

# PAISLEY HOUSING ASSOCIATION

## CUSTOMER ENGAGEMENT SURVEY PRESENTATION 2024

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## **1. Introduction**

For the purposes of the Scottish Housing Regulator, we are required to undertake a Tenant Satisfaction Survey every 3 years.

Our most recent Tenant Satisfaction Survey was conducted in September 2022 by Research Resource, with the next survey due in 2025. This was shortly after COVID restrictions being relaxed and whilst we had maintained services through COVID, our services had to develop to new ways of working.

Following the 2022 survey, we had made a decision to try and address some of the common themes coming out of this and to revisit this Satisfaction Survey internally to assess our progress.

## **2. Methodology**

The survey was carried out primarily online, using Microsoft Forms, we publicised that people without access to the internet were able to phone the office and we would take their response over the phone and input them into the online form.

Whilst the Research Resource survey is anonymous, we made a decision to allow respondents to declare their name and address. This would allow us to address common themes, in particular where dissatisfaction is demonstrated. Allowing us to see if any dissatisfaction relates to a particular geographical area or demographic group, this is to allow us to develop our services and plans to be able to better address the aspirations of our tenants.

In terms of most of the main questions the respondents were asked to give a indicate 1 preference, this being level of satisfaction or indication of agreement. These questions were analysed on a 1 respondent and 1 answer basis.

Some of the questions asked respondent's to rank areas in order of preference, when analysing the responses from this a weighted scoring was used. This involved using a sliding scale giving greater priority to 1<sup>st</sup> preference and gradually reducing to a notional score for the lowest preference. The alternative for this was a first past the post method, which could have meant that some preferences would not have counted, so the weighted scoring was deemed a fairer method in assessing preference. In the main report only the ranking has been given calculations of the weighted scoring are available in the appendices.

## **3. Timing**

The survey was carried out from 26<sup>th</sup> June 2024 to 19<sup>th</sup> August 2024. This timing was deliberately selected to allow time for reviewing the outcomes of the survey, so that this can be considered in advance of budget planning for the next financial year.

## **4. Responses**

In our satisfaction survey from 2022, we received 304 responses. Overall, we had 275 responses to our interim Satisfaction Survey. While there is a marginally smaller number of responses, this will give significant data which can be used to inform business decisions.

Of the 275 responses, 226 respondents chose to provide us with their name and address, with the remaining 49 choosing to remain anonymous.

## 5. Equalities Data, Geography and Demographics

### *Geographical Breakdown*

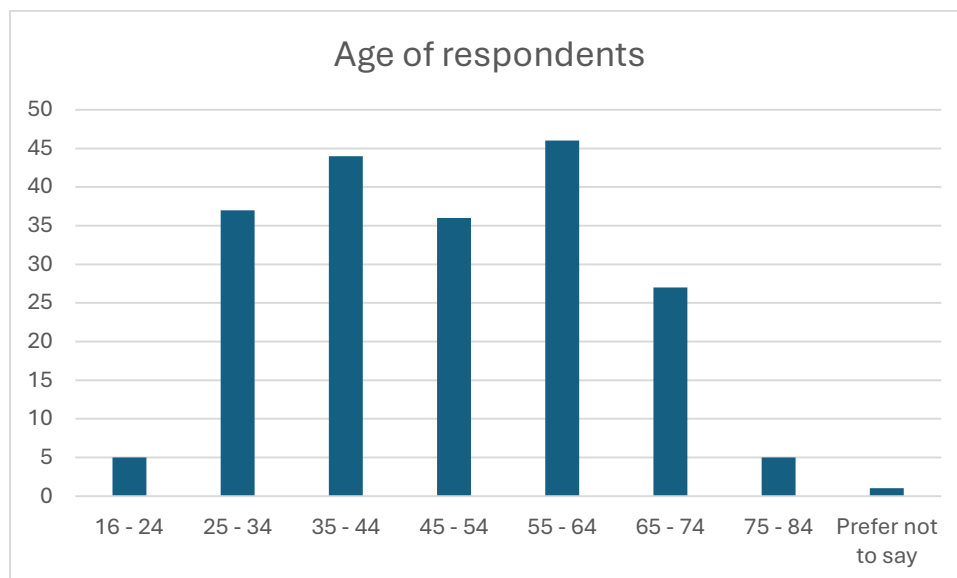
Community	Number of responses
<b>Foxbar</b>	96 (of which 13 were from Oliphant Court and 44 from the Rivers area)
<b>Glenburn</b>	21
<b>South</b>	56
<b>Town Centre</b>	18
<b>West End</b>	35

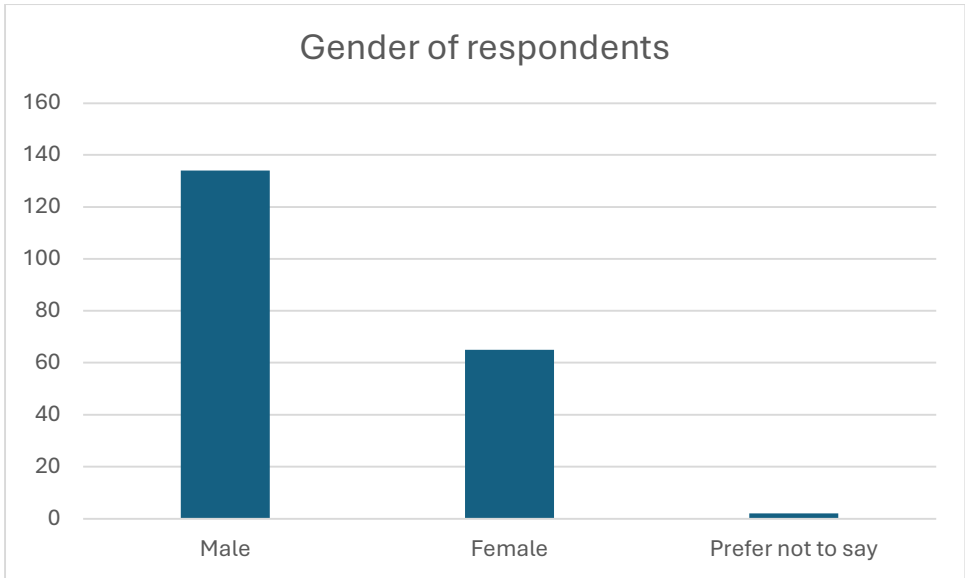
Most of our communities have similar broad characteristics in terms of property type, age of properties etc. With the exception of Foxbar, which includes the rivers area and Oliphant Court. As such where analysing the communities and the responses we have separated Foxbar into Foxbar, Rivers and Oliphant Court.

Broadly speaking, the profile of responses was in line with our equalities data held for our tenants, as such it reasonable to assume that the sample is representative of our tenants as a whole.

