



# Paisley Housing Association

## Tenant Satisfaction Survey

November 2022

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# Paisley Housing Association

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## Tenant Satisfaction Survey 2022

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# 1. EXECUTIVE SUMMARY

## INTRODUCTION

- Paisley Housing Association commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- A total of 304 interviews were carried out with Paisley Housing Association's tenants in order to assess satisfaction with the Association and the services it provides. Interviews took place between the 8<sup>th</sup> of September 2022 and the 11<sup>th</sup> of October 2022. 304 interviews provide data accurate to +/-4.85% and equates to a 25% response rate.
- Analysis of the participant profile shows that the survey sample is broadly representative by geography. This provides robust data upon which the Association can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

## OVERALL SATISFACTION

The table below shows the overall satisfaction figures for the Scottish Housing Regulator indicators. Paisley Housing Association is performing well with satisfaction levels ranging from 74% in terms of the rent charge being good value for money to 92% with regards to satisfaction with keeping tenants informed. All indicators have decreased since 2019 with the biggest decrease being regarding the landlord's contribution to the management of the neighbourhood which has fallen from 96% in 2019 to 79% in 2022. Paisley Housing Association is performing in line with the Scottish average for 4 out of 7 indicators.

Scottish Housing Regulator indicators (Tenants only)					
	2014	2016	2019	2022	ARC 2021/22
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Paisley HA? (% very/ fairly satisfied)	90%	93%	95%	86%	88%
How good or poor do you feel Paisley HA is at keeping you informed about their services and decisions? (%very good/ fairly good)	94%	97%	100%	92%	91%
How satisfied or dissatisfied are you with the opportunities given to you to participate in Paisley HA's decision making process? (% very/ fairly satisfied)	63%	91%	99%	85%	87%
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Paisley HA?	78%	94%	93%	79%	88%
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	79%	95%	93%	84%	85%
Taking into account the accommodation and services Paisley HA provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it... (% very good value/ fairly good value)	53%	90%	84%	74%	83%
Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?	92%	95%	96%	79%	85%

## KEY FINDINGS

- Just under 9 in 10 tenants (86%) said they were very or fairly satisfied with the **overall service** the Association provides compared to 5% who were neither satisfied nor dissatisfied and 8% who were fairly dissatisfied. Overall satisfaction with the service provided by Paisley Housing Association has decreased from 95% in 2019.
- Written communications were the **preferred communication type** for tenants with 57% preferring to be kept informed via letters and 43% preferring to be kept informed via e-mail.
- Almost all tenants (92%) were of the opinion that the Association was good at **keeping them informed** (100% in 2019).
- The proportion of respondents aware of at least one participation activity has increased from 43% in 2019 to 59% in 2022.
- Despite this, satisfaction with **participation opportunities** has fallen from 99% in 2019 to 85% in 2022.
- Just under 9 in 10 tenants (86%) were very or fairly satisfied with the way the Association **listens to their views and acts upon them** (96% in 2019).
- Just under 8 in 10 tenants (79%) who had reported repairs in the last 12 months were very or fairly satisfied with the **repairs service** provided by Paisley Housing Association compared to 92% in 2019.
- More than 8 in 10 tenants (84%) were very or fairly satisfied with **the quality of their home**, which is down from 93% in 2019.
- Tenants were most likely to be satisfied with the heating system and the measures to deal with dampness or condensation (both 91%). On the other hand, they were least satisfied with the bathroom (67%) and windows (80%).
- Just under 8 in 10 tenants (79%) were either very or fairly satisfied with the **Association's contribution to the management of the neighbourhood** they live in (96% in 2019).
- Just under 3 in 4 tenants (74%) said the **rent** they pay represents very or fairly good value for money (84% in 2019).
- Respondents were asked to what extent they agree or disagree with various statements about their landlord and the services they provide. Over 9 in 10 tenants were in agreement that they trust their landlord and that their landlord has friendly and approachable staff (both 92%). On the other hand, respondents were less likely to agree that their landlord has a good reputation in their area (83%).
- When asked about what they believe the Association is best at, the top response was good customer service, helpful staff and good communication (21%). This was followed by providing a good repairs service (14%).
- In terms of what the Association could do to improve, one in ten tenants (10%) suggested improvements to customer care or communication and a further 9% suggested upgrading properties.

## 2. INTRODUCTION, BACKGROUND AND OBJECTIVES

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### 2.1 Introduction

This report represents and discusses the findings to emerge from Paisley Housing Association's 2022 Customer Satisfaction Survey.

### 2.2 Background and objectives

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

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

It is against this background that Research Resource were commissioned to carry out Paisley's 2022 Tenant Satisfaction Survey.

## 3. METHODOLOGY

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### 3.1 Research Method

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

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

Where it was the resident's preference and where required to achieve a representative response, telephone interviews were carried out. All face to face interviews were doorstep interviews and researchers did not go into residents' homes. Where residents were not happy to do a doorstep interview a telephone interview was offered.

### 3.2 Questionnaire design

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

In developing the questionnaire, the following issues were considered:

- The information needs listed in the survey brief;
- The Scottish Social Housing Charter indicators upon which Paisley is required to report;
- Comparisons to the previous survey undertaken in 2014, 2016 and 2019;
- Research Resource experience in relation to customer satisfaction surveying.



### 3.3 Sample Size

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

Overall, a total of 304 interviews were carried out with Paisley Housing Association's tenants. 304 interviews provide data accurate to  $\pm 4.85\%$  based upon a 50% estimate at the 95% confidence level and is a 25% response rate. Interviews were spread across each area of the Association's stock to ensure coverage of all stock types.

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

The tables below show the sample profile broken down by area. As can be seen below, the interview profile is relatively in line with the overall tenant population profile in terms of area with the achieved sample, varying by no more than 3 percentage points at the most in terms of area. 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.

	No of tenants	% of tenants	No of interviews	% of interviews
48 Cairnsmore Way	1	0.1%	0	0.0%
Alice Street	9	0.8%	2	0.7%
Almond Crescent	7	0.6%	1	0.3%
Argyle Street	80	6.7%	18	5.9%
Barterholm Road	44	3.7%	19	6.3%
BEAULY DRIVE,	17	1.4%	2	0.7%
Braids Road	21	1.8%	3	1.0%
Broomland St	9	0.8%	0	0.0%
Broomlands Street	14	1.2%	2	0.7%
Bute Crescent	5	0.4%	0	0.0%
Calside	1	0.1%	0	0.0%
Castle Street	7	0.6%	0	0.0%
Causeyside Street	15	1.3%	4	1.3%
Chapellhill Road	1	0.1%	0	0.0%
Dee Drive	29	2.4%	6	2.0%
DON DRIVE	15	1.3%	4	1.3%
Esk Drive	15	1.3%	4	1.3%
Espedair Street	2	0.2%	0	0.0%
Fairway Avenue	9	0.8%	1	0.3%

Findhorn Avenue	57	4.8%	22	7.2%
Foxbar Road	15	1.3%	2	0.7%
GEORGE PLACE	15	1.3%	5	1.6%
GEORGE STREET	27	2.3%	8	2.6%
Glendower Way	1	0.1%	0	0.0%
Gordon Street	46	3.9%	4	1.3%
Gryffe Crescent	17	1.4%	5	1.6%
Heriot Avenue	24	2.0%	3	1.0%
High Calside	21	1.8%	8	2.6%
Hollows Avenue	36	3.0%	12	3.9%
Hollows Crescent	11	0.9%	0	0.0%
Iona Drive	12	1.0%	6	2.0%
Johnston Street	12	1.0%	4	1.3%
Kerrera Drive	4	0.3%	1	0.3%
Lochfield Crescent	1	0.1%	0	0.0%
Lylesland Court	1	0.1%	0	0.0%
Mannering Road	79	6.6%	22	7.2%
Manor Road,	11	0.9%	4	1.3%
Marmion Road	1	0.1%	0	0.0%
Mary Street	1	0.1%	0	0.0%
Montrose Road	10	0.8%	5	1.6%
Mull Avenue	22	1.8%	5	1.6%
Neilston Road	65	5.4%	17	5.6%
Oliphant Court	55	4.6%	14	4.6%
Oliphant Crescent	33	2.8%	4	1.3%
Orchy Crescent	69	5.8%	23	7.6%
Orr Street	11	0.9%	2	0.7%
Queen Street	11	0.9%	1	0.3%
Renfrew Health & Social Care Centre	1	0.1%	0	0.0%
Sanda Way	16	1.3%	4	1.3%
Spey Avenue	11	0.9%	3	1.0%
ST NINIANS ROAD	11	0.9%	7	2.3%
Stevenson Street	8	0.7%	3	1.0%
Stock Street	114	9.6%	29	9.5%
STORIE STREET	17	1.4%	5	1.6%
Talismann Road	4	0.3%	2	0.7%
Thompson Brae	27	2.3%	4	1.3%
Toward Way	11	0.9%	3	1.0%
Tweed Avenue	4	0.3%	1	0.3%
<b>Grand Total</b>	<b>1193</b>	<b>100.0%</b>	<b>304</b>	<b>100.0%</b>

### **3.4 Interviewing and Quality Control**

All interviewing was undertaken by Research Resource's highly trained researchers, all of whom are highly experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between the 8<sup>th</sup> of September 2022 and 11<sup>th</sup> of October 2022.

### **3.5 Survey Analysis and Reporting**

Survey data has been analysed and reported on in a number of ways. Data has been analysed by key variables as agreed by the organisation. Where any particular trends or issues are found for any one key group, this is detailed in the survey report. Comparison has also been made with the Association's 2014, 2016 and 2019 Tenant Satisfaction Surveys.

Percentages are rounded up or down to one decimal place. Not all percentages will sum to 100% due to rounding. Rounding can also cause percentages described in the supporting text or summarising 'overall satisfaction' (i.e. adding very satisfied and fairly satisfied responses together) to differ from the charts by 1% when two percentages are added together.

Where respondents could select more than one response to a question the percentages will sum to more than 100%.

### **3.6 Report Structure**

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

CHAPTER 4. OVERALL SATISFACTION  
CHAPTER 5. COMMUNICATION AND PARTICIPATION  
CHAPTER 6. CUSTOMER CONTACT  
CHAPTER 7. REPAIRS AND HOUSING QUALITY  
CHAPTER 8. NEIGHBOURHOOD MANAGEMENT  
CHAPTER 9. RENT, INCOME AND AFFORDABILITY  
CHAPTER 10. PERCEPTION OF PHA AND PHA SERVICES  
CHAPTER 11. HOUSEHOLD INFORMATION

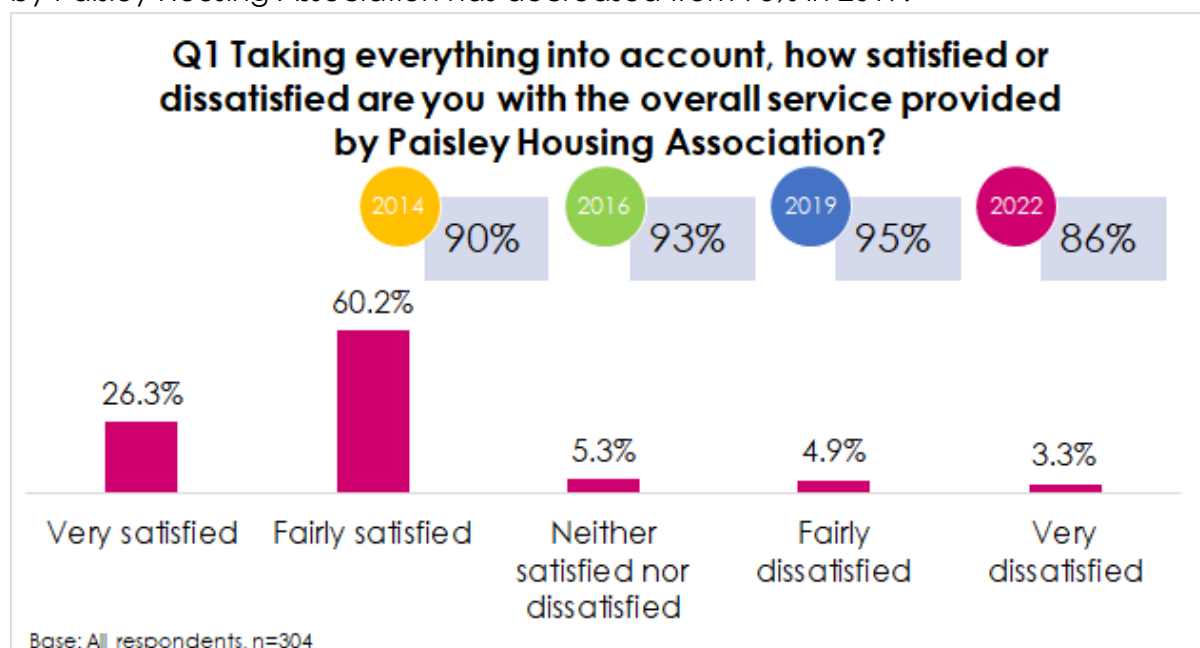
APPENDIX 1: QUESTIONNAIRE

APPENDIX 2: TECHNICAL REPORT SUMMARY

## 4. OVERALL SATISFACTION

### 4.1 Satisfaction with the overall service provided by Paisley HA (Q1/2)

The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by their landlord. Just under 9 in 10 tenants (86%) said they were very or fairly satisfied with the overall service the Association provides compared to 5% who were neither satisfied nor dissatisfied and 8% who were fairly dissatisfied amounting to 25 individuals. Overall satisfaction with the service provided by Paisley Housing Association has decreased from 95% in 2019.



