



Easthall Park Housing Co-operative

Customer Satisfaction Survey

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Easthall Park Housing Co-operative

Customer Satisfaction Survey 2019

Contents

1.	EXECUTIVE SUMMARY	6
2.	INTRODUCTION, BACKGROUND AND OBJECTIVES.....	9
2.1	Introduction.....	9
2.2	Background and objectives.....	9
3.	METHODOLOGY.....	10
3.1	Research Method.....	10
3.2	Questionnaire design	10
3.3	Sample Size	11
3.4	Interviewing and quality control.....	13
3.5	Survey Analysis and Reporting	13
3.6	Report Structure.....	14
4.	OVERALL SATISFACTION	15
4.1	Satisfaction with the overall service provided by Easthall Park (Q1)	15
5.	INFORMATION AND COMMUNICATION	18
5.1	Sources of obtaining information (Q3).....	18
5.2	The Newsletter (Q4).....	19
5.3	The website/ mobile app (Q5/6)	20
5.4	Use of email/ internet/ mobile phones (Q7)	21
5.5	Household internet access (Q8)	21
5.6	Keeping tenants informed (Q9)	22
6.	PARTICIPATION.....	23
6.1	Consultation Topics (Q10)	23
6.2	Participation activities (Q11)	24
6.3	Reasons for not becoming more involved (Q12).....	25
6.4	Participation opportunities (Q13).....	26
6.5	Preferred level of consultation (Q14)	27
7.	CUSTOMER CARE.....	28
7.1	Quality of customer care (Q15)	28
7.2	Opening hours (Q16/17).....	29

7.3	Preferred contact method (Q18)	29
7.4	Contact with the Co-operative in the last 12 months (Q19-21)	30
7.5	Satisfaction with elements of customer care received (Q22)	30
7.6	Satisfaction with information and advice given (Q23)	31
7.7	Treating tenants fairly (Q24)	33
7.8	Complaints procedure (Q25)	33
8.	EASTHALL PARK'S SERVICES	34
8.1	Service priorities (Q26)	34
8.2	"Making a difference to our community" (Q27)	35
8.3	What Easthall Park is best at (Q28)	36
8.4	Suggestions for improvement (Q29)	37
9.	THE HOME	38
9.1	Satisfaction with the repairs service (Q30/31)	38
9.2	Reporting repairs (Q32)	39
9.3	Satisfaction with aspects of the repairs service (Q33)	40
9.4	Repairs appointments (Q34)	42
9.5	Out of hours repairs service (Q35/36)	42
10.	THE HOME	43
10.1	Satisfaction with the quality of the home (Q37)	43
10.2	Priorities for planned maintenance programme (Q38)	44
11.	AFFORDABILITY AND VALUE FOR MONEY	45
11.1	Affordability of electricity/ gas bills (Q39/40)	45
11.2	Housing Benefit/ Universal Credit (Q41)	45
11.3	Affordability of rent payments (Q42)	46
11.4	Financial difficulties (Q43)	47
11.5	Information on rent charge (Q44)	47
11.6	Value for money (Q45/46)	48
12.	THE NEIGHBOURHOOD	49
12.1	Satisfaction with neighbourhood as a place to live (Q55)	49
12.2	Satisfaction with aspects of the neighbourhood (Q56)	50
12.3	Management of the neighbourhood (Q57)	52
12.4	Neighbourhood problems (Q58)	53
13.	TENANT PROFILE INFORMATION	56
13.1	Demographic summary	56
14.	OWNERS RESULTS	57
14.1	Overall satisfaction	57

14.2 Information and communication	57
14.3 Participation	58
14.4 Customer care	59
14.5 Easthall Park's services	61
14.6 Factoring charges	62
14.7 The neighbourhood.....	64
15. CONCLUSIONS	65

APPENDIX 1: QUESTIONNAIRE

APPENDIX 2: TECHNICAL REPORT SUMMARY

APPENDIX 3 : DATA TABLES

1. EXECUTIVE SUMMARY

INTRODUCTION

- Easthall Park Housing Co-operative commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- Overall, a total of 280 interviews were completed with Easthall Park tenants, representing a 40% response rate from in scope tenants. In addition to the tenants' survey, 14 interviews were completed with the Co-operative's owner occupiers.
- This data provides data accurate to +/- 4.53% based upon a 50% estimate level at the 95% confidence level, providing robust data upon which the Co-operative can be confident about making decisions.
- This executive summary highlight the key findings from this programme of research.

SCOTTISH SOCIAL HOUSING CHARTER SATISFACTION INDICATORS

The table below shows the results for the Scottish Housing Regulator indicators for Easthall Park Housing Co-operative, compared to the Co-operative's previous tenant satisfaction surveys, undertaken in 2012, 2014 and 2016. Please note all indicators with the exception of the last one on the factoring service are for tenants only.

Scottish Social Housing Charter Indicators	2012	2014	2016	2019
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Easthall Park? (% very/ fairly satisfied)	97%	93%	95%	90%
How good or poor do you feel Easthall Park is at keeping you informed about their services and decisions? (%very good/ fairly good)	95%	99%	99%	96%
How satisfied or dissatisfied are you with the opportunities given to you to participate in Easthall Park's decision making process? (% very/ fairly satisfied)	97%	95%	96%	98%
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Easthall Park? (% very/ fairly satisfied)- Those who have reported a repair in the last 12 months	86%	87%	97%	85%
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	94%	94%	99%	93%
Taking into account the accommodation and services Easthall Park 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)	89%	66%	78%	75%
Overall, how satisfied or dissatisfied are you with Easthall Park's management of the neighbourhood you live in?	85%	95%	98%	92%
(OWNERS) Taking everything into account how satisfied or dissatisfied are you with the factoring service provided by Easthall Park Housing Co-operative?	90%	80%	86%	71%

As can be seen in the table, satisfaction values for all indicators have decreased since 2016, although please note that for 4 out of 7 of the tenant indicators these have not been significant differences (i.e. a decrease of over more than 5 percentage points). The biggest decrease in satisfaction can be seen regarding the repairs service where satisfaction has decreased by 12 percentage points.

AREAS OF HIGH/ IMPROVING PERFORMANCE

The results of the 2019 survey reveal that, in general, the Co-operative is performing to a relatively high standard with satisfaction levels generally being above 90% for most aspects. The following points show the key highlights where satisfaction was highest:

- The vast majority of tenants rated the Co-operative good at **keeping them informed** (96%).
- Despite low levels of interest in **participation opportunities**, almost all tenants expressed satisfaction with the opportunities available to them to participate in the Co-operative's decision making processes.
- Letters (91%) and newsletters (88%) were the most **popular sources to obtain information** about the Co-operative and its services.
- **The newsletter** is read by the vast majority of tenants (all but 7 tenants) and almost all tenants agreed it was easy to read (97%), interesting (98%) and informative (99%).
- Satisfaction with the various aspects of **customer care**, was very high at 95%-96% for the various aspects such as staff being friendly, courteous and helpful.

ACTION PLANNING

The following points have been made to highlight key areas where there is room for improvement in terms of the Co-operative's current service offering:

- Satisfaction with the **repairs service** has seen a significant decrease from 97% in 2016 to 85% in 2019. The survey results show that the key area where satisfaction has decreased was regarding the repair being done right first time with satisfaction decreasing from 93% in 2016 to 81% in 2019.
- Satisfaction with the **quality of home** has also seen a decrease from 99% in 2016 to 93% in 2019. Priorities for the home were identified as being window replacements (28%) and bathroom replacements (27%).
- **Management of the neighbourhood** has seen a decrease from 98% in 2016 to 92% in 2019. Satisfaction with the various aspects of the neighbourhood have decreased significantly in terms of children's play

facilities (decreased from 84% in 2016 to 57% in 2019) and activities for youths (decreased from 90% in 2016 to 57% in 2019).

- Fewer tenants in 2019 (85%) were aware of **how to make a complaint** to the Co-operative should they be dissatisfied with any aspect of the service they provide than in 2016 (97%).

2. INTRODUCTION, BACKGROUND AND OBJECTIVES

2.1 Introduction

This report represents and discusses the findings to emerge from Easthall Park Housing Co-operative's Customer Satisfaction Survey 2019.

2.2 Background and objectives

The overall aim of the research was to provide Easthall Park with up to date feedback on customers' views on the landlord services provided and to inform future policy and practice.

Specifically, the survey should: gather customers' views on

- Overall performance
- Equalities
- Customer care and complaints
- Communication
- Tenant participation
- Quality of housing
- Repairs and maintenance
- Estate management, anti social behaviour
- Access to housing and support
- Tenancy sustainment
- Value for money
- Delivery of stock transfer commitments
- Community development
- Welfare reform

It is to this end that the Co-operative commissioned Research Resource to undertake a comprehensive survey of its residents.

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 should be carried out utilising a face to face survey methodology with tenants. 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 Co-operative.
- 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.

In addition to the tenant interviews, interviews were also carried out with owners and these were completed by telephone.

3.2 Questionnaire design

After consultation with Easthall Park Housing Co-operative 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 Easthall Park is required to report;
- 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 Co-operative can have confidence making decisions upon and to maximise the response to the survey.

Overall, a total of 281 interviews were carried out with Easthall Park tenants, providing data accurate to $\pm 4.53\%$ based upon a 50% estimate at the 95% confidence level.

This means that as we have achieved a response from a sample of tenants and not every single tenant there is a 'margin of error' that occurs. In this instance we can be 95% 'sure' that if 50% of tenants responded in a particular way, had we interviewed every single tenant the answer received would have been between 45.47% (50%-4.53%) and 54.53% (50%+4.53%). This is very robust data and data upon which Easthall Park can have confidence making decisions.

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 following tables show the sample profile broken down by street, house type and the two geographical areas where Easthall Park operates compared to the population. As can be seen below, the interview profile is in line with the overall tenant population profile in terms of all of these factors, varying by no more than 5 percentage points. We are comfortable that the data is representative of the Co-operatives stock and therefore the data reported is unweighted.

Area	Population		Interviews		Difference
	No.	%	No.	%	
Easthall	505	72.7%	204	72.9%	0.2%
Kildermorie	190	27.3%	76	27.1%	-0.2%
Grand Total	695	100.0%	280	100.0%	0.0%

Street	Population		Interviews		Difference
	No.	%	No.	%	
Arnisdale Court	18	2.6%	7	2.5%	-0.1%
Arnisdale Gate	17	2.4%	8	2.9%	0.4%
Arnisdale Place	6	0.9%	2	0.7%	-0.1%
Arnisdale Road	11	1.6%	4	1.4%	-0.2%
Arnisdale View	23	3.3%	9	3.2%	-0.1%
Banton Place	49	7.1%	20	7.1%	0.1%
Easthall Place	12	1.7%	5	1.8%	0.1%
Edderton Place	36	5.2%	11	3.9%	-1.3%
Edderton Way	30	4.3%	13	4.6%	0.3%
Eddlewood Court	17	2.4%	7	2.5%	0.1%
Eddlewood Path	8	1.2%	3	1.1%	-0.1%
Eddlewood Place	11	1.6%	4	1.4%	-0.2%
Eddlewood Road	29	4.2%	12	4.3%	0.1%
Glenburnie Place	18	2.6%	7	2.5%	-0.1%
Halliburton Road	26	3.7%	10	3.6%	-0.2%
Halliburton Terrace	17	2.4%	7	2.5%	0.1%
Kildermorie Place	6	0.9%	2	0.7%	-0.1%
Kildermorie Road	22	3.2%	9	3.2%	0.0%
Lochbridge Road	26	3.7%	10	3.6%	-0.2%
Shandwick Street	29	4.2%	11	3.9%	-0.2%
Struie Street	4	0.6%	2	0.7%	0.1%
Trondra Place	6	0.9%	2	0.7%	-0.1%
Wardie Place	15	2.2%	6	2.1%	0.0%
Wardie Road	160	23.0%	71	25.4%	2.3%
Ware Road	88	12.7%	34	12.1%	-0.5%
Westerhouse Road	11	1.6%	4	1.4%	-0.2%
Total	695	100.0%	280	100.0%	0.0%

House type	Population		Interviews		Difference
	No.	%	No.	%	
Detached Villa	1	0.1%	1	0.4%	0.2%
End Terrace	56	8.1%	23	8.2%	0.2%
End Terrace Town House	2	0.3%	0	0.0%	-0.3%
GF TF with main door+lose door	6	0.9%	1	0.4%	-0.5%
Ground Floor Aged Person	9	1.3%	3	1.1%	-0.2%
Ground floor tenement flat	35	5.0%	16	5.7%	0.7%
House	104	15.0%	51	18.2%	3.3%
Lower Cottage	61	8.8%	23	8.2%	-0.6%
Main Door Tenement Flat	45	6.5%	23	8.2%	1.7%
Mid Terrace	78	11.2%	29	10.4%	-0.9%
Mid Terrace Town House	2	0.3%	0	0.0%	-0.3%
Semi Detached	68	9.8%	29	10.4%	0.6%
Top Floor Aged Person	8	1.2%	5	1.8%	0.6%
Top Floor Tenement Flat	82	11.8%	31	11.1%	-0.7%
Upper Cottage	63	9.1%	11	3.9%	-5.1%
Upper Floor Tenement Flat	75	10.8%	34	12.1%	1.4%
Grand Total	695	100.0%	280	100.0%	0.0%

In addition to the tenants' survey, 14 interviews were completed with the Co-operative's owner occupiers by telephone.

3.4 Interviewing and quality control

All face to face interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between 11th March to the 12th April 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. For a number of the key questions, comparative analysis has also been undertaken comparing survey results from the Co-operative's previous tenant satisfaction survey which was undertaken in 2012, 2014 and 2016.

Please note that not all percentages sum to 100% due to rounding.

3.6 Report Structure

This document details the key findings to emerge from the survey, addressing the key findings of the survey for Easthall Park Housing Co-operative.

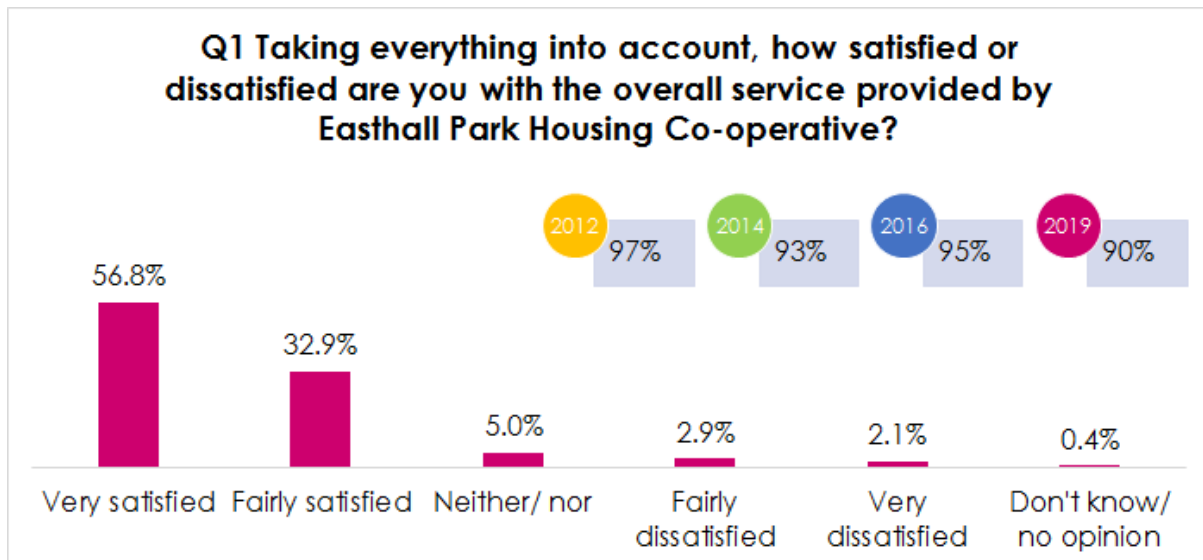
CHAPTER 4.	OVERALL SATISFACTION
CHAPTER 5.	INFORMATION AND COMMUNICATION
CHAPTER 6.	PARTICIPATION
CHAPTER 7.	CUSTOMER CARE
CHAPTER 8.	EASTHALL PARK'S SERVICES
CHAPTER 9.	REPAIRS
CHAPTER 10.	THE HOME
CHAPTER 11.	AFFORDABILITY AND VALUE FOR MONEY
CHAPTER 12.	THE NEIGHBOURHOOD
CHAPTER 13.	TENANT PROFILE INFORMATION
CHAPTER 14.	OWNER SATISFACTION
CHAPTER 15:	CONCLUSIONS
APPENDIX 1:	QUESTIONNAIRE
APPENDIX 2:	TECHNICAL REPORT SUMMARY
APPENDIX 3:	DATA TABLES

4. OVERALL SATISFACTION

4.1 Satisfaction with the overall service provided by Easthall Park (Q1)

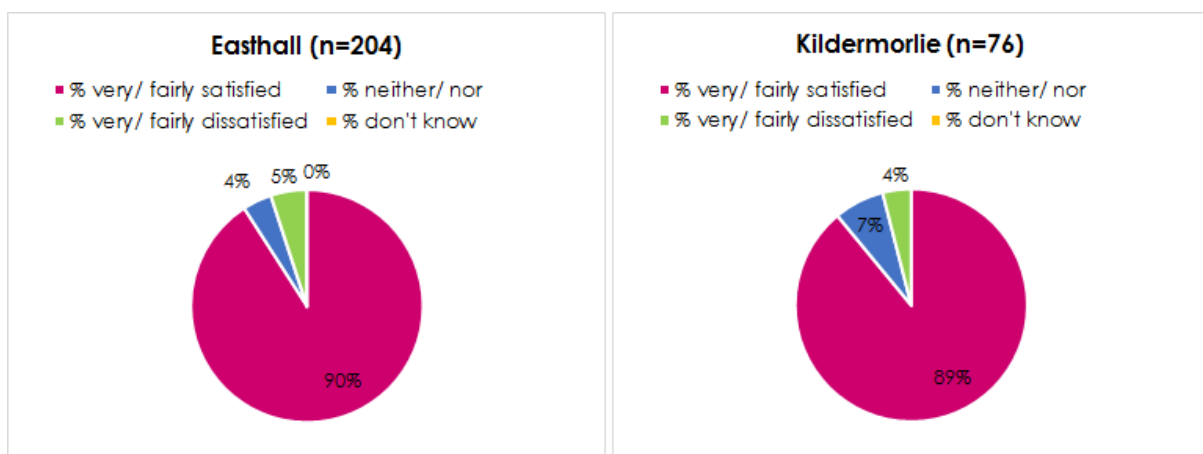
The survey opened by asking tenants how satisfied or dissatisfied they were with Easthall Park as their landlord. Nine in ten tenants (90%) said they were very or fairly satisfied compared to 5% who were neither satisfied nor dissatisfied and 5% who were very or fairly dissatisfied and less than 1% who were unsure or had no opinion.

Overall satisfaction has decreased from 95% in 2016 to 90% in 2019.



As shown in the charts below, the results to this question do not vary significantly by area.