### *Age and Gender*

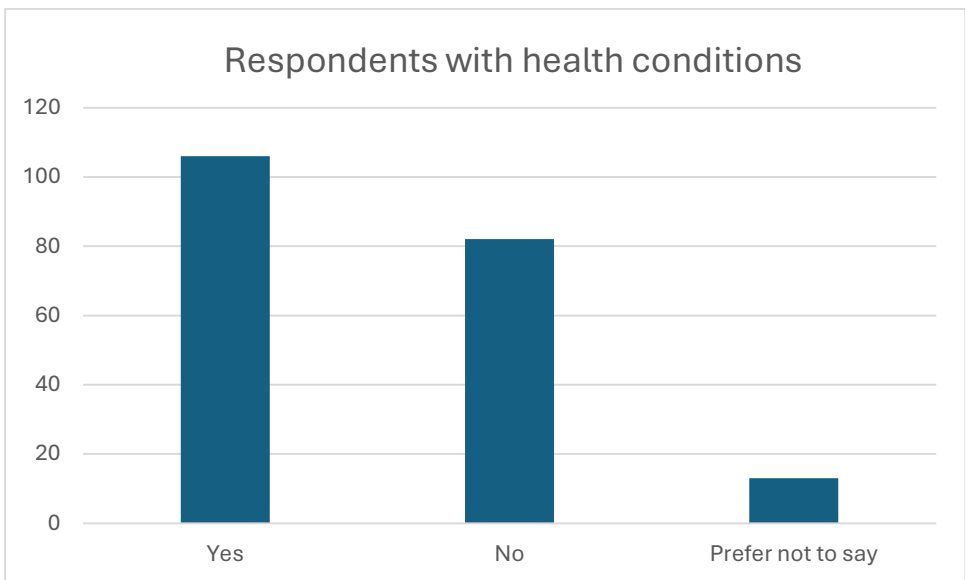
The age and gender profiles of respondents are noted below.

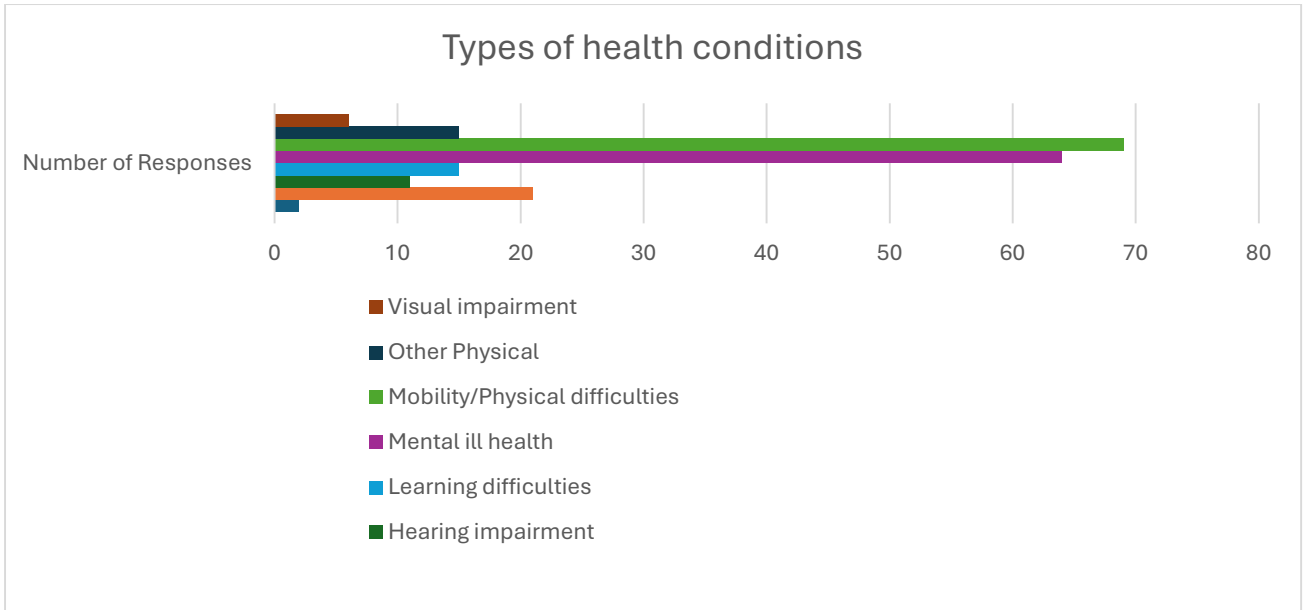




### **Health Conditions**

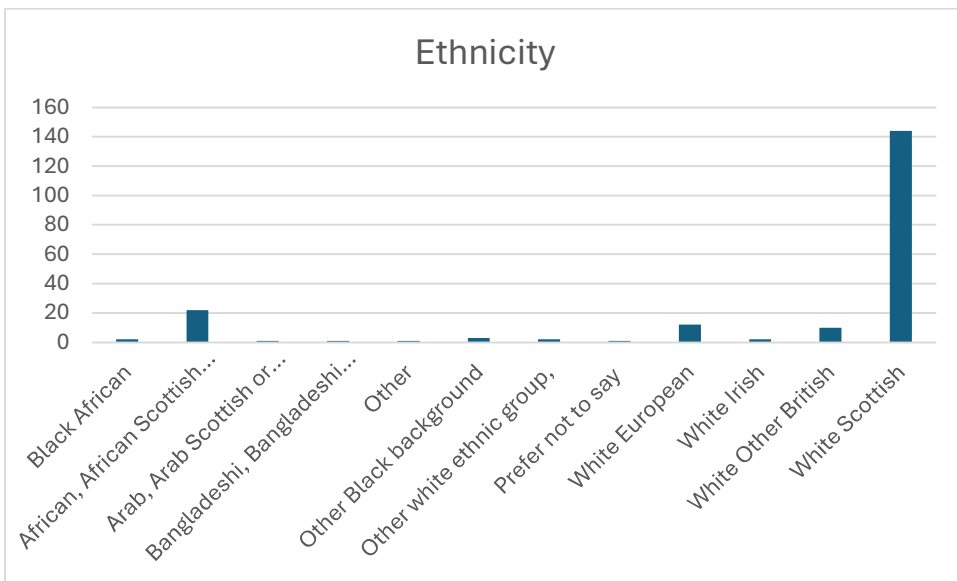
The proportion of respondents reporting health conditions is noted below.



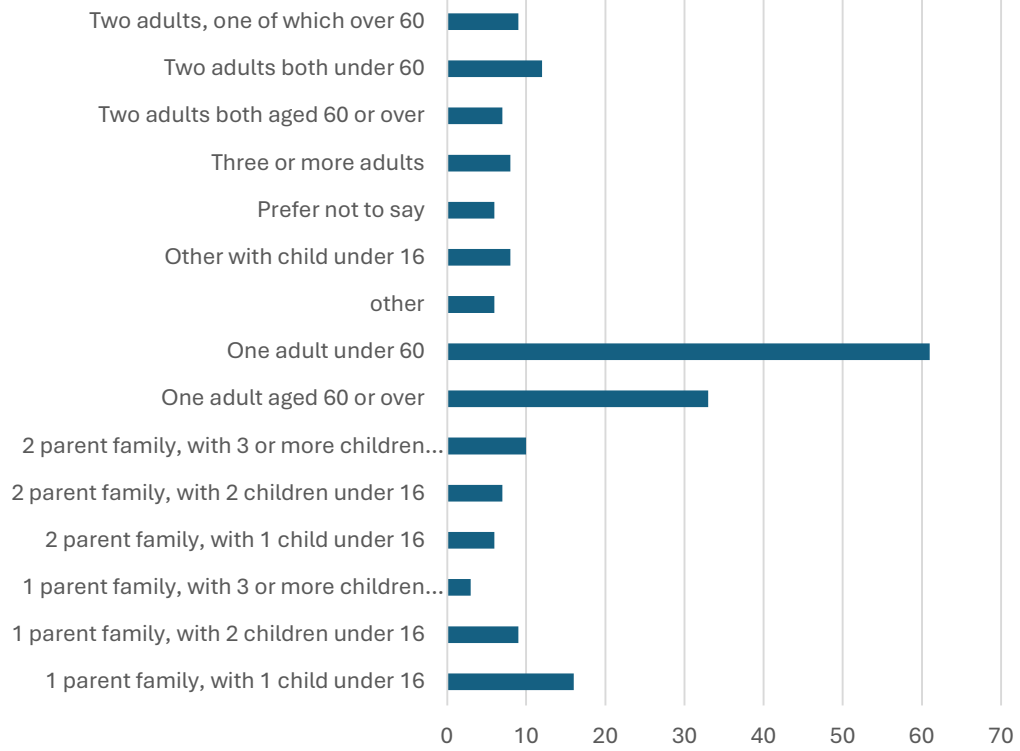


### ***Ethnicity and Household***

The ethnic breakdown of respondents is noted below:



