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NORTH VIEW HOUSING ASSOCIATION
2009 TENANT AND OWNER SATISFACTION SURVEY

Final Report

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A. Introduction, Background and Objectives

This report presents the findings of a survey carried out by CA Market Research amongst 355 tenants and 20 owners of North View Housing Association.

The purpose of the survey was to measure satisfaction with the Association's services and to identify areas for improvement.

The Association's last comprehensive satisfaction survey was carried out in 2006.

B. Methodology

Focus group consultations were carried out prior to the main survey

In advance of the main survey, a series of four focus groups were carried out with tenants and members of the General Purposes Sub Committee. The focus groups were used to ensure that all key areas were being covered within the survey questionnaire.

The main survey was carried out door-to-door

The survey was carried out door-to-door during June 2009. The target number of 375 interviews was achieved.

Overall levels of accuracy are high

The Association requested that accuracy levels of $\pm 5\%$ were achieved within the Association's two tenancy types i.e.

- **Core Stock** (tenants in properties which have been build and refurbished by North View)
- **Tenants Choice** (tenants in refurbished properties which transferred via Tenants Choice and compulsory transfer from Scottish Homes)

In order to achieve these accuracy levels, the following number of interviews were carried out:

Stock Type	Total Stock	Number interviewed	Data Accuracy
Core Stock	254	153	±5%
Tenants Choice	423	202	±5%
Total	677	355	±3.6%

In addition to this, door-to-door interviews were carried out with 20 of the Association's 66 owner occupiers in order to obtain feedback from this client group.

C. Executive Summary

Tenants

The following summarises the results of the 355 tenants interviewed.

THE ASSOCIATION

- 91% of tenants said the Association is good at keeping them informed
- Tenants feel informed due to the frequency and quality of newsletters
- The Association is good at taking account of tenants' views
- Tenants believe the Association was good at taking account of their views due to the frequency and quality of newsletters, and the level of contact with / quality of staff
- When consulting them about decisions affecting their home, tenants would prefer newsletters and letters to be used
- The vast majority did not want more information on various aspects of the Association and its services

CONTACT WITH THE ASSOCIATION

- 68% are aware of the Association's complaints policy and procedures
- Satisfaction is very high with the Association as a landlord
- Tenants are satisfied with the opportunities they have to be involved in the work of the Association
- The majority did not want to be more involved in aspects of the Association's work
- 4% would like to be a member of the Consultation Register, and 4% would like to be a Committee member
- 96% read the Association's quarterly newsletter
- All tenants agree that the newsletter is easy to read
- 7% of tenants have used the Association's new website

- Only 3% found the Association's opening hours inconvenient
- The largest number of tenants have had contact with the Association 2-3 times in the last year
- More than two thirds of tenants last made contact by telephone
- Satisfaction levels were very high with telephone contact
- Satisfaction levels were also very high with visits to the Association's office
- Only 2% of tenants were dissatisfied with the Association's appointments system to see their Housing Officer
- 43% of tenants were aware that they could make an appointment outwith office hours
- 57% of tenants were aware that the Association could make its publications available in alternative formats

SERVICES

- 87% said they are satisfied with the quality of services provided
- 44% of respondents live in a close. Only one tenant expressed dissatisfaction with the close cleaning service
- Of those who do not currently receive the close cleaning service, 37% would be interested in the service
- 31% said they had used the Association's Welfare Rights Service. Tenants are very satisfied with the service
- 21% have a garden that is maintained by the Association under its Garden Care Scheme. Satisfaction levels are very high in relation to this service
- 84% said they are satisfied with the maintenance carried out on large open areas

RENT

- Three quarters of tenants pay their rent through Housing Benefit
- All tenants find their method of paying rent to be convenient

- 96% have enough information about how their rent charge is decided
- More than three quarters of tenants think their rent is good value for money

REPAIRS

- The vast majority of tenants were aware of the Association's responsibilities, and their own responsibilities, for maintaining their home
- Satisfaction is very high in relation to the service provided by the Association's Gas Maintenance Contractor
- 56% have reported another type of repair in the last year
- 71% are satisfied with the repairs service provided by the Association's joiners / caretakers
- 81% are satisfied with the repairs service provided by one of the Association's other contractors
- 32% required follow-up work following the first visit
- Repairs are generally reported by telephone
- Tenants find it very easy to report repairs
- Satisfaction was highest with the ease of reporting a repair, and lowest with the speed at which the work was completed
- Amongst those reporting repairs, 37% had used the out of hours service
- The vast majority were satisfied with the out of hours service

MAINTENANCE

- Tenants' key priority for maintenance in their home is bathrooms

THE HOME

- More than three quarters of tenants have digital television
- 89% said they are satisfied with new kitchens fitted by the Association

- 88% were aware that the Association could make disabled adaptations to tenants' homes or install aids
- 9% of tenants are likely to be applying to the Association to move house within the next year
- The main reason for seeking a move was a larger property
- Only 2% said that someone else in the home planned to move to their own separate home in the next 3 years

THE NEIGHBOURHOOD

- 79% considered the Windlaw area a good place to live
- Satisfaction was highest with lighting, and lowest with teenage facilities
- Drug or alcohol abuse was a serious problem for 19%
- Just over half of all tenants felt that North View has a role to play in addressing problems in the neighbourhood
- 4 in 10 tenants were aware that the Association has been involved in providing youth projects
- The majority felt that the Association's involvement in providing youth projects has had a positive effect on the community
- The vast majority are aware that the Association has been involved in social activities
- Around 9 in 10 tenants are aware of the two CCTV cameras in the area
- 44% feel that the CCTV cameras have had a positive effect
- 12% of tenants would be interested in taking part in a neighbourhood watch scheme
- 85% of tenants have daily contact with their neighbours, 75% have daily contact with friends, and 69% have daily contact with relatives

TENANT INFORMATION

- 19% of households comprise of a single adult 46-65
- 26% of tenants are long term sick / disabled, and 24% are retired
- Over a third of tenants have used the Credit Union in the last two years. Just over a quarter have used Citizens Advice Bureau
- 22% of tenants have a net weekly household income of £101-£150
- 69% of tenants receive full Housing Benefit
- 48% of tenants said they, or another member of their household, has a disability
- 95% of tenants consider themselves to be 'White Scottish'

BENCHMARKING

- North View scores above average for 4 of the 6 areas benchmarked

OVERVIEW OF ASSOCIATION'S PERFORMANCE

- Since the last survey, satisfaction levels have increased in terms of value for money and taking account of tenants' views over matters that concern them
- Looking at the mean scores, the 2009 survey results are higher than the 2006 results in 5 of the 6 aspects measured.

Owners

The following summarises the results of the 20 owners interviewed.

THE ASSOCIATION

- The majority of owners feel the Association is good at keeping them informed
- Owners prefer to be consulted about decisions affecting their home via newsletters and surveys

CONTACT WITH THE ASSOCIATION

- 6 of the 20 owners were aware of the complaints procedure, and 3 had used it (one complaint was made in writing)
- The majority of owners are satisfied with the Association overall
- No owners said they would be interested in becoming a Committee member
- 18 of the 20 owners said they read the Association's quarterly newsletter
- Most owners agreed that the newsletter is easy to read, interesting, informative and contains useful information
- Only 1 owner had visited the Association's new website, launched in December 2008. This owner considered it useful and easy to use
- Half of owners don't know the Association's opening hours.
- 16 of the 20 owners have not had any contact with the Association in the last 12 months
- Of the 4 owners who have had contact with the Association in the last 12 months, all made contact by telephone
- Of those who last made contact by telephone, only one expressed dissatisfaction with the helpfulness of the staff member and the quality of advice and assistance given
- 13 were aware that the Association can make its publications available in alternative formats. 3 said they require large print

SERVICES

- Most owners are satisfied with the quality of services
- Owners were satisfied with common repairs and landscape maintenance
- No owners had reported a common repair in the last 12 months

FACTORING

- 13 out of 20 owners said they have enough information about how factoring charges are calculated. The remaining 7 said they did not
- The majority feel factoring charges are good value for money

NEIGHBOURHOOD

- 15 out of 20 owners think the Windlaw area is a good place to live
- Satisfaction is high with street lighting and low with children's play facilities and teenage facilities
- 5 of the 20 owners consider vandalism and graffiti to be serious problems.
- 8 out of 15 owners think North View has a role to play in addressing problems in the neighbourhood
- 14 of the 20 owners surveyed were aware of the CCTV that has been introduced to the area, and 8 of those owners think it has had a positive effect. Only 1 owner has telephoned the camera operator
- No owners said they would be interested in taking part in a neighbourhood watch scheme

OWNER INFORMATION

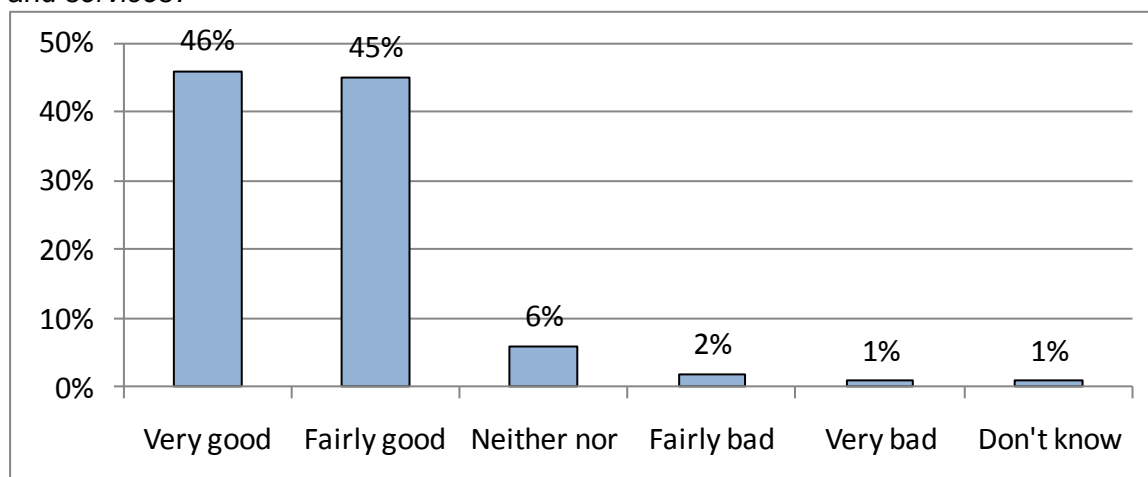
- 5 of the 20 owners said they, or a member of their household, had a disability. These related to either a physical disability or a hearing impairment
- All owners surveyed were White Scottish

D. Main Survey Results – Tenant Survey

1. The Association

91% of tenants said the Association is good at keeping them informed

Q1. How good do you think the Association is at keeping you informed about its activities and services?



91% of tenants said the Association is good at keeping them informed about activities and services. Only 3% said the Association was bad at keeping them informed.

The overall proportion of tenants giving a positive response ('very good' or 'fairly good') is similar to the previous survey (93% in 2006 compared to 91% this year). However, the percentage of tenants answering 'very good' has risen from 26% in 2006 to 46% in 2009.

Tenants feel informed due to the frequency and quality of newsletters

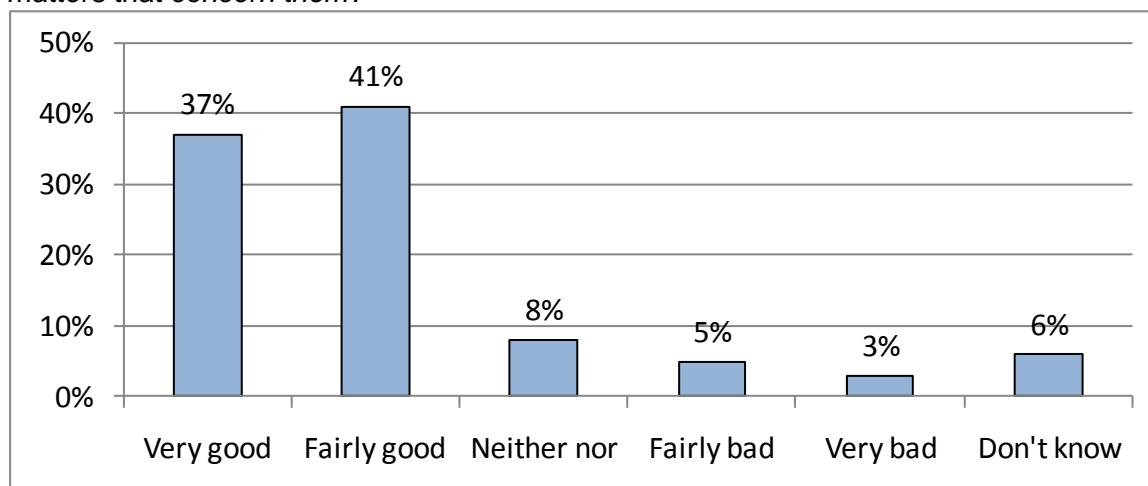
72% of tenants said they feel informed due to the frequency of newsletters. The other most common responses given were:

The quality of newsletters	(42%)
The quality of the Association's staff	(39%)
The level of contact with the Association's staff	(32%)

No more than 3% of tenants chose any of the other options given, which included the quality and frequency of close meetings and area meetings.

The Association is good a taking account of tenants' views

Q3. How good do you think the Association is at taking account of tenants' views over matters that concern them?



78% of tenants said the Association was either 'very good' or 'fairly good' at taking account of their views. This compares to only 69% in the 2006 survey. It's also interesting to note that the percentage of tenants answering 'very good' has risen from only 18% in 2006 to 37% this year.

This year, 8% of tenants said the Association was bad at taking account of their views. This is the same as the previous survey results.

Tenants felt the Association was good at taking account of their views due to the frequency and quality of newsletters, and the level of contact with / quality of staff

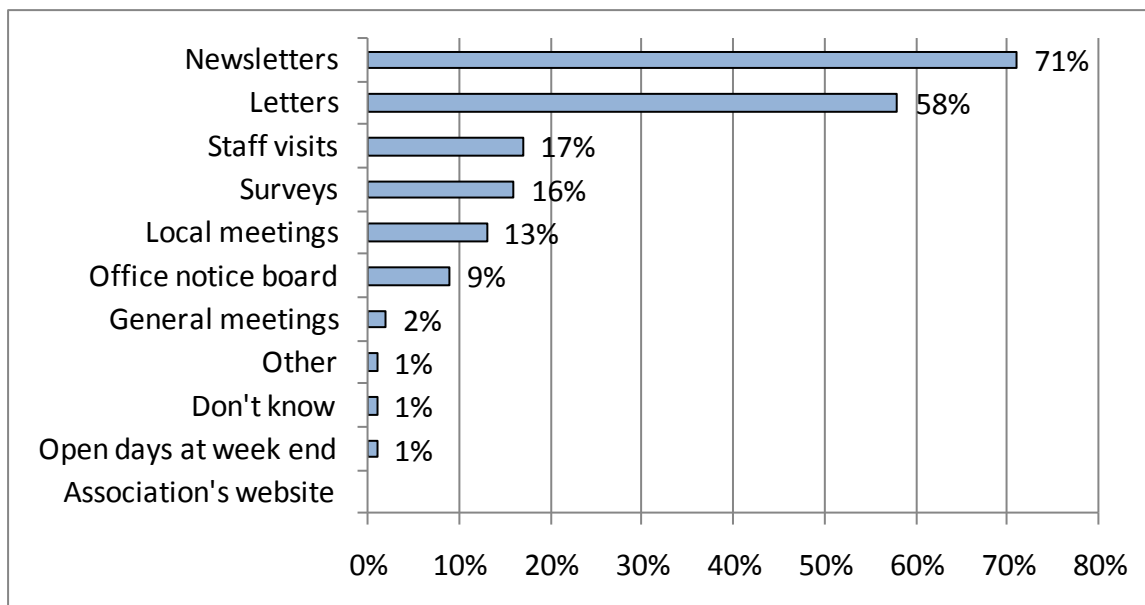
Tenants were then asked to give reasons why they felt the Association was good at taking account of their views. The most popular responses are shown below:

The frequency of newsletters	(58%)
The level of contact with staff	(44%)
The quality of newsletters	(40%)
The quality of staff	(39%)
Evidence that views are taken on board	(9%)
Regular feedback from the Association	(7%)

Amongst those who felt that the Association was 'fairly' or 'very' bad at taking account of their views, the main reason given related to 'evidence that views are taken on board'.

When consulting them about decisions affecting their home, tenants would prefer newsletters and letters to be used

Q5. Which method do you prefer to be used when the Association consults you about decisions affecting your home?