Satisfaction with overall service



Where tenants were not satisfied in this respect they were asked to provide their reasons for feeling this way. The following comments were provided by tenants:

- *Have issues with neighbours for past 2 years - trying to get a move but not very helpful.*
- *I had a lot out my back and they never addressed it (drinking parties).*
- *They make false promises waited 3 years to get verandas done.*
- *Not sympathetic with understanding of the rent issues.*
- *It is ok.*
- *They don't treat pensioners well.*
- *I have been waiting 5 years for door in close to be sorted and I have to chase the young team out the close.*
- *Quality of house not good. My partner has Huntingdon's disease and we are to move.*
- *Feel they are very unhelpful.*
- *Every time I report a repair they tell me I have to pay for the repairs. I am on benefits and can't afford this.*
- *No reason but not really happy with Universal Credit situation.*
- *Won't do repairs, rats in home and no help. Heating system is cold, small radiator in living room. Back door is poor and mould on windows.*
- *Unhappy with repairs not getting done.*
- *Feel communication is poor and could do garden maintenance.*
- *Repairs take too long to do.*
- *Ongoing problem with car park and leaks in home.*
- *Not enough information about rent increases and home has been built badly.*
- *Not doing repairs when needed.*
- *Some repairs take a while.*
- *Won't put bath in home.*
- *Home not suitably adapted for disabled in kitchen and bedroom wardrobes to high.*
- *Keep saying they are going to upgrade things but never do.*
- *Don't like the flat, prefer back and front door.*
- *I feel they won't help unless you are on the committee and don't let others get involved.*
- *Don't upkeep area with gardens and not cleaning dog fouling.*

- *I do repairs myself.*
- *I broke my arm outside and had an officer out from the Housing Association who was rude (may have been a building inspector).*

5. INFORMATION AND COMMUNICATION

5.1 Sources of obtaining information (Q3)

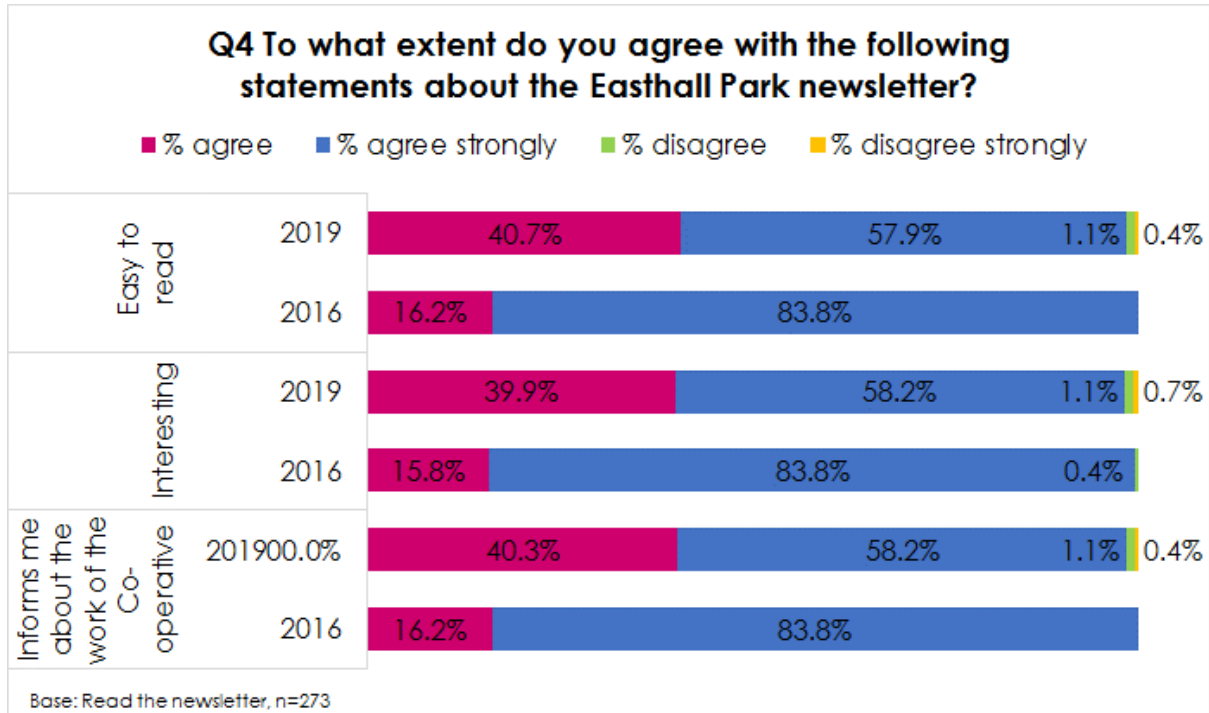
Written communications were by far and away the most popular methods used by tenants to obtain information about Easthall Park and its services with 91% using letters and 88% using newsletters. These were also the most popular sources used in 2016.

Q3 Which of the following sources do you use to obtain information about Easthall Park and its services?		
Base: All respondents, n=280	No.	%
Letters	256	91.4%
Newsletters	245	87.5%
Surveys	49	17.5%
Staff visits	23	8.2%
Visit to the office	15	5.4%
Reading the Annual Report	10	3.6%
Local meetings	8	2.9%
Facebook	6	2.1%
Attending the AGM	6	2.1%
Website	5	1.8%
Office notice board	3	1.1%
Twitter	0	0.0%
Other	20	7.1%
Don't know	1	0.4%

5.2 The Newsletter (Q4)

All but 7 tenants said they read the Co-operative's newsletter. The newsletter was highly thought of with:

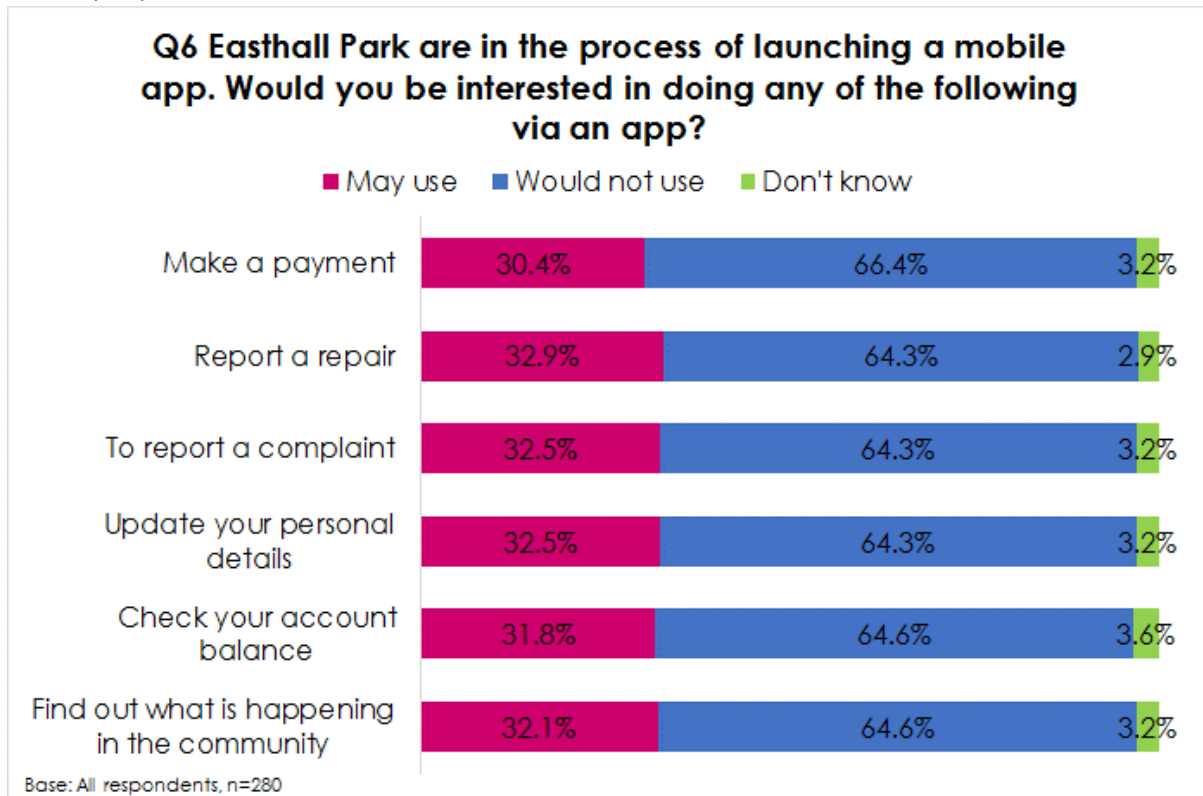
- 99% agreeing it is easy to read (100% in 2016)
- 98% agreeing it is interesting (100% in 2016)
- 99% agreeing it informs them about the work of the Co-operative (100% in 2016).



5.3 The website/ mobile app (Q5/6)

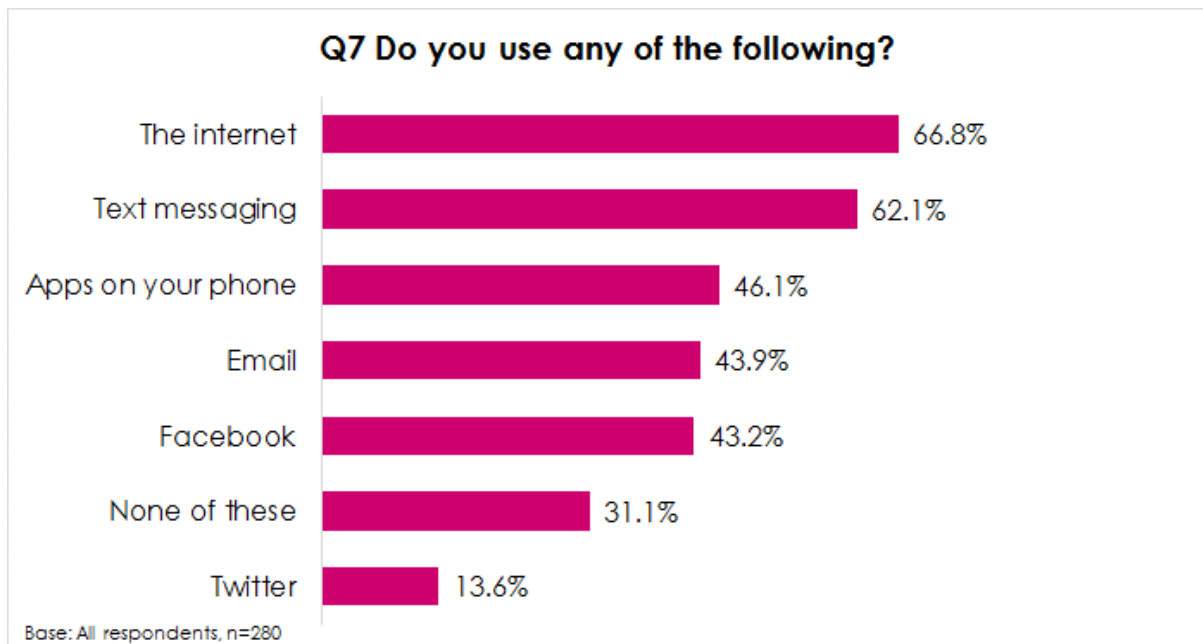
Seven in ten tenants (70%) were aware that the Co-operative has its own website (74% in 2016).

Easthall Park are in the process of launching a mobile app. Tenants were asked whether they would be interested in doing a variety of things via an app. This reveals that the majority of tenants (over 6 in 10) said they would not use an app for any of these purposes.



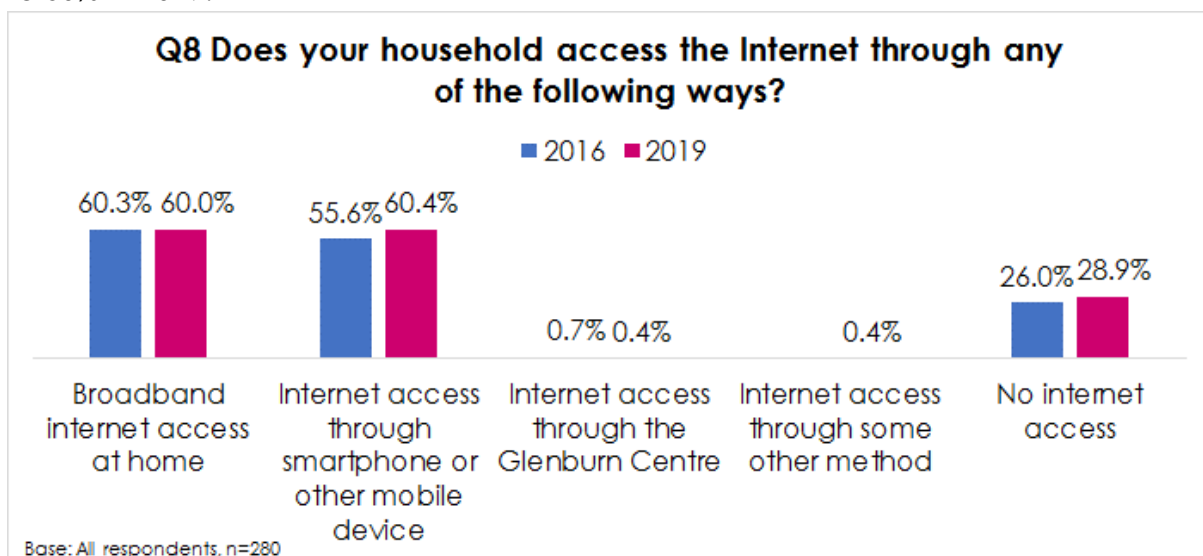
5.4 Use of email/ internet/ mobile phones (Q7)

Just under 7 in 10 tenants (67%) said they used the internet and 62% use text messaging. Just over 3 in 10 tenants did not use any of the things shown in the chart below.



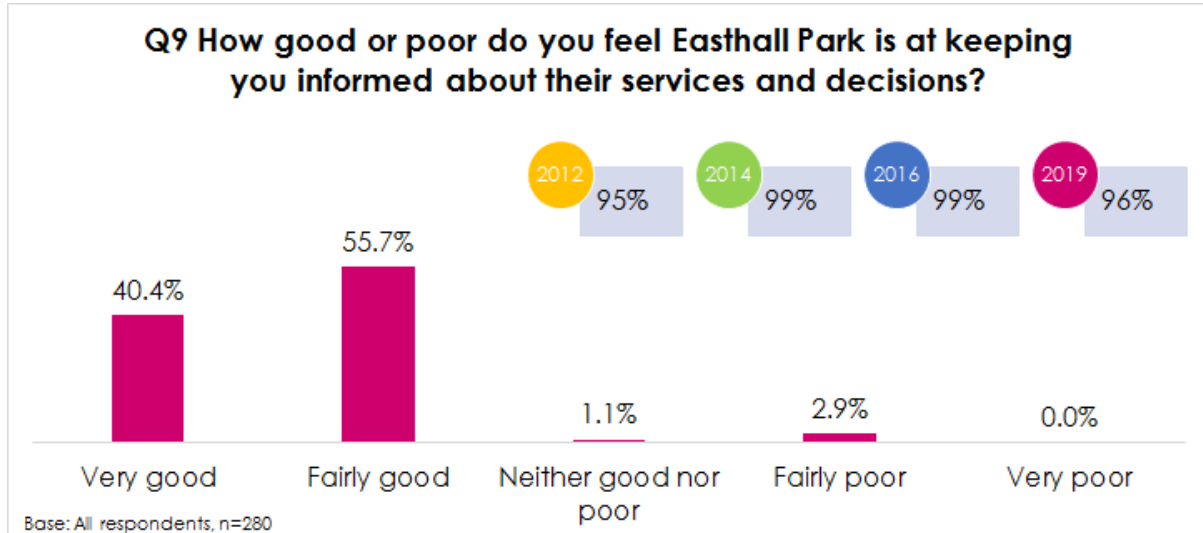
5.5 Household internet access (Q8)

Six in ten tenants (60%) had Broadband internet access at home or via a smartphone or other mobile device. Just under 3 in 10 tenants (29%) said their household had no internet access. The results to this question have seen a marginal increase in terms of access via mobile devices which has increased from 56% in 2016 to 60% in 2019.



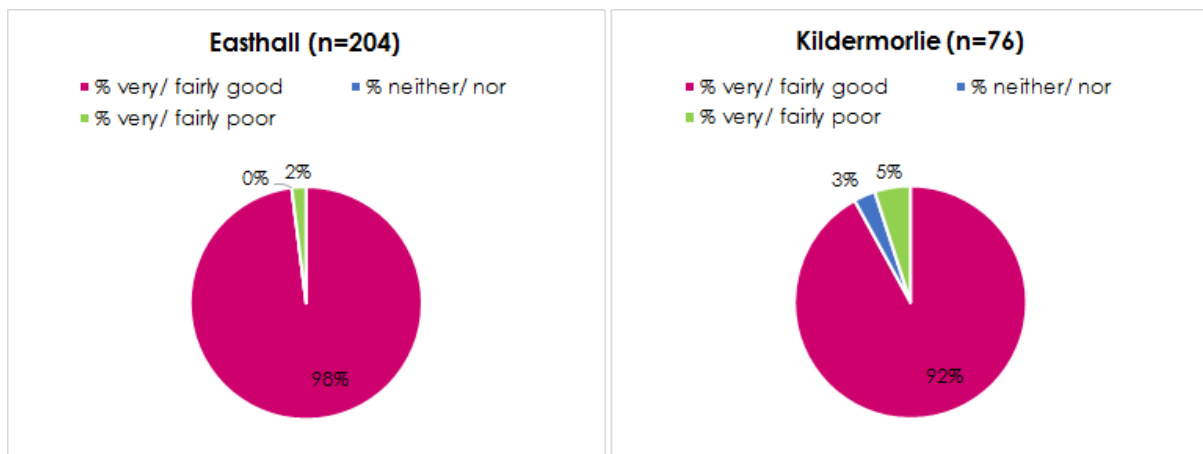
5.6 Keeping tenants informed (Q9)

In terms of keeping tenants informed, 96% of tenants rated Easthall Park very or fairly good in this respect compared to 1% who said they were neither good nor poor and 3% who said they were fairly poor. The overall percentage of tenants who rated the Co-operative very or fairly good has decreased marginally from 99% in 2016 to 96%.



Easthall had a higher proportion of tenants who were satisfied (98%) than Kildermorie (92%).

Satisfaction with keeping tenants informed



6. PARTICIPATION

6.1 Consultation Topics (Q10)

Tenants were asked about the types of things they are particularly interested in being consulted on. This revealed that over half of tenants (55%) were not interested in being consulted on any of these things, however this is a decrease on the 2016 survey where 74% were not interested. On the other hand, tenants were most likely to be interested in being consulted on day to day repairs and maintenance issues (40%) and the planning for longer term upgrading of homes (38%).

Q10 In terms of matters that Easthall Park consults residents on, what types of things are you particularly interested in being consulted about?				
	2016 (n=277)		2019 (n=280)	
	No.	%	No.	%
Day to day repairs and maintenance issues	41	14.8%	112	40.0%
Planning for longer term upgrading of homes	53	19.1%	107	38.2%
Rent setting and affordability	41	14.8%	90	32.1%
Customer service issues	6	2.2%	89	31.8%
Housing policies (e.g. allocations, rents, neighbour disputes etc.)	40	14.4%	83	29.6%
Issues affecting the wider neighbourhood (e.g. local facilities, community safety)	8	2.9%	83	29.6%
Commenting on Information Sheets	1	0.4%	15	5.4%
Other	-	-	2	0.7%
None, not interested in becoming involved	205	74.0%	153	54.6%

6.2 Participation activities (Q11)

In terms of the ways tenants would prefer to give their views, three quarters of tenants said they would prefer taking part in face to face surveys (75%) and 36% would prefer to speak informally with staff. Speaking informally with staff was the top response for tenants in 2016 (46%).

Q11 How would you prefer to give your views?				
	2016 (n=277)		2019 (n=280)	
	No.	%	No.	%
By taking part in face to face surveys	10	3.6%	209	74.6%
Informally speaking to staff	126	45.5%	102	36.4%
By taking part in telephone surveys	1	0.4%	40	14.3%
By taking part in postal surveys	1	0.4%	39	13.9%
By attending the AGM	19	6.9%	29	10.4%
Local meetings about issues in the area	32	11.6%	14	5.0%
By taking part in social events e.g. Gala Day	11	4.0%	9	3.2%
By taking part in email/ online surveys	*	*	8	2.9%
By coming to open days	16	5.8%	7	2.5%
By taking part in focus groups	2	0.7%	6	2.1%
Via Facebook or Twitter	1	0.4%	5	1.8%
By taking part in a policy review on a particular subject	*	*	5	1.8%
By becoming a member of the Management Committee	*	*	4	1.4%
By being part of the Co-op's Resident Panel	*	*	3	1.1%
Other	17	6.1%	6	2.1%
Don't know	114	41.2%	26	9.3%

*New options in 2019

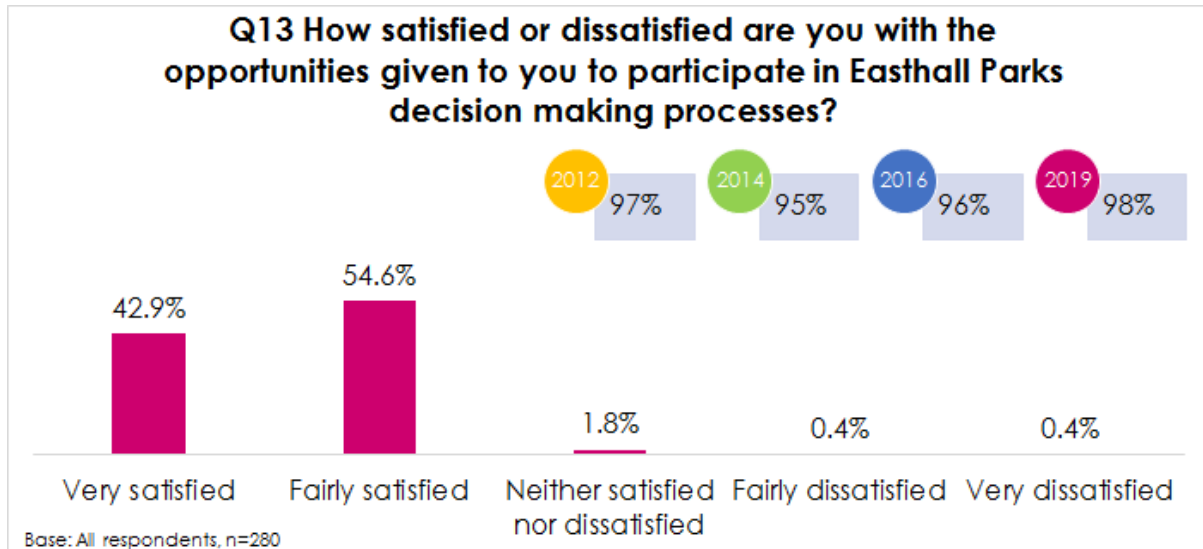
6.3 Reasons for not becoming more involved (Q12)

All tenants were asked for any reasons that prevent them from becoming more involved with the Co-operative. Over 1 in 4 tenants (26%) cited health or disability issues (26%) and this was followed by a lack of interest in becoming involved (23%) and work commitments (22%). A lack of interest (31%) and work commitments (31%) were the top reasons given in 2016.

