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**BLOCHAIRN HOUSING CO-OPERATIVE**  
**TENANT SATISFACTION SURVEY**

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**Final Report**

**Prepared for:**

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**April 2005**

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## **A. Methodology**

The survey questionnaires (see Appendix I) were designed by Blochairn Housing Co-operative, and then distributed to all Blochairn's tenants (220 households).

The completed questionnaires were posted back to T.L. Dempster Strategy & Research in reply-paid envelopes. A total of 76 completed questionnaires were returned, representing a response rate of 35%, which is above average for a postal survey.

The survey questionnaires were then edited, processed and analysed by T.L.Dempster. The contents of this report provide a full analysis of the survey results.

## **B. Executive Summary**

### **General**

Over three quarters of tenants (67%) felt that the quality of information received prior to becoming a tenant was good (48% said very good and 19% said good).

Over nine in ten tenants (91%) said that their tenancy agreements were explained to them well (52% said they were explained very well and a further 39% said they were explained fairly well).

Almost all tenants (96%) said that the Co-operative is very good at keeping them informed. Only 1% said the Co-operative is bad in this respect.

93% of tenants feel that the Co-operative is good at taking account of their views over matters that concern them (50% said the Co-operative is very good, whilst a further 43% said the Co-operative is fairly good).

Tenants currently receive information from the Co-operative by letter and newsletter, and would prefer to keep getting information in that way. They would prefer letters, local meetings and staff visits to be used when consulting them about major decisions affecting their home.

Just over half of all tenants (55%) would like to receive more information about the Co-operative and its services (mainly on future developments, improvements and mutual exchanges).

Of those who have used the complaints procedure, 61% were satisfied. Only 6% were dissatisfied, with the remainder not having an opinion either way.

Almost half (48%) of those responding to the survey believe that a Management Committee elected by members is responsible for overall control of the Co-operative, whilst 36% believe it is the Co-operative's staff.

7 in 10 tenants responding to the survey are currently members of the Co-operative, and 94% are aware they can become a Committee member. 83% of tenants would not like to become a Committee member, mainly because they are happy with the present Committee.

Almost all tenants (96%) are satisfied with the Co-operative as a landlord.

### **Services**

97% of tenants believe the quality of services provided by the Co-operative is good (69% very good and 28% fairly good). The remainder had no opinion either way.

97% find it easy to get to the Co-operative's offices, and 3% find it difficult. The opening hours are also convenient for 97%.

The largest number of tenants (31%) have contacted the Co-operative between two and three times in the past 12 months. The most common reason for making contact is to report a repair or to discuss rent. Exactly half of all respondents last contacted the Co-operative by telephone, and half by personal visit to the office. Satisfaction levels with regard to tenants' last contact are very high.

## **Rent**

77% of tenants understand how the rent they pay is decided, and 88% said that they receive good value for money from the Co-operative.

A third would pay more to have security cameras, whilst around a quarter would pay more to have close cleaning or litter picking.

## **Repairs**

97% of all respondents to the survey said they were satisfied with the repairs service.

72% said they were aware of the Co-operative's responsibilities in relation to the maintenance of their home, and 79% said they were aware of their own responsibilities in this regard.

Of those who have reported a repair in the last 12 months, 86% have reported between one and three repairs. 2% have reported ten or more repairs. Repairs are generally reported by telephone or at the office.

## **The Home**

Satisfaction with the home is high, primarily in terms of the number and position of electrical sockets, and the size of the living room. The areas of greatest dissatisfaction relate to the amount of storage space and noise insulation between neighbours.

Around half of tenants said they were aware that the Co-operative makes adaptations to tenants' homes. 13 respondents to the survey had aids or adaptations fitted by the Co-operative.

Three quarters of respondents said they do not have household contents insurance, mainly because they cannot afford it, or have never thought about it. Of those who do have insurance, 29% have their policy with the SFHA.

16% of respondents said they were considering a move within the next year, mainly to have a front and back door or a smaller house.

94% of tenants believe that priority should be given to Blochairn residents when allocating houses, whilst 57% believe that priority should be given to Royston residents. How long residents have lived in the area should also be taken into account.

## **The neighbourhood**

93% consider the neighbourhood in which they live to be good. 82% believe there is a sense of community within Blochairn, although this drops to 51% in terms of the Royston area.

Residents are satisfied with their feeling of safety, but less so with children's play facilities.

Overall, vandalism, rubbish and dogs are the three main problems in Blochairn. In terms of Royston, the three main problems are vandalism, rubbish and drug dealing.

Most tenants know where the CCTV cameras are positioned, and 42% think the cameras make the area safer.

Facilities lacking in the area are children's play areas, resources for teenagers/young people, and shops.

## **Tenants Incentive Fund**

78% of tenants know about the Tenants' Incentive Fund, and 66% have received a payment from it.

62% believe the Fund has helped the area to improve, and 61% think it encourages good tenants.

The Christmas Bonus and the £100 Monthly Prize Draw are also considered to be good ideas.

## **Wider Action**

84% of respondents said they were aware of the work the Co-operative does for and with the young people in the area, and 95% felt that working with young people was a good idea. Two thirds said that the area was better as a result of this work with young people.

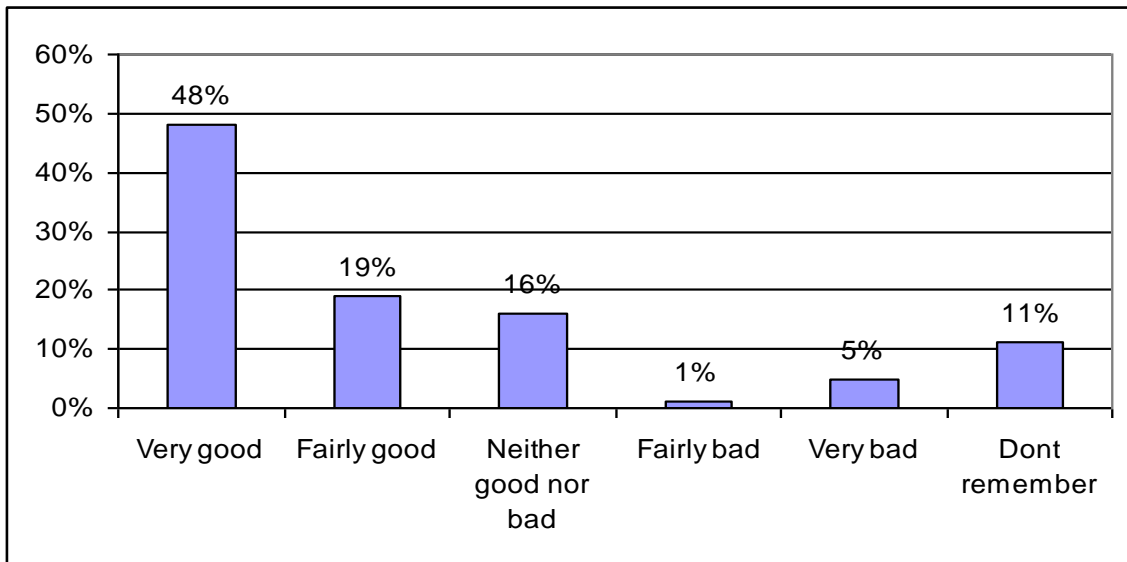
Almost all tenants are in agreement that the Co-operative should organise events for young people.

15% of respondents said they had used the Internet room, and 35% said that another member of their family had used it. Of those not using the Internet room, the main reasons are a lack of interest, and a feeling of embarrassment. Just over a third of tenants would be interested in a free course on Computer Basics.

## C. Survey Results

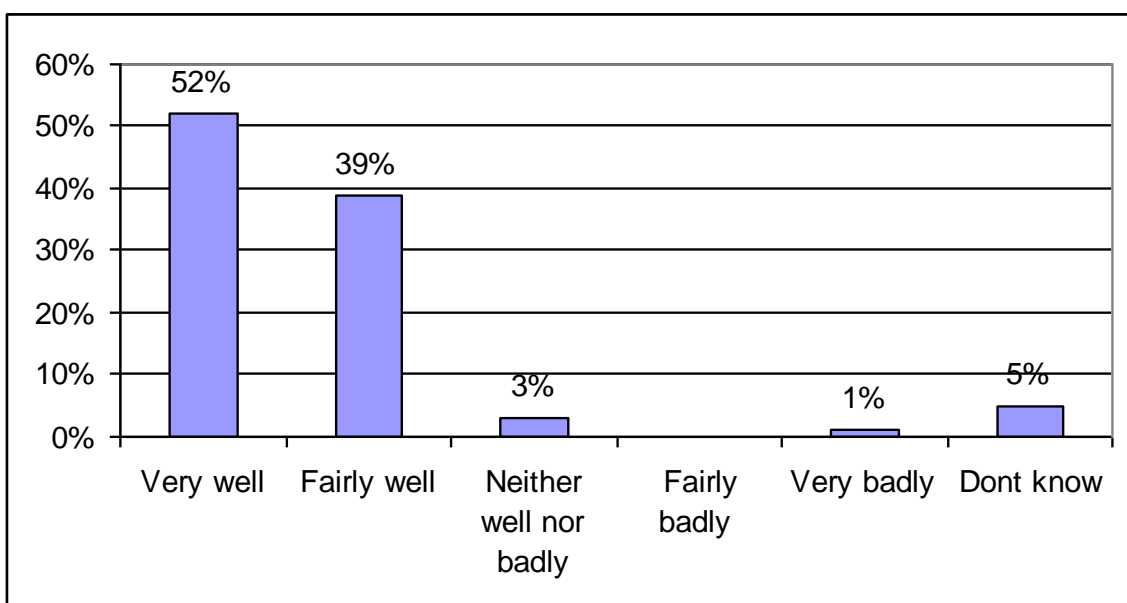
### 1. General

**Tenants feel that the quality of information received from the Co-operative prior to becoming a tenant was very good**



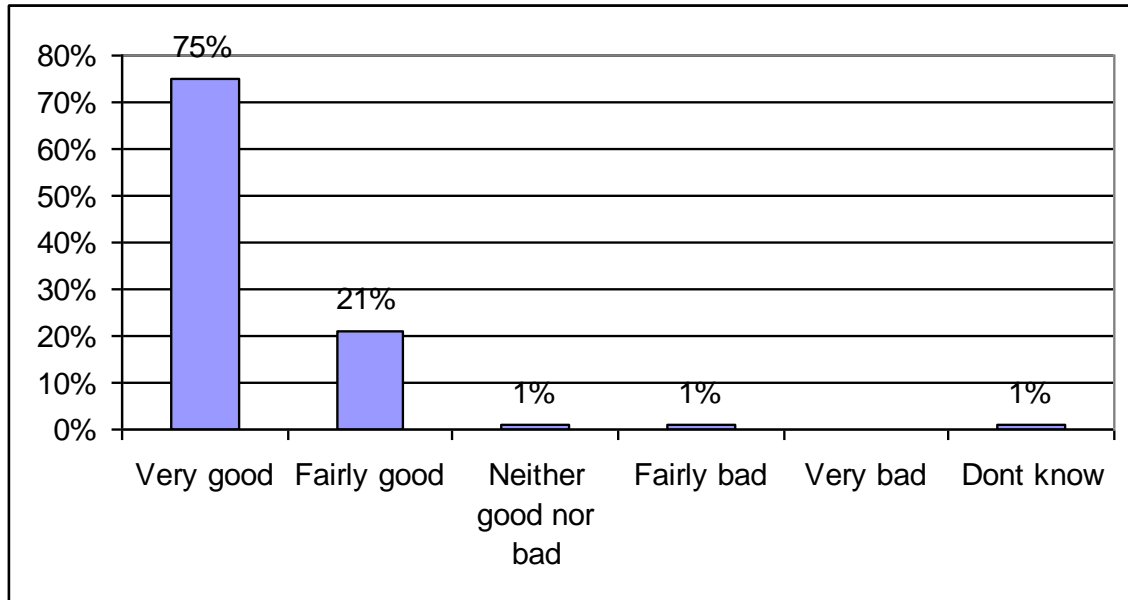
Tenants were asked 'Before you were a tenant, what did you think about the quality of information which you received from the Co-operative about becoming a tenant?' Almost half of tenants (48%) felt that the Co-operative was very good in this regard, whilst a further 19% felt they were fairly good. Only 6% felt the Co-operative were bad in this regard, whilst 11% cannot remember.

**Tenancy Agreements were explained very well**



When asked ‘When you became a tenant, how well do you feel the terms of your tenancy agreement were explained?’, 91% of all tenants said they were explained very or fairly well. Only 1% felt they were explained badly, and 5% felt unable to comment.

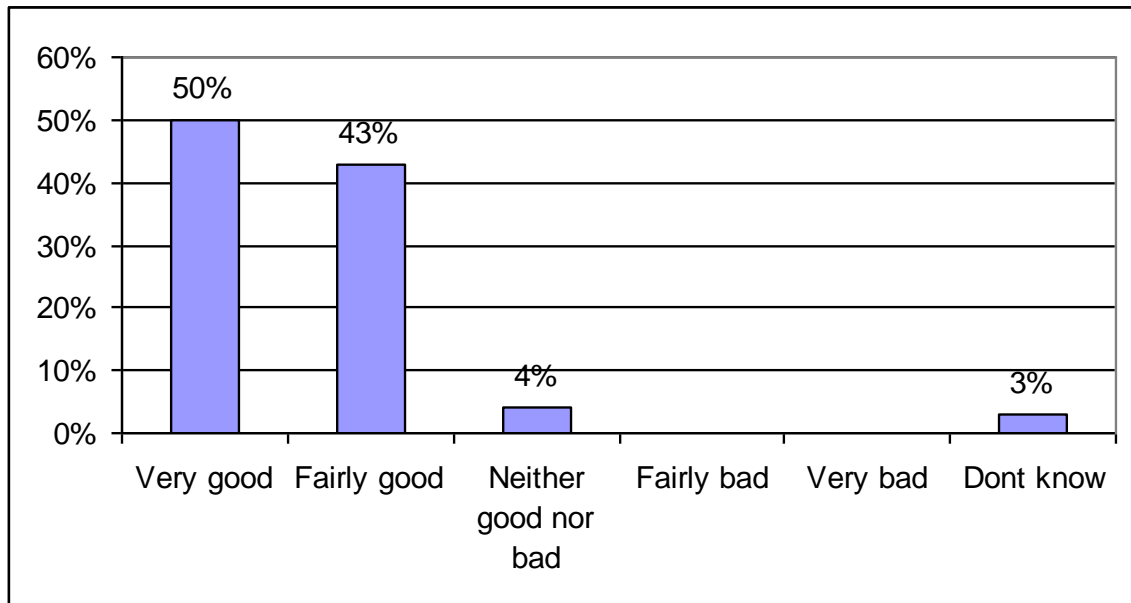
**Three quarters believe the Co-operative is very good at keeping tenants informed**



Almost all tenants (96%) believe the Co-operative is either very or fairly good at keeping tenants informed about its activities and services. Only 1% perceive it to be bad.

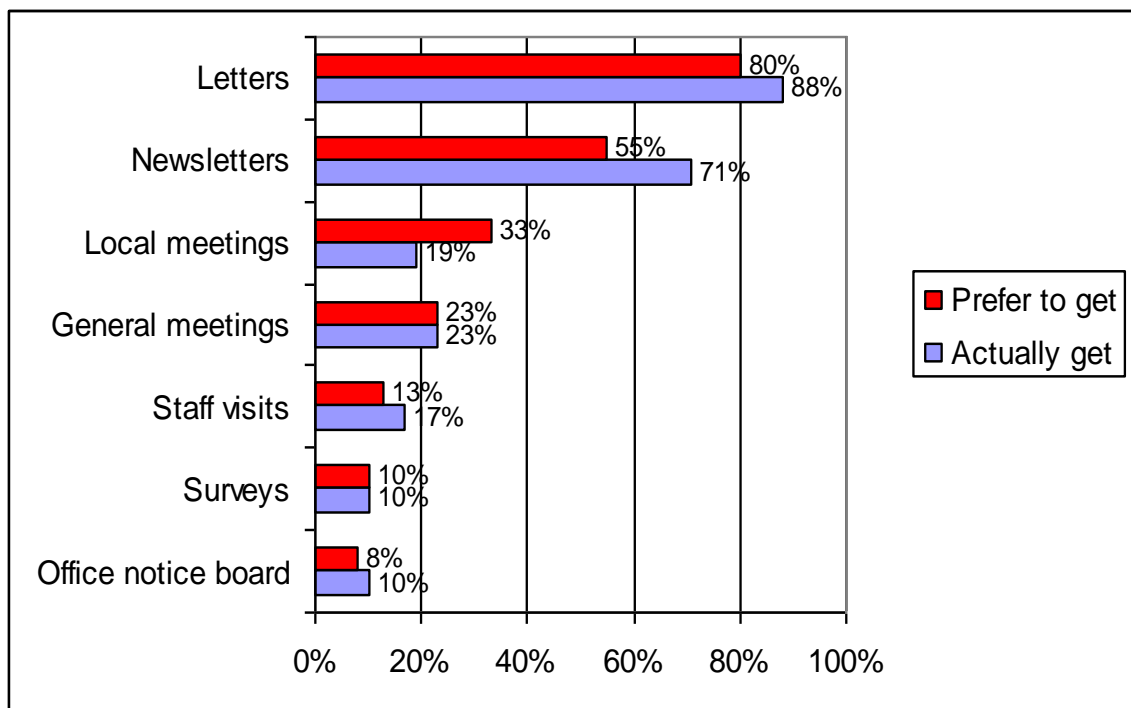


**The Co-operative is very good at taking account of tenants' views over matters that concern them**



50% of tenants feel that the Co-operative is very good at taking account of their views over matters that concern them, whilst a further 43% said they were fairly good. Again, no respondents said that the Co-operative was bad in this respect.

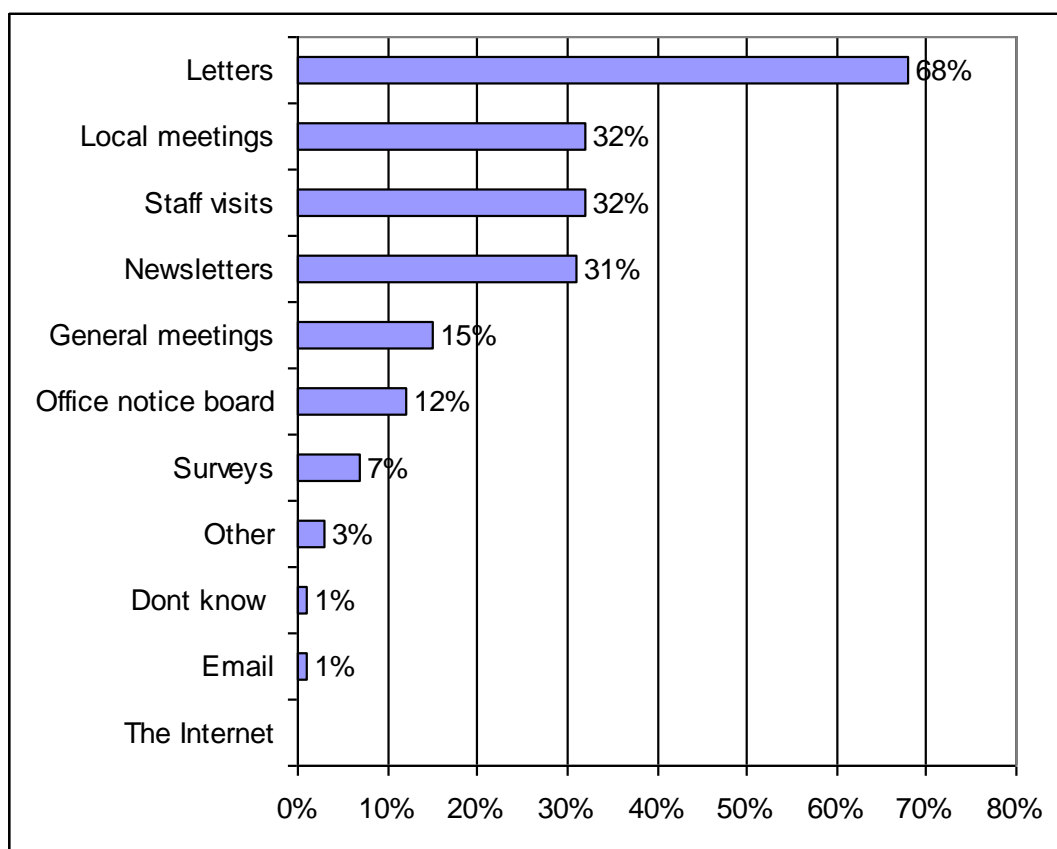
**Tenants currently get information from letters and newsletters, and would prefer to keep getting information in that way**



Tenants were asked how they actually get general information from the Co-operative, and how they would prefer to get it (respondents were able to choose more than one option from a prompted list).

