



# Blochairn Housing Association

## Customer Satisfaction Survey

July 2013

**Prepared by:**

Research Resource  
17b Main Street  
Cambuslang  
G72 7EX

**Prepared for:**

Blochairn Housing Association  
1 Blochairn Road  
Glasgow  
G21 2ED

**Contact:** Lorna Shaw  
**Tel:** 0141 641 6410

**Contact:** Michael Carberry  
**Tel:** 0141 553 1601



Report written by: Rosemary Stafford

*R Stafford*

Date: 31/07/2013

Reviewed by: Elaine MacKinnon / Lorna Shaw

*Elaine MacKinnon*

*Lorna A Shaw*

Date: 31/07/2013

# Blochairn Housing Association

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## Customer Satisfaction Survey 2013

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# 1. EXECUTIVE SUMMARY

## INTRODUCTION

- Blochairn Housing Association commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- The survey was undertaken using a postal methodology. Survey packs were stuffed by RR postal administrators and delivered to the Association on the 31<sup>st</sup> May. The survey packs were sent out the following week and a deadline for completion was set for the 21<sup>st</sup> June, however the deadline was extended to the 26<sup>th</sup> July with a number of reminders sent in the interim to boost the response rate and to allow for any late returns.
- A total of 151 tenants responded to the survey, representing a 52% response rate and providing data accurate to +/- 5.51%, with 60 of these interviews being done on a face to face to basis by Research Resource interviewers in order to achieve more robust data. Ten out of 37 owners responded to the survey, representing a 27% response rate.
- Analysis of the respondent profile shows that the survey sample is broadly representative by number of bedrooms, property size, age, gender, household composition and disability. 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

Scottish Housing Regulator indicators (Tenants only)		
	2004	2013
Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Blochairn Housing Association? ( <i>% very/ fairly satisfied</i> )	92%	96%
Q2 How good or poor do you feel Blochairn Housing Association is at keeping you informed about their services and decisions? ( <i>%very good/ fairly good</i> )	92%	98%
Q9 How satisfied or dissatisfied are you with the opportunities given to you to participate in Blochairn Housing Association's decision making process? ( <i>% very/ fairly satisfied</i> )	-	84%
Q12 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by the Association? ( <i>% very/ fairly satisfied</i> )- <b>Those who have reported a repair in the last 12 months</b>	97%	99%
Q18 Overall, how satisfied or dissatisfied are you with the quality of your home? ( <i>% very/ fairly satisfied</i> )	86%	96%
Q20 [IF LIVED IN THEIR PROPERTY FOR LESS THAN 12 MONTHS] Thinking about when you moved in, how satisfied or dissatisfied are you with the standard of your home? ( <i>% very/ fairly satisfied</i> )	-	100%
Q27 Taking into account the accommodation and services the Association provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it... ( <i>% very good value/ fairly good value</i> )	88%	88%
Q30 Overall, how satisfied or dissatisfied are you with the Association's management of the neighbourhood you live in?	-	96%

## AREAS OF HIGH PERFORMANCE

The results of the 2013 survey reveal that, in general, the Association is performing to a high standard. The following points show the key highlights where satisfaction was highest and where improvement has been made:

- Overall satisfaction with the services provided by the Association is high and improving with 96% of tenants stating they were satisfied compared to 92% in 2004;
- The vast majority of tenants were of the opinion that the Association is good at keeping them informed about their services and decisions (98%). This is an improvement on the 2004 survey where 92% rated the Association very or fairly good.
- The customer care when contacting the Association is highly rated by tenants with all tenants who had made contact within the last year stating they were satisfied with the helpfulness of the member of staff who dealt with their query and the quality of advice and assistance given.
- Satisfaction with the repairs service is very high with 99% of tenants who had reported a repair within the last year stating they were satisfied compared to 97% in 2004. In terms of various aspects of the repairs service, satisfaction was high in all respects, ranging from 95% in terms of the appointment system and the tradesman arriving at the appointed time to 99% with regards to the ease of reporting repairs, the helpfulness of the Association staff involved, the attitude of the tradesman and the quality of repairs.
- Tenants rated the quality of their home highly with 96% stating they were satisfied in this respect. A similar question was asked of tenants in 2004 about satisfaction with the overall design and layout of the home and where 86% of tenants expressed satisfaction.
- Awareness of the Good Neighbour Fund has increased since the 2004 survey from 76% in 2004 to 87%.
- With regards to CCTV cameras which cover the Blochairn area, more tenants in 2013 agreed that the CCTV cameras have cut down the amount of vandalism and graffiti in the area (59% in 2013 and 29% in 2004) and also that the CCTV cameras have helped someone that they knew (14% in 2013 and 4% in 2004).

## ACTION PLANNING

The following points have been made to highlight key areas where there is room for improvement in terms of the Association's current service offering. In particular, lower levels of satisfaction and low levels of awareness have been highlighted which were evident throughout the report:

- Only 35% of tenants said they had home contents insurance. The main reasons for not having household contents insurance were where tenants had never thought about it or where the tenant said they could not afford this.
- Satisfaction with children's play facilities was an area of lower satisfaction with 49% stating they were satisfied and 34% stating they were dissatisfied in this respect.

- In terms of neighbourhood problems in the Blochairn area, 61% stated dog fouling was a serious or minor problem and 42% stated rubbish was a problem.
- In the Royston area the biggest concerns for tenants appeared to be regarding graffiti (72% stating serious or minor problem), dogs (68%) and vandalism (68%).
- Fewer respondents in 2013 said they were aware of the work that the Association does for, and with the young people in the area (57%) than in 2004 (82%).

## 2. INTRODUCTION, BACKGROUND AND OBJECTIVES

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### 2.1 Introduction

This report represents and discusses the findings to emerge from Blochairn Housing Association's Tenant Satisfaction Survey 2013.

### 2.2 Background and objectives

The aim of the research was to seek tenants' views on the services that Blochairn 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 Blochairn;
- 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 Blochairn's 2013 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 carrying out the survey, including postal, online, telephone and face to face survey methods. The Association decided on a postal methodology to be undertaken with tenants and owners. A postal questionnaire was designed in partnership with the Association which fully met the needs and requirements of the organisation and included all issues of importance to both tenants and owners.

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 Blochairn is required to report;
- Research Resource experience in relation to customer satisfaction surveying.

Once the survey was finalised, survey packs were prepared by Research Resource's postal survey administrators and were delivered to the Association on the 31<sup>st</sup> May. Each survey pack included a questionnaire, covering letter and reply paid envelope. The survey packs were distributed by hand to all tenants and owners by Association staff members the following week. A deadline for completion was set for the 21<sup>st</sup> June, however, returns were accepted up until the 26<sup>th</sup> July to allow for any late replies. Further attempts to boost the response rate included the Association notifying all tenants of the survey through the Association's newsletter and also by sending reminder notices to encourage a response. The Association also offered a prize draw of £250 for tenants and £50 for owners as an attempt to increase the response rate.

### 3.2 Sample Size

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

Overall, a total of 151 surveys were returned by Blochairn Housing Association tenants, representing a 52% response rate (60 interviews were completed on a face to face basis by Research Resource's trained and experienced fieldworkers) and providing data accurate to  $\pm 5.51\%$  based upon a 50% estimate at the 95% confidence level. Tenant 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.

Tables 1 and 2 below show the sample profile broken down by number of bedrooms and property size compared to the population and then the proportional difference between the sample and the overall population (Tables 1 and 2). As can be seen below the stock profile was in line with the population, varying by no more than 4 percentage points.

<b>Table 1: No. of bedrooms</b>				
	<b>Sample profile</b>		<b>Interview profile</b>	
1	57	20%	29	19%
2	156	54%	78	52%
3	67	23%	39	26%
4	6	2%	3	2%
5	2	1%	2	1%
<b>Grand Total</b>	<b>288</b>	<b>100%</b>	<b>151</b>	<b>100%</b>

<b>Table 2: Property size</b>				
	<b>Sample profile</b>		<b>Interview profile</b>	
2 apt 2 person	57	20%	29	19%
3 apt 3 person	54	19%	31	21%
3 apt 4 person	100	35%	47	31%
3 apt 4 person wheelchair	3	1%	1	1%
4 apt 4 person	24	8%	15	10%
4 apt 5 person	19	7%	10	7%
4 apt 6 person	22	8%	12	8%
4 apt 6 person wheelchair	1	0%	1	1%
4 apt 8 person	1	0%		0%
5 apt 6 person	1	0%	1	1%
5 apt 8 person	4	1%	2	1%
6 apt 8 person	2	1%	2	1%
<b>Grand Total</b>	<b>288</b>	<b>100%</b>	<b>151</b>	<b>100%</b>

Table 3 shows the age and gender profile of completed interviews and compares them to the population. As can be seen below males aged 35 to 64 are underrepresented by 9 percentage points.

<b>Table 3: Age and gender</b>					
		<b>Sample profile (age of first occupant)</b>		<b>Interview profile (age of respondent)</b>	
Male	16-34	22	8%	13	9%
	35-64	86	30%	31	21%
	65-74	19	7%	14	10%
Female	16-34	40	14%	22	15%
	35-64	93	33%	45	31%
	65-74	26	9%	20	14%
<b>Grand total</b>		<b>286</b>	<b>100%</b>	<b>145</b>	<b>100%</b>

Tables 4 and 5 show the household composition profile and disability status of respondents compared to the overall profile. These are broadly in line with overall population varying by no more than 4 percentage points.

<b>Table 4: Household composition</b>				
	<b>Sample profile</b>		<b>Interview profile</b>	
Single parent	81	27%	39	26%
Single 60 <	76	26%	35	23%
Single 60+	29	10%	18	12%
Couple 60 <	28	9%	11	7%
Couple 60+	8	3%	7	5%
2 parent family	61	21%	32	21%
Related Adults	13	4%	9	6%
<b>Grand Total</b>	296	100%	151	100%

<b>Table 5: Disability status</b>				
	<b>Sample profile</b>		<b>Interview profile</b>	
Disability	106	37%	47	33%
No disability	182	63%	94	67%
Grand total	288	100%	141	100%

The Association fully considered the profile of survey respondents in this respect and felt that the sample achieved by stock profile was in line with the population and that although there was some variation in terms of the demographic profile, it was felt that the survey achieved a good spread across all ages and that, in particular, the survey had been successful in gaining a response from the younger tenants. It was therefore decided that the survey data should not be weighted.

### 3.3 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.

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

### 3.4 Report Structure

This document details the key findings to emerge from the survey, addressing the key findings of the survey for Blochairn Housing Association.

- CHAPTER 4. OVERALL SATISFACTION
- CHAPTER 5. INFORMATION AND COMMUNICATION
- CHAPTER 6. BEING INVOLVED
- CHAPTER 7. THE REPAIRS SERVICE
- CHAPTER 8. THE HOME
- CHAPTER 9. GOOD NEIGHBOUR FUND
- CHAPTER 10. RENT AND VALUE FOR MONEY
- CHAPTER 11. HOUSING ALLOCATIONS
- CHAPTER 12. THE NEIGHBOURHOOD
- CHAPTER 13. WORKING WITH YOUNGER RESIDENTS
- CHAPTER 14. HOUSEHOLD DETAILS
- CHAPTER 15. CONCLUSIONS AND RECOMMENDATIONS

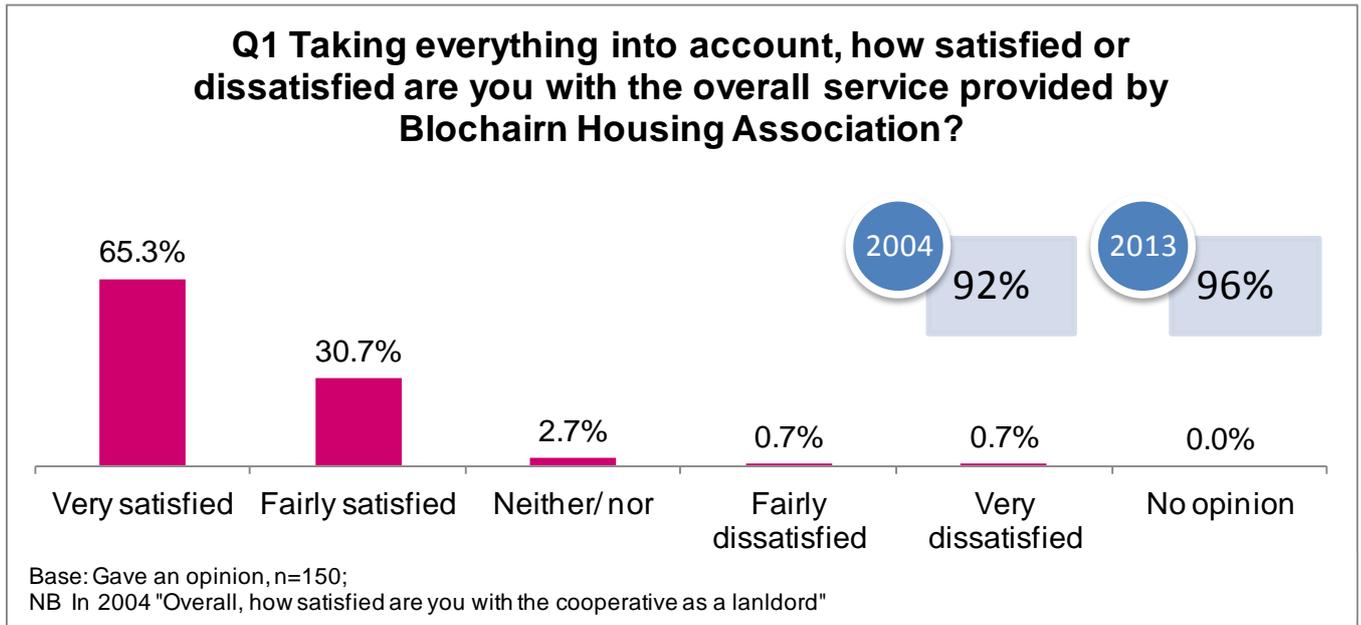
APPENDIX 1: QUESTIONNAIRE

APPENDIX 2: TECHNICAL REPORT SUMMARY

## 4. OVERALL SATISFACTION

### 4.1 Satisfaction with the overall service provided by Blochairn (Q1)

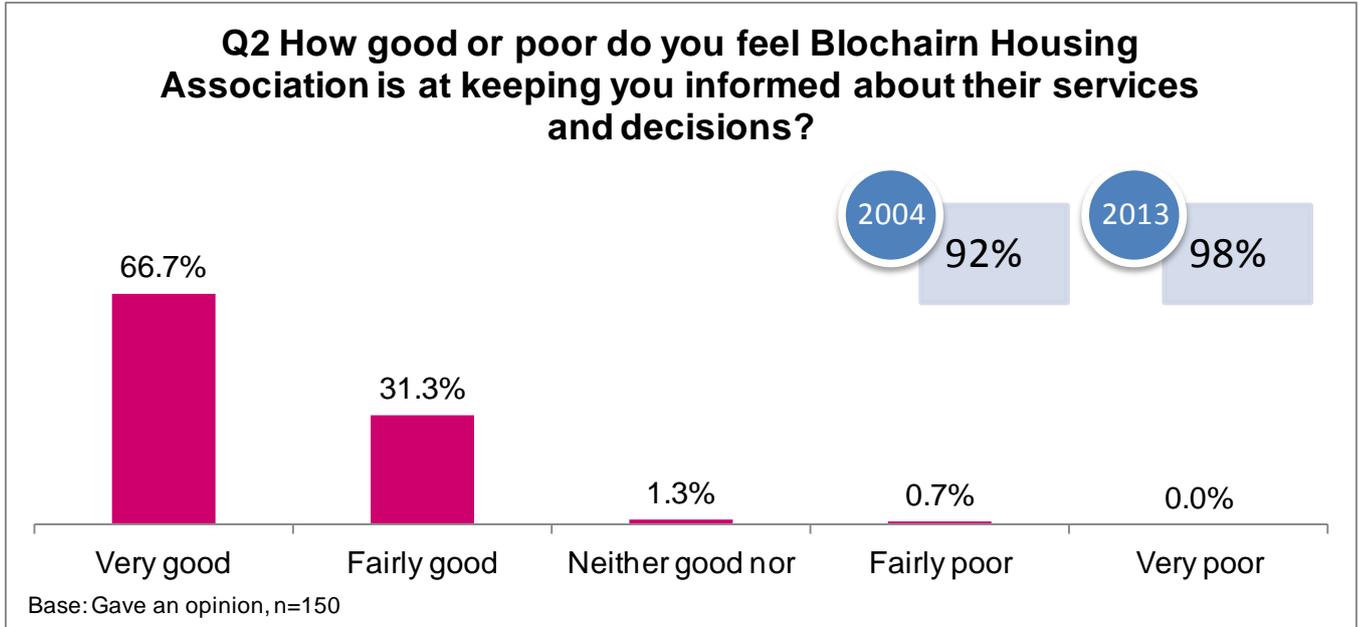
The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by Blochairn. More than 9 in 10 tenants (96%) said they were very or fairly satisfied with the overall service provided by their landlord compared to 3% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied. Compared to 2004 satisfaction has increased by 4 percentage points from 92%.



## 5. INFORMATION AND COMMUNICATION

### 5.1 Keeping tenants informed (Q2)

Almost all tenants were of the opinion that the Association is very or fairly good at keeping them informed about their services and decisions. This is an improvement upon the 2004 survey where 92% of tenants rated the Association very or fairly good.



### 5.2 Communication methods (Q3)

Tenants were asked about the communication methods they would prefer the Association to use to get in touch with them or for providing information. Over two thirds said they preferred the Association to contact them by telephone (68%), 48% preferred written contact and 45% preferred the Association's newsletter.



The table below shows that tenants aged 35 to 64 were significantly more likely to have said they preferred the Association to use the newsletter (60%) than respondents aged 16 to 34 (29%) and 65 to 74 (29%). Younger tenants were most likely to prefer the Association to contact them by telephone (77%), while those aged 35 to 64 were most likely to prefer to visit the Association's offices.

<b>Q3 Which of the following methods of being kept informed and getting in touch with Blochairn Housing Association are you happy to use?</b>				
	<b>Overall</b>	<b>16-34</b>	<b>35-64</b>	<b>65-74</b>
<b>Base</b>	<b>146</b>	<b>35</b>	<b>77</b>	<b>34</b>
Email	10.3%	11.4%	14.3%	-
Telephone	67.8%	77.1%	66.2%	61.8%
Text message	13.0%	17.1%	13.0%	8.8%
In writing	47.9%	45.7%	50.6%	44.1%
Visit to the office	36.3%	31.4%	42.9%	26.5%
Visit to your home by staff	13.7%	14.3%	15.6%	8.8%
Open meetings	13.0%	5.7%	18.2%	8.8%
Newsletter	45.2%	28.6%	59.7%	29.4%
None	0.7%	-	1.3%	-

### 5.3 Information requirements (Q4)

Following on from this, respondents were asked whether they would like to receive more information from the Association on a range of different subjects. The topics that respondents were most interested in included information on home improvements (39%), housing transfers (30%), housing benefit and the welfare reform (30%) and the repairs service (29%). Just over three in ten respondents (35%) said they did not require any additional information.