Those who were not satisfied with the overall service provided by Paisley Housing Association were asked to explain why they felt this way. The most common reason was where tenants were unhappy with the repairs service (44%), and this was followed by dissatisfaction with the quality or condition of the home (34%) and regarding customer service issues (20%).

<b>Q2 You said you were not satisfied with the overall service provided by Paisley Housing Association. Can you please explain why?</b>		
<b>Base: Gave a response, n=41</b>		
	<b>No</b>	<b>%</b>
Poor repairs service	18	43.9%
Quality of home/ needs repairs	14	34.1%
Customer service issues	8	19.5%
Unhappy with landscaping/ external maintenance/ communal maintenance	6	14.6%
Could be better at dealing with anti-social behaviour	5	12.2%
Rents too expensive/ keep increasing	4	9.8%
Housing allocations/ waiting list issues	2	4.9%
Communication issues	2	4.9%

## 5. COMMUNICATION AND PARTICIPATION

### 5.1 Preferred methods of keeping tenants informed (Q3)

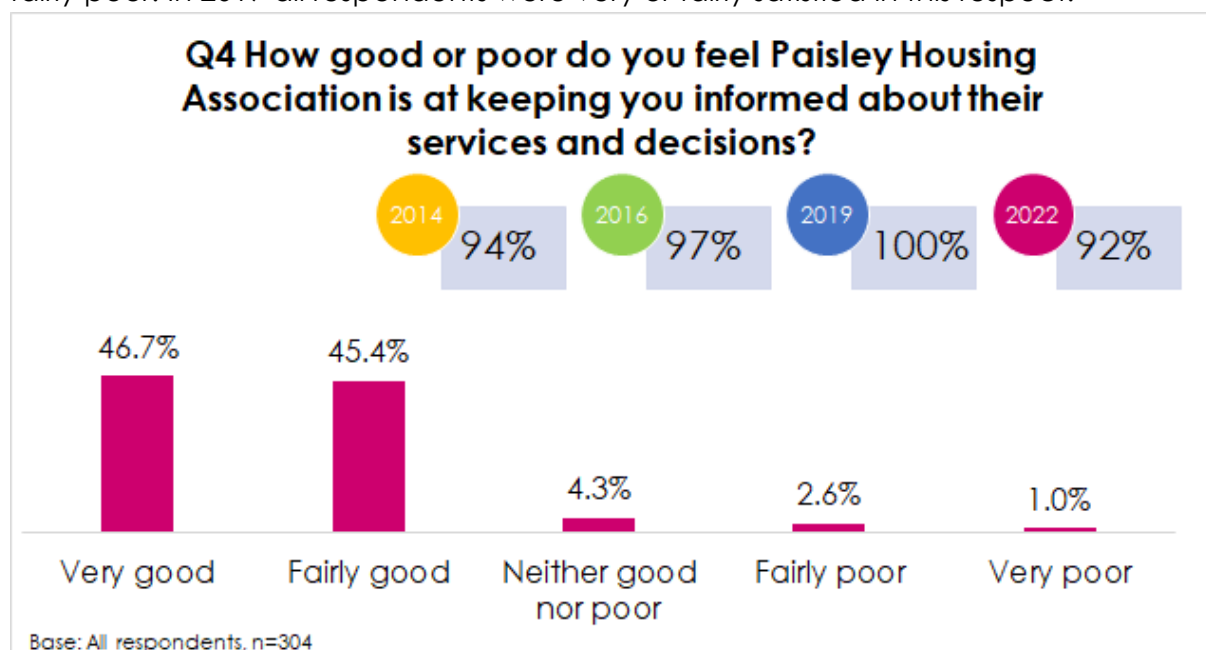
Paisley Housing Association uses a number of ways to keep tenants informed. Written communications were by far and away the most popular communication type for tenants with 57% preferring to be kept informed via letters and 43% preferring to be kept informed via e-mail.

Q3 Which method(s) do you prefer them to use to keep you informed about services generally?		
Base: All respondents, n=304	No.	%
Letter	172	56.6%
Email	130	42.8%
Text message	59	19.4%
Telephone	17	5.6%
Website	9	3.0%
Facebook	3	1.0%
Other	3	1.0%

Analysis by age shows that younger respondents aged 16 to 34 (51%) and age 35 to 54 (52%) were more likely to prefer e-mail communication than tenants aged 65 and over (14%). Letters on the other hand were preferred by significantly more tenants aged 65 and over (67%) than all other age groups (between 51% and 59%).

### 5.2 Keeping tenants informed (Q4/5)

Over 9 and 10 tenants (92%) felt that Paisley Housing Association is very or fairly good at keeping them informed about their services and decisions. This is compared to 4% who felt the association is neither good nor poor and 4% who felt they were very or fairly poor. In 2019 all respondents were very or fairly satisfied in this respect.



Where respondents were not satisfied this tended to be where tenants felt they did not hear from the Association frequently enough. Other suggestions for improvement made by tenants are noted below:

- *An email every now and again to confirm how people are doing on the allocation list for a bigger property. I've been on the list for 15 years now and I'm missing my children growing up because I only have one bedroom.*
- *The only way we found out about the roadworks taking place outside was because there was a notice on the close door. They need to provide advance notification by email or letter.*
- *They need to send out the newsletters again. They used to do that.*
- *Send more information by letter as we hear about things after it's happened.*
- *They don't do the newsletter anymore. I went to visit their office to be told they had moved premises a year ago. I didn't know they had moved and the building they have moved to has no signs. More communication with their customers.*
- *They should send information by email and text message to make sure that people see the information.*

### 5.3 Awareness of tenant participation opportunities (Q6)

Tenants were asked about their awareness of various ways they can get involved in Paisley Housing Association's decision making processes. Just over 4 in 10 tenants were not aware of any participation opportunities (41%). On the other hand, 40% were aware they could become a member of the Association and 36% were aware they could become a board member. Fewer tenants were aware of the FLAIR Academy which provides induction training sessions for potential new Board members (18%).

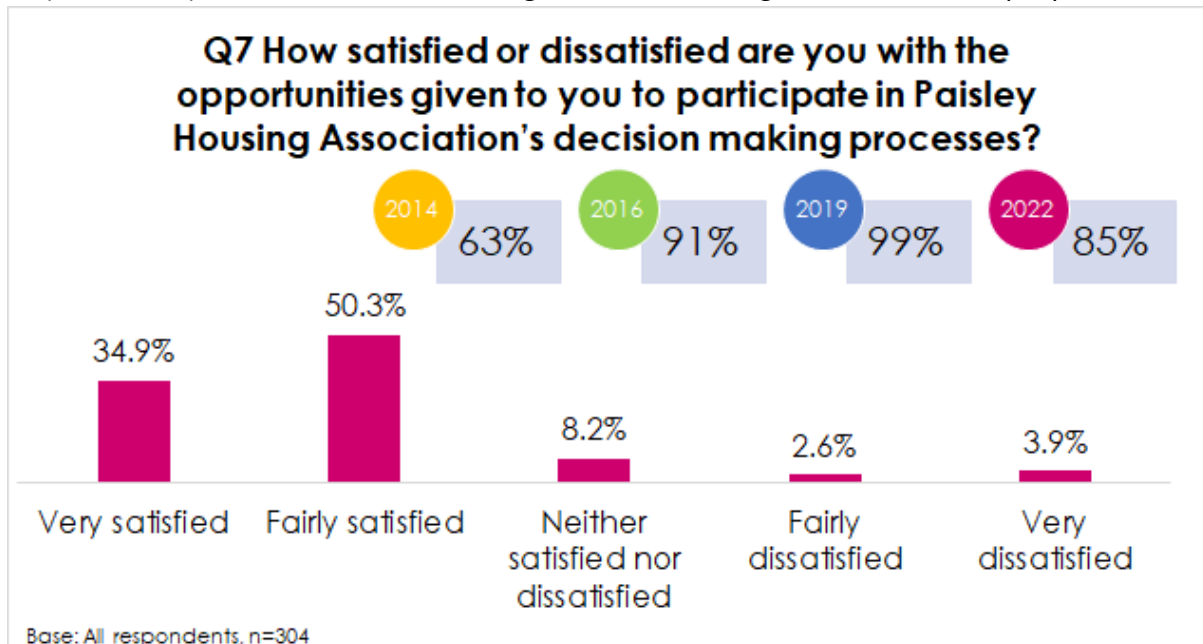
It is interesting to note that the proportion of respondents who were unaware of any participation opportunities has decreased considerably from 57% in 2019.

<b>Q6 Were you aware that you could get involved in Paisley Housing Association's decision making processes in any of the following ways?</b>		
<b>Base: All respondents, n=304</b>	<b>No.</b>	<b>%</b>
Becoming a member of the Association	121	39.8%
Becoming a Board member	109	35.9%
Responding to our texts with feedback	100	32.9%
Telephone consultation such as the annual rent consultation	98	32.2%
Tenant Feedback Forum tenants tell us what they are interested in, and we contact them to get their views when reviewing the service	96	31.6%
FLAIR Academy – this provides induction training sessions for potential new Board members. It is advertised locally and runs twice a year	55	18.1%
None	123	40.5%

Furthermore younger respondents were most likely to be unaware of participation activities with 45% of those aged 16-34 being unaware compared to just 28% of respondents aged 65 and over.

#### 5.4 Satisfaction with participation opportunities (Q7/8)

Over 8 in 10 respondents (85%) were either very or fairly satisfied with the opportunities available to them to participate in the Association's decision making processes compared to 8% who were neither satisfied nor dissatisfied and 7% who were either vary or fairly dissatisfied. Compared to the 2019 survey there has been a decrease in the proportion of tenants who were very or fairly satisfied in this respect, falling from 99% in 2019 to 85% in 2022. Analysis by age shows that tenants aged 16-34 (11%) and aged 35-44 (12%) were significantly more likely to be dissatisfied in this respect compared to 2% for those aged 45-64 and aged 65 and over (2%).



Tenants who were not satisfied with participation opportunities were asked to explain how the Association could improve in this respect. The majority of respondents said they weren't aware of the participation activities or that the Association could do more to promote these opportunities. A full list of the comments provided to this question has been provided to the Association.

## 6. CUSTOMER CONTACT

### 6.1 Contact priorities (Q9)

The Association's office has now fully opened to the public following COVID restrictions. Tenants were asked how they would like to contact the Association in the future. Almost all tenants (97%) selected telephone contact as their top, 2<sup>nd</sup> or third preference. This was followed by email contact (49%) and email communication (43%).

**Q9a Our new office has now fully opened to the public following COVID restrictions, bearing this in mind, how would you see yourself contacting us moving forward? Please select your top option?**

	Top preference	2nd preference	3rd preference	Overall preference
By telephone	77.6%	14.5%	4.9%	97%
Email	12.2%	26.3%	10.2%	49%
Visit to office	4.3%	18.8%	20.1%	43%
Text message	2.0%	6.3%	13.2%	21%
Letter	2.3%	7.6%	6.9%	17%
Visit to your home	1.3%	3.9%	6.6%	12%
Via website	0.3%	2.6%	3.3%	6%
Other contact with staff (please specify)	-	-	1.0%	1%
None	-	20.1%	33.9%	54%

Telephone contact was the top preference for respondents regardless of age. However, more respondents aged 16-34 (17%) and aged 35-44 (17%) selected email contact as their top preference than those aged 65 and over (5%). Respondents aged 65 and over were most likely to have said their top preference was for a visit to the office (12%) or a home visit (5%).