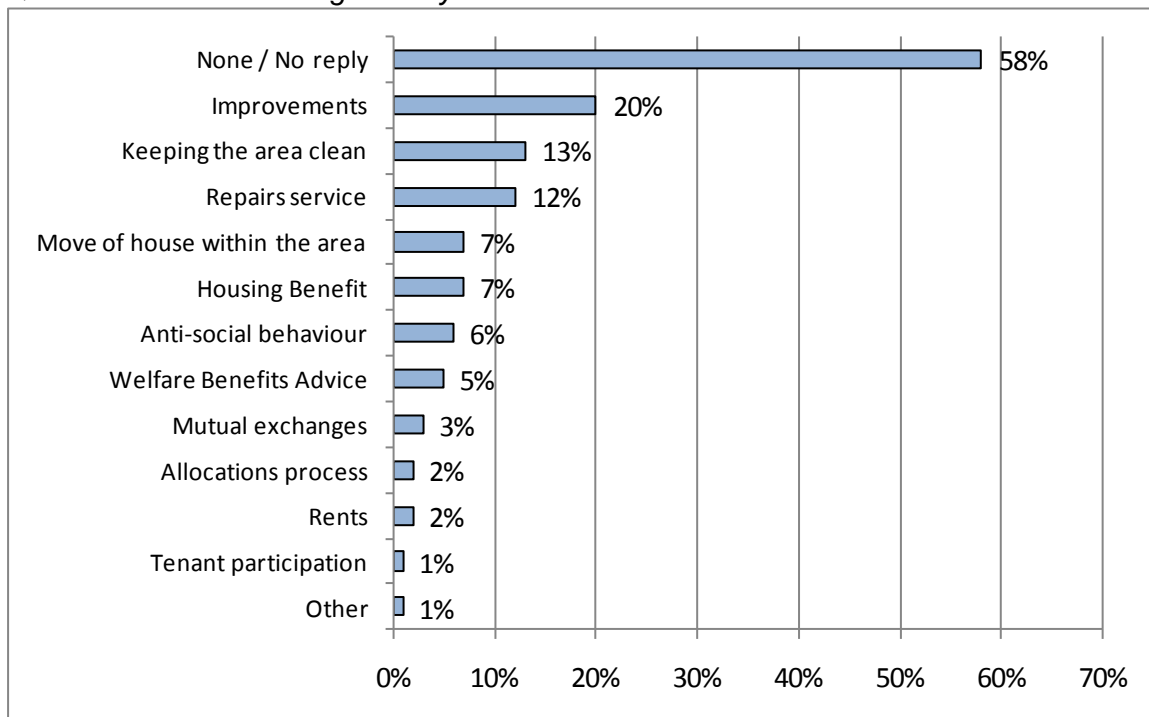


71% of tenants prefer newsletters to be used when the Association consults them about decisions affecting their home, and 58% prefer letters to be used. 17% said they prefer staff visits, 16% surveys and 13% local meetings.

The two 'other' suggestions given were 'leaflets'.

The vast majority did not want more information on various aspects of the Association and its services

Q6. Which of the following would you like to know more about?



Tenants were given a prompted list and asked which of the options listed they would like to know more about. The vast majority of tenants (58%) said they did not want to know more about any of the options listed.

One fifth (20%) wanted to know more about improvements, 13% wanted to know more about keeping the area clean, and 12% wanted to know more about the repairs service.

The 'other' suggestions given included 'information about buying our house'.

In the 2006 survey results, only 3% said they wanted to know more about improvements, and only 2% wanted to know more about the repairs service.

2. Contact with the Association

68% are aware of the Association's complaints policy and procedures

68% of respondents said they were aware of the Association's complaints policy and procedures. Of this, 17% (i.e. 40 tenants) said they had used the complaints procedure.

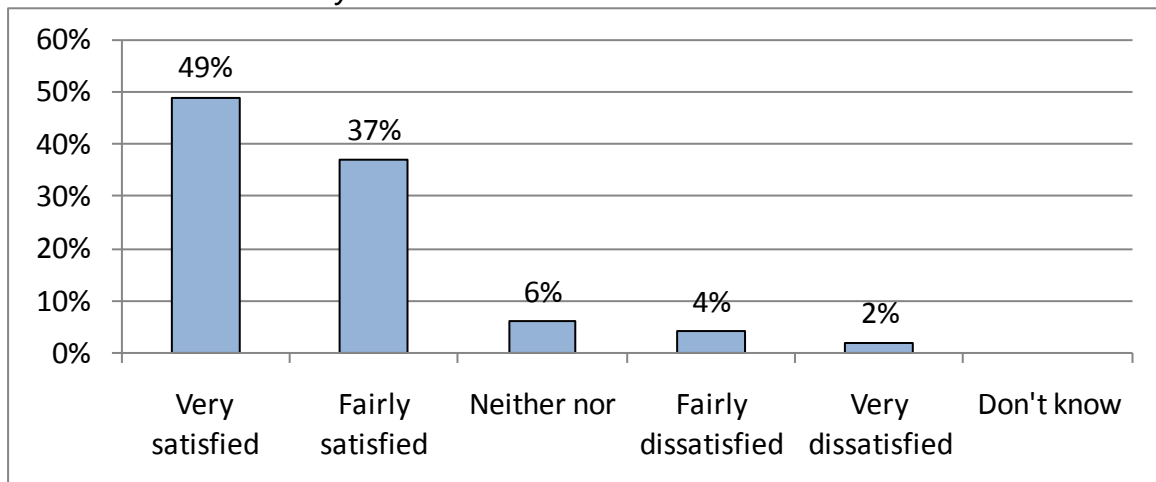
Of the 40 tenants who said they had used the complaints procedure, 14 said they had made the complaint in writing.

All tenants who had made a complaint were asked how satisfied they were with the outcome. 51% said they were satisfied, and 30% said they were dissatisfied (the remainder answered 'neither nor').

The main reason given for dissatisfaction was the length of time taken to deal with the complaint, (6 tenants said this).

Satisfaction is very high with the Association as a landlord

Overall how satisfied are you with the Association as a landlord?



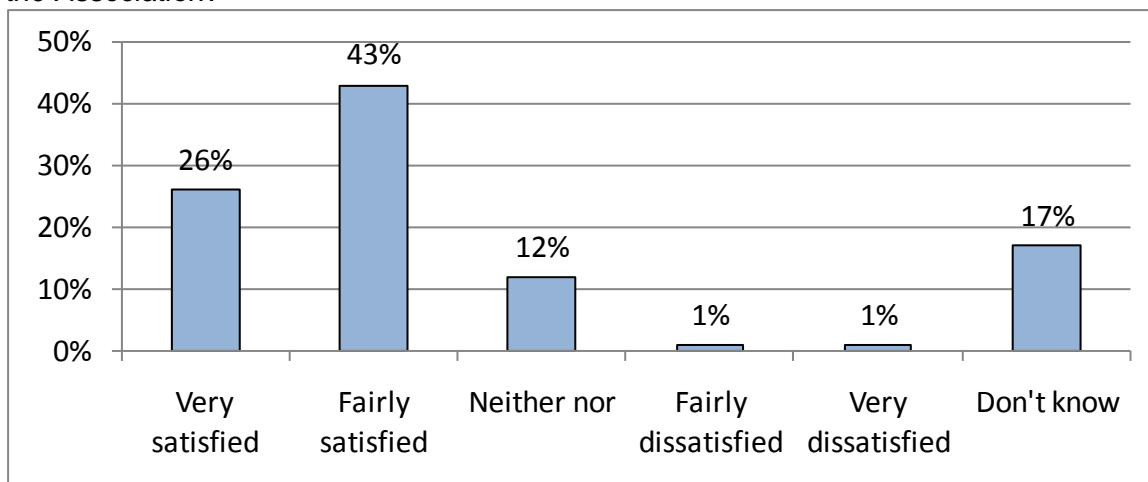
86% of tenants said they were satisfied with the Association as a landlord. Whilst this is very similar to the figure in the 2006 survey results there has, again, been a steep increase in the percentage of tenants answering 'very satisfied'. This has increased from only 29% in 2006 to 49% this year.

6% expressed dissatisfaction with the Association as a landlord.

This year, there are no significant differences between Core Stock and Tenants Choice with regard to satisfaction with the Association as a landlord.

Tenants are satisfied with the opportunities they have to be involved in the work of the Association

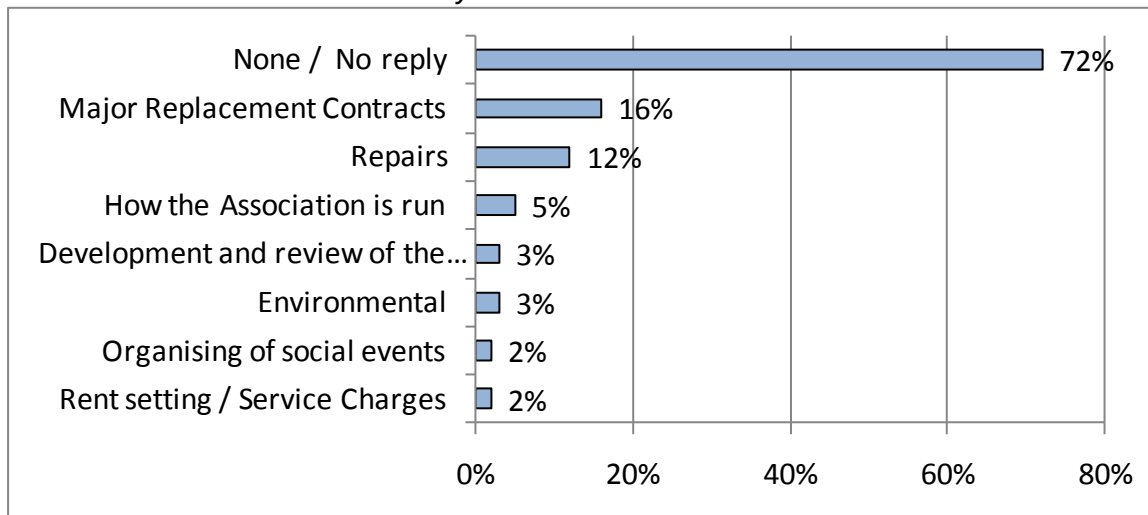
Q13. How satisfied are you with the opportunities you have to be involved in the work of the Association?



69% of tenants said they were satisfied with the opportunities they have to be involved in the work of the Association. 2% said they were dissatisfied and the remainder answered 'neither nor' or 'don't know'.

The majority did not want to be more involved in aspects of the Association's work

Q14. Which of these issues would you like to be more involved in?



Again, the majority of tenants (72%) did not want to be more involved in any of the aspects listed in the above chart. 16% of tenants said they would like to be more involved in major replacement contracts and 12% would like to be more involved in repairs. 5% would like to be more involved in how the Association is run.

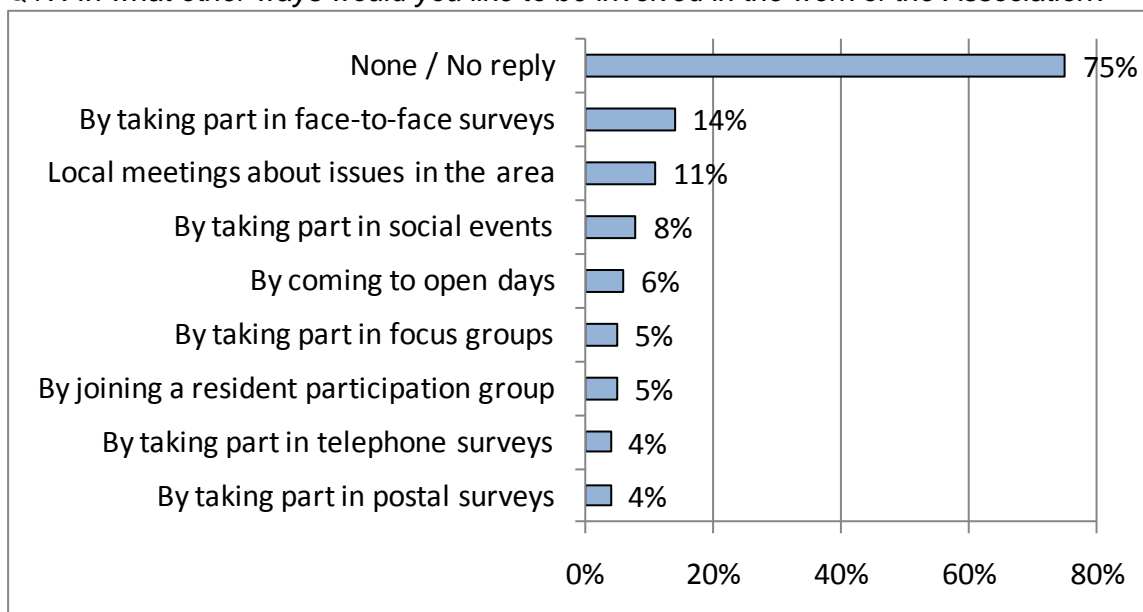
The level of interest in the aspects listed has increased since the 2006 survey.

4% would like to be a member of the Consultation Register, and 4% would like to be a Committee member

Tenants were asked whether they would be interested in becoming a member of the Association’s Consultation Register or Committee. 4% and 4% respectively said they would like to become members. 23 tenants gave permission for CA Market Research to pass their name and contact details onto the Association along with their area of interest. This will be provided to the Association separately.

Three quarters of tenants did not want to be involved in the work of the Association

Q17. *In what other ways would you like to be involved in the work of the Association?*



Three quarters of tenants (75%) said they did not want to be involved in the work of the Association. However, 14% said they would like to be involved by taking part in face to face surveys, whilst 11% would like to be more involved in local meetings about issues in the area and 8% would like to take part in social events.

45 tenants gave permission for CA Market Research to pass their contact details to the Association along with details of their area of interest. This will be given to the Association separately.

96% read the Association’s quarterly newsletter

96% of respondents said they read the Association’s quarterly newsletter. This is very similar to the 2006 survey results where 97% said they read the newsletter.

All tenants agree that the newsletter is easy to read

Q.20 To what extent do you agree with the following statements about the newsletter?

	Agree strongly	Agree	Disagree	Disagree strongly
Base	44%	55%	1%	-
Easy to read	49%	51%	-	-
Interesting	41%	58%	1%	-
Informative	45%	54%	1%	-
Contains useful information	42%	56%	2%	-

Those who said they read the Association's quarterly newsletter were then asked to give their opinions on various aspects of the newsletter. All tenants agreed it was easy to read (49% strongly agreed), 99% agreed it was interesting, 99% agreed it was informative, and 98% agreed it contained useful information.

Tenants were then asked 'Is there anything else you would like to see covered in the newsletter that currently isn't?' The only suggestions given by more than one tenant were 'information on vetting / the Allocations Policy', 'naming the tenants you should be watchful of', 'more local information on Castlemilk' and 'information on how to buy your house'. These suggestions were each given by two tenants.

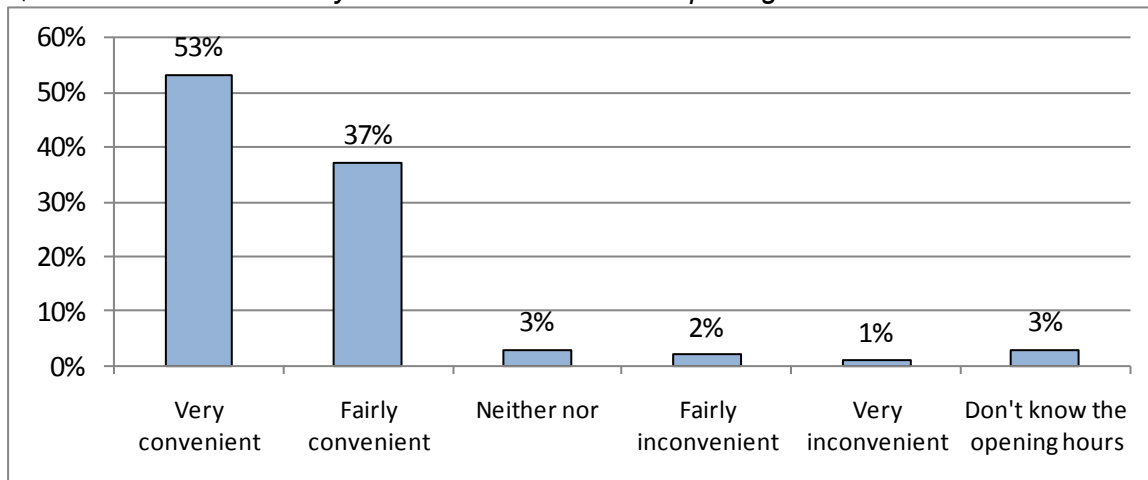
7% of tenants have used the Association's new website

7% of tenants (24 people) said they had used the Association's new website, launched in December 2008.

Of these 24 tenants, 18 said they found the website useful, and the same number said they found it easy to use.

Only 3% found the Association’s opening hours inconvenient

Q25. How convenient do you find the Association’s opening hours?