In 2004 the main subjects that tenants were interested in included information on future developments (36%), improvements (32%) and mutual exchanges (16%),

<b>Q4 Would you like to receive more information from the Association about any of the following?</b>		
<b>Base: Gave an opinion, n=125</b>	<b>No.</b>	<b>%</b>
Improvements to your home	49	39.2%
Transfers	38	30.4%
Housing benefit and Welfare Reform	37	29.6%
Repairs services	36	28.8%
Good Neighbour Fund	32	25.6%
Mutual exchanges	31	24.8%
How we set our rents	25	20.0%
How we manage our estates	20	16.0%
Equal opportunities	18	14.4%
The Association's policies	17	13.6%
The Management Committee	13	10.4%
How you can become more involved in the Association	11	8.8%
None	44	35.2%

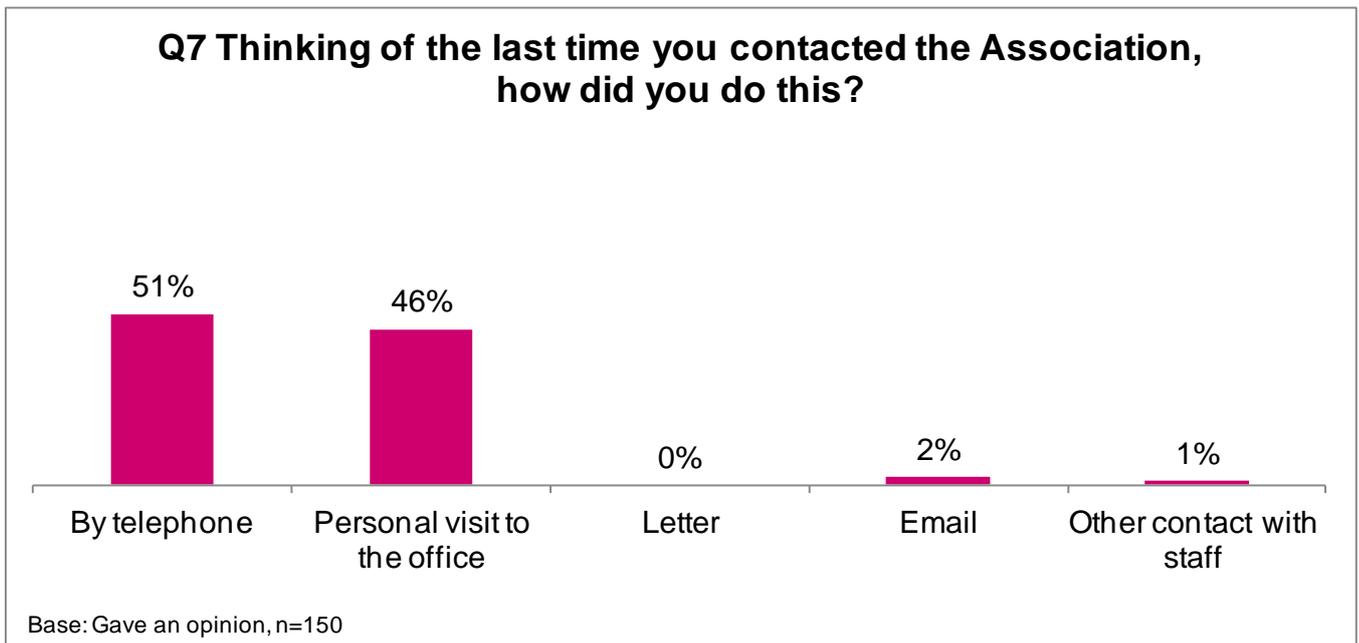
### 5.4 Reason for contacting the Association (Q5/6)

Six in ten respondents had contacted the Association within the last 12 months (60%). Of these individuals, the majority had contacted the Association to report a repair (64%).

<b>Q6 Thinking of the LAST time you contacted the Association, what was your reason for contact?</b>		
<b>Base: Contacted in last 12 months, n=89</b>	<b>No.</b>	<b>%</b>
To report a repair	57	64.0%
To apply for a transfer / exchange	9	10.1%
To discuss housing benefit	6	6.7%
To discuss a neighbour dispute	6	6.7%
To discuss your rent	5	5.6%
To enquire about receiving support to maintain your tenancy	2	2.2%
To make a complaint	1	1.1%
To enquire about aids or adaptations in your present home	1	1.1%
Other	2	2.2%

### 5.5 Contact method (Q7)

Over half of tenants who had contacted the Association did so by telephone (51%), 46% made a personal visit to the Association’s office, 2% emailed the Association and 1% had some other form of contact with staff.

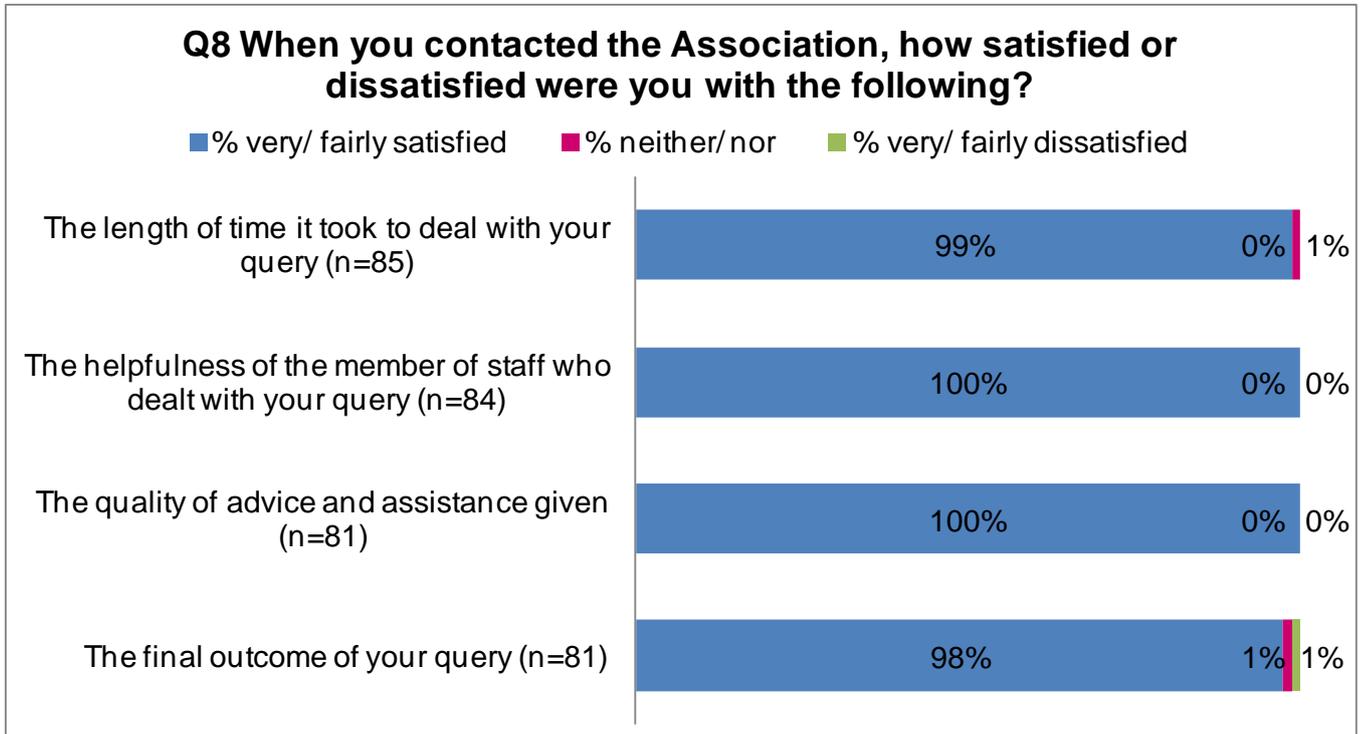


In 2004, half of tenants had contacted the Association by telephone and the other 50% had made a personal visit to the office.

<b>Contact method</b>		
	<b>2004</b>	<b>2013</b>
By telephone	50%	51%
Personal visit to the office	50%	46%
Letter	0%	0%
Email	0%	2%
Other contact with staff	0%	1%

### 5.6 Satisfaction with contact made (Q8)

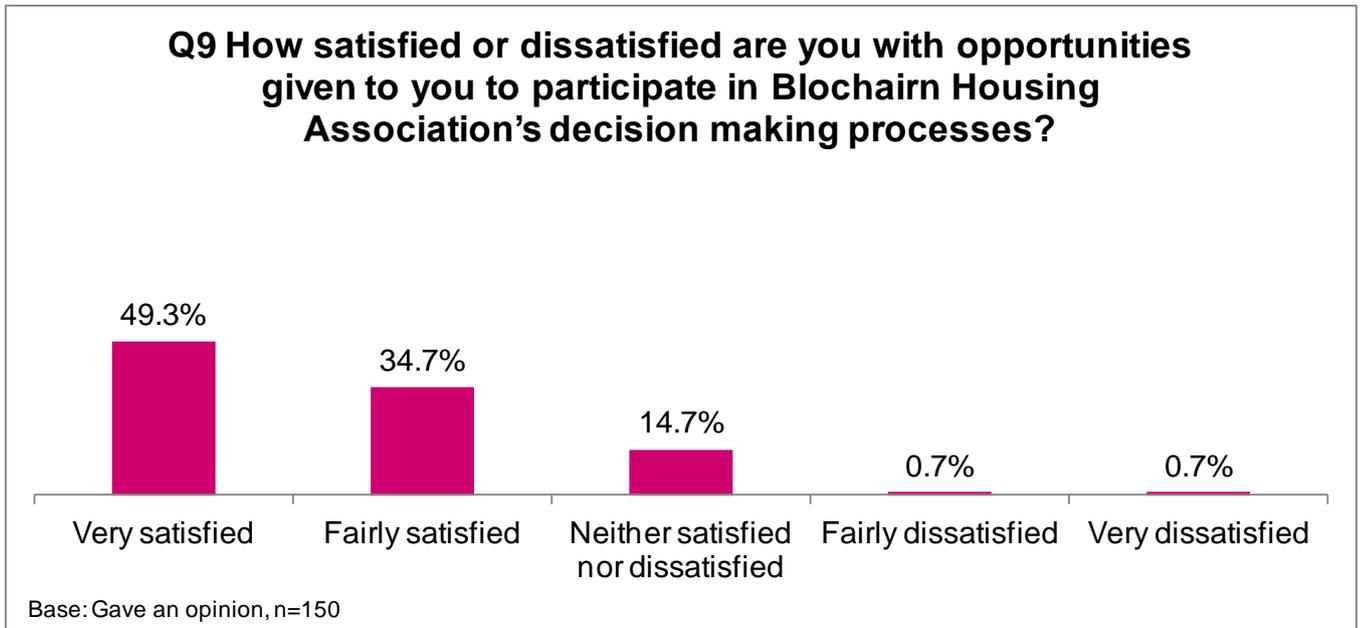
Those who had contacted the Association rated the contact they had very highly with 100% stating they were satisfied with the quality of advice and assistance given and regarding the helpfulness of the member of staff who dealt with their query. Just under 100% said they were satisfied with the length of time taken to deal with their enquiry (99%) and the final outcome of their enquiry (98%).



## 6. BEING INVOLVED

### 6.1 Satisfaction with participation opportunities (Q9)

Over 8 in 10 respondents (84%) said they were very or fairly satisfied with the opportunities given to them to participate in Blochairn's decision making processes, 15% were neither satisfied nor dissatisfied and 1% were very or fairly dissatisfied.



### 6.2 Preferred consultation method (Q10)

The vast majority of tenants said they would like to give their views by responding to postal surveys or surveys included in the tenants' newsletter, 7% said they would prefer to be part of a local area tenant forum. In terms of the other responses one tenant said they would prefer to give their views by email and the other would prefer to give their views by being in the committee.

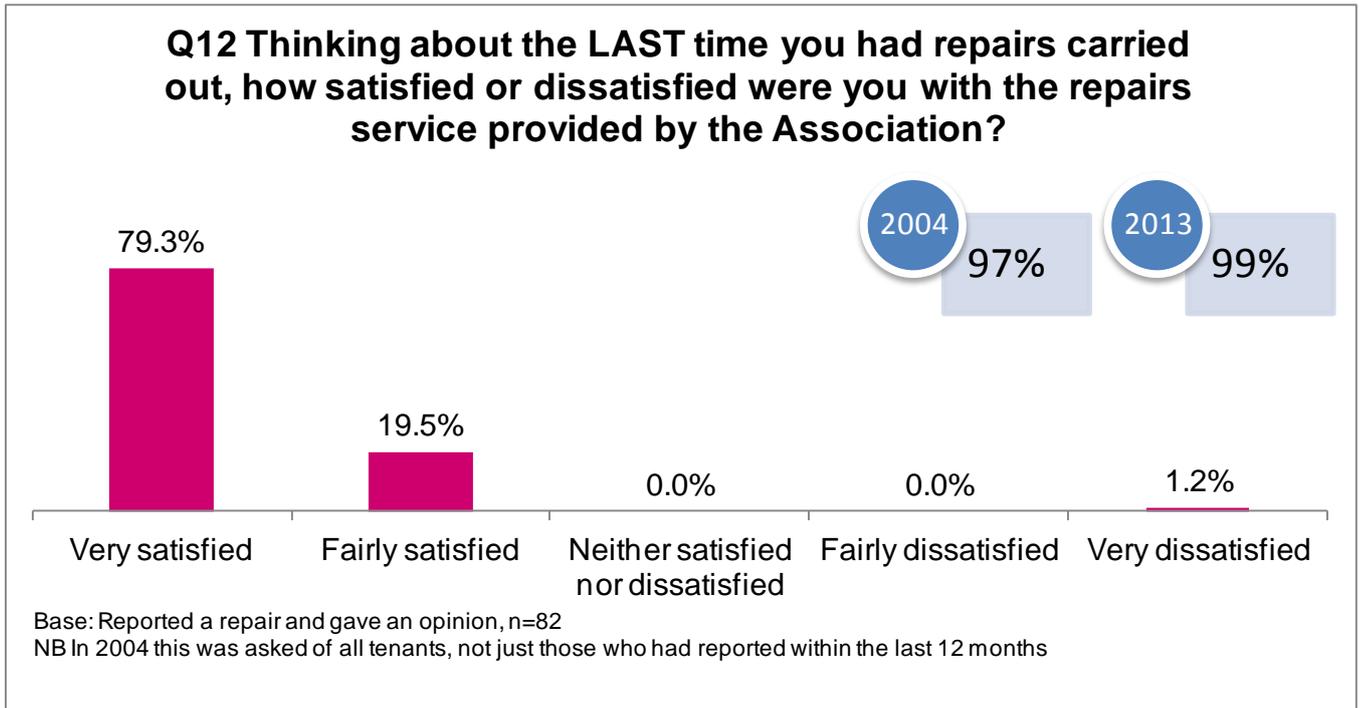
**Q10 The Association consult with their tenants on a range of issues and give tenants the opportunity to be involved in their decision making processes. How would you like to give the Association your views?**

Base: Gave an opinion, n=147	No.	%
By responding to surveys such as this one or in newsletters	117	79.6%
Being part of a local area tenant forum	11	7.5%
Other	2	1.4%
I don't want to be asked my views	27	18.4%

## 7. THE REPAIRS SERVICE

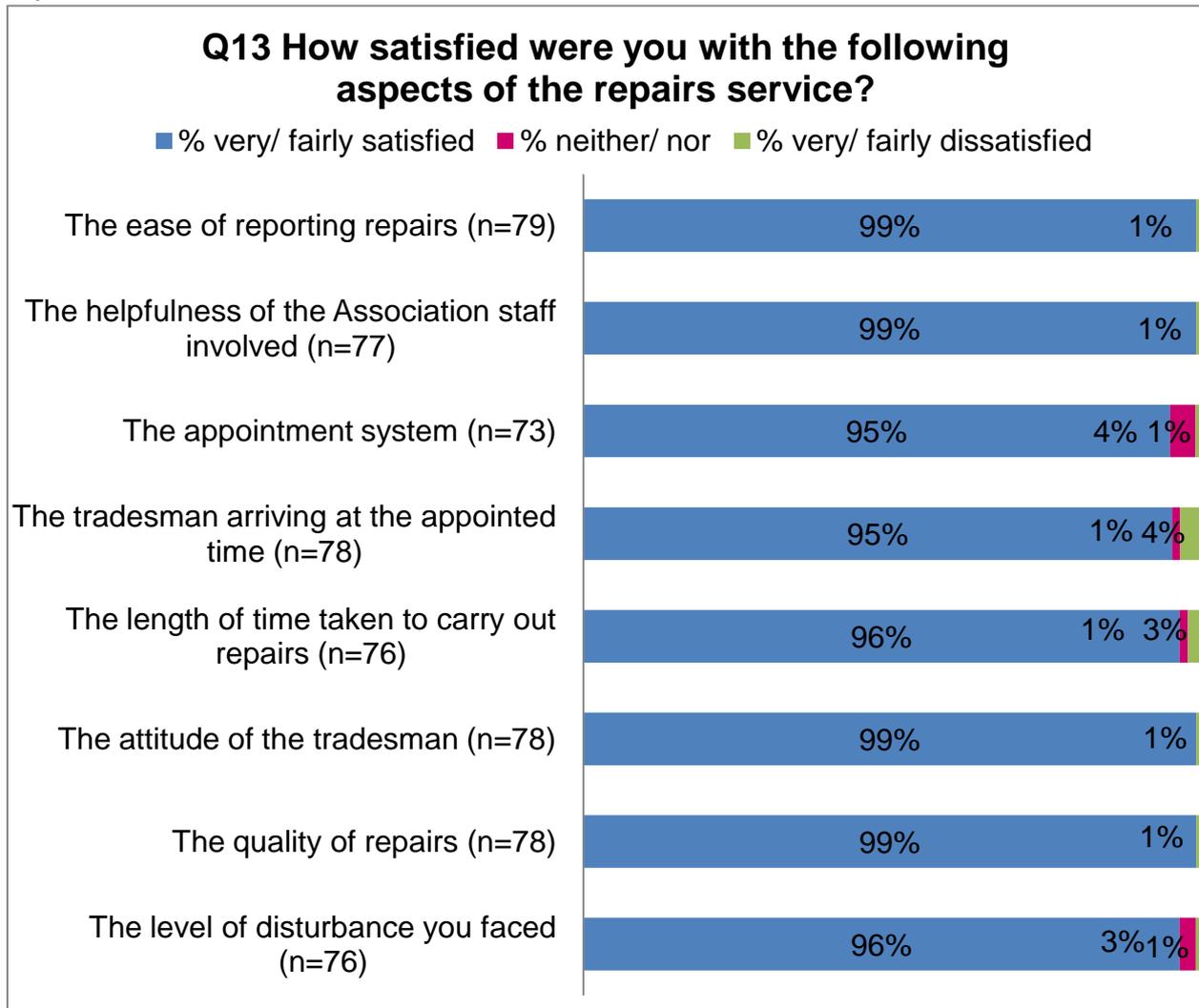
### 7.1 Satisfaction with repairs reported in last 12 months (Q11/12)

More than half of respondents had reported a repair to the Association within the last year. Almost all tenants who had reported a repair said they were very or fairly satisfied with the last repair they had carried out. This is a marginal increase on the 2004 survey where 97% were satisfied with the repairs service.



