



Molendinar Park Housing Association

Tenant Satisfaction Survey

October 2018

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Molendinar Park Housing Association

Tenant Satisfaction Survey 2018

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1. EXECUTIVE SUMMARY

INTRODUCTION

- Molendinar Park Housing Association commissioned Research Resource to carry out a tenant satisfaction survey on their behalf.
- A total of 200 interviews were carried out with Molendinar Park tenants in order to assess satisfaction with the Association and the services it provides.
- Interviews took place between the 3rd September and 5th October 2018.
- 200 interviews represents a 41% response rate from the Association's tenants and provides data accurate to +/-5.3%.
- This executive summary highlights the key findings from this programme of research.

Molendinar Park Housing Association Tenant Satisfaction Survey 2018

What did we do?

200
INTERVIEWS

We spoke to 200 Molendinar Park tenants to find out how satisfied they were with the Association and the services they provide. This is done to report back to the Scottish Housing Regulator and allows the Association to improve their services for customers.

What did you tell us?



96%
satisfied overall with service provided by Molendinar Park Housing Association



96%
rated the Association as good at keeping you informed



98%
satisfied with the opportunities to participate



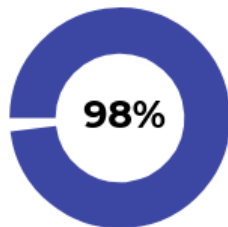
88%
satisfied with repairs and maintenance



91%
satisfied with the quality of your home



89%
rated rent as good value for money



98%
satisfied with management of the neighbourhood



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

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

2. INTRODUCTION, BACKGROUND AND OBJECTIVES

2.1 Introduction

This report represents and discusses the findings to emerge from Molendinar Park Housing Association's Tenant Satisfaction Survey 2018.

2.2 Background and objectives

The aim of the research was to seek tenants' views on the services that Molendinar Park Housing Association 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 collect data on tenant satisfaction with the key indicators required by the Scottish Housing Regulator for the Association's Annual Return on the Charter. This included:

- Overall satisfaction
- Satisfaction with being kept informed
- Satisfaction with opportunities for participation
- Quality of the home
- Satisfaction with repairs
- Management of the neighbourhood
- Value for money of rent.

It is against this background that Research Resource were commissioned to carry out the Association's 2018 Tenant Satisfaction Survey.

2.3 Research Method

The Ipsos MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement for a minimum of a 40% response rate and ensuring representative samples of tenants, it was decided that the tenant survey was carried out utilising an interviewer led survey methodology.

Our primary reasons for recommending an interviewer led methodology were:

- Administering the survey utilising an interviewer led methodology allows us to maximise the response rate.

- The proposed methodology is an inclusive methodology and allows interviewers to ensure that, for example, elderly or those with a disability or literacy problems can be included in the process. It also lets us identify any potential barriers to participation which can be raised and addressed in partnership with the Association.
- Facilitates high quality of survey output as it allows the interviewer to build up a rapport with the participant ensuring that the questionnaire is answered in full and allowing explanation of the necessity for asking personal data.

2.4 Questionnaire design

After consultation with the Association, 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 the Association is required to report;
- Research Resource experience in relation to customer satisfaction surveying.

2.5 Sample Size and Profile

Overall, a total of 200 interviews were completed with tenants, representing a 41% response rate from the Association's 490 tenanted properties. This provides data accurate to $\pm 5.3\%$ based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across the Association's stock to ensure coverage across the tenant base.

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 tables below show the sample profile broken down by stock postcode. As can be seen below, the interview profile is relatively in line with the overall tenant population profile. The profile of interviews has good coverage of

these factors and we are therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required.

Postcode	No of tenants	% of tenants	No of respondents	% of respondents
G31 1	55	11%	16	8%
G40 2	54	11%	22	11%
G40 3	253	52%	94	47%
G40 4	97	20%	60	30%
G44/45	31	6%	8	4%
Total	490	100%	200	100%

2.6 Interviewing and Quality Control

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are highly experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities.

Interviews were conducted in accordance with our ISO20252 accredited policies and procedures and in line with the Market Research Society Code of Conduct. Interviewing took place between the 3rd September to 5th October 2018.

2.7 Survey Analysis and Reporting

Survey data has been analysed and reported on in a number of ways. Data has been analysed by key variables as agreed by the organisation. Where any particular trends or issues are found for any one key group, this is detailed in the survey report. For key Charter indicators, comparison has been drawn to the Scottish Average for the Annual Return on the Charter 2017/18.

Please note that not all percentages sum to 100% due to rounding.

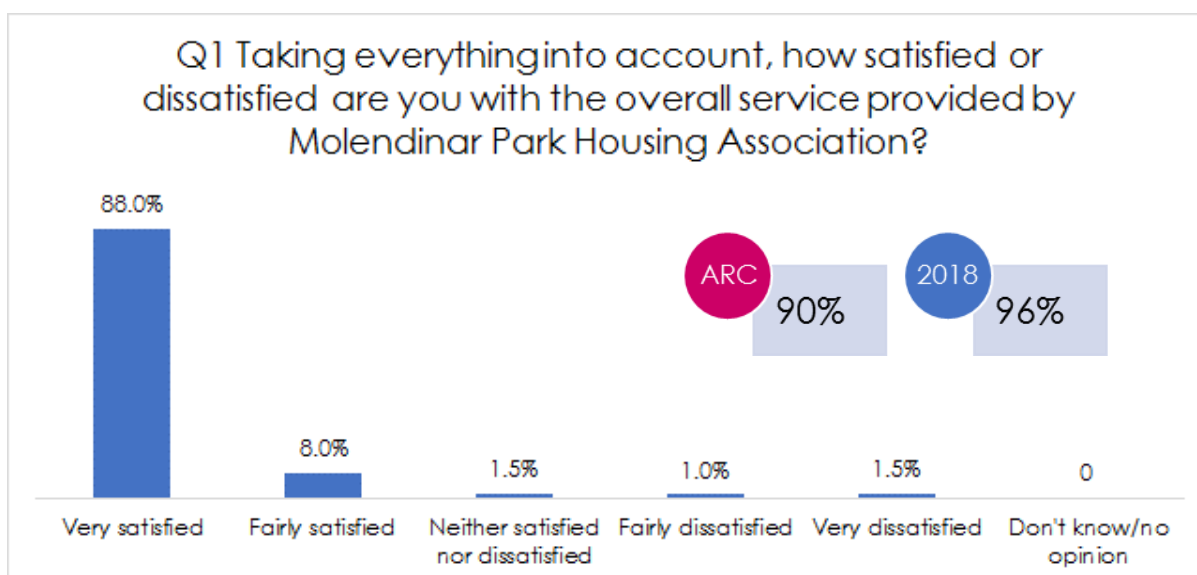
2.8 Report Structure

This document details the key findings to emerge from the survey, addressing the key findings of the survey for Molendinar Park Housing Association .

3. OVERALL SATISFACTION

3.1 Satisfaction with the overall service provided (Q1 to Q2)

The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by Molendinar Park Housing Association . Over 19 out of 20 tenants (96%) said they were very or fairly satisfied with the overall service provided compared to 3% who were fairly or very dissatisfied and 2% who were neither satisfied nor dissatisfied.



Base: All respondents, n=200

This is a positive compared to the Scottish average for this Charter indicator which is 90%.

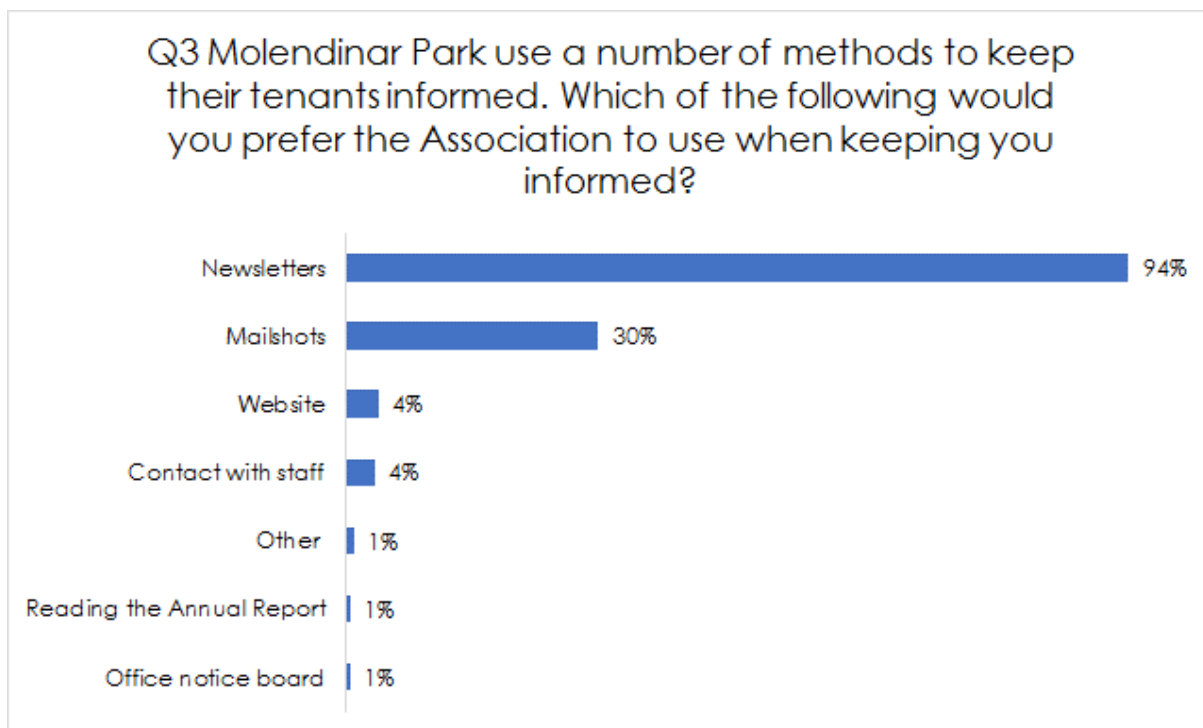
When those who were not satisfied were asked to explain why, the reasons varied and comments on repairs and desire to have their property upgraded.