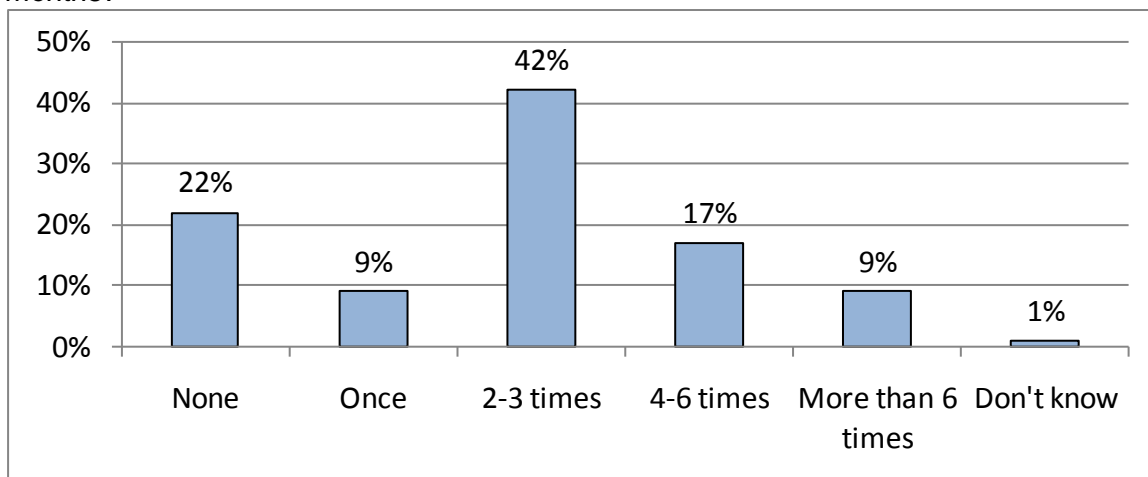


The vast majority of tenants (90%) said they found the Association’s opening hours convenient. Only 3% said the opening hours were inconvenient, and the remainder answered ‘neither nor’ or ‘don’t know the opening hours’.

The overall proportion of tenants answering ‘very convenient’ or ‘fairly convenient’ has not changed much since the last survey (86% in 2006 compared to 90% this year). However, the proportion of tenants answering ‘very convenient’ has risen from only 40% in 2006 to 53% this year.

The largest number of tenants have had contact with the Association 2-3 times in the last year

Q26. How many times have you had contact with the Association over the past 12 months?

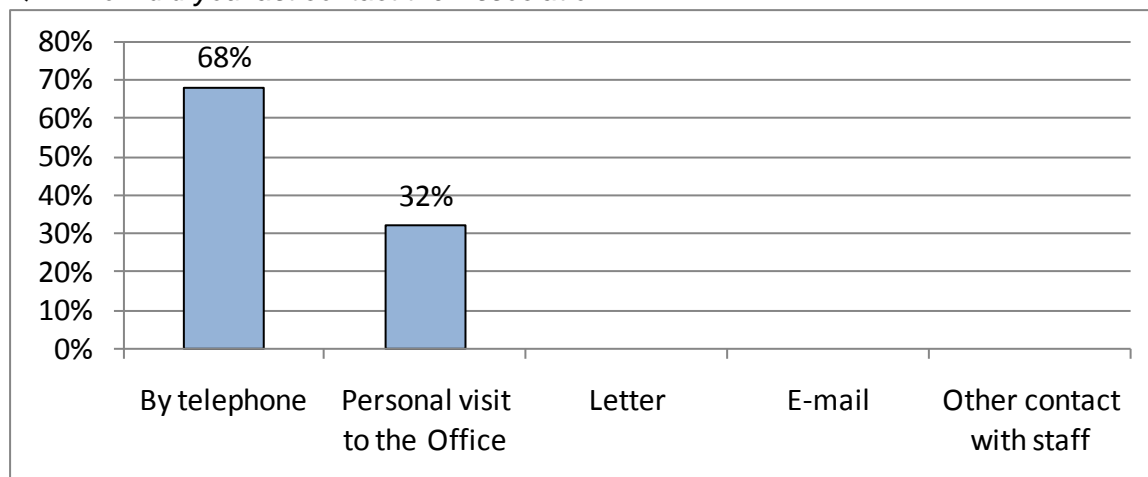


The largest number of respondents (42%) said they had contact with the Association 2-3 times over the past 12 months, whilst 22% said they had no

contact at all. In the 2006 survey, 27% of tenants said they had no contact at all with the Association over the past year.

More than two thirds of tenants last made contact by telephone

Q27. How did you last contact the Association?



68% of tenants last made contact with the Association by telephone, whilst 32% visited the Association's office. Only one tenant last made contact by letter, although this still represents less than 1% of the survey population.

No tenants last made contact by email or any other method not listed above.

17% of Core Stock tenants have not contacted the Association in the last 12 months, compared to 25% of Tenants Choice tenants

How many times have you had contact with the Association over the past 12 months?	Core Stock	Tenants Choice
None	17%	25%
Once	12%	8%
2-3 times	45%	40%
4-6 times	16%	18%
More than 6 times	9%	10%
Don't know	1%	1%

Further analysis was carried out to establish the levels of contact over the past 12 months between 'Core Stock' and 'Tenants Choice' tenants. 17% of 'Core Stock' tenants had not had any contact with the Association over the past 12 months, compared to 25% of 'Tenants Choice' tenants.

Satisfaction levels were very high with telephone contact

Q28. How satisfied were you with the following when you telephoned the Association:

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
Base	57%	39%	1%	2%	0%	-
Length of time it took to answer the telephone	58%	42%	-	-	-	-
Length of time it took to speak to the relevant member of	56%	42%	1%	2%	1%	-
Helpfulness of the member of staff	61%	35%	1%	3%	-	-
Quality of advice and assistance given	56%	37%	2%	4%	1%	-

Respondents who last made contact by telephone were then asked to give feedback on various aspects of this contact. The table above shows that satisfaction levels are very high with all aspects of telephone contact. No more than 5% expressed dissatisfaction with any of the aspects measured.

When comparing these results to the 2006 survey results there are no great differences with regard to the positive versus negative responses. However, respondents were more likely to choose the 'very satisfied' option this year rather than the 'fairly satisfied option'.

Satisfaction levels were also very high with visits to the Association's office

Q28. How satisfied were you with the following when you visited the Association's offices?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
Base	53%	42%	3%	2%	0%	-
Ease of access to the building	67%	32%	1%	-	-	-
The reception area	68%	30%	2%	-	-	-
The helpfulness of the receptionist	58%	40%	2%	-	-	-
The length of time it took to speak to the member of staff	49%	48%	2%	1%	-	-
Ease of making an appointment to see a member of staff	55%	40%	3%	1%	-	-
The privacy of your discussions	44%	51%	3%	1%	-	-
The helpfulness of the member of staff	44%	49%	2%	5%	-	-
The quality of advice and assistance given	41%	50%	3%	5%	1%	-

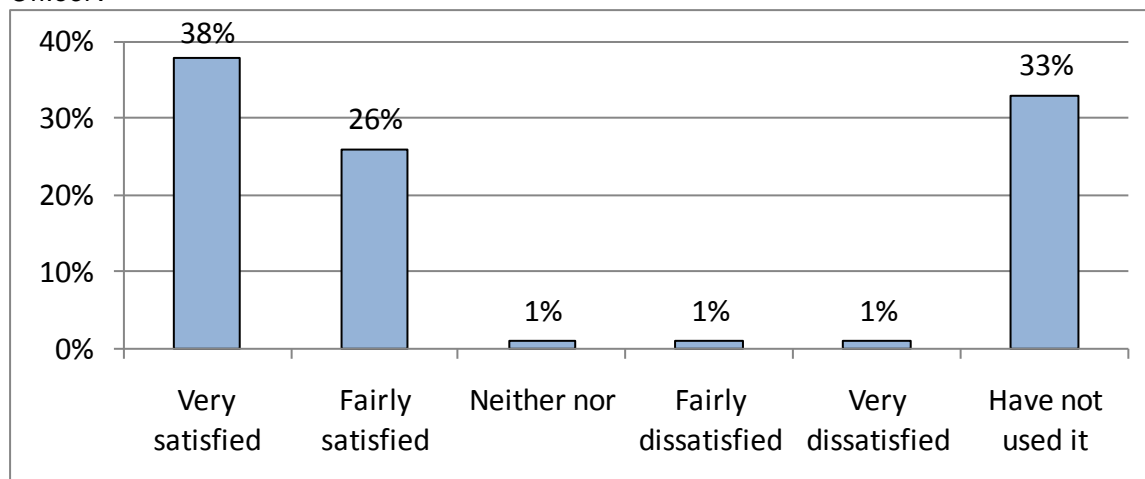
Respondents who last made contact by visiting the Association's offices were then asked to give feedback on their experience. Again, levels of satisfaction were very high, with no more than 6% expressing dissatisfaction (this related to the quality of advice and assistance given).

No tenants were dissatisfied with ease of access to the building, the reception area, or the helpfulness of the receptionist.

Again, tenants were much more likely this year to choose the 'very satisfied' option over the 'fairly satisfied' option.

Only 2% of tenants were dissatisfied with the Association’s appointments system to see their Housing Officer

Q32. How satisfied are you with North View’s appointments system to see your Housing Officer?



Almost two thirds of tenants (64%) said they were satisfied with the Association’s appointments system to see their housing officer. One third (33%) said they had not used the appointments system. In the 2006 survey, half of all tenants (50%) said they had not used the appointments system.

Of the small number of tenants who expressed dissatisfaction, the reasons given were ‘can’t get the right people’, ‘can’t get to see anyone about my daughter getting a house’ and ‘have to wait for an appointment’.

43% of tenants were aware that they could make an appointment outwith office hours

43% said they were aware that they could make an appointment to see a Housing Officer outwith office hours, whilst 57% were not aware.

57% of tenants were aware that the Association could make its publications available in alternative formats

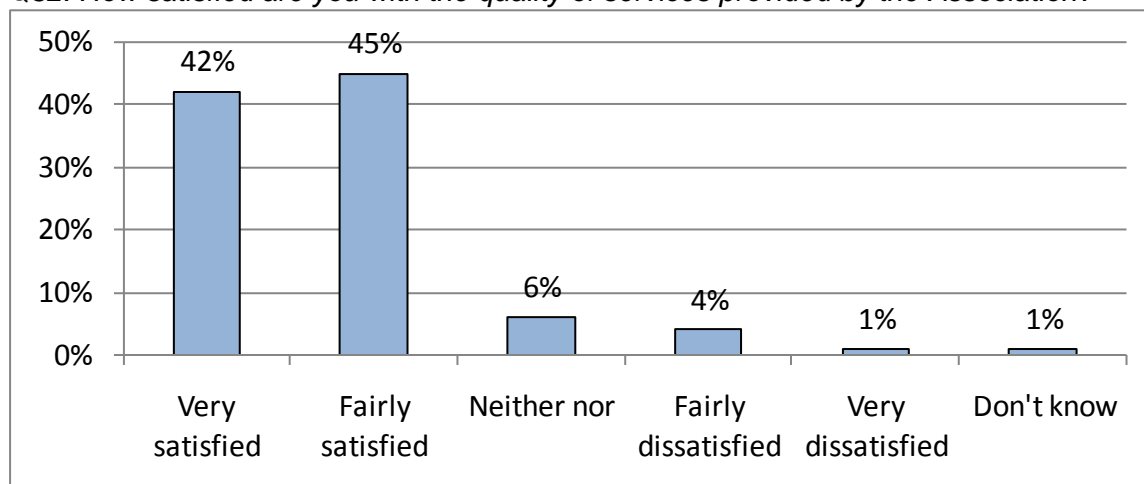
57% of tenants were aware that the Association could make its publications available in alternative formats such as community languages, large print, Braille and audio formats. The remaining 43% were not aware that the Association could do this.

8 tenants went on to say that they would need large print, whilst one tenant would like information in Braille, and one would like information in audio formats.

3. Services

87% are satisfied with the quality of services provided

Q32. How satisfied are you with the quality of services provided by the Association?



42% of tenants said they were 'very satisfied' with the quality of services provided by the Association whilst a further 45% were 'fairly satisfied'. Only 5% expressed dissatisfaction and the remainder answered 'neither nor' or 'don't know'.

In 2006, the percentage of tenants giving a positive response to this question was also 87%. However, it should be kept in mind that the question and the options given to tenants were worded in a slightly different way.

There are no significant differences in satisfaction levels between Core Stock and Tenants Choice with regard to quality of services

How satisfied are you with the overall quality of services provided by the Association?	Core Stock	Tenants Choice
Very satisfied	39%	44%
Fairly satisfied	49%	42%
Neither nor	7%	6%
Fairly dissatisfied	3%	6%
Very dissatisfied	1%	2%
Don't know	1%	1%

Some further analysis was carried out to identify any differences in opinion between Core Stock and Tenants Choice tenants with regard to satisfaction with the quality of services. The results are shown in the chart above, and there are no great differences in terms of positive versus negative responses between the two tenant types.

Tenants were then asked 'what one thing could the Association do to make the services you get from North View better for you? The responses given can mainly be categorised as follows:

Comments relating to repairs / indoor maintenance	49 responses
Comments relating to response times / communication	20 responses
Comments relating to garden / outdoor maintenance	16 responses
Comments relating to security	6 responses
Comments relating to tenant vetting	6 responses
Comments relating to anti social behaviour	5 responses

Some examples of the specific comments given are detailed below:

Typical comments relating to repairs / indoor maintenance included:

Better quality repairs
Improve waiting times for repairs
Better soundproofing
Ensure tenants take their turn of cleaning the close

Typical comments relating to response times / communication included:

Better communication between North View and their contractors
Follow up reported queries
Listen to tenants
Return phonecalls promptly

Typical comments relating to garden / outdoor maintenance included:

Cut down trees at the back
Clear up the rubbish
Clean up bin areas
Clean the streets

Typical comments relating to security included:

More CCTV / more cameras
There needs to be more contact with the police to make the place safer
Upgrade the security of front entrance doors

Typical comments relating to tenant vetting included:

Better screening for new tenants
Improve the clients you move in

Typical comments relating to anti social behaviour included:

Refuse to take anti social tenants from other Associations
Evict anti social tenants

44% of respondents live in a close. Only one tenant expressed dissatisfaction with the close cleaning service

44% of those interviewed during the survey lived in a close (this equates to 156 tenants). Of these 156 tenants, 16% (25 people) said they received the close cleaning service.

Of the 25 tenants who said they received the close cleaning service, only one expressed dissatisfaction with the service. 14 said they were 'very satisfied', 9 were 'fairly satisfied' and one tenant answered 'neither nor'.

In the 2006 survey, 26 tenants said they received the close cleaning service, and 5 of these tenants were dissatisfied.

Of those who do not currently receive the close cleaning service, 37% would be interested in the service

Of the 131 tenants who live in a close but do not currently receive the close cleaning service, 37% (49 tenants) said they would be interested in receiving the service. These 49 tenants were then asked 'If you are not on Housing Benefit, would you be willing to pay for this service?' 11 said they would be willing to pay for the service whilst 35 said they were on Housing Benefit. The remaining small number of tenants said they would not be willing to pay for it.

31% said they had used the Association's Welfare Rights Service. Tenants are very satisfied with the service

31% of tenants interviewed said they had used the Welfare Rights Service. This equates to 110 people.

Of these 110, 66% were 'very satisfied' with the service and 25% were 'fairly satisfied'. 5% expressed dissatisfaction with the service and the remainder answered 'neither nor'.

98% of tenants that had used the Welfare Rights Service said they got an appointment in 2 weeks or less.

21% have a garden that is maintained by the Association under its Garden Care Scheme. Satisfaction levels are very high in relation to this service

Just over a fifth of tenants (21%) said they had a garden that is maintained by the Association under its Garden Care Scheme. This equates to 76 tenants (26 Core

Stock and 50 Tenants Choice). This represents 17% of all Core Stock Tenants and 25% of all Tenants Choice tenants interviewed.

Of these 76 tenants, 87% said they were satisfied with the service (50% 'very satisfied', 37% 'fairly satisfied'). The remaining 13% were dissatisfied (8% 'fairly dissatisfied, 5% 'very dissatisfied').

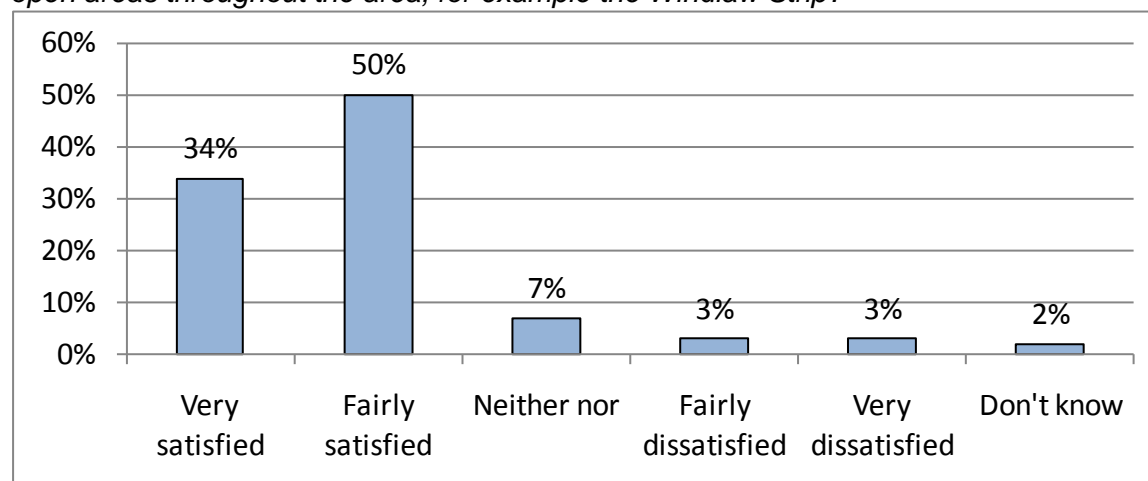
Core Stock tenants were more likely to be satisfied with the Garden Care Scheme

How satisfied are you with this service? (Garden Care Scheme)	Core Stock	Tenants Choice
Very satisfied	50%	50%
Fairly satisfied	50%	30%
Neither nor	-	-
Fairly dissatisfied	-	12%
Very dissatisfied	-	8%
Don't know	-	-

As with the 2006 survey results, Core Stock tenants were again more likely to be satisfied with the Garden Care Scheme. 100% of Core Stock tenants expressed satisfaction compared to 80% of Tenants Choice tenants.