## Household Composition



## Outcomes

### 6. Satisfaction with Paisley HA services

In this question we asked: *Paisley HA is committed to delivering our excellent repairs and maintenance program. In addition, we deliver services such as support with Energy Bills and Crisis Support. Taking this into account, how satisfied are you with the overall service provided by Paisley Housing Association?*

With the responses as follows:

Response	Number of households 2024	%age 2024 (2022) *no opinion excluded	Variance from 2022
<b>Very Satisfied</b>	159	59.1% (26.3%)	<b>+32.8%</b>
<b>Fairly Satisfied</b>	78	29% (60.2%)	<b>-31.2%</b>
<b>Neither satisfied nor dissatisfied</b>	12	4.5% (5.3%)	<b>-0.8%</b>
<b>Fairly dissatisfied</b>	9	3.3% (4.9%)	<b>-1.6%</b>
<b>Very dissatisfied</b>	11	4.1% (3.3%)	<b>+0.8%</b>
<b>No opinion</b>	6	n/a	
	% age satisfied or fairly satisfied	88.1% (85.67 in 2022)	<b>+2.43%</b>

Overall this shows that there has been an overall increase in satisfaction, and we are now **above the Scottish Average of 86.5%**. With a general move to being more satisfied, with a significant increase in the number of tenants being very satisfied, which seems to be an almost direct transfer from being fairly satisfied to very satisfied.

#### *Geography and Demographics*

Tenants indicating that they were either fairly or very dissatisfied, there are no trends visible from the demographics, but there is a higher likelihood of being dissatisfied if you live in Foxbar or South areas.

Geographical Area	Age Range	Long term physical or mental health condition	Ethnic group
<b>South – 6 responses</b>	16 – 24 – 1 response	Yes – 6 responses No – 4 responses	White Scottish – 12 responses
<b>Foxbar* – 6 responses</b>	25 – 34 – 3 responses	Prefer not to say – 2 responses	
<b>Rivers – 2 responses</b>	35 – 44 – 1 response		
<b>Town centre – 1 response</b>	45 – 54 – 2 responses		
<b>*not Oliphant Court or Rivers</b>	55 – 64 – 4 responses 65 – 74 – 1 response		

## 7. Communications

We asked: *Paisley HA uses our bulletin, website, social media, email, text message and mailings to keep tenants informed, how good do you feel Paisley Housing Association is at keeping you informed?*

Response	Number of households 2024	%age 2024 (2022)	Variance from 2022
Very Satisfied	154	58.6% (46.7%)	+11.9%
Fairly Satisfied	90	34.2% (45.4%)	-11.2%
Neither satisfied nor dissatisfied	8	3% (4.3 %)	-1.3%
Fairly dissatisfied	6	2.3% (2.6%)	+0.3%
Very dissatisfied	5	1.9% (1%)	-0.9%
No opinion	12	n/a	
	% age good or fairly good	92.8% (92.11%)	+0.69%

Based on this outcome we are performing well on communication, being **well above the Scottish Average of 90.5%**, there has been a slight increase in satisfaction in communication with a trend from moving from fairly satisfied to very satisfied.

There seems to be a trend of being less satisfied with communications from tenants living in the South area, and tenants who are aged between 45 and 64. Although it should be noted that these are smaller numbers and are therefore potentially not representative.

Our default methods of communication seem to be aligning with the expectations of tenants.

There seems to be a higher likelihood of dissatisfaction on the basis of gender, i.e females being more likely to be dissatisfied. There is also a higher likelihood of dissatisfaction from the South area.

Geographical Area	Age Range	Gender	Long term physical or mental health condition	Ethnic group
South – 4 responses	16 – 24 – 1 response	Female – 6 responses	Yes – 3 responses	White Scottish – 8 responses
Town centre – 1 response	35 – 44 – 1 response	Male – 2 responses	No – 4 responses	
Foxbar – 2 responses	45 – 54 – 2 responses		Prefer not to say – 1 response	
Oliphant Court – 1 response	55 – 64 – 3 responses 65 – 74 – 1 response			



## Communications – other factors

As part of the survey, we sought preferences around how tenants would prefer that we communicate with them in regards to general matters about our services and about specific matters for their tenancy. In doing this we used a weighted scoring system, with a higher score allocated for a 1<sup>st</sup> preference, which reduced with each rank to the lowest score for the 4<sup>th</sup> preference.

### Communications – General

#### Weighted Scoring

Priority Rank	Category	Weighted Score
1	Email/Text	2174
2	Website	1660
3	Bulletin	1309
4	Social Media	1182

The clear preference for communication about general matters was email/text, the desire to communicate by social media was the lowest preference. The prevalence of email, text and bulletin in the top 3 would indicate a preference for direct communication, rather than more passive communication.

### Communication specific

#### Weighted Scoring

Priority Rank	Category	Weighted Score
1	Email	2179
2	Phone	1597
3	Text	1465
4	Online Portal	614

Email was the clear preference of communication in regards to specific matters about a tenancy, our policy of “email by default” would seem to be meeting the overall preference of our tenants.

### Additional Communications questions

*Would you travel to our office to make use of free internet?*

Yes	81	29.5%
No	194	70.5%

A significant majority of tenants indicated that they would not travel to the office to make use of free internet, this indicates that this is not an overall priority,

*Would you make use of an online portal to access some of our services?*

Yes	125	45.5%
No	63	22.9%
Maybe	87	31.6%

Over 75% of tenants indicated that they either would or might use an online portal to access services. This indicates that there is an increased preference from 65% in 2022, which perhaps mirrors the fact that an increased number of businesses are operating more online and that this is becoming a greater priority for our tenants.

*What do you want from an online portal?*

In this question tenants had an opportunity to indicate up to 3 preferences of equal weighting. The clear top priority for tenants was managing repairs, this is likely due to increased flexibility to report repairs and monitor progress.

<b>Response</b>	<b>No of responses</b>	<b>Rank</b>
<b>Repairs</b>	178	1
<b>Rent</b>	122	2
<b>Forms to request an additional service</b>	119	3
<b>Housing Application Info</b>	76	4
<b>Other</b>	7	5
<b>Complaints</b>	2	6

## 8. Participation

We asked: *Paisley HA offers its tenants many ways to participate in its decision making. Such as surveys, joining the Board, our Your Views network and others. How satisfied are you with the opportunities to participate?*

Response	Number of households 2024	%age 2024 (2022)	Variance from 2022
<b>Very Satisfied</b>	114	45.8% (34.9%)	+10.9%
<b>Fairly Satisfied</b>	100	40.2% (50.3%)	-10.1%
<b>Neither satisfied nor dissatisfied</b>	23	9.2% (8.2%)	+1%
<b>Fairly dissatisfied</b>	4	1.6% (2.6%)	-1%
<b>Very dissatisfied</b>	8	3.2% (3.9%)	-0.7%
<b>No opinion</b>	26	n/a	
	% age satisfied or fairly satisfied	86% (85.2%)	+0.8%

There has been a slight increase in satisfaction in opportunities to participate with a trend from moving from fairly satisfied to very satisfied, despite the slight increase we are still **below the Scottish Average of 87.7%**.

