

Tenant Satisfaction Survey 2023

Tenant Report

SHETTLESTON HOUSING

May 17, 2023

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TABLE A - SUMMARY OF KEY SATISFACTION RESULTS FROM TENANT SATISFACTION SURVEY 2023

<u>ARC indicator number</u>	<u>Measure</u>	<u>tenants very and fairly satisfied 2017 (face to face surveys)</u>	<u>tenants very and fairly satisfied 2019 (face to face surveys)</u>	<u>tenants very and fairly satisfied 2023 (face to face surveys)</u>	<u>Scottish RSL sector average 2022 (source ARC data August 2022)¹</u>
Indicator 1	Satisfaction with Shettleston Housing's overall service	90%	94%	87.0%	84.9%
Indicator 2	Satisfaction with being kept informed about services and decisions	95%	97%	91.2%	89.0%
Indicator 5	Satisfaction with opportunities to participate in decision making	89%	95%	79.8%	84.9%
Indicator 7	Satisfaction with quality of home	88%	90%	86.2%	82.8%
Indicator 12	Satisfaction with repairs service	90%	95%	87.6%	88.3%
Indicator 13	Satisfaction with Shettleston Housing's contribution to the management of the neighbourhood	90%	92%	85.6%	81.8%
Indicator 25	Rating of rent as very good or fairly good value for money	85%	86%	73.1%	78.6%

¹ The Scottish RSL average figures has been derived from data published by the Scottish Housing Regulator in August 2022. This average comprises the weighted average for approx. 40,360 tenants (housing associations and co-ops but excluding RSLs who only work with supported tenants). The reported figures only cover those landlords who carried out tenant surveys after April 2020 i.e. during and after lockdown (this covers 87 landlords).

Executive summary

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Shettleston Housing Association (Shettleston Housing) using a face to face survey methodology². The survey was administered between 11th April 2023 and 9th May 2023 and by the conclusion of the survey period, 960 tenants had completed an interview, comprising 42.4% of available tenants.³

Overall satisfaction

- Taking everything into account, 87.0% of tenants are satisfied in 2023. The comparable satisfaction figure for 2019 was 94%. Amongst all RSLs submitting data to the Annual Return on the Charter (ARC) for 2022, the sector average satisfaction level recorded was 84.9%⁴.
- Tenant satisfaction varies by customer segment. Satisfaction is highest amongst retired tenants (92.3% satisfied), tenants aged 65 plus (92.3%) and single person households (89.5%). Conversely, satisfaction is lowest amongst households that have children at home (83.0% satisfied), those who are unable to work (81.8%), tenants described as 'Other not working'⁵ (81.6%) and tenants aged 45 to 54 (79.9%).
- Analysis of overall tenant satisfaction by property type and size indicates a seven percentage point range between the most and least satisfied tenants overall i.e. for tenants living in 0 to 1 bed homes (90.9% are satisfied). This contrasts with: 4 in a block houses (88.1% satisfied), tenement flats (86.9%), houses (85.3%), 2 bed properties (85.1%) and 3 or more bed homes (83.6%).
- Measured in terms of property build date the most satisfied tenants overall live in modern units i.e. those built between 2002 to 2022 (91.8% satisfied). This contrast with the views of tenants living in homes built in 1935 (80.7% satisfied).

Housing quality

- Most tenants (86.2%) are satisfied with their home in 2023 whilst approx. eight percent (7.7%) are dissatisfied. The current year satisfaction figure for this measure is approx. four percentage points lower than the one found during the 2019 survey (90% satisfied). Compared with the RSL sector average (82.8% satisfied), the Association's housing quality satisfaction is around four percentage points better than the 'norm'.
- Analysis of tenant satisfaction by household type and size and shows that the most positive households on this measure are those living in houses (94.9% satisfied with housing quality) and smaller homes (0 to 1 bed - 89.3%). Conversely, the least satisfied households are those in tenements (84.0%) and 2 bed properties (84.0%).
- Most tenants (85.9%) agree that the property they live in is well maintained by their landlord (6.2% disagreed). We observe a close association between how tenants rate their satisfaction with home maintenance and their overall satisfaction with housing quality e.g., when tenants are very satisfied that their home is well maintained, 98.0% are also satisfied with housing quality overall. However, for tenants who are very dissatisfied with how their home is maintained, housing quality satisfaction is significantly lower (10.3%).
- Approx. nine in ten tenants (91.6%) agree that their property is safe (3.8% disagree).