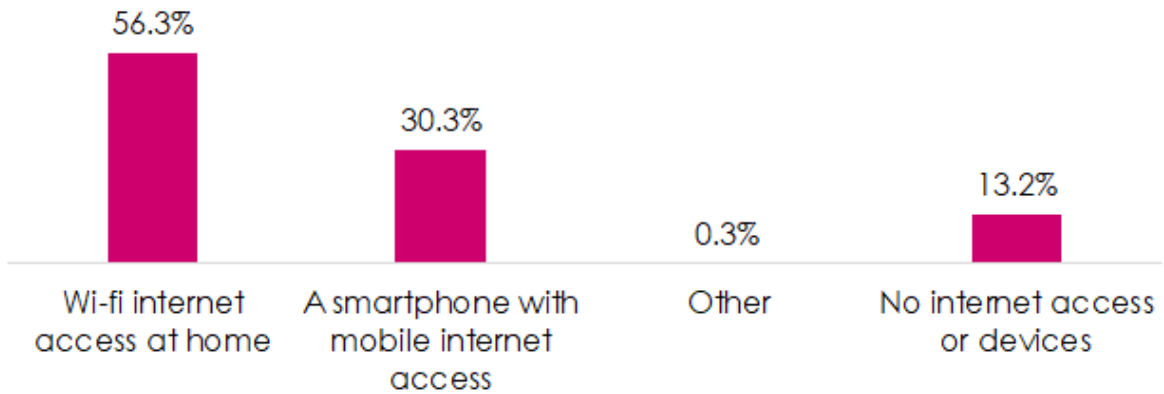
### 6.2 Internet access and use of online services (Q10-14)

The majority of respondents said they mainly access the internet via Wi-Fi internet access at home (56%), a further 39% use a smartphone with mobile access and 13% said they did not access the internet. The proportion of respondents with internet access has seen an increase from 70% in 2019 to 87% in 2022.

Analysis by age reveals that perhaps unsurprisingly respondents aged 65 and over (49%) were least likely to have internet access and all respondents aged 16-34 had internet access (100%).



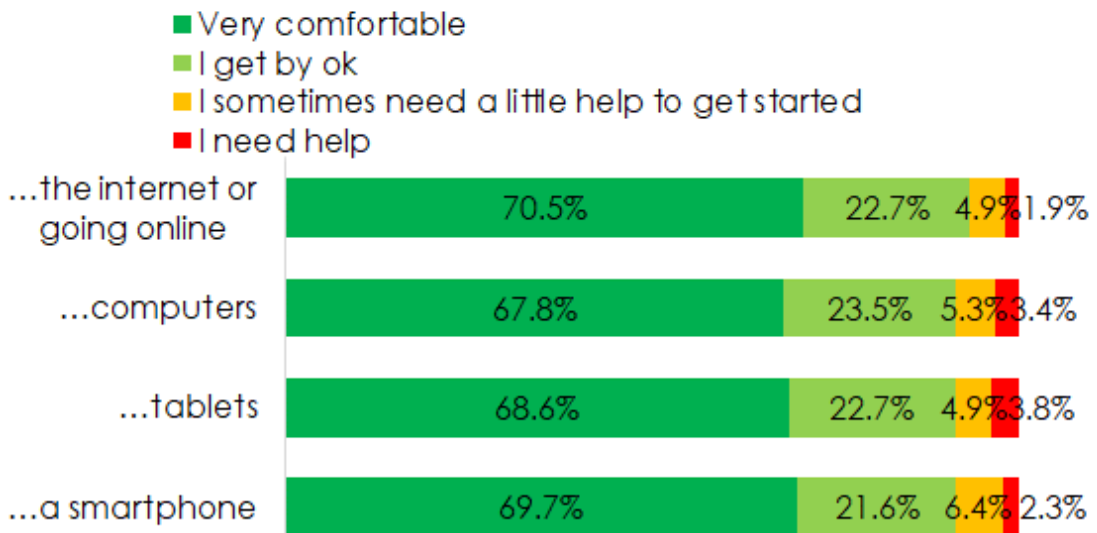
### Q10 What is the main way in which you access the internet?



Base: All respondents, n=304

The Association is considering how they may deliver some services online. Tenants were asked how comfortable they were using digital technology. Around 7 in 10 respondents were very comfortable using the internet or going online (71%), using computers (68%), using tablets (69%) and smartphones (70%).

### Q11 Paisley Housing is considering how they may deliver some services online. How comfortable would you say you are using ...



Base: Have internet access, n=264

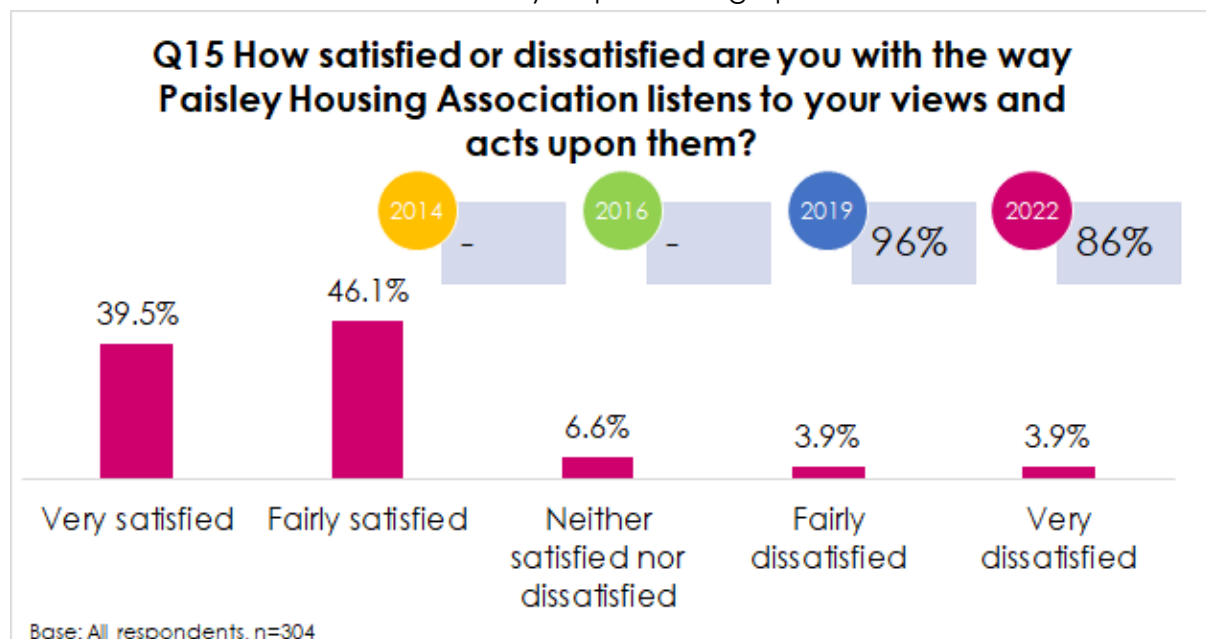
The proportion of respondents who felt comfortable using all of these things decreases with age. For example 94% of respondents aged 16-34 felt comfortable using the internet or going online compared to 75% of tenants aged 35-44, 61% of tenants aged 45-64 and 29% of tenants aged 65 and over.

Following on from this, 64% of respondents who go online said they would be happy to use an online account to access some of Paisley Housing Association's services. Younger respondents aged 16-34 (78%) were most likely to be interested in using an online account and this decreases with aged to just 38% for respondents aged 65 and over (who have internet access). Services that tenants would most like to see available online were being able to report repairs (92%), checking the progress of a repair (85%) and viewing their rent account (83%).

Q13 What services would you like to see in an online account? Select all that apply		
Base: Would use an online account, n=170	No.	%
Reporting repairs	157	92.4%
Checking the progress of a repair	145	85.3%
Viewing your rent account	141	82.9%
Paying your rent	136	80.0%
Reporting changes to your household	130	76.5%
Report a bulk uplift	127	74.7%
Report an issue or complaint	121	71.2%
Other - How they are dealing with anti-social behaviour. - Place a complaint. - If I couldn't do it on the phone I would use it, but only if it was a dedicated app.	3	1.8%

### 6.3 Listening to tenants' views and acting upon them (Q15/16)

Just under 9 in 10 tenants (86%) were very or fairly satisfied with the way the Association listens to their views and acts upon them. This is compared to 7% who were neither satisfied nor dissatisfied and 7% who were very or fairly dissatisfied. Overall satisfaction has decreased by 10 percentage points from 96% in 2019.



Where respondents were not satisfied in this respect they were asked what Paisley Housing Association could do to act differently. A full list of the comments made by tenants has been provided to the Association. However, these tended to be listening more to tenants and taking their comments on board, improved communication with tenants and being more proactive in addressing tenants' issues.

## 7. REPAIRS AND HOUSING QUALITY

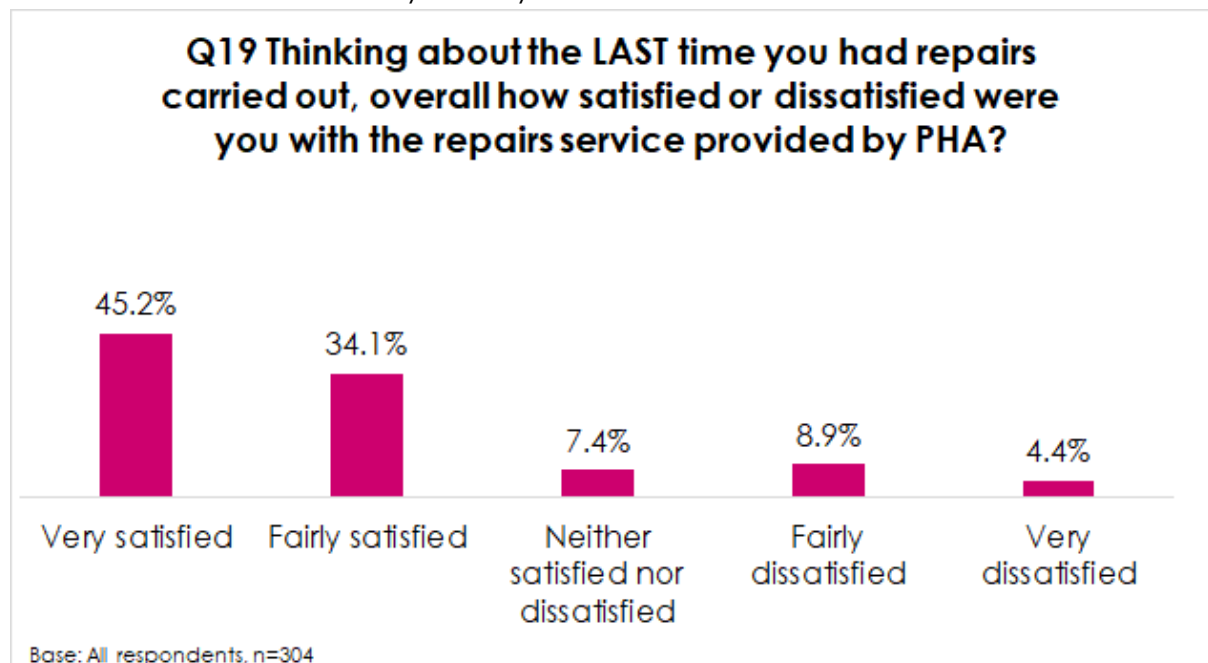
### 7.1 Nature of last repair (Q17/18)

Just over 4 in 10 tenants have had repairs carried out in their property in the last 12 months, and of these respondents the majority (62%) said this was a non-emergency repair. A further 22% said they had a gas repair carried out for their boiler and heating and 13% said they had an emergency out of hours repair undertaken.

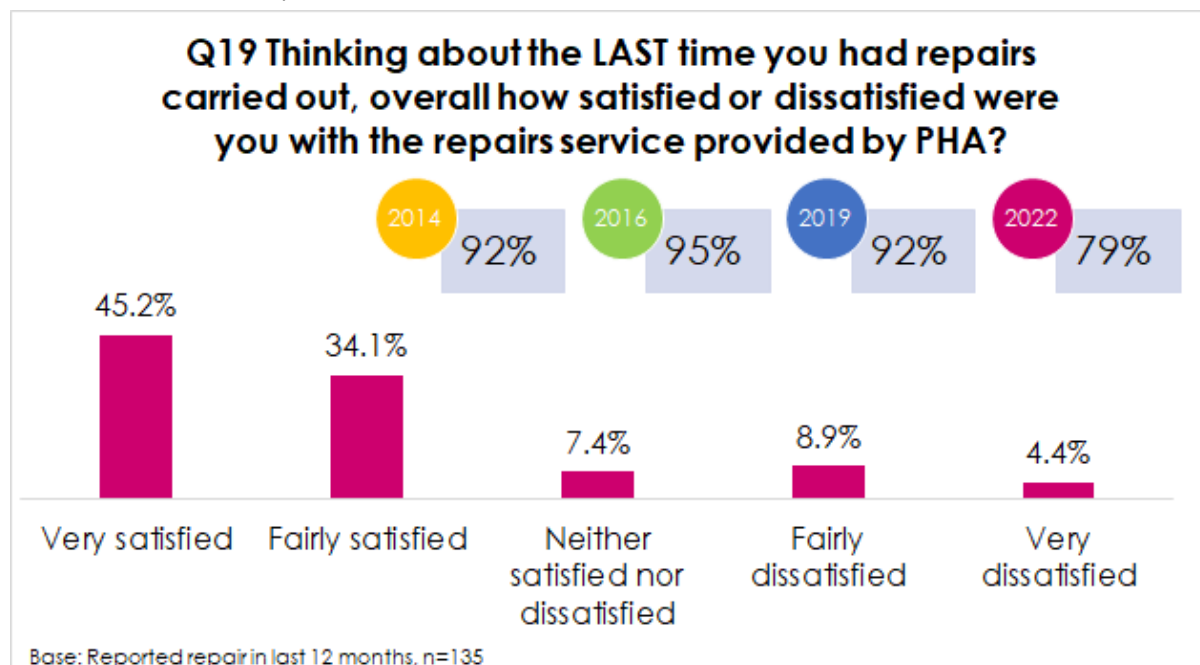
Q18 Can you describe the nature of the LAST repair you had carried out?		
Base: Had repairs carried out, n=135	No.	%
Non-Emergency repair	83	61.5%
Gas repair for your boiler and heating	30	22.2%
Emergency out of hours repair	17	12.6%
Other	5	3.7%

### 7.2 Satisfaction with repairs service overall (Q19)

More than 8 in 10 tenants overall (84%) were very or fairly satisfied with the repairs service provided by Paisley Housing Association, 7% were neither satisfied nor dissatisfied and 9% were very or fairly dissatisfied.



