



Blochairn Housing Association

Customer Satisfaction Survey

November 2017

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: Phillipa Mackinnon

A handwritten signature in black ink, appearing to read 'Phillipa Mackinnon'.

Date: 17/11/2017

Reviewed by: Elaine MacKinnon / Lorna Shaw

Two handwritten signatures in black ink. The first signature on the left appears to be 'Elaine MacKinnon' and the second signature on the right appears to be 'Lorna Shaw'.

Date: 20/11/2017

Blochairn Housing Association

Customer Satisfaction Survey 2017

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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 prepared by RR postal administrators and delivered to the Association on the 1st September. The deadline for completion was set for the 13th September, however the deadline was extended to the 27th October with a number of reminders sent in the interim to boost the response rate and to allow for any late returns.
- A total of 170 tenants responded to the survey, representing a 60% response rate and providing data accurate to +/- 4.78%, with 67 of these interviews being done on a face to face to basis by Research Resource interviewers in order to achieve more robust data. Eighteen out of 40 owners responded to the survey, representing a 45% response rate.
- This executive summary highlights the key findings from this programme of research.

OVERALL SATISFACTION

Scottish Housing Regulator indicators (Tenants only)		
	2013	2017
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>)	96%	95%
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>)	98%	96%
Q12 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%	84%
Q14 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>)- Those who have reported a repair in the last 12 months	99%	98%
Q20 Overall, how satisfied or dissatisfied are you with the quality of your home? (<i>% very/ fairly satisfied</i>)	96%	93%
Q22 [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%	75%
Q29 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%	89%
Q32 Overall, how satisfied or dissatisfied are you with the Association's management of the neighbourhood you live in?	96%	93%

AREAS OF HIGH PERFORMANCE

The results of the 2017 survey reveal that, in general, the Association is performing to a high standard. The following points show the key highlights where satisfaction has increased, decreased and remained consistent:

- Overall satisfaction with the services provided by the Association is high with 95% of tenants stating they were satisfied. This is a decrease of 1 percentage point since 2013.
- The vast majority of tenants were of the opinion that the Association is good at keeping them informed about their services and decisions (96%). This is a decrease of 2 percentage points since the 2013 survey where 98% rated the Association very or fairly good.
- Satisfaction with the repairs service has decreased by 1 percentage point, however is very high with 98% of tenants who had reported a repair within the last year stating they were satisfied.
- Tenants rated the quality of their home highly with 93% stating they were satisfied in this respect. In 2013, 96% of respondents expressed satisfaction.
- Tenants who have lived in their home for less than a year were also asked if they were happy with the standard of the home when they moved in. 75% of tenants expressed satisfaction regarding this, which is a decrease of 25% since 2013, when 100% of new tenants were satisfied.
- Awareness of the Good Neighbour Fund has increased since the 2013 survey from 87% in 2013 to 89%.

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 28% 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 43% stating they were satisfied and 38% stating they were dissatisfied in this respect.
- In terms of neighbourhood problems in the Blochairn area, 49% stated dog fouling was a serious or minor problem and 43% stated rubbish was a problem.
- In the Royston area the biggest concerns for tenants appeared to be regarding vandalism (76% stating serious or minor problem), rubbish (73%) and graffiti (71%).

2. INTRODUCTION, BACKGROUND AND OBJECTIVES

2.1 Introduction

This report represents and discusses the findings to emerge from Blochairn Housing Association's Tenant Satisfaction Survey 2017.

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 2017 Tenant Satisfaction Survey.

3. METHODOLOGY

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 1st September. 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 13th September however, returns were accepted up until the 27th October 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 £100 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 170 surveys were returned by Blochairn Housing Association tenants, representing a 60% response rate (67 interviews were completed on a face to face basis by Research Resource's trained and experienced fieldworkers) and providing data accurate to +4.8% 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.

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.

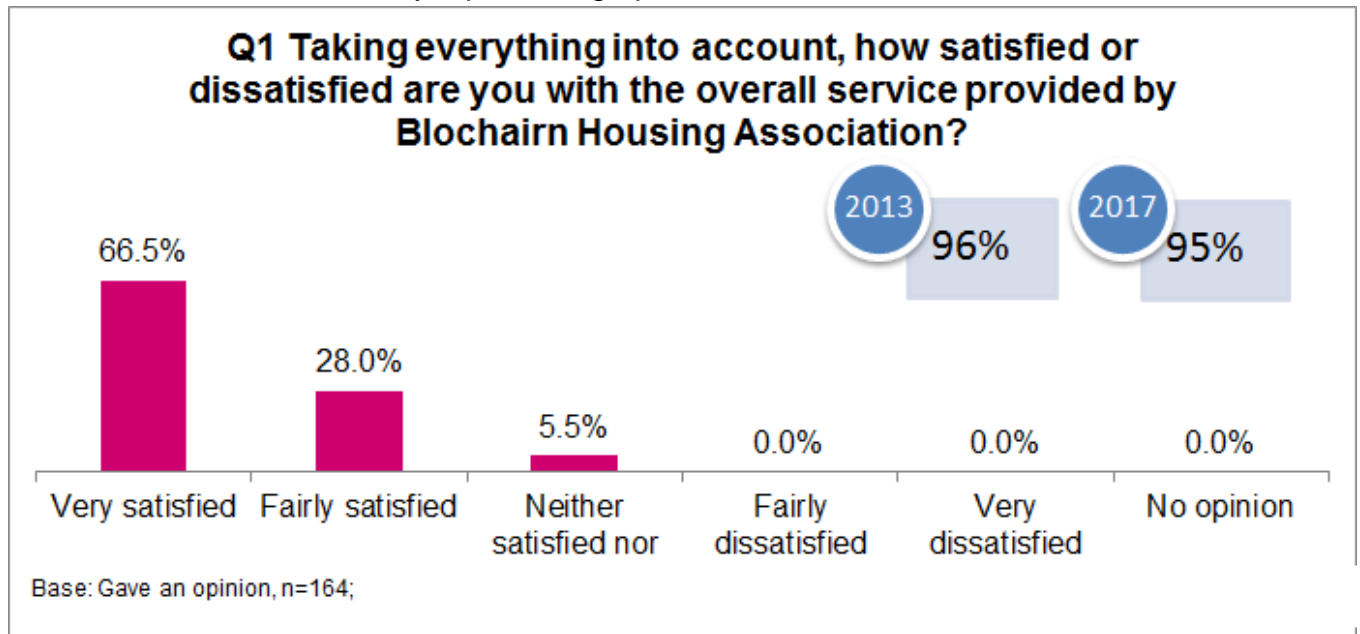
CHAPTER 4. OVERALL SATISFACTION
CHAPTER 5. INFORMATION AND COMMUNICATION
CHAPTER 6. BEING INVOLVED
CHAPTER 7. THE REPAIRS SERVICE
CHAPTER 8. THE HOME
CHAPTER 9. GOOD NEIGHBOUR FUND
CHAPTER 10. RENT AND VALUE FOR MONEY
CHAPTER 11. HOUSING ALLOCATIONS
CHAPTER 12. THE NEIGHBOURHOOD
CHAPTER 13. WORKING WITH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

APPENDIX 1: QUESTIONNAIRE
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4. OVERALL SATISFACTION

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

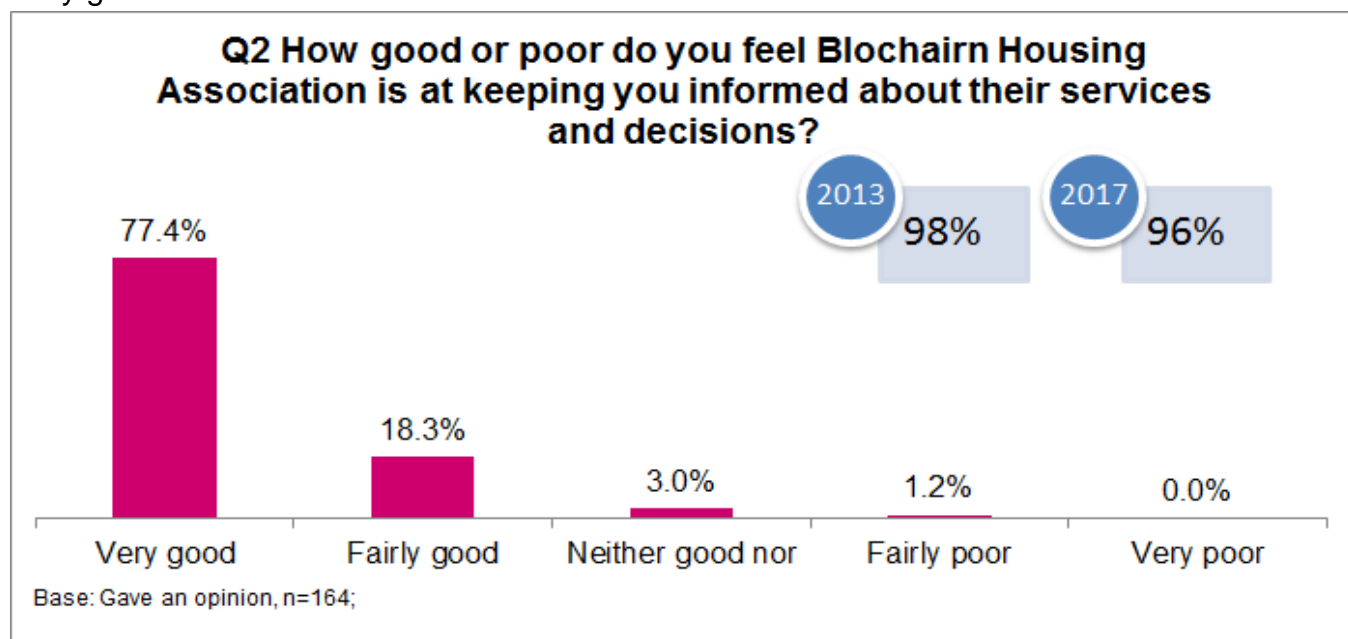
The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by Blochairn. More than 9 in 10 tenants (95%) said they were very or fairly satisfied with the overall service provided by their landlord compared to 6% who were neither satisfied nor dissatisfied. No respondents said they were dissatisfied. Compared to 2013 satisfaction has decreased by 1 percentage point from 96%.



5. INFORMATION AND COMMUNICATION

5.1 Keeping tenants informed (Q2)

The vast majority of tenants (96%) were of the opinion that the Association is very or fairly good at keeping them informed about their services and decisions. This is a decrease of 2 percentage points from the 2013 survey where 98% 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 newsletter (71%), 34% preferred the telephone and 29% preferred to visit the office.

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]

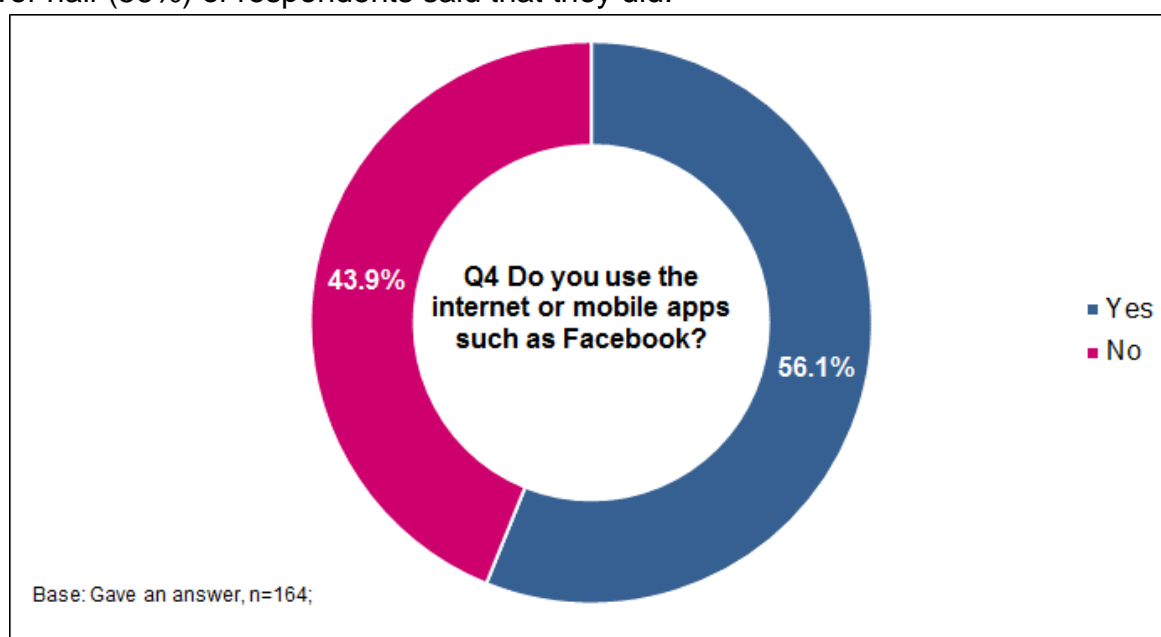


The table below shows that tenants aged 35 to 64 were significantly more likely to have said they preferred the Association to use the telephone (70%) than respondents aged 16 to 34 (9%) and 65+ (20%).

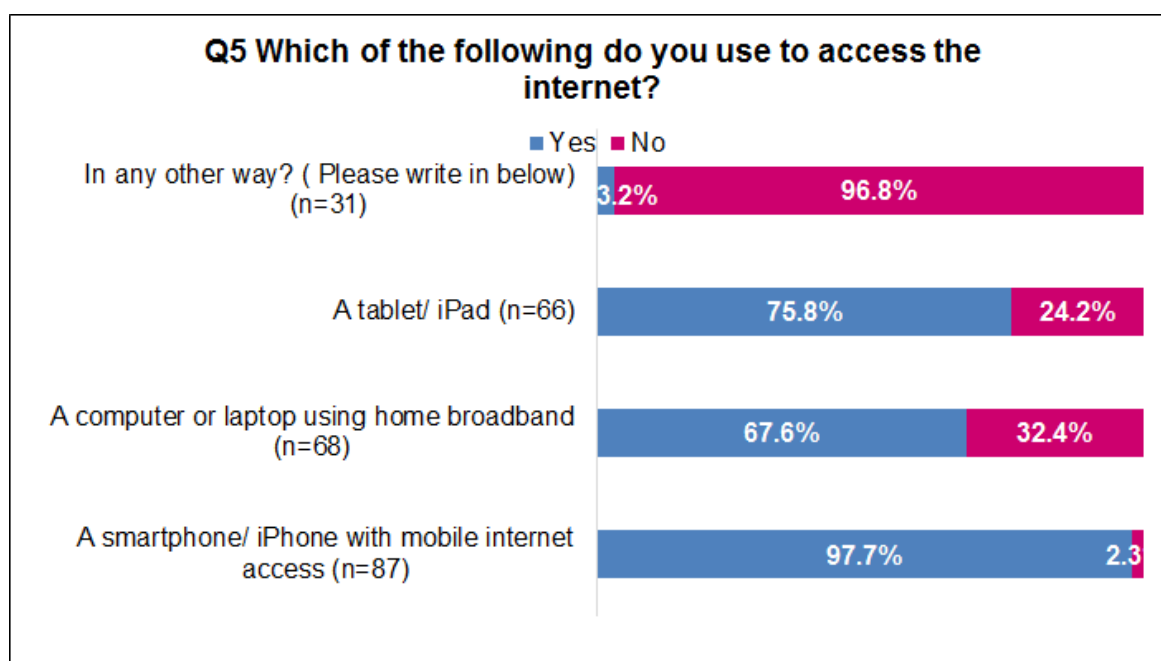
Q3 Which of the following methods of being kept informed and getting in touch with Blochairn Housing Association are you happy to use?				
	Overall	16-34	35-64	65+
Base	160	30	92	38
Email	11.9%	21.1%	73.7%	5.3%
Telephone	33.8%	9.3%	70.4%	20.4%
Text message	10.0%	12.5%	75.0%	12.5%
Facebook	8.1%	23.1%	76.9%	0.0%
In writing	27.5%	11.4%	68.2%	20.5%
Visit to the office	28.1%	6.7%	68.9%	24.5%
Visit to your home by staff	10.6%	11.8%	64.7%	23.5%
Open meetings	7.5%	16.7%	58.4%	25.0%
Newsletter	71.3%	22.8%	53.5%	23.7%
None	0.0%	0.0%	0.0%	0.0%

5.3 Internet use (Q4-5)

Respondents were then asked if they use the internet or online mobile apps. As shown below, just over half (56%) of respondents said that they did.