There seems to be a trend of being less satisfied with opportunities to participate from tenants living in the South area, and tenants who report having a long term health condition being more likely to be dissatisfied. Although it should be noted that these are smaller numbers and are therefore potentially not representative.

Geographical Area	Age Range	Gender	Long term physical or mental health condition	Ethnic group
<b>South – 5 responses</b>	16 – 24 – 1 response	Female – 5 responses	Yes – 6 responses	White
<b>Foxbar – 2 responses</b>	25 – 34 – 2 responses	Male – 4 responses	No – 3 responses	Scottish – 9 responses
<b>Oliphant Court – 1 response</b>	35 – 44 – 2 response			
<b>Rivers – 1 response</b>	45 – 54 – 2 responses			
	55 – 64 – 2 responses			

### *How would like to participate?*

In this question tenants had an opportunity to indicate up to 3 preferences of equal weighting. The clear top method of participation was to participate in online surveys, which we are achieving.

<i>Response</i>	<i>No of responses</i>	<i>Rank</i>
<i>online surveys</i>	185	1
<i>Postal surveys</i>	78	2
<i>small group sessions</i>	47	3
<i>one to one interviews</i>	46	4
<i>Join the board</i>	34	5
<i>large group sessions</i>	29	6
<i>Other</i>	3	7
<i>Don't want to participate</i>	50	n/a

## 9. Quality of home

We asked: *Paisley HA has a rolling program to upgrade our properties. Bearing this in mind, overall, how satisfied or dissatisfied are you with the quality of your home?*

Response	Number of households 2024	%age 2024 (2022)	Variance from 2022
<b>Very Good</b>	119	43.8% (28%)	+15.8%
<b>Fairly Satisfied</b>	92	33.8% (56.2%)	-22.4%
<b>Neither satisfied nor dissatisfied</b>	21	7.7% (6.6%)	+1.1%
<b>Fairly dissatisfied</b>	25	9.2% (5.9%)	+3.3%
<b>Very dissatisfied</b>	15	5.5% (3.3%)	+2.2%
<b>No opinion</b>	3	n/a	
	% age satisfied or fairly satisfied	77.6% (84.21%)	- 6.61%

Satisfaction with our maintenance program decreased from 2022, this is also **below the Scottish Average of 84%**. This is likely, at least in part, due to the difficulties with contractors through the inflation crisis as the amount being spent on maintenance this year and next will be higher. The priorities maintenance remained similar highlighting kitchens, windows and bathrooms. The area with the highest area of dissatisfaction was the South area, indicating that this may be an area of focus for investment.

Priorities for maintenance

Measure	No. of responses	Rank
<i>Kitchen</i>	148	1
<i>Windows</i>	93	2
<i>Bathroom</i>	77	3
<i>Internal Doors</i>	62	4
<i>Insulation</i>	60	5
<i>Heating system</i>	57	6
<i>External Doors</i>	56	7
<i>Dampness/Condensation</i>	36	8
<i>Other</i>	24	9

## Geography and Demographics

There was a higher likelihood of tenants indicating that they were either fairly or very dissatisfied from certain demographic groups based on: Age (respondents aged between 25 and 54), Health condition (People with a health condition were more likely to be dissatisfied) and Gender (Females were more likely to be dissatisfied)

Although there was dissatisfaction across most areas, it was highest numerically in the South (16% responses) and Foxbar/Rivers (12% responses). Although it should be noted that on a comparatively lower response rate from the Town Centre (22% responses), that the level of dissatisfaction is higher.

<b>Geographical Area</b>	<b>Age Range</b>	<b>Long term physical or mental health condition</b>	<b>Ethnic group</b>	<b>Gender</b>
South – 9 responses	25 – 34 – 9 responses	Yes – 16 responses	White	Female – 19 responses
Foxbar* – 5 responses	35 – 44 – 6 responses	No – 6 responses	Scottish – 25 responses	Male – 6 responses
Rivers – 6 responses	45 – 54 – 6 responses	Prefer not to say – 4 responses	Prefer not to say – 1 response	Prefer not to say – 1 response
Town centre – 4 responses	55 – 64 – 1 responses			
West End – 5 responses	65 – 74 – 3 responses			
*not Oliphant Court or Rivers	Prefer not to say – 1 response			

## 10. Neighbourhoods

We asked *Paisley HA* tries to keep it's neighbourhood's up to a good standard, but responsibility for several aspects lies with the Local Authority. Overall, how satisfied or dissatisfied are you with your neighbourhood?

Response	Number of households 2024	%age 2024 (2022)	Variance from 2022
<b>Very Good</b>	101	37.7% (27.2%)	+10.5%
<b>Fairly Satisfied</b>	114	42.5% (51.6%)	-9.1%
<b>Neither satisfied nor dissatisfied</b>	21	7.8% (12.5%)	-4.7%
<b>Fairly dissatisfied</b>	20	7.5% (5.6%)	+1.9%
<b>Very dissatisfied</b>	12	4.5% (2.6%)	+2.1%
<b>No opinion</b>	7	n/a	
	% age satisfied or fairly satisfied	80.2% (79.28%)	+0.92%

There has been an increase in satisfaction with neighbourhoods of nearly 1% from 2022, although satisfaction **remains less than the Scottish Average of 84.7%**. The majority of responses indicating dissatisfaction came from the South and Foxbar areas. Common themes from the comments surrounded Antisocial Behaviour and green spaces, in particular the green spaces around the Rivers area received specific mention.

Geographical Area	Age Range	Gender	Long term physical or mental health condition	Ethnic group
South – 5 responses	25 – 34 – 4 responses	Female – 14 responses	Yes – 13 responses	White Scottish – 9 responses
Foxbar – 4 responses	35 – 44 – 3 response	Male – 4 responses	No – 5 responses	White Other British
Oliphant Court – 1 response	45 – 54 – 5 responses	Prefer not to say – 1 response	Prefer not to say – 1 response	
Rivers – 3 response	55 – 64 – 3 responses			
Town Centre – 1 response	65 – 74 – 2 responses			
West End – 1 response	75 – 84 – 1 response			
	Prefer not to say – 1 response			

## 11. Value for money

Taking into account the accommodation and services your Paisley HA provides, to what extent do you think your rent represents value for money? Is it...

Response	Number of households 2024	%age 2024 (2022)	Variance from 2022
Very Good	86	32.7% (10.5%)	+22.2%
Fairly Satisfied	120	45.6% (63.5%)	-17.9%
Neither satisfied nor dissatisfied	30	11.4% (13.5%)	-2.1%
Fairly dissatisfied	16	6.1% (8.6%)	-2.5%
Very dissatisfied	11	4.2% (3.9%)	+0.3%
No opinion	12	n/a	
	% age satisfied or fairly satisfied	78.3% (74.01%)	+4.29%

Our satisfaction with value for money has had a significant increase but still remains **less than the Scottish Average of 81.6%**. In terms of our tenants priorities we asked *What do you rank as most important in terms of value?* In response, our tenants replied that *cost* was the least important and *quality* was the most important.

