



East Lothian Housing Association

Tenant Satisfaction Survey

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East Lothian Housing Association

Tenant Satisfaction Survey 2019

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1. EXECUTIVE SUMMARY

INTRODUCTION

- East Lothian Housing Association commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- A total of 703 interviews were achieved with East Lothian Housing Association's tenants in order to assess satisfaction with the Association and the services it provides.
- Interviewing took place between the 21st October and 29th November 2019.
- 703 interviews represent a 55% response rate from the tenants in scope for the research.
- Analysis of the participant profile shows that the survey sample is broadly representative by geographical area, tenancy type, age of property and house type. This provides robust data upon which the Association can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

EAST LOTHIAN HOUSING ASSOCIATION

2019 Tenant Satisfaction Survey Results

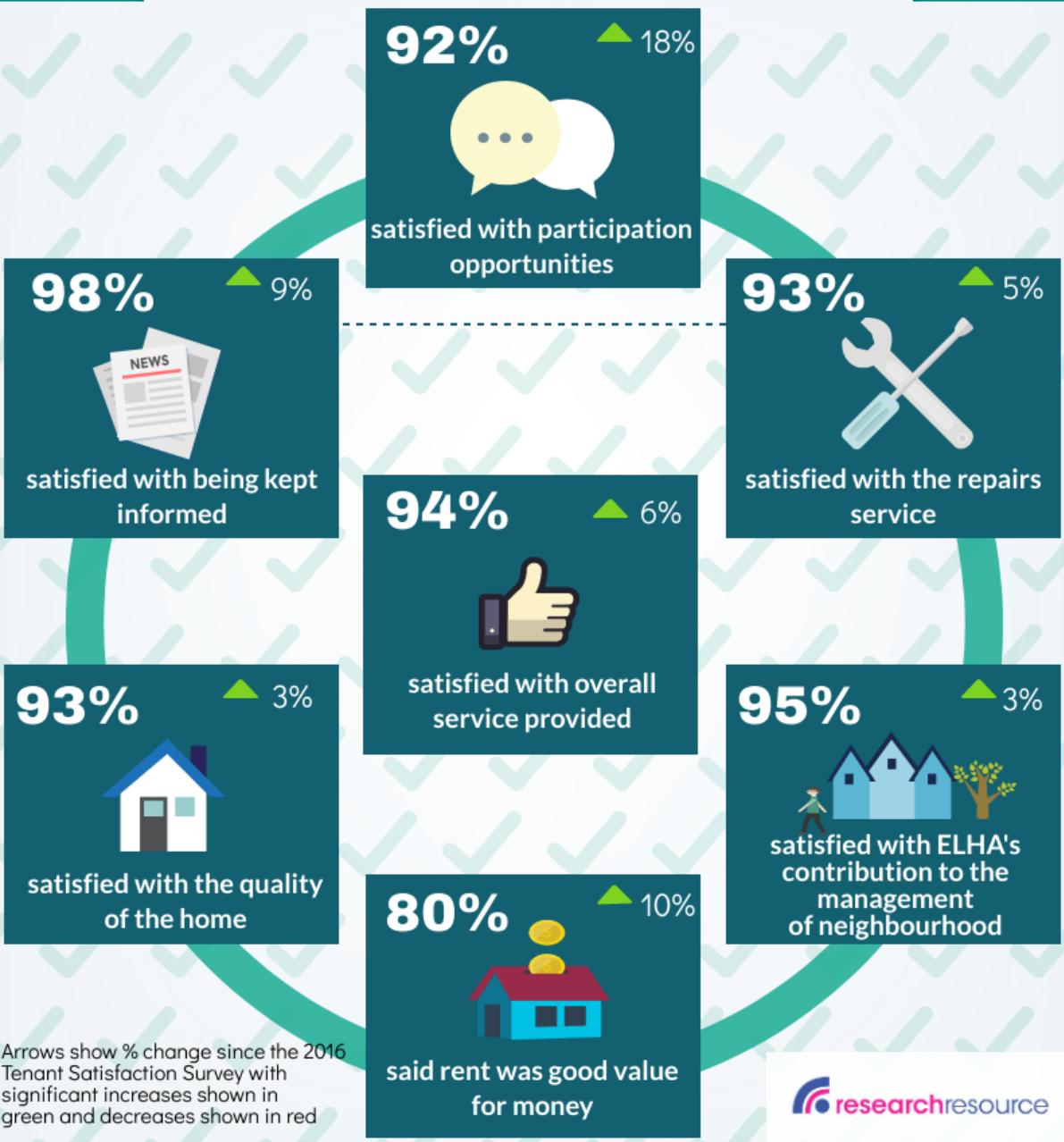
703

interviews

What did we do?

We spoke to 703 East Lothian Housing Association tenants to find out how satisfied they were with the ELHA 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?



2. INTRODUCTION, BACKGROUND AND METHODOLOGY

2.1 Introduction

This report represents and discusses the findings to emerge from East Lothian Housing Association's (ELHA) Tenant Satisfaction Survey 2019.

2.2 Background and objectives

The aim of the research was to seek customers' views on the services that ELHA 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 ELHA;
- 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 ELHA's 2019 Tenant Satisfaction Survey.

2.3 Questionnaire design

After consultation with ELHA, a survey questionnaire was agreed which fully met the information needs and requirements of the organisation and included all issues of importance for tenants.

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 ELHA is required to report;
- Comparisons to the previous survey undertaken in 2016;
- Research Resource experience in relation to customer satisfaction surveying.

2.4 Sampling and fieldwork

The survey was designed to be fully inclusive, providing all tenants with the opportunity to participate in the research. All tenants were therefore in scope for the research.

Overall, a total of **703 interviews** were completed with ELHA tenants, representing a 55% response rate and providing data accurate to $\pm 2.5\%$ based upon a 50% estimate at the 95% confidence level.

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between the 21st October and 29th November 2019.

Tenant interviews were spread across each area of the Association's stock to ensure coverage of all stock types.

Additionally, a small number of interviews were carried out with sharing owners. A total of 15 interviews were carried out with sharing owners by telephone. From an overall sharing owner population of 29, this represents a 52% response rate.

2.5 Response profile

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 tables below show the sample profile broken down by age of property, tenancy type, property type and geographical area. As can be seen below, the interview profile is relatively in line with the overall tenant population profile. We are comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required. The data reported is therefore unweighted.

Classification	No of tenants	% of tenants	No of interviews	% of interviews	Difference
General Needs	1157	90.8%	632	89.9%	-0.9%
Amenity	101	7.9%	63	9.0%	1.0%
Sheltered	16	1.3%	8	1.1%	-0.1%
Total	1274	100.0%	703	100.0%	0.0%

Age Group of Property	No of Tenants	% of Tenants	No of interviews	% of interviews	Difference
Pre 1919	19	1.5%	13	1.8%	0.4%
1919 - 1944	3	0.2%	0	0.0%	-0.2%
1945 - 1964	323	25.4%	171	24.3%	-1.0%
1965 - 1982	70	5.5%	39	5.5%	0.1%
1982 - 2002	395	31.0%	220	31.3%	0.3%
Post 2002	464	36.4%	260	37.0%	0.6%
Total	1274	100.0%	703	100.0%	0.0%

Dwelling type	No of tenants	% of tenants	No of interviews	% of interviews	Difference
House	707	55.5%	367	52.2%	-3.3%
Tenement	304	23.9%	187	26.6%	2.7%
4 in a block	47	3.7%	22	3.1%	-0.6%
Other flat	216	17.0%	127	18.1%	1.1%
Total	1274	100.0%	703	100.0%	0.0%

Town	No of Tenants	% of Tenants	No of interviews	% of interviews	Difference
Athelstaneford	15	1.2%	8	1.1%	0.0%
Bolton	5	0.4%	3	0.4%	0.0%
Cockenzie	57	4.5%	35	5.0%	0.5%
Dirleton	10	0.8%	5	0.7%	-0.1%
Dunbar	119	9.3%	66	9.4%	0.0%
East Linton	21	1.6%	12	1.7%	0.1%
East Saltoun	14	1.1%	8	1.1%	0.0%
Elphinstone	6	0.5%	0	0.0%	-0.5%
Garvald	7	0.5%	4	0.6%	0.0%
Gifford	26	2.0%	14	2.0%	0.0%
Gullane	12	0.9%	7	1.0%	0.1%
Haddington	172	13.5%	99	14.1%	0.6%
Innerwick	5	0.4%	0	0.0%	-0.4%
Macmerry	1	0.1%	0	0.0%	-0.1%
Musselburgh	190	14.9%	105	14.9%	0.0%
North Berwick	4	0.3%	0	0.0%	-0.3%
Ormiston	31	2.4%	17	2.4%	0.0%
Pencaitland	18	1.4%	10	1.4%	0.0%
Port Seton	9	0.7%	5	0.7%	0.0%
Prestonpans	161	12.6%	88	12.5%	-0.1%
Stenton	16	1.3%	9	1.3%	0.0%
Tranent	221	17.3%	123	17.5%	0.1%
Wallyford	106	8.3%	60	8.5%	0.2%
West Barns	6	0.5%	3	0.4%	0.0%
Whitecraig	42	3.3%	22	3.1%	-0.2%
Total	1274	100.0%	703	100.0%	0.0%

2.6 Survey Analysis and Reporting

This report presents the findings of the survey for tenants and owners and focuses on the key findings of the survey.

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.

For the key Charter indicator responses, comparison has been drawn to the Association's previous tenant satisfaction surveys which were completed in 2013 and 2016. Comparison has also been drawn to a 'Scottish Average' which has been calculated using the Annual Return on the Charter data submitted for 2018/19.

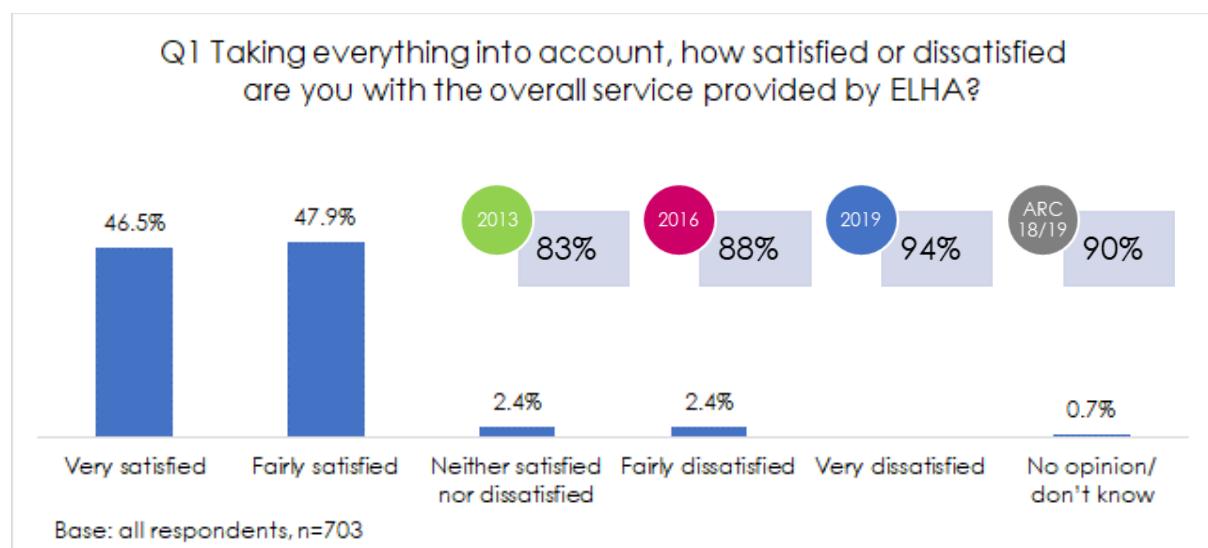
Further data is available on the survey in the form of detailed top line results and anonymised raw survey data.

3. CUSTOMER CARE

3.1 Satisfaction with the overall service provided by ELHA (Q1/2)

The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by their landlord. Almost 19 out of 20 tenants (94%) said they were very or fairly satisfied with the overall service the Association provides compared to 2% who were neither satisfied nor dissatisfied and 2% who were fairly dissatisfied.

Overall satisfaction with the service provided by ELHA has increased since the 2016 survey from 88% to 94% and sits above the Scottish average of 90%.



Respondents who were not satisfied with the overall service provided by ELHA were then asked if they could explain why they were not satisfied. The reasons varied and do not suggest any one significant issue that is causing dissatisfaction. Comments related to things such as repairs service issues, feeling that properties require upgrading, neighbour/ neighbourhood issues and customer care issues.

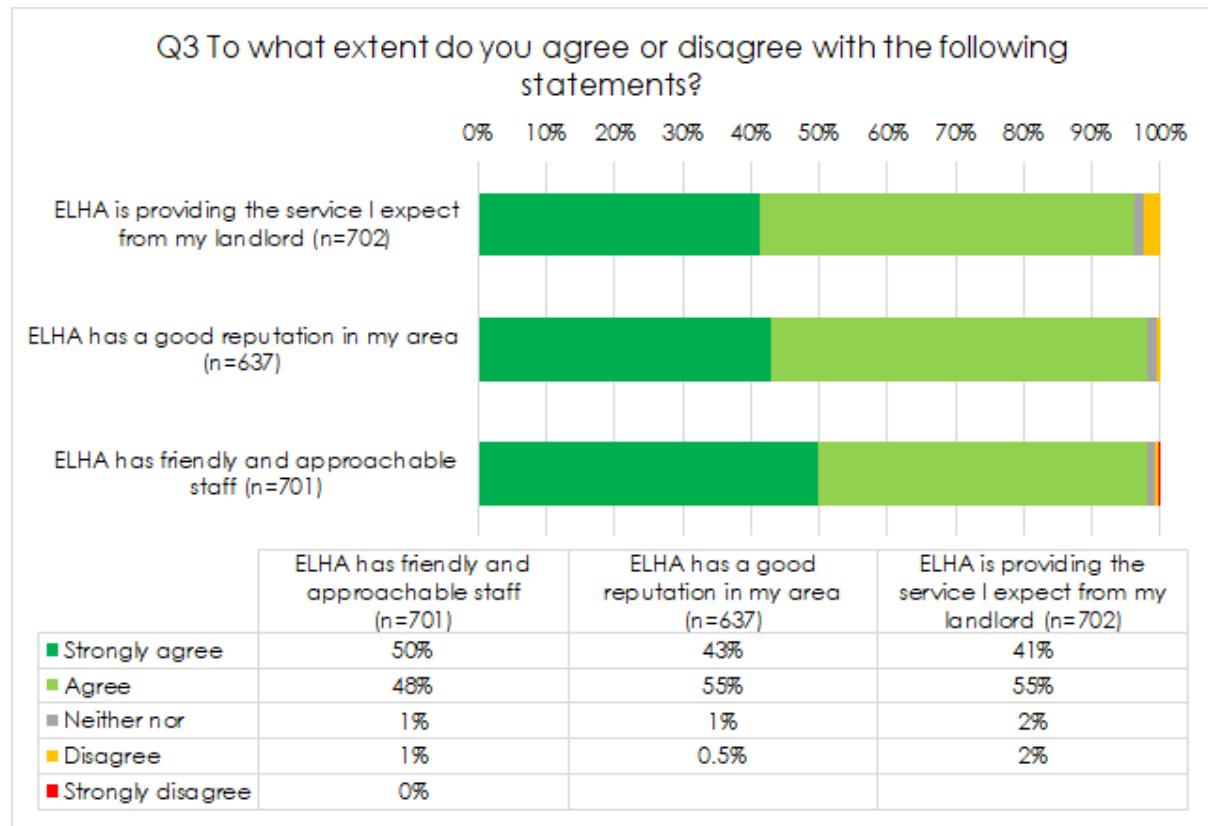
3.2 Perceptions of ELHA (Q3)

Tenants were then asked to respond to a range of statements about ELHA, stating the extent to which they agree or disagree with each statement.

Tenant response to these statements present a positive picture of ELHA and, when compared to the 2016 satisfaction, an improving perception of the Association:

- 96% agree that ELHA is providing the service they expect from their landlord (up from 91% in 2016)
- 89% agree that ELHA has a good reputation in their area (up from 86% in 2016)
- 98% agree that ELHA has friendly and approachable staff (up from 96% in 2016)

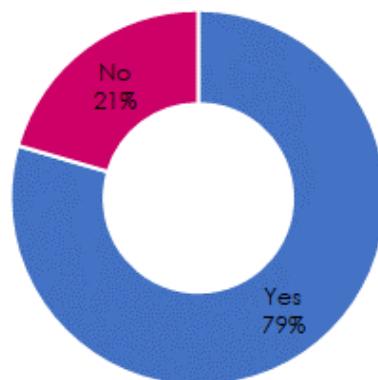
A full breakdown of responses is shown below.



3.3 Customer Service Charter (Q5)

Eight out of ten respondents (79%) said that they were aware of ELHA's Customer Service Charter which sets out the targets and timescales set for responding to enquiries. This has increased significantly since 2016 when 40% were aware of the Charter.

Q5 Are you aware of ELHA's Customer Service Charter which sets out the targets and timescales that they have set themselves for responding to enquiries?



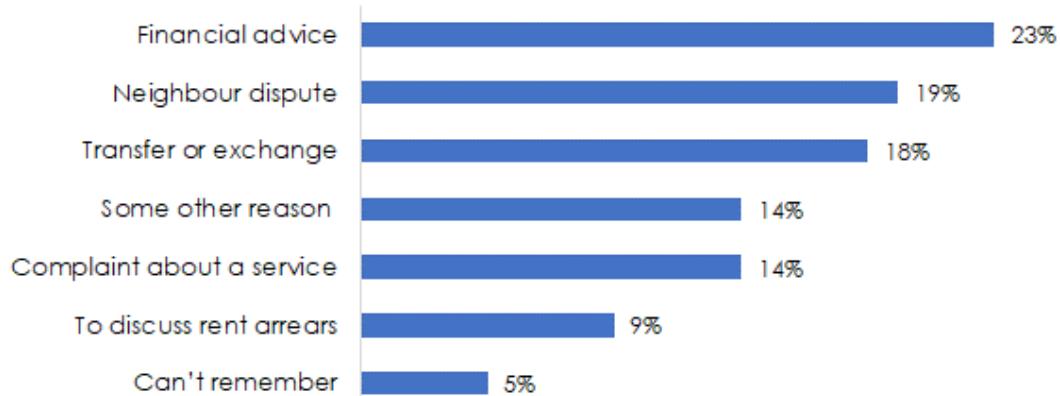
Base: all respondents, n=703

3.4 Customer contact (Q6-Q9)

13% of respondents stated that they have contacted ELHA in the last 3 years other than to report a repair or pay their rent.

