



# Easthall Park Housing Co-operative

## Customer Satisfaction Survey

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# Easthall Park Housing Co-operative

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## Customer Satisfaction Survey 2023

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# 1. EXECUTIVE SUMMARY

## INTRODUCTION

- Easthall Park Housing Co-operative commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- Overall, a total of 353 interviews were completed with Easthall Park tenants, representing a 52% response rate from in scope tenants. In addition to the tenants' survey, 12 interviews were completed with the Co-operative's owner occupiers.
- This data provides data accurate to +/- 3.61% for tenants based upon a 50% estimate level at the 95% confidence level, providing robust data upon which the Co-operative can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

## SCOTTISH SOCIAL HOUSING CHARTER SATISFACTION INDICATORS

The table below shows the results for the Scottish Housing Regulator indicators for Easthall Park Housing Co-operative, compared to the Co-operative's previous tenant satisfaction surveys, undertaken in 2014, 2016 and 2019. Please note all indicators with the exception of the last one on the factoring service are for tenants only.

Scottish Social Housing Charter Indicators	2014	2016	2019	2023	ARC 21/22
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Easthall Park? (% very/ fairly satisfied)	93%	95%	90%	92%	88%
How good or poor do you feel Easthall Park is at keeping you informed about their services and decisions? (%very good/ fairly good)	99%	99%	96%	96%	91%
How satisfied or dissatisfied are you with the opportunities given to you to participate in Easthall Park's decision making process? (% very/ fairly satisfied)	95%	96%	98%	97%	87%
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Easthall Park? (% very/ fairly satisfied)- <b>Those who have reported a repair in the last 12 months</b>	87%	97%	85%	79%	88%
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	94%	99%	93%	85%	85%
Taking into account the accommodation and services Easthall Park provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it... (% very good value/ fairly good value)	66%	78%	75%	90%	83%
Overall, how satisfied or dissatisfied are you with Easthall Park's management of the neighbourhood you live in?	95%	98%	92%	97%	85%
(OWNERS) Taking everything into account how satisfied or dissatisfied are you with the factoring service provided by Easthall Park Housing Co-operative?	80%	86%	71%	100%	65%

Satisfaction has decreased since 2019 with regards to the quality of the home (decreased by 8 percentage points) and the repairs service (decreased by 6 percentage points). On the other hand, value for money of rents has increased since 2019 (increased by 15 percentage points), as has the Co-operative's contribution to the management of the neighbourhood (increased by 5 percentage points). Overall satisfaction with the factoring service has also increased, by 29 percentage points since 2019.

The table on the previous page also shows the Scottish average for all social landlords as reported in the Annual Return of the Charter for 2021/22. The table shows that Easthall Park is performing above or in-line with the Scottish average for all indicators with the exception of the repairs service where the Scottish average is 88% compared to Easthall Park Housing Co-operative's score of 85%.

### AREAS OF HIGH/ IMPROVING PERFORMANCE

The results of the 2023 survey reveal that, in general, the Co-operative is performing to a relatively high standard with satisfaction levels generally being above 90% for most aspects. The following points show the key highlights where satisfaction was highest:

- Satisfaction with the overall service provided by Easthall Park Housing Co-operative remains high at 92% in 2023.
- The vast majority of tenants rated the Co-operative good at **keeping them informed** (96%).
- Despite low levels of interest in **participation opportunities**, almost all tenants expressed satisfaction with the opportunities available to them to participate in the Co-operative's decision making processes (97%).
- Letters (83%) and newsletters (75%) continue to be the most **popular sources to obtain information** about the Co-operative and its services.
- Tenants were asked what **they believed the Co-operative was best at**. The top response was regarding customer service and the Co-operative's staff (21%). This was followed by the work the Co-operative does in the community (13%) and regarding the repairs service (9%). A further 28% of tenants said they were happy overall or that they were satisfied with services and 10% said they had no issues.
- The vast majority of tenants were aware **how to make a complaint** if they were unhappy with any aspects of the service Easthall Park provides (93%). This is an increase from 85% in 2019.
- Satisfaction with **management of the neighbourhood** has seen an increase from 92% in 2019 to 97% in 2023.

## ACTION PLANNING

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

- Satisfaction with **customer care** was lower than other service areas at 80% for those who had contacted the Co-operative in the last 12 months. Generally those who were not satisfied felt this way as they had not received any follow up on their enquiry or where their problem was still ongoing (mainly relating to repairs).
- Tenants were asked to identify their top three **priorities for the Co-operative's services**. These were identified as:
  - Providing an effective repairs service (94%)
  - Modernising tenants' homes to keep them a reasonable standard (90%)
  - Keeping rents and charges affordable (39%)
- When asked **what the Co-operative could do to improve**, the top response was for properties to be upgraded (13%) and this was followed by improvements to the repairs service (8%) and better communication (4%).
- Satisfaction with the **repairs service** has seen a significant decrease from 97% in 2016 to 85% in 2019 and again to 79% in 2023. The survey results show that the key area where satisfaction has decreased was regarding the repair being done right first time with satisfaction decreasing from 93% in 2016 to 81% in 2019 and again to 74% in 2023.
- Satisfaction with the **quality of home** has also seen a decrease from 99% in 2016 to 93% in 2019 and 85% in 2023. Priorities for the home were identified as being window replacements (42%), followed by measures to improve energy efficiency (36%) and kitchen upgrades (25%).
- The current financial crisis seems to be having an impact on Easthall Park tenants. For example, only 16% of tenants in 2023 considered their electricity and heating bills to be very or fairly easy to afford. This is considerably less than was reported in the 2019 survey (61%). Furthermore, fewer respondents were of the opinion that their rent is easy to afford in 2023 (43%) than in 2019 (51%). When asked about any financial concerns they may have, fuel bills and the cost of food were the two areas where tenants were most likely to be concerned about not having sufficient money to afford.

## 2. INTRODUCTION, BACKGROUND AND OBJECTIVES

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### 2.1 Introduction

This report represents and discusses the findings to emerge from Easthall Park Housing Co-operative's Customer Satisfaction Survey 2023.

### 2.2 Background and objectives

The aim of the research was to seek customers' views on the services that Easthall Park Housing Co-operative 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 tenants' views on the following:

- The quality of information provided by Easthall Park;
- Quality of accommodation and the neighbourhood;
- Service provision including repairs, maintenance and improvements;
- Tenant involvement/ opportunities for participation;
- Service priorities;
- Value for money and affordability.
- The factoring service (for resident owners)

It is against this background that Research Resource were commissioned to carry out Easthall Park Housing Co-operative's 2023 Tenant Satisfaction Survey.

## 3. METHODOLOGY

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### 3.1 Research Method

We note that 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 should be carried out utilising a face to face survey methodology with tenants. The face to face methodology is the methodology, which is most typically used for tenant satisfaction surveys. Our primary reasons for recommending this 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 Co-operative.
- 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.

In addition to the tenant interviews, interviews were also carried out with owners on a face to face basis.

### 3.2 Questionnaire design

After consultation with Easthall Park Housing Co-operative representatives, 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 Easthall Park is required to report;
- Research Resource experience in relation to customer satisfaction surveying.

### 3.3 Sample Size

The aim of the survey was to achieve a robust level of data upon which the Co-operative can have confidence making decisions upon and to maximise the response to the survey.

Overall, a total of 353 interviews were carried out with Easthall Park tenants, providing data accurate to  $\pm 3.61\%$  based upon a 50% estimate at the 95% confidence level.

This means that as we have achieved a response from a sample of tenants and not every single tenant there is a 'margin of error' that occurs. In this instance we can be 95% 'sure' that if 50% of tenants responded in a particular way, had we interviewed every single tenant the answer received would have been between 46.39% (50%-3.61%) and 53.61% (50%+3.61%). This is very robust data and data upon which Easthall Park can have confidence making decisions.

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 following tables show the sample profile broken down by area, property type and property size compared to the population. As can be seen below, the interview profile is in line with the overall tenant population profile in terms of all of these factors, varying by no more than 5 percentage points. We are comfortable that the data is representative of the Co-operatives stock and therefore the data reported is unweighted.

Number of rooms	No. of tenants	% of tenants	No. of interviews	% of interviews
0	17	3%	7	2%
1	81	12%	46	13%
2	377	56%	180	51%
3	150	22%	97	27%
4	51	8%	23	7%
<b>Grand Total</b>	<b>676</b>	<b>100%</b>	<b>353</b>	<b>100%</b>

Property type	No. of tenants	% of tenants	No. of interviews	% of interviews
Detached Villa/HOUSE	1	0%	-	-
End Terrace Town House/HOUSE	2	0%	-	-
End Terrace/HOUSE	56	8%	38	11%
GF TF with md+close door/TF	6	1%	2	1%
Ground Floor Aged Person/TF	9	1%	6	2%
Ground floor tenement flat/TF	35	5%	21	6%
House/HOUSE	100	15%	60	17%
Lower Cottage/OTHER	60	9%	33	9%
Main Door Tenement Flat/OTHER	44	7%	22	6%
Mid Terrace Town House/HOUSE	2	0%	1	0%
Mid Terrace/HOUSE	78	12%	45	13%
Semi Detached/HOUSE	68	10%	36	10%
Top Floor Aged Person/TF	8	1%	1	0%
Top Floor Tenement Flat/TF	79	12%	34	10%
Upper Cottage/OTHER	61	9%	32	9%
Upper Floor Tenement Flat/TF	67	10%	22	6%
<b>Grand Total</b>	<b>676</b>	<b>100%</b>	<b>353</b>	<b>100%</b>

Area	No. of tenants	% of tenants	No. of interviews	% of interviews
GHA01	10	1%	2	1%
GHA02	23	3%	9	3%
GHA03	16	2%	5	1%
GHA04	16	2%	10	3%
GHA05	17	3%	7	2%
Kildermorie Phase 1	71	11%	46	13%
Kildermorie Phase 2	70	10%	36	10%
Phase 1	18	3%	11	3%
Phase 2	37	5%	11	3%
Phase 3	49	7%	27	8%
Phase 4	51	8%	25	7%
Phase 5	41	6%	25	7%
Phase 6	66	10%	38	11%
Phase 7	51	8%	28	8%
Phase 8	50	7%	21	6%
Phase 9	90	13%	52	15%
<b>Grand Total</b>	<b>676</b>	<b>100%</b>	<b>353</b>	<b>100%</b>

In addition to the tenants' survey, 12 interviews were completed with the Co-operative's owner occupiers.

### **3.4 Interviewing and quality control**

All face to face 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 11<sup>th</sup> of April 2023 and the 3<sup>rd</sup> of May 2023.

### **3.5 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. For a number of the key questions, comparative analysis has also been undertaken comparing survey results from the Co-operative's previous tenant satisfaction surveys undertaken in 2014, 2016 and 2019.

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

### 3.6 Report Structure

This document details the key findings to emerge from the survey, addressing the key findings of the survey for Easthall Park Housing Co-operative.

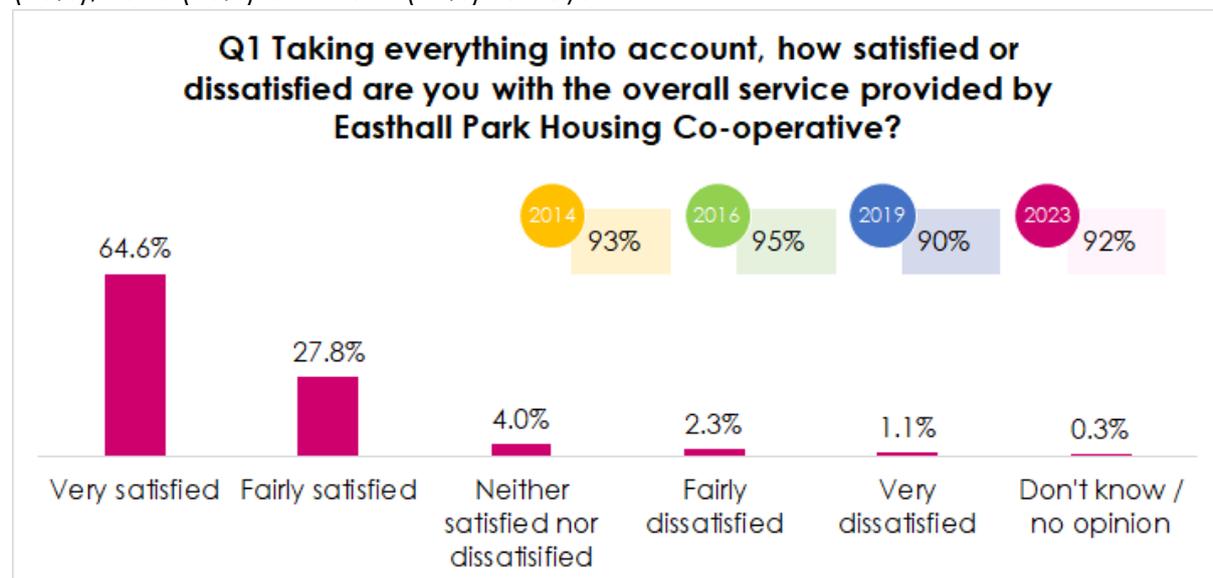
CHAPTER 4.	OVERALL SATISFACTION
CHAPTER 5.	INFORMATION AND COMMUNICATION
CHAPTER 6.	PARTICIPATION
CHAPTER 7.	CUSTOMER CARE
CHAPTER 8.	EASTHALL PARK'S SERVICES
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## 4. OVERALL SATISFACTION

### 4.1 Satisfaction with the overall service provided by Easthall Park (Q1)

The survey opened by asking tenants how satisfied or dissatisfied they were with Easthall Park as their landlord. More than nine in ten tenants (92%) said they were very or fairly satisfied compared to 4% who were neither satisfied nor dissatisfied and 5% who were very or fairly dissatisfied and less than 1% who were unsure or had no opinion.

Overall satisfaction is not significantly different than the results reported in the 2014 (93%), 2016 (95%) and 2019 (90%) surveys.



As shown in the table below, those living in GHA properties were least likely to be satisfied with the overall service (73%) compared to 96% of tenants living in Kildermorie (96%) and Easthall (94%).