These respondents were then asked which methods they used to access the internet. As shown below, the most popular method of access was via a smartphone with internet access (98%) followed by a tablet/iPad (76%) and a computer/laptop (67%).



5.4 Information requirements (Q6)

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 (28%), repair services (17%) and Good Neighbour Fund (16%).

In 2013 the main subjects that tenants were interested in included home improvements (39%), housing transfers (30%) housing benefit and welfare reform (30%).

Q6 Would you like to receive more information from the Association about any of the following?		
Base: Gave an opinion, n=155	No.	%
None	101	65.2%
Improvements to your home	43	27.7%
Repair services	27	17.4%
Good Neighbour Fund	24	15.5%
Transfers	18	11.6%
Mutual exchanges	17	11.0%
Housing benefit and welfare reform	16	10.3%
How we manage our estates	12	7.7%
Equal opportunities	12	7.7%
The Association's policies	12	7.7%
How we set our rents	11	7.1%
The Management Committee	8	5.2%
How you can become more involved in the Association	8	5.2%
Other (Please specify)	1	0.6%

5.5 Reason for contacting the Association (Q7/8)

Just over half (56%) of respondents had contacted the Association within the last 12 months. Of these individuals, the majority had contacted the Association to report a repair (68%).

Q8 Thinking of the last time you contacted the Association, what was your reason for contact?		
Base: Gave an opinion, n=92	No.	%
To report a repair	63	68.5%
To discuss your rent	6	6.5%
To discuss housing benefit or other welfare benefits	9	9.8%
To apply for a transfer/exchange	2	2.2%
To discuss a neighbour dispute	7	7.6%
To make a complaint (Please explain)	2	2.2%
To get support or help for something to do with your tenancy	2	2.2%
To enquire about aids or adaptations in your present home	0	0.0%
Other (please specify)	1	1.1%

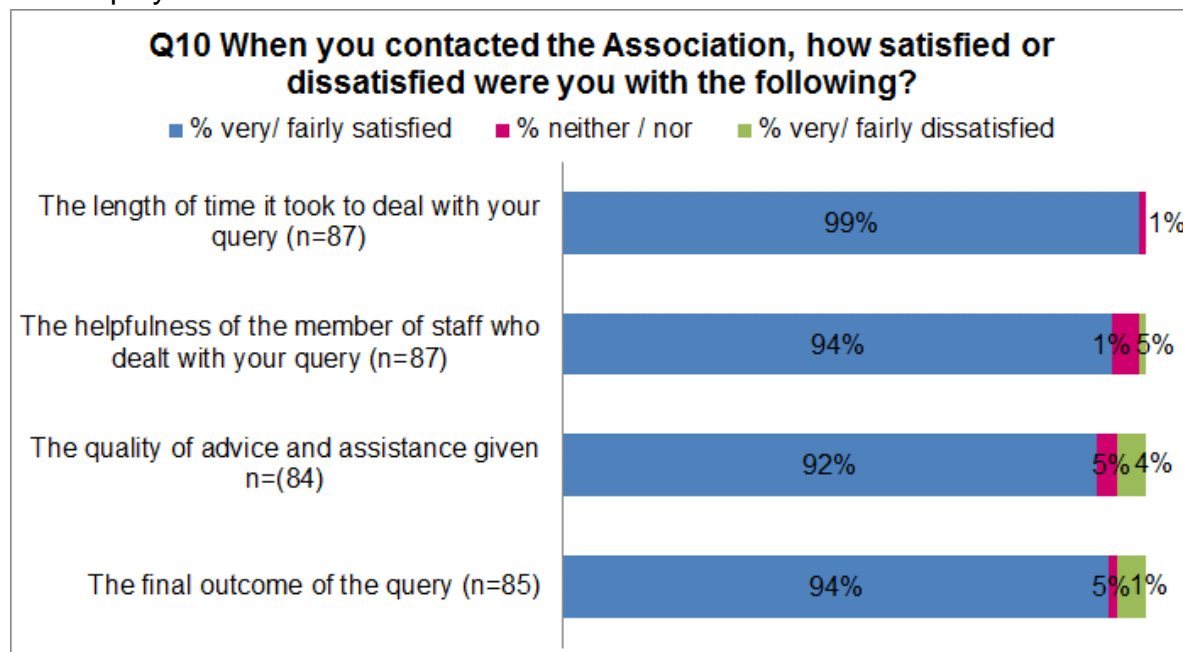
5.6 Method of contacting the Association (Q9)

Over half of respondents (57%) said they used the telephone the last time they contacted the Association. 37% of respondents said they visited the office personally.

Q9 Thinking of the last time you contacted the Association, what was your reason for contact?		
Base: Gave an answer, n=92	No.	%
By telephone	52	56.5%
Personal visit to the office	34	37.0%
Letter	1	1.1%
Email	5	5.4%
Other contact with staff (Please specify)	0	0.0%

5.7 Satisfaction with contact (Q10)

Respondents were then asked how satisfied or dissatisfied they were with various aspects of their contact with the association. Satisfaction was high, ranging from 92% in terms of the quality of advice and assistance given, to 99% in terms of the length of time it took to deal with the enquiry.



5.8 Preferred consultation method (Q11)

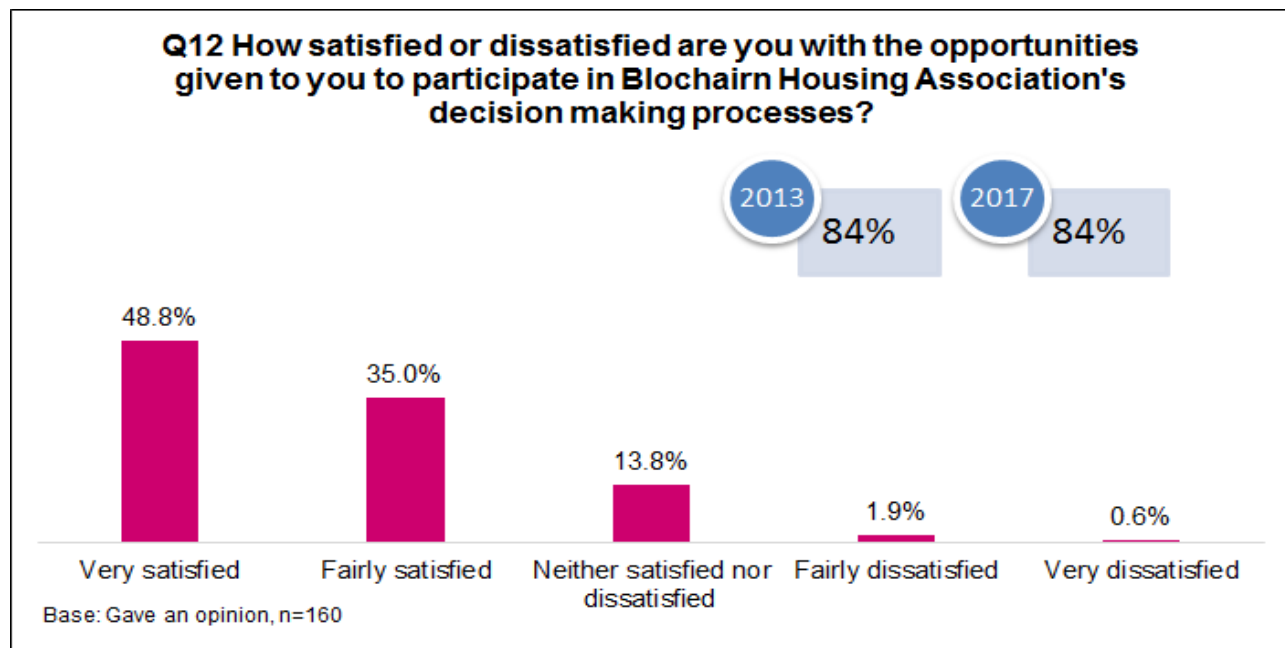
The vast majority of tenants said they would like to give their views by responding to postal surveys or surveys included in the tenants' newsletter (89%). 9% said they would prefer to be part of a local area tenant forum. 9% of respondents said they would prefer not to be asked their views.

Q11 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=162	No.	%
By responding to surveys such as this one or in newsletters	144	88.9%
Being part of a local area tenant forum	14	8.6%
Other	1	0.6%
I don't want to be asked my views	15	9.3%

6. BEING INVOLVED

6.1 Satisfaction with participation opportunities (Q12)

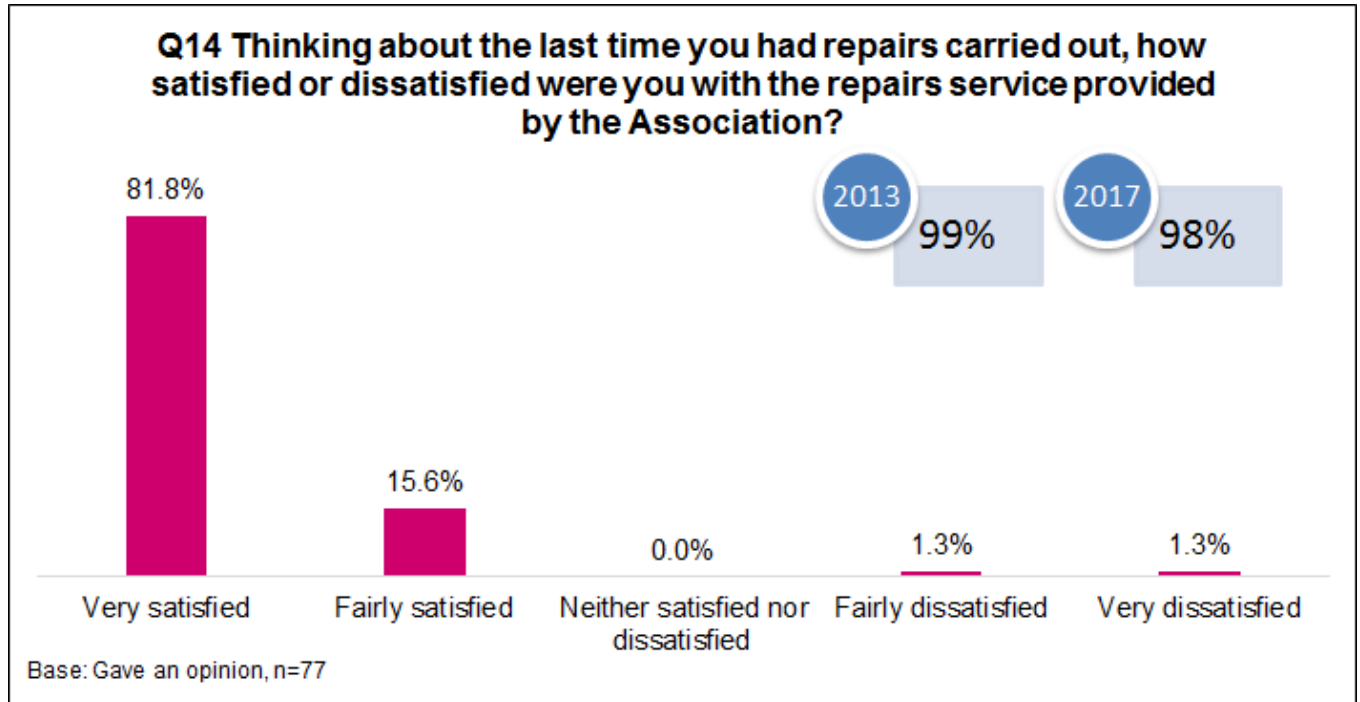
Over 8 in 10 respondents (84%) said they were very or fairly satisfied with the opportunities given to them to participate in Blochairn's decision making processes, 14% were neither satisfied nor dissatisfied and 3% were very or fairly dissatisfied. The proportion of respondents stating that they are satisfied has remained consistent with results from the 2013 survey.



7. THE REPAIRS SERVICE

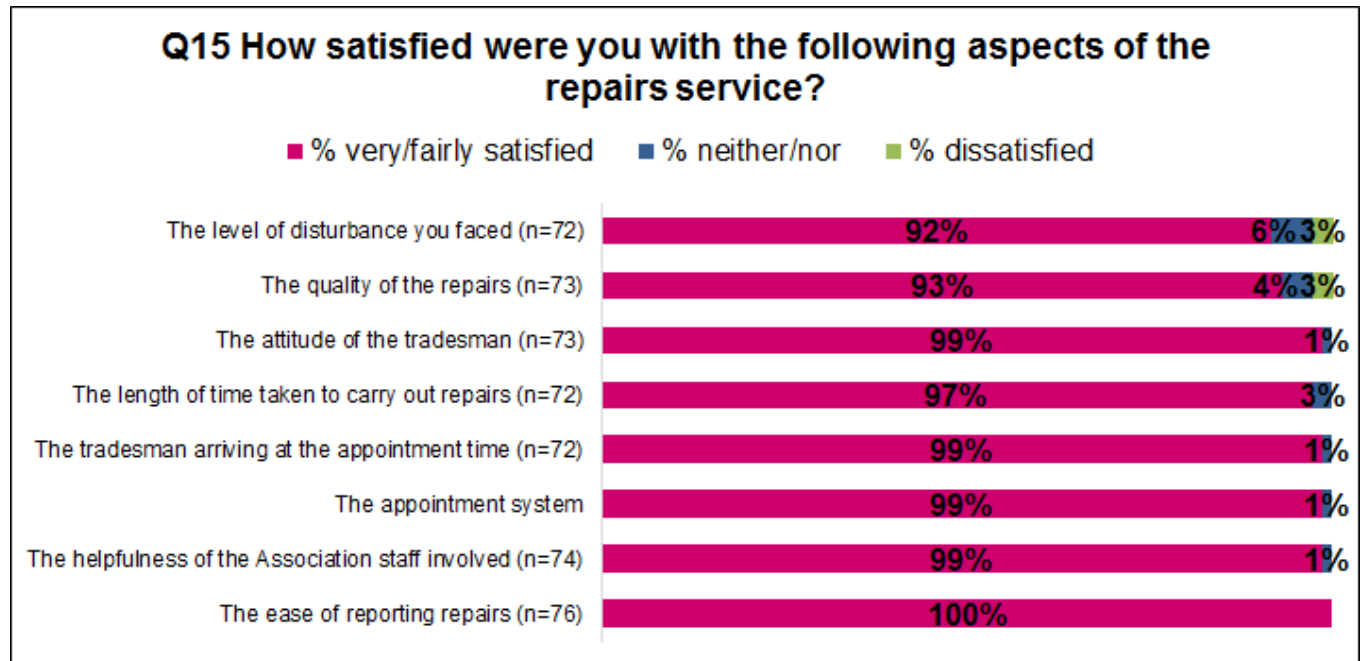
7.1 Satisfaction with repairs reported in last 12 months (Q13/14)

Just under half of respondents (48%) 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 (98%). This is a marginal decrease of 1 percentage point since the 2013 survey.