Currently, the most popular sources of information are letters and newsletters (88% and 71% of tenants respectively said this). These are also the most preferred method of getting information from the Co-operative (80% and 55% respectively said this would be their preferred method). Local meetings were also a popular response, with 33% of tenants preferring to get information in this way.

**Tenants would prefer letters, local meetings, and staff visits to be used when consulting them about major decisions affecting their home**



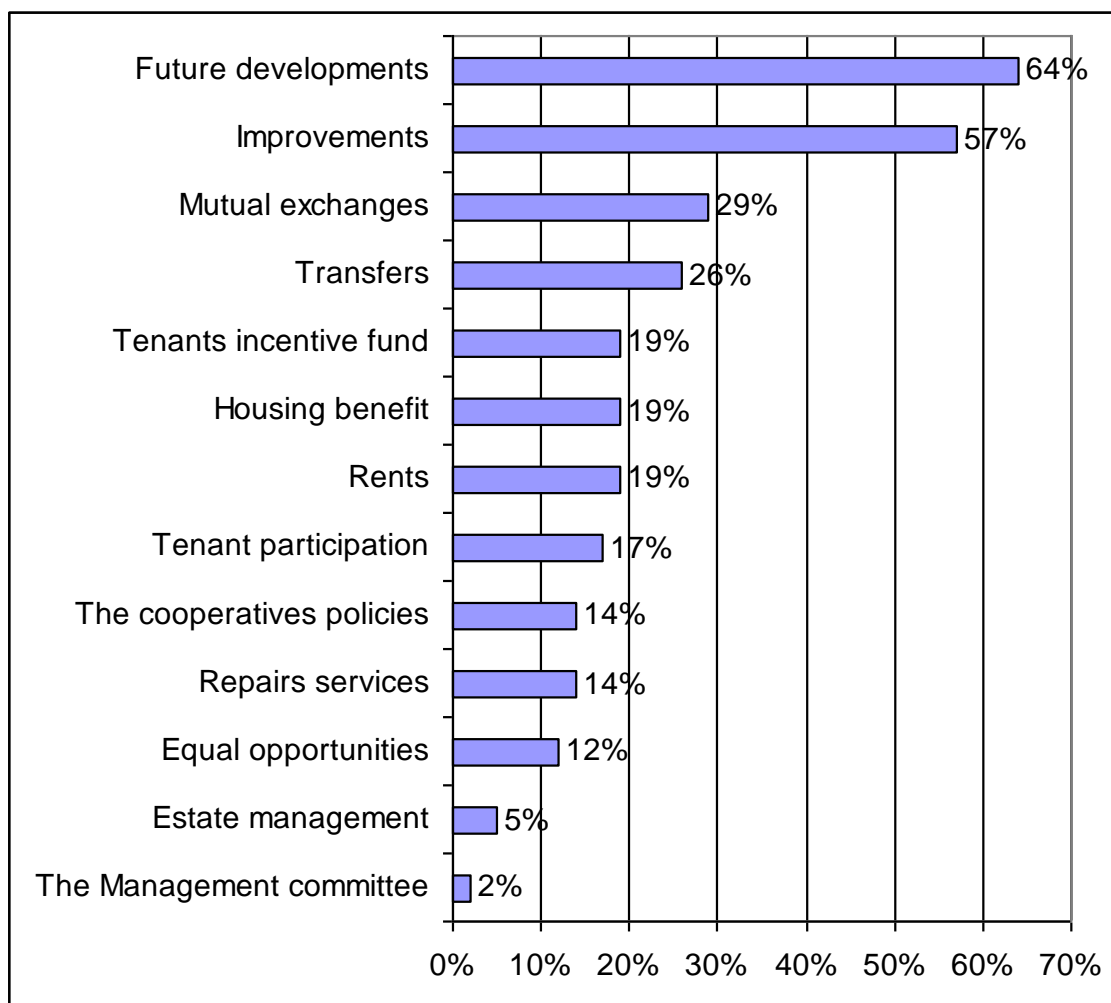
68% of tenants would like letters to be used when consulting them about major decisions affecting their home, whilst 32% would like to be consulted through local meetings or staff visits. 31% said they would like to be consulted through newsletters.

No respondents would prefer the Internet to be used in this regard.

## Most respondents would like to receive more information about the Co-operative and its services

Just over half of all respondents (55%) would like to receive more information about the Co-operative and its services whilst 36% said they would not. 9% were undecided.

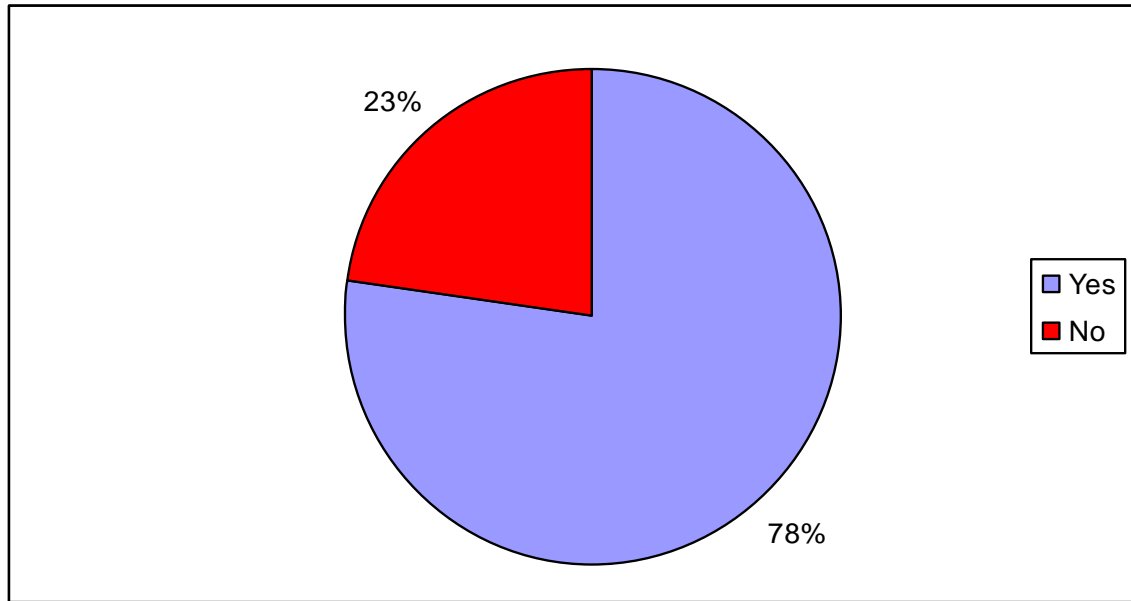
## Tenants would like more information on future developments, improvements and mutual exchanges



The 55% of tenants who said they would like more information were then given a prompted list and asked to choose the areas they were most interested in.

Almost two thirds (64%) of these tenants would like information on future developments, whilst 57% would like to know more about improvements. 29% would like to know more about mutual exchanges, and just over a quarter (26%) want more information on transfers.

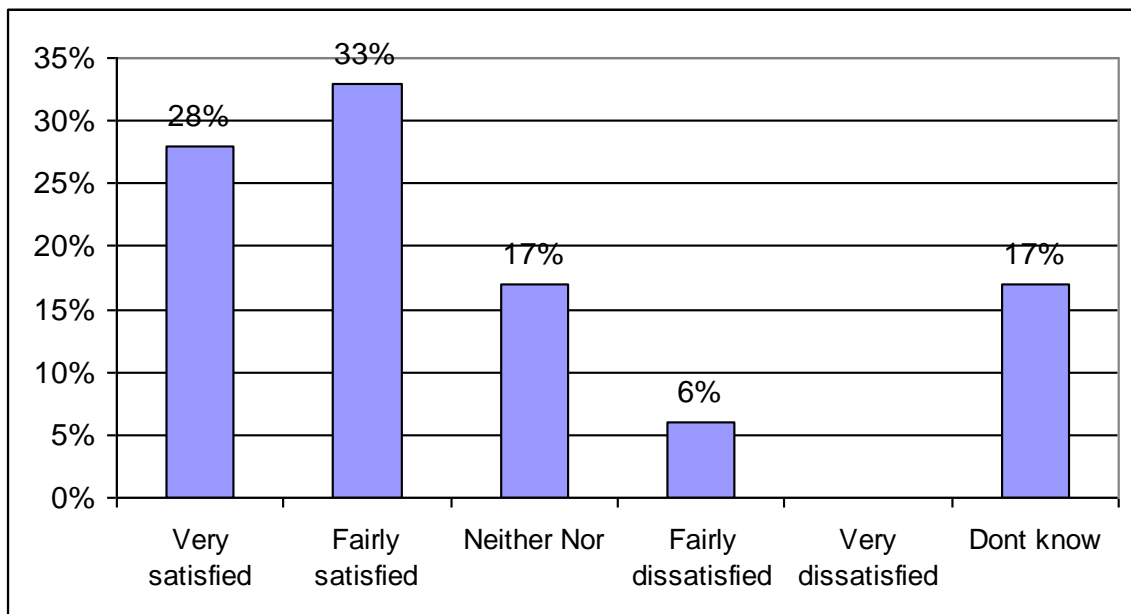
### 78% of tenants are aware of the complaints policy and procedure



When asked ‘The Co-operative has a complaints policy and procedure. Are you aware of it?’, over three quarters (78%) of tenants said yes.

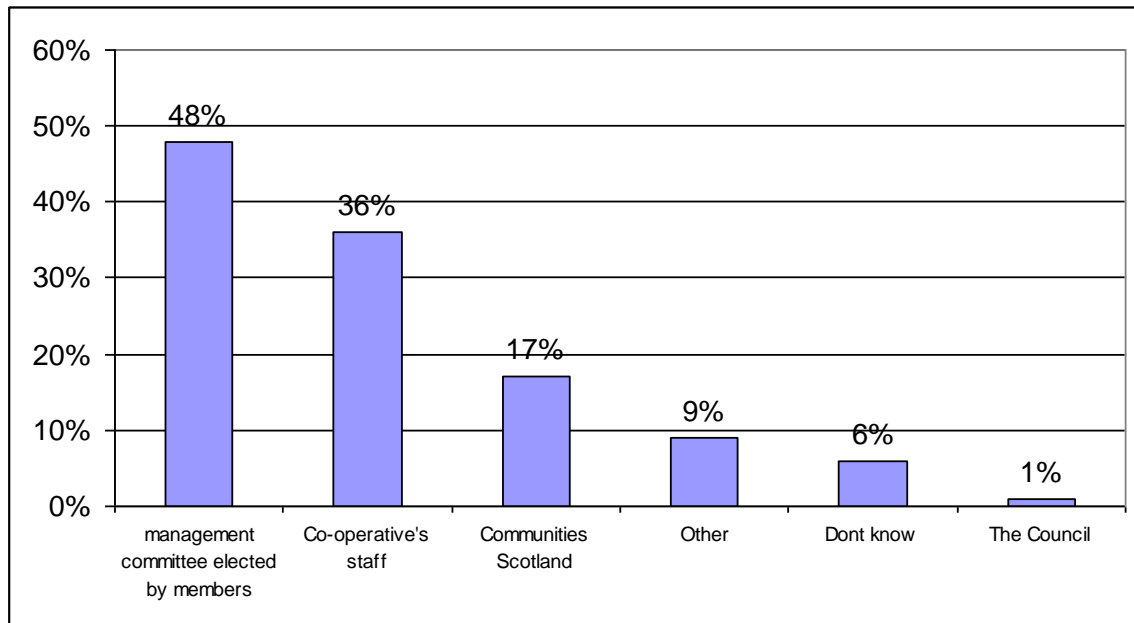
Only 15% of respondents to the survey had in fact used the complaints procedure. Of these tenants, 61% were satisfied (see below).

### 61% of tenants were satisfied with the complaints procedure



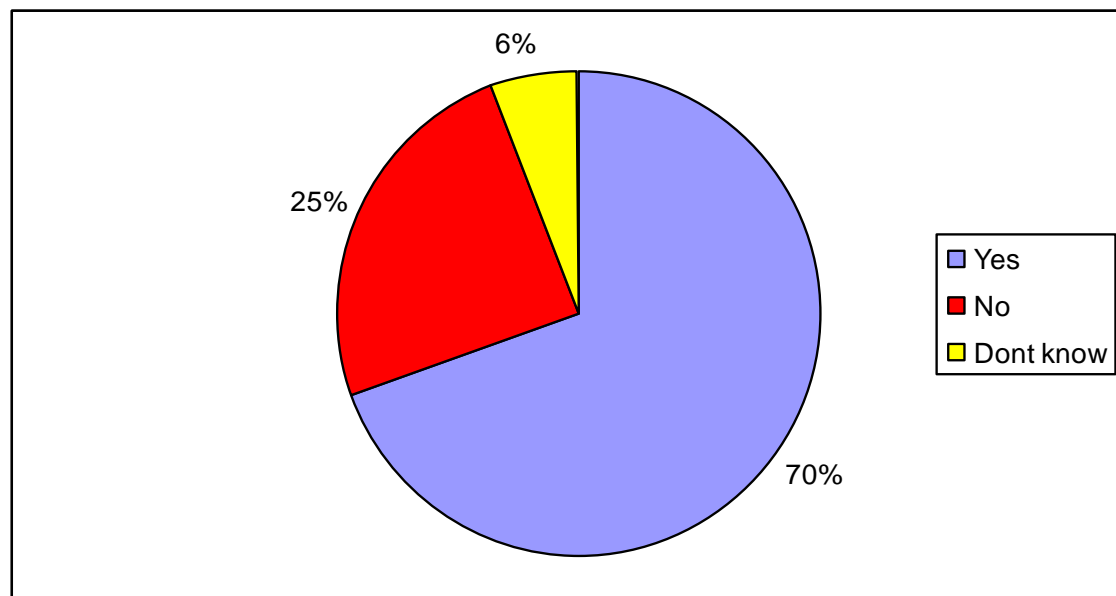
61% of tenants (who had used the complaints procedure) were either very or fairly satisfied. 6% were dissatisfied (this equates to only 1 respondent). The reasons for the high levels of satisfaction were due to a fairly even combination of the length of time taken to deal with the complaint, the decision reached, and the attitude of staff.

**Tenants believe that a Management Committee elected by members is responsible for overall control of the Co-operative**



When asked 'Who do you think is responsible for the overall control of the Co-operative, the majority of tenants (48%) believed it to be a Management Committee elected by members. 38% believed that the Co-operative's staff had overall control, and 17% believed it to be Communities Scotland.

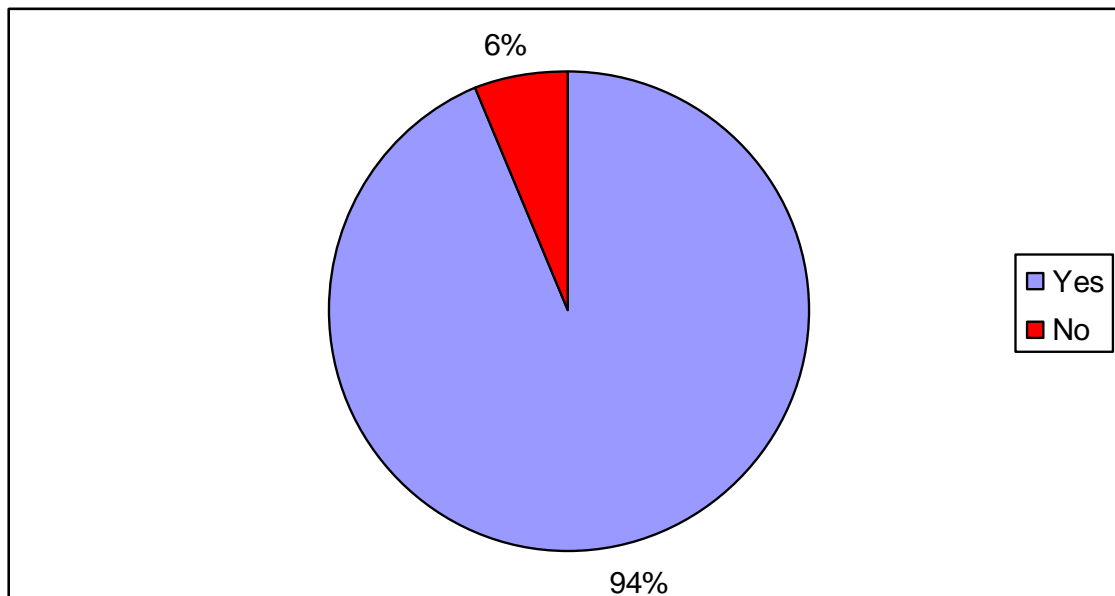
**7 in 10 tenants are a member of the Co-operative**



70% of tenants said they were members of the Co-operative, one quarter said they were not members, and the remainder were unsure. Those who answered no or don't

know were then asked whether they would like to become a member (29% said yes and 71% said no).

### 94% are aware they can become a Committee Member

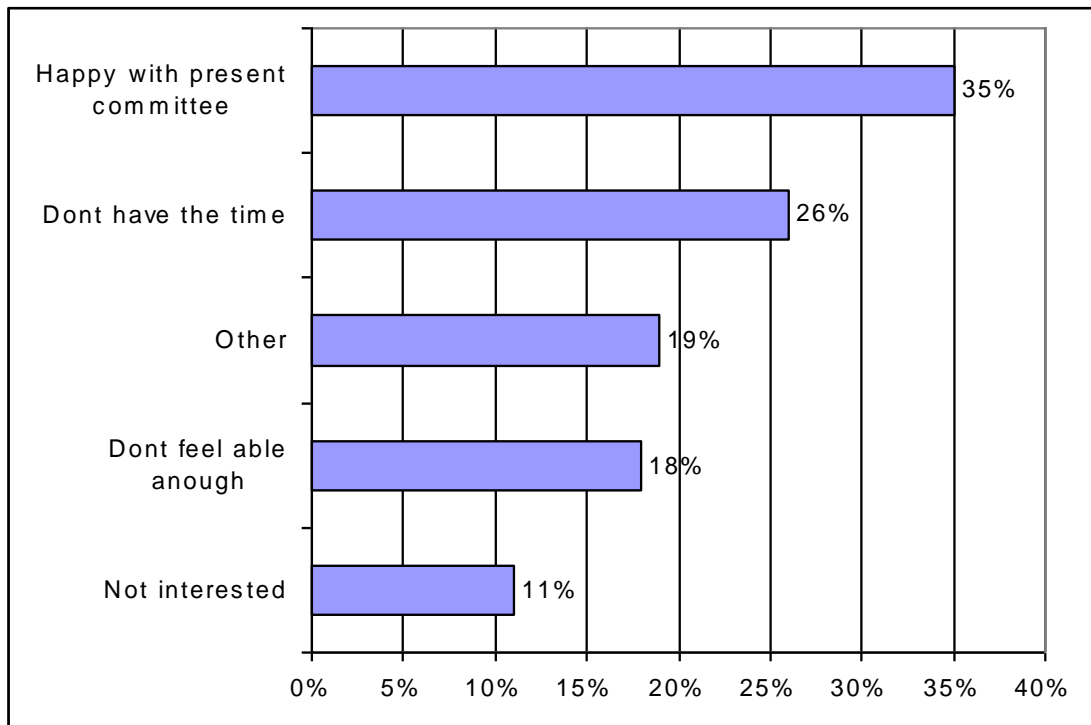


When asked 'Are you aware you could become a Committee member of the Co-operative?', almost all tenants (94%) said yes.

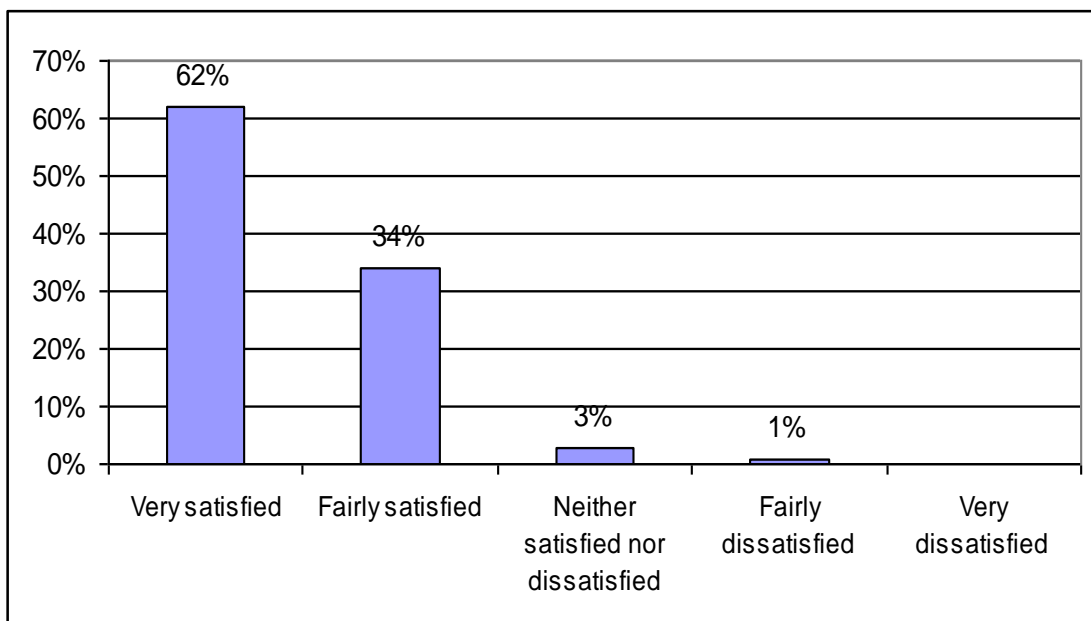
All tenants were then asked whether they would consider becoming a Committee member. 17% said they would like to become a Committee member, whilst the remaining 83% said they would not.