Q1 Satisfaction with overall service analysed by area				
	Overall	GHA	Kildermorie	Easthall
<b>Base</b>	<b>353</b>	<b>33</b>	<b>82</b>	<b>238</b>
% satisfied	92%	73%	96%	94%
% neither satisfied nor dissatisfied	4%	9%	4%	3%
% dissatisfied	3%	18%	-	3%
Don't know / no opinion	0%	-	-	0%

Where tenants were not satisfied in this respect they were asked to provide their reasons for feeling this way. The following comments were provided by tenants:

- *The veranda is covered in mould. The bathroom walls and ceiling are now mouldy. The windows have condensation and veranda doors are broken so it is expensive to heat, and we are freezing.*
- *Not happy with some staff member. We get nothing done here. There are rats and can hear them in the walls. The whole street has them.*
- *My house is very cold. I need new windows and external doors as I lose a lot of heat through them.*
- *Need more than 2 grass cuts a year. I feel this service is rubbish.*
- *Dampness is really bad, and nothing is being done. I want a move and not getting any help at all. Really don't like the neighbourhood.*
- *Not happy with the flat, it is covered in dampness. My daughter said she can smell it as soon as she walks in. It is freezing and my heating is a fortune.*
- *Full of dampness in one room and had to throw out furniture. All they do is paint over it, and it comes back.*
- *They left a hole in my kitchen ceiling after a repair fixing boiler.*
- *I have some repairs that are outstanding and there are some issues in my lift that they are aware of that haven't been sorted out yet. Communication with regard to that hasn't been great.*
- *Not been happy with the veranda, it is mouldy and damp. I have been cleaning it and keeps coming back and affecting my breathing.*
- *I was told to lift my flooring and you would replace it. I've now been sitting with bare floorboards for over a year. I've just had a double hip replacement and need help.*
- *I am really unhappy at the condition of my bathroom. There are missing tiles. They have put wet wall over tiles. I have dampness in the bathroom. It's unpleasant to use the bathroom and also to bath my kids in it.*
- *I badly need new windows as the ones I have are draughty and I lose a lot of heat through them.*
- *My house is freezing. It's the old metal steel window frames. I am pregnant and when I had my first baby the health visitor came out and told me my house was too cold for a new baby even although the heating was on full.*
- *The rents are very high. I had called about a repair but didn't get a call back when they said they would.*
- *We don't have anything up here. There's nothing for kids. It's too far for them. No paths to lead them to where everything is at. It's been 14 years since these houses have been built but we are still paying "new build" rents even although we need new kitchens and bathrooms.*

- *I had a leak which they've been out to repair but it's still there and they cut a hole in my hall ceiling to look for the source of the leak and they haven't sorted that yet either.*
- *It takes a while to get repairs carried out and the rent goes up too often.*
- *Mould hasn't been fixed in bedrooms, phoned and reported and nothing done. Asked to be moved or swapped as stairs are too much for both of us.*
- *They don't do anything. Been waiting 2 years and still my windows are not sealed. I am £200 a fortnight for heating because of it. The back garden needs sorted as the previous tenant moved slabs. Kitchen falling apart.*
- *Need help to get a move and not getting it, constantly arguing with neighbours and nothing getting done.*
- *Been reporting dog fouling for years and nothing has been done. Housing told the neighbours it was me complaining which started arguments.*
- *Mould in bedroom has never been fixed, caused me to be ill. Flooded from upstairs and it still hasn't been fixed. Wires hanging from ceiling which is a safety hazard.*
- *Repairs service isn't very good, takes a while to get things fixed.*
- *Need better garden services.*
- *Having an argument with them just now as I need a ramp at the front of the close as I am disabled and have a mobility scooter.*

## 5. INFORMATION AND COMMUNICATION

### 5.1 Sources of obtaining information (Q3)

Written communications were by far and away the most popular methods used by tenants to obtain information about Easthall Park and its services with 83% using letters and 75% using newsletters. These were also the most popular sources used in 2019.

Q3 Which of the following sources do you prefer to use to obtain information about Easthall Park and its services?		
Base: n=353	No.	%
Letters	293	83.0%
Newsletters	264	74.8%
Website	36	10.2%
Local meetings	2	0.6%
Reading the Annual Report	2	0.6%
Other	5	1.4%

Analysis by age shows that tenants aged 75 and over were most likely to prefer to use newsletters to keep informed. The Co-operative's website on the other hand was most likely to be preferred by tenants aged 16-34.

Q3 Which of the following sources do you prefer to use to obtain information about Easthall Park and its services? Analysed by age				
	16-34	35-54	55-74	75+
Base	43	124	166	20
Newsletters	74%	77%	71%	95%
Letters	77%	82%	87%	65%
Website	26%	16%	2%	10%
Local meetings	-	2%	-	-
Reading the Annual Report	-	-	1%	5%
Other	-	2%	1%	5%

## 5.2 Use of email/ internet/ mobile phones (Q4)

Just over 7 in 10 tenants (71%, 69% in 2019) said they used the internet and 76% use text messaging (62% in 2019). Fewer respondents in 2023 said they use email (38% in 2023 vs. 44% in 2019) and Twitter (14% in 2019 vs. 4% in 2023). The proportion of tenants who said they did not use any of these things has decreased significantly from 31% in 2019 to 18% in 2023.

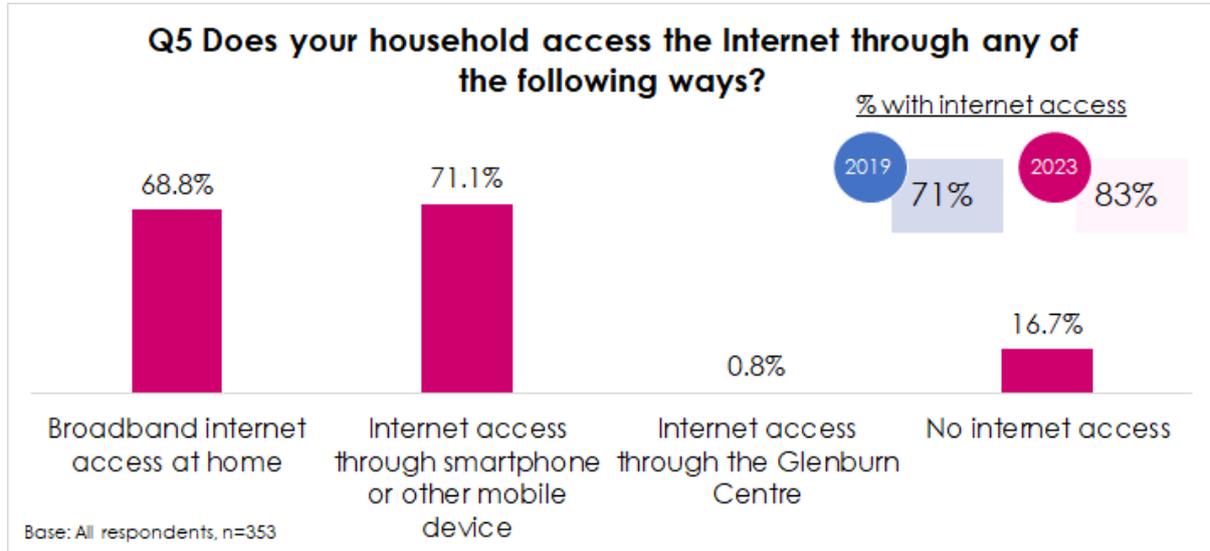
Q4 Do you use any of the following? (2023 vs. 2019)		
Base: n=353	2019	2023
	280	353
Text messaging	62.1%	75.9%
The internet	66.8%	71.4%
Apps on your phone	46.1%	56.4%
Facebook	43.2%	48.4%
Email	43.9%	38.0%
Twitter	13.6%	3.7%
None of these	31.1%	17.8%

Analysis by age indicates that internet access decreases with age, from 100% for tenants aged 16-34 to just 20% for tenants aged 75 and over. This trend was also the case for all other forms of digital media. The proportion of respondents who did not use any of these communications increases from 0% for those aged 16-34 to 75% for tenants aged 75 and over.

Q4 Do you use any of the following? (Analysed by age)				
Respondents	16-34	35-54	55-74	75+
Base	43	124	166	20
The internet	100%	88%	58%	20%
Facebook	86%	69%	28%	15%
Twitter	16%	5%	-	-
Email	86%	59%	13%	10%
Text messaging	98%	90%	67%	15%
Apps on your phone	88%	77%	39%	10%
None of these	-	5%	25%	75%

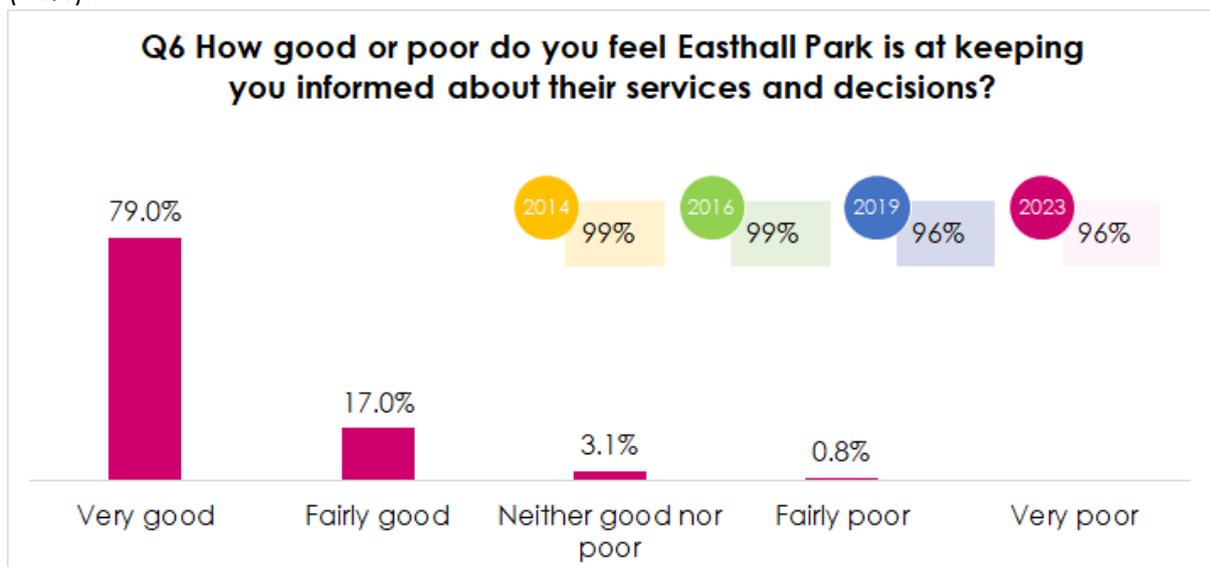
### 5.3 Household internet access (Q5)

Just under 7 in 10 tenants (69%) had Broadband internet access at home and 71% said they had internet access through smartphone or other mobile device or via a smartphone or other mobile device. Just 17% of tenants said their household had no internet access. Again, internet access decreases with age from 100% for tenants aged 16-34 to 30% for tenants aged 75 and over. The proportion of tenants with internet access via broadband has increased from 71% in 2019 to 83% in 2023.



### 5.4 Keeping tenants informed (Q6)

In terms of keeping tenants informed, 96% of tenants rated Easthall Park very or fairly good in this respect compared to 1% who said they were neither good nor poor and 3% who said they were fairly poor. The overall percentage of tenants who rated the Co-operative very or fairly good has remained consistent with the 2019 survey results (96%).



Easthall (97%) and Kildermorie (96%) tenants were more likely to be satisfied with how well the Co-operative keeps them informed than those who lived in GHA properties (88%).

<b>Q6 Satisfaction with being kept informed analysed by area</b>				
	<b>Overall</b>	<b>GHA</b>	<b>Kildermorie</b>	<b>Easthall</b>
<b>Base</b>	<b>353</b>	<b>33</b>	<b>82</b>	<b>238</b>
% very/ fairly good	96%	88%	96%	97%
% neither/ nor	3%	6%	4%	3%
% very/ fairly poor	1%	6%	0%	0%

## 6. PARTICIPATION

### 6.1 Participation activities (Q7)

In terms of the ways tenants would prefer to give their views, over three in ten tenants (32%) would prefer to take part in face to face surveys, 14% would prefer postal surveys and 11% would prefer to take part in local meetings about issues in the area. The majority however, said they were uninterested in giving their views (56%).

<b>Q7 Easthall Park provides a range of ways for tenants to get involved and give their views on services and decisions. How would you prefer to give your views?</b>		
<b>Base: n=353</b>	<b>No.</b>	<b>%</b>
By taking part in face to face surveys	112	31.7%
By taking part in postal surveys	48	13.6%
Local meetings about issues in the area	37	10.5%
By coming to open days	30	8.5%
By taking part in telephone surveys	21	5.9%
By taking part in email/ online surveys	19	5.4%
By responding to consultations such as the rent consultation	15	4.2%
By attending the AGM	10	2.8%
By taking part in focus groups	5	1.4%
By taking part in a policy review on a particular subject	4	1.1%
By becoming a member of the Management Committee	2	0.6%
Other	1	0.3%
Don't know	7	2.0%
Not interested in giving my views	198	56.1%

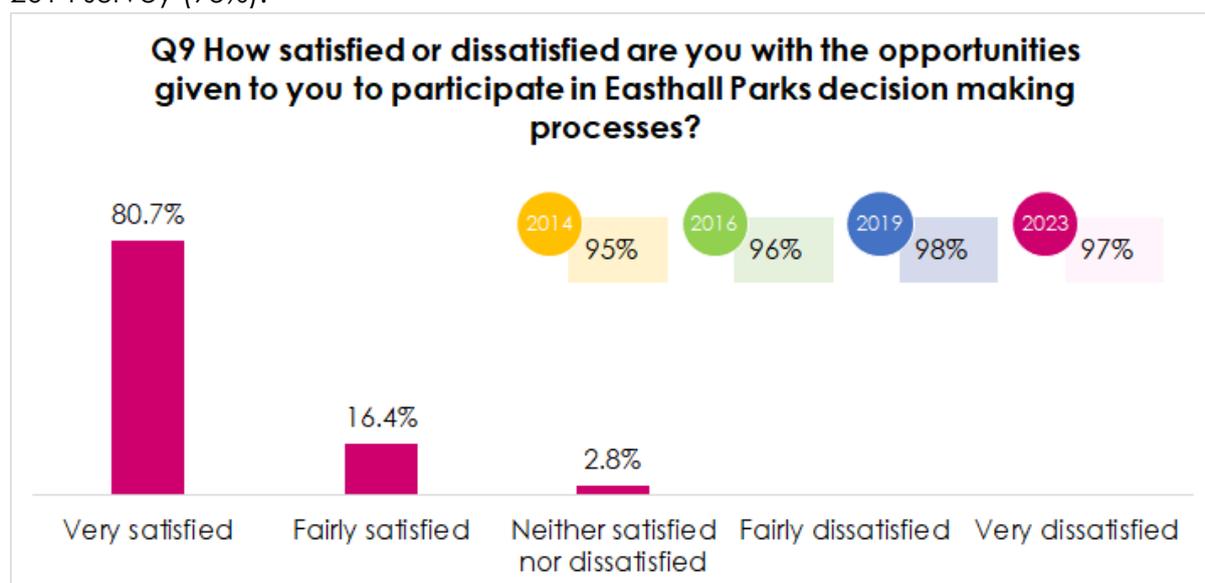
## 6.2 Reasons for not becoming more involved (Q8)

All tenants were asked for any reasons that prevent them from becoming more involved with the Co-operative. The main reason given was due to a lack of interest (24%). Just under 1 in 5 tenants (19%) cited health or disability issues and this was followed by work (12%) or childcare commitments (11%). These were also the most common reasons given in 2019.