84% are satisfied with the maintenance carried out on large open areas

Q32. How satisfied are you with the maintenance carried out by the Association on large open areas throughout the area, for example the Windlaw Strip?



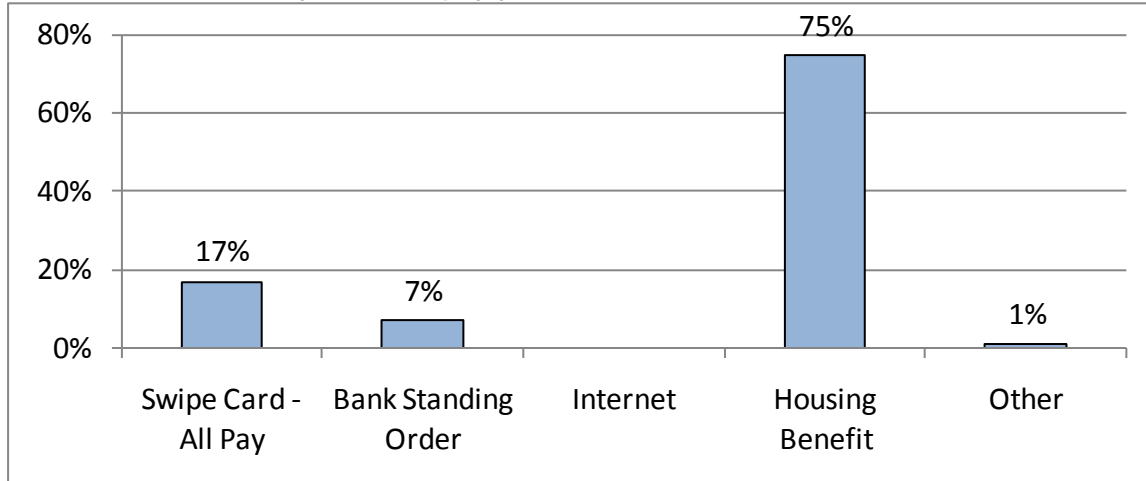
84% of tenants said they were satisfied with the maintenance carried out on large open areas such as the Windlaw Strip (34% 'very satisfied', 50% 'fairly satisfied').

6% expressed dissatisfaction and 7% answered 'neither nor'. The remainder answered 'don't know'.

4. Rent

Three quarters of tenants pay their rent through Housing Benefit

Q50. What method do you use to pay your rent?



75% of tenants said they pay their rent via Housing Benefit. 17% pay by Swipe Card (AllPay), whilst 7% pay by Bank Standing Order. 1% pay by some other method. One tenant said they pay by Internet, but this equates to less than 1% of those surveyed.

70% of Core Stock tenants said they pay via Housing Benefit, compared to 79% of Tenants choice tenants.

All tenants find their method of paying rent to be convenient

Tenants were then asked how convenient they find their method of paying rent. 82% said they find it 'very convenient' and 17% find it 'fairly convenient'.

No tenants said they found their method of payment inconvenient. These figures do not add to 100% due to rounding.

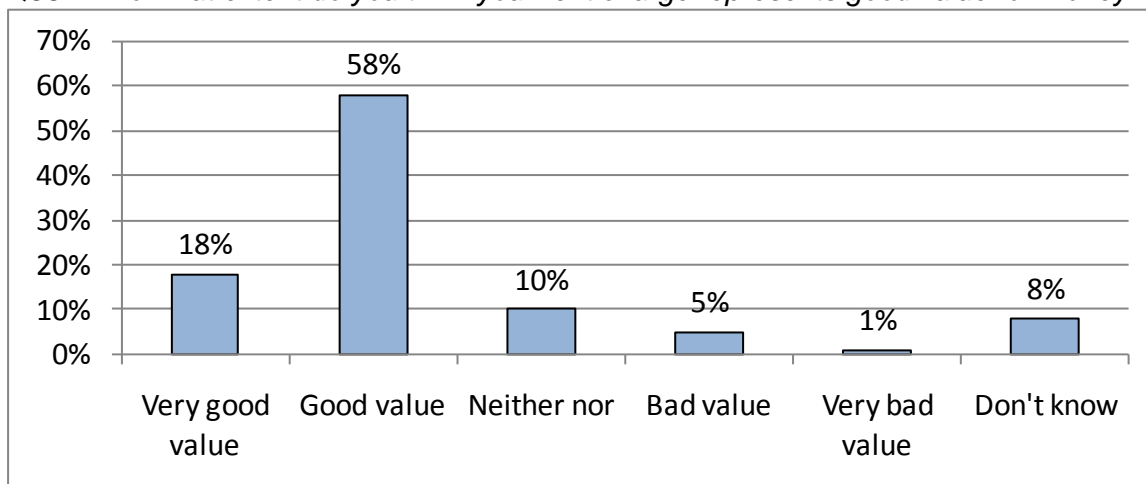
96% have enough information about how their rent charge is decided

96% of tenants said they had enough information about how the rent charge they pay is decided whilst 4% said they did not.

In the 2006 survey, only 87% of tenants said they had enough information about how their rent charge is decided.

More than three quarters of tenants think their rent is good value for money

Q53.To what extent do you think your rent charge represents good value for money?



76% of tenants said they think their rent charge represents good value for money (18% said 'very good value' and 58% said 'good value'). This is an increase of 14% since the 2006 survey results.

80% of Core Stock tenants, and 74% of Tenants Choice tenants, feel their rent is good value for money

...To what extent do you think your rent charge represents good value for money?	Core Stock	Tenants Choice
Very good value	19%	18%
Good value	61%	56%
Neither nor	10%	9%
Bad value	3%	8%
Very bad value	-	2%
Don't know	7%	9%

The table above shows that 80% of 'Core Stock' tenants, and 74% of 'Tenants Choice' tenants, felt their rent was good value for money.

The percentages saying that their rent was 'very good value' were very similar between the two tenant types (19% and 18%).

5. Repairs

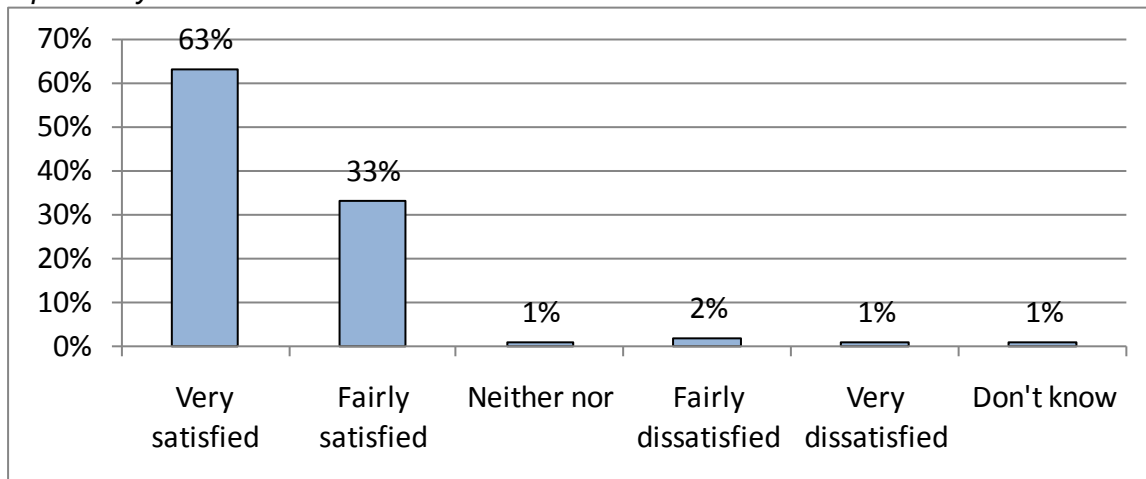
The vast majority of tenants were aware of the Association's responsibilities, and their own responsibilities, for maintaining their home

91% of tenants were aware of the Association's responsibilities in relation to the maintenance of their home. 93% were aware of their own responsibilities as a tenant in this respect.

There were no real differences between the responses of Core Stock and Tenants Choice tenants here.

Satisfaction is very high in relation to the service provided by the Association's Gas Maintenance Contractor

Q57. ...How happy are you with the service provided by the Association's Gas Maintenance Contractor (E-on) which carries out the annual gas safety check and any repairs to your boiler and/or fire?



311 tenants (88% of all respondents) said they had gas in their property. The chart above shows satisfaction levels with the service provided by the Association's Gas Maintenance Contractor. Almost all tenants (96%) said they were satisfied with the service. Only 3% expressed dissatisfaction.

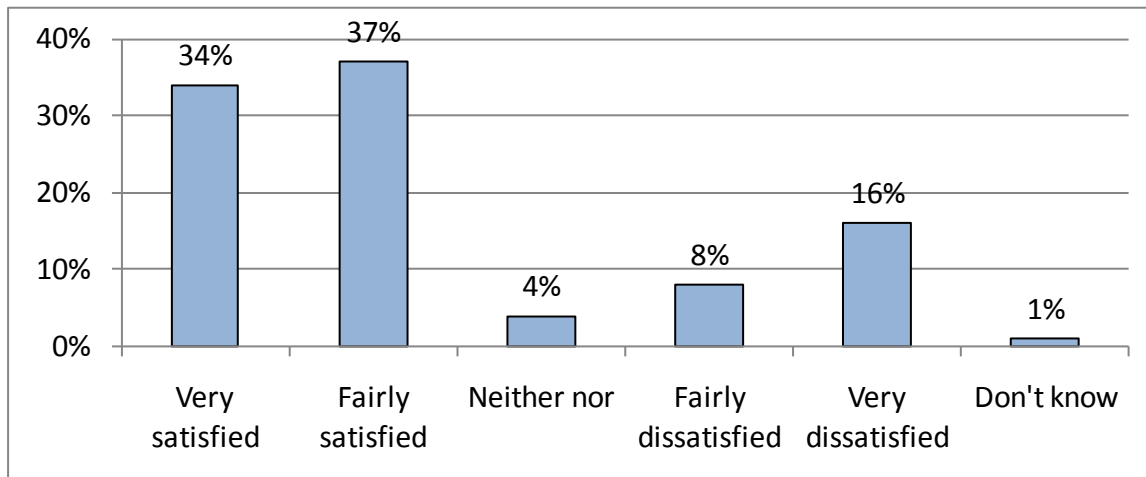
56% have reported another type of repair in the last year

56% (199 respondents) said they had reported another type of repair in the last 12 months. These respondents were then routed to answer a series of questions relating to this repair.

Of the 199 respondents, 55% said that it was North View's joiners/estate caretakers who attended. 43% said it was another contractor, and the remaining 2% did not provide a response, perhaps because they were unsure.

71% are satisfied with the repairs service provided by the Association's joiners / caretakers

Q60. How satisfied are you with the repairs service provided by the Association's joiners / caretakers?



The chart above is based on the responses of the 109 tenants who were routed to answer this question. It shows that 71% are satisfied with the service provided by the Association's joiners / caretakers. However, 24% are dissatisfied with the service (8% 'fairly dissatisfied', 16% 'very dissatisfied').

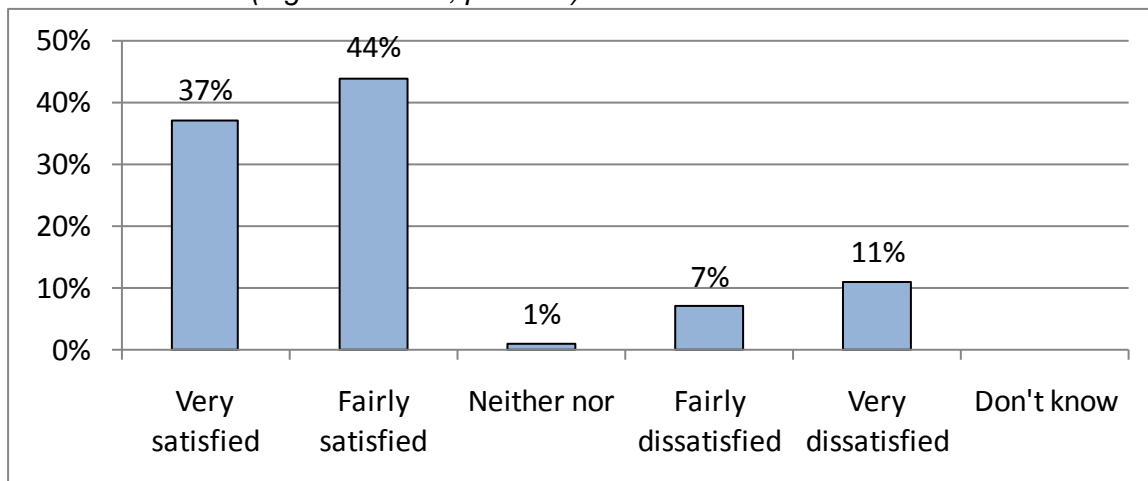
Core Stock tenants were more likely to say they were 'fairly satisfied' with the service provided by the Association's joiners / caretakers

How satisfied are you with the repairs service provided by the Association's joiners / caretakers?	Core Stock	Tenants Choice
Base	40	68
Very satisfied	30%	37%
Fairly satisfied	50%	29%
Neither nor	3%	4%
Fairly dissatisfied	5%	10%
Very dissatisfied	10%	19%
Don't know	3%	-

The table above shows that 50% of Core Stock tenants said they were 'fairly satisfied' with the service provided by the Association's joiners / caretakers, compared to 29% of Tenants Choice tenants.

81% are satisfied with the repairs service provided by one of the Association's other contractors

Q61. How satisfied are you with the repairs service provided by one of the Association's other contractors? (e.g. electrician, plumber)



The chart above is based on the responses of the 86 tenants who were routed to answer this question. It shows that 81% are satisfied with the service provided by one of the Association's other contractors. 18% expressed dissatisfaction with the service (7% 'fairly dissatisfied', 11% 'very dissatisfied').

Core Stock tenants were also more likely to say they were 'fairly satisfied' with the service provided by one of the Association's other contractors

How satisfied are you with the repairs service provided by one of the Association's other contractors?	Core Stock	Tenants Choice
Base	47	37
Very satisfied	36%	38%
Fairly satisfied	49%	38%
Neither nor	-	3%
Fairly dissatisfied	6%	8%
Very dissatisfied	9%	14%
Don't know	-	-

The table above shows that 49% of Core Stock tenants said they were 'fairly satisfied' with the repairs service provided by the one of the Association's other contractors, compared to 38% of Tenants Choice tenants. Given the small sample sizes involved, these findings should only be considered as indicative, not statistically robust.

32% required follow-up work following the first visit

Just under a third of those who had reported a repair in the last 12 months said the repair required follow-up work following the first visit by the contractor or joiner / estate caretaker. This equates to 63 tenants.

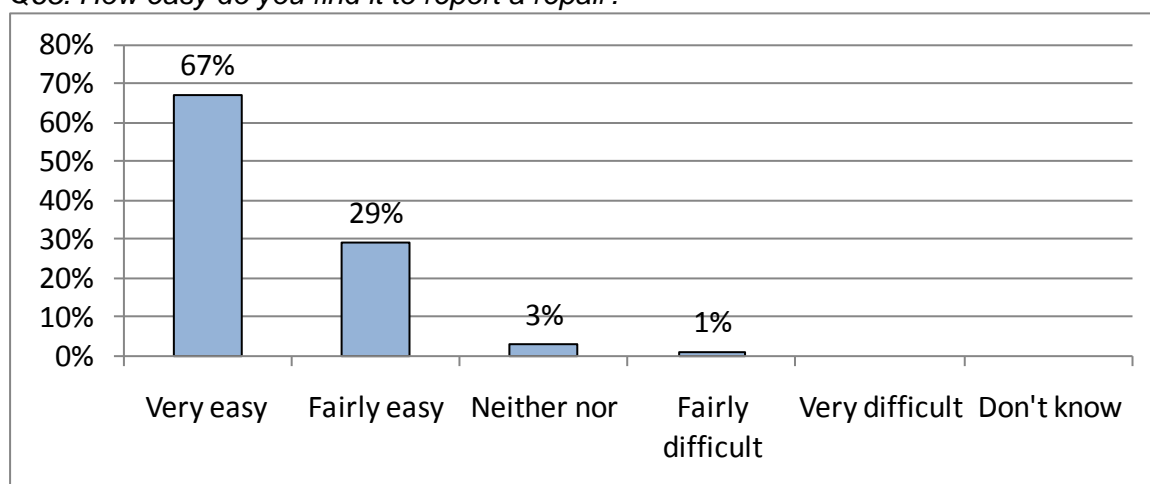
Of these 63 tenants, 43% were satisfied with the time the follow up work took (19% 'very satisfied', 24% 'fairly satisfied'). 46% were dissatisfied (25% 'fairly dissatisfied', 21% 'very dissatisfied'). The remainder answered 'neither nor' or 'don't know'.