### Weighted Scoring

#### Rank

Priority Rank	Category
1	Quality
2	Right 1st time
3	Speed
4	Cost

We also wanted to know, how easy tenants found it to afford their rent payments and asked, *How easy do you find it to afford your rent payments for this house?*

Response	Number of households 2024	%age 2024 (2022)	Variance from 2022
Very Easy to Afford	53	23.1% (2.4%)	+20.7%
Fairly easy to afford	65	28.3% (26%)	+2.3%
Just about affordable	78	34.1% (55.3%)	-21.2%
Fairly difficult to afford	24	10.5% (14.6%)	-4.1%
Very difficult to afford	9	4% (1.6%)	+2.4%
No opinion	46	n/a	
	% age able to afford	85.5% (83.7%)	+1.8%

This showed an increase in affordability of 1.8% since 2022, this is likely due to increasing earnings and benefit payments, along with below inflation rent increases



over the period. There is also a trend from just about affordable toward very easy to afford, which is also positive.

### **Benchmarking Summary**

Please see below a summary table showing our variance from the Scottish Average in the key areas.

<b>Question</b>	<b>Paisley HA/%</b>	<b>Scottish Average/%</b>	<b>Variance against Scottish Average</b>
<b>Overall Satisfaction</b>	88.1	86.5	+1.6%
<b>Communications</b>	92.8	90.5	+2.3%
<b>Participation</b>	86	87.7%	-1.7%
<b>Maintenance</b>	77.6	84.0	-6.4%
<b>Neighbourhoods</b>	80.2	84.7	-4.5%
<b>Value for Money</b>	78.3	81.6	-3.3%

## Appendix – Comments expressing dissatisfaction

### Comments for overall satisfaction

<b>Comments for overall satisfaction</b>	Action from CES Action Plan
<i>They do not care for tenants that pay full rent but help tenants who don't work!</i>	Section 1, Item 4
<i>Nothing gets done</i>	Section 1, Item 4
<i>Kitchens are 20 year old and done</i>	Section 1, Item 3
<i>I had to wait four months from the first day in February that the contractors turned up at my house and tore tiles from two walls in my bathroom, leaving holes in the walls, until I got my bathroom refurbished. The attitude of the original workmen was awful. I also reported a hole in the guttering at the back of the house some time ago, causing a leak when it rains but this has not been dealt with.it rains and the</i>	Section 1, Item 3
<i>The 4 houses you factor in the street stand out like sore thumbs with incomplete outside paintwork and various other things</i>	Section 1, Item 3
<i>Took years to get new bathroom (I have paperwork from PSHA that a new bathroom was promised 2017) also apparently the new bathroom will have NO new radiator NO new vinyl flooring NO decorating bit cheap if u ask me....also no sign of new front windows.</i>	Section 1, Item 3
<i>Told we were on a kitchen replacement plan 8 years ago. Still waiting. Issue with the grass maintenance, gardens look terrible.</i>	Section 1, Item 1 and 3
<i>Was left for 10 days without heating and hot water with 2 children under the age of 10 tried to blame the 3rd party company when they did not correspond with me at all until I raised a formal complaint, close cleaning is ridiculous is not worth the money doesn't get done properly at all, landscaping has been an on going issue from last year and still isn't good enough. Also rent keeps going up and no services haven't improved but continue to put it up. I find it pretty insulting that they are labelled as a charity but continue to charge everyone for services that are not up to standard.</i>	Section 1, Item 3
<i>The HA staff don't want to do their obligations, but are excellent liars</i>	Section 1, Item 2
<i>Paisley HA fail to check over repairs and ensure they are done correctly. They also don't do spot checks during these to ensure that workers are clearing their mess behind them! Due to contractors leaving tiles behind bath panels</i>	Section 1, Item 3
<i>I have not benefited from any support</i>	Section 1, Item 2
<i>A few times I have reported an issue and have been told a date when they would be coming and they haven't turned up</i>	Section 5, Item 1
<i>I think the repairs could be handled better as they just palm you off to another company now</i>	Section 5, Item 1

<i>Having to repeatedly have the bath/bathroom sink unblocked but no fix offered. Got a new boiler fitted months ago and still haven't had the joiners out to box in the pipes underneath. Overall good service but some recurring issues that never seem to be resolved</i>	Section 5, Item 1
<i>Overpriced central heating costs, floor slopes throughout house, cracks constantly appear on walls</i>	Section 1, Item 3
<i>Still waiting for repairs</i>	Section 5, Item 1
<i>I had the same repairs and constant water coming in through my hall ceiling for 10 years and its still not fixed to any sort of standard that would've deemed satisfactory.</i>	Section 5, Item 1
<i>We have not had anything new in the house for 20 years (e.g kitchen, bathroom, windows or main doors) even though the rent has doubled..</i>	Section 1, Item 3
<i>Because of ongoing bin shed issues</i>	Section 6, Item 2 and 3
<i>Was advised that a new kitchen was in the plans. I think a new bathroom would have made more sense but nevertheless no further information has been provided with regard to this. Have been advised that I am not eligible for my grass to be cut, even though I would pay a monthly fee for it as I live in a mid terrace property</i>	Section 1, Item 1 and 3
<i>Gardening maintenance has fallen to very poor standards. Building repairs are not good standard.</i>	Section 1, Item 1, Section 5
<i>Yes, when I was offered the property I was told that there had never been a problem with this building but I was seriously misled, noise and behaviour of neighbour had been known about for a long time and still continues</i>	Section 1, Item 1
<i>A bit like this survey it's a bit hit and miss. Some questions I couldn't activate my answer the box just remained blank. I made a request months ago for a minor repair in my close (replace lightbulbs) nothing was done. It seems often doing the least possible is the preferred way to do with persistent problems. Like tenants unsocial behaviour. It's awkward and could provoke an unfavorable response so leave it alone. Or finally do something after months of complaints. Having said that i am reasonably satisfied with Paisley HA service</i>	Section 1, Item 1
<i>Asked numerous times for the top landing &amp; stairs to be cleaned after work was completed in flat 1/1. Wasn't done.</i>	Section 5, Item 1
<i>They have took my gardening services off me and told me to pay for it myself when they know I struggle for money as it is</i>	Section 1, Item 1
<i>Haven't had new kitchen, solar panels, new doors or windows even though the rent has doubled in 20 years</i>	Section 1, Item 3
<i>I phoned in March about overgrown tree in front garden. I was told would need to wait until April for new budget. Still waiting to hear back</i>	Section 1, Item 1
<i>Reoccurring blocking on my living/kitchen sink</i>	Section 3, Item 1
<i>My house needs serious updating and I've been told it will not be getting done. I have only a bath, no shower, I have back problems so this has been horrid. When I accepted the flat we were assured the</i>	Section 1, Item 3