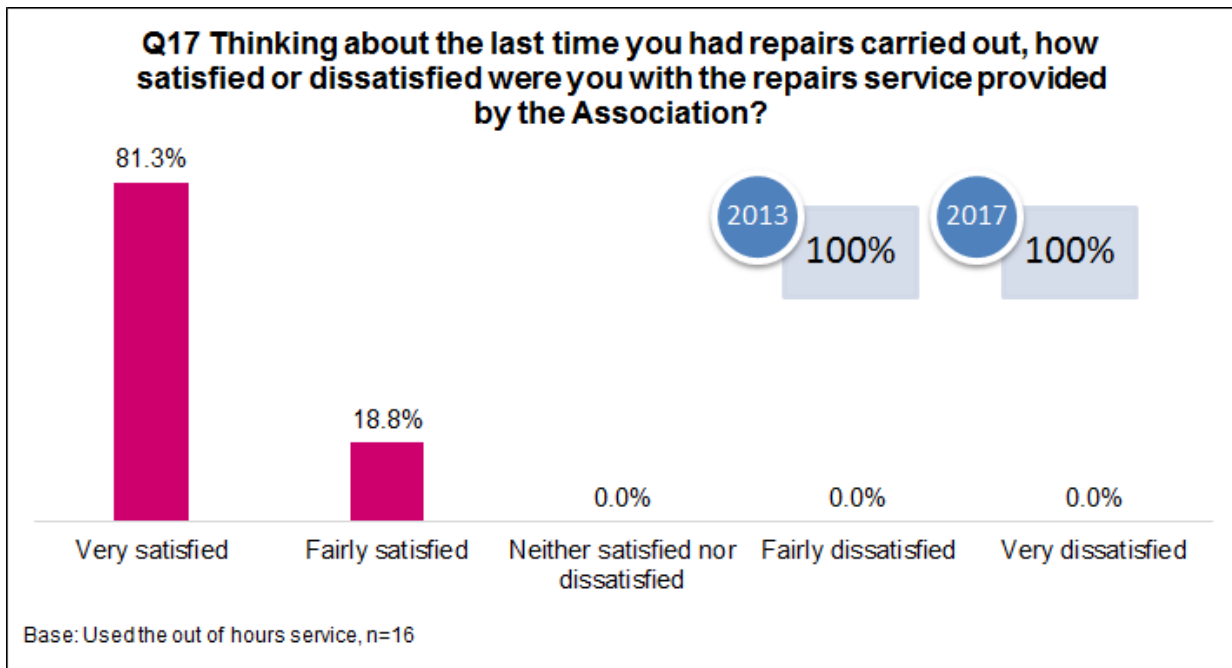
7.2 Satisfaction with aspects of the repairs service (Q15)

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 92% in terms of the level of disturbance you faced to 100% with regards to the ease of reporting repairs.



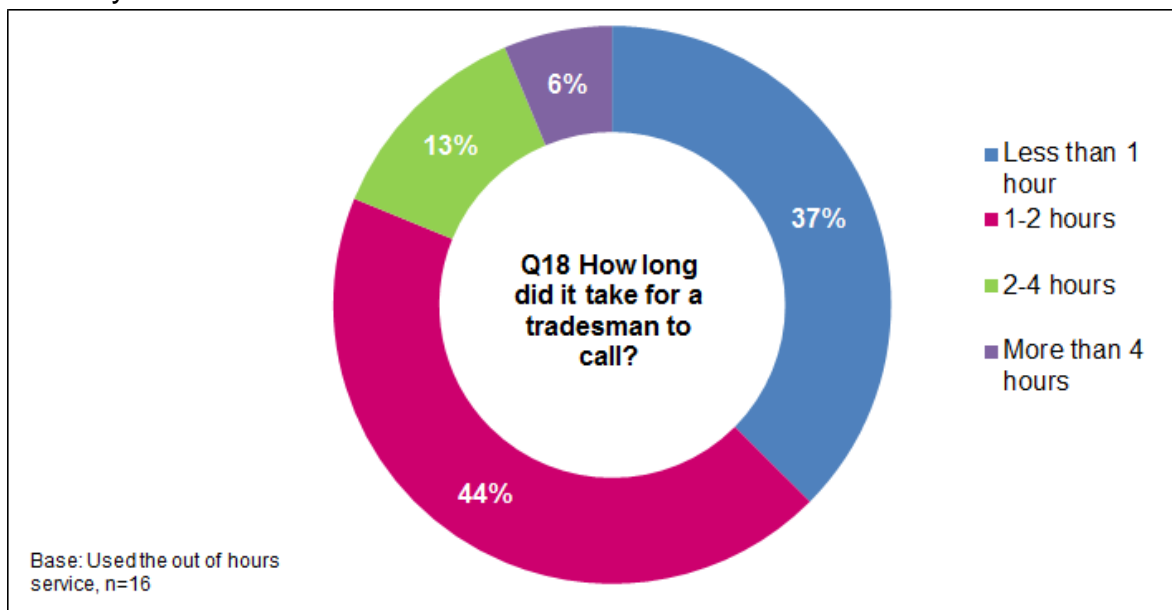
7.3 Out of hours repairs service (Q16/17)

Sixteen 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 16 individuals said they were very or fairly satisfied with the response when they used the out of hours repairs service. This satisfaction level is consistent with results from the 2013 survey.



7.4 Length of time for tradesman to call (Q18)

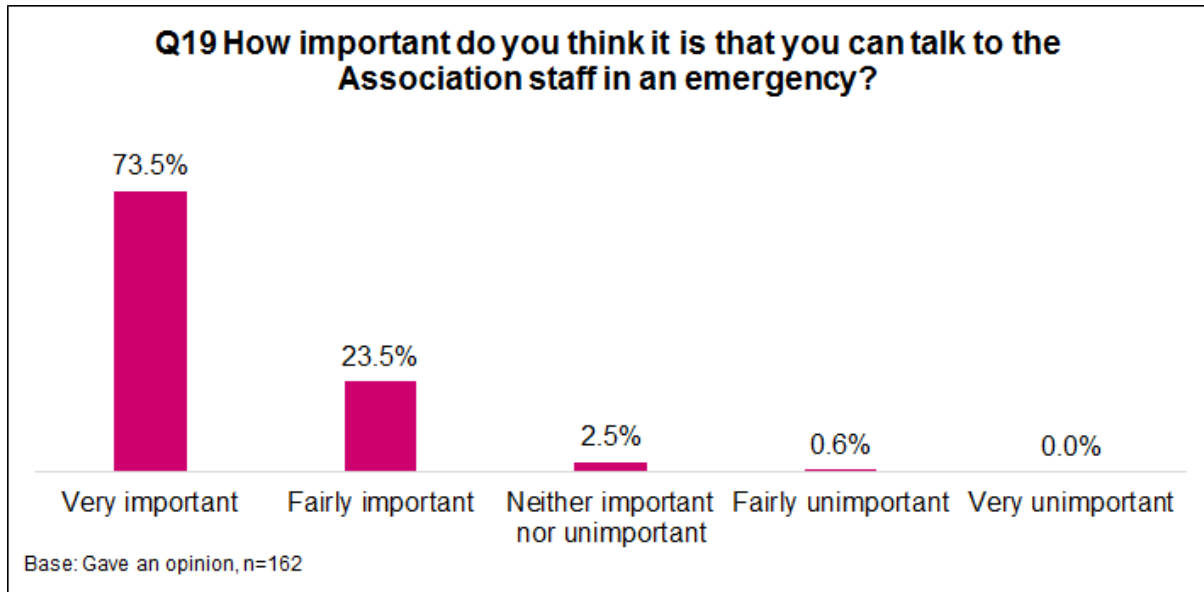
Of the 16 individuals who had used the out of hours service, 6 tenants said the tradesman was out in less than 1 hour, 7 said it took between 1 and 2 hours, 2 said it took between 2 and 4 hours and only 1 individual said it took more than 4 hours for the tradesman to call.



7.5 Being able to speak to Association staff in an emergency (Q19)

Almost all respondents (97%) said they felt it was either very or fairly important to be able to talk to Association staff in an emergency.

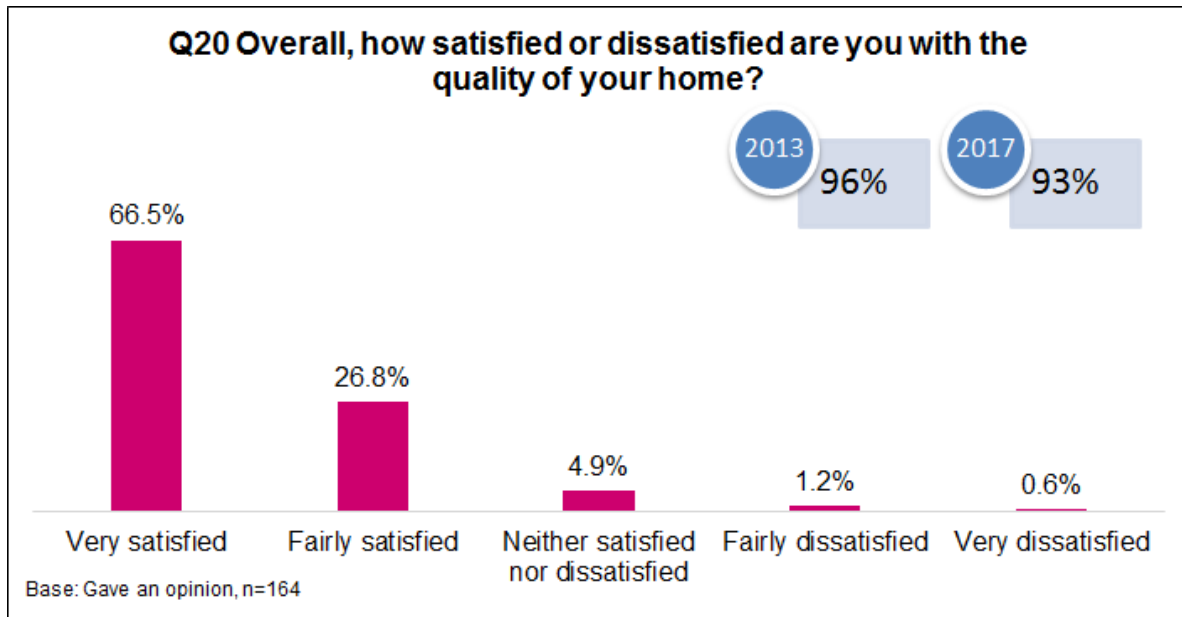
In the 2013 survey, only respondents who had used the out of hours service recently were asked this question, and all 13 respondents said that they felt it was important.



8. THE HOME

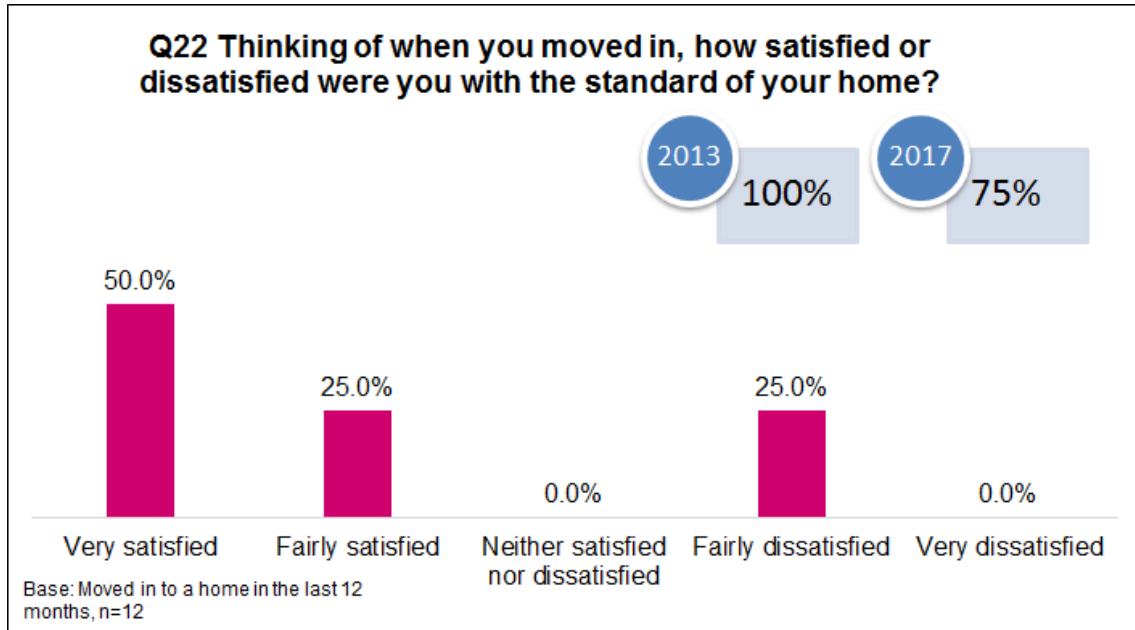
8.1 Quality of the home (Q20)

More than 9 in 10 respondents (93%) said they were very or fairly satisfied with the quality of their home, 5% were neither satisfied nor dissatisfied and 2% of tenants were dissatisfied. The proportion of respondents stating they were satisfied has decreased by 3 percentage points since the 2013 survey.



8.2 Standard of the home when moving in (Q21/22)

Twelve tenants said they had moved into their home within the last year. Of these individuals 75% said they were very or fairly satisfied. The proportion of respondents who were satisfied in this respect has decreased by 25% since the 2013 survey. Please note the small base numbers.



8.3 Home Contents Insurance (Q23-25)

Twenty eight percent of tenants said they had home contents insurance. This is a decrease from the 2013 survey where 35% had home contents insurance. Of those who had insurance, 52% said their insurance was with THIS Tenants Contents and 48% said it was with another company.

Those who did not have household contents insurance were asked why not. Over 6 in 10 respondents said they had never thought of it (63%) and 21% said they could not afford it.

Q25 If no, why not?		
Base: Respondents without contents insurance, n=113	No.	%
Never thought about it	71	62.8%
Can't afford it	24	21.2%
Thought the Association insured the house	10	8.8%
Other (Specify)	8	7.1%

9. GOOD NEIGHBOUR FUND

9.1 Awareness of the Good Neighbour Fund (Q26/27)

Just under 9 in 10 tenants (89%) were aware of the Good Neighbour Fund and of those who were aware, 12% said they had received a cash Christmas Bonus in 2016. In 2013, 87% of tenants said they were aware of the Good Neighbour Fund and 50% had received a payment from the incentive fund in the past.