4. INFORMATION AND COMMUNICATION

4.1 Preferred method of keeping tenants informed (Q3)

Tenants preferred method of being kept informed was newsletters (94%) followed by mailshots (30%)..

Electronic methods were less popular with just 4% of respondents stating they would like the Association to keep them informed via their website.



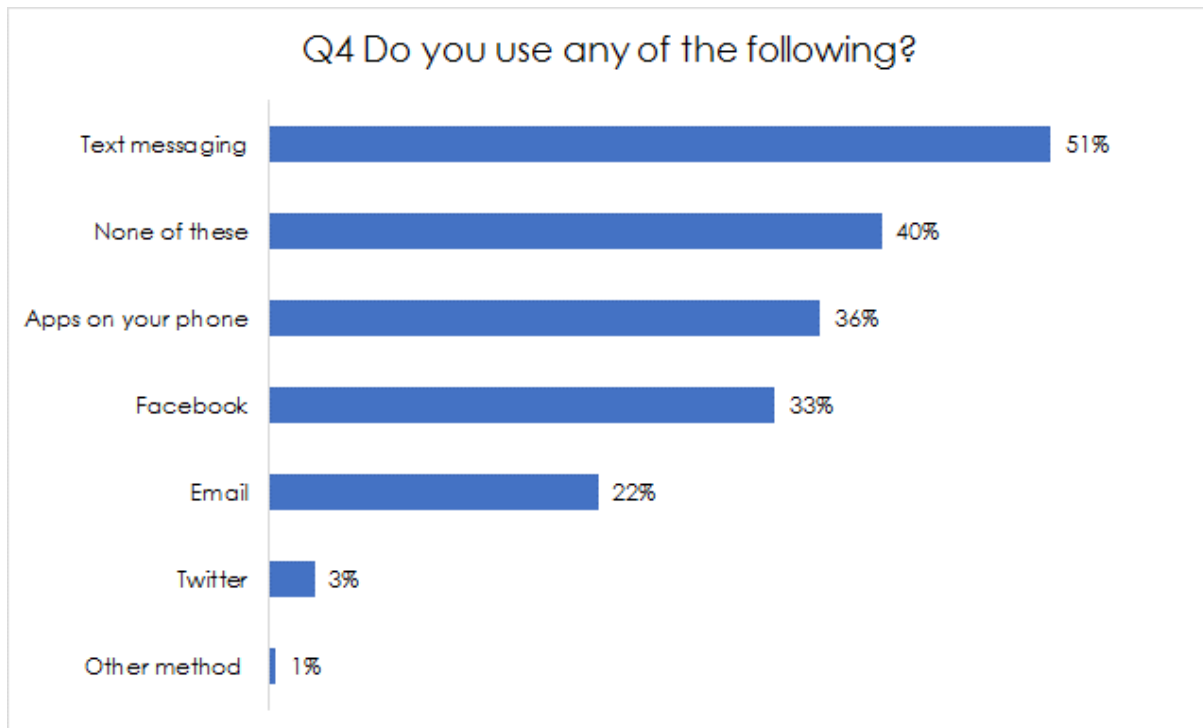
Base: All respondents, n=200

4.2 Use of technology and the internet (Q4 to Q5)

When asked about their use of technology, the most commonly used were:

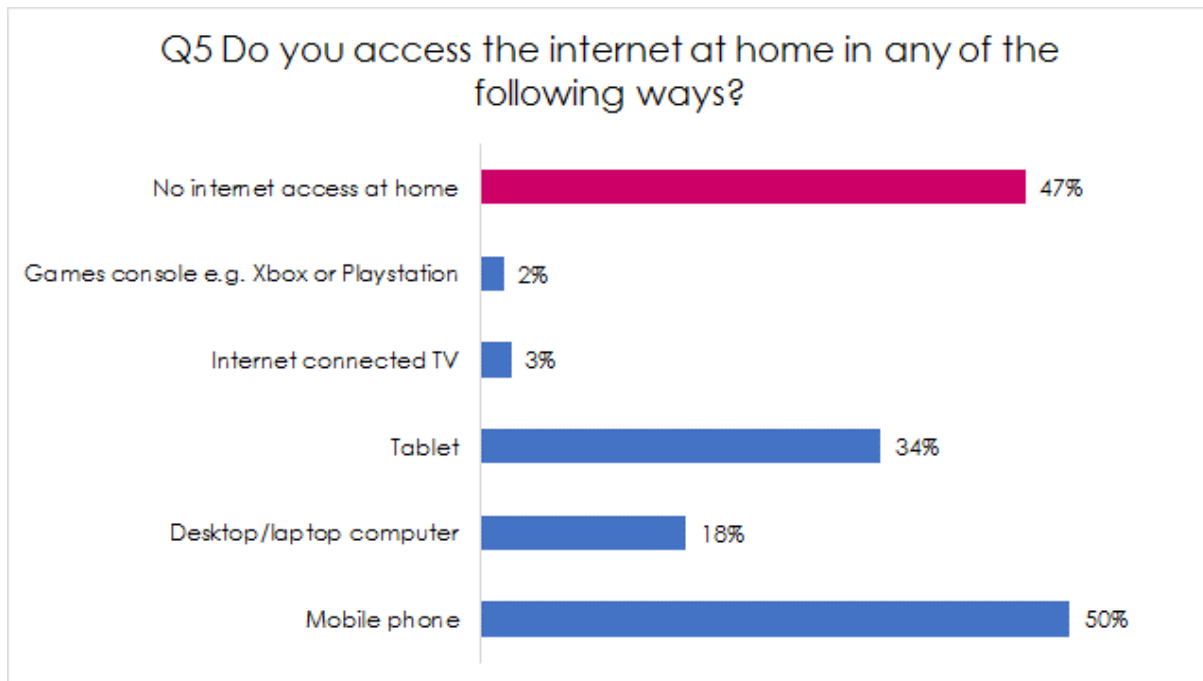
- Text messaging (51%)
- Apps on their phone (36%)
- Facebook (33%).

Just 40% said that they do not use any of these technologies.



Base: All respondents, n=200

In terms of the internet, 47% of respondents said they do not have internet access. Where they do have internet access, the most common way of doing this was using a mobile phone (50%).



Base: All respondents, n=200

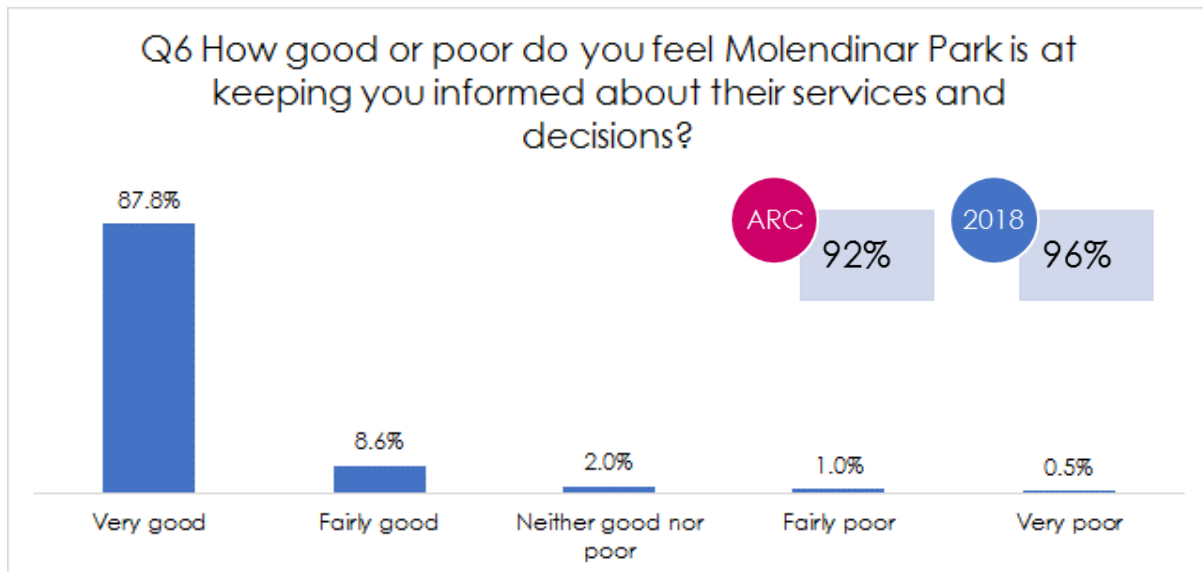
When this is analysed by age, significant differences can be seen by age with all younger respondents (aged under 35) saying they have internet access (87%) compared to 82% of those aged 65 and over who have no internet access.

Q5 Do you access the internet at home in any of the following ways? By Age			
	16-34	35-64	65+
Base	23	91	73
Mobile phone	87%	68%	16%
Desktop/ laptop computer	35%	25%	3%
Tablet	30%	53%	12%
Internet connected TV	13%	2%	-
Games console e.g. Xbox or PlayStation	9%	2%	-
No internet access at home	13%	26%	82%

4.3 Keeping tenants informed (Q6 to Q7)

All respondents were asked how good or poor they feel Molendinar Park is at keeping them informed about their activities and services. As shown below, the vast majority were very positive about this with 96% stating they feel the Association is either very good or fairly good in this respect.

This is above the Scottish average for this indicator, which is 92% satisfaction.



Base: All respondents, n=200

Those who were not positive (n=7), were asked to explain how this could be improved. These respondents noted a desire for more information, in particular with respect to planned improvements, tenant responsibilities and a desire for more personal contact.