<i>bathroom would be updated soon. I've now been here 4 years.</i>	
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<b>Comments for communications</b>	Action from CES Action Plan
<i>Not informing people to let them know you have to clean up after cats and foxes before you get grass cut</i>	Section 2, Item 7
<i>Better communications with tenants regarding maintenance and repairs</i>	Section 5, Item 1
<i>I feel that Paisley HA are not keeping me informed properly.</i>	Section 2, Item 1
<i>Keep saying about up grades to properties that never happen</i>	Section 4, Item 1
<i>Just information that's not true.</i>	Section 2, Item 2
<i>Paisley HA are on the ball when it comes to bills being paid and bills being raised however they fail to inform you about other things going on such as contractors changing and things not being done</i>	Section 2, Item 2
<i>Due to me being on the board this is the only information I receive through email I don't receive leaflets emails calls texts to inform me of any services. I do have a good rapport with Samantha my housing officer which if there is any information I need to do email her and ask and she will let me know or pass onto the rightful department</i>	Section 2, all
<i>All the decent houses are being forgotten about because you are putting all the money into the older flats in some problem areas.. we should all have a share and be treated fairly.</i>	Section 4, Item 1
<i>Paperless society doesn't always work and this is a good example</i>	Section 2, Item 4
<i>I am not informed if there is a delay or change of contractor</i>	Section 2, Item 2
<i>I don't use social media often and many of the current projects are not relevant to the area in which I live in</i>	Section 2, Item 1
<i>When I called about my complaint I felt misled</i>	Section 2, item 2
<i>Receive call back. But request not carried out.</i>	Section 2, Item 2
<i>Been trying to get a 1 bed house for 4 years now have supplied medical records or gave permission for them to be looked at as am type 1 diabetic every time I take a fit I hurt myself badly as it's only a bed sit I live in can't hardly even fit myself in shower in when I do I can't stand to look because of bad legs</i>	n/a
<i>The HA has blocked me on all social media for speaking the truth, I have to get my neighbours to repost my views....</i>	n/a

<b>Comments on participation</b>	Action from CES Action Plan
<i>Only been with paisley housing for few months I don't really know how they work yet</i>	n/a
<i>Was some discussion nothing happened?</i>	Section 3, Item 2
<i>You don't listen to us when we do the survey or when we bring thing to your attention</i>	Section 3, all
<i>Be kept up-to-date and well informed by Paisley HA.</i>	Section 2 and Section 3, all
<i>Tenants are given the opportunity to answer surveys etc but I don't feel the outcome of these surveys is followed through.</i>	Section 2, Item 9
<i>More communication and more notice</i>	Section 2, all
<i>There is none</i>	Section 3, all
<i>Just information that's not true.</i>	Section 2, Item 1
<i>Paisley HA ask for participation however don't listen to answers they are given</i>	Section 3, all
<i>Better communication about these opportunities</i>	Section 2 and Section 3, all
<i>During my tenancy it's seems no matter what people respond to questions regarding rent, fuel costs, upgrades it all seems to be ignored.. the cost of rent for poor quality houses is ridiculous</i>	Section 2, Item 8 and 9
<i>Was not aware</i>	Section 2 and Section 3, all
<i>Because when. We say anything.. you disregard it..</i>	Section 2 and Section 3, all
<i>Follow up after any contact</i>	
<i>I've never been offered to participate in anything</i>	Section 3, Item 2
<i>Engage me in decision making</i>	Section 3 all
<i>I dont feel overall tenants views and concerns are really taken into consideration when rent increases and service changes are being made, with the cost of living increasing, and wages remaining stagnant the bridge between being comfortable and living in poverty is getting smaller with each increase. Also with regards to the garden maintenance I feel this should go to a Tennant ballot with who we feel will Carry out the right services for the right price also as some properties require more maintenance than others</i>	Section 2, Item 2
<i>By sending out surveys, detailing what is happening.</i>	Section 3, all
<i>I don't have time to get involved with decision making.</i>	Section 3, all
<i>Dose not matter what we say or do. Will still do it what ever way won't.</i>	Section 3, all
<i>Never seem the opportunity too.</i>	Section 3, Item 2
<i>I'm not really sure how I would go about it, but that could be my fault I haven't read something</i>	Section 3, Item 2
<i>Never been asked to do anything</i>	Section 3, Item 2
<i>Just annoyed about all the trees coming down and losing all wildlife and replacing it for rats</i>	Section 6, Item 2
<i>We fill in a form every year that PHA send us when the rent goes</i>	Section 3, all

<i>up.. but it's the same answer we get back for the last 5 years.. ( your area is not on the list for any upgrades)the price of</i>	
<i>never knew anything about it</i>	Section 3, Item 2

<b>Comments on Quality of Home</b>	<b>Action from CES Action Plan</b>
<i>The tiling in the bathroom has been a mess since we moved in, the kitchens are outdated, the boilers are sold and have very low efficiency which costs tenants more in gas bills, the list goes on</i>	Section 4
<i>Being upstairs I would prefer down house or flat due to my kids</i>	Section 4
<i>Waiting for kitchen upgrade.</i>	Section 4
<i>I currently have half a new kitchen and half old kitchen, dampness on my bathroom, you could maybe listen to tenants and act on repair properly and quicker</i>	Section 4
<i>Kitchens and bathrooms are outdated</i>	Section 4
<i>Kitchen are a mess and rent you charge should have standard</i>	Section 4
<i>Still waiting for bathroom refurbishment and still have dampness and mould which was supposedly fixed. Windows in the house do not function 100%</i>	Section 4
<i>I have had a constant issue with slater type bugs in my house. I've had people out to resolve this but the issue is still continuing and nothing is being done. I also emailed regarding a possible leak and nothing was done about it.</i>	Section 4
<i>Some of the bathroom needs upgrade, cabinet, interiors and wallrobe need adjustment. Also access to the garden need to be available for everyone</i>	Section 4
<i>Bathroom but it's being replaced</i>	Section 4
<i>Upgrades not completed</i>	Section 4
<i>Bathroom and front windows</i>	Section 4
<i>Very basic and cut corners</i>	Section 4
<i>Kitchen is almost 9 years old. Boiler is the same. Previous electric repairs and doors were horrific and left more mess than it should have.</i>	Section 4
<i>Draughts from windows, new double glazed pvc windows</i>	Section 4
<i>New internal doors</i>	Section 4
<i>Kitchens need upgrading i thought they were meant to be done over 10 years ago but didn't happen I've stayed here 22 years. As for the bathrooms they are the same need upgrading</i>	Section 4
<i>We have been waiting for new doors and windows for years instead of giving out big bonuses the money should be put to making the homes wind and water proof</i>	Section 4
<i>Too small</i>	n/a
<i>New kitchens</i>	Section 4
<i>I feel that the windows need to be renewed got damp in the bedroom had someone out to fix it it didn't work I have already try to fix hall one</i>	Section 4
<i>The kitchen is in need of replacement and the toilets too, they have never been replaced in 21years. The door handles are hanging off and in need of replacing also.</i>	Section 4
<i>The windows are very poor hard for me to clean</i>	Section 4
<i>Still waiting for repairs to be completed</i>	Section 4
<i>The boiler is nearly 20 years old, they won't fix grout or sealant in</i>	Section 4



