



Provanhall Housing Association

Tenant Satisfaction Survey

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Provanhall Housing Association

Tenant Satisfaction Survey 2022

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1. EXECUTIVE SUMMARY

INTRODUCTION

- Provanhall Housing Association commissioned Research Resource to carry out a tenant satisfaction survey on their behalf.
- The aim of the survey was to provide an up to date view of tenant satisfaction with the Association, its services and the neighbourhood. A total of 250 interviews were completed with Provanhall tenants. This represented a response rate of 56%.
- Interviews took place between the 17th of May and the 14th of June 2022 and were spread across the organisations stock to ensure that a comprehensive picture of customer satisfaction was collected.
- This executive summary highlights the key findings from this programme of research.

SCOTTISH HOUSING REGULATOR INDICATORS OF SATISFACTION

The table below shows the overall satisfaction figures for the Scottish Housing Regulator indicators. Provanhall is performing well with over 9 in 10 tenants being satisfied with all but one service aspect, i.e. the quality of the home (82%). All indicators have remained consistent with the figures reported in the 2019 survey with the exception of the quality of the home where overall satisfaction has seen a decrease of 7 percentage points and management of the neighbourhood which has decreased by 5 percentage points.

Scottish Housing Regulator indicators					
	2013	2015	2019	2022	2019/2022 Change
Overall, how satisfied are you with the services provided by Provanhall Housing Association? (% very/ fairly satisfied)	87%	96%	94%	90%	↕ -4%
How good or poor do you think Provanhall Housing Association is at keeping you informed about its services and decisions? (%very good/ good)	93%	100%	98%	99%	↕ 1%
How satisfied or dissatisfied are you with the opportunities given to you to participate in Provanhall's decision making processes? (% very/ fairly satisfied)	87%	100%	97%	99%	↕ 2%
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	86%	97%	89%	82%	↓ -7%
Thinking about the last time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service? (% very/ fairly satisfied)- Those who have reported a repair in the last 12 months	85%	97%	95%	93%	↕ -2%
To what extent does your rent represent good value for money? (% very good value/ good value)	81%	91%	88%	90%	↕ 2%
How satisfied are you with your landlord's contribution to the management of the neighbourhood you live in? (%very/ fairly satisfied)	89%	99%	98%	93%	↓ -5%

AREAS OF HIGH PERFORMANCE

The results of the 2022 survey reveal that the Association is performing to a high standard and in general satisfaction levels are not significantly higher or lower than those reported in the 2019 survey. The following points show the key highlights where satisfaction was highest:

- Satisfaction with the **overall service** provided by Provanhall is high with 90% of tenants (94% in 2019) being either very or fairly satisfied in this respect.
- The Association is performing well in terms of **keeping its customers informed**. For example, 99% of tenants (98% in 2019) said the Association was very good or good at keeping them informed.
- The Association's **newsletter** is highly thought of with 98% of tenants saying the newsletters content is very or fairly good.
- In terms of the **opportunities given to tenants to participate** in Provanhall's decision making process, 99% of tenants (97% in 2019) said they were very or fairly satisfied. Furthermore, 95% of tenants said the Association was very or fairly good at taking account of tenants' views over matters which concern them.
- The **repairs service** is highly thought of by tenants with 93% being satisfied (95% in 2019) with the repairs service received on the last occasion. In terms of aspects of the repairs service, 94% were satisfied with the length of time taken to do the repair and the standard of the repair work and 95% were satisfied with the arrangements about when the repairs would be done.
- The **income maximisation service** was highly thought of with all respondents who used the service being very or fairly satisfied. Almost all tenants (99%) who were able to give an opinion felt it was very or quite important that the Association continues to provide this service to tenants.
- 96% of tenants who had contacted the Association in the last 12 months said they were very or fairly satisfied with the **quality of customer** care they received.
- Tenants were asked whether they agreed or disagreed with various **statements regarding the Association and the services it provides**. The level of agreement with these statements was very high, with between 90% and 92% of tenants agreeing with all statements. Tenants were most likely to agree that Provanhall is efficient, provides a good service and cares about its tenants (all 92% agreement).
- 9 in 10 tenants were of the opinion that the rent for their home offers very or good **value for money** (90%, 88% in 2019).

AREAS FOR IMPROVEMENT

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. It should be noted that these are relatively lower satisfaction levels, in light of very high satisfaction levels being reported by the Association's tenants.

- Satisfaction with **the quality of the home** has seen a decrease since the 2015 survey, falling from 97% in 2015 to 89% in 2019 and again to 82% in 2022.
- Over 9 in 10 tenants (93%) said that they were very or fairly satisfied with their **neighbourhood as a place to live**. Satisfaction with the Association's **management of the neighbourhood** was also high with 93% of tenants stating they were satisfied in this respect. Satisfaction in this respect has however fallen from 98% in 2019. It is also interesting to note that there has been a significant decrease in the proportion of tenants stating that the area is improving with 28% of tenants feeling this way in 2022 compared to 64% of tenants in 2019.
- When asked about how the neighbourhood has changed, the proportion of respondents who felt their neighbourhood is improving has decreased from 64% in 2019 to 28% in 2022, and the proportion of respondents who said the neighbourhood has stayed the same has increased from 27% in 2019 to 62% in 2022.
- When asked about any **problems in the neighbourhood**, unattended dogs and dog fouling was considered to be a problem by 25% of tenants. This was followed by litter and mess around the area (14%) and regarding the upkeep of grass and plants in public areas (13%).

2. INTRODUCTION, BACKGROUND AND OBJECTIVES

2.1 Introduction

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

2.2 Background and objectives

Provanhall Housing Association is a Registered Social Landlord based in the Provanhall area of Greater Easterhouse in the east end of Glasgow.

The Association's stock is a mix of general family homes, flats, amenity houses and wheelchair houses and flats. They also provide a factoring service to owner occupiers in the area.

The Association's offices are based in Provanhall and they have a staff of 8 and are run by a voluntary Management Committee of 11.

The aim of the research was to seek tenants' views on the services that Provanhall 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 Provanhall;
- 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 Provanhall's 2022 Customer 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. However, given the current Covid-19 pandemic, it was decided to carry out the research using a telephone survey methodology. This allows us to collate data using an interviewer led methodology, providing control over the sample profile and a high quality interviewing experience.

3.2 Questionnaire design

After consultation with Provanhall representatives a survey questionnaire was agreed which fully met the information needs and requirements of the organisation. The questionnaire was largely based upon the questionnaire which was used for the Association's last tenant satisfaction survey which was undertaken in 2019.

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

A copy of the questionnaire used for the survey can be found in Appendix 1.

3.3 Sample Size

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

Provanhall Housing Association has a total of 444 tenanted properties. The requirement of this survey was to achieve a sufficient number of surveys which achieved robust data and gained a representative picture of tenant's views. 250 tenants took part in the survey, representing a 56% response rate. 250 interviews provided the Association with robust data of +/- 4.1% overall (assuming a 95% confidence level).

This means that as we have achieved a response from a sample of tenants and not every single tenant there is a 'margin of error' that occurs. In this instance we can be 95% 'sure' that if 50% of tenants responded in a particular way, had we interviewed every single tenant the answer received would have been between 45.9% (50%-4.1%) and 54.1% (50%+4.1%). This is very robust data and data upon which Provanhall can have confidence making decisions.

The guidance from the Scottish Housing Regulator states that in all surveys, particularly postal surveys, some groups are more likely than others to respond. This means that certain subgroups will be under-represented, and others will be over-represented in the final achieved sample (i.e. all the people who responded). Weighting ensures that received responses are

representative of the whole survey population. The guidance suggests that social landlords will be likely to have suitable information on the population in terms of dwelling type (flats, semi-detached house, detached, terraces) and the number of bedrooms.

The following tables shows the sample profile broken down by street, scheme, build date and refurbishment date compared to the population. As can be seen below, the interview profile is in line with the overall tenant population profile in terms of geography. The data reported is therefore unweighted.

Street	No. of tenants		No. of interviews	
	No.	%	No.	%
Auchinlea Road	78	17.6%	39	15.6%
Balcurvie Road	13	2.9%	5	2.0%
Balfluig Street	62	14.0%	36	14.4%
Brunstane Road	4	0.9%	3	1.2%
Conisborough Close	44	9.9%	33	13.2%
Conisborough Path	17	3.8%	9	3.6%
Conisborough Road	147	33.1%	79	31.6%
Drochil Street	4	0.9%	3	1.2%
Duffus Street	29	6.5%	19	7.6%
Gardyne Street	5	1.1%	2	0.8%
Whitslade Place	14	3.2%	7	2.8%
Whitslade Street	27	6.1%	15	6.0%
Grand Total	444	100.0%	250	100.0%

PHA scheme	No. of tenants		No. of interviews	
	No.	%	No.	%
Phase 1	37	8.3%	14	5.6%
Phase 10	34	7.7%	12	4.8%
Phase 11	29	6.5%	19	7.6%
Phase 12	22	5.0%	12	4.8%
Phase 13	24	5.4%	18	7.2%
Phase 2	34	7.7%	22	8.8%
Phase 3	36	8.1%	24	9.6%
Phase 4	23	5.2%	14	5.6%
Phase 5 A	26	5.9%	12	4.8%
Phase 5 B	30	6.8%	20	8.0%
Phase 6	8	1.8%	3	1.2%
Phase 7	65	14.6%	43	17.2%
Phase 8	63	14.2%	32	12.8%
Phase 9	13	2.9%	5	2.0%
Grand Total	444	100.0%	250	100.0%
Build date	No. of tenants		No. of interviews	
	No.	%	No.	%
01/06/1958	311	70.0%	165	66.0%
01/08/1997	23	5.2%	14	5.6%

Tenant Satisfaction Survey 2022

01/05/2000	5	1.1%	2	0.8%
01/05/2002	73	16.4%	48	19.2%
01/11/2005	8	1.8%	3	1.2%
28/01/2020	2	0.5%	1	0.4%
30/01/2020	2	0.5%	2	0.8%
20/02/2020	4	0.9%	3	1.2%
10/08/2020	2	0.5%	2	0.8%
18/08/2020	2	0.5%	1	0.4%
01/09/2020	2	0.5%	2	0.8%
19/01/2021	4	0.9%	1	0.4%
26/01/2021	1	0.2%	1	0.4%
02/02/2021	1	0.2%	1	0.4%
02/03/2021	4	0.9%	4	1.6%
Grand Total	444	100.0%	250	100.0%

Refurb Date	No. of tenants		No. of interviews	
	No.	%	No.	%
01/05/1994	37	8.3%	14	5.6%
01/07/1995	34	7.7%	22	8.8%
01/08/1996	36	8.1%	24	9.6%
01/05/2000	21	4.7%	10	4.0%
01/05/2002	22	5.0%	15	6.0%
None	294	66.2%	165	66.0%
Grand Total	444	100.0%	250	100.0%

3.4 Interviewing and Quality Control

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are highly experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between the 17th of May and the 14th of June 2022.

3.5 Survey Analysis and Reporting

Survey data has been analysed and reported on in a number of ways. Data has been analysed on the basis of a comparison with the results gathered during Provanhall's 2015 and 2019 tenant satisfaction surveys. The results have also been analysed for specific questions by various factors as requested by the Association.

Throughout this report the figures show the results as percentages and base numbers are also shown where appropriate.

Percentages are rounded up or down from one decimal place to the nearest whole number. For this reason, not all percentages sum to 100% due to rounding.

Rounding can also cause percentages described in the supporting text or summarising 'overall satisfaction' (i.e. adding very satisfied and fairly satisfied responses together) to differ from the charts by 1% when two percentages are added together in some parts of the report percentages may be expressed to one decimal place.

3.6 Report Structure

This document details the key findings to emerge from the survey.