Q8 What, if anything, stops you becoming more involved with Easthall Park?		
Base: n=353	No.	%
Happy with things as they are	141	39.9%
Not interested	86	24.4%
Health / disability issues	68	19.3%
Work commitments	43	12.2%
Childcare commitments	37	10.5%
They're doing a good job, so I don't feel the need to get involved	9	2.5%
Don't think they listen anyway	7	2.0%
Don't think I have anything to contribute	6	1.7%
Not aware of any meetings/ opportunities to participate	5	1.4%
Lack confidence in speaking up	2	0.6%
Other – please specify	5	1.4%
Nothing, I am already involved	7	2.0%

## 6.3 Participation opportunities (Q9)

Almost all tenants (97%) were either very or fairly satisfied with the opportunities provided to them to participate in Easthall Park's decision-making processes compared to 3% who were neither satisfied nor dissatisfied. Overall satisfaction has not changed significantly compared to the 2019 survey (98%) 2016 survey (96%) or 2014 survey (95%).



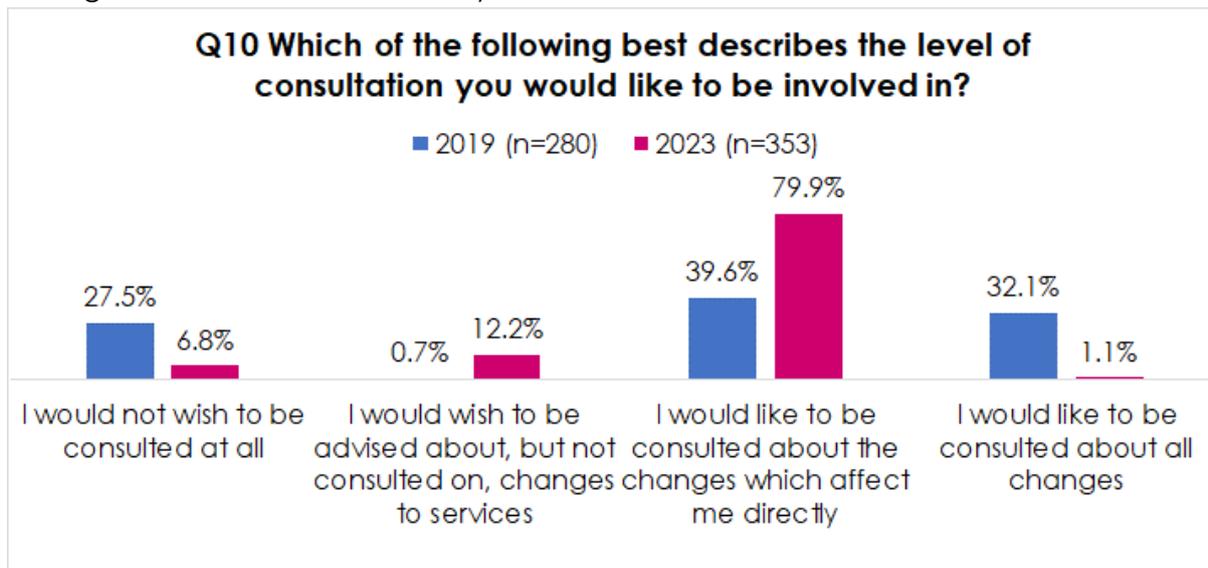
Analysis by area reveals that GHA tenants were least likely to be satisfied with participation opportunities (88%) and those living in Kildermorie (99%) and in Easthall (98%) were most likely.

<b>Q9 Satisfaction with participation opportunities analysed by area</b>				
	<b>Overall</b>	<b>GHA</b>	<b>Kildermorie</b>	<b>Easthall</b>
<b>Base</b>	<b>353</b>	<b>33</b>	<b>82</b>	<b>238</b>
% very/ fairly satisfied	97%	88%	99%	98%
% neither/ nor	3%	12%	1%	2%
% very/ fairly dissatisfied	0%	0%	0%	0%

## 6.4 Preferred level of consultation (Q10)

In terms of their preferred level of involvement, 7% said they would not wish to be consulted at all, 12% said they would wish to be advised about but not consulted on changes to services, 80% said they would like to be consulted about the changes which affect them directly and 1% would like to be consulted about all changes.

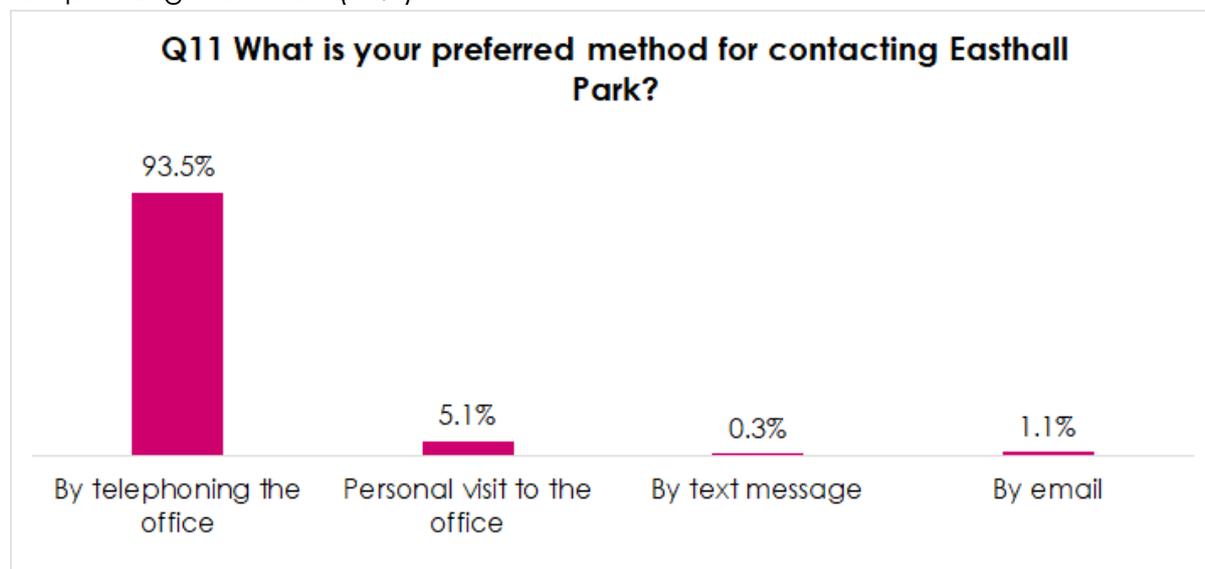
The results have changed significantly compared to those reported in 2019. For example, significantly fewer tenants now do not wish to be consulted at all (7%) than in 2019 (28%). The proportion of tenants who would like to be consulted about the changes that affect them directly has doubled from 40% in 2019 to 80% in 2023.



## 7. CUSTOMER CARE

### 7.1 Preferred contact method (Q11)

By far and away the most preferred method for contacting Easthall Park was by telephoning the office (94%).



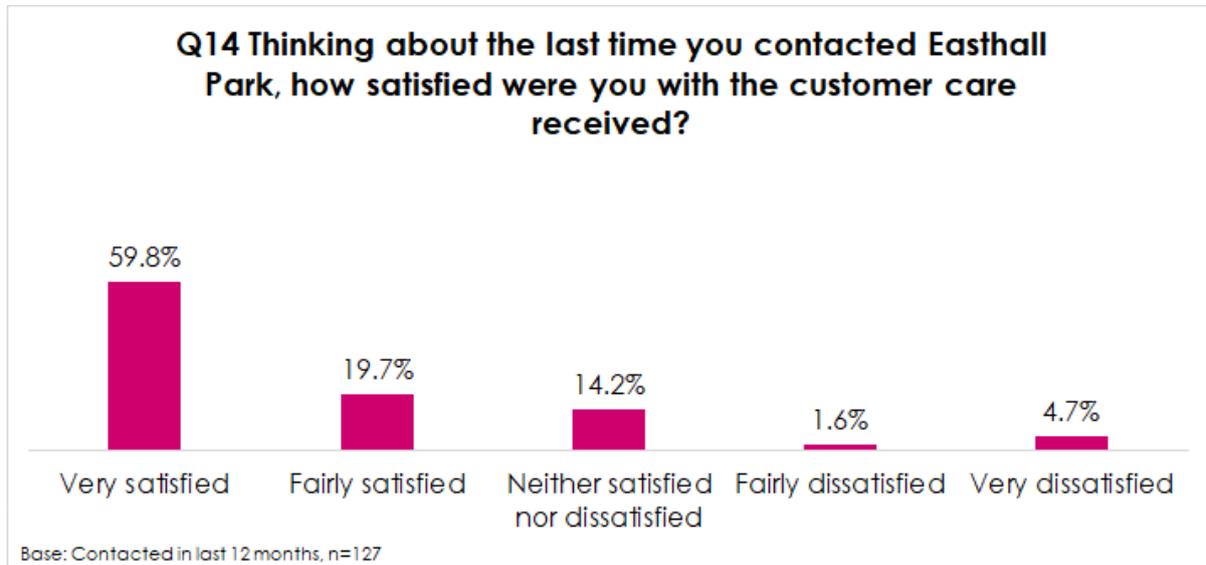
### 7.2 Reason for contact in last 12 months (Q12/13)

More than a third of tenants (36%) have contacted the Co-operative in the last 12 months (67% in 2019). The main reason for contacting Easthall Park was to report a repair (73%). This was also the case in 2019 (69%).

<b>Q13 What was the reason for your last contact with Easthall Park?</b>		
<b>Base: Contain last 12 months, n=127</b>	<b>No.</b>	<b>%</b>
Repairs	93	73.2%
To discuss my rent	5	3.9%
To make a payment	3	2.4%
To complain about a neighbour or anti-social behaviour issue	3	2.4%
To discuss planned improvements to my house	3	2.4%
To complain about a Co-operative service	1	0.8%
Other	19	15.0%

### 7.3 Satisfaction with customer care (Q14/15)

Eight in ten tenants (80%) were either very or fairly satisfied that Easthall Park treats them fairly compared to 14% who said they were neither satisfied nor dissatisfied and 6% who were very or fairly dissatisfied.



- *Fixed my window but it's still letting in water.*
- *I've contacted them on numerous occasions about the bathroom. The staff are nice on the phone, but the problem is very much ongoing.*
- *I'm still none the wiser about what they are going to do about my windows.*
- *Had to contact my local MP due to the housing doing nothing about my complaints.*
- *They didn't call me back.*
- *I had to phone four times about the same issue.*
- *They came to look at my patio doors, took pictures, and I haven't heard a thing. That was months ago.*
- *I have been waiting for months and no further forward.*
- *They haven't got back to me.*
- *Still waiting on a reply.*
- *Still bits to be done.*
- *Keep getting told nothing can be done with the verandas.*
- *Never really got an answer about it.*
- *Never heard anything back.*
- *Reported mould on windows and no one has got back to me.*
- *Still have issues with boiler as the pressure keeps going up and there is water leaking.*

- *Left a hole and sellotaped it over. The house is freezing.*
- *Last year tap stopped working and they came out to fix it, but we now have to turn it the opposite way for it to work and not been back to fix it.*
- *Nothing got done about it.*
- *No one came to check.*
- *The shower pressure keeps going way down. I reported it and the guy came out and said it was fine even though it has got worse.*
- *Constantly phoning about a leak upstairs and still waiting on the repair.*
- *It's taking ages to get it sorted with the water voles. They are a protected species but it's having such an impact on our lives. My 5 year old can't get out.*
- *My house is freezing because of the draughts from my windows.*
- *No one is getting back to me. I am living in a mess and don't know where to turn.*
- *Every time there is a rent rise they don't adjust the direct debit until it is too late, and they end up putting me in rent arrears through no fault of my own and then I need to pay it in a lump sum.*

## 8. EASTHALL PARK'S SERVICES

### 8.1 Service priorities (Q16)

Tenants were asked to select from a list of landlord activities and service which were most important to them. The top three priorities for tenants were:

- Providing an effective repairs service (94%)
- Modernising tenants' homes to keep them a reasonable standard (90%)
- Keeping rents and charges affordable (39%)

These three priorities are consistent with those reported in the 2016 and 2019 surveys.

<b>Q16 Which of the following landlord activities and services are most important to you?</b>				
<b>Base: Respondents, n=353</b>	<b>Top</b>	<b>2nd</b>	<b>3rd</b>	<b>Overall</b>
Providing an effective repairs service	57.0%	29.9%	7.1%	94%
Modernising tenants' homes to keep them a reasonable standard	27.4%	49.3%	13.7%	90%
Keeping rents and charges affordable	7.9%	8.2%	22.5%	39%
Providing support for vulnerable tenants eg aids and adaptations or grass cutting for those who cannot do this for themselves	0.8%	2.2%	20.8%	24%
Telling residents more about what we are doing	1.6%	4.9%	14.2%	21%
Running initiatives/activities for the benefit of the community from the Glenburn Centre e.g. social activities, youth clubs, training opportunities	0.8%	1.1%	13.4%	15%
Providing a money advice/welfare rights service	1.1%	1.6%	5.2%	8%
Dealing with people who don't pay their rent or factoring charge	2.5%	0.5%	0.8%	4%
Doing more to deal with neighbourhood issues(eg ASB, vandalism)	0.8%	1.9%	1.6%	4%
Encouraging more residents to take an active part in its decisions	-	0.3%	0.5%	1%

## 8.2 What Easthall Park is best at (Q17)

Another open-ended question was asked of Easthall Park tenants about what they felt the Co-operative was best at. Again, these responses have been coded into common themes. The top response was where tenants were happy with the services provided by their landlord or were generally satisfied (28%). This was followed by good customer service (21%) or where tenants believed the Co-operative did a lot in the community (13%).

<b>Q17 Thinking of these landlord activities and services, what do you think Easthall Park is best at?</b>		
<b>Base: All respondents, n=353</b>	<b>No.</b>	<b>%</b>
Happy overall/ satisfied with services	100	28.3%
Customer service is great/ Staff are friendly/ helpful	73	20.7%
Do a lot in the community	45	12.7%
No issues	36	10.2%
Repairs are good/ quick	32	9.1%
Financial help	20	5.7%
Well maintained grounds and homes	5	1.4%
Good at keeping tenants informed/ listening	4	1.1%
Other	4	1.1%
Unsure/ Don't know	68	19.3%

### 8.3 Suggestions for improvement (Q18)

All tenants were asked what one thing the Co-operative could be doing to improve. The open-ended responses have been coded into categories and shown below. Two thirds of tenants (66%) said there were no improvements needed and a further 4% were happy with the service. The main suggestions made were for property upgrades (13%), improvements to the repairs service (8%) or communication improvements (4%).