9.2 Tenant opinions on the Good Neighbour Fund (Q28)

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:

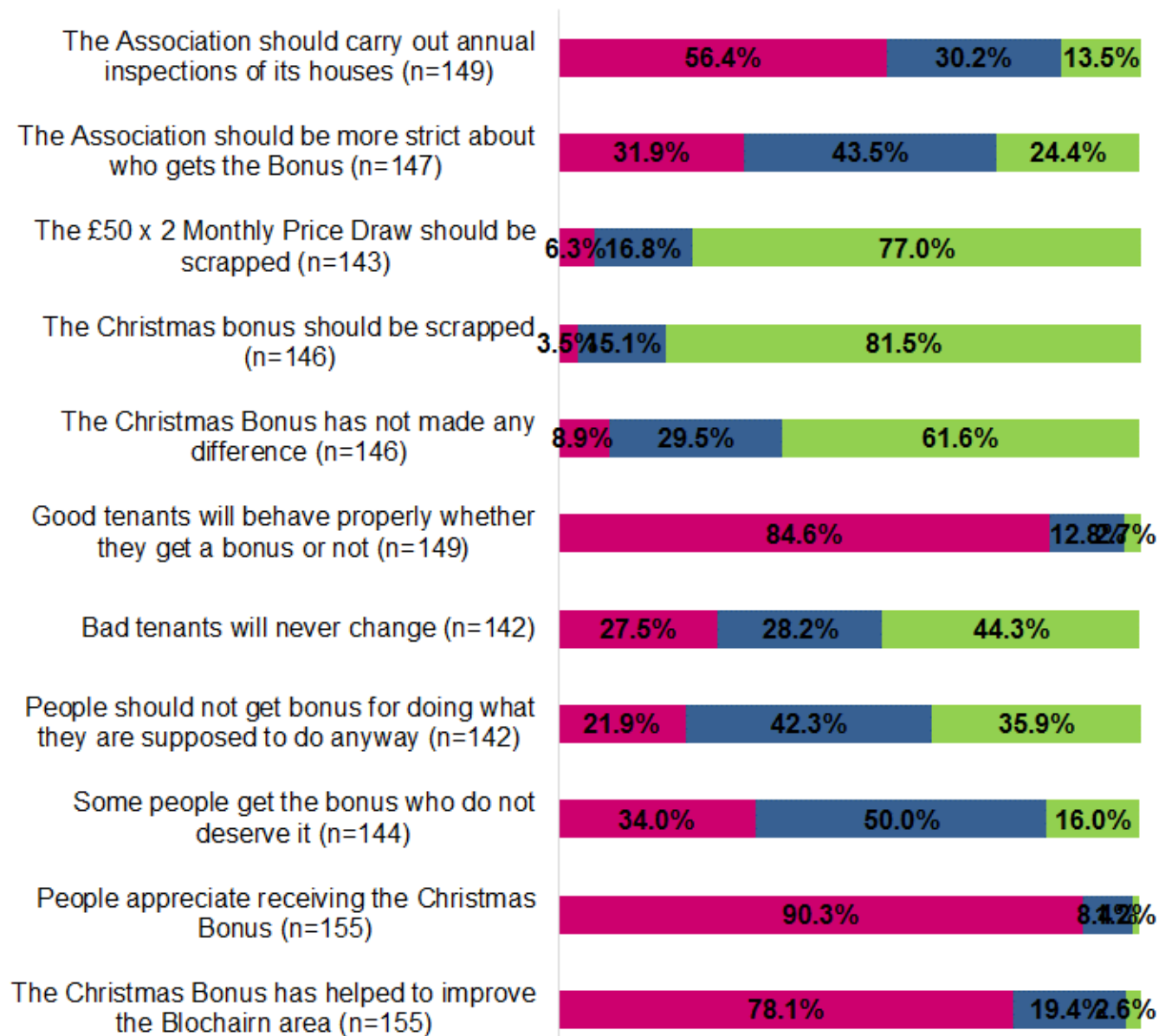
- People appreciate receiving the Christmas Bonus (90%)
- The Christmas Bonus has helped to improve the Blochairn area (78%)

On the other hand, a significant proportion of tenants also agreed that:

- Good tenants will behave properly whether they get a bonus or not (85%)
- The Association should carry out annual inspections of its houses (56%)
- Some people get the bonus who do not deserve it (34%)

Q28 Please mark the answers that are nearest to your own view for the following statements:

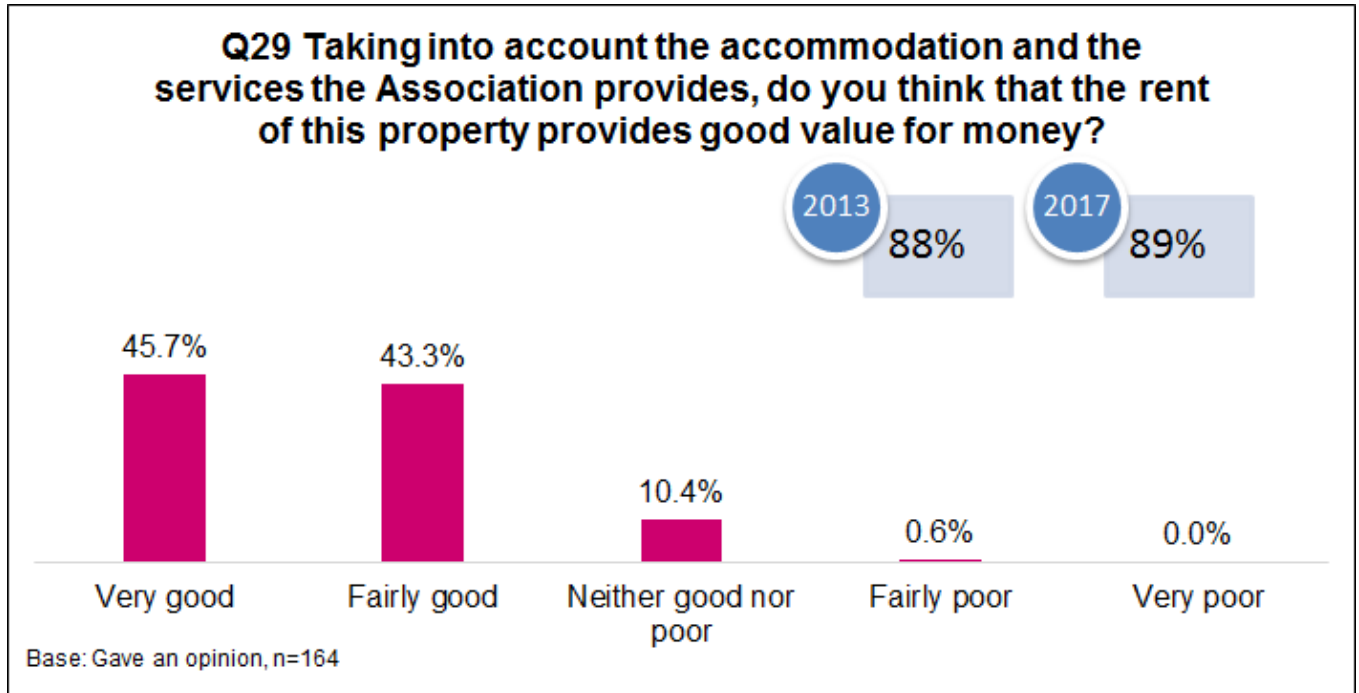
■ % agree ■ % neither / nor ■ % disagree



10. RENT AND VALUE FOR MONEY

10.1 Value for money of rent charge (Q28)

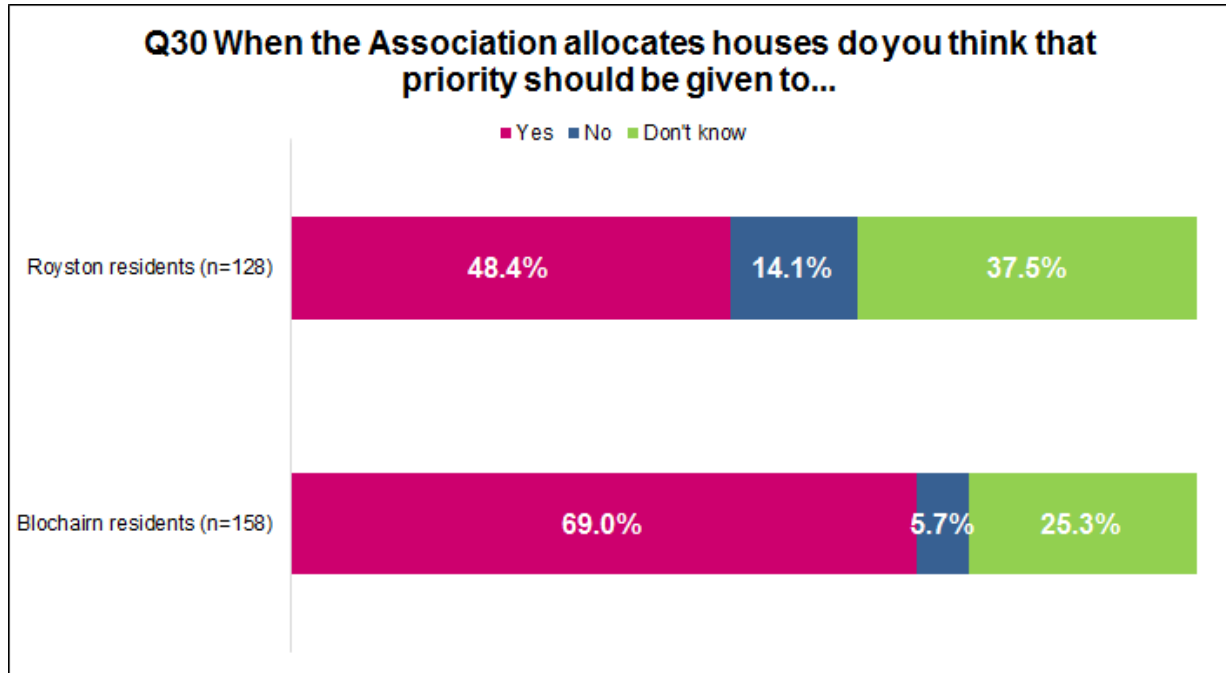
Just under 9 in 10 respondents said that their accommodation and the services they receive from the Association represents very or fairly good value for money (89%), 10% said it was neither good nor poor value for money and 1% rated their rent fairly poor value for money. Satisfaction has increased by 1 percentage point since the 2013 survey.



11. HOUSING ALLOCATIONS

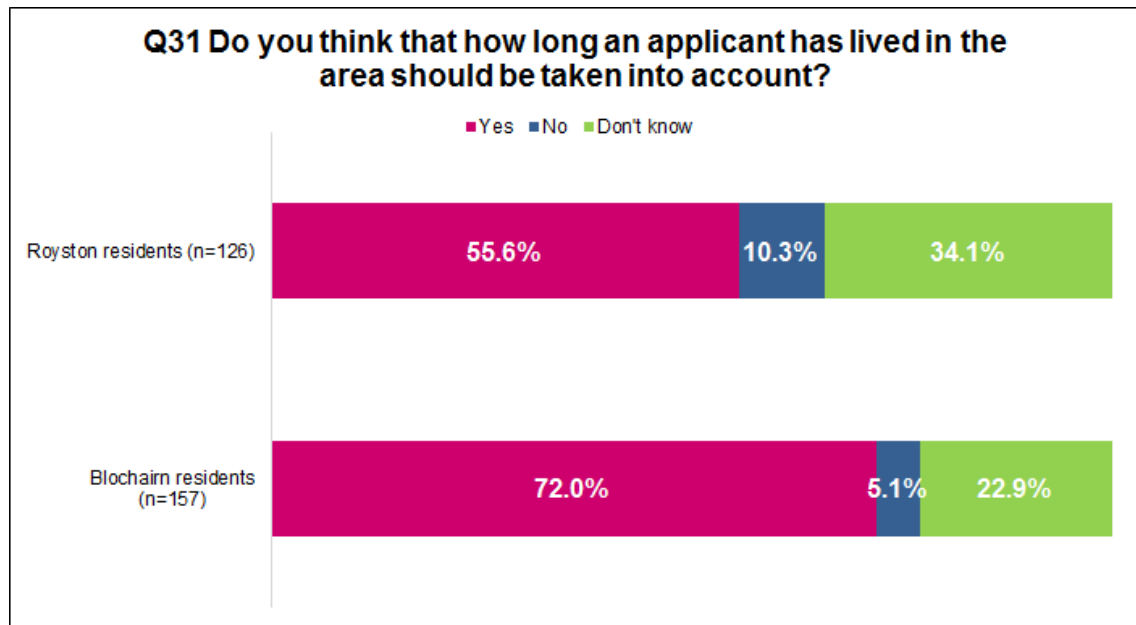
11.1 Housing allocation priorities (Q30)

Respondents were asked about who they feel should be given priority when allocating houses. Just under 7 in 10 (69%) said that the Association should give priority to Blochairn residents and 48% said that priority should be given to Royston residents. In 2013, 77% of tenants said priority should be given to Blochairn residents and 61% said priority should be given to Royston residents.



11.2 Tenant opinion on length of stay being a factor for housing allocation (Q31)

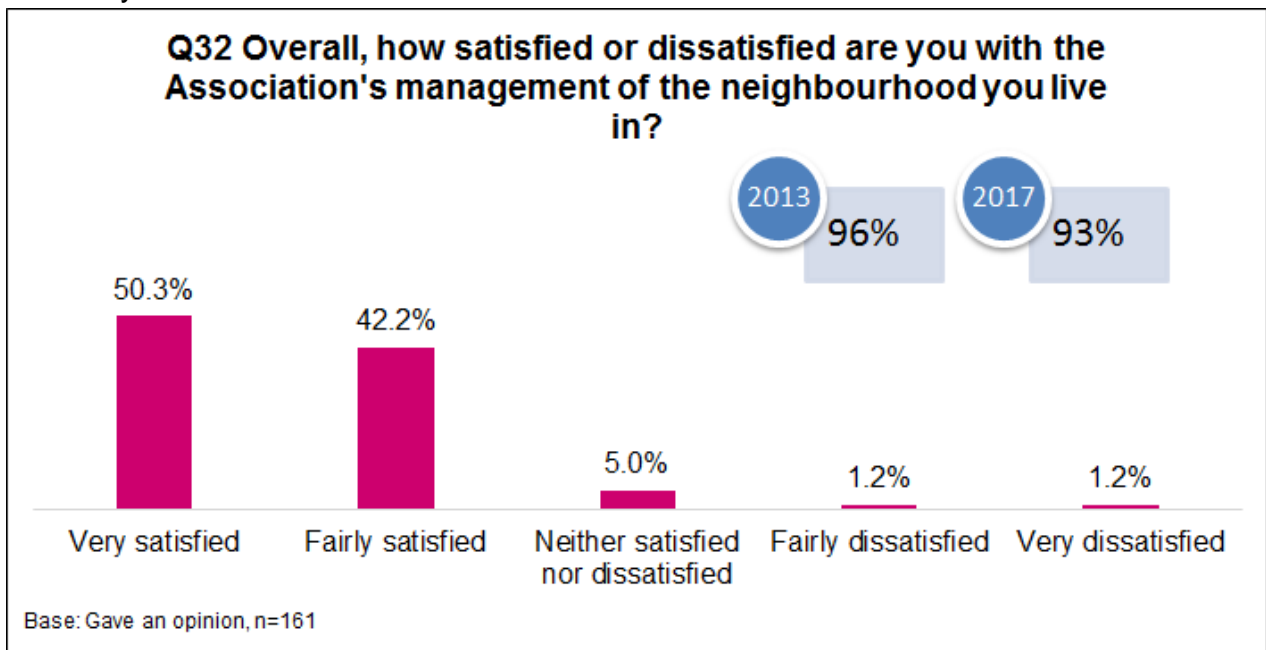
More than 7 in 10 tenants (72%) said that the length of stay in the area should be taken into consideration for Blochairn residents when applying for a new home (84% in 2004) and 56% said that the length of stay of Royston residents should be taken into consideration (72% in 2004).



12. THE NEIGHBOURHOOD

12.1 The Association's management of the neighbourhood (Q32)

In terms of the Association's management of the neighbourhood, over 9 in 10 respondents (93%) said they were very or fairly satisfied in this respect compared to 5% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied. The proportion of respondents who said they were satisfied has decreased by 3 percentage points since the 2013 survey.