4. OVERALL SATISFACTION
5. INFORMATION AND COMMUNICATION
6. THE REPAIRS SERVICE AND HOUSING QUALITY
7. RENT, BENEFITS AND WELFARE REFORM
8. NEIGHBOURHOOD MANAGEMENT
9. CUSTOMER CARE
10. SUMMARY OF THE ASSOCIATION
11. THE COMMUNITY
12. COVID PERFORMANCE
13. HOUSEHOLD INFORMATION
14. CONCLUSIONS

APPENDIX 1: QUESTIONNAIRE

APPENDIX 2: INFOGRAPHIC

APPENDIX 3: DATA TABLES

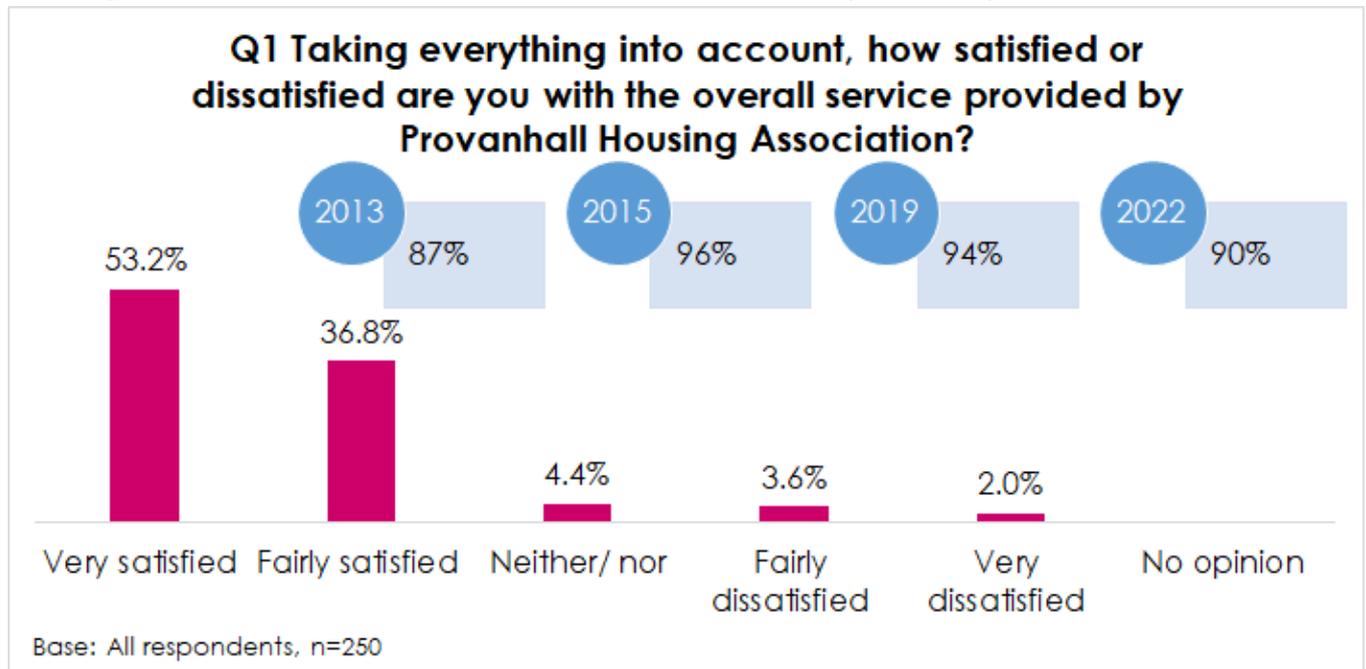
APPENDIX 4: TECHNICAL REPORT SUMMARY

4. OVERALL SATISFACTION

4.1 Satisfaction with the overall service provided (Q1/2)

The survey opened by asking respondents how satisfied or dissatisfied they were with the overall service provided by Provanhall Housing Association. Nine in ten tenants (90%) were either very or fairly satisfied in this respect compared to 4% who were neither satisfied nor dissatisfied and 6% who were very or fairly dissatisfied.

Overall satisfaction is higher than was reported in 2013 (87%) and is less than was reported in 2015 (96%) and 2019 (94%). Overall satisfaction in this respect is in line with the Scottish average in the Annual Return on the Charter 2020/21 (also 90%).



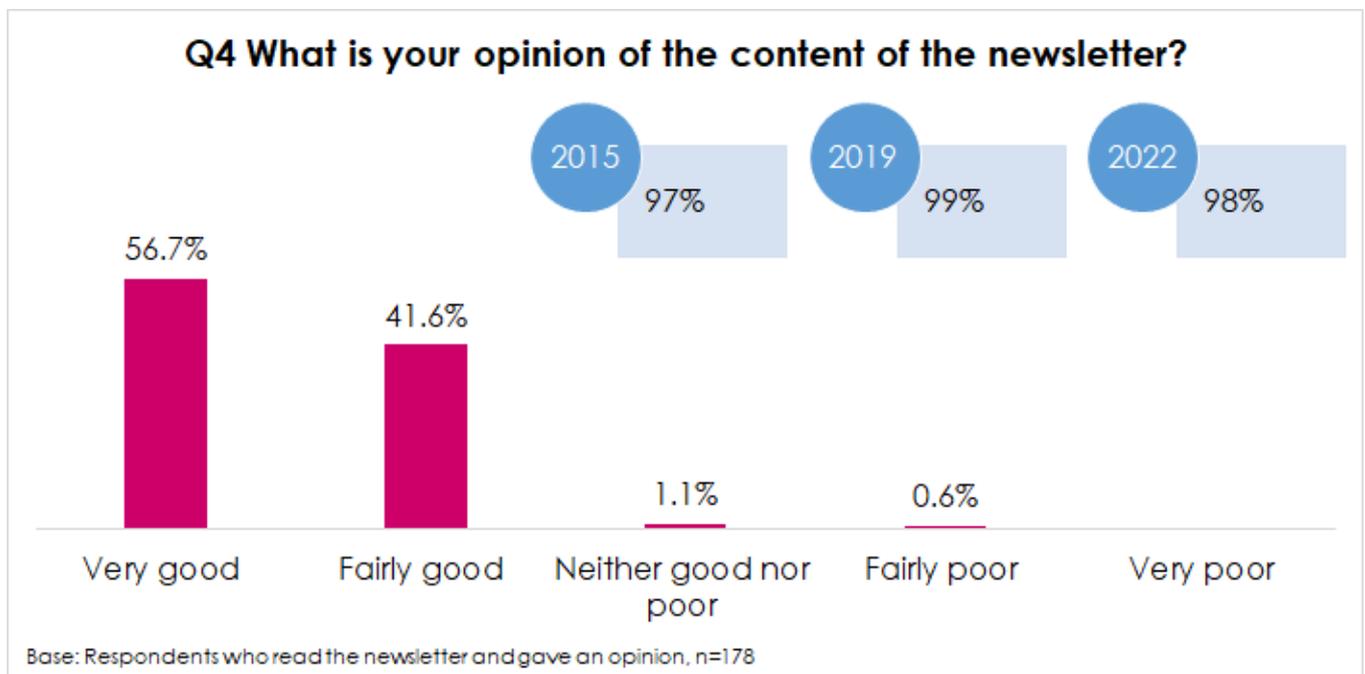
Where tenants were not satisfied with the overall service (25 tenants), they were asked to provide their reasons for feeling this way. The main reasons were repairs issues, regarding the quality of the home or landscaping concerns.

5. INFORMATION AND COMMUNICATION

5.1 The Associations Newsletter (Q3-5)

The vast majority of tenants (71%) said they read the Association's quarterly newsletter which is a decrease from 92% in 2019.

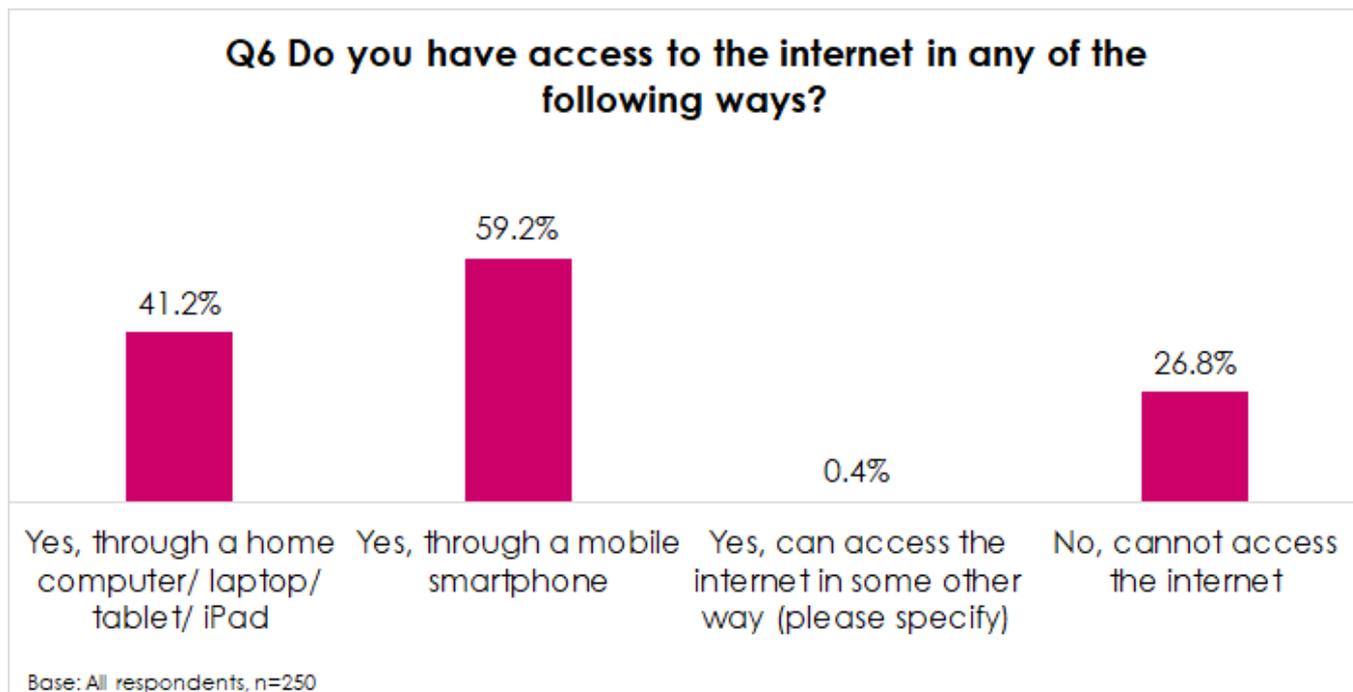
Of these individuals, 98% were of the opinion that the content of the newsletter was very or fairly good, 2 tenants (1%) said the newsletter was neither good nor poor and 1 tenant (1%) said the newsletter was fairly poor. The proportion of tenants who said the content of the newsletter was good has not changed significantly when compared to the results reported in the Association's 2015 (97%) and 2019 (99%) tenant satisfaction surveys. The one respondent who said the newsletter was poor said they felt this way as they find it "hard to understand".



5.2 Internet access and TV packages (Q6-9)

With regards to internet access, over 7 in 10 tenants (73%) had access to the internet in some way. Just under 6 in 10 (59%) had access to the internet via a smartphone and 41% had access through a home computer, laptop or tablet. The proportion of tenants with internet access has increased from 59% in 2015 and 62% in 2019.

Of the 27% of respondents who do not access the internet, just 2 (3%) said they would be interested in receiving a device to allow access and training. Their details have been passed over to the Association for follow up. 2 individuals (3%) said they would use the internet locally available for free at The Connie.



Respondents with internet access were asked if they had used any of the Association's digital communications or social media. The vast majority had not used any of these (85%). Where tenants had used the Provanhall website (12%) was most popular.

Q9 Have you used....?		
Base: Respondents, n=183	No	%
Provanhall's App	8	4.4%
Provanhall's Website	22	12.0%
Provanhall's Twitter Page	3	1.6%
Provanhall's Instagram	2	1.1%
None of these	156	85.2%

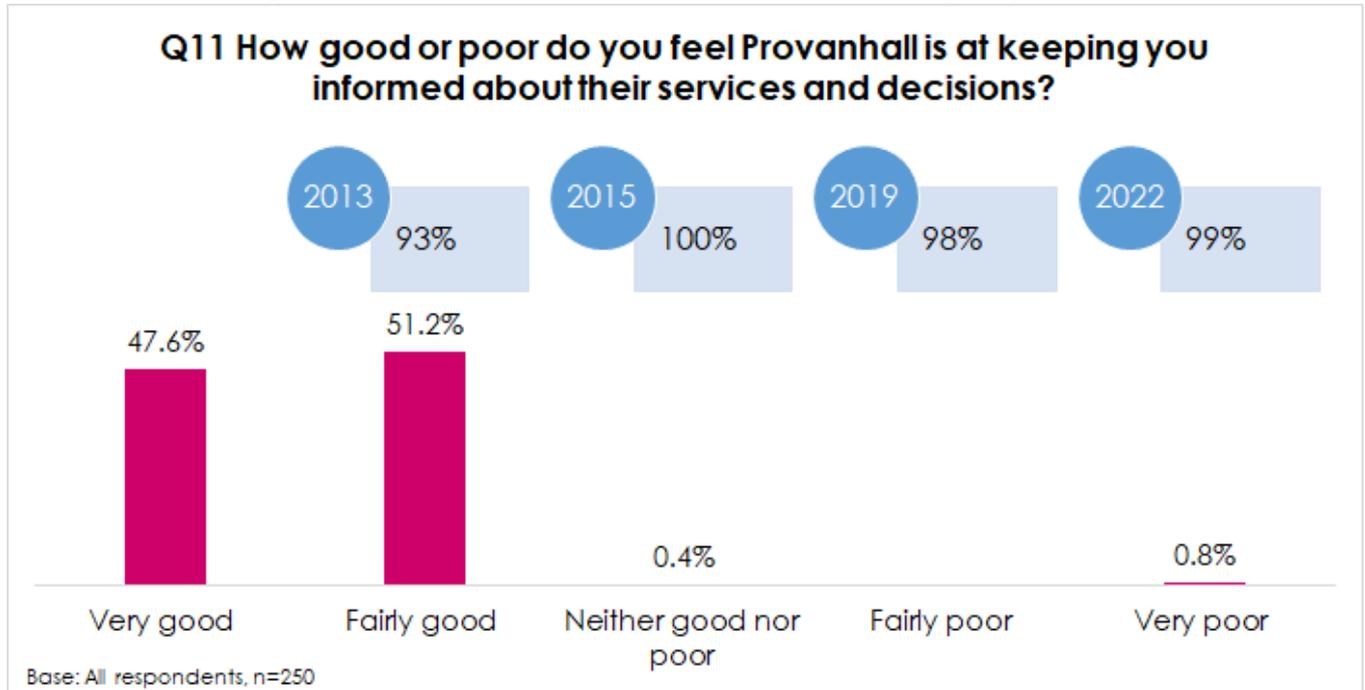
5.3 Preferred communication methods (Q10)

All tenants were asked about the communications they prefer the Association to use to consult with them and also the methods they would prefer the Association to use to keep them informed. Firstly, in terms of consultation methods, text message was most popular (44%), followed by telephone contact (35%) and direct letters (26%). Text message was again the most popular method which tenants would like the Association to use to keep them informed (44%), followed by telephone contact (33%) and direct letters (29%). It is interesting to note that the most popular contact methods for consultation and being kept informed in 2019 were written communications such as the newsletter and directly letters and these have now been replaced by text message. For example, in 2019 73% of tenants said they would prefer to be consulted with via letter in 2019 (26% in 2022) and 73% would prefer newsletters to be used (3% in 2022). And in 2019, 87% preferred newsletters to be used to be kept informed (11% in 2022) and 34% preferred direct letters to be used (29% in 2022).