Repairs are generally reported by telephone

69% of tenants said they normally report repairs by telephone. The remaining tenants said they report repairs at the Association's office. No other methods were specified.

Tenants find it very easy to report repairs

Q65. How easy do you find it to report a repair?



96% said they found it 'very easy' or 'fairly easy' to report a repair. Only 1% found it 'fairly difficult' and the remaining 3% answered 'neither nor'.

There were no real differences between Core Stock and Tenants Choice tenants with regards to the ease of reporting repairs.

Satisfaction was highest with the ease of reporting a repair, and lowest with the speed at which the work was completed

Q66. Thinking of the repairs you have reported in the last 12 months, how would you rate each of the following aspects of the repairs service:

	Very good	Fairly good	Neither nor	Fairly poor	Very poor	Don't know
Base	39%	46%	5%	5%	3%	1%
Ease in reporting the repair	54%	45%	1%	-	-	-
The helpfulness of the person who the repair was reported to	57%	39%	4%	1%	-	-
Being told the time slot when workers would call	41%	53%	4%	1%	1%	1%
Attitudes of workers	39%	49%	7%	2%	1%	3%
Leaving premises/area neat and tidy	32%	55%	6%	3%	3%	2%
Keeping appointment(s) to carry out the repair	38%	46%	6%	6%	3%	2%
Overall quality of repair work	30%	44%	6%	9%	8%	2%
Time taken between reporting repair and work starting on it	30%	43%	5%	13%	8%	1%
Speed with which the work was completed	31%	42%	6%	11%	9%	1%

The table above shows tenants' responses when asked about various aspects of the repairs service. The table is listed in descending order of the combined percentage who answered 'very satisfied' or 'fairly satisfied'.

Satisfaction was very high with the ease of reporting a repair, the helpfulness of the person the repair was reported to, and being told the timeslot when workers would call (99%, 96% and 94% satisfaction respectively).

Dissatisfaction was highest with the speed at which the work was completed, and the time taken between reporting the repair and work starting on it (20% and 21% dissatisfaction respectively).

These findings are very similar to the 2006 survey results.

In almost all of the aspects of the repairs service measured, 'Tenants Choice' tenants were more likely to say the Association is 'very good'

	% answering 'very good'	
	Base	Tenants Choice
Ease in reporting the repair	50%	58%
The helpfulness of the person who the repair was reported to	57%	57%
Being told the time slot when workers would call	39%	43%
Attitudes of workers	35%	41%
Leaving premises/area neat and tidy	31%	33%
Keeping appointment(s) to carry out the repair	36%	39%
Overall quality of repair work	30%	31%
Time taken between reporting repair and work starting on it	31%	30%
Speed with which the work was completed	26%	36%

Looking at the previous table, 'Tenants Choice' tenants were generally more likely to say the Association is 'very good' when providing feedback on the various aspects of the repairs service.

This is the opposite of the 2006 survey, where Core Stock tenants were more likely to answer this way. However, given the sample sizes being compared, the results should be considered indicative rather than statistically robust.

Looking at the speed with which the repair was completed, 69% of Core Stock Tenants and 76% of Tenants Choice tenants gave a positive response

	Core Stock	Tenants Choice
Base	88	109
Very good	26%	36%
Fairly good	43%	40%
Neither nor	8%	4%
Fairly poor	14%	9%
Very poor	9%	9%
Don't know	-	2%

Looking at the overall quality of repair work, 75% of Core Stock Tenants and 74% of Tenants Choice tenants gave a positive response

	Core Stock	Tenants Choice
	88	109
Very good	30%	31%
Fairly good	45%	43%
Neither nor	7%	6%
Fairly poor	13%	6%
Very poor	5%	11%
Don't know	1%	3%

Amongst those reporting repairs, 37% had used the out of hours service

Amongst tenants who had reported a repair in the last 12 months, 37% had used the out of hours service. This equates to 20% of all tenants surveyed, or 72 people.

93% were satisfied with the out of hours service

Amongst those who had used the out of hours service, 93% were satisfied (61% 'very satisfied' and 32% 'fairly satisfied'), and 4% (3 people) were dissatisfied. The remainder answered 'neither nor'.

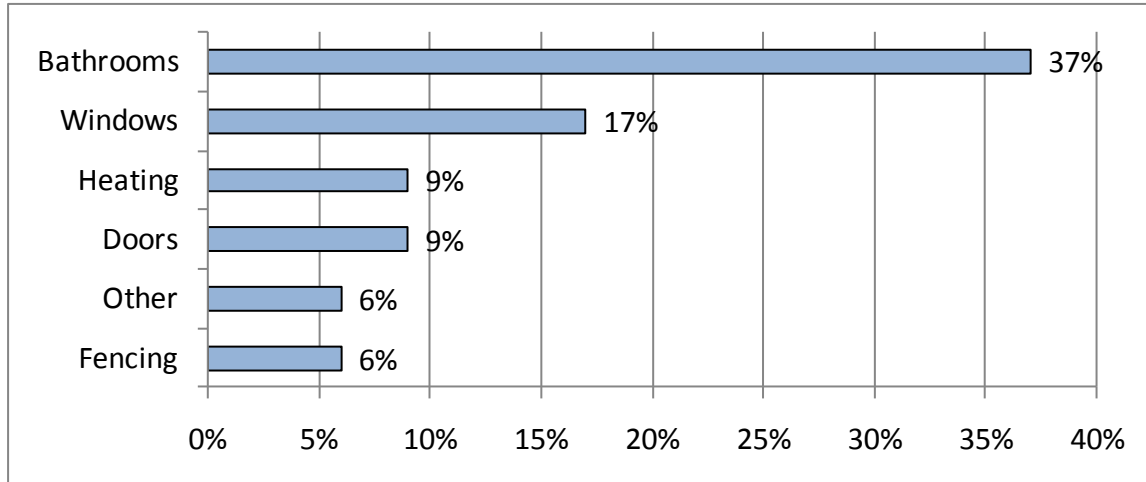
68% of Tenants choice tenants were very satisfied with the out of hours service, compared to 54% of Core Stock tenants

Amongst the 72 tenants who had used the out of hours service in the last year, 35 were 'Core Stock' tenants and 37 were 'Tenants Choice' tenants. 68% of Tenants Choice tenants said they were 'very satisfied' with the out of hours service, compared to 54% of 'Core Stock' tenants. Again, given the small sample sizes involved, these comparisons are not statistically robust.

6. Maintenance

Tenants' key priority for maintenance in their home is bathrooms

Q69. After kitchens, what do you regard to be the one key priority for maintenance in your home?



37% of tenants said that bathrooms were their one key priority for maintenance in their home. 17% said windows were their top priority, whilst 9% said heating or doors.

17% of tenants did not specify any maintenance required in their home.

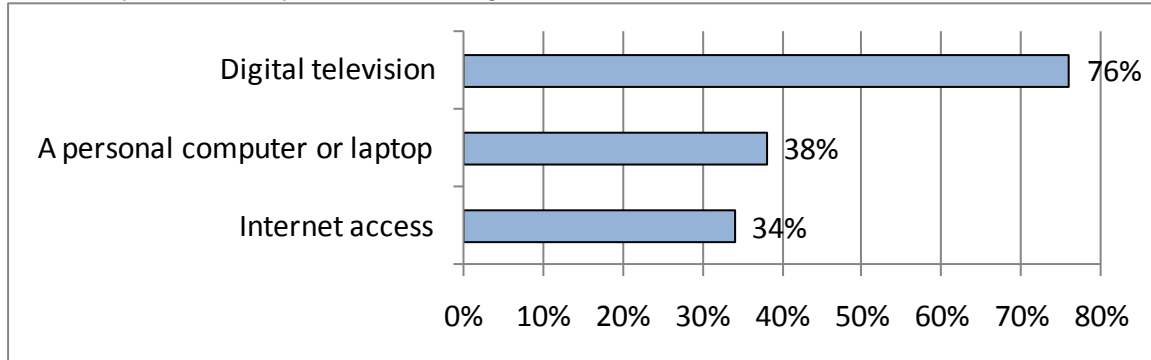
Tenants Choice tenants were more likely to specify bathrooms as the key priority for maintenance in their home

Almost half of all Tenants Choice tenants (48%) said that their key priority for maintenance in their home was bathrooms. This compares to only 24% of Core Stock tenants.

7. The Home

More than three quarters of tenants have digital television

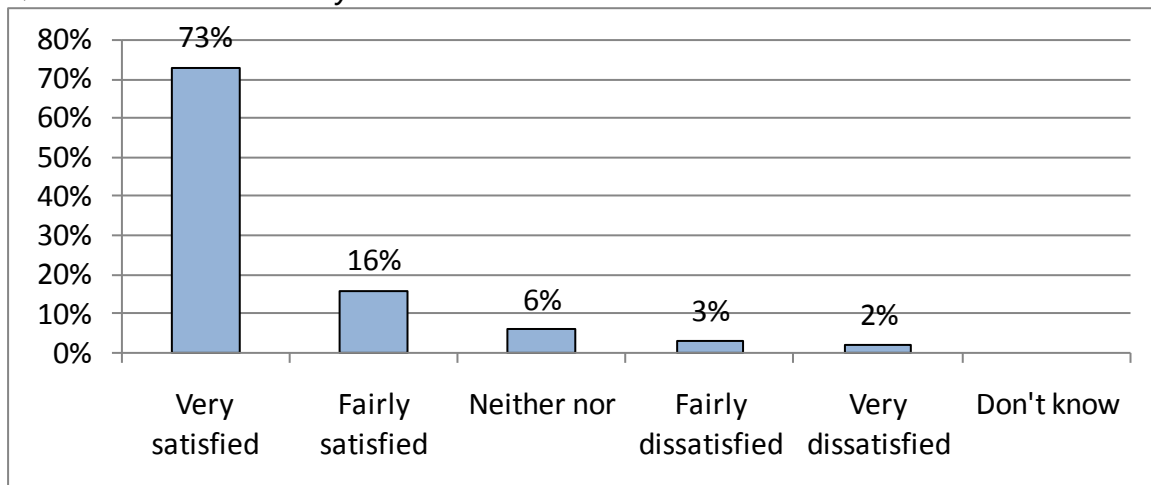
Q70. Do you have any of the following at home?



76% of tenants said they had digital television, 38% had a personal computer or laptop, and 34% had internet access.

89% are satisfied with new kitchens fitted by the Association

Q71. ...How satisfied are you with this new kitchen?



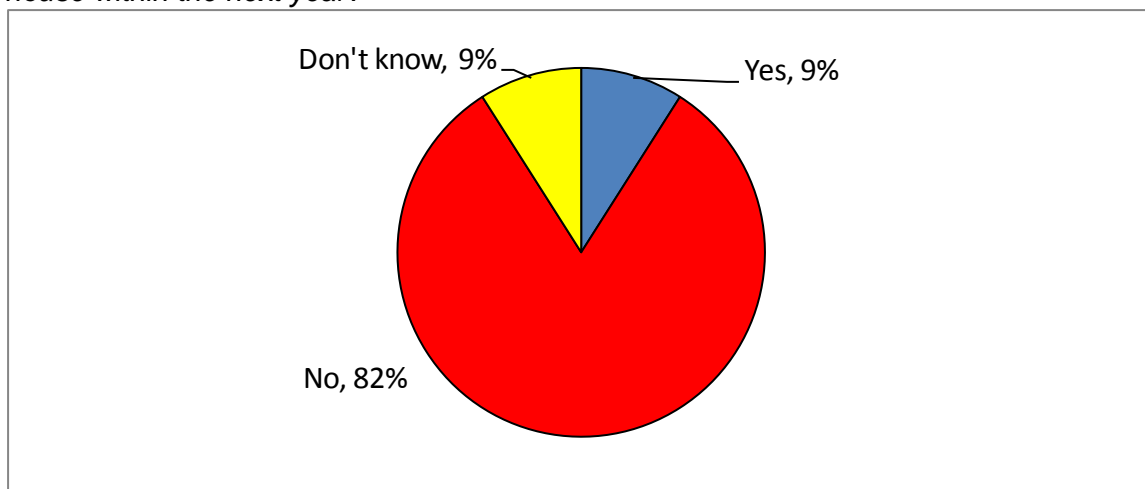
125 tenants (35% of all respondents) said they had a new kitchen fitted by the Association in the past three years. Of these tenants, 73% said they were 'very satisfied' with their new kitchen, 16% were 'fairly satisfied', 3% were 'fairly dissatisfied' and 2% 'very dissatisfied'. The remainder answered 'neither nor'.

88% were aware that the Association could make disabled adaptations to tenants' homes or install aids

The vast majority of tenants (88%) said they were aware that the Association could make disabled adaptations to tenants' homes or install aids if they require them.

9% of tenants are likely to be applying to the Association to move house within the next year

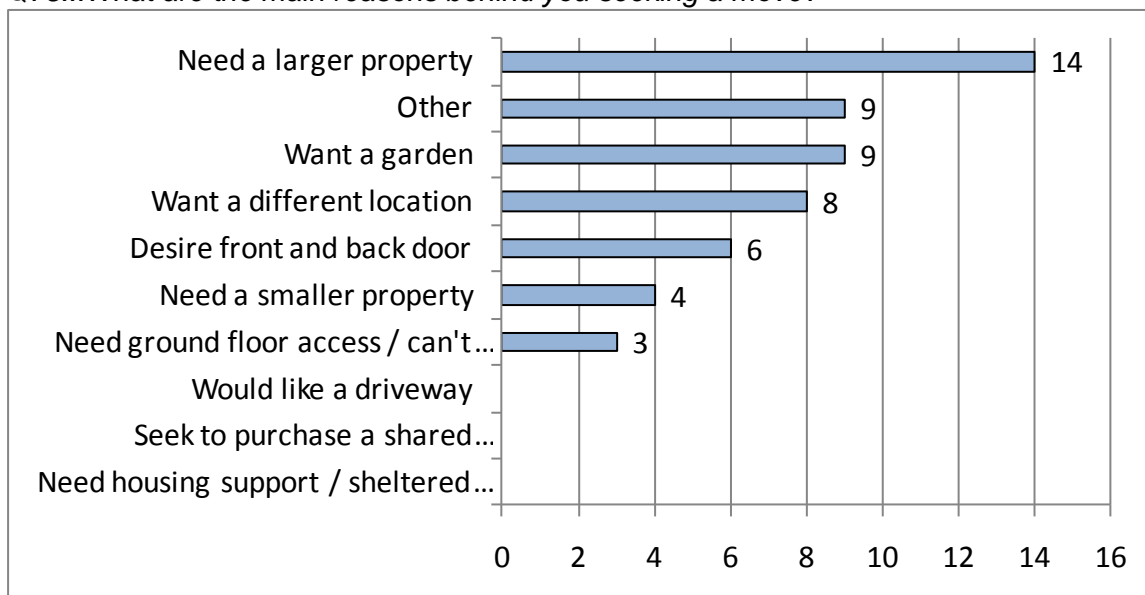
Q74. *Thinking to the future, are you likely to be applying to the Association to move house within the next year?*



9% of tenants (33 people) said they were likely to be applying to the Association to move house within the next year. 82% said they would not be applying for a move and 9% were unsure.

The main reason for seeking a move was a larger property

Q75...*What are the main reasons behind you seeking a move?*



Of the 33 tenants who said they were likely to be applying to move house, the main reasons given are shown in the chart above. Given the small numbers involved, the chart shows actual tenant numbers rather than percentages.

14 tenants require a larger property, 9 want a garden, and 8 want a different location.