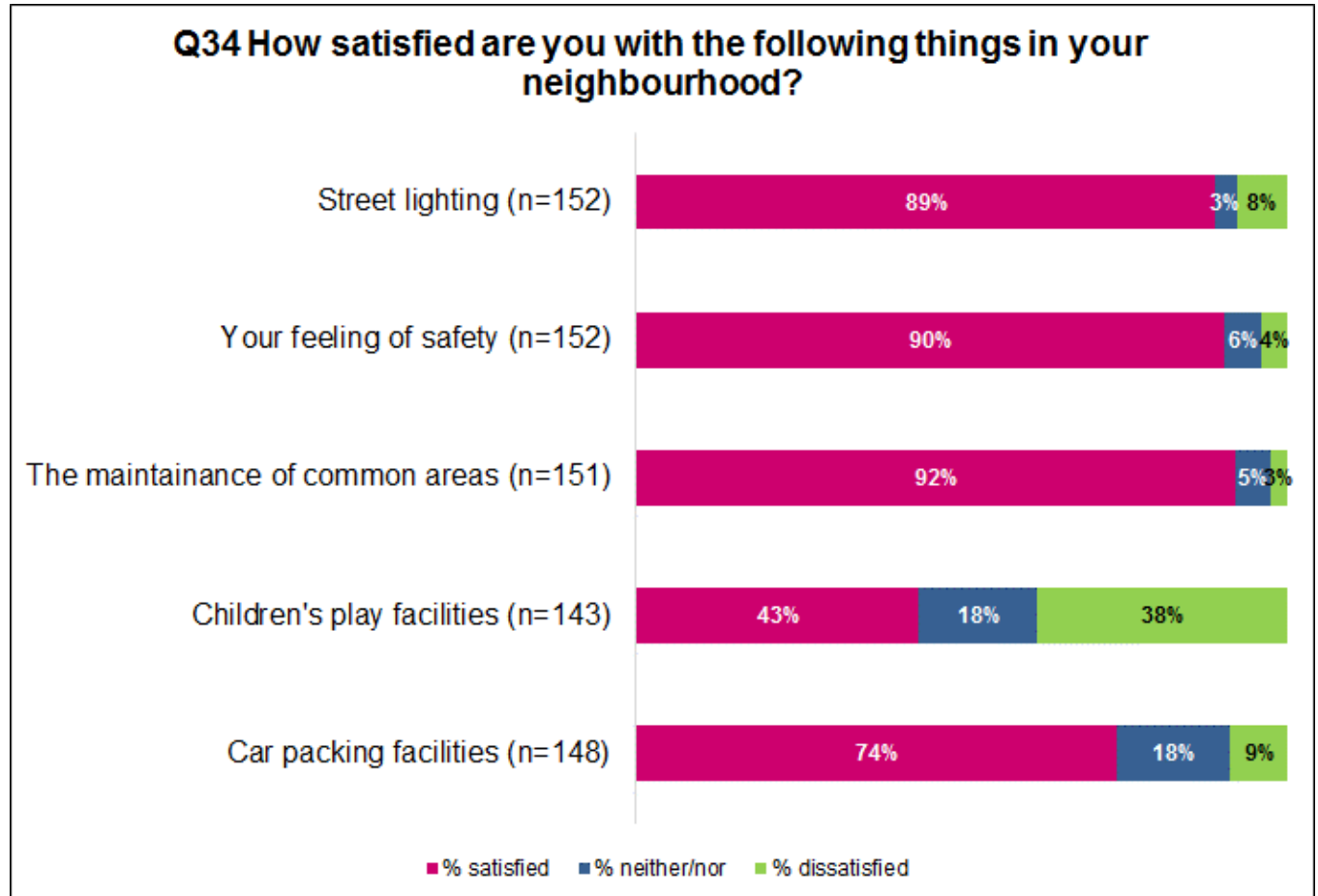


12.2 Sense of community (Q33)

Respondents were asked about whether they felt there was a sense of community in the Blochairn and Royston neighbourhoods. More than 8 in 10 tenants (85%) were of the opinion that there is a sense of community in the Blochairn area and 60% said there was a sense of community in the Royston area.

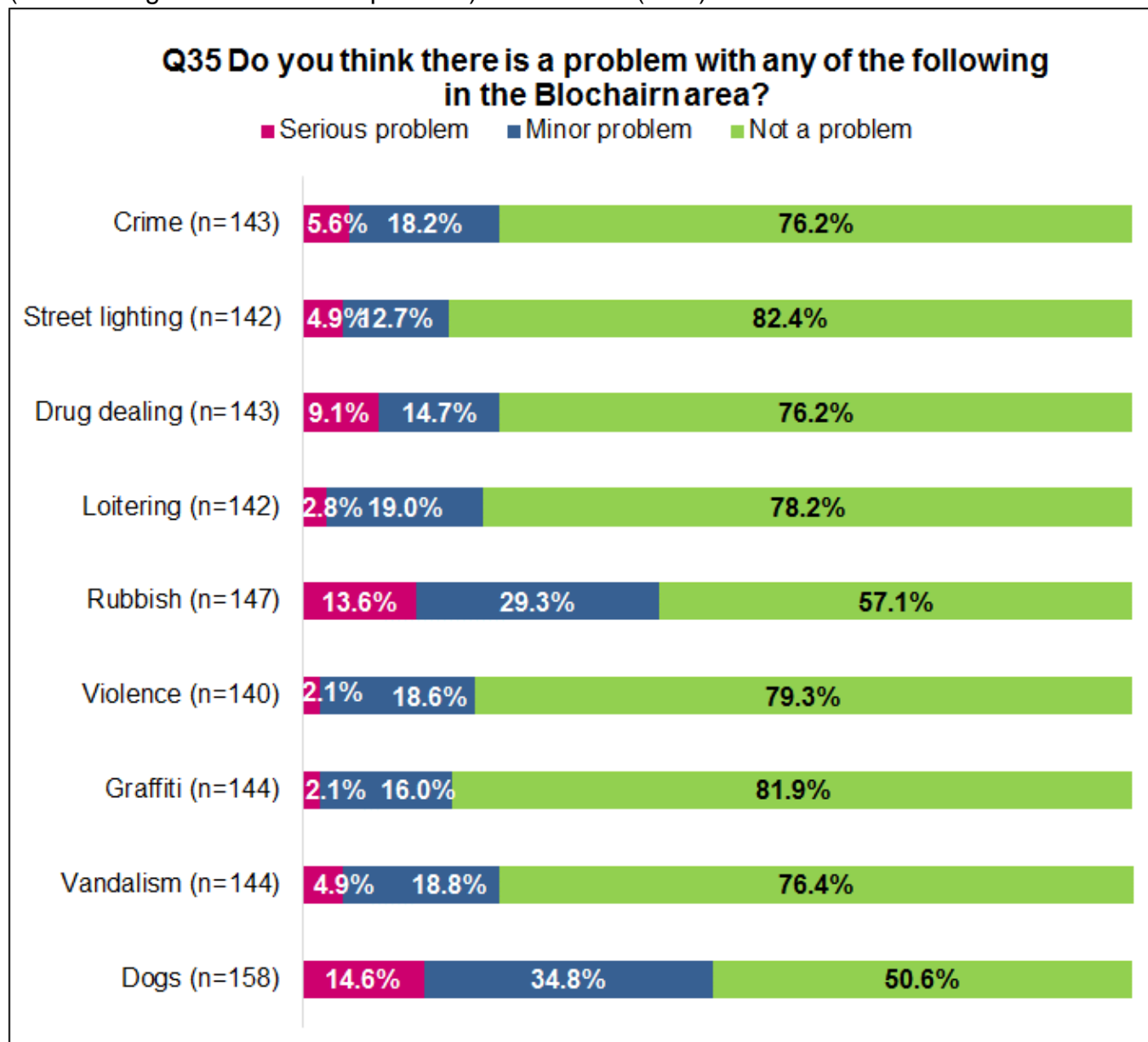
12.3 Satisfaction with neighbourhood aspects (Q32)

With regards to neighbourhood aspects, satisfaction levels were highest in terms of your feeling of safety (90%) and street lighting (89%). On the other hand, less than half of tenants (43%) said they were satisfied with children's play facilities.



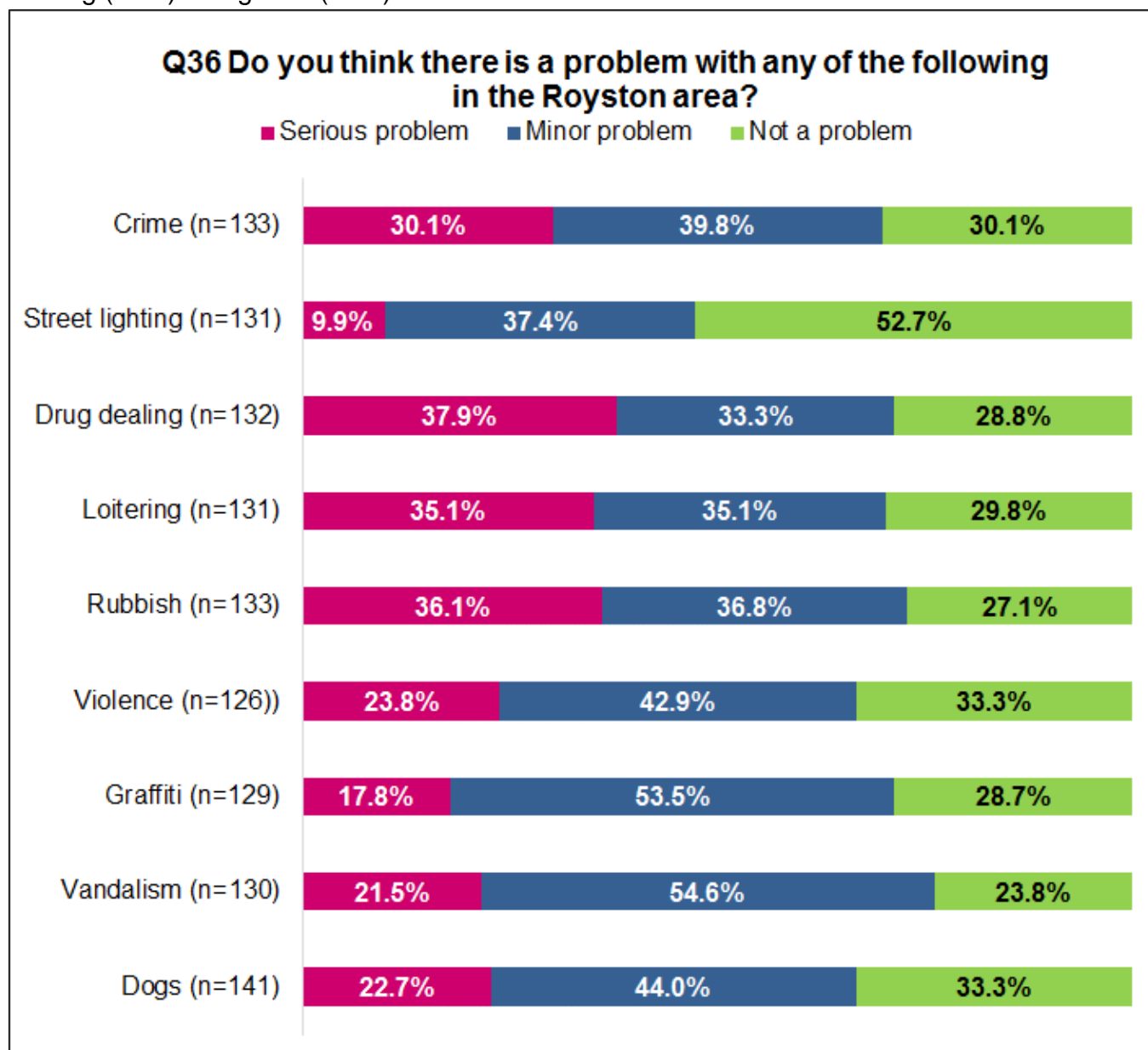
12.4 Neighbourhood issues in Blochairn (Q35)

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 (49% stating serious or minor problem) and rubbish (42%).



12.5 Neighbourhood issues in Royston (Q36)

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 vandalism (76% stating serious or minor problem), rubbish (73%), drug dealing (71%) and graffiti (71%).



12.6 Suggestions for addressing neighbourhood problems (Q37)

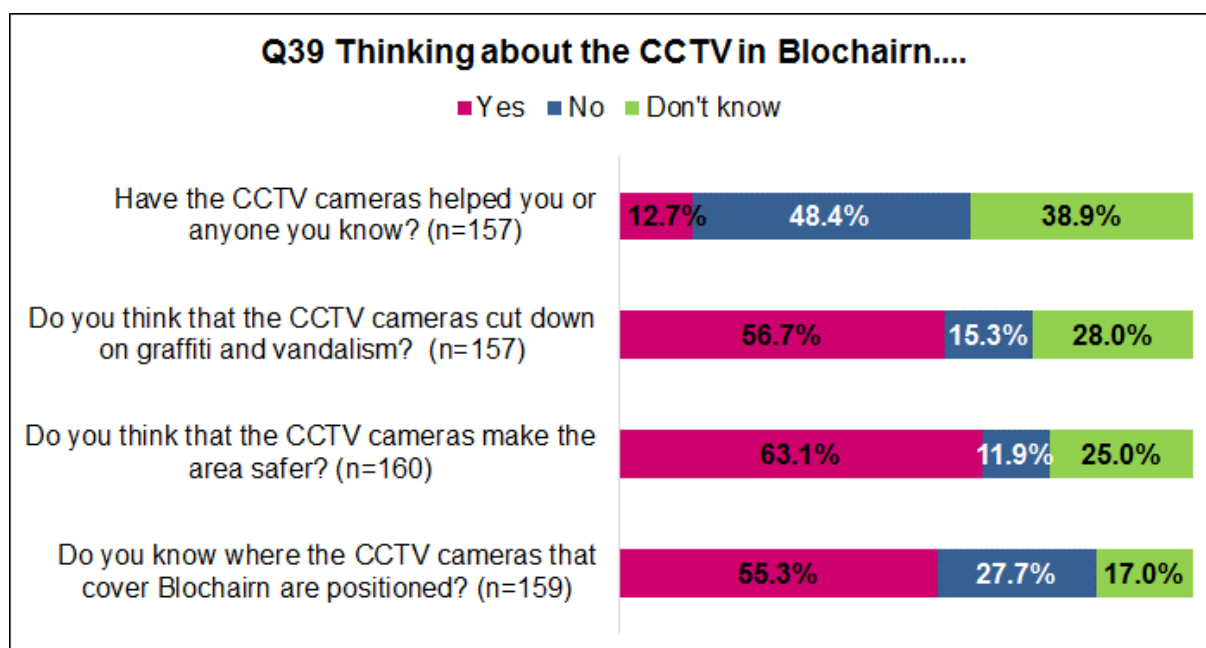
Respondents were asked for their suggestions on what they felt the Association could do about the problems they have in their neighbourhood. Where respondents were able to provide a suggestion this tended to be where the respondent felt that there should be more police on patrol. Other suggestions were where tenants felt that there should be more CCTV cameras in the area and for the Association to be stricter and hand out more fines.

Q37 What do you think the Housing Association could do about these problems?		
Base: Gave an opinion, n=71	No.	%
Don't know	20	29.4%
Police issue/ more on patrol	17	25.0%
Not their problem/ doing their best	16	23.5%
More CCTV cameras in the area	5	7.4%
Be stricter/ hand out fines	5	7.4%
Issue is with landlords/ other Housing Associations	4	5.9%
Other	4	5.9%

12.7 CCTV (Q39)

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

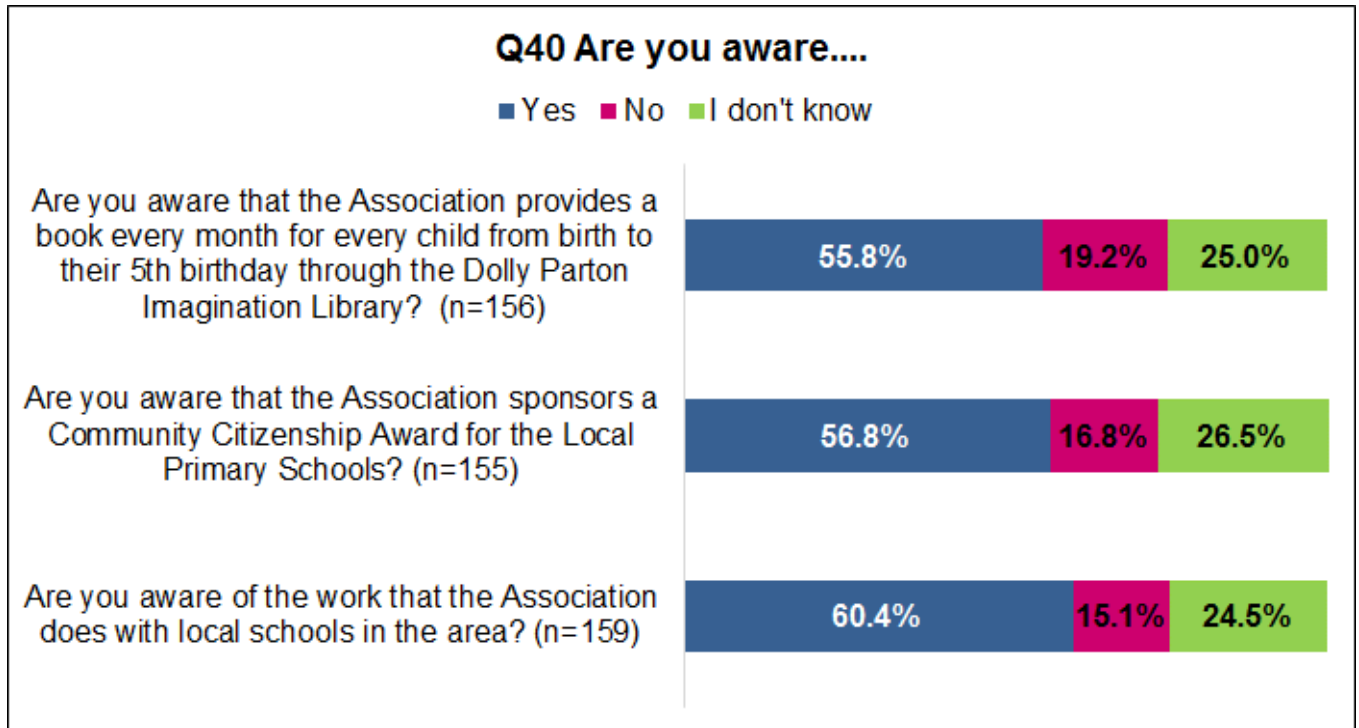
- 63% of respondents felt that the CCTV cameras make the area safer (60% in 2013);
- 57% felt that the CCTV cameras cut down on graffiti and vandalism in the area (54% in 2013);
- 55% knew where the CCTV cameras that cover Blochairn are positioned (63% in 2013);
- 13% agreed that the CCTV cameras had helped them or someone they knew (14% in 2004).