Q12 What, if anything, stops you from becoming more involved with Easthall Park?				
	2016 (n=277)		2019 (n=280)	
	No.	%	No.	%
Health/disability issues	29	10.5%	74	26.4%
Not interested	87	31.4%	65	23.2%
Work commitments	86	31.0%	61	21.8%
Childcare commitments	63	22.7%	43	15.4%
Nothing, I am already involved	12	4.3%	28	10.0%
Happy with things as they are	9	3.2%	11	3.9%
Don't think they listen anyway	4	1.4%	4	1.4%
Don't think I have anything to contribute	19	6.9%	2	0.7%
They're doing a good job so I don't feel the need to get involved	12	4.3%	2	0.7%
Lack confidence in speaking up	-	-	2	0.7%
Don't understand enough about the work of the Co-operative	-	-	1	0.4%
Not aware of any meetings/ opportunities to participate	-	-	0	0.0%
Other	1	0.4%	5	1.8%

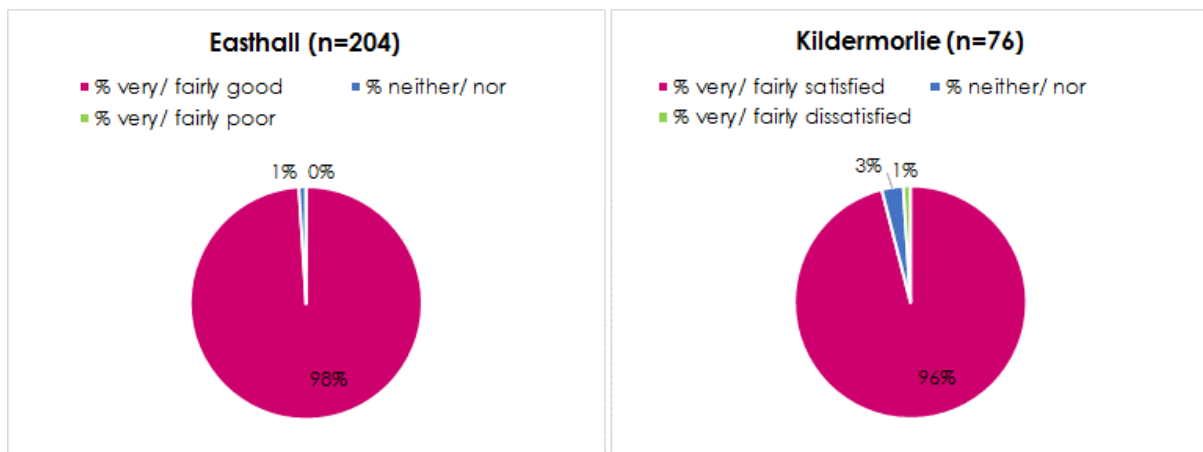
6.4 Participation opportunities (Q13)

Almost all tenants (98%) were either very or fairly satisfied with the opportunities provided to them to participate in Easthall Park's decision-making processes compared to 2% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied. Overall satisfaction has not changed significantly compared to the 2016 survey (96%), 2014 survey (95%) and 2012 survey (97%).



The results to this question do not vary significantly by area.

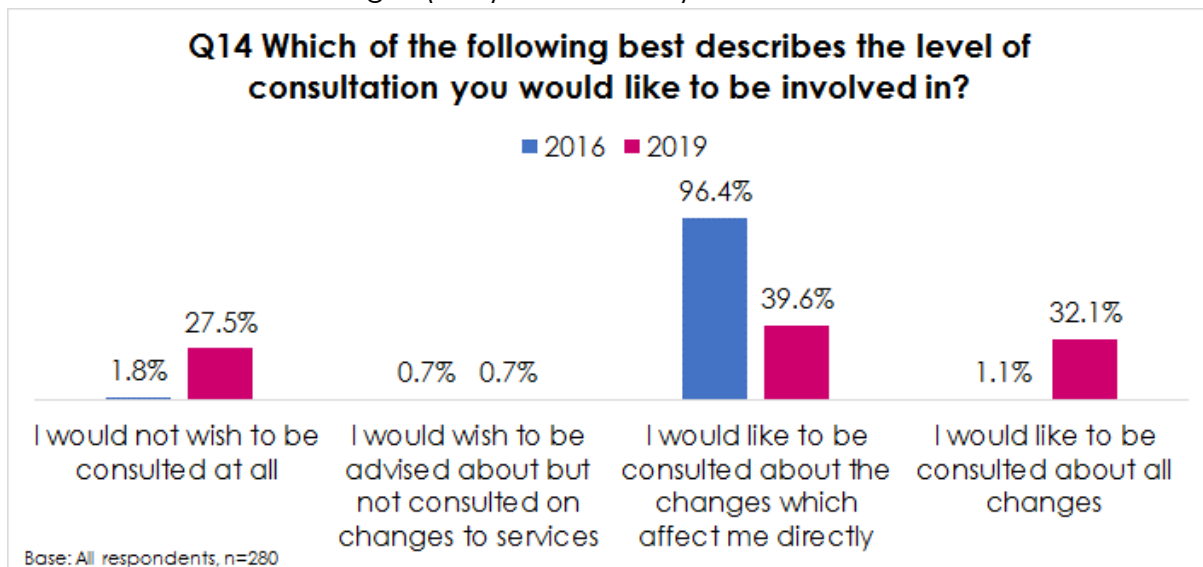
Satisfaction with participation opportunities



6.5 Preferred level of consultation (Q14)

In terms of their preferred level of involvement, 28% said they would not wish to be consulted at all, 1% said they would wish to be advised about but not consulted on changes to services, 40% said they would like to be consulted about the changes which affect them directly and 32% would like to be consulted about all changes.

The results have changed significantly compared to those reported in 2016. For example, significantly more tenants now do not wish to be consulted at all (38%) than in 2016 (2%). However, there are also now more tenants who would like to be consulted about all changes (32%) than in 2016).

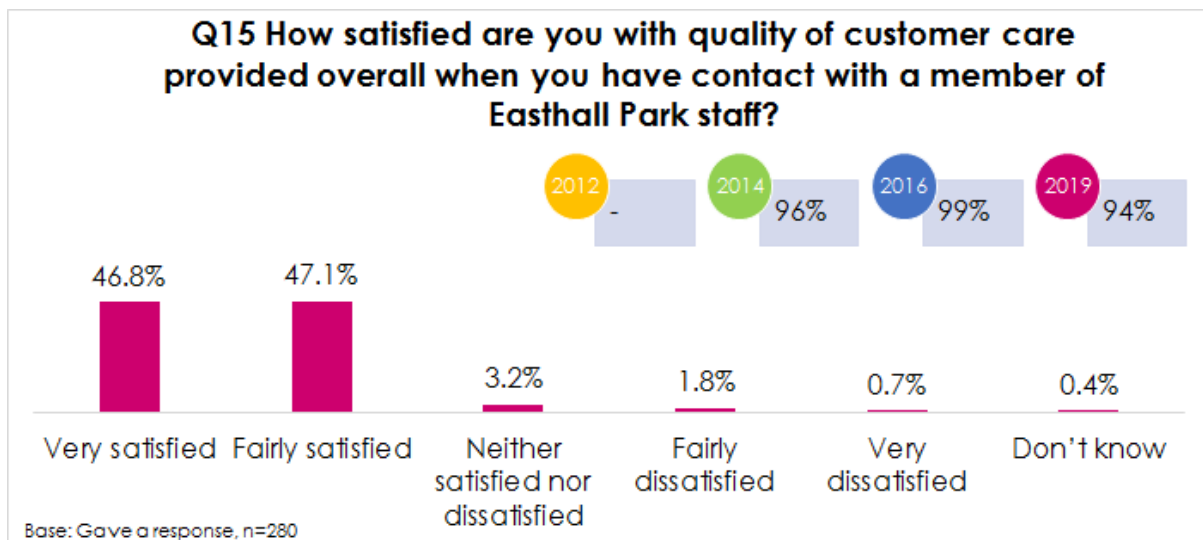


7. CUSTOMER CARE

7.1 Quality of customer care (Q15)

With regards to satisfaction with the quality of customer care provided overall when contacting a member of Easthall Park staff, 94% were either very or fairly satisfied compared to 3% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied.

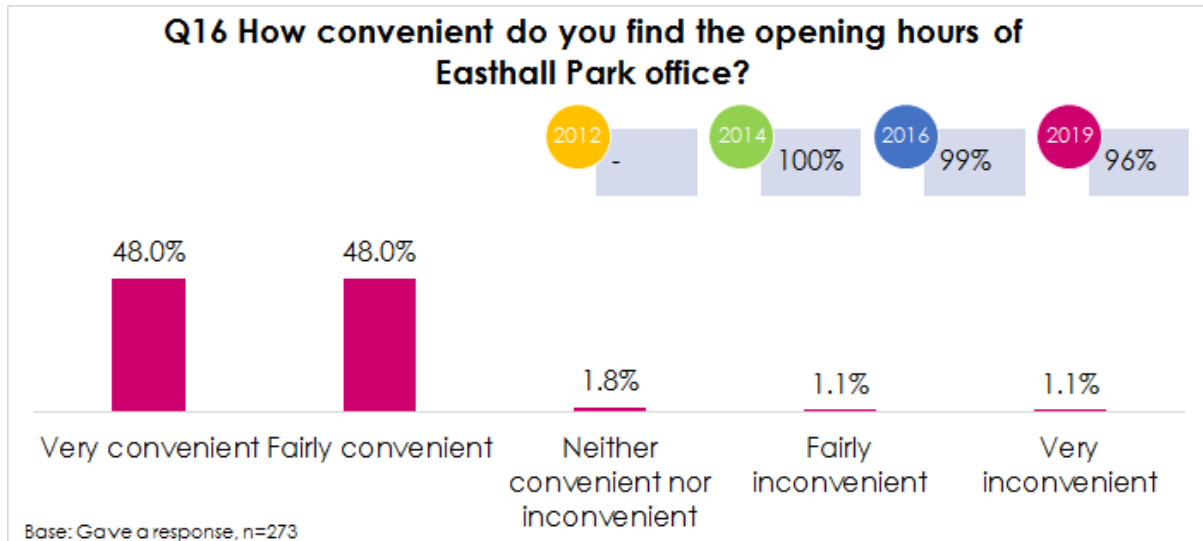
Overall satisfaction with the quality of customer care has seen a decrease from 99% in 2016 to 94% in 2019.



7.2 Opening hours (Q16/17)

Almost all tenants considered the opening hours to be very or fairly convenient (96%) compared to 2% who said they were inconvenient and 2% who felt they were neither convenient nor inconvenient.

The proportion of respondents who consider the opening hours to be convenient has decreased marginally from 99% in 2016 to 96% in 2019.



Just 14% of tenants were aware that Easthall Park offices are open late until 7pm on the second last Wednesday of each month.

7.3 Preferred contact method (Q18)

In terms of the preferred method for contacting Easthall Park, 81% said they preferred to telephone the office, 18% prefer a personal visit to the office and 1% prefer to have written contact via letter.

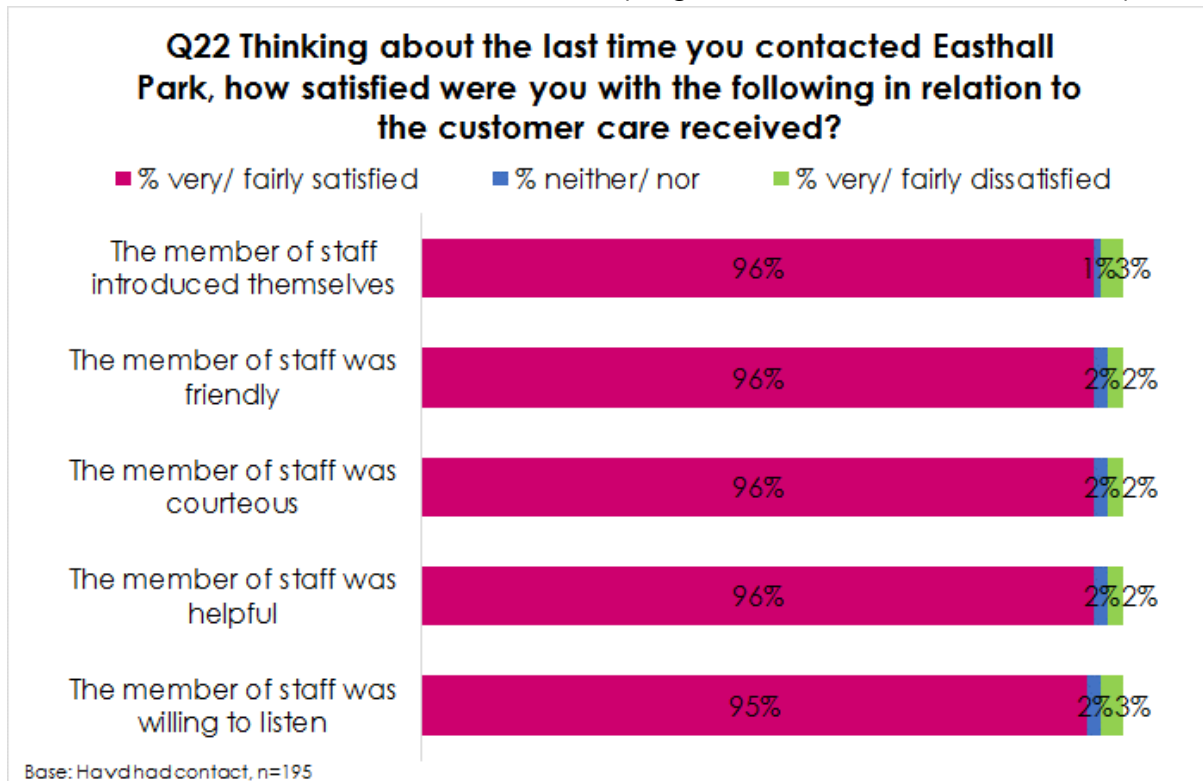
7.4 Contact with the Co-operative in the last 12 months (Q19-21)

Two thirds of tenants (67%) have contacted the Co-operative in the last 12 months. The main reason for contacting Easthall Park was to report a repair (69%), followed by making an enquiry about rent charges (11%).

Q21 What was the reason for your last contact with Easthall Park?		
Base: Contacted the Co-operative, n=188	No.	%
Repairs	129	68.6%
To discuss my rent	20	10.6%
To complain about a neighbour or anti social behaviour issue	8	4.3%
To discuss a transfer or exchange	5	2.7%
To discuss planned improvements to my house	4	2.1%
To make a payment	2	1.1%
To complain about a Co-operative service	2	1.1%
Factoring service	0	0.0%
Other	18	9.6%

7.5 Satisfaction with elements of customer care received (Q22)

Those who had contacted the Co-operative were asked how satisfied or dissatisfied they were with various aspects of the customer care they received. Satisfaction levels as shown in the chart below were very high at either 95% or 96% for all aspects.

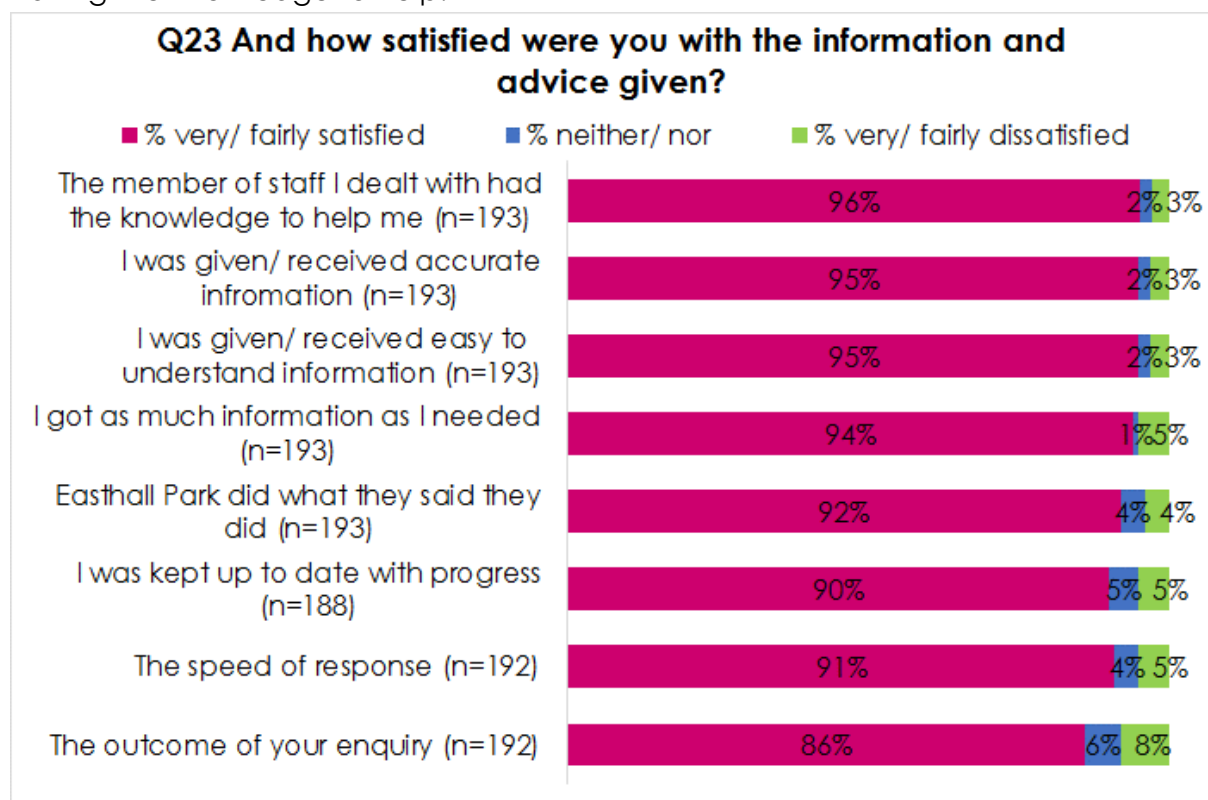


The table below compares overall satisfaction levels for 2014, 2016 and 2019. As can be seen below, the results have decreased by no more than 4 percentage points when compared to the 2016 survey with the biggest decrease in satisfaction being regarding the member of staff introducing themselves where satisfaction has decreased from 100% in 2016 to 96% in 2019.

Q22 The member of staff... (2014/ 2016/ 2019 comparison)			
	2014	2016	2019
The member of staff introduced themselves	97%	100%	96%
The member of staff was friendly	94%	98%	96%
The member of staff was courteous	94%	98%	96%
The member of staff was helpful	88%	98%	96%
The member of staff was willing to listen	89%	97%	95%

7.6 Satisfaction with information and advice given (Q23)

In terms of the information and advice given, satisfaction levels ranged from 86% with regards to the outcome of the enquiry to 96% in terms of the member of staff having the knowledge to help.



Compared to the 2016 results, satisfaction levels have seen a significant decrease in terms of:

- The outcome of the enquiry (decreased by 10 percentage points)
- The speed of response (decreased by 6 percentage points)
- Being kept up to date with progress (decreased by 6 percentage points)
- Easthall Park doing what they said they would (decreased by 5 percentage points).