When filtering the results only for those who had repairs undertaken in the last year, overall satisfaction falls to 79%. On the other hand, 7% were neither satisfied nor dissatisfied and 13% were very or fairly dissatisfied. Overall satisfaction with the repairs service for those who had reported repairs in the last 12 months has decreased from 92% in 2019.



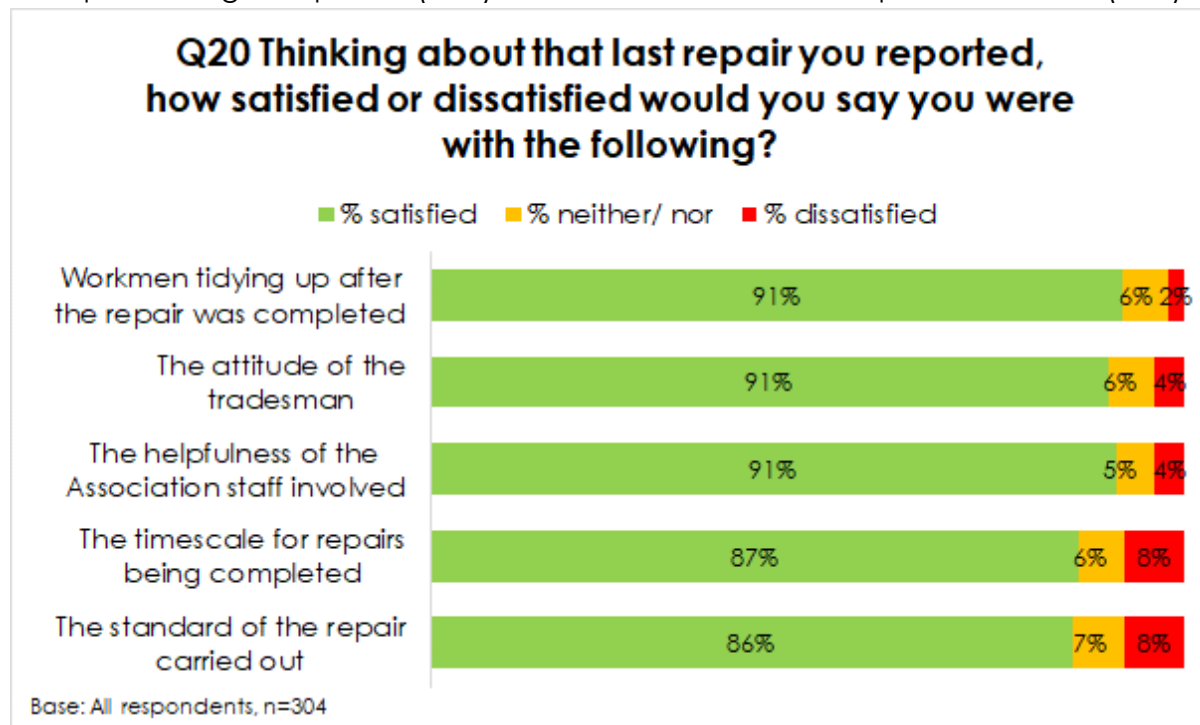
Where tenants were dissatisfied with the repairs service, this tended to be where they were unhappy with the standard of the repair or that the repair was not fixed in the first visit or regarding the length of time to get repairs done.

Analysis by the nature of the repair shows that those who reported non-emergency repairs were most likely to be dissatisfied with the service they received (18%) and least likely to be satisfied (77%).

Q19 Satisfaction with repairs service analysed by nature of repair			
	Gas repair for your boiler and heating	Emergency out of hours repair	Non-Emergency repair
Base	30	17	83
% satisfied	90%	88%	77%
% neither/ nor	7%	12%	5%
% dissatisfied	3%	-	18%

### 7.3 Satisfaction with aspects of the repairs service (Q20)

Over 9 in 10 tenants (91%) were very or fairly satisfied with workmen tidying up after the repair was completed, the attitude of the tradesman and the helpfulness of the Association staff involved. Just under 9 in 10 tenants were satisfied with the timescale for repairs being completed (87%) and the standard of the repair carried out (86%).



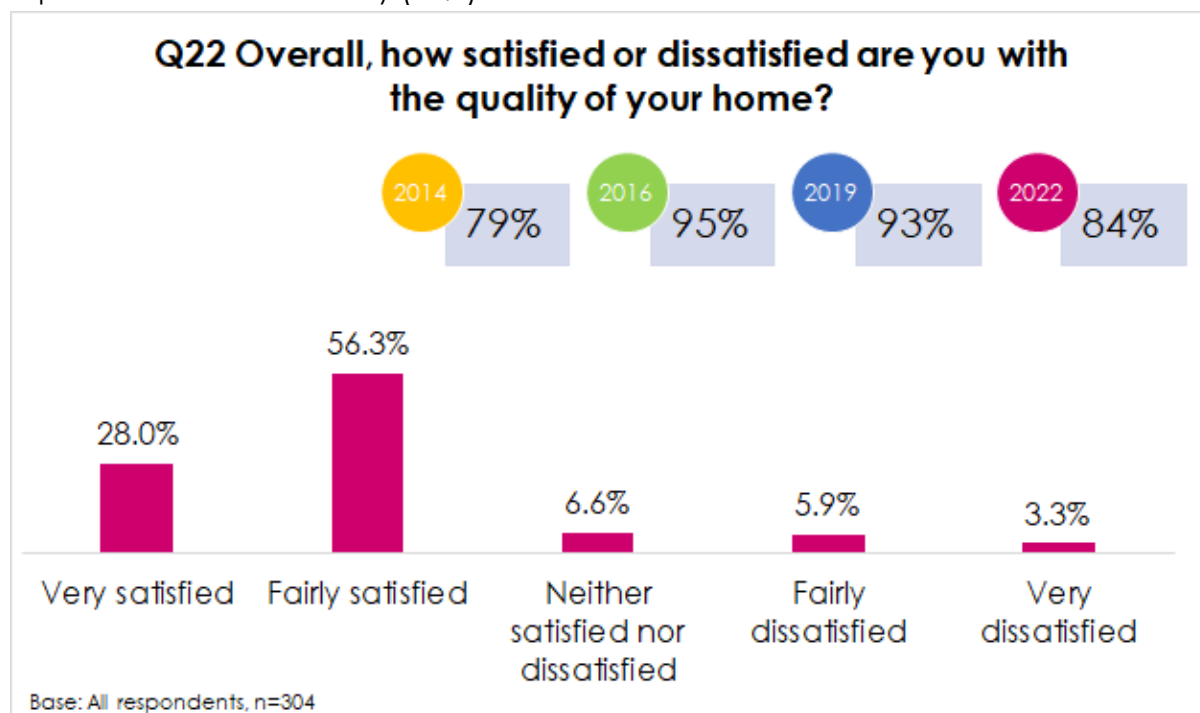
### 7.4 Suggestions for improvement to the repairs service (Q21)

Tenants were asked for any suggestions they had regarding improvements to the repairs service. The majority of respondents had no suggestions or were happy with the service as it was (62%) or were unsure (18%). On the other hand, 6% suggested better timescales or quicker repairs and 4% suggested better tradesmen or improved quality of repairs.

<b>Q21 Thinking of your experience of the repairs service, do you have any suggestions that could help Paisley Housing Association improve their repairs service?</b>		
<b>Base: All respondents, n=304</b>	<b>No.</b>	<b>%</b>
Better timescales/ quicker repairs	18	5.9%
Better tradesmen/ improved quality of repairs	13	4.3%
Improved communication	11	3.6%
Take more care in tenant homes/ less disturbance	4	1.3%
Upgrade properties	3	1.0%
Customer care issues e.g. more polite staff	3	1.0%
Replace things rather than patch up/ take repairs more seriously	3	1.0%
Appointments for repairs/ stick to appointments	2	0.7%
Follow up on repairs	2	0.7%
Repairs completed on first visit	2	0.7%
Other	10	3.3%
No suggestions/ happy with service	188	61.8%
Don't know/ not had any repairs	56	18.4%

## 7.5 Satisfaction with the quality of the home (Q22/23)

More than 8 in 10 tenants (84%) were very or fairly satisfied with the quality of their home compared to 7% who were neither satisfied nor dissatisfied and 9% who were very or fairly dissatisfied. Overall satisfaction with the quality of the home has decreased from 95% in 2016 and 93% in 2019. However, it is higher than the figure reported in the 2014 survey (79%).

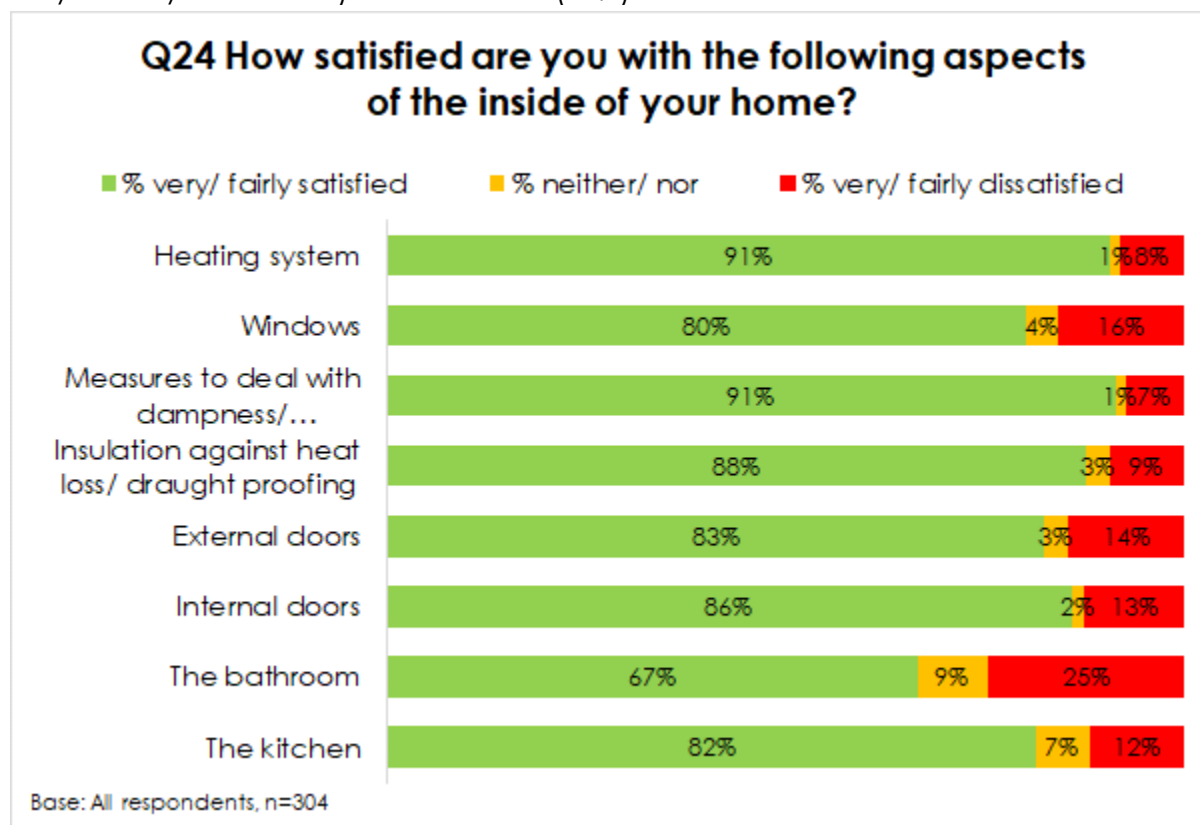


Those who were not satisfied with the quality of the home were asked to explain how this could be improved. Over half said their property required upgrades (52%), and a further 17% mentioned outstanding repairs.

