



# Easthall Park Housing Co-operative

## Customer Satisfaction Survey 2014

### Research Report

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## 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 276 interviews were completed with Easthall Park tenants, representing a 40% response rate from in scope tenants. In addition to the tenants' survey, 20 interviews were completed with the Co-operative's owner occupiers.
- Tenant interviews were spread across each area of the Co-operative stock to ensure coverage of the full range of the Co-operative's tenants and stock.
- This provides data accurate to  $\pm 4.6\%$  based upon a 50% estimate at the 95% confidence level, providing robust data upon which the Co-operative can be confident about making decisions.
- This executive summary highlights 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 2010 and 2012. Please note all indicators with the exception of the last one on the factoring service are for tenants only.

Scottish Social Housing Charter Indicators	% 2010	% 2012	% 2014
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Easthall Park? ( <i>% very/ fairly satisfied</i> )	-	97%	93%
How good or poor do you feel Easthall Park is at keeping you informed about their services and decisions? ( <i>%very good/ fairly good</i> )	93%	95%	99%
How satisfied or dissatisfied are you with the opportunities given to you to participate in Easthall Park's decision making process? ( <i>% very/ fairly satisfied</i> )	91%	97%	95%
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? ( <i>% very/ fairly satisfied</i> )- <b>Those who have reported a repair in the last 12 months</b>	92%	86%	87%
Overall, how satisfied or dissatisfied are you with the quality of your home? ( <i>% very/ fairly satisfied</i> )	94%	94%	94%
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... ( <i>% very good value/ fairly good value</i> )	85%	89%	66%
Overall, how satisfied or dissatisfied are you with Easthall Park's management of the neighbourhood you live in?	-	85%	95%
(OWNERS) Taking everything into account how satisfied or dissatisfied are you with the factoring service provided by Easthall Park Housing Co-operative?	-	90%	80%

## OVERALL SATISFACTION

- Overall, 93% of tenants who responded to the survey stated that they were satisfied with the overall service provided by Easthall Park (a marginal decrease from 97% in 2012).

## INFORMATION AND COMMUNICATION

- In terms of keeping tenants informed, almost all tenants (99%) said that they felt Easthall Park was either very good or fairly good at keeping them informed about their services and decisions (rising from 95% in 2012). No individuals stated that they felt Easthall Park was poor in this respect.
- Tenants preferred method of being kept informed was by the Co-operative's newsletter (91%) and by letters sent to their home (91%). The Co-operative's newsletter was highly thought of by tenants with all tenants finding it easy to read, interesting and informative.
- Over half of respondents (57%) stated that they use the internet with 51% of tenants having broadband internet access at home and 32% having internet access via a smartphone or mobile device.

## TENANT PARTICIPATION

- Tenants were asked if there were any topics that they would be interested in being consulted on. The vast majority had no interest in becoming involved in the Co-operative's consultation activities (82%). On the other hand, 16% expressed an interest in the planning for longer term upgrading of the home and 11% said they were interested in being consulted on day to day repairs and maintenance issues.
- In terms of the preferred method of consultation in the future, 62% said they would prefer to be consulted using face to face surveys and 18% by postal surveys.
- Whether or not tenants currently participate, they were asked about their satisfaction with the opportunities given to them to participate in Easthall Park's decision making processes. 95% said that they were satisfied and less than 1% said that they were dissatisfied. This amounts to just 1 tenant.
- When asked about their preferred level of consultation, just under 9 in 10 respondents said they would like to be consulted about the changes which affect them directly (89%), 7% said they would like to be consulted about all changes, 4% said they would wish to be advised about but not consulted on changes to services and less than 1% would not wish to be consulted at all. There has been an increase in the proportion of respondents who said they would like to be consulted about the changes which affect them directly, increasing from 76% in 2012 to 89% in 2014.

## CONTACT WITH THE CO-OPERATIVE

- Over 9 in 10 respondents (96%) were either very or fairly satisfied with the quality of customer care provided overall when they contacted a member of Easthall Park staff (96%) compared to 1% who were dissatisfied and 3% who were neither satisfied nor dissatisfied. Overall satisfaction has not changed significantly since the 2012 survey where 94% of respondents were satisfied in this respect.
- All but 1 respondent said they considered the opening hours of Easthall Park's office to be very or fairly convenient. The findings are consistent with the 2012 survey where 98% of respondents said the opening hours were convenient.
- Only 28% of respondents said they were aware of the Co-operative's extended opening hours on one Tuesday night each month.
- In terms of tenants preferred method to contact Easthall Park, the main preference is to telephone the office (63%).
- Those who contacted Easthall Park within the last 12 months were asked to rate the customer care that they received. Satisfaction was very high ranging from 88% in terms of the staff being helpful to 97% with regards to the staff introducing themselves.
- Following on from this, respondents were asked how satisfied or dissatisfied they were with any advice or assistance they had received the last time they had contact with Easthall Park. Satisfaction levels were highest in terms of the member of staff having the knowledge to help (94%) and being given accurate and easy to understand information (both 91%). On the other hand, satisfaction was lowest in terms of the Co-operative doing what they said they would do (83%), the speed of response (84%) and the outcome of the enquiry (84%).
- Over 9 in 10 tenants said they were satisfied that Easthall Park treats them fairly (96%) compared to 1% who were dissatisfied and 3% who were neither satisfied nor dissatisfied. Satisfaction has not changed significantly since 2012 where 98% were satisfied.
- All but two tenants (99%) said they were aware of how to make a complaint should they be unhappy with any aspect of the service that Easthall Park provides.

## SERVICE PRIORITIES

- Respondents were asked to select their top three service priorities. Providing an effective repairs service was a top, second or third priority for almost all tenants (87%). This was followed by modernising tenants' homes to keep them a reasonable standard (77%) and keeping rents and charges affordable (39%).
- Almost all respondents (95%) were of the opinion that the social enterprise activities run by the Co-operative in partnership with the Easthall Park Residents' Co-operative are valuable and make a difference and this is an increase on the 90% reported in the 2012 survey.
- Just under 7 in 10 tenants said they were aware that the Co-operative provides a Community Bank (65%) and a Welfare Rights Service (67%). Half of respondents said they would not be interested in using these services (50%), while 46% expressed an interest in using the Welfare Rights Service and 37% were interested in a Community Bank.

- Easthall Park provides a free garden maintenance service for tenants who are of pensionable age and have nobody resident in their household or in Easthall Park/ Kildermorie to help cut their grass. This service is paid for through tenants rents. All but two tenants (99%) were of the opinion this service is available to the right people.

## REPAIRS AND MAINTENANCE

- One third of respondents (33%) stated that they have had repairs carried out in their property in the last 12 months. Of these, 87% were satisfied with the repairs service provided by Easthall Park the last time they had repairs carried out. This is consistent with the 2012 survey results where 86% expressed satisfaction with the repair service.
- Respondents were asked to rate how satisfied or dissatisfied they were with various aspects of the repairs service. Tenants were most satisfied in terms of:
  - Ease of reporting repairs (99%)
  - The helpfulness of Easthall Park staff involved (99%)
  - Keeping dirt and mess to a minimum (98%)
  - The attitude of workers (97%)

On the other hand, satisfaction was lowest with regards to:

- The speed of completion of the work (84%)
- The repair being done 'right first time' (84%)
- Time taken before work started (86%).

## THE HOME

- Over 9 in 10 respondents were very or fairly satisfied with the quality of their home (94%) compared to 3% who were fairly dissatisfied and 3% who were neither satisfied nor dissatisfied. The findings are consistent with the results from the 2012 survey.
- In terms of priorities for planned maintenance, 24% of respondents said that a new kitchen was their top, second or third priority. This was followed by window replacement (12%) and bathroom upgrades and replacement (8%).
- The majority of respondents were of the opinion that electricity and gas bills were just about affordable (64%), 30% said their bills were easy to afford and 7% said their bills were difficult to afford.
- Four in ten respondents (40%) spend more than 10% of their household income on paying for their fuel bills, 40% said they spend 10% or less on their fuel bills and 21% were unsure.



## VALUE FOR MONEY

- Two thirds of tenants were of the opinion that the accommodation and services their landlord provides represents good value for money (66%) compared to 32% who said their rent was neither good nor poor value and 2% who felt it was poor value for money. The proportion of tenants who said their rent charge was good value has fallen from 89% in 2012 to 66% in 2014. However, the proportion of respondents who felt their rent was poor value has remained consistent at 2% since 2012.
- Just under 7 in 10 respondents (69%) said they were in receipt of housing benefit (69%). This is consistent with the 2012 results where 72% of respondents were in receipt of housing benefit. Of those who received housing benefit, 69% said that it covers all of their rent and the remaining 31% said it covers part of their rent.
- Just under half of tenants said they found their rent payments to be just about affordable, 46% said their rent payments were easy to afford and 5% said they were difficult to afford.
- In terms of financial difficulties two thirds of tenants (67%) said they were not experiencing any financial difficulties when paying their rent. On the other hand, 14% were experiencing general financial difficulties, 9% were struggling with having other bills to pay first and 8% said they had several bills due at the same time.
- Almost all respondents were of the opinion that they have enough information about how the rent they pay is spent (96%).

## THE NEIGHBOURHOOD

- Over 9 in 10 respondents were very or fairly satisfied with their landlord's management of the neighbourhood they live in (95%) compared to 3% who were either very or fairly dissatisfied and 3% who were neither satisfied nor dissatisfied. Satisfaction has increased from 84% in 2012 to 95% in 2014. This question did not vary significantly when analysed by area.
- Following on from this, respondents were asked to rate how satisfied or dissatisfied they were with various aspects of their neighbourhood. This revealed that tenants were most satisfied in terms of:
  - Feeling of safety during the day (99%)
  - The overall appearance of the neighbourhood (98%)
  - The ground maintenance (98%)
  - Overall estate services provided by Easthall Park (98%)

On the other hand, satisfaction levels were lowest with regards to:

- Children's play facilities (67%)
- Activities of facilities for youths (65%)

- Over 7 in 10 respondents were aware that Easthall Park had recently taken over the management of the Estate Caretaker service (73%). Over half of respondents were of the opinion that since the beginning of August the cleanliness of the estate has got either much or slightly better, 47% felt this had not changed and less than one percent were of the opinion that it had worsened.
- Tenants were asked to rate the extent to which various problems were a serious problem, a minor problem or not a problem in their neighbourhood. The biggest neighbourhood concerns for tenants included:
  - Dog fouling (31% stating serious or minor problem)
  - Groups of people hanging around (29%)
  - Anti social behaviour (18%)
  - Litter and rubbish in the streets (18%)

### CONCLUDING COMMENTS

This survey represents a very positive one from the perspective of Easthall Park Housing Co-operative. For several indicators the results have remained high and consistent with the previous survey which was undertaken in 2012. There have also been significant increases in satisfaction or perception of the Co-operative and its services across a range of key indicators when compared to the Association's previous survey. The following points show the key highlights where satisfaction has seen the most significant improvements:

- Satisfaction with various aspects of the repairs service have seen an increase since 2012, namely being told when workers would call (increased by 7 percentage points), keeping dirt and mess to a minimum (increased by 7 percentage points) and being able to get repairs done at a time which was convenient (increased by 6 percentage points).
- Satisfaction with neighbourhood management has increased significantly from 84% in 2012 to 95% in 2014.
- Satisfaction levels for all aspects of the neighbourhood have seen an increase since 2014. The biggest increases in satisfaction can be seen with regards to cleaning of external communal areas (increased by 13 percentage points) and the overall appearance of the neighbourhood (increased by 11 percentage points).

The following points have been made to highlight key areas where there is room for improvement in terms of the Association's current service offering. This includes indicators which have seen a decrease in satisfaction since the 2012 survey and also areas highlighted as being low awareness amongst tenants:

- The proportion of respondents who were of the opinion that their home and the services they receive from Easthall Park represent good value for money has decreased from 89% in 2012 to 66% in 2014.
- With regards to customer care, a number of issues were highlighted as lower satisfaction when compared to the 2012 survey. These include the member of staff being helpful (decreased by 11 percentage points), the member of staff being willing to listen (decreased by 10 percentage points) and Easthall Park doing what they said they would (decreased by 10 percentage points).

- The minority of tenants were aware that the Co-operative has a website (42%) or that
- Easthall Park's offices are open late until 7pm on the last Tuesday of each month (28%).

# 1. INTRODUCTION, BACKGROUND AND OBJECTIVES

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## 1.1 Introduction

This report represents and discusses the findings to emerge from Easthall Park Housing Co-operative's Customer Satisfaction Survey 2014.

## 1.2 Background

Easthall Park Housing Co-operative is a not for profit Registered Social Landlord operating in the Easthall and Kildermorie area of Easterhouse, Glasgow and is 100% controlled and run by tenants.

Since their formation they have developed a proven reputation for delivering a wide range of local housing and community related services. Easthall Park's mission statement identifies their purpose as "making a difference to our community" and they see themselves as being more than a housing provider, and that they coordinate and deliver a wide range of community development services

This organisational background is set within the framework of an evolving social housing sector, which will be underpinned by the Scottish Social Housing Charter. The Scottish Social Housing Charter came into effect from 1<sup>st</sup> April 2012 and sets out the standards and outcomes that all social landlords should aim to achieve when performing their housing activities. It will form the basis for the Scottish Housing Regulator to assess and report on how well landlords are performing.

Easthall Park's customer satisfaction survey will represent one of the key mechanisms for monitoring the Co-operative's performance against these standards and outcomes.

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

## 1.3 Background

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

## 2. RESEARCH METHOD

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### 2.1 Methodology

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.

### 2.2 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.

### 2.3 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 276 interviews were completed with Easthall Park tenants, representing a 40% response rate from in scope tenants. It should be noted that a number of supported tenants were not surveyed as it was felt that they would not be able to validly participate in the survey process. This level of return from the survey provides data accurate to  $\pm 4.6\%$  based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across each area of the Co-operative's stock to ensure coverage of the full range of the Association's tenants and stock.

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 tables below show the sample profile broken down by property type, property size and street. As can be seen below, the interview profile is relatively in line with the overall tenant population profile in terms of each of these factors. We are, therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required. The data reported is therefore unweighted.

Property type	Population		Response	
	No.	%	No.	%
Aged person flat	18	3%	9	3%
Bungalow	1	0%	0	0%
Flat	200	29%	89	32%
Ground floor flat	18	3%	9	3%
Lower cottage flat	3	0%	1	0%
Lower floor flat	1	0%	1	0%
Main door	307	44%	115	42%
Mid terrace house	15	2%	5	2%
Semi/end house	86	12%	34	12%
Tenement flat	22	3%	5	2%
Upper Cottage	1	0%	0	0%
Upper Cottage Flat	2	0%	0	0%
Upper floor flat	19	3%	8	3%
<b>Grand Total</b>	<b>693</b>	<b>100%</b>	<b>276</b>	<b>100%</b>

Property size	Population		Response	
	No.	%	No.	%
0	18	3%	9	3%
1	83	12%	33	12%
2	387	56%	157	57%
3	152	22%	58	21%
4	52	8%	19	7%
5	1	0%	0	0%
<b>Grand Total</b>	<b>693</b>	<b>100%</b>	<b>276</b>	<b>100%</b>

Street	Population		Response	
	No.	%	No.	%
Arnisdale Court	18	3%	7	3%
Arnisdale Gate	17	2%	7	3%
Arnisdale Place	6	1%	2	1%
Arnisdale Road	11	2%	4	1%
Arnisdale View	23	3%	9	3%
Banton Place	48	7%	19	7%
Easthall Place	12	2%	5	2%
Edderton Place	36	5%	14	5%
Edderton Way	30	4%	12	4%
Eddlewood Court	14	2%	7	3%
Eddlewood Path	8	1%	4	1%
Eddlewood Place	11	2%	4	1%
Eddlewood Road	30	4%	12	4%
Glenburnie Place	18	3%	7	3%
Halliburton Road	26	4%	10	4%
Halliburton Terrace	17	2%	7	3%
Kildermorie Place	10	1%	4	1%
Kildermorie Road	18	3%	7	3%
Lochbridge Road	26	4%	10	4%
Shandwick Street	29	4%	12	4%
Struie Street	4	1%	2	1%
Trondra Place	6	1%	2	1%
Wardie Road	176	25%	70	25%
Ware Road	88	13%	35	13%
Westerhouse Road	11	2%	4	1%
<b>Grand Total</b>	<b>693</b>	<b>100%</b>	<b>276</b>	<b>100%</b>



In addition to the tenants' survey, 20 interviews were completed with the Co-operative's owner occupiers.

## **2.4 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 the 1<sup>st</sup> and 31<sup>st</sup> October 2014.

## **2.5 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. In particular, all data has been analysed by mainstream and supported tenants. For other analyses, where any particular trends or issues are found for any one key group, this is detailed in the survey report.

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.