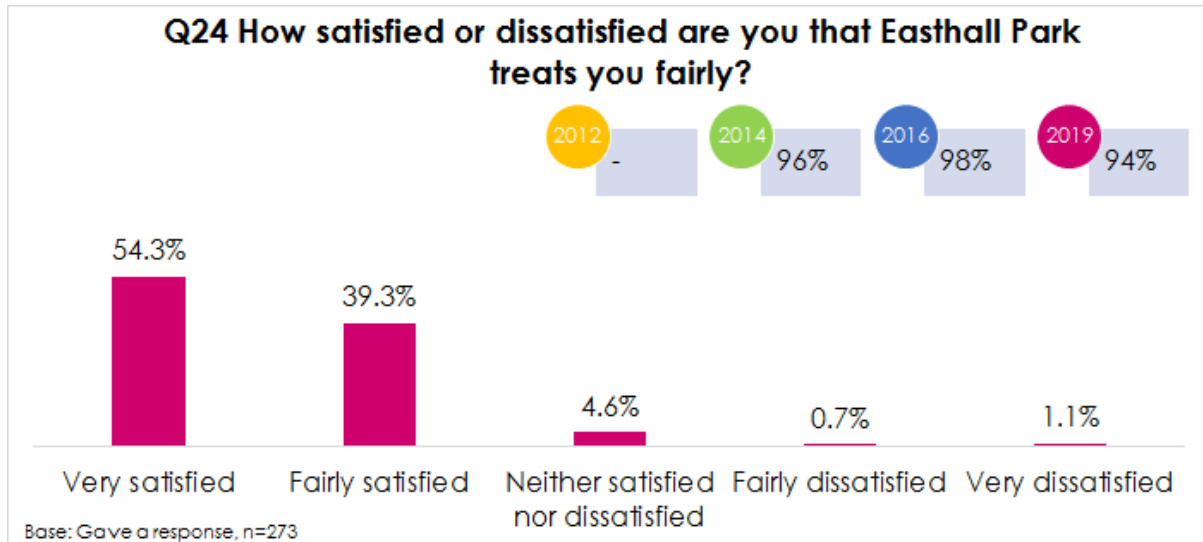
Q23 Satisfaction with information and advice...(2014/ 2016/ 2019 comparison)			
	2014	2016	2019
The member of staff I dealt with had the knowledge to help me	94%	97%	96%
I was given/ received accurate information	91%	97%	95%
I was given/ received easy to understand information	91%	98%	95%
I got as much information as I needed	88%	98%	94%
Easthall Park did what they said they did	83%	97%	92%
I was kept up to date with progress	86%	96%	90%
The speed of response	84%	97%	91%
The outcome of your enquiry	84%	96%	86%

Of the 14 tenants who were dissatisfied with the outcome of their enquiry, 9 had reported repairs to the Association, 2 tenants had made a complaint about a neighbour or anti-social behaviour, 1 tenant had made a complaint about a service, 1 tenant had made contact to discuss a transfer or exchange and 1 tenant had contacted the Co-operative about their rent.

7.7 Treating tenants fairly (Q24)

Over 9 in 10 tenants (94%) were either very or fairly satisfied that Easthall Park treats them fairly compared to 5% who said they were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied.

Overall satisfaction has seen a marginal decrease from 98% in 2016 to 94% in 2019.



7.8 Complaints procedure (Q25)

Over 8 in 10 tenants (85%) were aware of how to make a complaint if they were unhappy with any aspect of the service Easthall Park provides. This is a decrease on the 2016 survey where 97% were aware.

8. EASTHALL PARK'S SERVICES

8.1 Service priorities (Q26)

Tenants were asked to select from a list of landlord activities and service which were most important to them. The top three priorities for tenants were:

- Providing an effective repairs service (85%)
- Modernising tenants' homes to keep them a reasonable standard (63%)
- Keeping rents and charges affordable (39%)

These three priorities are consistent with those reported in the 2016 survey.

Q26 Which of the following landlord activities and services are most important to you?				
	Top priority	2nd priority	3rd priority	Overall priority
Providing an effective repairs service	41.8%	20.7%	22.9%	85%
Modernising tenants homes to keep them a reasonable standard	11.4%	28.9%	22.9%	63%
Keeping rents and charges affordable	17.9%	13.2%	7.9%	39%
Telling residents more about what we are doing	6.1%	8.9%	14.3%	29%
Providing a money advice/welfare rights service	6.1%	7.9%	11.1%	25%
Running initiatives/activities for the benefit of the community from the Glenburn Centre e.g. social activities, youth clubs, training opportunities	7.5%	5.7%	7.1%	20%
Providing support for vulnerable tenants e.g. aids and adaptations or grass cutting for those who cannot do this for themselves	4.3%	8.9%	5.4%	19%
Doing more to deal with neighbourhood issues(e.g. ASB, vandalism)	4.3%	2.1%	4.6%	11%
Encouraging more residents to take an active part in its decisions	0.0%	1.8%	2.5%	4%
Dealing with people who don't pay their rent or factoring charge	0.0%	1.1%	0.7%	2%
Providing a community bank service	0.0%	0.0%	0.0%	0%
Don't know	0.4%	0.4%	0.4%	1%
None	0.4%	0.4%	0.4%	1%

8.2 “Making a difference to our community” (Q27)

The Co-operative's mission statement is “Making a difference to our community”. The Co-operative in partnership with Easthall Park Residents' Co-operative runs a wide range of social enterprise activities such as a job club, specialised welfare rights advice, IT suite, community café and activities for adults with support needs and young people. With this in mind respondents were asked whether they felt these activities are of value and make a difference to the community. Almost all respondents (91%, 95% in 2016) were of the opinion that these activities are valuable and make a difference.

Those who answered yes, were asked to explain why they felt this way. The open-ended responses provided to this question have been coded into common themes for analysis purposes and are shown in the table below. Just under 4 in 10 of this group of tenants (39%) commented that the service and support they receive from the Co-operative is great and a further 23% of tenants said that these types of activities get tenants involved and gives them something to do.

Q27a Yes (why do you say this?)		
Base: Said yes, n=197	No.	%
Great service/ support	76	38.6%
It gets tenants/ people involved/ gives them something to do	46	23.4%
It brings people together/ good for socialising	34	17.3%
It's good for the kids/ keeps kids off the street	30	15.2%
Good for the community	19	9.6%
Good use of funds	7	3.6%
Other	1	0.5%

Five tenants said that these activities were not valuable. These individuals provided the following reasons for feeling this way:

- *No, not sure this is the best use.*
- *Don't know about it.*
- *Money should be used towards fixing issues in home.*
- *It's not local.*
- *Some are a waste of money.*

8.3 What Easthall Park is best at (Q28)

Another open-ended question was asked of Easthall Park tenants about what they felt the Co-operative was best at. Again, these responses have been coded into common themes. The top response was the repairs service (19%), followed by good communication (11%) and looking after tenants and listening to their views (10%).

Q28 What do you think Easthall Park is best at?		
Base: All tenants, n=280	No.	%
Good repairs/ maintenance service	54	19.3%
Good communication/ keep us informed	31	11.1%
Look after tenants/ listen to our views	28	10.0%
Good quality homes/ look after properties	20	7.1%
Upkeep of the area	10	3.6%
Provide good services	14	5.0%
Everything/ happy	18	6.4%
Good customer service/ staff very helpful/ good with complaints	18	6.4%
Support for kids/ vulnerable tenants/ support for people	11	3.9%
Welfare rights/ rent/ arrears advice	6	2.1%
Helping/ supporting the community/ clubs in the community	6	2.1%
Other	5	1.8%
Not sure/ don't know	60	21.4%
Nothing/ none	19	6.8%

8.4 Suggestions for improvement (Q29)

All tenants were asked what one thing the Co-operative could be doing to improve. The open-ended responses have been coded into categories and shown below. Over 4 in 10 tenants (41%) said there were no improvements needed or that they were happy with the service and a further 23% said they were unsure. The main suggestions made were improvements to customer service and communication (8%), property upgrades (6%), improvements to the repairs service (5%) and landscaping (5%).

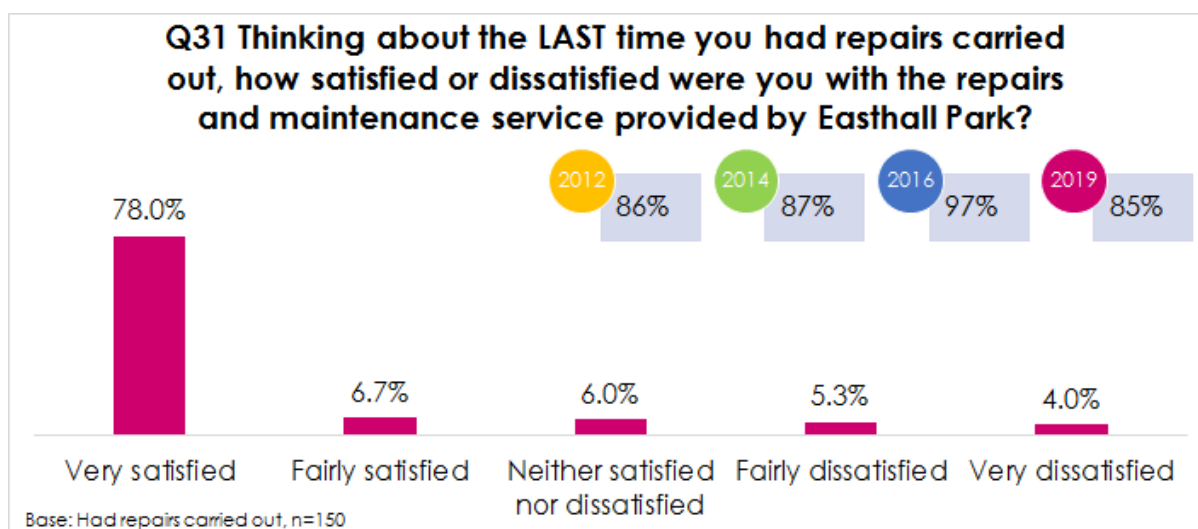
Q29 If there was one thing that Easthall Park could be doing to improve, what would it be?		
Base: All respondents, n=280	No.	%
Customer service/ communication improvements	21	7.5%
Property upgrades e.g. windows, kitchens, bathrooms, heating etc	16	5.7%
The repairs service	14	5.0%
Upkeep of area/ tidy up the area/ back courts/ landscaping	14	5.0%
More for children/ youths	9	3.2%
Dealing with anti-social behaviour	5	1.8%
Deal with dog fouling	5	1.8%
Reduce the rents	3	1.1%
Don't know	63	22.5%
No improvements needed/ none/ happy with service	115	41.1%
Other	15	5.4%

9. THE HOME

9.1 Satisfaction with the repairs service (Q30/31)

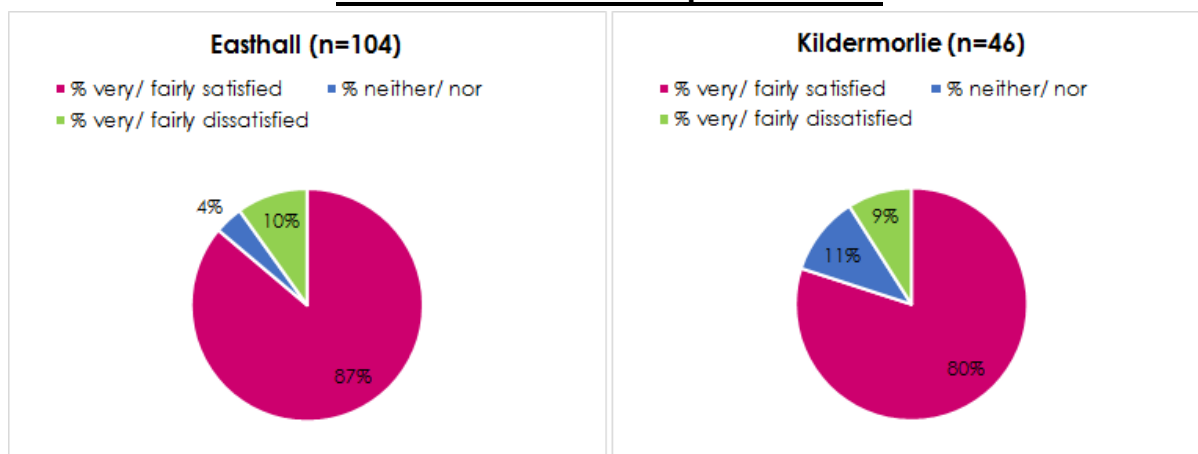
Over half of tenants (53%) have had repairs carried out on their property within the last 12 months. This is an increase on the 2016 survey results where 25% had repairs carried out.

Of those who have repairs carried out, 85% said they were very or fairly satisfied with the repairs service provided by Easthall Park, 6% were neither satisfied nor dissatisfied and 9% were very or fairly dissatisfied. Overall satisfaction has decreased from the 2016 results where 97% expressed satisfaction with the repairs service.



Satisfaction with the repairs service was higher amongst Easthall Park tenants (87%) than Kildermorlie tenants (80%).

Satisfaction with the repairs service



9.2 Reporting repairs (Q32)

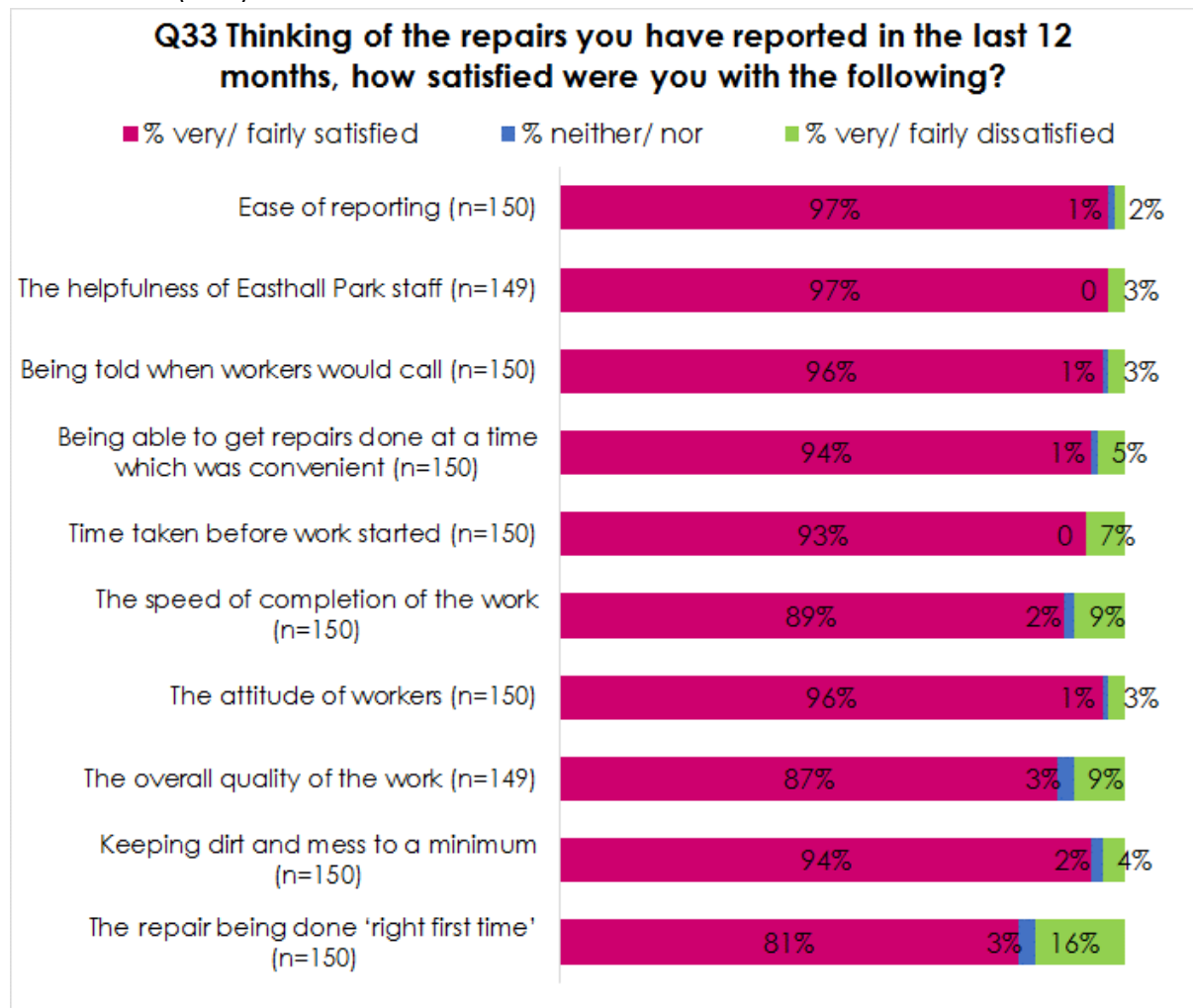
The majority of tenants report their repairs to the Co-operative by telephoning the office (85%).

Q32 How do you normally report repairs to Easthall Park?		
Base: Gave a response, n=150	No.	%
By telephoning the office	127	84.7%
Personal visit to the office	20	13.3%
By text message	1	0.7%
Other	2	1.3%

9.3 Satisfaction with aspects of the repairs service (Q33)

Those who had repairs carried out were asked to rate how satisfied or dissatisfied they were with various aspects of the repairs service they received.

As can be seen below, overall satisfaction is generally very high and above 90% with satisfaction levels being highest regarding the ease of reporting the repair and the helpfulness of Easthall Park staff (both 97%). On the other hand, satisfaction was lowest regarding the repair being done 'right first time' (81%) and the overall quality of the work (87%).



Compared to 2016 satisfaction levels have seen a significant decrease in terms of the two areas where satisfaction was lowest:

- The repair being done 'right first time' (decreased from 93% in 2016 to 81% in 2019)
- Keeping dirt and mess to a minimum (decreased from 99% in 2016 to 94% in 2019).

Q33 Satisfaction with repairs aspects (2014/ 2016/ 2019 comparison)			
	2014	2016	2019
Ease of reporting	99%	100%	97%
The helpfulness of Easthall Park staff	99%	100%	97%
Being told when workers would call	99%	100%	96%
Being able to get repairs done at a time which was convenient	96%	96%	94%
Time taken before work started	86%	97%	93%
The speed of completion of the work	84%	91%	89%
The attitude of workers	97%	99%	96%
The overall quality of the work	94%	97%	87%
Keeping dirt and mess to a minimum	98%	99%	94%
The repair being done 'right first time'	84%	93%	81%

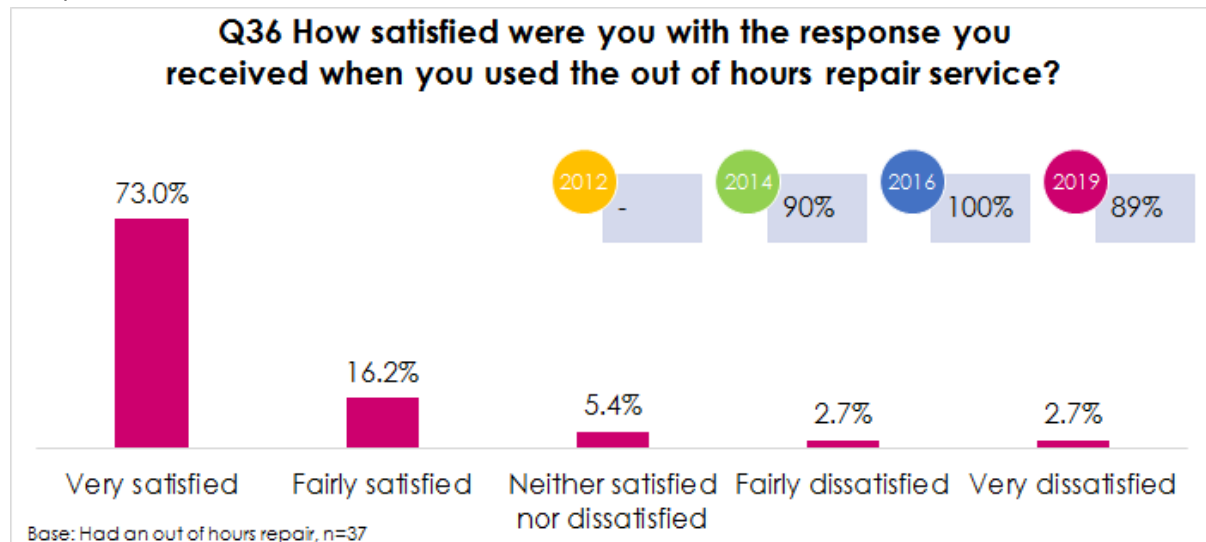
Ninety one percent of tenants who were dissatisfied with the repair being done right first time said their property required at least one type of upgrade at Q38.

9.4 Repairs appointments (Q34)

At present when tenants report a non-emergency repair to Easthall Park they are offered a morning or afternoon appointment. The Co-operative are revising this and considering whether or not out with normal hours, such as Saturday mornings, should be offered. This service would cost more to deliver and therefore it may impact on the Co-operative's spending on other areas. Over half of tenants (54%) said they would like to see the introduction of appointments for repairs in the evening and on Saturday mornings in addition to weekdays as currently done.

9.5 Out of hours repairs service (Q35/36)

13% of tenants who had repairs undertaken in the last year said they had used the out of hours repairs service. Of these individuals, 89% were either very or fairly satisfied with the response they received when using the out of hours repairs service compared to 5% who were neither satisfied nor dissatisfied and 5% who were very or fairly dissatisfied. Overall satisfaction has seen a decrease from 100% in 2016.