<i>our bathroom, they kitchens are so outdated, the list goes on</i>	
<i>Bathroom is falling apart cracks in toilets bath panel keeps falling off mould in every room windows are no sealed properly floors are so loud that it keeps my youngest awake when we walk to kitchen or toilet at night</i>	Section 4
<i>Floor levelled, heating system upgrade, update kitchen, bathroom unfit for purpose</i>	Section 4
<i>Takes to long, always excuses</i>	Section 4
<i>Boiler thermostat not been fixed</i>	Section 4
<i>Paisley south is still behind on the upgrades compared to the council m, yet rent keeps going up considerably.</i>	Section 4
<i>Floors condition</i>	Section 4
<i>Kitchen 'upgrade' waste of money. Planner was obviously a man</i>	Section 4
<i>Quality of improvement works is fairly poor. Substandard materials and works no completed to timescale.</i>	Section 4
<i>Needing heat proofing</i>	Section 4
<i>Widows and door should be updated</i>	Section 4
<i>Veranda leaks in wet windy weather. Window seals need attention. Internal doors are very unsightly. My internal ariel socket doesn't work, I seem to be the only property in Oliphant court where this is the case.</i>	Section 4
<i>Kitchen requires updating</i>	Section 4
<i>Home visits could be essential</i>	Section 4
<i>Improve heating system to reduce ridiculous cost of using an electric boiler</i>	Section 4
<i>A new kitchen and bathroom been the same since I moved in 20 year ago</i>	Section 4
<i>A new kitchen and bathroom shower</i>	Section 4
<i>My new bathroom was installed over walls that were covered in dangerous black mould, in the winter months water runs down my stairway walls which was evidenced and witnessed by JP during the bathroom installations but nothing came of it, listening to the Tennant and addressing issues head on rather than covering them up which only creates future problems would ensure your properties are maintained to a better standard</i>	Section 4
<i>Just bathroom not the best state</i>	Section 4
<i>New patio doors are unsafe worrying my insurance will not cover as you could break in very easy some neighbours have new ones would be good to have new ones as they have really served their days</i>	Section 4
<i>If spent doing job right the first time. Would not have to be on phone to get same jobs done again and again</i>	Section 4
<i>It was in pretty bad shape when I got the property walls all peeling, bits of drawers missing in kitchen, handle hanging off bathroom door, holes badly patched up on walls, mainly aesthetic things though that I've fixed myself. The list of things like that are endless, there is damp which can't be fixed all the buildings I've been told have it, the pipes outside are awful so water gets</i>	Section 4

<i>blocked and constantly smells, there's no soundproofing whatsoever it feels like you're living with the neighbours I think because floors are all old and have huge gaps. HOWEVER the state of the flat when I got it aside the bathroom was redone which was amazing and any major faults I've had have all been seen to straight away which is amazing. I really don't want to come across as ungrateful, anything you can fix you have and so quickly which I'm so grateful for</i>	
<i>Use better contractors for better jobs as lots of things break or damage quickly</i>	Section 4
<i>Kitchen &amp; bathroom needs upgraded, no shower in bathroom, bath handles are loose, toilet system is loose, 2 different kitchen worktops, extractor fan is outdated and noisy</i>	Section 4
<i>My kitchen is a mess the cupboard doors keep falling off, my windows are broke but they are really busy to fix them the now and it's hard to open and close my front door but also it's not been fixed</i>	Section 4
<i>New bathroom/kitchen</i>	Section 4
<i>No new kitchen, solar panels, windows or door in 20 years even though the rent has doubled</i>	Section 4
<i>Has been flooded twice broken into and had a window smashed with no up grade from council or anything done apart from under flooring my kitchen living area</i>	Section 4
<i>My kitchen is decades outdated. I would do more repairs on the home if investment was made in this area</i>	Section 4
<i>My flat needs updating badly</i>	Section 4

<b>Comments on neighbourhood</b>	Action from CES Action Plan
<i>It looks so rough for me and too noisy for my liking I prefer quite place</i>	Section 6
<i>Act on complaints and stop putting idiots into a street that was supposed to be changing for families</i>	Section 6, Item 4
<i>Some neighbours make some mess off the back garden s and do the clean it up rubbish everywhere and even some let there dog poo all over the garden and don't pick it up</i>	Section 6, Item 2 and 3
<i>Nothing gets done about anti social behaviour from neighbours</i>	Section 6, Item 4
<i>The noise from clubs sometimes is too much</i>	n/a
<i>Non completion of external work</i>	Section 4
<i>Cat and dog piss &amp; shit ,drug dealers and users slamming doors 5am</i>	Section 6, Item 4
<i>Whole grass areas, weeds up the paths and bin areas</i>	Section 6, Item 5 and 8
<i>Where I live the streets are a mess you complain to PSHA and they don't do very much.</i>	Section 6, Item 1 and 3
<i>Do better back court check</i>	Section 6, Item 2 and 3
<i>Grass areas are never cut around my carpark - always looks a mess</i>	Section 6, Item 1,2 and 3
<i>BACK DOOR NOT KEPT IN NICE STATE.</i>	Section 6, Item 2 and 3
<i>The stairs should be modified either terrazzo or tiled</i>	Section 4
<i>Remove tenants who cause fear and disruption to</i>	Section 6, Item 4
<i>The rear of the back is covered in weeds I try and keep the back at my house tidy but the rest is not</i>	Section 6, Item 2 and 3
<i>The top of the street is always a mess and I for one is fed up with trying to keep it clean.</i>	Section 6, Item 5
<i>I have no information on the extent of pha's participation</i>	Section 6, Item 1 and 5
<i>Rivers area is poor in appearance due to the overgrown grass/trees opposite the tenements on Findhorn Avenue and Dee Drive</i>	Section 6, Item 5
<i>More information to help tenants understand the way our neighbourhood works and Paisley so south handles issues regarding management of the neighbourhood</i>	Section 6, Item 5
<i>We gave very limited storage in our houses but we can't store anything on our landings, even if they are none flammable</i>	??
<i>Not getting on with one neighbour so has taken over seating area and is got all the people in building he likes sitting there and the way they all talk is disgusting swearing and shouting so most of us can not go there to sit anymore when is nice day .</i>	Section 6, Item 4
<i>Litter from wheelie bins is a constant issue. The side wall from findhorn to Orchy was not painted or fixed when the flats were renovated and brings the overall aesthetics of the area</i>	Section 6, Item 2 and 3

<i>into disrepair. The same with the wall from Orchy Crescent to Gryffe (both sides).</i>	
<i>The street is a mess</i>	Section 6, Item 5
<i>The waste ground in Almond crescent is a mess one side is cut and the other is left although the hedges have been n cut it's still an eyesore.an nowhere for residents for parking on this part of Dee Drive</i>	Section 6, Item 6
<i>Area is not well maintained. Gardeners for surrounding flats leave mess.</i>	Section 6, Item 5
<i>Parking spaces needed</i>	n/a
<i>More strict with bins left on the street. Street is always full of litter.</i>	Section 6, Item 2 and 3
<i>Lots of gardens / properties used as dumping ground it doesn't look nice when I try to make my area look good</i>	Section 6, Item 2 and 3
<i>Bin shed issues</i>	Section 6, Item 5
<i>Better external maintenance</i>	Section 4
<i>When I call up about my neighbours in the close nothing happens</i>	Section 6, Item 4
<i>It's just a loud street to live in, lots of crime</i>	Section 6, Item 4
<i>To communicate better with council regarding grass cutting on land around oliphant court</i>	Section 6, Item 5
<i>Grass cutting and the tree mess in garden</i>	Section 6, Item 5
<i>Better upkeep of grass areas and weed control In the paved carpark area</i>	Section 6, Item 5
<i>Do not maintain road, put not regular maintenance into grounds</i>	Section 6, Item 5
<i>I am fortunate enough to live in a property that qualifies for the garden maintenance service, the general upkeep of the area isn't great and having regular off street rubbish collections and facilities to clean up our spaces rather than use our limited general waste bins for street cleaning would help everyone improve the areas where we live, similar service/access to supplies as team up to clean up</i>	Section 6, Item 6
<i>Some areas of almond crescent is cut and tidy while across the road is like a jungle and encourages people to dump rubbish there .</i>	Section 6, Item 6
<i>Noisy neighbours nearby.</i>	Section 6, Item 4
<i>If you keep changing companies to do you work. Cheap is not alwise better</i>	Section 6, Item 8
<i>My close is always a mess, dirty due to the cleaners not cleaning it properly but there is also alot of junk laying about from other neighbours and unfortunately just sending a letter or email doesn't make them clean it up</i>	Section 6, Item 8
<i>My neighbour; one in particular is very nosy and puts complaints in about everything as he's not happy with it</i>	Section 6, Item 4
<i>Gardens to b more tidy, and bins and rubbish cleared of streets</i>	Section 6, Item 2 and 3
<i>Why am I only allowed to choose 3 options when this street and buildings are a state, you should be ashamed</i>	n/a