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

## **2.6 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. YOUR HOME

CHAPTER 11. VALUE FOR MONEY

CHAPTER 12. THE NEIGHBOURHOOD

CHAPTER 13. TENANT INFORMATION

CHAPTER 14. OWNER SATISFACTION

APPENDIX 1: QUESTIONNAIRE

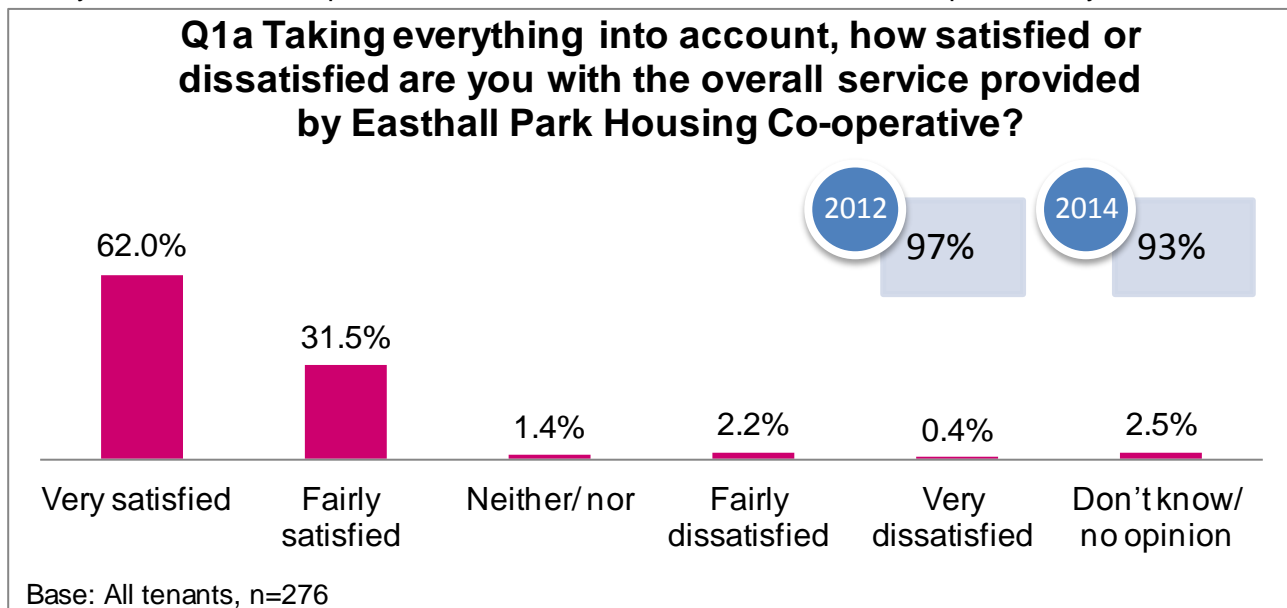
APPENDIX 2: TECHNICAL REPORT SUMMARY

APPENDIX 3: DATA TABLES

### 3. OVERALL SATISFACTION

#### 3.1 Overall satisfaction with the service provided by Easthall Park (Q1)

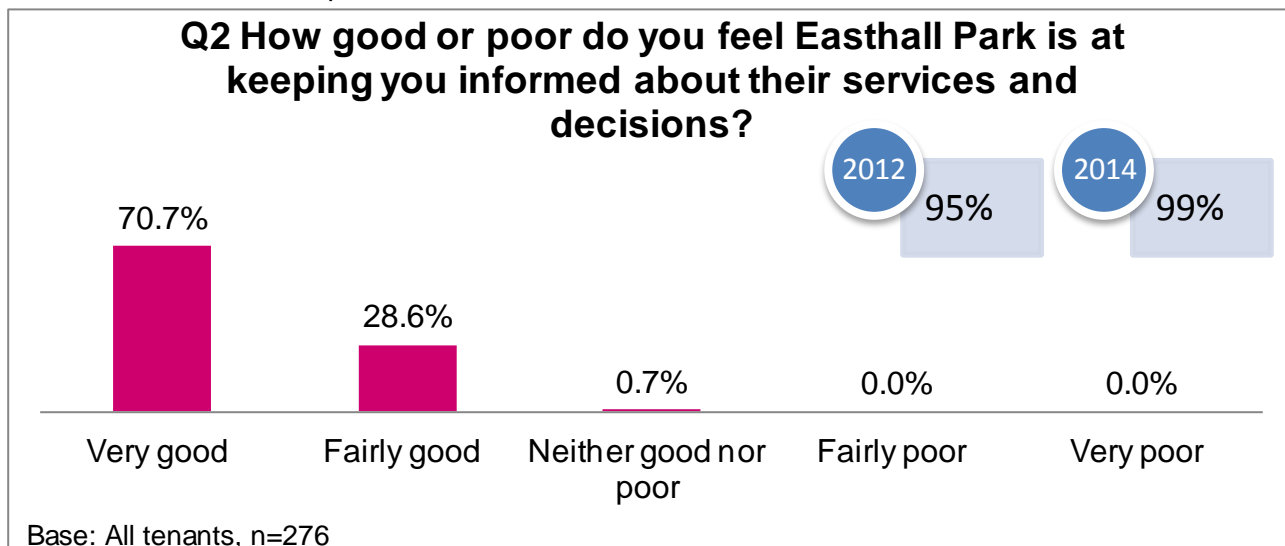
The survey began by asking respondents how satisfied or dissatisfied they were with the overall service provided by Easthall Park Housing Co-operative. This revealed that over 9 in 10 respondents (93%) were either very or fairly satisfied compared to 3% who were either very or fairly dissatisfied, 1% who were neither satisfied nor dissatisfied and 2% of respondents who answered don't know or had no opinion. Overall satisfaction has seen a marginal decrease since the 2012 survey where 97% of respondents were satisfied with the overall service provided by Easthall Park.



## 4. INFORMATION AND COMMUNICATION

### 4.1 Keeping tenants informed (Q2)

In terms of keeping tenants informed all but two respondents (99%) were of the opinion that Easthall Park was either very or fairly good in this respect. The remaining two individuals said that the Co-operative was neither good nor poor. Satisfaction has seen an increase since the 2012 survey where 95% of tenants expressed satisfaction.



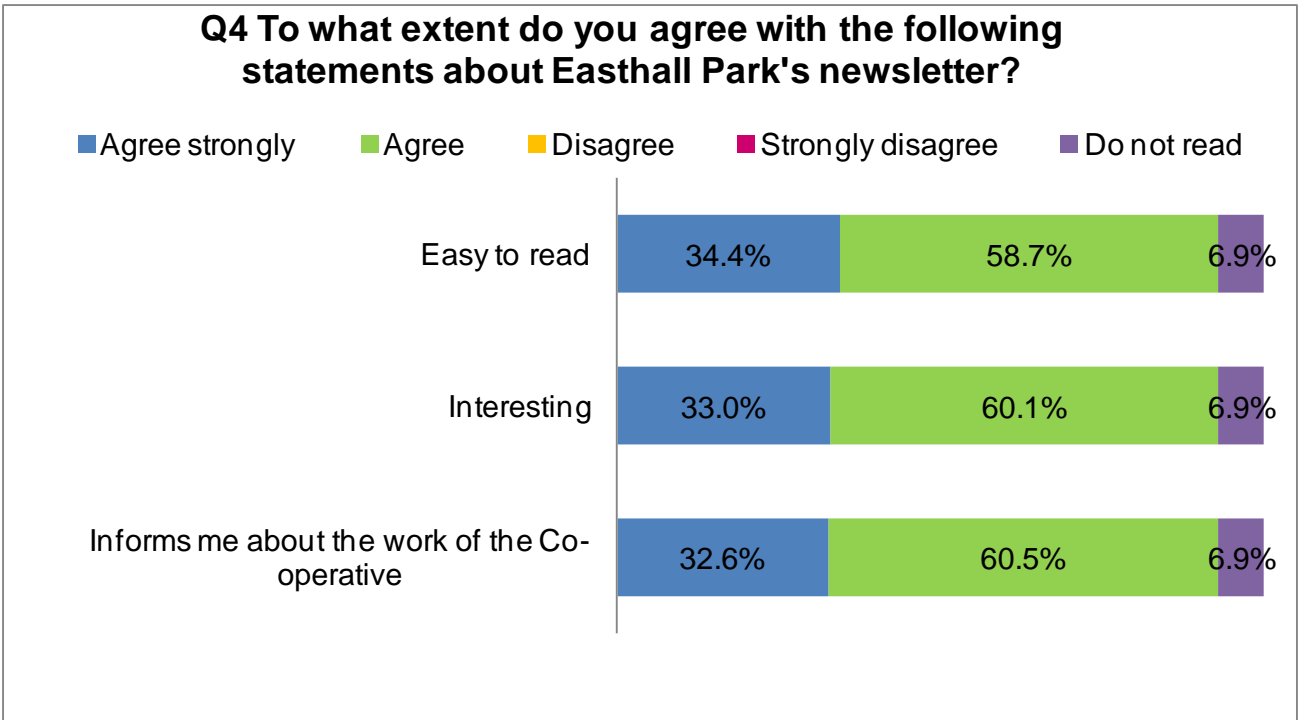
### 4.2 Sources of communication (Q3)

Tenants were asked about the communication sources they use to obtain information about the Co-operative and its services. Letters (92%) and newsletters (91%) were the most popular communications for tenants and this is consistent with the 2012 survey.

Q3 Which of the following sources do you use to obtain information about Easthall Park and its services?		
Base: All respondents, n=276	No.	%
Letters	255	92%
Newsletters	252	91%
Visit to the office	32	12%
Local meetings	23	8%
Reading the Annual Report	6	2%
Staff visits	4	1%
Attending the AGM	3	1%
Office notice board	1	0%
Other	3	1%

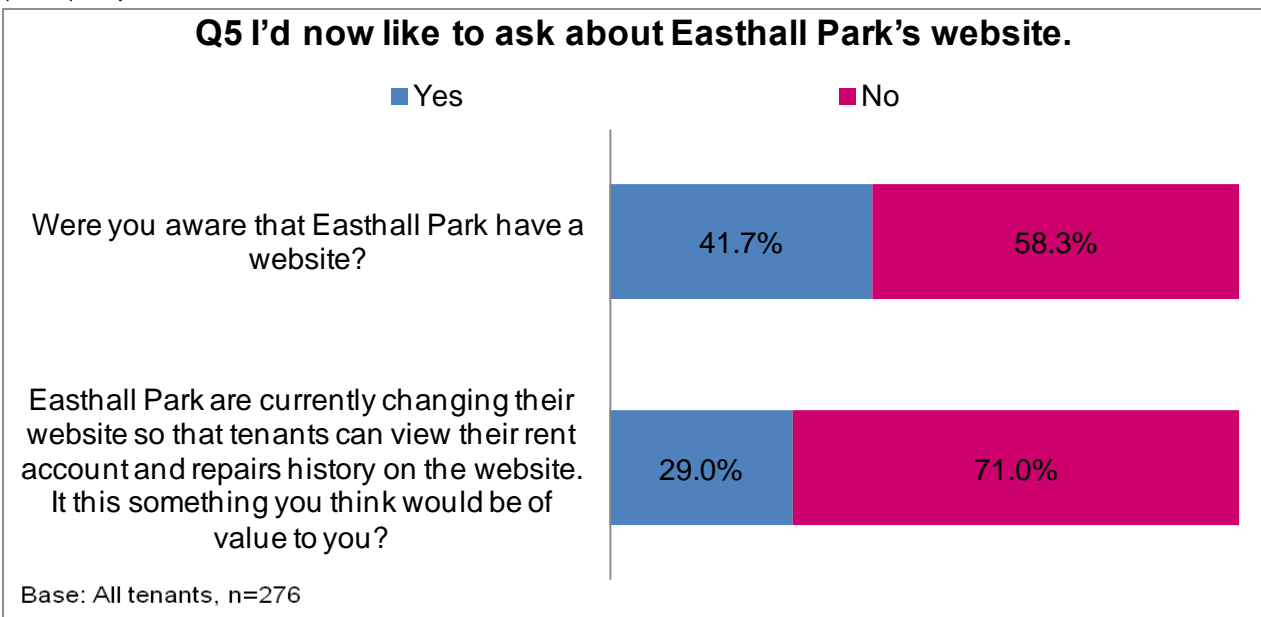
### 4.3 The newsletter (Q4)

All tenants who read the newsletter agreed it was easy to read, interesting and informed them about the work of the Co-operative. The findings are consistent with the 2012 survey. Only 19 respondents said they did not read the newsletter.



### 4.4 The website (Q5)

Over 4 in 10 respondents were aware that Easthall Park has a website (42%) which is consistent with the findings from 2012 (40%). It is interesting to note that those who had internet access were significantly more likely to be aware of the Co-operative's website (60%) than those who did not have internet access (13%). Tenants were then asked if they would be interested in viewing their rent account and repairs history via the Co-operative's website. Just under 3 in 10 respondents (29%) expressed an interest in this.



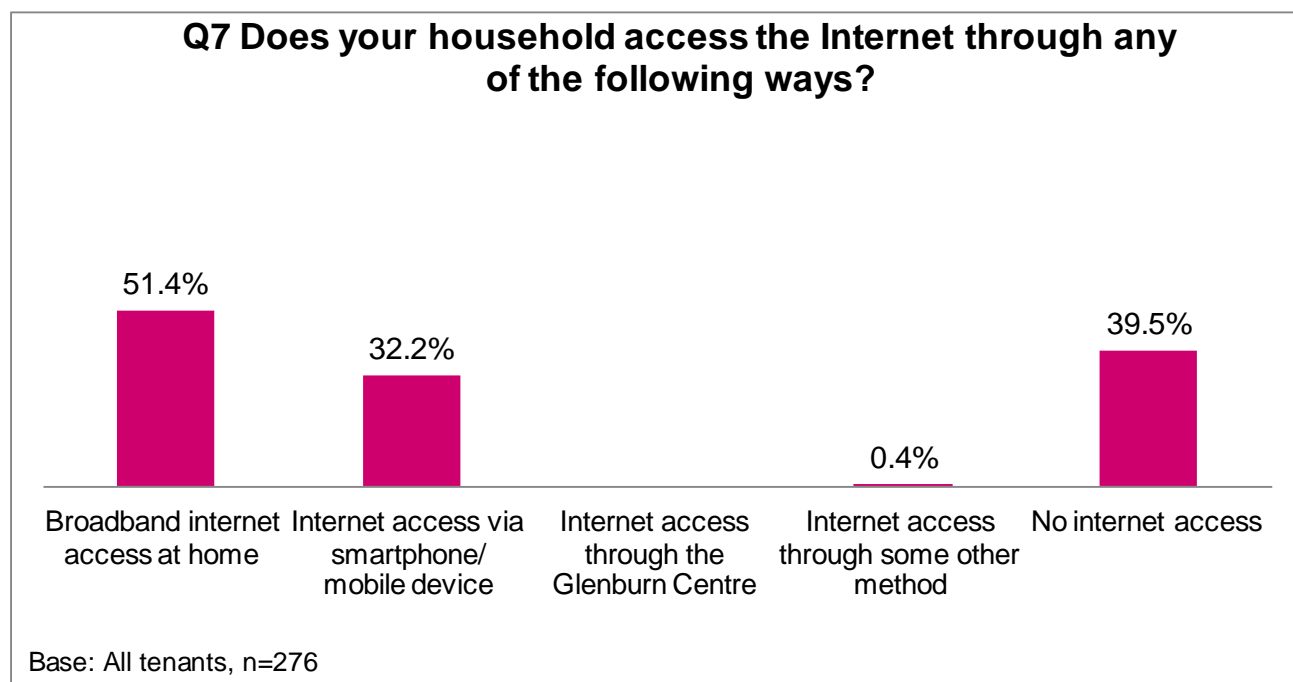
#### 4.5 Use of email/ internet/ mobile phones (Q6)

Over 6 in 10 respondents said they used the internet (57%), 50% use Facebook and 61% use text messaging. Analysis by age reveals that younger respondents were more likely to use the internet Facebook, Twitter, Email, text messaging and phone apps and this generally decreases with age.

<b>Q6 Do you use any of the following?</b>		
<b>Base: All respondents, n=276</b>	<b>No.</b>	<b>%</b>
The internet	157	56.9%
Facebook	138	50.0%
Twitter	16	5.8%
Email	86	31.2%
Text messaging	169	61.2%
Apps on your phone	70	25.4%
None of these	85	30.8%
Other method	0	0.0%

#### 4.6 Access to the internet (Q7)

Respondents were asked if their household has access to the internet. Over half said their household had broadband internet access at home and 32% said their household had internet access via a smartphone or mobile device. Just under 4 in 10 respondents said their household did not have access to the internet. Again, as age increases the proportion of tenants who said their household had access to the internet decreases.



## 5. PARTICIPATION

### 5.1 Consultation topics (Q8)

Tenants were asked if there were any topics that they would be interested in being consulted about. The vast majority had no interest in becoming involved in the Co-operative's consultation activities (82%). On the other hand, 16% expressed an interest in the planning for longer term upgrading of the home and 11% said they were interested in being consulted on day to day repairs and maintenance issues. Analysis by area reveals that Easthall tenants were significantly more likely to have said they would be interested in being consulted on the planning for longer term upgrading of homes (19%) than those who lived in Kildermorie (7%).

<b>Q8 In terms of matters that Easthall Park consults residents on, what types of things are you particularly interested in being consulted about?</b>		
<b>Base: All respondents, n=276</b>	<b>No.</b>	<b>%</b>
Planning for longer term upgrading of home	43	15.6%
Day to day repairs and maintenance issues	29	10.5%
Rent setting and affordability	16	5.8%
Housing policies (eg allocations, rents, neighbour disputes etc)	9	3.3%
Customer service issues	8	2.9%
Issues affecting the wider neighbourhood (eg local facilities, community safety)	7	2.5%
Other	1	0.4%
None, not interested in becoming involved	227	82.2%

### 5.2 Participation activities (Q9)

In terms of how respondents would prefer to give their views, 62% said they would prefer to give their views by taking part in face to face surveys, 18% said they would prefer to take part in postal surveys and 12% preferred telephone surveys.