<b>Q18 If there was one thing that Easthall Park could be doing to improve, what would it be?</b>		
<b>Base: All respondents, n=353</b>	<b>No.</b>	<b>%</b>
Upgrades required e.g. verandas, windows, doors, kitchen etc	45	12.7%
Better repairs e.g. quicker, better quality, finish job	28	7.9%
Happy with them	15	4.2%
Better communication	13	3.7%
Improve garden service	7	2.0%
Stop rent increases	7	2.0%
Making homes more energy efficient	5	1.4%
Other	16	4.5%
Don't know/ Nothing	232	65.7%

### 8.4 Complaints policy (Q19)

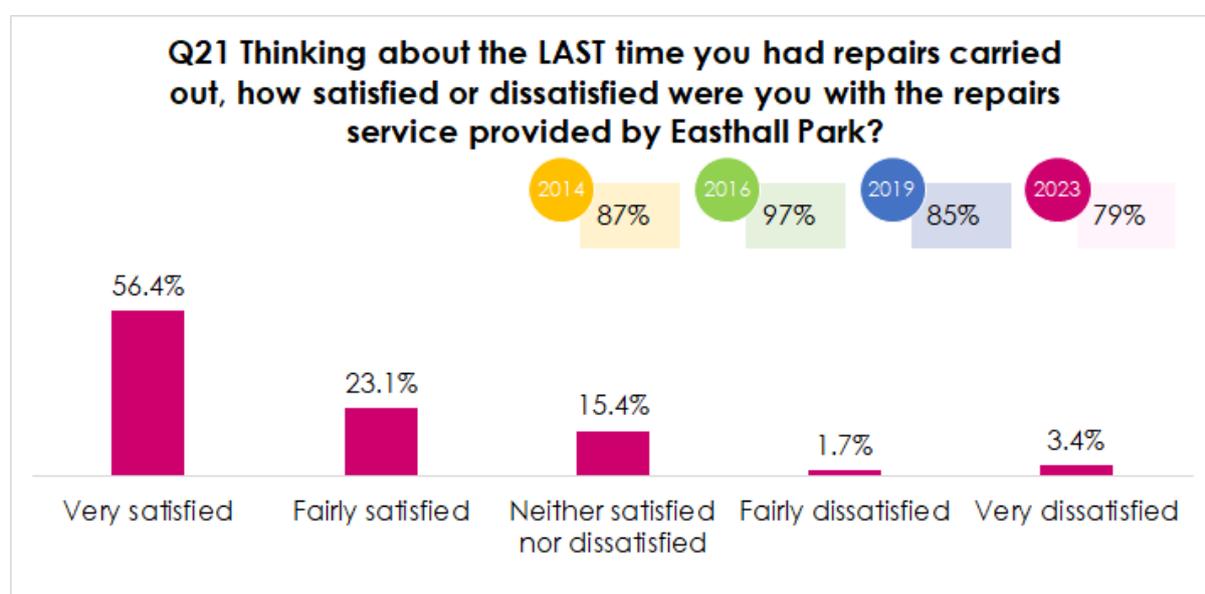
Over 9 in 10 tenants (93%) said if they were unhappy with any aspects of the service Easthall Park provides they would know how to make a complaint about this (85% in 2019).

## 9. THE HOME

### 9.1 Satisfaction with the repairs service (Q20/21)

A third of tenants (33%) have had repairs carried out on their property within the last 12 months. This is a decrease on the 2019 survey results where 53% had repairs carried out and more than was reported in 2016 (25%).

Of those who have repairs carried out, 79% said they were very or fairly satisfied with the repairs service provided by Easthall Park, 15% were neither satisfied nor dissatisfied and 5% were very or fairly dissatisfied. Overall satisfaction has decreased from the 2019 results where 85% expressed satisfaction with the repairs service.



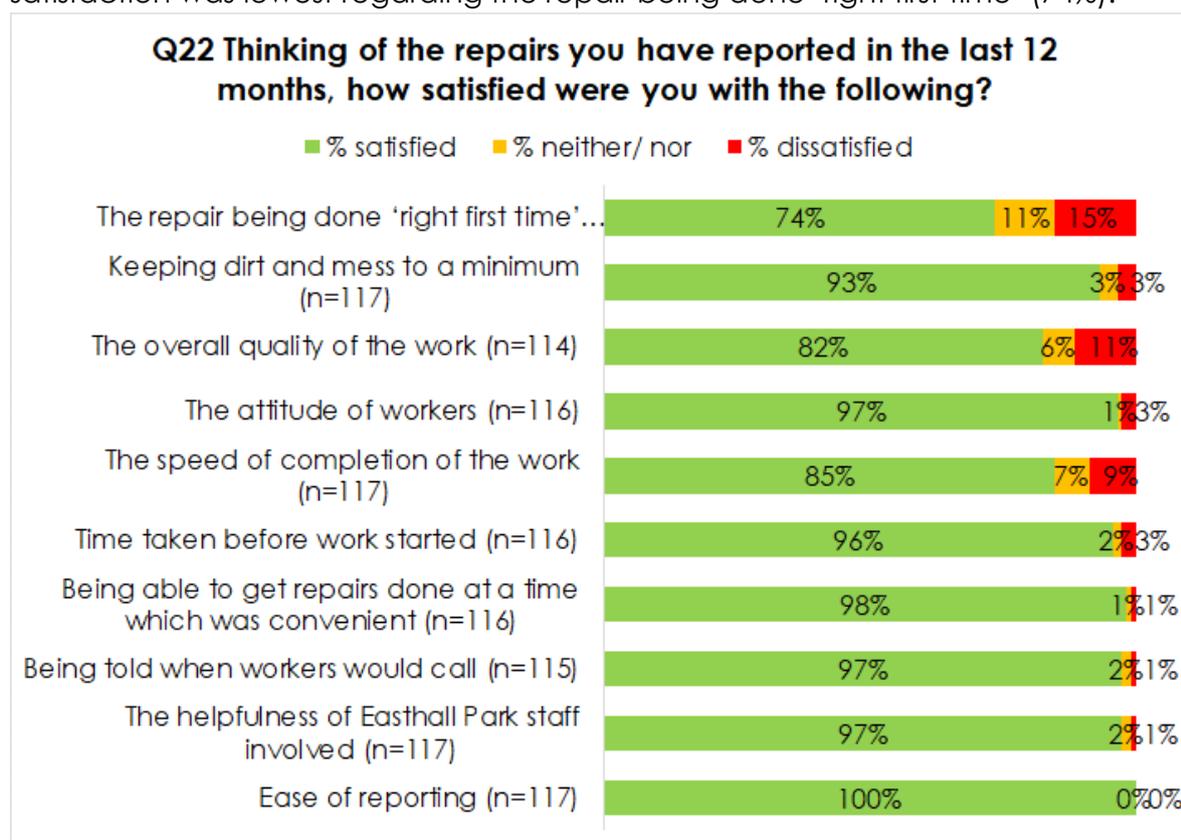
Satisfaction with the repairs service was highest amongst Kildermorie tenants (89%) than GHA tenants (67%).

Q21 Satisfaction with repairs service analysed by area				
	Overall	GHA	Kildermorie	Easthall
<b>Base</b>	<b>117</b>	<b>12</b>	<b>36</b>	<b>69</b>
% very/ fairly satisfied	79%	67%	89%	77%
% neither/ nor	15%	25%	8%	17%
% very/ fairly dissatisfied	5%	8%	3%	6%

## 9.2 Satisfaction with aspects of the repairs service (Q22)

Those who had repairs carried out were asked to rate how satisfied or dissatisfied they were with various aspects of the repairs service they received.

As can be seen below, overall satisfaction is generally very high with satisfaction levels being highest regarding the ease of reporting the repair (100%) and being able to get repairs done at a time that was convenient (98%). On the other hand, satisfaction was lowest regarding the repair being done 'right first time' (74%).



Satisfaction levels have in general, remained consistent with the 2019 results with the exception of repairs being done 'right first time' where satisfaction has fallen from 81% in 2019 to 74% in 2023.

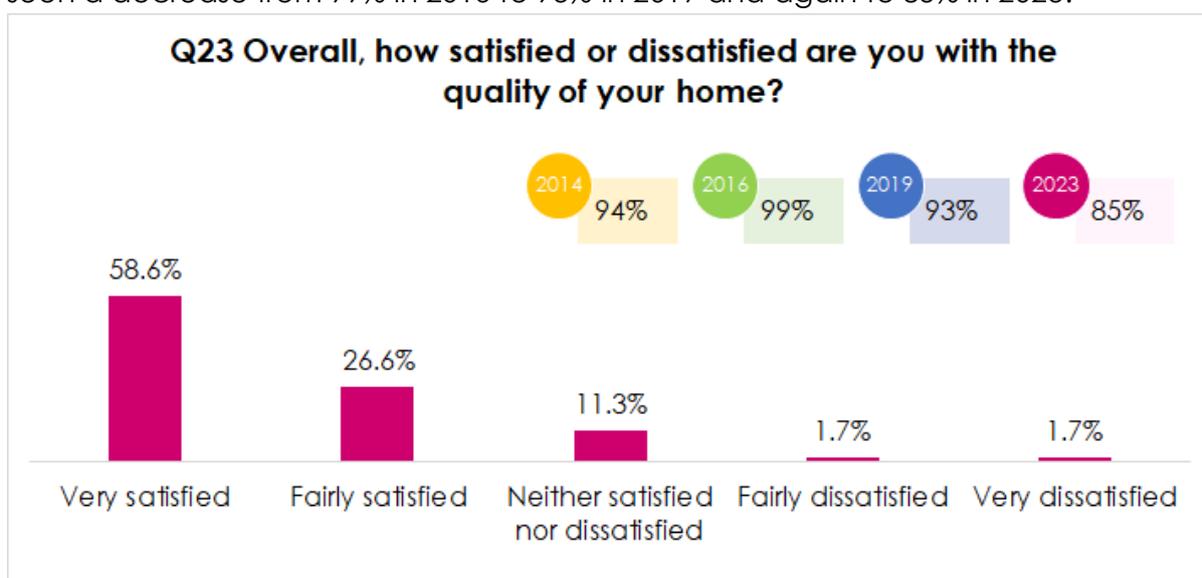
Q22 Satisfaction with repairs aspects (2014/ 2016/ 2019/2023 comparison)				
	2014	2016	2019	2023
Ease of reporting	99%	100%	97%	100%
The helpfulness of Easthall Park staff	99%	100%	97%	97%
Being told when workers would call	99%	100%	96%	97%
Being able to get repairs done at a time which was convenient	96%	96%	94%	98%
Time taken before work started	86%	97%	93%	96%
The speed of completion of the work	84%	91%	89%	85%
The attitude of workers	97%	99%	96%	97%
The overall quality of the work	94%	97%	87%	82%
Keeping dirt and mess to a minimum	98%	99%	94%	93%
The repair being done 'right first time'	84%	93%	81%	74%

## 10. THE HOME

### 10.1 Satisfaction with the quality of the home (Q23)

Tenants were asked how satisfied or dissatisfied they were with the quality of their home. Seventeen out of twenty tenants (85%) were very or fairly satisfied in this respect compared to 11% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied.

The proportion of respondents who were satisfied with the quality of their home has seen a decrease from 99% in 2016 to 93% in 2019 and again to 85% in 2023.



Those who lived in GHA properties were least likely to be satisfied with the quality of their home (58%) than those who lived in Kildermorie (95%) and in Easthall (86%).

Q23 Satisfaction with the quality of the home analysed by area				
	Overall	GHA	Kildermorie	Easthall
<b>Base</b>	<b>117</b>	<b>12</b>	<b>36</b>	<b>69</b>
% very/ fairly satisfied	85%	58%	95%	86%
% neither/ nor	11%	24%	4%	12%
% very/ fairly dissatisfied	3%	18%	1%	2%

## 10.2 Priorities for planned maintenance programme (Q24)

Following on from this, tenants were asked to select from a list which were their top three priorities for improvement. Top priority for tenants was window replacement (42%), followed by measures to improve energy efficiency (36%) and kitchen upgrades (25%).

Q24 Easthall Park have a planned maintenance programme in place. What do you regard as your top three priorities?				
Base: All respondents, n=353	Top	2nd	3rd	Overall
Window replacement	20.4%	16.8%	5.0%	42%
Measures to improve the energy efficiency of your home	7.4%	10.3%	17.9%	36%
Kitchen	14.7%	6.5%	3.6%	25%
Bathroom upgrade/ replacement	10.8%	6.5%	4.3%	22%
New external doors	2.8%	9.1%	6.4%	18%
New internal doors	0.8%	2.6%	8.6%	12%
Veranda improvements	2.3%	3.4%	0.7%	6%
Boiler replacement	2.0%	-	1.4%	3%
Measures to deal with dampness/ condensation	2.0%	1.3%	-	3%
Rewiring	-	0.4%	0.7%	1%
No improvements needed	34.3%	39.7%	47.1%	-
Other	2.5%	3.4%	4.3%	10%

The top three overall priorities for tenants in GHA properties, living in Easthall and Kildermorie are shown below:

GHA (n=33)	Kildermorie (n=82)	Esathall (n=238)
<ul style="list-style-type: none"> <li>• Window replacement (16%)</li> <li>• Veranda improvements (13%)</li> <li>• Measures to deal with dampness/ condensation (9%)</li> </ul>	<ul style="list-style-type: none"> <li>• Kitchen (22%)</li> <li>• Window replacement (12%)</li> <li>• Bathroom upgrade (9%)</li> </ul>	<ul style="list-style-type: none"> <li>• Window replacement (18%)</li> <li>• Measures to improve energy efficiency (13%)</li> <li>• Bathroom upgrade/ replacement (9%)</li> </ul>

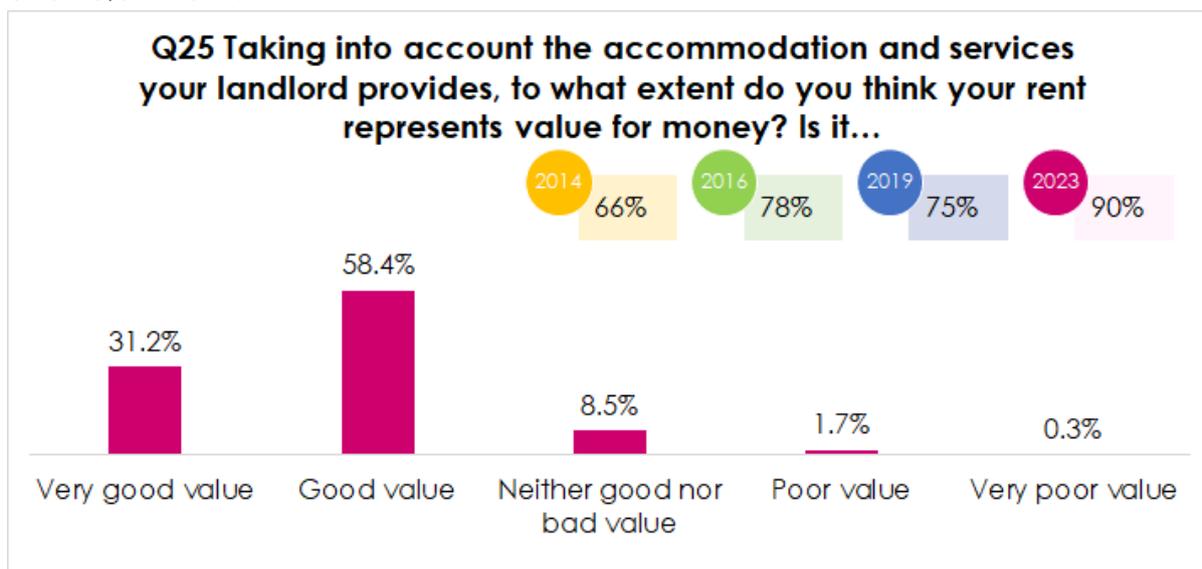
Analysis of respondents' top priority by control group and property type can be found in the appendix.