<i>Pavements repaired</i>	n/a
<i>My neighbors are constantly smoking weed in the close and it enters my flat and makes me physically sick.</i>	Section 6, Item 4

<b>Comments on Value for Money</b>	Action from CES Action Plan
<i>Property isn't upto standards as you'd expect</i>	Section 4 and 5
<i>Rent too high for one bedroom</i>	Section 7, Item 2 and 3
<i>My area is classified as town so rent is higher same with council houses aswell when west end of Paisley is a dump and should be classified as town</i>	Section 7, Item 2
<i>Other housing associations charge less rent for a much bigger house. The cost for a 1 bedroom with yourselves is ridiculous.</i>	Section 7, Item 2
<i>Trying to transition from benefits to working full time, the rent in my property has risen 50% since I moved in, private rents in my street are the same cost. Don't think I can afford to start working full time again</i>	Section 7, Item 2 and 3
<i>I feel the heating fee shouldn't be added to the rent</i>	Section 7, Item 3
<i>Services are amazing but the property is tiny and I feel I pay more rent than what property is worth.</i>	Section 7, Item 2
<i>Promised external upgrades not completed, no cavities wall insulation makes it really difficult to keep houses heated which is an added expense</i>	Section 4
<i>Rent up to £440 fro £275 when I moved in</i>	Section 7, Item 2 and 3
<i>I don't use the garden so garden maintenance is no use for me and the close cleaning is very basic as they just give it a quick mop which we could do ourselves rather than paying for it.</i>	Section 6, Item 2 and 3
<i>Rent becoming unaffordable without help from benefits.</i>	Section 7, Item 2
<i>There was a survey done last year and everyone voted not for the rent to go up and they sent a letter saying I understand everyone doesn't want the rent to increase but still increased it</i>	Section 7, Item 2
<i>I don't see the point in answering, you're not going to do anything anyway</i>	n/a
<i>For the rent I'm paying, the kitchen or bathroom could be bigger.</i>	Section 7, Item 2 and 3
<i>Rent has gone up, kitchen and bathroom needs upgrade</i>	Section 4
<i>services are far to expensive for the quality of the service provided</i>	Section 7, Item 3
<i>Grass cutters haven't been doing a great job, gutters need to be cleaned, joiners and electricians don't turn up when they are booked</i>	Section 6, Item 2 and 3
<i>Kitchen is in poor condition, internal doors/woodwork could be updated as these don't match in the home. Grass cutting service is not great, the edges of the grass are never trimmed properly and they do not litter pick. Bill uplift can take weeks to be collected</i>	Section 4, Section 6, Item 2 and 3
<i>The state of the street, the issues with rubbish, the known rat issue, the anti social behaviour in the street which we have to endure, the lack of bedroom space</i>	Section 6, Item 2, 3 and 4
<i>Suppose to get new doors last year didn't never heard anything</i>	Section 4
<i>We have never had any replacements, like the kitchen and</i>	Section 4

<i>bathrooms.</i>	
<i>The constant increases compared to the quality and upkeep of property.</i>	Section 4
<i>Lot of money for a very small house</i>	Section 7, Item 2
<i>The price that we get charged when you don't even fix basic things isn't great</i>	Section 4 and 5
<i>I pay for bulk uplift, but have never used it in my term at this address, why do i pay for a service I never use, my sister has a 2 apartment house but pays less rent than I do</i>	Section 7, Item 2 and 3
<i>Rent increases every year. My daughters are 21 and 17 and share a small bedroom.</i>	Section 7, Item 2
<i>I do not feel there is a need for the rent to rise yearly; I'm not saying the rent should not rise, just not yearly!</i>	Section 7, Item 2
<i>Poor service provided related to my service charges.</i>	Section 7, Item 3
<i>More improvements could of been made to justify the rent increases every year when in a cost of living crisis</i>	Section 7, Item 2
<i>Area and generally conditions flat</i>	Section 4 and 6
<i>As we requested new kitchens etc</i>	Section 4
<i>Rent increases, paying for close cleaning that's just a quick mop, paying for garden maintenance and it's never touched.</i>	Section 6, Item 2 and 3
<i>Stay in a deprived area and think the rent is too much</i>	Section 7, Item 2
<i>Flat is damp</i>	Section 5
<i>I feel corners cut with quality, for cost. Usually cheap materials that just don't look nice for very long. I would have kept my old kitchen had I realised. Cabinets melt if I try to steam clean. Ended up with less space and a new sink with mixer tap and debris catcher removed, and basic sink put in. The previous cupboards would have lasted longer removed</i>	Section 4
<i>The local grounds look terrible Grass and weeds gone to seed, shrubs and bushes hacked, unkempt trees and bushes</i>	Section 6
<i>The rent in itself is higher than the rest of the west of Scotland for the same like for like property, I appreciate in 20 years the property has had a new kitchen and new bathroom, although the latter won't last due to the conditions it has been placed on. The rent has more than doubled since I have lived here but my wages have not meaning despite having 18 years to plan for the future I'll never be able to save enough for a deposit to buy and equally am stuck in a property that is no longer fit for purpose for my families needs as we are over crowded plus my youngest child has a mental disability requiring her own space which I am unable to provide in the current situation</i>	Section 7, Item 2
<i>My rent is around £60 a month dearer than it was 3 years ago. I've seen little to no return for that extortionate increase. The garden services being the very worst. The saga last year was pretty embarrassing as was the £12 credit the tenants received.</i>	Section 7, Item 2 and 3
<i>Rent is expensive compared to other housing associations and council properties</i>	Section 7, Item 2 and 3
<i>Half tiled bare walls in kitchen and bathroom</i>	Section 4

<i>No door entry fitted. And building itself is in poor condition. No rendering done</i>	Section 4
<i>When paying rent to stay in any accommodation you won't a job done right the fist time. Say going to up grade stuff in diffent houses. Never done all wise running late</i>	Section 4
<i>I live in a 2 bed flat and pay almost as much as my mum who lives in a PSHA 3bed back and front door. Pluss myself and my son are disabled</i>	Section 7, Item 2
<i>I don't get anything done for me and yous know I'm disabled and struggle with day to day tasks</i>	Section 4
<i>Everything is down to factors of the building which they don't seem to care about. Close has got really bad over the years and PHA can't do anything about it. I also agree that for what I pay for a one bedroom flat it should at least have a nice bathroom and kitchen.</i>	Section 4
<i>Old kitchen, windows and doors or solar panels to keep bills down the only good thing about the Paisley HA is that it is easy to talk to your staff on the phone and the understanding they have.</i>	Section 4
<i>Rent high for one bed flat</i>	Section 7, Item 2
<i>Cost to much for what you get</i>	Section 7, Item 2 and 3
<i>Because you don't care about this street</i>	Section 6, Item 2 and 3
<i>Elements of property need refreshed</i>	Section 4
<i>Flats need updates and they are not being done</i>	Section 4