<b>Q9 How would you prefer to give your views?</b>		
<b>Base: All respondents, n=276</b>	<b>No.</b>	<b>%</b>
By taking part in face to face surveys	173	62.7%
By taking part in postal surveys	49	17.8%
By taking part in telephone surveys	33	12.0%
Informally speaking to staff	27	9.8%
Local meetings about issues in the area	11	4.0%
By attending the AGM	4	1.4%
Via Facebook or Twitter	4	1.4%
By taking part in email/ online surveys	2	0.7%
By taking part in a policy review on a particular subject	1	0.4%
By taking part in social events eg Gala Day	1	0.4%
By coming to open days	1	0.4%
By being part of the Co-op's Resident Panel	1	0.4%
Don't know	70	25.4%

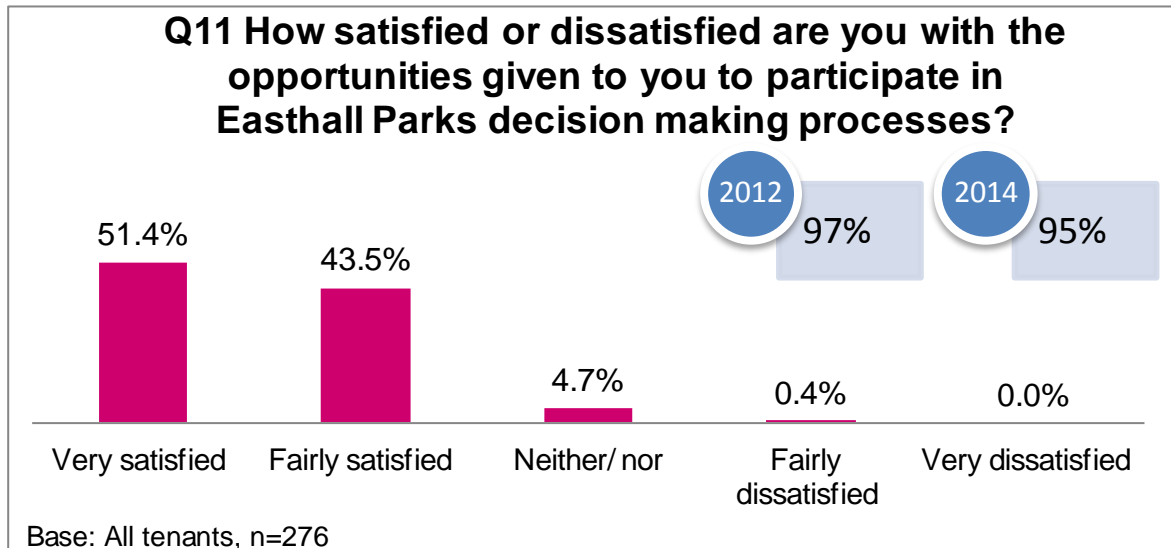
### 5.3 Reasons for not becoming more involved (Q10)

All respondents were asked for their reasons for not becoming more involved in the Co-operative. The main reasons were due to a lack of interest (34%), due to work commitments (19%), childcare commitments (17%) and because of health or disability issues (16%).

Q10 What, if anything, stops you becoming more involved with Easthall Park?		
Base: All respondents, n=276	No.	%
Not interested	95	34.4%
Work commitments	53	19.2%
Childcare commitments	48	17.4%
Health / disability issues	45	16.3%
They're doing a good job so I don't feel the need to get involved	16	5.8%
Happy with things as they are	12	4.3%
Don't think I have anything to contribute	8	2.9%
Lack confidence in speaking up	1	0.4%
Other	2	0.7%
Nothing, I am already involved	8	2.9%

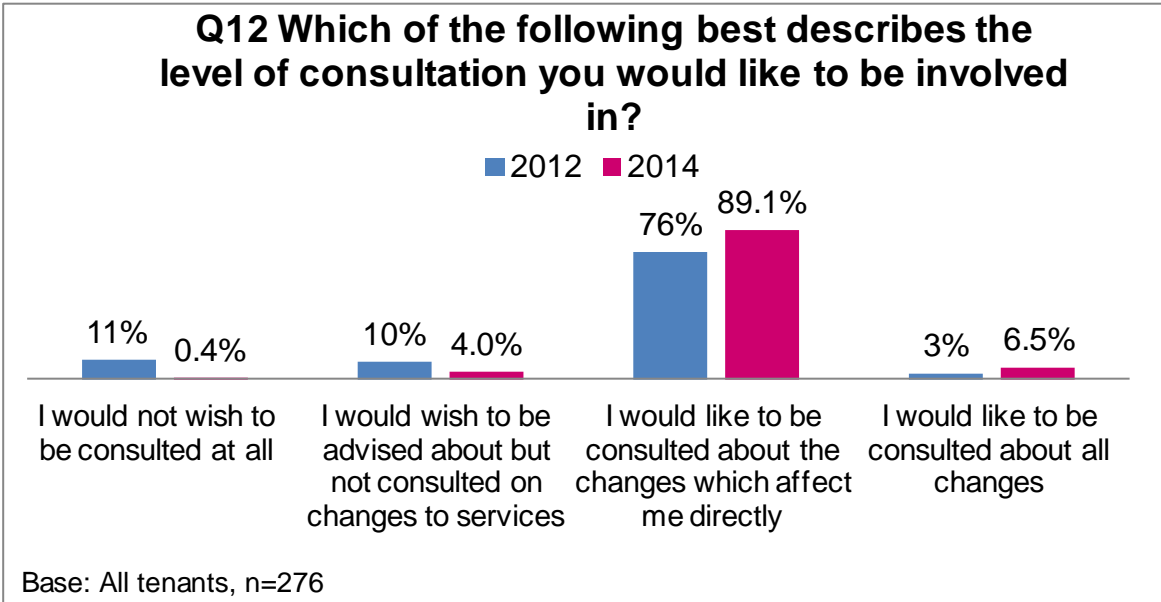
### 5.4 Participation opportunities (Q11)

Over 9 in 10 respondents were either very or fairly satisfied with the opportunities given to tenants to participate in Easthall Park's decision making processes (95%) compared to 5% who were neither satisfied nor dissatisfied and less than 1% who were fairly dissatisfied ( just 1 individual). Overall satisfaction has not changed significantly since the 2012 survey where 97% were either very or fairly satisfied.



### 5.5 Preferred level of consultation (Q12)

When asked about their preferred level of consultation, just under 9 in 10 respondents said they would like to be consulted about the changes which affect them directly (89%), 7% said they would like to be consulted about all changes, 4% said they would wish to be advised about but not consulted on changes to services and less than 1% would not wish to be consulted at all. There has been an increase in the proportion of respondents who said they would like to be consulted about the changes which affect them directly, increasing from 76% in 2012 to 89% in 2014.

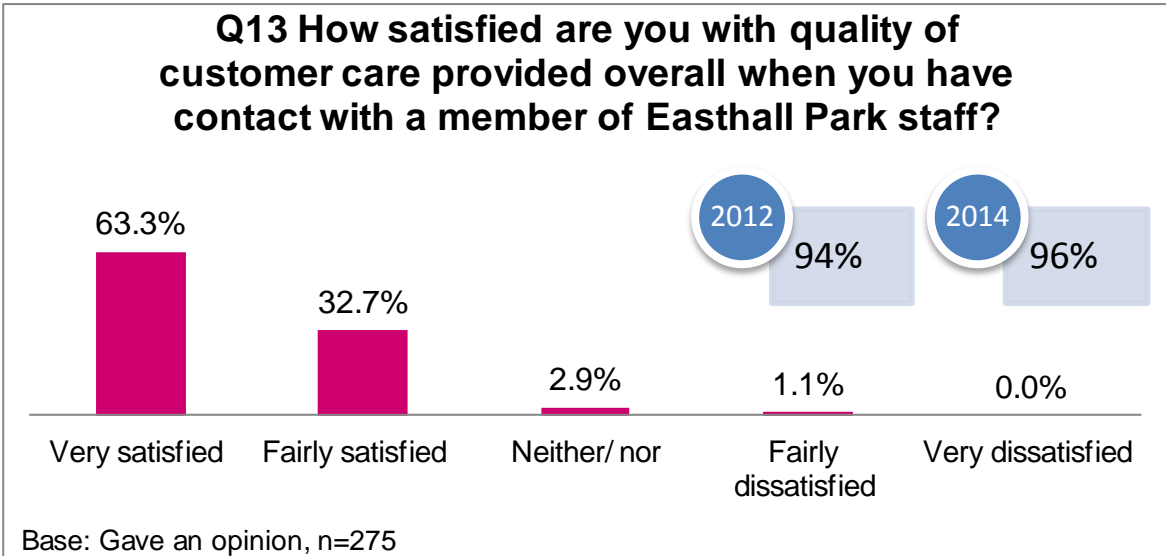




## 6. CUSTOMER CARE

### 6.1 Quality of customer care (Q13)

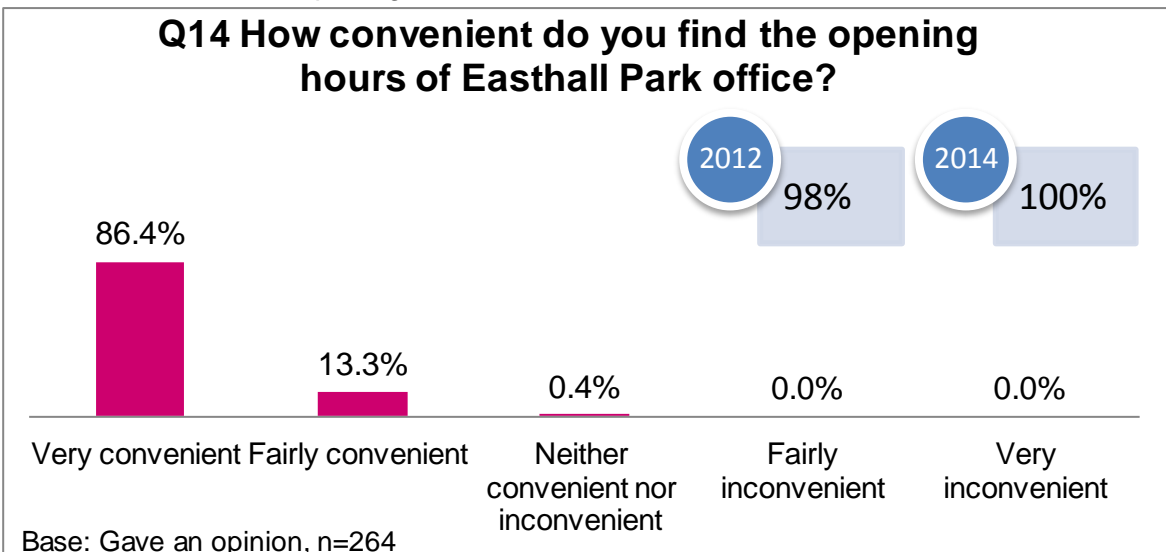
Over 9 in 10 respondents (96%) were either very or fairly satisfied with the quality of customer care provided overall when they contacted a member of Easthall Park staff (96%) compared to 1% who were dissatisfied and 3% who were neither satisfied nor dissatisfied. Overall satisfaction has not changed significantly since the 2012 survey where 94% of respondents were satisfied in this respect.



### 6.2 Opening hours (Q14/15)

All but 1 respondent said they considered the opening hours of Easthall Park's office to be very or fairly convenient. The findings are consistent with the 2012 survey where 98% of respondents said the opening hours were convenient.

Following on from this, respondents were asked if they were aware that Easthall Park's offices are open late until 7pm on the last Tuesday of each month. Only 28% of respondents said they were aware of the extended opening hours.



### 6.3 Preferred contact methods (Q16)

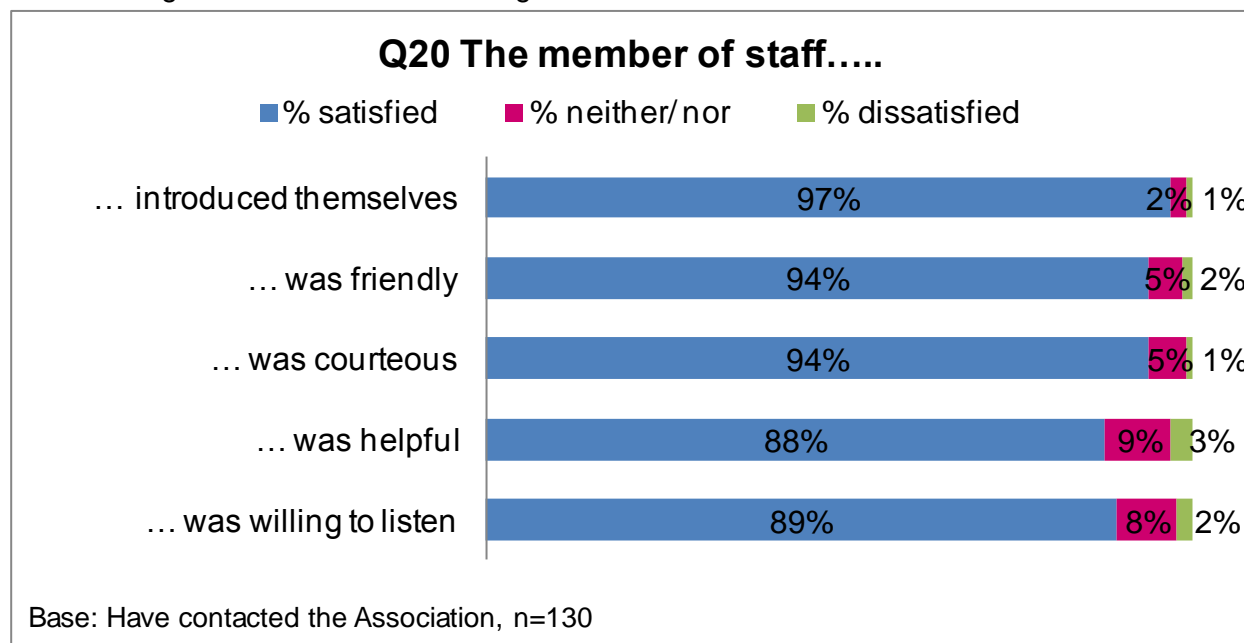
The preferred method of contacting the Co-operative is by telephoning the office (63%). The remaining tenants said they preferred to make a personal visit to the Co-operative's office (37%).

### 6.4 Contact with the Co-operative in the last 12 months (Q17-21)

More than 4 in 10 respondents (44%) said they had contacted the Co-operative within the last 12 months with the majority stating this contact was about a repair (57%). Again, contacting the Co-operative's offices by telephone was the most popular method (69%).

Q19 What was the reason for your last contact with Easthall Park?		
Base: All respondents, n=276	No.	%
Repairs	69	56.6%
To discuss my rent	14	11.5%
To make a payment	12	9.8%
To complain about a neighbour or anti social behaviour issue	7	5.7%
To discuss planned improvements to my house	4	3.3%
To discuss a transfer or exchange	4	3.3%
General enquiry/ advice	4	3.3%
To complain about a Co-operative service	3	2.5%
Other	5	4.1%

Those who contacted Easthall Park within the last 12 months were asked to rate the customer care that they received. Satisfaction was very high ranging from 88% in terms of the staff being helpful to 97% with regards to the staff introducing themselves.



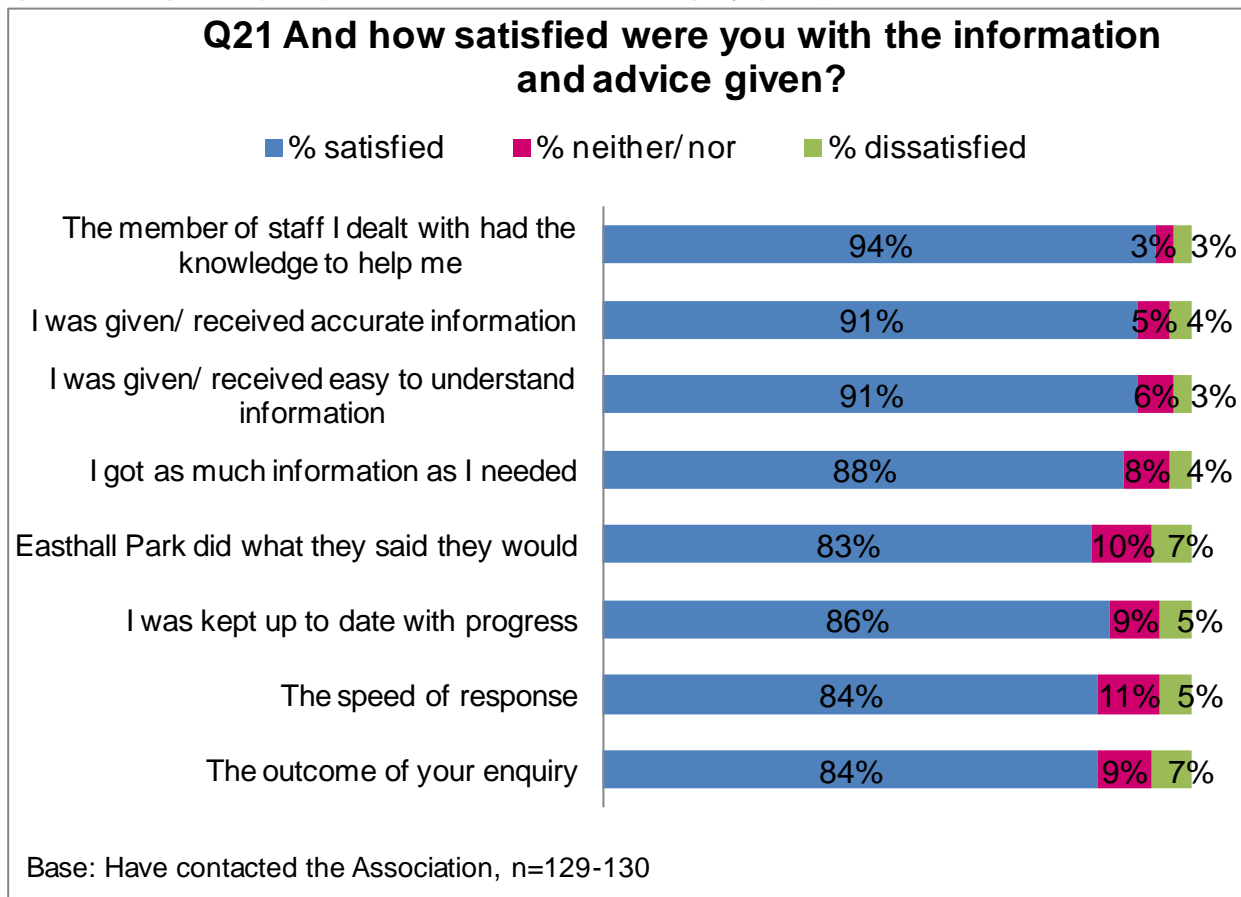
Compared to 2012 satisfaction levels while still high, have decreased slightly, most notably in terms of the member of staff being helpful (-11 percentage points) and the member of staff being willing to listen (-10 percentage points).