## 11. AFFORDABILITY AND VALUE FOR MONEY

### 11.1 Value for money (Q25/26)

Nine in ten tenants (90%) said the rent for their home represents very good or good value for money compared to 8% who said it was neither good nor poor value for money and 2% who said it was very poor or poor value for money.

The proportion of tenants stating their rent represents good value for money has increased significantly to its highest value to date and from 66% in 2014, 78% in 2016 and 75% in 2019.



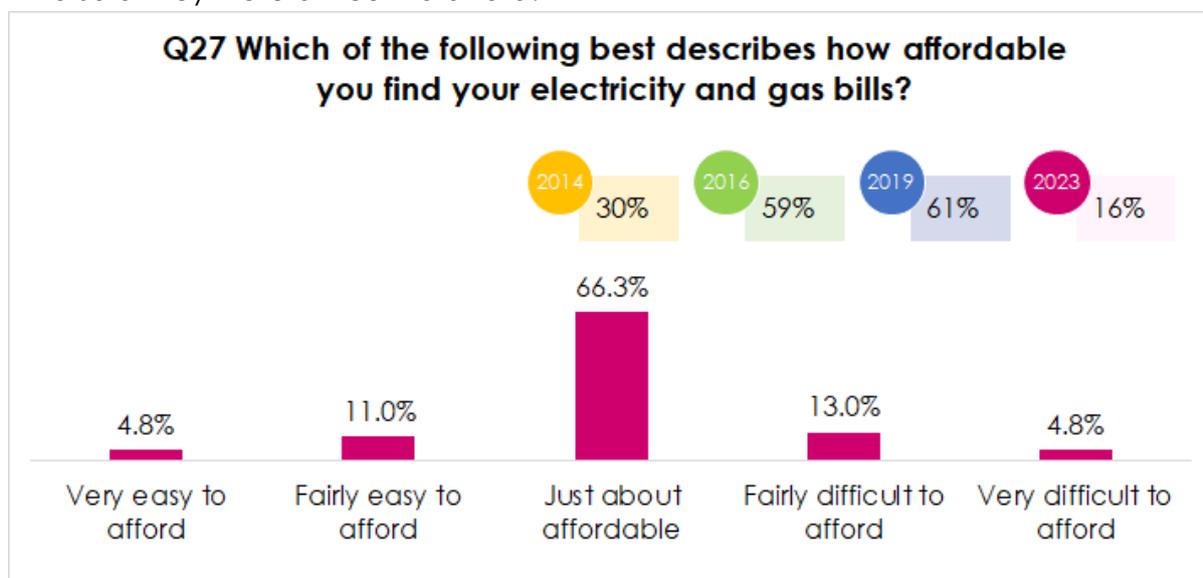
Analysis by area reveals that Kildermorie tenants (84%) and tenants living in GHA properties (82%) were less likely to say their rent was good value for money than Easthall tenants (92%).

Q25 Satisfaction with value for money for rent analysed by area				
	Overall	GHA	Kildermorie	Easthall
<b>Base</b>	<b>117</b>	<b>12</b>	<b>36</b>	<b>69</b>
% very/ fairly good value	90%	82%	84%	92%
% neither/ nor	8%	12%	13%	6%
% very/ fairly poor value	2%	6%	2%	1%

Where respondents did not consider their rent to be good value for money they were asked why they felt this way. The majority of comments were regarding rent increases perceived as being unaffordable, or where tenants feel the rent doesn't reflect the quality of the home or the lack of upgrading to properties. A full list of these comments has been provided separately to the Cp-operative.

## 11.2 Affordability of electricity/ gas bills (Q27/28)

Only 16% tenants considered their electricity and heating bills to be very or fairly easy to afford compared to 66% who said they were just about affordable and 18% who said they were difficult to afford.



The proportion of tenants who said their electricity and gas bills were easy to afford has decreased considerably to its lowest value yet and from 61% in 2019.

A very small proportion of tenants (10%, 9% in 2019) said they have chosen to not put their heating on because they couldn't afford to.

## 11.3 Housing Benefit/ Universal Credit (Q29)

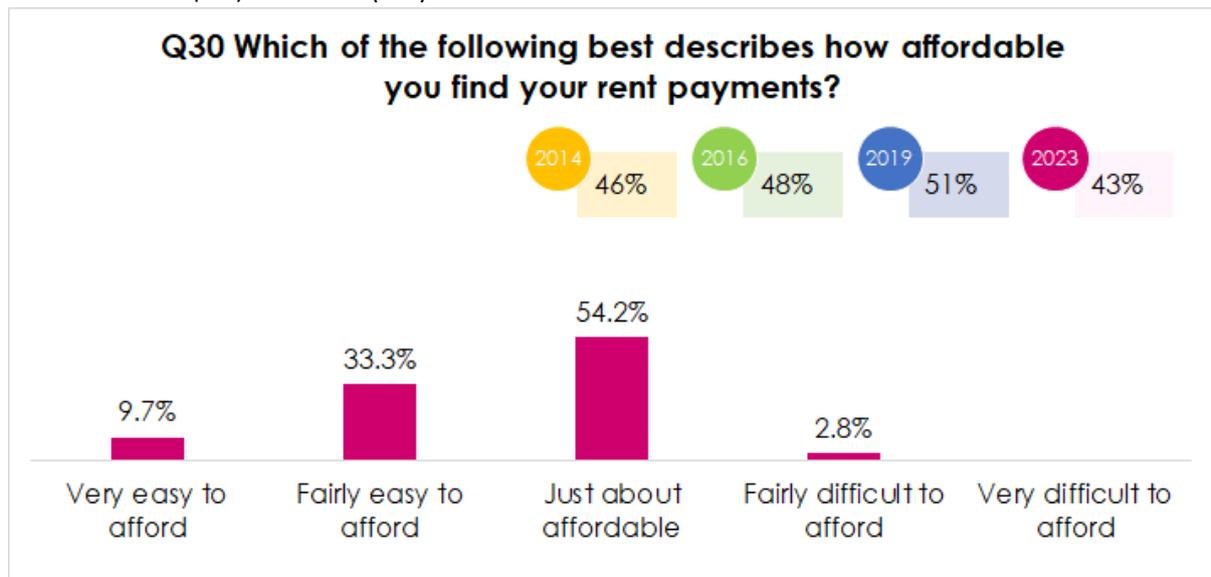
Over half of tenants (59%) said they received full housing benefit, 1% said they received partial housing benefit and 16% said they received Universal Credit. Almost a quarter of tenants pay full rent (24%).

<b>Q29 Do you receive housing benefit or Universal Credit?</b>		
<b>Base: All respondents, n=353</b>	<b>No.</b>	<b>%</b>
Yes, Full Housing Benefit	209	59.2%
Yes, partial Housing Benefit	4	1.1%
Yes, Universal Credit	57	16.1%
No	83	23.5%

## 11.4 Affordability of rent payments (Q30)

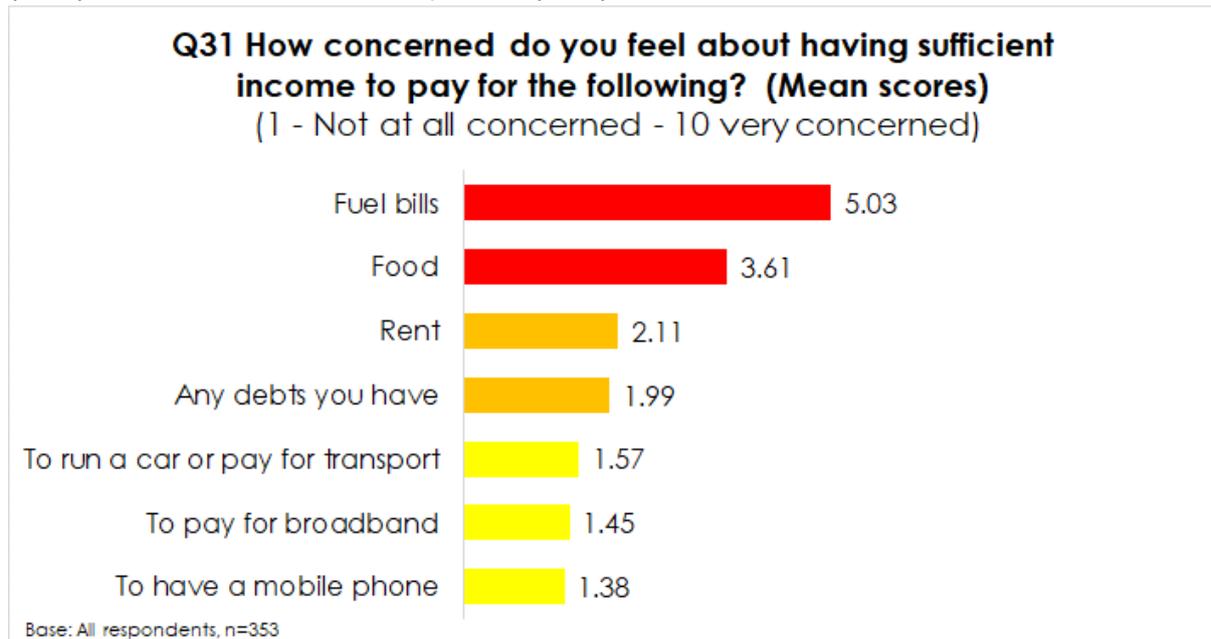
With regards to affordability of rent payments, 43% of tenants who pay their rent said their rent was very or fairly easy to afford, compared to 54% who said it was just about affordable and 3% who said it was very or fairly difficult to afford. The proportion of tenants who said their rent payments were affordable has decreased from 51% in 2019 to 43% in 2023.

Further analysis reveals that those who receive housing benefit (partial), or Universal Credit (21%) were more likely to say they find their rent very easy to afford than tenants who pay full rent (1%).



## 11.5 Financial difficulties (Q31)

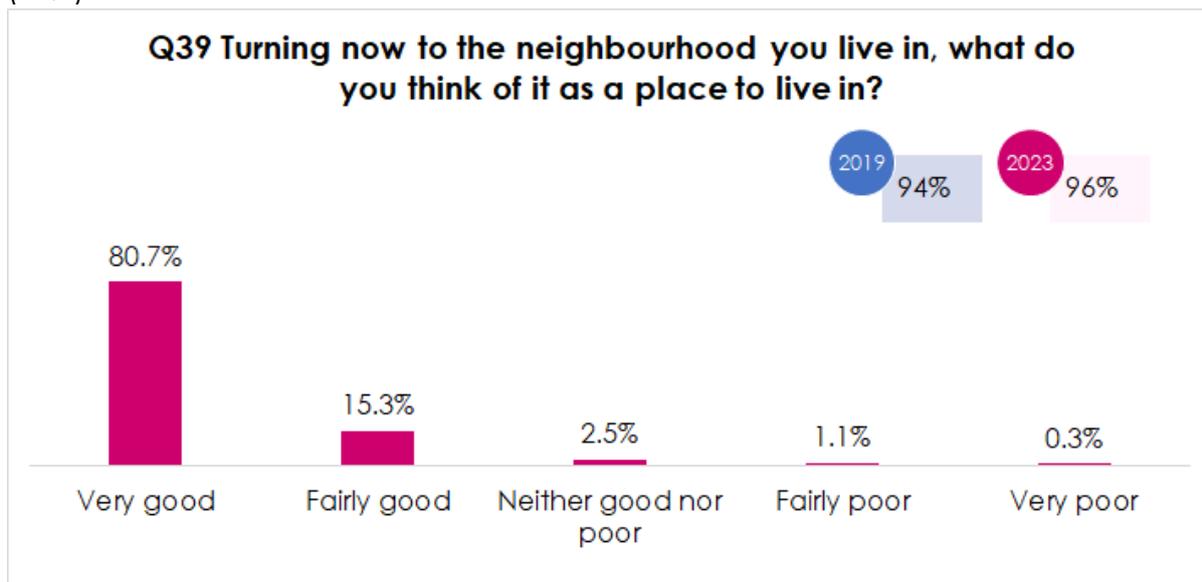
The Co-operative would like to understand how they can best support tenants. To help them the survey asked tenants how concerned they feel about having sufficient income to pay for various things on a scale of 1 which is not at all concerned and 10 which is very concerned. This reveals that of most concern to tenants was having sufficient income to pay for fuel bills (5.03) and this was followed by being able to afford food (3.61). Of least concern to tenants were having sufficient income to run a car or pay for transport (1.57), to pay for broadband (1.45) and to afford a mobile phone (1.38).



## 12. THE NEIGHBOURHOOD

### 12.1 Satisfaction with neighbourhood as a place to live (Q39)

Over 9 in 10 tenants (96%) said the neighbourhood they live in was a very good or fairly good place to live compared to 1% who said it was very or fairly poor and 3% who said it was neither good nor poor. The proportion of respondents stating the neighbourhood is a good place to live has not changed significantly since 2019 (94%).



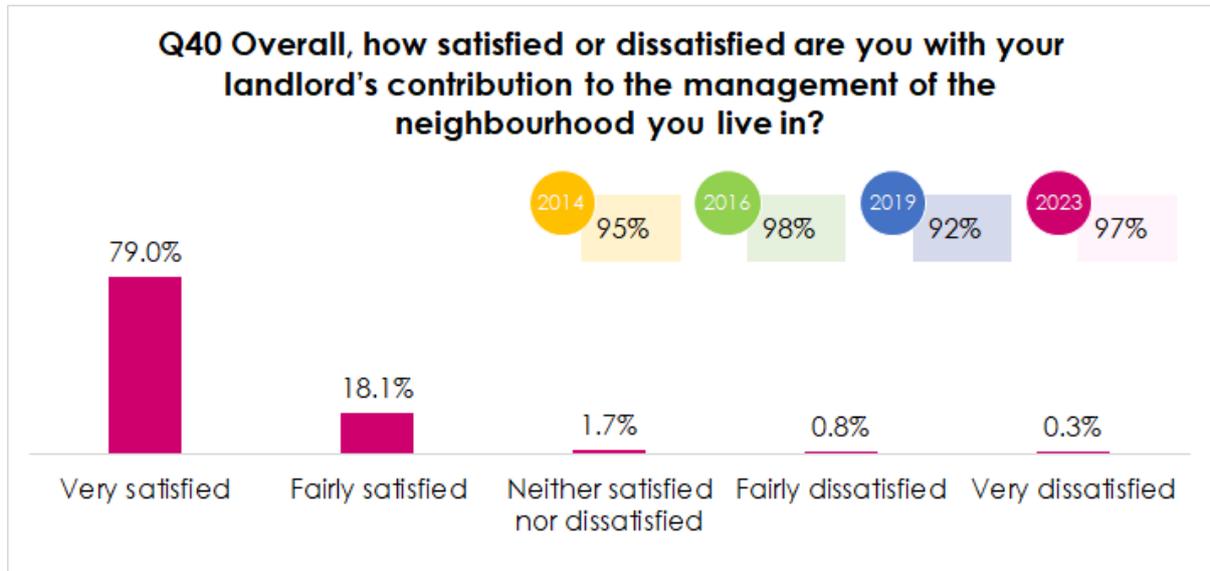
Satisfaction with the neighbourhood as a place to live was highest for tenants living in Kildermorie (100%) and lowest for tenants living GHA properties (88%).