² 12 tenants requested a phone survey rather than be visited in person

³ The available tenant survey base after excluding pre-survey refusals (92) and properties leased to GCC, Blue Triangle etc. (33) was 2,266 i.e. 2,391 less 125. The base for calculating the survey response was 2,266

⁴ Housing association plus co-op sector average is the weighted average for all housing associations and coops' ARC results (excludes Councils and supported housing landlords and any RSL surveys completed prior to lockdown)

⁵ Comprising job seekers, carers, and tenants who are looking after a family

- Most tenants moving into their home in the last year i.e. since 1/4/2022, were satisfied with the condition of their home on moving in (76.1% were satisfied). Conversely, approx. one in five of these tenants (20.9%) were dissatisfied on this measure. In 2019, 92% of tenants were satisfied with the property's move in condition.

Repairs service

- In 2023, 87.6% of tenants whose home had received a repair in the last year are very/fairly satisfied with the service whilst 7.9% are dissatisfied. Comparing Shettleston Housing's results for the current period with the survey figure for 2019 indicates that satisfaction has decreased by approx. 7% points (from 95% satisfied in 2019). Compared with the RSL sector average of 88.3% satisfied, Shettleston Housing's repairs satisfaction is delivering close to the sector 'norm'.
- Considering only those repairs carried out in the last year, most tenants (91.2%) are satisfied with the contractor who attended the property (5.1% are dissatisfied with the contractor).

Information, listening and engaging

- In 2023, 91.2% of tenants agree that the Association is good at keeping them informed. This figure is down on the result for 2019 when 97% of tenants rated information provision as 'good'. The 2022 RSL average for this measure was 89.0% saying information provision was 'good'.
- Approx. three in four tenants (75.8%) are satisfied that their landlord listens to them and acts on their requests. Nearly one in ten tenants (8.7%) are dissatisfied on this measure.
- Most tenants (80.8%) agree with the statement 'I trust my landlord'. Conversely, 5.6% disagree that they trust their landlord. In addition, most tenants (83.6%) agree that their landlord treats them fairly and with respect whilst 3.8% disagree that this happens.
- In 2023, 79.8% of tenants were satisfied with opportunities to participate whilst 3.1% were dissatisfied (and 17.1% replied 'neither satisfied nor dissatisfied'). Tenant satisfaction on this measure has dipped somewhat (by approx. 15% points) when compared to the 2019 survey (95% satisfied) and is also a little behind the RSL sector average (84.9%).
- Most tenants (68.1%) are aware of one or more of Shettleston Housing's tenant participation methods e.g. 53.4% are aware of repair satisfaction surveys, 34.0% are aware of the option to join the Board etc. Awareness of TP options is important to a tenant's level of satisfaction with opportunities to participate, i.e. satisfaction on this measure is 88.1% for tenants who are aware of the range of methods available to participate in decisions. By contrast, for tenants who are unaware of these methods, 59.1% are satisfied with opportunities to participate (35.3% of this group answered 'neither satisfied nor dissatisfied' with tenant participation).

Contacting and access to services/information

- Analysis of tenant satisfaction with their landlord being easy to contact and do business shows that on balance, approx. nine in ten tenants (90.6%) agree with the statement 'your landlord is easy to contact and do business with' whilst 2.5% disagree.
- Telephone is the principal means by which tenants contact Shettleston Housing (87.9% of tenants' most recent contact was by this method). Other methods used by tenants to contact Shettleston Housing are phoning/texting the housing officer (8.5%), visiting the office (4.2%) and using e-mail (2.8%).