Q10a/b (a) What method would you prefer the Association staff to use to consult with you?; (b) What method would you prefer the Association staff to use to keep you informed?				
	Q10a) Consult		Q10b Inform	
Base: All respondents, n=250	No	%	No	%
Text	110	44.0%	109	43.6%
Telephone	88	35.2%	82	32.8%
Direct letter	65	26.0%	72	28.8%
Email	51	20.4%	49	19.6%
Newsletter	8	3.2%	27	10.8%
Close meetings	6	2.4%	5	2.0%
Twitter	1	0.4%	1	0.4%
Provanhall App	-	-	-	-
Website	2	0.8%	-	-
Facebook	-	-	-	-
Other	1	0.4%	-	-

5.4 Keeping Tenants Informed (Q11/12)

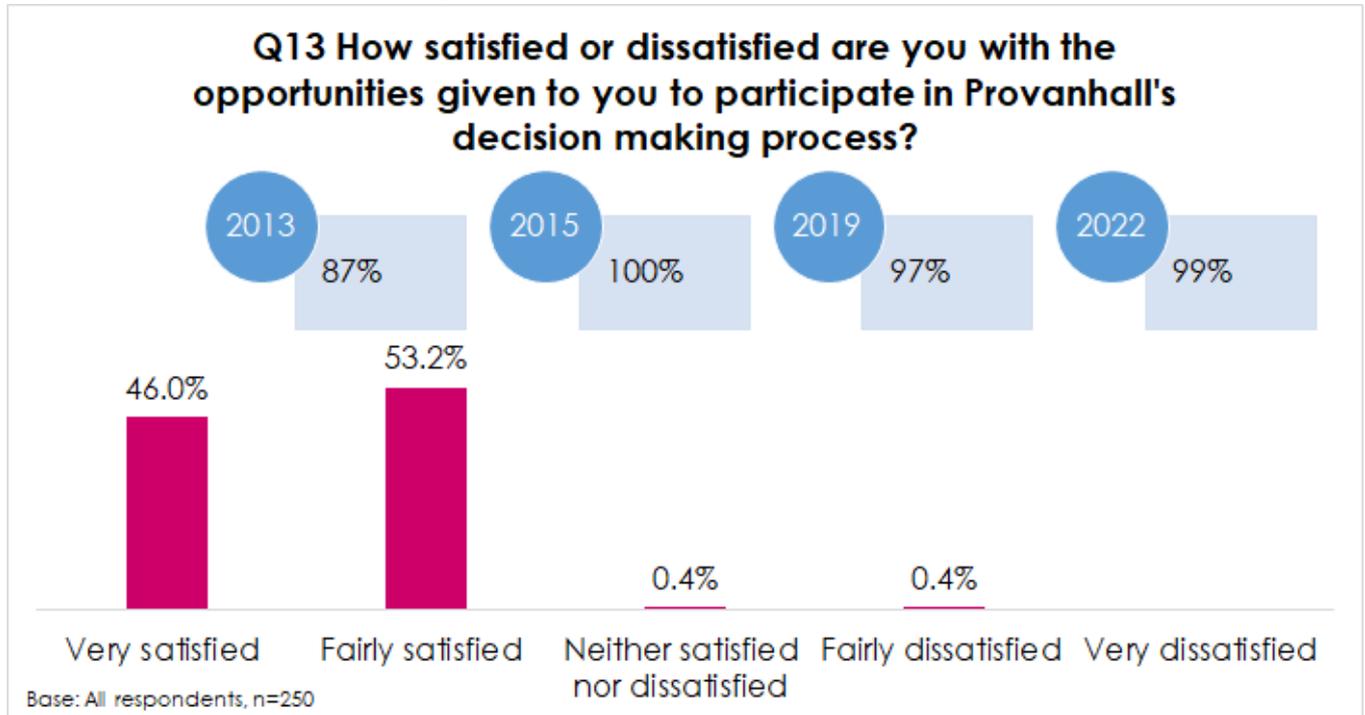
Almost all tenants (99%) considered the Association to be very or fairly good at keeping them informed about Association activities and decisions, compared to 1 tenant (0.4%) who was neither satisfied nor dissatisfied and 2 tenants (1%) who said the Association was very poor. Overall satisfaction is higher than was reported in the 2013 tenant satisfaction survey (93%) and consistent with the results from 2015 and 2019. Overall satisfaction in this respect is higher than the Scottish average in the Annual Return on the Charter 2020/21 (92%).



The three tenants who did not consider the Association to be good at keeping tenants informed were asked to explain why they felt this way. Two tenants said they did not receive enough information from the Association and the remaining tenant said they had not much contact at all with the Association.

5.5 Satisfaction with participation opportunities (Q13/14)

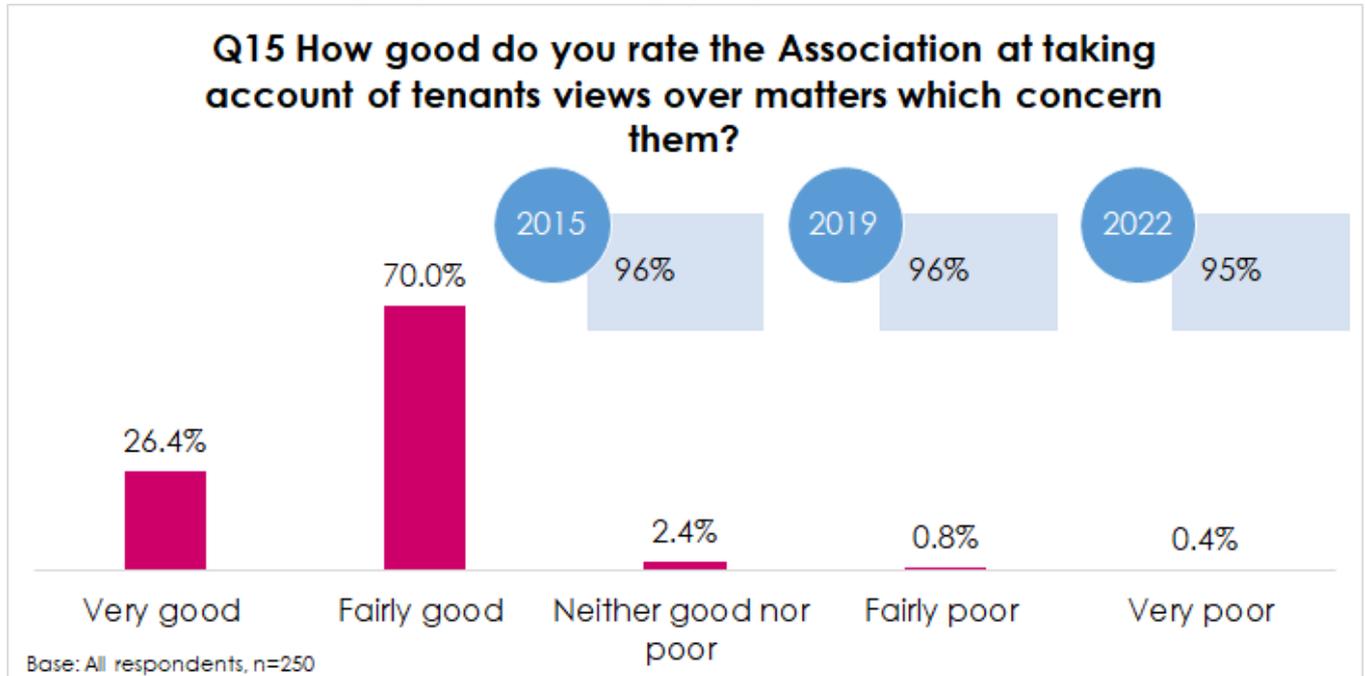
With regards to participation opportunities provided by the Association, 99% of tenants (97% in 2015) were either very or fairly satisfied in this respect compared to 1 tenant who was neither satisfied nor dissatisfied and 1 tenant who was dissatisfied. Overall satisfaction in this respect is higher than the Scottish average in the Annual Return on the Charter 2020/21 (87%).



The two tenants who were not satisfied with the participation opportunities provided to them to participate in Provanhall's decision making processes were asked why they felt this way. One tenant said they were not bothered about taking part in decision making activities and the other tenant said they never hear from the Association.

5.7 Taking account of tenants' views (Q15/16)

Following on from this, tenants were asked how good or poor they rated the Association at taking account of tenants' views over matters which concern them. Over 9 in 10 tenants (95%) said the association was very or fairly good at taking account of their views, 2% said they were neither good nor poor and 1% said they were very or fairly poor. The proportion of tenants who rated the Association very or fairly good at taking account of tenants' views has remained consistent with the 2015 (96%) and 2019 surveys (96%).

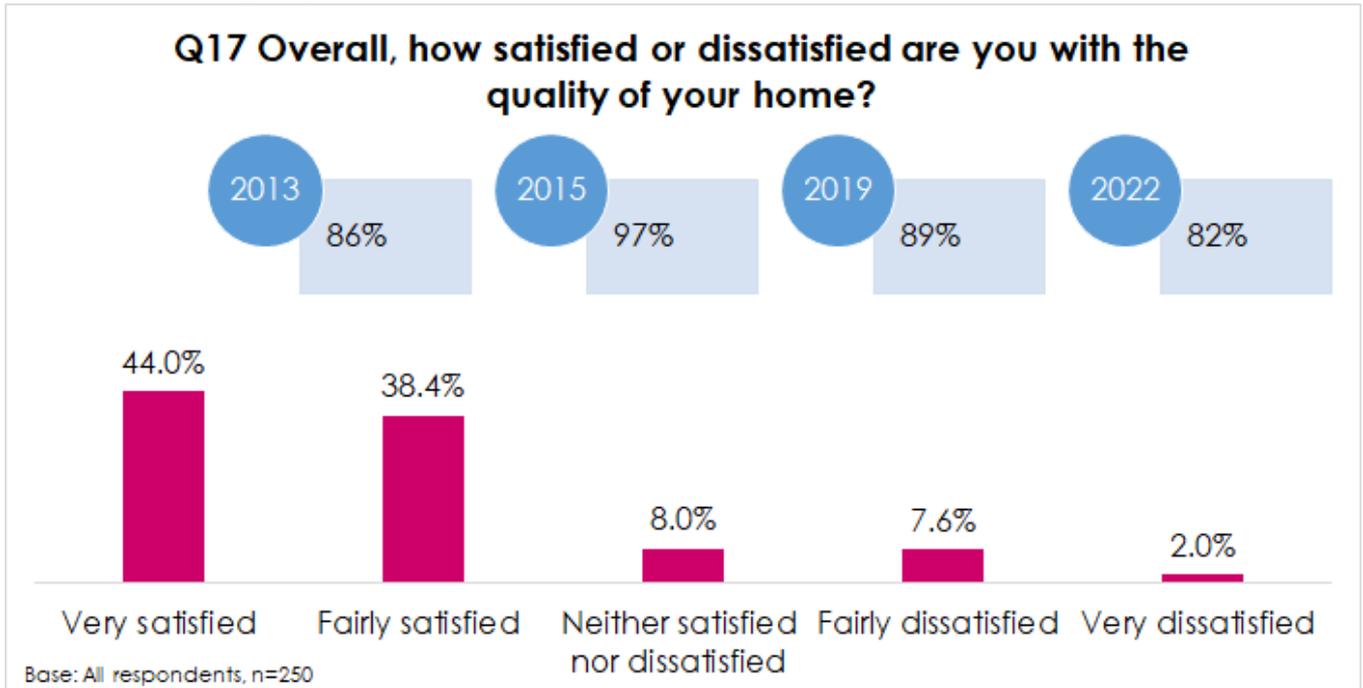


Three out of the four tenants who said the Association was poor at taking account of their views said they felt the Association does not listen to their views.

6. THE REPAIRS SERVICE AND HOUSING QUALITY

6.1 Quality of the home (Q17/18)

Just over 8 in 10 tenants (82%) were either very or fairly satisfied with the quality of their home compared to 8% who were neither satisfied nor dissatisfied and 10% who were very or fairly dissatisfied. Overall satisfaction has seen a decrease since the 2015 survey where 97% of tenants were satisfied and the 2019 survey where 89% expressed satisfaction. Overall satisfaction in this respect is lower than the Scottish average in the Annual Return on the Charter 2020/21 (87%).



