environment in which they live. • How tenants might want to be involved in the development of future services and the work of the Association generally and • The social, economic and demographic characteristics of tenants.
Target population	Tenants and sharing owners
Description of sample frame/ source and validation methods if applicable	A customer database was provided by the Association containing both tenants and sharing owners.
Sampling method (probability or non probability) and quotas used	The aim of the survey was to achieve a 40% response rate with a representative sample of tenants and shared owners. Broad target quotas were set by development for the tenant survey to ensure a representative coverage geographically.
Sample units drawn	All tenants/ sharing owners were included in the sample.
Target sample size	To maximise the response from sharing owners and to achieve at least a 40% response rate from tenants
Achieved sample size and reasons if target not achieved	117 tenant interviews and 2 sharing owners
Date of fieldwork	22 nd of August 2024 and the 23 rd of August 2024
Data collection method	Interviews were carried out largely on a face to face doorstep basis. Where it was the resident's preference and to boost the response, telephone interviews were carried out. All face to face interviews were doorstep interviews.
Response rate and definition and method of how calculated	119 interviews from a database of 279=43%
Questionnaire length	10 minutes
Any incentives?	None

TENANT SATISFACTION SURVEY 2024

Number of interviewers	Four
Interview/ self completion validation methods	10% of field interviews have been validated by respondent recontact.
Showcards or any other materials used?	None.
Weighting procedures (if applicable)	Not applicable.
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings and methods of statistical analysis if applicable	+/-6.8% for tenants based upon a 50% estimate at the 95% confidence level

NB If publishing any results please ensure that any conclusions or data reported are adequately supported by the data provided in this report.