From the following chart it can be seen that the main reason for tenants not wanting to become a Committee member is because they are happy with the present Committee (35% said this). Just over a quarter (26%) said they do not have time. The figures in the chart add up to more than 100%, since respondents could choose as many options as applicable from the prompted list.

**Tenants do not want to become Committee members because they are happy with the present Committee**



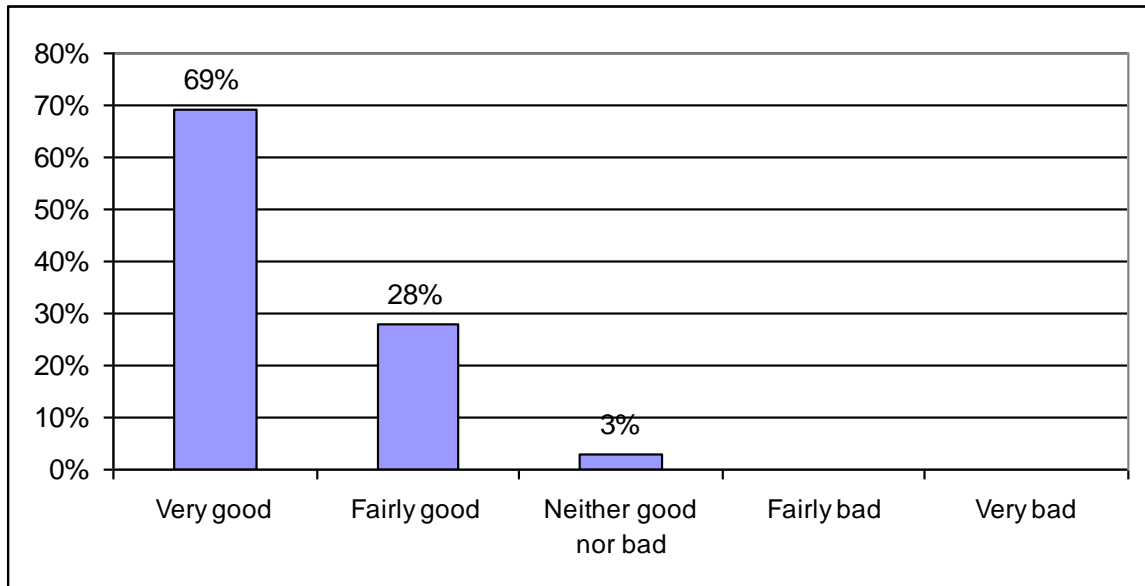
**96% of respondents are satisfied with the Co-operative as their landlord**



Almost all tenants (96%) are satisfied with the Co-operative as their landlord (62% very satisfied and 34% fairly satisfied). Only 1% showed dissatisfaction.

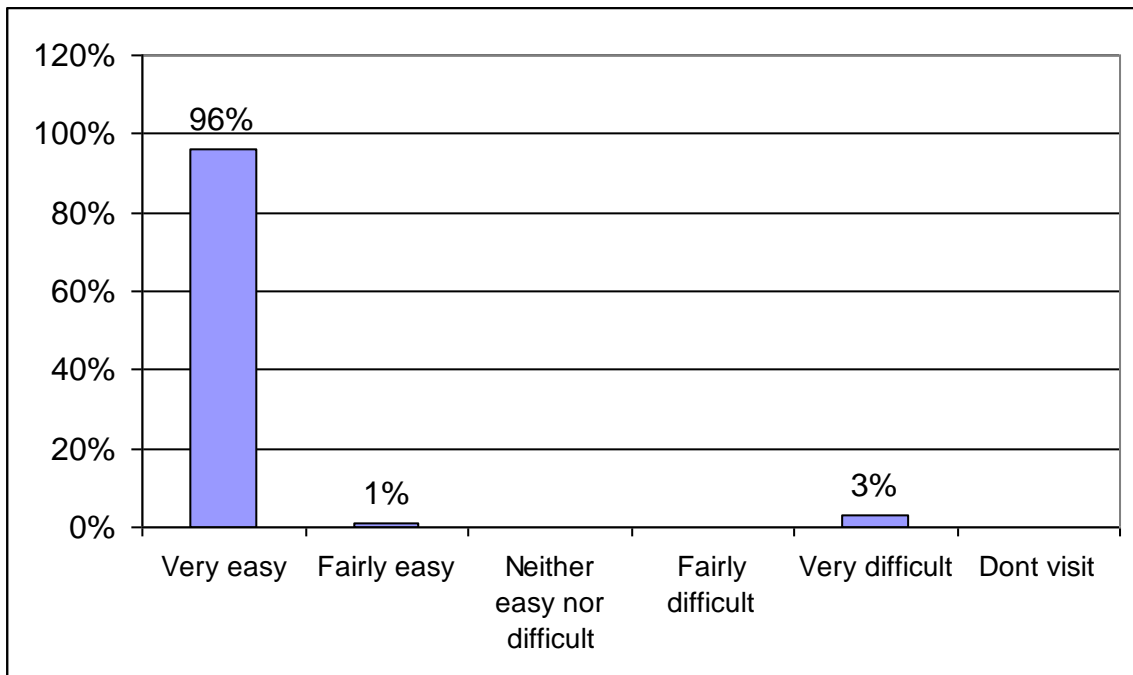
## 2. Services

### The quality of services provided by the Co-operative is very good



97% of tenants believe the quality of services provided by the Co-operative to be good (69% very good and 28% fairly good). No tenants consider the quality of services to be bad.

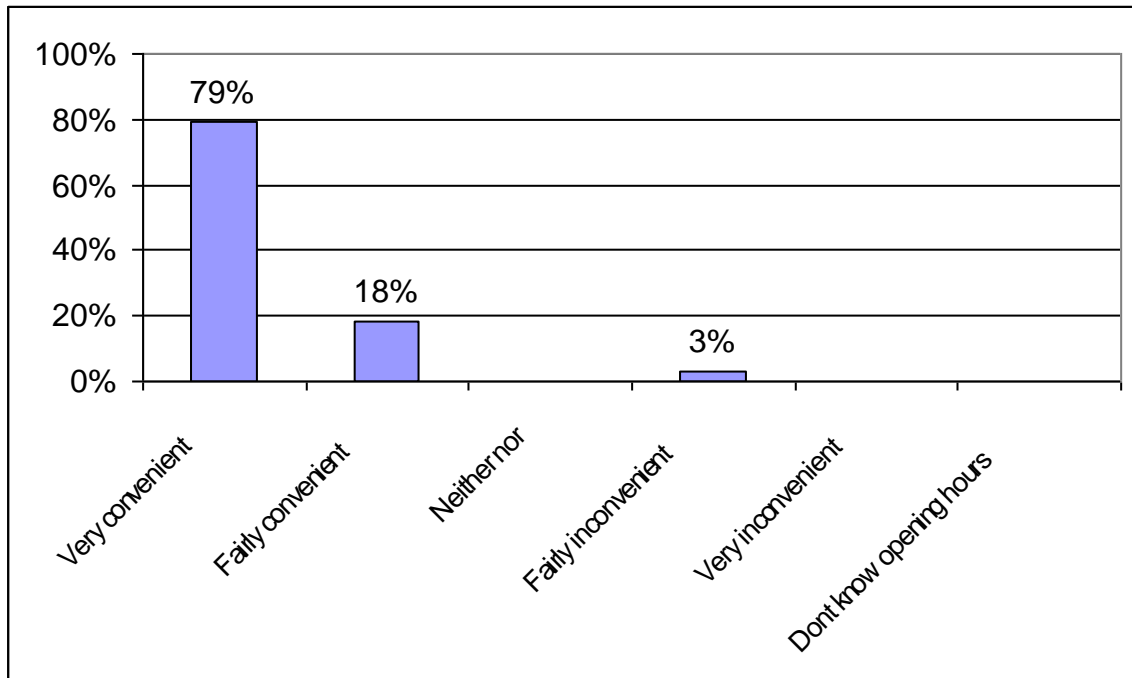
### Almost all tenants find it very easy to get to the Co-operative's offices



96% of tenants find it very easy to get to the Co-operative's offices, and 1% find it fairly easy. Only 3% find it difficult to get there.

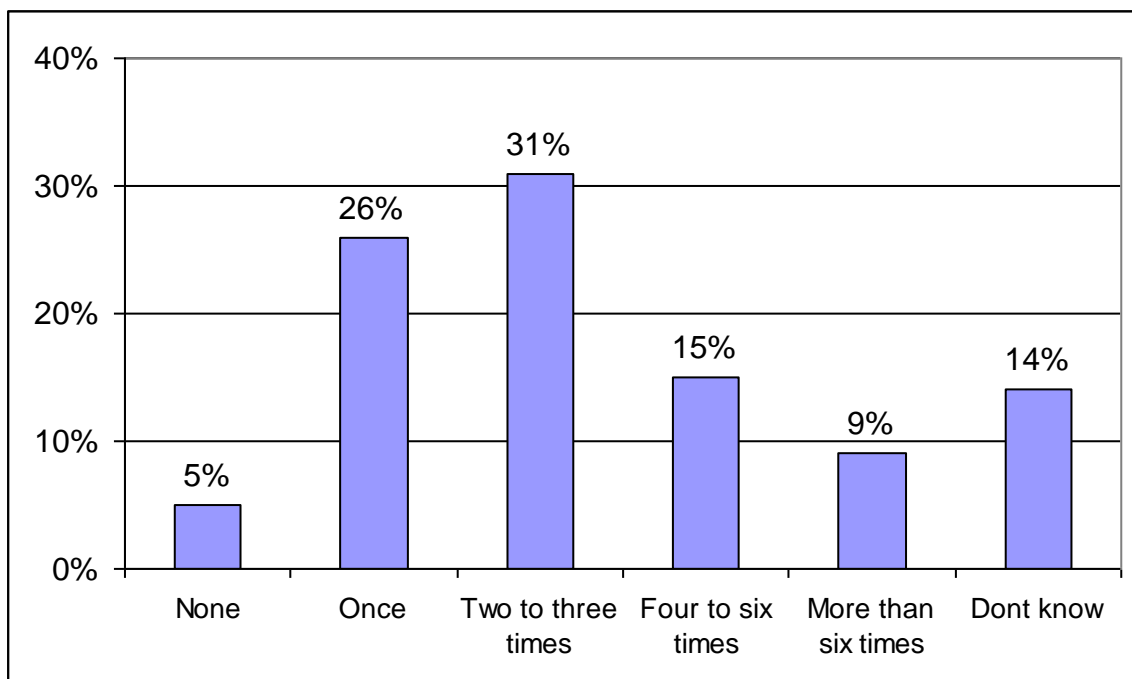


### The opening hours of the Co-operative are very convenient



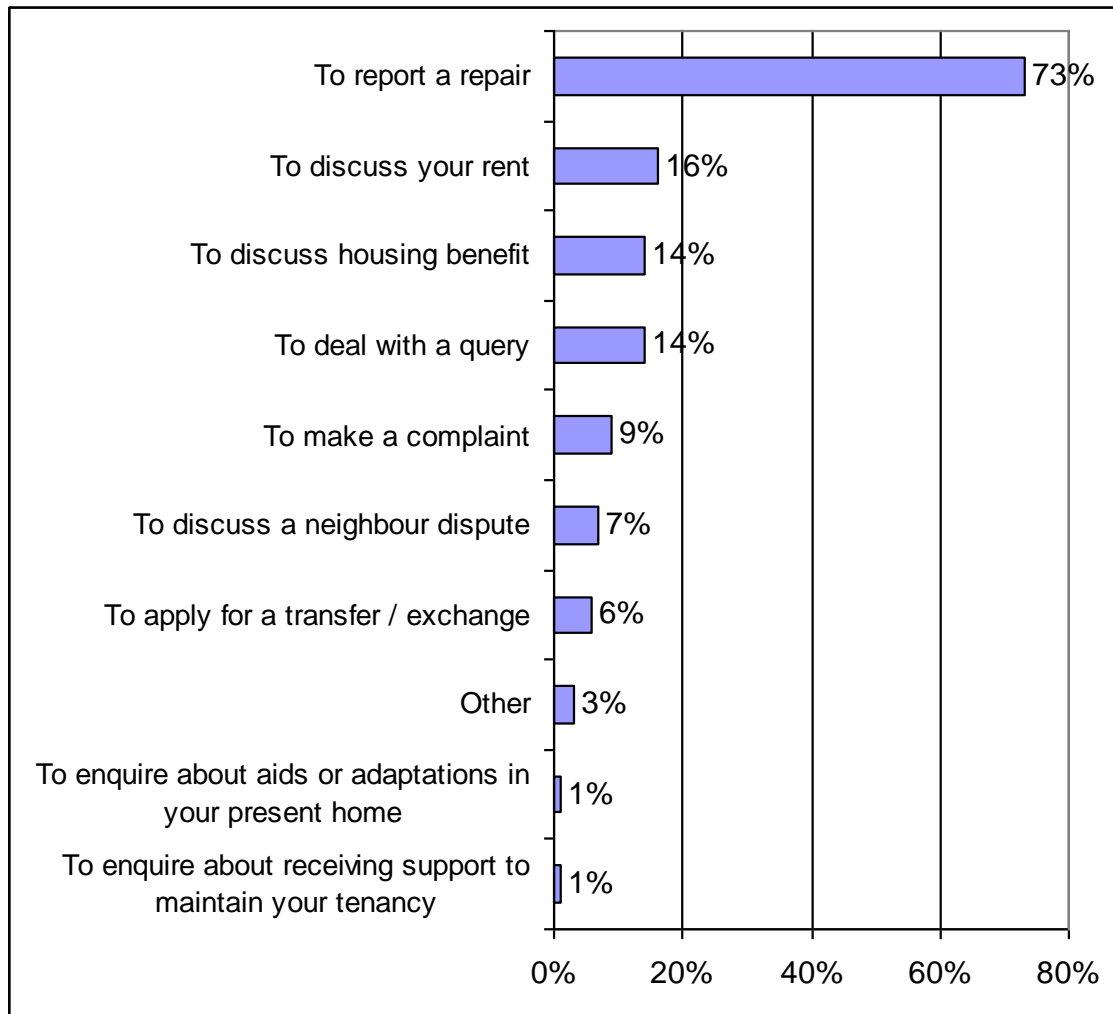
The opening hours of the Co-operative's offices are very convenient for 79% of tenants, and fairly convenient for a further 18%. Only 3% find the opening hours inconvenient, and no tenants said they did not know the opening hours.

### Most tenants have contacted the Co-operative between two and three times in the past 12 months



Most tenants have had between two and three contacts with the Co-operative over the past 12 months. Only 5% have not contacted the Co-operative at all, and just over a quarter (26%) have had one contact. Just fewer than one in ten tenants have contacted the Co-operative more than six times.

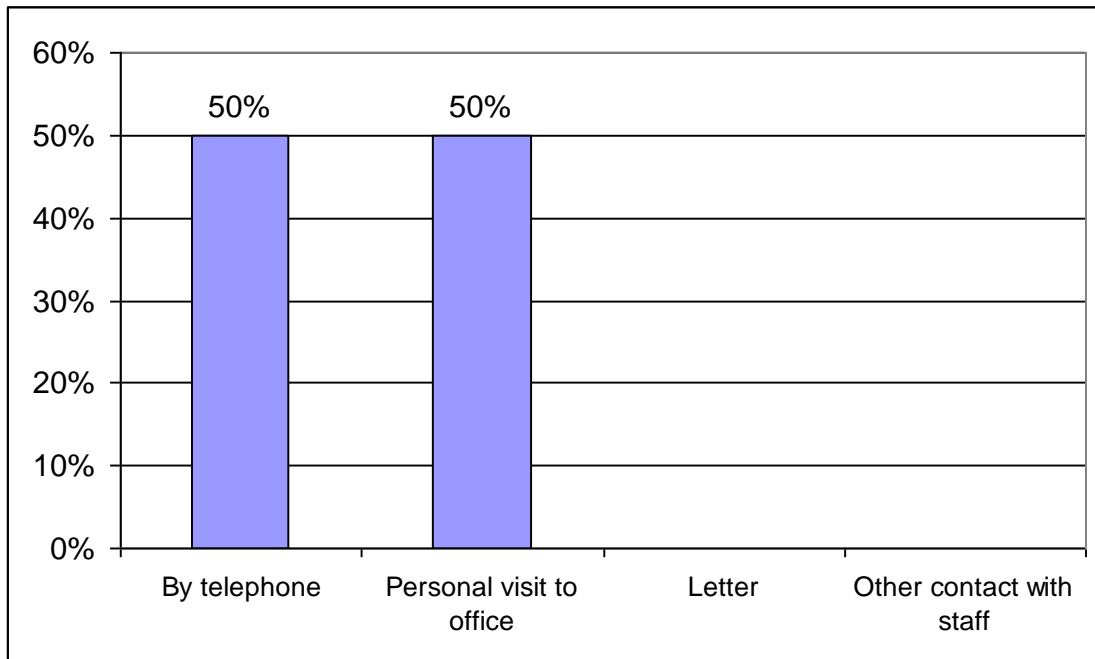
### The main reason for contacting the Co-operative is to report a repair



By far the main reason for tenants contacting the Co-operative is to report a repair (73% said this was their reason for last making contact). 16% last made contact to discuss their rent, and 14% to discuss housing benefit or deal with a query. 'Other' responses included *to deal with a defect* and *meetings*.

Again, respondents were able to choose as many as applicable from a prompted list, hence the reason the figures add up to more than 100%.

**Tenants last contacted the Co-operative by either telephone or personal visit**



Half of all respondents last contacted the Co-operative by telephone, and the other half last contacted by personal visit to the office. Letters, or any other contact, were not used.

**Tenants were very satisfied with their last contact by telephone**

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
	73%	25%	1%	-	-	1%
The length of time it took to answer the telephone	76%	24%	-	-	-	-
The helpfulness of the member of staff	76%	22%	3%	-	-	-
The length of time it took to speak	72%	25%	-	-	-	3%
The quality of advice and assistance given	69%	31%	-	-	-	-

Tenants who last contacted the Co-operative by telephone were then asked a series of questions relating to this contact. Levels of satisfaction were very high in all aspects measured. In particular, the length of time it took to answer the telephone, and the helpfulness of the member of staff scored very highly (76% very satisfied in both cases).

No tenants expressed dissatisfaction with any of the aspects measured.

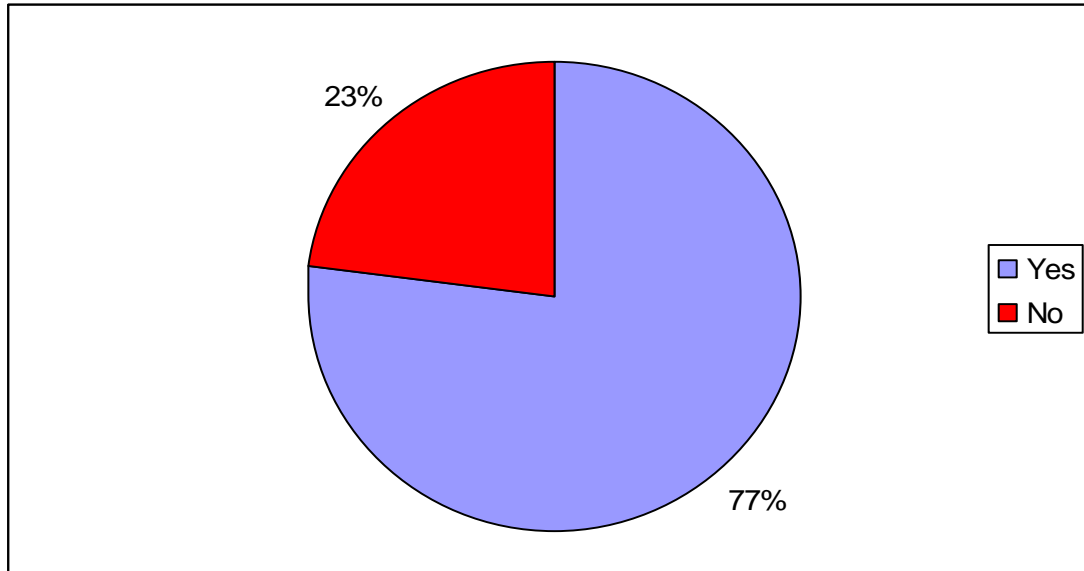
## Tenants are very satisfied with their visits to the office

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Dont know
	82%	17%	1%	-	-	1%
The helpfulness of the receptionist	91%	9%	-	-	-	-
Ease of access to the building	86%	14%	-	-	-	-
The reception area	74%	24%	-	-	-	3%
Ease of maining an appointment to see a member of staff	73%	24%	2%	-	-	-

As the table above illustrates, the vast majority of respondents (who last contacted the Co-operative by visit) are either fairly or very satisfied with all listed aspects of their visit to the offices. The helpfulness of the receptionist scored particularly highly, with 91% of respondents saying they were very satisfied in this regard.