The reasons for this last contact varied with financial advice (23%) being most commonly mentioned followed by neighbour dispute (19%) and transfer or exchange (18%).

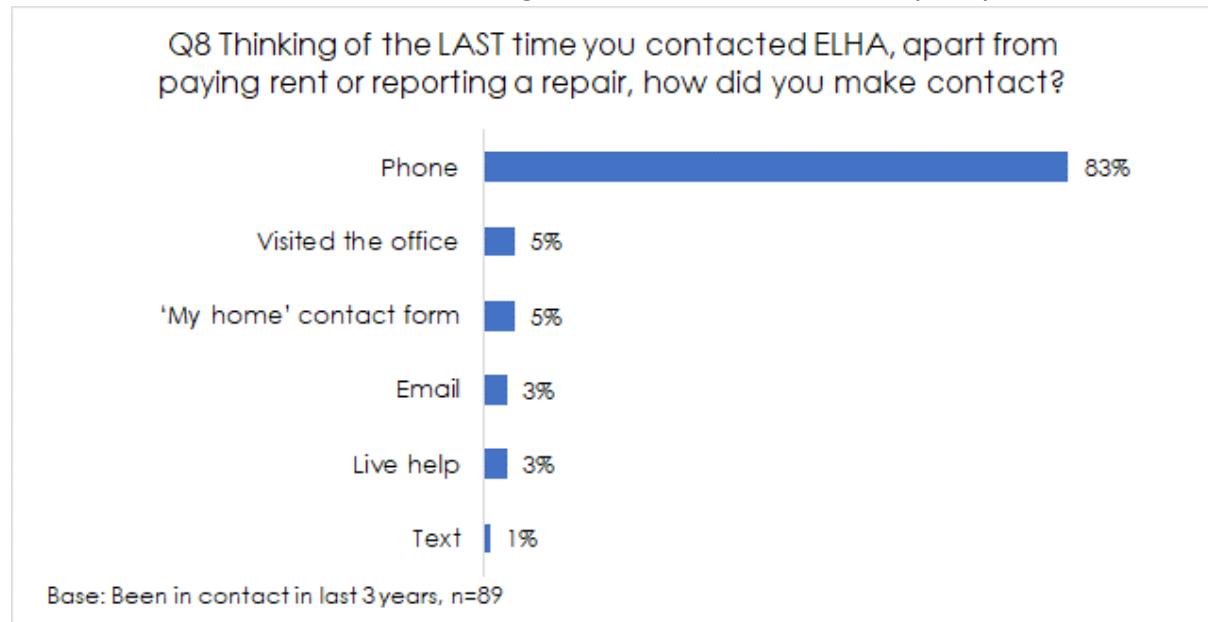
Q7 Thinking of the LAST time you contacted ELHA, apart from paying rent or reporting a repair, what was your reason for contact?



Base: Been in contact in last 3 years, n=89

'Other' reasons for contact included advice when moving in, change of tenancy, requesting a service such as gardening assistance or uplift.

The most common way of making contact was by phone (83%).



When asked about this contact, satisfaction was greatest in terms of:

- Staff were friendly, polite and professional (90% satisfied)
- Treated fairly and with respect (90% satisfied)
- Staff listened to you and responded to your needs (87% satisfied).

However, satisfaction fell with regard to:

- You received a clear and accurate explanation about any decisions that were made (78% satisfied)
- If required, staff kept you informed (79% satisfied)
- Staff did what they said they were going to (82% satisfied).

A full breakdown of responses is shown on the chart over the page.

Q9 Thinking about this last contact, how satisfied or dissatisfied were you with the following?

■ Very satisfied ■ Fairly satisfied ■ Neither nor ■ Fairly dissatisfied ■ Very dissatisfied

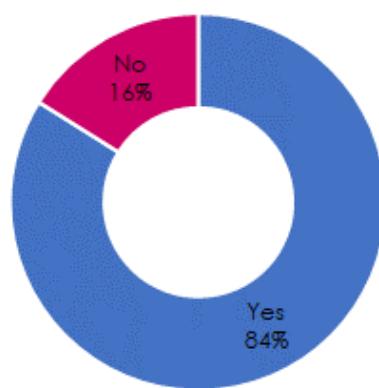


Base: Been in contact in last 3 years, n=89

3.5 Making a complaint (Q10)

Almost 17 out of 20 respondents (84%) said that if they were dissatisfied with any aspect of the service received by ELHA they would know how to complain to ELHA.

Q10 If you were dissatisfied with any aspect of the service received by ELHA, would you know how to complain to ELHA?



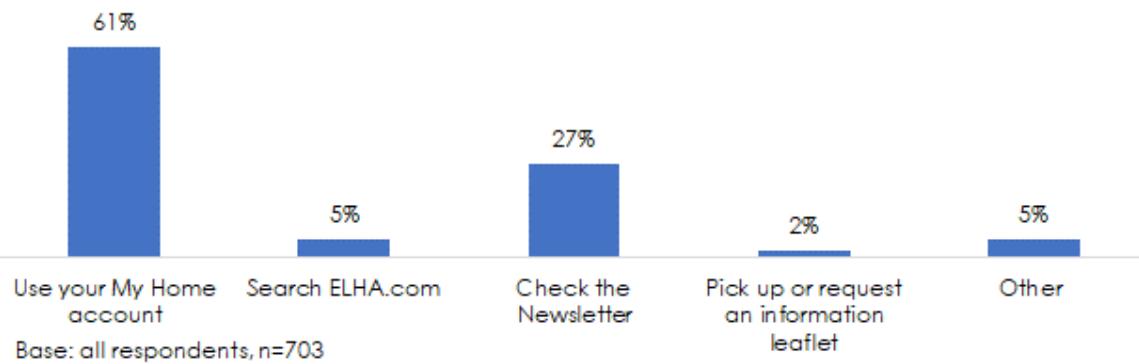
Base: all respondents, n=703

4. COMMUNICATIONS

4.1 Preferred source of information (Q11)

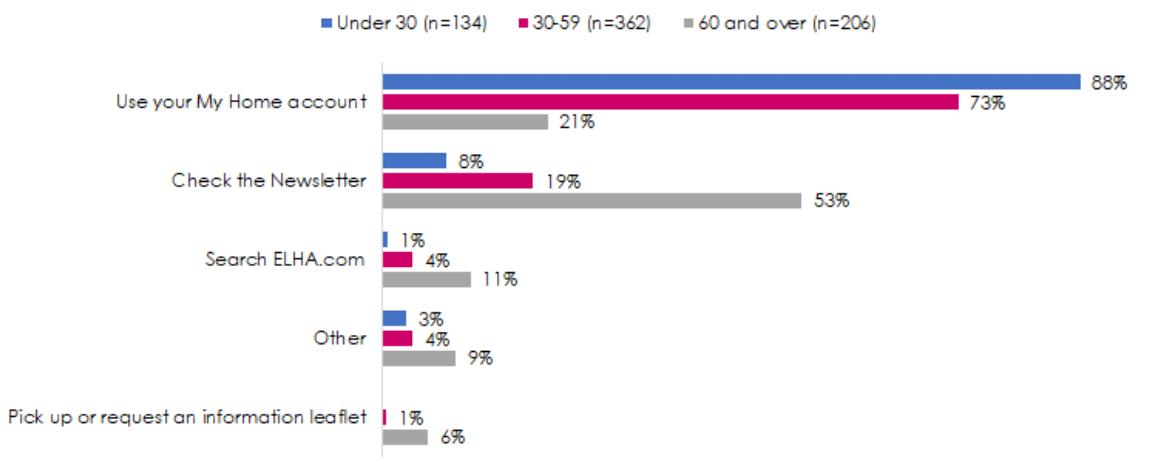
If tenants were looking for information on ELHA's service, they would prefer to get this using their 'My Home' account (61%) or by checking the newsletter (27%). The 'other' ways in which tenants would prefer to get information was largely by telephone.

Q11 If you were looking for information on ELHA's services, how would you prefer to get this?



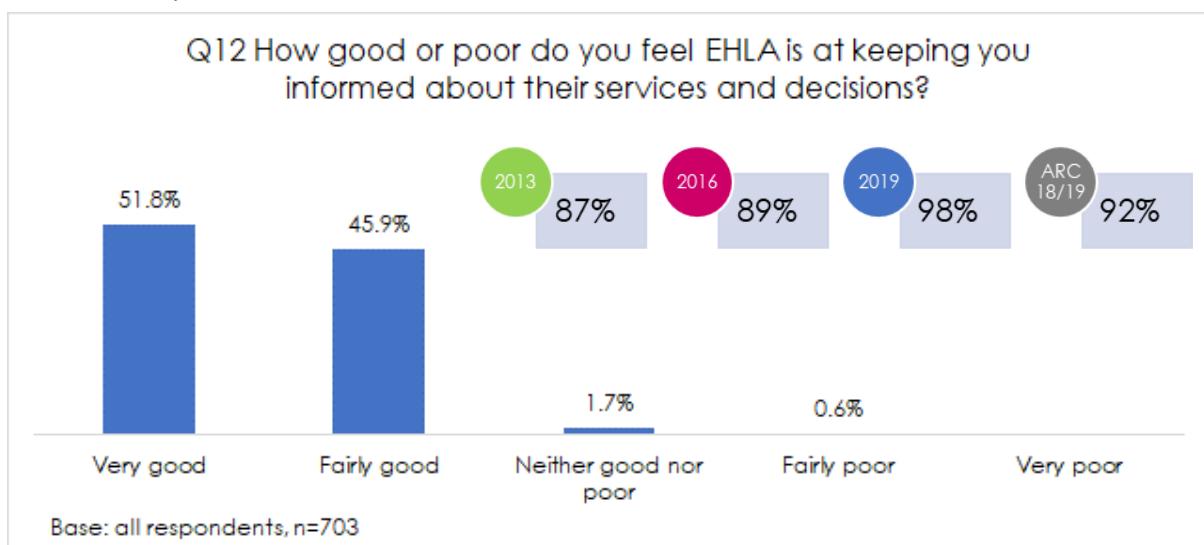
Analysis by age showed significant trends in terms of preference for communications with younger tenants, in particular those aged under 30, stating that they would like to use their My Home account (88%) whereas those aged 60 and over would prefer to check the Newsletter (53%).

Q11 If you were looking for information on ELHA's services, how would you prefer to get this?



4.2 Keeping tenants informed (Q12)

The vast majority of tenants (98%) said ELHA was either very or fairly good at keeping them informed about their services and decisions. This has increased significantly compared to the Association's previous tenant satisfaction surveys when 87% and 89% stated they believe the organisation to be good in that respect. This is also significantly higher than the Scottish Average which is 92%.



Whilst very few respondents did not say EHLA was good at keeping them informed, those that did were asked if they could explain how EHLA could improve how they keep tenants informed about services and decisions. The comments made related largely to communications with tenants stating that they wanted to, with specific reference to repairs, be kept updated with progress, particularly where there are ongoing issues.

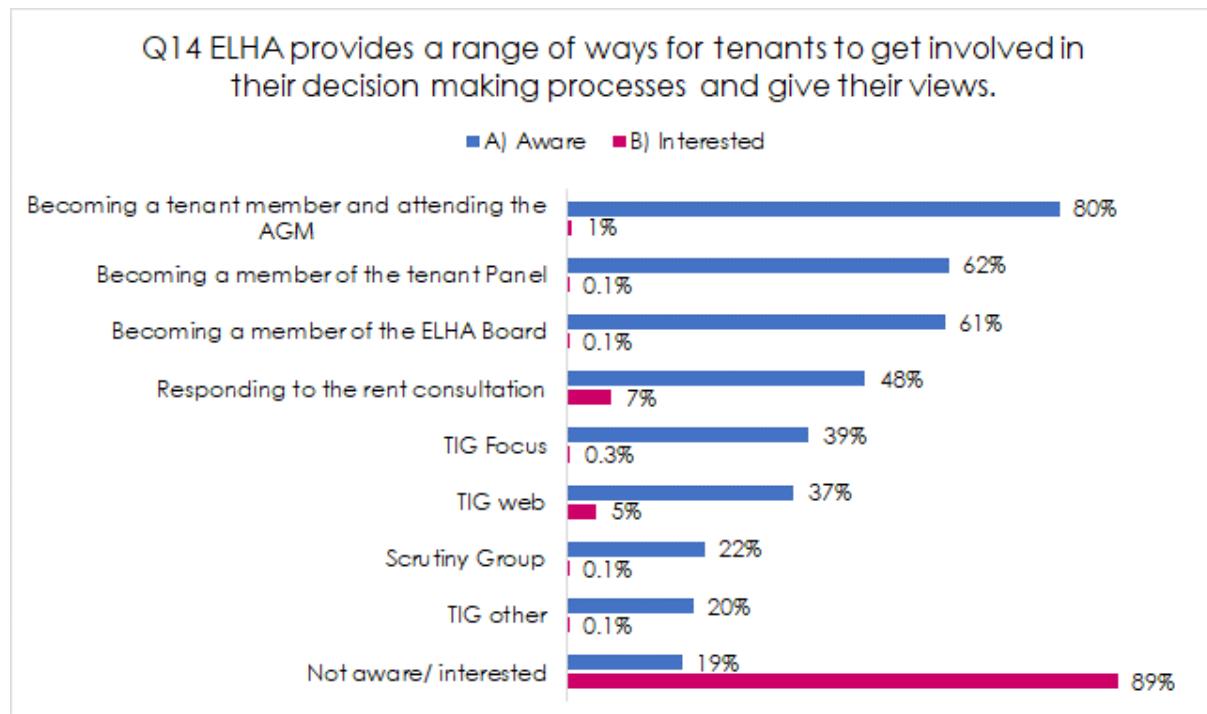
5. TENANT PARTICIPATION

5.1 Participation opportunities (Q14)

It was explained to tenants that ELHA provides a range of ways for tenants to get involved in their decision making processes and give their views. Tenants were asked to select from a list of tenant activities which, if any, they were aware of and then which they would like to become more involved in.

As shown below, the level of awareness in the opportunities provided was high with 82% of tenants stating that they were aware of one or more ways of getting involved. They were most likely to be aware that they could become a tenant member and attend the AGM (80% aware) followed by becoming a member of the tenant Panel (62%) and becoming a member of the ELHA Board (61% aware).

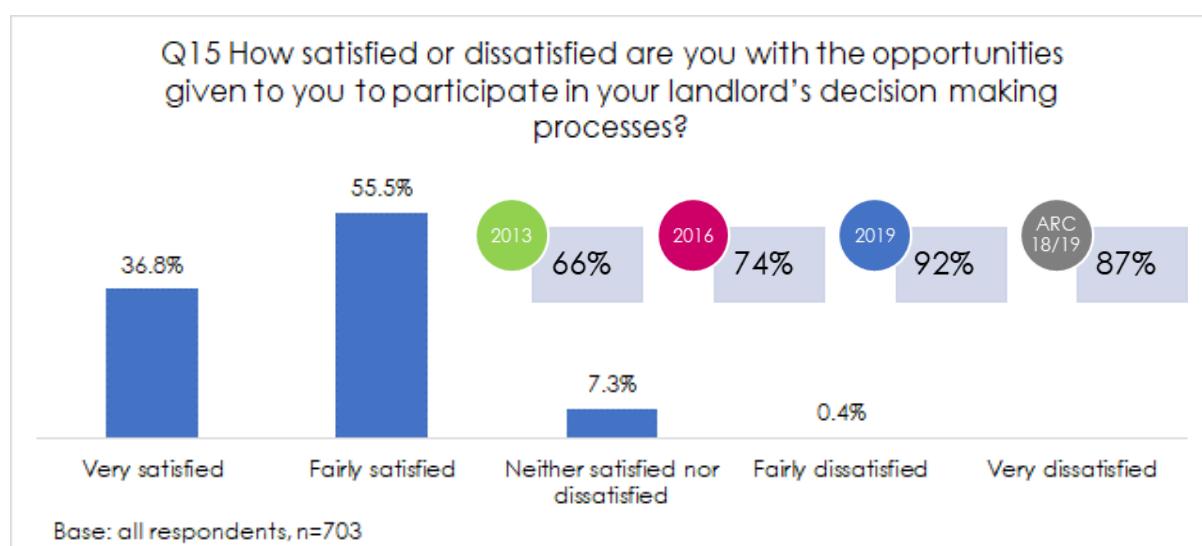
However, interest was much lower with majority of respondents (89%) stating that they were not interested in becoming involved. Most likely to be of interest was responding to the rent consultation (7%) and taking part via TIG Web (5%).



5.2 Opportunities to participate (Q14)

Just over 9 in 10 tenants (92%) said they were very or fairly satisfied with the opportunities given to them to participate in ELHA's decision making process, compared to 7% who were neither satisfied nor dissatisfied and 0.4% who said they were fairly dissatisfied.

Overall satisfaction with the opportunities to participate has increased significantly since 2013 rising from 66% to 74% in 2016 and then again to 92% in 2019. This is higher than the Scottish average of 87%.