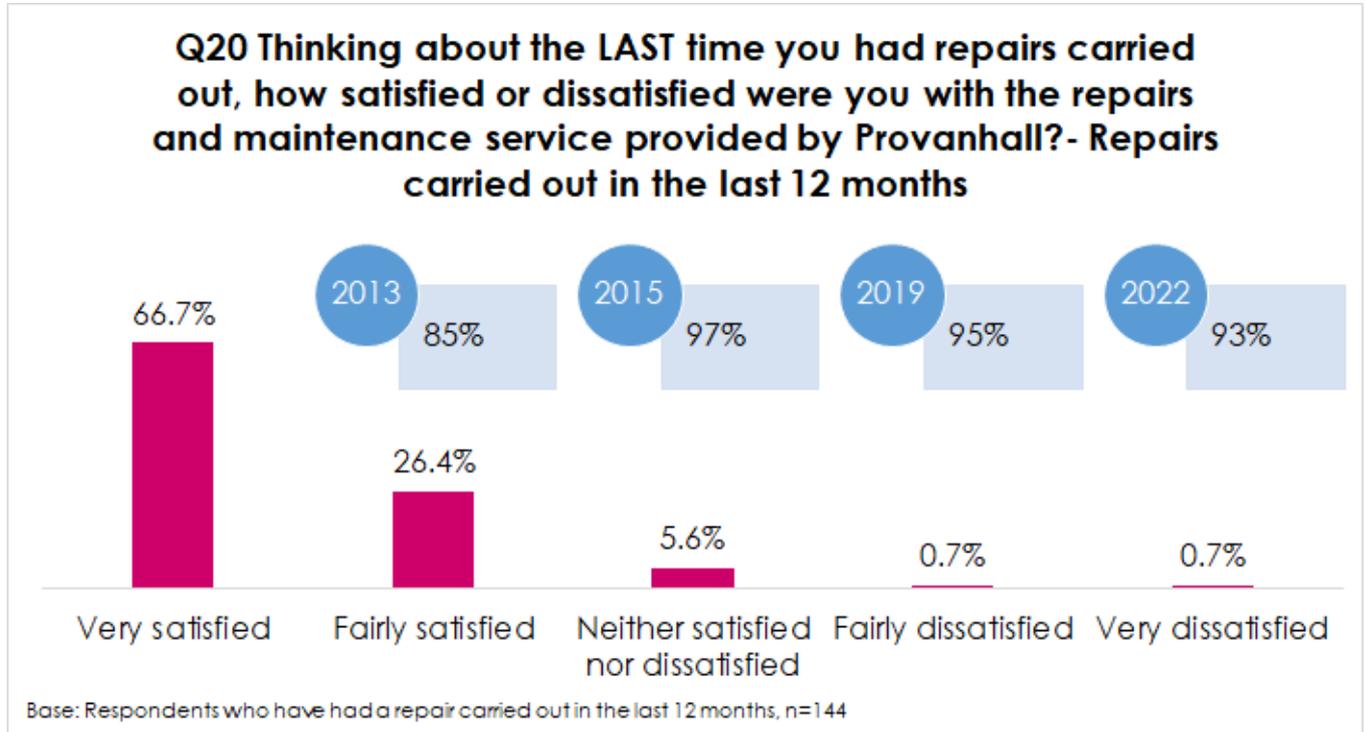
Analysis of this question by scheme, build date and refurbishment date can be found in the appendix.

Tenants who were not satisfied with the quality of their home were asked to provide their reasons for feeling this way. The open comments provided to this question have been coded into common themes and listed in the table below. The majority of comments were where tenants mentioned outstanding repairs (61%) or believed their home required to be upgraded (50%). Other reasons were where the property had problems with dampness (14%), where they would like to move (5%) or where they said they were struggling with the stairs in their property (2%).

Q18 You said that you are not satisfied with the quality of your home, can you please explain why?		
Base: Dissatisfied with quality of the home, n=44	No.	%
Home is in need of repairs	27	61.4%
Home requires upgrades	22	50.0%
Problem with dampness	6	13.6%
Would like to move	2	4.5%
Struggling with stairs	1	2.3%

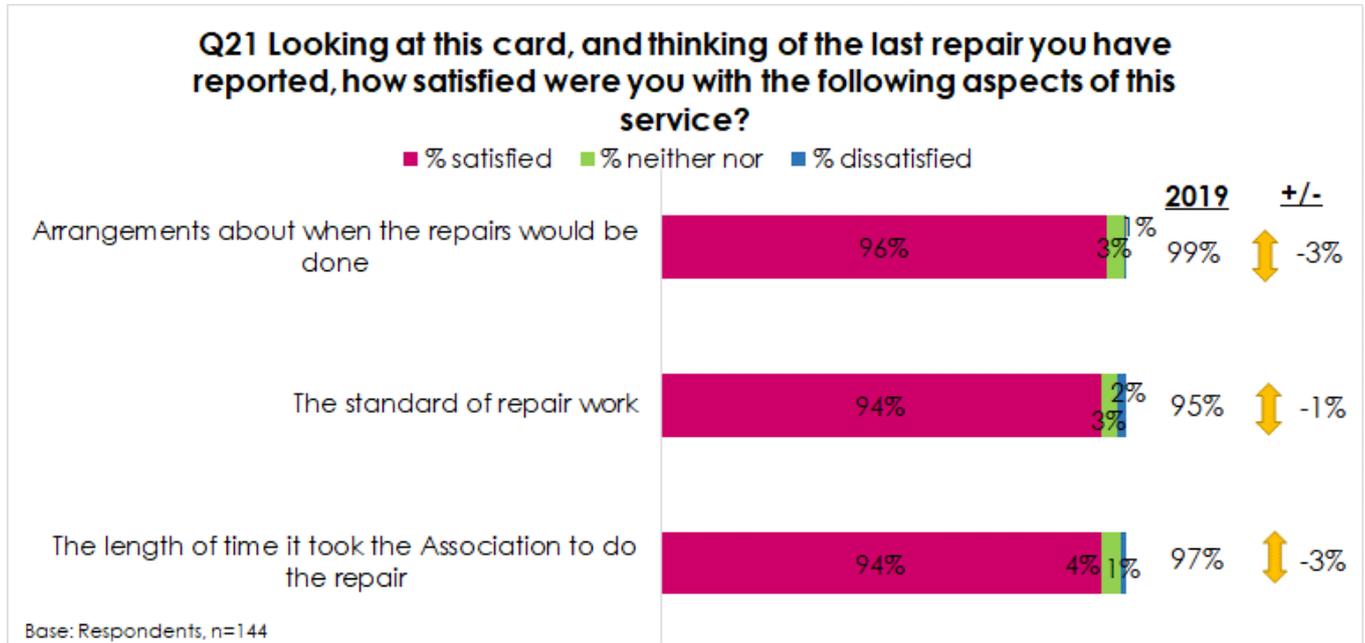
6.2 Satisfaction with the repairs service (Q19/20)

Less than 6 in 10 tenants (58%, 63% in 2019) have had repairs carried out in their property within the last 12 months. Of these individuals, 93% were very or fairly satisfied with the repairs service on the last occasion, compared to 6% who were neither satisfied nor dissatisfied and 1% who were fairly dissatisfied. Overall satisfaction has not changed significantly since 2019 (95%) and is higher than the Scottish average in the Annual Return on the Charter 2020/21 (90%).



6.3 Satisfaction with aspects of the repairs service (Q21/22)

When asked about their satisfaction with aspects of the repairs service, 96% expressed satisfaction with the arrangements for the repair to be undertaken, 94% said they were satisfied with the standard of the repair work and 94% said they were satisfied with the length of time it took the Association to do the repair. The results haven't changed significantly since 2019.



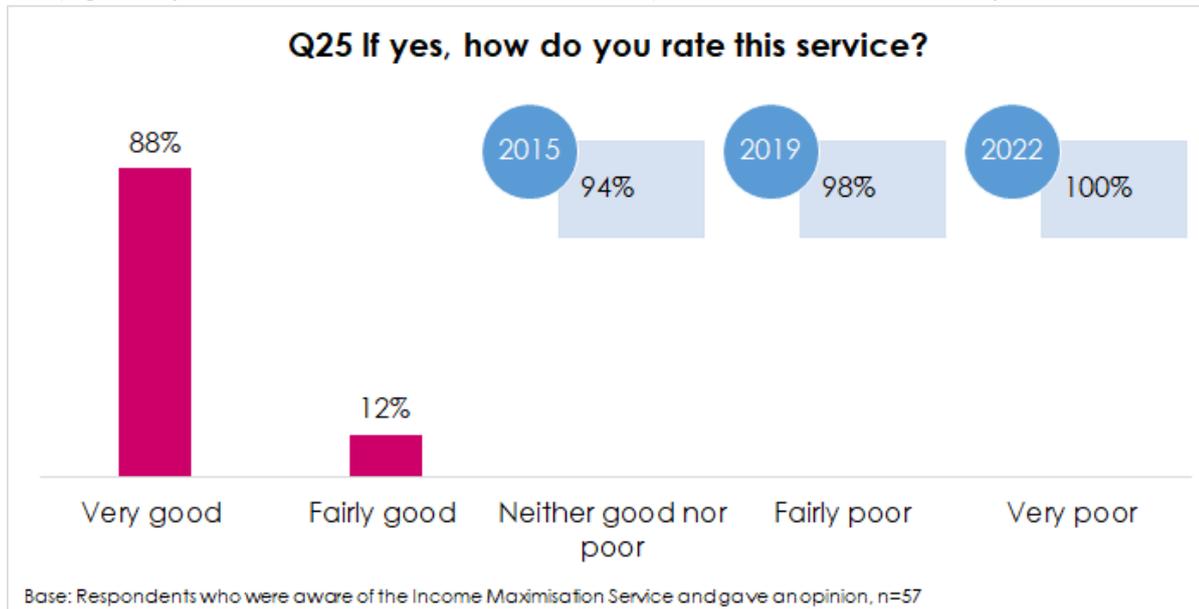
Those who were dissatisfied with any of these aspects were asked to provide their reasons why they felt this way. The main reason was where tenants were unhappy with jobs not being completed on the first visit and repairs having to be redone.

7. RENT, BENEFITS AND WELFARE REFORM

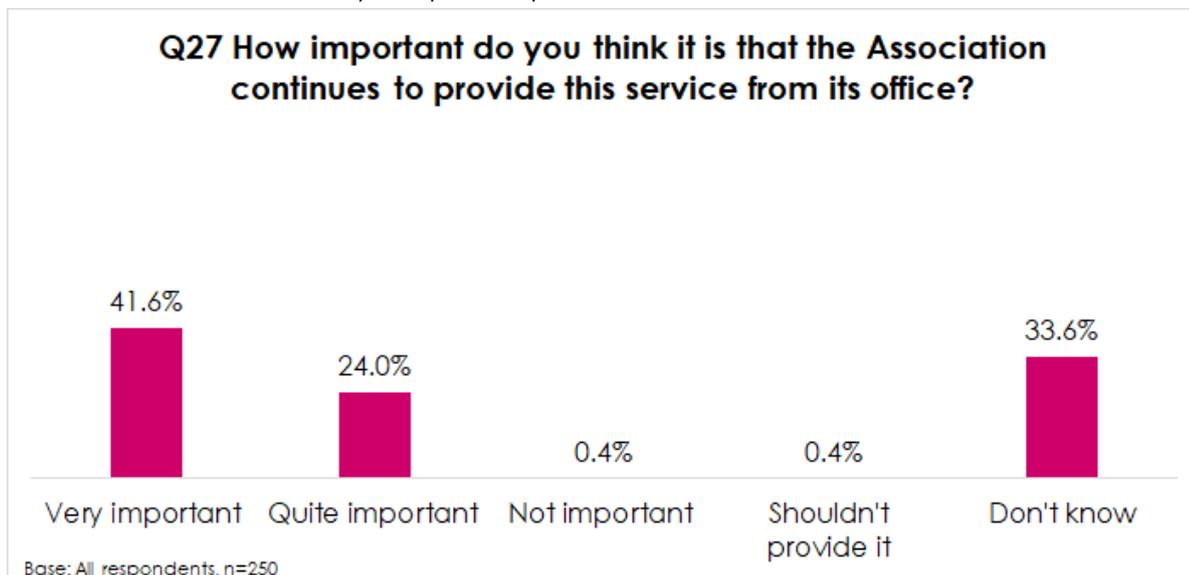
7.1 Income Maximisation Service (Q23-27)

Just over half of tenants (51%) were aware the Association has an Income Maximisation Service in the office. A similar question was asked in 2019 where 93% of tenants said they were aware of the Association's Money Advice Service.

Of those who were aware, 45% (57 tenants) had used the Income Maximisation Service. In 2019 53% of respondents had used the Money Advice Service. The service was rated highly with all tenants who had used the Income Maximisation Service rating the service as very or fairly good (98% were satisfied with the Money Advice Service in 2019).

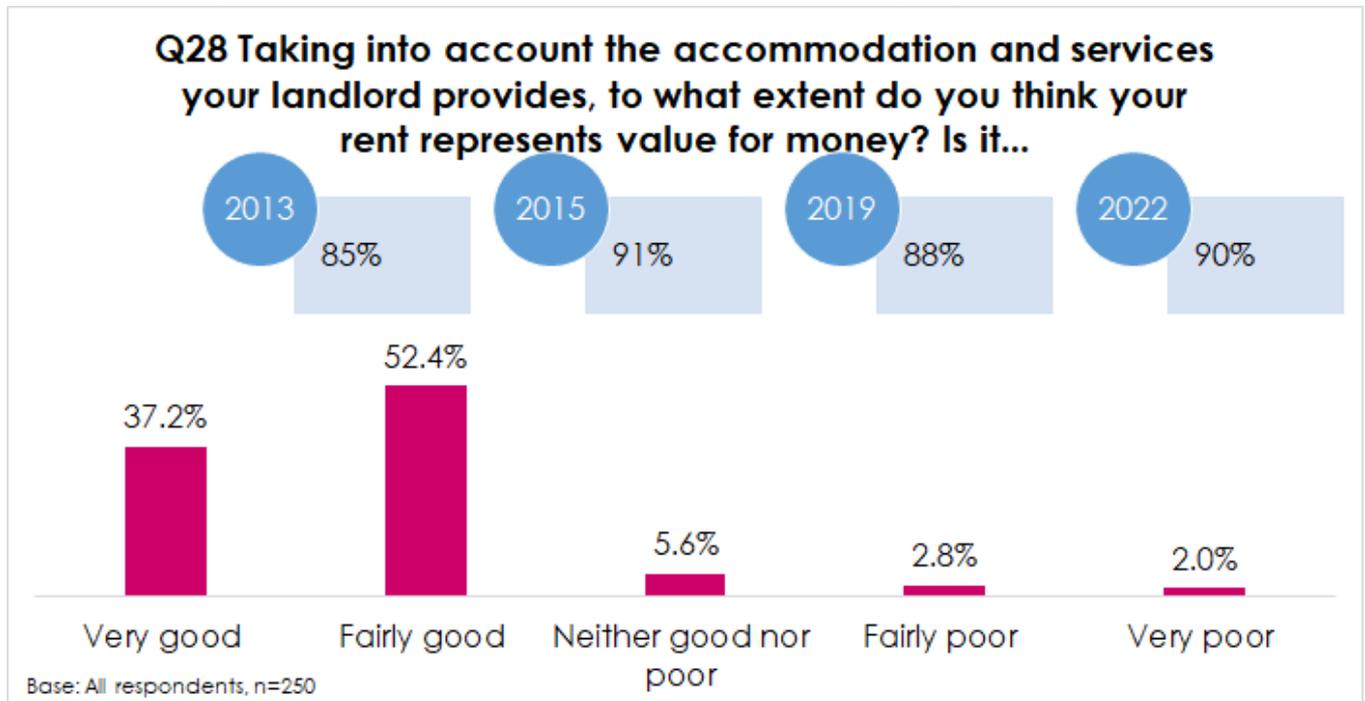


Two thirds of all respondents felt it was very or fairly important that the Association continues to provide this service from their office, 1 tenant said it was not important and a further tenant said they should not provide it. The remaining 34% were unsure or had no opinion. When filtering out the "don't know" responses, 99% of tenants who were able to give an opinion answered that it was very or quite important.