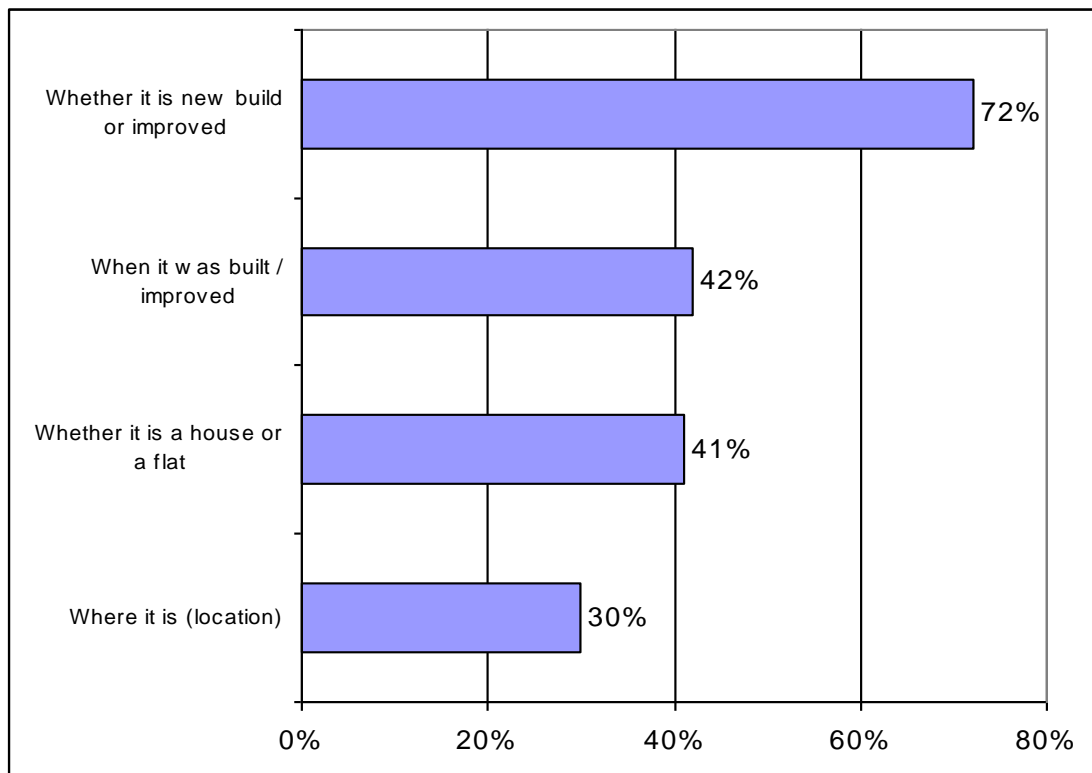
### 3. Rent

#### Over three quarters understand how the rent they pay is decided



When asked ‘Do you understand how the rent you pay is decided?’, over three quarters of tenants (77%) said yes, whilst remaining 23% said no.

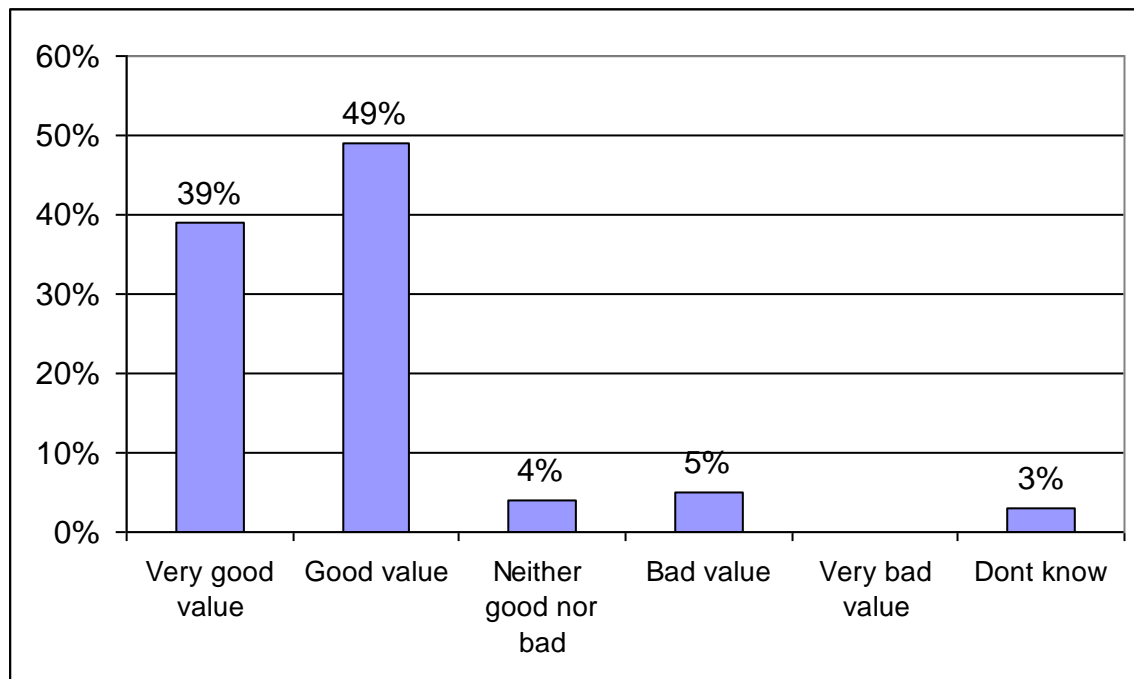
#### Whether it is new build or improved is the most important factor when deciding rent for a property



When deciding what rent to charge for a property, 72% of tenants believe that an important factor is whether the property is new build or improved. A further 42% believe an important factor is when the property was built/improved.

Whether the property is a house or a flat is considered to be important for rent levels for just over 4 in 10 tenants, and the location of the property is important to 3 in 10 tenants.

### Tenants feel they receive good value for money from the Co-operative



Respondents were asked ‘Taking account of your house and the services you receive, do you think you receive good value for money from the Co-operative?’ Just under 4 in 10 respondents (39%) felt they received very good value for money, whilst just under half (49%) said they received good value for money. Only 5% felt they received bad value for money from the Co-operative.

### A third of tenants would pay more to have security cameras

	Yes	No	Dont know
	26%	55%	19%
Security cameras	32%	48%	21%
Close cleaning	24%	59%	17%
Litter picking	23%	57%	20%

Respondents were given a list of 3 potential, additional services and asked whether they would be willing to pay more in order to receive them. Just under a third (32%) would pay more for security cameras, whilst around a quarter (24%) would pay more for close cleaning. 23% would pay more for litter picking services.

12% of respondents could think of other improvements to their house or services for which they would be willing to pay more. Of these tenants, the suggestions given were very individual and are listed below:

*Cable TV*

*Better bins*

*Don't allow tenants to have dogs*

*Window cleaners*

*Larger bedrooms and sitting room*

*More storage space*

*Paint windows and ceiling*

*Vandalism squad*

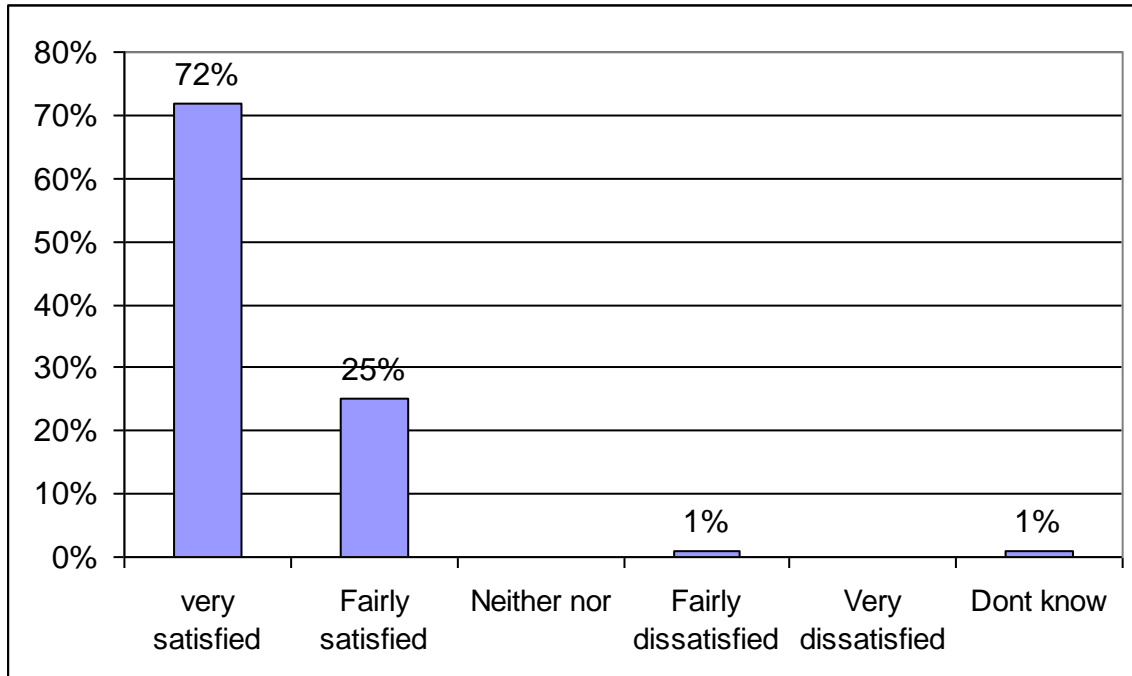
*Bigger kitchen*

*Keep out disruptive neighbours*

*Plant crocuses or daffodils to come up in springtime*

#### 4. The Repairs Service

##### 97% of residents are satisfied with the repairs service



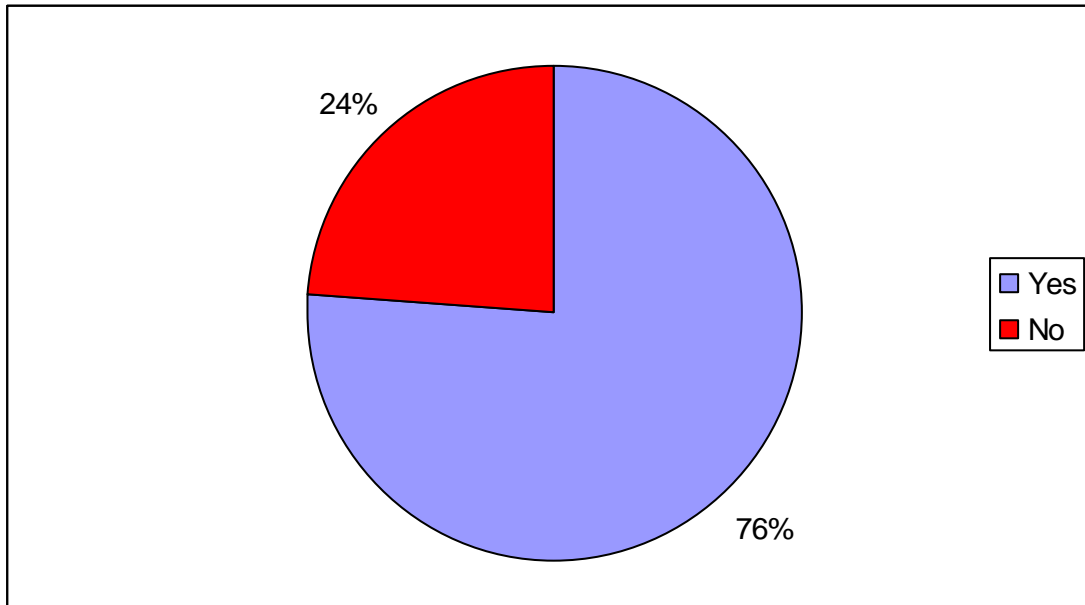
97% of tenants are satisfied with the repairs service provided by the Co-operative (72% very satisfied and 25% satisfied). Only 1% of tenants are dissatisfied.

##### Tenants are aware of their own and the Co-operative's responsibilities in relation to their home maintenance

72% of tenants are aware of the Co-operative's responsibilities in relation to the maintenance of their home, and 79% are aware of their own responsibilities in this regard.

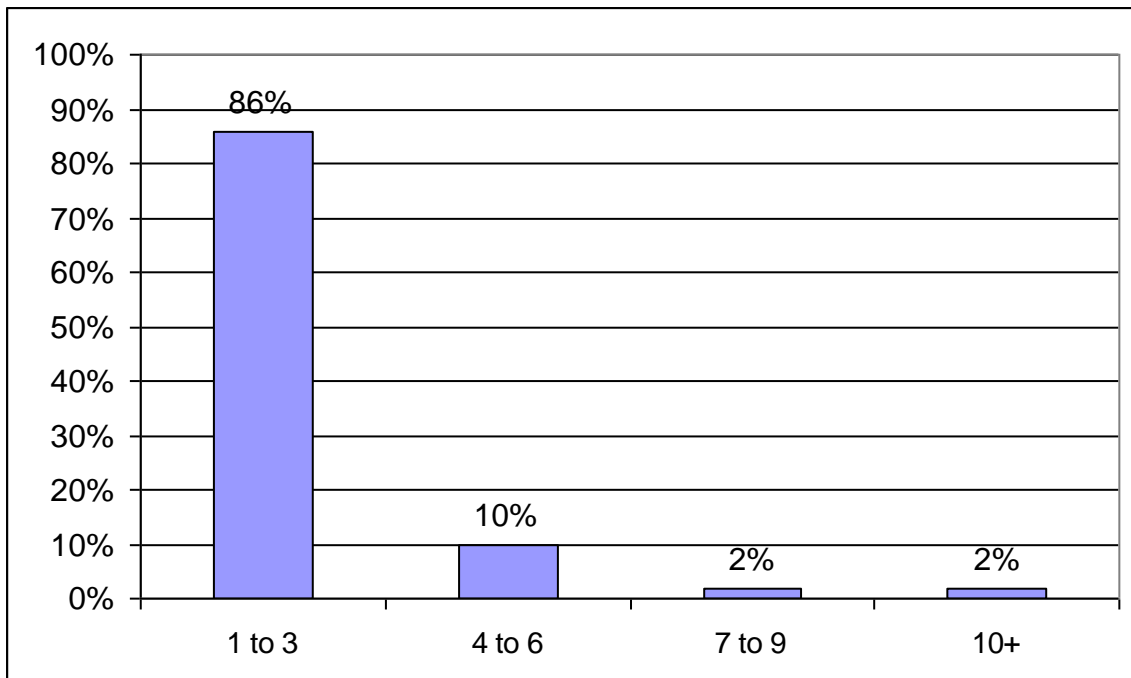


**Over three quarters of tenants have reported a repair for their home in the last 12 months**



76% of tenants have reported a repair for their home in the last 12 months

**86% of tenants have reported between one and three repairs in the last year**



Of those who have reported a repair in the last 12 months, 86% have reported between one and three repairs. 10% have reported between 4 and 6 repairs, 2% have reported between 7 and 9 repairs, and 2% have reported ten or more repairs.

**Tenants report repairs by telephone or at the office. It is very easy to report a repair**

51% of tenants said they normally report repairs by telephone, whilst the remaining 49% normally report repairs at the Co-operative’s offices.

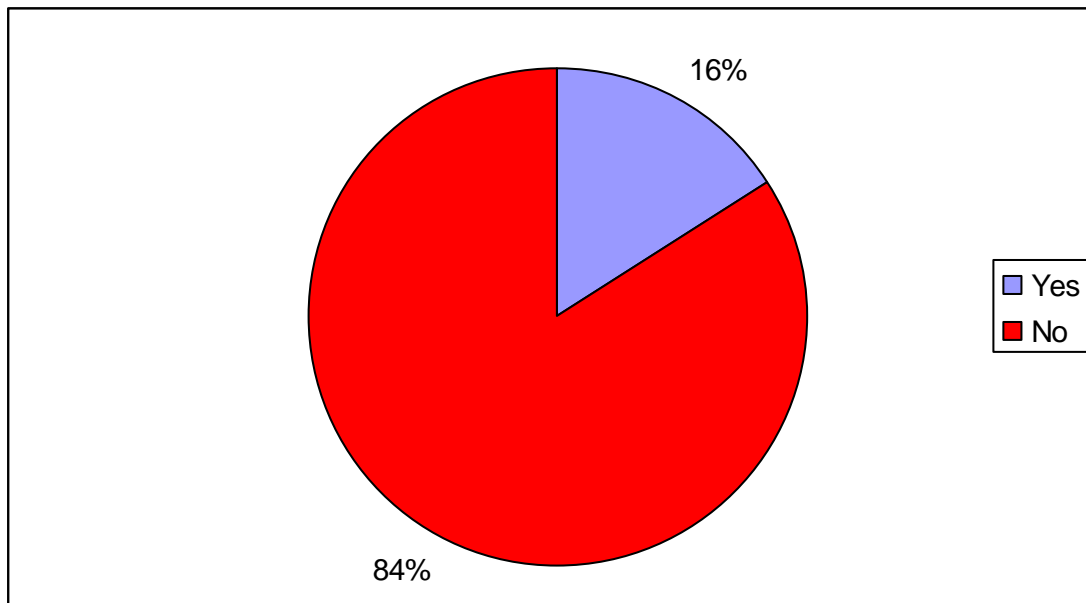
The vast majority (92%) of tenants said it is very easy to report a repair, with the remaining 8% saying it is fairly easy. No tenants find it difficult to report a repair.

**Tenants are very satisfied with repairs carried out in the last 12 months**

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Dont know
Base	65%	29%	3%	2%	1%	1%
The helpfulness of the staff involved	77%	21%	-	-	-	2%
The appointment system	66%	30%	2%	-	-	2%
The attitude of the tradesman	65%	28%	2%	6%	-	-
The quality of repairs	62%	23%	10%	4%	2%	-
The length of time taken to carry out repairs	61%	33%	2%	-	4%	-
The tradesman arriving at the appointed time	60%	34%	4%	-	2%	-
The level of disturbance you faced	60%	33%	4%	2%	-	-

Of those tenants who had repairs carried out in the last 12 months, the majority were very satisfied with all aspects of repairs undertaken. In particular, the helpfulness of staff was rated very highly, with 77% stating they were very satisfied in this regard. A maximum of 6% showed dissatisfaction with any of the aspects measured (this was in relation to the attitude of the tradesmen and the quality of repairs).

**Most tenants have not used the emergency out of hours repairs service**

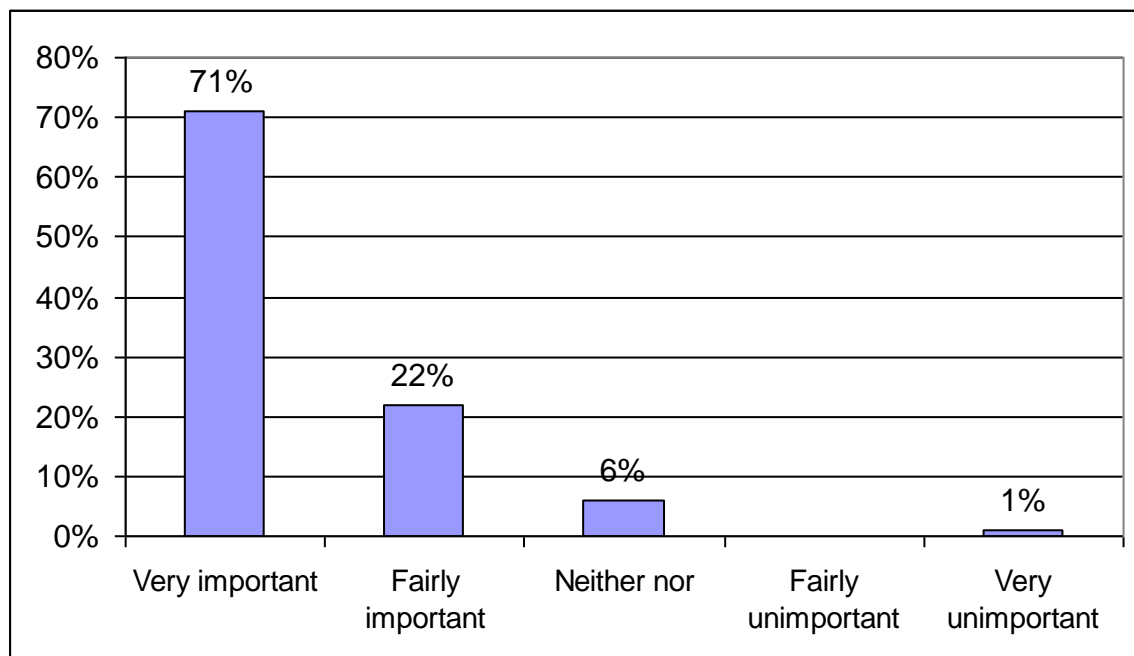


Of those who have reported a repair in the last 12 months, only 16% have used the Co-operative’s out of hours service. Of these respondents, 50% were very satisfied,

14% were fairly satisfied, 7% were fairly dissatisfied, and 7% were very dissatisfied. 21% were undecided.