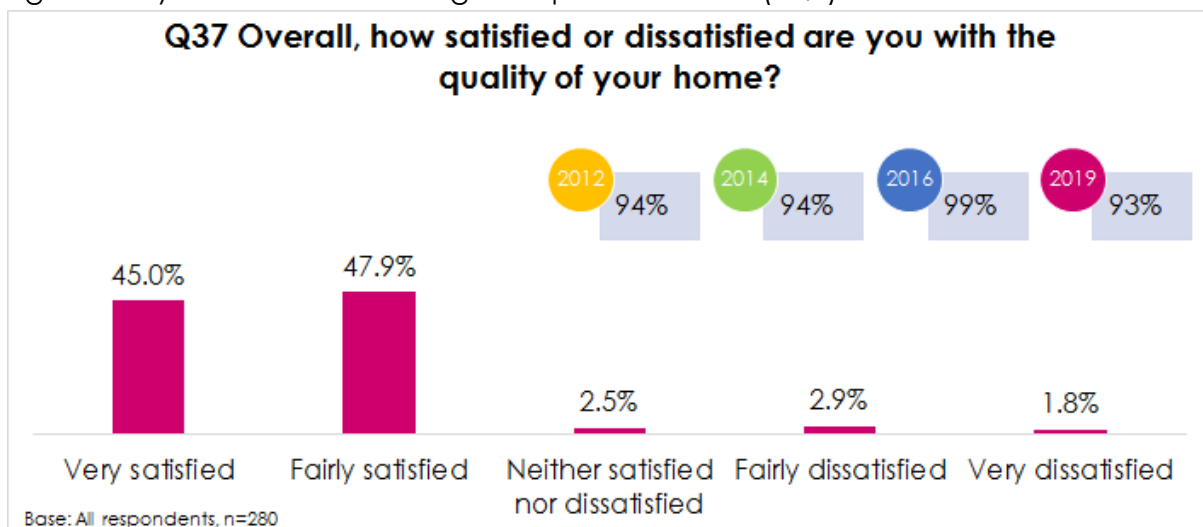


10. THE HOME

10.1 Satisfaction with the quality of the home (Q37)

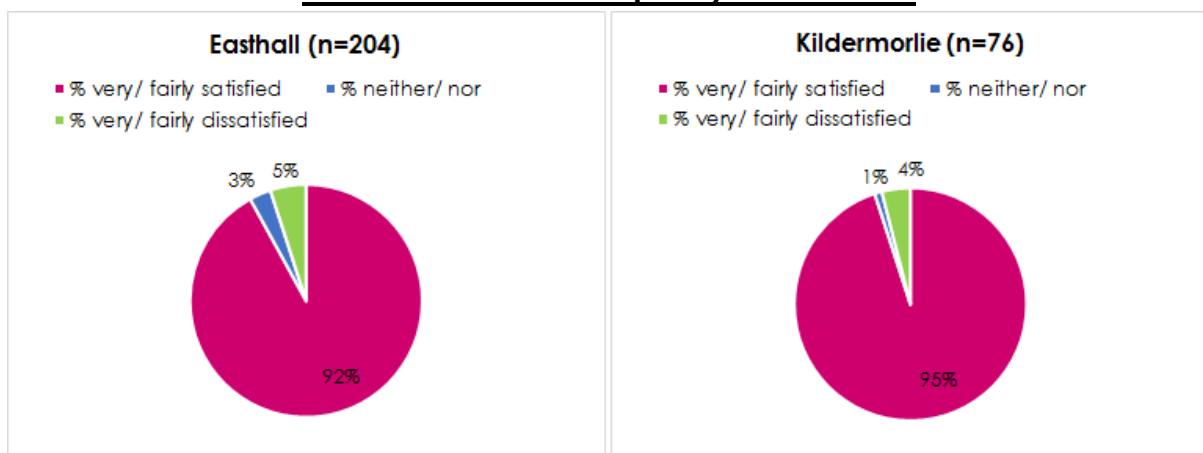
Tenants were asked how satisfied or dissatisfied they were with the quality of their home. Over 9 in 10 tenants (93%) were very or fairly satisfied in this respect compared to 3% who were neither satisfied nor dissatisfied and 5% who were very or fairly dissatisfied.

The proportion of respondents who were satisfied with the quality of their home has seen a decrease from 99% in 2016 to 93%. Overall satisfaction in 2019 is not however significantly different from the figure reported in 2014 (94%).



Over 9 in 10 tenants in Easthall (92%) and in Kildermorie (95%) were satisfied with the quality of the home.

Satisfaction with the quality of the home



10.2 Priorities for planned maintenance programme (Q38)

Following on from this, tenants were asked to select from a list which were their top three priorities for improvement. Top priority for tenants was window replacement (28%), followed by bathroom upgrades or replacement (27%) and kitchen upgrades (19%).

Q38 Easthall Park have a planned maintenance programme in place. What do you regard as being the top/ second/ third priority for maintenance in your home?				
	Top priority	2nd priority	3rd priority	Overall priority
Window replacement	16.4%	7.5%	4.3%	28%
Bathroom upgrade/ replacement	13.6%	10.4%	2.5%	27%
Kitchen	12.1%	4.6%	1.8%	19%
New internal doors	4.3%	10.0%	3.6%	18%
New external doors	2.1%	4.6%	6.1%	13%
Boiler replacement	6.1%	2.9%	0.7%	10%
Measures to deal with dampness/ condensation	2.9%	0.7%	1.4%	5%
Measures to improve the energy efficiency of your home	1.1%	1.1%	1.8%	4%
Veranda improvements	1.8%	0.4%	0.4%	3%
Rewiring	1.1%	0.7%	0.7%	3%
No improvements needed	33.9%	54.6%	75.7%	-
Other	4.6%	2.5%	1.1%	8%

The top three overall priorities for tenants in Easthall and Kildermorie are shown below:

Easthall (n=204)	Kildermorie (n=76)
<ul style="list-style-type: none"> • Window replacement (35%) • Bathroom upgrade (28%) • New internal doors (20%) 	<ul style="list-style-type: none"> • Kitchen (36%) • Bathroom upgrade (21%) • Boiler replacement (17%)

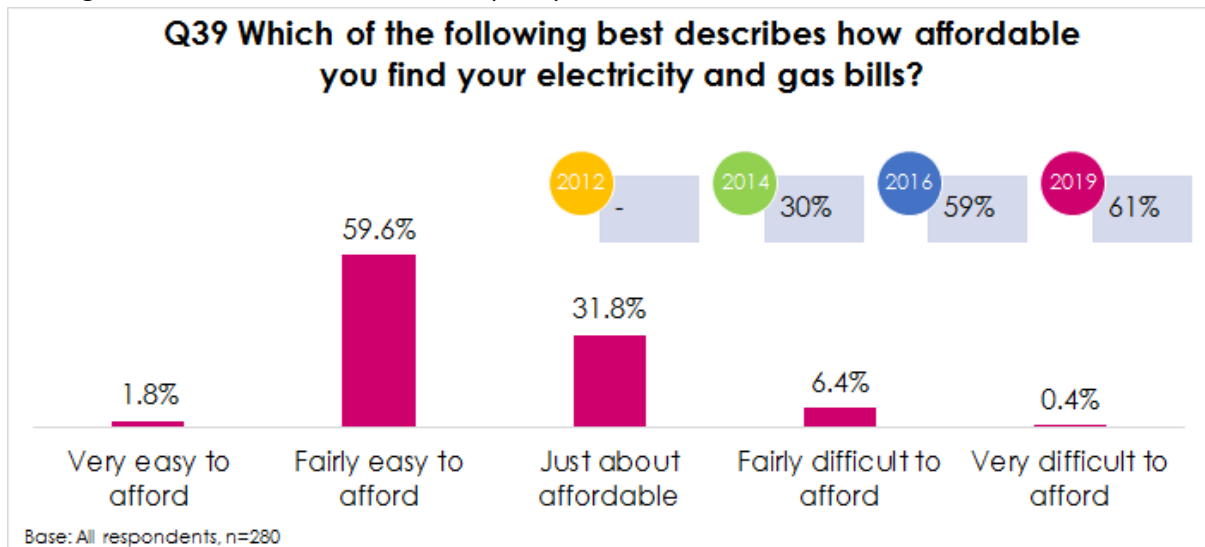
Analysis of the overall priorities by street and property type can be found in the appendix.

11. AFFORDABILITY AND VALUE FOR MONEY

11.1 Affordability of electricity/ gas bills (Q39/40)

Over 6 in 10 tenants considered their electricity and heating bills to be very or fairly easy to afford compared to 32% who said they were just about affordable and 7% who said they were difficult to afford.

The proportion of tenants who said their electricity and gas bills were easy to afford has not changed significantly when compared to the 2016 results (59%). However, it is a significant increase from 2014 (30%).



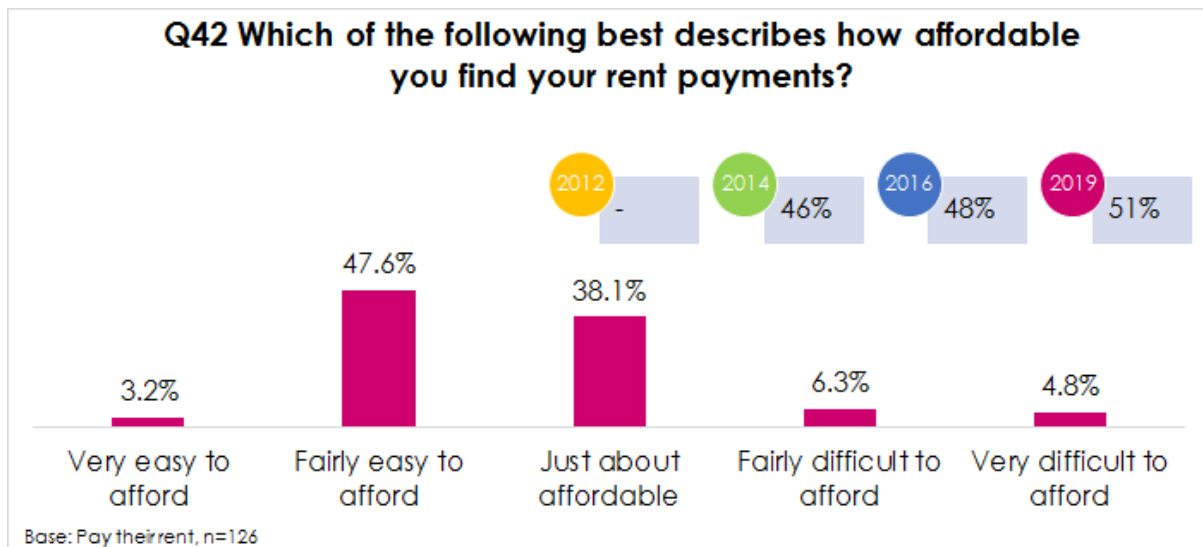
A very small proportion of tenants (9%) said they have never chosen to not put their heating on because they couldn't afford to.

11.2 Housing Benefit/ Universal Credit (Q41)

Over half of tenants (55%) said they received full housing benefit, 11% said they received partial housing benefit and 1% said they received Universal Credit. A third of tenants pay full rent (33%).

11.3 Affordability of rent payments (Q42)

With regards to affordability of rent payments, 51% of tenants who pay their rent said their rent was very or fairly easy to afford, compared to 38% who said it was just about affordable and 11% who said it was very or fairly difficult to afford. The proportion of tenants who said their rent payments were affordable is not significantly different from the 2016 survey (48%).



11.4 Financial difficulties (Q43)

Tenants were asked about their experience of any financial difficulties. Just under 8 in 10 tenants (76%) said their household has not experienced any financial difficulties. On the other hand, 7% said they have experienced rent increases (7%) and 5% experienced reduction in working hours.

Q43 Can you tell me if your household has experienced any of these in the last 12 months?		
Base: Pay their rent, n=126	No.	%
Increase in rent	9	7.1%
Reduction in working hours	6	4.8%
Problems with Housing Benefit	5	4.0%
Unemployment	5	4.0%
Loss of overtime	3	2.4%
Illness	3	2.4%
Other bills/expenses (e.g. Christmas)	3	2.4%
Confusion/delays with other Benefits	1	0.8%
No problems experienced	96	76.2%

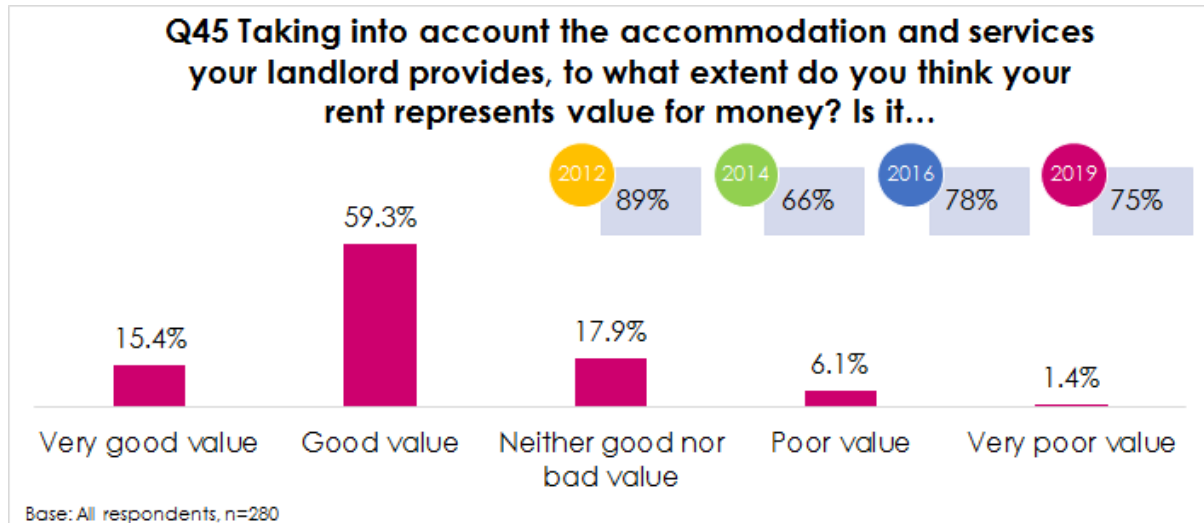
11.5 Information on rent charge (Q44)

Over 8 in 10 tenants (84%) have enough information about how the rent they pay is spent.

11.6 Value for money (Q45/46)

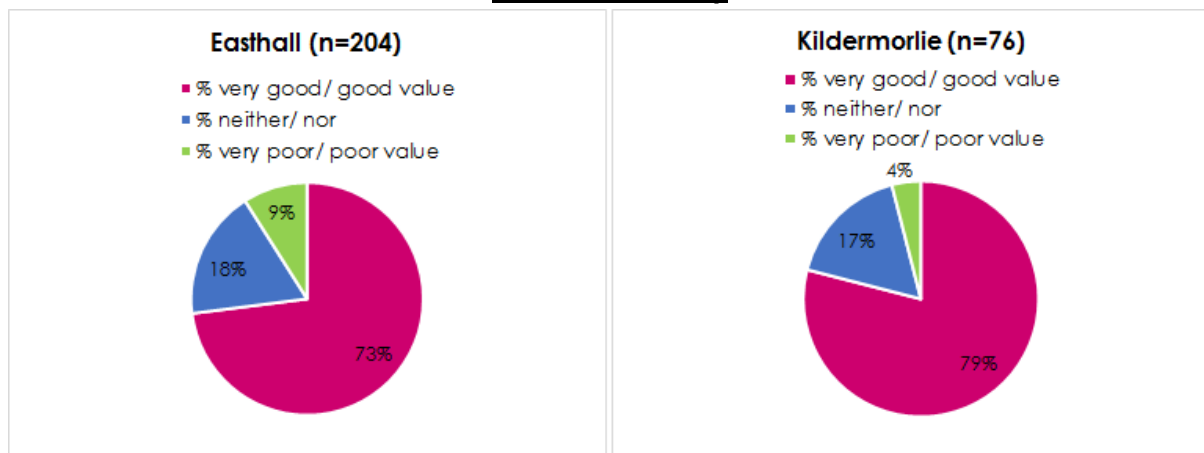
Three quarters of tenants (75%) said the rent for their home represents very good or good value for money compared to 18% who said it was neither good nor poor value for money and 8% who said it was very poor or poor value for money.

The proportion of tenants stating their rent represents good value for money has not changed significantly since the 2016 survey (78%).



Analysis by area reveals that Kildermorie tenants were more likely to say their rent was good value for money (79%) than Easthall tenants (73%).

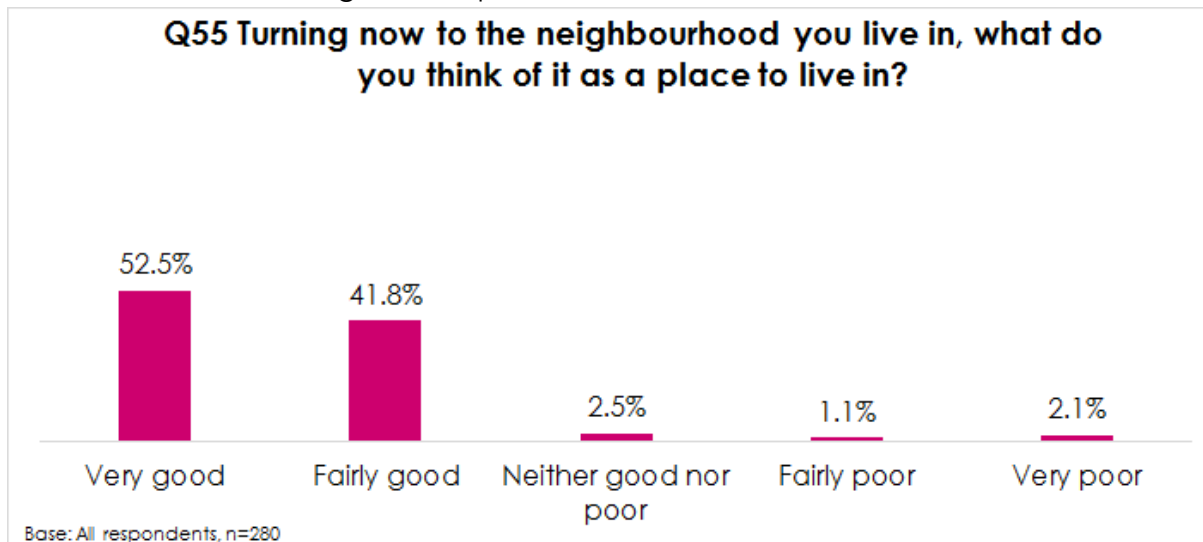
Value for money



12. THE NEIGHBOURHOOD

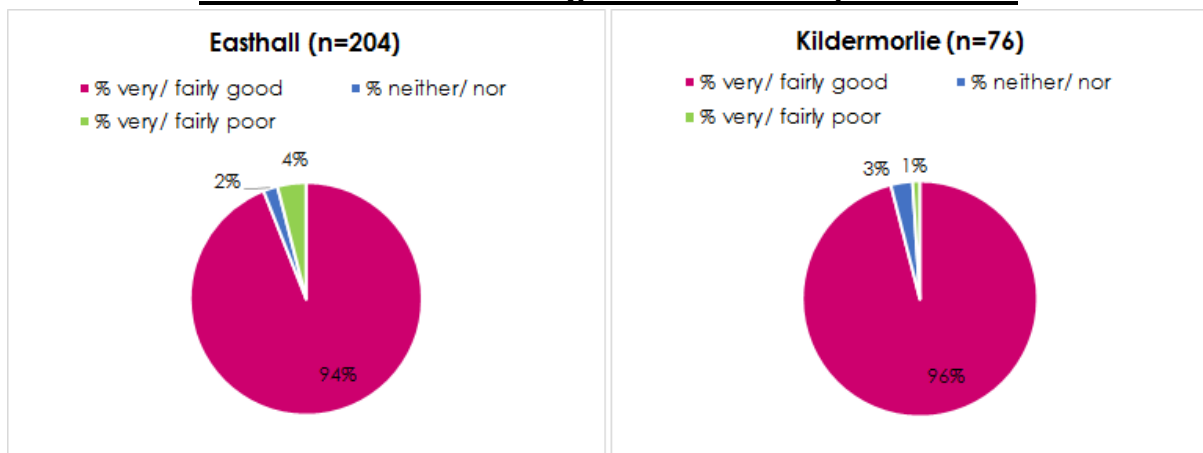
12.1 Satisfaction with neighbourhood as a place to live (Q55)

Over 9 in 10 tenants (94%) said the neighbourhood they live in was a very good or fairly good place to live compared to 3% who said it was very or fairly poor and 3% who said it was neither good nor poor.



Satisfaction with the neighbourhood as a place to live does not vary significantly by area.