<b>Q20 Satisfaction with member of staff (2012/2014)</b>			
	<b>2012</b>	<b>2014</b>	<b>+/-</b>
... introduced themselves	100%	97%	-3%
... was friendly	99%	94%	-5%
... was courteous	99%	94%	-5%
... was helpful	99%	88%	-11%
... was willing to listen	99%	89%	-10%

Satisfaction levels are slightly lower for those who made personal visits to Easthall Park's offices than those who contacted the Co-operative by telephone.

<b>Q20 Satisfaction with member of staff (analysed by method)</b>		
	<b>Telephone (n=84)</b>	<b>Personal visit (n=38)</b>
... introduced themselves	99%	95%
... was friendly	96%	92%
... was courteous	96%	92%
... was helpful	89%	87%
... was willing to listen	92%	87%

Following on from this, respondents were asked how satisfied or dissatisfied they were with any advice or assistance they had received the last time they had contact with Easthall Park. Satisfaction levels were highest in terms of the member of staff having the knowledge to help (94%) and being given accurate and easy to understand information (both 91%). On the other hand, satisfaction was lowest in terms of the Co-operative doing what they said they would do (83%), the speed of response (84%) and the outcome of the enquiry (84%).



Compared to 2012, satisfaction levels have decreased for all aspects, most notably in terms of the Co-operative doing what they said they would where satisfaction has decreased by 10 percentage points.

Q21 Satisfaction with information and advice (2012/2014)			
	2012	2014	+/-
The member of staff I dealt with had the knowledge to help me	97%	94%	-3%
I was given/ received accurate information	95%	91%	-4%
I was given/ received easy to understand information	97%	91%	-6%
I got as much information as I needed	96%	88%	-8%
Easthall Park did what they said they would	93%	83%	-10%
I was kept up to date with progress	93%	86%	-7%
The speed of response	-	84%	n/a
The outcome of your enquiry	91%	84%	-7%

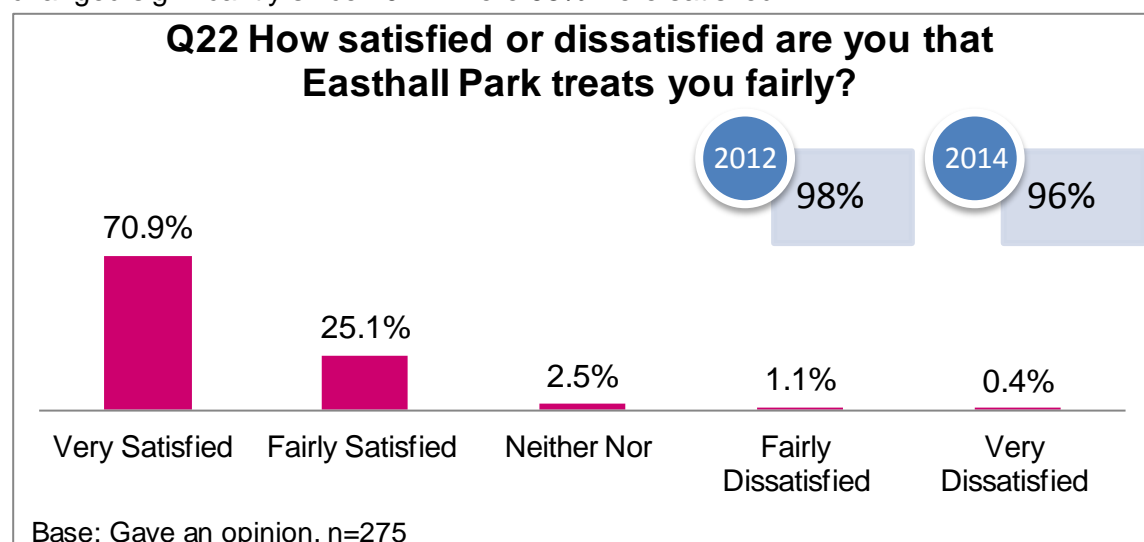
Those who made personal visits to the Co-operative's offices were slightly less likely to be satisfied with the various aspects of the information and advice they received than those who contacted by telephone.

Q21 Satisfaction with information and advice (2012/2014)		
	Telephone (n=84)	Personal visit (n=38)
The member of staff I dealt with had the knowledge to help me	95%	95%
I was given/ received accurate information	93%	89%
I was given/ received easy to understand information	93%	89%
I got as much information as I needed	90%	87%
Easthall Park did what they said they would	84%	82%
I was kept up to date with progress	87%	87%
The speed of response	83%	87%
The outcome of your enquiry	85%	84%

Of the 12 respondents who were dissatisfied with any of these aspects of the information and advice provided, 5 reported repairs, 3 had contacted the Co-operative to discuss their rent, 2 had made a complaint about a neighbour issue, 1 had made a complain about a service and the remaining respondent had contacted the Co-operative about rats.

### 6.5 Treating tenants fairly (Q22)

Over 9 in 10 tenants said they were satisfied that Easthall Park treats them fairly (96%) compared to 1% who were dissatisfied and 3% who were neither satisfied nor dissatisfied. Satisfaction has not changed significantly since 2012 where 98% were satisfied.



### 6.6 Complaints procedure (Q23)

All but two tenants (99%) said they were aware of how to make a complaint should they be unhappy with any aspect of the service that Easthall Park provides.

## 7. EASTHALL PARK'S SERVICES

### 7.1 Service priorities (Q24)

Respondents were asked to select their top three service priorities. As shown in the table below, providing an effective repairs service was a top, second or third priority for almost all tenants (87%). This was followed by modernising tenants homes to keep them a reasonable standard (77%) and keeping rents and charges affordable (39%).

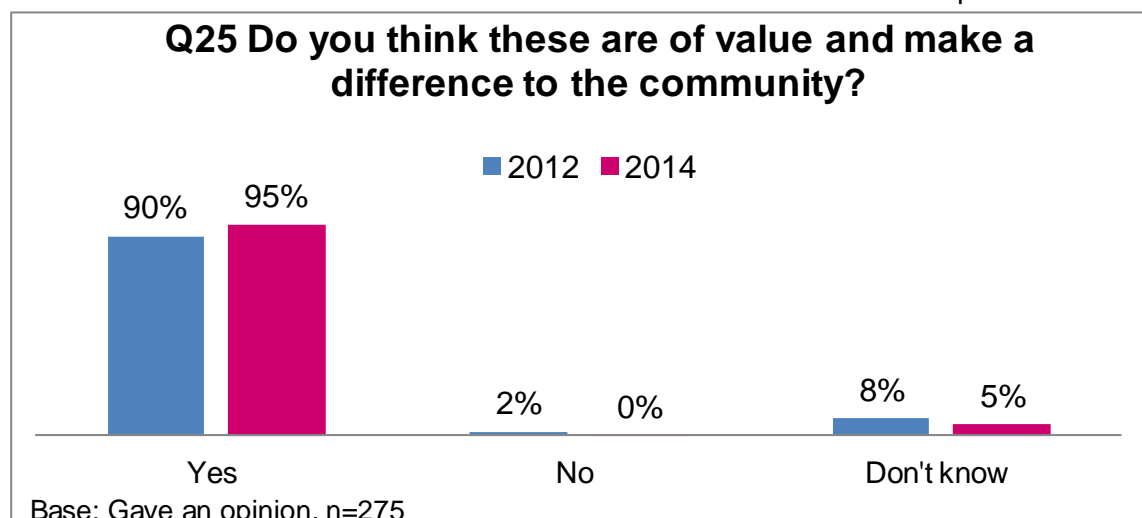
<b>Q24 Which of the following landlord activities and services are most important to you. Please choose your top three priorities.</b>				
	<b>Top priority</b>	<b>2nd priority</b>	<b>3rd priority</b>	<b>Overall priority</b>
Providing an effective repairs service	39.5%	30.7%	16.6%	87.0%
Modernising tenants homes to keep them a reasonable standard	30.4%	36.1%	10.5%	77.0%
Keeping rents and charges affordable	16.9%	6.1%	15.9%	39.0%
Doing more to deal with neighbourhood issues(eg ASB, vandalism)	3.0%	3.7%	13.2%	20.0%
Telling residents more about what we are doing	1.0%	4.1%	8.1%	13.0%
Running initiatives/activities for the benefit of the community from the Glenburn Centre e.g. social activities, youth clubs, training and employment opportunities	2.0%	5.1%	5.7%	13.0%
Providing support for vulnerable tenants eg aids and adaptations or grass cutting for those who cannot do this for themselves	1.4%	2.4%	5.1%	9.0%
Providing a money advice/welfare rights service	-	2.0%	6.1%	8.0%
Dealing with people who don't pay their rent or factoring charge	2.0%	4.1%	1.0%	7.0%
Providing a community bank service	-	0.7%	2.0%	3.0%
Encouraging more residents to take an active part in its decisions	-	-	0.3%	0.0%
Don't know/ No other priorities	3.7%	5.1%	15.5%	-

Analysis by area reveals that overall priorities are similar for Easthall and Kildermorie, with the exception of modernising homes to keep them to a reasonable standard which was more of a priority for those living in Easthall (85%) than in Kildermorie (75%).

Q24 Overall priorities analysed by area		
	Easthall	Kildermorie
<b>Base</b>	<b>200</b>	<b>76</b>
Providing an effective repairs service	88%	87%
Modernising tenants homes to keep them a reasonable standard	85%	75%
Dealing with people who don't pay their rent or factoring charge	2%	1%
Encouraging more residents to take an active part in its decisions	1%	-
Telling residents more about what we are doing	11%	14%
Keeping rents and charges affordable	42%	37%
Doing more to deal with neighbourhood issues(eg ASB, vandalism)	18%	25%
Running initiatives/activities for the benefit of the community from the Glenburn Centre e.g. social activities, youth clubs, training and employment opportunities	13%	14%
Providing a money advice/welfare rights service	7%	11%
Providing support for vulnerable tenants eg aids and adaptations or grass cutting for those who cannot do this for themselves	9%	11%
Providing a community bank service	4%	-
Don't know	15%	13%

## 7.2 “Making a difference to our community” (Q25)

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, an IT suite, community bank etc. 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 (95%) were of the opinion that these activities are valuable and make a difference and this is an increase on the 90% reported in the 2012 survey.



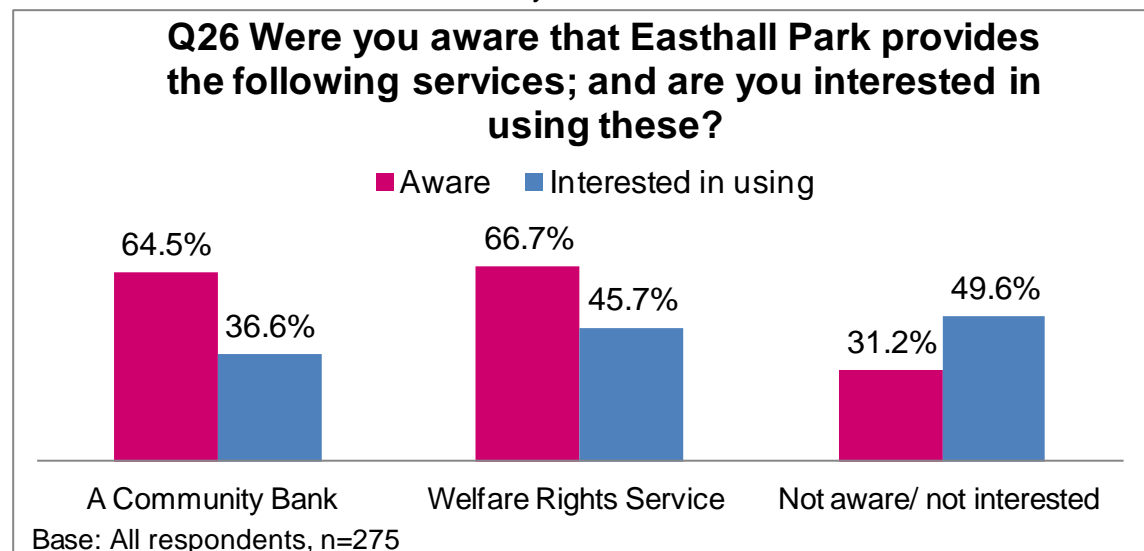
Those who were of the opinion that the activities are valuable to the community were asked for their reasons for feeling this way. The main reasons given were that there is good help available for those who need it (32%), that the activities are good for the community (28%) and that it gives people something to do or somewhere to go (10%).

<b>Q25 Do you think these are of value and help the Co-operative make a difference to the community? If yes, why?</b>		
<b>Base: Said yes, n=261</b>	<b>No.</b>	<b>%</b>
Good help for those who need it	83	31.8%
Good for the community/ area	72	27.6%
Gives people things to do/ somewhere to go	27	10.3%
Doing a great job	10	3.8%
Good for children/ youths	8	3.1%
Helps people with financial/ benefit advice	4	1.5%
Helps people into employment	4	1.5%
No reason	7	2.7%
Don't know/ no opinion	45	17.2%
Other	9	3.4%

Only one respondent said they felt the activities did not make a difference to the neighbourhood and this individual provided the following reason for feeling this way: “*Added expense to rents*”.

### 7.3 Community Bank/ Welfare Rights Service (Q26)

Just under 7 in 10 tenants said they were aware that the Co-operative provides a Community Bank (65%) and a Welfare Rights Service (67%). Half of respondents said they would not be interested in using these services (50%), while 46% expressed an interest in using the Welfare Rights Service and 37% were interested in a Community Bank.





## 7.4 Garden maintenance service (Q27)

Easthall Park provides a free garden maintenance service for tenants who are of pensionable age and have nobody resident in their household or in Easthall Park/ Kildermorie to help cut their grass. This service is paid for through tenants rents. All but two tenants (99%) were of the opinion this service is available to the right people.

## 7.5 Suggestions for improvement (Q28)

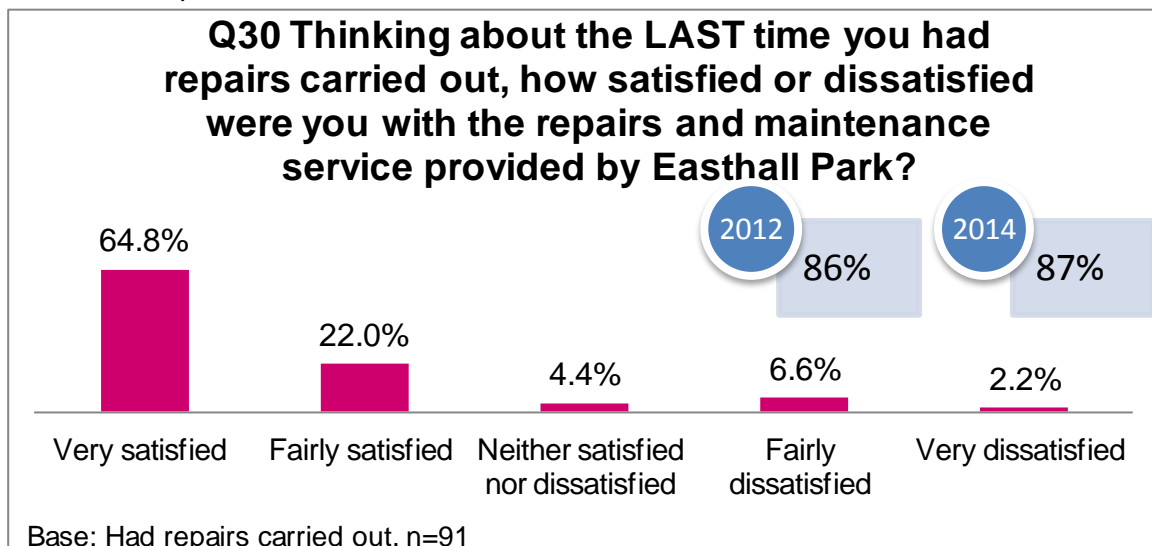
Respondents were asked for their suggestions as to what the Co-operative could do to improve their services for tenants. More than one in ten respondents (12%) said they were quite happy or that they felt Easthall Park was doing a good job, 7% suggested upgrading homes and 3% suggested dealing with anti social behaviour.

<b>Q28 If there was one thing that Easthall Park could be doing to improve, what would it be?</b>		
<b>Base: All respondents, n=276</b>	<b>No.</b>	<b>%</b>
Quite happy/ doing a good job	33	12.0%
Upgrade homes	19	6.9%
Deal with anti social behaviour	8	2.9%
Improve customer service/ attitude of staff	7	2.5%
Listen to our views/ be more understanding	6	2.2%
More facilities for kids/ teenagers	6	2.2%
Better repairs service e.g. quality/ speed of repairs	4	1.4%
Outside maintenance required e.g. gardens/ bushes	4	1.4%
Stop increasing rent	3	1.1%
Tackle dog fouling/ more dog bins	3	1.1%
More Police presence	2	0.7%
Don't know	62	22.5%
None	122	44.2%
Other	3	1.1%

## 8. REPAIRS

### 8.1 Satisfaction with repairs service (Q29/30)

One third of tenants (33%) have had repairs carried out on their property within the last 12 months. Of these individuals, 87% said they were satisfied with the repairs and maintenance service they received compared to 9% who were dissatisfied and 4% who were neither satisfied nor dissatisfied.



### 8.2 Repairs reporting method (Q31)

The majority of tenants who had reported a repair in the last 12 months had done so by telephoning the office (71%), while the rest of tenants reported this in person at the Co-operative's office (29%).