7.2 Value for money (Q28/29)

Nine in ten tenants (90%) were of the opinion the rent for their property represents very or fairly good value for money compared to 5% who said it was very or fairly poor and 5% who said it was neither good nor poor value for money. The results are not significantly different from those reported in 2015 (91%) and in 2019 (88%). Overall satisfaction in this respect is higher than the Scottish average in the Annual Return on the Charter 2020/21 (83%).



Those who were of the opinion their rent was not good value for money were asked to explain their reasons for feeling this way. The table below shows the main themes that emerged from these comments. The top response was where tenants believed the rent didn't reflect the quality of their home (42%).

Q29 You said that you do not think the rent charged by the Association is good value for money, can you please explain why?		
Base: Said rent was not good value for money, n=26	No.	%
Poor quality home	11	42.3%
Poor value for size	4	15.4%
Home requires upgrades	4	15.4%
Home is in need of repairs	4	15.4%
Expensive/ keeps increasing	2	7.7%
Don't know	2	7.7%
Other	2	7.7%

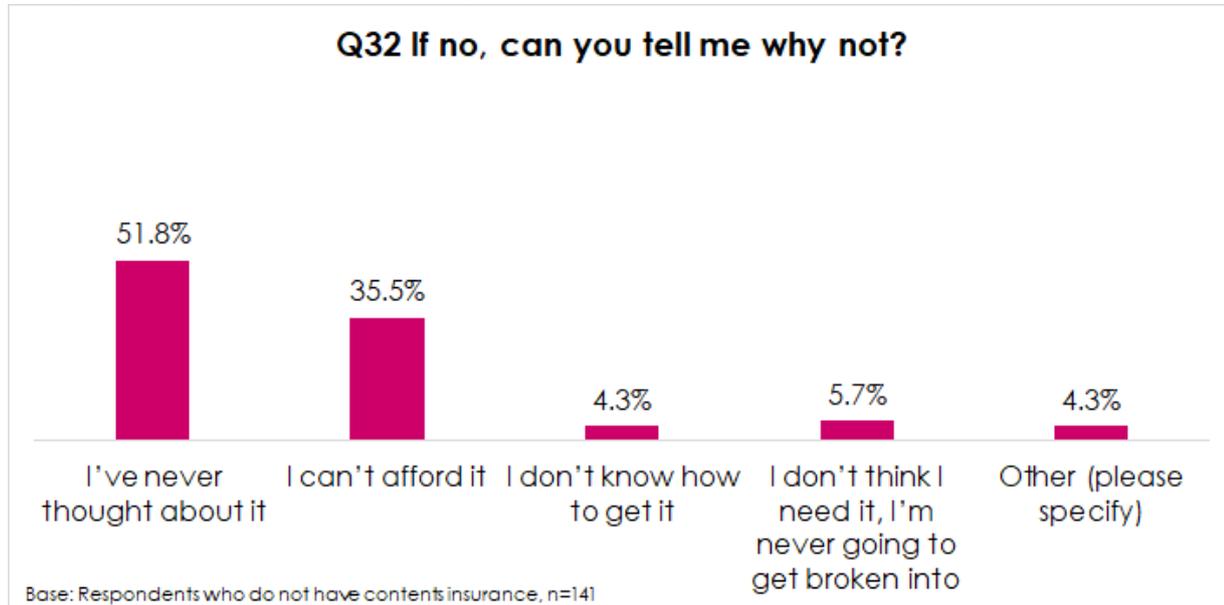
Of the 11 tenants who said their rent was not value for money due to their home being of poor quality, 4 lived in phase 8, 4 lived in phase 12 and the remaining 3 lived in phases 1, 11 and 13.

7.3 Is there anything the Association does which you regard as a waste of money? (Q30)

All tenants were asked if they could think of anything that the Association does that they believe to be a waste of money. Only 15 tenants provided comments to this question, 4 tenants mentioned close cleaning not being good enough, and two tenants mentioned fences getting painted a couple of times a year when there is no need for this. Other comments were regarding grass cutting, repeat repairs, service charges and carpets and furniture being thrown out when tenants move away which could be useful for the next tenant.

7.4 Home insurance (Q31-33)

Over 4 in 10 tenants said they had home contents insurance (44%) which is more than the figure reported in the 2019 tenant satisfaction survey report (30%). Where tenants did not have home contents insurance, over half said this was because they had never thought about it (52%) and a further 36% said they could not afford this.

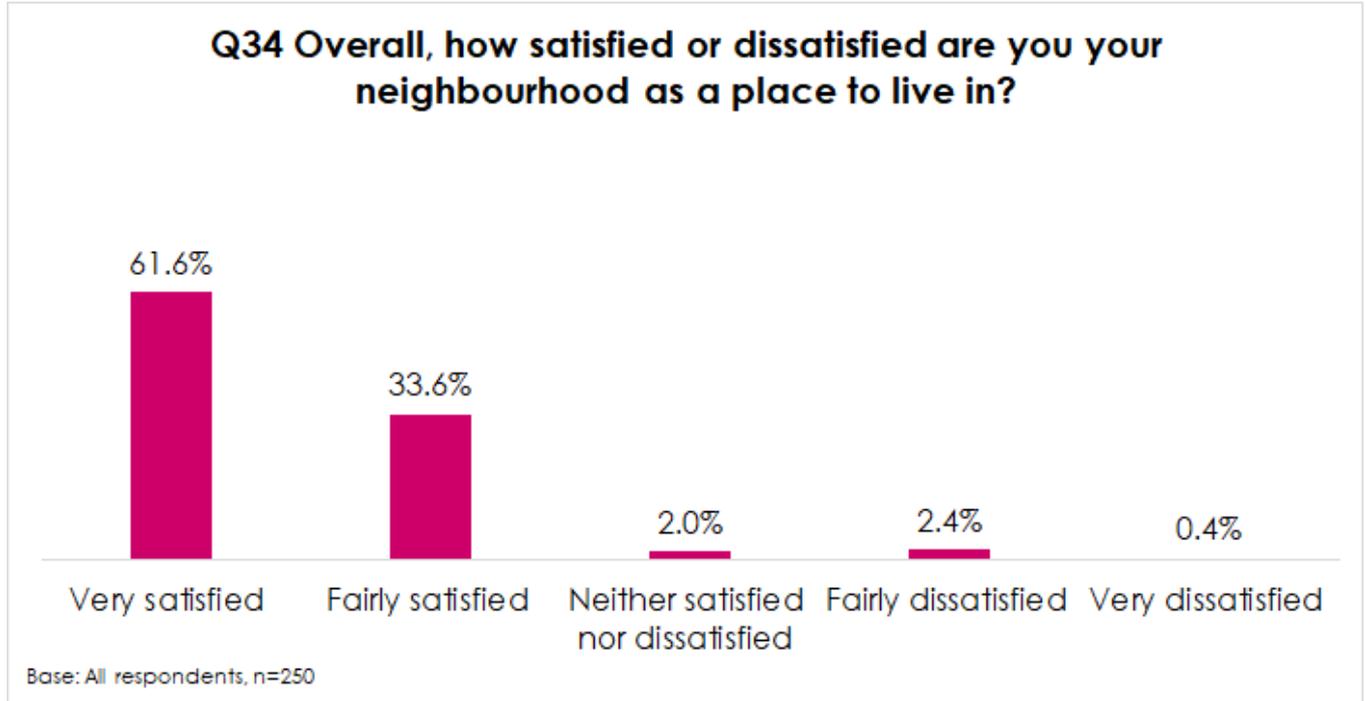


23 out of the 141 tenants who did not have home contents insurance (16%) said they would like more information on house contents insurance from the Association. These tenants' details have been provided to the Association for follow up.

8. NEIGHBOURHOOD MANAGEMENT

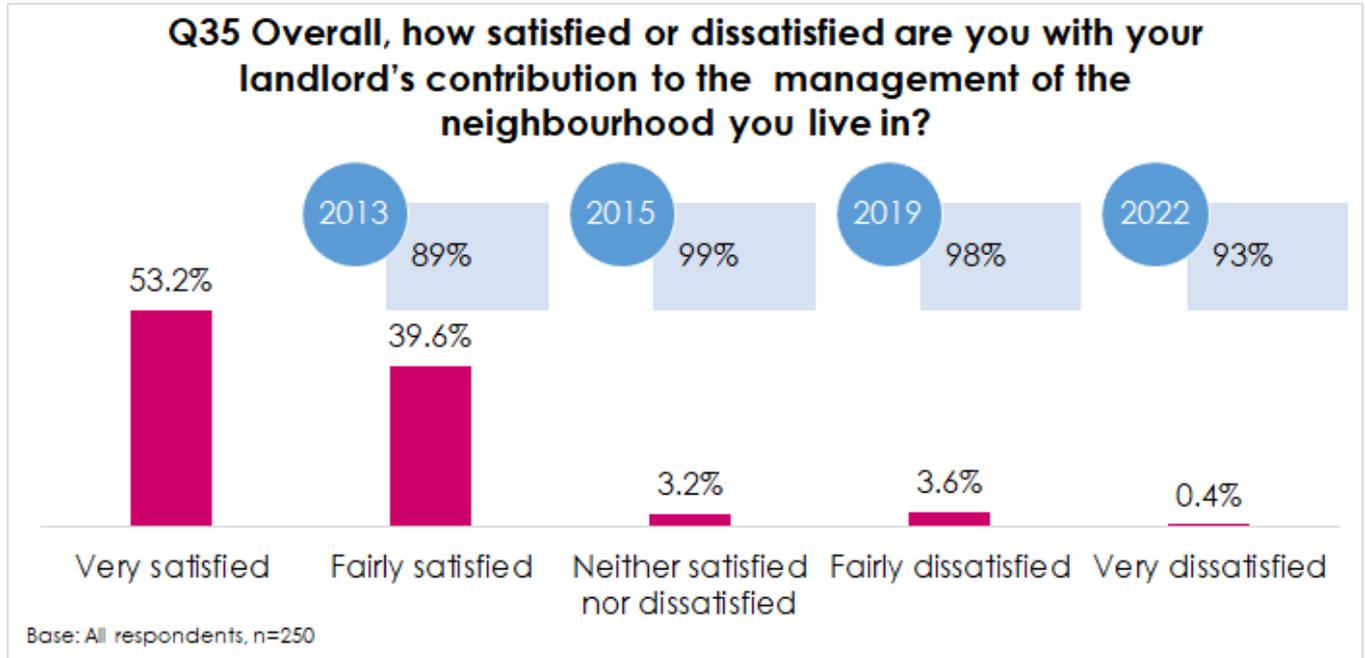
8.1 Neighbourhood as a place to live (Q34)

In terms of the neighbourhood as a place to live, over 9 in 10 tenants (93%) said they were very or fairly dissatisfied, 3% were neither satisfied nor dissatisfied and 4% were very or fairly dissatisfied. Overall satisfaction in 2019 was 98%. Where tenants were dissatisfied, one lived in phase 3, 1 lived in phase 5B and 2 lived in phase 11.