Those who had used the Co-operative’s emergency out of hours repairs service were asked how long it took for a tradesman to call. 31% said it took between 1 and 2 hours, 38% said it took between 2 and 4 hours, and 31% said it took more than 4 hours for a tradesman to call. However, it may well be the case that there is a lack of understanding of the term ‘emergency repairs’. For example, a lack of heating/water is not necessarily classified by the Co-operative as an emergency repair, even although it may be considered an emergency in the eyes of the tenant. Factors such as this may well have an impact on the survey responses obtained in terms of emergency repairs.

**It is very important for tenants to be able to talk to staff in emergencies**



71% of tenants feel it is very important for them to be able to talk to the Co-operative’s staff in an emergency, whilst a further 22% believe it is fairly important. Only 1% said it s not important.

Respondents were then asked ‘When your property was built or improved is there anything that you feel was not dealt with properly that the Co-operative could attend to now?’ Again, the responses to this open ended question were very mixed, and are listed below:

- Alarm system for OAPs*
- Bigger bedrooms*
- Drainage at the back door*
- Entry system is always breaking down*
- Problems with security door (cracked glass)*
- Flooring in landings*
- Kitchen (3)*

*No heating at bottom of stairs*  
*Storage space (2)*  
*Tiles at sink and back of cooker*  
*Water heaters*  
*Window insulation*  
*Option of having shower installed*  
*Porch is frozen*

## 5. The Home

**Satisfaction with the home is high, primarily in terms of the number and position of electrical sockets, and the size of the living room**

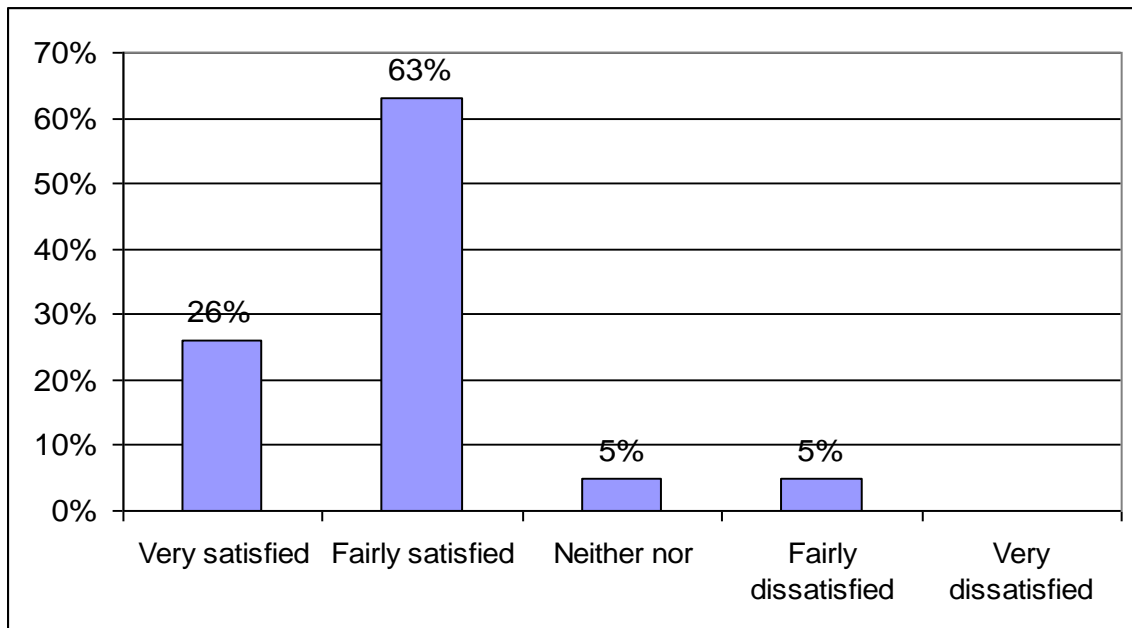
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Dont know
	46%	36%	6%	9%	4%	0%
Number and position of electrical sockets	60%	33%	4%	1%	1%	-
The size of the living room	55%	37%	3%	1%	4%	-
Location of windows	61%	31%	3%	4%	1%	-
The general layout of the rooms	48%	42%	3%	4%	3%	-
Heating system	60%	29%	4%	4%	3%	-
Security	37%	51%	6%	3%	3%	1%
Design of windows	45%	41%	-	8%	6%	-
The size of the bedrooms	44%	37%	7%	11%	1%	-
The size of the bathroom	46%	33%	6%	11%	3%	1%
The size of the kitchen	45%	32%	11%	10%	1%	-
The number of kitchen units	49%	25%	3%	16%	7%	-
External noise insulation	25%	47%	11%	11%	6%	-
Noise insulation between neighbours	24%	46%	13%	15%	3%	-
The amount of storage space	39%	20%	7%	27%	7%	-

The table above is listed in descending order of overall satisfaction.

Satisfaction with the home is therefore high in relation to all of the aspects listed above. In particular, satisfaction was highest with the number and position of electrical sockets, and the size of the living room (93% and 92% satisfaction respectively)

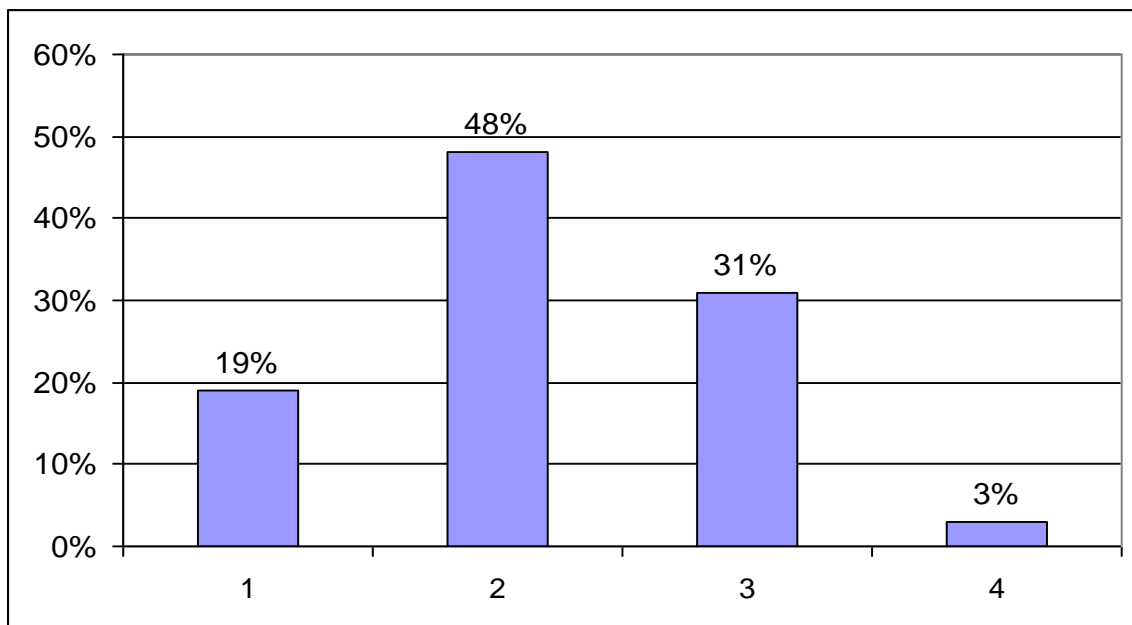
In terms of areas of highest dissatisfaction, these related to the amount of storage space and noise insulation between neighbours (34% and 18% dissatisfaction respectively).

**Most tenants are fairly satisfied with the overall design and layout of their home**



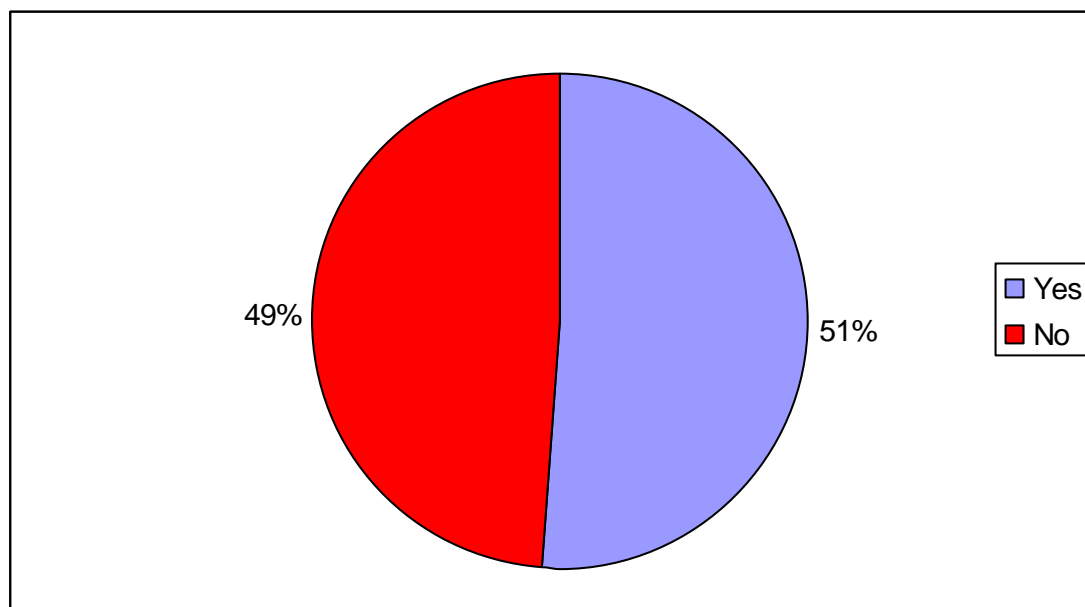
89% of tenants said they are satisfied with the overall design and layout of their home (26% very satisfied and 63% fairly satisfied). Only 5% showed dissatisfaction, and 5% were undecided.

**Most tenants live in 2 bedroom homes**



Just under one fifth of tenants are in 1-bedroom homes, whilst just under half are in 2 bedroom homes, 31% in 3 bedroom homes, and 3% in 4 bedroom homes.

## Around half of tenants are aware that the Co-operative makes adaptations to tenants' homes



51% of tenants said they were aware that the Co-operative could arrange for aids or adaptations to tenants' homes.

Only 13 respondents to the survey had aids or adaptations fitted to their home by the Co-operative. These were:

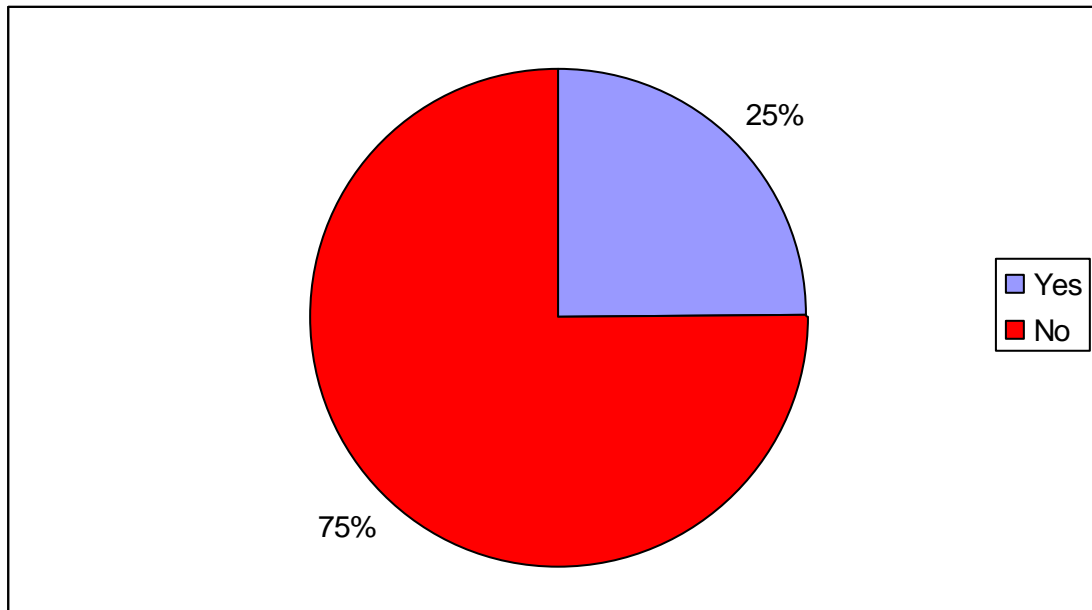
- Shower (9 tenants)*
- Door entry phone (3 tenants)*
- Specially designed/adapted bathroom (3 tenants)*
- Ramps to access external door*
- Handrails*

## Satisfaction is very high with the aids and adaptations service

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied
	62%	34%	-	4%	-
The helpfulness of the cooperative staff	73%	27%	-	-	-
The quality of the work	73%	20%	-	7%	-
The appointment system for arranging the work	69%	31%	-	-	-
The attitude of the tradesman involved	62%	38%	-	-	-
The length of time taken to do the work	46%	46%	-	8%	-
The level of disturbance	46%	46%	-	8%	-

The table above illustrates high levels of satisfaction with the aids and adaptations service. All aspects measured receive over 91% satisfaction, with an average of 62% of respondents saying they were very satisfied with the services received. It should be noted, however, that the above results are based on the small number of respondents (13) who had used the Co-operative's aids and adaptations service.

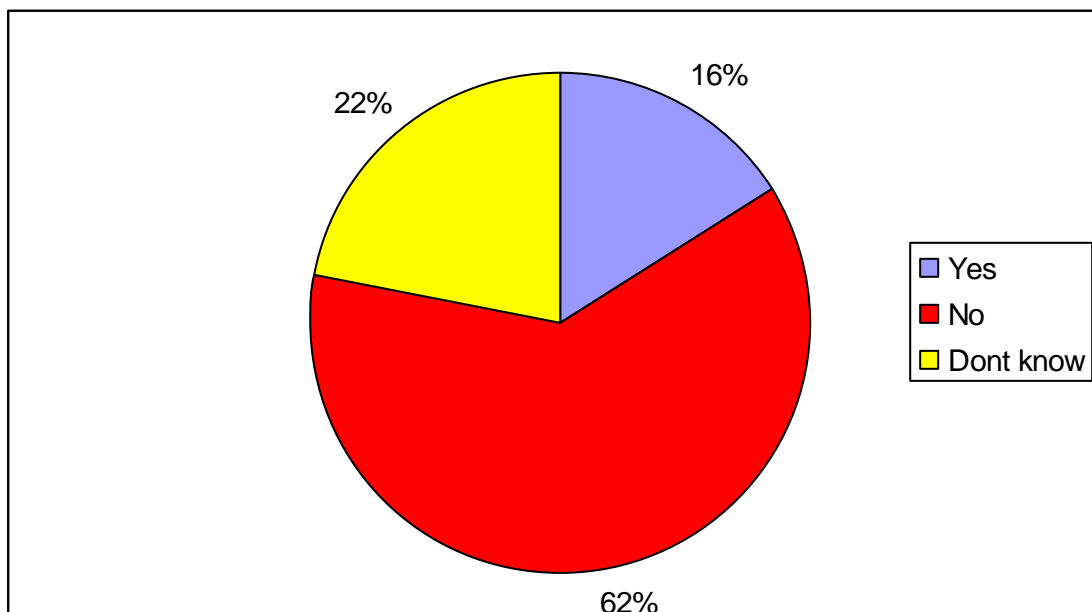
### Three quarters of tenants do not have household contents insurance



75% of respondents to the survey said they do not have household contents insurance. Of those who do have household contents insurance, 29% said their insurance is with the Scottish Federation of Housing Associations. The remainder said their insurance was with another company.

Those who do not have insurance say that it is because they cannot afford it (44% of those without insurance said this), and the same number say it is because they have never thought about it. 'Other' responses were mainly *because I have not got round to it* (3 respondents said this).

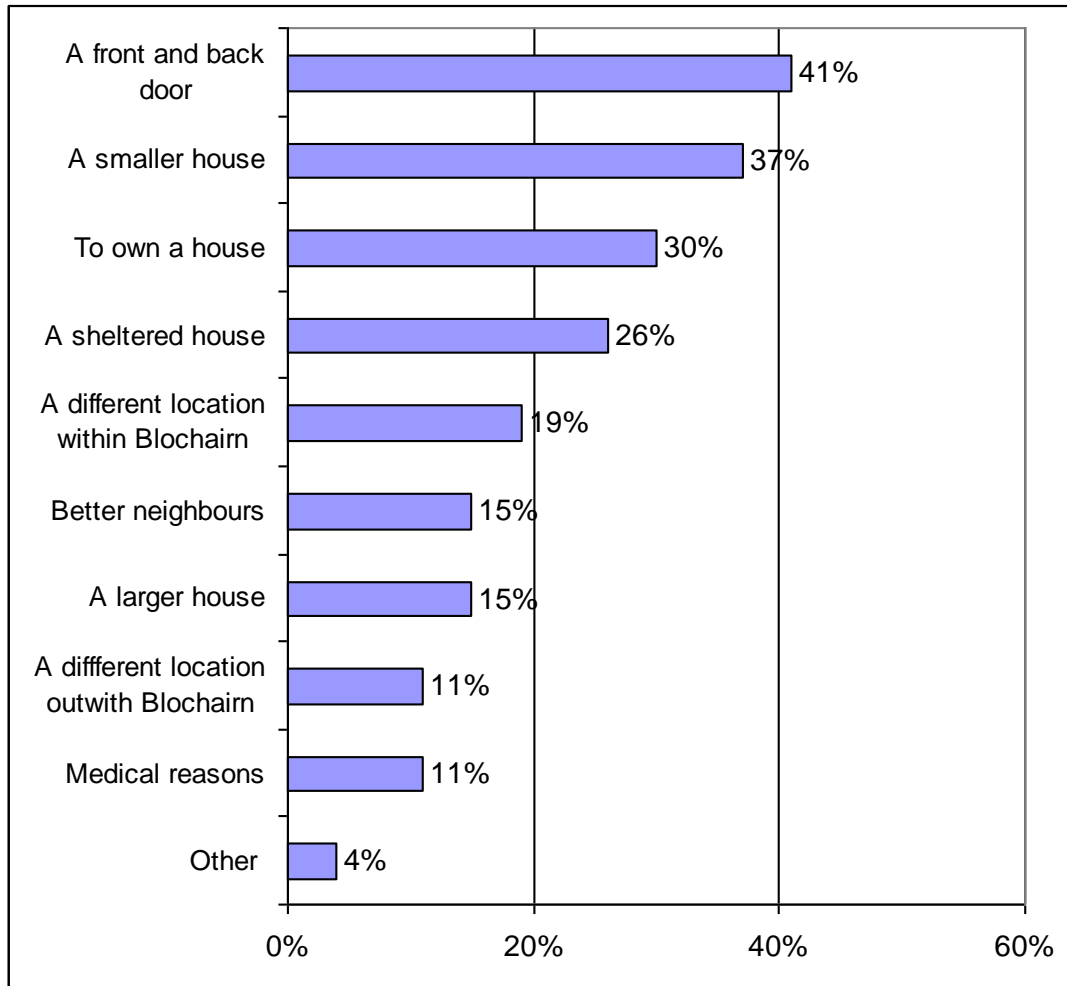
### 16% are considering a move within the next year





16% of the Co-operative’s tenants are likely to be considering a move within the next year. 62% say they will not be considering a move, and the rest are undecided.

**The main reason for considering a move is for a front and back door**



Around 4 in 10 (of those considering a move in the next year) are mainly looking for a front and back door. 37% are looking for a smaller house, and 1 in 3 are looking to own their own house. The only ‘Other’ requirement actually specified was *off the hill*.

**Priority should be given to Blochairn residents when allocating houses**

	Yes	No	Dont know
	81%	11%	8%
Blochairn residents	94%	1%	4%
Royston residents	57%	28%	15%

When asked ‘When the Co-operative allocates houses, do you think priority should be given to Blochairn residents?’ 94% of tenants said yes. This dropped to 57% when asked about whether Royston residents should be given priority.