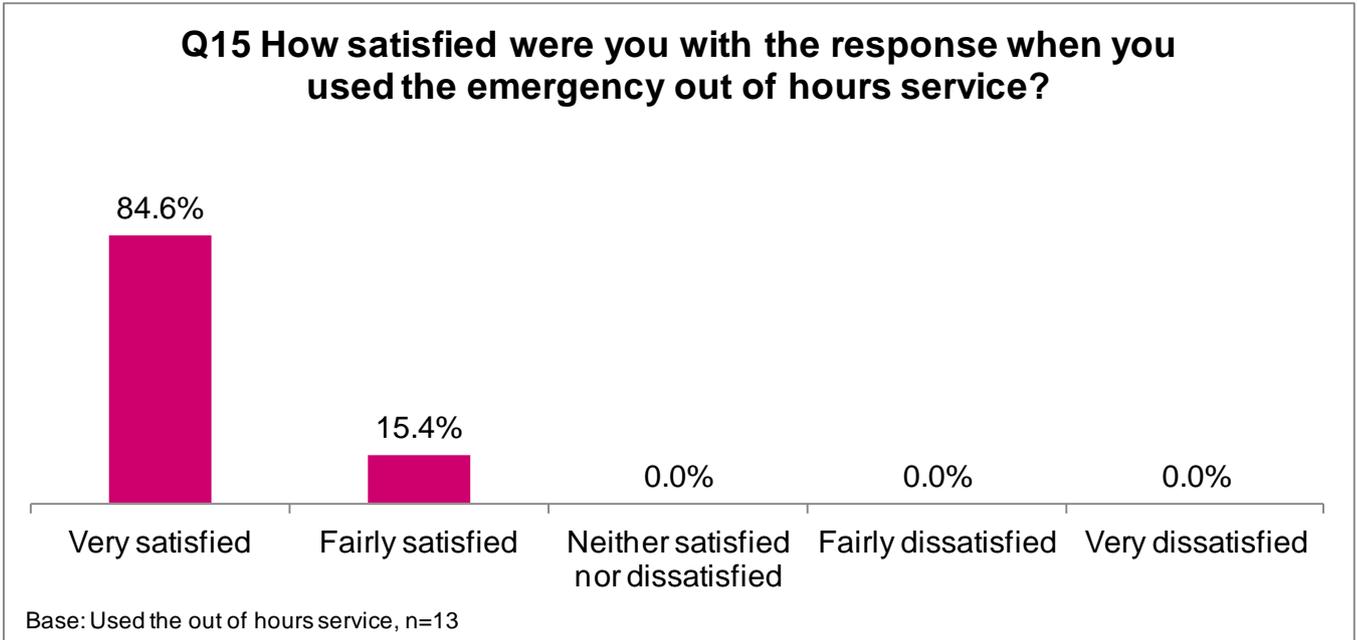
## 7.2 Satisfaction with aspects of the repairs service (Q13)

Tenants who had a repair completed on their home were asked to rate how satisfied or dissatisfied they were with various aspects of the service they received. Satisfaction levels were very high ranging from 95% in terms of the appointment system and the tradesman arriving at the appointed time to 99% with regards to the ease of reporting repairs, the helpfulness of the Association staff involved, the attitude of the tradesman and the quality of repairs.



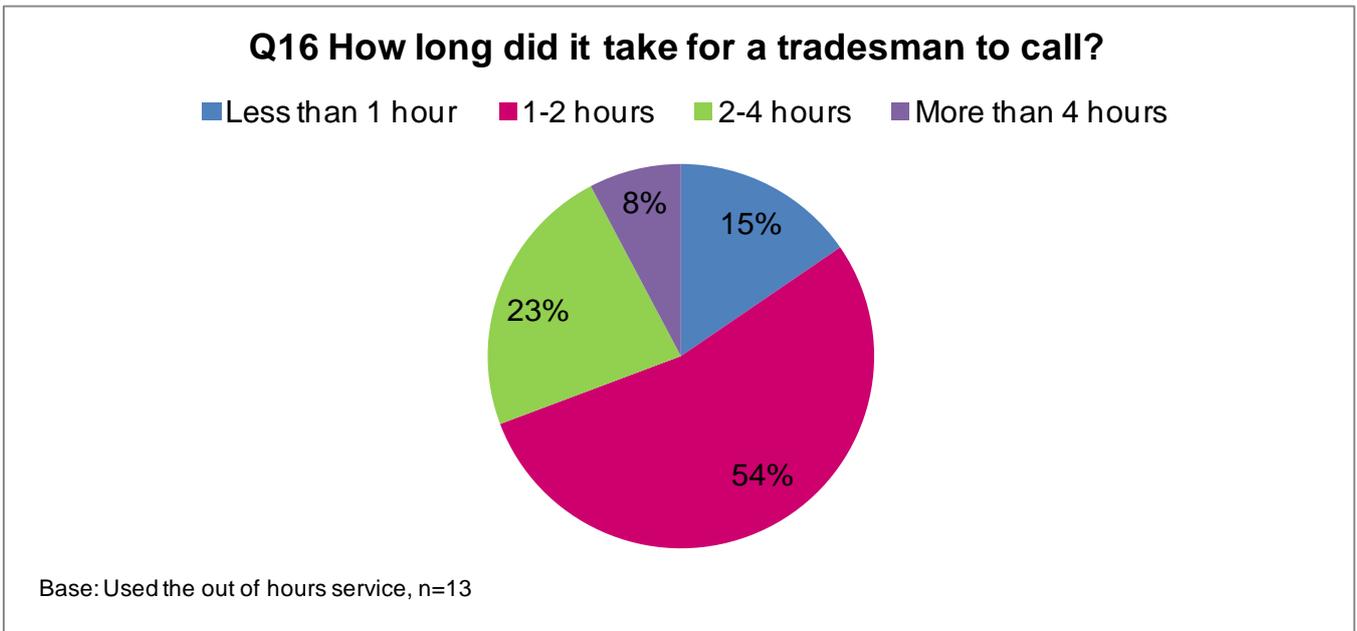
### 7.3 Out of hours repairs service (Q14/15)

Thirteen individuals said that when reporting repairs over the last 12 months they have had to use the Association’s emergency out of hours service. All 13 individuals said they were very or fairly satisfied with the response when they used the out of hours repairs service.



### 7.4 Length of time for tradesman to call (Q16)

Of the 13 individuals who had used the out of hours service, 2 tenants said the tradesman was out in less than 1 hour, 7 said it took between 1 and 2 hours, 3 said it took between 2 and 4 hours and only 1 individual said it took more than 4 hours for the tradesman to call.



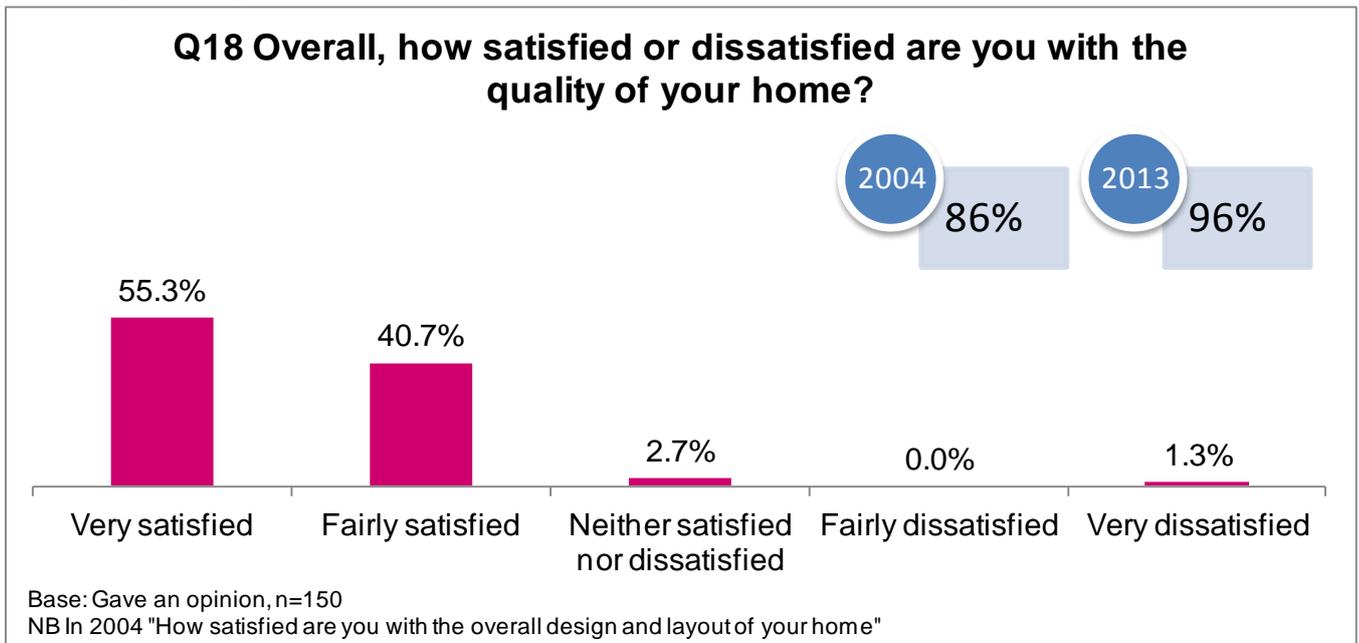
### 7.5 Being able to speak to Association staff in an emergency (Q17)

Of the thirteen respondents who had used the out of hours repairs service, 10 said it was very important and 3 said it was fairly important that they are able to speak to a member of the Association’s staff in an emergency.

## 8. THE HOME

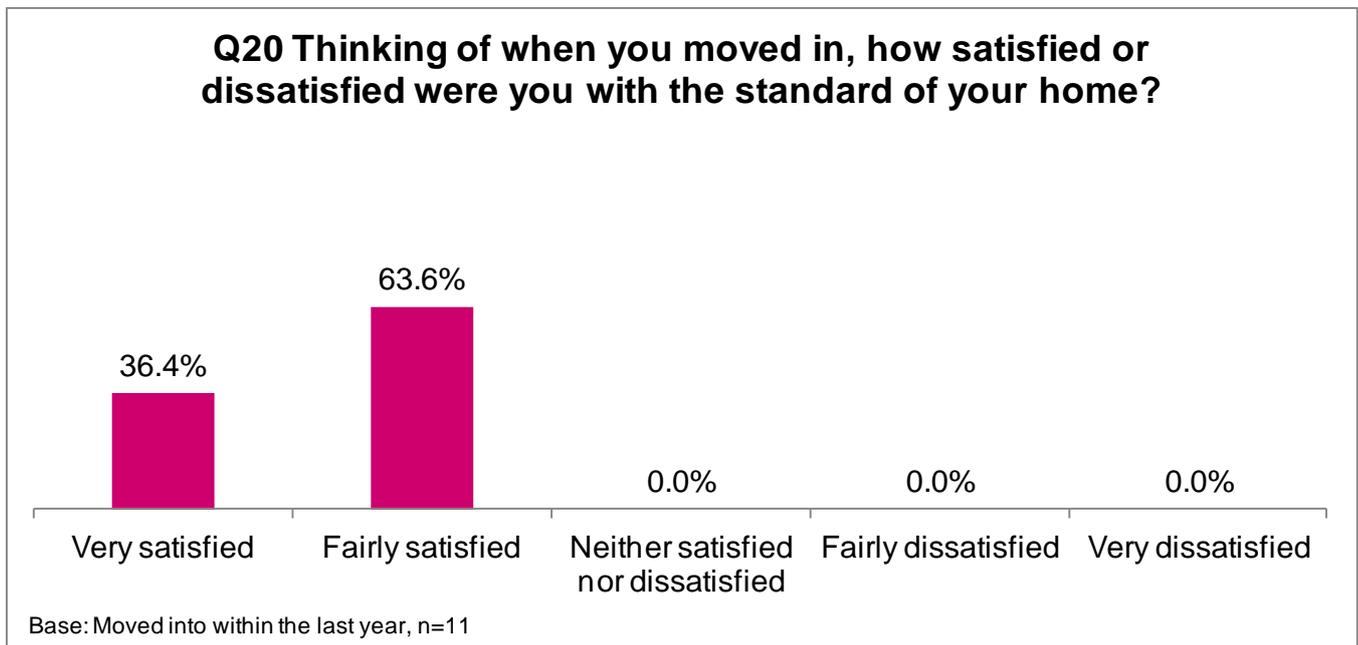
### 8.1 Quality of the home (Q18)

More than 9 in 10 respondents (96%) said they were very or fairly satisfied with the quality of their home, 3% were neither satisfied nor dissatisfied and 1% of tenants were dissatisfied. In 2004 a similar question was asked of tenants. This question asked tenants about how satisfied they were with the design and layout of their home. Less than 9 in 10 tenants (86%) said they were very or fairly satisfied.



### 8.2 Standard of the home when moving in (Q19/20)

Eleven tenants said they had moved into their home within the last year. Of these individuals 36% said they were very satisfied and 64% were fairly satisfied.



### 8.3 Home Contents Insurance (Q21-23)

Thirty five percent of tenants said they had home contents insurance. This is an increase on the 2004 survey where 24% had home contents insurance. Of those who had insurance, 37% said their insurance was with THIS Tenants Contents and 53% said it was with another company.

Those who did not have household contents insurance were asked why not. Half of tenants said they had never thought of it (50%) and 41% said they could not afford it.

Q23 If no, why not?		
	No.	%
Never thought about it	46	49.5%
Can't afford it	38	40.9%
Haven't managed to do it yet	4	4.3%
Thought the Association insured the house	3	3.2%
Other	2	2.2%

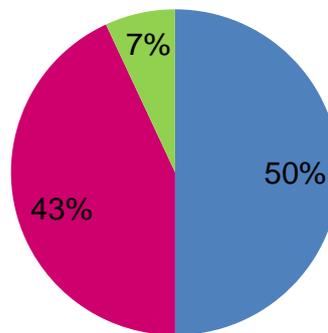
## 9. GOOD NEIGHBOUR FUND

### 9.1 Awareness of the Good Neighbour Fund (Q24/25)

Just under 9 in 10 tenants (87%) were aware of the Good Neighbour Fund and of those who were aware, 50% said they had received a payment from the Good Neighbour Fund within the last year. In 2004, 76% of tenants said they were aware of the tenants' incentive fund and 63% had received a payment from the incentive fund in the past.

#### Q25 Have you received a payment from the Good Neighbour Fund in the last year?

■ Yes ■ No ■ Don't know



Base: Knew about the Good Neighbour Fund and gave an opinion, n=130

## 9.2 Tenant opinions on the Good Neighbour Fund (Q26)

Tenants were asked for their opinions on the Good Neighbour Fund. The vast majority were positive about the role of the Christmas Bonus agreeing that:

- The Christmas bonus has helped to improve the Blochairn area (77%)
- People appreciate receiving the Christmas Bonus (93%)

This was confirmed with only a very small minority of tenants agreeing that:

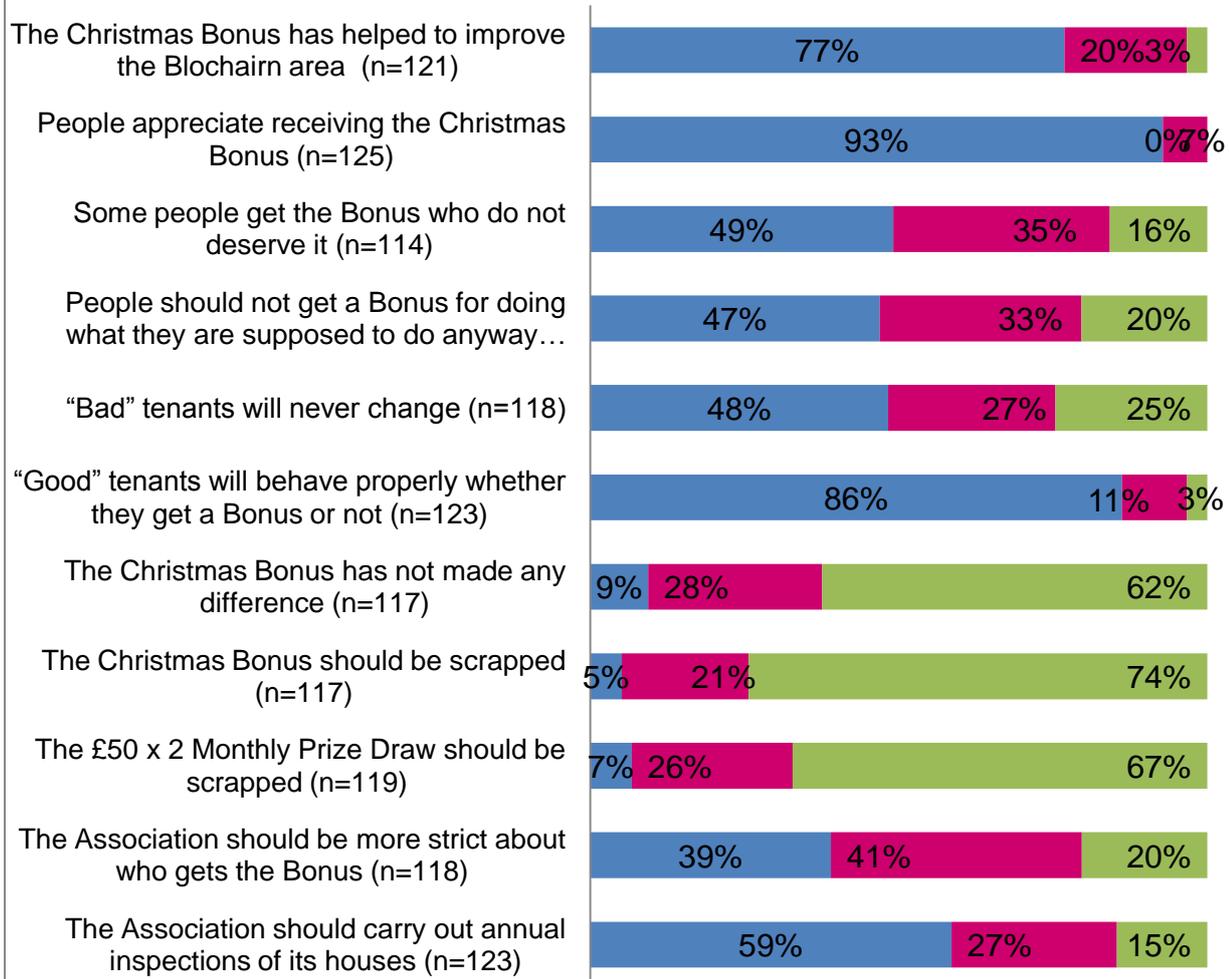
- The Christmas Bonus has not made any difference (9%)
- The Christmas Bonus should be scrapped (5%)
- The monthly prize draw should be scrapped (7%)

However, there was a spread of opinion when it came to questions on whether some people get the bonus who do not deserve it, whether people should get a Bonus for doing what they are supposed to do anyway:

- Some people get the bonus who do not deserve it (49% agree, 35% neither nor, 16% disagree)
- People should not get the bonus for doing what they are supposed to do anyway (47% agree, 33% neither nor, 20% disagree).