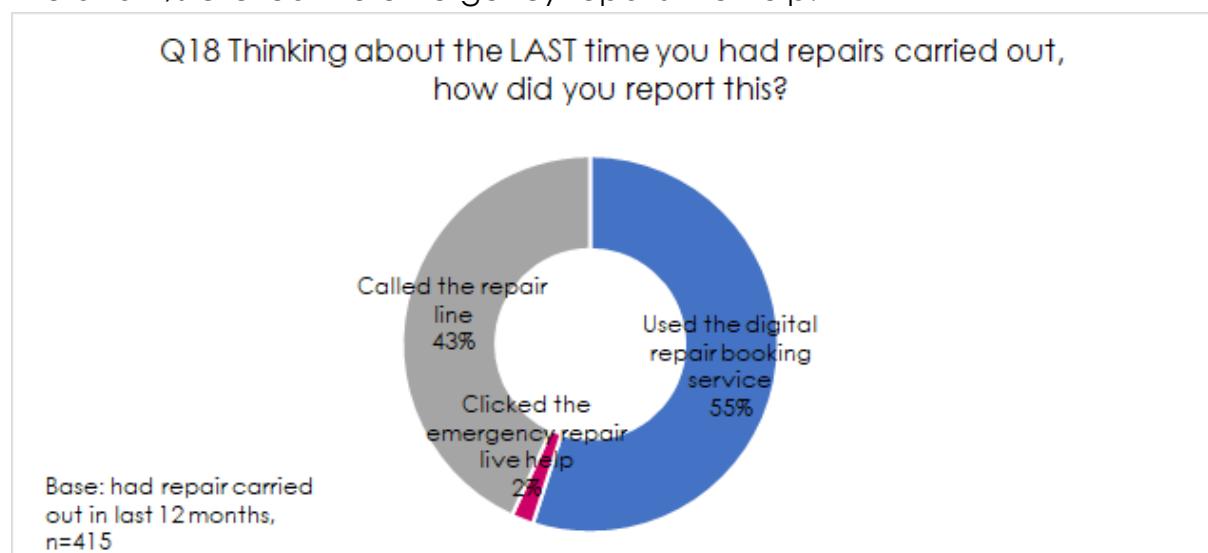
Where tenants were not satisfied, they were asked if they could suggest how ELHA could improve the opportunities given to participate. Respondents mainly stated that they were not interested or didn't want to get involved. However, two tenants suggested providing more information or letting tenants know more about how they can get involved and two made comments suggesting that ELHA needs to be seen to be listening to tenants.

6. THE REPAIRS SERVICE

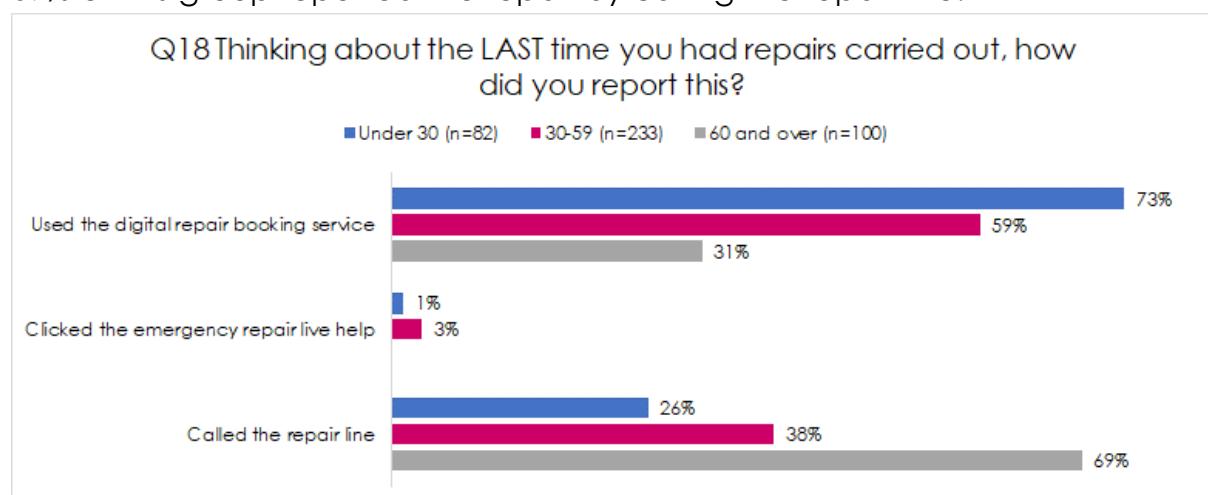
6.1 Overall satisfaction with the repairs service (Q17-Q20)

Just under 6 in 10 tenants (59%) said they had repairs carried out in their property in the last 12 months.

Of those who had a repair carried out in the last 12 months, 55% stated that they reported this via the digital repair booking service, 43% called the repair line and 2% clicked the emergency repairs live help.

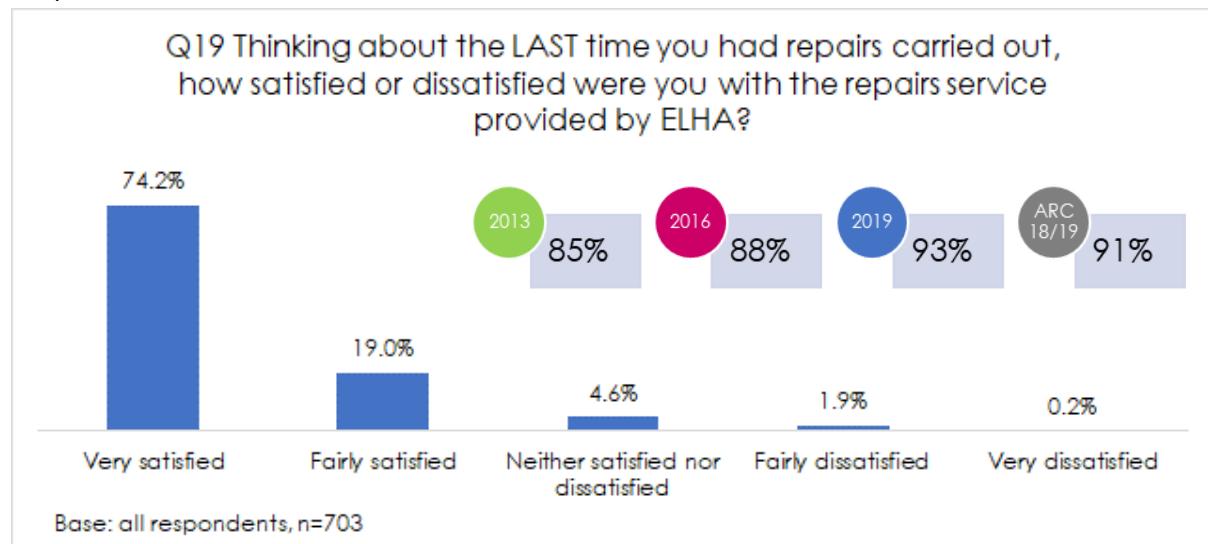


Analysis shows that there were significant differences in the method used to report repairs by age group with 73% of those aged under 30 and 59% of those aged 30-59 reporting the repair using the digital repair booking service. Whereas for those aged 60 and over, 31% reported the repair in this way and 69% of this group reported the repair by calling the repair line.



Of those who provided an opinion, 93% said they were very or fairly satisfied with the service that they received, compared to 5% who said they were neither satisfied nor dissatisfied and 2% who said they were very or fairly dissatisfied.

Satisfaction with the repairs and maintenance service has increased by 5 percentage points since the last survey carried out in 2016, where 88% of respondents were satisfied.

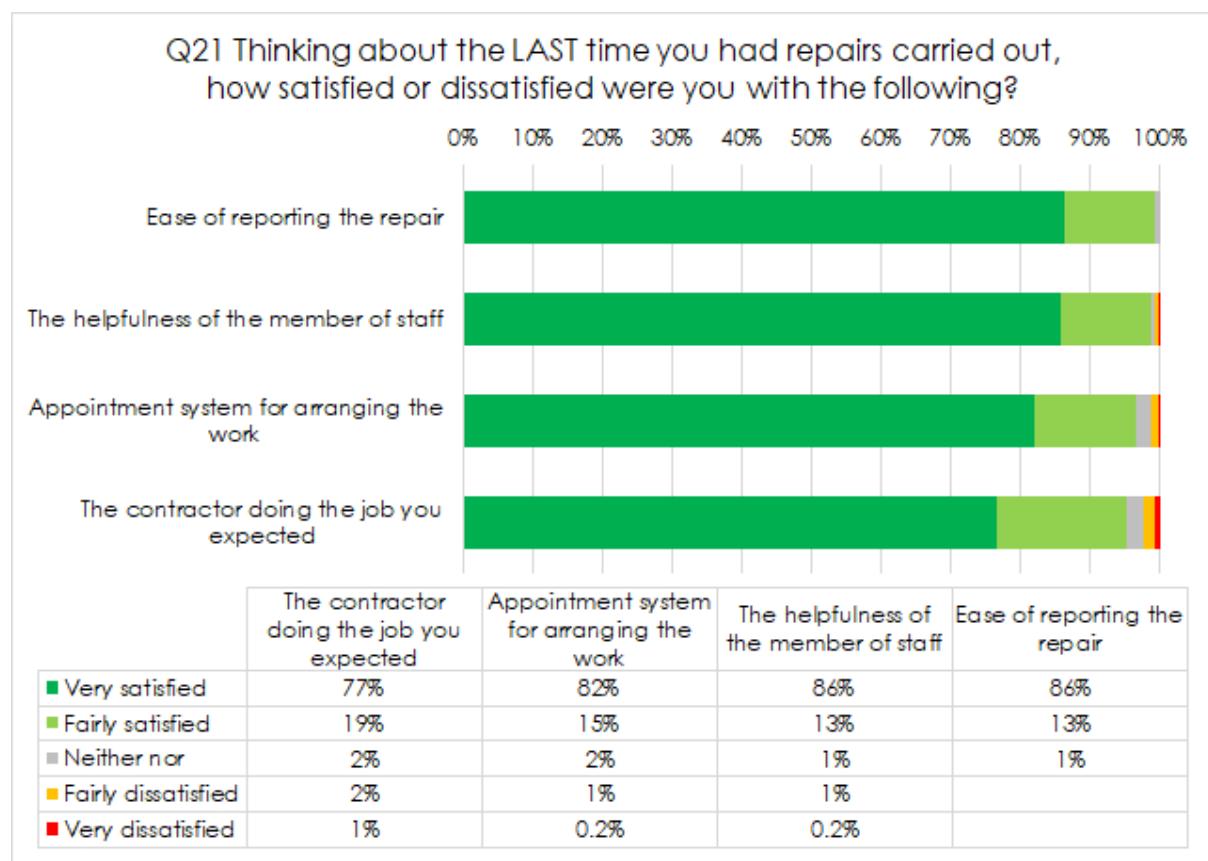


Respondents who were not satisfied the last time repairs were carried out were asked how it could be improved. The majority of comments related to the timescales for repairs to be completed and the fact that tenants have had to have multiple visits to get the repair completed.

6.2 Satisfaction with aspects of the repairs service (Q19)

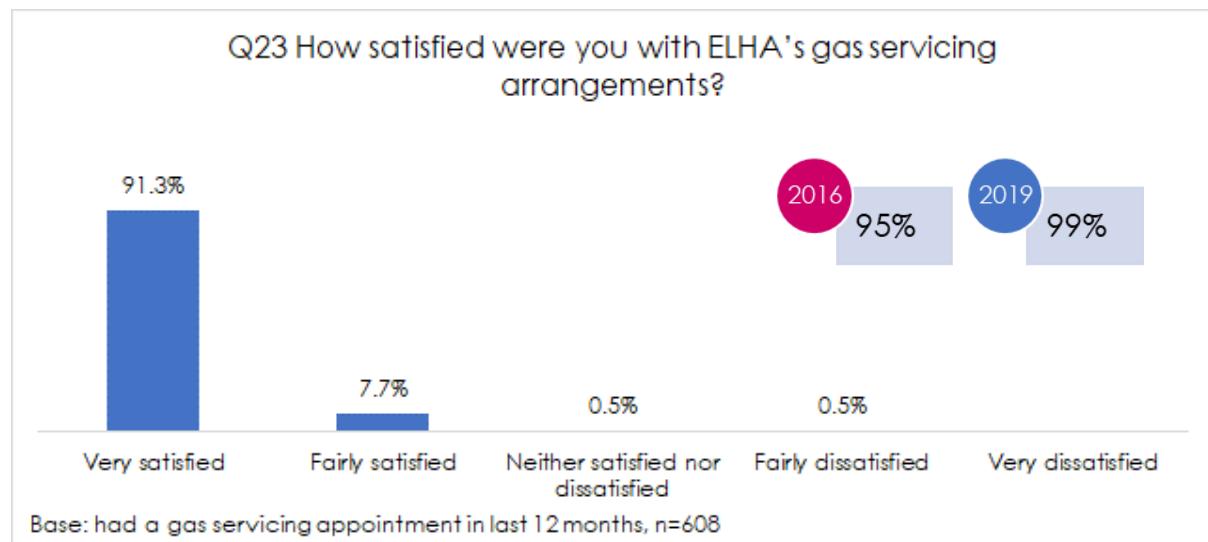
Tenants were asked whether they were satisfied or dissatisfied with various aspects of the repairs service. The analysis of different aspects of the repairs service shows high and improving satisfaction. Satisfaction was as noted below:

- Ease of reporting the repair (99% satisfied)
- Helpfulness of the member of staff (99% satisfied, up from 92% in 2016)
- Appointment system for arranging the work (97% satisfied, up from 91% in 2016)
- The contractor doing the job you expected (95% satisfied, up from 85% in 2016).



6.3 Gas servicing (Q22-Q24)

The majority of respondents (87%) said that they have had a gas servicing appointment in the last 12 months. Where they have had a gas servicing appointment, 99% were satisfied with the arrangements. This has increased from 95% in 2016.



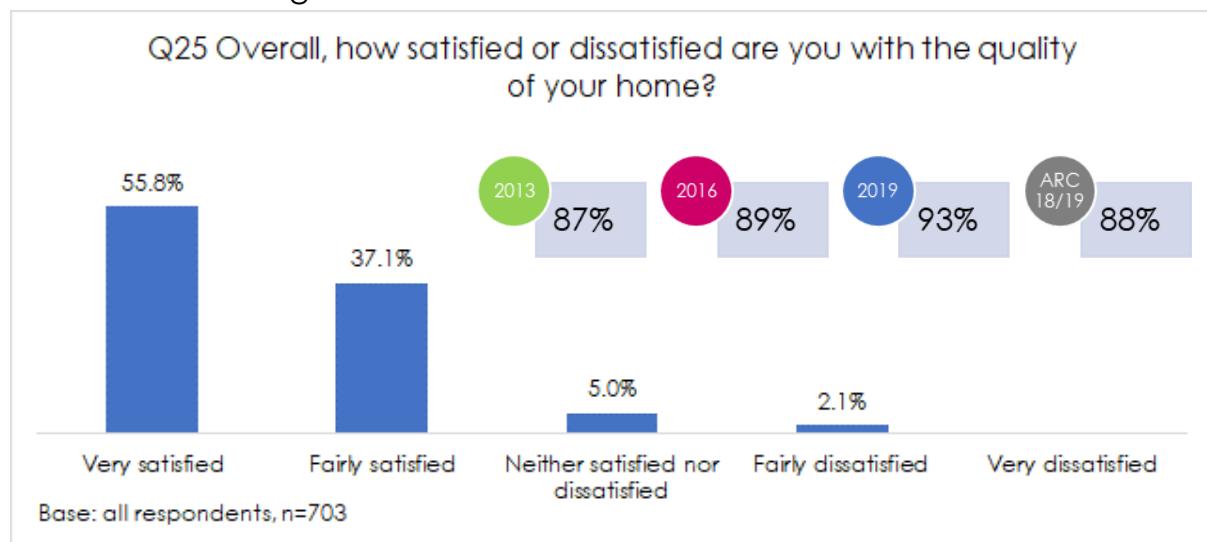
Where tenants were not satisfied with gas servicing arrangements they were asked to explain how the arrangements could have been improved. Just 6 respondents were not satisfied. Of these, 4 noted dissatisfaction with faults relating to their heating system, therefore the comments were not directly related to gas servicing arrangements. The remaining two comments noted that they would like to have more flexible appointment slots or better appointments for people who are working.

7. YOUR HOME

7.1 Quality of the home (Q25-Q26)

In terms of the quality of the home, 93% of tenants said they were either very or fairly satisfied in this respect, compared to 5% who were neither satisfied nor dissatisfied and 2% who were fairly dissatisfied.

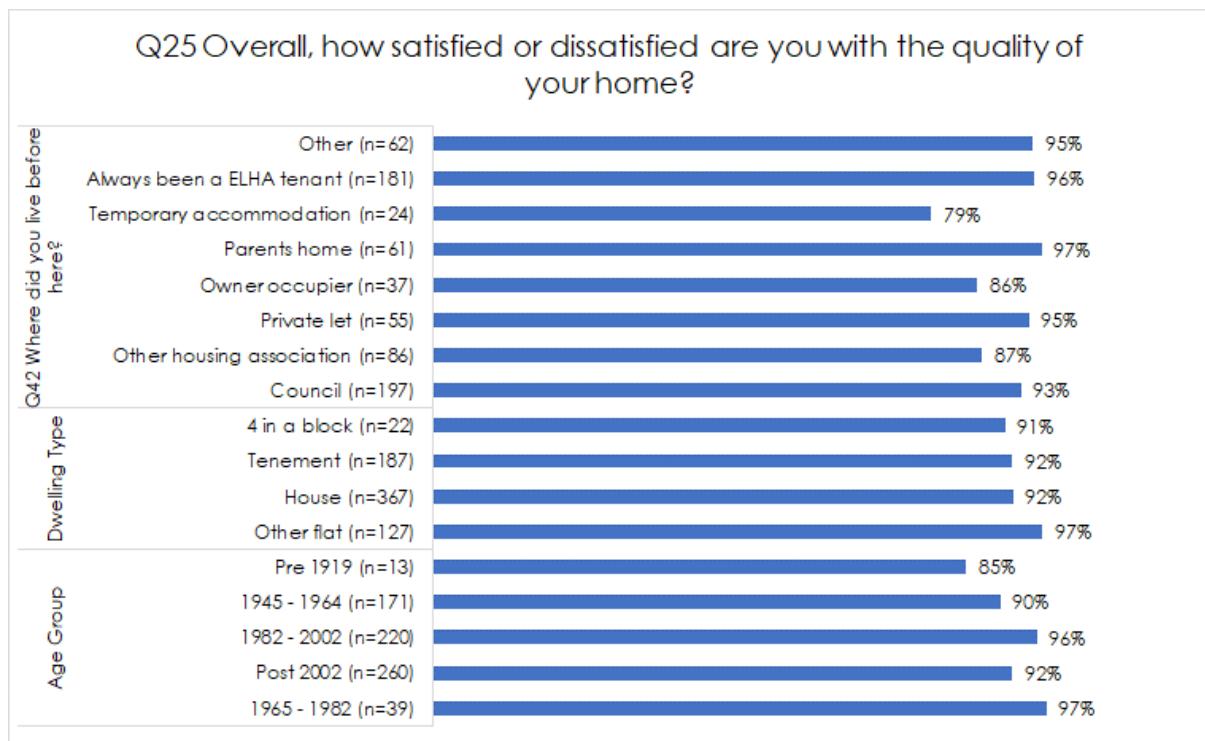
Overall satisfaction with the quality of the home has increased from 87% in 2013 to 89% in 2016 and again to 93% in 2019. This is now significantly above the Scottish average of 88%.