Satisfaction with the neighbourhood as a place to live

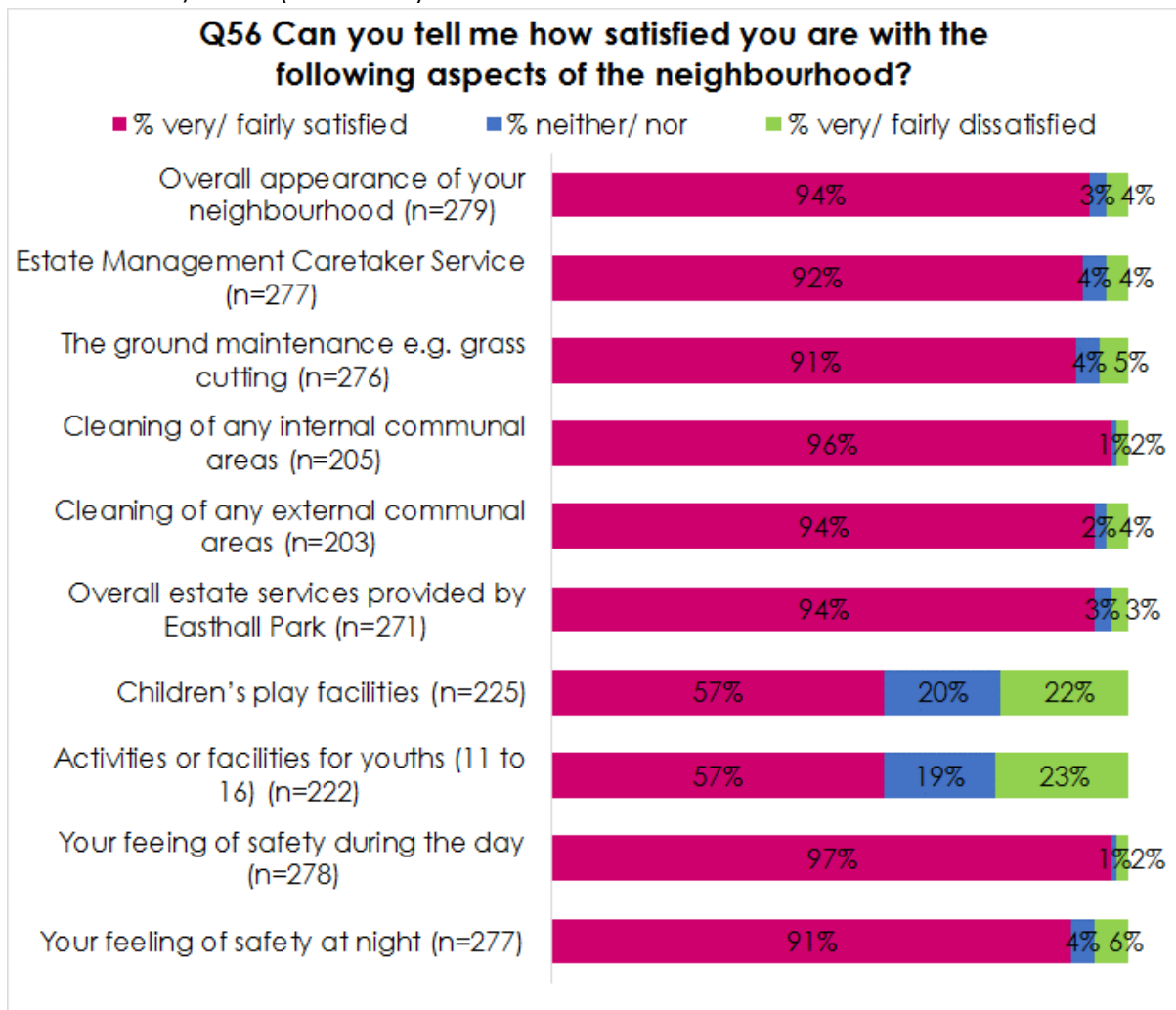


12.2 Satisfaction with aspects of the neighbourhood (Q56)

Tenants were asked to rate how satisfied or dissatisfied they were with various aspects of their neighbourhood. Satisfaction levels were highest regarding:

- Feeling of safety during the day (97%)
- Cleaning of internal communal areas (96%)
- Overall appearance of the neighbourhood (94%)
- Overall estate services provided by Easthall Park (94%)

On the other hand, satisfaction was lowest regarding children's play facilities and activities for youths (both 57%).



Compared to the results from 2016 satisfaction levels have decreased significantly in terms of children's play facilities (decreased by 27 percentage points) and activities or facilities for youths (decreased by 33 percentage points).

Q56 Satisfaction with neighbourhood aspects (2014/ 2016/ 2019 comparison)			
	2014	2016	2019
Overall appearance of your neighbourhood	98%	97%	94%
Estate Management Caretaker Service	-	-	92%
The ground maintenance e.g. grass cutting	98%	99%	91%
Cleaning of any internal communal areas	96%	98%	96%
Cleaning of any external communal areas	97%	98%	94%
Overall estate services provided by Easthall Park	98%	99%	94%
Children's play facilities	67%	84%	57%
Activities or facilities for youths (11 to 16)	65%	90%	57%
Your feeling of safety during the day	99%	96%	97%
Your feeling of safety at night	92%	95%	91%

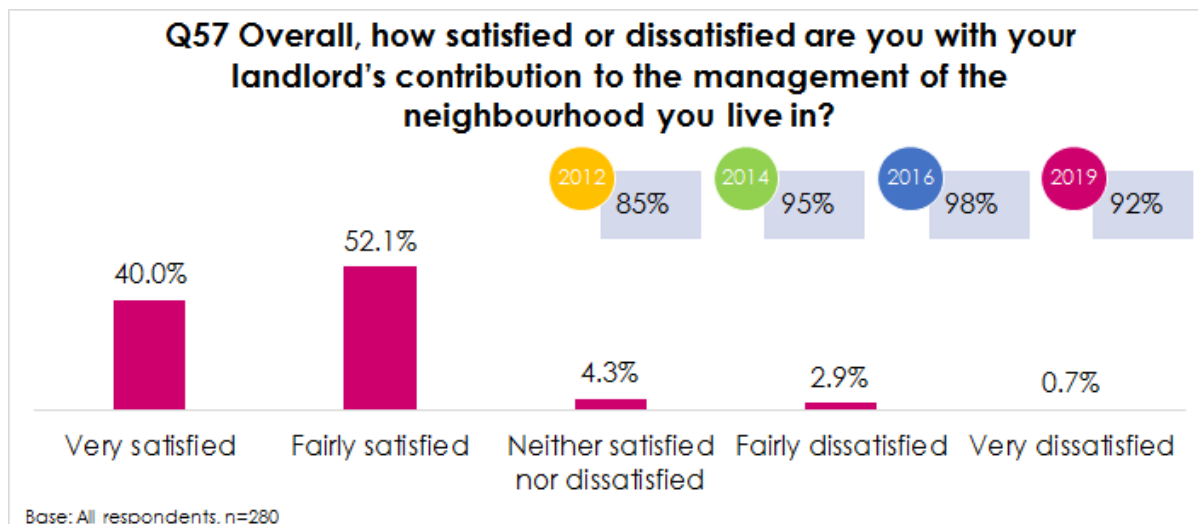
Analysis by area reveals that satisfaction with children's play facilities was significantly lower for those living in Kildermorie (39%) than in Easthall (65%). This was also the case for activities or facilities for youths with 37% of Kildermorie tenants being satisfied compared to 66% of Easthall tenants.

Satisfaction with neighbourhood aspects analysed by area								
	Easthall				Kildermorie			
	Base	% satisfied	% neither	% dissat.	Base	% satisfied	% neither	% dissat.
Overall appearance of your neighbourhood	204	94%	2%	3%	75	92%	4%	4%
Estate Management Caretaker Service	204	94%	3%	3%	73	89%	7%	4%
The ground maintenance e.g. grass cutting	202	92%	3%	5%	74	86%	7%	7%
Cleaning of any internal communal areas	165	96%	1%	2%	40	95%	3%	3%
Cleaning of any external communal areas	164	95%	2%	3%	39	90%	3%	8%
Overall estate services provided by Easthall Park	197	95%	2%	3%	74	91%	7%	3%
Children's play facilities	156	65%	21%	14%	69	39%	20%	41%
Activities or facilities for youths (11 to 16)	154	66%	20%	14%	68	37%	18%	46%
Your feeling of safety during the day	202	97%	1%	2%	76	99%	-	1%
Your feeling of safety at night	201	90%	4%	6%	76	93%	3%	4%

12.3 Management of the neighbourhood (Q57)

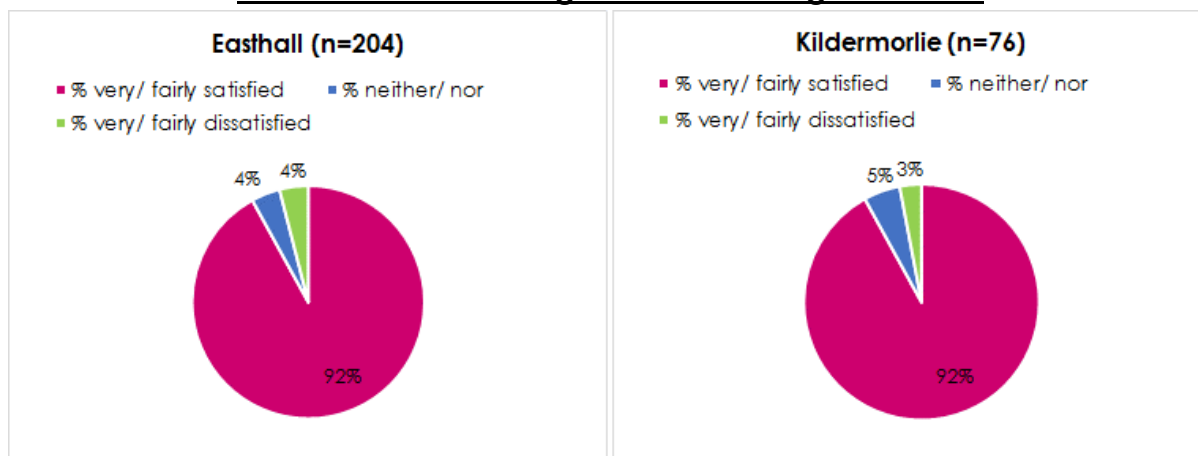
Over 9 in 10 tenants (92%) were either very or fairly satisfied with their landlord's contribution to the management of the neighbourhood they live in compared to 4% who were neither satisfied nor dissatisfied and 4% who were very or fairly dissatisfied.

Overall satisfaction has decreased from 98% in 2016 to 92% in 2019.



Overall satisfaction with the management of the neighbourhood is not significantly different when analysed by area.

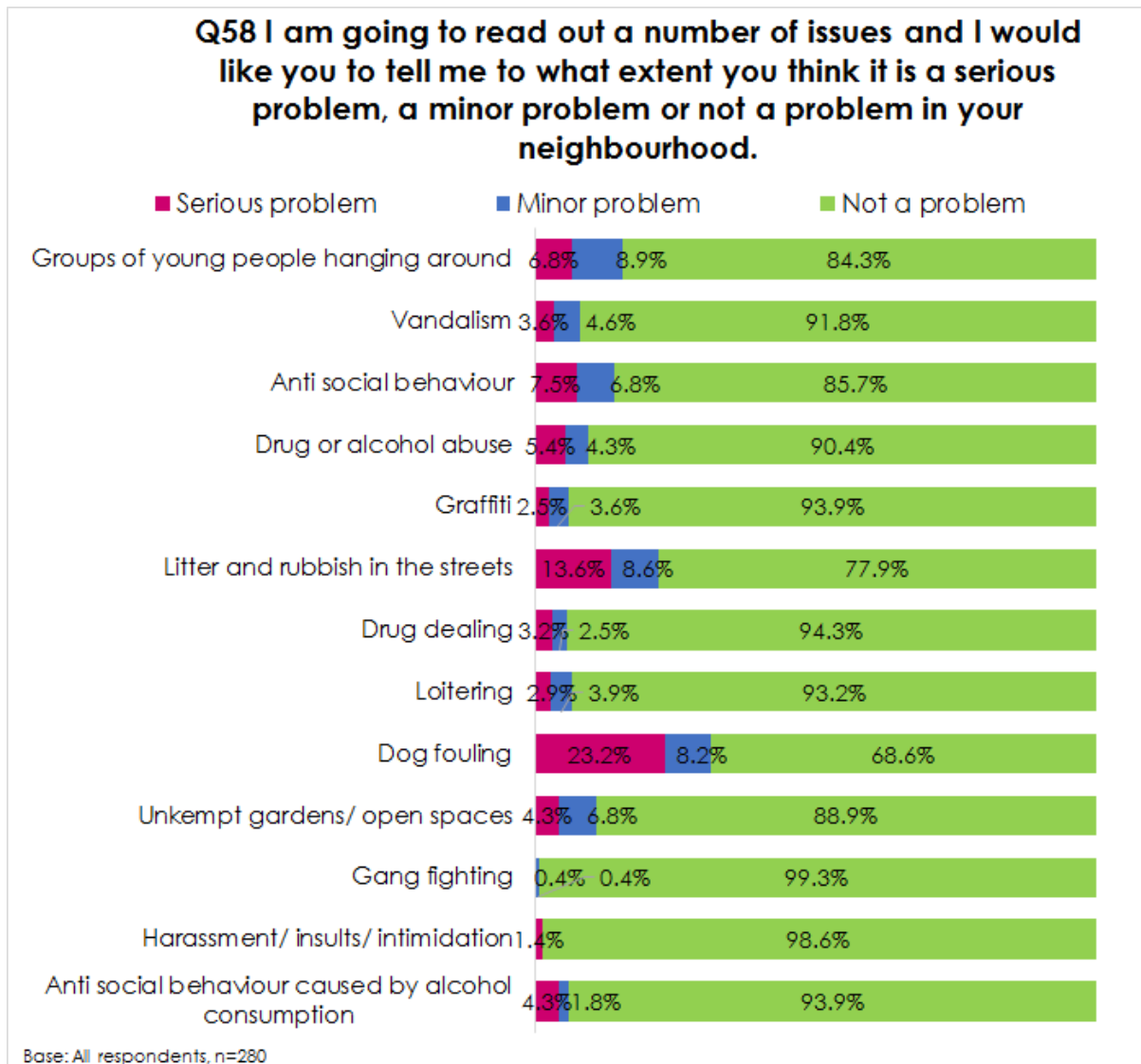
Satisfaction with management of the neighbourhood



12.4 Neighbourhood problems (Q58)

The three biggest concerns for tenants in the neighbourhood are:

- Dog fouling (31% stating serious or minor problem)
- Litter and rubbish in the streets (22%)
- Groups of young people hanging around (16%)



There has been a significant increase in the proportion of tenants saying that litter and rubbish was a serious problem (increased by 13 percentage points) and that dog fouling was a serious problem (increase by 21 percentage points).

Q58 Neighbourhood problems - % stating not a problem (2016/ 2019)						
	2016			2019		
	Serious Problem	Minor Problem	Not a problem	Serious Problem	Minor Problem	Not a problem
Anti social behaviour	1.8%	17.7%	80.5%	7.5%	6.8%	85.7%
Anti social behaviour caused by alcohol consumption	5.8%	9.4%	84.8%	4.3%	1.8%	93.9%
Dog fouling	1.8%	11.6%	86.6%	23.2%	8.2%	68.6%
Drug dealing	2.5%	9.0%	88.4%	3.2%	2.5%	94.3%
Drug or alcohol abuse	0.7%	9.0%	90.3%	5.4%	4.3%	90.4%
Gang fighting	0.7%	8.7%	90.6%	0.4%	0.4%	99.3%
Graffiti	0.4%	7.2%	92.4%	2.5%	3.6%	93.9%
Groups of young people hanging around	1.8%	4.0%	94.2%	6.8%	8.9%	84.3%
Harassment/ insults/ intimidation	0.7%	4.3%	94.9%	1.4%	-	98.6%
Litter and rubbish in the streets	0.7%	1.8%	97.5%	13.6%	8.6%	77.9%
Loitering	0.0%	2.2%	97.8%	2.9%	3.9%	93.2%
Unkempt gardens/ open spaces	0.4%	0.0%	99.6%	4.3%	6.8%	88.9%
Vandalism	0.0%	0.0%	100.0%	3.6%	4.6%	91.8%

Analysis by area reveals that dog fouling is perceived as being significantly more of a problem in Easthall (36%) than in Kildermorie (20%). Litter and rubbish is also more of an issue for Easthall tenants (24%) than Kildermorie tenants (17%).

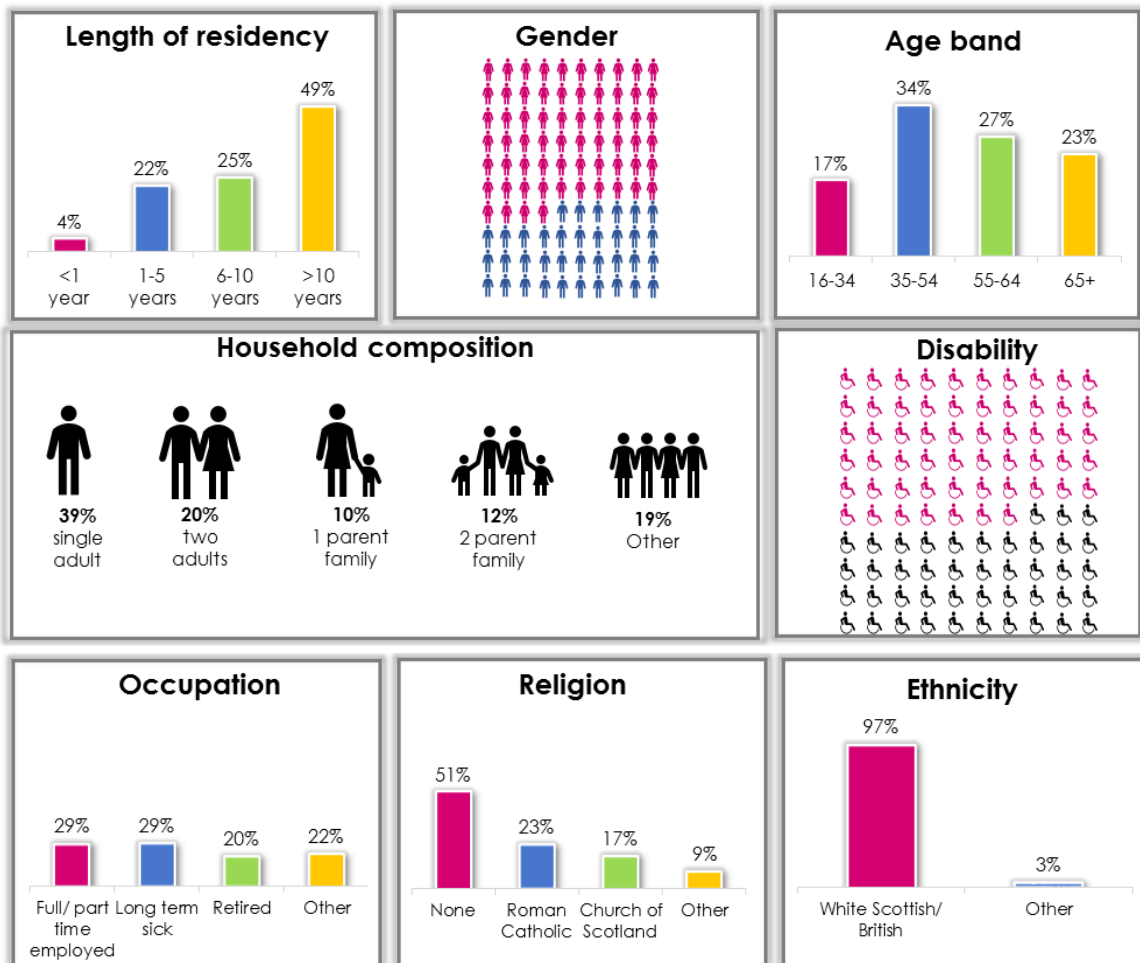
Q58 Neighbourhood problems analysed by area				
	Easthall (n=204)		Kildermorie (n=76)	
	% serious/ minor problem	% not a problem	% serious/ minor problem	% not a problem
Groups of young people hanging around	14%	86%	20%	80%
Vandalism	8%	92%	8%	92%
Anti social behaviour	13%	87%	17%	83%
Drug or alcohol abuse	10%	90%	9%	91%
Graffiti	5%	95%	9%	91%
Litter and rubbish in the streets	24%	76%	17%	83%
Drug dealing	5%	95%	8%	92%
Loitering	7%	93%	7%	93%
Dog fouling	36%	64%	20%	80%
Unkempt gardens/ open spaces	12%	88%	9%	91%
Gang fighting	1%	99%	0%	100%
Harassment/ insults/ intimidation	2%	98%	0%	100%
Anti social behaviour caused by alcohol consumption	7%	93%	4%	96%

13. TENANT PROFILE INFORMATION

13.1 Demographic summary

The following graphic shows the demographic profile of tenant respondents. This shows that:

- The Co-operative has a stable population with just under half of tenants living in their current home for more than 10 years (49%);
- 36% of respondents were male and 64% were female;
- Just over half of respondents were aged under 55 (51%), and 49% were aged 55 and over;
- Just under four in ten households were single adults (39%), 20% were two adult households with no children, 10% were 1 parent families and 12% 2 parent families;
- Over half of households had someone who had a long-term health condition or disability (57%);
- Less than 3 in 10 tenants worked full or part time (29%).
- Over half of respondents said they did not belong to any religion (51%)
- The vast majority consider themselves to be White Scottish or British (97%).