13. WORKING WITH YOUNGER RESIDENTS

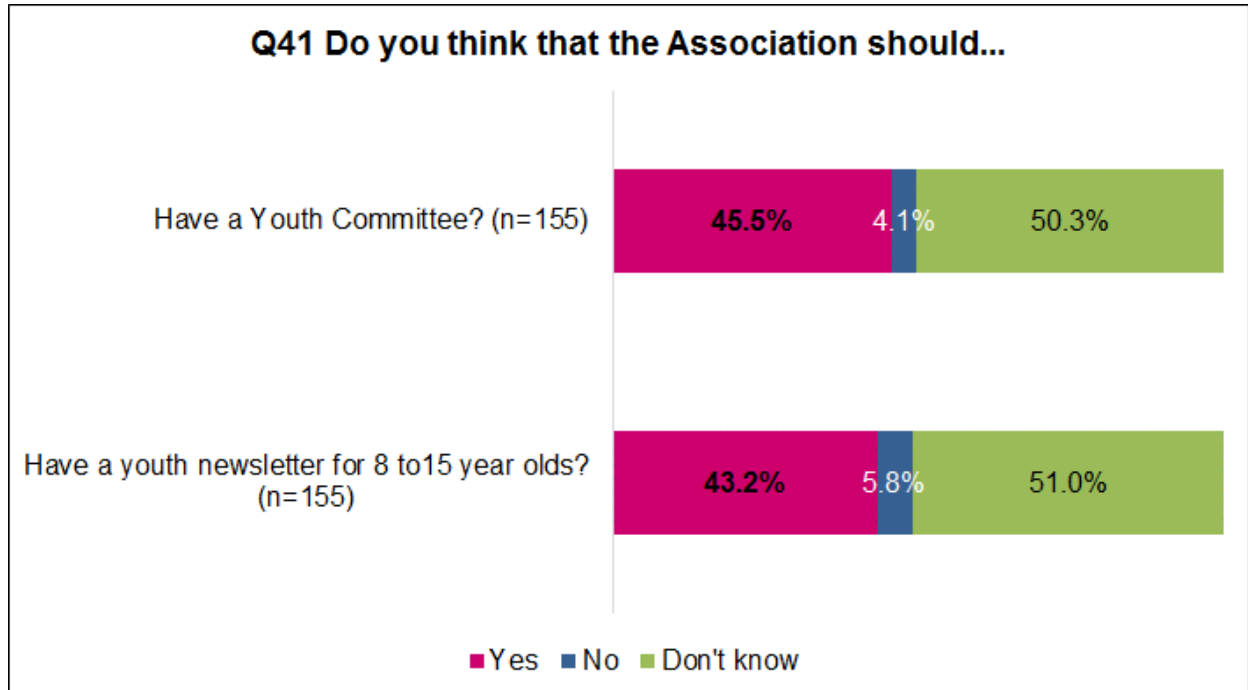
13.1 Awareness of the Association's work with younger residents (Q40)

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 that the Association provides a book every month for every child from birth to their 5th birthday through the Dolly Parton Imagination Library (56%). 57% of respondents were aware that the Association sponsors a Community Citizenship Award for the Local Primary Schools. 60% of respondents were aware of the work that the Association does with local schools in the area.

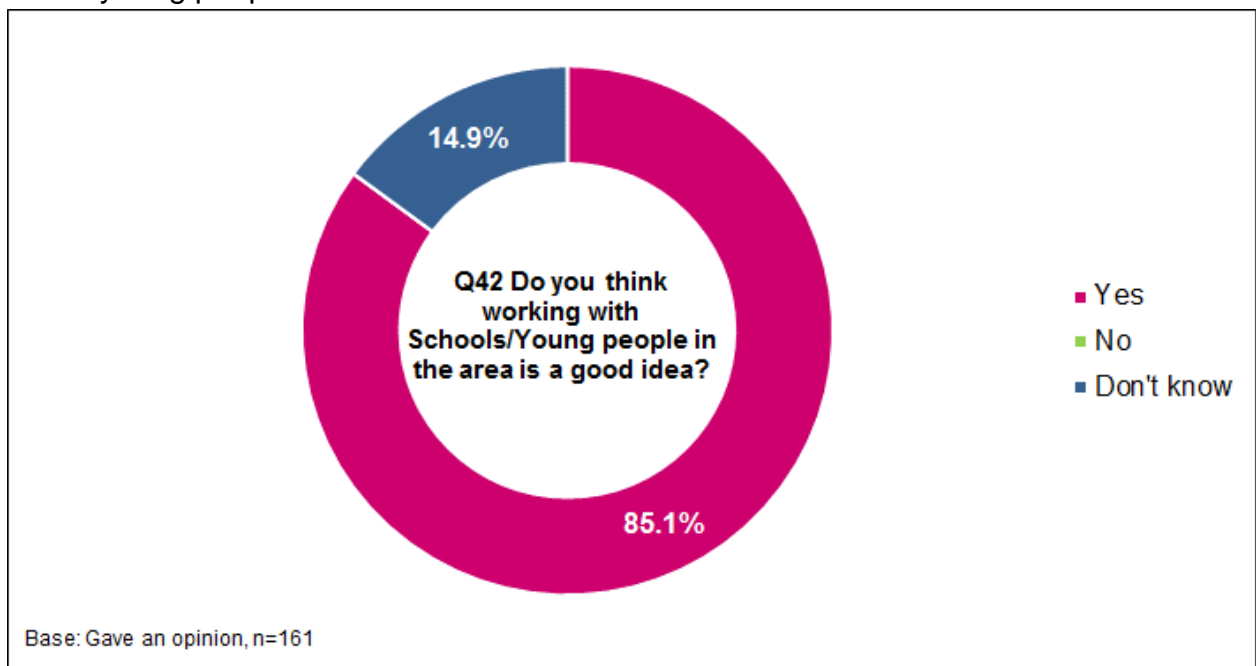


13.2 Opinions on the Association working with younger residents (Q40-49)

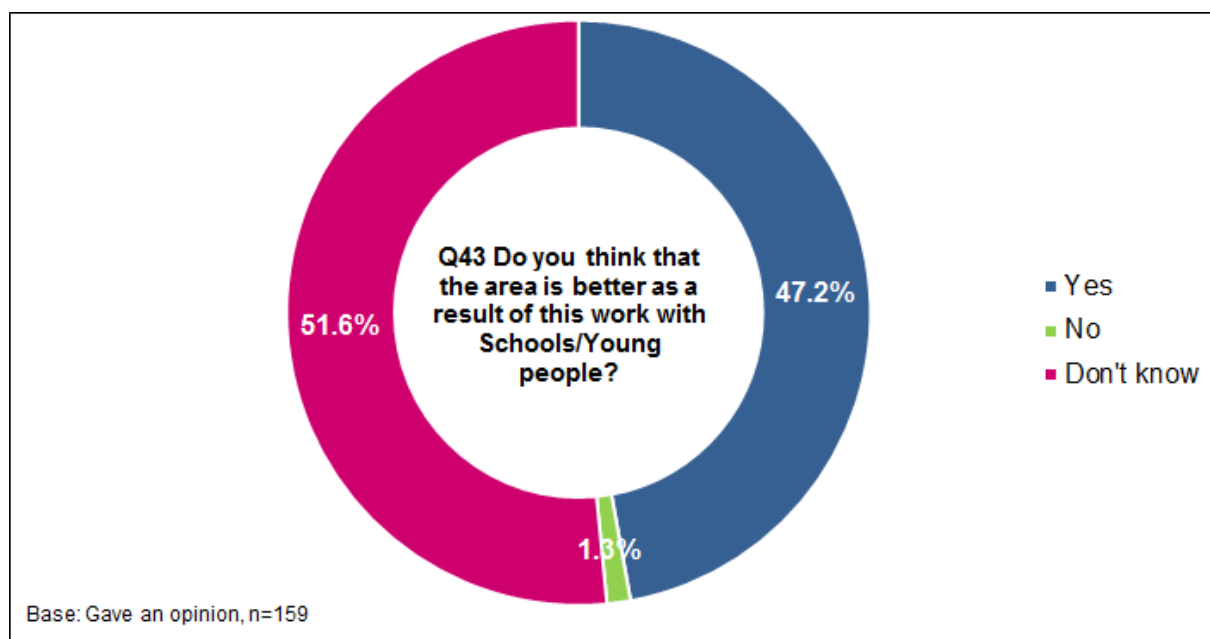
Just under half of tenants were of the opinion that the Association should have a youth committee (46%). 43% of respondents were of the opinion that the Association should have a youth newsletter for 8 to 15 year olds.



The majority of respondents felt that it was a good idea for the Association to work with schools and young people in the area (85%). This is a decrease of 9 percentage points since the 2013 survey, when 94% of respondents said that they felt it was a good idea for the Association to work with young people in the area.



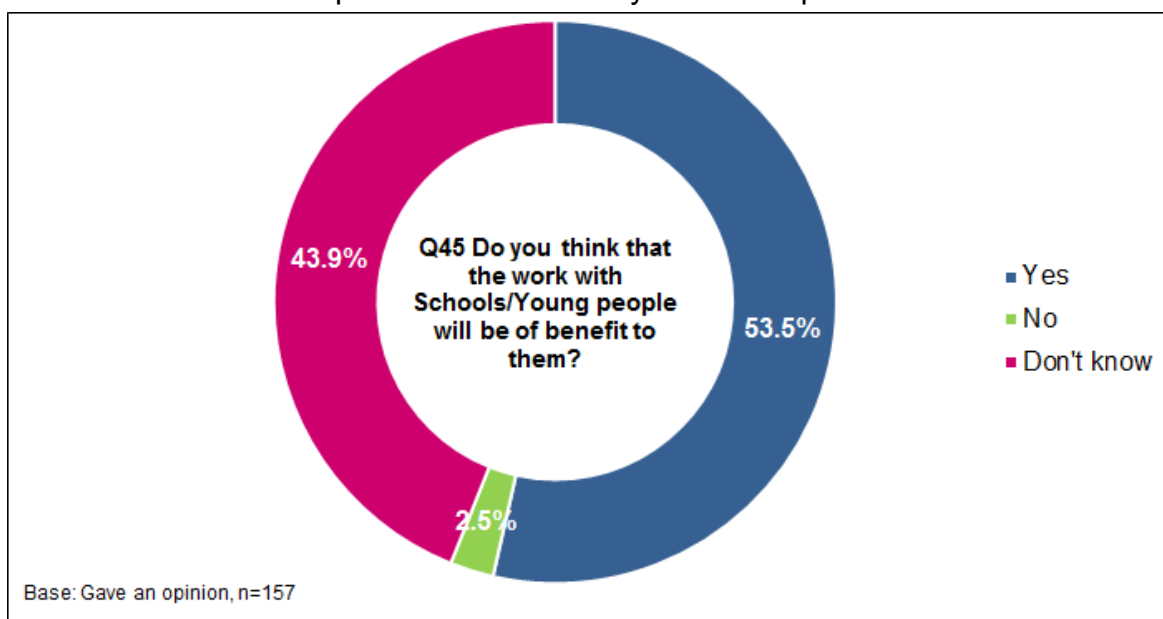
Just under half of respondents (47%) felt that the area was a better place to live as a result of the work the Association does with young people. In 2013, 39% said that the Association's work with young people benefited the area.



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 becoming more responsible, had more respect, and that the activities keep them off the street and out of trouble.

Q44coded If yes, can you give any examples?		
Base: Provided a response, n=34		
	No.	%
Makes them more responsible / improve work ethic	11	32.4%
More respect for others/ area	11	32.4%
Keeps them off the streets/ out of trouble	10	29.4%
Children behaving better	4	11.8%
Other	4	11.8%
Helps them gets jobs/ guidance	3	8.8%
Reduces vandalism/ more respect for the area	1	2.9%

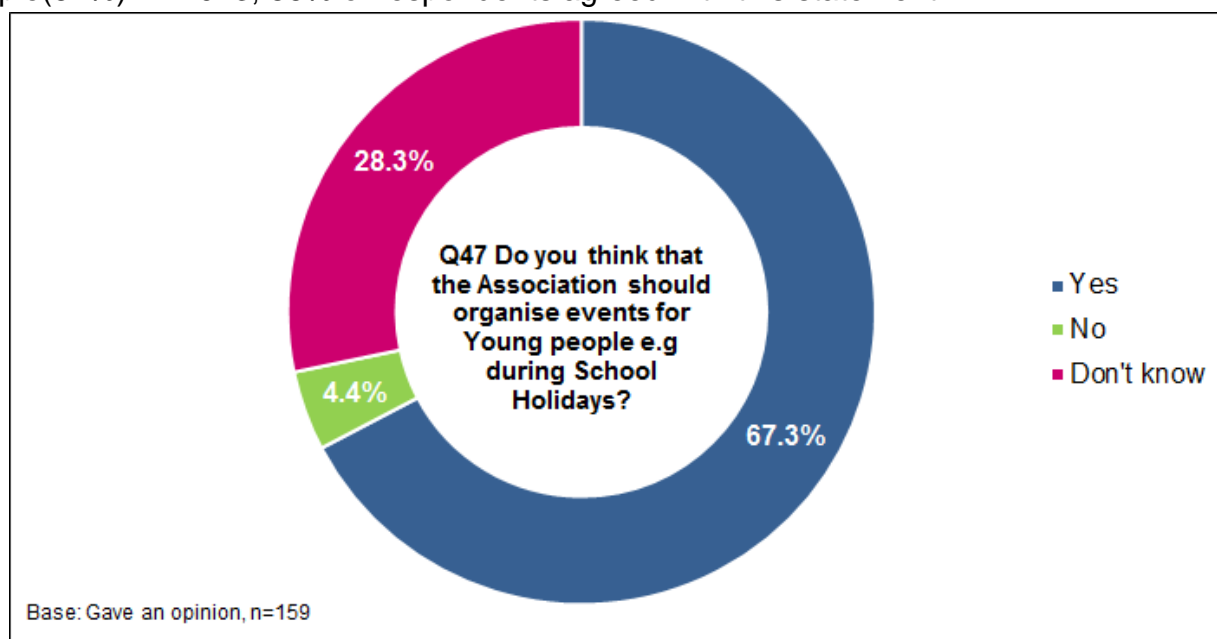
Respondents were then asked if they felt that working with the Schools/Young people would be of benefit to them. 54% of respondents answered 'yes' to this question.