Analysis shows some interesting difference in satisfaction with the quality of the home, in particular with respect to dwelling type, age of property and where the tenant had lived before. Care should be taken when reviewing this analysis due to the small numbers in some sub groups. The full analysis is shown in the chart over the page, however, the key differences were noted as:

- **Where lived before becoming ELHA tenant:** Those coming from temporary accommodation (79%), owner occupation (86%) and another housing association (87%) were less likely to be satisfied with the quality of their home whereas those who have come from their parents home (97%) and those who have always been an ELHA tenant (96%) were most satisfied.
- **Dwelling type:** those who lived in an 'other flat' were most likely to be satisfied (97%) with the quality of their home whereas those living in a 4 in a block property were less likely (91%).

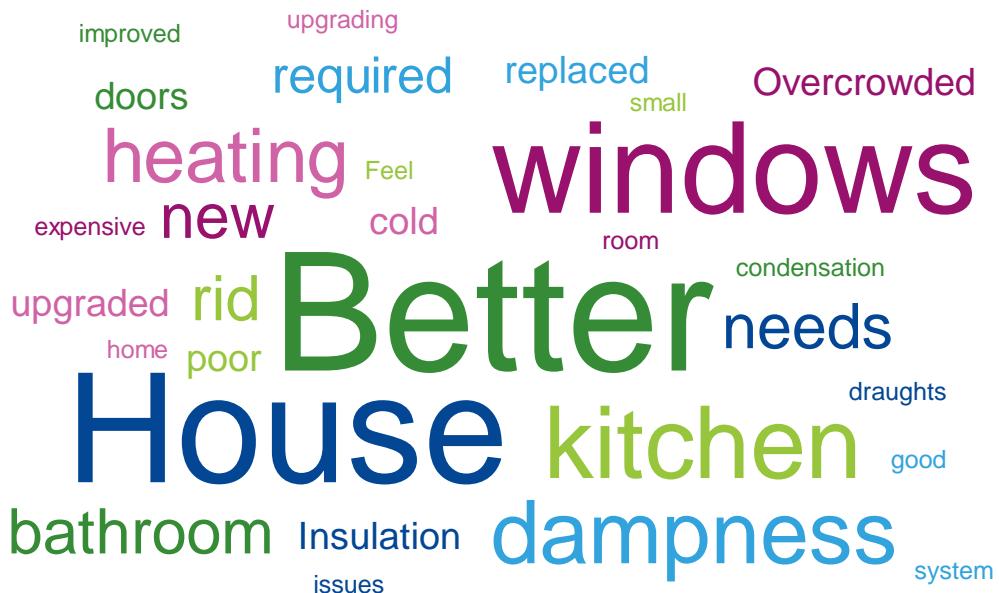
- **Age of property:** those living in pre 1919 properties were least satisfied with the quality of their home (85%) and those living in properties built between 1965-1982 (97%) and those built between 1982-2002 (96%) were most satisfied.



Those who were not satisfied with the quality of their home were asked how this could be improved. A word cloud has been used as a visual analysis of the key words that were noted in this respect. As shown over the page, the key issues noted were:

- Windows
- Kitchen
- Heating
- Bathroom
- Insulation
- Dampness

Q26 How could the quality of your home be improved?

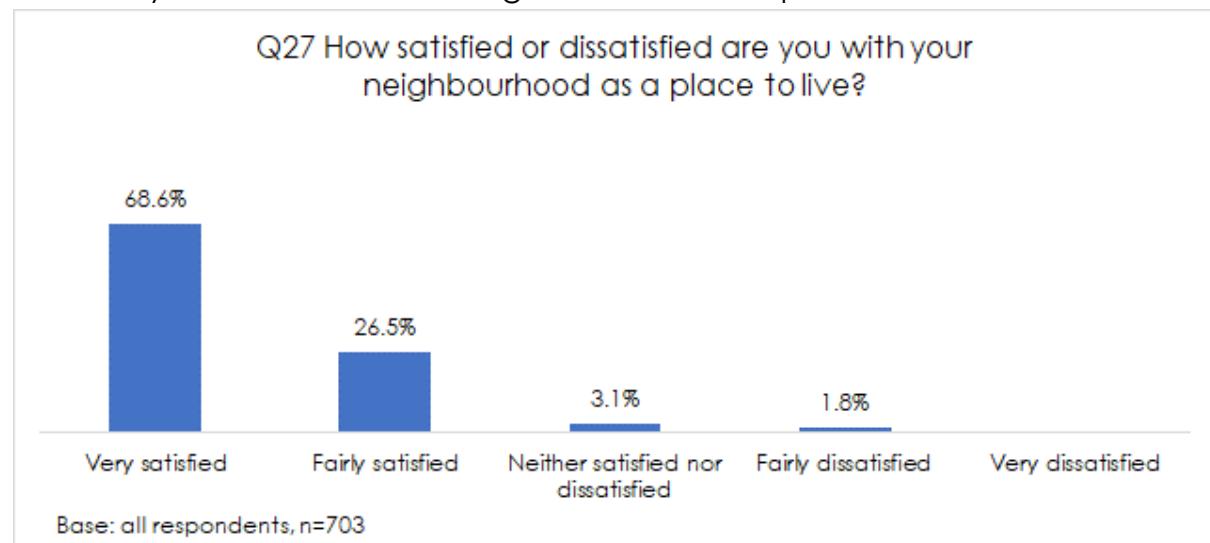


Further analysis shows that those who are living in properties that were built between 1945-1964 were most likely to have noted dampness as an issue with issues of windows, condensation and insulation also noted. Where the property was build post 2002 were more likely to have mentioned a desire for upgrading aspects of the home such as kitchen, bathroom or heating system.

8. YOUR NEIGHBOURHOOD

8.1 Satisfaction with neighbourhood as a place to live (Q27)

Tenants were asked to rate the extent to which they were satisfied with their neighbourhood as a place to live. As shown below, satisfaction was very high with 95% of respondents stating that they were satisfied, indeed 69% were very satisfied with their neighbourhood as a place to live.



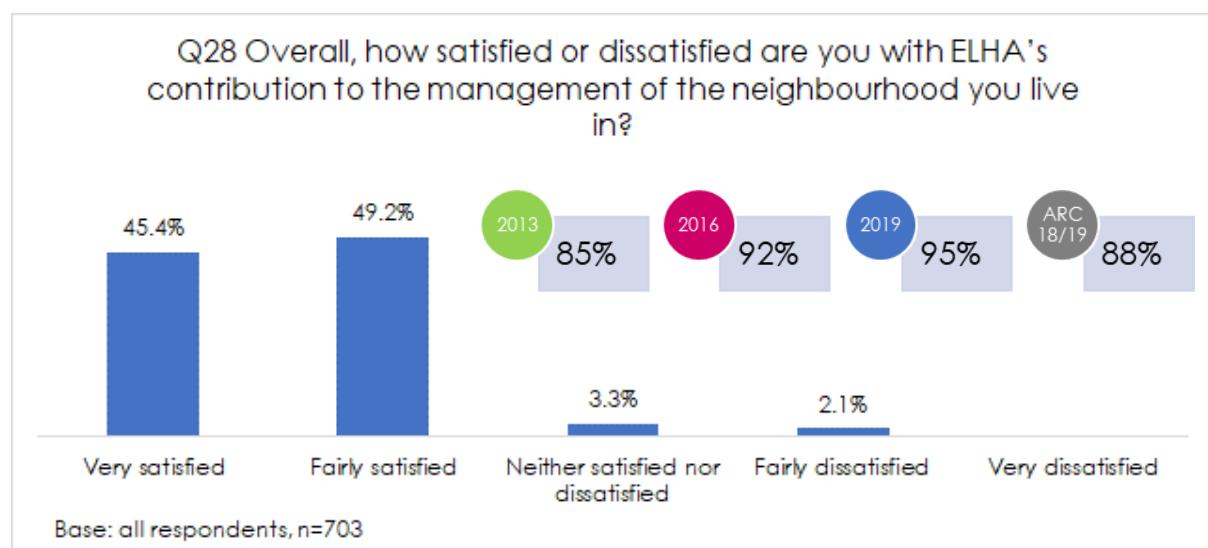
Analysis by area shows that whilst all areas are satisfied, some areas are more likely to be 'very satisfied', with 100% of respondents satisfied in Athelstaneford, Dirleton, Bolton, Pencaitland and Gullane. The lowest level of 'very satisfied' was in Tranent where 34% of respondents said they were very satisfied in this respect.

Q27 How satisfied or dissatisfied are you with your neighbourhood as a place to live?						
	Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Athelstaneford	8	100%	-	-	-	-
Dirleton	5	100%	-	-	-	-
Bolton	3	100%	-	-	-	-
Pencaitland	10	100%	-	-	-	-
Gullane	7	100%	-	-	-	-
Cockenzie	35	97%	3%	-	-	-
Gifford	14	93%	7%	-	-	-
Stenton	9	89%	11%	-	-	-
Dunbar	66	85%	15%	-	-	-
Haddington	99	84%	16%	-	-	-
Port Seton	5	80%	20%	-	-	-
East Saltoun	8	75%	13%	-	13%	-
Prestonpans	88	74%	25%	-	1%	-
West Barns	3	67%	33%	-	-	-
East Linton	12	67%	25%	8%	-	-
Ormiston	17	65%	29%	6%	-	-
Whitecraig	22	64%	32%	-	5%	-
Wallyford	60	62%	38%	-	-	-
Musselburgh	105	61%	34%	1%	4%	-
Garvald	4	50%	50%	-	-	-
Tranent	123	34%	46%	15%	5%	-

8.2 Neighbourhood management (Q28-Q29)

Tenants were then asked how satisfied or dissatisfied they were with the Association's contribution to the management of their neighbourhood. 95% of respondents were very or fairly satisfied in this respect, compared to 3% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied.

Satisfaction with the management of the neighbourhood has increased since the 2013 survey increasing from 85% in 2013 and then again to 92% in 2016 to 95% in 2019. Satisfaction with contribution to the management of the neighbourhood is higher than the Scottish average which is 88%.



Following on from this, respondents who were not satisfied with the contribution to the management of the neighbourhood were then asked how ELHA could improve their contribution to the management of the neighbourhood. A number of issues were raised with gardens and grass cutting, behaviour of other neighbours, cleaning up of back courts and a lack of visibility in the area all noted.

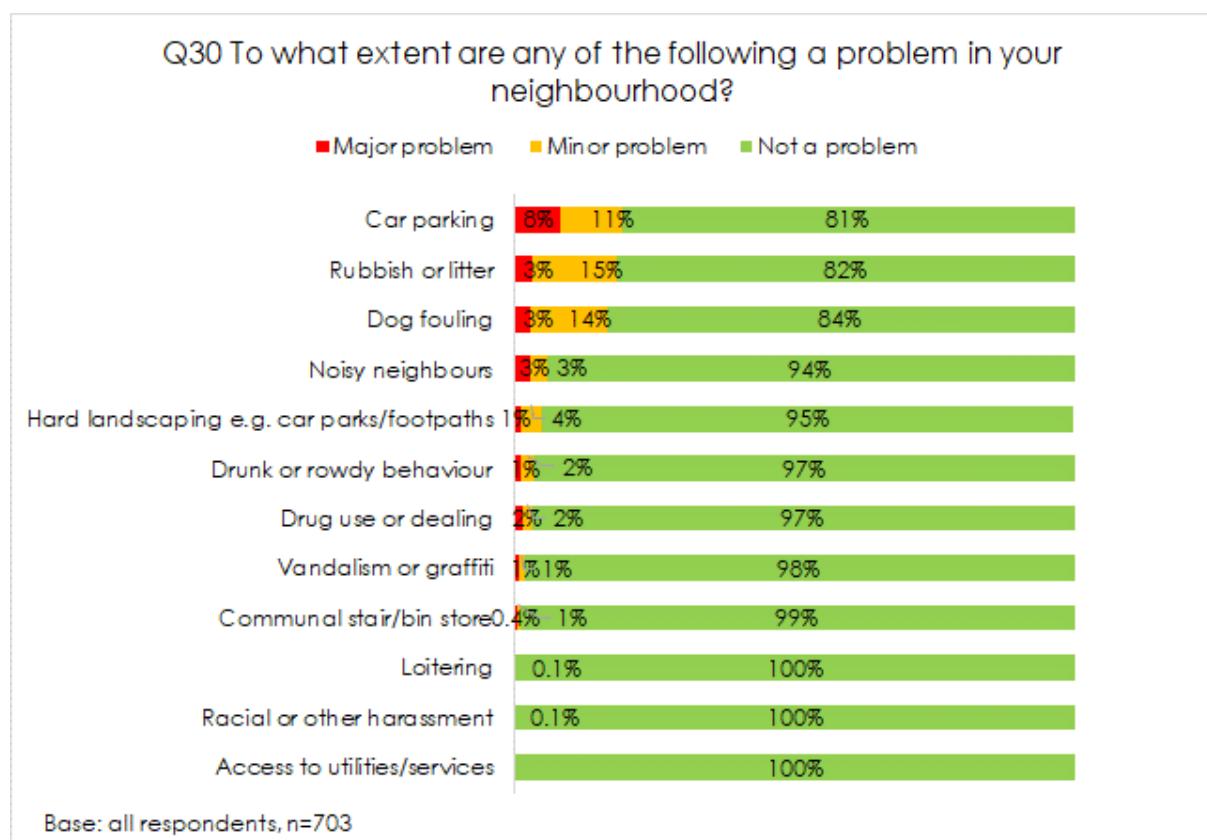
Analysis by area revealed that respondents from Cockenzie, Dirleton, West Barns, Pencaitland and Gullane were most positive with 100% of respondents stating that they were very satisfied. Conversely, dissatisfaction was greatest in Tranent where 11% of respondents stated that they were very dissatisfied.

Q28 Overall, how satisfied or dissatisfied are you with ELHA's contribution to the management of the neighbourhood you live in?						
Respondents	Base	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Cockenzie	35	100%	-	-	-	-
Dirleton	5	100%	-	-	-	-
West Barns	3	100%	-	-	-	-
Pencaitland	10	100%	-	-	-	-
Gullane	7	100%	-	-	-	-
Stenton	9	89%	11%	-	-	-
Athelstaneford	8	88%	13%	-	-	-
Gifford	14	86%	14%	-	-	-
Dunbar	66	85%	15%	-	-	-
Haddington	99	82%	17%	1%	-	-
Port Seton	5	80%	20%	-	-	-
East Saltoun	8	75%	13%	13%	-	-
Ormiston	17	71%	29%	-	-	-
Bolton	3	67%	33%	-	-	-
East Linton	12	58%	25%	17%	-	-
Garvald	4	50%	50%	-	-	-
Wallyford	60	25%	73%	2%	-	-
Musselburgh	105	17%	77%	4%	2%	-
Prestonpans	88	16%	82%	2%	-	-
Tranent	123	11%	71%	8%	11%	-
Whitecraig	22	9%	82%	9%	-	-

8.3 Neighbourhood problems (Q30)

Respondents were asked to what extent a range of factors are a problem in their neighbourhood, with the opportunity to state that each aspect was either not a problem, a minor problem or a major problem. As shown below, most likely to be noted as a problem were:

- Car parking (8% major problem, 11% minor problem)
- Rubbish or litter (3% major problem, 15% minor problem)
- Dog fouling (3% major problem, 14% minor problem).



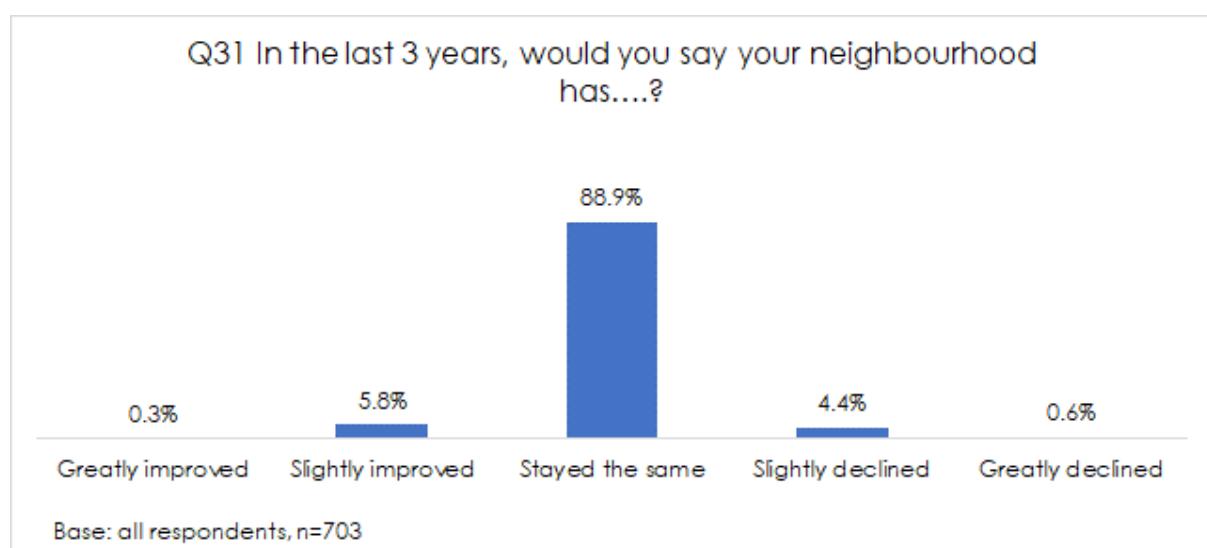
Our analysis shows that these key issues are most likely to be a problem in particular areas:

- **Car Parking:** most likely to be a problem in Tranent (52% serious/minor problem) or Musselburgh (33% serious/minor problem).
- **Rubbish or litter:** most likely to be a problem in Tranent (51% serious/minor problem) or Musselburgh (24% serious/minor problem).
- **Dog fouling:** most likely to be a problem in Haddington (31% serious/minor problem), Athelstaneford (37% serious/minor problem), Ormiston (47% serious/minor problem), East Linton (58% serious/minor problem).