Q39 Satisfaction with neighbourhood as a place to live analysed by area				
	Overall	GHA	Kildermorie	Easthall
<b>Base</b>	<b>353</b>	<b>33</b>	<b>82</b>	<b>238</b>
% very/ fairly good	96%	88%	100%	96%
% neither/ nor	3%	6%	0%	3%
% very/ fairly poor	1%	6%	0%	1%

## 12.2 Contribution to the management of the neighbourhood (Q40)

Almost all tenants (97%) were either very or fairly satisfied with their landlord's contribution to the management of the neighbourhood they live in compared to 2% who were neither satisfied nor dissatisfied and 1% who were very or fairly dissatisfied.

Overall satisfaction has increased from 92% in 2019 to 97% in 2023.



Overall satisfaction with the Co-operative's contribution to the management is highest for Kildermorie tenants (100%) and lowest for those living in GHA properties (91%).

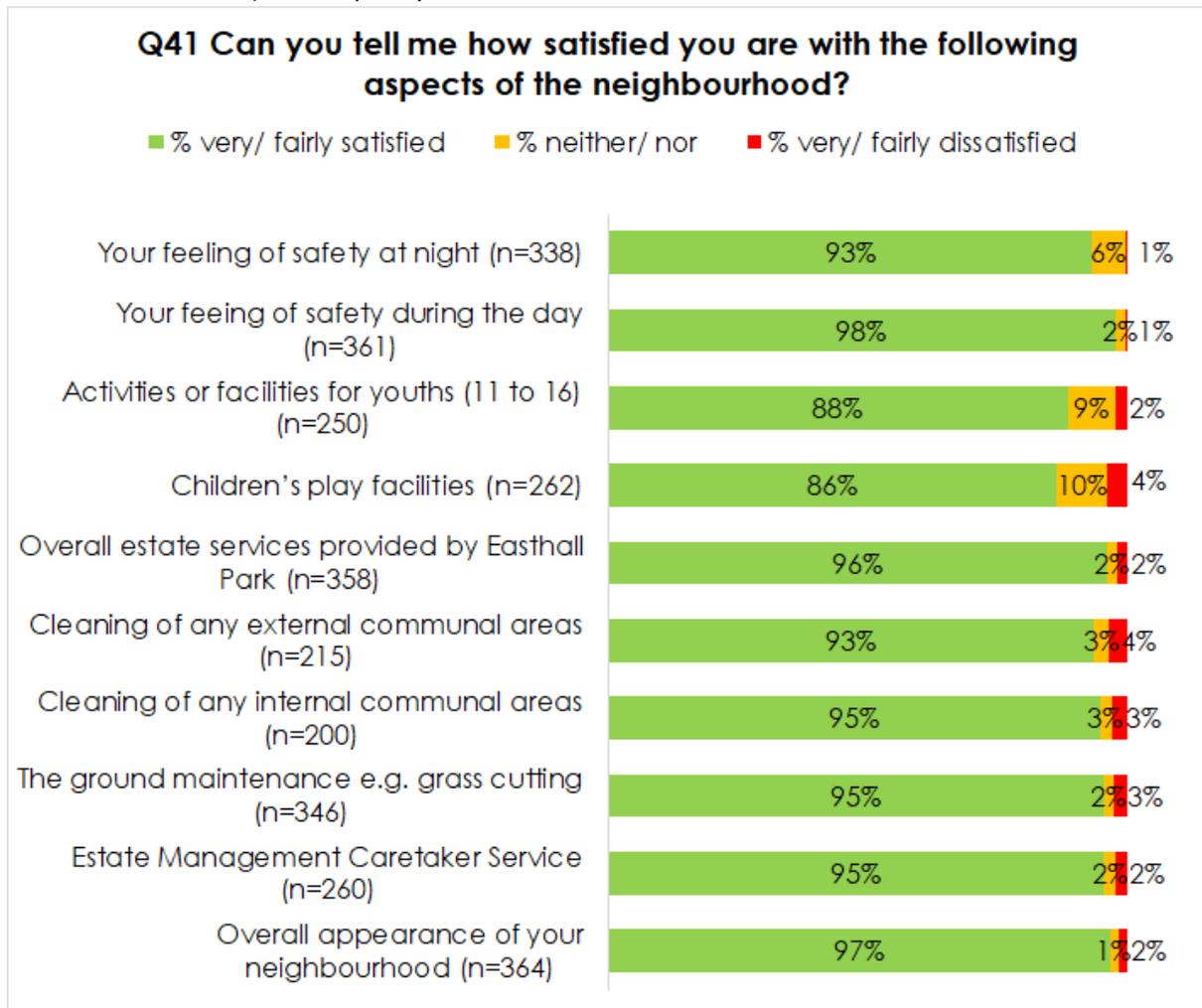
Q40 Satisfaction with Easthall Park's contribution to the management of the neighbourhood				
	Overall	GHA	Kildermorie	Easthall
<b>Base</b>	<b>353</b>	<b>33</b>	<b>82</b>	<b>238</b>
% very/ fairly satisfied	97%	91%	100%	97%
% neither/ nor	2%	3%	0%	2%
% very/ fairly dissatisfied	1%	6%	0%	1%

### 12.3 Satisfaction with aspects of the neighbourhood (Q41)

Tenants were asked to rate how satisfied or dissatisfied they were with various aspects of their neighbourhood. Satisfaction levels were highest regarding:

- Feeling of safety during the day (98%)
- Overall appearance of the neighbourhood (97%)
- Overall estate services provided by Easthall Park (96%)

On the other hand, satisfaction was lowest regarding children's play facilities (86%) and activities for youths (88%).



Compared to the results from 2019 satisfaction levels have decreased significantly in terms of children's play facilities (increased by 29 percentage points) and activities or facilities for youths (increased by 31 percentage points).

<b>Q41 Satisfaction with neighbourhood aspects (2014/ 2016/ 2019/2023 comparison)</b>				
	<b>2014</b>	<b>2016</b>	<b>2019</b>	<b>2023</b>
Overall appearance of your neighbourhood	98%	97%	94%	97%
Estate Management Caretaker Service	-	-	92%	95%
The ground maintenance e.g. grass cutting	98%	99%	91%	95%
Cleaning of any internal communal areas	96%	98%	96%	95%
Cleaning of any external communal areas	97%	98%	94%	93%
Overall estate services provided by Easthall Park	98%	99%	94%	96%
Children's play facilities	67%	84%	57%	86%
Activities or facilities for youths (11 to 16)	65%	90%	57%	88%
Your feeling of safety during the day	99%	96%	97%	98%
Your feeling of safety at night	92%	95%	91%	93%

Analysis by area reveals that satisfaction levels were highest for Kildermorie tenants for all aspects, and generally lowest amongst tenants who lived in GHA properties. This was most evident with regards to activities or facilities for youths where all Kildermorie tenants were satisfied compared to 56% of tenants living in GHA properties.

<b>Q41 Satisfaction with neighbourhood aspects analysed by area</b>									
	<b>GHA (n=9-33)</b>			<b>Kildermorie (n=26-82)</b>			<b>Easthall Park (n=136-238)</b>		
Overall appearance of your neighbourhood	94%	0%	6%	98%	2%	0%	97%	1%	2%
Estate Management Caretaker Service	91%	6%	3%	100%	0%	0%	96%	1%	3%
The ground maintenance e.g. grass cutting	94%	3%	3%	99%	1%	0%	95%	2%	4%
Cleaning of any internal communal areas	94%	3%	3%	100%	0%	0%	95%	1%	4%
Cleaning of any external communal areas	88%	6%	6%	100%	0%	0%	95%	1%	4%
Overall estate services provided by Easthall Park	85%	12%	3%	100%	0%	0%	97%	1%	3%
Children's play facilities	64%	36%	0%	97%	0%	3%	85%	10%	5%
Activities or facilities for youths (11 to 16)	56%	44%	0%	100%	0%	0%	87%	9%	3%
Your feeling of safety during the day	97%	0%	3%	100%	0%	0%	97%	3%	0%
Your feeling of safety at night	75%	22%	3%	100%	0%	0%	93%	6%	0%

## 12.4 Anti-social behaviour (Q42-44)

Only 6 tenants (2%) have experienced anti-social behaviour in the past 12 months, with half (3 tenants) saying they have reported this to Easthall Park. Where tenants had not reported this, 2 tenants said they didn't think anything would be done, 1 tenant said they didn't know who or where to report the problem to. One tenant provided a further comment as detailed below:

- *Because it was only the one night. I wanted to wait and see if things would improve, and they did as the person causing the trouble has disappeared.*

## 13. TENANT PROFILE INFORMATION

### 13.1 Age profile (Q45)

More than one in ten tenants (12%) were aged under 35, 35% were aged 35-54, 47% were aged 55-74 and 6% were aged 75 and over.

Q45 What is your age group?		
Base: All respondents, n=353	No.	%
16-24	3	0.8%
25-34	40	11.3%
35-44	61	17.3%
45-54	63	17.8%
55-64	80	22.7%
65-74	86	24.4%
75-84	15	4.2%
85+	5	1.4%

### 13.2 Disability profile (Q46/47)

42% of tenants who responded said that they considered themselves to have a disability. Of those, the most common type of disability noted was a physical disability (33%) followed by mental health problems (23%).

Q47 How would you describe the nature of your disability from the following list?		
Base: All respondents, n=353	No.	%
Physical impairment: (e.g. wheelchair-user, cerebral palsy)	48	32.7%
Mental health issue: (e.g. depression, bi-polar)	34	23.1%
Autoimmune: (e.g. multiple sclerosis, HIV, Crohn's/ulcerative colitis)	16	10.9%
Hearing impairment)	5	3.4%
Learning difficulties: (e.g. Down's Syndrome)	4	2.7%
Visual impairment	3	2.0%
Neuro-divergent condition: (e.g. autistic spectrum, Dyslexia, dyspraxia)	2	1.4%
Other	33	22.4%
Prefer not to say	28	19.0%

### 13.3 Ethnicity profile (Q48)

The vast majority of respondents were of white Scottish ethnic origin (98%).

Q48 What is your ethnic group?		
Base: All respondents, n=353	No.	%
Scottish	344	97.5%
Polish	7	2.0%
Pakistani, Scottish Pakistani or British Pakistani	1	0.3%
African, Scottish African or British African	1	0.3%

### 13.4 Religion (Q49)

When asked what best describes their religion or belief, the most common response was no specific religion or belief (42%). This was followed by Catholic (39%).

Q49 What best describes your belief or religion?		
Base: All respondents, n=353	No.	%
Catholic	138	39.1%
Protestant	59	16.7%
Other Christian	3	0.8%
Islam	1	0.3%
No specific religion or belief	147	41.6%
Prefer not to say	5	1.4%

### 13.5 Sex (Q51/51)

More females (61%) than males (29%) responded to the survey. No respondents said they considered themselves to be a trans person. 99% said no and 1% said they would prefer not to say.

### 13.6 Pregnancy and Maternity/ Paternity (Q52)

Just 3 respondents said they were pregnant at the time of interview (1%). 4 respondents (1%) have taken maternity or paternity leave in the past year.

### 13.7 Sexuality (Q53)

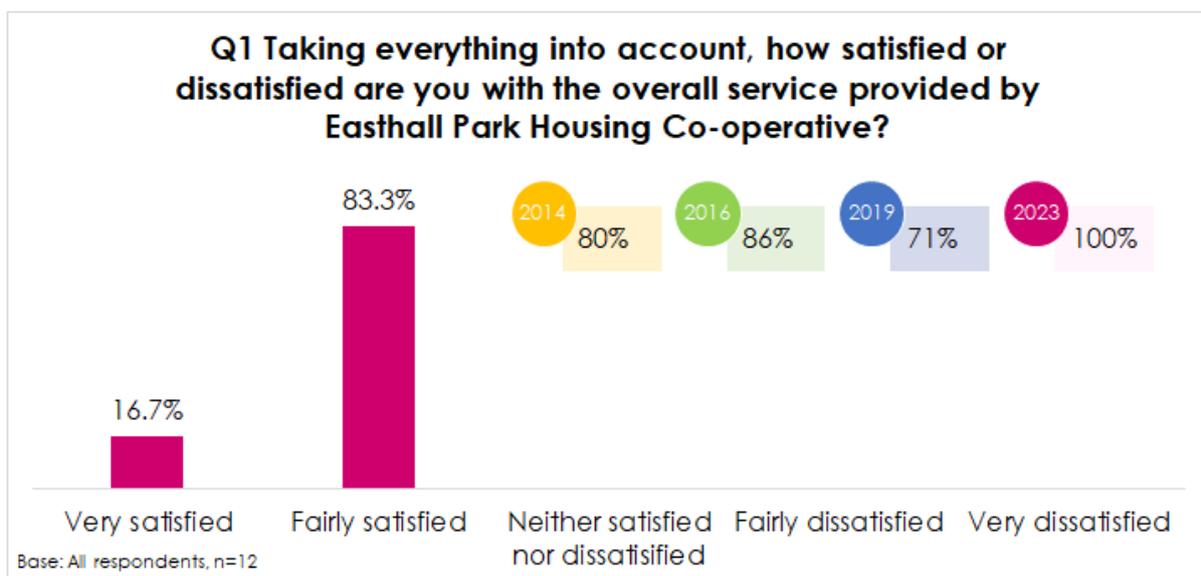
Almost all respondents (99.7%) said they were heterosexual/ straight. Just one respondent said they were lesbian.

## 14. OWNERS RESULTS

### 14.1 Overall satisfaction

- A total of 12 owners were interviewed as part of Easthall Park's 2019 Customer Satisfaction Survey. Of these individuals, 2 were very satisfied and 10 were fairly satisfied with the factoring service provided by Easthall Park Housing Co-operative.

Overall satisfaction is higher than was reported in 2019 (71%), 2016 (86%) and 2014 (80%).



### 14.2 Information and communication

- In terms of the sources used by owners to obtain information about Easthall Park and its services, 11 out of 12 said they used newsletters, and the remaining owner was unsure.
- Owners were asked about their use of digital media and communications:
  - 5 out of 12 owners access the internet.
  - 1 out of 12 owners use email.
  - 2 out of 12 owners use text messaging.
  - 1 out of 12 owners use apps on their phone.
  - 1 out of 12 owners use Facebook.
  - No owners use Twitter.
  - 7 out of 12 owners do not do any of these things.