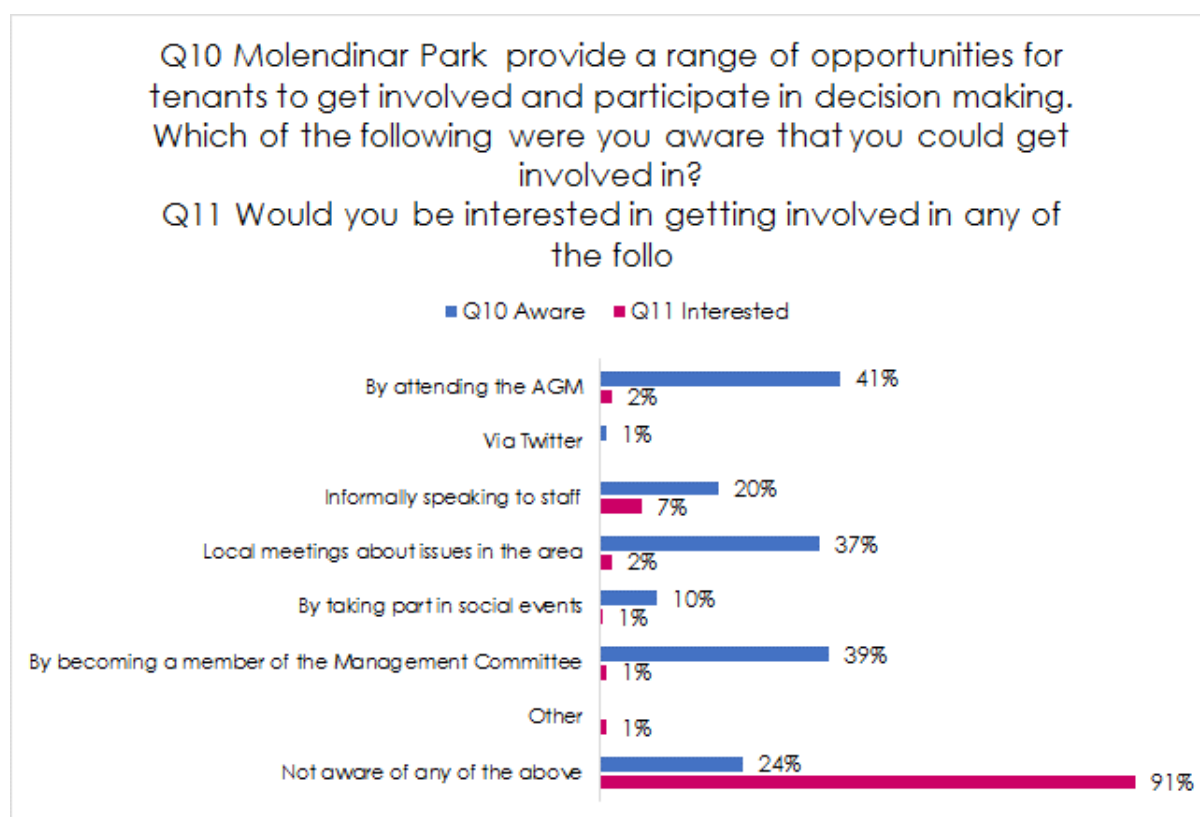
5. PARTICIPATION

5.1 Awareness and interest in participation opportunities (Q8 to Q10)

When asked about awareness of the opportunities provided for tenants to get involved, awareness was high with over three quarters of tenants (76%) stating that they aware of any of at least one of the opportunities available to them.

Awareness was highest in terms of attending the AGM (41%), local meetings (37%) and by becoming a member of the Management Committee (39%).

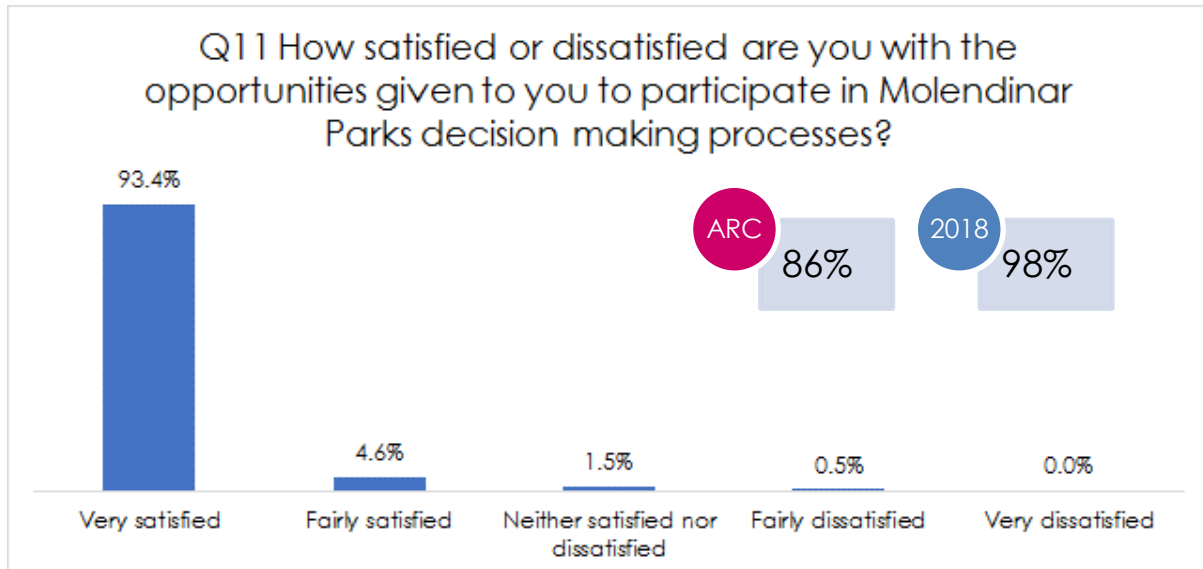
In terms of interest, just under one in ten (9%) said that they would be interested in getting involved in informally speaking to staff (7%).



Base: All respondents, n=200

5.2 Satisfaction with participation opportunities (Q11 to Q12)

The vast majority of respondents (98%) said that they were satisfied with the opportunities given to participate in Molendinar Park's decision making processes. This is comfortably above the Scottish average satisfaction level for this indicator, which is 86%.



Base: All respondents, n=126

Just 4 respondents were not satisfied with the opportunities for participation. These tenants noted that they would like more letters to be sent (2 respondents), more of an influence on decisions (1 respondent) or said they were not sure (1 respondent).

6. CUSTOMER CARE

6.1 Preferred method of contact (Q15)

In terms of customer care, 89% said that they preferred to contact Molendinar Park by telephoning the office and 9% said that they would prefer to visit the office. Just 1 respondent said they preferred to get in touch by email, 1 said their daughter phones for them and 1 stated they would prefer not to have any contact.

6.2 Contact with Molendinar Park in the last 12 months (Q16 to Q19)

Just under one in ten respondents (9%) said they had contacted Molendinar Park in the last 12 months other than to report a repair. This equates to just 18 respondents so care should be taken when reading this section due to the small numbers percentages reported can be misleading.

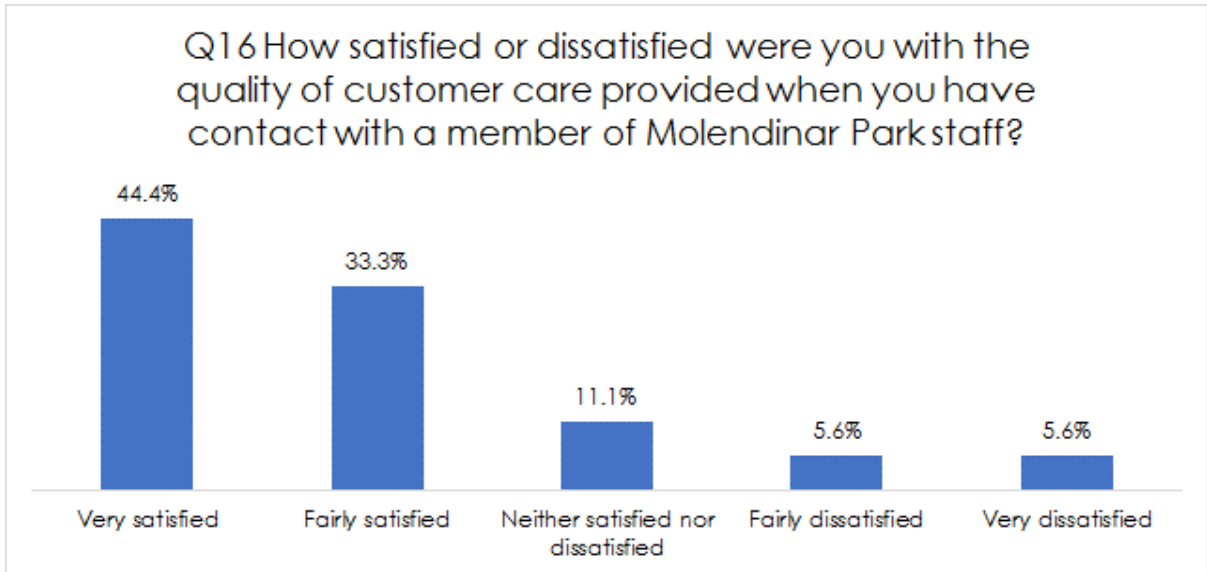
The reasons for contact were varied and included bin issues, complaints, to discuss transfers:

- To discuss a transfer or exchange (29%, 7 respondents)
- To discuss rent (29%, 7 respondents)
- To discuss planned improvements (17%, 4 respondents)
- To complain (13%, 3 respondents).

Those who had contact were asked how satisfied they were with the quality of customer care provided when they have contact. As shown below, 78% were very or fairly satisfied in this respect compared to 11% (2 respondents) who said neither nor and 11% who were dissatisfied (2 respondents).

Care should be taken with this statistic as 11% stating dissatisfied relates to just 2 respondents. Analysis shows, that one of these dissatisfied contacts was about a shower and another about an anti-social complaint.

Where tenants were asked to explain why they were not satisfied, the reasons given related to the outcome of the discussion/ query as opposed to the way in which they were dealt with.