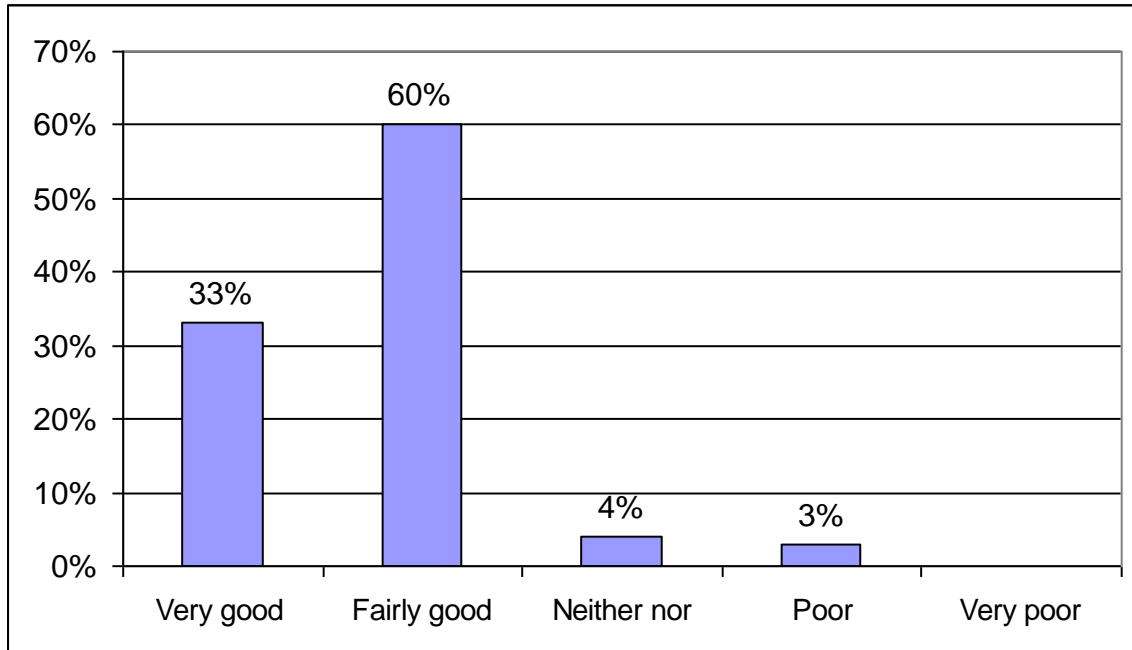
**How long Blochairn and Royston residents have lived in the area should be taken into account**

	<b>Yes</b>	<b>No</b>	<b>Dont know</b>
	85%	5%	9%
Blochairn residents	93%	3%	4%
Royston residents	73%	9%	18%

93% of tenants believe that the length of time a Blochairn resident has lived in the area should be taken into account when allocating houses. This drops to 73% with regard to Royston residents.

## 6. The Neighbourhood

### The Blochairn area is considered to be a good place to live



Around a third of respondents consider the neighbourhood in which they live to be very good. 60% consider it to be fairly good, and only 3% of respondents said the neighbourhood was poor.

### There is a sense of community within the Blochairn area, but less so within the Royston area

	Yes	No	Dont know
	70%	23%	7%
the Blochairn area	82%	12%	6%
the Royston area	51%	40%	9%

82% of tenants believe there is a sense of community within the Blochairn area. However, this decreases significantly to 51% when thinking of the Royston area.

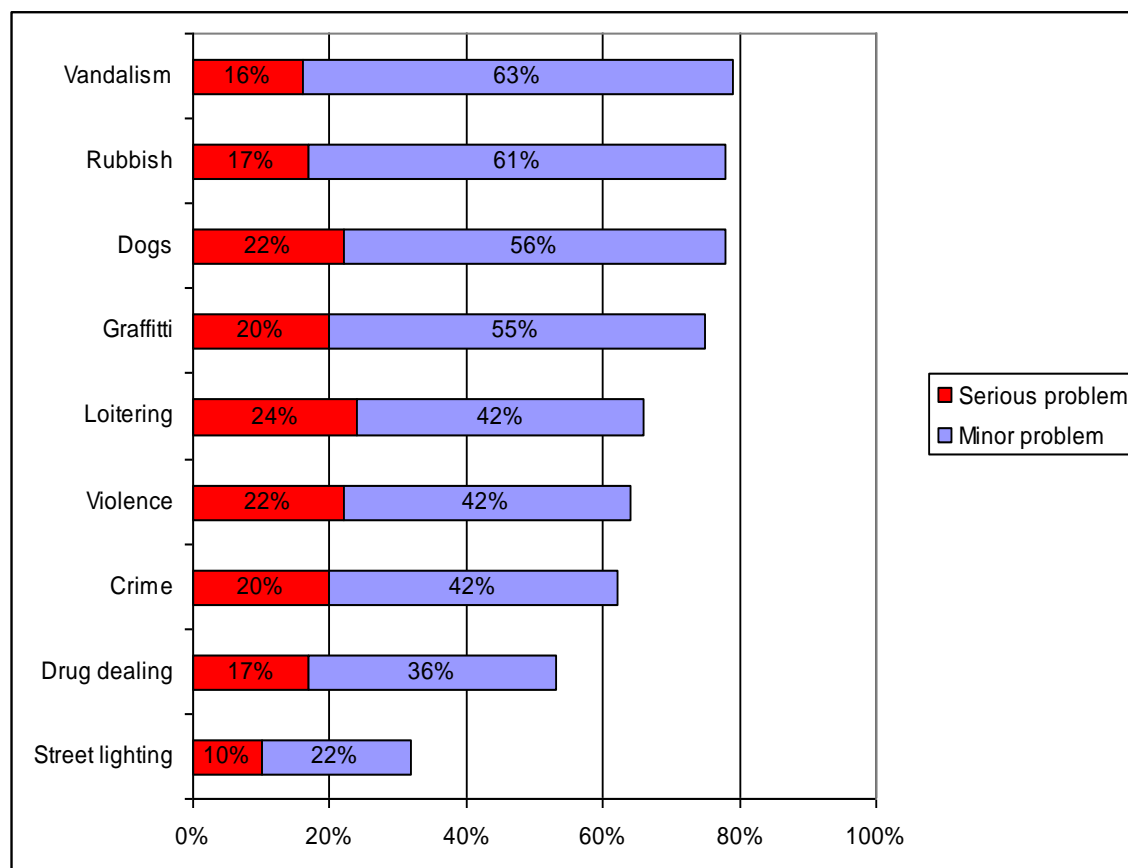
## Residents are satisfied with their feeling of safety, but not with children’s play facilities

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Dont know
	25%	40%	10%	13%	8%	4%
Your feeling of safety	24%	59%	9%	7%	-	1%
Street lighting	37%	44%	4%	7%	6%	1%
The maintenance of common areas	32%	44%	7%	12%	3%	1%
Car parking facilities	27%	31%	21%	7%	-	13%
Childrens play facilities	4%	22%	10%	30%	31%	1%

83% of tenants were satisfied with their feeling of safety, and 81% expressed satisfaction with street lighting.

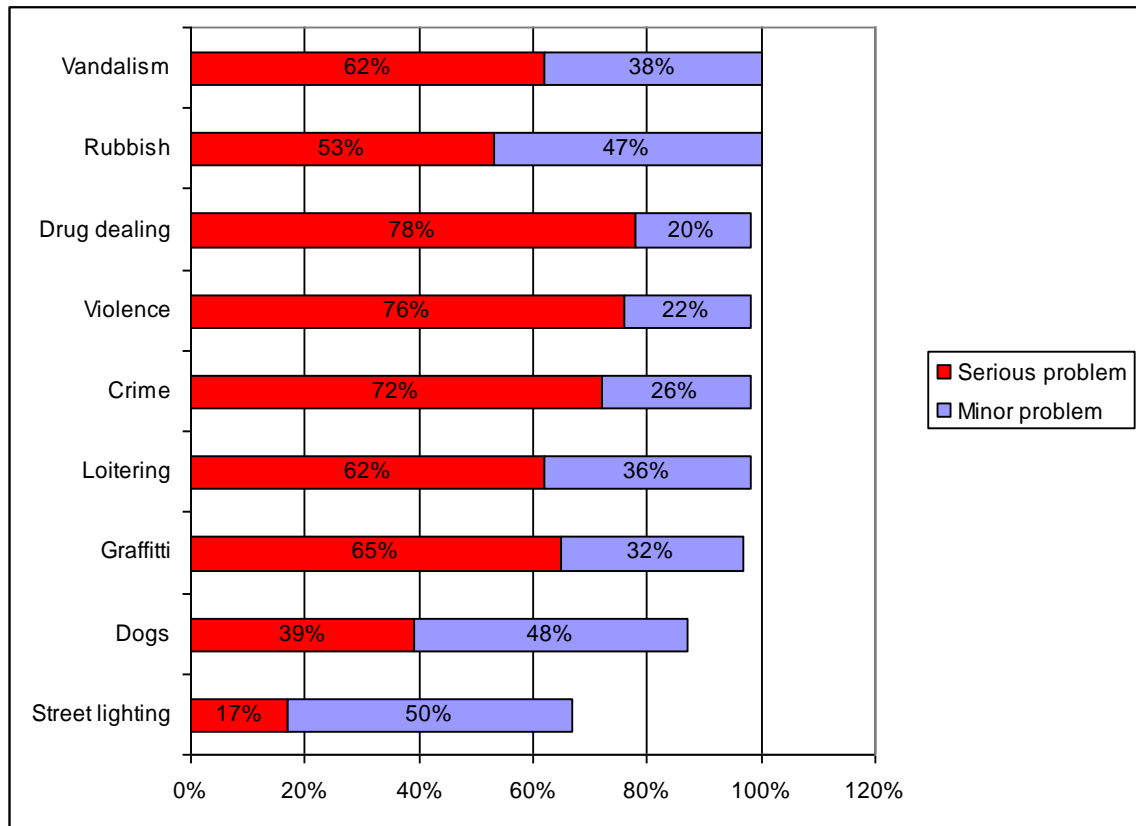
Levels of satisfaction are lowest for children’s play facilities, with 61% of all tenants expressing dissatisfaction.

## Overall, vandalism, rubbish and dogs are the three main problems in Blochairn



In total, 79% of all residents felt that vandalism was a problem (either serious or minor) in Blochairn, and 78% felt that rubbish and dogs were problems. Loitering, dogs and violence were seen to be the major problems within the area (24%, 22% and 22% respectively said these were serious problems).

**Overall, vandalism, rubbish and drug dealing are the three main problems in Royston**

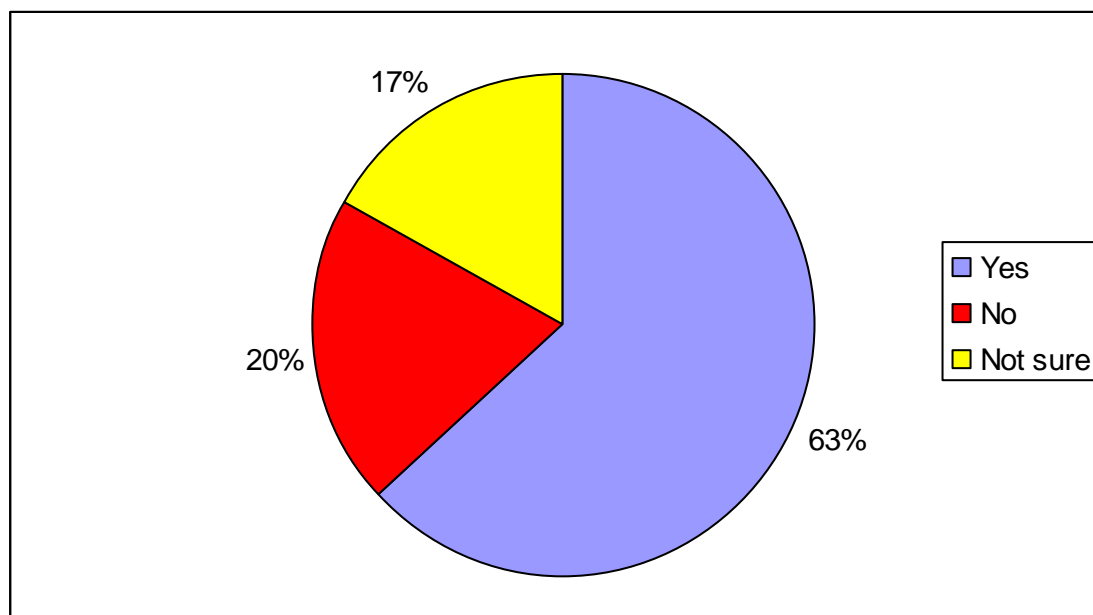


Overall, vandalism, rubbish and drug dealing were considered to be problems within Royston (either serious or minor) for 100%, 100% and 98% of tenants respectively.

In terms of the most serious problems, these were considered to be drug dealing, violence and crime (with 78%, 76% and 72% of tenants respectively saying these were serious problems within Royston).

It is therefore clear that the listed problems are considered to be far more serious within Royston than within Blochairn.

## Most tenants know where the CCTV cameras are positioned.



63% of tenants know where Blochairn's CCTV cameras are situated. One fifth (20%) do not know, and 17% are unsure.

42% of tenants think the CCTV cameras make the area safer, whilst just under a third (32%) are not sure. The remaining 26% do not think they make the place safer.

When asked 'Do you think that the CCTV cameras cut down on graffiti and vandalism?', 31% answered yes. 42% said the cameras do not cut down on graffiti and vandalism, and the remaining 28% were unsure.

4% of tenants said the cameras had helped them or someone they know. 22% were unsure, and the remaining 74% said no.

Respondents were then asked what the Housing Co-operative could do about these problems. The most common responses are listed below:

*The Co-operative do their best/do a good job (7 tenants)*

*Put more police on the beat (3 tenants)*

*More cameras required (3 tenants)*

*Better lighting in street/close (2 tenants)*

*Need more input and cooperation from tenants (2 tenants)*

*Drug dealers/anti-social residents should not be housed/rehoused (2 tenants)*

Respondents were then asked about any other things they believe to be a problem. Those mentioned more than once were:

*Drugs (3 tenants)*

*Litter (2 tenants)*

**Facilities lacking in the area are children's play areas, resources for teenagers/young people, and shops**

Those responding to the survey were then asked if there are any facilities they think the area is lacking. By far the most frequently mentioned were:

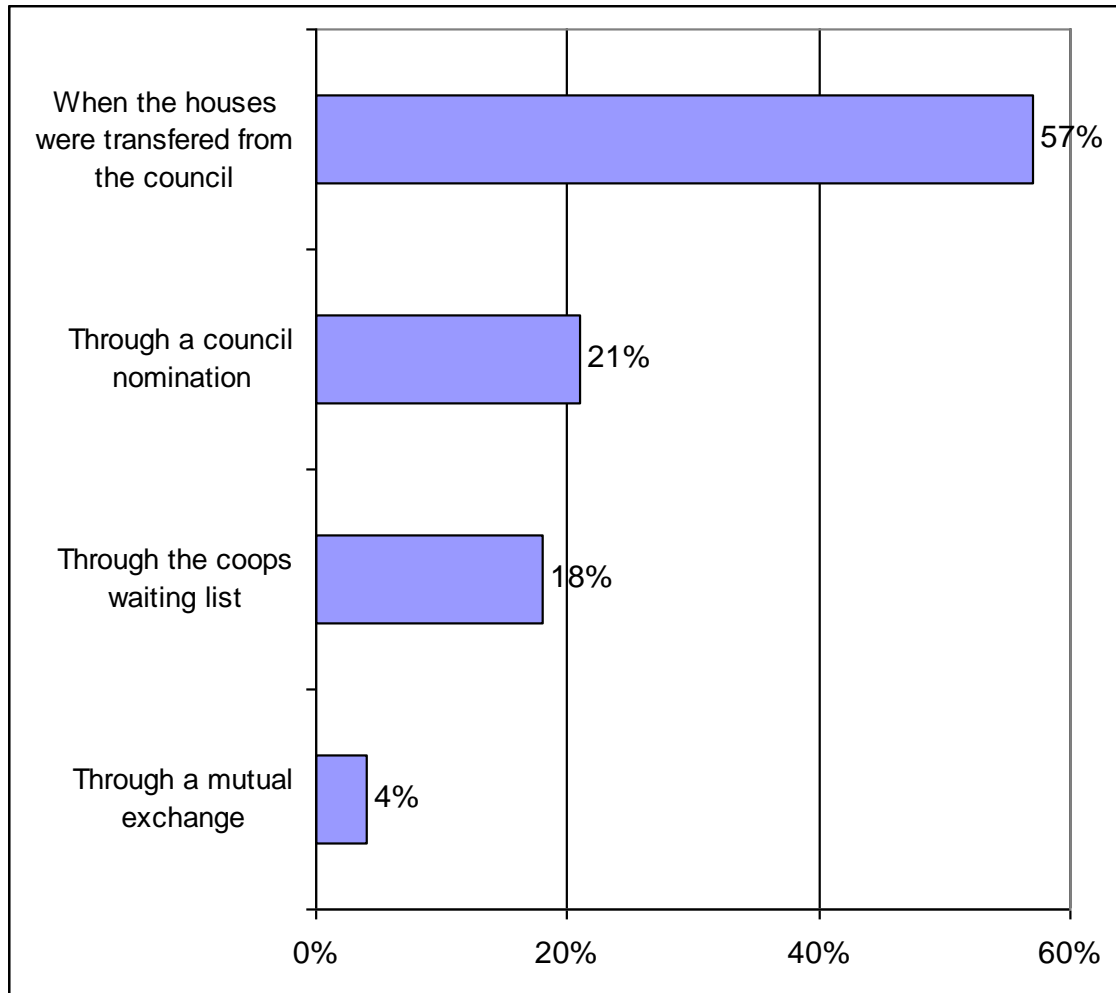
*Children's play areas (20 tenants)*

*Facilities for young people/teenagers (11 tenants)*

*Shops (7 tenants)*

## 7. Household Information

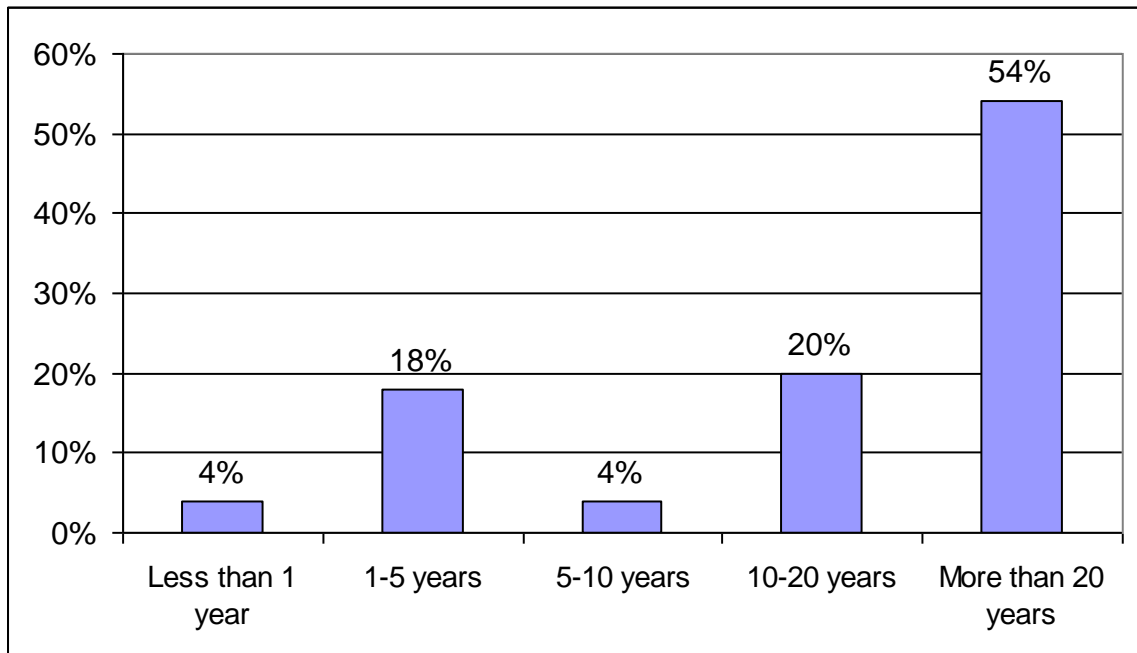
**57% of respondents obtained their tenancy when the houses were transferred from the Council**



Most respondents (57%) obtained their tenancy with the Co-operative when the houses were transferred from the Council. 21% obtained their tenancy through a Council nomination, 18% through the Co-operative's waiting list, and 4% through a mutual exchange.