**Q26 Please mark the answer that is nearest to your own view for the following statements:**

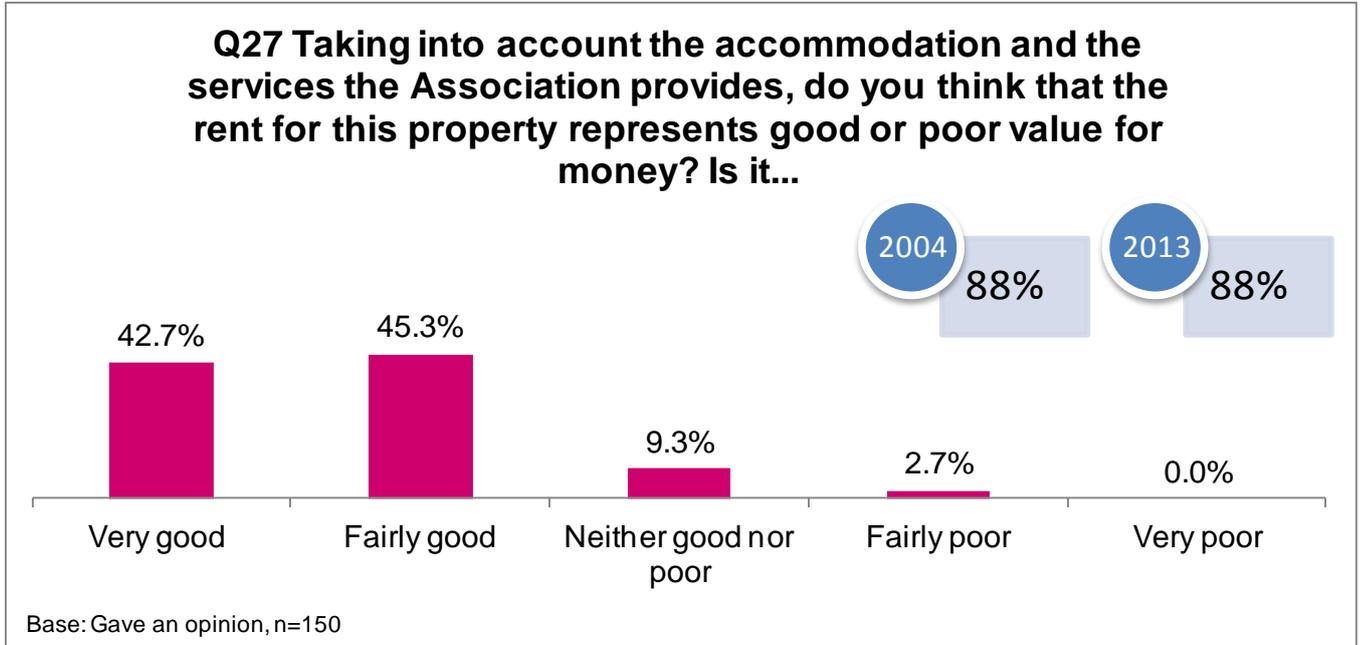
■ % agree/ strongly agree      ■ % neither/ nor  
 ■ % disagree/ strongly disagree



## 10. RENT AND VALUE FOR MONEY

### 10.1 Value for money of rent charge (Q27)

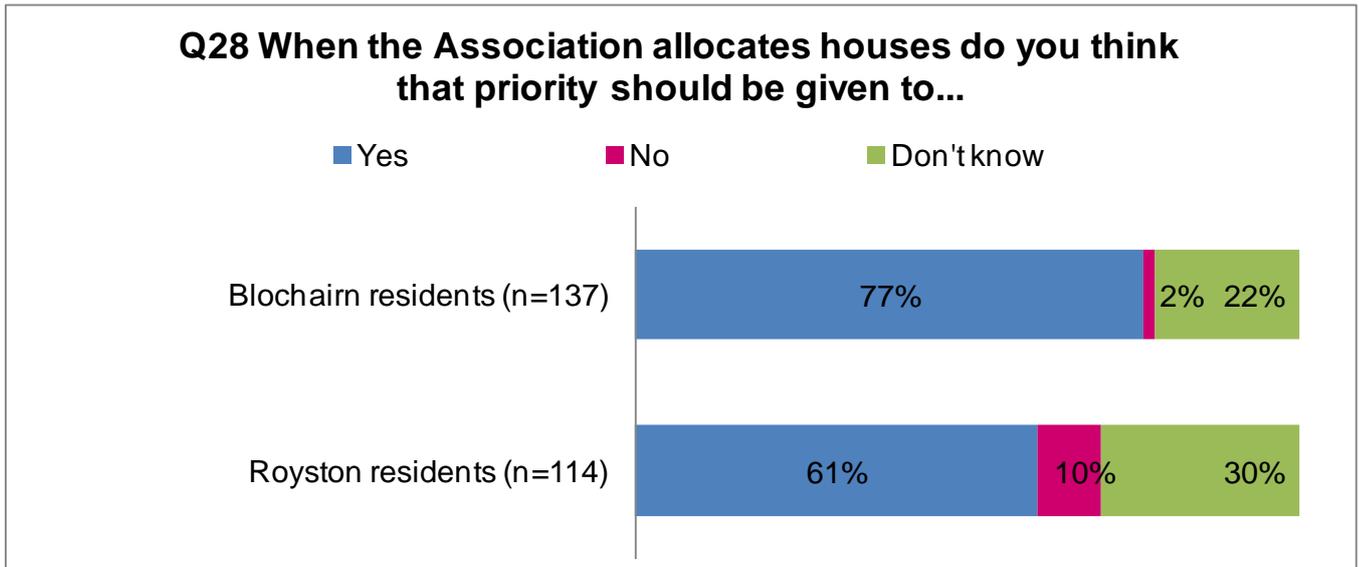
Just under 9 in 10 respondents said that their accommodation and the services they receive from the Association represents very or fairly good value for money (88%), 9% said it was neither good nor poor value for money and 3% rated their rent fairly poor value for money.



## 11. HOUSING ALLOCATIONS

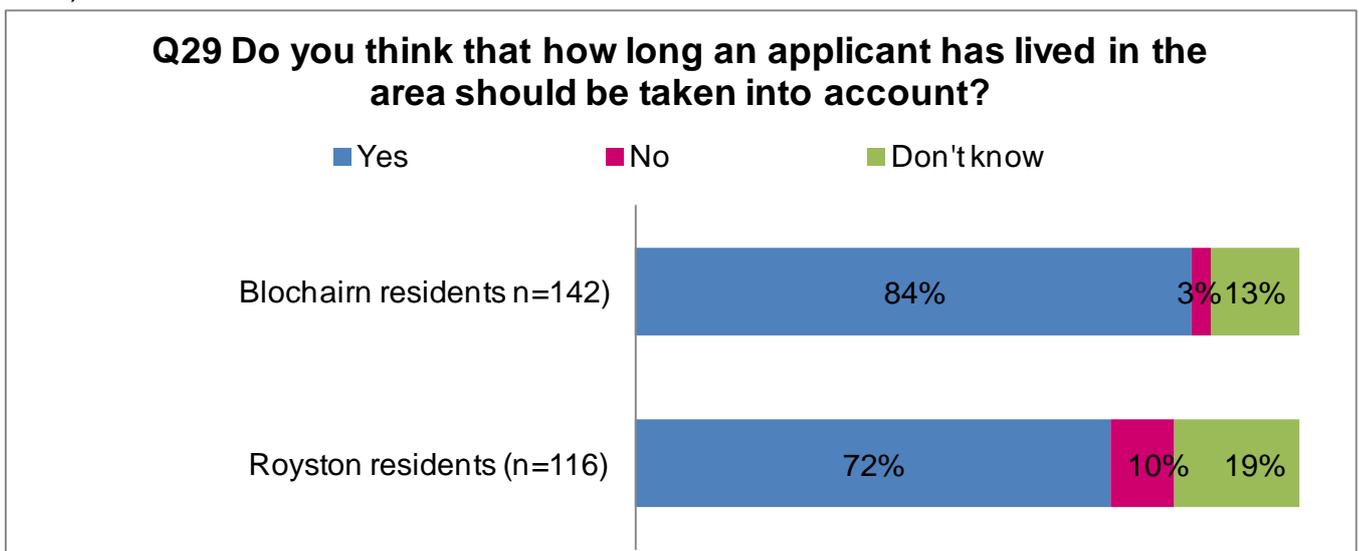
### 11.1 Housing allocation priorities (Q28)

Respondents were asked about who they feel should be given priority when allocating houses. More than three quarters (77%) said that the Association should give priority to Blochairn residents and 61% said that priority should be given to Royston residents. In 2004, 88% of tenants said priority should be given to Blochairn residents and 30% said priority should be given to Royston residents.



### 11.2 Tenant opinion on length of stay being a factor for housing allocation (Q29)

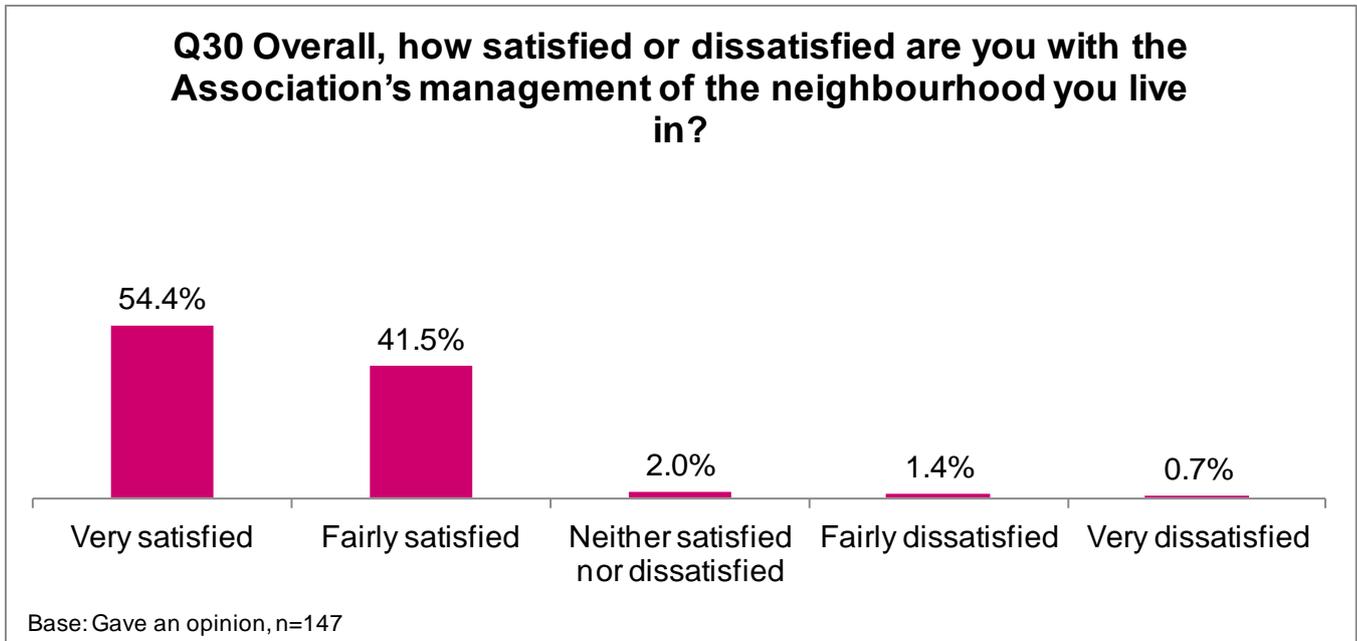
More than 8 in 10 tenants (84%) said that the length of stay in the area should be taken into consideration for Blochairn residents when applying for a new home (89% in 2004) and 72% said that the length of stay of Royston residents should be taken into consideration (42% in 2004).



## 12. THE NEIGHBOURHOOD

### 12.1 The Association's management of the neighbourhood (Q30)

In terms of the Association's management of the neighbourhood, over 9 in 10 respondents (96%) said they were very or fairly satisfied in this respect compared to 2% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied.

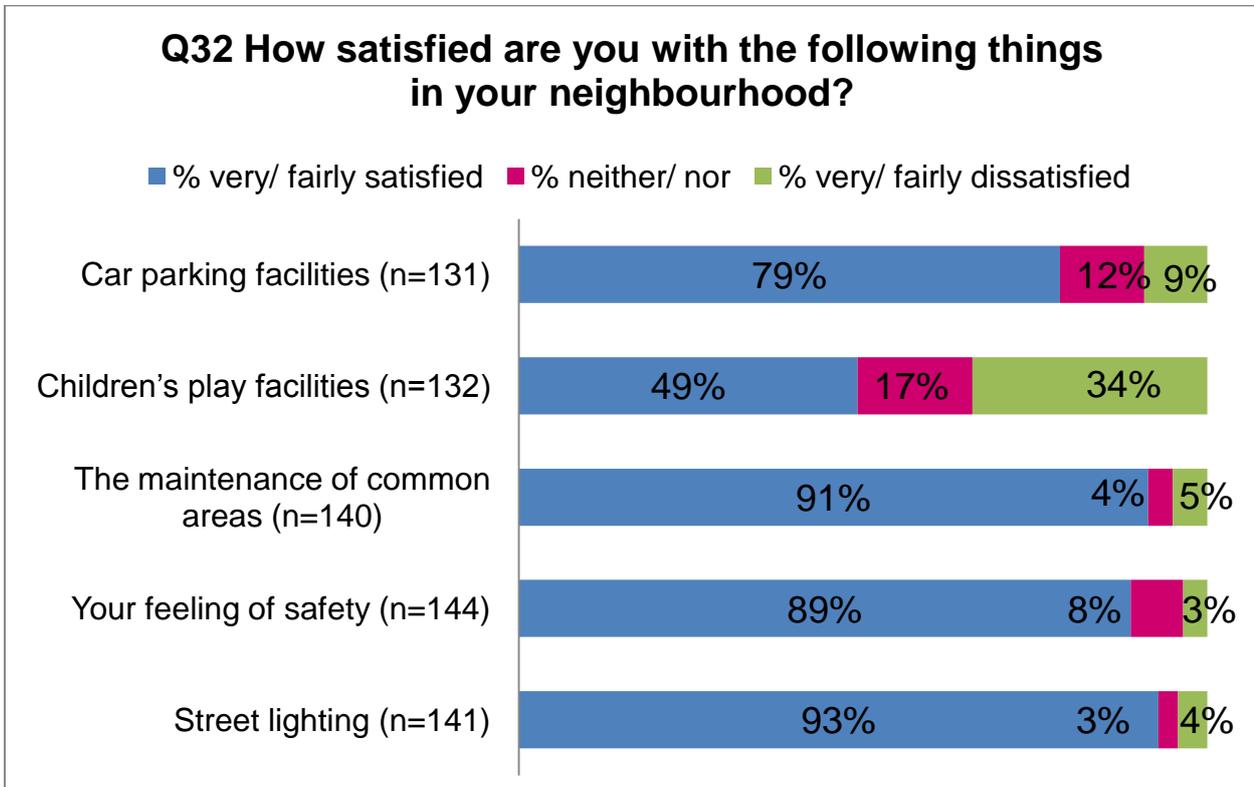


### 12.2 Sense of community (Q31)

Respondents were asked about whether they felt there was a sense of community in the Blochairn and Royston neighbourhoods. More than 9 in 10 tenants (92%) were of the opinion that there is a sense of community in the Blochairn area and 81% said there was a sense of community in the Royston area.

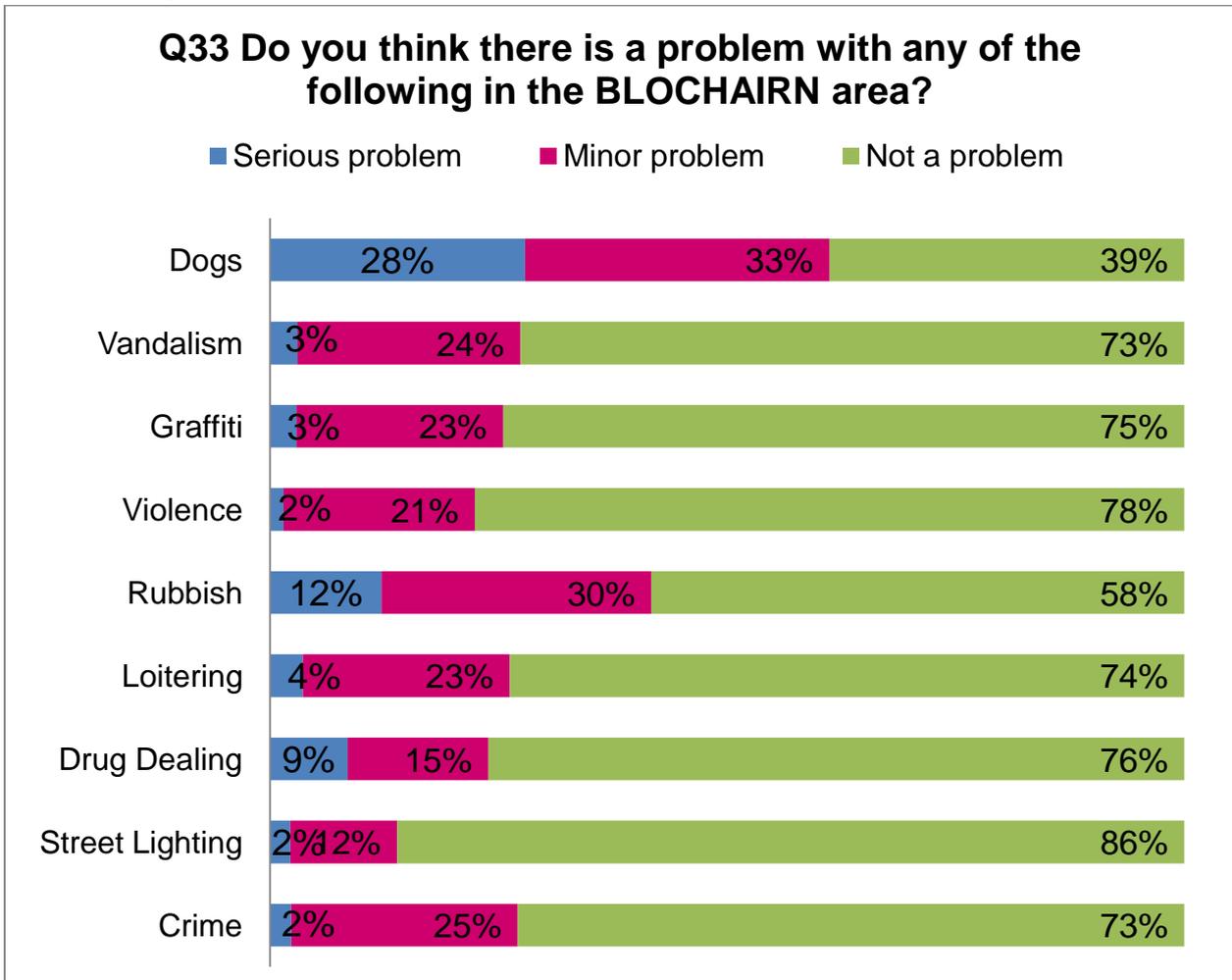
### 12.3 Satisfaction with neighbourhood aspects (Q32)

With regards to neighbourhood aspects, satisfaction levels were highest in terms of the maintenance of common areas (91%) and street lighting (93%). On the other hand, less than half of tenants (49%) said they were satisfied with children’s play facilities.