The 'other' responses given included:

Neighbour problems / bad neighbours (3 respondents)

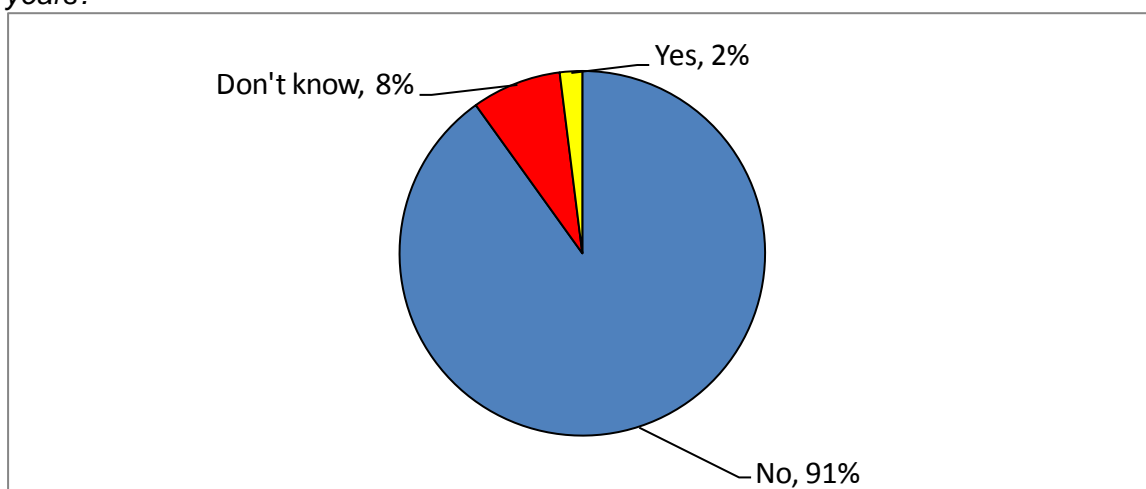
Larger kitchen

Dampness problem

House not suitable for young child

Only 2% said that someone else in the home planned to move to their own separate home in the next 3 years

Q76. Does anyone else living here plan to move to their own separate home in the next 3 years?

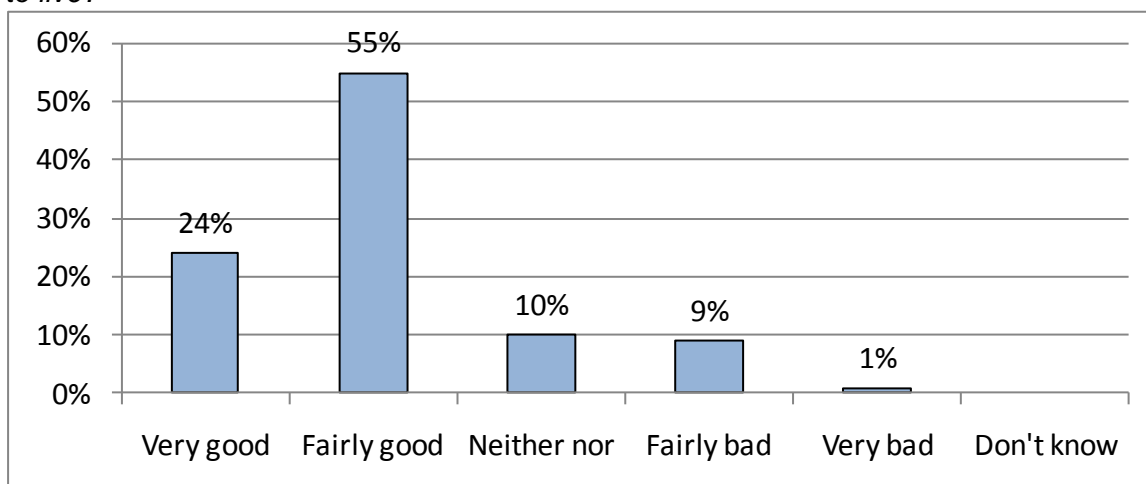


2% of tenants said that someone else living in their home plans to move to their own separate home in the next 3 years.

8. The Neighbourhood

79% considered the Windlaw area a good place to live

Q77. Turning now to the Windlaw area that you live in, what do you think of it as a place to live?



Just under a quarter of tenants (24%) considered their neighbourhood to be a 'very good' place to live, whilst 55% considered it a 'fairly good' place to live. 9% said it was a 'fairly bad' place to live, and 1% said it was 'very bad'.

In the 2006 survey, 88% of tenants said they considered their neighbourhood a good place to live. The results have therefore dropped by 9% this year. However, the proportion of tenants saying 'very good' has risen from 20% in 2006 to 24% in 2009.

Satisfaction was highest with lighting, and lowest with teenage facilities

Q78. Can you tell me how satisfied you are with the following aspects of your neighbourhood:

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
Base	7%	50%	11%	12%	10%	11%
Street lighting	18%	80%	1%	0%	1%	1%
Your feeling of safety	12%	74%	6%	5%	2%	1%
The maintenance of the common areas	8%	73%	8%	6%	3%	1%
Community facilities	7%	59%	18%	7%	2%	7%
Car parking facilities	9%	48%	13%	13%	5%	12%
Stravanan Road shops	2%	49%	22%	17%	8%	3%
Pensioners' facilities	2%	33%	17%	7%	7%	33%
Children's play facilities	1%	18%	5%	27%	31%	18%
Teenage facilities	1%	14%	6%	28%	31%	19%

Respondents were then asked to give feedback on their levels of satisfaction with various aspects of the neighbourhood in which they live.

The table is listed in descending order of the combined percentage who answered 'very satisfied' or 'fairly satisfied'.

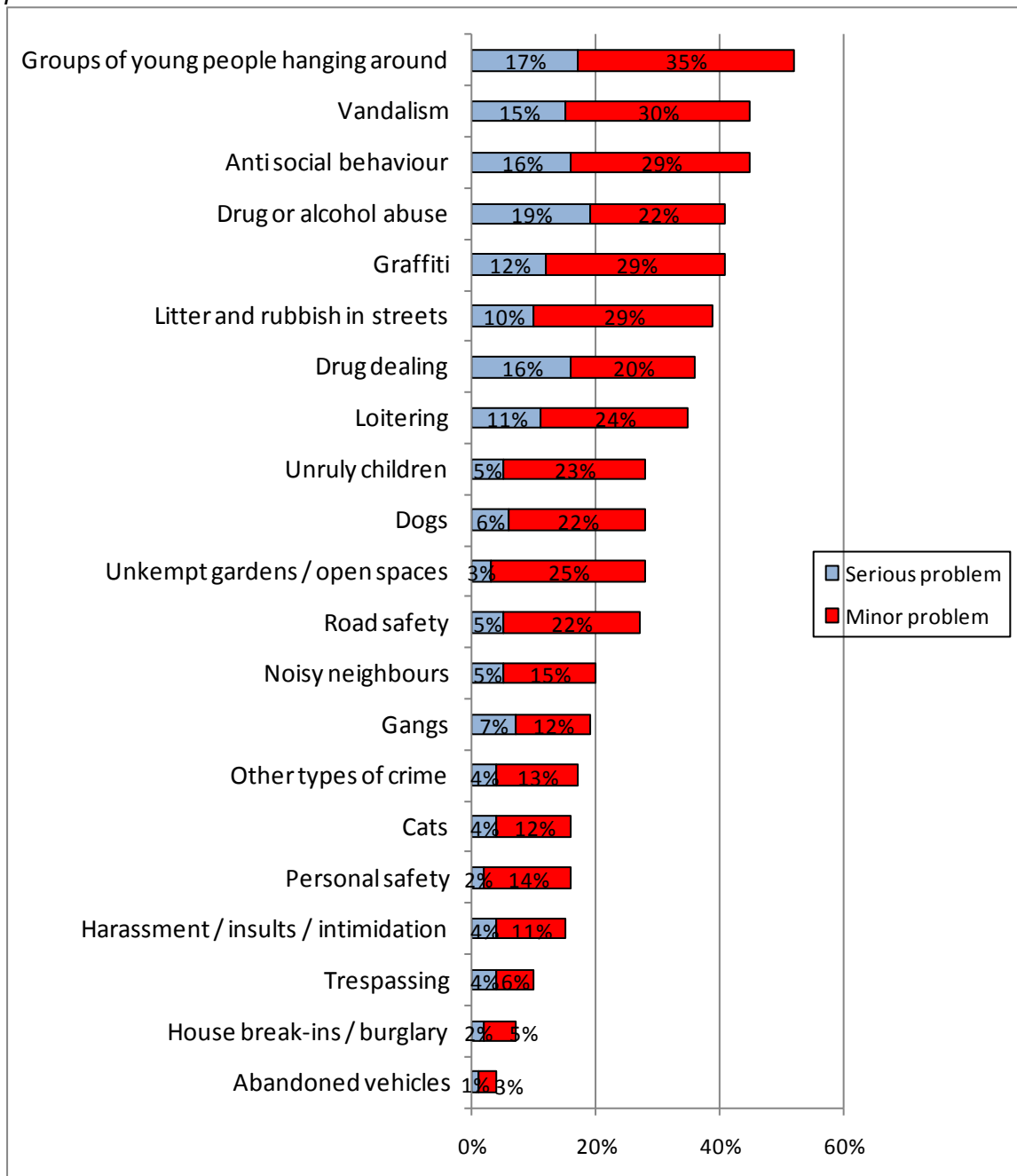
Overall satisfaction is highest with street lighting, with 98% of tenants satisfied. Satisfaction is also high with tenants' feeling of safety (86% satisfied).

Levels of dissatisfaction are highest in terms of facilities for teenagers, and children's play facilities, with 59% and 58% of tenants respectively expressing dissatisfaction with these aspects of their neighbourhood.

In the 2006 survey results the same aspects of the neighbourhood were ranked highest / lowest.

Drug or alcohol abuse was a serious problem for 19%

Q79...to what extent do you think these are a serious problem, a minor problem or not a problem



The above chart is listed in order of the combined percentage of tenants who answered 'serious problem' or 'minor problem'.

Overall, the main problems specified were groups of young people hanging around, vandalism and anti social behaviour. However, in terms of 'serious' problems, these were considered to be drug or alcohol abuse (19%), groups of

people hanging around (17%) anti social behaviour (16%) and drug dealing (16%).

‘Other’ problems specified included:

Nothing for kids to do	9 respondents
Underage drinking	6 respondents
Not enough security cameras/CCTV	6 respondents
Quad bikes	3 respondents
Anti social neighbours	3 respondents
Cleansing dept could be better / bulk uplifts take too long	3 respondents
Lack of soundproofing	3 respondents

Just over half of all tenants felt that North View has a role to play in addressing problems in the neighbourhood

52% of tenants said ‘yes’ when asked whether they felt North View had a role to play in addressing problems in the neighbourhood.

This is a much lower proportion than in the 2006 survey, where 96% of tenants said they felt North View had a role to play in addressing problems in the neighbourhood.

Of the 52% (184 tenants) who felt that North View had a role to play, their main suggestions in terms of what the Association should do can be categorised as follows:

Comments relating to security/CCTV	36 responses
Comments relating to anti social behaviour	23 responses
Comments relating to more action/communication/awareness	28 responses
Comments relating to something for the kids	22 responses
Comments relating to police involvement	16 responses
Comments relating to tenant vetting	10 responses

Some examples of the specific comments given are detailed below:

Typical comments relating to security/CCTV:

More security cameras

Typical comments relating to anti social behaviour:

Evict anti social neighbours
Talk to / write to parents of unruly children
Help sort out alcohol problems

Typical comments relating to more action/communication/awareness:

Keep an eye on what's happening
Be more active rather than just sending out letters
Keep up the standard

Typical comments relating to something for the kids:

Build play area for kids
More activities for kids and teenagers

Typical comments relating to police involvement:

Work with the police
Get a community policeman into the area
Police patrols

Typical comments relating to tenant vetting:

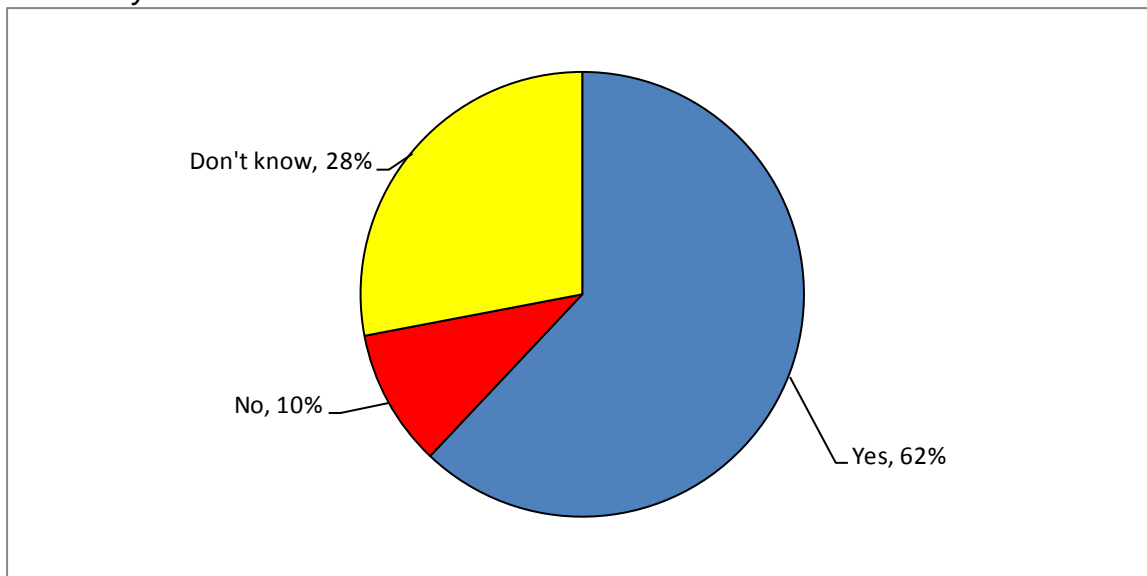
Better vetting of new tenants

4 in 10 tenants were aware that the Association has been involved in providing youth projects

40% of tenants were aware that the Association has been involved in providing youth projects for young people in the Windlaw area. The remaining 60% were not aware.

The majority felt that the Association's involvement in providing youth projects has had a positive effect on the community

Q84. Do you think the Association's involvement in this has had a positive effect on the community?



Of those who were aware of the Association's involvement in providing youth projects (141 tenants), 62% said that this involvement has had a positive effect. One in 10 tenants (10%) said it has not had a positive effect and the remainder were unsure.

The vast majority are aware that the Association has been involved in social activities

82% said they were aware that North View has been involved in social activities such as providing bus trips and a pantomime for residents, and taking part in the Castlemilk family day.

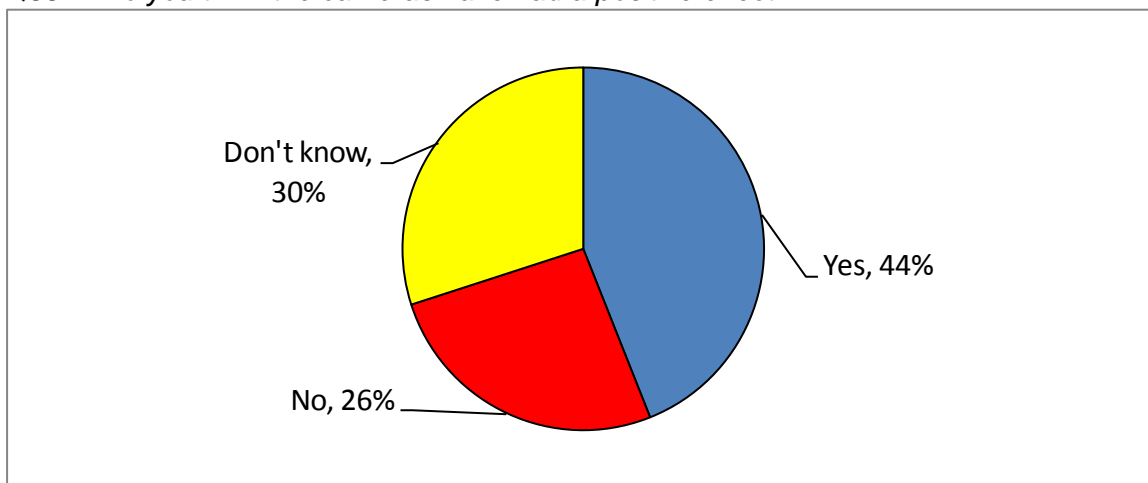
77% of all tenants went on to agree that these are activities the Association should be doing. Only 3% did not feel that the Association should be involved in social activities, and the remainder were unsure.

Around 9 in 10 tenants are aware of the two CCTV cameras in the area

89% were aware of the two CCTV cameras in the area.

44% feel that the CCTV cameras have had a positive effect

Q88. ...Do you think the cameras have had a positive effect?

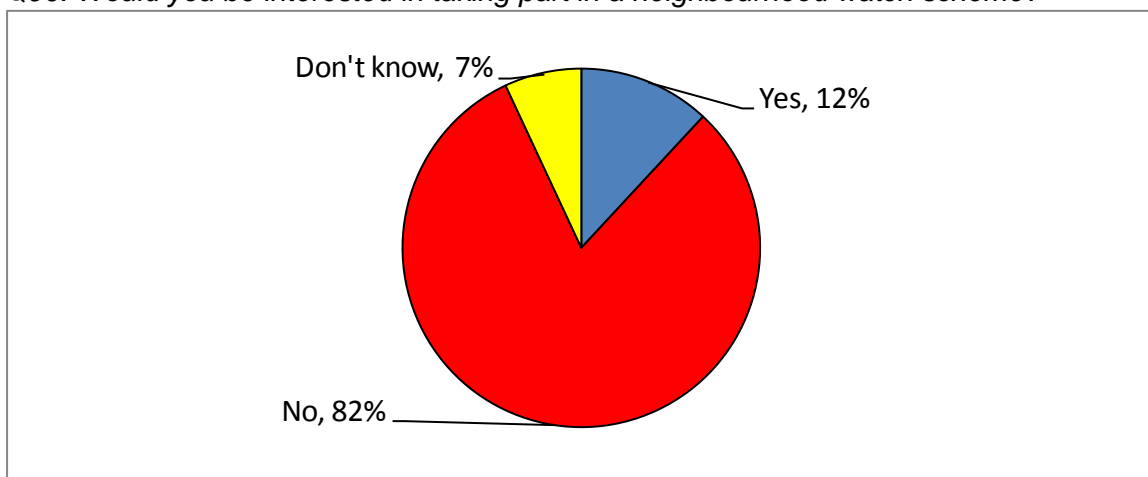


Of the 317 tenants who said they were aware of the two CCTV cameras, 44% said they have had a positive effect. Just over a quarter (26%) said they have not had a positive effect, and the remainder were unsure.