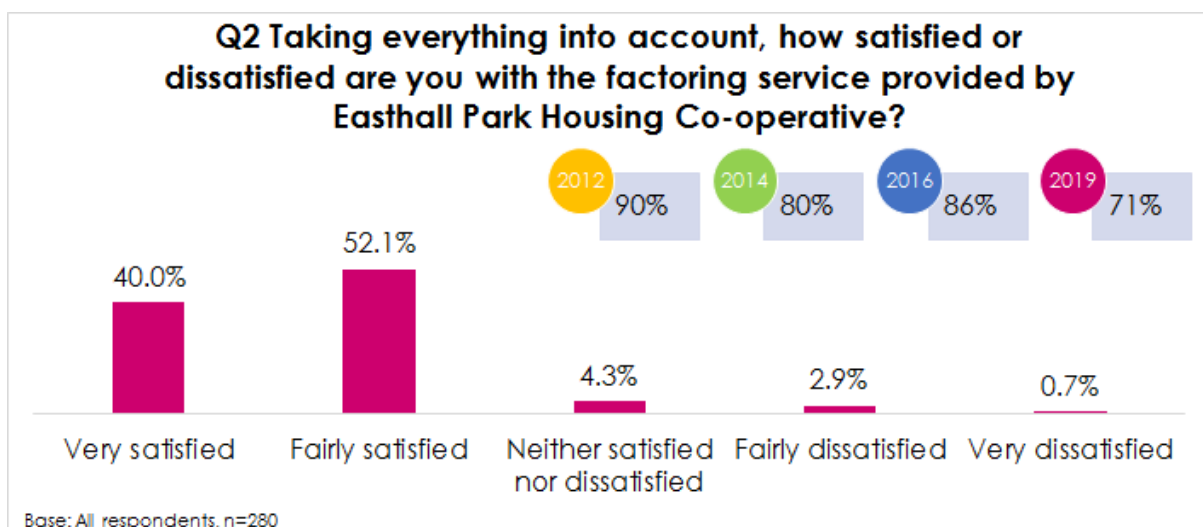


14. OWNERS RESULTS

14.1 Overall satisfaction

- A total of 14 owners were interviewed as part of Easthall Park's 2019 Customer Satisfaction Survey. Of these individuals, 10 were either very or fairly satisfied (equating to 71%) with the factoring service provided by Easthall Park Housing Co-operative. The remaining 4 individuals were very or fairly dissatisfied.

Overall satisfaction is less than was reported in 2016 (86%), 2014 (80%) and 2012 (90%).



- Where respondents were not satisfied with the factoring service, they were asked to provide their reasons for feeling this way:
 - *Don't know what I am paying for.*
 - *A lot of problems.*
 - *Amount I pay out I don't get any services done. Back court is a mess, stairs get cleaned with dirty mops.*
 - *Not happy with the way they deal with anti-social behaviour of own tenants.*

14.2 Information and communication

- In terms of the sources used by owners to obtain information about Easthall Park and its services, all 14 said they used newsletters, 9 used letters, 3 used surveys, 1 owner said they obtained information via the AGM and 1 owner said they read the Annual Report.
- 13 out of 14 owners agreed or agreed strongly that the newsletter was easy to read, interesting and informs me about the work of the Co-operative. The remaining owner does not read the newsletter.
- Half of owners were aware that Easthall Park has a website.

- All owners were asked if they would be interested in doing a number of things via an app. The vast majority of owners said they would not use an app for any of these things. However, 2 owners said they may use an app to make payments, report a repair, report complaints, update personal details and check their account balance and 1 owner said they would use an app to find out what was happening in the community.
- Owners were asked about their use of the internet, social media and text messaging:
 - 8 out of 14 owners access the internet
 - 7 out of 14 owners use email
 - 6 out of 14 owners use text messaging
 - 5 out of 14 owners use apps on their phone
 - 3 out of 14 owners use Facebook
 - 1 out of 14 owners uses Twitter
 - 6 out of 14 owners do not do any of these things
- In terms of household internet access, half of owners (7 owners) have Broadband internet access at home, 6 owners have internet access via a smartphone or other mobile device and 5 owners have no internet access.
- 12 out of 14 owners (86%) rated the Co-operative as very or fairly good at keeping them informed about their services and decisions. The remaining 2 owners said the Co-operative was very poor in this respect. Overall satisfaction has increased from 76% in 2016.

14.3 Participation

- In terms of the things owners are particularly interested in being consulted on:
 - 5 owners said they were interested in issues affecting the wider neighbourhood
 - 4 owners were interested in planning for longer term upgrading of homes;
 - 3 were interested in day to day repairs and maintenance issues;
 - 2 were interested in housing policies
 - 2 were interested in customer service issues
 - 8 were not interested in any of these things.
- When asked how they would prefer to give their views:
 - 5 owners said informally speaking to staff
 - 3 said taking part in face to face surveys

- 1 owner preferred to attend the AGM
 - 1 owner preferred local meetings about issues in the area
 - 1 owner would like to take part in postal surveys
 - 1 owner said they were not interested in any of these ways
 - And 3 owners said they were unsure.
- The main reasons given for not becoming more involved with Easthall Park were a lack of interest (6 owners) and due to health and disability issues (3 owners).
 - 13 out of 14 owners (93%, 86% in 2016) were very or fairly satisfied with the opportunities given to them to participate in Easthall Park's decision-making processes, and the remaining owner was neither satisfied nor dissatisfied.
 - When asked about their preferred level of consultation:
 - 5 owners said they did not wish to be consulted at all
 - 2 owners would wish to be advised but not consulted on changes to services
 - 4 owners would like to be consulted about the changes that affect them directly and 3 owners would like to be consulted about all changes.

14.4 Customer care

- 13 out of 14 owners (93%, 90% in 2016) were very or fairly satisfied with the quality of customer care provided overall when they have contact with a member of Easthall Park staff. The remaining owner was very dissatisfied.
- 12 owners said the Co-operative's opening hours were convenient. The remaining two owners were unsure.
- No owners were aware that Easthall Park offices were open late until 7pm on the second last Wednesday of each month.
- Contacting the Co-operative by telephone was the most popular contact method for owners (12 out of 14 owners), followed by personal visits to the office (2 owners).
- Half of owners (7 owners) have contacted Easthall Park within the last 12 months. All seven did so by telephoning the office.
- The following reasons were given for contacting the Co-operative:
 - Repairs
 - To complain about a neighbour or anti social behaviour issues
 - Factoring service

- Name change
- State of the back garden
- Rebate
- Complaining about back court
- Satisfaction with customer care was as follows:
 - 6 out of 7 owners were satisfied with the member of staff introduced themselves and 1 owner was fairly dissatisfied.
 - 6 out of 7 owners were satisfied with the member of staff being friendly and 1 owner was dissatisfied.
 - All 7 owners were satisfied the member of staff was courteous.
 - 6 out of 7 owners were satisfied the member of staff was helpful and 1 owner was dissatisfied.
 - 6 out of 7 owners were satisfied the member of staff was willing to listen and 1 owner was neither satisfied nor dissatisfied.
- With regards to the information and advice given:
 - 6 out of 7 owners were satisfied the member of staff they dealt with had the knowledge to help and 1 owner was dissatisfied.
 - 6 out of 7 owners were satisfied they were given or received accurate information and 1 owner was dissatisfied.
 - All 7 owners were satisfied they were given or received easy to understand information.
 - 6 out of 7 owners said they were satisfied they got as much information as needed and 1 owner was dissatisfied.
 - 6 out 7 owners were satisfied the Co-operative did what they said they would and 1 owner was neither satisfied nor dissatisfied.
 - 5 out 7 owners were satisfied they were kept up to date with progress, 1 owner was neither satisfied nor dissatisfied and 1 owner was very dissatisfied.
 - 5 out 7 owners were satisfied with the speed of response, 1 owner was neither satisfied nor dissatisfied and 1 owner was very dissatisfied.
 - 5 out 7 owners were satisfied with the outcome of the enquiry and 2 owners were very dissatisfied.
- 11 out of 14 owners (79%) were satisfied that Easthall Park treats them fairly compared to 2 owners who were very or fairly dissatisfied and 1 owner who was neither satisfied nor dissatisfied.
- 10 out of 14 owners were aware of how to make a complaint if they were unhappy with any aspect of the service Easthall Park provides.

14.5 Easthall Park's services

- Owners were asked to identify the top three services which are most important to them. The following services were perceived as being most important:
 - Telling residents more about what we are doing (7 owners)
 - Doing more to deal with neighbourhood issues e.g. ASB, vandalism (7 owners)
 - Running initiatives/activities for the benefit of the community from the Glenburn Centre e.g. social activities, youth clubs, training opportunities (6 owners)
- The Co-operative's mission statement is "Making a Difference to our Community". With this in mind the Co-operative, in partnership with Easthall Residents' Association runs a wide range of social enterprise activities for example specialised welfare rights advice, IT suite, community cafe and activities for adults with support needs and young people. 12 out of 14 owners agreed that these are of value and help the Co-operative make a difference to the community. Those who agreed provided the following reasons for feeling this way:
 - *Good for socialising.*
 - *They have done a lot for us so it's a good thing.*
 - *Good to have money advice service local.*
 - *Young people need something to do and go to.*
 - *Gives young people something to do.*
 - *Give young ones things to do.*
 - *Nothing else so it's good for both young and old.*
 - *Gives people things to do.*
 - *Gets people more involved.*
 - *Gets people together. Let's local people know what's going on in their neighbourhood.*
 - *Good for getting people involved.*
 - *Good to bring community closer.*

On the other hand, the one owner who disagreed said that they felt this way because the activities are not local to them.

- Owners were asked what they believed the Co-operative was best at. Where owners provided a comment, these are listed below:
 - *Keeping good customer service all the time.*

- *Keeping factor charge affordable.*
 - *Clubs in community.*
 - *Welfare rights.*
 - *Keeping the community together.*
 - *Looking after the area.*
 - *Good at answering complaints.*
 - *Customer service.*
- In terms of the one thing Easthall Park could be doing to improve, the following comments were made by owners:
- *Get things done right, when people complain deal with it. Don't put it to the bottom of the pile.*
 - *Tidy up back court. Upgrade services in general.*
 - *Clean up the area.*
 - *Listen to anti-social complaints more.*

14.6 Factoring charges

- 13 out of 14 owners were aware of their responsibilities as an owner under their Deed of Condition. The same proportion of owners said they had a copy of their written statement of service which explains their factoring charge and what they can expect for this.
- 12 out of 14 owners said they have enough information about how the factoring charge they pay is decided.
- 8 out of 14 owners said they would like to receive a statement from Easthall Park annually. The remaining 6 owners would like to receive this more frequently every 6 months.
- When asked if there was anything else they would like Easthall Park to offer as their factor one owner suggested giving owners a chance to have their kitchen upgraded if they pay some of it and another owner suggested the Co-operative delivers on its promises.
- In terms of value for money of the factoring charge, 11 out of 14 owners (79%, 62% in 2016) rated it very good or good value for money compared to 3 who said it was poor or very poor value for money. The following comments were made where owners said the factoring charge was good value for money:
 - *Okay for what we get.*
 - *Looks after area well.*
 - *Easthall are one of the best at keeping on top of everything.*

- *Compared to others it's reasonably priced.*
- *Good maintenance.*
- *Do a good job.*
- *Do a good job.*
- *Not bad services.*
- *Compared to my other property with G.H.A, it's a good bit less and I don't get more service from G.H.A.*
- *Dealt with building issues quickly.*
- *Close cleaning needs to be improved.*

Where respondents said it was poor value for money, they gave the following reasons for feeling this way:

- *Don't do enough for us.*
 - *Feel I am paying more to the housing than building insurance.*
 - *Services aren't good. It takes long time for things to get done.*
- Only one out of 14 owners would like to pay an additional charge on their quarterly invoice to pay towards future repairs.

14.7 The neighbourhood

- 12 out of 14 owners (86%) said their neighbourhood was a good place to live, 1 owner said it was neither good nor poor and 1 owner said it was fairly poor.
- The table below shows satisfaction levels with various aspects of the neighbourhood. As can be seen below owners were most satisfied with activities or facilities for youths (100% of those who gave an opinion) and lowest in terms of the overall appearance of the neighbourhood and the estate management caretaker service (both 69%).

Satisfaction with neighbourhood aspects				
	Very/ fairly satisfied	Neither/ nor	Very/ fairly dissatisfied	Don't know/ NA
Overall appearance of your neighbourhood	9	1	3	1
Estate Management Caretaker Service	9	2	2	1
The ground maintenance e.g. grass cutting	10	-	3	1
Cleaning of any internal communal areas	10	-	1	3
Cleaning of any external communal areas	9	2	1	2
Overall estate services provided by Easthall Park	10	2	1	1
Children's play facilities	6	1	0	7
Activities or facilities for youths (11 to 16)	7	-	0	7
Your feeling of safety during the day	12	-	1	1
Your feeling of safety at night	11	1	1	1

- 10 out of 14 owners (71%, 100% in 2016) were very or fairly satisfied with their landlord's management of the neighbourhood they live in, compared to 3 who were neither satisfied nor dissatisfied and 1 owner who was very dissatisfied.
- When asked about neighbourhood problems, the biggest concerns for owners were:
 - Anti social behaviour (7 owners stating this was a serious or minor problem)
 - Dog fouling (6 owners)
 - Litter and rubbish in the streets (5 owners)

15. CONCLUSIONS

AREAS OF HIGH/ IMPROVING PERFORMANCE

The results of the 2019 survey reveal that, in general, the Co-operative is performing to a relatively high standard with satisfaction levels generally being above 90% for most aspects. The following points show the key highlights where satisfaction was highest:

- The vast majority of tenants rated the Co-operative good at keeping them informed (96%).
- Despite low levels of interest in participation opportunities, almost all tenants expressed satisfaction with the opportunities available to them to participate in the Co-operative's decision making processes.
- Letters (91%) and newsletters (88%) were the most popular sources to obtain information about the Co-operative and its services.
- The newsletter is read by the vast majority of tenants (all but 7 tenants) and almost all tenants agreed it was easy to read (97%), interesting (98%) and informative (99%).
- Satisfaction with the various aspects of customer care, was very high at 95%-96% for the various aspects such as staff being friendly, courteous and helpful.

ACTION PLANNING

The following points have been made to highlight key areas where there is room for improvement in terms of the Co-operative's current service offering:

- Satisfaction with the repairs service has seen a significant decrease from 97% in 2016 to 85% in 2019. The survey results show that the key area where satisfaction has decreased was regarding the repair being done right first time with satisfaction decreasing from 93% in 2016 to 81% in 2019.
- Satisfaction with the quality of home has also seen a decrease from 99% in 2016 to 93% in 2019. Priorities for the home were identified as being window replacements (28%) and bathroom replacements (27%).
- Management of the neighbourhood has seen a decrease from 98% in 2016 to 92% in 2019. Satisfaction with the various aspects of the neighbourhood have decreased significantly in terms of children's play facilities (decreased from 84% in 2016 to 57% in 2019) and activities for youths (decreased from 90% in 2016 to 57% in 2019).

- Fewer tenants in 2019 (85%) were aware of how to make a complaint to the Co-operative should they be dissatisfied with any aspect of the service they provide than in 2016 (97%).

Appendix 1

Survey Questionnaire

Project number	P999
Project name	Easthall Park Customer Satisfaction Survey 2019

INTRODUCTION (Read out) 'Hello, my name is _____. I am undertaking a survey for **Easthall Park Housing Co-operative** to find out residents' views on the service they receive. The survey also asks a few questions about you and your household, including questions on protected characteristics which the Association is required to monitor. This information is only used to create an overall picture of the profile of residents and will help them develop services to meet those needs. The survey will take about 15 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 **Easthall Park** will know your individual answers 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	

INTERVIEWER: PLEASE CODE

WRITE IN IDENTIFICATION NUMBER:

AREA:

Easthall	1
Kildermorie	2

TENANT/ OWNER

Tenant	1	Go to Q1
Owner	2	Go to Q2

OVERALL SATISFACTION

1. **[SSHCI]** Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Easthall Park Housing Co-operative?

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know/ no opinion	6	
[IF NOT SATISFIED: CODE 3,4,5] Can you explain why you are not satisfied with the overall service provided?		

2. **OWNERS [SSHC33]** Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by Easthall Park Housing Co-operative?

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
[IF NOT SATISFIED: CODE 3,4,5] Can you explain why you are not satisfied with the factoring service provided?		

INFORMATION AND COMMUNICATION

3. **SHOWCARD** Which of the following sources do you use to obtain information about Easthall Park and its services? **SELECT ALL THAT APPLY**

Newsletters	1	Go to Q4
Letters	2	
Staff visits	3	
Visit to the office	4	
Facebook	5	
Twitter	6	
Website	7	
Local meetings	8	
Office notice board	9	
Attending the AGM	10	
Reading the Annual Report	11	
Surveys	12	
Other (please specify)	13	
Don't know	14	

4. To what extent do you agree with the following statements about Easthall Park newsletter?

	Agree strongly	Agree	Disagree	Strongly disagree	Do not read
Easy to read	1	2	3	4	5
Interesting	1	2	3	4	5
Informs me about the work of the Co-operative	1	2	3	4	5

5. Were you aware that Easthall Park have a website?

Yes	1
No	2

6. Easthall Park are in the process of launching a mobile app. Would you be interested in doing any of the following via an app?

	May use	Would not use	Don't know
Make a payment	1	2	3
Report a repair	1	2	3
To report a complaint	1	2	3
Update your personal details	1	2	3
Check your account balance	1	2	3
Find out what is happening in the community	1	2	3
Anything else? (please specify)	1	2	3

7. Do you use any of the following? [INTERVIEWER READ OUT LIST TO THE END AND TICK ALL THAT APPLY]

The internet	1	Go to Q8
Facebook	2	
Twitter	3	
Email	4	
Text messaging	5	
Apps on your phone	6	
None of these	7	
Other method (please specify)	8	

8. Does your household access the Internet through any of the following ways?
[INTERVIEWER READ OUT ALL ON LIST AND TICK ALL THAT APPLY - MULTI]

Broadband internet access at home	1	Go to Q9
Internet access through smartphone or other mobile device	2	
Internet access through the Glenburn Centre	3	
Internet access through some other method (please describe)	4	
No internet access	5	

9. **[SSH3C3]** How good or poor do you feel Easthall Park is at keeping you informed about their services and decisions?

Very good	1	Go to Q10
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	

PARTICIPATION

10. SHOWCARD In terms of matters that Easthall Park consults residents on, what types of things are you particularly interested in being consulted about? *(Select all that apply)*

Housing policies (e.g. allocations, rents, neighbour disputes)	1	Go to Q11
Day to day repairs and maintenance issues	2	
Planning for longer term upgrading of home	3	
Customer service issues	4	
Rent setting and affordability	5	
Issues affecting the wider neighbourhood (e.g. local facilities, community safety)	6	
Commenting on Information Sheets	7	
Other (please specify)	8	
None, not interested in becoming involved	9	

11. SHOWCARD: How would you prefer to give your views? *(Select all that apply)*

By attending the AGM	1	Go to Q12
By taking part in a policy review on a particular subject	2	
Via Facebook or Twitter	3	
Informally speaking to staff	4	
By taking part in face to face surveys	5	
Local meetings about issues in the area	6	
By taking part in social events e.g. Gala Day	7	
By coming to open days	8	
By taking part in focus groups	9	
By being part of the Co-op's Resident Panel	10	
By taking part in telephone surveys	11	
By taking part in postal surveys	12	
By taking part in email/ online surveys	13	
By becoming a member of the Management Committee	14	
Other (please specify)	15	
Don't know	16	

12. What, if anything, stops you becoming more involved with Easthall Park? [INTERVIEWER: DO NOT PROMPT]

Childcare commitments	1	Go to Q13
Work commitments	2	
Health / disability issues	3	
They're doing a good job so I don't feel the need to get involved	4	
Not interested	5	
Don't think I have anything to contribute	6	
Lack confidence in speaking up	7	
Don't understand enough about the work of the Co-operative	8	
Not aware of any meetings/ opportunities to participate	9	
Don't think they listen anyway	10	
Happy with things as they are	11	
Other – please specify	12	
Nothing, I am already involved	13	

13. [SSH6] How satisfied or dissatisfied are you with the opportunities given to you to participate in Easthall Parks decision making processes?

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

14. SHOWCARD Which of the following best describes the level of consultation you would like to be involved in? (Select one only)

I would not wish to be consulted at all	1	Go to Q15
I would wish to be advised about but not consulted on changes to services	2	
I would like to be consulted about the changes which affect me directly	3	
I would like to be consulted about all changes	4	

CUSTOMER CARE

15. How satisfied are you with quality of customer care provided overall when you have contact with a member of Easthall Park staff?