- Considering only those tenants who have contacted the Association in the last 12 months, overall satisfaction with contact is good with 79.1% of tenants being satisfied. Just over one in ten tenants (12.4%) are dissatisfied with their most recent contact (within the last year).
- Tenants' future contact preferences are similar to their current choices e.g. phoning the office (86.6% would choose to contact their landlord in this way) and contacting the housing officer directly (14.0%).
- Just over seven in ten tenants have internet access for personal use (72.8%) although this overall figure varies by age group e.g. 100.0% of tenants aged 16 to 34 have access to the internet. In 2019, approximately six in ten tenants (61%) said they had access to the internet.
- Across all tenants, approx. four in ten (43.4%) would be interested in the idea of a digital self-service portal as a way of accessing service information (50.2% are not interested and 6.3% responded 'don't know'). As might be anticipated, tenant interest in a portal is strongly linked to age e.g. amongst tenants aged 16 to 34, approx. eight in ten (79.9%) are interested in accessing a digital portal. This contrasts with approx. two in ten tenants (16.2%) aged 65 plus.

Complaints

- One hundred and thirty eight tenants (14.4%) say that they had 'complained' to their landlord during the last 12 months. Approx. one in three complainants (29.6%) were satisfied with the handling of their case whilst almost half (49.5%) were dissatisfied with this process.
- Analysis shows that in cases where the tenant feels they have had to complain in the last year, overall satisfaction with services is 63.0%. This compares to 91.0% overall satisfaction when no complaint has been made to the landlord.

Neighbourhoods

- In 2023, 85.6% of tenants were satisfied with the management of their neighbourhood by Shettleston Housing, whilst 7.6% were dissatisfied (6.7% responded 'neither-nor'). The figure reported in 2023 is approx. 7% points less than that recorded during the 2019 survey (92%) but is almost four percentage points higher than the RSL average (81.8%).
- Satisfaction with neighbourhood management varies by sample area i.e. Greenfield, Shettleston and Springboig. Satisfaction on this measure is highest in Greenfield (87.2% of tenants satisfied), followed by Shettleston (86.0%) and Springboig (80.0%).
- Tenant satisfaction with the cleanliness of communal areas across all relevant stock i.e. those with properties that have communal areas, is 81.0% with 10.5% of tenants dissatisfied.
- Tenants were asked if they were satisfied or dissatisfied with their landlord's approach to handling anti-social behaviour. Excluding 'don't know' responses, 81.6% of tenants are satisfied on this measure whilst 8.6% are dissatisfied.

Rent value

- In 2023, 73.1% of tenants rate value for money of rents as either very or fairly good. Comparing the results for this question with those for 2019 shows a 13% point downward movement when 86% said rent was 'good' value. The RSL sector average for value for money (2022) was 78.6% and on this comparison, Shettleston Housing is performing slightly behind the sector as a whole.
- Tenants' rating of rent value for money varies by property factors i.e., property type, size of household, build date, and satisfaction with housing quality. Analysis at this level shows that the most positive tenants on rent value are those who: live in properties built in 1900 (85.1% say rent is good value) or between 1981 and 1999 (79.1%); live in smaller homes i.e. 0 to 1 bed (79.5%); are satisfied with housing quality (77.2%); or live in tenement flats (74.7%). Conversely, the tenants who are least likely to say that rent is good value are those who: live in properties built in 1925 (68.3% say rent is good value) or between 1955 and 1975 (56.1%); are neither satisfied nor dissatisfied with housing quality (58.6%); say they are dissatisfied with housing quality (38.7%).
- The most positive tenants in terms of rent value (by customer segment) are those who: are retired (80.0% say rent is good value); are single person households (79.5%); have no children at home (76.0%); or have rent fully or partly paid (75.5%). Conversely, the tenants who are least likely to say that rent is good value are those who: pay full rent (68.5% say rent is good value); live in larger, two-or more person households (65.9%); are job seekers, carers or looking after a family (63.5%); or have children at home (63.2%).

Key strengths of Shettleston Housing

- Tenants were asked to say what (if anything) the Association did particularly well as their landlord. Whilst 9.5% said 'nothing' and 18.5% replied 'don't know', approx. one in three tenants think their landlord is good at repairs (36.6%) and/or provides a good level of customer service (30.1%).