Q23 You said you were not satisfied with the quality of your home. Can you please explain how this could be improved?		
Base: Gave a response, n=48	No	%
Property requires upgrades	25	52.1%
Property in need of repairs	8	16.7%
Problems with damp	4	8.3%
Problems with the boiler	3	6.3%
Poor standard of repairs	2	4.2%
Should spend money on homes/ bring them up to better standard	2	4.2%
No help or support with issues reported to the Association	2	4.2%
Other	5	10.4%

## 7.6 Satisfaction with the inside of the home(Q24)

Following on from this, tenants were asked how satisfied or dissatisfied they were with various aspects of the inside of their home. Satisfaction was highest in terms of the heating system and measures to deal with dampness or condensation (both 91%). On the other hand, dissatisfaction was highest with regards to the bathroom (25% very or fairly dissatisfied) and windows (16%).



## 7.7 Priorities for investment or upgrading (Q25)

Tenants were asked to select their top three priorities for investment for the home. The biggest priority for tenants was for a new bathroom (38%), this was followed by a new kitchen (31%) and new windows (21%).

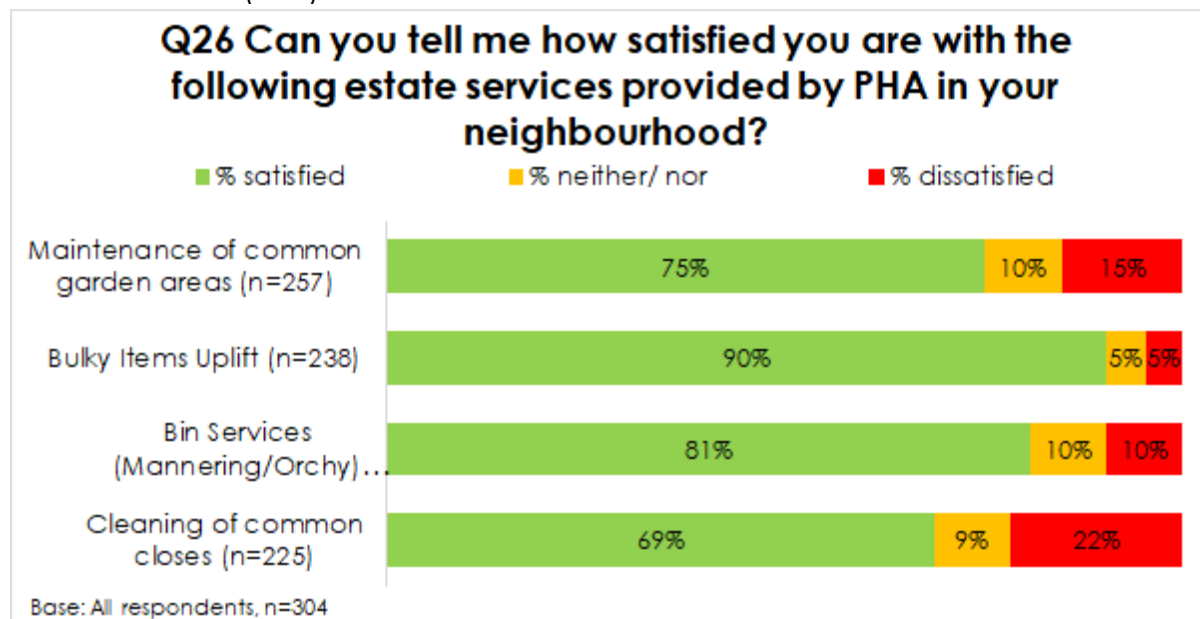
Q25 Thinking of your home, what would be your priority for investment or upgrading? PLEASE SELECT UP TO 3.		
Base: All respondents, n=304	No.	%
The bathroom	114	37.5%
The kitchen	93	30.6%
Windows	65	21.4%
New external doors	54	17.8%
New internal doors	44	14.5%
Insulation against heat loss/ draught proofing	27	8.9%
Heating system	27	8.9%
Measures to deal with dampness/ condensation	17	5.6%
Other	38	12.5%
None	54	17.8%



## 8. NEIGHBOURHOOD MANAGEMENT

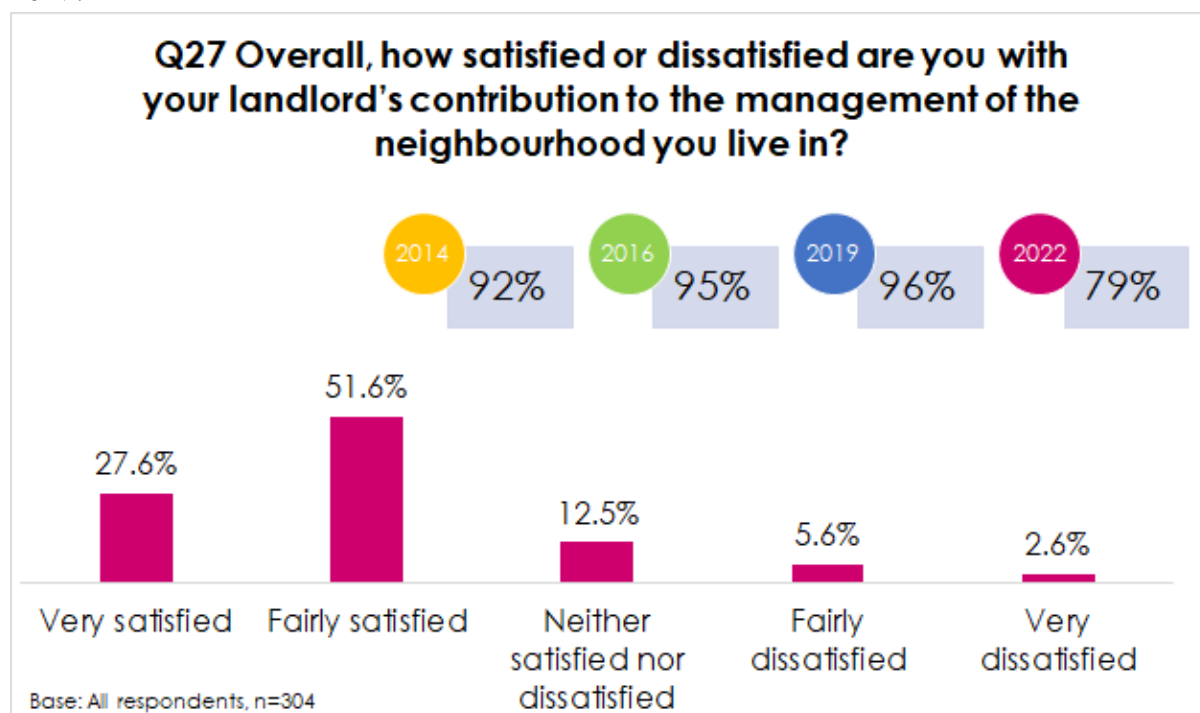
### 8.1 Satisfaction with estate services (Q26)

Respondents were then asked how satisfied or dissatisfied they were with the various estate services provided by the Association in their neighbourhood. Tenants were most satisfied with bulky items uplift (90%) and bin services (81%) and were least satisfied with the maintenance of common garden areas (75%) and cleaning of common closes (69%).



## 8.2 Satisfaction with PHA's contribution to the management of the neighbourhood (Q27/28)

Just under 8 in 10 tenants (79%) were either very or fairly satisfied with the Association's contribution to the management of the neighbourhood they live in compared to 13% who were neither satisfied nor dissatisfied and 8% who were very or fairly dissatisfied. Overall satisfaction has decreased from 95% in 2016 and 96% in 2019.



The main reasons for not being satisfied with PHA's contribution to the management of the neighbourhood were due to dissatisfaction with grass cutting and landscaping (41%) and close cleaning and communal area maintenance (32%).

### Q28 You said you were not satisfied with PHA's management of the neighbourhood you live in. Can you please explain how this could be improved?

Base: Gave a response, n=63		
	No.	%
Grass cutting/ landscaping needs improved	26	41.3%
Close cleaning/ communal area maintenance needs improved	20	31.7%
Better at dealing with anti-social behaviour	13	20.6%
Area is dirty/ problems with rubbish and bins	10	15.9%
More inspections	4	6.3%
Vetting tenants	3	4.8%
Safety improvements e.g. lighting in closes/ door entry systems repaired	3	4.8%
Problems with vermin	3	4.8%
Other	7	11.1%

### 8.3 Suggestions for making estates look more attractive (Q29)

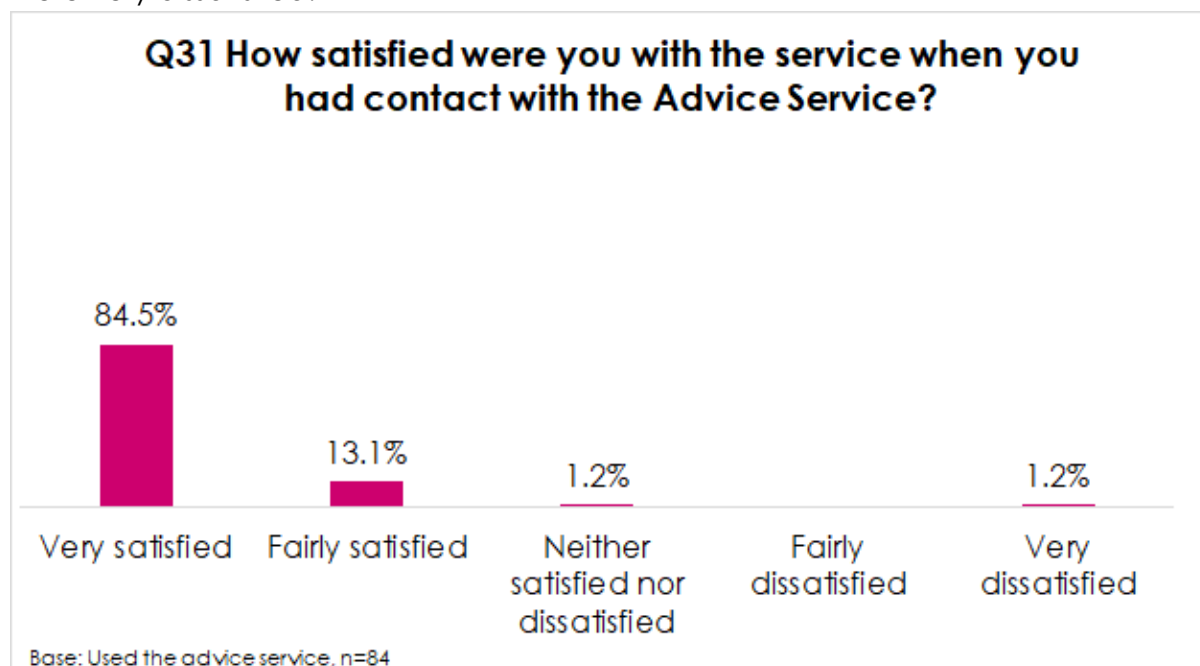
Respondents were asked for their suggestions on what the association could do to make the estate look more attractive. The top suggestion was for better landscaping or grass cutting (12%), and this was followed by better communal maintenance or close cleaning (9%).

<b>Q29 What would you suggest is the most important thing that Paisley Housing Association could do to make the estate look more attractive?</b>		
<b>Base: All respondents, n=304</b>	<b>No.</b>	<b>%</b>
Better landscaping/ grass cutting	35	11.5%
Better communal maintenance/ close cleaning/ painting closes, doors etc	28	9.2%
Deal with rubbish/ bins/ keep the area tidier	26	8.6%
More inspections/ don't see anyone about the area	11	3.6%
Need fencing/ better fencing	11	3.6%
Building improvements/ upgrades e.g. bike sheds, new windows/doors	7	2.3%
Deal with anti-social behaviour/ anti-social tenants	6	2.0%
Facilities for children/ play areas	5	1.6%
Security improvements e.g. lighting/ CCTV	3	1.0%
Vet tenants	2	0.7%
Other	12	3.9%
Don't know/ unsure	70	23.0%
No suggestions/ none	104	34.2%

## 9. RENT, INCOME AND AFFORDABILITY

### 9.1 Satisfaction with estate services (Q30-32)

The majority of tenants were aware that Paisley Housing Association provides an advice service which helps tenants with benefits energy and money advice (78%) and 28% had used the advice service. Of the 84 tenants who had used the service, 98% were very or fairly satisfied. Just 1% were neither satisfied nor dissatisfied and 1% were very dissatisfied.



Those who had used the service were asked what the impact or benefit of using the service had been for them or their family. The open ended responses have been coded thematically in the table below. The most common response was that the service had helped with benefits advice or money advice (35%) and a further 32% said they had received a good service or that the service had helped them.