Very satisfied	1	Go to Q16
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

16. How convenient do you find the opening hours of Easthall Park office?

Very convenient	1	Go to Q17
Fairly convenient	2	
Neither convenient nor inconvenient	3	
Fairly inconvenient	4	
Very inconvenient	5	
Don't know opening hours	6	

17. Were you aware that Easthall Park offices are open late until 7pm on the second last Wednesday of each month?

Yes	1	Go to Q18
No	2	

18. What is your preferred method for contacting Easthall Park? SINGLE RESPONSE

By telephoning the office	1	Go to Q19
Personal visit to the office	2	
By text message	3	
Via Twitter/ Facebook	4	
By email	5	
Letter	6	
Other (please specify)	7	

19. Have you contacted Easthall Park within the last 12 months?

Yes	1	Go to Q20
No	2	Go to Q24

20. How did you last contact Easthall Park? (tick one only)

By telephoning the office	1	Go to Q21
Personal visit to the office	2	
By text message	3	
Via Twitter/ Facebook	4	
By email	5	
Letter	6	
Other (please specify)	7	

21. What was the reason for your last contact with Easthall Park?

Repairs	1	Go to Q22
To make a payment	2	
To complain about a neighbour or anti social behaviour issue	3	
To complain about a Co-operative service	4	
To discuss planned improvements to my house	5	
To discuss a transfer or exchange	6	
Factoring service	7	
To discuss my rent	8	
Other (please specify)	9	

22. Thinking about the last time you contacted Easthall Park, how satisfied were you with the following in relation to the customer care received? The member of staff.....

	VS	FS	NN	FD	VD	
... introduced themselves	1	2	3	4	5	Go to Q23
... was friendly	1	2	3	4	5	
... was courteous	1	2	3	4	5	
... was helpful	1	2	3	4	5	
... was willing to listen	1	2	3	4	5	

23. And how satisfied were you with the information and advice given?

	VS	FS	NN	FD	VD	DK/ NA	
The member of staff I dealt with had the knowledge to help me	1	2	3	4	5	6	Go to Q24
I was given/ received accurate information	1	2	3	4	5	6	
I was given/ received easy to understand information	1	2	3	4	5	6	
I got as much information as I needed	1	2	3	4	5	6	
Easthall Park did what they said they would	1	2	3	4	5	6	
I was kept up to date with progress	1	2	3	4	5	6	
The speed of response	1	2	3	4	5	6	
The outcome of your enquiry	1	2	3	4	5	6	

24. SHOWCARD How satisfied or dissatisfied are you that Easthall Park treats you fairly?

Very satisfied	1	Go to Q25
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

25. If you were unhappy with any aspect of the service Easthall Park provides, would you know how to make a complaint about this?

Yes	1	Go to Q26
No	2	

EASTHALL PARK'S SERVICES

- 26.** SHOWCARD Which of the following landlord activities and services are most important to you. Please choose your top priority, 2nd top priority and 3rd top priority?

	Top	2 nd	3 rd	
Providing an effective repairs service	1	1	1	Go to Q27
Modernising tenants homes to keep them a reasonable standard	2	2	2	
Dealing with people who don't pay their rent or factoring charge	3	3	3	
Encouraging more residents to take an active part in its decisions	4	4	4	
Telling residents more about what we are doing	5	5	5	
Keeping rents and charges affordable	6	6	6	
Doing more to deal with neighbourhood issues(e.g. ASB, vandalism)	7	7	7	
Running initiatives/activities for the benefit of the community from the Glenburn Centre e.g. social activities, youth clubs, training opportunities	8	8	8	
Providing a money advice/welfare rights service	9	9	9	
Providing support for vulnerable tenants e.g. aids and adaptations or grass cutting for those who cannot do this for themselves	10	10	10	
Providing a community bank service	11	11	11	

- 27.** The Co-operative's mission statement is "Making a Difference to Our Community". With this in mind the Co-operative, in partnership with Easthall Residents' Association runs a wide range of social enterprise activities for example specialised welfare rights advice, IT suite, community café and activities for adults with support needs and young people. Do you think these are of value and help the Co-operative make a difference to the community?

Yes (why do you say this?)	1	Go to Q28
No (please explain why not?)	2	

- 28.** What do you think Easthall Park is best at? [INTERVIEWER: PROBE FULLY]

29. If there was one thing that Easthall Park could be doing to improve, what would it be?
[INTERVIEWER: PROBE FULLY]

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REPAIRS [TENANTS ONLY, OWNERS GO TO Q47]

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

Yes	1	Go to Q31
No	2	Go to Q34

31. [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 Easthall Park?

Very satisfied	1	Go to Q32
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

32. How do you normally report repairs to Easthall Park? SELECT ONE ONLY

By telephoning the office	1	Go to Q33
Personal visit to the office	2	
By text message	3	
Via Twitter/ Facebook	4	
By email	5	
Letter	6	
Other (please specify)	7	

33. Thinking of the repairs you have reported in the last 12 months, how satisfied were you with the following?

	VS	FS	NN	FD	VD	DK	
Ease of reporting	1	2	3	4	5	6	Go to Q34
The helpfulness of Easthall Park staff involved	1	2	3	4	5	6	
Being told when workers would call	1	2	3	4	5	6	
Being able to get repairs done at a time which was convenient	1	2	3	4	5	6	
Time taken before work started	1	2	3	4	5	6	
The speed of completion of the work	1	2	3	4	5	6	
The attitude of workers	1	2	3	4	5	6	
The overall quality of the work	1	2	3	4	5	6	
Keeping dirt and mess to a minimum	1	2	3	4	5	6	
The repair being done 'right first time'	1	2	3	4	5	6	

34. At present when you report a non-emergency repair to Easthall Park you are offered a morning or afternoon appointment. They are reviewing this & considering whether or not out with normal hours, such as Saturday mornings, should be offered. This service would cost more to deliver therefore it may impact on the Co-op's ability to limit rent increases or possibly lead to a decrease on the Co-op's spending on other areas. Would you like to see the introduction of appointments for repairs in the evening and on Saturday mornings in addition to weekdays as is currently done?

Yes	1	Go to Q35
No	2	
Don't know	3	

35. When reporting repairs over the past 12 months, have you had to use Easthall Park out of hours repair service?

Yes	1	Go to Q36
No	2	Go to Q37
Don't know	3	

36. How satisfied were you with the response you received when you used the out of hours repair service?

Very satisfied	1	Go to Q37
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

YOUR HOME [TENANTS ONLY]

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

Very satisfied	1	Go to Q38
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

38. SHOWCARD Easthall Park have a planned maintenance programme in place. What do you regard as being the 3 key priorities for maintenance in your home?

	Tick <u>one</u> box per column		
	Top Priority	2 nd Priority	3 rd Priority
Kitchen	1	1	1
Boiler replacement	2	2	2
Window replacement	3	3	3
Veranda improvements	4	4	4
Rewiring	5	5	5
Bathroom upgrade/ replacement	6	6	6
New internal doors	7	7	7
New external doors	8	8	8
Measures to deal with dampness/ condensation	9	9	9
Measures to improve the energy efficiency of your home	10	10	10
No improvements needed	11	11	11
Other (please specify)	12	12	12

AFFORDABILITY AND VALUE FOR MONEY [TENANTS ONLY]

- 39. SHOWCARD** Which of the following best describes how affordable you find your electricity and gas bills?

Very easy to afford	1	Go to Q40
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

- 40.** Have you ever chosen to not put your heating on because you couldn't afford to?

Yes	1	Go to Q41
No	2	
Don't know	3	

- 41.** Do you receive housing benefit or Universal Credit?

Yes, Full Housing Benefit	1	Go to Q44
Yes, partial Housing Benefit	2	Go to Q42
Yes, Universal Credit	3	
No	4	

- 42. SHOWCARD** Which of the following best describes how affordable you find your rent payments?

Very easy to afford	1	Go to Q43
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

- 43. SHOWCARD** On this card are a number of reasons why people may struggle to make their rent payments. Can you tell me if your household has experienced any of these in the last 12 months? [ALL THAT APPLY]

Problems with Housing Benefit	1	Go to Q44
Problems with Universal credit	2	
Under occupancy Charge (Bedroom Tax)	3	
Confusion/delays with other Benefits	4	
Zero hours contract	5	
Unemployment	6	
Reduction in working hours	7	
Loss of overtime	8	
Illness	9	
Other bills to pay first	10	
Several bills due at the same time	11	
Other bills/expenses (e.g. Christmas)	12	
Payday loans	13	
Increase in rent	14	
Change in household circumstances	15	
General financial difficulties	16	
Other (please specify)	17	
No problems experienced	18	

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

Yes	1	Go to Q45
No	2	

45. [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 value	1	Go to Q46
Good value	2	
Neither good nor bad value	3	
Poor value	4	
Very poor value	5	

46. Can you explain why you say that?

--

NOW GO TO Q55

FACTORING CHARGES [OWNERS ONLY]

47. Are you aware of your responsibilities as an owner under your Deed of Condition?

Yes	1	Go to Q48
No	2	

48. Do you have a copy of your written statement of service which explains your factoring charge and what you can expect for this?

Yes	1	Go to Q49
No	2	

49. Do you have enough information about how the factoring charge you pay is decided?

Yes	1	Go to Q50
No	2	

50. How often would you like to receive a statement from Easthall Park?

Every 6 months	1	Go to Q51
Annually	2	
Other (please specify)	3	

51. Is there anything else you would like Easthall Park to offer, as your factor?

Yes (please explain)	1	Go to Q52
No	2	

52. Taking account of the services you receive, do you think your factoring charge represents good or poor value for money?

Very good value	1	Go to Q53
Good value	2	
Neither good nor bad value	3	
Poor value	4	
Very poor value	5	

53. Can you explain why you say that?

--

54. Would you like to pay an additional charge on your quarterly invoice to pay towards future repairs? This is known as a 'sinking fund'.

Yes	1	Go to Q55
No	2	

YOUR NEIGHBOURHOOD [ASK ALL]

55. Turning now to the neighbourhood you live in, what do you think of it as a place to live in?

Very good	1	Go to Q56
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	

56. Can you tell me how satisfied you are with the following aspects of the neighbourhood?

	VS	FS	NN	FD	VD	DK/ NA	
Overall appearance of your neighbourhood	1	2	3	4	5	6	Go to Q57
Estate Management Caretaker Service	1	2	3	4	5	6	
The ground maintenance e.g. grass cutting	1	2	3	4	5	6	
Cleaning of any internal communal areas	1	2	3	4	5	6	
Cleaning of any external communal areas	1	2	3	4	5	6	
Overall estate services provided by Easthall Park	1	2	3	4	5	6	
Children's play facilities	1	2	3	4	5	6	
Activities or facilities for youths (11 to 16)	1	2	3	4	5	6	
Your feeling of safety during the day	1	2	3	4	5	6	
Your feeling of safety at night	1	2	3	4	5	6	

57. **[SSH17]** Overall, how satisfied or dissatisfied are you with your landlord's **contribution to** the management of the neighbourhood you live in? [INTERVIEWER NOTE: Neighbourhood is defined as the street in which the tenant lives and the immediate surrounding area.]

Very satisfied	1	Go to Q58
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

58. I am going to read out a number of issues and I would like you to tell me to what extent you think it is a serious problem, a minor problem or not a problem in your neighbourhood.

	Serious Problem	Minor Problem	Not a problem
Groups of young people hanging around	1	2	3
Vandalism	1	2	3
Anti social behaviour	1	2	3
Drug or alcohol abuse	1	2	3
Graffiti	1	2	3
Litter and rubbish in the streets	1	2	3
Drug dealing	1	2	3
Loitering	1	2	3
Dog fouling	1	2	3
Unkempt gardens/ open spaces	1	2	3
Gang fighting	1	2	3
Harassment/ insults/ intimidation	1	2	3
Anti social behaviour caused by alcohol consumption	1	2	3

RESIDENT INFORMATION [ASK ALL]

Finally, I'd like to ask you some questions about you and your household. This information is strictly confidential and will not be passed onto Easthall Park with any reference to your address or name. This information is only used to create an overall picture of the type of people who live in the area. Easthall Park have a legal obligation to make sure that they do not discriminate against any members of society and want to ensure that human rights legislation is applied for all members of our community. These questions will help them prepare their services in the future in a way which meets the needs of the community. Can I remind you that you do not have to answer anything you do not want to. If you would prefer not to answer any question, please just say and I will move on to the next one.

59. How long have you been a resident of Easthall Park, living in this house?

Under 6 months	1	Go to Q60
Between 6 and 12 months	2	
Between 1 and 2 years	3	
Between 3 and 5 years	4	
Between 6 and 10 years	5	
More than 10 years	6	
Don't know	7	

60. SHOWCARD Which age band best describes you?

16-24	1	Go to Q61
25-34	2	
35-44	3	
45-54	4	
55-59	5	
60-64	6	
65-74	7	
75+	8	

61. Which of the following best describes how you think about yourself?

Male	1	Go to Q62
Female	2	
In another way	3	

62. How many people usually live in this house?

	Go to Q63
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63. Which of these best describes your household composition?

Single adult	1	Go to Q64
2 adults, 1 child under 16	2	
2 adults, 2 children under 16	3	
2 adults, 3 children under 16	4	
2 adults, 4 children under 16	5	
Lone parent, 1 child under 16	6	
Lone parent, 2 children under 16	7	
Lone parent, 3 children under 16	8	
Lone parent, 4 children under 16	9	
2 adults 75+	10	
2 adults 60-74	11	
2 adults 16-59	12	
Other (please specify)	13	

64. How would you describe your occupation/ your partner's occupation at the present time?

	Tenant	Partner	
Full time paid work	1	1	Go to Q65
Part time paid work	2	2	
Full time education	3	3	
Part time education	4	4	
Government training programme	5	5	
Unemployed	6	6	
Long term sick / disabled	7	7	
Looking after family	8	8	
Retired	9	9	
Carer	10	10	
Voluntary work	11	11	
Other (please specify)	12	12	
No partner		13	

65. Does anyone living in this household have any long term illness, health problem or disability which limits their daily activities or the work they can do (including problems due to old age)?

Mental ill health	1	Go to Q66
Mobility/ physical disabilities	2	
Learning difficulties	3	
Difficulties with sight	4	
Difficulties with hearing	5	
Dementia	6	
Being frail due to old age	7	
HIV/ AIDS	8	
Drug/ Alcohol dependency	9	
Other (please write in)	10	
Don't know	11	
None	12	

66. SHOWCARD: Easthall Park monitors the ethnic composition of its residents to ensure it provides a quality service to all members of the community who require it. Can you tell me which of the following groups you consider you belong to?

WHITE	
White Scottish	1
White other British	2
Irish	3
Gypsy/ Traveller	4
Polish	5
Any other white ethnic group (please specify)	6
MIXED OR MULTIPLE ETHNIC GROUPS	
Any mixed or multiple ethnic groups (please specify)	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 specify)	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 specify)	16
OTHER ETHNIC GROUP	
Arab	17
Other Ethnic Group (specify)	18

67. SHOWCARD: What religion, religious denomination or body do you belong to?

None	1	Go to Q68
Church of Scotland	2	
Roman Catholic	3	
Other Christian	4	
Muslim	5	
Buddhist	6	
Sikh	7	
Jewish	8	
Hindu	9	
Pagan	10	
Other religion (please specify below)	11	
Prefer not to say	12	

68. I will now read out a list of terms people sometimes use to describe how they think of themselves. As I read the list please say 'yes' when you hear the option that best describes how you think of yourself. [INTERVIEWER READ OUT THE LIST TO END WITHOUT PAUSING]

Heterosexual/ Straight	1	Go to Q69
Gay/ Lesbian	2	
Bisexual	3	
Other	4	
Prefer not to say	5	

69. Do you have any additional comments you wish to make about Easthall Park or the services it provides?

- **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

Project number	P999
Project name	Easthall Park Housing Co-operative Customer Satisfaction Survey
Objectives of the research	The overall aim of the research was to provide Easthall Park with up to date feedback on customers' views on the landlord services provided and to inform future policy and practice.
Target group	Tenants and owner occupiers of the Co-operative.
Target sample size	The aim was to achieve interviews with tenants and owners.
Achieved sample size	A total of 280 tenant and 14 owner interviews were achieved.
Date of fieldwork	Interviewing took place between the 11 th March and the 12 th April 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. Interviews with owners were undertaken mainly by telephone.
Any incentives?	No
Number of interviewers	3
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, where this was deemed appropriate by the interviewer
Weighting procedures	Not applicable
Estimating and imputation procedures	Not applicable
Reliability of findings	+/- 4.53% for tenants.

Appendix 3

Data tables

Analysis of the overall priorities for the home by street

Overall priorities for the home analysed by street													
	Base	Kitchen	Boiler replacement	Window replacement	Veranda improvements	Re-wiring	Bathroom upgrade	New internal doors	New external doors	Measures to deal with damp	Measures to improve energy efficiency	Other	No improvements needed
Arnisdale View	9	67%	22%	22%	0%	0%	22%	11%	11%	0%	0%	0%	0%
Halliburton Terrace	7	0%	0%	0%	0%	0%	0%	14%	0%	0%	0%	29%	57%
Lochbridge Road	10	0%	0%	30%	0%	0%	20%	0%	10%	0%	10%	0%	60%
Glenburnie Place	7	0%	0%	0%	71%	0%	43%	0%	0%	43%	0%	0%	29%
Eddlewood Path	3	33%	0%	33%	0%	0%	33%	0%	0%	0%	0%	33%	33%
Eddlewood Place	4	0%	0%	25%	0%	0%	25%	0%	0%	50%	0%	0%	50%
Westerhouse Road	4	25%	25%	0%	0%	0%	25%	0%	0%	0%	0%	50%	25%
Arnisdale Court	7	43%	14%	0%	14%	0%	29%	0%	14%	0%	0%	0%	29%
Wardie Place	6	0%	0%	67%	0%	0%	33%	33%	0%	0%	0%	17%	17%
Kildermorie Road	9	33%	22%	22%	0%	0%	0%	0%	0%	11%	11%	33%	22%
Ware Road	34	21%	12%	21%	0%	9%	47%	18%	21%	0%	6%	12%	18%
Easthall Place	5	0%	0%	20%	0%	0%	0%	20%	0%	0%	0%	0%	80%
Edderton Way	13	0%	0%	15%	0%	8%	54%	15%	31%	0%	0%	0%	31%
Eddlewood Road	12	8%	17%	50%	0%	0%	25%	17%	17%	8%	8%	17%	25%
Shandwick Street	11	36%	9%	0%	0%	0%	27%	0%	9%	0%	0%	9%	45%
Halliburton Road	10	10%	0%	0%	0%	0%	0%	0%	10%	10%	0%	30%	60%
Eddlewood Court	7	14%	14%	57%	0%	14%	29%	0%	0%	0%	0%	0%	14%
Arnisdale Place	2	50%	100%	50%	0%	0%	50%	0%	0%	0%	0%	0%	0%
Arnisdale Gate	8	50%	50%	0%	0%	0%	25%	0%	0%	0%	0%	13%	38%
Banton Place	20	15%	5%	60%	0%	0%	30%	15%	15%	5%	10%	0%	30%
Edderton Place	11	0%	0%	55%	0%	0%	36%	36%	36%	18%	18%	0%	27%
Trondra Place	2	100%	0%	50%	0%	0%	50%	0%	0%	0%	0%	0%	0%
Struie Street	2	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%
Arnisdale Road	4	75%	0%	25%	0%	0%	0%	25%	0%	0%	0%	0%	25%
Wardie Road	71	14%	8%	35%	1%	3%	21%	37%	14%	4%	3%	4%	38%
Kildermorie Place	2	50%	0%	0%	0%	0%	0%	50%	50%	0%	0%	0%	50%

Analysis of the overall priorities for the home by property type

Priorities for the home analysed by property type													
	Base	Kitchen	Boiler replacement	Window replacement	Veranda improvements	Re-wiring	Bathroom upgrade	New internal doors	New external doors	Measures to deal with dampness/condensation	Measures to improve energy efficiency	No improvements needed	Other
Upper Floor Tenement Flat	34	12%	0%	44%	9%	3%	32%	35%	12%	12%	6%	29%	3%
Ground Floor Aged Person	3	0%	0%	0%	0%	0%	0%	33%	0%	0%	0%	67%	0%
GF TF with main door+lose door	1	0%	0%	0%	100%	0%	0%	0%	100%	0%	100%	0%	0%
Lower Cottage	23	9%	4%	22%	0%	4%	17%	13%	13%	0%	4%	52%	4%
Semi Detached	29	14%	3%	17%	0%	3%	24%	7%	14%	3%	7%	38%	21%
Detached Villa	1	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%
House	51	53%	22%	14%	0%	0%	24%	10%	8%	2%	2%	25%	12%
Top Floor Aged Person	5	20%	20%	0%	0%	0%	20%	0%	0%	0%	0%	60%	0%
Upper Cottage	11	9%	0%	27%	9%	18%	55%	9%	0%	9%	9%	18%	9%
End Terrace	23	4%	4%	30%	0%	0%	30%	17%	17%	9%	4%	35%	4%
Main Door Tenement Flat	23	17%	13%	48%	0%	0%	26%	30%	26%	4%	0%	26%	4%
Mid Terrace	29	17%	7%	24%	0%	3%	38%	14%	14%	3%	0%	38%	7%
Ground floor tenement flat	16	6%	19%	25%	6%	6%	19%	19%	13%	6%	0%	38%	19%
Top Floor Tenement Flat	31	6%	13%	48%	3%	0%	19%	26%	13%	6%	6%	32%	3%