Conclusion and areas for consideration

Conclusion

- On balance, this research has indicated that a substantial majority of tenants are very or fairly satisfied with the overall service they receive from Shettleston Housing (87.0% are very or fairly satisfied overall). Aside from being satisfied overall, tenants are also satisfied with most aspects of the service provided e.g. housing quality, repairs, neighbourhood management etc.
- We observe that across all comparable ARC measures, the Association's tenant satisfaction results have declined compared to 2019. Although it is difficult to precisely quantify the impact of recovery from the Pandemic on Shettleston Housing's 2023 figures, we have observed a drop in satisfaction results of approx. 4% points for other landlords we have surveyed in 2019 and again in 2022, as demonstrated in table (i) below. Therefore, it is likely that a contributing factor to the change in Shettleston Housing's tenant satisfaction figure is the challenge of recovering services such as maintenance, upgrades, and allocations after the Pandemic.

Table (i) – Change in landlord satisfaction 2019 to 2022/23

<u>Total tenant surveys</u> ⁶	<u>2019 satisfaction</u>	<u>2022/23 satisfaction</u>	<u>Change</u>
Other landlords	89.2%	85.0%	-4.1%
Shettleston Housing	94.0%	87.0%	-7.0%

Areas for consideration

- Taking account of those survey responses where tenants indicated that they were not satisfied⁷ with their landlord's service, we can identify the following items as areas for consideration. These items will form the basis of an action plan to be discussed with the Association's Tenant Forum.
- Approx. one in ten tenants (12.4%) were not satisfied with their **most recent repair** and 7.4% said that improving repairs would provide for a better overall service to tenants. In addition, around 7% of tenants said that the repair service could be improved by: completing works at the first visit, reducing the time taken to start or finish a repair, and improving repair quality.
- Approx one in five tenants (19.9%) were not satisfied with how **anti-social behaviour** was handled by their landlord.
- For tenants whose properties had **communal areas**, 18.9% were not satisfied that these parts of the property were well maintained. In relation to the wider aspects of **neighbourhood management**, 14.3% of tenants were not satisfied with this item citing improvements required to parking, fly tipping, landscaping, and anti-social behaviour.
- Approx. one in ten tenants (13.7%) were not satisfied with the **quality of their home** and 10.9% said that providing better housing conditions would result in an improved overall service to tenants. The component improvements that tenants feel would enhance overall housing quality are related to: windows, kitchens, bathrooms, and insulation (approx. 10% of tenants would like these type of improvements to be made).
- For those tenants **moving into their home in the last year**, 23.9% are not satisfied with the property's re-let condition.
- Although this most likely to be a consideration for next year's rent discussions, and will have an impact on planned capital works, we note that 26.9% of tenants were not satisfied that **rent was good value for money**. In addition, 15.2% of tenants said that the levels of rents should be reduced in order to make charges better value for money.
- On the topic of **tenant participation**, approx. one in five tenants (20.2%) are not satisfied (although we anticipate that much of this figure will be tenants who are not aware of what TP actually is). Raising tenant awareness of opportunities to participate is important to raising satisfaction with this measure.
- Around one in five tenants (24.2%) are not satisfied with the extent to which their **landlord listens to them and acts on their requests**. In addition, 20.9% are not satisfied with their **most recent contact** with the Association. Separately, between 2% and 4% of tenants said that communication and listening should be improved. Although this proportion is small, within this group, the median satisfaction with services overall was very low at 46.7%.

⁶ 27 RSLs and local authorities, 15, 941 tenants (simple average for 27 social landlords)

⁷ Not satisfied = dissatisfied and neither satisfied nor dissatisfied. We have focused on the not satisfied figures because these are the ones that need to change to improve the satisfaction result, which in turn, is the main figure of interest to the regulator

- 14.4% of tenants have **complained⁸ to the Association** in the last year, and within this group, approx. seven in ten (70.5%) are not satisfied with how their complaint was dealt with. Amongst tenants who had complained to their landlord, only 63.0% were satisfied with the overall service supplied by Shettleston Housing
- Approx. four in ten tenants (43.4%) are interested in using a **digital portal** to access services. This figure rises to 79.9% amongst tenants aged 16 to 34.

⁸ Complaints here will include other than formal complaints