8.2 Association's contribution to the Management of the neighbourhood (Q35/36)

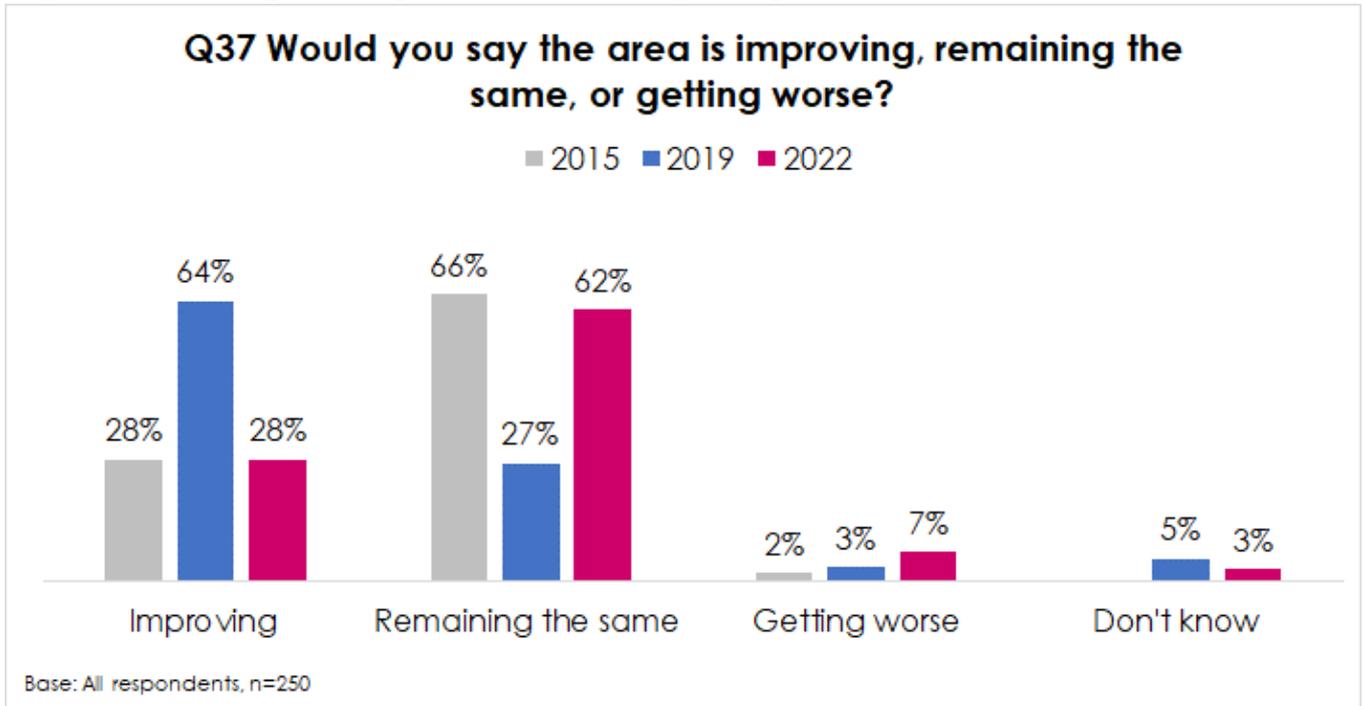
Tenants were then asked to rate how satisfied or dissatisfied they were with their landlord's contribution to the management of the neighbourhood they live in. Over 9 in 10 tenants (93%) were very or fairly satisfied in this respect which is slightly lower than was reported in the 2015 (99%) and 2019 (98%) tenant satisfaction survey reports. Overall satisfaction in this respect is higher than the Scottish average in the Annual Return on the Charter 2020/21 (86%).



Those who were not satisfied in this respect were asked to explain why they felt this way. This tended to be where tenants were dissatisfied with grass cutting.

8.3 Change in the neighbourhood (Q37)

Respondents were asked whether they considered the area to be improving, remaining the same or getting worse. Just under two thirds of tenants (62%) were of the opinion that the area is staying the same, 28% said it was improving, 7% felt it was getting worse and 3% were unsure. As can be seen in the chart below, the results are in line with those reported in 2015. The results in 2019 however, had fewer respondents stating the neighbourhood was the same and more respondents stating the neighbourhood was improving.



The eight tenants who said their neighbourhood is getting worse were most likely to feel this way due to problems with litter and rubbish, anti-social behaviour and services such as grass cutting not being done.

8.4 Neighbourhood problems (Q38)

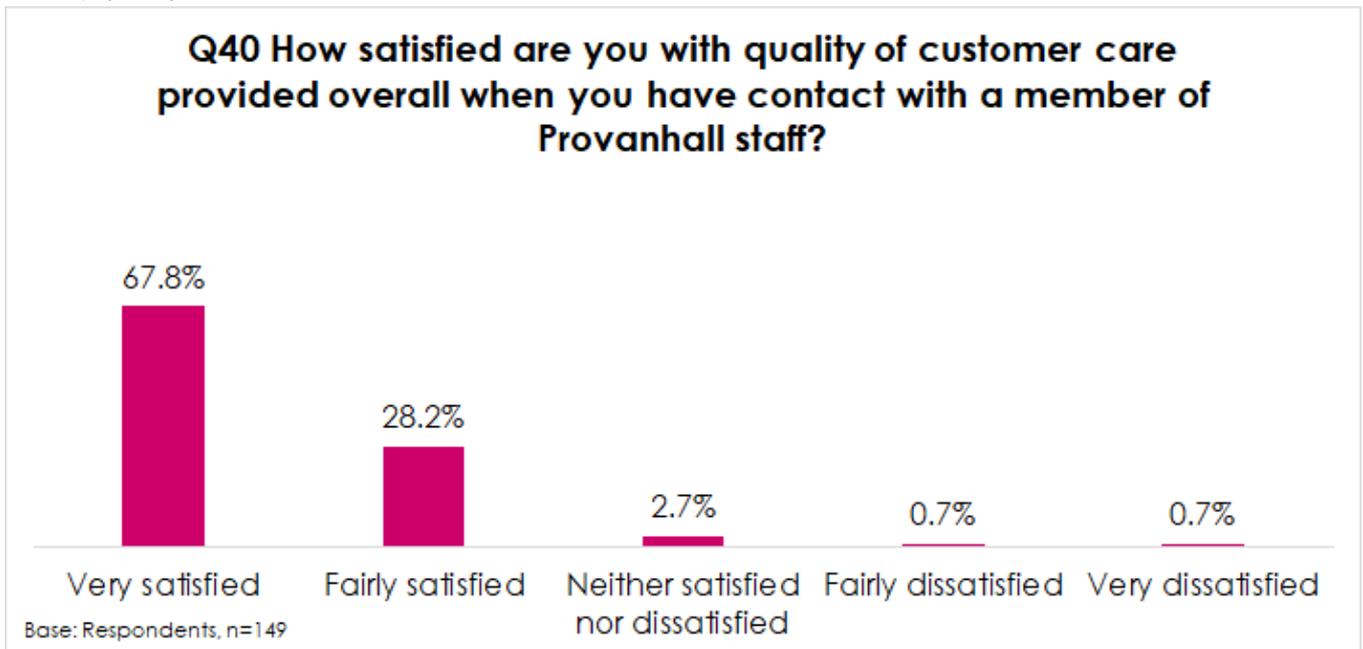
Tenants were asked to select from a list, any issues which were a problem in the area around their home. Over four in ten tenants (46%) said none of these were a problem in their neighbourhood (43% in 2019). On the other hand, 25% said there was a problem with unattended dogs or dog fouling and 14% said there was a problem with litter and mess around the area. These were also the two most mentioned problems in the 2019 tenant survey. It should be noted that the proportion of respondents who said the upkeep of grass and plants in public areas was a problem has increased from 1% in 2019.

Q38 Could you tell me whether any of the following are a problem in the area around your home?		
Base: All respondents, n=250	No	%
Unattended dogs/ fouling by dogs	62	24.8%
Litter and mess around the area	35	14.0%
Upkeep of grass and plants in public areas	33	13.2%
Abandoned trollies	28	11.2%
Disposing of household rubbish	24	9.6%
Disposing of bulk items	19	7.6%
Street lighting	12	4.8%
Problems with neighbours	11	4.4%
Condition of roads	7	2.8%
Car parking by others causing a nuisance	6	2.4%
Play facilities for young kids	6	2.4%
Facilities for teenagers	6	2.4%
State of repair of pavements	5	2.0%
Vandalism and graffiti	4	1.6%
Other	7	2.8%
None	114	45.6%

9. CUSTOMER CARE

9.1 Satisfaction with customer care (Q39-41)

Six in ten tenants (60%) had contact with Provanhall staff over the last 12 months (75% in 2019). Of these individuals, the vast majority (96%) were very or fairly satisfied with the quality of customer care provided overall when they have contact with a member of Provanhall staff compared to 1% who were dissatisfied and 3% who were neither satisfied nor dissatisfied. Overall satisfaction has remained consistent with the results from the 2019 tenant satisfaction survey (96%).

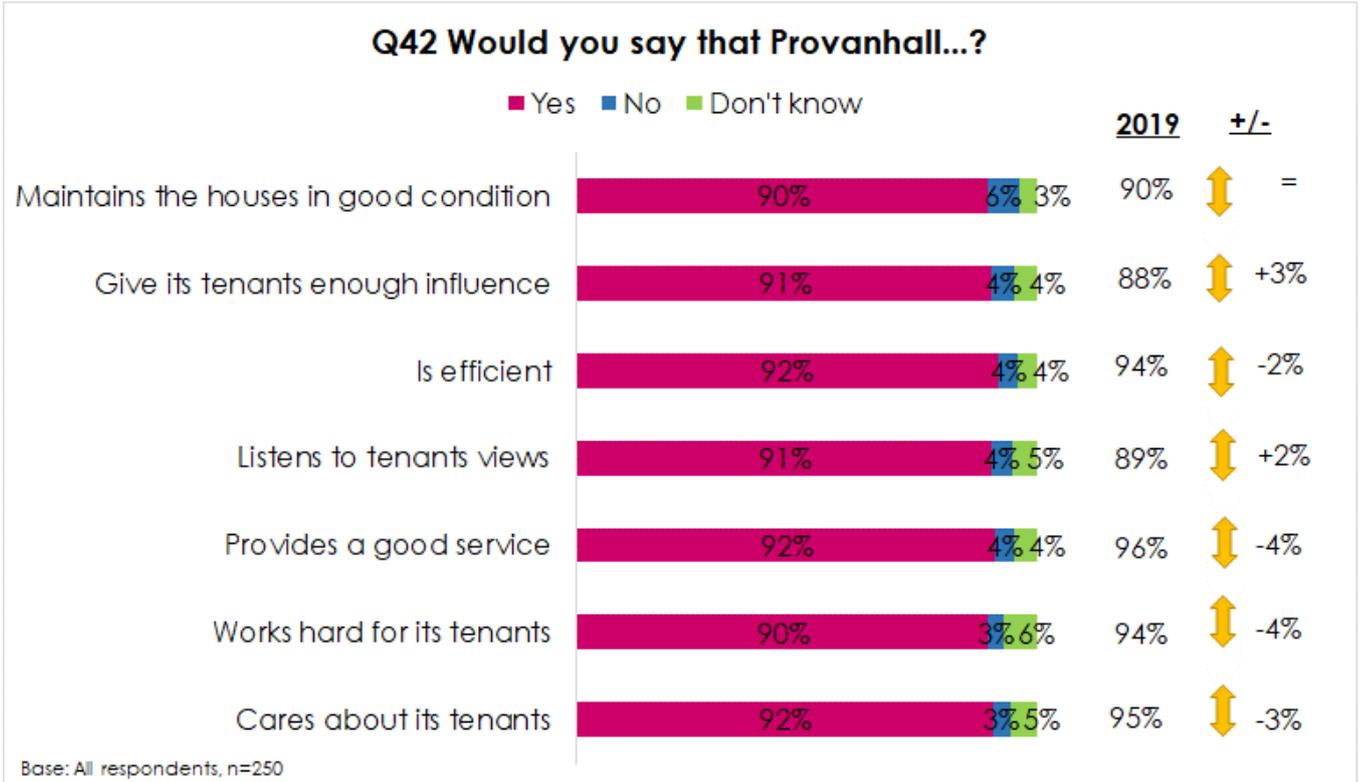


The main reasons for not being satisfied in this respect were where tenants felt they were not being listened to and that staff were not doing anything to help them.

10. SUMMARY OF THE ASSOCIATION

10.1 Opinions on Provanhall and the service it provides (Q42)

Tenants were asked for their opinions on the Association and the services that it provides. The level of agreement with these statements was very high, with between 90% and 92% of tenants agreeing with all statements. Tenants were most likely to agree that Provanhall is efficient, provides a good service and cares about its tenants (all 92% agreement). The proportion of respondents answering yes to each of these statements has not changed significantly since 2019.



11. THE COMMUNITY

11.1 The Connie and awareness of activities run at the centre (Q43-46)

The majority of tenants have been to events held in The Connie (54%, 60% in 2019). The main reasons for not attending events held in the Connie were where tenants were not interested or bothered (41%) or where tenants felt there was no need or they had no reason to attend events held in the Connie (38%).

Q44 If no, can you tell me why not?		
Base: Respondents, n=116	No	%
Not interested/ bothered	48	41.4%
No need/ reason	44	37.9%
No time/ too busy	7	6.0%
Health reasons	6	5.2%
Don't get out much	6	5.2%
Work commitments	2	1.7%
Other	2	1.7%
Not aware/ not sure what they do	1	0.9%

Awareness of the facilities available at the Connie was high with less than 1 in 10 tenants not being aware of any facilities or classes (8%). Tenants were most likely to be aware of the Café (73%), the Youth clubs for under 12's (41%), the computer drop in (38%) and bingo (38%).