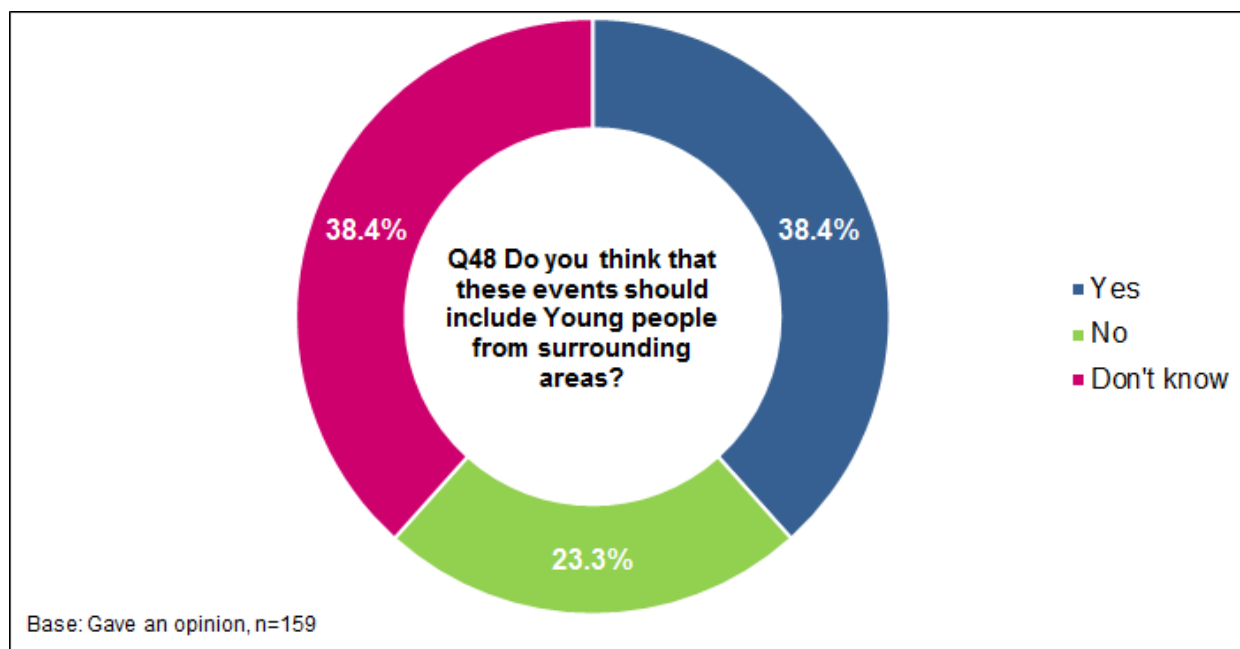
Those who said the area was better as a result of the Association's work with young people were asked to provide examples of why they feel this way. The majority of comments made were where tenants felt that children were behaving better as they had more things to do and that the activities keep them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

Q46coded How do you think young people will benefit?		
Base: Provided a response, n=45		
	No.	%
Make them feel part of community/ give them responsibility	17	37.8%
Keep them off the streets/ out of trouble	10	22.2%
Gives them something to do/ an interest	8	17.8%
It gives them something to do/ educates them	5	11.1%
They learn new things/ improves their skills	3	6.7%
It will help them get a job/ go on to better things	3	6.7%
Other	3	6.7%

Just under 7 in ten respondents felt that the Association should organise events for Young people(67%). In 2013, 86% of respondents agreed with this statement.



Respondents were then asked if they felt that these events should include young people from surrounding areas. 38% of respondents answered 'yes' to this question and 23% answered 'no'. 38% of respondents said they did not know. In 2013, 56% of respondents agreed with this statement.



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

- *The Association may get the advantages of working with young people, they are fast learners and can motivate the work force. So it is possibly used in networking or in using social media.*
- *We have always worked with young children, my children and grandchildren.*
- *It's great, keep it up.*
- *I think it's a good thing to have young people involved, in what goes on in the community.*
- *Think it's a great idea.*
- *Housing Association set good example and treat kids fairly.*
- *Yes, it will keep kids on the right track and give them a much better future.*
- *Good idea and appears to be working.*
- *Good idea.*
- *Good to see them trying.*
- *Good idea.*
- *Keep up the good work.*
- *Commendable.*
- *Good work.*
- *Good idea.*
- *Young people visited the parliament initially now there seems to be nothing being done for them in Blochairn area.*
- *It's good to include them but it isn't the association's job to 'entertain' or parent them.*
- *Maybe they will mix instead of fighting each other.*
- *The young ones are part of our future community. I think they are so important for them to work with their local associations.*
- *We need our young kids to have something to do, which improves our area.*

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:

- *Thank you for the hard work and excellent job you do.*
- *I think we are a close knit community. The staff are always helpful. Would go the extra mile to help the community and the young children know this.*
- *Best Housing Association you could ever be with. Thank you.*
- *No comment, except I love my house. Have good neighbours and BHA are always on hand to help you with any problem.*
- *Quality and value of the housing is very good. Had 5-6 incidents of vandalism to the property in 12 months, witnessed many more. Overall happy with service provided by Blochairn Housing. Royston can be a violent area, but there isn't a lot the association can do. It is improving slowly though.*
- *Blochairn Housing Association have always helped me.*
- *We have a brilliant association who go beyond all expectations, and are always on hand when you need them. I couldn't move anywhere else as I have been here nearly 50 years. I love the community spirit.*
- *Not sufficient parking.*
- *Happy with service.*
- *Would like to be considered for a 2 bedroom house. Just because I am a single person doesn't mean I don't need the space. Willing to pay and have the means to do so, I should have the option.*
- *Always quick to respond if needed.*
- *Good Housing Association.*
- *Rent is too high compared to the area and increasing every year which is a burden for low income people.*
- *The Association provides excellent service in all matters.*
- *We moved to Blochairn in 2010 and have been able to enjoy living in the place. The housing estate are friendly to us all the time. The rent is reasonably fair.*
- *BHA has made a great change for the better. We have lived in this for 48 years, it used to be much worse.*
- *Keep up good work, can't fault staff and management.*
- *Angela and Michael are great they listen to you and help you with anything. I'm in a great wee house.*

- *At start of tenancy we were all given a list of rules i.e. height of fence, no ponds. Despite this 1 tenant in particular has broken every rule.*
- *Gardeners are not very good as bushes never get trimmed and they always cut grass in the rain. Grass gets left lying throughout the close.*

14. HOUSEHOLD DETAILS

14.1 Age and gender (Q50/51)

Just over 3 in ten respondents (32%) were male and just under 7 in 10 respondents (68%) were female.

Q50 How old are you?		
Base: Gave an answer, n=163	No.	%
16-24	10	6.1%
25-34	20	12.3%
35-44	33	20.2%
45-64	59	36.2%
65-74	28	17.2%
75-84	11	6.7%
85+	2	1.2%

14.2 Working status (Q52)

In terms of the working status of respondents, just over 3 in 10 respondents (33%) were in full or part time employment, 8% were unemployed, 20% were long term sick or disabled, 26% were retired, 8% were caring for others or looking after the family and 4% were in full time education.

Q52 What is your current work status?		
Base: Gave an answer, n=163	No.	%
Full time paid work (35 or more hours per week)	34	20.9%
Part time paid work (less than 35 hours per week?)	21	12.9%
Full time education	6	3.7%
Unemployed	13	8.0%
Long term sick or disabled	33	20.2%
Caring for others/Looking after family	13	8.0%
Retired	43	26.4%
Other (please write in)	0	0.0%

14.3 Household composition (Q53)

With regards to household composition, 45% of households contained single adults, 20% of households contained couples with no children, 12% were single parent families and 14% were couples with children.

Q53 How would you describe the composition of your household? Please tick one option only.		
Base: Gave an answer, n=158	No.	%
One adult under 60	35	22.2%
One adult aged 60 or over	37	23.4%
Two adults both under 60	18	11.4%
Two adults both over 60	4	2.5%
Two adults, at least one 60 or over	9	5.7%
Three or more adults, 16 or over	11	7.0%
1 parent family with 1 child under 16	12	7.6%
1 parent family with 2 children under 16	4	2.5%
1 parent family with 3 or more children under 16	3	1.9%
2 parent family with 1 child under 16	13	8.2%
2 parent family with 2 children under 16	9	5.7%
2 parent family with 3 or more children under 16	0	0.0%
Other (please specify)	3	1.9%

14.4 Disability status (Q54/55)

Over 4 in 10 respondents said that either they or a member of their household had some form of disability or long term health problem (43%), with the majority stating this was regarding mobility or a physical disability (67%).

Q55 If yes, is this related to ?		
Base: Respondents with a health problem, n=67	No.	%
Mental health condition	26	38.8%
Mobility/physical disabilities	45	67.2%
Learning difficulties (e.g. dyslexia)	5	7.5%
Difficulties with sight	5	7.5%
Learning disability (e.g. Down's Syndrome)	0	0.0%
Developmental disorder (e.g. Autistic Spectrum Disorder or Asperger's Syndrome)	3	4.5%
Difficulties with hearing	6	9.0%
Other condition	8	11.9%
Don't know	0	0.0%

14.5 Ethnicity (Q56)

Over 8 in 10 respondents were White Scottish, English, Welsh, Northern Irish or British, 5% were Polish and 4% were African.

Q56 How would you describe your ethnic origin?		
Base: Gave an answer, n=161	No.	%
Scottish	130	80.7%
Polish	8	5.0%
African	7	4.3%
Any other white group	5	3.1%
Other British	3	1.9%
Arab, Arab Scottish or Arab British	3	1.9%
Bangladeshi	2	1.2%
Irish	1	0.6%
Indian	1	0.6%
Any other Asian background	1	0.6%

14.6 Car ownership (Q57)

Just under 4 in 10 respondents said either they or a member of their household was a car owner (39%).

15. OWNERS SURVEY RESULTS

15.1 Introduction

A total of 18 owner occupiers responded to the postal survey representing a 45% 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. 14 out of the 18 owners said they were very or fairly satisfied, 2 said they were neither satisfied nor dissatisfied and 1 owner said they were fairly dissatisfied. One owner did not answer this question.
- Respondents that said they were not satisfied were then asked to provide a reason for this. The two comments provided are listed below:
 - *The seven mucky plant bed areas around the play area are just mud, with no plants. The gardeners spend time trimming the weeds. Why are these areas not planted with robust plants, or grass seed? Does not look very good.*
 - *Cleaners do not always Hoover and mop all the floors. We have made 3 complaints and it got slightly better but there is still room for improvement.*
- 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 18 were satisfied with cleaning and upkeep of communal areas and 10 were dissatisfied;
 - 13 out of 18 were satisfied with the external building repairs and maintenance and 3 was dissatisfied;
 - 12 out of 18 were satisfied with the repairs to communal areas. 5 owners were dissatisfied in this respect.
- In terms of contact with staff 15 owners said they were satisfied with Blochairn staff being helpful if they have an enquiry. 14 owners were satisfied that Blochairn staff have the knowledge to be able to respond to their query.
- Sixteen out of eighteen owners said the charges they pay represent very good or good value for money and owner said it represented fairly poor value for money.

15.3 Internet Use

- Eleven out of eighteen owners said they used the internet or mobile apps:
 - 10 owners said they use a smartphone to access the internet;
 - 7 owners said they access the internet using a computer or laptop using home broadband;
 - 6 owners said they use a tablet or iPad;

15.4 Information from Association/Owner Participation

- Respondents were then asked if they wished to receive more information from the Housing Association about various aspects of their work/services:
 - 6 owners said they would like more information on the Association's policies;
 - 7 owners would like more information regarding the Management Committee;
 - 3 owners would like more information on how the Association manages their estates;
 - 3 owners would like more information on housing benefit and Welfare Reform;
 - 3 owners would like more information regarding how they can become more involved in the Association;
 - 2 owners would like more information on equal opportunities;
 - 9 owners said they would not like any more information;
- Eleven owners said they preferred Blochairn to keep in touch with them via newsletter. 9 owners said they would be happy to keep in touch with the Association via email, 9 said they preferred to use telephone, 7 said they preferred to visit the office. 1 owner said they preferred text message, 1 preferred staff to visit them at home, and 1 owner preferred open meetings.
- Five owners said they would like to be part of a local area resident forum. 2 said they don't want to be asked their views. 1 respondent said they would like to continue to participate in surveys and 2 respondents said they would like to give their views in another way.
- Eleven owners said they were satisfied with the opportunities given to them to participate in Blochairn Housing Association's decision making processes. 3 owners said they were neither satisfied nor dissatisfied and 3 owners said they were dissatisfied in this respect.

15.5 Factoring Charges/Value for Money

- Eight owners felt that their factoring charge represents good value for money. 7 said it was neither good nor poor value for money and 2 owners said it was poor value for money.

- Respondents who said their factoring charge did not represent good value for money were asked to provide reasons for feeling this way. The comments provided are listed below:
 - *It doesn't matter what the residents think, you go ahead with them anyway.*
 - *Cleaning service not up to scratch and had to complain several times. Webs from in-between front and rear close door not been cleaned in 6 years.*
 - *It's very expensive.*
 - *Price is just ok.*
- Eight owners felt that their factoring charge represents good value for money. 7 said it was neither good nor poor value for money and 2 owners said it was poor value for money.
- Sixteen out of eighteen owners said they were satisfied regarding how easy it is to understand their factoring bills. 1 owner was dissatisfied regarding this.
- Sixteen out of eighteen owners were satisfied with the information provided about how the factoring bills are calculated and 1 owner was dissatisfied.

15.6 The Neighbourhood

- In terms of the management of the neighbourhood, 13 owners were very or fairly satisfied, 3 were neither satisfied nor dissatisfied and 3 owners were fairly dissatisfied.
- Twelve owners said they believed there to be a sense of community within the Blochairn area and 8 owners said they believed there to be a sense of community within the Royston area.
- With regards to neighbourhood aspects:
 - 14 owners were satisfied with car parking facilities and 2 were dissatisfied;
 - 7 owners were satisfied with children's play facilities and 6 were dissatisfied;
 - 10 owners were satisfied with the maintenance of common areas, 4 owners were dissatisfied;
 - 14 owners were satisfied with their feeling of safety and 2 owners were dissatisfied;
 - 15 owners were satisfied with street lighting and 2 owners were dissatisfied.
- In terms of neighbourhood problems in the Blochairn area:
 - 8 owners said dogs were a problem;
 - 8 owners said vandalism was a problem;
 - 5 owner said graffiti was a problem;
 - 5 owners said violence was a problem;
 - 10 owners said rubbish was a problem;

- 6 owners said loitering was a problem
- No owners said drug dealing was a problem;
- 3 owners said street lighting was a problem;
- 8 owners said crime was a problem.

■ In terms of neighbourhood problems in the Royston area:

- 9 owners said dogs were a problem;
- 10 owners said vandalism was a problem;
- 7 owners said graffiti was a problem;
- 9 owners said violence was a problem;
- 11 owners said rubbish was a problem;
- 9 owners said loitering was a problem
- 7 owners said drug dealing was a problem;
- 6 owners said street lighting was a problem;
- 6 owners said crime was a problem.