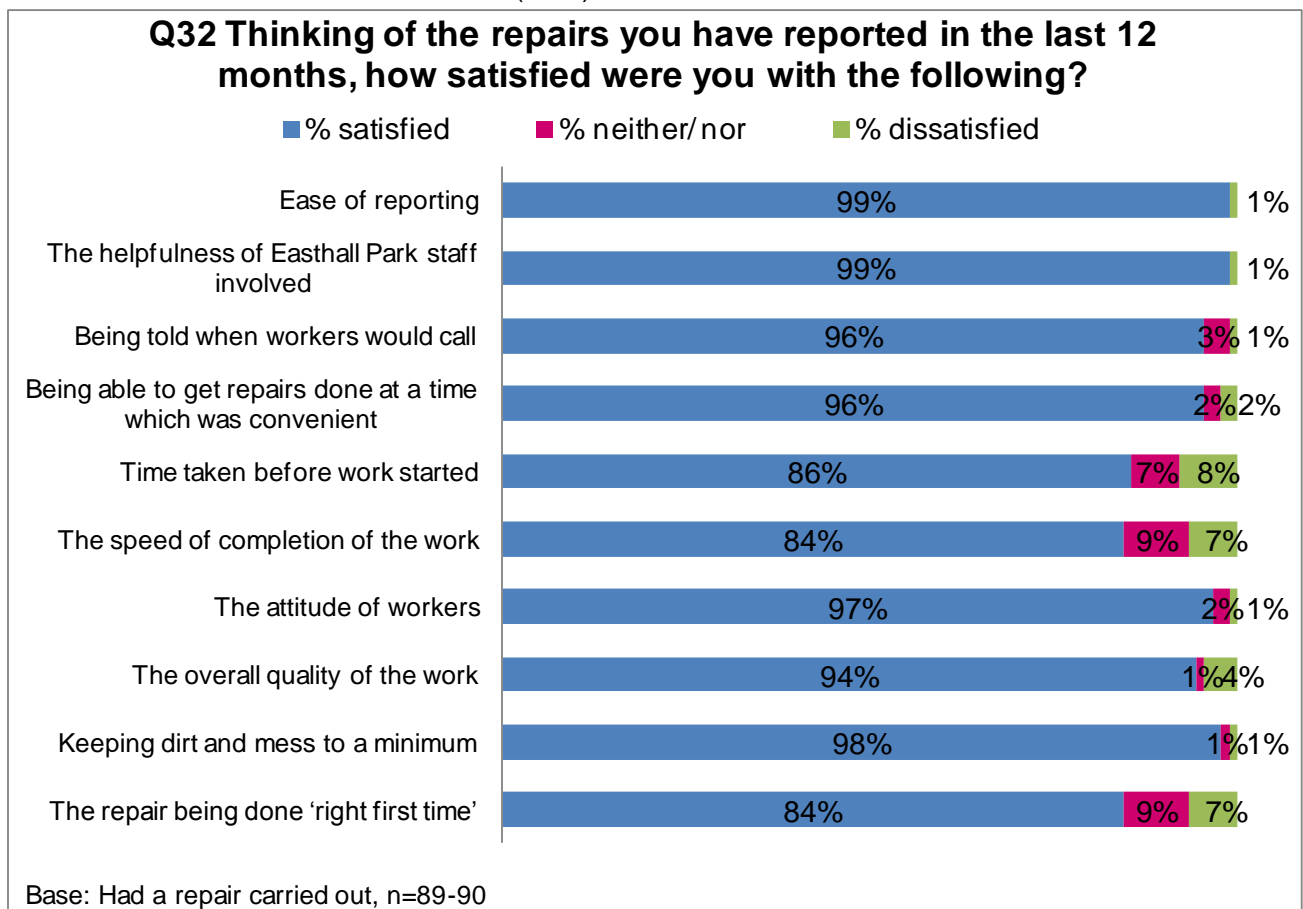
### 8.3 Satisfaction with aspects of the repairs service (Q32)

Respondents were asked to rate how satisfied or dissatisfied they were with various aspects of the repairs service. Tenants were most satisfied in terms of:

- Ease of reporting repairs (99%)
- The helpfulness of Easthall Park staff involved (99%)
- Keeping dirt and mess to a minimum (98%)
- The attitude of workers (97%)

On the other hand, satisfaction was lowest with regards to:

- The speed of completion of the work (84%)
- The repair being done 'right first time' (84%)
- Time taken before work started (86%).



Satisfaction has increased for almost all aspects since the 2012 survey and most notably with regards to being told when workers would call (increased by 7 percentage points), keeping dirt and mess to a minimum (increased by 7 percentage points) and being able to get repairs done at a time which was convenient (increased by 6 percentage points).

<b>Q32 Satisfaction with aspects of repairs service (2012 vs. 2014)</b>			
	<b>2012</b>	<b>2014</b>	<b>+/-</b>
Ease of reporting	98%	99%	1%
The helpfulness of Easthall Park staff involved	99%	99%	0%
Being told when workers would call	89%	96%	7%
Being able to get repairs done at a time which was convenient	90%	96%	6%
Time taken before work started	85%	86%	1%
The speed of completion of the work	83%	84%	1%
The attitude of workers	93%	97%	4%
The overall quality of the work	91%	94%	3%
Keeping dirt and mess to a minimum	91%	98%	7%
The repair being done 'right first time'	85%	84%	-1%

#### 8.4 Out of hours repairs service (Q33/34)

Only 10 individuals had used the Co-operative's out of hours repairs service. Of these individuals, 9 were either very or fairly satisfied with the response they received compared to just 1 individual who was fairly dissatisfied.

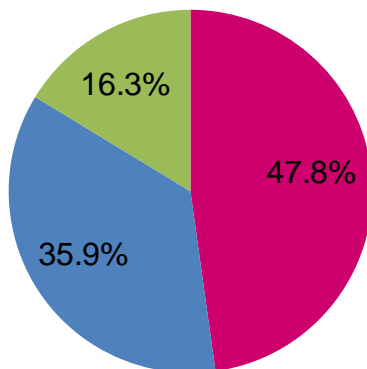


### 8.5 Repairs by appointment (Q35)

After the last customer satisfaction survey, Easthall Park introduced a 'repairs by appointment' service. The Co-operative are now reviewing the contract for repairs and are considering whether repairs should be available out with normal hours such as Saturday morning. This service would cost more to deliver therefore may impact on the Co-operative's ability to limit rent increases or possibly lead to a decrease of Co-operative spending on other areas. Just under half of tenants (48%) said they would like to see the introduction of appointments for repairs in the evening and on Saturday morning in addition to weekdays as is currently done.

#### Q35 Would you like to see the introduction of appointments for repairs in the evenings and on Saturday mornings in addition to weekdays as is currently done?

■ Yes ■ No ■ Don't know

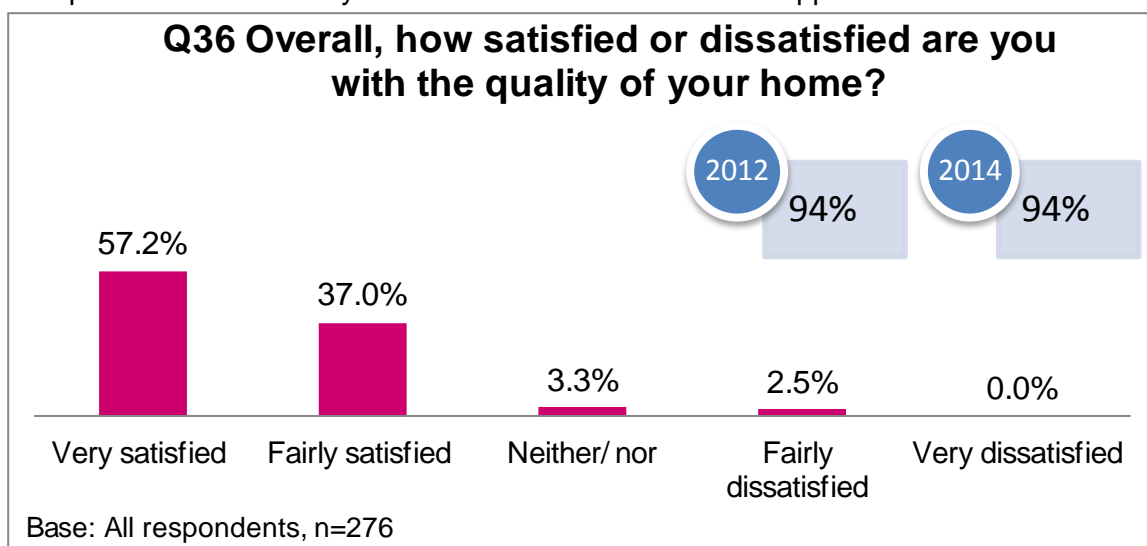


Base: All respondents, n=276

## 9. YOUR HOME

### 9.1 Quality of the home (Q36)

Over 9 in 10 respondents were very or fairly satisfied with the quality of their home (94%) compared to 3% who were fairly dissatisfied and 3% who were neither satisfied nor dissatisfied. The findings are consistent with the results from the 2012 survey. Those who live in Kildermorie were more likely to be very satisfied with the quality of their home (72%) than those who lived in Easthall. Analysis of this question on a street by street basis can be found in the appendix.



### 9.2 Priorities for planned maintenance (Q37)

In terms of priorities for planned maintenance, 24% of respondents said that a new kitchen was their top, second or third priority. This was followed by window replacement (12%) and bathroom upgrades and replacement (8%).

**Q37 Easthall Park have a planned maintenance programme in place. What do you regard as being the 3 key priorities for maintenance in your home?**

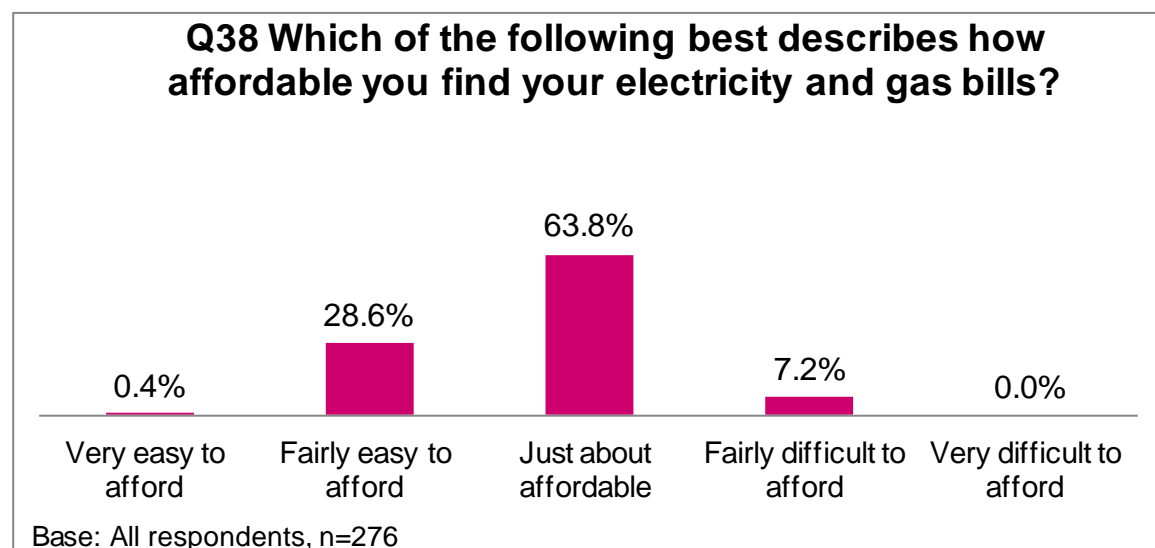
	Top priority	2nd priority	3rd priority	Overall priority
Kitchen	21.7%	1.8%	0.0%	24%
Window replacement	8.7%	2.5%	1.1%	12%
Bathroom upgrade/ replacement	4.3%	4.0%	0.0%	8%
New internal doors	2.2%	3.3%	0.7%	6%
Measures to deal with dampness/ condensation	1.8%	1.4%	1.1%	4%
New external doors	0.0%	2.5%	1.4%	4%
Boiler replacement	2.5%	0.4%	0.4%	3%
Measures to improve the energy efficiency of your home	1.1%	1.8%	0.4%	3%
Rewiring	1.1%	0.7%	0.0%	2%
Veranda improvements	0.7%	0.4%	0.0%	1%
No improvements needed	55.1%	80.4%	93.8%	-
Other	0.7%	0.7%	1.1%	3%

Analysis of the overall priorities by area is shown in the table below. This revealed that new kitchens, window replacements and bathroom upgrades were more of a priority for those who lived in Easthall than in Kildermorie. Analysis of this question on a street by street basis can be found in the appendix.

Overall planned maintenance priorities analysed by area (analysed by area)		
	Easthall	Kildermorie
<b>Base</b>	<b>200</b>	<b>76</b>
Kitchen	30%	7%
Boiler replacement	4%	1%
Window replacement	15%	7%
Veranda improvements	2%	-
Rewiring	2%	1%
Bathroom upgrade/ replacement	11%	1%
New internal doors	7%	4%
New external doors	4%	4%
Measures to deal with dampness/ condensation	6%	1%
Measures to improve the energy efficiency of your home	4%	3%
Other	3%	1%
No improvements needed	94%	96%

### 9.3 Affordability of electricity/ gas bills (Q38/39)

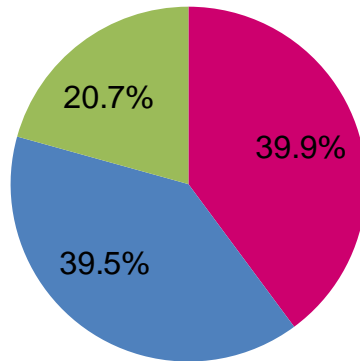
The majority of respondents were of the opinion that electricity and gas bills were just about affordable (64%), 30% said their bills were easy to afford and 7% said their bills were difficult to afford.



Four in ten respondents (40%) spend more than 10% of their household income on paying for their fuel bills, 40% said they spend 10% or less on their fuel bills and 21% were unsure.

**Q39 Do you spend more than 10% of your household income on paying for your fuel bills?**

■ Yes ■ No ■ Don't Know



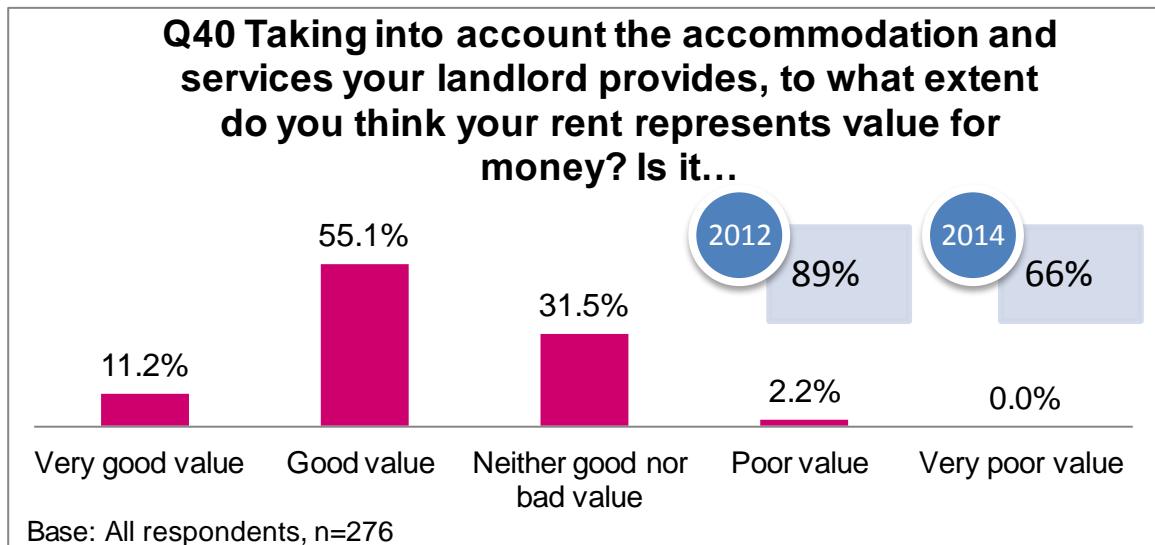
Base: All respondents, n=276



## 10. VALUE FOR MONEY

### 10.1 Value for money (Q40)

Two thirds of tenants were of the opinion that the accommodation and services their landlord provides represents good value for money (66%) compared to 32% who said their rent was neither good nor poor value and 2% who felt it was poor value for money. The proportion of tenants who said their rent charge was good value has fallen from 89% in 2012 to 66% in 2014. However, the proportion of respondents who felt their rent was poor value has remained consistent at 2% since 2012. Those who were in paid employments were more likely to consider their rent to be good value (77%) than those who were not in paid employment (61%)



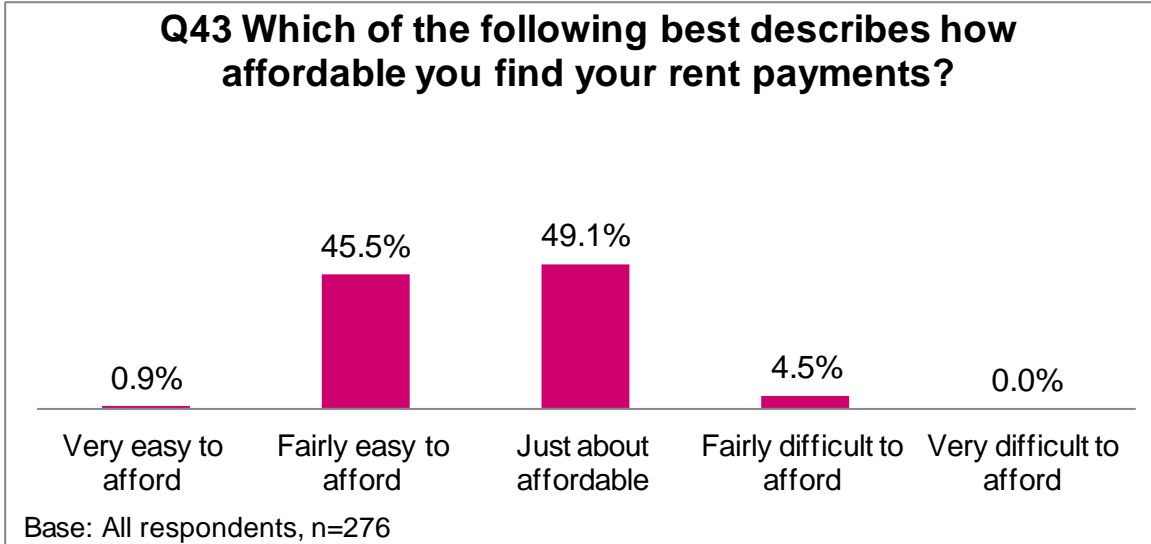
### 10.2 Housing benefit (Q41/42)

Just under 7 in 10 respondents (69%) said they were in receipt of housing benefit (69%). This is consistent with the 2012 results where 72% of respondents were in receipt of housing benefit.