A total of 33 tenants said they had telephoned the camera operator.

12% of tenants would be interested in taking part in a neighbourhood watch scheme

Q90. Would you be interested in taking part in a neighbourhood watch scheme?



12% of tenants said they would be interested in taking part in a neighbourhood watch scheme. The vast majority (82%) said they would not be interested, whilst 7% answered 'don't know'.

85% of tenants have daily contact with their neighbours, 75% have daily contact with friends, and 69% have daily contact with relatives

Q91. How often do you have contact with the following?

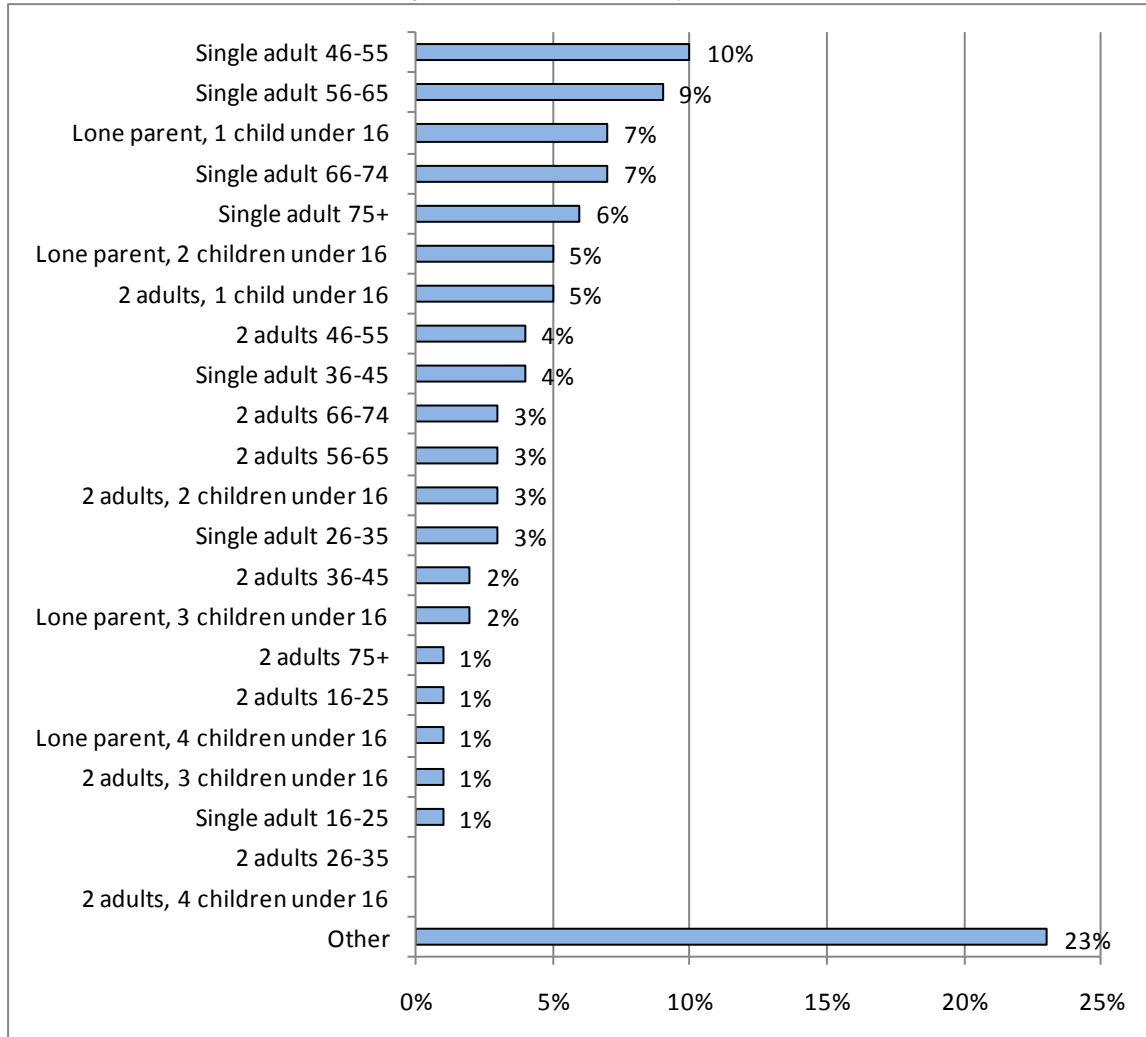
	Daily	Weekly	Monthly	Less often	Never
Base	76%	20%	2%	2%	1%
Neighbours	85%	11%	1%	2%	1%
Friends	75%	22%	2%	1%	1%
Relatives	69%	26%	3%	1%	0%

The table above shows tenants' level of contact with neighbours, friends and relatives. The majority see each of these on a daily basis.

9. Tenant Information

19% of households comprise of a single adult 46-65

Q92. Which of these describes your household composition?



The chart above shows the split in terms of household composition.

26% of tenants are long term sick / disabled, and 24% are retired

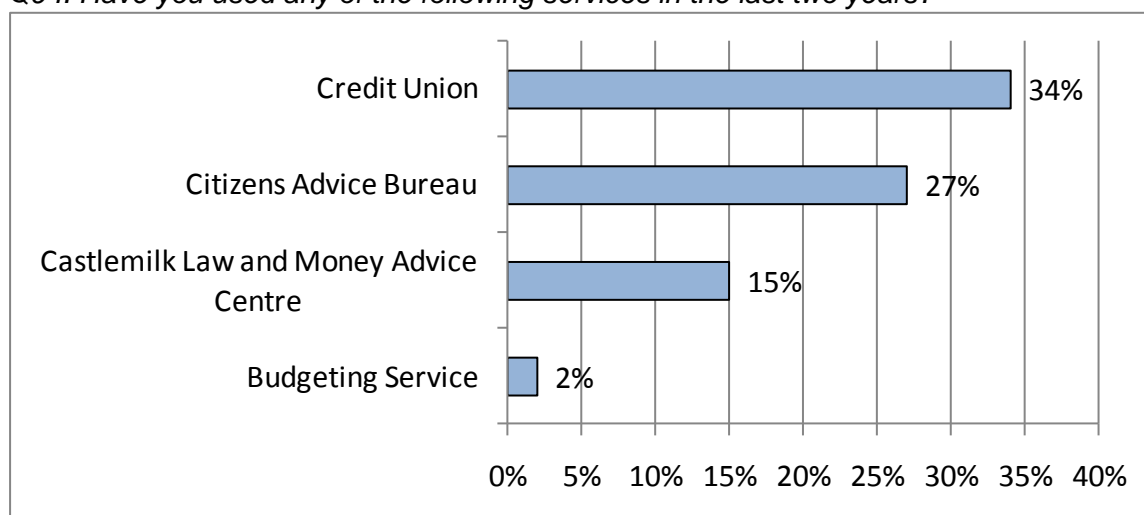
Q93. How would you describe the occupational status of you, your partner/spouse, and any other residents aged 16-24

	You	Your partner / spouse	Other resident 1	Other resident 2	Other resident 3
Base (number of respondents)	355	355	355	355	355
Full time paid work	10%	8%	6%	1%	-
Part time paid work	6%	1%	2%	0%	0%
Full time education	1%	1%	7%	3%	1%
Part time education	0%	0%	1%	-	-
Government training programme	1%	-	1%	0%	0%
Unemployed	19%	5%	3%	1%	1%
Long term sick / disabled	26%	6%	3%	1%	-
Looking after family	11%	1%	0%	-	-
Retired	24%	6%	-	-	-
Voluntary work	0%	-	-	-	-
Not applicable / no reply	-	72%	77%	94%	98%
Other	1%	-	-	-	-

The table above shows the occupational status of tenants, their partner / spouse, and any other household members aged 16-24.

Over a third of tenants have used the Credit Union in the last two years. Just over a quarter have used Citizens Advice Bureau

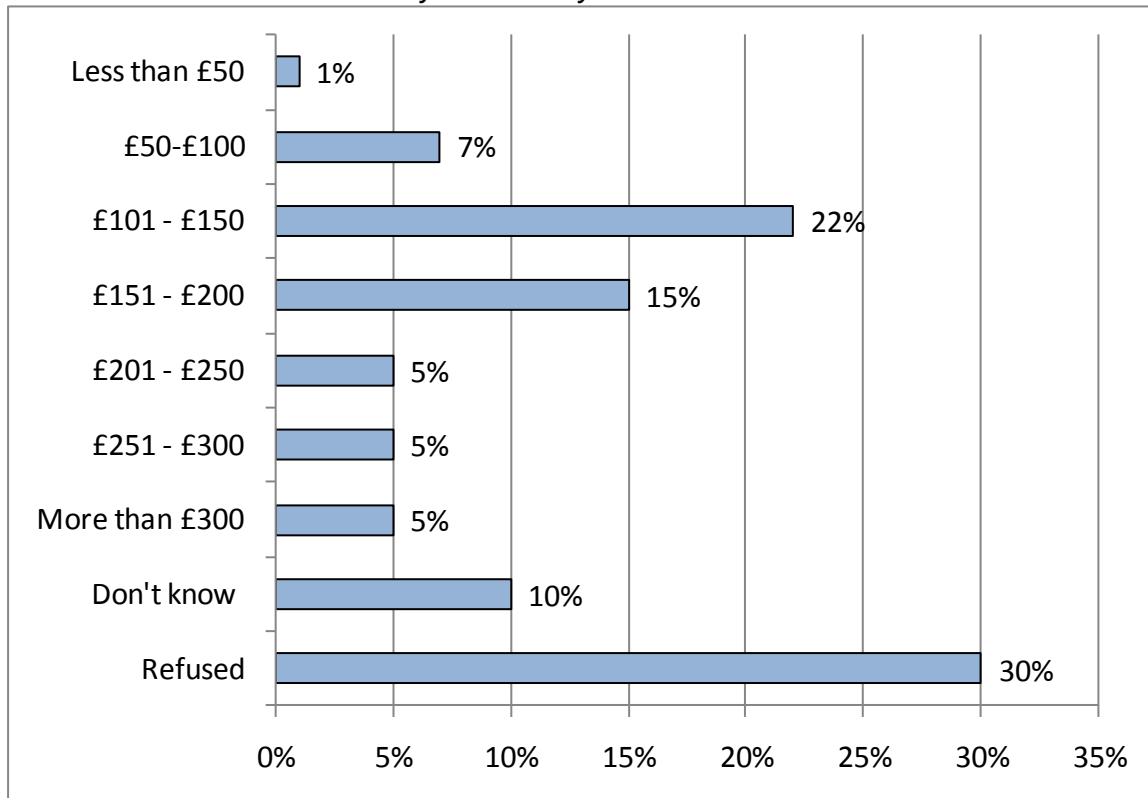
Q94. Have you used any of the following services in the last two years?



Just over a third of tenants (34%) said they had used the Credit Union in the past two years. 27% had used Citizens Advice Bureau, 15% had used Castlemilk Law and Money Advice Centre, and 2% had used the Budgeting Service.

22% of tenants have a net weekly household income of £101-£150

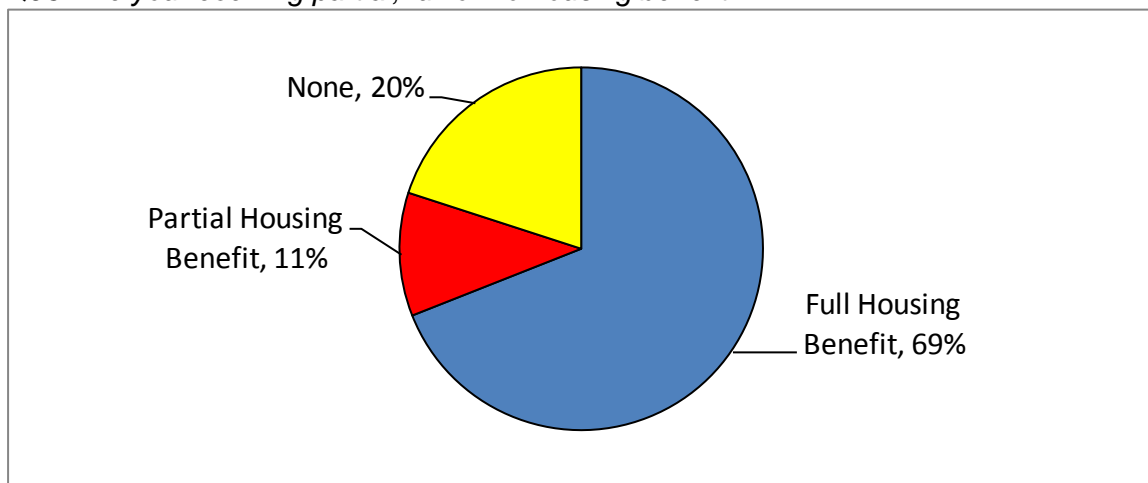
Q95. What is the total net weekly income of your household?



22% of tenants said their net weekly income was £101-£150 per week.

69% of tenants receive full Housing Benefit

Q96. Are you receiving partial, full or no housing benefit?



69% of tenants said they were on full Housing Benefit, 11% on partial Housing Benefit and the remainder said they did not receive any Housing Benefit.

Tenants not in receipt of partial or full Housing Benefit were then asked to provide their current net weekly levels of income, split by wages and any other income.

In terms of wages (net weekly levels), 23 tenants gave a response. The responses given ranged from £100 per week to £500 per week. The median figure given was £190 per week.

In terms of other income (such as child allowance, pensions etc), responses ranged from £18 to £278 per week. The median figure given was £50 per week.

48% of tenants said they, or another member of their household, has a disability

48% of tenants interviewed said that they, or another member of their household, had a disability.

Of these 171 tenants, 67% said it was a physical disability, 16% said it related to mental health, and 5% specified a hearing impairment. Learning disabilities and visual impairments were specified by 4%.

13% said it was some 'other' disability. These included:

- Heart condition
- Epilepsy
- Depression
- Cerebral palsy
- Asthma

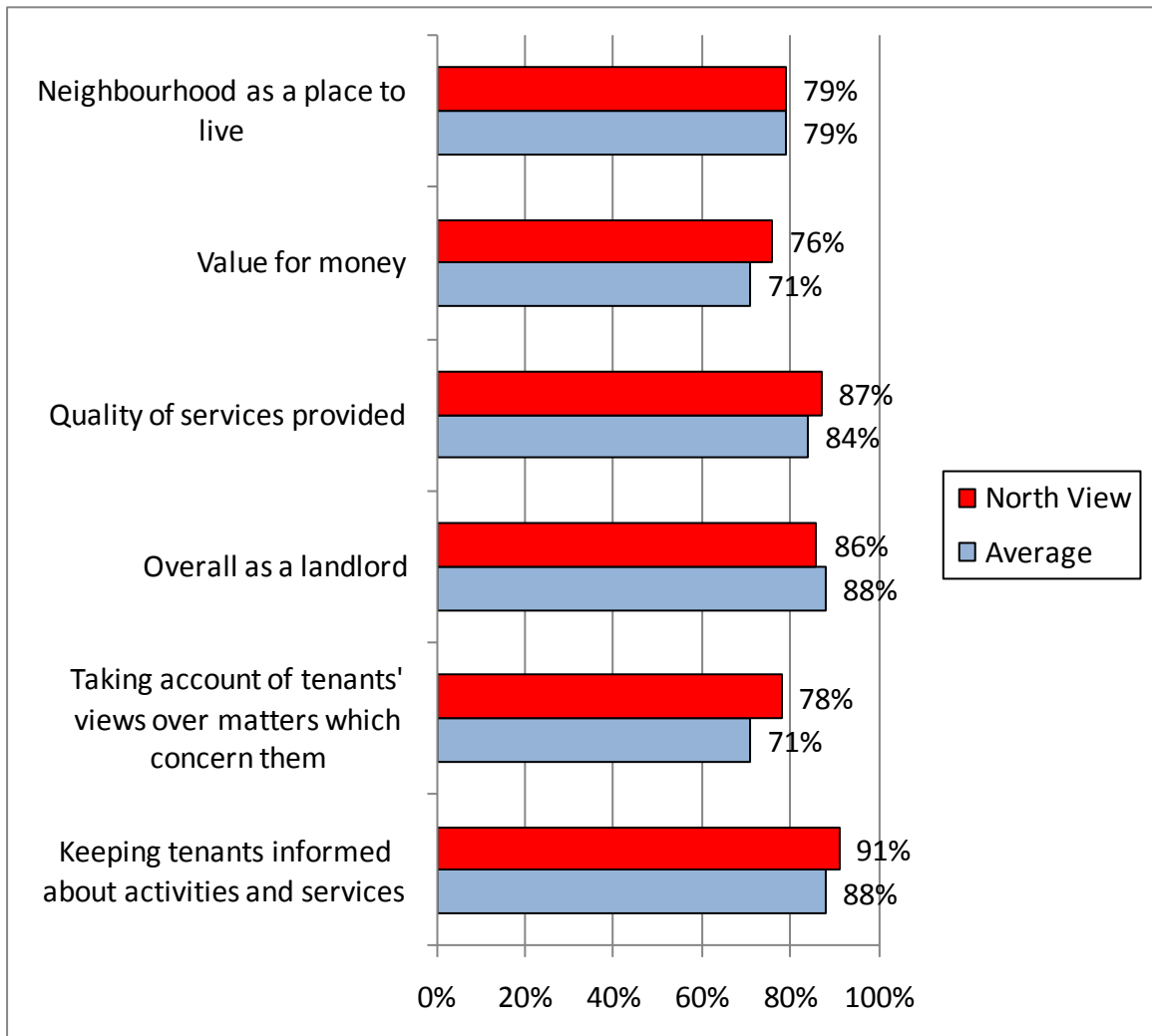
95% of tenants consider themselves to be 'White Scottish'

95% of tenants said they were 'White Scottish', 2% 'White Other British', 2% 'Asian Pakistani', 1% 'White Irish' and 1% 'Black African'.