■ Respondents were asked what they felt the Housing Association could do about these problems. Ten owners provided suggestions:

- *More Police on streets, more control from parents over children.*
- *Help to push through any regeneration projects in the pipeline. Blochairn don't want kids playing football/ on bikes etc. Well give them somewhere safe where they can go.*
- *Keep encouraging people to be responsible.*
- *I have requested emergency meeting to discuss and resolve poor building standards. As part of them were not met and now flooding, damage to floors.*
- *Be stricter with people.*
- *We are concerned about safety of children as we see people using drugs more and more often in Blochairn place. It's not safe for children. I do not want them to see the people taking drugs next to our flats.*
- *Message all dog owners about mess.*
- *Make the lighting better.*
- *They do their best, it's all down to their parents.*
- *Do a bulk uplift for all residents on same day. That would save housing money and stop rubbish being left for too long in the street.*

- Owners were also asked if there was anything else they believed to be a problem. Five owners provided additional comments:
 - *Glenconner park is beyond a shambles, it is being decimated by pigeon handlers and is not up kept by GCC. No grass cutting, lots of broken glass lying about and local spot for kids drinking and setting fire to park.*
 - *There seems to be missing parts in pipework which cause flooding. Recent electric shower replacement is a serious risk. Association does not think this should be inspected, we believe it should be as not meeting building & safety standards!*
 - *People behaving without any consideration for others. Loud behaviour, slamming doors and swearing. People don't do food recycling and putting wrong things into paper/ plastic recycling bins.*
 - *Don't think housing could do anything, think it's a Police problem.*
 - *Bus service is terrible, need shops in the area.*

15.7 Work with children/young people

- Respondents were asked if they were aware of the work the Association does with local schools in the area:
 - 8 owners are aware of the work that the Association does with local schools in the area;
 - 9 owners were aware that that the Association sponsors a Community Citizenship Award for the local Primary Schools
 - 9 owners were aware that the Association provides a book every month for every child from birth to their 5th birthday through the Dolly Parton imagination Library
- Ten out of eighteen owners said they felt the Association should have a newsletter for 8 to 15 year olds. Eleven owners said that they think the Association should have a think the Association should have a Youth committee.
- Sixteen out of the eighteen owners thought that it was a good idea for the Association to work with young people in the area.
- Ten out of eighteen owners said that they felt the area was better as a result of the Association's work with schools and young people. These owners were asked to provide examples. Their comments are listed below:
Good for young people to have an involvement.
 - *Less time for vandalism.*
 - *Stops them hanging about streets.*
 - *Work in Primary School and hear kids talking about if you help do this or that you could join the committee.*
 - *Stops kids being bored.*
 - *No graffiti anywhere.*

- *More involved in where they stay.*
 - *Give them pride in their community.*
 - *Making them respect where they live.*
 - *No loitering at corners.*
 - *Respect their area.*
- Thirteen out of the eighteen respondents said that they think the Association's work with schools and young people will be of benefit to them. These respondents were asked to explain how they think they will benefit. Their comments are listed below:
- *Feeling part of community.*
 - *Sense of pride for their area.*
 - *Yes as they are working with association.*
 - *By feeling more part of their community.*
 - *Give them stuff to do.*
 - *Keep them focused.*
 - *Stop them being bored.*
 - *Stop them being bored.*
 - *Pride in where they live.*
 - *Appreciate the work done to upkeep area.*
 - *By having a voice.*
 - *Tolerance of others e.g. disabled and people from other cultures.*
 - *By being asked about their opinions about things.*
- Fourteen out of eighteen owners said that they think the Association should organise events for young people. 1 owner said they didn't think the Association should do this and 3 owners said they didn't know.
- Eight owners said that these events should include young people should include young people from surrounding areas, four owners said they should not. Six owners said they didn't know.
- Owners were then asked if they had any further comments about the Association working with younger people. Their comments are listed below:
- *Continue to work with Royston youth action.*
 - *Great idea.*
 - *Think it's a great idea.*
 - *Fantastic idea.*

15.8 Household details

- With regards to the age profile of respondents, 3 were aged 23-34, 4 were 35-44, 6 owners said they were aged 45 to 64 and 4 owners said they were aged 65-74. The remaining owner did not provide this information.
- Five owners said they were male and twelve owners said they were female; the other respondent did not answer this question.
- In terms of household composition, 1 owner said they were an adult aged under 60, 3 said they lived in a single adult household and were aged 60 or over, 3 respondents said they lived in a two adult household and were both under 60 years of age, 1 respondent said they lived in a two adult household and were both over 60 years of age, 3 respondents said they were living in a household of 3 or more adults, 2 respondent said they were a couple with 1 child, 1 respondent said they were a couple with 2 children, and 2 respondents said they were a 2 parent family with 3 or more children under 16.
- Twelve owners said that there was a car within their household.
- In terms of ethnicity, 11 owners said they were White Scottish, 5 said they were Polish and the remaining respondents did not answer.

15.9 Further comments

- Respondents were then asked if they had any further comments to make regarding the services that the Association provides. The comments provided are listed below:
 - *Take control of wild children in the swing park who are over 6 years old.*
 - *I would appreciate more newsletters.*
 - *Builder needs to re-inspect all flats in Blochairn Place as there are serious omissions discovered which cause danger to property and life.*
 - *We could be doing with an upgrade of communal broadband aerial to keep up with the times.*
 - *Residents meetings are very repetitive. I think they are politically biased, always about Tories and bedroom tax etc.*

16. CONCLUSIONS AND RECOMMENDATIONS

AREAS OF HIGH PERFORMANCE

The results of the 2017 survey reveal that, in general, the Association is performing to a high standard. The following points show the key highlights where satisfaction has increased, decreased and remained consistent:

- Overall satisfaction with the services provided by the Association is high with 95% of tenants stating they were satisfied. This is a decrease of 1 percentage point since 2013.
- The vast majority of tenants were of the opinion that the Association is good at keeping them informed about their services and decisions (96%). This is a decrease of 2 percentage points since the 2013 survey where 98% rated the Association very or fairly good.
- Satisfaction with the repairs service has decreased by 1 percentage point, however is very high with 98% of tenants who had reported a repair within the last year stating they were satisfied.
- Tenants rated the quality of their home highly with 93% stating they were satisfied in this respect. In 2013, 96% of respondents expressed satisfaction.
- Tenants who have lived in their home for less than a year were also asked if they were happy with the standard of the home when they moved in. 75% of tenants expressed satisfaction regarding this, which is a decrease of 25% since 2013, when 100% of new tenants were satisfied.
- Awareness of the Good Neighbour Fund has increased since the 2013 survey from 87% in 2013 to 89%.

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 28% 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 43% stating they were satisfied and 38% stating they were dissatisfied in this respect.
- In terms of neighbourhood problems in the Blochairn area, 49% stated dog fouling was a serious or minor problem and 43% stated rubbish was a problem.
- In the Royston area the biggest concerns for tenants appeared to be regarding vandalism (76% stating serious or minor problem), rubbish (73%) and graffiti (71%).

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 help us to organise our services to make sure we can meet our tenants' 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 **15th September**. **All who complete and return the questionnaire will be entered into a Prize Draw for a £100 prize.**

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]

Email	<input type="checkbox"/>
Telephone	<input type="checkbox"/>
Text message	<input type="checkbox"/>
Facebook	<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. Do you use the internet or mobile apps such as Facebook?

Yes	<input type="checkbox"/>	Go to Q5
No	<input type="checkbox"/>	Go to Q6

Q5. Which of the following do you use to access the internet? PLEASE TICK YES OR NO FOR EACH

	Yes	No
A smartphone/ iPhone with mobile internet access	<input type="checkbox"/>	<input type="checkbox"/>
A computer or laptop using home broadband	<input type="checkbox"/>	<input type="checkbox"/>
A tablet / iPad	<input type="checkbox"/>	<input type="checkbox"/>
In any other way? (Please write in below)	<input type="checkbox"/>	<input type="checkbox"/>

Q6. Would you like to receive more information from the Association about any of the following? TICK ALL THAT APPLY

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"/>
None	<input type="checkbox"/>

Q7. Have you contacted Blochairn Housing Association in the last 12 months with a query or problem?

Yes	<input type="checkbox"/>	Go to Q8
No	<input type="checkbox"/>	Go to Q11

Q8. 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 or other welfare benefits	<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 get support or help for something to do with your tenancy	<input type="checkbox"/>
To enquire about aids or adaptations in your present home	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>

Q9. 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"/>

Q10. 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness of the member of staff who dealt with your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of advice and assistance given	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The final outcome of your query	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Being Involved

Q11. 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"/>

Q12. 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"/>

The Repairs Service

Q13. Have you had any day to day repairs carried out in this property in the last 12 months?

Yes	<input type="checkbox"/>	Go to Q14
No	<input type="checkbox"/>	Go to Q19

Q14. 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"/>

**Q15. 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The helpfulness of the Association staff involved	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The appointment system	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The tradesman arriving at the appointed time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The length of time taken to carry out repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The attitude of the tradesman	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The quality of repairs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The level of disturbance you faced	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q16. 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 Q17
No	<input type="checkbox"/>	Go to Q19

Q17. 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"/>

Q18. 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"/>

Q19. 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

Q20. 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"/>

Q21. Did you move into this property within the last year?

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

Q22. 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"/>

Q23. Do you have Household Contents Insurance?

Yes	<input type="checkbox"/>	Go to Q24
No	<input type="checkbox"/>	Go to Q25

Q24. If yes, is it with...

THIS Tenants Contents	<input type="checkbox"/>	Go to Q26
Another company	<input type="checkbox"/>	

Q25. 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**Q26. Do you know about the Good Neighbour Fund?**

Yes	<input type="checkbox"/>	Go to Q27
No	<input type="checkbox"/>	Go to Q28

Q27. Did you receive a cash Christmas Bonus in 2016?

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

Q28. 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People appreciate receiving the Christmas Bonus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Some people get the Bonus who do not deserve it	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
People should not get a Bonus for doing what they are supposed to do anyway	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"Bad" tenants will never change	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
"Good" tenants will behave properly whether they get a Bonus or not	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Christmas Bonus has not made any difference	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Christmas Bonus should be scrapped	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The £50 x 2 Monthly Prize Draw should be scrapped	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Association should be more strict about who gets the Bonus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The Association should carry out annual inspections of its houses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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Rent and Value for money

Q29. 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

Q30. 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"/>

Q31. 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

Q32. 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"/>

Q33. 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"/>

Q34. 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's play facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The maintenance of common areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your feeling of safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q35. 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"/>

Q36. 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"/>

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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"/>

Q37. What do you think the Housing Association could do about these problems?

Q38. Are there any other things you believe to be a problem?

Q39. Thinking about the CCTV in Blochairn....

	Yes	No	Don't know
Do you know where the CCTV cameras that cover Blochairn are positioned?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you think that the CCTV cameras make the area safer?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Do you think that the CCTV cameras cut down on graffiti and vandalism?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Have the CCTV cameras helped you or anyone you know?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Working with Younger Residents

Q40. Are you aware

	Yes	No	Don't know
...of the work that the Association does with local schools in the area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... that the Association sponsors a Community Citizenship Award for the local Primary Schools?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
..that the Association provides a book every month for every child from birth to their 5 th birthday through the Dolly Parton Imagination Library?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q41. Do you think the Association should...

	Yes	No	Don't know
... have a youth newsletter for 8 to 15 year olds?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... have a Youth Committee?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q42. Do you think working with Schools/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 Schools/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 Schools/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 think 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 the Association working with younger people?

--

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)

WHITE	
Scottish	<input type="checkbox"/>
Other British	<input type="checkbox"/>
Irish	<input type="checkbox"/>
Gypsy/ Traveller	<input type="checkbox"/>
Polish	<input type="checkbox"/>
Any other white group	<input type="checkbox"/>
MIXED OR MULTIPLE ETHNIC GROUPS	
Any mixed or multiple ethnic groups	<input type="checkbox"/>
ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	
Indian	<input type="checkbox"/>
Pakistani	<input type="checkbox"/>
Bangladeshi	<input type="checkbox"/>
Chinese	<input type="checkbox"/>
Any other Asian background	<input type="checkbox"/>
AFRICAN, CARIBBEAN OR BLACK	
Caribbean	<input type="checkbox"/>
African	<input type="checkbox"/>
Any other black background	<input type="checkbox"/>
OTHER ETHNIC GROUP	

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Arab, Arab Scottish or Arab British	<input type="checkbox"/>
Any other group (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 **15th September**. 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 £100.

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 a 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 **15th September 2017**. **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"/>	Go to Q2
Fairly dissatisfied	<input type="checkbox"/>	
Very dissatisfied	<input type="checkbox"/>	

Q2. If you said that you are not satisfied, please can you explain why?

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

[illegible]

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)

[illegible]

Information and Communication

Q5. 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"/>

Q6. 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]

Email	<input type="checkbox"/>
Telephone	<input type="checkbox"/>
Text message	<input type="checkbox"/>
Facebook	<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"/>

Q7. Do you use the internet or mobile apps such as Facebook?

Yes	<input type="checkbox"/>	Go to Q8
No	<input type="checkbox"/>	Go to Q9

Q8. Which of the following do you use to access the internet? PLEASE TICK YES OR NO FOR EACH

	Yes	No
A smartphone/ iPhone with mobile internet access	<input type="checkbox"/>	<input type="checkbox"/>
A computer or laptop using home broadband	<input type="checkbox"/>	<input type="checkbox"/>
A tablet / iPad	<input type="checkbox"/>	<input type="checkbox"/>
In any other way? (Please write in below)	<input type="checkbox"/>	<input type="checkbox"/>

Q9. Would you like to receive more information from the Association about any of the following? TICK ALL THAT APPLY

How we manage our estates	<input type="checkbox"/>
Housing benefit and Welfare Reform	<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"/>
None	<input type="checkbox"/>

Being Involved

Q10. The Association consult with their residents on a range of issues and give residents 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 resident forum	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>
I don't want to be asked my views	<input type="checkbox"/>

Q11. 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"/>

Factoring Charges

Q12. 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 Q14
Fairly good	<input type="checkbox"/>	
Neither good nor poor	<input type="checkbox"/>	Go to Q13
Fairly poor	<input type="checkbox"/>	
Very poor	<input type="checkbox"/>	

Q13. If you said that they are not good value, please can you explain why?

Q14. 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The information provided about how your factoring bills are calculated	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Your Neighbourhood

Q15. 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"/>

Q16. 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"/>

Q17. 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"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Children's play facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The maintenance of common areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your feeling of safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q18. 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"/>

Q19. 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"/>

Q20. What do you think the Housing Association could do about these problems?

Q21. Are there any other things you believe to be a problem?

Working with Younger Residents

Q22. Are you aware

	Yes	No	Don't know
...of the work that the Association does with local schools in the area?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... that the Association sponsors a Community Citizenship Award for the local Primary Schools?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
..that the Association provides a book every month for every child from birth to their 5 th birthday through the Dolly Parton Imagination Library?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23. Do you think the Association should...

	Yes	No	Don't know
... have a youth newsletter for 8 to 15 year olds?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... have a Youth Committee?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q24. Do you think working with Schools/Young people in the area is a good idea?

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

Q25. Do you think that the area is better as a result of this work with Schools/Young People?

Yes	<input type="checkbox"/>	Go to Q26
No	<input type="checkbox"/>	Go to Q27
Don't know	<input type="checkbox"/>	

Q26. If yes, can you give any examples?

1.
2.
3.

Q27. Do you think that the work with Schools/Young People will be of benefit to them?

Yes	<input type="checkbox"/>	Go to Q28
No	<input type="checkbox"/>	Go to Q29
Don't know	<input type="checkbox"/>	

Q28. If yes, how do you think they will benefit?

1.
2.
3.

**Q29. Do you think 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"/>

Q30. 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"/>

Q31. Do you have any general comments on the Association working with younger people?

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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.

Q32. 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"/>

Q33. Are you?

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

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"/>

Q34. Are either you or any member of your household a car owner?

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

Q35. How would you describe your ethnic origin? (TICK ONE ONLY)

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

Q36. 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

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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 **15th September 2017**. 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 £50.

Name	
Address	
Postcode	

Appendix 2

Technical Report Summary



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project number	P913
Project name	Blochairn Tenant Satisfaction Survey
Objectives of the research	<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"> ■ 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.
Target group	Tenants and owners of the Association
Target sample size	The aim was to maximise responses.
Achieved sample size	A total of 170 tenant questionnaires and 18 owner questionnaires were completed. 67 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%.
Date of fieldwork	Survey packs were stuffed by RR postal administrators and delivered to the Association on the 1 st September. The survey packs were distributed the following week and a deadline for completion was set for the 13 th September, however the deadline was extended to the 27 th October to allow for any late returns.
Sampling method	100% sample. All tenants and owners were sent questionnaires.
Data collection method	Postal methodology
Response rate and definition and method of how calculated	60% (170 interviews from a population of 285) 45% (18 interviews from a population of 40)
Any incentives?	Yes, prize draw of £50 for owners and £100 for tenants
Number of interviewers	1
Interview validation methods	10% of face to face interviews were back checked by respondent recontact
Showcards or any other materials used?	Not applicable

Customer Satisfaction Survey 2017

Weighting procedures (if applicable)	Not applicable
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings	Data accurate overall to +/-4.8% for tenants Data accurate overall to +/-17.4% for owners