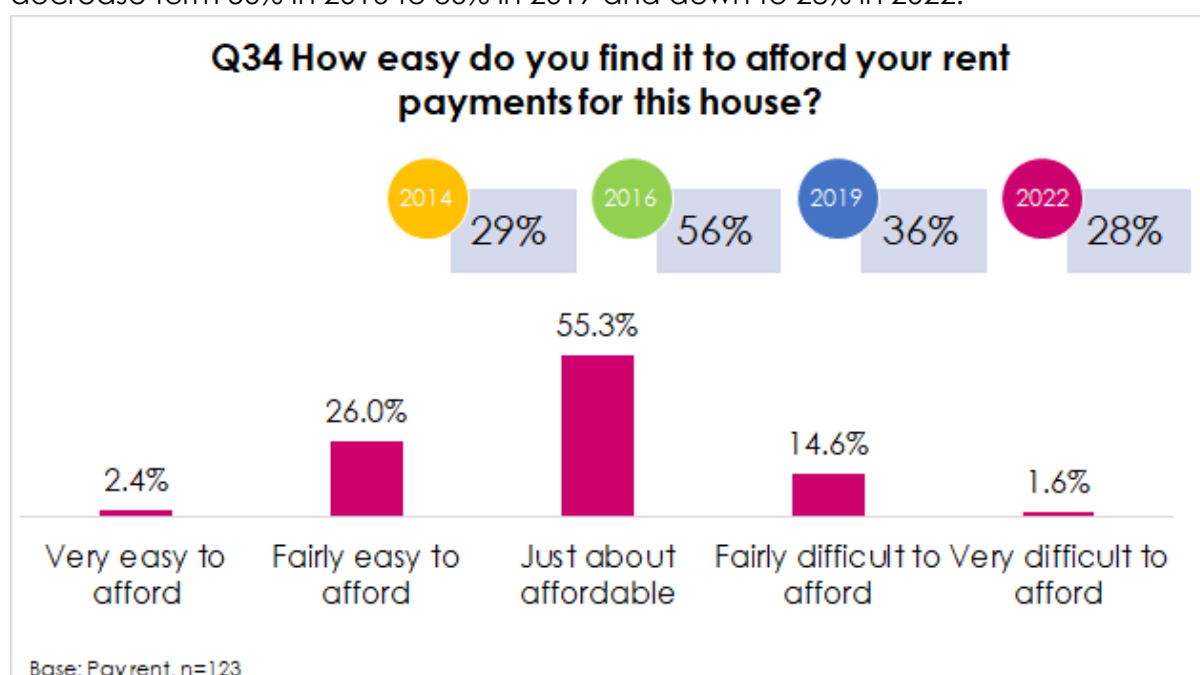
<b>Q32 What has been the impact or benefit of using this service for you/ your family?</b>		
<b>Base: Gave a response, n=84</b>	<b>No.</b>	<b>%</b>
Helped with benefits advice/ money advice	29	34.5%
Good service/ it helped me	27	32.1%
They were understanding/ listened to me	6	7.1%
Helped me fill out forms	4	4.8%
Peace of mind	4	4.8%
Helped with energy bills	3	3.6%
Ongoing support/ can always contact them	3	3.6%
Help when moving into new property/ helped me to get new house	3	3.6%
Got me vouchers for food/ electricity/ heating	2	2.4%
Can't remember	3	3.6%
Other	11	13.1%

## 9.2 Housing benefit/ Universal Credit (Q33)

Six in ten tenants (60%) were in receipt of full housing benefit or the housing element of Universal Credit, 12% received partial help with their rent and 29% paid full rent.

## 9.3 Affordability of rent payments (Q34)

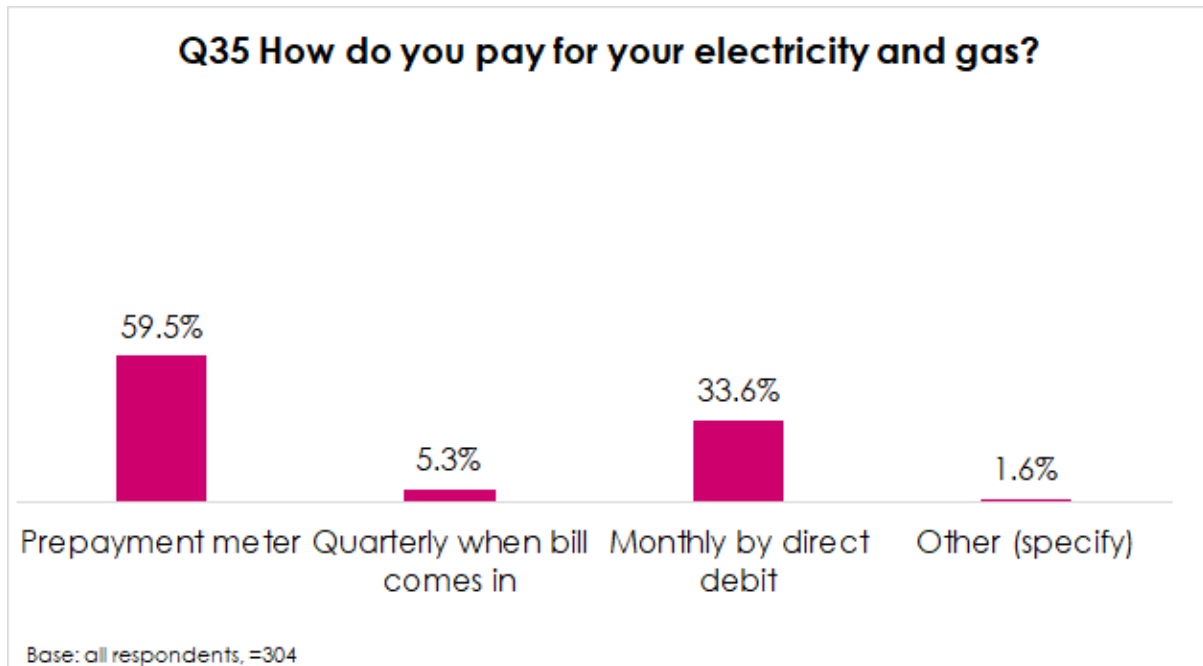
Those who paid full or partial rent were asked how easy or difficult it was to afford the rent payments for their home. Just under 3 in 10 tenants (28%) said their rent was very or fairly easy to afford compared to 55% who said it was just about affordable and 16% who said it was very or fairly difficult to afford. The proportion of respondents who found their rent payments easy to afford has continued to decrease from 56% in 2016 to 36% in 2019 and down to 28% in 2022.



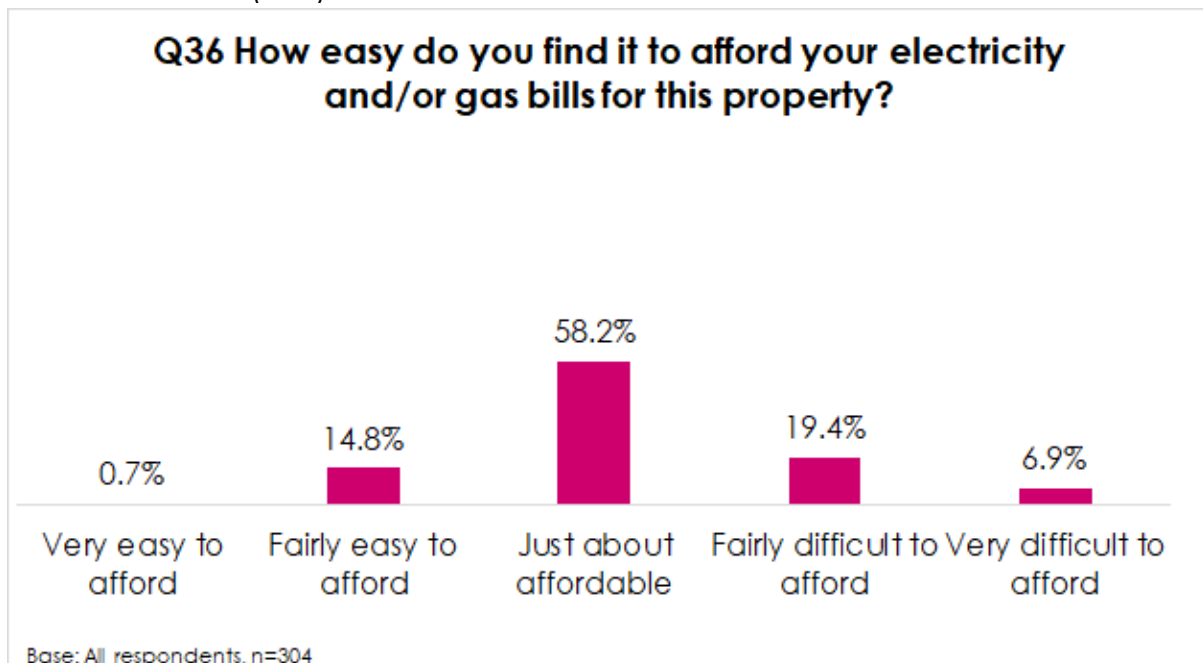
Analysis by age shows that tenants aged 65 and over were least likely to find it difficult to afford their rent payments (9%) compared to 17% of tenants aged 16-34, 15% of tenants aged 35-44 and 19% of tenants aged 45-64. The results do not vary significantly for those who pay full rent versus those who pay partial rent.

## 9.4 Electricity and gas bills (Q35/36)

Tenants are most likely to pay their electricity and gas bills via prepayment meter (60%). A further 34% pay for their electricity and gas bills on a monthly basis by direct debit and 5% pay quarterly when the bill comes in.



The majority of tenants (58%) said they find their electricity and/or gas bills for their property just about affordable. On the other hand, 15% felt their bills were easy to afford and 26% said they were difficult to afford. Analysis by age shows that respondents aged 65 and over were most likely to find their electricity and gas bills easy to afford (28%), while tenants aged 35-44 were most likely to say they find them difficult to afford (36%).

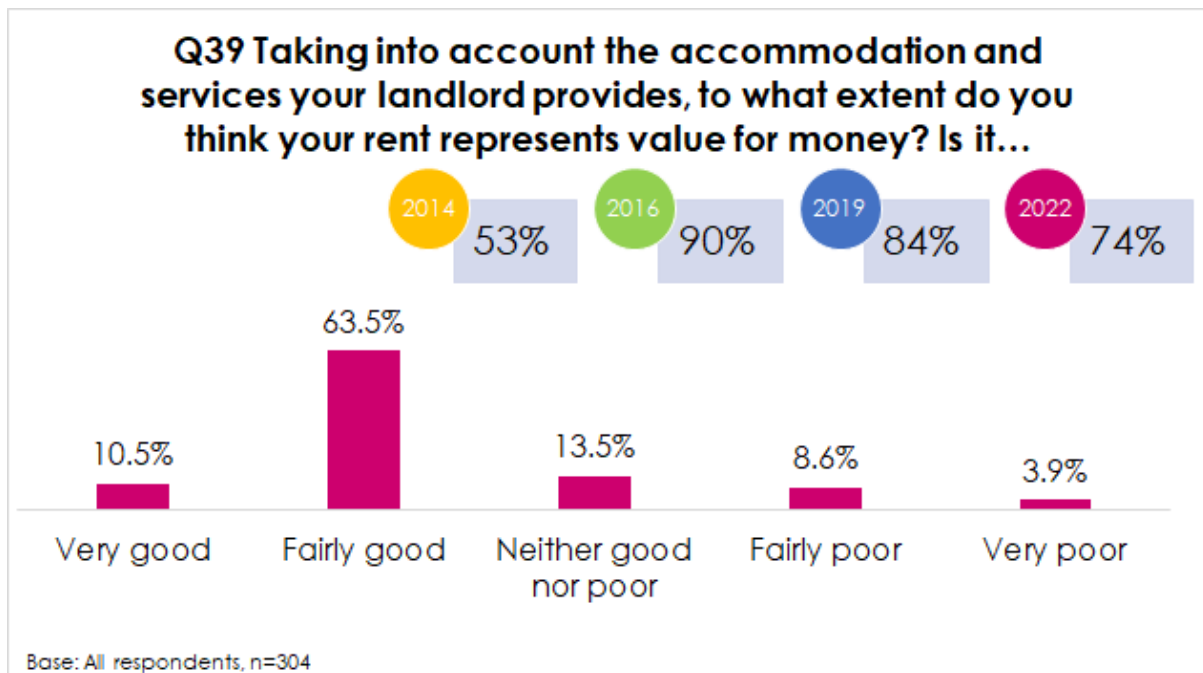


### 9.5 Understanding how rent is set/ spent (Q37/38)

Nine in ten tenants (90%) feel they understand how the rent they pay is set and that they have enough information about how the rent they pay is set (90%).

### 9.6 Value for money of the rent charge (Q39)

Just under 3 in 4 tenants (74%) said the rent they pay represents very or fairly good value for money compared to 13% who said it was neither good nor poor value for money and 13% who said it was very or fairly poor value for money. The proportion of respondents who said their rent was very or fairly good value for money has decreased from 84% in 2019 to 74% in 2022.