Of those who received housing benefit, 69% said that it covers all of their rent and the remaining 31% said it covers part of their rent.

### 10.3 Affordability of rent payments (Q43)

Just under half of tenants said they found their rent payments to be just about affordable, 46% said their rent payments were easy to afford and 5% said they were difficult to afford. The results do not vary significantly for those who are in employment or not.



### 10.4 Financial difficulties (Q44)

In terms of financial difficulties two thirds of tenants (67%) said they were not experiencing any financial difficulties when paying their rent. On the other hand, 14% were experiencing general financial difficulties, 9% were struggling with having other bills to pay first and 8% said they had several bills due at the same time. Those who were in full or part time employment were less likely to be experiencing financial difficulties (31%) than those who were not in paid employment (40%).

**Q44 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?**

Base: Pay full/ part rent, n=110	No.	%
No problems experienced	74	67.3%
General financial difficulties	15	13.6%
Other bills to pay first	10	9.1%
Several bills due at the same time	9	8.2%
Change in household circumstances	7	6.4%
Other bills/expenses (e.g. Christmas)	6	5.5%
Underoccupancy Charge (Bedroom Tax)	4	3.6%
Illness	3	2.7%
Unemployment	1	0.9%
Reduction in working hours	1	0.9%
Loss of overtime	1	0.9%
Increase in rent	1	0.9%
Problems with Housing Benefit	0	0.0%
Confusion/delays with other Benefits	0	0.0%
Payday loans	0	0.0%

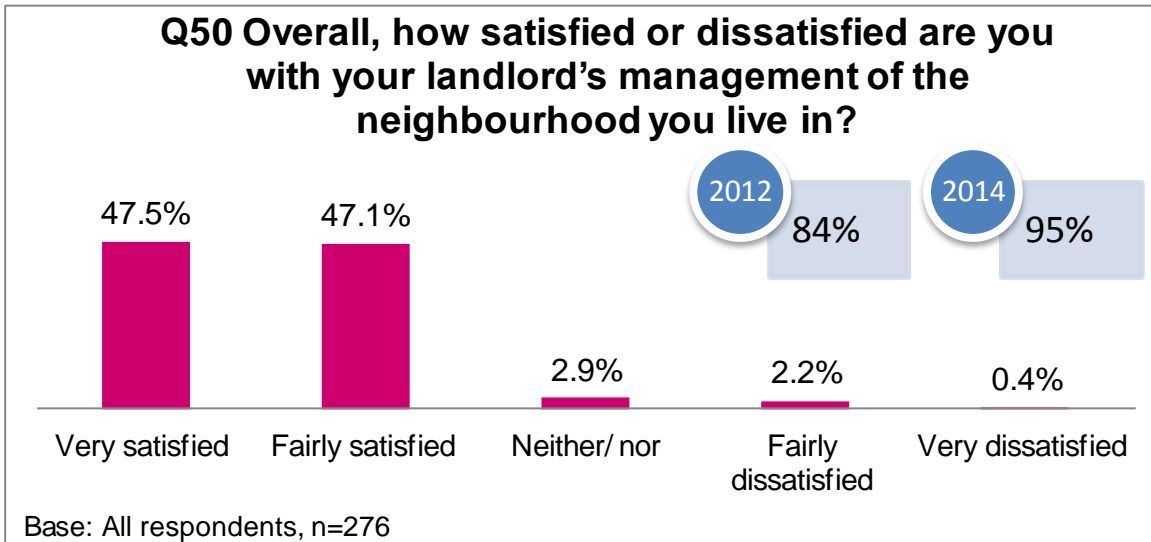
## 10.5 Information on rent charge (Q45)

Almost all respondents were of the opinion that they have enough information about how the rent they pay is spent (96%).

## 11. THE NEIGHBOURHOOD

### 11.1 Neighbourhood management (Q50)

Over 9 in 10 respondents were very or fairly satisfied with their landlord's management of the neighbourhood they live in (95%) compared to 3% who were either very or fairly dissatisfied and 3% who were neither satisfied nor dissatisfied. Satisfaction has increased from 84% in 2012 to 95% in 2014. This question did not vary significantly when analysed by area.



### 11.2 Satisfaction with neighbourhood aspects (Q51)

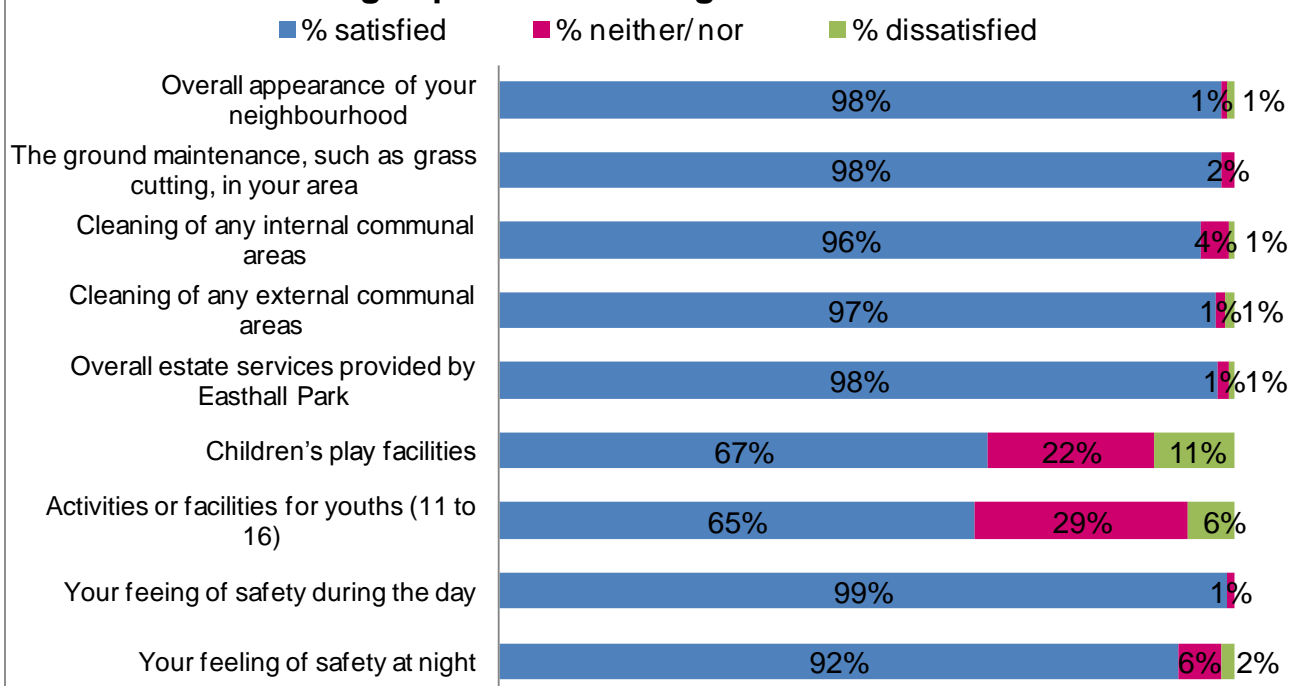
Following on from this, respondents were asked to rate how satisfied or dissatisfied they were with various aspects of their neighbourhood. This revealed that tenants were most satisfied in terms of:

- Feeling of safety during the day (99%)
- The overall appearance of the neighbourhood (98%)
- The ground maintenance (98%)
- Overall estate services provided by Easthall Park (98%)

On the other hand, satisfaction levels were lowest with regards to:

- Children's play facilities (67%)
- Activities of facilities for youths (65%)

### Q51 Can you tell me how satisfied you are with the following aspects of the neighbourhood?



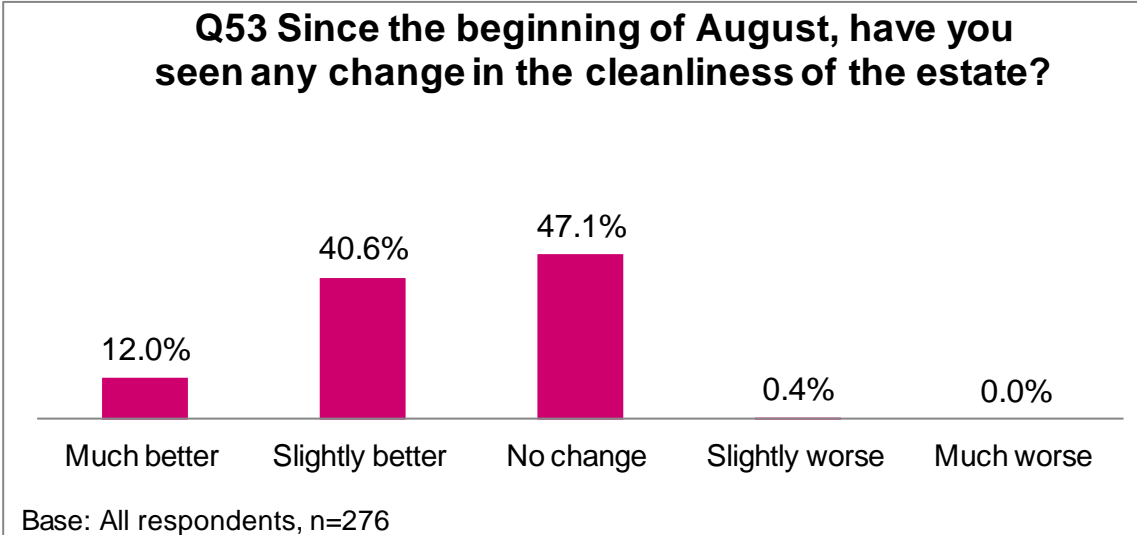
Base: Gave an opinion, n=135-275

As can be seen in the table below, satisfaction levels have increased for all aspects since 2014. The biggest increases in satisfaction can be seen with regards to cleaning of external communal areas (increased by 13 percentage points) and the overall appearance of the neighbourhood (increased by 11 percentage points).

Q47 Satisfaction with neighbourhood aspects (2012/2014)			
	2012	2014	+/-
Overall appearance of your neighbourhood	87%	98%	+11%
The ground maintenance, such as grass cutting, in your area	86%	98%	+12%
Cleaning of any internal communal areas	87%	96%	+9%
Cleaning of any external communal areas	84%	97%	+13%
Overall estate services provided by Easthall Park	88%	98%	+10%
Children's play facilities	63%	67%	+4%
Activities or facilities for youths (11 to 16)	58%	65%	+7%
Your feeling of safety during the day	91%	99%	+8%
Your feeling of safety at night	89%	92%	+3%

### 11.3 Estate caretaker service (Q52/53)

Over 7 in 10 respondents were aware that Easthall Park had recently taken over the management of the Estate Caretaker service (73%). Over half of respondents were of the opinion that since the beginning of August the cleanliness of the estate has got either much or slightly better, 47% felt this had not changed and less than one percent were of the opinion that it had worsened.



### 11.4 Neighbourhood problems (Q54)

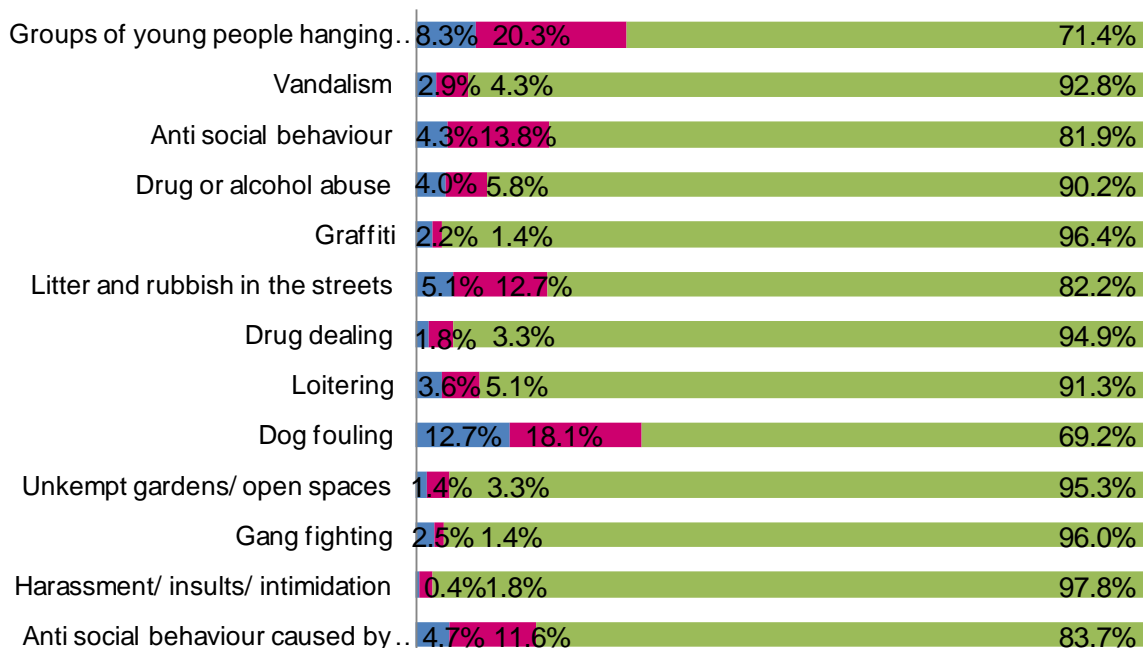
Tenants were asked to rate the extent to which various problems were a serious problem, a minor problem or not a problem in their neighbourhood. The biggest neighbourhood concerns for tenants included:

- Dog fouling (31% stating serious or minor problem)
- Groups of people hanging around (29%)
- Anti social behaviour (18%)
- Litter and rubbish in the streets (18%)

These were also the biggest concerns for tenants in the 2012 survey.

### Q54 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 problem?

■ Serious Problem ■ Minor Problem ■ Not a problem



Base: All respondents, n=276

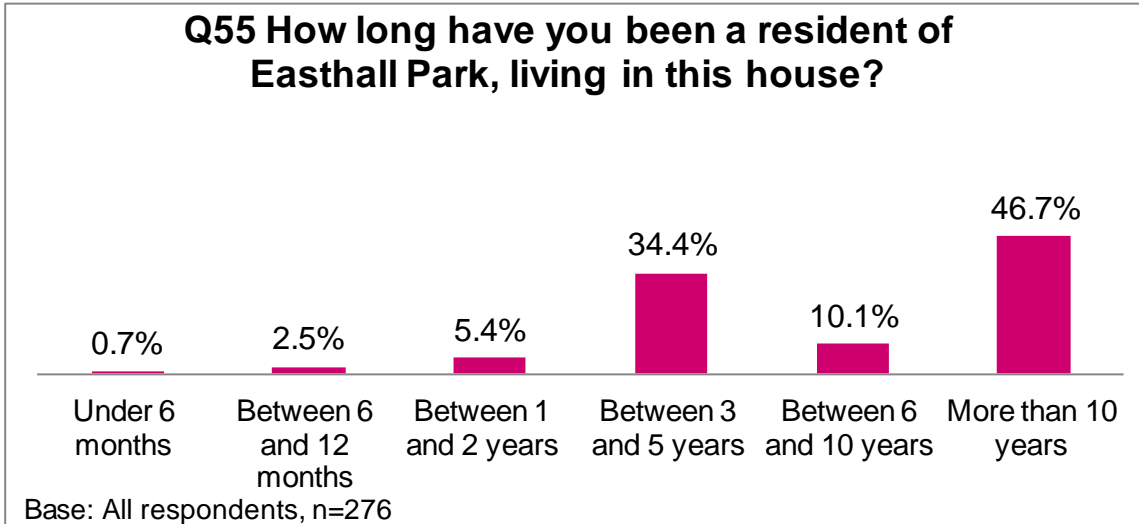
Analysis by area reveals that those who lived in Kildermorie than in Easthall Park were more likely to consider dog fouling and groups of young people hanging around to be a problem.

Q54 Neighbourhood problems analysed by area		
	Easthall Park	Kildermorie
<b>Base</b>	<b>200</b>	<b>76</b>
Groups of young people hanging around	23.5%	42.1%
Vandalism	7.5%	6.6%
Anti social behaviour	18.0%	18.4%
Drug or alcohol abuse	10.0%	9.2%
Graffiti	4.0%	2.6%
Litter and rubbish in the streets	17.0%	19.8%
Drug dealing	3.5%	9.2%
Loitering	9.5%	6.5%
Dog fouling	28.0%	38.2%
Unkempt gardens/ open spaces	6.0%	1.3%
Gang fighting	5.0%	1.3%
Harassment/ insults/ intimidation	2.5%	1.3%
Anti social behaviour caused by alcohol consumption	18.0%	11.8%

## 12. TENANT INFORMATION

### 12.1 Length of stay in neighbourhood (Q55)

Easthall Park has a stable tenant population with just under half (47%) stating they have been a resident of Easthall Park, living in their home for more than 10 years.



### 12.2 Age and gender (Q56/57)

Twenty two percent of all respondents were aged between 16 and 34, 42% were aged 35 to 44, 19% were aged 55 to 64 and 17% were aged 65 and over. More females were interviewed (62%) than males (38%).