Base: Had contact with Molendinar Park in the last 12 months other than to report a repair, n=18

6.3 Awareness of how to make a complaint (Q20)

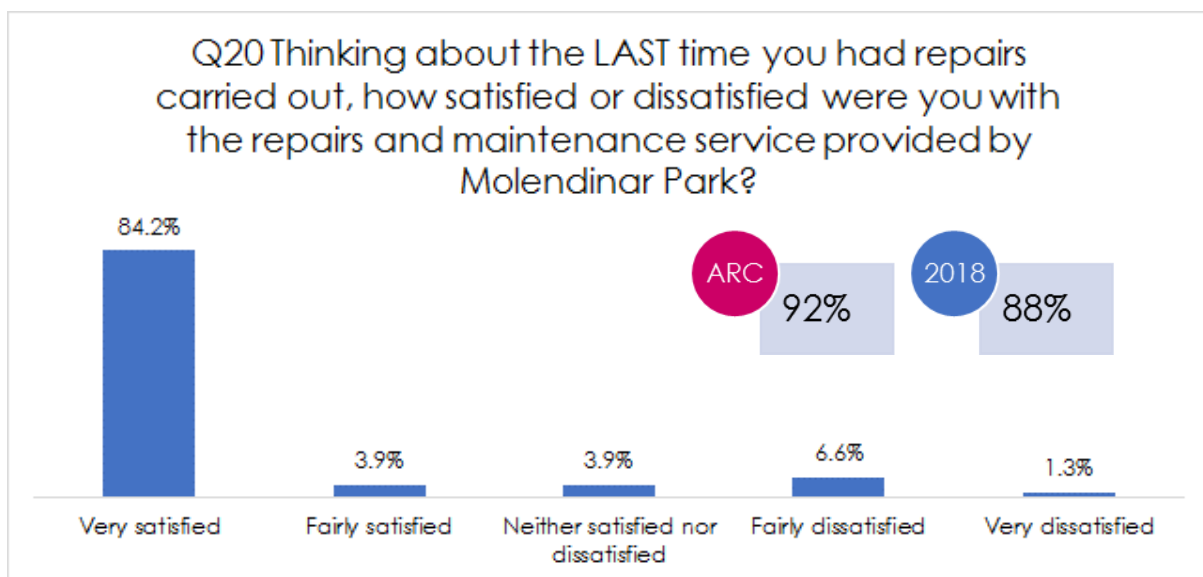
89% of respondents said that if they were unhappy with any aspect of the service Molendinar Park provides they would know how to make a complaint about this.

7. REPAIRS AND HOUSING QUALITY

7.1 Satisfaction with repairs carried out in last 12 months (Q21 to Q23)

Four out of ten respondents (40%) have had repairs carried out in their property in the last 12 months.

Of those who have had repairs carried out, 88% were very or fairly satisfied with the service provided.



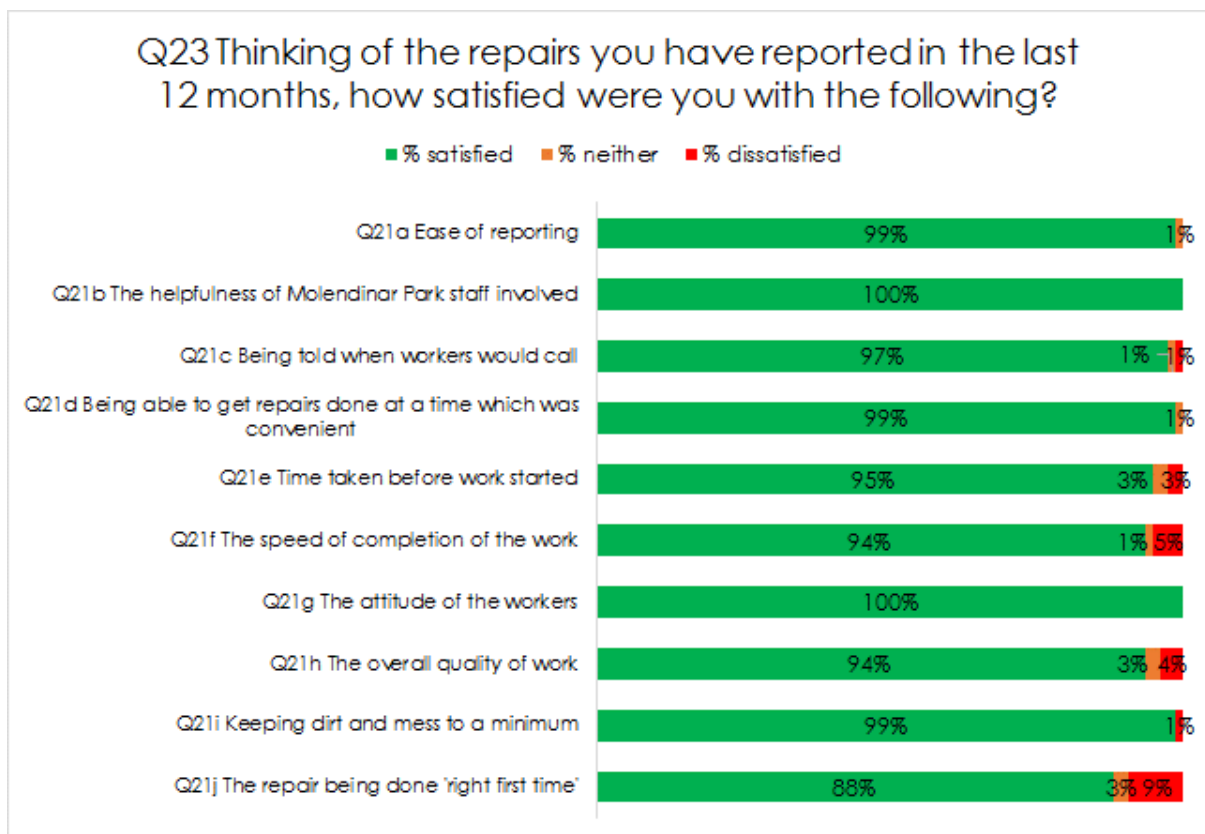
Base: Had a repair carried out in the last 12 months, n=79

When asked about satisfaction with a range of different aspects of the repairs service, tenants were very satisfied with all aspects of the service. They were most likely to be satisfied with:

- Helpfulness of Molendinar Park staff involved (100% very or fairly satisfied)
- The attitude of workers (100% very or fairly satisfied)
- Ease of reporting (99% very or fairly satisfied)
- Being able to get repairs done at a time which was convenient (99% very or fairly satisfied)
- Keeping dirt and mess to a minimum (99% very or fairly satisfied).

Satisfaction was marginally lower with respect to:

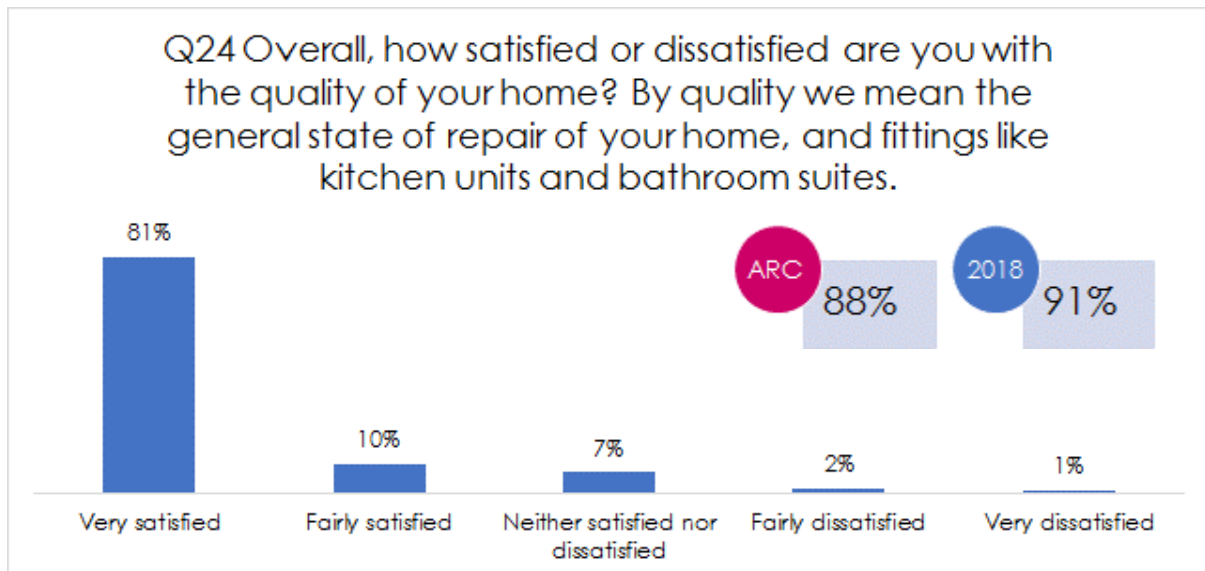
- The overall quality of the work (94% very or fairly satisfied)
- Speed of completion (94% very or fairly satisfied)
- Repairs being done right first time (88% very or fairly satisfied).



Base: Had a repair carried out in the last 12 months, n=79

7.2 Satisfaction with quality of the home (Q24 to Q25)

Just over nine in ten respondents (91%) were either very or fairly satisfied with the quality of their home. This is above the Scottish average for this indicator which is 88% satisfaction.