8.4 Change in the neighbourhood (Q31)

Respondents were then asked how they feel their neighbourhood has changed in the last 3 years. The majority (89%) stated that they feel their neighbourhood has stayed the same, 6% stated that they feel it has improved and 5% feel it has declined.

Our analysis shows that most likely to believe their neighbourhood has declined are those living in Tranent where 20% stated they feel the neighbourhood has declined.



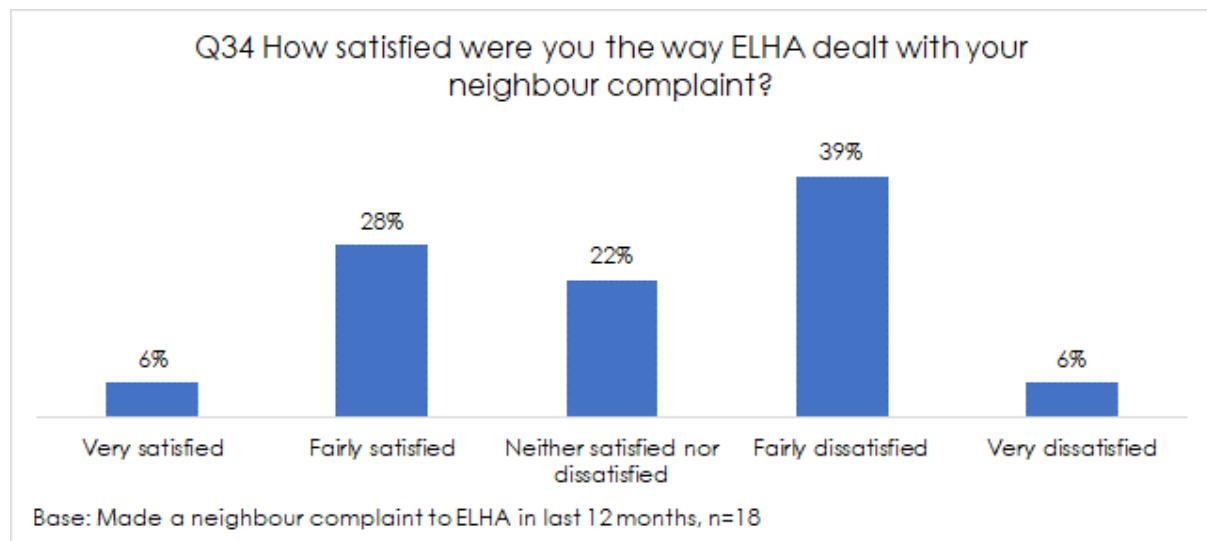
8.5 Neighbour problems (Q32-Q35)

A total of 28 respondents (4%) said that they have experienced problems with their neighbours during the last 12 months.

Those who had experienced problems with their neighbours were asked what they did to deal with the problem. The greatest proportion of respondents (64%, 18 respondents) said that they called ELHA. This was followed by 5 stating that they spoke to their neighbour about it, 2 called the police, and 1 was contacted by the police about the issue.

Just 2 respondents did nothing. One stated that this was due to fear of repercussions and the other said this was because another neighbour did something.

Those who had spoken to ELHA about the neighbour problem were asked how satisfied or dissatisfied they were with the way they dealt with their complaint. Just one third of those who spoke to ELHA (6 respondents) said that they were satisfied with the way it was dealt with. 4 stated neither satisfied nor dissatisfied and 44% (8 respondents) said they were dissatisfied.



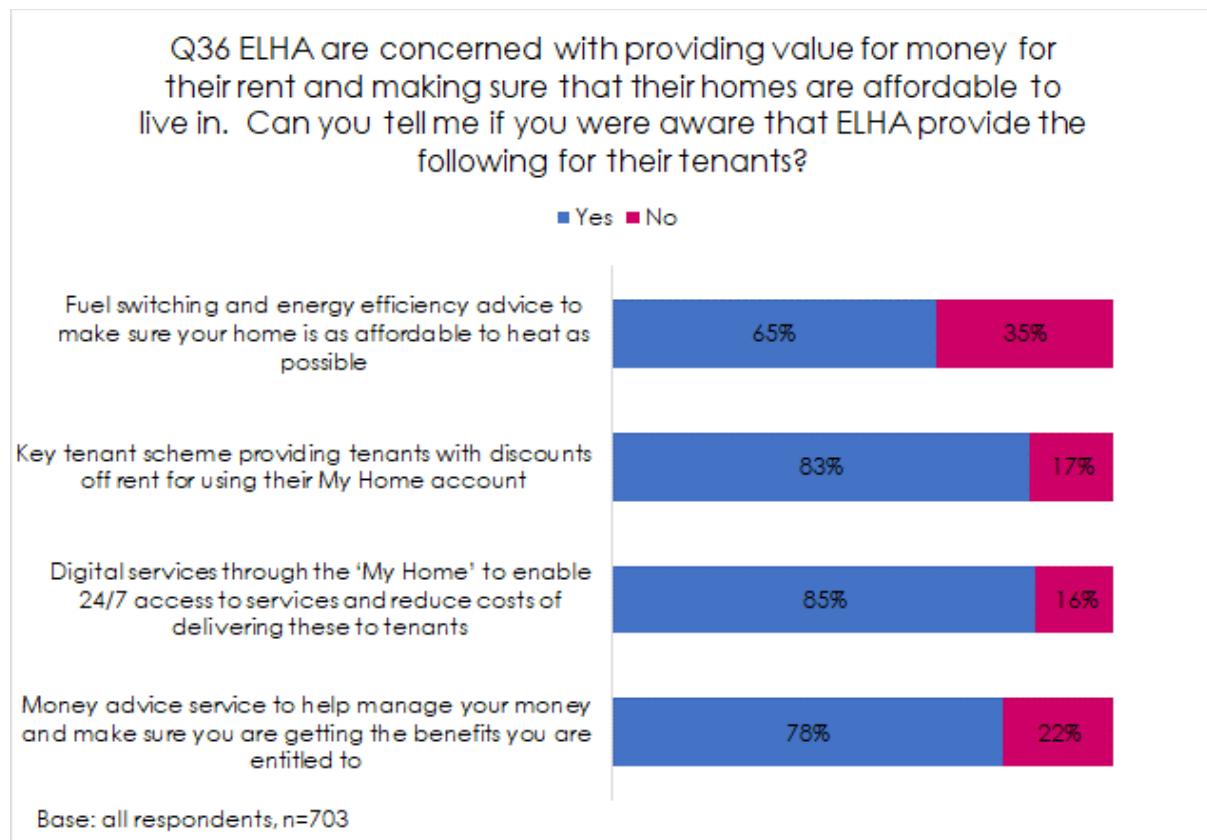
Those who were not satisfied were asked how the way the complaint was dealt with could have been improved. The key thing that tenants said could have been done to improve how things were dealt with was to be seen to do something.

9. RENT COLLECTION AND AFFORDABILITY

9.1 Tenant support services (Q36)

It was explained to tenants that ELHA are concerned with providing value for money for their rent and making sure their homes are affordable to live in. Tenants were then asked if they were aware of a range of services that ELHA provide to do this. As shown below, awareness was greatest with regard to:

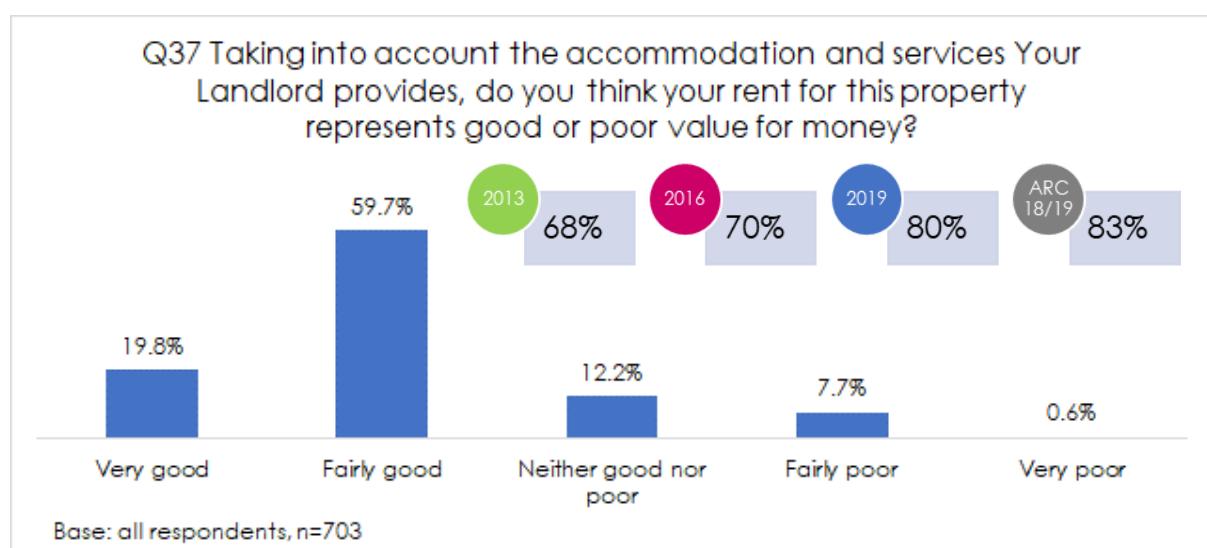
- Digital services through 'My Home' to enable 24/7 access to services and reduce costs of delivering these to tenants (85% aware)
- Key tenant scheme providing tenants with discounts off rent for using their My Home account (83% aware).



9.2 Value for money (Q37-Q38)

With regards to value for money, 8 in 10 tenants (80%) were of the opinion that their rent represented very or fairly good value for money compared to 8% who said it was fairly or very poor value and 12% who said it represented neither good nor poor value for money.

The proportion of respondents who felt their rent represented very or fairly good value for money has increased from 68% in 2013 and 70% in 2016, however it is still slightly below the Scottish average which is 83%.

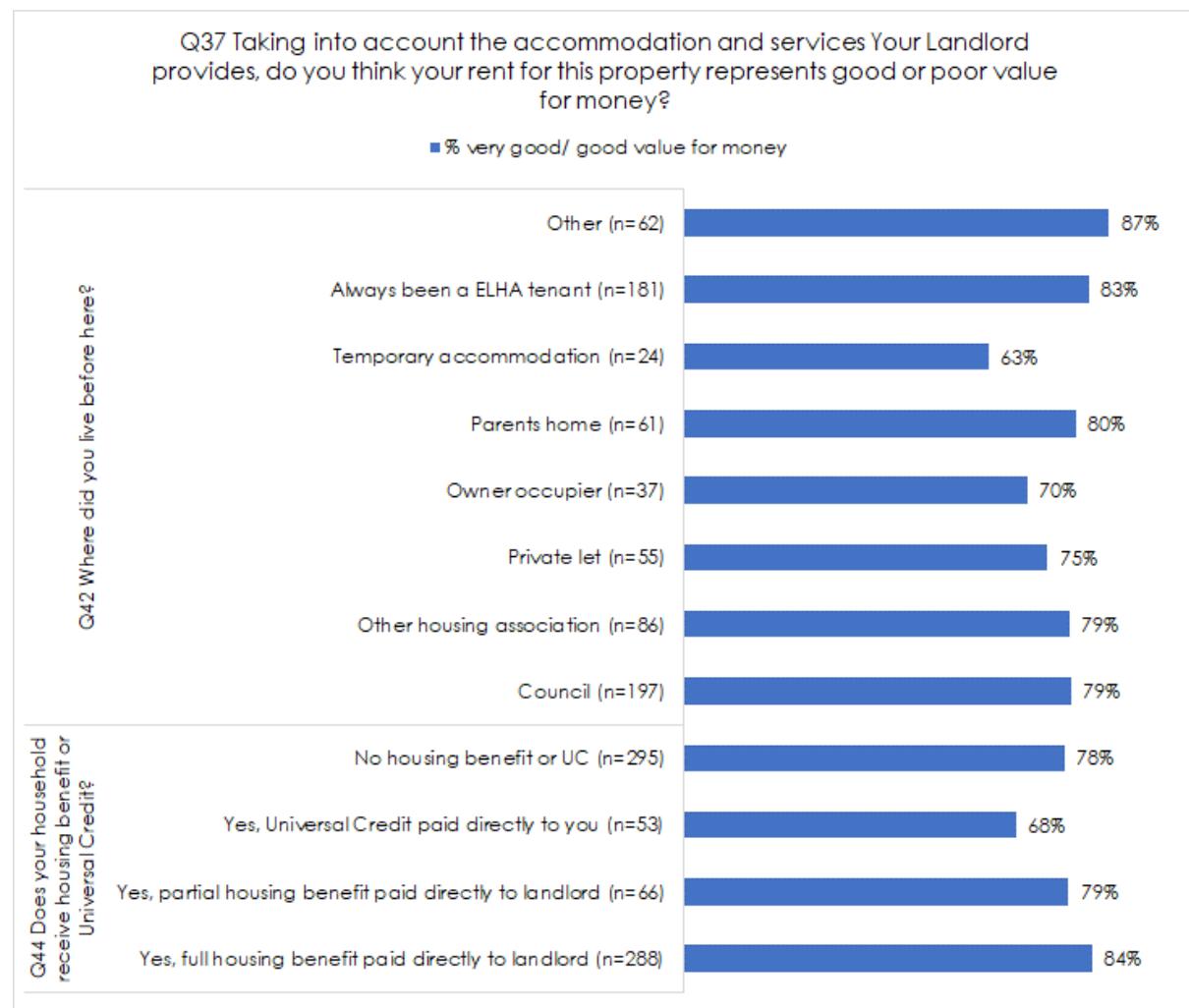


Analysis has been carried out by a number of aspects in order to identify the key factors which may influence perception of value for money.

Whilst for the majority of geographical areas the number of respondents is small so this analysis is not statistically robust, it is notable that perception of value for money for rent is significantly lower in Tranent than in other areas, with just 44% of respondents in Tranent stating they believe their rent is good value for money, 28% stating it is neither good nor poor and 28% stating it is poor value for money.

The chart below shows analysis of other key factors where there are significant differences in perception of value for money. When considering where they have lived prior to becoming a ELHA tenant, those who have always been a ELHA tenant (83%) and those came from their parents' home (80%) were more likely to be positive about value for money. However, those that came from owner occupation (70%) or temporary accommodation (63%) were less likely to be positive with respect to value for money.

When considering benefit receipt, those in receipt of full housing benefit (84%) were most likely to be positive about value for money for their rent whereas those who received universal Credit (68%) were least likely to be positive in this respect.



Respondents who were not satisfied with value for money were asked to explain why they did not think it was good value for money. The most common responses related to the fact that the rent was too high or expensive, with some noting that they felt it was too high for the size of the property. It was also frequently noted that the rent was more expensive than the Council rents. Others noted that it keeps going up or goes up too often and a smaller proportion spoke about it being poor value due to the quality of the home and believe that due to this the rent is poor value for money.

Q38 Can you explain why you say that your rent is not good value for money?

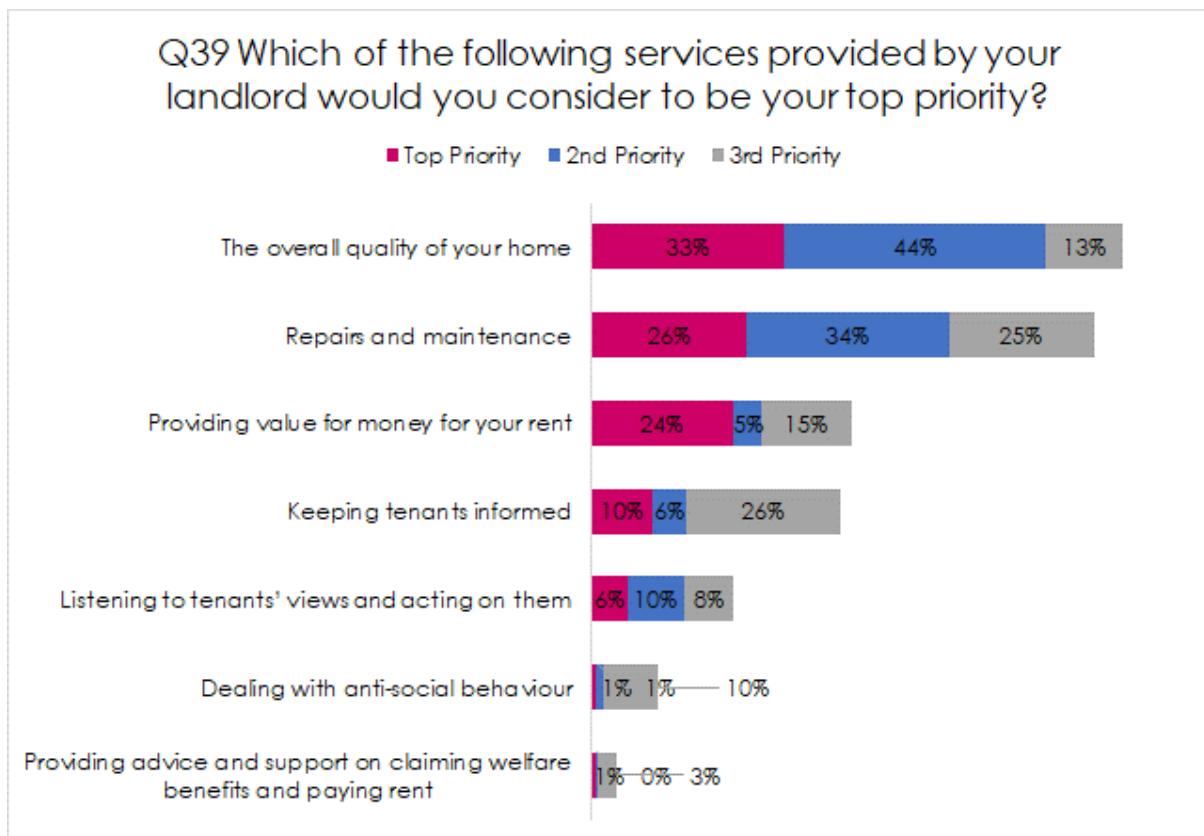
The word cloud illustrates the key themes of dissatisfaction with rent. The size of the text indicates the frequency of the response. The most frequent words are 'expensive', 'high', 'bit', 'compared', 'Council', 'rents', 'size', 'much', 'poor', 'know', 'think', 'steep', 'Quite', 'Increases', 'house', 'feel', 'quality', 'ok', 'flat', 'keeps', 'going', 'better', 'rent', 'Goes', 'homes', 'home', 'Far', and 'property'.