- In terms of household internet access, 5 owners have Broadband internet access at home and the remaining 7 owners have no internet access.
- 7 out of 12 owners (86%) rated the Co-operative as very good at keeping them informed about their services and decisions. The remaining 5 owners said the Co-operative was fairly poor in this respect. Overall satisfaction has increased from 86% in 2019 to 100% in 2023.

### 14.3 Participation

- When asked how they would prefer to give their views:
  - 1 owner preferred local meetings about issues in the area.
  - 9 owners said they were not interested in any of these ways.
  - 2 owners were unsure.
- The main reasons given for not becoming more involved with Easthall Park were a lack of interest (6 owners) and due to health and disability issues (3 owners) or work commitments (3 owners).
- 10 out of 12 owners (83%, 93% in 2019) were very or fairly satisfied with the opportunities given to them to participate in Easthall Park's decision-making processes, and the remaining 2 owners were neither satisfied nor dissatisfied.
- When asked about their preferred level of consultation:
  - 5 owners said they did not wish to be consulted at all.
  - 2 owners would wish to be advised but not consulted on changes to services.
  - 4 owners would like to be consulted about the changes that affect them directly and the remaining 8 owners would not wish to be consulted at all.

### 14.4 Customer care

- When asked about their preferred method of contacting Easthall Park, all twelve said they do not contact them, and no individuals had contacted Easthall Park in the last 12 months.

### 14.5 Easthall Park's services

- Owners were asked to identify the top three services which are most important to them. The following services were perceived as being most important:

- Dealing with people who don't pay their rent or factoring charge (12 owners said this was their top, 2nd or 3<sup>rd</sup> priority)
- Doing more to deal with neighbourhood issues(e.g. ASB, vandalism) (6 owners)
- Telling residents more about what Easthall Park are doing (5 owners).
- Owners were asked what they believed the Co-operative was best at. All twelve owners said they were unsure.
- In terms of the one thing Easthall Park could be doing to improve, again, all twelve owners were unable to comment.
- All twelve owners said they would know how to make a complaint if they were unhappy with any aspect of the service Easthall Park provides.

#### **14.6 Factoring charges**

- All 12 owners were aware of their responsibilities as an owner under their Deed of Condition. The same number of owners said they had a copy of their written statement of service which explains their factoring charge and what they can expect for this.
- All 12 owners said they have enough information about how the factoring charge they pay is decided.
- When asked if there was anything else they would like Easthall Park to offer as their factor no owners provided were able to provide a suggestion.
- In terms of value for money of the factoring charge, 11 out of 12 owners (92%, 79% in 2019) rated it very good or good value for money compared to 1 owner (8%) who said it was neither good nor bad value for money. This owner commented that "everything is going up", when asked to explain why they felt this way.
- No owners would like to pay an additional charge on their quarterly invoice to pay towards future repairs.

## 14.7 The neighbourhood

- All 12 owners (100, 86% in 2019%) said their neighbourhood was a good place to live.
- 10 out of 12 owners (83%) were very or fairly satisfied with their landlord's management of the neighbourhood they live in, compared to 2 (17%) who were neither satisfied nor dissatisfied.
- The table below shows satisfaction levels with various aspects of the neighbourhood. As can be seen below no owners were dissatisfied with any of these neighbourhood aspects.

Satisfaction with neighbourhood aspects						
	Very satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	Don't know / N/A
Overall appearance of your neighbourhood	2	8	1	-	-	1
Estate Management Caretaker Service	-	4	2	-	-	6
The ground maintenance e.g. grass cutting	1	6	1	-	-	4
Cleaning of any internal communal areas	-	4	2	-	-	6
Cleaning of any external communal areas	1	3	2	-	-	6
Overall estate services provided by Easthall Park	1	3	2	-	-	6
Children's play facilities	-	1	2	-	-	9
Activities or facilities for youths (11 to 16)	-	1	2	-	-	9
Your feeling of safety during the day	5	6	-	-	-	1
Your feeling of safety at night	5	6	-	-	-	1

- All 12 owners said they had not experienced anti-social behaviour in the past 2 months.

## 15. CONCLUSIONS

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### AREAS OF HIGH/ IMPROVING PERFORMANCE

The results of the 2023 survey reveal that, in general, the Co-operative is performing to a relatively high standard with satisfaction levels generally being above 90% for most aspects. The following points show the key highlights where satisfaction was highest:

- Satisfaction with the overall service provided by Easthall Park Housing Co-operative remains high at 92% in 2023.
- The vast majority of tenants rated the Co-operative good at **keeping them informed** (96%).
- Despite low levels of interest in **participation opportunities**, almost all tenants expressed satisfaction with the opportunities available to them to participate in the Co-operative's decision making processes (97%).
- Letters (83%) and newsletters (75%) were the most **popular sources to obtain information** about the Co-operative and its services.
- Tenants were asked what **they believed the Co-operative was best at**. The top response was regarding customer service and the Co-operative's staff (21%). This was followed by the work the Co-operative does in the community (13%) and regarding the repairs service (9%). A further 28% of tenants said they were happy overall or that they were satisfied with services and 10% said they had no issues.
- The vast majority of tenants were aware **how to make a complaint** if they were unhappy with any aspects of the service Easthall Park provides (93%). This is an increase from 85% in 2019.
- Satisfaction with **management of the neighbourhood** has seen an increase from 92% in 2019 to 97% in 2023.

### ACTION PLANNING

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

- Satisfaction with **customer care** was lower than other service areas at 80% for those who had contacted the Co-operative in the last 12 months. Generally those who were not satisfied felt this way as they had not received any follow up on their enquiry or where their problem was still ongoing (mainly relating to repairs).
- Tenants were asked to identify their top three priorities for the Co-operative's services. These were identified as:
  - Providing an effective repairs service (94%)
  - Modernising tenants' homes to keep them a reasonable standard (90%)

- Keeping rents and charges affordable (39%)
- When asked what the Co-operative could do to improve, the top response was for properties to be upgraded (13%) and this was followed by improvements to the repairs service (8%) and better communication (4%).
- Satisfaction with the **repairs service** has seen a significant decrease from 97% in 2016 to 85% in 2019 and again to 79% in 2023. The survey results show that the key area where satisfaction has decreased was regarding the repair being done right first time with satisfaction decreasing from 93% in 2016 to 81% in 2019 and again to 74% in 2023.
- Satisfaction with the **quality of home** has also seen a decrease from 99% in 2016 to 93% in 2019 and 85% in 2023. Priorities for the home were identified as being window replacements (42%), followed by measures to improve energy efficiency (36%) and kitchen upgrades (25%).
- The current financial crisis seems to be having an impact on Easthall Park tenants. For example, only 16% of tenants in 2023 considered their electricity and heating bills to be very or fairly easy to afford. This is considerably less than was reported in the 2019 survey (61%). Furthermore, fewer respondents were of the opinion that their rent is easy to afford in 2023 (43%) than in 2019 (51%). When asked about any financial concerns they may have, fuel bills and the cost of food were the two areas where tenants were most likely to be concerned about not having sufficient money to afford.

**Appendix 1**

**Survey Questionnaire**

Tenant	1	Go to Q1
Owner	2	Go to Q2

**OVERALL SATISFACTION**

1. **[SSHHC]** Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Easthall Park Housing Co-operative?

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know/ no opinion	6	
<b>[IF NOT SATISFIED: CODE 3,4,5] Can you explain why you are not satisfied with the overall service provided?</b>		

2. **OWNERS [SSHHC]** Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by Easthall Park Housing Co-operative?

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
<b>[IF NOT SATISFIED: CODE 3,4,5] Can you explain why you are not satisfied with the factoring service provided?</b>		

**INFORMATION AND COMMUNICATION**

- 3.** Easthall Park uses a range of ways to provide information about their services and decisions to tenants **and factored owners**. Which of the following sources do you prefer to use to obtain information about Easthall Park and its services? **SELECT ALL THAT APPLY**

Newsletters	1	Go to Q4
Letters	2	
Website	3	
Local meetings	4	
Attending the AGM	5	
Reading the Annual Report	6	
Other (please specify)	7	
Don't know	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	

- 5.** Does your household access the Internet through any of the following ways? [INTERVIEWER READ OUT ALL ON LIST AND TICK ALL THAT APPLY - MULTI]

Broadband internet access at home	1	Go to Q6
Internet access through smartphone or other mobile device	2	
Internet access through the Glenburn Centre	3	
Internet access through some other method (please describe)	4	
No internet access	5	

- 6.** [SSHHC] How good or poor do you feel Easthall Park is at keeping you informed about their services and decisions?

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

## PARTICIPATION

7. Easthall Park provides a range of ways for tenants to get involved and give their views on services and decisions. How would you prefer to give your views? *(Select all that apply)*

By attending the AGM	1	Go to Q8
By taking part in a policy review on a particular subject	2	
By responding to consultations such as the rent consultation	3	
By taking part in face to face surveys	4	
Local meetings about issues in the area	5	
By coming to open days	6	
By taking part in focus groups	7	
By being part of the Co-op's Resident Panel	8	
By taking part in telephone surveys	9	
By taking part in postal surveys	10	
By taking part in email/ online surveys	11	
By becoming a member of the Management Committee	12	
Other (please specify)	13	
Don't know	14	
Not interested in giving my views	15	

8. What, if anything, stops you becoming more involved with Easthall Park? [INTERVIEWER: DO NOT PROMPT]

Childcare commitments	1	Go to Q9
Work commitments	2	
Health / disability issues	3	
They're doing a good job so I don't feel the need to get involved	4	
Not interested	5	
Don't think I have anything to contribute	6	
Lack confidence in speaking up	7	
Don't understand enough about the work of the Co-operative	8	
Not aware of any meetings/ opportunities to participate	9	
Don't think they listen anyway	10	
Happy with things as they are	11	
Other – please specify	12	
Nothing, I am already involved	13	

9. [SSHHC] How satisfied or dissatisfied are you with the opportunities given to you to participate in Easthall Parks decision making processes?

Very satisfied	1	Go to Q10
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

**10.** Which of the following best describes the level of consultation you would like to be involved in? *(Select one only)*

I would not wish to be consulted at all	1	Go to Q11
I would wish to be advised about, but not consulted on, changes to services	2	
I would like to be consulted about the changes which affect me directly	3	
I would like to be consulted about all changes	4	

**CUSTOMER CARE**

**11.** What is your preferred method for contacting Easthall Park? SINGLE RESPONSE

By telephoning the office	1	Go to Q12
Personal visit to the office	2	
By text message	3	
By email	4	
Letter	5	
Other (please specify)	6	
	7	

**12.** Have you contacted Easthall Park within the last 12 months?

Yes	1	Go to Q13
No	2	Go to Q16

**13.** What was the reason for your last contact with Easthall Park?

Repairs	1	Go to Q14
To make a payment	2	
To complain about a neighbour or anti-social behaviour issue	3	
To complain about a Co-operative service	4	
To discuss planned improvements to my house	5	
To discuss a transfer or exchange	6	
Factoring service	7	
To discuss my rent	8	
Other (please specify)	9	

**14.** Thinking about the last time you contacted Easthall Park, how satisfied were you with the customer care received?

Very satisfied	1	Go to Q16
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	Go to Q15
Very dissatisfied	5	

**15.** Can you explain why you weren't satisfied with the customer care provided the last time you had contact with the Association?

**EASTHALL PARK'S SERVICES**

**16.** Which of the following landlord activities and services are most important to you. Please choose your top priority, 2<sup>nd</sup> top priority and 3<sup>rd</sup> top priority?

	Top	2 <sup>nd</sup>	3 <sup>rd</sup>	
Providing an effective repairs service	1	1	1	Go to Q17
Modernising tenants homes to keep them a reasonable standard	2	2	2	
Dealing with people who don't pay their rent or factoring charge	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	
Running initiatives/activities for the benefit of the community from the Glenburn Centre e.g. social activities, youth clubs, training opportunities	8	8	8	
Providing a money advice/welfare rights service	9	9	9	
Providing support for vulnerable tenants eg aids and adaptations or grass cutting for those who cannot do this for themselves	10	10	10	

**17.** Thinking of these landlord activities and services, what do you think Easthall Park is best at? [INTERVIEWER: PROBE FULLY]

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

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

Yes	1	Go to Q20
No	2	

**REPAIRS [TENANTS ONLY, OWNERS GO TO Q32]**

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

Yes	1	Go to Q21
No	2	Go to Q23

**21. [SSHC]** Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Easthall Park?

Very satisfied	1	Go to Q22
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

**22.** 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 Q23
The helpfulness of Easthall 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	

**YOUR HOME [TENANTS ONLY]**

**23. [SSHC]** Overall, how satisfied or dissatisfied are you with the quality of your home?

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

**24.** SHOWCARD Easthall Park have a planned maintenance programme in place. What do you regard as being the 3 key priorities for maintenance in your home?

	Tick <u>one</u> box per column		
	Top Priority	2 <sup>nd</sup> Priority	3 <sup>rd</sup> Priority
Kitchen	1	1	1
Boiler replacement	2	2	2
Window replacement	3	3	3
Veranda improvements	4	4	4
Rewiring	5	5	5
Bathroom upgrade/ replacement	6	6	6
New internal doors	7	7	7
New external doors	8	8	8
Measures to deal with dampness/ condensation	9	9	9
Measures to improve the energy efficiency of your home	10	10	10
No improvements needed	11	11	11
Other (please specify)	12	12	12

**AFFORDABILITY AND VALUE FOR MONEY [TENANTS ONLY]**

**25. [SSHC]** 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	Go to Q26
Poor value	4	
Very poor value	5	

**26.** Can you explain why you say that?

**27.** Which of the following best describes how affordable you find your electricity and gas bills?

Very easy to afford	1	Go to Q28
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

**28.** In the last 12 months, have you chosen to not put your heating on because you couldn't afford to?

Yes	1	Go to Q29
No	2	
Don't know	3	

**29.** Do you receive housing benefit or Universal Credit?

Yes, Full Housing Benefit	1	Go to Q31
Yes, partial Housing Benefit	2	Go to Q30
Yes, Universal Credit	3	
No	4	

**30.** Which of the following best describes how affordable you find your rent payments?

Very easy to afford	1	Go to Q31
Fairly easy to afford	2	
Just about affordable	3	
Fairly difficult to afford	4	
Very difficult to afford	5	

**31.** Easthall Park would like to understand how they can best support tenants. To help them, can you tell me how concerned do you feel about having sufficient income to pay for the following?

	Not at all concerned <span style="color: blue; font-size: 1.2em;">→</span> Very concerned									
	1	2	3	4	5	6	7	8	9	10
Any debts you have	1	2	3	4	5	6	7	8	9	10
Rent	1	2	3	4	5	6	7	8	9	10
Food	1	2	3	4	5	6	7	8	9	10
Fuel bills	1	2	3	4	5	6	7	8	9	10
To run a car or pay for transport	1	2	3	4	5	6	7	8	9	10
To pay for broadband	1	2	3	4	5	6	7	8	9	10
To have a mobile phone	1	2	3	4	5	6	7	8	9	10

**NOW GO TO Q39**

**FACTORING CHARGES [OWNERS ONLY]**

**32.** Are you aware of your responsibilities as an owner under your Deed of Condition?

Yes	1	Go to Q33
No	2	

**33.** Do you have a copy of your written statement of service which explains your factoring charge and what you can expect for this?