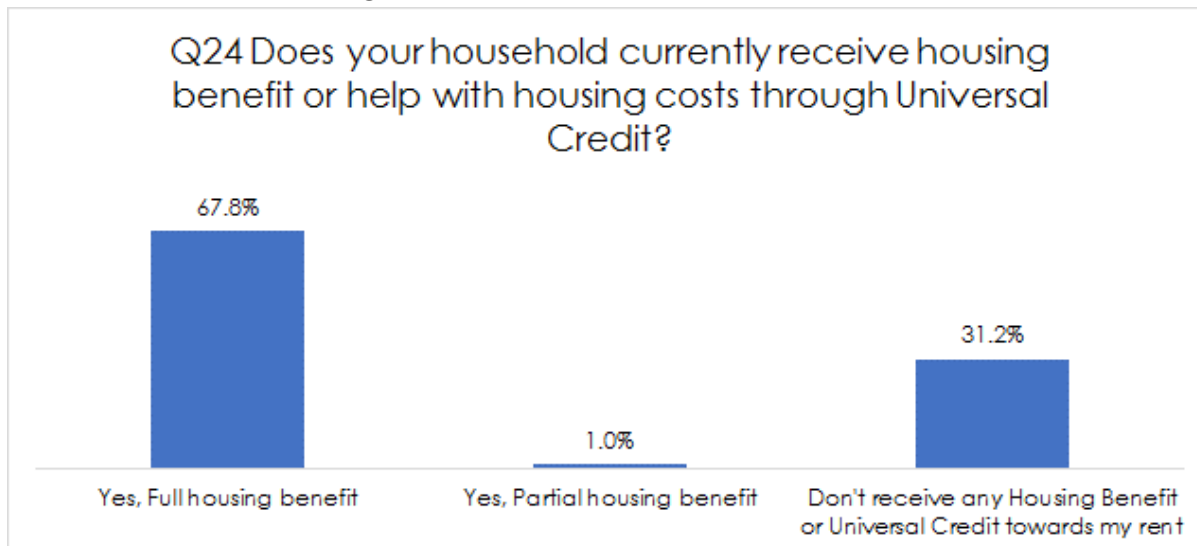
Base: All respondents, n=126

When asked to explain why they were not satisfied with the quality of their home (n=19), respondents spoke largely about a desire to have their kitchen upgraded or heating issues.

8. VALUE FOR MONEY

8.1 Receipt of Housing Benefit/ Universal Credit (Q24)

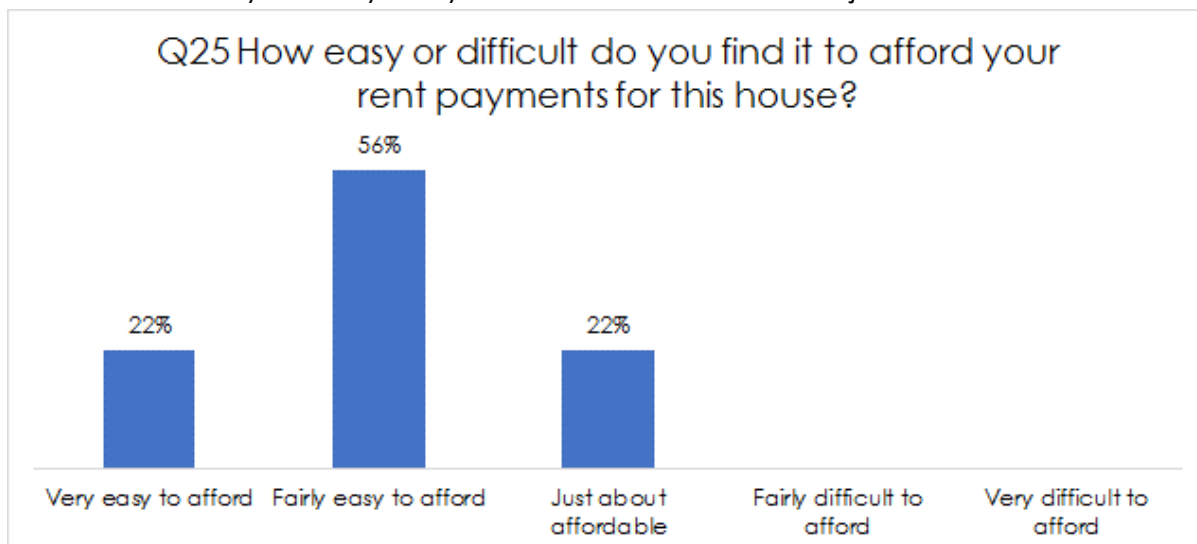
Just over two thirds of households (68%) stated that they receive full housing benefit, 1% receive partial housing benefit and just under one third (31%) do not receive any housing benefit.



Base: All respondents, n=200

8.2 Affordability of rent (Q25)

Those that make a rent payment were asked how easy or difficult they find it to afford their rent payments. Just under eight in ten (78%) stated that they find it either very or fairly easy to afford and 22% find it just about affordable.

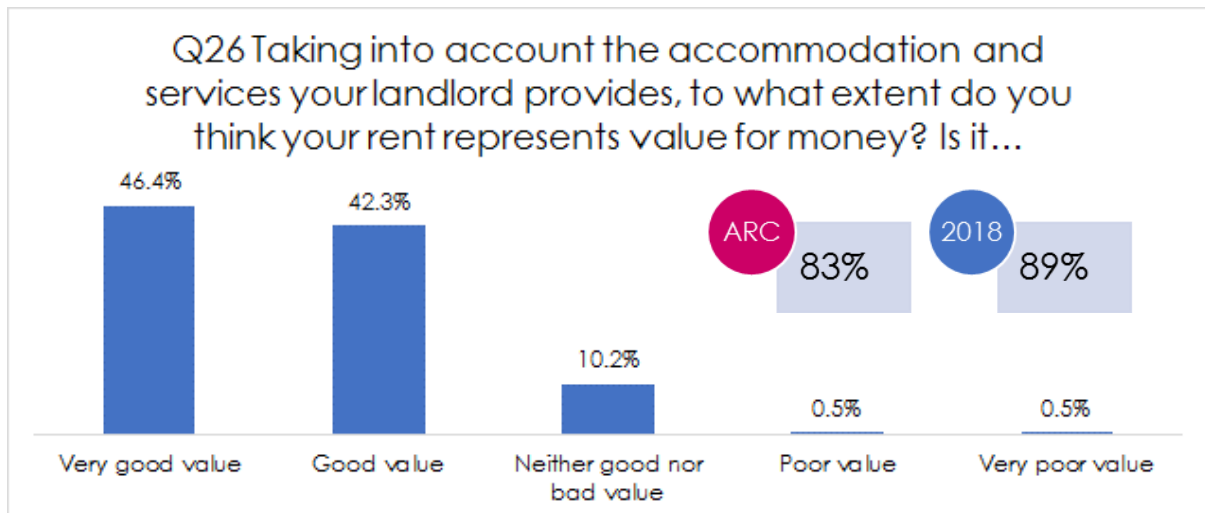


Base: Not in receipt of full housing benefit, n=63

8.3 Value for money of rent (Q26 to Q27)

In terms of perception of value for money of rent, almost nine in ten respondents (89%) stated that they believe it is either very good or fairly good value, 10% stated neither good nor bad value and 1% stated that they believe it is either poor or very poor value.

This is above the Scottish average of 83% rating their rent as either very or fairly good value for money.



Base: All respondents, n=200

Respondents were then all asked if they could explain why they say that. In general, where respondents were positive about the value for money of their rent, the reasons they gave were:

- Good houses/ flats
- Get full housing benefit/ paid for me
- Good services are provided
- Rent is affordable
- Good for the size of home
- Location is good
- Good compared to other HA/ Council/ Private let

Where respondents were not positive about value for money, the reasons they gave were:

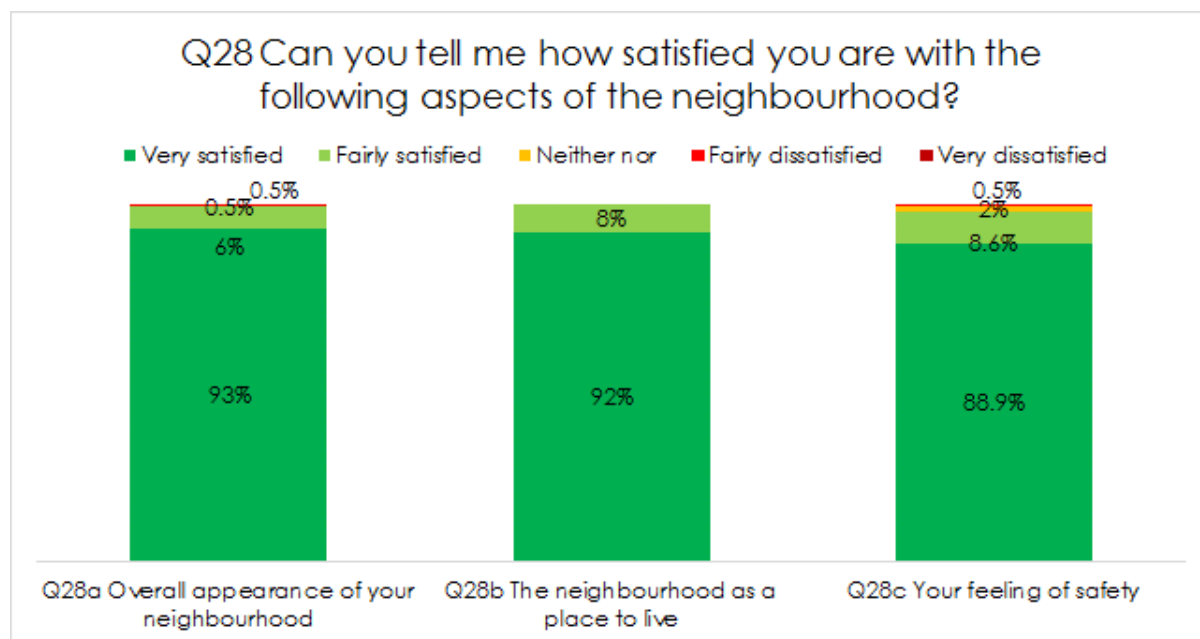
- Rent is too expensive/ keeps increasing
- Home requires upgrades/ improvements.

9. THE NEIGHBOURHOOD

9.1 Satisfaction with aspects of the neighbourhood (Q28)

In terms of satisfaction with a range of aspects of the neighbourhood, respondents were very positive:

- 99% very or fairly satisfied with the overall appearance of the neighbourhood;
- 100% very or fairly satisfied with the neighbourhood as a place to live;
- 98% very or fairly satisfied with their overall feeling of safety.