10. TENANT PRIORITIES

10.1 Tenant priorities (Q39)

From a list of services provided by ELHA, tenants were asked what they would consider their key priorities, identifying their top, second and third top priorities. This shows that their top priorities were:

- The overall quality of the home (90% noting this as a priority)
- Repairs and maintenance (85% noting this as a priority)
- Providing value for money for rent (44% noting this as a priority)
- Keeping tenants informed (42% noting this as a priority).



10.2 Recommendation for improvement (Q40)

Tenants were then asked if they could give ELHA one recommendation for improvement, what would it be. Encouragingly, 47% of respondents stated that they couldn't think of anything that they could recommend for improvement. Moreover, a further 7% stated that they were happy with services and provided compliments such as:

- *Keep listening to tenants and improving services.*
- *It's been a really good service, just keep rents affordable.*
- *Happy with service, it's been good over the years.*
- *Happy with the service and good staff.*
- *Good service - no complaints.*
- *Really good housing association. They get things done and deal with issues quickly.*

Where suggestions were made for improvement, a range of suggestions were provided. The most commonly noted suggestions were:

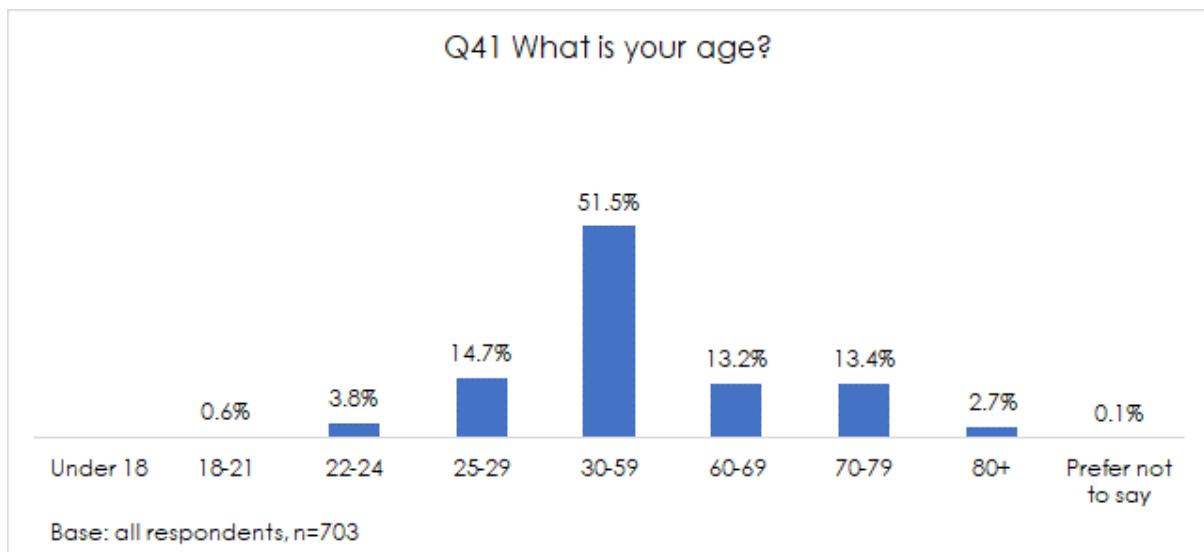
- Improve the repairs service (quicker response to repairs)
- Upgrade/ improve homes
- Improve environment around the home e.g. clean up back courts, bin areas, stair cleaning, landscaping, gardens, car parking
- Stop increasing rents/ keep rents affordable
- Provide information about what is going on in the community
- Improve system for dealing with anti-social behaviour.

Q40 If you could give ELHA one recommendation for improvement, what would it be?

11. HOUSEHOLD INFORMATION

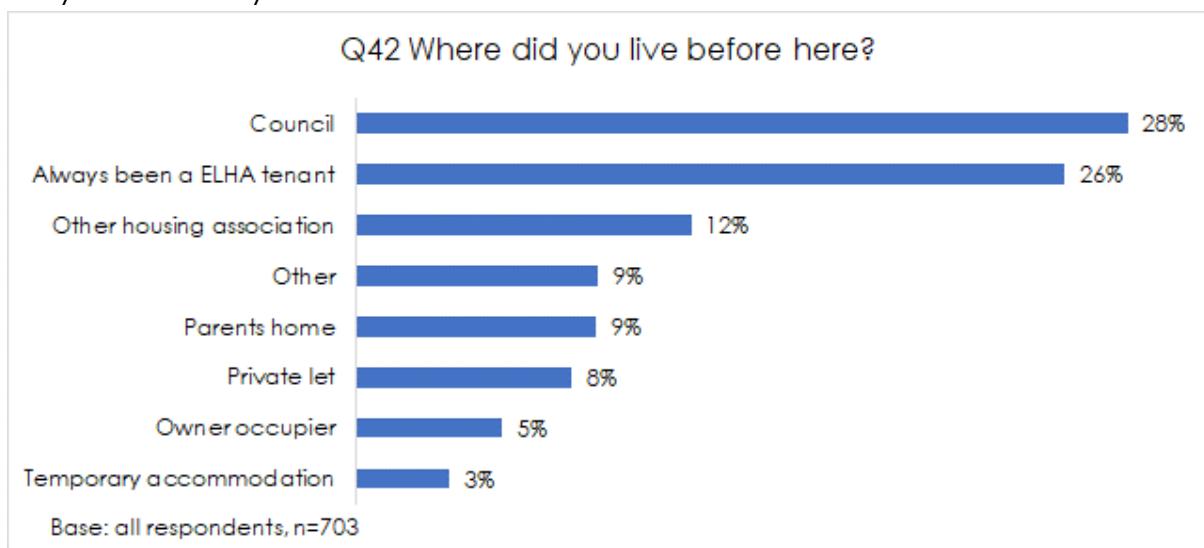
11.1 Age (Q41)

The final section of the questionnaire sought to profile respondents and their households. Firstly in terms of age, respondents were most commonly aged 30-59 (52%). 19% were aged under 30 years of age and 29% were aged 60 or over.



11.2 Previous tenure before becoming an ELHA tenant (Q42)

Prior to becoming a tenant of ELHA, 28% were a Council tenant, 12% said they were a tenant of another housing association, 9% came from another situation, 9% from their parents home and 8% from a private let. 26% said that they have always been an ELHA tenant.



11.3 Household composition (Q43)

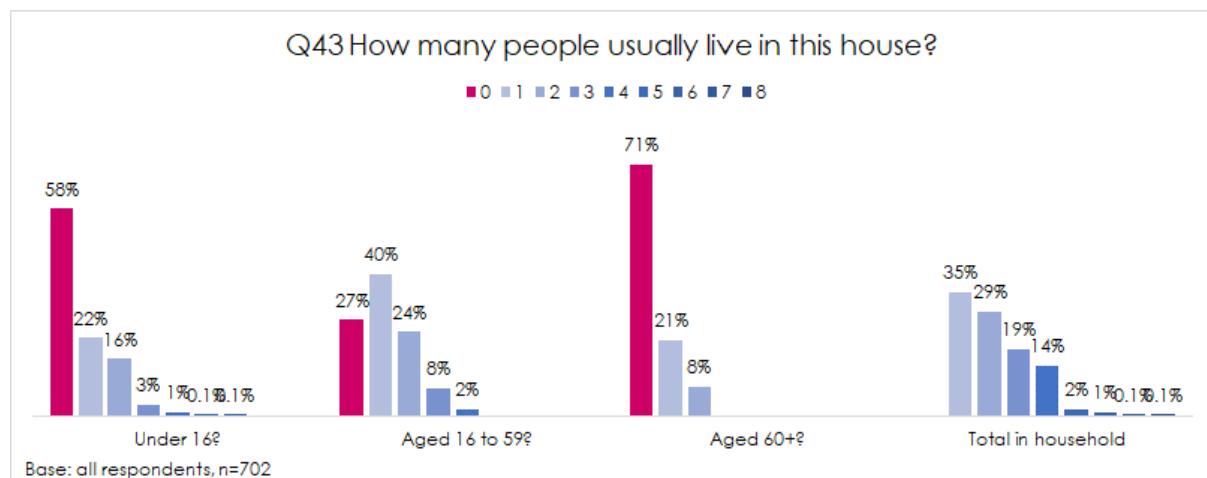
Respondents were asked how many people usually lived in their household in a number of different age groups. The answers to these questions have been used to derive a total number in the household.

When considering the total number in the household, 35% of respondents were single person households, closely followed by 29% being two person households.

Just over 4 in ten households (42%) have children under 16 in the household. Most commonly, 1 child under 16 (22%) or 2 children under 16 (16%).

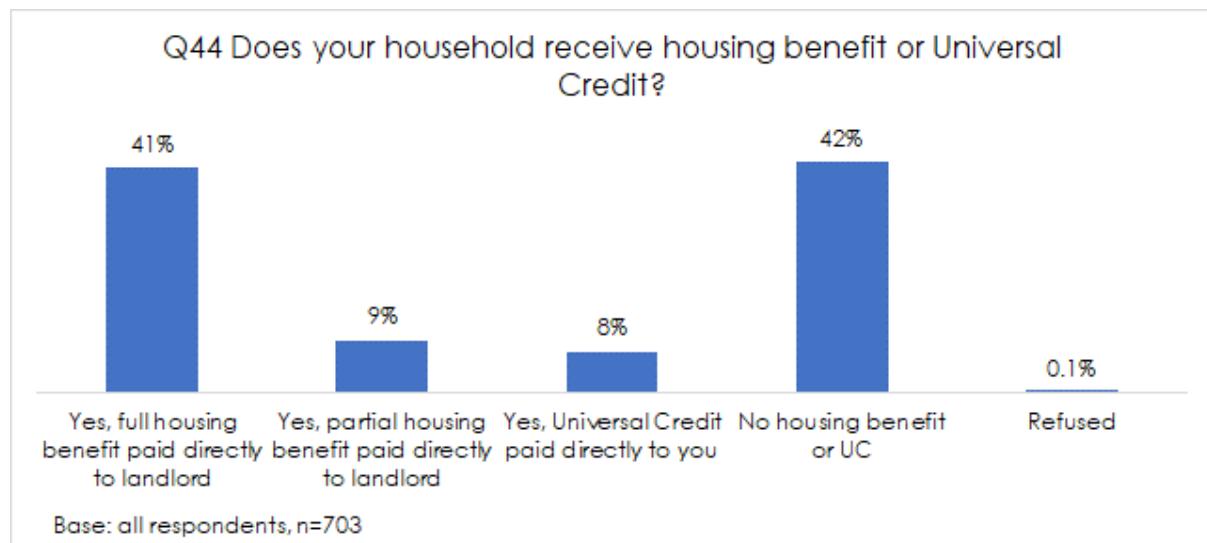
Almost three quarters of households (73%) had people living in them aged 16-59. 40% of households had 1 person aged 16-59 living there and 24% had 2 people aged 16-59.

In terms of respondents aged 60+, 29% had people living in them aged 60+. 21% of households had 1 person aged 60+ living there and 8% had 2 people aged 60+ living there.



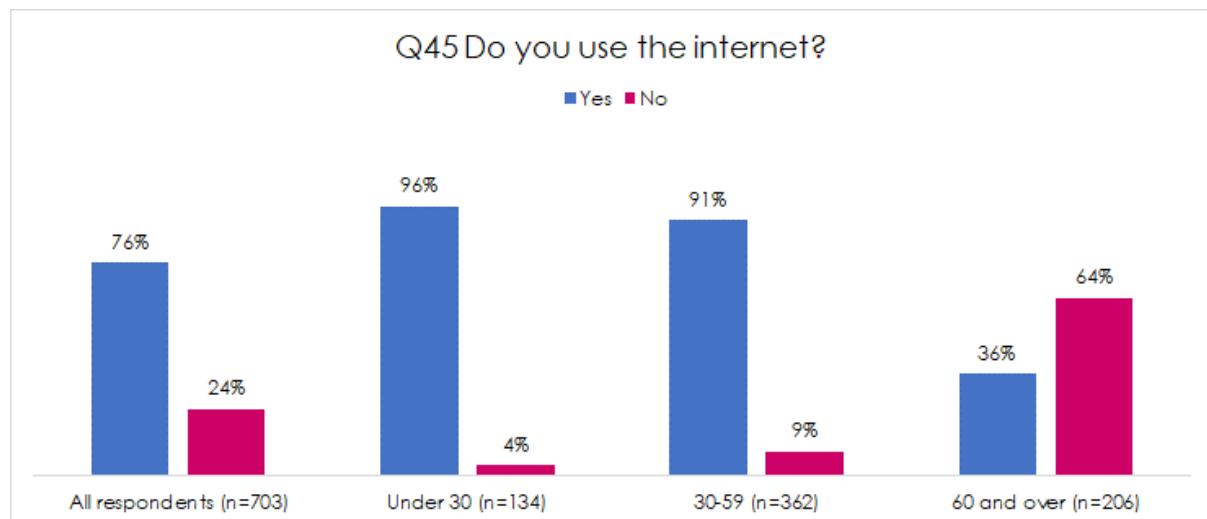
11.4 Benefit Receipt (Q44)

Just over 4 in 10 tenants (42%) said their household does not receive any housing benefit or Universal Credit. Conversely, 41% receive full housing benefit, 9% partial housing benefit and 8% stated that they receive Universal Credit.



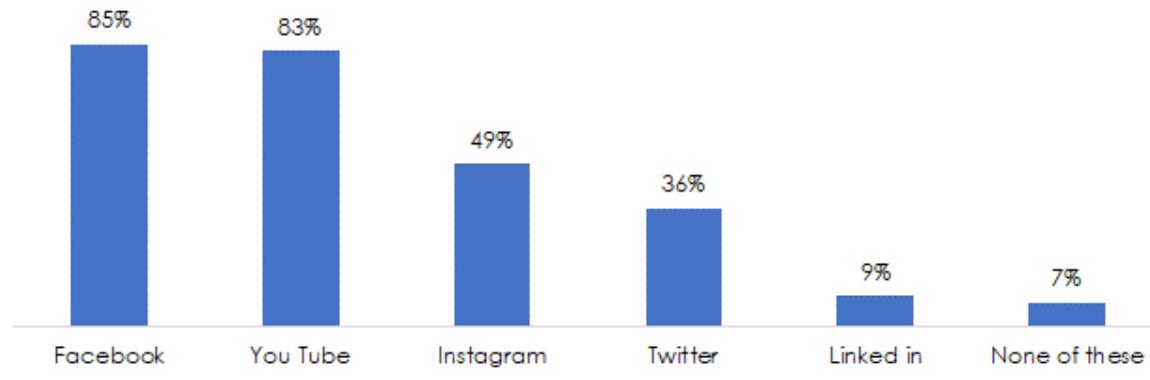
11.5 Internet usage (Q45-Q46)

Just over three quarters of respondents (76%) said that they use the internet. Analysis by age shows significant differences within age groups with 96% of respondents aged under 30 using the internet, 91% of those aged 30-59 and just 36% of those aged 60 and over.



Those that use the internet were asked about their use of social networking. As shown, Facebook (85%) and You Tube (83%) were most commonly used.

Q46 If you participate in social networking, please tell us which ones you use?

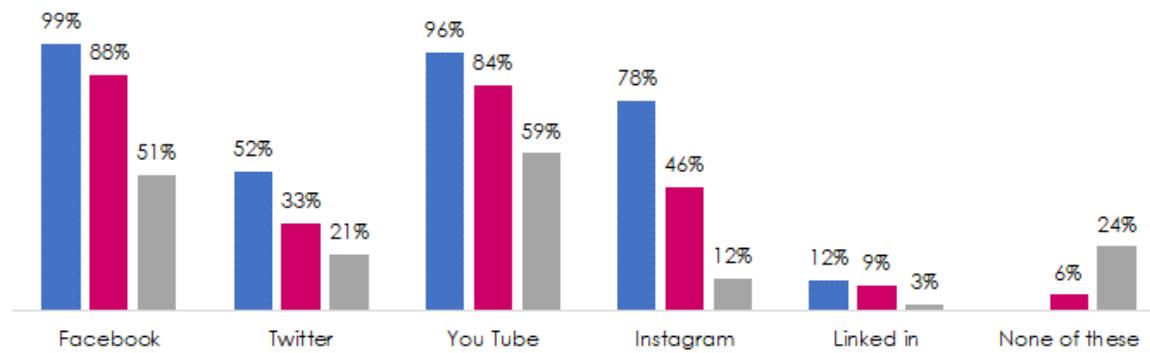


Base: use the internet, n=536

However, again there are significant trends by age with, for example, Instagram significantly more likely to be used by under 30s than other age groups.