Yes	1	Go to Q34
No	2	

**34.** Do you have enough information about how the factoring charge you pay is decided?

Yes	1	Go to Q35
No	2	

**35.** Is there anything else you would like Easthall Park to offer, as your factor?

Yes (please explain)	1	Go to Q36
No	2	

**36.** Taking account of the services you receive, do you think your factoring charge represents good or poor value for money?

Very good value	1	Go to Q38
Good value	2	
Neither good nor bad value	3	Go to Q37
Poor value	4	
Very poor value	5	

**37.** Can you explain why you say that?

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**38.** Would you like to pay an additional charge on your quarterly invoice to pay towards future repairs? This is known as a 'sinking fund'.

Yes	1	Go to Q39
No	2	

**YOUR NEIGHBOURHOOD [ASK ALL]**

**39.** Turning now to the neighbourhood you live in, what do you think of it as a place to live in?

Very good	1	Go to Q40
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	

**40. [SSHHC]** Overall, how satisfied or dissatisfied are you with your landlord's contribution to the 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 Q41
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

**41.** Can you tell me how satisfied you are with the following aspects of the neighbourhood?

	VS	FS	NN	FD	VD	DK/ NA	
Overall appearance of your neighbourhood	1	2	3	4	5	6	Go to Q42
Estate Management Caretaker Service	1	2	3	4	5	6	
The ground maintenance e.g. grass cutting	1	2	3	4	5	6	
Cleaning of any internal communal areas	1	2	3	4	5	6	
Cleaning of any external communal areas	1	2	3	4	5	6	
Overall estate services provided by Easthall Park	1	2	3	4	5	6	
Children's play facilities	1	2	3	4	5	6	
Activities or facilities for youths (11 to 16)	1	2	3	4	5	6	
Your feeling of safety during the day	1	2	3	4	5	6	
Your feeling of safety at night	1	2	3	4	5	6	

**42.** Have you experienced any anti-social behaviour in the past 12 months?

Yes	1	Go to Q43
No	2	Go to Q45

**43.** Did you report this to Easthall Park?

Yes	1	Go to Q45
No	2	Go to Q44

**44. Why did you not report the anti-social behaviour to Easthall Park? ALL THAT APPLY. AFTER EACH RESPONSE ASK Anything else?**

Did not want to get involved	1	Go to Q45
Didn't think anything would be done	2	
Didn't know who or where to report the problem to	3	
Someone else reported the problem	4	
Other (please specify)	5	

**RESIDENT INFORMATION [ASK ALL]**

Finally, I'd like to ask you some questions about you and your household. This information is strictly confidential and will not be passed onto Easthall 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. Easthall Park have a legal obligation to make sure that they do not discriminate against any members of society and want to ensure that human rights legislation is applied for all members of the community. These questions will help them prepare their services in the future in a way which meets the needs of the community. Can I remind you that you do not have to answer anything you do not want to. If you would prefer not to answer any question, please just say and I will move on to the next one.

**45. What is your age group?**

16-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65-74	6
75-84	7
85+	8
Prefer not to say	9

**46. Do you consider yourself to have a disability?**

Yes	1	Go to Q47
No	2	Go to Q48

**47. How would you describe the nature of your disability from the following list?**

Autoimmune: (e.g. multiple sclerosis, HIV, Crohn's/ulcerative colitis)	1
Learning difficulties: (e.g. Down's Syndrome)	2
Mental health issue: (e.g. depression, bi-polar)	3
Neuro-divergent condition: (e.g. autistic spectrum, Dyslexia, dyspraxia)	4
Physical impairment: (e.g. wheelchair-user, cerebral palsy)	5
Hearing impairment)	6
Visual impairment	7
Other (please specify)	8
Prefer not to say	9

**48. What is your ethnic group? Choose ONE section from A-F, then tick ONE box which best describes your ethnic group or background.**

**A White**

Scottish	1
English	2
Welsh	3
Irish	4
Other British	5
Polish	6
Gypsy / Traveller	7
Roma	8

**B Mixed or multiple ethnic groups**

Any mixed or multiple ethnic groups, please write in:	9
---	---

**C Asian**

Pakistani, Scottish Pakistani or British Pakistani	10
Indian, Scottish Indian or British Indian	11
Bangladeshi, Scottish Bangladeshi or British Bangladeshi	12
Chinese, Scottish Chinese or British Chinese	13
Other Asian background, please write in:	14

**D African**

African, Scottish African or British African	15
Other African background, please write in	16

**E Caribbean or Black**

Caribbean, Caribbean Scottish or Caribbean British	17
Black, Black Scottish or Black British	18
Other Caribbean or Black background, please write in	19

**F Other ethnic group**

Other, please write in	20
------------------------	----

**49. What best describes your belief or religion?**

Buddhism	1
Catholic	2
Protestant	3
Other Christian	4
Hinduism	5
Islam	6
Judaism	7
Sikhism	8
Other religion	9
Other belief	10
No specific religion or belief	11
Prefer not to say	12

**50. What is your sex?**

Male	1
Female	2
Intersex	3
Prefer not to say	4

**51. Do you consider yourself to be a trans person?**

Yes	1
No	2
Prefer not to say	3

**52. Pregnancy and maternity**

	Yes	No	Prefer not to say
Are you pregnant?	1	2	3
Have you taken maternity or paternity leave in the past year?	1	2	3

**53. What is your sexual orientation?**

Heterosexual / Straight	1
Gay man	2
Lesbian	3
Bi/ bisexual	4
Other	5
Prefer not to say	6

## FINAL COMMENTS

**54. All the comments you have made so far are completely confidential and anonymous. Easthall Park will not know what you have said as an individual, they will only receive overall results. However, if you have any outstanding issues or areas of dissatisfaction which you feel you would like to discuss with Easthall Park I am happy to take these back to Easthall Park for you. Do you have any outstanding issues that you would like us to take back to them so that they can contact you about these?**

Yes	1	Go to Q55
No	2	Thank and close

**55. If yes, please can you explain what the issues you have are?****56. Are you happy for us to pass over a note of your issue to Easthall Park in order that someone from Easthall Park to phone you to discuss this further?**

Yes, wish Easthall Park to contact me	1
No, would rather contact Easthall Park directly	2

- **Thank you very much for completing the questionnaire.**
- **Would you like to take a note of our website address where you will be able to find out more about Research Resource and our privacy notice which will tell you how we use your data.**

## **Appendix 2**

### **Technical Report Summary**

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

<b>Project name</b>	<b>Easthall Park Housing Co-operative Customer Satisfaction Survey</b>
<b>Project number</b>	<b>P1319</b>
<b>Objectives of the research</b>	The overall aim of the research was to provide Easthall Park with up to date feedback on customers' views on the landlord services provided and to inform future policy and practice.
<b>Target population</b>	Tenants and owner occupiers of the Co-operative.
<b>Description of sample frame/ source and validation methods if applicable</b>	A database was provided by Easthall Park containing tenants names, addresses and phone numbers. Leased and void properties were excluded from this database.
<b>Sampling method (probability or non probability) and quotas used</b>	Interviews were spread across the organisation's stock with a quota based approach taken to ensure a rough pro rata spread of interviews across the stock was achieved.
<b>Sample units drawn</b>	All customers were in scope for the research with the exception of non-resident owners who do not live in the property and sublet.
<b>Target sample size</b>	50% response rate (338)
<b>Achieved sample size and reasons if target not achieved</b>	353 completed interviews
<b>Date of fieldwork</b>	Interviewing took place between the 11 <sup>th</sup> of April 2023 and the 3 <sup>rd</sup> of May 2023.
<b>Data collection method</b>	The tenant survey was carried out using interviewer led methodologies with a combination of face to face and telephone interviews carried out. 351 interviews were completed face to face and 2 by telephone.
<b>Response rate and definition and method of how calculated</b>	52% of tenants (353 interviews from an in-scope tenant population of 676) 50% of owners (12 interviews from an in-scope resident owner population of 24)
<b>Questionnaire length</b>	c. 15 minutes
<b>Any incentives?</b>	No
<b>Number of interviewers</b>	7
<b>Interview/ self completion validation methods</b>	5% of Telephone interviews have been validated by remote listening. 10% of field interviews have been validated by respondent recontact.
<b>Showcards or any other materials used?</b>	None.
<b>Weighting procedures (if applicable)</b>	Not applicable. The interview profile is relatively in line with the overall tenant population profile. We are therefore 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.
<b>Estimating and imputation procedures (if applicable)</b>	Not applicable
<b>Reliability of findings and methods of statistical analysis if applicable</b>	+/-3.61% for tenants based upon a 50% estimate at the 95% confidence level

## **Appendix 3**

### **Data tables**

## Analysis of top priority for the home by control group

Top priority for the home analysed by control group																	
Respondents	All tenants	Phase 8	Phase 9	Phase 6	Phase 7	Phase 4	Phase 5	Phase 2	Phase 3	Phase 1	GHA01	GHA03	GHA02	GHA05	GHA04	Kilder. Phase 2	Kilde Phase 1
<b>Base</b>	<b>353</b>	<b>21</b>	<b>52</b>	<b>38</b>	<b>28</b>	<b>25</b>	<b>25</b>	<b>11</b>	<b>27</b>	<b>11</b>	<b>2</b>	<b>5</b>	<b>9</b>	<b>7</b>	<b>10</b>	<b>36</b>	<b>46</b>
Kitchen	52	1	2	2	3	-	1	2	-	-	-	1	-	1	-	9	30
	14.7%	4.8%	3.8%	5.3%	10.7%	-	4.0%	18.2%	-	-	-	20.0%	-	14.3%	-	25.0%	65.2%
Boiler replacement	7	-	-	1	-	1	1	-	1	1	-	-	-	-	1	1	-
	2.0%	-	-	2.6%	-	4.0%	4.0%	-	3.7%	9.1%	-	-	-	-	10.0%	2.8%	-
Window replacement	72	8	1	8	4	6	7	3	19	3	-	4	-	-	1	7	1
	20.4%	38.1%	1.9%	21.1%	14.3%	24.0%	28.0%	27.3%	70.4%	27.3%	-	80.0%	-	-	10.0%	19.4%	2.2%
Veranda improvements	8	-	-	-	-	-	-	-	1	-	-	-	2	-	5	-	-
	2.3%	-	-	-	-	-	-	-	3.7%	-	-	-	22.2%	-	50.0%	-	-
Rewiring	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Bathroom upgrade/replacement	38	1	14	7	5	1	4	-	2	-	-	-	1	-	-	3	-
	10.8%	4.8%	26.9%	18.4%	17.9%	4.0%	16.0%	-	7.4%	-	-	-	11.1%	-	-	8.3%	-
New internal doors	3	-	-	-	-	-	1	-	-	-	-	-	-	-	-	2	-
	0.8%	-	-	-	-	-	4.0%	-	-	-	-	-	-	-	-	5.6%	-
New external doors	10	2	1	1	3	-	-	-	2	-	-	-	-	-	-	-	1
	2.8%	9.5%	1.9%	2.6%	10.7%	-	-	-	7.4%	-	-	-	-	-	-	-	2.2%
Measures to deal with dampness/condensation	7	-	-	-	-	-	2	-	-	-	-	-	3	1	1	-	-
	2.0%	-	-	-	-	-	8.0%	-	-	-	-	-	33.3%	14.3%	10.0%	-	-
Measures to improve energy efficiency	26	2	7	7	3	1	1	-	-	-	-	-	1	-	-	4	-
	7.4%	9.5%	13.5%	18.4%	10.7%	4.0%	4.0%	-	-	-	-	-	11.1%	-	-	11.1%	-
No improvements needed	121	5	27	12	8	16	8	6	-	7	2	-	1	5	2	9	13
	34.3%	23.8%	51.9%	31.6%	28.6%	64.0%	32.0%	54.5%	-	63.6%	100.0%	-	11.1%	71.4%	20.0%	25.0%	28.3%
Other	9	2	-	-	2	-	-	-	2	-	-	-	1	-	-	1	1
	2.5%	9.5%	-	-	7.1%	-	-	-	7.4%	-	-	-	11.1%	-	-	2.8%	2.2%

## Analysis of top priority for the home by property type

Top priority for the home analysed by control group																
	All tenants	Semi Det/ HOUSE	Mid Ter Town House/ HOUSE	Top Floor Aged Person/TF	End Terrace/ HOUSE	Ground floor tenement flat/TF	Upper Cottage/ OTHER	Ground Floor Aged Person/TF	Top Floor Tenement Flat/TF	Main Door Tenement Flat/OTHER	GF TF with md+close door/TF	Upper Floor Tenement Flat/TF	Lower Cottage/ OTHER	House/ HOUSE	Mid Terrace/ HOUSE	
Base	353	36	1	1	38	21	32	6	34	22	2	22	33	60	45	
Kitchen	52 14.7%	1 2.8%	-	-	2 5.3%	1 4.8%	6 18.8%	1 16.7%	-	2 9.1%	1 50.0%	1 4.5%	6 18.2%	28 46.7%	3 6.7%	
Boiler replacement	7 2.0%	-	-	-	1 2.6%	1 4.8%	-	-	-	1 4.5%	-	2 9.1%	1 3.0%	1 1.7%	-	
Window replacement	72 20.4%	6 16.7%	1 100.0%	-	14 36.8%	4 19.0%	6 18.8%	-	10 29.4%	6 27.3%	-	4 18.2%	3 9.1%	8 13.3%	10 22.2%	
Veranda improvements	8 2.3%	-	-	-	1 2.6%	4 19.0%	-	-	2 5.9%	-	-	1 4.5%	-	-	-	
Bathroom upgrade/ replacement	38 10.8%	9 25.0%	-	-	7 18.4%	1 4.8%	3 9.4%	-	-	2 9.1%	-	1 4.5%	4 12.1%	2 3.3%	9 20.0%	
New internal doors	3 0.8%	-	-	-	-	-	-	-	-	-	-	-	-	2 3.3%	1 2.2%	
New external doors	10 2.8%	1 2.8%	-	-	4 10.5%	-	1 3.1%	-	-	-	-	-	2 6.1%	1 1.7%	1 2.2%	
Measures to deal with dampness/ condensation	7 2.0%	-	-	-	-	1 4.8%	-	1 16.7%	3 8.8%	1 4.5%	-	1 4.5%	-	-	-	
Measures to improve energy efficiency	26 7.4%	2 5.6%	-	-	4 10.5%	-	4 12.5%	-	4 11.8%	-	-	2 9.1%	2 6.1%	3 5.0%	5 11.1%	
No improvements needed	121 34.3%	17 47.2%	-	1 100.0%	5 13.2%	8 38.1%	11 34.4%	4 66.7%	15 44.1%	10 45.5%	-	9 40.9%	12 36.4%	14 23.3%	15 33.3%	
Other	9 2.5%	-	-	-	-	1 4.8%	1 3.1%	-	-	-	1 50.0%	1 4.5%	3 9.1%	1 1.7%	1 2.2%	