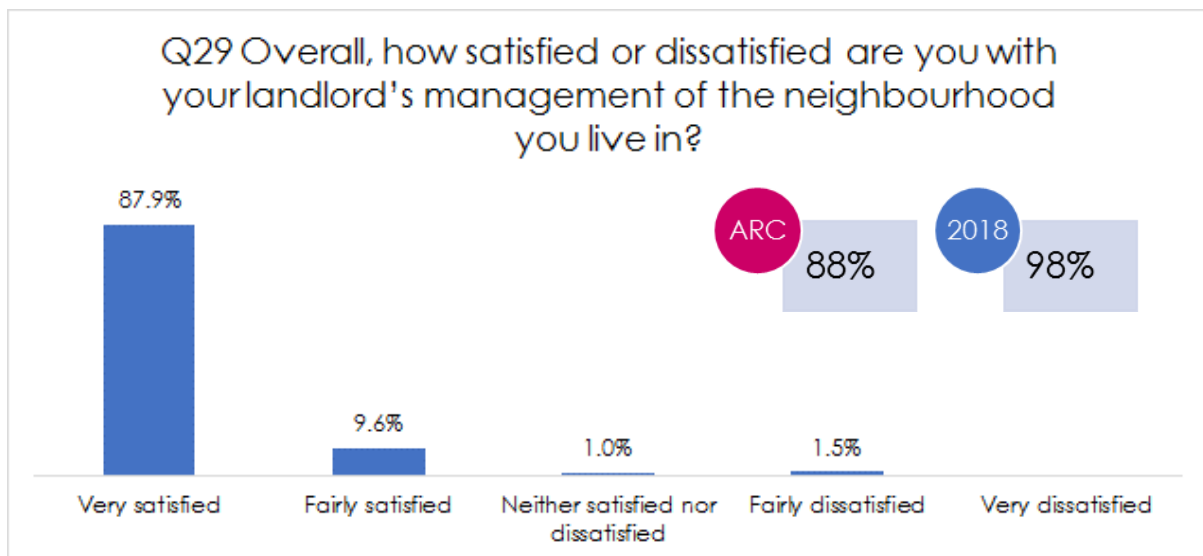


Base: All respondents, n=200

9.2 Satisfaction with management of the neighbourhood (Q29 to Q30)

When asked to consider their landlords overall management of the neighbourhood, 98% were very or fairly satisfied in this respect and just 2 respondents were neither satisfied nor dissatisfied and 3 fairly dissatisfied.

This is significantly above the Scottish average which is 88%.



Base: All respondents, n=200

Those who were not satisfied with management of the neighbourhood (n=5) spoke about issues with bins or rubbish at the back courts (3 respondents), a desire for somewhere for children to play (1 respondent) and a car parking issue (1 respondent).

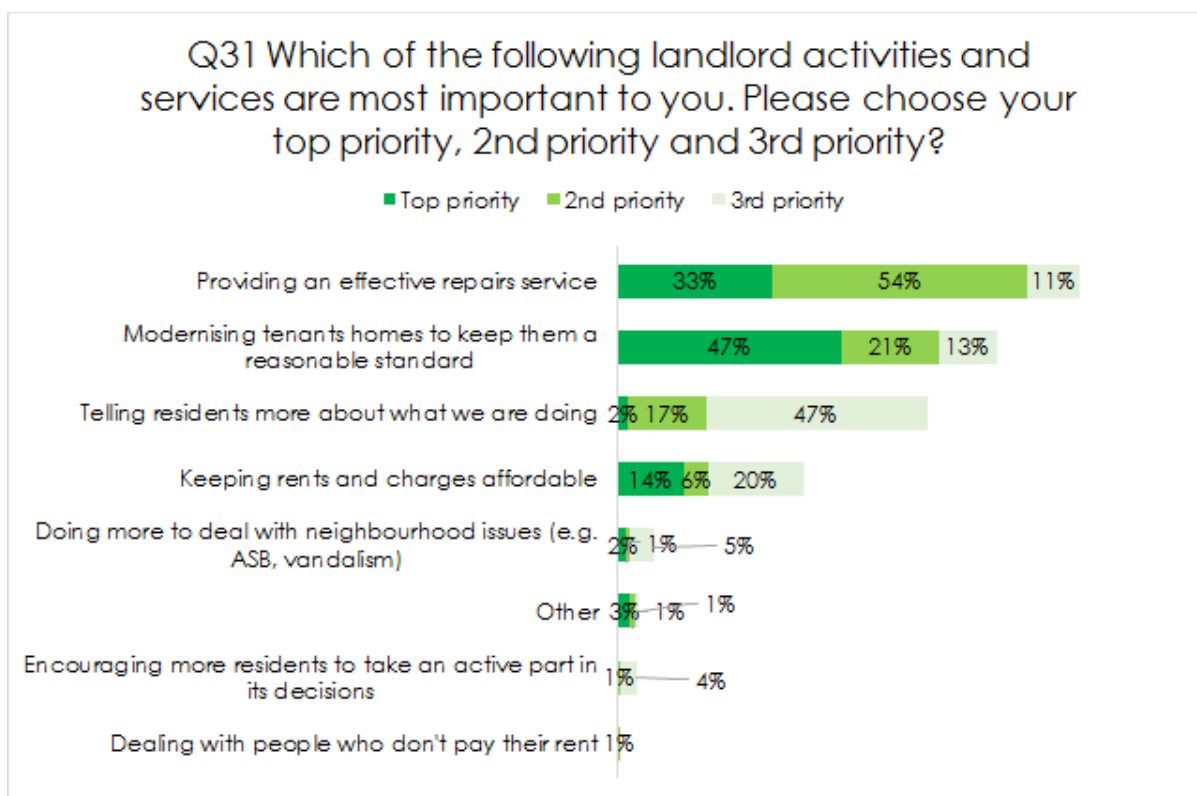
10. SERVICE PRIORITIES

10.1 Tenant priorities (Q31)

The survey then went on to ask about tenants overall priorities. From a list of landlord activities and services, respondents were asked to identify their top, 2nd top and 3rd top priority.

As shown below, top priorities were:

- Providing an effective repairs service (98%)
- Modernising tenants homes to keep them a reasonable standard (81%)
- Telling residents more about what we are doing (66%)
- Keeping rents and charges affordable (39%).



Base: All respondents, n=200

10.2 Priority for improvement (Q32)

Respondents were then asked an open question: 'If there was one thing that Molendinar Park could be doing to improve, what would it be?'. The responses given have been grouped thematically and the most common responses are shown below. Positively, almost half of respondents could not spontaneously think of a priority for improvement (51%). The priority for respondents, where they could suggest something, was modernisation or renewal of elements of the home with tenants noting kitchens, bathrooms, doors and heating under their response for this (22%).

Nothing/ Don't know (51%)

Modernise/ renew elements of the home e.g. kitchen, bathroom, doors (18%)

External property/ area improvements e.g. security/ lighting/ bins (8%)

Happy as it is (7%)

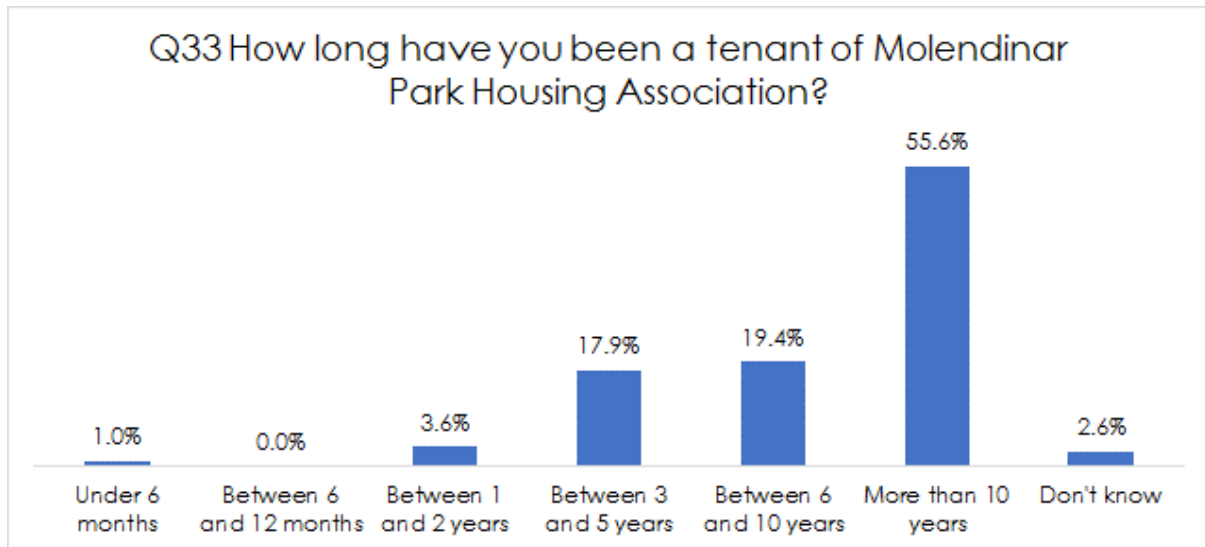
Deal with estates issues e.g. anti social behaviour, dog bins, trim bushes, shops (4%)

11. TENANT PROFILE

11.1 Length of tenancy (Q33)

The final section of the survey asked questions about the respondent and their household. This was to create an overall picture of the type of people that live in the area.