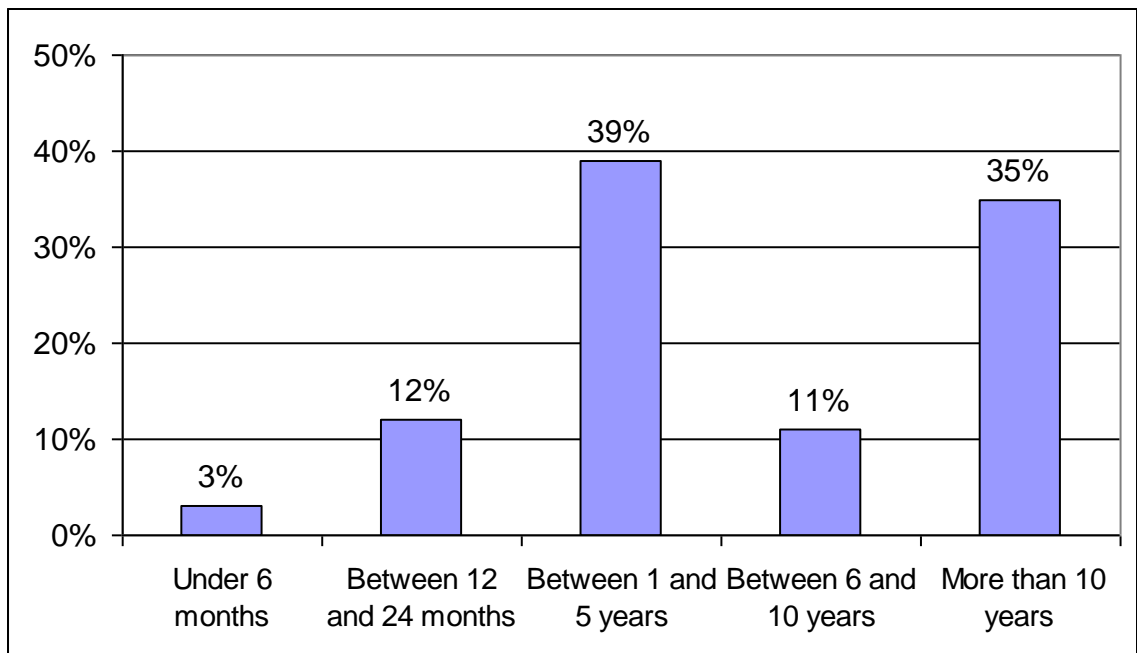


### Most tenants have lived in the area more than 20 years



Over half of tenants (54) have lived in the area for more than 20 years. Only 4% have lived there for less than a year.

### 39% of 4 tenants have lived in their home for between 1 and 5 years

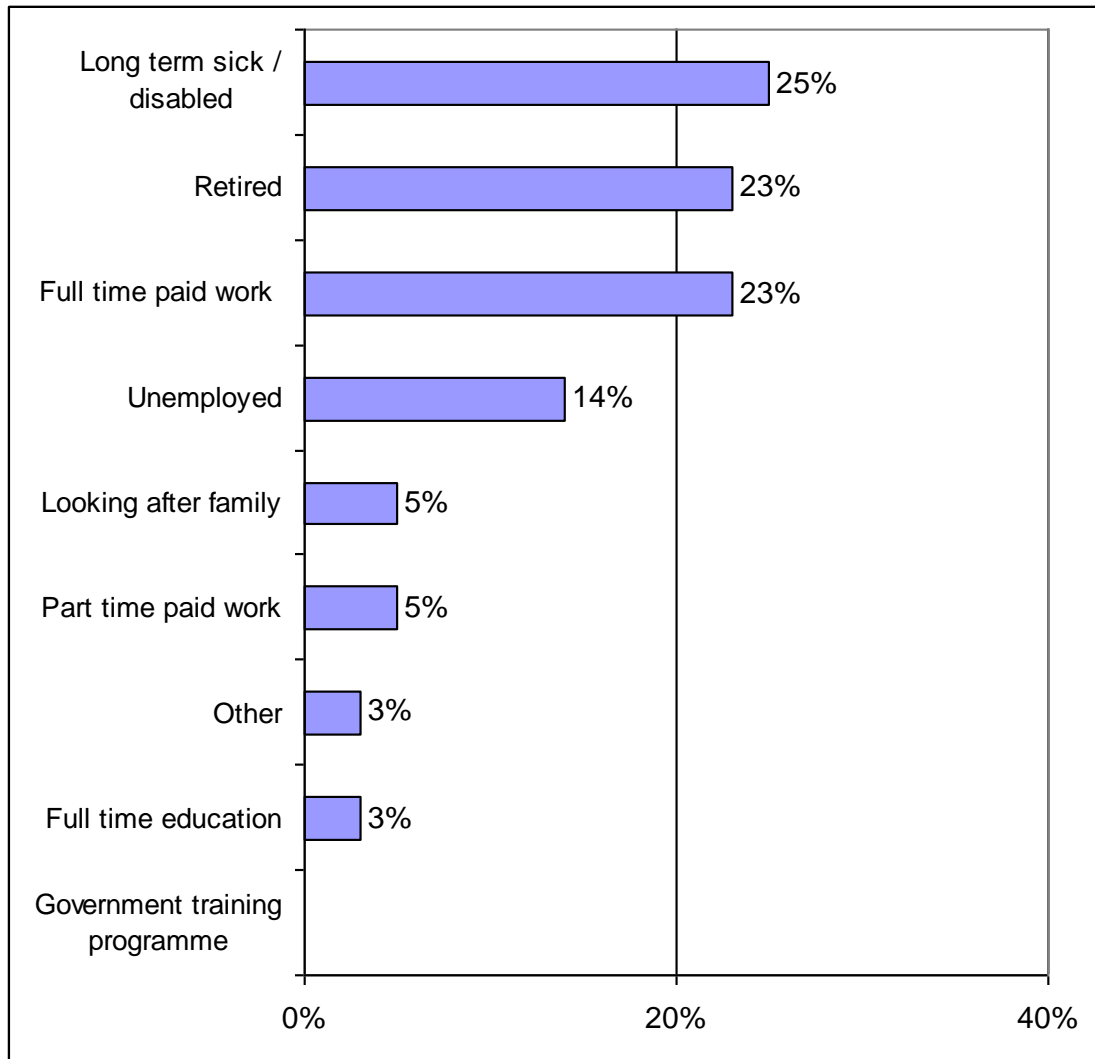


Most tenants (39%) have lived in their home between 1 and 5 years, whilst a further 35% have lived in their home for over 10 years.

### Just over a quarter of households have a car owner

27% of tenants said that they, or another member of their household, own a car.

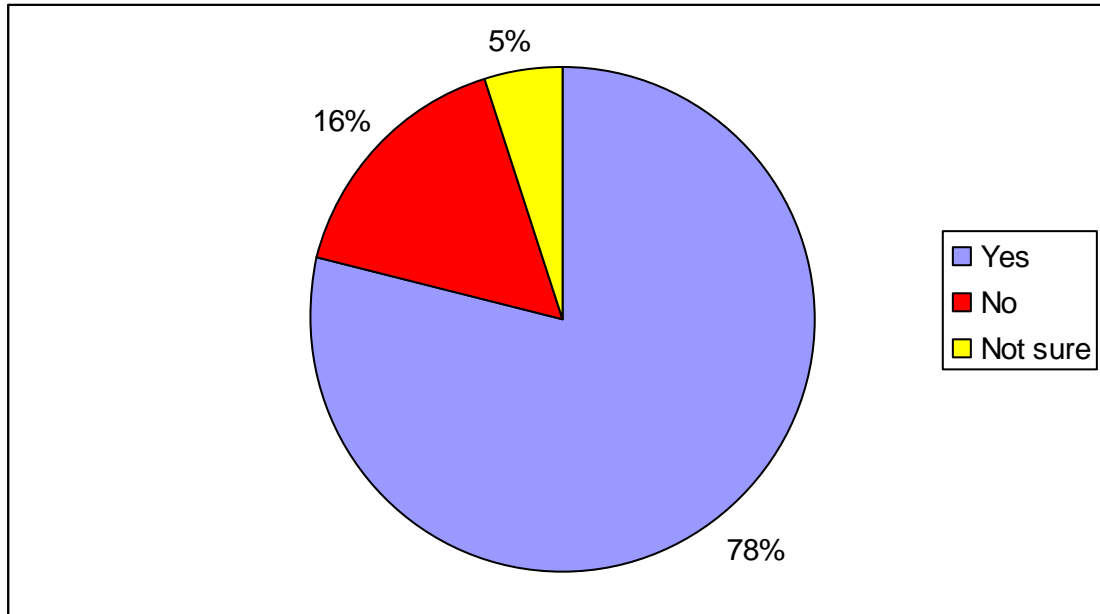
### A quarter of the tenant population are long term sick/disabled



25% of tenants described their occupational status as long-term sick/disabled. 23% are retired, and the same number are in full time paid work.

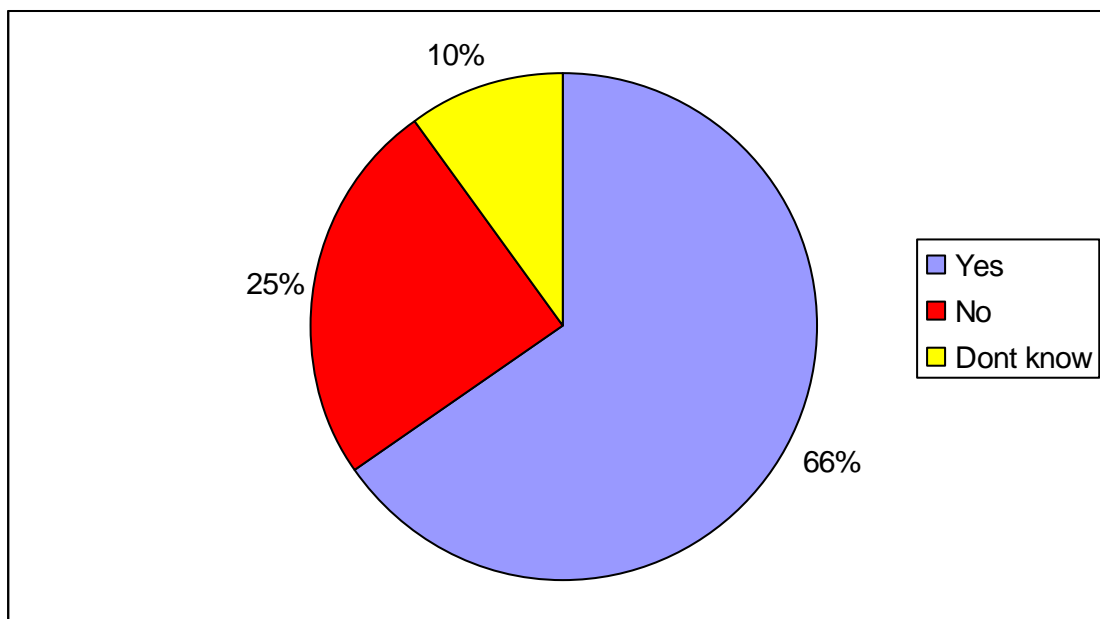
## 8. Tenants' Incentive Fund

### 78% of tenants know about the Tenants' Incentive Fund



78% of respondents said they know about the Tenants' Incentive Fund. 16% said they did not know about it, and 5% were unsure.

### 66% have received a payment from the Tenants' Incentive Fund



Two thirds (66%) have received a payment from the Fund, whilst 25% have not, and 10% are unsure.

## **The Tenants' Incentive Fund has helped the area to improve and encourages good tenants**

62% of respondents think that the Tenants' Incentive Fund has helped the area to improve, and 61% think it encourages 'good' tenants.

There is a mix of opinion as to whether it helps 'bad' tenants to change their behaviour. 31% felt that it does, whilst 32% disagreed with this, and the remainder were unsure.

Encouragingly, 56% felt that the Tenants' Incentive Fund has helped the area to improve overall, and two thirds (66%) said the Co-operative should try other ideas like this.

Only a small number of tenants gave suggestions on other ideas, but these included:

*Don't give Tenants Incentive Fund to people who have dogs. They bring trouble to area*

*Something for pensioners*

*More for adults in the community*

*Put all bad tenants in one close and see how they like living with people like themselves*

*Good neighbour award*

*Other ideas would only make the Co-operative on your back even more*

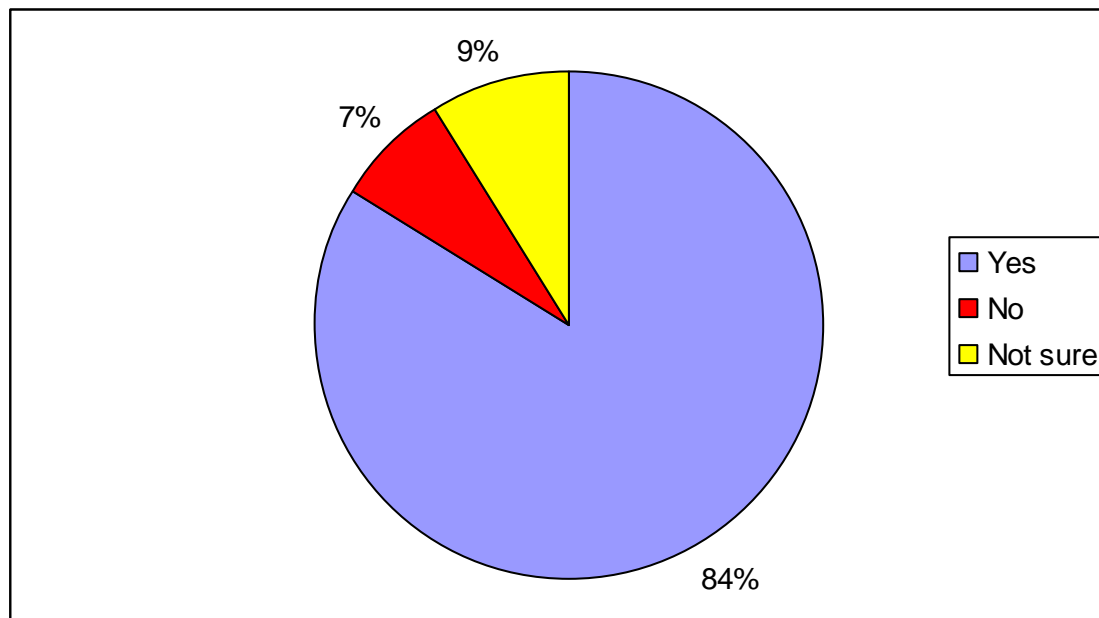
## **The Christmas Bonus and the £100 Monthly Prize Draw are good ideas**

95% of respondents felt that the Christmas Bonus is a good idea, whilst 5% were unsure.

91% felt that the £100 Monthly Prize Draw is a good idea, whilst 8% were unsure. 1% of tenants said it is not a good idea.

## 9. Wider Action

**84% are aware of the work that the Co-operative does for and with the young people in the area**



84% of tenants said they were aware of the work the Co-operative does for and with the young people in the area, and 95% felt that working with young people was a good idea.

Almost two thirds (65%) of tenants said that the area was better as a result of this work with young people. Examples given included:

*Less graffiti (8 tenants)*

*Less vandalism (7 tenants)*

*Outings for young people (7 tenants)*

*Young people are friendlier/treat people with more respect (7 tenants)*

*Keeps them off the streets (6 tenants)*

*The Internet Café (5 tenants)*

Almost three quarters (74%) felt that this work with young people will be of benefit to them. Ways in which they will benefit include:

*It will give them things to do/keep them off the streets (8 tenants)*

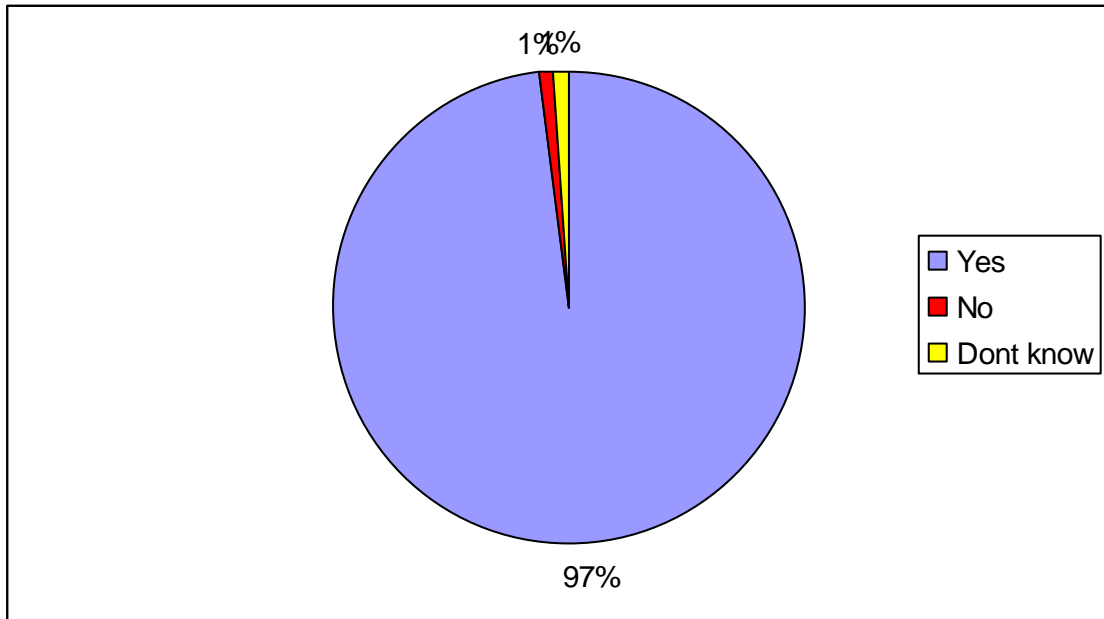
*Gives them new experiences (5 tenants)*

*They will have more respect for others (5 tenants)*

*Give them confidence (3 tenants)*

*They will a better sense of responsibility (2 tenants)*

**Almost all tenants agree that the Co-operative should organise events for young people**



97% of tenants agreed that the Co-operative should organise events for young people, e.g. during school holidays. There was a mix of opinion as to whether these should include young people from surrounding areas (34% said yes, 34% said no, and 32% were unsure). Comments included

*All the kids in the Royston area should be included, not just the same ones all the time  
Good idea to let young people get to know each other and integrate into the community*

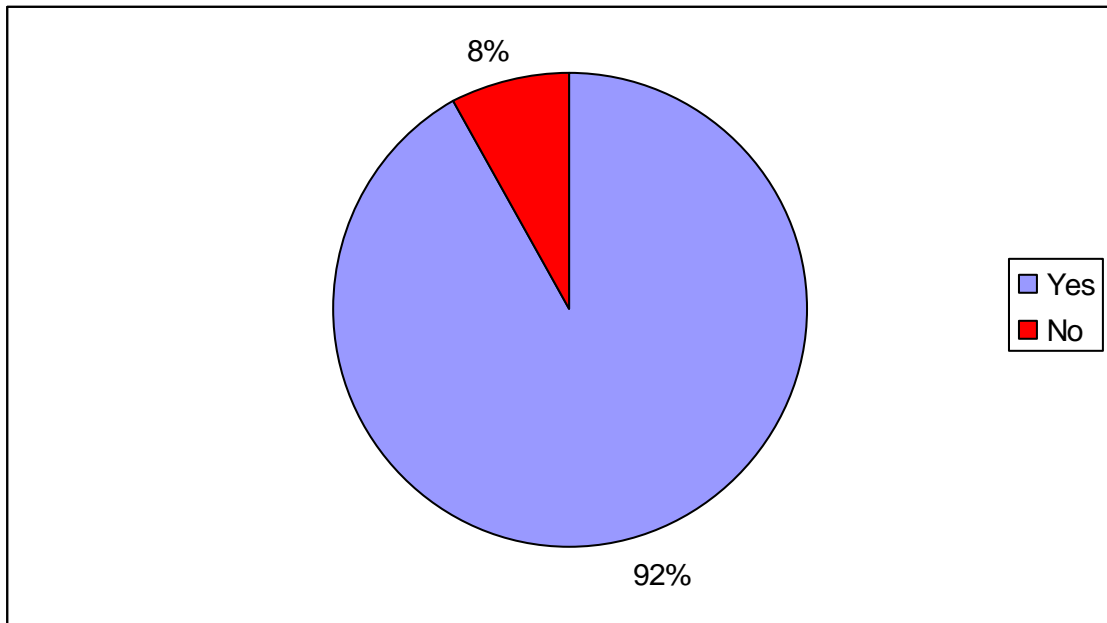
*If local housing associations were to join in by also providing support*

*Children from the surrounding areas fight every weekend....not a good idea*

*It should just be for the children who live in the Blochairn area*

*If they are friends with local children*

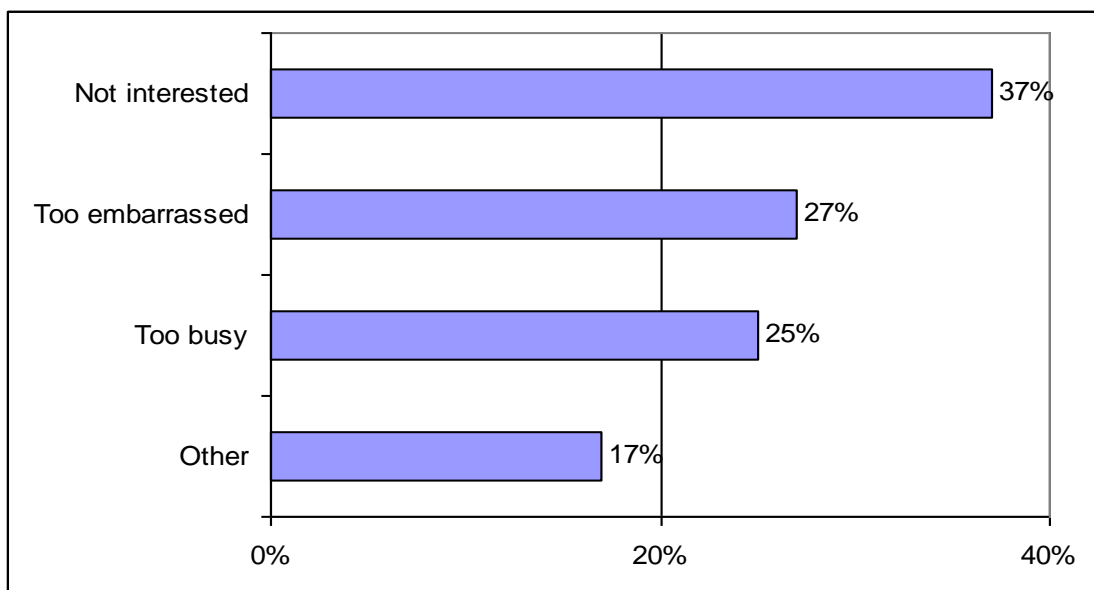
**Almost all tenants are aware that the Co-operative has an Internet room that is open to the public. The Internet room is a good idea**



92% of tenants were aware that the Co-operative has an Internet room that is open to the public, and the same number agreed that it is a good idea (3% did not think it was a good idea, and 5% were unsure).