Analysis by age reveals that younger respondents aged 16-34 were most likely to say their rent represents poor value for money (20%), while those aged 65 and over were least likely to have this opinion (2%).

## 9.7 Opinions on value for money (Q40/41)

Respondents were asked what they believed to be most important to them with regards to value for money. The top response was the condition or quality of the home (22%), this was followed by rents being affordable and not continually increasing (18%) and rents reflecting the size of the home (11%).

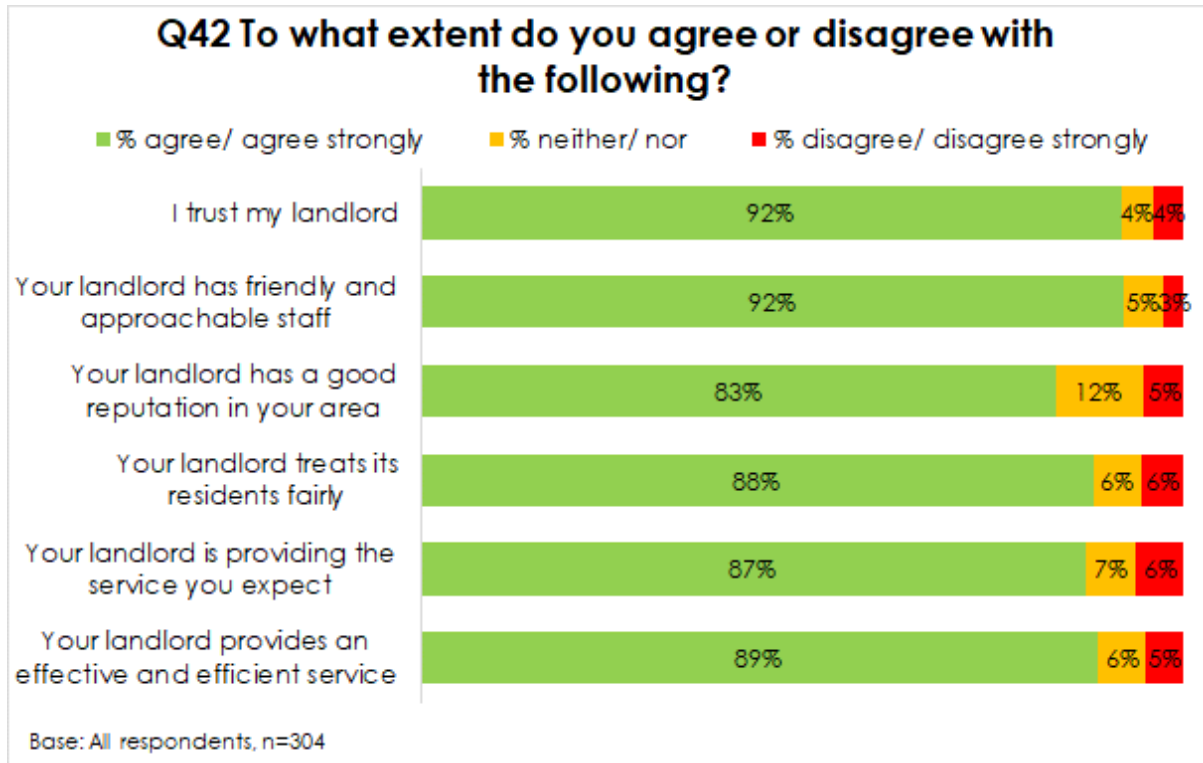
<b>Q40 What is most important to you with regard to value for money?</b>		
<b>Base: Gave a response, n=79</b>	<b>No.</b>	<b>%</b>
Condition/ quality of home	17	21.5%
Rents being affordable/ keeps going up	14	17.7%
Size of the home	9	11.4%
Keeping the area safe/ dealing with antisocial behaviour	7	8.9%
Quality of services in general	6	7.6%
Appearance of the area/ upkeep of the area e.g. landscaping, communal maintenance, bins	5	6.3%
Everything/ cost of living going up/ too expensive	5	6.3%
How rent compares to other landlords/ properties	4	5.1%
Repairs and maintenance	3	3.8%
Have nothing to compare it with	2	2.5%
It is ok/ average	3	3.8%
Other	7	8.9%
Don't know	9	11.4%



## 10. PERCEPTION OF PHA AND PHA SERVICES

### 10.1 Opinions on PHA (Q42)

Respondents were asked to what extent they agree or disagree with various statements about their landlord and the services they provide. Over 9 in 10 tenants were in agreement that they trust their landlord and that their landlord has friendly and approachable staff (92%). On the other hand, respondents were less likely to agree that their landlord has a good reputation in their area (83%).



## 10.2 What is PHA best at (Q43)

Tenants were asked what they believed Paisley Housing Association was best at. Just under 1 in 4 tenants said they were good at everything, offered good services or that they had experienced no issues with the Association (23%). A further 21% mentioned good customer service or communication and 14% mentioned a good repairs service.

<b>Q43 What do you think Paisley Housing Association is best at?</b>		
<b>Base: All respondents, n=304</b>	<b>No.</b>	<b>%</b>
They are good at everything/ good services/ happy overall/ no issues	71	23.4%
Good customer service/ helpful staff/ good communication	65	21.4%
Repairs service	42	13.8%
Provide good homes/ upgrading homes	12	3.9%
Welfare Rights service is good	9	3.0%
Keeping the area safe/ clean/ maintained	4	1.3%
Dealing with anti-social behaviour	1	0.3%
Other	12	3.9%
Don't know/ no suggestions	100	32.9%

## 10.3 What could PHA do to improve (Q44)

In terms of what the Association could do to improve, one in ten tenants (10%) suggested improvements to customer care or communication and a further 9% suggested upgrading properties.

<b>Q44 If there was one thing you would recommend that they could do to improve, what would it be?</b>		
<b>Base: All respondents, n=304</b>	<b>No.</b>	<b>%</b>
Improvements to customer care/ communication	30	9.9%
Upgrading properties/ improvements	29	9.5%
Repairs service improvements	23	7.6%
Better maintenance of landscaped areas/ gardens	15	4.9%
Close cleaning/ communal areas maintenance improvements	8	2.6%
Dealing with anti-social behaviour/ tenants	8	2.6%
Keep the area tidy/ address problems with bins/ rubbish	8	2.6%
Vetting tenants	4	1.3%
Address the damp issues in properties	4	1.3%
Improvements to allocation policy	3	1.0%
More larger properties for rent	3	1.0%
Keeping rents affordable/ freezing rents	2	0.7%
Other	19	6.3%
Don't know	67	22.0%
Nothing/ happy overall	99	32.6%

## 11. HOUSEHOLD INFORMATION

### 11.1 Age and gender (Q45/46)

More females were interviewed (63%) than males (38%). In terms of the age profile of respondents, over 1 in 5 tenants were aged 16-24 (21%), 50% were aged 35-54, 24% were aged 55-74 and 4% were aged 75 and over.

<b>Q45 What is your age?</b>		
<b>Base: All respondents, n=304</b>	<b>No.</b>	<b>%</b>
16-24	7	2.3%
25-34	58	19.1%
35-44	81	26.6%
45-54	71	23.4%
55-64	41	13.5%
65-74	32	10.5%
75-84	11	3.6%
85+	-	-
Prefer not to say	3	1.0%

### 11.2 Household composition (Q47)

More than 4 in 10 tenants (43%) lived in a single adult household, 11% were 2 adult households, 26% were 1 parent families, 9% were 2 parent families and 6% were 3 or more adult households.

<b>Q47 How would you describe the composition of your household?</b>		
<b>Base: All respondents, n=304</b>	<b>No.</b>	<b>%</b>
One adult under 60	75	24.7%
One adult aged 60 or over	56	18.4%
Two adults both under 60	24	7.9%
Two adults both over 60	5	1.6%
Two adults, at least one 60 or over	5	1.6%
Three or more adults, 16 or over	18	5.9%
1 parent family with 1 child under 16	37	12.2%
1 parent family with 2 children under 16	32	10.5%
1 parent family with 3 or more children under 16	9	3.0%
2 parent family with 1 child under 16	12	3.9%
2 parent family with 2 children under 16	8	2.6%
2 parent family with 3 or more children under 16	8	2.6%
Other – specify	13	4.3%
Prefer not to say	2	0.7%

### 11.3 Health problems and disability (Q48)

Just under half of tenants (49%) had a long term health condition or disability that limits their daily activities or the work they can do. This was most likely to be a mobility or physical disability (22%).

<b>Q48 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: All respondents, n=304</b>	<b>No.</b>	<b>%</b>
Mobility/ physical disabilities	67	22.0%
Mental ill health	39	12.8%
Learning difficulties	14	4.6%
Being frail due to old age	4	1.3%
Drug/ Alcohol dependency	3	1.0%
Difficulties with hearing	1	0.3%
Other	30	9.9%
Don't know	2	0.7%
Prefer not to say	18	5.9%
None	154	50.7%

### 11.4 Ethnicity (Q49)

Just under 8 in 10 respondents said their ethnicity was White Scottish (79%).

<b>Q49 Paisley HA monitors the ethnic background 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=304</b>	<b>No.</b>	<b>%</b>
White Scottish	239	78.6%
White Other British	26	8.6%
White European	9	3.0%
Other white ethnic group, please write in	4	1.3%
Any mixed or multiple ethnic groups, please write in	3	1.0%
Other Asian background, please write in	1	0.3%
African, African Scottish or African British	18	5.9%
Other Black background, please write in	1	0.3%
Other group, please write in	3	1.0%

## **Appendix 1**

### **Survey Questionnaire**

**Overall satisfaction**

- 1. [SSHC] Paisley Housing Association is committed to delivering our excellent repairs and maintenance program. In addition, we deliver excellent services such as support with Energy Bills and Crisis Support, Taking this into account, how satisfied, or dissatisfied, are you with the overall service provided by Paisley Housing Association?**

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

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

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**Communication and Participation**

- 3. Paisley Housing Association uses a number of ways to keep tenants informed. Which method(s) do you prefer them to use to keep you informed about services generally? ALL THAT APPLY**

Email	1
Facebook	2
Text message	3
Website	4
Letter	5
Other (please specify)	6

- 4. [SSHC] Paisley Housing Association uses our website, social media, email, text message and mailings to keep tenants informed, how good or poor do you feel Paisley Housing Association is at keeping you informed about their services and decisions?**

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

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

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

<b>Tenant Feedback Forum</b> tenants tell us what they are interested in and we contact them to get their views when reviewing the service	1
<b>FLAIR Academy</b> – this provides induction training sessions for potential new Board members. It is advertised locally and runs twice a year	2
<b>Becoming a member of the Association</b>	4
<b>Becoming a Board member</b>	5
<b>Responding to our texts with feedback</b>	6
<b>Telephone consultation such as the annual rent consultation</b>	7
<b>None</b>	8

7. **[SSHHC]** How satisfied or dissatisfied are you with the opportunities given to you to participate in Paisley Housing Association's decision making processes?

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

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

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### Customer Contact

9. Our new office has now fully opened to the public following COVID restrictions, bearing this in mind, how would you see yourself contacting us moving forward? Please rank your top 3 with 1 being the most likely.

By telephone	
Email	
Via website	
Text message	
Letter	
Visit to office	
Visit to your home	
Other contact with staff (please specify)	

10. What is the main way in which you access the internet? ONE ONLY

Wi-fi internet access at home	1	Go to Q11
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A smartphone with mobile internet access	2	
In a public space such as a library, on the bus or other wifi hotspot	3	
Other (please specify)	4	
No internet access or devices	5	Go to Q15

**11. Paisley Housing is considering how they may deliver some services online. How comfortable would you say you are a) using a smartphone b) using computers or tablets and c) using the internet or going online?**

	Using a smartphone	Using tablets	Using Computers	Using the internet or going online
Very comfortable	1	1	1	1
I get by ok	2	2	2	2
I sometimes need a little help to get started	3	3	3	3
I need help	4	4	4	4

**12. Would you be happy using an online account to access some of Paisley Housing Association's services.**

Yes	1	Go to Q13
No	2	Go to Q15

**13. What services would you like to see in an online account**

Paying your rent	1
Reporting Repairs	2
Checking the progress of a repair	3
Viewing your rent account	4
Reporting changes to your household	5
Report an issue or complaint	6
Report a bulk uplift	7
Other (Please specify below) Go to Q12	8

**14. You have said you would like to access other services on an online account, can you please specify what these are?**

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**15. How satisfied or dissatisfied are you with the way Paisley Housing Association listens to your views and acts upon them?**

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



Fairly dissatisfied	4	Go to Q16
Very dissatisfied	5	Go to Q16

**16.** You said you were not satisfied about how Paisley Housing Association listens to your views, can you describe how Paisley HA could act differently?