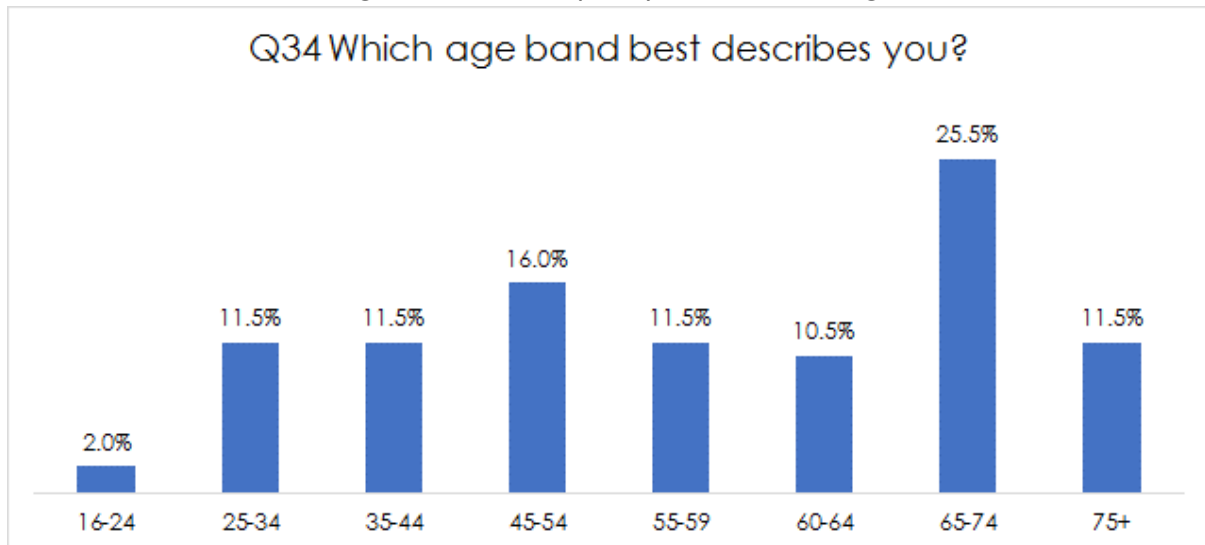
Firstly in terms of length of tenancy, as can be seen, the vast majority (56%) have been a tenant of Molendinar Park Housing Association for more than 10 years.



Base: All respondents, n=200

11.2 Age and Gender (Q34 to Q35)

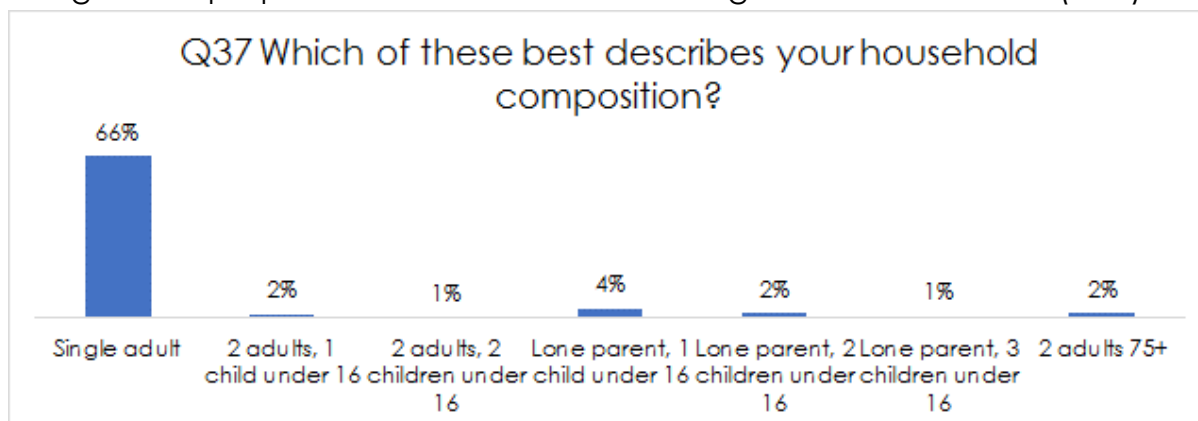
Just over half of respondents (56%) were female and 44% male. Almost half of respondents were aged under 45 (41%). 37% were aged 65 and over.



Base: All respondents, n=200

11.3 Household composition (Q36 to Q37)

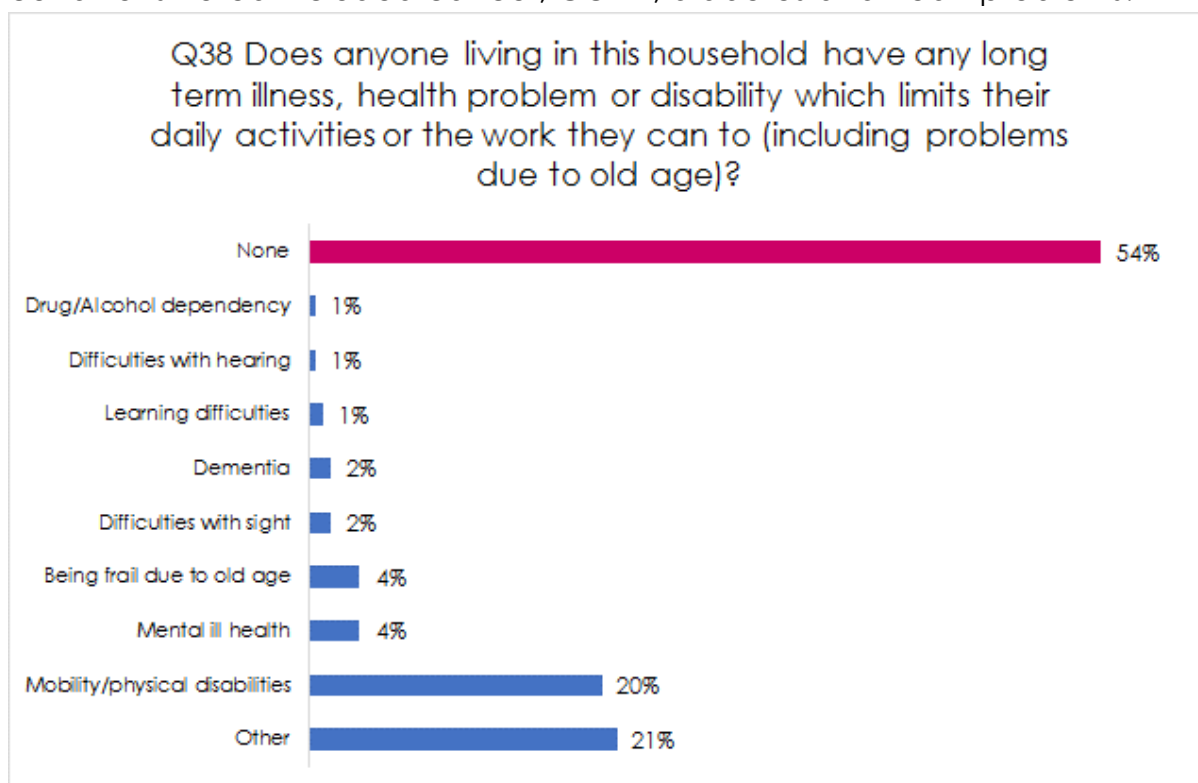
The greatest proportion of households were single adult households (66%).



Base: All respondents, n=200

11.4 Disability (Q38)

When asked if they, or anyone in their household, have a long term illness, health problem or disability which limits their daily activities or the work they can do, 54% said none. 21% stated that somebody in the household suffers from mobility or physical disabilities and 21% noted some other condition. Of those 42 respondents, 18 stated that they would prefer not to say. Other conditions noted included cancer, COPD, diabetes and heart problems.



Base: All respondents, n=200

11.5 Ethnicity (Q39)

White Scottish was the most common ethnicity of respondents (96%) followed by Polish (3%). Two respondents were from an 'other white' ethnic group and one was Irish.

APPENDIX 1: QUESTIONNAIRE



Project number	P974
Project name	Molendinar Park Housing Association Tenant Satisfaction Survey 2018

INTRODUCTION (Read out) 'Hello, my name is _____. I am from Research Resource and undertaking a survey for **Molendinar Park Housing Association** to find out tenants' views on the service they receive. The survey also asks age, gender and ethnicity. This information is only used to create an overall picture of the profile of tenants housed by the Association and will help them develop services to meet those needs. The survey will take about 10 minutes to complete. Can you spare the time to speak me just now?

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

INTERVIEWER: IF RESPONDENT IS HAPPY TO PARTICIPATE IN THE RESEARCH, ASK THEM TO SIGN AND DATE CONSENT SHEET – ENSURE RRID MATCHES FORM, CONSENT SHEET AND SAMPLE DATABASE

INTERVIEWER RECORD FROM DATABASE:

RRID:

INTERVIEWER DECLARATION:

I declare that this interview was carried out according to instructions, within the Market Research Society's Code of Conduct, and that the respondent was not previously known to me.

Interviewer No:		Name:	
Questionnaire No		Signature:	
On quota:		Date:	
Edited by:		Duration	
Backchecked by:			

OVERALL SATISFACTION

1. [SSHC1] Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Molendinar Park Housing Association?

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

2. Can you explain why you are not satisfied with the overall service provided by Molendinar Park?

12. INFORMATION AND COMMUNICATION

3. **SHOWCARD** Molendinar Park use a number of methods to keep their tenants informed. Which of the following would you prefer the Association to use when keeping you informed? SELECT ALL THAT APPLY

Newsletters	1	Go to Q4
Twitter	2	
Website	3	
Mailshots	4	
Office notice board	5	
Contact with staff	6	
Reading the Annual Report	7	
Other (please specify)	8	

4. Do you use any of the following? [INTERVIEWER READ OUT LIST TO THE END AND TICK ALL THAT APPLY]

The internet	1	Go to Q5
Facebook	2	
Twitter	3	
Email	4	
Text messaging	5	
Apps on your phone	6	
None of these	7	
Other method (please specify)	8	

5. Do you access the internet at home in any of the following ways? [ALL THAT APPLY]

Mobile phone	1	Go to Q6
Desktop/ laptop computer	2	
Tablet	3	
Internet connected TV	4	
Games console e.g. Xbox or Playstation	5	
No internet access at home	6	

6. [SSHC3] How good or poor do you feel Molendinar Park is at keeping you informed about their services and decisions?

Very good	1	Go to Q8
Fairly good	2	
Neither good nor poor	3	Go to Q7
Fairly poor	4	
Very poor	5	

7. You said that you do not think Molendinar Park is good at keeping you informed, how could they improve how they do this?