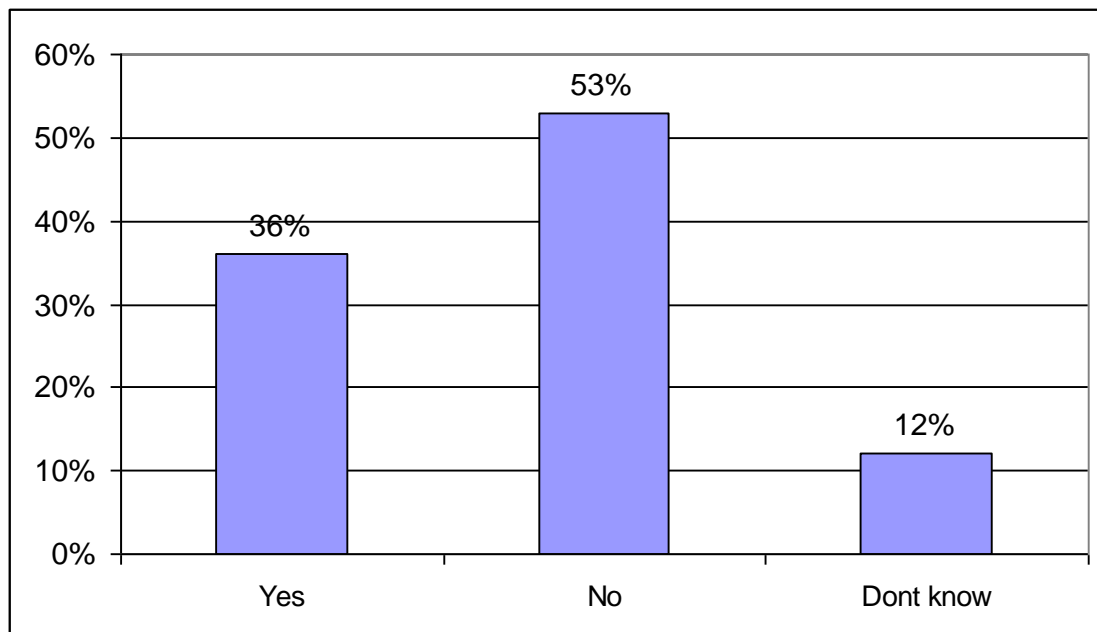
15% of all tenants said they had visited the Internet room (of which 60% lived in households with children 18 or under). Of the 85% who had not, the main reason was due to a lack of interest (37% said this) and because they were too embarrassed (27% said this). 'Other' reasons included *have Internet access at home* (4 tenants said this), and *don't know much about it* (3 tenants).

**The main reason for not using the Internet room is a lack of interest**



35% of tenants said that another member of their household had visited the Internet room. Of these tenants, 88% have a family member living with them other than their partner/spouse (i.e. son/daughter/grandchild). Looking at those who said no other member of their family had visited the Internet room; only 36% of these tenants had another family member living with them other than a partner/spouse. The findings would therefore indicate that households with children living in them are more likely to make use of the Internet room.

**Just over a third would be interested in a free course on Computer Basics**



When asked ‘Would you be interested in a free course on Computer Basics?’, just over a third (36%) said yes, whilst the remainder said either no or don’t know (53% and 12% respectively). Comments included

- Great idea. Provides support and a fantastic resource for tenants within Blochairn*
- I have just completed a computing course, but would like to refresh my memory.*
- Embarrassment may be a factor in this type of scheme, but I also think it is a good idea to try to encourage people to join*
- It would need to be an evening course as we both work*

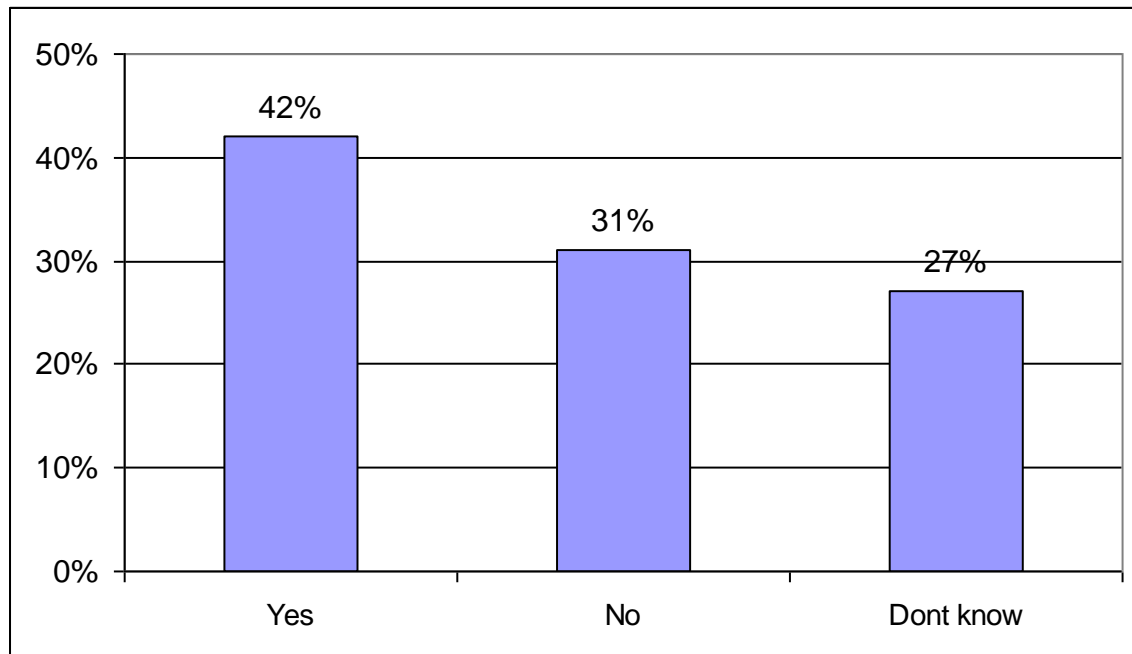
**The vast majority of tenants are aware of the statue at Cloverbank Gardens, and two thirds like having a statue in their area**

97% of tenants said they were aware of the statue at Cloverbank Gardens. 64% said they like having a statue in their area, whilst 15% said no, and the remainder were unsure.



Just over six in ten tenants (61%) said that artwork is a good idea as part of a housing development. 11% said it is not a good idea, and the remainder were undecided.

### 42% would like to see more artwork in the area



Just over four in ten (41%) would like to see more artwork in the area. 31% would not like to see more artwork, and the remainder were undecided. Some comments on this issue included:

- Involve youngsters in the project. Get ideas from them*
- It brightens the place up and makes it look like a better place to stay in*
- I think it makes the neighbourhood sort of posh*
- It creates a focal and talking point*
- It might teach youngsters to respect their area*
- It is a waste of money and is only a climbing frame for all the wee neds in the area*
- The money spent on the statue was ridiculous and could have been spent on other worthwhile things*
- Spend money on the kids to keep them amused*

## Other Comments

Respondents were given the opportunity to make general comments about any issue. The list below shows all comments made:

*A little too much emphasis on the younger generation, there are other people in the coop too*

*All in all I think that our Co-op does a really good job and don't really get the recognition that they deserve for such a small team of dedicated people*

*Co-op should address certain issues with individuals responsible not include everyone in close with negative feedback e.g. letters regarding untidy bin areas, toys in back courts, bags of rubbish at doors etc*

*Have no complaints about way Co-op staff run the place, couldn't be more professional and things they do for kids. Wish them all the best in future keep up good work, the way Royston is I'm glad to be a Blochairn tenant*

*I agree that you could do a lot for the youth but could there be something for OAPs like trips to the theatre etc*

*I also do not agree with the Co-op policy of withholding the monthly prize draw from the entire close when there are only one or two tenants sticking to their tenancy agreements*

*I don't agree with paying more rent for things such as stair cleaning, litter etc as in our tenancy agg, we should be carrying out these duties. I rate Blochairn Housing the best in the area; the staff are warm and deal with other issues other than just housing.*

*I have always found the Co-operative to be very strict although sometimes may have the desired effect on figures or targets leaves the attitudes of the ways of people living in this area stunned at just how unfair this is.*

*I have four children, three at school, the housing provides lots of things for kids but there are no play areas, the nearest swing park is across a main road. There is plenty of spare ground to build at least 1 play area.*

*I would like a club for pensioners its a lot of work for the carers and it would get the older people out mixing*

*I would like to say that I think the Co-op gives a great service and the staff are very pleasant my issue is with tarmac works to make less mess with dust and Shanks smells in the summer*

*My father came to Royston in 1969 from Dennistoun sadly he passed away but I have lived in 3 Royston addresses which proves one thing - Royston is the best*

*Royston was a great place to live at one time but with the amount of crime that has been happening people are wanting to move to other areas within Glasgow*

*The defects for this house has been a joke, two years have passed and we are still waiting on defects being done*

*The house I stay in is 4 apartment but should be classed as 3. Family house with no storage and 2 very small kitchen units. Had to buy shed for storage. Not worth the money paid for it*

*There is a lot of things going on in the area if we could only get the young people interested in good things they can take part in*

*Upstairs cottage flats in Cloverbank Gardens have no radiator or electrical points at bottom of stairs, which is absolutely frozen*

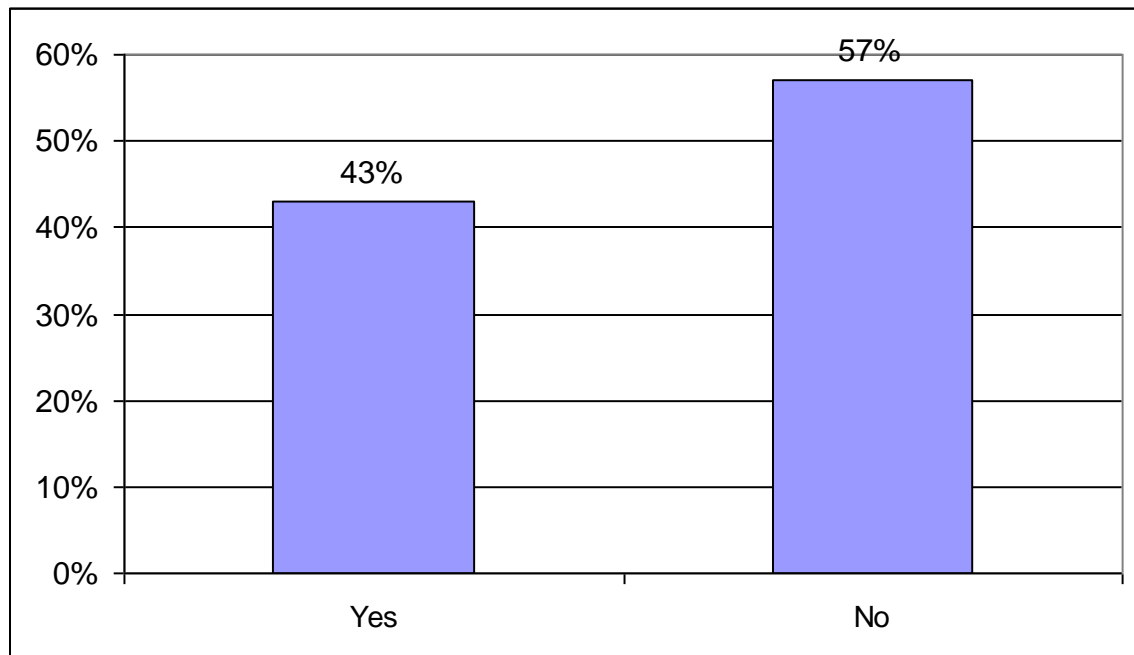
*We can find the dog dirt everywhere in our area. It makes the street dirty and brings lots of inconvenience to us, we hope you can find the way to stop that*

*When we got our new house the close and landings were lovely but over the two years since they have been built, it definitely has gone down a bit, because not everyone seems to care about keeping the place nice, which is a shame*

*Would like see parking restrictions on Sunday car boot sale as cars park on pavements and some residents cant get parked*

## 10. Monitoring

### 43% of tenants have a disability



43% of respondents considered themselves to have a disability. Of these respondents, 53% had a mobility disability, 28% had a vision disability, 36% had a hearing disability, and 19% had a disability classed as 'other' (respondents were able to choose more than one option).

In terms of sexuality, 98% of tenants classed themselves as heterosexual, whilst the remaining 2% were bisexual.

In terms of ethnic origin, 96% classed themselves as Scottish, 1% as Other British, 1% as Any Mixed Background, and 1% Chinese.

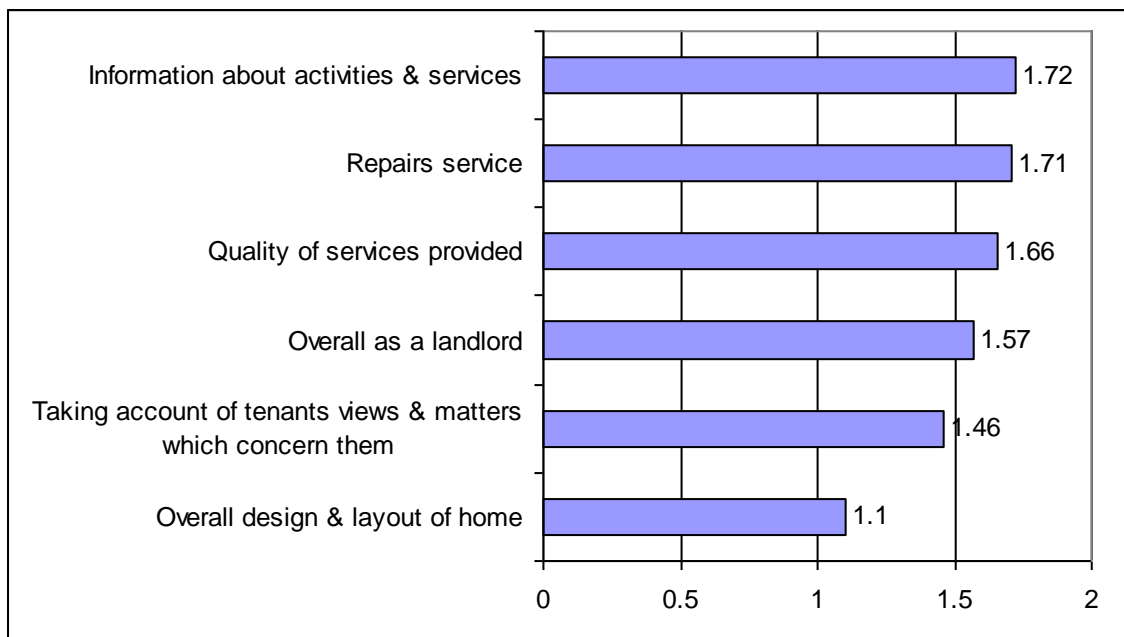
## 11. Overview of Co-operative's Performance

It is important that Blochairn Housing Co-operative tracks overall performance in terms of resident satisfaction levels. For this reason a mean rating has been applied to specific areas covered in the survey. To do this, each ratings band is given a numerical value where:

- +2 = Very Satisfied
- +1 = Fairly Satisfied
- 0 = Neither/Nor
- 1 = Fairly Dissatisfied
- 2 = Very Dissatisfied

Respondents who answered 'don't know' are taken away from the total number of respondents. The mean score is then calculated by multiplying the number of respondents within each band by the numerical value of that band. Results are then added together and divided by the total number of respondents.

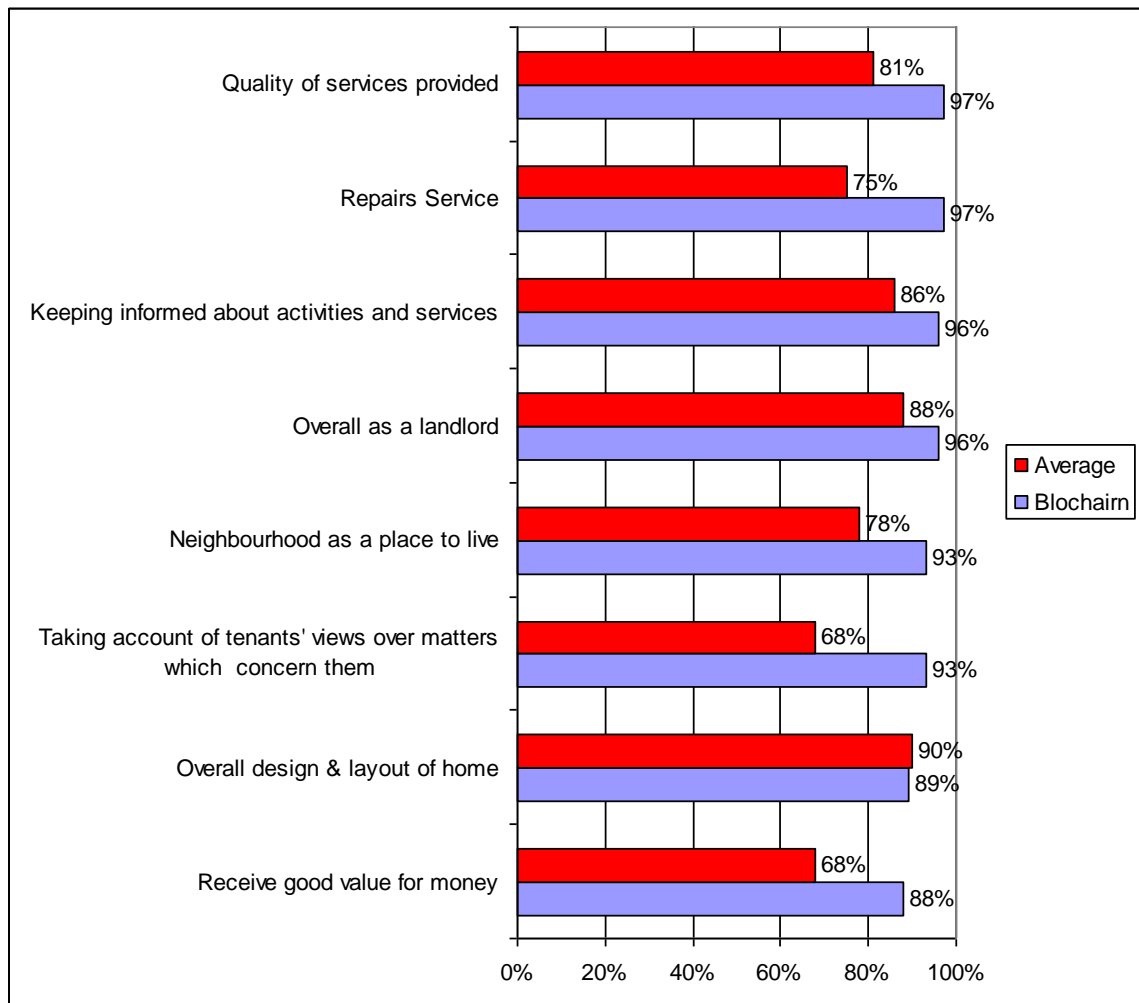
The Co-operative's performance is shown below. Scores are very high in terms of giving information about activities and services. The repairs service also scored very highly. The overall design and layout of the home scored lowest, with 1.1.



## 12. Benchmarking

The results of Blochairn Housing Co-operative's Tenant Satisfaction Survey were benchmarked against the average results of the Associations for whom TLD have carried out similar work.

The results are shown below. Blochairn scores higher than average in all aspects measured, with the exception of the overall design and layout of the home.



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## **APPENDIX 1: QUESTIONNAIRE**

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