### Repairs and Housing Quality

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

Yes	1	Go to Q18
No	2	Go to Q19

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

Gas repair for your boiler and heating	1	Go to Q19
Emergency out of hours repair	2	
Non-Emergency repair	3	
Other (please describe)	4	

**19. [SSHC]** Thinking about the LAST time you had repairs carried out, overall how satisfied or dissatisfied were you with the repairs service provided by PHA?

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

**20.** Thinking about that last repair you reported, how satisfied or dissatisfied would you say you were with the following?

	Very satis	Fairly satis	Neither nor	Fairly dissatis	Very dissatis
The helpfulness of the Association staff involved	1	2	3	4	5
The timescale for repairs being completed	1	2	3	4	5
The attitude of the tradesman involved	1	2	3	4	5
Workmen tidying up after the repair was completed	1	2	3	4	5
The standard of the repair carried out	1	2	3	4	5
<b>IF DISSATISFIED with any aspect of the repairs service, can you explain why?</b>					

**21. ASK ALL WHO HAVE HAD A REPAIR** Thinking of your experience of the repairs service, do you have any suggestions that could help Paisley Housing Association improve their repairs service?

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**22. [SSHC] Paisley Housing Association 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?**

Very satisfied	1	Go to Q24
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q23
Fairly dissatisfied	4	
Very dissatisfied	5	

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

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**24. How satisfied are you with the following aspects of the inside of your home?**

	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied
The kitchen	1	2	3	4	5
The bathroom	1	2	3	4	5
Internal doors	1	2	3	4	5
External doors	1	2	3	4	5
Insulation against heat loss/ draught proofing	1	2	3	4	5
Measures to deal with dampness/ condensation	1	2	3	4	5
Windows	1	2	3	4	5
Heating system	1	2	3	4	5

**25. Thinking of your home, what would be your priority for investment or upgrading? PLEASE SELECT UP TO 3.**

The kitchen	1
The bathroom	2
New internal doors	3
New external doors	4
Insulation against heat loss/ draught proofing	5
Measures to deal with dampness/ condensation	6
Windows	7
Heating system	8
Other (please specify)	9

## Neighbourhood Management

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

	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	DK/ NA
Cleaning of common closes	1	2	3	4	5	6
Bin Services (Mannering/Orchy)	1	2	3	4	5	6
Bulky Items Uplift	1	2	3	4	5	6
Maintenance of common garden areas	1	2	3	4	5	6

**27. [SSHCH] Paisley Housing Association 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 landlord's contribution to the management of the neighbourhood you live in? [INTERVIEWER NOTE: Neighbourhood is defined as the street in which the tenant lives and the immediate surrounding area.]**

Very satisfied	1	Go to Q29
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q28
Fairly dissatisfied	4	
Very dissatisfied	5	

**28. You said you were not satisfied with PHA's management of the neighbourhood you live in. Can you please explain how this could be improved?**

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**29. What would you suggest is the most important thing that Paisley Housing Association could do to make the estate look more attractive?**

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## Rent, income and affordability

**30. Paisley HA is concerned about how its tenants are managing financially these days. They therefore provide an Advice service that helps tenants maximise their income and helps ensure that living in a Paisley HA property is affordable.**

	Yes	No
Were you aware that PHA provide an advice service which helps tenants with benefits, energy and money advice	1	2
Have you used our Advice Service?	1 (Go to Q31)	2 (Go to Q32)

**31. How satisfied were you with the service when you had contact with the Advice Service?**

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

**32. What has been the impact or benefit of using this service for you/ your family? [PROBE FULLY]**

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**33. Do you currently receive full or partial housing benefit or Universal Credit 'Housing Element' to pay your rent?**

Full	1	Go to Q35
Partial	2	Go to Q34
None	3	

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

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

**35. How do you pay for your electricity and gas?**

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

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

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

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

Yes	1
No	2

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

Yes	1
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No	2
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**39. [SSHC] Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money? Is it...**

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

**40. What is most important to you with regard to value for money?**

**41. What one thing could Paisley Housing Association do that would improve the value for money of your rent over the next 2 years?**

**Perception of Your landlord and its Services**

**42. SHOW CARD – To what extent do you agree or disagree with the following?**

	Agree strongly	Agree	Neither nor	Disagree	Disagree Strongly
Your landlord provides an effective and efficient service	1	2	3	4	5
Your landlord is providing the service you expect	1	2	3	4	5
Your landlord treats its residents fairly	1	2	3	4	5
Your landlord has a good reputation in your area	1	2	3	4	5
Your landlord has friendly and approachable staff	1	2	3	4	5
I trust my landlord	1	2	3	4	5

**43. What do you think Paisley Housing Association is best at?**

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**44. If there was one thing you would recommend that they could do to improve, what would it be?**

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### You and your household

Finally, I'd like to ask some questions about your household. You do not need to answer these questions if you do not want to. Please be assured that the questions are completely confidential and they will only be used for analysis purposes to see if there are differences in the views between different types of tenant or household. Are you happy to proceed?

**45. What is your age?**

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

**46. Which of the following best describes how you think of yourself?**

Male	1
Female	2
In another way	3

**47. How would you describe the composition of your household?**

One adult under 60	1
One adult aged 60 or over	2
Two adults both under 60	3
Two adults both over 60	4
Two adults, at least one 60 or over	5
Three or more adults, 16 or over	6
1 parent family with 1 child under 16	7
1 parent family with 2 children under 16	8
1 parent family with 3 or more children under 16	9
2 parent family with 1 child under 16	10
2 parent family with 2 children under 16	11
2 parent family with 3 or more children under 16	12
Other – specify	13
Prefer not to say	14

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

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

**49. Paisley HA monitors the ethnic background 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>	
Scottish	1
Other British	2
Irish	3
Gypsy/ Traveller	4
White European	5
Other white ethnic group, please write in	6
<b>MIXED OR MULTIPLE ETHNIC GROUPS</b>	
Any mixed or multiple ethnic groups, please write in	7
<b>ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH</b>	
Pakistani, Pakistani Scottish or Pakistani British	8
Indian, Indian Scottish or Indian British	9
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	10
Chinese, Chinese Scottish or Chinese British	11
Other Asian background, please write in	12
<b>BLACK, BLACK SCOTTISH OR BLACK BRITISH</b>	
Caribbean, Caribbean Scottish or Caribbean British	13
African, African Scottish or African British	14
Other Black background, please write in	15
<b>OTHER ETHNIC GROUP</b>	
Arab, Arab Scottish or Arab British	16
Other group, please write in	17

**Thank and close statement**

- Thank you very much for completing the questionnaire.
- Would you like to take a note of our website address where you can find our Privacy Notice which will tell you more about how we use your data?

## **Appendix 2**

### **Technical Report Summary**



## TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

<b>Project name</b>	<b>Paisley Housing Association TSS 2022</b>				
<b>Project number</b>	<b>P1259</b>				
<b>Objectives of the research</b>	<p>The aim of the research was to seek customers' views on the services that Paisley HA provides, how well it performs these services and to help identify areas where the service can be improved. Specifically, the research was designed to provide customers views on the following:</p> <ul style="list-style-type: none"> <li>■ The quality of information provided by Paisley;</li> <li>■ Feedback on customer care;</li> <li>■ Quality of accommodation and the neighbourhood;</li> <li>■ Service provision including repairs, maintenance and improvements;</li> <li>■ Tenant involvement/ opportunities for participation;</li> <li>■ Value for money.</li> </ul>				
<b>Target population</b>	Tenants				
<b>Description of sample frame/ source and validation methods if applicable</b>	A customer database was provided by the Association containing tenants names, addresses and phone numbers.				
<b>Sampling method (probability or non-probability) and quotas used</b>	A Nonprobability sampling approach has been used. Broad quotas set by area for achievement in order to ensure that good coverage was achieved across the Association's stock.				
<b>Sample units drawn</b>	All tenants were in scope for the research				
<b>Target sample size</b>	300 (data accurate to +/-5%)				
<b>Achieved sample size and reasons if target not achieved</b>	304 spread across estate:				
		<b>No of tenants</b>	<b>% of tenants</b>	<b>No of interviews</b>	<b>% of interviews</b>
	48 Cairnsmore Way	1	0.1%	0	0.0%
	Alice Street	9	0.8%	2	0.7%
	Almond Crescent	7	0.6%	1	0.3%
	Argyle Street	80	6.7%	18	5.9%
	Barterholm Road	44	3.7%	19	6.3%
	BEAULY DRIVE,	17	1.4%	2	0.7%
	Braids Road	21	1.8%	3	1.0%
	Broomland St	9	0.8%	0	0.0%
	Broomlands Street	14	1.2%	2	0.7%
	Bute Crescent	5	0.4%	0	0.0%
	Calside	1	0.1%	0	0.0%
	Castle Street	7	0.6%	0	0.0%
	Causeyside Street	15	1.3%	4	1.3%
Chapellhill Road	1	0.1%	0	0.0%	
Dee Drive	29	2.4%	6	2.0%	
DON DRIVE	15	1.3%	4	1.3%	
Esk Drive	15	1.3%	4	1.3%	
Espedair Street	2	0.2%	0	0.0%	
Fairway Avenue	9	0.8%	1	0.3%	

	Findhorn Avenue	57	4.8%	22	7.2%
	Foxbar Road	15	1.3%	2	0.7%
	GEORGE PLACE	15	1.3%	5	1.6%
	GEORGE STREET	27	2.3%	8	2.6%
	Glendower Way	1	0.1%	0	0.0%
	Gordon Street	46	3.9%	4	1.3%
	Gryffe Crescent	17	1.4%	5	1.6%
	Heriot Avenue	24	2.0%	3	1.0%
	High Calside	21	1.8%	8	2.6%
	Hollows Avenue	36	3.0%	12	3.9%
	Hollows Crescent	11	0.9%	0	0.0%
	Iona Drive	12	1.0%	6	2.0%
	Johnston Street	12	1.0%	4	1.3%
	Kerrera Drive	4	0.3%	1	0.3%
	Lochfield Crescent	1	0.1%	0	0.0%
	Lylesland Court	1	0.1%	0	0.0%
	Mannering Road	79	6.6%	22	7.2%
	Manor Road,	11	0.9%	4	1.3%
	Marmion Road	1	0.1%	0	0.0%
	Mary Street	1	0.1%	0	0.0%
	Montrose Road	10	0.8%	5	1.6%
	Mull Avenue	22	1.8%	5	1.6%
	Neilston Road	65	5.4%	17	5.6%
	Oliphant Court	55	4.6%	14	4.6%
	Oliphant Crescent	33	2.8%	4	1.3%
	Orchy Crescent	69	5.8%	23	7.6%
	Orr Street	11	0.9%	2	0.7%
	Queen Street	11	0.9%	1	0.3%
	Renfrew Health & Social Care Centre	1	0.1%	0	0.0%
	Sanda Way	16	1.3%	4	1.3%
	Spey Avenue	11	0.9%	3	1.0%
	ST NINIANS ROAD	11	0.9%	7	2.3%
	Stevenson Street	8	0.7%	3	1.0%
	Stock Street	114	9.6%	29	9.5%
	STORIE STREET	17	1.4%	5	1.6%
	Talismann Road	4	0.3%	2	0.7%
	Thompson Brae	27	2.3%	4	1.3%
	Toward Way	11	0.9%	3	1.0%
	Tweed Avenue	4	0.3%	1	0.3%
	<b>Grand Total</b>	<b>1193</b>	<b>100.0%</b>	<b>304</b>	<b>100.0%</b>
<b>Date of fieldwork</b>	Interviewing took place between the 8 <sup>th</sup> of September 2022 and the 11 <sup>th</sup> of October 2022.				
<b>Data collection method</b>	The tenant survey was carried out utilising a combination of face to face and telephone survey methodologies. Where it was the resident's preference and where required to achieve a representative response, telephone interviews were carried out. All face to face interviews were doorstep interviews and researchers did not go into residents' homes. Where residents were not happy to do a doorstep interview a telephone interview was offered.				
<b>Response rate and definition and method of how calculated</b>	304 interviews from a database of 1193 tenants equates to a 25% response rate.				
<b>Questionnaire length</b>	10-15 minutes				
<b>Any incentives?</b>	No				
<b>Number of interviewers</b>	9				
<b>Interview/ self-completion validation methods</b>	5% of Telephone interviews have been validated by remote listening.				

	10% of field interviews have been validated by respondent recontact.
<b>Showcards or any other materials used?</b>	None.
<b>Weighting procedures (if applicable)</b>	Not applicable. The interview profile is relatively in line with the overall tenant population profile in terms of letting area with the achieved sample, varying by no more than 3 percentage points at the most in terms of development type. 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.
<b>Estimating and imputation procedures (if applicable)</b>	Not applicable
<b>Reliability of findings and methods of statistical analysis if applicable</b>	+/-4.85% for tenants based upon a 50% estimate at the 95% confidence level

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