13. PARTICIPATION

8. Molendinar Park provide a range of opportunities for tenants to get involved and participate in decision making. Which of the following were you aware that you could get involved in? *(Select all that apply)*

By attending the AGM	1	Go to Q9
Via Twitter	2	
Informally speaking to staff	3	
Local meetings about issues in the area	4	
By taking part in social events	5	
By becoming a member of the Management Committee	6	
Other (please specify)	7	
Not aware of any of the above	8	

9. SHOWCARD Would you be interested in getting involved in any of the following ways?

By attending the AGM	1	Go to Q10
Via Twitter	2	
Informally speaking to staff	3	
Local meetings about issues in the area	4	
By taking part in social events	5	
By becoming a member of the Management Committee	6	
Other (please specify)	7	
Not aware of any of the above	8	

10. If interested, are you happy for us to pass your name and address over to Molendinar Park about this so that they can contact you to give you more information about how you could get involved?

Yes	1	Go to Q11
No	2	

11. [SSHC6] How satisfied or dissatisfied are you with the opportunities given to you to participate in Molendinar Parks decision making processes?

Very satisfied	1	Go to Q13
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q12
Fairly dissatisfied	4	
Very dissatisfied	5	

12. You said that you are not satisfied with the opportunities given to you to participate in Molendinar Park's decision making processes, how could they improve how they do this?

14. CUSTOMER CARE

13. What is your preferred method for contacting Molendinar Park?

By telephoning the office	1	Go to Q14
Personal visit to the office	2	
By text message	3	
Via Twitter	4	
By email	5	
Letter	6	
Other (please specify)	7	

14. Have you contacted Molendinar Park within the last 12 months other than to report a repair?

Yes	1	Go to Q15
No	2	Go to Q18

15. What was the reason for your last contact with Molendinar Park?

To make a payment	1	Go to Q16
To complain about a neighbour or anti social behaviour issue	2	
To complain about a Association service	3	
To discuss planned improvements to my house	4	
To discuss a transfer or exchange	5	
To discuss my rent	6	
Other (please specify)	7	

16. How satisfied or dissatisfied were you with quality of customer care provided when you have contact with a member of Molendinar Park staff?

Very satisfied	1	Go to Q18
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q17
Fairly dissatisfied	4	
Very dissatisfied	5	

17. Can you explain how Molendinar Park could improve the customer care provided?

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18. If you were unhappy with any aspect of the service Molendinar Park provides, would you know how to make a complaint about this?

Yes	1	Go to Q19
No	2	

15. REPAIRS AND HOUSING QUALITY

19. **[SSH16]** Have you had any repairs carried out on this property in the last 12 months?

Yes	1	Go to Q20
No	2	Go to Q22

20. **[SSH16]** Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Molendinar Park?

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

21. Thinking of the repairs you have reported in the last 12 months, how satisfied were you with the following?

	VS	FS	NN	FD	VD	DK	
Ease of reporting	1	2	3	4	5	6	Go to Q22
The helpfulness of Molendinar Park staff involved	1	2	3	4	5	6	
Being told when workers would call	1	2	3	4	5	6	
Being able to get repairs done at a time which was convenient	1	2	3	4	5	6	
Time taken before work started	1	2	3	4	5	6	
The speed of completion of the work	1	2	3	4	5	6	
The attitude of workers	1	2	3	4	5	6	
The overall quality of the work	1	2	3	4	5	6	
Keeping dirt and mess to a minimum	1	2	3	4	5	6	
The repair being done 'right first time'	1	2	3	4	5	6	

22. **[SSH10]** Overall, how satisfied or dissatisfied are you with the quality of your home? By quality we mean the general state of repair of your home, and fittings like kitchen units and bathroom suites.

Very satisfied	1	Go to Q24
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q23
Fairly dissatisfied	4	
Very dissatisfied	5	

23. Can you explain why you are not satisfied with the quality of your home?

16. VALUE FOR MONEY

This next section is about rents and how affordable living in a Molendinar Park house is for tenants.

24. Does your household currently receive housing benefit or help with housing costs through Universal Credit?

Yes, Full housing benefit	1	Go to Q26
Yes, Full housing costs covered through Universal Credit	2	Go to Q25
Yes, Partial housing benefit	3	
Yes, partial costs covered through Universal Credit	4	
Don't receive any Housing Benefit or Universal Credit towards my rent	5	

25. How easy or difficult do you find it to afford your rent payments for this house?

Very easy to afford	1	Go to Q26
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

26. [SSH29] Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money? Is it...

Very good value	1	Go to Q27
Good value	2	
Neither good nor bad value	3	
Poor value	4	
Very poor value	5	

27. Can you explain why you say that?

YOUR NEIGHBOURHOOD [ASK ALL]

28. Can you tell me how satisfied you are with the following aspects of the neighbourhood? Neighbourhood is defined as the street in which you live and the immediate surrounding area.

	VS	FS	NN	FD	VD	DK/ NA	
Overall appearance of your neighbourhood	1	2	3	4	5	6	Go to Q29
The neighbourhood as a place to live	1	2	3	4	5	6	
Your feeling of safety	1	2	3	4	5	6	

29. [SSH17] Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in? [INTERVIEWER NOTE: Neighbourhood is defined as the street in which the tenant lives and the immediate surrounding area.]

Very satisfied	1	Go to Q31
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q30
Fairly dissatisfied	4	
Very dissatisfied	5	

- 30.** Can you explain why you are not satisfied with Molendinar Park's management of the neighbourhood?

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17. PRIORITIES FOR SERVICES

- 31.** SHOWCARD Which of the following landlord activities and services are most important to you. Please choose your top priority, 2nd top priority and 3rd top priority?

	Top	2 nd	3 rd	
Providing an effective repairs service	1	1	1	Go to Q32
Modernising tenants homes to keep them a reasonable standard	2	2	2	
Dealing with people who don't pay their rent	3	3	3	
Encouraging more residents to take an active part in its decisions	4	4	4	
Telling residents more about what we are doing	5	5	5	
Keeping rents and charges affordable	6	6	6	
Doing more to deal with neighbourhood issues(eg ASB, vandalism)	7	7	7	
Other (please specify)	8	8	8	

- 32.** If there was one thing that Molendinar Park could be doing to improve, what would it be? [INTERVIEWER: PROBE FULLY]

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18. TENANT INFORMATION [ASK ALL]

Finally, I'd like to ask you some questions about your household. This information is strictly confidential and will not be passed onto Molendinar Park with any reference to your address or name. This information is only used to create an overall picture of the type of people who live in the area.

- 33.** How long have you been a tenant of Molendinar Park Housing Association?

Under 6 months	1	Go to Q34
Between 6 and 12 months	2	
Between 1 and 2 years	3	
Between 3 and 5 years	4	
Between 6 and 10 years	5	
More than 10 years	6	
Don't know	7	

34. SHOWCARD Which age band best describes you?

16-24	1	Go to Q35
25-34	2	
35-44	3	
45-54	4	
55-59	5	
60-64	6	
65-74	7	
75+	8	

35. Gender?

Male	1	Go to Q36
Female	2	

36. How many people usually live in this house?

	Go to Q37
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37. Which of these best describes your household composition?

Single adult	1	Go to Q38
2 adults, 1 child under 16	2	
2 adults, 2 children under 16	3	
2 adults, 3 children under 16	4	
2 adults, 4 children under 16	5	
Lone parent, 1 child under 16	6	
Lone parent, 2 children under 16	7	
Lone parent, 3 children under 16	8	
Lone parent, 4 children under 16	9	
2 adults 75+	10	
2 adults 60-74	11	
2 adults 16-59	12	
Other (please specify)	13	

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

Mental ill health	1	Go to Q39
Mobility/ physical disabilities	2	
Learning difficulties	3	
Difficulties with sight	4	
Difficulties with hearing	5	
Dementia	6	
Being frail due to old age	7	
HIV/ AIDS	8	
Drug/ Alcohol dependency	9	
Other (please write in)	10	
Don't know	11	
None	12	

39. SHOWCARD: Molendinar Park monitors the ethnic composition of its residents to ensure it provides a quality service to all members of the community who require it. Can you tell me which of the following groups you consider you belong to?

WHITE	
White Scottish	1
White other British	2
Irish	3
Gypsy/ Traveller	4
Polish	5
Any other white ethnic group (please specify)	6
MIXED OR MULTIPLE ETHNIC GROUPS	
Any mixed or multiple ethnic groups (please specify)	7
ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	
Pakistani, Pakistani Scottish or Pakistani British	8
Indian, Indian Scottish or Indian British	9
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	10
Chinese, Chinese Scottish or Chinese British	11
Other (please specify)	12
AFRICAN, CARIBBEAN OR BLACK	
African, African Scottish or African British	13
Caribbean, Caribbean Scottish or Caribbean British	14
Black, Black Scottish or Black British	15
Other (please specify)	16
OTHER ETHNIC GROUP	
Arab	17
Other Ethnic Group (specify)	18

[INTERVIEWER: CLOSE INTERVIEW BY READING OUT STATEMENT]

“Thank you very much for your help. Can I assure you once again that the information you have given will be treated as absolutely confidential and will only be used for the purposes of genuine market research.”

APPENDIX 2: TECHNICAL REPORT SUMMARY



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project number	P968
Project name	Molendinar Park Housing Association Tenant Satisfaction Survey
Objectives of the research	The aim of the research was to seek tenants' views on the services that Molendinar Park Housing Association provide and how well it performs these services and to help identify areas where the service can be improved.
Target group	Tenants of Molendinar Park Housing Association
Target sample size	The aim was to achieve 200
Achieved sample size	A total of 200 tenant interviews were achieved.
Date of fieldwork	Interviewing took place between 3 rd September and 5 th October 2018
Sampling method	Interviews spread across Molendinar Park Housing Association stock.
Data collection method	Interviews were undertaken with the tenant or their partner on a face to face basis. 180 out of 200 responses were captured electronically, recorded on a tablet. 20 were captured on paper.
Response rate and definition and method of how calculated	41% (200 interviews from a population of 490)
Any incentives?	No
Number of interviewers	3 interviewers were working on this.
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 +/-5.3%