10. Benchmarking

The results of North View Housing Association's Tenant Satisfaction Survey were benchmarked against the average results of the wide range of other Housing Associations (around 40) for whom Carolyn Allison, Project Manager, has carried out similar work. The results are shown below:

North View scores above average for 4 of the 6 areas benchmarked



The chart above illustrates the percentage satisfaction levels for each aspect measured and shows that North View scores above average in terms of value for money, the quality of services provided, keeping tenants informed, and taking account of their views.

The Association scores below average in terms of overall as a landlord.

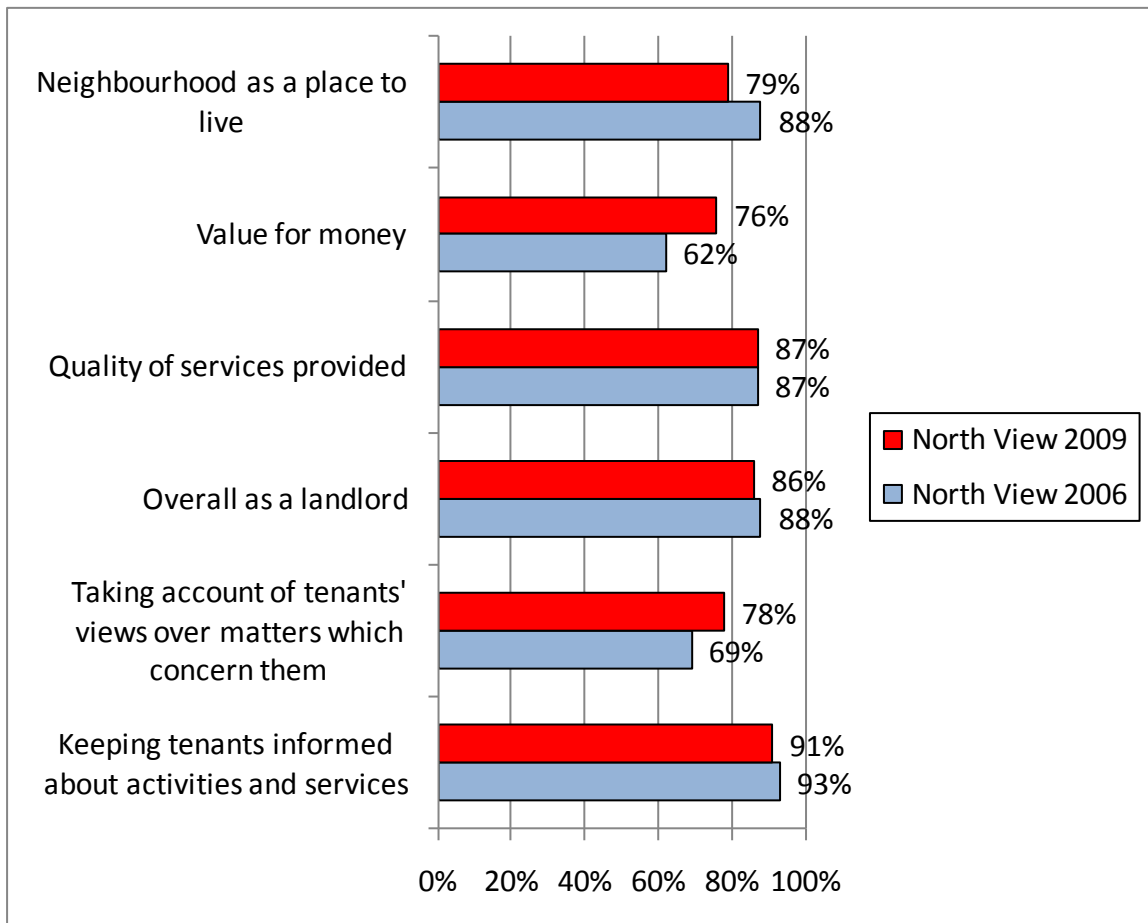
In North View's 2009 tenant survey, the section of the survey relating to repairs was re-worded and is not entirely suitable for comparison as part of this benchmarking process. However, for the Association's own records, the average proportion of positive results given by tenants when asked about satisfaction with their housing provider's repairs service is 77%. This compares to 71% satisfaction with the repairs service provided by North View's joiners/caretakers, and 81% satisfaction with the repairs service provided by one of North View's other contractors.

11. Overview of Association's Performance

It is important that the Association tracks overall performance in terms of tenant satisfaction levels. For this reason we have carried out two comparisons:

- A comparison of overall satisfaction levels – 2006 versus 2009
- A comparison of mean ratings – 2006 versus 2009

Since the last survey, satisfaction levels have increased in terms of value for money and taking account of tenants' views over matters that concern them



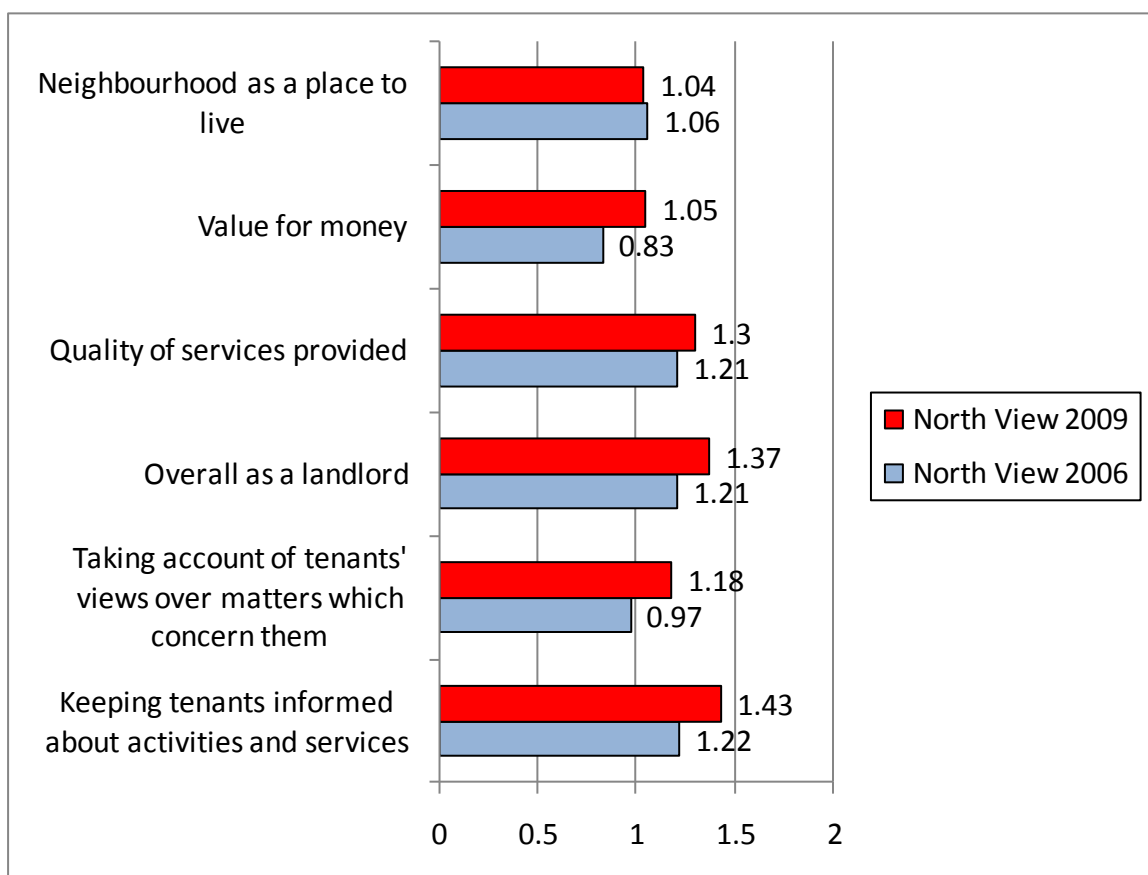
The chart above shows levels of satisfaction with North View in the 2006 and 2009 tenant surveys. Since the previous survey, satisfaction has increased in terms of value for money and taking account of tenants' views. Levels of satisfaction have decreased in terms of the neighbourhood as a place to live, overall as a landlord, and keeping tenants informed.

The second comparison involves a mean rating being applied to specific areas covered in the survey. To do this, each ratings band is given a numerical value where:

- x2 = Very Satisfied/Very Good
- x1 = Fairly Satisfied/Fairly Good
- x(-1) = Fairly Dissatisfied/Fairly Bad
- x(-2) = Very Dissatisfied/Very Bad

Respondents who answered 'don't know' or 'neither nor' (if applicable) are taken away from the total number of respondents. The mean score is then calculated by % of respondents within each band by the numerical value of that band. Results are then added together.

Looking at the mean scores, the 2009 survey results are higher than the 2006 results in 5 of the 6 aspects measured.



The mean scores for 2006 and 2009 are illustrated in the chart above, showing that in 5 of the 6 aspects measured the Association's mean scores are higher this year.

This is primarily due to the high proportion of 'very satisfied' or 'very good' responses this year, as opposed to 'fairly satisfied' or 'fairly good'.

E. Main Survey Results – Owner Survey

20 of the Association’s 66 owners were surveyed during the course of the research.

Given the low sample size (and therefore low statistical accuracy), the results have been presented as actual figures rather than percentages.

1. The Association

The majority of owners feel the Association is good at keeping them informed

	Base	How good do you think the Association is at keeping you i...					
		Very good	Fairly good	Neither nor	Fairly bad	Very bad	Don't know
	20	7	10	-	-	1	2

Owners prefer to be consulted about decisions affecting their home via newsletters and surveys

18 respondents said they prefer to be consulted via letter. The remaining 2 said ‘don’t know’.

2. Contact with the Association

6 of the 20 owners were aware of the complaints procedure, and 3 had used it (one complaint was made in writing)

Two owners were fairly satisfied and 1 was fairly dissatisfied with the outcome. Reasons cited for dissatisfaction were the length of time taken to deal with the complaint, the attitude of staff and the decision reached.

The majority of owners are satisfied with the Association overall

Base	Overall how satisfied are you with the Association?					
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
20	5	9	-	3	1	2

No owners said they would be interested in becoming a Committee member

18 of the 20 owners said they read the Association's quarterly newsletter

Most owners agreed that the newsletter is easy to read, interesting, informative and contains useful information

	Base				
		Agree strongly	Agree	Disagree	Disagree strongly
Easy to read	18	8	10	-	-
Interesting	18	4	11	3	-
Informative	18	5	12	1	-
Contains useful information	18	4	11	2	1

Only 1 owner had visited the Association's new website, launched in December 2008. This owner considered it useful and easy to use

Half of owners don't know the Association's opening hours.

Base	How convenient do you find the Association's opening hours?					
	Very convenient	Fairly convenient	Neither nor	Fairly inconvenient	Very inconvenient	Don't know the opening hours
20	3	4	-	2	1	10

16 of the 20 owners have not had any contact with the Association in the last 12 months

Base	About how many times have you had contact with the Associ...					
	None	Once	2-3 times	4-6 times	More than 6 times	Don't know
20	16	1	2	1	-	-

Of the 4 owners who have had contact with the Association in the last 12 months, all made contact by telephone

Of those who last made contact by telephone, only one expressed dissatisfaction with the helpfulness of the staff member and the quality of advice and assistance given

	Base	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
Length of time it took to answer the telephone	4	2	2	-	-	-	-
Length of time it took to speak to the relevant member of staff	4	2	2	-	-	-	-
Helpfulness of the member of staff	4	3	-	-	-	1	-
Quality of advice and assistance given	4	2	-	1	-	1	-

13 were aware that the Association can make its publications available in alternative formats. 3 said they require large print

3. Services

Most owners are satisfied with the quality of services

Base	How satisfied are you with the overall quality of service...					
	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
20	4	8	2	3	3	-

When asked about the one thing the Association could do to improve things for them, the responses given were:

- Improve repairs and use proper tradesmen
- Improve the area
- Offer the same service they give tenants
- Send bills out on time
- Take more note of the people who complain

Owners were satisfied with common repairs and landscape maintenance

	Base						
		Very satisfied	Fairly satisfied	Neither Nor	Fairly dissatisfied	Very dissatisfied	Don't know
Common repairs	20	1	12	2	1	1	3
Landscape maintenance	20	2	14	1	-	1	2

No owners had reported a common repair in the last 12 months

4. Factoring

13 out of 20 owners said they have enough information about how factoring charges are calculated. The remaining 7 said they did not

The majority feel factoring charges are good value for money

Base	Taking account the services you receive, to what extent d...					
	Very good value	Good value	Neither nor	Bad value	Very bad value	Don't know
20	1	11	-	4	2	2

5. Neighbourhood

15 out of 20 owners think the Windlaw area is a good place to live

Base	Turning now to the Windlaw area that you live in, what do...					
	Very good	Fairly good	Neither nor	Fairly bad	Very bad	Don't know
20	2	13	2	2	1	-

Satisfaction is high with street lighting and low with children's play facilities and teenage facilities

	Base						
		Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	Don't know
Car parking facilities	20	3	11	1	-	3	2
Children's play facilities	20	-	4	1	5	6	4
Teenage facilities	20	-	1	2	4	7	6
Pensioners' facilities	20	-	5	4	1	4	6
The maintenance of the common areas	20	2	12	2	1	3	-
Your feeling of safety	20	2	12	2	1	3	-
Street lighting	20	3	15	1	-	1	-
Community facilities	20	-	9	3	6	1	1
Stravanan Road shops	20	-	6	4	8	2	-

5 of the 20 owners consider vandalism and graffiti to be serious problems.

	Base			
		Serious problem	Minor problem	Not a problem
House break-ins / burglary	20	-	-	20
Anti social behaviour	20	3	12	5
Vandalism	20	5	5	10
Graffiti	20	5	7	8
Drug dealing	20	3	3	14
Drug or alcohol abuse	20	3	9	8
Harassment / insults / intimidation	20	-	1	19
Other types of crime	20	-	5	15
Loitering	19	2	12	5
Groups of young people hanging around	20	2	16	2
Noisy neighbours	20	1	-	19
Personal safety	20	1	3	16
Abandoned vehicles	20	-	-	20
Litter and rubbish in streets	20	-	13	7
Unkempt gardens / open spaces	20	-	2	18
Road safety	20	-	-	20
Dogs	20	3	3	14
Cats	20	3	3	14
Unruly children	20	2	4	14
Trespassing	20	-	3	17
Gangs	20	3	6	11

‘Other’ problems cited were a lack of facilities for young people and a lack of security cameras.

8 out of 15 owners think North View has a role to play in addressing problems in the neighbourhood

Of those who believed North View has a role to play in addressing problems in the neighbourhood, the suggestions given included:

- Cater more for younger people within the community
- Do what they are already doing
- Get better organised and clamp down on crime
- Keep off sale shops to industrial estates
- Control the dogs roaming around
- More cameras
- Put up more cameras

14 of the 20 owners surveyed were aware of the CCTV that has been introduced to the area, and 8 of those owners think it has had a positive effect. Only 1 owner has telephoned the camera operator

No owners said they would be interested in taking part in a neighbourhood watch scheme

6. Owner information

5 of the 20 owners said they, or a member of their household, had a disability. These related to either a physical disability or a hearing impairment

All owners surveyed were White Scottish

APPENDIX I
TENANT SURVEY QUESTIONNAIRE

APPENDIX II
OWNER SURVEY QUESTIONNAIRE