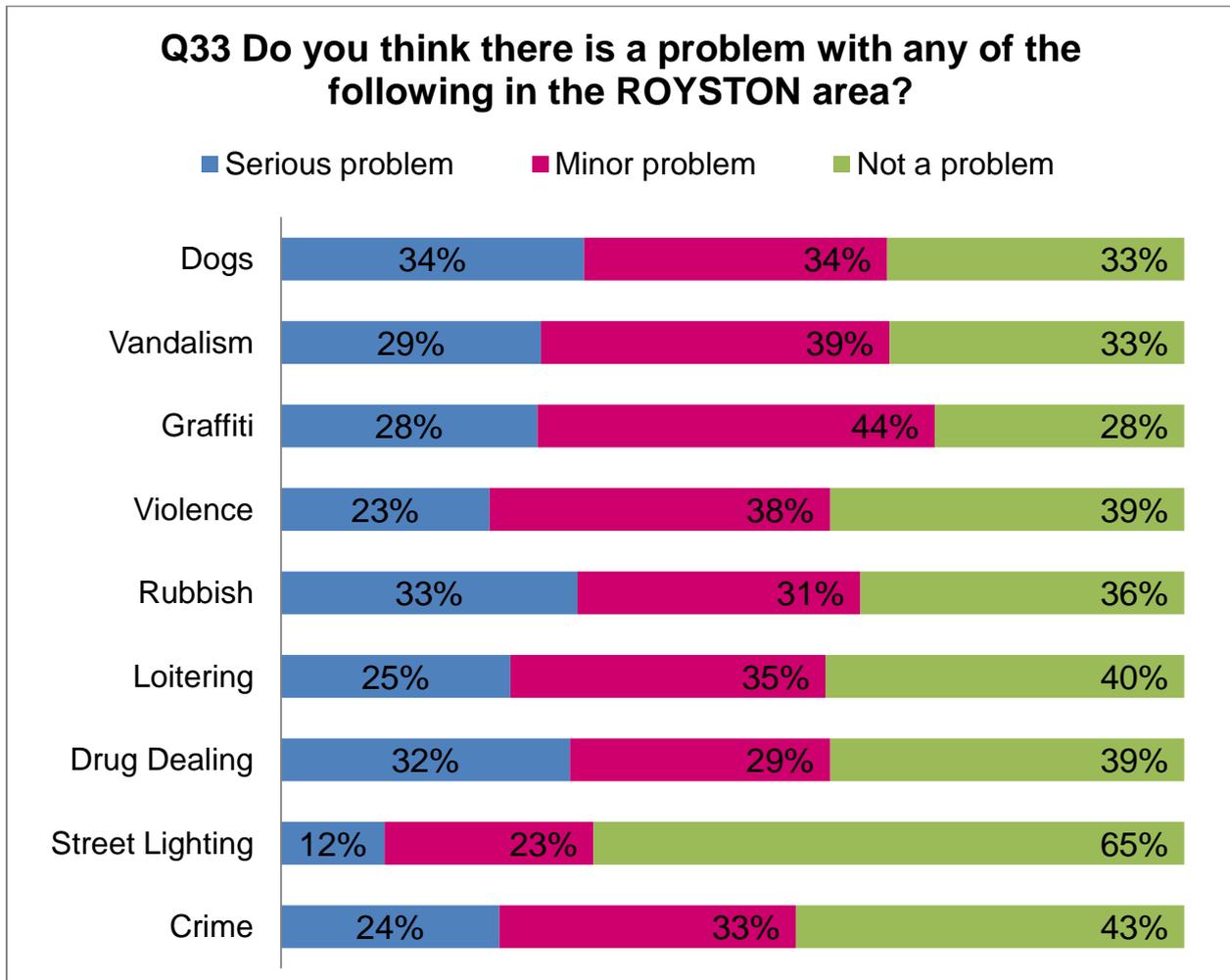
### 12.4 Neighbourhood issues in Blochairn (Q33)

Respondents were asked to rate the extent to which various issues were a problem or not a problem in the Blochairn area. The biggest concerns in the Blochairn area were dog fouling (61% stating serious or minor problem) and rubbish (42%).



### 12.5 Neighbourhood issues in Royston (Q34)

Similar to the previous question, respondents were asked to rate the extent to which various issues were a problem or not a problem in the Royston area. The biggest concerns for the Royston area were graffiti (72% stating serious or minor problem), dogs (68%), vandalism (68%) and rubbish (64%).



## 12.6 Suggestions for addressing neighbourhood problems (Q35)

Respondents were asked for their suggestions on what they felt the Association could do about the problems they have in their neighbourhood. Where respondents were able to provide a suggestion this tended to be where the respondent felt that the Association could be better at helping tenants to report problems or better at dealing with tenant problems. Other suggestions were where tenants felt that problem tenants should be evicted and vetted before moving into the area and that the Association to work with the police to solve neighbourhood problems.

<b>Q35 What do you think the Housing Association could do about these problems?</b>		
<b>Base: Gave an opinion, n=74</b>	<b>No.</b>	<b>%</b>
Don't know	26	35.1%
None/ don't think they can help	15	20.3%
Try and sort out situations/ help people to report problems	12	16.2%
Evict people causing trouble in the area/ check who is moving into houses	8	10.8%
Involve the police/ co-operate with them	7	9.5%
Keep doing a great job	6	8.1%
Install CCTV cameras	3	4.1%
Have facilities for kids in the area	1	1.4%
Clean up Royston Road	1	1.4%

## 12.7 Other neighbourhood problems (Q36)

The survey included an open ended question which asked respondents about any other issues they consider to be a problem in their neighbourhood. Problems which were mentioned by tenants included the problems with anti social behaviour and housing allocations, regarding the lack of facilities for children, dog fouling and regarding rubbish and litter concerns.

<b>Q36 Are there any other things you believe to be a problem?</b>		
<b>Base: Gave an opinion, n=51</b>	<b>No.</b>	<b>%</b>
None	26	51.0%
Problems with anti social behaviour/ housing allocation	8	15.7%
Don't know	5	9.8%
No facilities for kids	4	7.8%
Dog fouling in the streets	3	5.9%
Dirty street/ rubbish lying around	2	3.9%
Improvements to houses	2	3.9%
Other	2	3.9%

The comments provided to this question are listed below.

Problems with anti social behaviour/ housing allocation

- *Areas that have been dug up and left in very poor condition.*
- *Drugs in Royston.*
- *Foreigners getting all the good housing over people who live here who are desperate for a house.*
- *Neighbours trying to cause problems for other neighbours.*
- *People telling gossip to staff about people they have a run in with or if they complain about you, the Housing seem to believe what's being said before gathering both sides of the dispute.*
- *Residents who smoke in the lifts must be told to stop or move out of the Blochairn area.*
- *Yes, only getting a decent house if you're a foreigner.*

Dog fouling

- *Dog fouling in the streets is really bad.*
- *Dog fouling on the streets is a big problem in Blochairn.*
- *Just dog poo on streets, especially the street beside the chapel.*

No facilities for children

- *Just the housing, staff. No facilities for kids to play. The housing changes rules to suit themselves or other people.*
- *Not enough shops and no children playing area.*
- *Not enough things for children of all ages to do.*
- *The children's park should have more swings for babies.*

Rubbish/ litter

- *Dirty street, rubbish.*
- *Residents not arranging for large items to be picked up from bin area and the children play with it. Sometimes it is difficult to walk to bins.*

Improvements to houses

- *My bathroom, the bath and sink are horrible and I would prefer a shower (walk in).*
- *No storage in our own house and no facility to dry out clothes.*

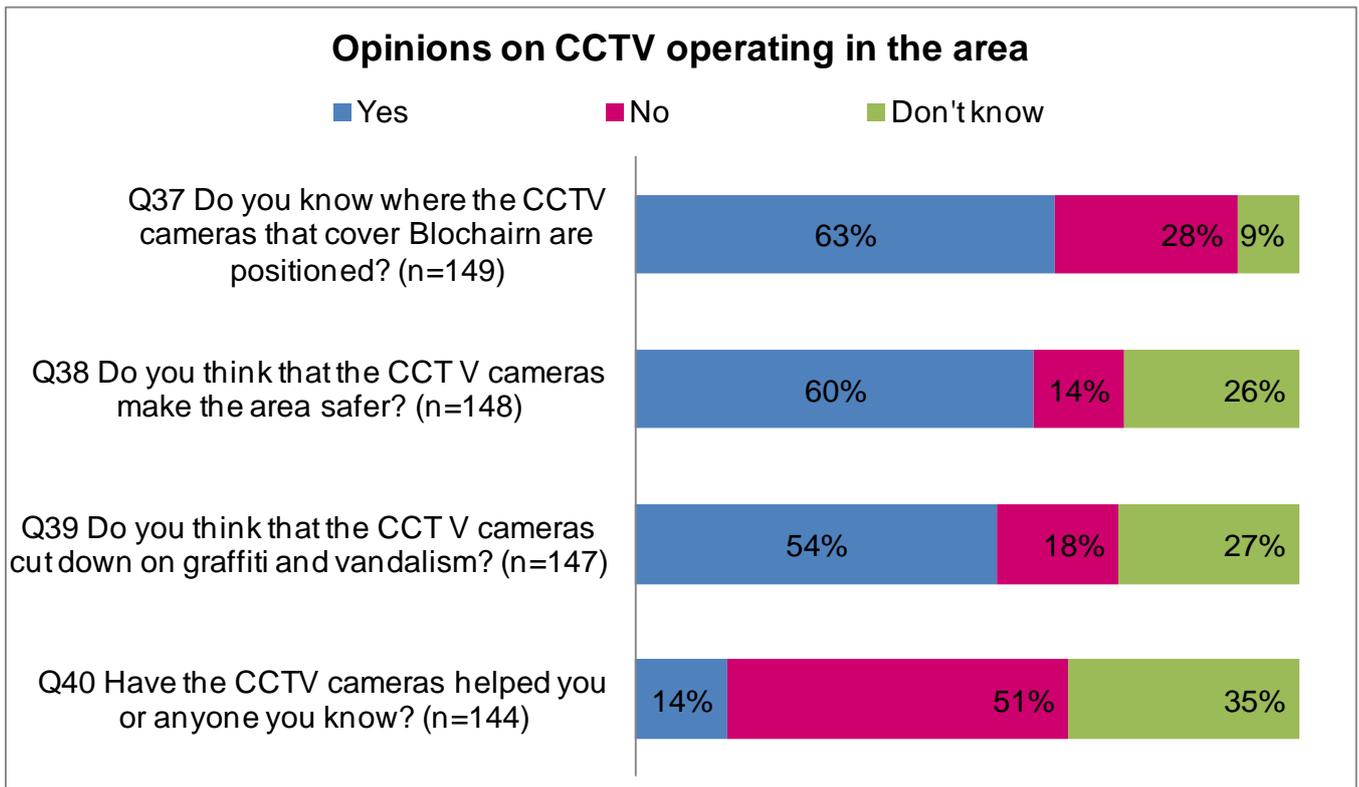
Other

- *Not knowing if there are paedophiles in the area.*
- *The smell and vermin issues caused by the Shanks Waste Recycling Plant nearby.*

**12.8 CCTV (Q37-41)**

Respondents were asked for their opinions on the CCTV cameras in the Blochairn area.

- 63% of respondents knew where the CCTV cameras that cover Blochairn area were positioned (63% in 2004);
- 60% felt that the CCTV cameras make the area a safer place to live (39% in 2004);
- 54% agreed that the CCTV cameras have cut down the amount of vandalism and graffiti in the area (29% in 2004);
- 14% agreed that the CCTV cameras had helped them or someone they knew (4% in 2004).

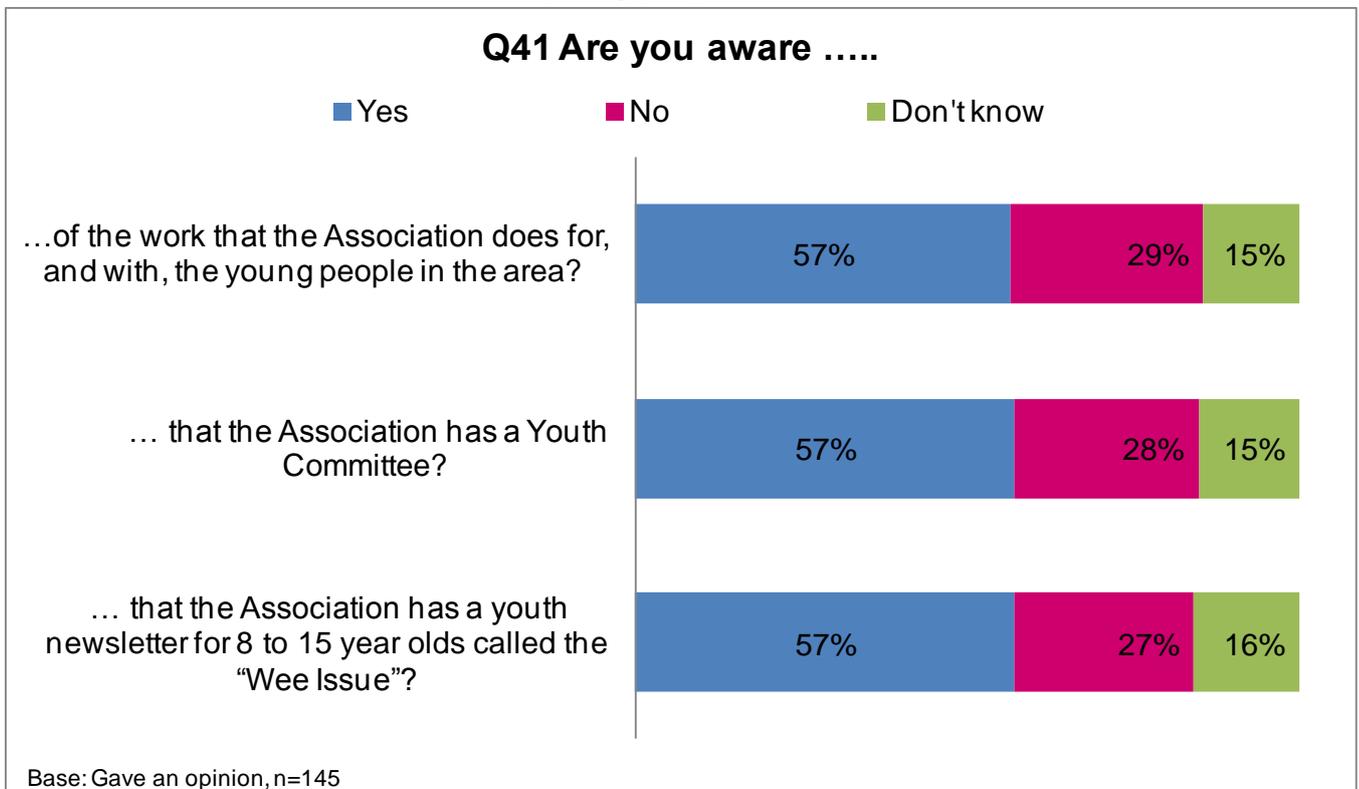


## 13. WORKING WITH YOUNGER RESIDENTS

### 13.1 Awareness of the Association’s work with younger residents (Q41)

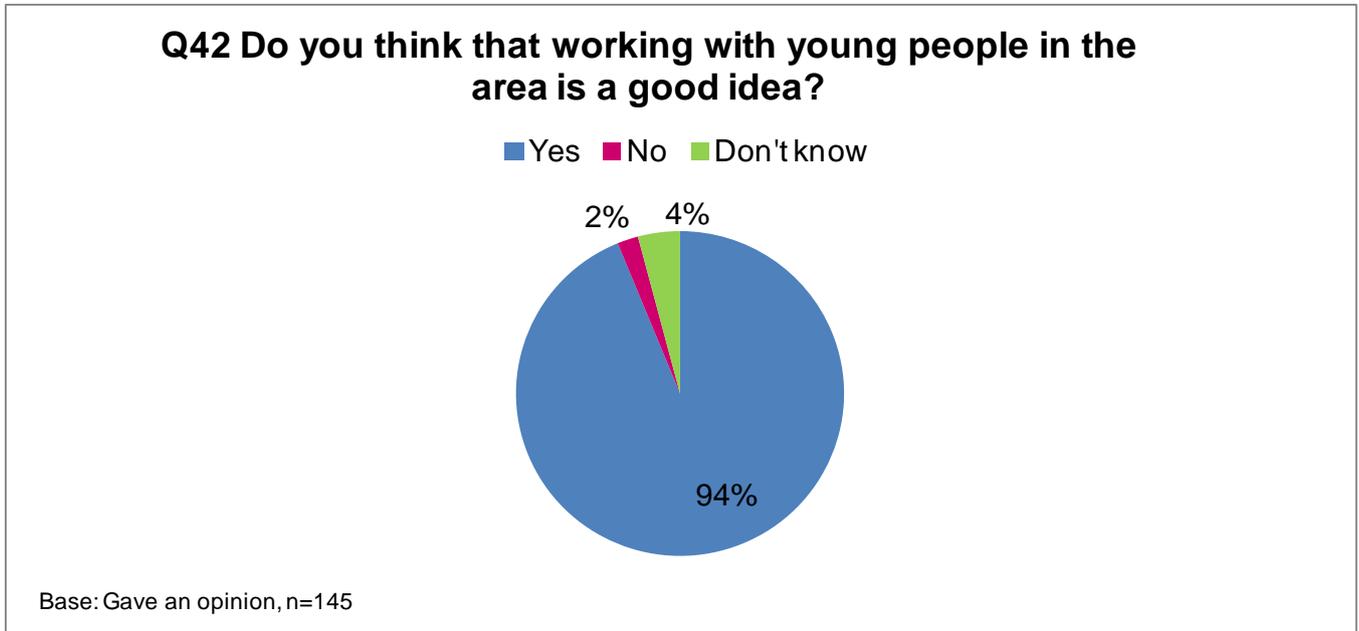
The survey included questions which asked respondents about their awareness of the work that the Association does for and with young people in the area. Over half of respondents were aware of the work the Association does, that the Association has a youth committee and that the Association has a youth newsletter (all 57%). Households with no children in the household were more likely to be aware of the work the Association does with young people (59%) than households with children (52%).