Q45 Did you know that The Connie runs....		
Base: Respondents, n=134	No	%
Café	98	73.1%
Youth club – under 12s	55	41.0%
Computer drop in	51	38.1%
Bingo	51	38.1%
Lunch club	46	34.3%
Preschool breakfast club	43	32.1%
Homework club	39	29.1%
Youth club – over 12s	38	28.4%
Outdoor group	37	27.6%
IT classes	35	26.1%
Job club	35	26.1%
Dance classes	32	23.9%
Not aware of any	11	8.2%

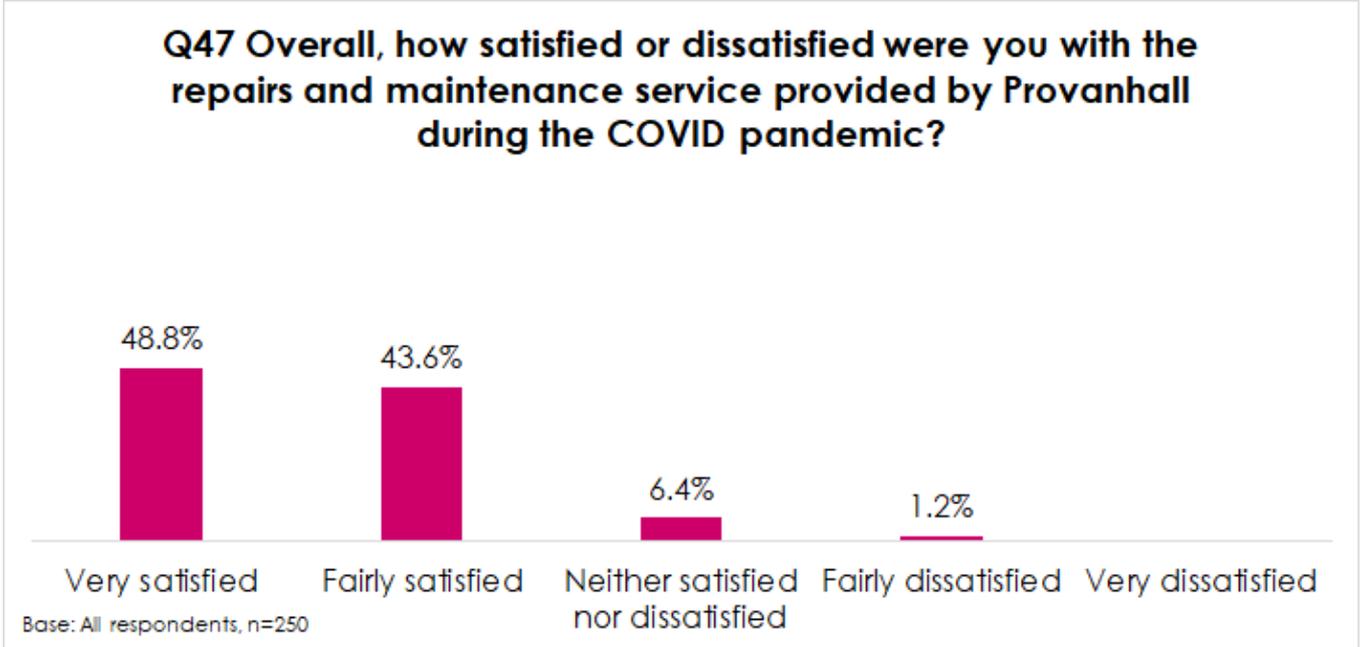
All tenants were asked if there were any other things they would like to see available in the community. The vast majority answered no to this question (85%). On the other hand 7% would like to see more for teenagers and 2 tenants would like to see more parent and toddler groups.

Q46 Is there anything else that you would like to see available in the community?		
Base: Respondents, n=134	No	%
None	114	85.1%
More for teenagers	9	6.7%
Don't know	5	3.7%
Parent and toddler groups	2	1.5%
More for elderly/ pensioners	1	0.7%
Other <ul style="list-style-type: none"> - <i>Just for universal credit job search.</i> - <i>Had party here.</i> - <i>Allotments, community garden.</i> - <i>Hedge cutting.</i> - <i>Lunch, breakfast.</i> 	5	3.7%

12. COVID PERFORMANCE

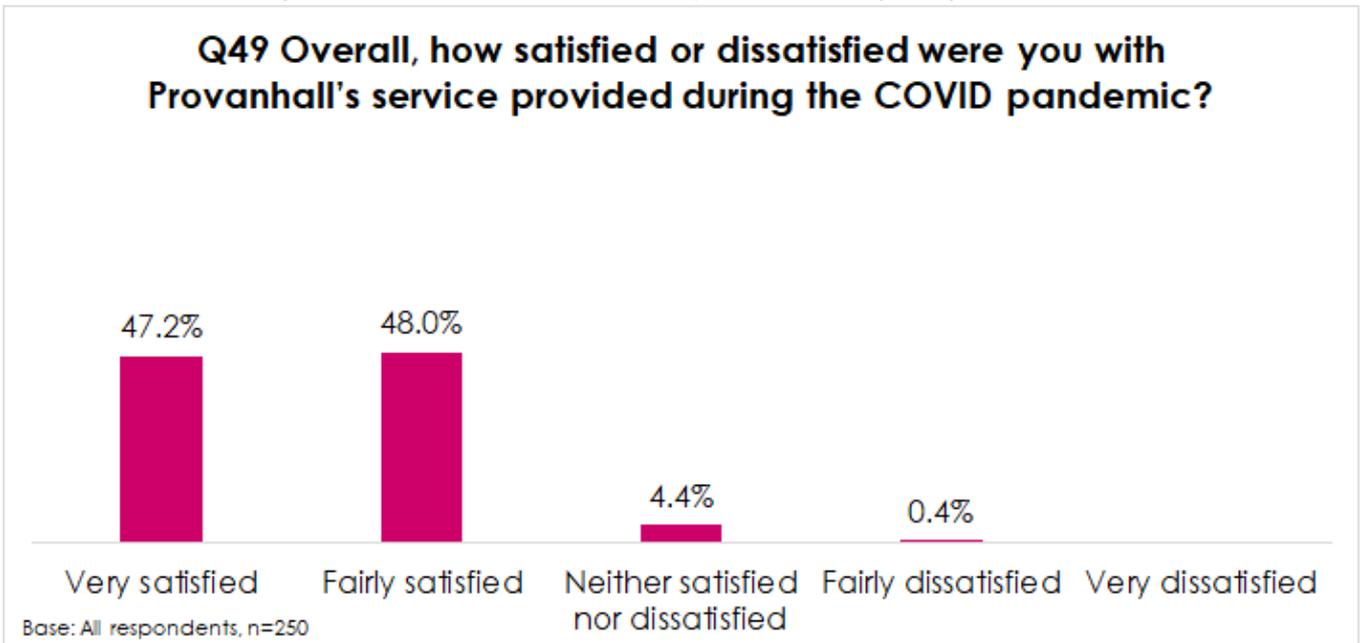
12.1 Satisfaction with repairs and maintenance service during the pandemic (Q47/48)

Tenants were asked how satisfied or dissatisfied they were with the repairs and maintenance service provided by Provanhall during the COVID pandemic. Over 9 in 10 tenants (92%) were either very or fairly satisfied in this respect, compared to 6% who were neither satisfied or dissatisfied and 1% who were fairly dissatisfied.



12.2 Satisfaction with overall service during the pandemic (Q49/50)

Over 9 in 10 tenants (95%) were either very or fairly satisfied with the Association's service provided during the COVID pandemic compared to 5% who were neither satisfied nor dissatisfied and less just 1 individual who was fairly dissatisfied (0.4%).



12.3 Other comments about the Association and its services (Q54)

Finally, respondents were asked for any further comments they would like to make about the Association and its services. Again the comments have been coded thematically. Over 8 in 10 tenants (82%) did not make any further comments, while 8% said they were very satisfied with the Association, 3% said they would like to see improvements to communication of for the Association to listen more to tenants' views and 3% would like to see improvements to the repairs service.

Q54 Do you have any other comments you wish to make about the Association and its services?		
Base: All respondents, n=250	No	%
None	205	82.0%
Very satisfied/ happy with Association	21	8.4%
Listen to tenants/ better communication	7	2.8%
Improve the repair service	7	2.8%
Do grass cutting	5	2.0%
Like to move home	4	1.6%
Deal with ASB/ ASN	4	1.6%
Home needing upgrades	3	1.2%
Other	2	0.8%

13. HOUSEHOLD INFORMATION

13.1 Age (Q51)

In terms of the age profile of tenants, over a third were aged 16-44 (34%), 34% were aged 45-64 and 28% were aged 65 and over.

Q51 Age profile		
Base: All respondents, n=250	No	%
16-34	39	15.6%
35-44	45	18.0%
45-54	40	16.0%
55-64	46	18.4%
65-74	49	19.6%
75+	22	8.8%
Prefer not to say	9	3.6%

13.2 Household composition (Q52)

In terms of household composition, 44% of households were single adults, 11% were 2 parent families, 20% single parent families and 13% were two adult households with no children.

Q52 Which of these best describes your household composition?		
Base: All respondents, n=250	No.	%
Single adult 65+	42	16.8%
Single adult 16-64	77	30.8%
2 parent family	15	6.0%
1 parent family	38	15.2%
2 adults 65+	9	3.6%
2 adults at least one below 65	39	15.6%
Other (please specify)	30	12.0%

13.3 Disability/ health conditions (Q53)

Over half of tenants (55%) said either they or a member of their household had some form of long-term illness, health problem or disability which limits their daily activities or the work they can do.

14. CONCLUSIONS AND RECOMMENDATIONS

This survey represents a positive survey for Provanhall Housing Association with satisfaction levels being above 90% for the majority of services. Satisfaction levels have in general remained consistent with the 2019 survey results.

AREAS OF HIGH PERFORMANCE

The results of the 2022 survey reveal that the Association is performing to a high standard and in general satisfaction levels are not statistically higher or lower than those reported in the 2019 survey. The following points show the key highlights where satisfaction was highest:

- Satisfaction with the **overall service** provided by Provanhall is high with 90% of tenants being either very or fairly satisfied in this respect.
- The Association is performing well in terms of **keeping its customers informed**. For example, 99% of tenants said the Association was very good or good at keeping them informed.
- The Association's **newsletter** is highly thought of with 98% of tenants saying the newsletters content is very or fairly good.
- In terms of the **opportunities given to tenants to participate** in Provanhall's decision making process, 99% of tenants said they were very or fairly satisfied. Furthermore, 95% of tenants said the Association was very or fairly good at taking account of tenants' views over matters which concern them.
- The **repairs service** is highly thought of by tenants with 93% being satisfied with the repairs service received on the last occasion. In terms of aspects of the repairs service, 94% were satisfied with the length of time taken to do the repair and the standard of the repair work and 95% were satisfied with the arrangements about when the repairs would be done.
- The **income maximisation service** was highly thought of with all respondents who used the service being very or fairly satisfied. Almost all tenants (99%) who were able to give an opinion felt it was very or quite important that the Association continues to provide this service to tenants.
- 96% of tenants who had contacted the Association in the last 12 months said they were very or fairly satisfied with the **quality of customer** care they received.
- Tenants were asked whether they agreed or disagreed with various **statements regarding the Association and the services it provides**. The level of agreement with these statements was very high, with between 90% and 92% of tenants agreeing with all statements. Tenants were most likely to agree that Provanhall is efficient, provides a good service and cares about its tenants (all 92% agreement).
- 9 in 10 tenants were of the opinion that the rent for their home offers very or good **value for money** (90%).

AREAS FOR IMPROVEMENT

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. It should be noted that these are relatively lower satisfaction levels, in light of very high satisfaction levels being reported by the Association's tenants.

- Satisfaction with **the quality of the home** has seen a decrease since the 2015 survey, falling from 97% in 2015 to 89% in 2019 and again to 82% in 2022.
- Over 9 in 10 tenants (93%) said that they were very or fairly satisfied with their **neighbourhood as a place to live**. Satisfaction with the Association's **management of the neighbourhood** was also high with 93% of tenants stating they were satisfied in this respect. Satisfaction in this respect has however fallen from 98% in 2019. It is also interesting to note that there has been a significant decrease in the proportion of tenants stating that the area is improving with 28% of tenants feeling this way in 2022 compared to 64% of tenants in 2019.
- When asked about how the neighbourhood has changed, the proportion of respondents who felt their neighbourhood is improving has decreased from 64% in 2019 to 28% in 2022, and the proportion of respondents who said the neighbourhood has stayed the same has increased from 27% in 2019 to 62% in 2022.
- When asked about any **problems in the neighbourhood**, unattended dogs and dog fouling was considered to be a problem by 25% of tenants. This was followed by litter and mess around the area (14%) and regarding the upkeep of grass and plants in public areas (13%).

Appendix 1

Survey Questionnaire



Project number	P1235
Project name	Provanhall HA Tenant Satisfaction Survey 2022

INTRODUCTION (Read out) 'Hello, my name is _____. I am from Research Resource and undertaking a survey for Provanhall Housing Association to find out tenants' views on the service they receive. The survey also asks age, gender and ethnicity. This information is only used to create an overall picture of the profile of tenants housed by the Association and will help them develop services to meet those needs. The survey will take about 15 minutes to complete. Can you spare the time to speak me just now?

Can I assure you that all your answers will remain totally confidential and anonymous. Nobody at the Association will know what answers you have given without your permission. You do not need to answer any questions you don't want to and you have the right to end the interview at any time. Can I confirm that you are happy to take part in the survey?

INTERVIEWER: IF RESPONDENT IS HAPPY TO PARTICIPATE IN THE RESEARCH RECORD RESPONDENT SURNAME AND RRID AND DATE BELOW AND RECORD RESPONDENT DETAILS AND RRID - ENSURE RRID MATCHES SAMPLE DATABASE

SURNAME	
RRID	

INTERVIEWER DECLARATION:

I declare that this interview was carried out according to instructions, within the Market Research Society's Code of Conduct, and that the respondent consented to participate in the research.

Overall satisfaction

1. [SSHHC] Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Provanhall Housing Association?

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

2. You said that you were not satisfied with the overall service provided by Provanhall, can you please explain why?

Information and Communication

3. Do you read the Associations quarterly newsletter?

Yes	1	Go to Q4
No	2	Go to Q6

4. What is your opinion of the content of the newsletter?

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

5. If poor, can you please explain the type of information you would like to see in the newsletter?

6. Do you have access to the internet in any of the following ways? [ALL THAT APPLY]

Yes, through a home computer/ laptop/ tablet/ iPad	1	Go to Q9
Yes, through a mobile smartphone	2	
Yes, can access the internet in some other way (please specify)	3	
No, cannot access the internet	4	Go to Q7

7. [IF NOT GOT INTERNET ACCESS] Would you be interested in receiving a device to allow access and training? If you say yes, we will pass your name over to Provanhall so that they can get in touch about this. All your other answers will remain completely confidential.

