



Tenant Satisfaction Survey
2018

THE RESULTS

TABLE A – ARC SATISFACTION RESULTS FROM 2018 SURVEY AND YEAR-YEAR COMPARISONS

Variable (% measure is very and fairly satisfied unless stated)	Caledonia Housing 2013	Caledonia Housing 2014	Caledonia Housing 2015	Caledonia Housing 2018	Average RSLs 2017 (Source ARC Data)
Overall satisfaction with services	88%	85%	89%	88%	90%
Satisfaction with repairs (last year)	78%	86%	86%	82%	94%
Satisfaction with housing quality	79%	79%	87%	89%	89%
Satisfaction with standard of home on moving in (1 year let)	88%	88%	82%	-	92%
Keeping tenants informed (% very and fairly good)	91%	91%	93%	90%	92%
Satisfaction with opportunities to participate	79%	77%	81%	84%	84%
Rent is value for money (% very and fairly good)	86%	83%	87%	89%	82%
Satisfaction with neighbourhood management	82%	81%	85%	82%	88%

Executive Summary

Introduction, Methods and Research Resources

This report provides the results of research into the satisfaction levels of a sample of Caledonia Housing Association (Caledonia) tenants in relation to services such as repairs, information provision, housing quality etc. It has been prepared by Knowledge Partnership who carried out the research on behalf of Caledonia.

The research draws on quantitative feedback gathered from tenants by means of an interviewer administered questionnaire and a postal/Internet survey. A total of 1,000 tenants took part in the survey during the fieldwork period (15th January to 23rd March 2018).

Annual Return on the Charter (ARC) Measures

- Considering Caledonia’s services overall, 88% of tenants are very or fairly satisfied with the service provided; 8% of tenants are dissatisfied with the service. The figure for 2018 compares with 89% tenant satisfaction reported during Caledonia’s 2015 tenant satisfaction survey.

- On the measure of satisfaction with housing quality, 89% of tenants in 2018 are very or fairly satisfied compared with 7% who are dissatisfied. In 2015, 87% of tenants were satisfied with their home, 9% were dissatisfied and 4% answered ‘neither-nor’.

- Amongst those tenants that have received a repair in the last 12 months, 82% are satisfied with the repair service provided; 13% of tenants are dissatisfied on this measure. The equivalent results for 2015 indicated that 86% of tenants were satisfied with their last repair whilst 8% were dissatisfied.

- For the question, 'Overall, how satisfied or dissatisfied are you with Caledonia Housing Association's management of the neighbourhood you live in?' 82% of tenants are very or fairly satisfied on this measure and 13% are dissatisfied. In 2015, 85% of tenants were satisfied with the management of their neighbourhood.
- Most tenants agree that the rent they pay for housing and related services is value for money i.e. 89% of tenants agrees that rent is very or fairly good value for money whilst 3% say that rent value is poor. In the 2015 survey, 87% of tenants agreed that rent was good value for money.
- For information provision around services and decisions, 90% of tenants rate Caledonia as either very or fairly good in this area whilst 5% say the Association is 'fairly or very poor'. The equivalent figure recorded in 2015 was 93% saying 'good'.
- Just over eight out of ten tenants (84%) are satisfied with the opportunities they have for participating in the decision making of Caledonia; 6% are dissatisfied and 10% responded 'neither-nor'. The comparable figure for this measure from the 2015 survey is 81% satisfied.

Repair Services

- Thinking about their last repair, 81% of all tenants were satisfied with the service provided¹ whilst 10% were dissatisfied. General needs tenants and those that work (76% and 78% respectively) are less likely than retired tenants (85%) or those living in sheltered housing (88%) to be satisfied with their last repair.
- The main 'problem issues' with respect to the repair service were the quality of the repair work, how long it took to complete, and how long it took to start.

Contact, Communication and Information

- Most tenants (92%) are satisfied with their last contact with Caledonia (8% are dissatisfied rising to 9% for contact made in the last year).
- Ninety one percent (91%) of tenants agree that Caledonia is easy to deal with (4% say difficult to deal with).
- One in three tenants (35%) agree that Caledonia should continue to develop its online services. These tenants tend to be younger and in full or part-time employment. These tenants also tend to have Internet access. Just under half of tenants however (49% - comprising those with and without Internet access) disagree that online services should be expanded (16% 'don't know').
- In 2018, 64% of tenants had access to the Internet which compares to 57% in 2015. Whilst access to the Internet is high, most tenants find it easiest to contact Caledonia by telephone (68%); 10% prefer e-mail contact.
- Amongst tenants that do not use the Internet, most say that a lack of knowledge or skills is the main barrier to Internet use (62%).
- Approx. half of tenants with Internet access would find it useful to be able to access more Caledonia services online, including, repairs services and information on rents.

Housing and moving home

- Whilst most tenants (89%) are satisfied with the quality of their home, satisfaction varies by property type and household composition e.g. the least satisfied households are those containing children (82% satisfied) and tenants who live in houses (84%) whilst the most satisfied are single adults (93%) and those living in cottages (93%).

¹The figure of 81% refers to tenant satisfaction with their last repair. This will include any repairs that have been carried out more than 12 months prior to the survey date

- Eleven percent of tenants (11%) think that they may move home in the next year comprising mainly younger tenants aged 16 to 34, and households containing children. These tenants are generally less satisfied than other tenants with housing quality and overall satisfaction.

Rent and Finances

- In relation to value for money, 89% of tenants agree that rent is good value for money whilst 3% think that their rent is not good value for money. As might be anticipated there is a moderate association between housing benefit status and rent i.e. for tenants with housing benefit 93% say rent is good value compared to 86% of tenants paying full rent.

- Nine in ten (96%) tenants agree that the rent they pay is affordable whilst 4% disagree (these figures exclude 'no opinion' responses). In addition, 95% of tenants agree that their household energy bills are affordable whilst 5% disagree. Eighty eight percent of tenants (88%) agree that any service charge they pay is affordable (12% disagree).

- Eight in ten tenants (77%) say that Caledonia's recent rent increase have had no measurable impact on their household finances; 17% said the rent increase had some impact on household finances (mainly comprising tenants paying full rent and those in employment).

Neighbourhoods

- Tenants are generally satisfied with how Caledonia manages their neighbourhood (82%). However, satisfaction on this measure varies by area and by client type e.g. tenants living in Perth City (77% satisfied) and Angus (75%) are somewhat less satisfied than other areas e.g. Fife (88%). In addition, sheltered housing clients (89% satisfied) are generally more satisfied than general needs (78%) or amenity customers (82%).

Tenant Priorities

- Tenants were asked to identify their three most important areas of Caledonia service, and also to say what was most important to the way in which Caledonia delivers its services. The top three service areas were identified as: providing an effective repairs service; modernising and upgrading homes; and dealing with complaints effectively.

- In relation to the way in which services are delivered by Caledonia, tenants most value the following three characteristics of service: staff being able to deal with enquiries; being able to get in touch with relevant staff easily; and being kept informed about things that might affect them.

Conclusions

- On balance, this research has indicated that a substantial majority of tenants are very or fairly satisfied with the overall service they receive from Caledonia (88% are very or fairly satisfied overall). Aside from being satisfied overall, the majority of tenants are also satisfied with most aspects of the service provided e.g. housing quality, contact, repairs, information provision, etc.



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