Q55 x Q56 Age and gender			
	All respondents	Males	Females
<b>Base</b>	<b>276</b>	<b>104</b>	<b>172</b>
16-24	2.5%	1.0%	3.5%
25-34	19.6%	11.5%	24.4%
35-44	20.3%	20.2%	20.3%
45-54	21.4%	22.1%	20.9%
55-59	11.2%	16.3%	8.1%
60-64	7.6%	9.6%	6.4%
65-74	12.3%	15.4%	10.5%
75+	5.1%	3.8%	5.8%



### 12.3 Household composition (Q58/59)

Over 3 in 10 households were single adult households, 17% were 2 adults households with children, 18% were single parent households and 17% were two adult households with no children.

<b>Q58 Household composition</b>		
<b>Base: All respondents, n=276</b>	<b>No.</b>	<b>%</b>
Single adult 75+	9	3.3%
Single adult 60-74	39	14.1%
Single adult 25-59	47	17.0%
Single adult 16-24	2	0.7%
2 adults, 1 child under 16	13	4.7%
2 adults, 2 children under 16	22	8.0%
2 adults, 3 children under 16	10	3.6%
2 adults, 4 children under 16	1	0.4%
Lone parent, 1 child under 16	22	8.0%
Lone parent, 2 children under 16	22	8.0%
Lone parent, 3 children under 16	2	0.7%
Lone parent, 4 children under 16	3	1.1%
2 adults 75+	5	1.8%
2 adults 60-74	8	2.9%
2 adults 16-59	35	12.7%
Other	36	13.0%

### 12.4 Occupation (Q60/61)

One third of survey respondents were in full or part time employment, 30% were unemployed or long term sick, 15% were at home looking after the family and 20% were retired.

<b>Q60 How would you describe your occupation/ your partner's occupation at the present time?</b>		
<b>Base: All respondents, n=276</b>	<b>Tenant</b>	<b>Partner</b>
Full time paid work	21.0%	14.5%
Part time paid work	11.6%	3.3%
Full time education	0.4%	0.0%
Part time education	0.0%	0.0%
Government training programme	0.0%	0.0%
Unemployed	10.5%	3.6%
Long term sick / disabled	19.9%	3.3%
Looking after family	15.2%	4.7%
Retired	19.9%	4.0%
Carer	1.4%	1.4%
Voluntary work	0.0%	0.0%
Other	0.0%	0.0%
No partner	-	65.2%

Three quarters of respondents (74%) were aware that the Co-operative runs a job club which assists residents in looking for jobs and completing application forms.

## 12.5 Income (Q62-64)

Respondents were asked to provide details of their household's net weekly income. The majority of respondents refused to provide this information (64%). Where respondents did provide this information this tended to be towards the lower categories of the income scale.

<b>Q64 Would you mind telling me what the total NET weekly income of your household is- that is INCOME from WORK, PENSIONS, BENEFITS and INVESTMENTS</b>		
<b>Base: All respondents, n=276</b>	<b>No.</b>	<b>%</b>
Up to £86	4	1.4%
£87-£125	7	2.5%
£126-£144	14	5.1%
£145-£182	28	10.1%
£183-£221	20	7.2%
£222-£259	10	3.6%
£260-£298	3	1.1%
£299-£336	2	0.7%
£337-£480	7	2.5%
£481-£576	3	1.1%
£577-£769	2	0.7%
£770-£961	0	0.0%
£962-£1,441	0	0.0%
£1,442-£1,922	0	0.0%
£1,923 or over	0	0.0%
Don't know/not stated/ Refused	176	63.8%
Nothing	0	0.0%

Two thirds of respondents were aware that Universal Credit, will be paid directly to tenants and that they will have to pay their rent to Easthall Park and that this will replace housing benefit and other benefits between 2015 and 2017.

Over 9 in 10 tenants (92%) said they had a bank account.

## 12.6 Disability status (Q65/66)

Just under 4 in 10 tenants (39%) said that either they or a member of their household has some form of disability or health condition with the majority stating this was a mobility or physical disability.

<b>Q66 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)?</b>		
<b>Base: Have a disability, n=109</b>	<b>No.</b>	<b>%</b>
Mental ill health	20	18.3%
Mobility/ physical disabilities	71	65.1%
Learning difficulties	6	5.5%
Difficulties with sight	2	1.8%
Difficulties with hearing	7	6.4%
Dementia	2	1.8%
Being frail due to old age	0	0.0%
HIV/ AIDS	0	0.0%
Drug/ Alcohol dependency	3	2.8%
Other	15	13.8%
Don't know	0	0.0%

## 12.7 Ethnicity (Q67)

Almost all respondents said their ethnicity was White Scottish (97%).

<b>Q67 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?</b>		
<b>Base: All respondents, n=276</b>	<b>No.</b>	<b>%</b>
White Scottish	267	96.7%
White English	1	0.4%
White Welsh	0	0.0%
White Northern Irish	0	0.0%
White British	0	0.0%
White Irish	1	0.4%
Gypsy/ Traveller	0	0.0%
Polish	6	2.2%
Any other white ethnic group	0	0.0%
Any mixed or multiple ethnic groups	0	0.0%
Pakistani, Pakistani Scottish or Pakistani British	0	0.0%
Indian, Indian Scottish or Indian British	0	0.0%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	0	0.0%
Chinese, Chinese Scottish or Chinese British	0	0.0%
Other	0	0.0%
African, African Scottish or African British	0	0.0%
Caribbean, Caribbean Scottish or Caribbean British	0	0.0%
Black, Black Scottish or Black British	1	0.4%
Other	0	0.0%
Arab	0	0.0%
Other Ethnic Group	0	0.0%

## 12.8 Religion (Q68)

Just under half of Easthall Park tenants (47%) said they did not belong to any religion or belief, 34% were Roman Catholic and 17% were Church of Scotland.

<b>Q68 What religion, religious denomination or body do you belong to?</b>		
<b>Base: All respondents, n=276</b>	<b>No.</b>	<b>%</b>
None	130	47.1%
Church of Scotland	47	17.0%
Roman Catholic	93	33.7%
Other Christian	5	1.8%
Muslim	0	0.0%
Bhuddist	0	0.0%
Sikh	0	0.0%
Jewish	0	0.0%
Hindu	0	0.0%
Pagan	0	0.0%
Other religion	0	0.0%
Prefer not to say	1	0.4%

## 12.9 Sexuality (Q69)

All respondents who gave information on their sexuality said they were heterosexual.

<b>Q69 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.</b>		
<b>Base: All respondents, n=276</b>	<b>No.</b>	<b>%</b>
Heterosexual/ Straight	273	98.9%
Gay/ Lesbian	0	0.0%
Bisexual	0	0.0%
Other	0	0.0%
Prefer not to say	3	1.1%

### 12.10 Additional comments (Q70)

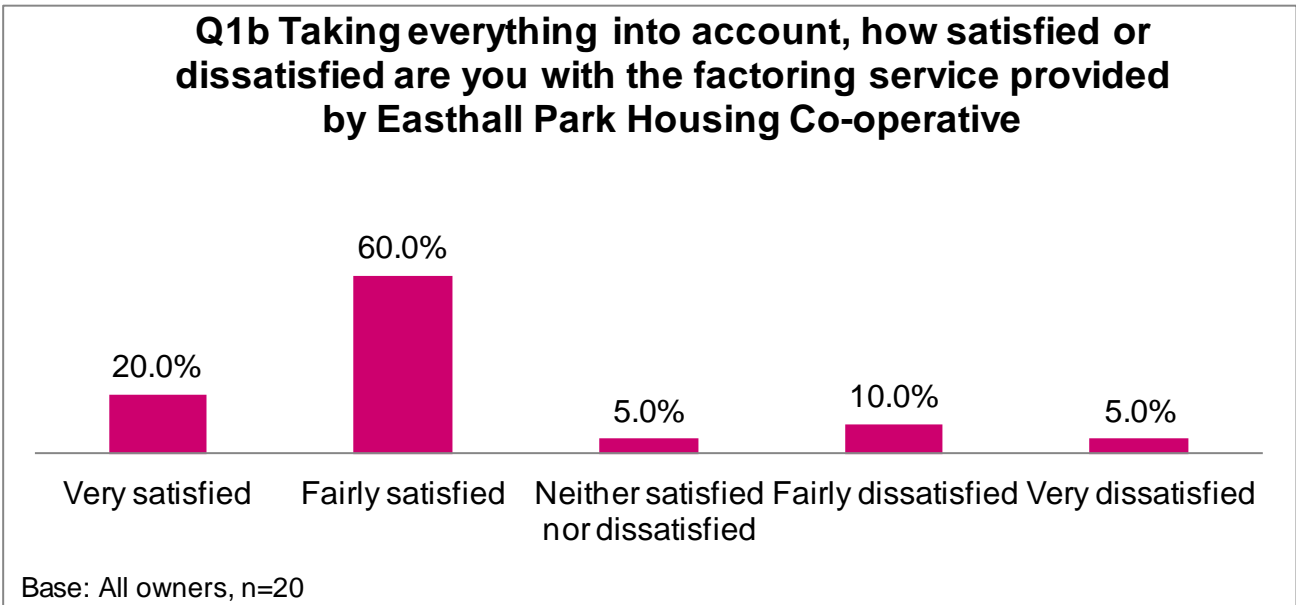
Finally, all respondents were asked if they had any additional comments on the Co-operative and the services they provide. The vast majority of tenants did not have any further comments or commented that they were happy with the service and that the Co-operative is doing a good job.

<b>Q70 Do you have any additional comments you wish to make about Easthall Park or the services it provides?</b>		
<b>Base: All respondents, n=276</b>	<b>No.</b>	<b>%</b>
Improve the repairs service	3	1.1%
Deal with anti social behaviour	2	0.7%
Heating/ boiler system needs upgrading	1	0.4%
Homes needing improvements e.g. kitchen/ bathroom	1	0.4%
Area neglected/ nothing being done	5	1.8%
Bin issues	2	0.7%
Happy with service/ very satisfied/ doing a good job	33	12.0%
None	227	82.2%
Other	3	1.1%

## 13. OWNER SATISFACTION

### 13.1 Overall satisfaction (Q1)

A total of 20 owners were consulted with in the survey. The survey for owners began by asking them how satisfied or dissatisfied they were with the factoring service provided by Easthall Park. As can be seen below, 80% were either very or fairly satisfied in this respect compared to 15% who were very or fairly dissatisfied and 5% who were neither satisfied nor dissatisfied.



### 13.2 Information and communication (Q2-Q7)

- All 20 owners who took part in the survey were of the opinion that Easthall Park was very or fairly good at keeping them informed about their services and decisions.
- Newsletters (18 owners) and letters (16 owners) were the most popular method used to obtain information about the Co-operative.
- All 20 respondents found the Co-operative's newsletter to be easy to read, interesting and informative.
- 9 out of 20 owners were aware of the Easthall Park website.
- 10 owners said they used the internet, 6 used Facebook, 7 used email, 8 used text messaging and 4 used apps on their mobile phone. On the other hand, 10 owners said they did not use any of these things.
- 10 respondents said they had broadband internet access at home.

### 13.3 Participation (Q8-Q12)

- When asked about any topics owners would like to be consulted about, 5 owners expressed an interest in several topics. These were housing policies, day to day repairs and maintenance issues, factoring and maintenance fees and issues affecting the wider neighbourhood. On the other hand 15 owners said they would not be interested in becoming more involved in the Co-operative.
- All 20 owners said they would prefer to give their views by taking part in face to face surveys.
- When asked about what stops owners from becoming more involved in the Co-operative's decision making activities 13 owners said they were simply uninterested. A further 5 respondents cited work commitments, 2 mentioned health and disability reasons and 1 owner said they had childcare commitments.
- All 20 owners were either very or fairly satisfied with the opportunities provided to them to participate in Easthall Park's decision making processes and all owners said they would only like to be consulted with the changes which affect them directly.

### 13.4 Customer care (Q13-Q23)

- 16 out of 20 owners were either very or fairly satisfied with the quality of customer care provided overall when they have contact with a member of Easthall Park staff, compared to 3 who were neither satisfied nor dissatisfied and 1 owner who was fairly dissatisfied.
- All 20 owners found Easthall Park's office opening hours to be convenient.
- Only two out of 20 owners were aware that the Co-operative's offices were open late until 7pm on the last Tuesday of every month.
- 14 owners prefer to contact Easthall Park by telephone and the remaining 6 owners prefer to contact the Co-operative in person.
- 8 out of 20 owners have had contact with the Co-operative in the last 12 months, 4 having contacted by telephone and 4 contacting by making a personal visit to the office. Four owners had contacted the Co-operative to make a payment, 2 had contacted about a communal repair, and the other two had contacted about a complaint (1 reporting an anti social complaint and the other a service complaint).
- Those who contacted the Co-operative were asked how satisfied or dissatisfied they were with various aspects of the member of staff they had contact with:
  - 7 were satisfied the member of staff introduced themselves;
  - 6 were satisfied the member of staff was friendly;
  - 6 were satisfied the member of staff was courteous;
  - 6 were satisfied the member of staff was helpful;
  - 6 were satisfied the member of staff was willing to listen;
- Respondents were then asked to rate how satisfied or dissatisfied they were with the information and advice they received:

- 6 were satisfied that the member of staff had the knowledge to help;
  - 6 were satisfied they were given accurate information;
  - 6 were satisfied they were given easy to understand information;
  - 6 were satisfied they were given as much information as they needed;
  - 6 were satisfied Easthall Park did what they said they would do;
  - 6 were satisfied they were kept up to date with progress;
  - 6 were satisfied with the speed of response;
  - 6 were satisfied with the outcome of the enquiry.
- 15 out of 20 owners were satisfied that Easthall Park treats them fairly compared to 3 who were neither satisfied nor dissatisfied and 2 who were fairly dissatisfied.
  - All 20 owners were aware of how to make a complaint to the Co-operative.

### 13.5 Easthall Park's services (Q24-Q45)

- All owners were asked to rate their top three priorities for their landlord. This revealed that providing an effective repairs service (17 respondents rating as a top, second or third priority) and dealing with people who don't pay their rent or factoring charge (20 owners) were the biggest priorities for owners.
- All 20 owners were of the opinion that the social enterprise activities run by Easthall Park in partnership with the Easthall Park Residents' Co-operative were of value and make a difference to the community. Their main reasons for feeling this way was that the activities provide help for those who need it, that it is good for the community and gives people something to do and somewhere to go.
- 18 out of 20 owners were aware that Easthall Park provides a Community Bank and 16 were aware that the Co-operative provides a Welfare Rights Service. One individual said they were interested in the Community Bank and another said they were interested in using the Welfare Rights Service.
- All 20 owners were of the opinion that the free gardening service is available to the right people.

### 13.6 Factoring charges (Q46-Q49)

- 19 out of 20 owners were aware of their responsibilities as an owner under their Deed of Condition;
- All 20 owners have received their written statement of service which explains their factoring charge and what they can expect from this.
- All owners were of the opinion that they receive sufficient information about how their factoring charge that they pay is decided.
- 16 out of 20 owners were of the opinion their factoring charge represents good value or money and the remaining 4 owners felt the factoring charge was neither good nor poor value for money.



### 13.7 The neighbourhood (Q50-Q54)

- All 20 owners were either very or fairly satisfied with their landlord's management of the neighbourhood they live in.
- Respondents were asked how satisfied or dissatisfied they were with various aspects of their neighbourhood. Owners were most satisfied with their feeling of safety during the day and at night (all 20 owners satisfied). Only one owner was dissatisfied and this was regarding activities or facilities for youths.
- The biggest neighbourhood concern for owner occupiers was dog fouling (12 out of 20 stating this was a serious or minor problem).

### 13.8 Owner information (Q55-Q70)

- All owners have lived in their current home for 6 or more years.
- In terms of the age profile of respondents, 10 were aged under 60 and the rest were aged over 60.
- 7 out of 20 owners interviewed were male and 13 were female.
- 8 out of 20 owners lived in a single adult household, 8 lived in a 2 adult household with no children and the remaining 4 households comprised of three or more adults.
- 10 out of 20 owners were in full or part time employment and the remaining 10 owners were retired.
- 12 out of 20 owners were aware that Universal Credit, will be paid directly to tenants and that they will have to pay their rent to Easthall Park and that this will replace housing benefit and other benefits between 2015 and 2017.
- 18 out of 20 owners had a bank account.
- 2 out of 20 owners said they or a member of their household had some form of health condition or disability.
- All 20 owners were White Scottish.
- Eleven owners did not belong to any religion or belief, 6 were Church of Scotland, 2 were Roman Catholic and 1 was other Christian.
- All 20 owners were heterosexual.

## APPENDIX 1: QUESTIONNAIRE

### INTERVIEWER: PLEASE CODE

WRITE IN IDENTIFICATION NUMBER:

AREA:

Easthall	1
Kildermorie	2

TENANT/ OWNER

Tenant	1	Go to Q1a
Owner	2	Go to Q1b

### OVERALL SATISFACTION

1. **A) [SSHC1]** 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 Q2
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know/ no opinion	6	

1. **B) 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 Q2
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

### INFORMATION AND COMMUNICATION

2. **[SSHC3]** How good or poor do you feel Easthall Park is at keeping you informed about their services and decisions?