Yes	1	Go to Q8
No	2	

8. [IF NOT GOT INTERNET ACCESS] Would you use the internet locally available for free at The Connie?

Yes	1	Go to Q10
No	2	

9. Have you used....

Provanhall's App	1	Go to Q10
Provanhall's Website	2	
Provanhall's Twitter Page	3	
Provanhall's Instagram	4	
None of these	5	

10. What method would you prefer the Association staff to use to a) consult with you b) keep you informed? [INTERVIEWER: READ OUT LIST AND CODE ALL THAT APPLY]

	a)consult	b)inform
Email	1	1
Text	2	2
Newsletter	3	3
Provanhall App	4	4
Website	5	5
Twitter	6	6
Facebook	7	7
Direct letter	8	8
Close meetings	9	9
Other (please specify)	10	10

11. [SSHHC] How good or poor do you feel Provanhall is at keeping you informed about their services and decisions?

Very good	1	Go to Q13
Fairly good	2	
Neither good nor poor	3	Go to Q12
Fairly poor	4	
Very poor	5	

12. You said that you do not think Provanhall is good at keeping you informed, can you please explain why?

13. [SSHHC] How satisfied or dissatisfied are you with the opportunities given to you to participate in Provanhall's decision making process? [INTERVIEWER: PLEASE EXPLAIN THAT THIS MEANS MANAGEMENT COMMITTEE MEMBERSHIP, TAKING PART IN CONSULTATIONS, FOCUS GROUPS ETC]

Very satisfied	1	Go to Q15
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q14
Fairly dissatisfied	4	

Very dissatisfied	5	
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14. You said that you were not satisfied with the opportunities given to you to participate in Provanhall's decision making processes, can you please explain why?

15. How good do you rate the Association at taking account of tenants' views over matters which concern them?

Very good	1	Go to Q17
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	Go to Q16
Very poor	5	

16. If poor, can you please explain why?

The Repairs Service and Housing Quality

17. [SSHCH] Overall, how satisfied or dissatisfied are you with the quality of your home? By quality of the home we mean the general state of repair of the property.

Very satisfied	1	Go to Q19
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	Go to Q18
Very dissatisfied	5	

18. You said that you are not satisfied with the quality of your home, can you please explain why?

19. [SSHCH] Have you had any repairs carried out on this property in the last 12 months?

Yes	1	Go to Q20
No	2	Go to Q23

20. [SSHCH] Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Provanhall?

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

21. SHOW CARD – Looking at this card, and thinking of the last repair you have reported, how satisfied were you with the following aspects of this service?

	VS	S	NN	D	VD
The length of time it took the Association to do the repair	1	2	3	4	5
The standard of repair work	1	2	3	4	5
Arrangements about when the repairs would be done	1	2	3	4	5

22. If dissatisfied with any of the above, can you explain why you were dissatisfied?

The length of time it took the Association to do the repair	
The standard of repair work	
Arrangements about when the repairs would be done	

Rent, Benefits and Welfare Reform

23. Are you aware that the Association has an Income Maximisation Service in the office?

Yes	1	Go to Q24
No	2	Go to Q27

24. Have you used the Income Maximisation Service?

Yes	1	Go to Q25
No	2	Go to Q27

25. If yes, how do you rate this service?

Very good	1	Go to Q27
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	Go to Q26
Very poor	5	

26. If poor, can you please explain why?

--

27. How important do you think it is that the Association continues to provide this service from its office?

Very important	1
Quite important	2
Not important	3
Shouldn't provide it	4
Don't know/ no opinion	5

28. [SSHC29] Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents good or poor value for money? Is it...

Very good	1	Go to Q30
Fairly good	2	
Neither good nor poor	3	Go to Q29
Fairly poor	4	
Very poor	5	

29. You said that you think the rent charged by the Association is poor value for money, can you please explain why?

--

30. Is there anything the Association does which you regard as a waste of money?

Yes (can you explain what it is?)	1
No	2

31. Do you have house contents insurance?

Yes	1	Go to Q34
No	2	Go to Q32

32. If no, can you tell me why not?

I've never thought about it	1
I can't afford it	2
I don't know how to get it	3
I don't think I need it, I'm never going to get broken into	4
Other (please specify)	5

33. Would you like more information on house contents insurance from the Association? If you say yes, we will pass your name and address over to the Association so that they can provide this. All your other responses will remain completely confidential.

Yes (please confirm that the tenant is happy for their name and address to be passed over to the Association in this respect so that they can provide info)	1
No	2

Neighbourhood Management

34. Overall, how satisfied or dissatisfied are you your neighbourhood as a place to live in? [INTERVIEWER NOTE: Neighbourhood is defined as the street in which the tenant lives and the immediate surrounding area.]

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

35. [SSHC17] Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in?

Very satisfied	1	Go to Q37
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q36
Fairly dissatisfied	4	
Very dissatisfied	5	

36. You said that you are not satisfied with Provanhall's contribution to the management of the neighbourhood, can you please explain why?

37. Would you say the area is improving, remaining the same or getting worse?

Improving	1
Remaining the same	2
Getting worse (please explain why)	3
Don't know	4

38. Could you tell me whether any of the following are a problem in the area around your home? [INTERVIEWER: READ OUT LIST AND CODE ALL THAT APPLY]

Disposing of household rubbish	1
Disposing of bulk items	2
Unattended dogs/ fouling by dogs	3
Car parking by others causing a nuisance	4
Vandalism and graffiti	5
Play facilities for young kids	6
Facilities for teenagers	7
Street lighting	8
Upkeep of grass and plants in public areas	9
Abandoned trollies	10
State of repair of pavements	11
Litter and mess around the area	12
Problems with neighbours	13
Condition of roads	14
Other (please specify)	

Customer Care

39. Have you had contact with Provanhall staff over the last 12 months?

Yes	1	Go to Q40
No	2	Go to Q42

40. How satisfied are you with quality of customer care provided overall when you have contact with a member of Provanhall staff?

Very satisfied	1	Go to Q42
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q41
Fairly dissatisfied	4	
Very dissatisfied	5	

41. You said that you were not satisfied with the customer care provided when you have contact with a member of Provanhall staff. Can you please explain why?

Summary of the Association

42. Would you say that Provanhall.....?

	Yes	No	Don't know
Cares about its tenants	1	2	3
Works hard for its tenants	1	2	3
Provides a good service	1	2	3
Listens to tenants views	1	2	3
Is an efficient and effective landlord	1	2	3
Give its tenants enough influence	1	2	3
Maintains the houses in good condition	1	2	3

The Community

43. Have you ever used The Connie?

Yes	1	Go to Q45
No	2	Go to Q44

44. If no, can you tell me why not?

	Go to Q51
--	-----------

45. Did you know that The Connie runs..... [INTERVIEWER: READ OUT LIST AND CODE ALL THAT APPLY]

Café	1
Pre school breakfast club	2
Computer drop in	3
Bingo	4
Dance classes	5
Youth club – under 12s	6
Youth club – over 12s	7
IT classes	8
Job club	9
Lunch club	10
Homework club	11
Outdoor group	12
Not aware of any	13

46. Is there anything else that you would like to see available in the community?

Covid performance

47. Overall, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Provanhall during the COVID pandemic?

Very satisfied	1	Go to Q49
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	Go to Q48
Very dissatisfied	5	

48. You said that you were not satisfied with the repairs and maintenance service provided during COVID, can you please explain why? [INTERVIEWER NOTE: Note lockdowns / restrictions.]

49. Overall, how satisfied or dissatisfied were you with Provanhall's service provided during the COVID pandemic?

Very satisfied	1	Go to Q5
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	Go to Q50
Very dissatisfied	5	

50. You said that you were not satisfied with Provanhall's service during COVID, can you please explain why? [INTERVIEWER NOTE: Note lockdowns / restrictions.]

Household Information

Finally, I'd like to ask you some questions about your household. This information is strictly confidential and will not be passed onto your landlord with any reference to your address or name. This information is only used to create an overall picture of the type of tenants housed by the Association and to allow them to understand how many tenants may be affected by Welfare reform.

51. What age are you?

52. Which of these best describes your household composition?

Single adult 65+	1
Single adult 16-64	2
2 parent family	3
1 parent family	4
2 adults 65+	5
2 adults at least one below 65	6
Other (please specify)	7

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

Yes	1
No	2

54. Do you have any other comments you wish to make about the Association and its services? [INTERVIEWER: RECORD FULLY]

Thank and close statement

- Thank you very much for completing the questionnaire.
- Would you like to take a note of our website so that you can find out a bit more about Research Resource, the interviewing process and how we use your data on the Privacy Notice

Appendix 2

Infographic

Tenant Satisfaction Survey 2022

What did we do?

250

INTERVIEWS

We spoke to 250 Provanhall Housing Association tenants to find out how satisfied they were with the Association and the services they provide. This is done to report back to the Scottish Housing Regulator and allows the Association to improve their services for customers.

What did you tell us?



90% ◆ -4%
satisfied overall with service provided by Provanhall Housing Association



99% ◆ +1%
rated the Association as good at keeping you informed



99% ◆ +2%
satisfied with the opportunities to participate



93% ◆ -2%
satisfied with repairs and maintenance



82% ▼ -7%
satisfied with the quality of your home



90% ◆ +2%
rated rent as good value for money



93% ▼ -5%
satisfied with management of the neighbourhood



Research Resource is an independent research agency. All our work is carried out in line with the Market Research Society Code of Conduct.

All data is confidential and anonymous. It is held in accordance with the General Data Protection Regulations.

NB Arrows show the change in overall satisfaction compared to the 2019 tenant satisfaction survey

Appendix 3
Data tables

Q17 Overall, how satisfied or dissatisfied are you with the quality of your home? (Analysed by PHA scheme)				
	Base	% satisfied	% neither/ nor	% dissatisfied
Overall	250	82.40%	8.00%	9.60%
Phase 1	14	85.7%	14.3%	-
Phase 2	22	86.4%	9.1%	4.5%
Phase 3	24	75.0%	16.7%	8.3%
Phase 4	14	92.9%	7.1%	-
Phase 5 A	12	83.3%	8.3%	8.3%
Phase 5 B	20	95.0%	5.0%	-
Phase 6	3	66.7%	33.3%	-
Phase 7	43	90.7%	4.7%	4.7%
Phase 8	32	75.0%	6.2%	18.8%
Phase 9	5	40.0%	40.0%	20.0%
Phase 10	12	91.7%	-	8.3%
Phase 11	19	73.7%	5.3%	21.1%
Phase 12	12	58.3%	-	41.7%
Phase 13	18	88.9%	5.6%	5.6%

Q17 Overall, how satisfied or dissatisfied are you with the quality of your home? (Analysed by original build date)				
	Base	% satisfied	% neither/ nor	% dissatisfied
Overall	250	82.40%	8.00%	9.60%
01/06/1958	165	78.2%	9.1%	12.7%
01/08/1997	14	92.9%	7.1%	-
28/01/2020	1	100.0%	-	-
30/01/2020	2	100.0%	-	-
20/02/2020	3	100.0%	-	-
01/05/2000	2	100.0%	-	-
01/09/2020	2	100.0%	-	-
10/08/2020	2	100.0%	-	-
18/08/2020	1	100.0%	-	-
01/05/2002	48	91.7%	4.2%	4.2%
01/11/2005	3	66.7%	33.3%	-
19/01/2021	1	-	100.0%	-
26/01/2021	1	100.0%	-	-
02/02/2021	1	100.0%	-	-
02/03/2021	4	75.0%	-	25.0%

Q17 Overall, how satisfied or dissatisfied are you with the quality of your home? (Analysed by refurbishment date)				
	Base	% satisfied	% neither/ nor	% dissatisfied
Overall	250	82.40%	8.00%	9.60%
01/05/1994	14	85.7%	14.3%	-
01/07/1995	22	86.4%	9.1%	4.5%
01/08/1996	24	75.0%	16.7%	8.3%
01/05/2000	10	80.0%	10.0%	10.0%
01/05/2002	15	93.3%	6.7%	-
None	165	81.8%	6.1%	12.1%

Appendix 4

Technical Report Summary



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project number	P1235
Project name	Provanhall Housing Association Tenant Satisfaction Survey 2022
Objectives of the research	<p>The aim of the research was to seek tenants' views on the services that Provanhall provides and how well it performs these services and to help identify areas where the service can be improved. Specifically, the research will provide customers views on the following:</p> <ul style="list-style-type: none"> ■ The quality of information provided by Provanhall; ■ 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 of the Association
Target sample size	To achieve 250 interviews,
Achieved sample size	250 completed interviews
Date of fieldwork	17 th of May -14 th of June 2022
Sampling method	Interviews spread across organisation stock.
Data collection method	Interviews were undertaken with the tenant or their partner by telephone. All responses were recorded on tablet devices or PC.
Response rate and definition and method of how calculated	Provanhall Housing Association has a total of 444 tenanted properties. The requirement of the survey was to carry out a 50% survey of tenants. 250 tenants completed the survey, representing a response rate of 56%.
Any incentives?	No
Number of interviewers	7 interviewers were working on this.
Interview validation methods	10% of each interviewer's work was validated via remote listening to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
Showcards or any other materials used?	Not applicable
Weighting procedures (if applicable)	Not applicable
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings	250 interviews provided the Association with a very robust level of data accurate to +/-4.1% overall (assuming a 95% confidence level).