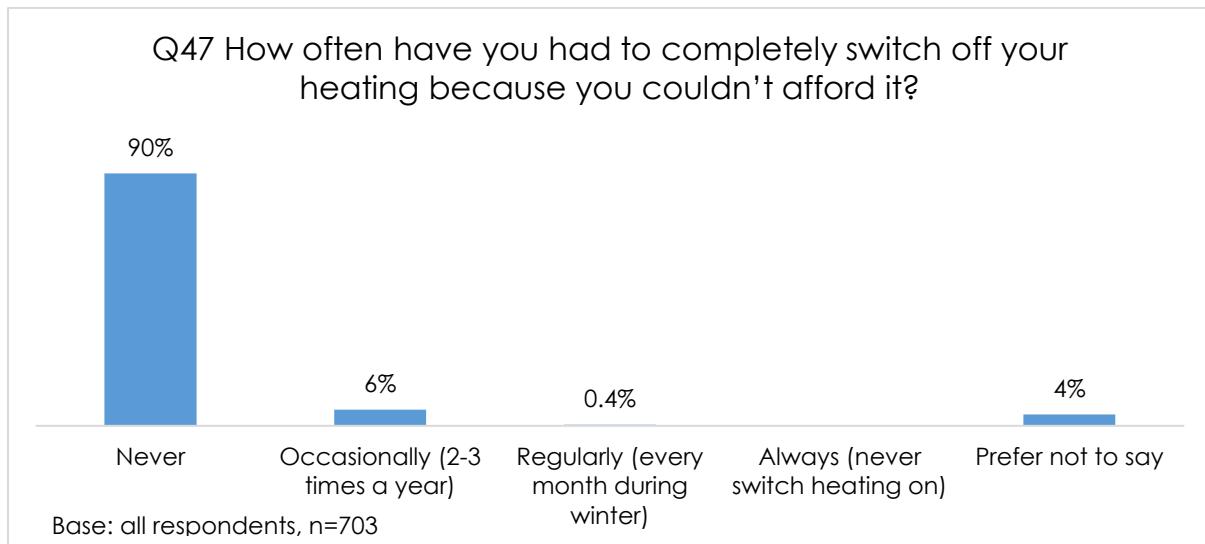
Q46 If you participate in social networking, please tell us which ones you use?

■ Under 30 (n=129) ■ 30-59 (n=331) ■ 60 and over (n=75)



11.6 Affordability of heating (Q47)

The majority of respondents (90%) said that they have never had to completely switch off their heating because they couldn't afford it. 6% said that they have occasionally had to do this, 0.4% regularly do this and 4% said they would prefer not to say.



Analysis shows trends by age with respect to those that say they have never had to switch their heating off because they couldn't afford it. Less likely to have said this were the following groups:

- **Aged under 30** (81% said they have never had to do this compared to 91% of those aged 30-59 and 93% of those aged 60 and over).
- **Living in tenemental properties** (85% of those living in tenements said they have never had to do this compared to 91% living in a house and 94% living in an other flat).
- **Benefit receipt** (83% of those in receipt of full housing benefit said they have never had to do this compared to 97% of those who do not receive any benefits).

12. CONCLUSIONS AND RECOMMENDATIONS

AREAS OF HIGH PERFORMANCE

The results of the 2019 survey reveal that, in general, the Association is performing to a high standard, with tenants reporting higher levels of satisfaction than was the case in 2016. The following points show the key highlights where satisfaction was highest:

- More than 9 in 10 tenants (94%) said they were very or fairly satisfied with the overall service provided by the Association, an increase of 6% points from 88% in 2016.
- There have been significant increases in satisfaction with regard to keeping tenants informed, with 98% of tenants now stating that they believe ELHA is good in this respect, an increase of 9% points from 2016.
- ELHA's move to digital service provision through 'My Home' to enable 24/7 access to services and reduce costs of delivering these to tenants appears to have been successful in changing the behaviour of tenants with 61% of tenants stating that if they were looking for information on ELHA's services, they would prefer to use their My Home account to get this. Moreover, TIG Web was the second most popular way in which tenants said they were interested in getting more involved in ELHA's decision making and 55% of respondents said that they used the digital repair booking service the last time they reported a repair (an increase from 5% in 2016).
- Levels of awareness of the opportunities available to get involved in ELHA's decision making processes was high with over 8 out of 10 tenants saying they were aware of one or more ways in which they could get involved. Despite a relatively small proportion of tenants interested in getting involved (11%), there were very high levels of satisfaction with the opportunities provided to tenants to get involved. 92% of respondents said that they were satisfied with the opportunities given to them to participate in ELHA's decision making processes, an increase of 18% points from 2016.

ACTION PLANNING

The following points have been made to highlight key areas where there is room for improvement in terms of the Association's current service offering.

- Staff were seen as a key strength of the Association with 98% stating that ELHA has friendly and approachable staff, however, when it came to an evaluation of satisfaction with a range of aspects of customer contact, whilst staff were seen as friendly, polite and professional and treated customers fairly and with respect, satisfaction levels fell significantly in terms of keeping tenants informed and providing clear and accurate explanations about the decisions made. Efforts should be made to ensure that feedback is provided and staff keep tenants up to date with the progress of any queries.
- When asked about their priorities, the quality of the home and repairs and maintenance were highlighted as tenants' top two priorities. Whilst satisfaction with both of these aspects is high and has improved since 2016, ELHA should continue to take cognisance of the fact that these remain tenants top priorities. They were also most likely to be noted as a key area for improvement by tenants. Moreover, where tenants were not satisfied with the repairs service, there was a clear message given about the speed of repairs completion.
- Whilst there were relatively low levels of experience of problems with neighbours in the last 12 months, where tenants reported their problems to ELHA, they were not particularly satisfied with the way ELHA dealt with the complaint. Just 33% of those who had reported a neighbour complaint to ELHA were satisfied with the way it was dealt with compared to 45% who were dissatisfied. Tenants most commonly reported that they were dissatisfied with an apparent lack of action by ELHA.

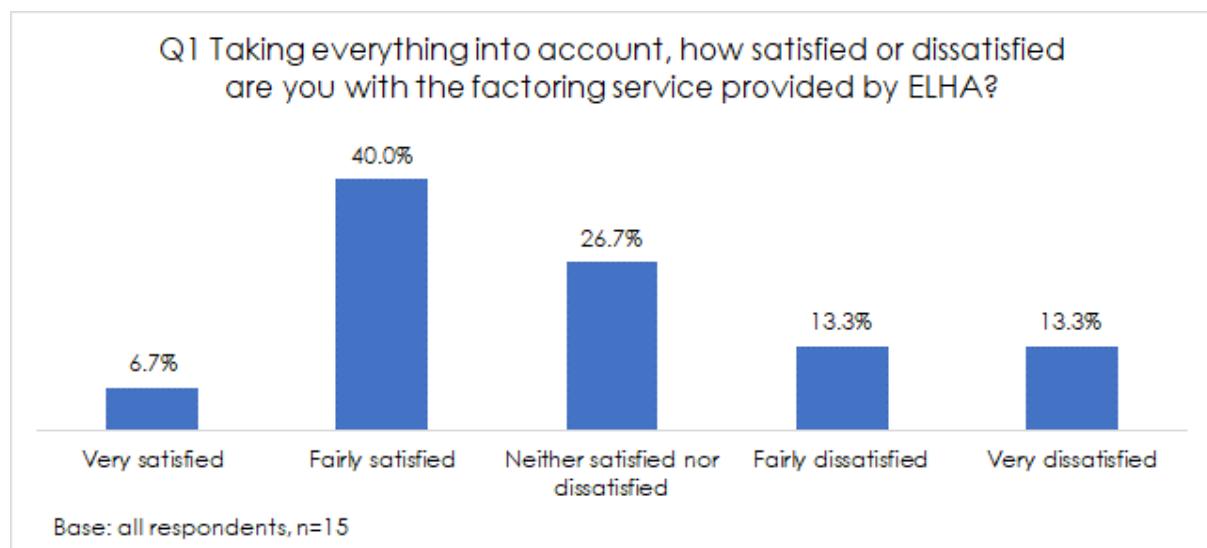
13. SHARING OWNERS

13.1 Introduction

A total of 15 sharing owners were surveyed. Due to the small numbers, please take care when reading the percentages reported as they can be misleading. 7% equates to 1 respondent. Due to this, whilst our charts show percentages, our commentary will often note the number of respondents who noted a particular response.

13.2 Overall satisfaction

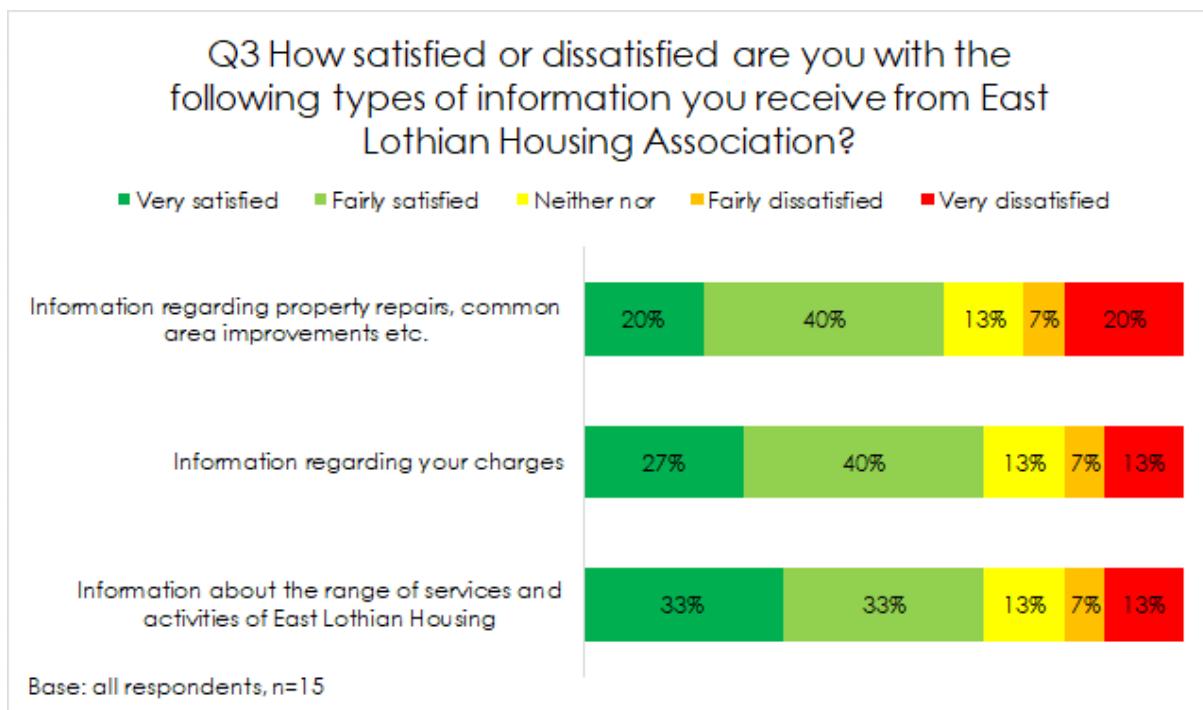
Overall, just under half of respondents (47%, 7 respondents) stated that they were satisfied overall with the factoring service provided. 4 respondents noted that they were neither satisfied nor dissatisfied and 4 noted that they were dissatisfied.



The main reasons given for dissatisfaction were a lack of action or visibility of ELHA, with sharing owners noting that they do not seem to see much being done for their money.

13.3 Information provision

When asked about the information provided, around two thirds of sharing owners were satisfied with the information relating to charges and about the range of services and activities of ELHA (67%), however satisfaction was slightly lower with respect to the information provided regarding property repairs and common areas (60%).



13.4 Contact with ELHA

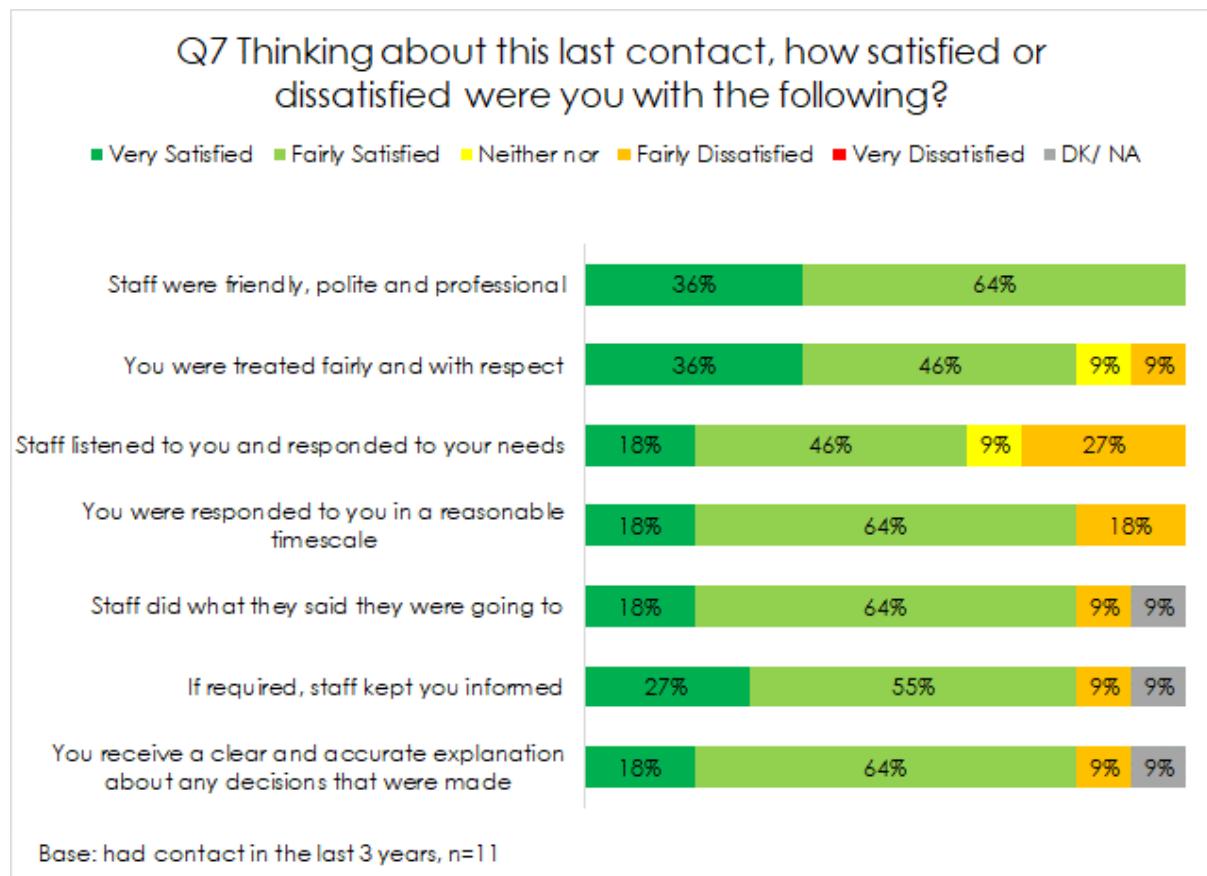
Eleven out of 15 sharing owners surveyed said that they had contacted ELHA in the last 3 years.

The most common reasons for contacting ELHA were:

- Reporting a repair to a communal area (4 respondents)
- To discuss charges (3 respondents)
- Some other reason (2 respondents – heating broken and to sell share of the home)
- Financial advice (1 respondent)
- Complaint about a service (1 respondent)

Ten out of 11 who had contacted the Association said they did so by phone and the remaining one did this by email.

Those who had been in contact were asked how satisfied they were with a range of aspects of this contact. As shown below, satisfaction was greatest with regard to staff being friendly, polite and professional (100%). Satisfaction was lowest with regard to response with 64% stating that they were satisfied that staff listened and responded to their needs.



When asked for any recommendations to improve the service, just two suggestions were made:

- *Find it very difficult to get through. Used to have a receptionist but don't seem to get through.*
- *Have someone come out and inspect the grounds, maybe annually or every 6 months.*

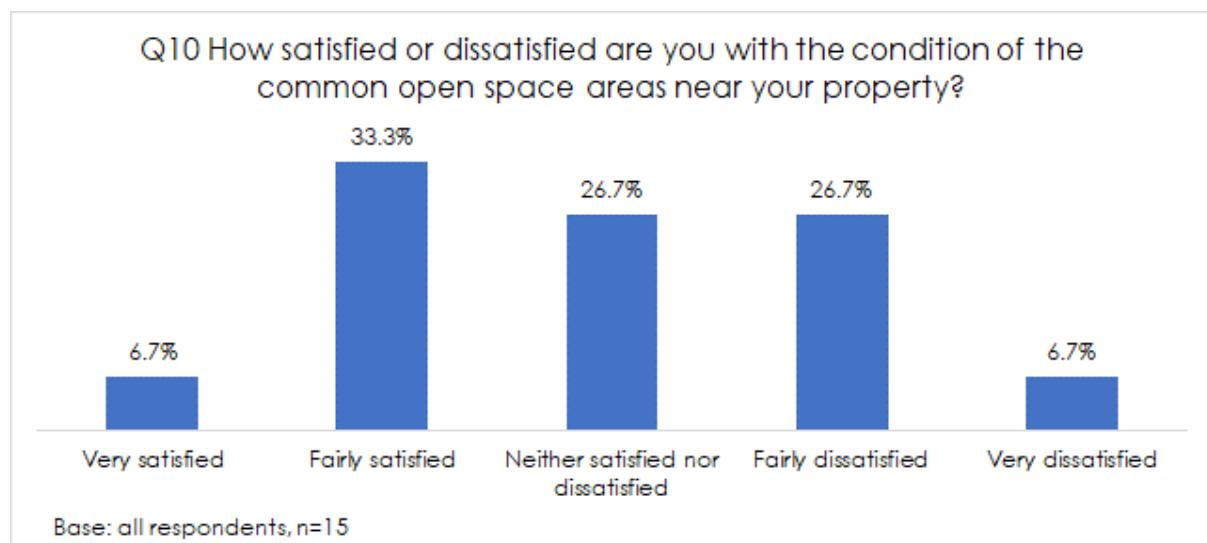
Two respondents took the opportunity to make positive comment:

- *The staff are always great any time you call with anything.*
- *The staff in the office are always pleasant.*

Eleven out of 15 respondents (73%) said that if they were dissatisfied with any aspect of the services provided by East Lothian Housing Association they would know how to complain.