Awareness levels have decreased since the 2004 survey where 82% were aware of the work that the Association does for and with young people.

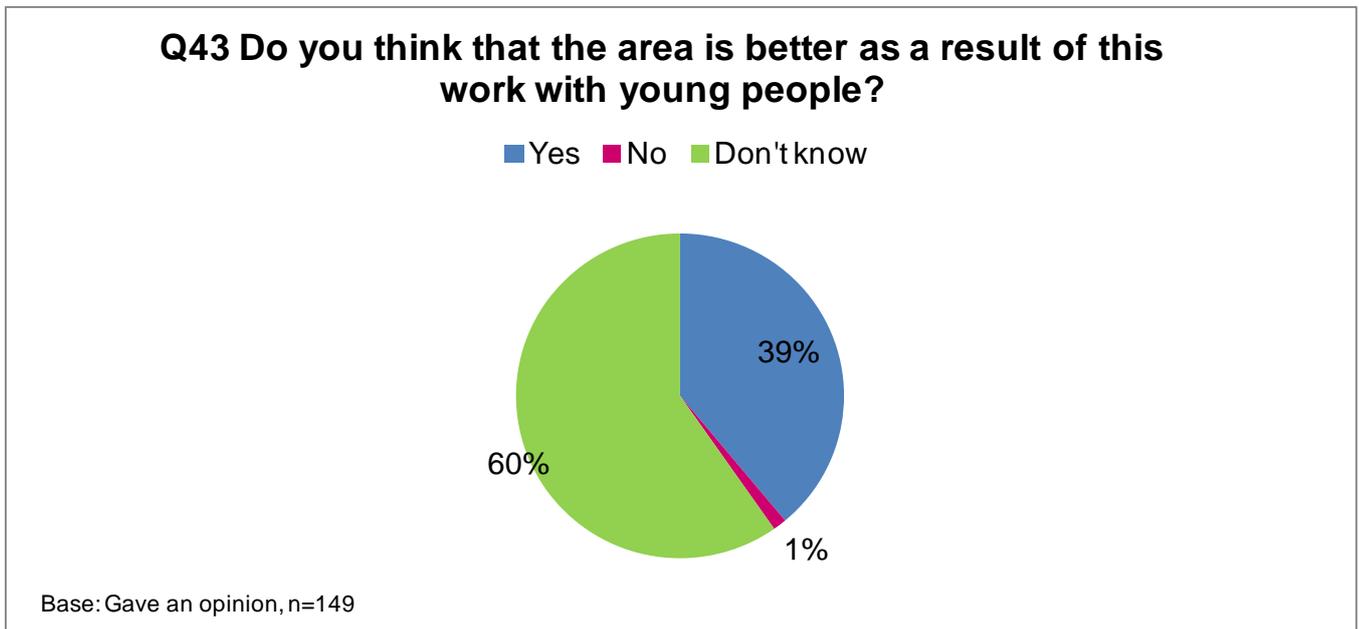


### 13.2 Opinions on the Association working with younger residents (Q42-49)

The vast majority of tenants were of the opinion that the Association working with young people in the area is a good idea (94%). This is marginally more than the 2004 survey where 92% said it was a good idea. Households with children were more likely to have said that the Association working with young people in the area was a good idea (98%) than households who did not have children (92%).



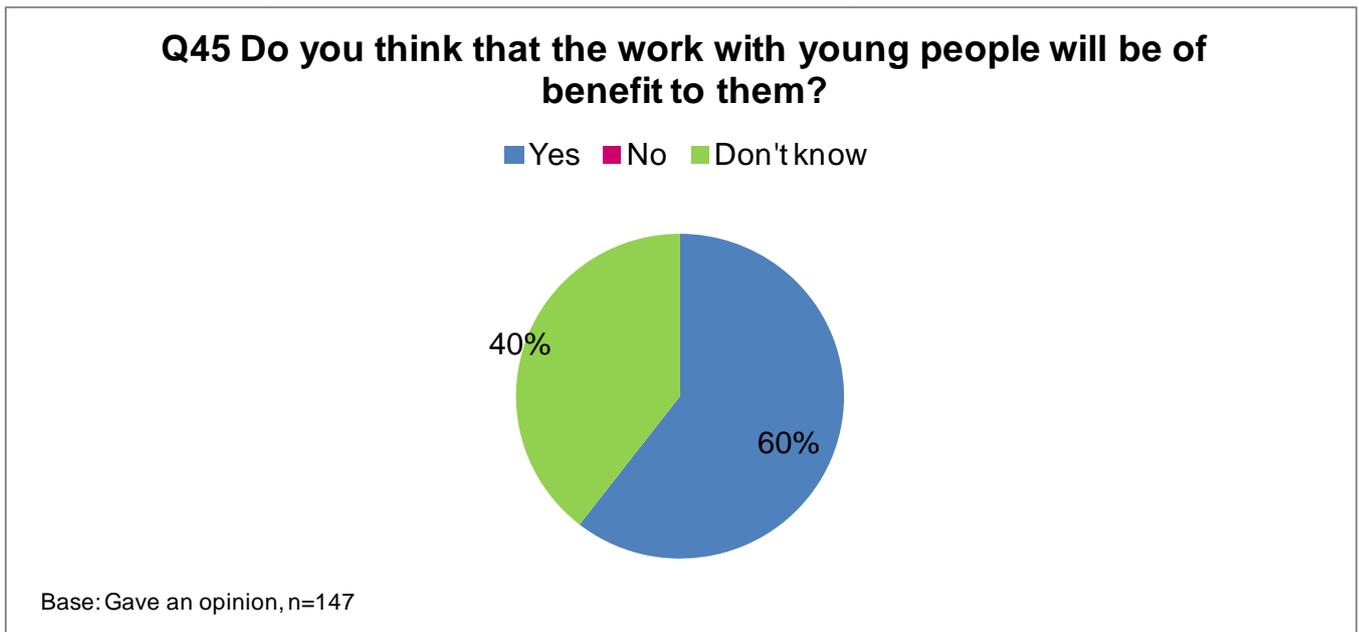
Just under 4 in 10 respondents (39%) felt that the area was a better place to live as a result of the work the Association does with young people. In 2004, 63% said that the Association's work with young people benefited the area and 7% said it did not benefit the area. More people in 2013 said they were unsure to this question. Respondents who had no children in the household were more likely to have said the area is improving as a result of the work the Association does with young people (43%) than households who had children (27%). Households with children were more likely to have answered don't know to this question (71%).



Those who said the area was better as a result of the Association’s work with young people were asked to provide examples of why they feel this way. The majority of comments made were where tenants felt that children were behaving better as they had more things to do and that the activities keep them off the street and out of trouble.

<b>Q44 If yes, can you give any examples?</b>		
<b>Base: Provided suggestions, n=31</b>	<b>No.</b>	<b>%</b>
Children behaving better/ have more things to do	9	29%
Keeps them off the streets/ out of trouble	8	26%
Makes them more responsible / improve work ethic	7	23%
More respect for others/ area	7	23%
Helps them gets jobs/ guidance	7	23%
Reduces vandalism/ more respect for the area	5	16%
Making friends/ polite	3	10%
Keeps them out of bother/ away from trouble	3	10%
Less trouble/ crime	2	6%
Other	5	16%

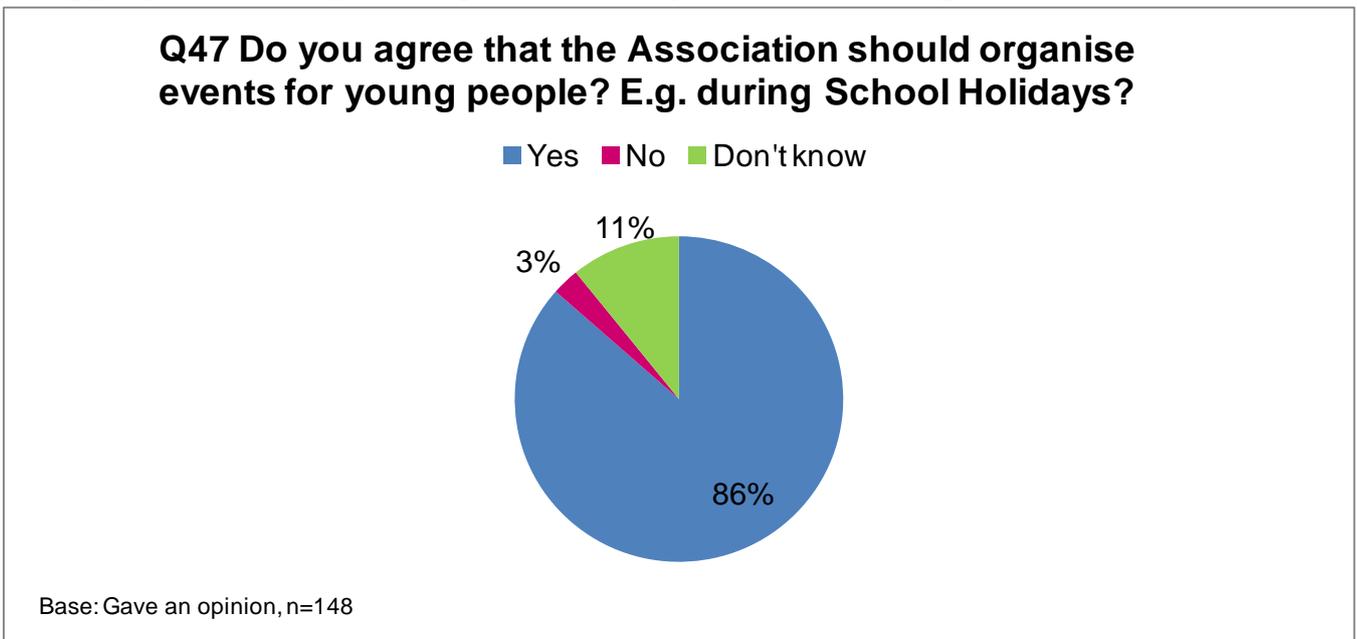
Six in ten respondents felt that the work with young people will be of benefit to them (60%) and no individuals disagreed with this statement. In 2004 67% agreed with this statement.



Those who felt that the youth activities were of benefit to young people in the area were asked how specifically they felt young people would benefit. The majority of comments were where tenants felt that the activities helped make young people feel part of the community and that it keeps them off the streets and out of trouble.

<b>Q45 How do you think young people will benefit?</b>		
<b>Base: Provided suggestions, n=63</b>	<b>No.</b>	<b>%</b>
Make them feel part of community/ give them responsibility	26	41%
Keep them off the streets/ out of trouble	16	25%
They learn new things/ improves their skills	16	25%
Gives them something to do/ an interest	14	22%
It will help them get a job/ go on to better things	14	22%
It gives them something to do/ educates them	4	6%
Other	3	5%

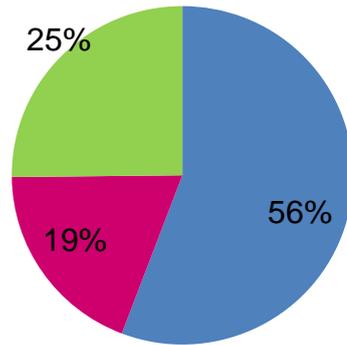
More than 8 in 10 respondents (86%) agreed that the Association should organise events for young people, for example during school holidays. In 2004, 93% agreed with this statement.



Over half of tenants (56%) felt that youth activities arranged by the Association should include young people from surrounding areas, 19% disagreed with this statement and 25% were unsure. In 2004, 32% agreed with this statement and 32% disagreed.

**Q48 Do you think that these events should include Young People from surrounding areas?**

■ Yes ■ No ■ Don't know



Base: Gave an opinion, n=147

Respondents were asked if they had any other general comments on the work the Association does with young people:

- *Associations should network with other organisations in the area.*
- *Could do with a play park for kids.*
- *Depends on cost.*
- *Depends on the age group.*
- *Depends on the cost.*
- *Fun day that includes a football league/ tournament for both boys and girls.*
- *Help them to integrate.*
- *Holding events for young people during school holidays can only do well for the community.*
- *I don't think it's part of the association's remit to provide this.*
- *I think it is good for the children. My children benefited from this and it helps other children to benefit now.*
- *I think you should think about the younger ones as well under 8's as some of their friends are younger.*
- *If it's feasible it would be good to include as many children as possible.*
- *Just keep getting better please.*
- *Just our own area.*
- *Keep up the good work.*
- *Make events for the kids that stay here, help build the community we have before tackling what's beyond.*
- *Means they get to know each other.*
- *They get to know each other.*
- *More events and activities for all children.*
- *Only in Blochairn, but kids should help with cleaning litter and be good for a length of time for a reward.*
- *Other associations should organise their own events.*
- *The housing do great at involving older children age 8+ but there is not much in the area for younger children and not many activities for families.*
- *There is not a lot to do for young people in this area in a place that drink and drug abuse is an issue.*
- *Think this will help them to get to know each other well and to respect each other.*

### 13.3 Additional comments

Finally, respondents were asked if they had any further comments they would like to make about the Association and the services it provides:

- *BHA's communication with its tenants is very good. However, if you were able to email them this would be beneficial. This would work well when there are closed for lunch at 12.30-13.30?*
- *Blochairn Housing is a great association. Any problems have in the past have been dealt with quickly. The newsletters are great for information on news of the area. The staff are always helpful too.*
- *Blochairn staff interfere with people's private affairs, and this causes bad vibes towards other tenants. Blochairn staff should have a new management team. The rest of the team are unapproachable.*
- *Certain families in our building have no respect for the building, residents or area and regularly allow their kids to run riot and cause damage in Blochairn. They send letters proposing to penalise families who work, rather than deal with them.*
- *I believe Blochairn services provided are generally really good and helpful. Huge support from all the staff is noticeable. Personally I believe Blochairn Association's activities have huge impact on improving the standards of living at Dunolly Street as it's becoming a much better place to live, just keep doing what you do and all will be even better.*
- *I don't have any complaints for housing. Anytime I have to get things done which is not that often, it's done very quickly. Good service all round.*
- *I feel owners should be involved in the Good Neighbour Scheme and that Blochairn residents should be first for a new house instead of outside people or housing associations.*
- *I think the staff work very hard for the association.*
- *I think our housing association does everything it can for its tenants and young children and it's always saying if you think we can do anything else let us know.*
- *I would like a new bathroom suite, like a walk in shower and get the bath out.*
- *I'm not happy about dog owners using my back garden. Some of my neighbours don't clean stairs at all!*
- *In a cramped house, 3 bedrooms, 5 single adults but can't get a new home.*
- *Just the amount of children (and children who do not live in Blochairn Place) constantly running/ cycling around or bouncing around parked cars. I feel this is a real issue which should be addressed.*
- *Maybe the tenants should be given information on the youths in the area. Maybe at the AGM - What they have been doing? Or even within the newsletters.*

- *No storage in the house is a major issue for us - we are not getting any alternative arrangements from the association. Association should modify our accommodation and make storage for us.*
- *Overall and in general I and my family appreciate everything Blochairn Housing has given us. They truly are nice people who are very welcoming and kind. I also appreciate everything Blochairn has done for my children and the wonderful trips they have provided for the community.*
- *Overall I think Blochairn is the best Housing Association I have been with and all the staff is helpful.*
- *Overall we are very pleased with the service we get from Blochairn Housing and very happy with the house we live in.*
- *The Association has been very consistent in maintaining deadlines of Blochairn. The youth activities are so significant for our children.*
- *Think Blochairn is a well run housing, keeps tenants up to date with all activities that's going on. I would like to see more amenities for teenagers to go out, instead of hanging around.*
- *This area is a good area. If you have a crisis in your family i.e. death, the whole community pull together. The thing I think Royston needs is a sports centre. As there is a high number of drink and drug abuse.*
- *Would like a decision made regarding the radiator being put at the bottom of the stairs. I have raised the issue a couple years ago, would cut back on heating costs to the rest of house.*

## 14. HOUSEHOLD DETAILS

### 14.1 Age and gender (Q50/51)

Four in ten respondents (40%) were male and 6 in 10 respondents (60%) were female.

Q50 How old are you?		
Base: n=147	No.	%
16-24	4	2.7%
25-34	31	21.1%
35-44	30	20.4%
45-64	47	32.0%
65-74	28	19.0%
75-84	6	4.1%
85+	1	0.7%

### 14.2 Working status (Q52)

In terms of the working status of respondents, just under 4 in 10 respondents (39%) were in full or part time employment, 14% were unemployed, 11% were long term sick or disabled, 15% were retired, 9% were caring for others or looking after the family and 1% were in full time education.

Q52 What is your current work status?		
Base: n=143	No.	%
Full time paid work (35 or more hours per week)	41	28.7%
Part time paid work (less than 35 hours per week)	15	10.5%
Full time education	2	1.4%
Unemployed	20	14.0%
Long term sick or disabled	16	11.2%
Caring for others/ Looking after family	13	9.1%
Retired	35	24.5%
Other	1	0.7%

### 14.3 Household composition (Q53)

With regards to household composition, 39% of households contained single adults, 19% of households contained couples with no children, 12% were single parent families and 19% were couples with children.

Q53 How would you describe the composition of your household?		
Base: n=145	No.	%
One adult under 60	30	20.7%
One adult aged 60 or over	26	17.9%
Two adults both under 60	14	9.7%
Two adults both over 60	9	6.2%
Two adults, at least one 60 or over	4	2.8%
Three or more adults, 16 or over	17	11.7%
1 parent family with 1 child under 16	6	4.1%
1 parent family with 2 children under 16	7	4.8%
1 parent family with 3 or more children under 16	4	2.8%
2 parent family with 1 child under 16	18	12.4%
2 parent family with 2 children under 16	5	3.4%
2 parent family with 3 or more children under 16	4	2.8%
Other	1	0.7%

### 14.4 Disability status (Q54/55)

One third of respondents said that either they or a member of their household had some form of disability or long term health problem (33%), with the majority stating this was regarding mobility or a physical disability (69%).