Very good	1	Go to Q3
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	

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	Go to Q5
Interesting	1	2	3	4	5	
Informs me about the work of the Co-operative	1	2	3	4	5	

5. I'd now like to ask about Easthall Park's website.

	Yes	No	
Were you aware that Easthall Park have a website?	1	2	Go to Q6
Easthall Park are currently changing their website so that tenants can view their rent account and repairs history on the website. It this something you think would be of value to you?	1	2	

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

The internet	1	Go to Q7
Facebook	2	
Twitter	3	
Email	4	
Text messaging	5	
Apps on your phone	6	
None of these	7	
Other method (please specify)	8	

7. 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 Q8
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	

#### PARTICIPATION

8. 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 (eg allocations, rents, neighbour disputes etc)	1	Go to Q9
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 (eg local facilities, community safety)	6	
Commenting on Information Sheets	7	
Other (please specify)	8	
None, not interested in becoming involved	9	

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

By attending the AGM	1	Go to Q10
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 eg 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	

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

Childcare commitments	1	Go to Q11
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	

11. [SSHC6] 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 Q12
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

12. 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 Q13
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

13. 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 Q14
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

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

Very convenient	1	Go to Q15
Fairly convenient	2	
Neither convenient nor inconvenient	3	
Fairly inconvenient	4	
Very inconvenient	5	
Don't know opening hours	6	

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

Yes	1	Go to Q16
No	2	

16. What is your preferred method for contacting Easthall Park?

By telephoning the office	1	Go to Q17
Personal visit to the office	2	
By text message	3	
Via Twitter/ Facebook	4	
By email	5	
Letter	6	
Other (please specify)	7	

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

Yes	1	Go to Q18
No	2	Go to Q22

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

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

Repairs	1	Go to Q20
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	
To discuss my rent	7	
Other (please specify)	8	

20. 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 Q21
... 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	

21. 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 Q22
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	

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

Very satisfied	1	Go to Q23
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

23. 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 Q24
No	2	

## EASTHALL PARK'S SERVICES

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

	Top	2 <sup>nd</sup>	3 <sup>rd</sup>	
Providing an effective repairs service	1	1	1	Go to Q25
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(eg 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 and employment opportunities	8	8	8	
Providing a money advice/welfare rights service	9	9	9	
Providing support for vulnerable tenants eg 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	

- 25.** The Co-operative's mission statement is "Making a Difference to Our Community". With this in mind the Co-operative, in partnership with Easthall Park Residents' Association runs a wide range of social enterprise activities for example a job club, specialised welfare rights advice, IT suite, community bank, 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 Q26
No (please explain why not?)	2	



26. A)Were you aware that Easthall Park provides the following services? B)Whether or not you have already used these services, would you be interested in using these services in the future?

	A)Aware	B)Interested in using	Go to Q27
A Community Bank	1	1	
Welfare Rights Service	2	2	
Not aware/ not interested	3	3	

27. Easthall Park provide a free garden maintenance service for tenants who are of pensionable age and have nobody resident in their household or in Easthall Park/ Kildermore to help cut their grass. This service is paid for through tenants rents. Do you think this service is available to the right people?

Yes	1	Go to Q28
No (please explain who you believe should be able to access the garden maintenance service)	2	

28. 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 Q67]**

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

Yes	1	Go to Q30
No	2	Go to Q35

30. **[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 Q31
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

31. How do you normally report repairs to Easthall Park?

By telephoning the office	1	Go to Q32
Personal visit to the office	2	
By text message	3	
Via Twitter/ Facebook	4	
By email	5	
Letter	6	
Other (please specify)	7	

32. 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 Q33
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	

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

Yes	1	Go to Q34
No	2	Go to Q35
Don't know	3	

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

Very satisfied	1	Go to Q35
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know	6	

35. After the last tenant satisfaction survey, Easthall Park introduced a 'repairs by appointment' service. They are now reviewing the contract for repairs and are considering whether repairs should be available outwith normal hours, such as on a Saturday morning. This service would cost more to deliver therefore may impact on the Co-op's ability to limit rent increases or possibly lead to a decrease on Co-operative spending on other areas. Would you like to see the introduction of appointments for repairs in the evenings and on Saturday mornings in addition to weekdays as is currently done?

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

**YOUR HOME [TENANTS ONLY]**

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

Very satisfied	1	Go to Q37
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

**37. 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 one box per column		
	Top Priority	2 <sup>nd</sup> Priority	3 <sup>rd</sup> 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

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

Very easy to afford	1	Go to Q39
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

**39.** Do you spend more than 10% of your household income on paying for your fuel bills?

Yes	1	Go to Q40
No	2	
Don't know	3	

**VALUE FOR MONEY [TENANTS ONLY]**

**40. [SSHC29]** 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 Q41
Good value	2	
Neither good nor bad value	3	
Poor value	4	
Very poor value	5	

41. Do you receive housing benefit?

Yes	1	Go to Q42
No	2	Go to Q43

42. Does this cover all or part of your rent?

Full rent	1	Go to Q45
Part of rent	2	Go to Q43

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

Very easy to afford	1	Go to Q44
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

44. **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 Q45
Underoccupancy Charge (Bedroom Tax)	2	
Confusion/delays with other Benefits	3	
Unemployment	4	
Reduction in working hours	5	
Loss of overtime	6	
Illness	7	
Other bills to pay first	8	
Several bills due at the same time	9	
Other bills/expenses (e.g. Christmas)	10	
Payday loans	11	
Increase in rent	12	
Change in household circumstances	13	
General financial difficulties	14	
Other (please specify)	15	
No problems experienced	16	

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

Yes	1	Go to Q46
No	2	

#### FACTORING CHARGES [OWNERS ONLY]

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

Yes	1	Go to Q47
No	2	

47. Have you received your written statement of service which explains your factoring charge and what you can expect for this?

Yes	1	Go to Q48
No	2	

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

Yes	1	Go to Q49
No	2	

49. 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 Q50
Good value	2	
Neither good nor bad value	3	
Poor value	4	
Very poor value	5	
Don't know	6	

**YOUR NEIGHBOURHOOD [ASK ALL]**

50. **[SSHC17]** Overall, how satisfied or dissatisfied are you with your landlord's 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 Q51
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

51. 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 Q52
The ground maintenance, such as grass cutting, in your area	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	

52. Were you aware that Easthall Park had recently taken over the management of the Estate Caretaker service?

Yes	1	Go to Q53
No	2	

53. Since the beginning of August, have you seen any change in the cleanliness of the estate?

Much better	1	Go to Q54
Slightly better	2	
No change	3	
Slightly worse	4	
Much worse	5	

54. 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 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.

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

Under 6 months	1	Go to Q56
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	

**56. SHOWCARD** Which age band best describes you?

16-24	1	Go to Q57
25-34	2	
35-44	3	
45-54	4	
55-59	5	
60-64	6	
65-74	7	
75+	8	

**57. Gender?**

Male	1	Go to Q58
Female	2	
Transgender	3	

**58. How many people usually live in this house?**

	Go to Q59
--	-----------

**59. Which of these best describes your household composition?**

Single adult 75+	1	TENANTS Go to Q60  OWNERS Go to Q65
Single adult 60-74	2	
Single adult 25-59	3	
Single adult 16-24	4	
2 adults, 1 child under 16	5	
2 adults, 2 children under 16	6	
2 adults, 3 children under 16	7	
2 adults, 4 children under 16	8	
Lone parent, 1 child under 16	9	
Lone parent, 2 children under 16	10	
Lone parent, 3 children under 16	11	
Lone parent, 4 children under 16	12	
2 adults 75+	13	
2 adults 60-74	14	
2 adults 16-59	15	
Other (please specify)	16	

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

	Tenant	Partner	
Full time paid work	1	1	Go to Q62
Part time paid work	2	2	
Full time education	3	3	
Part time education	4	4	
Government training programme	5	5	
Unemployed	6	6	Go to Q61
Long term sick / disabled	7	7	Go to Q62
Looking after family	8	8	
Retired	9	9	
Carer	10	10	Go to Q61
Voluntary work	11	11	
Other (please specify)	12	12	Go to Q62
No partner		13	

**61.** Were you aware that the Co-operative runs a job club which could assist you to look for jobs and complete application forms?

Yes	1	Go to Q62
No	2	

**62.** Are you aware that Universal Credit, which will be paid directly to you and you will have to pay your rent to Easthall Park, will replace housing benefit and other benefits between 2015 and 2017?

Yes	1	Go to Q63
No	2	

**63.** Do you have a bank account?

Yes	1	Go to Q64
No	2	



- 64. SHOW CARD** The Co-operative is collecting information on its tenants' income, so that it can ensure that its rents are affordable to the people it houses. Any information you give is entirely voluntary and will be kept confidential, only to be used in assessing the affordability of rents. Would you mind telling me what the total NET weekly income of your household is- that is INCOME from WORK, PENSIONS, BENEFITS and INVESTMENTS

WEEKLY	MONTHLY	ANNUAL	
Up to £86	Up to £375	Under £4,500	1
£87-£125	£375-£542	£4,500-£6,499	2
£126-£144	£543-£625	£6,500-£7,499	3
£145-£182	£626-£792	£7,500-£9,499	4
£183-£221	£793-£958	£9,500-£11,499	5
£222-£259	£959-£1,125	£11,500-£13,499	6
£260-£298	£1,126 -£1,292	£13,500-£15,499	7
£299-£336	£1,293-£1,458	£15,500-£17,499	8
£337-£480	£1,459-£2,083	£17,500-£24,999	9
£481-£576	£2,084-£2,500	£25,000-£29,999	10
£577-£769	£2,501-£3,333	£30,000-£39,999	11
£770-£961	£3,334-£4,167	£40,000-£49,999	12
£962-£1,441	£4,168-£6,250	£50,000-£74,999	13
£1,442-£1,922	£6,251-£8,333	£75,000-£99,999	14
£1,923 or over	£8,334 or over	£100,000 or over	15
		Don't know/not stated/ Refused	16
		Nothing	17

- 65.** Do you or any member of your household have a disability?

Yes	1	Go to Q66
No	2	Go to Q67

- 66.** 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 to (including problems due to old age)?

Mental ill health	1	Go to Q67
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	

[READ OUT] I would like to ask some monitoring questions. Easthall Park are required to monitor a number of characteristics relating to our tenants in order to ensure that we do not discriminate on the grounds of ethnicity, religion or sexuality. I would like to remind you that all information given will be entirely confidential and will be used for monitoring purposes only.

**67. 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?

<b>WHITE</b>	
White Scottish	1
White English	2
White Welsh	3
White Northern Irish	4
White British	5
White Irish	6
Gypsy/ Traveller	7
Polish	8
Any other white ethnic group (please specify)	9
<b>MIXED OR MULTIPLE ETHNIC GROUPS</b>	
Any mixed or multiple ethnic groups (please specify)	10
<b>ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH</b>	
Pakistani, Pakistani Scottish or Pakistani British	11
Indian, Indian Scottish or Indian British	12
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	13
Chinese, Chinese Scottish or Chinese British	14
Other (please specify)	15
<b>AFRICAN, CARIBBEAN OR BLACK</b>	
African, African Scottish or African British	16
Caribbean, Caribbean Scottish or Caribbean British	17
Black, Black Scottish or Black British	18
Other (please specify)	19
<b>OTHER ETHNIC GROUP</b>	
Arab	20
Other Ethnic Group (specify)	21

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

None	1	Go to Q69
Church of Scotland	2	
Roman Catholic	3	
Other Christian	4	
Muslim	5	
Bhuddist	6	
Sikh	7	
Jewish	8	
Hindu	9	
Pagan	10	
Other religion (please specify below)	11	
Prefer not to say	12	

69. 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 Q70
Gay/ Lesbian	2	
Bisexual	3	
Other	4	
Prefer not to say	5	

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

**Thank and close statement**

- Thank you very much for completing the questionnaire.
- Are you happy to sign the questionnaire to verify that you have taken part in the survey and your response has been recorded accurately?

**'I confirm that this interview has been conducted in a proper manner and that the interviewer has accurately recorded the information I have provided'.**

Signature	
Print name	

[THANK AND CLOSE]

## APPENDIX 2: TECHNICAL REPORT SUMMARY



### TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

<b>Project number</b>	<b>P665</b>
<b>Project name</b>	<b>Easthall Park Customer Satisfaction Survey</b>
<b>Objectives of the research</b>	<p>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.</p> <p>Specifically, the survey should: gather customers' views on</p> <ul style="list-style-type: none"> <li>■ Overall performance</li> <li>■ Equalities</li> <li>■ Customer care and complaints</li> <li>■ Communication</li> <li>■ Tenant participation</li> <li>■ Quality of housing</li> <li>■ Repairs and maintenance</li> <li>■ Estate management, anti social behaviour</li> <li>■ Access to housing and support</li> <li>■ Tenancy sustainment</li> <li>■ Value for money</li> <li>■ Delivery of stock transfer commitments</li> <li>■ Community development</li> <li>■ Welfare reform</li> </ul>
<b>Target group</b>	Tenants and owners of the Co-operative.
<b>Target sample size</b>	Minimum 40% response rate from 690 in scope tenants = 276 interviews and 20 interviews with the Co-operative's owners.
<b>Achieved sample size</b>	296 interviews
<b>Date of fieldwork</b>	1 <sup>st</sup> to 31 <sup>st</sup> October 2014.
<b>Sampling method</b>	No sampling was undertaken. The aim was to maximise the response from all in scope tenants
<b>Data collection method</b>	<p>Interviews were undertaken with the tenant or their partner within each household.</p> <p>All responses were recorded on a paper questionnaire and the data entered into a survey analysis package by a team of data processors.</p>

<b>Response rate and definition and method of how calculated</b>	40% (276 tenant interviews from 693 in scope tenants)
<b>Any incentives?</b>	No
<b>Number of interviewers</b>	5 interviewers were working on this.
<b>Interview validation methods</b>	10% of each interviewers work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
<b>Showcards or any other materials used?</b>	Showcards used as per instructions on questionnaire
<b>Weighting procedures (if applicable)</b>	Not applicable
<b>Estimating and imputation procedures (if applicable)</b>	Not applicable
<b>Reliability of findings</b>	Data accurate overall to +/-4.6% overall for Easthall Park tenants (based upon the 95% level of confidence and a 50% estimate)

## APPENDIX 3: DATA TABLES

### Q36 Satisfaction with quality of the home analysed by street

Break % Respondents	Base	Q36 Overall, how satisfied or dissatisfied are you with the quality of your home?				
		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Total	276	57%	37%	3%	3%	-
<b>Street</b>						
Arnisdale View	9	100%	-	-	-	-
Halliburton Terrace	7	43%	43%	-	14%	-
Lochbridge Road	10	60%	40%	-	-	-
Glenburnie Place	7	43%	57%	-	-	-
Eddlewood Path	4	100%	-	-	-	-
Eddlewood Place	4	25%	50%	-	25%	-
Westerhouse Road	4	50%	25%	25%	-	-
Arnisdale Court	7	71%	29%	-	-	-
Kildermorie Road	7	100%	-	-	-	-
Ware Road	35	60%	34%	6%	-	-
Easthall Place	5	80%	20%	-	-	-
Edderton Way	12	42%	58%	-	-	-
Eddlewood Road	12	67%	33%	-	-	-
Shandwick Street	12	75%	17%	-	8%	-
Halliburton Road	10	40%	60%	-	-	-
Eddlewood Court	7	43%	57%	-	-	-
Arnisdale Place	2	100%	-	-	-	-
Arnisdale Gate	7	100%	-	-	-	-
Banton Place	19	42%	42%	11%	5%	-
Edderton Place	14	50%	36%	-	14%	-
Trondra Place	2	-	100%	-	-	-
Struie Street	2	100%	-	-	-	-
Arnisdale Road	4	50%	50%	-	-	-
Wardie Road	70	49%	44%	6%	1%	-
Kildermorie Place	4	50%	50%	-	-	-

### Q37 Priorities for the home analysed by street

Break % Respondents	Base	Overall priorities											
		Kitchen	Boiler replacement	Window replacement	Veranda improvements	Rewiring	Bathroom upgrade/ replacement	New internal doors	New external doors	Measures to deal with dampness/ condensation	Measures to improve the energy efficiency of your ho...	No improvements needed	Other
Total	276	24%	3%	12%	1%	2%	8%	6%	4%	4%	3%	94%	1%
Street													
Arnisdale View	9	11%	-	-	-	-	-	-	-	-	-	100%	-
Halliburton Terrace	7	86%	-	14%	-	-	14%	43%	57%	-	-	71%	-
Lochbridge Road	10	30%	10%	10%	-	-	-	-	-	-	-	100%	-
Glenburnie Place	7	-	14%	71%	43%	-	29%	-	-	-	-	86%	-
Eddlewood Path	4	25%	-	-	-	-	-	-	-	-	-	100%	-
Eddlewood Place	4	-	-	-	-	-	50%	-	-	-	-	100%	-
Westerhouse Road	4	-	-	50%	-	-	-	-	25%	25%	25%	75%	-
Arnisdale Court	7	-	-	-	-	-	-	-	-	-	-	100%	-
Kildermorie Road	7	-	-	-	-	-	-	-	-	-	-	100%	-
Ware Road	35	37%	-	3%	-	6%	3%	6%	-	3%	-	100%	-
Easthall Place	5	40%	-	-	-	-	20%	-	-	-	-	100%	-
Edderton Way	12	75%	-	8%	-	-	8%	17%	-	-	-	100%	8%
Eddlewood Road	12	-	8%	-	-	-	8%	-	-	-	-	100%	-
Shandwick Street	12	-	-	8%	-	8%	-	-	-	-	-	92%	-
Halliburton Road	10	80%	10%	-	-	-	-	-	-	10%	-	100%	-
Eddlewood Court	7	-	14%	-	-	-	57%	-	43%	-	14%	100%	-
Arnisdale Place	2	-	-	-	-	-	-	-	-	-	-	100%	-
Arnisdale Gate	7	-	-	-	-	-	14%	-	-	-	-	100%	-
Banton Place	19	47%	-	5%	-	-	32%	5%	-	5%	-	95%	-
Edderton Place	14	14%	7%	14%	-	-	14%	14%	-	7%	7%	93%	-
Trondra Place	2	100%	-	-	-	-	-	-	-	-	-	100%	-
Struie Street	2	50%	-	-	-	-	-	-	-	-	-	100%	-
Arnisdale Road	4	-	-	-	-	-	-	-	-	-	-	100%	-
Wardie Road	70	11%	4%	27%	-	3%	1%	10%	4%	10%	9%	87%	1%
Kildermorie Place	4	-	-	-	-	-	-	-	-	-	-	100%	-