13.5 Common areas

Less than half of sharing owners surveyed (40%, 6 respondents) said that they were satisfied with the condition of common open space areas near their property.

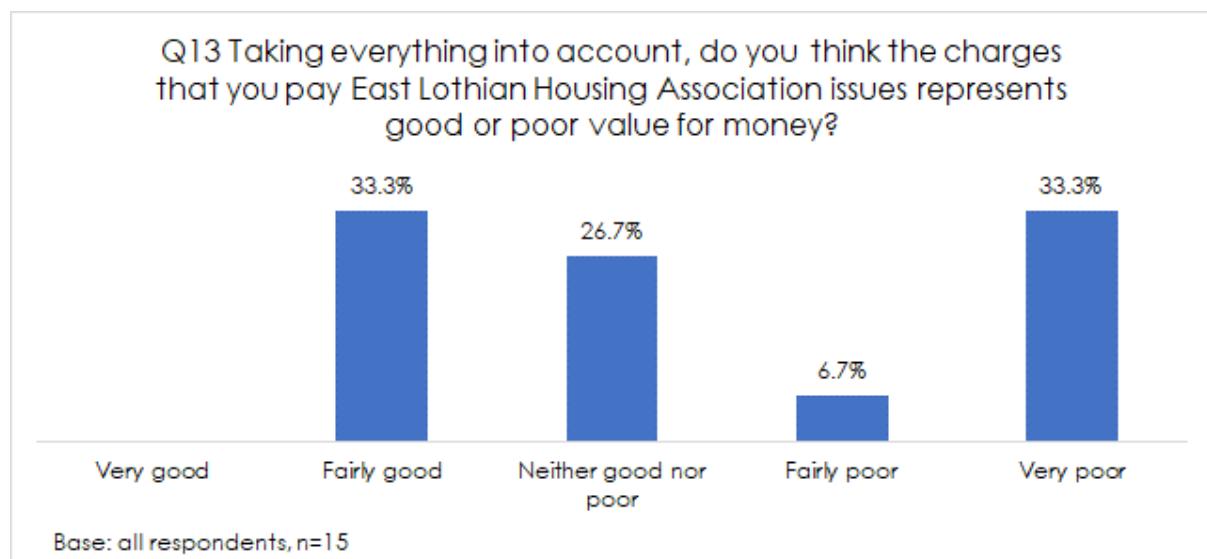


Where sharing owners were not satisfied, they noted that the areas near them were dirty and overgrowing and that cleaning and weeding was needed. Lighting was also noted on several occasions.

When asked if there were any local services that they felt were missing from the local area that ELHA should be trying to develop, sharing owners built on the theme of open space maintenance, noting that they felt a cleaning company or open space maintenance was required. Other suggestions noted a bike shelter and activities for teenagers.

13.6 Value for money

One third of sharing owners (33%, 5 respondents) said that they feel that the charges they pay represent good value for money, 4 said it was neither good nor poor and 6 said it was poor value for money.



The main comments made associated with this is that there was a lack of awareness of what ELHA do for the money they pay and that where they believe ELHA should be taking action (e.g cleaning and maintenance of common areas, communal lighting, weeding of paths), this is not done to a satisfactory standard.

APPENDIX 1: SURVEY QUESTIONNAIRES

Tenant Satisfaction Survey

Overall satisfaction

1. **SSHc** Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by ELHA?

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	Go to Q2
Very dissatisfied	5	
No opinion/ don't know	6	Go to Q3

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

Customer Care

3. To what extent do you agree or disagree with the following statements?

	Strongly agree	Agree	Neither nor	Disagree	Strongly disagree	Don't know/NA
ELHA is providing the service I expect from my landlord	1	2	3	4	5	6
ELHA has a good reputation in my area	1	2	3	4	5	6
ELHA has friendly and approachable staff	1	2	3	4	5	6

4. [IF DO NOT AGREE WITH ANY OF THE ABOVE – CODE 3,4,5] Can you please explain why you did not agree with the statement....?

ELHA is providing the service I expect from my landlord	
ELHA has a good reputation in my area	
ELHA has friendly and approachable staff	

5. Are you aware of ELHA's Customer Service Charter which sets out the targets and timescales that they have set themselves for responding to enquiries?

Yes	1
No	2

6. Other than to report a repair or pay your rent, have you contacted ELHA in the last 3 years?

Yes	1	Go to Q7
No	2	Go to Q10

7. Thinking of the LAST time you contacted ELHA, apart from paying rent or reporting a repair, what was your reason for contact?

To discuss rent arrears	1
Financial advice	2
Transfer or exchange	3
Neighbour dispute	4
Complaint about a service	5
Some other reason (please explain)	6
Can't remember	7

8. Thinking of the LAST time you contacted ELHA, apart from paying rent or reporting a repair, how did you make contact?

'My home' contact form	1
Contact form on elha.com	2
Live help	3
Email	4
Phone	5
Text	6
Visited the office	7
Letter	8
Other (please say what)	9

9. Thinking about this last contact, how satisfied or dissatisfied were you with the following?

	Very Satisfied	Fairly Satisfied	Neither nor	Fairly Dissatisfied	Very Dissatisfied	Don't know/NA
Staff were friendly, polite and professional	1	2	3	4	5	6
You were treated fairly and with respect	1	2	3	4	5	6
Staff listened to you and responded to your needs	1	2	3	4	5	6
You were responded to you in a reasonable timescale	1	2	3	4	5	6
Staff did what they said they were going to	1	2	3	4	5	6
If required, staff kept you informed	1	2	3	4	5	6
You receive a clear and accurate explanation about any decisions that were made	1	2	3	4	5	6

10. If you were dissatisfied with any aspect of the service received by ELHA, would you know how to complain to ELHA?

Yes	1
No	2

Communication and Tenant Involvement

11. SHOWCARD If you were looking for information on ELHA's services, how would you prefer to get this?

Use your My Home account	1
Search ELHA.com	2
Check the Newsletter	3
Pick up or request an information leaflet	4
Other - please say what	5

12. SSHC How good or poor do you feel ELHA is at keeping you informed about their services and decisions?

Very good	1	Go to Q14
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	

13. Can you explain how ELHA could improve how they keep you informed about their services and decisions?

14. ELHA provides a range of ways for tenants to get involved in their decision making processes and give their views. A) Were you aware that you could get involved in any of the following ways? B) would you be interested in getting more involved in any of the following ways?

	A) Aware	B) Interested
Responding to the rent consultation	1	1
Scrutiny Group	2	2
TIG Focus	3	3
TIG other	4	4
TIG web	5	5
Becoming a tenant member and attending the AGM	6	6
Becoming a member of the tenant Panel	7	7
Becoming a member of the ELHA Board	8	8
Not aware/ interested	9	9

15. SSHC How satisfied or dissatisfied are you with the opportunities given to you to participate in your landlord's decision making processes?

Very satisfied	1	Go to Q17
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

16. Can you please explain how ELHA could improve the opportunities given to participate in their decision making processes?

Your Home and Repairs

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

Yes	1	Go to Q18
No	2	

18. SHOWCARD Thinking about the LAST time you had repairs carried out, how did you report this?

Used the digital repair booking service	1
Clicked the emergency repair live help	2
Called the repair line	3
Other (please describe)	4

19. SSHC Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by ELHA?

Very satisfied	1	Go to Q21
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

20. [IF NOT SATISFIED WITH THE REPAIRS SERVICE – AT Q19] Can you please explain how the repairs service could have been improved?

21. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the following?

	Very Satisfied	Fairly Satisfied	Neither nor	Fairly Dissatisfied	Very Dissatisfied
Ease of reporting the repair	1	2	3	4	5
The helpfulness of the member of staff	1	2	3	4	5
Appointment system for arranging the work	1	2	3	4	5
The contractor doing the job you expected	1	2	3	4	5

22. Have you had a gas servicing appointment in the last 12 months?

Yes	1	Go to Q23
No	2	Go to Q25

23. How satisfied were you with ELHA's gas servicing arrangements?

Very satisfied	1	Go to Q25
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q24
Fairly dissatisfied	4	
Very dissatisfied	5	

24. [IF NOT SATISFIED WITH THE GAS SERVICING – AT Q23] Can you please explain how the arrangements could have been improved?

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

Very satisfied	1	Go to Q27
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q26
Fairly dissatisfied	4	
Very dissatisfied	5	

26. How could the quality of your home be improved?

The Neighbourhood

27. How satisfied or dissatisfied are you with your neighbourhood as a place to live?

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

28. SSHC Overall, how satisfied or dissatisfied are you with ELHA's contribution to the management of the neighbourhood you live in?

Very satisfied	1	Go to Q30
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q29
Fairly dissatisfied	4	
Very dissatisfied	5	

29. Can you explain how ELHA could improve their contribution to the management of the neighbourhood you live in?

30. To what extent are any of the following a problem in your neighbourhood?

	Major Problem	Minor Problem	Not a problem
Car parking	1	2	3
Rubbish or litter	1	2	3
Noisy neighbours	1	2	3
Dog fouling	1	2	3
Racial or other harassment	1	2	3
Drunk or rowdy behavior	1	2	3
Vandalism or graffiti	1	2	3
Drug use or dealing	1	2	3
Loitering	1	2	3
Communal stair/ bin store	1	2	3
Hard landscaping e.g. car parks/ footpaths	1	2	3
Access to utilities/ services	1	2	3
Is there anything else you consider to be a problem? (please specify)	1	2	

31. In the last 3 years, would you say your neighbourhood has....?

Greatly improved	1
Slightly improved	2
Stayed the same	3
Slightly declined	4
Greatly declined	5

32. Have you experienced any problems with your neighbours during the last 12 months?

Yes	1	Go to Q33
No	2	Go to Q36

33. How did you deal with the problem?

Spoke to my neighbour about it	1	Go to Q36
Called ELHA	2	Go to Q34
Called the Council ASB hotline	3	
Called the police	4	
Did nothing (please say why?)	5	Go to Q36
Did something else (please say what?)	6	

34. How satisfied were you the way ELHA dealt with your neighbour complaint?

Very satisfied	1	Go to Q36
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	Go to Q35
Very dissatisfied	5	

35. [IF NOT SATISFIED WITH THE WAY THE NEIGHBOUR COMPLAINT WAS DEALT WITH] Can you please explain how this could have been improved?

Rent, Value for Money and Financial Management

36. ELHA are concerned with providing value for money for their rent and making sure that their homes are affordable to live in. Can you tell me if you were aware that ELHA provide the following for their tenants?

	Yes	No
Money advice service to help manage your money and make sure you are getting the benefits you are entitled to	1	1
Digital services through the 'My Home' to enable 24/7 access to services and reduce costs of delivering these to tenants	2	2
Key tenant scheme providing tenants with discounts off rent for using their My Home account	3	3
Fuel switching and energy efficiency advice to make sure your home is as affordable to heat as possible	4	4

37. SSHC Taking into account the accommodation and services Your Landlord provides, do you think your rent for this property represents good or poor value for money?

Very good	1	Go to Q39
Fairly good	2	
Neither good nor poor	3	Go to Q38
Fairly poor	4	
Very poor	5	

38. Can you explain why you say that your rent is not good value for money?

Tenant Priorities

39. SHOWCARD Which of the following services provided by your landlord would you consider to be your top three priorities?

	Top	2nd	3rd
Keeping tenants informed	1	1	1
Listening to tenants' views and acting on them	2	2	2
The overall quality of your home	3	3	3
Repairs and maintenance	4	4	4
Dealing with anti-social behaviour	5	5	5
Providing advice and support on claiming welfare benefits and paying rent	6	6	6
Providing value for money for your rent	7	7	7
Other (please specify)	8	8	8

**40. If you could give ELHA one recommendation for improvement, what would it be?
[INTERVIEWER: RECORD FULLY]**

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About You and Your Household

Finally, I'd like to ask some questions about you personally so that ELHA can better tailor their services to meet your needs. I will ask you later whether or not you are happy for the answers you give to be passed back to ELHA. You can say no if you want to. All your other answers will remain completely anonymous and confidential.

41. What is your age?

Under 18	1
18-21	2
22-24	3
25-29	4
30-59	5
60-69	6
70-79	7
80+	8
Prefer not to say	9

42. Where did you live before here?

Council	1
Other housing association	2
Private let	3
Owner occupier	4
Parents home	5
Temporary accommodation	6
Always been a ELHA tenant	7
Other	8

43. How many people usually live in this house? WRITE IN NUMBER – ENTER '0' IF NONE

Under 16?	
Aged 16 to 59?	
Aged 60+?	

44. Does your household receive housing benefit or Universal Credit?

Yes, full housing benefit paid directly to landlord	1
Yes, partial housing benefit paid directly to landlord	2
Yes, Universal Credit paid directly to you	3
No housing benefit or UC	4

45. Do you use the internet?

Yes	1	Go to Q46
No	2	Go to Q47

46. If you participate in social networking, please tell us which ones you use? READ OUT, CODE ALL THAT APPLY

Facebook	1
Twitter	2
You Tube	3
Instagram	4
Linked in	5
Other (please specify)	6
None of these [DO NOT READ OUT]	6

47. How often have you had to completely switch off your heating because you couldn't afford it?

Never	1
Occasionally (2-3 times a year)	2
Regularly (every month during winter)	3
Always (never switch heating on)	4
Prefer not to say	5

48. Do you need more information or help with managing your tenancy

Yes	1	Go to Q49
No	2	Go to Q50

49. If yes, please can you explain what you need help with?

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50. Are you happy for us to pass your answers to this final section over to ELHA so that they can better understand your needs and try to help you? All your other responses will remain entirely confidential.

Yes	1
No	2

- Thank you very much for completing the questionnaire.
- Here is a 'Thank you' slip which tells you a bit more about Research Resource, the interviewing process and how we use your data on the Privacy Notice

Sharing owner questionnaire

Overall satisfaction

1. SSHC Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by ELHA?

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q2
Fairly dissatisfied	4	
Very dissatisfied	5	

2. You said you were not satisfied with the factoring service provided by your landlord, can you please explain why?

3. How satisfied or dissatisfied are you with the following types of information you receive from East Lothian Housing Association?

	Very Satisfied	Fairly Satisfied	Neither nor	Fairly Dissatisfied	Very Dissatisfied	Don't know/NA
Information regarding property repairs, common area improvements etc.	1	2	3	4	5	6
Information regarding your charges	1	2	3	4	5	6
Information about the range of services and activities of East Lothian Housing	1	2	3	4	5	6

4. Have you contacted ELHA in the last 3 years?

Yes	1	Go to Q5
No	2	Go to Q9

5. Thinking of the LAST time you contacted ELHA, what was your reason for contact?

To discuss your charges	1
Financial advice	2
Neighbour dispute	3
Complaint about a service	4
Reporting a repair to a communal area	5
Some other reason (please explain)	6
Can't remember	7

6. Thinking of the LAST time you contacted ELHA, apart from paying rent or reporting a repair, how did you make contact?

'My home' contact form	1
Contact form on elha.com	2
Live help	3
Email	4
Phone	5
Text	6
Visited the office	7
Letter	8
Other (please say what)	9

7. Thinking about this last contact, how satisfied or dissatisfied were you with the following?

	Very Satisfied	Fairly Satisfied	Neither nor	Fairly Dissatisfied	Very Dissatisfied	Don't know/NA
Staff were friendly, polite and professional	1	2	3	4	5	6
You were treated fairly and with respect	1	2	3	4	5	6
Staff listened to you and responded to your needs	1	2	3	4	5	6
You were responded to you in a reasonable timescale	1	2	3	4	5	6
Staff did what they said they were going to	1	2	3	4	5	6
If required, staff kept you informed	1	2	3	4	5	6
You receive a clear and accurate explanation about any decisions that were made	1	2	3	4	5	6

8. Thinking about ELHA Staff, do you have any recommendations that could help improve the service they provide?

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9. If you were dissatisfied with any aspect of the services provided by East Lothian Housing Association, would you know how to complain?

Yes	1
No	2

10. How satisfied or dissatisfied are you with the condition of the common open space areas near your property?

Very satisfied	1	Go to Q12
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

11. Can you please explain how ELHA could improve the condition of common, open space areas near your property?

12. Are there any local services that you think are missing from the area that ELHA should be trying to develop?

13. Taking everything into account, do you think the charges that you pay East Lothian Housing Association represents good or poor value for money?

Very good	1	Go to Q15
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	

14. Can you explain why you say that your charges is not good value for money?

15. Do you have any other comments you would like to make about East Lothian Housing Association's services?

APPENDIX 2: TECHNICAL REPORT SUMMARY



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project number	P1061
Project name	East Lothian Housing Association Tenant Satisfaction Survey 2019
Objectives of the research	<p>The aim of the research was to seek customers' views on the services that ELHA provides, how well it performs these services and to help identify areas where the service can be improved. Specifically the research was designed to provide customers views on the following:</p> <ul style="list-style-type: none"> ■ The quality of information provided by ELHA; ■ 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	East Lothian Housing Association tenants and sharing ownres.
Target sample size	The aim was to achieve a 40% response rate.
Achieved sample size	A total of 703 tenant interviews were achieved. 15 sharing owner interviews were achieved
Date of fieldwork	21 st October to 29 th November 2019.
Sampling method	Interviews spread across organisation stock.
Data collection method	Interviews were undertaken with the tenant or their partner on a face to face basis. All responses were recorded on a paper questionnaire and the data entered into a survey analysis package by a team of data processors.
Response rate and definition and method of how calculated	Tenant: 55% (703 from a population of 1274) Sharing owner: 52% (15 from a population of 29)
Any incentives?	No
Number of interviewers	5 interviewers were working on this in the field 2 interviewers were working on this on the phone
Interview validation methods	10% of each interviewers work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
Showcards or any other materials used?	Showcards used as per instructions on questionnaire

Weighting procedures	Not applicable
Estimating and imputation procedures	Not applicable
Reliability of findings	Data accurate overall to +/-2.5% for tenants.