Q55 If yes, is this related to...?		
Base: n=45	No.	%
Mobility/ physical disabilities	31	68.9%
Mental health condition	15	33.3%
Other condition	3	6.7%
Learning difficulties (e.g. dyslexia)	2	4.4%
Difficulties with sight	2	4.4%
Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's Syndrome)	2	4.4%
Difficulties with hearing	2	4.4%
Learning disability (e.g. Down's Syndrome)	1	2.2%
Don't know	1	2.2%

### 14.5 Ethnicity (Q56)

Over 8 in 10 respondents were White Scottish, English, Welsh, Northern Irish or British, 7% were Polish and 4% were African.

Q56 How would you describe your ethnic origin?		
Base: n=146	No.	%
White Scottish	113	77.4%
White English	3	2.1%
White Welsh	0	0.0%
White Northern Irish	1	0.7%
White British	1	0.7%
White Irish	1	0.7%
Gypsy/ Traveller	0	0.0%
Polish	10	6.8%
Any other white ethnic group	3	2.1%
Any mixed or multiple ethnic groups	1	0.7%
Pakistani, Pakistani Scottish or Pakistani British	1	0.7%
Indian, Indian Scottish or Indian British	1	0.7%
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	2	1.4%
Chinese, Chinese Scottish or Chinese British	0	0.0%
Other Asian	2	1.4%
African, African Scottish or African British	6	4.1%
Caribbean, Caribbean Scottish or Caribbean British	0	0.0%
Black, Black Scottish or Black British	0	0.0%
Other Black	0	0.0%
Arab	1	0.7%
Other	0	0.0%

### 14.6 Car ownership (Q57)

Just under 4 in 10 respondents said either they or a member of their household was a car owner (36%).

## 15. OWNERS SURVEY RESULTS

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### 15.1 Introduction

A total of 10 owner occupiers responded to the postal survey representing a 27% response rate. This chapter details the key findings from the research undertaken with the Association's owners. Due to the small number of replies the responses have been reported as counts rather than percentages

### 15.2 The Association's factoring service

- The owners survey opened by asking respondents how satisfied or dissatisfied they were with the factoring service provided by Blochairn Housing Association. Six out of the ten owners said they were very or fairly satisfied, 3 said they were neither satisfied nor dissatisfied and 1 owner said they were fairly dissatisfied.
- Following on from this owners were asked to rate how satisfied or dissatisfied they were with the cleaning and maintenance of communal areas:
  - 7 out of 10 were satisfied with cleaning and upkeep of communal areas and 2 were dissatisfied;
  - 6 out of 10 were satisfied with the external building repairs and maintenance and 1 was dissatisfied;
  - 6 out of 10 were satisfied with the repairs to communal areas. No owners were dissatisfied in this respect.
- In terms of contact with staff 9 owners said they were satisfied with Blochairn staff being helpful if they have an enquiry and that Blochairn staff have the knowledge to be able to respond to their query.
- Four out of ten owners said the charges they pay represent very good or good value for money, 4 said it was neither good nor poor value for money and 2 owners said it represented fairly poor value for money. Those who said it was poor value for money were asked to provide more details. One owner provided a comment to this question:
  - *“Too much admin fees. The cleaners, even though they attend weekly, majority of the time is spent not cleaning, leaving it for ourselves. Too much excess fees on building insurance which overshadows the benefits.”*
- All owners who responded to the survey said it was easy to understand their factoring bills. In terms of the information provided about how factoring bills are calculated, 8 owners said they were satisfied with this information and 1 owner was neither satisfied nor dissatisfied.

### 15.3 The Neighbourhood

- In terms of the neighbourhood, 7 owners were very or fairly satisfied, 2 were neither satisfied nor dissatisfied and 1 owner was fairly dissatisfied.

- Eight out of ten owners said they believed there to be a sense of community within the Blochairn area and 1 out of 5 owners said they believed there to be a sense of community within the Royston area.
- With regards to neighbourhood aspects:
  - 7 owners were satisfied with car parking facilities and 2 were dissatisfied;
  - 3 owners were satisfied with children's play facilities and 2 were dissatisfied;
  - 7 owners were satisfied with the maintenance of common areas, no owners were dissatisfied;
  - 8 owners were satisfied with their feeling of safety and 1 owner was dissatisfied;
  - 9 owners were satisfied with street lighting and 1 owner was dissatisfied.
- In terms of neighbourhood problems in the Blochairn area:
  - 7 owners said dogs were a problem;
  - 3 owners said vandalism was a problem;
  - 1 owner said graffiti was a problem;
  - 3 owners said violence was a problem;
  - 5 owners said rubbish was a problem;
  - 6 owners said loitering was a problem
  - 1 owner said drug dealing was a problem;
  - 2 owners said street lighting was a problem;
  - 2 owners said crime was a problem.
- In terms of neighbourhood problems in the Royston area:
  - 5 owners said dogs were a problem;
  - 5 owners said vandalism was a problem;
  - 4 owners said graffiti was a problem;
  - 4 owners said violence was a problem;
  - 6 owners said rubbish was a problem;
  - 6 owners said loitering was a problem
  - 3 owners said drug dealing was a problem;
  - 2 owners said street lighting was a problem;
  - 4 owners said crime was a problem.
- Respondents were asked what they felt the Housing Association could do about these problems. Seven owners provided suggestions:

- *Fine people who leave dogs dirt in the communal areas, especially where kids play. Relocate residents who are often breaking the law. Too many police visits and arrests in this area, this causes concern. Provide education/ relevant awareness as per required subjects.*
  - *Speak to the landlord who owns the housing above Royston Road shops.*
  - *Very little.*
  - *Demand people to clean after themselves, instead of asking tidy people to clean up after messy ones.*
  - *Keep encouraging tenants and owners to act responsibly.*
  - *Monitor play areas at later times e.g. have staff working on back shifts at weekends.*
  - *Blochairn area - ensure residents are not allowing dogs to do their business in public areas.*
- Owners were also asked if there was anything else they believed to be a problem. Five owners provided additional comments:
- *Road safety, some other drivers are driving far too fast in this residential area which is full of kids playing. Please if possible provide slow down signs, more speed bumps or speed restrictions before a child is killed by a speeding driver.*
  - *In my close, cycles and rubbish are a problem.*
  - *Shouting children left to play without supervision e.g. children/ teenagers playing football and riding bikes very fast.*
  - *Damage to cars, stone throwing and football.*
  - *More parking spaces! At times, one has to park their car further away from home or sometimes it is impossible to find parking.*

#### **15.4 Household details**

- With regards to the age profile of respondents, 7 owners said they were aged 45 to 64 and 1 owner said they were aged 25 to 34. The remaining owners did not provide this information.
- Four owners said they were male and four owners said they were female; the other two respondents did not answer this question.
- In terms of household composition, 1 owner said they were an adult aged under 60, 2 said they lived in a single adult household and were aged 60 or over, 1 respondent said they lived in a two adult household and were both under 60 years of age, 2 respondents said they were living in a household of 3 or more adults, 1 respondent said they were a single parent with 1 child and 1 respondent said they were a couple with 1 child.
- In terms of ethnicity, 5 owners said they were White Scottish, 2 said they were Polish and 1 was other Asian.

## 16. CONCLUSIONS AND RECOMMENDATIONS

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This survey represents a very positive survey for Blochairn Housing Association. Throughout the report and where comparisons are available it is clear that satisfaction levels have improved for the majority of services since the 2004 survey.

### AREAS OF HIGH PERFORMANCE

The results of the 2013 survey reveal that, in general, the Association is performing to a high standard. The following points show the key highlights where satisfaction was highest and where improvement has been made:

- Overall satisfaction with the services provided by the Association is high and improving with 96% of tenants stating they were satisfied compared to 92% in 2004;
- The vast majority of tenants were of the opinion that the Association is good at keeping them informed about their services and decisions (98%). This is an improvement on the 2004 survey where 92% rated the Association very or fairly good.
- The customer care when contacting the Association is highly rated by tenants with all tenants who had made contact within the last year stating they were satisfied with the helpfulness of the member of staff who dealt with their query and the quality of advice and assistance given.
- Satisfaction with the repairs service is very high with 99% of tenants who had reported a repair within the last year stating they were satisfied compared to 97% in 2004. In terms of various aspects of the repairs service, satisfaction was high in all respects, ranging from 95% in terms of the appointment system and the tradesman arriving at the appointed time to 99% with regards to the ease of reporting repairs, the helpfulness of the Association staff involved, the attitude of the tradesman and the quality of repairs.
- Tenants rated the quality of their home highly with 96% stating they were satisfied in this respect. A similar question was asked of tenants in 2004 about satisfaction with the overall design and layout of the home and where 86% of tenants expressed satisfaction.
- Awareness of the Good Neighbour Fund has increased since the 2004 survey from 76% in 2004 to 87%.
- With regards to CCTV cameras which cover the Blochairn area, more tenants in 2013 agreed that the CCTV cameras have cut down the amount of vandalism and graffiti in the area (59% in 2013 and 29% in 2004) and also that the CCTV cameras have helped someone that they knew (14% in 2013 and 4% in 2004).

## ACTION PLANNING

The following points have been made to highlight key areas where there is room for improvement in terms of the Association's current service offering. In particular lower levels of satisfaction and low levels of awareness have been highlighted which were evident throughout the report:

- Only 35% of tenants said they had home contents insurance. The main reasons for not having household contents insurance were where tenants had never thought about it or where the tenant said they could not afford this.
- Satisfaction with children's play facilities was an area of lower satisfaction with 49% stating they were satisfied and 34% stating they were dissatisfied in this respect.
- In terms of neighbourhood problems in the Blochairn area, 61% stated dog fouling was a serious or minor problem and 42% stated rubbish was a problem.
- In the Royston area the biggest concerns for tenants appeared to be regarding graffiti (72% stating serious or minor problem), dogs (68%) and vandalism (68%).
- Fewer respondents in 2013 said they were aware of the work that the Association does for, and with the young people in the area (57%) than in 2004 (82%).

**Appendix 1**

**Survey Questionnaire**

# Survey of Blochairn Housing Association Tenants

Dear Tenant

**Blochairn Housing Association** is committed to listening to tenants and acting on their views. To help us do this, we have commissioned an independent market research company, Research Resource, to undertake a satisfaction survey on our behalf. Please take the time to complete this questionnaire.

The survey will help us understand how you feel about how we communicate with you, the services we provide and about your home and neighbourhood. It will also help us understand the profile of our tenants in order that we can ensure that our services meet their needs.

All your answers will remain totally confidential and none of your individual responses will be passed to the Association. The ID number on the questionnaire is used only for administration purposes not to identify your individual responses. The results of the survey will be analysed by Research Resource and an independent report will be provided summarising the overall findings of the survey. A copy of the report will be provided for every tenant.

By completing the questionnaire you will be helping the Association improve their services to you as a tenant.

If you require any help completing the questionnaire, please call **Research Resource** on **FREEPHONE 0800 121 8987**.

Please complete and return the questionnaire in the prepaid envelope by **21<sup>st</sup> June**. **All who complete and return the questionnaire will be entered into a Prize Draw for £250.**

Thank you, in anticipation, for your time and participation.

Yours sincerely

**Michael Carberry**  
**Director**

**Overall Satisfaction**

**Q1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Blochairn Housing Association? [PLEASE TICK ONE ONLY]**

Very satisfied	<input type="checkbox"/>
Fairly satisfied	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>
No opinion	<input type="checkbox"/>

**Information and Communication**

**Q2. How good or poor do you feel Blochairn Housing Association is at keeping you informed about their services and decisions? [PLEASE TICK ONE ONLY]**

Very good	<input type="checkbox"/>
Fairly good	<input type="checkbox"/>
Neither good nor poor	<input type="checkbox"/>
Fairly poor	<input type="checkbox"/>
Very poor	<input type="checkbox"/>

**Q3. Which of the following methods of being kept informed and getting in touch with Blochairn Housing Association are you happy to use? [TICK ALL THAT APPLY IN EACH COLUMN]**

Email	<input type="checkbox"/>
Telephone	<input type="checkbox"/>
Text message	<input type="checkbox"/>
In writing	<input type="checkbox"/>
Visit to the office	<input type="checkbox"/>
Visit to your home by staff	<input type="checkbox"/>
Open meetings	<input type="checkbox"/>
Newsletter	<input type="checkbox"/>
Some other method (please write in below)	<input type="checkbox"/>

**Q4. Would you like to receive more information from the Association about any of the following? [TICK ALL THAT APPLY, IF DO NOT WISH ANY FURTHER INFORMATION, PLEASE TICK 'NONE']**

Transfers	<input type="checkbox"/>
Improvements to your home	<input type="checkbox"/>
Mutual exchanges	<input type="checkbox"/>
How we set our rents	<input type="checkbox"/>
How we manage our estates	<input type="checkbox"/>
Repairs services	<input type="checkbox"/>
Housing benefit and Welfare Reform	<input type="checkbox"/>
Good Neighbour Fund	<input type="checkbox"/>
Equal opportunities	<input type="checkbox"/>
The Management Committee	<input type="checkbox"/>
The Association's policies	<input type="checkbox"/>
How you can become more involved in the Association	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

**Q5. Have you contacted Blochairn Housing Association in the last 12 months with a query or problem?**

Yes	<input type="checkbox"/>	Go to Q6
No	<input type="checkbox"/>	Go to Q9

**Q6. Thinking of the LAST time you contacted the Association, what was your reason for contact? [PLEASE TICK ONE ONLY]**

To report a repair	<input type="checkbox"/>
To discuss your rent	<input type="checkbox"/>
To discuss housing benefit	<input type="checkbox"/>
To apply for a transfer / exchange	<input type="checkbox"/>
To discuss a neighbour dispute	<input type="checkbox"/>
To make a complaint (please explain)	<input type="checkbox"/>
To enquire about receiving support to maintain your tenancy	<input type="checkbox"/>
To enquire about aids or adaptations in your present home	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

**Q7. Thinking of the last time you contacted the Association, how did you do this?****[PLEASE TICK ONE ONLY]**

By telephone	<input type="checkbox"/>
Personal visit to the office	<input type="checkbox"/>
Letter	<input type="checkbox"/>
Email	<input type="checkbox"/>
Other contact with staff (please specify)	<input type="checkbox"/>

**Q8. When you contacted the Association, how satisfied or dissatisfied were you with the following? (TICK ONE OPTION FOR EACH STATEMENT)**

	Very satisfied	Fairly Satisfied	Neither	Fairly Dissatisfied	Very dissatisfied	Don't know
The length of time it took to deal with your query	<input type="checkbox"/>					
The helpfulness of the member of staff who dealt with your query	<input type="checkbox"/>					
The quality of advice and assistance given	<input type="checkbox"/>					
The final outcome of your query	<input type="checkbox"/>					

**Being Involved****Q9. How satisfied or dissatisfied are you with opportunities given to you to participate in Blochairn Housing Association's decision making processes? [PLEASE TICK ONE ONLY]**

Very satisfied	<input type="checkbox"/>
Fairly satisfied	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

**Q10. The Association consult with their tenants on a range of issues and give tenants the opportunity to be involved in their decision making processes. How would you like to give the Association your views? [TICK ALL THAT APPLY]**

By responding to surveys such as this one or in newsletters	<input type="checkbox"/>
Being part of a local area tenant forum	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>
I don't want to be asked my views	<input type="checkbox"/>

**The Repairs Service**

**Q11. Have you had any day to day repairs carried out in this property in the last 12 months?**

Yes	<input type="checkbox"/>	Go to Q12
No	<input type="checkbox"/>	Go to Q18

**Q12. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by the Association?**

Very satisfied	<input type="checkbox"/>
Fairly satisfied	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

**Q13. How satisfied were you with the following aspects of the repairs service? (TICK ONE OPTION FOR EACH STATEMENT)**

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Don't know
The ease of reporting repairs	<input type="checkbox"/>					
The helpfulness of the Association staff involved	<input type="checkbox"/>					
The appointment system	<input type="checkbox"/>					
The tradesman arriving at the appointed time	<input type="checkbox"/>					
The length of time taken to carry out repairs	<input type="checkbox"/>					
The attitude of the tradesman	<input type="checkbox"/>					
The quality of repairs	<input type="checkbox"/>					
The level of disturbance you faced	<input type="checkbox"/>					

**Q14. When reporting repairs over the past 12 months, have you had to use the out of hours repairs service?**

Yes	<input type="checkbox"/>	Go to Q15
No	<input type="checkbox"/>	Go to Q18

**Q15. How satisfied were you with the response when you used the emergency out of hours service?**

Very satisfied	<input type="checkbox"/>
Fairly satisfied	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

**Q16. How long did it take for a tradesman to call?**

Less than 1 hour	<input type="checkbox"/>
1-2 hours	<input type="checkbox"/>
2-4 hours	<input type="checkbox"/>
More than 4 hours	<input type="checkbox"/>

**Q17. How important do you think it is that you can talk to the Association staff in an emergency?**

Very important	<input type="checkbox"/>
Fairly important	<input type="checkbox"/>
Neither important nor unimportant	<input type="checkbox"/>
Fairly unimportant	<input type="checkbox"/>
Very unimportant	<input type="checkbox"/>

## **The Home**

**Q18. Overall, how satisfied or dissatisfied are you with the quality of your home?**

Very satisfied	<input type="checkbox"/>
Fairly satisfied	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

**Q19. Did you move into this property within the last year?**

Yes	<input type="checkbox"/>	Go to Q20
No	<input type="checkbox"/>	Go to Q21

**Q20. Thinking of when you moved in, how satisfied or dissatisfied were you with the standard of your home?**

Very satisfied	<input type="checkbox"/>
Fairly satisfied	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

**Q21. Do you have Household Contents Insurance?**

Yes	<input type="checkbox"/>	Go to Q22
No	<input type="checkbox"/>	Go to Q23

**Q22. If yes, is it with...**

THIS Tenants Contents	<input type="checkbox"/>	Go to Q24
Another company	<input type="checkbox"/>	

**Q23. If no, why not?**

Can't afford it	<input type="checkbox"/>
Thought the Association insured the house	<input type="checkbox"/>
Never thought about it	<input type="checkbox"/>
Other (specify)	<input type="checkbox"/>

### **Good Neighbour Fund**

**Q24. Do you know about the Good Neighbour Fund?**

Yes	<input type="checkbox"/>	Go to Q25
No	<input type="checkbox"/>	Go to Q27

**Q25. Have you received a payment from the Good Neighbour Fund in the last year?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**Q26. Please mark the answer that is nearest to your own view for the following statements:**

	Strongly agree	Agree	Neither nor	Disagree	Strongly disagree
The Christmas Bonus has helped to improve the Blochairn area	<input type="checkbox"/>				
People appreciate receiving the Christmas Bonus	<input type="checkbox"/>				
Some people get the Bonus who do not deserve it	<input type="checkbox"/>				
People should not get a Bonus for doing what they are supposed to do anyway	<input type="checkbox"/>				
“Bad” tenants will never change	<input type="checkbox"/>				
“Good” tenants will behave properly whether they get a Bonus or not	<input type="checkbox"/>				
The Christmas Bonus has not made any difference	<input type="checkbox"/>				
The Christmas Bonus should be scrapped	<input type="checkbox"/>				
The ££50 x 2 Monthly Prize Draw should be scrapped	<input type="checkbox"/>				
The Association should be more strict about who gets the Bonus	<input type="checkbox"/>				
The Association should carry out annual inspections of its houses	<input type="checkbox"/>				

### **Rent and Value for money**

**Q27. Taking into account the accommodation and the services the Association provides, do you think that the rent for this property represents good or poor value for money? Is it...**

Very good	<input type="checkbox"/>
Fairly good	<input type="checkbox"/>
Neither good nor poor	<input type="checkbox"/>
Fairly poor	<input type="checkbox"/>
Very poor	<input type="checkbox"/>

### **Housing Allocations**

**Q28. When the Association allocates houses do you think that priority should be given to...**

	Yes	No	Don't know
Blochairn residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Royston residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q29. Do you think that how long an applicant has lived in the area should be taken into account?**

	Yes	No	Don't know
Blochairn residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Royston residents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Your Neighbourhood

**Q30. Overall, how satisfied or dissatisfied are you with the Association's management of the neighbourhood you live in?**

Very satisfied	<input type="checkbox"/>
Fairly satisfied	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

**Q31. Do you believe there is a sense of community within...?**

	Yes	No
The Blochairn area	<input type="checkbox"/>	<input type="checkbox"/>
The Royston area	<input type="checkbox"/>	<input type="checkbox"/>

**Q32. How satisfied are you with the following things in your neighbourhood?**

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know
Car parking facilities	<input type="checkbox"/>					
Children's play facilities	<input type="checkbox"/>					
The maintenance of common areas	<input type="checkbox"/>					
Your feeling of safety	<input type="checkbox"/>					
Street lighting	<input type="checkbox"/>					

**Q33. Do you think there is a problem with any of the following in the BLOCHAIRN area?**

	Serious problem	Minor problem	Not a problem
Dogs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loitering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug Dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q34. Do you think there is a problem with any of the following in the ROYSTON area?**

	Serious problem	Minor problem	Not a problem
Dogs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loitering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug Dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q35. What do you think the Housing Association could do about these problems?**

**Q36. Are there any other things you believe to be a problem?**

**Q37. Do you know where the CCTV cameras that cover Blochairn are positioned?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**Q38. Do you think that the CCT V cameras make the area safer?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**Q39. Do you think that the CCT V cameras cut down on graffiti and vandalism?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**Q40. Have the CCTV cameras helped you or anyone you know?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

### **Working with Younger Residents**

**Q41. Are you aware .....**

	Yes	No	Don't know
...of the work that the Association does for, and with, the young people in the area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... that the Association has a Youth Committee?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... that the Association has a youth newsletter for 8 to 15 year olds called the "Wee Issue"?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q42. Do you think that working with Young people in the area is a good idea?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**Q43. Do you think that the area is better as a result of this work with Young People?**

Yes	<input type="checkbox"/>	Go to Q44
No	<input type="checkbox"/>	Go to Q45
Don't know	<input type="checkbox"/>	

**Q44. If yes, can you give any examples?**

1.
2.
3.

**Q45. Do you think that the work with young People will be of benefit to them?**

Yes	<input type="checkbox"/>	Go to Q46
No	<input type="checkbox"/>	Go to Q47
Don't know	<input type="checkbox"/>	

**Q46. If yes, how do you think they will benefit?**

1.
2.
3.

**Q47. Do you agree that the Association should organise events for Young people?  
E.g. during School Holidays?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**Q48. Do you think that these events should include Young People from surrounding areas?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**Q49. Do you have any general comments on this issue?**

--

**About you and your household**

This final section asks about you and your household. The information you give is strictly confidential and will not be passed onto the Association with any reference to your address or name. This information is used only to create an overall picture of tenants living in Blochairn Housing Association properties so the Association can ensure its services reflect the needs of the people it houses. Please complete as fully as you are able or willing.

**Q50. How old are you?**

16-24	<input type="checkbox"/>
25-34	<input type="checkbox"/>
35-44	<input type="checkbox"/>
45-64	<input type="checkbox"/>
65-74	<input type="checkbox"/>
75-84	<input type="checkbox"/>
85+	<input type="checkbox"/>

**Q51. Are you?**

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>

**Q52. What is your current work status? (PLEASE TICK ONE ONLY)**

Full time paid work (35 or more hours per week)	<input type="checkbox"/>
Part time paid work (less than 35 hours per week)	<input type="checkbox"/>
Full time education	<input type="checkbox"/>
Unemployed	<input type="checkbox"/>
Long term sick or disabled	<input type="checkbox"/>
Caring for others/ Looking after family	<input type="checkbox"/>
Retired	<input type="checkbox"/>
Other (please write in)	<input type="checkbox"/>

**Q53. How would you describe the composition of your household? PLEASE TICK ONE OPTION ONLY**

One adult under 60	<input type="checkbox"/>
One adult aged 60 or over	<input type="checkbox"/>
Two adults both under 60	<input type="checkbox"/>
Two adults both over 60	<input type="checkbox"/>
Two adults, at least one 60 or over	<input type="checkbox"/>
Three or more adults, 16 or over	<input type="checkbox"/>
1 parent family with 1 child under 16	<input type="checkbox"/>
1 parent family with 2 children under 16	<input type="checkbox"/>
1 parent family with 3 or more children under 16	<input type="checkbox"/>
2 parent family with 1 child under 16	<input type="checkbox"/>
2 parent family with 2 children under 16	<input type="checkbox"/>
2 parent family with 3 or more children under 16	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

**Q54. Are the daily activities of anyone in your household limited by a health problem that is expected to last at least 12 months?**

Yes	<input type="checkbox"/>	Go to Q55
No	<input type="checkbox"/>	Go to Q56

**Q55. If yes, is this related to...? (TICK ALL THAT APPLY)**

Mental health condition	<input type="checkbox"/>
Mobility/ physical disabilities	<input type="checkbox"/>
Learning difficulties (e.g. dyslexia)	<input type="checkbox"/>
Difficulties with sight	<input type="checkbox"/>
Learning disability (e.g. Down's Syndrome)	<input type="checkbox"/>
Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's Syndrome)	<input type="checkbox"/>
Difficulties with hearing	<input type="checkbox"/>
Other condition (please write in)	<input type="checkbox"/>
Don't know	<input type="checkbox"/>

**Q56. How would you describe your ethnic origin? (TICK ONE ONLY)**

<b>WHITE</b>	
White Scottish	<input type="checkbox"/>
White English	<input type="checkbox"/>
White Welsh	<input type="checkbox"/>
White Northern Irish	<input type="checkbox"/>
White British	<input type="checkbox"/>
White Irish	<input type="checkbox"/>
Gypsy/ Traveller	<input type="checkbox"/>
Polish	<input type="checkbox"/>
Any other white ethnic group	<input type="checkbox"/>
<b>MIXED OR MULTIPLE ETHNIC GROUPS</b>	
Any mixed or multiple ethnic groups	<input type="checkbox"/>
<b>ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH</b>	
Pakistani, Pakistani Scottish or Pakistani British	<input type="checkbox"/>
Indian, Indian Scottish or Indian British	<input type="checkbox"/>
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	<input type="checkbox"/>
Chinese, Chinese Scottish or Chinese British	<input type="checkbox"/>
Other Asian	<input type="checkbox"/>
<b>AFRICAN, CARIBBEAN OR BLACK</b>	
African, African Scottish or African British	<input type="checkbox"/>
Caribbean, Caribbean Scottish or Caribbean British	<input type="checkbox"/>
Black, Black Scottish or Black British	<input type="checkbox"/>
Other Black	<input type="checkbox"/>
<b>OTHER ETHNIC GROUP</b>	
Arab	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

**Q57. Are either you or any member of your household a car owner?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

**Q58. Do you have any other comments you would like to make about any of the responses you have given or regarding the services which the Association provides? PLEASE WRITE IN YOUR COMMENTS BELOW**

**Thank you very much for taking the time to complete this questionnaire. Your views will help shape the services provided by Blochairn Housing Association for its tenants.**

Please return your questionnaire in the enclosed freepost envelope provided (no stamp needed) by the **21<sup>st</sup> June**. If you have lost the envelope you can return the questionnaire by using the following freepost address:

**RESEARCH RESOURCE, FREEPOST RRSA-LEUS-ULUB,  
17B MAIN STREET, CAMBUSLANG, GLASGOW, G72 7EX**

**Please write in your name and address below. This information will only be used to enter you into the prize draw for £250.**

Name	
Address	
Postcode	

# Survey of Blochairn Housing Association Owners

Dear Owner

**Blochairn Housing Association** is committed to listening to owners and acting on their views. To help us do this, we have commissioned an independent market research company, Research Resource, to undertake a satisfaction survey on our behalf. Please take the time to complete this questionnaire.

The survey will help us understand how you feel about how we communicate with you, the services we provide and about your home and neighbourhood. It will also help us understand the profile of our owners in order that we can ensure that our services meet their needs.

All your answers will remain totally confidential and none of your individual responses will be passed to the Association. The ID number on the questionnaire is used only for administration purposes not to identify your individual responses. The results of the survey will be analysed by Research Resource and an independent report will be provided summarising the overall findings of the survey. A copy of the report will be provided for every owner.

By completing the questionnaire you will be helping the Association improve their services to you as an owner.

If you require any help completing the questionnaire, please call **Research Resource** on **FREEPHONE 0800 121 8987**.

Please complete and return the questionnaire in the prepaid envelope by **21<sup>st</sup> June**. **All who complete and return the questionnaire will be entered into a Prize Draw for £50.**

Thank you, in anticipation, for your time and participation.

Yours sincerely

**Michael Carberry**  
Director

**The Association's Factoring Service**

**Q1. Taking everything into account, how satisfied or dissatisfied are you with the factoring services provided by Blochairn Housing Association? [PLEASE TICK ONE ONLY]**

Very satisfied	<input type="checkbox"/>	Go to Q3
Fairly satisfied	<input type="checkbox"/>	
Neither satisfied nor dissatisfied	<input type="checkbox"/>	
Fairly dissatisfied	<input type="checkbox"/>	Go to Q2
Very dissatisfied	<input type="checkbox"/>	

**Q2. If you said that you are dissatisfied or very dissatisfied, please can you explain why?**

**Q3. Thinking about where you live, how satisfied or dissatisfied are you with the following? (TICK ONE OPTION FOR EACH STATEMENT)**

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Don't know
The cleaning and upkeep of communal areas	<input type="checkbox"/>					
External building repairs and maintenance	<input type="checkbox"/>					
Repairs to communal areas	<input type="checkbox"/>					

**Q4. Thinking about Blochairn staff and any contact that you have with them, how satisfied or dissatisfied are you with the following? (TICK ONE OPTION FOR EACH STATEMENT)**

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Don't know
Blochairn staff are helpful if I have a query	<input type="checkbox"/>					
Blochairn staff have the knowledge to be able to respond to my query	<input type="checkbox"/>					

**Q5. Thinking about the services the Association provides, do you think that the charges you pay for this property represents good or poor value for money? Is it...**

Very good	<input type="checkbox"/>	Go to Q7
Fairly good	<input type="checkbox"/>	
Neither good nor poor	<input type="checkbox"/>	
Fairly poor	<input type="checkbox"/>	Go to Q6
Very poor	<input type="checkbox"/>	

**Q6. If you said that they are either fairly poor or very poor, please can you explain why?**

**Q7. Thinking about information you receive from Blochairn on your factoring charges, how satisfied or dissatisfied are you with the following? (TICK ONE OPTION FOR EACH STATEMENT)**

	Very satisfied	Satisfied	Neither	Dissatisfied	Very dissatisfied	Don't know
How easy it is to understand your factoring bills	<input type="checkbox"/>					
The information provided about how your factoring bills are calculated	<input type="checkbox"/>					

**Your Neighbourhood**

**Q8. Overall, how satisfied or dissatisfied are you with the Association's management of the neighbourhood you live in?**

Very satisfied	<input type="checkbox"/>
Fairly satisfied	<input type="checkbox"/>
Neither satisfied nor dissatisfied	<input type="checkbox"/>
Fairly dissatisfied	<input type="checkbox"/>
Very dissatisfied	<input type="checkbox"/>

**Q9. Do you believe there is a sense of community within...?**

	Yes	No
The Blochairn area	<input type="checkbox"/>	<input type="checkbox"/>
The Royston area	<input type="checkbox"/>	<input type="checkbox"/>

**Q10. How satisfied are you with the following things in your neighbourhood?**

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Customer Satisfaction Survey 2013

	Very satisfied	Fairly satisfied	Neither/nor	Fairly dissatisfied	Very dissatisfied	Don't know
Car parking facilities	<input type="checkbox"/>					
Children's play facilities	<input type="checkbox"/>					
The maintenance of common areas	<input type="checkbox"/>					
Your feeling of safety	<input type="checkbox"/>					
Street lighting	<input type="checkbox"/>					

**Q11. Do you think there is a problem with any of the following in the BLOCHAIRN area?**

	Serious problem	Minor problem	Not a problem
Dogs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loitering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug Dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q12. Do you think there is a problem with any of the following in the ROYSTON area?**

	Serious problem	Minor problem	Not a problem
Dogs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vandalism	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Graffiti	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Violence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rubbish	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Loitering	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Drug Dealing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street Lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Q13. What do you think the Housing Association could do about these problems?**

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**Q14. Are there any other things you believe to be a problem?**

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**About you and your household**

This final section asks about you and your household. The information you give is strictly confidential and will not be passed onto the Association with any reference to your address or name. This information is used only to create an overall picture of owners living in Blochairn Housing Association properties so the Association can ensure its services reflect the needs of the people it houses. Please complete as fully as you are able or willing.

**Q15. How old are you?**

16-24	<input type="checkbox"/>
25-34	<input type="checkbox"/>
35-44	<input type="checkbox"/>
45-64	<input type="checkbox"/>
65-74	<input type="checkbox"/>
75-84	<input type="checkbox"/>
85+	<input type="checkbox"/>

**Q16. Are you?**

Male	<input type="checkbox"/>
Female	<input type="checkbox"/>

**Q17. How would you describe the composition of your household? PLEASE TICK ONE OPTION ONLY**

One adult under 60	<input type="checkbox"/>
One adult aged 60 or over	<input type="checkbox"/>
Two adults both under 60	<input type="checkbox"/>
Two adults both over 60	<input type="checkbox"/>
Two adults, at least one 60 or over	<input type="checkbox"/>
Three or more adults, 16 or over	<input type="checkbox"/>
1 parent family with 1 child under 16	<input type="checkbox"/>
1 parent family with 2 children under 16	<input type="checkbox"/>
1 parent family with 3 or more children under 16	<input type="checkbox"/>
2 parent family with 1 child under 16	<input type="checkbox"/>
2 parent family with 2 children under 16	<input type="checkbox"/>
2 parent family with 3 or more children under 16	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

**Q18. Are either you or any member of your household a car owner?**

Yes	<input type="checkbox"/>
No	<input type="checkbox"/>

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**Q19. How would you describe your ethnic origin? (TICK ONE ONLY)**

<b>WHITE</b>	
White Scottish	<input type="checkbox"/>
White English	<input type="checkbox"/>
White Welsh	<input type="checkbox"/>
White Northern Irish	<input type="checkbox"/>
White British	<input type="checkbox"/>
White Irish	<input type="checkbox"/>
Gypsy/ Traveller	<input type="checkbox"/>
Polish	<input type="checkbox"/>
Any other white ethnic group	<input type="checkbox"/>
<b>MIXED OR MULTIPLE ETHNIC GROUPS</b>	
Any mixed or multiple ethnic groups	<input type="checkbox"/>
<b>ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH</b>	
Pakistani, Pakistani Scottish or Pakistani British	<input type="checkbox"/>
Indian, Indian Scottish or Indian British	<input type="checkbox"/>
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	<input type="checkbox"/>
Chinese, Chinese Scottish or Chinese British	<input type="checkbox"/>
Other Asian	<input type="checkbox"/>
<b>AFRICAN, CARIBBEAN OR BLACK</b>	
African, African Scottish or African British	<input type="checkbox"/>
Caribbean, Caribbean Scottish or Caribbean British	<input type="checkbox"/>
Black, Black Scottish or Black British	<input type="checkbox"/>
Other Black	<input type="checkbox"/>
<b>OTHER ETHNIC GROUP</b>	
Arab	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

**Q20. Do you have any other comments you would like to make about any of the responses you have given or regarding the services which the Association provides? PLEASE WRITE IN YOUR COMMENTS BELOW**

**Thank you very much for taking the time to complete this questionnaire. Your views will help shape the services provided by Blochairn Housing Association for its owners.**

Please return your questionnaire in the enclosed freepost envelope provided (no stamp needed) by the **21<sup>st</sup> June**. If you have lost the envelope you can return the questionnaire by using the following freepost address:

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Name	
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**Appendix 2**

**Technical Report Summary**

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## TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

<b>Project number</b>	<b>P563</b>
<b>Project name</b>	<b>Blochairn Tenant Satisfaction Survey</b>
<b>Objectives of the research</b>	<p>The aim of the research was to seek tenants' and owners' views on the services that Blochairn 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:</p> <ul style="list-style-type: none"> <li>■ The quality of information provided by Blochairn;</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 group</b>	Tenants and owners of the Association
<b>Target sample size</b>	The aim was to maximise responses.
<b>Achieved sample size</b>	A total of 151 tenant questionnaires and 10 owner questionnaires were completed. 60 of the tenant surveys were carried out on a face to face basis in order to boost the response rate sufficiently to achieve data accurate to +/-5%..
<b>Date of fieldwork</b>	Survey packs were stuffed by RR postal administrators and delivered to the Association on the 31 <sup>st</sup> May. The survey packs were distributed the following week and a deadline for completion was set for the 21 <sup>st</sup> June, however the deadline was extended to the 26 <sup>th</sup> July to allow for any late returns.
<b>Sampling method</b>	100% sample. All tenants and owners were sent questionnaires.
<b>Data collection method</b>	Postal methodology
<b>Response rate and definition and method of how calculated</b>	52% (151 interviews from a population of 288) 27% (10 interviews from a population of 37)
<b>Any incentives?</b>	Yes, prize draw of £50 for owners and £250 for tenants
<b>Number of interviewers</b>	3
<b>Interview validation methods</b>	10% of face to face interviews were backchecked by respondent recontact
<b>Showcards or any other materials used?</b>	Not applicable
<b>Weighting procedures</b>	Not applicable

Customer Satisfaction Survey 2013

<b>(if applicable)</b>	
<b>Estimating and imputation procedures (if applicable)</b>	Not applicable
<b>Reliability of findings</b>	Data accurate overall to +/-5.51% for tenants Data accurate overall to +/-26.84% for owners