



Paisley South Property Services

Owner Satisfaction Survey

November 2022

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Paisley South Property Services

Owner Satisfaction Survey 2022

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1. EXECUTIVE SUMMARY

INTRODUCTION

- Paisley South Housing service commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- A total of 72 interviews were carried out with Paisley South Property Service's resident and non-resident owners in order to assess satisfaction with the Association and the services it provides. Interviews took place between the 6th of September 2022 and the 11th of October 2022. 72 interviews provide data accurate to +/-9.7% and equates to a 30% response rate.

KEY FINDINGS

- 79% were either very or fairly satisfied with the factoring service provided by Paisley South Property Service. This is less than was reported in the 2019 survey (89%), however it is higher than the Scottish average reported in the 2020/21 Annual Return on the Charter (65%).
- Email contact was the preferred method that owners would like to use to be kept informed about PSPS services in general (61%) and this was followed by letters (49%) and text messaging (18%).
- 82% were of the opinion PSPS was very or fairly good at keeping them informed about their services and decisions (96% in 2019).
- The vast majority of respondents use the internet or go online (88%).
- Just under 9 in 10 tenants (89%) said that if they needed to communicate with Paisley South Property Services their top, second or third preferred method would be by telephone. This was closely followed by email contact (85%).
- Just under 9 in 10 owners (88%) said they were satisfied with the customer care they received when they last had contact with Paisley South Property services (92% in 2019).
- Respondents were asked to what extent they were satisfied or dissatisfied with various aspects of the services provided by Paisley South Property Services in the neighbourhood. Owners were most satisfied with buildings insurance (91%) and least satisfied with requesting bulk uplift (61%) and maintenance of the common areas (61%).
- Owners were asked how satisfied they were with the information provided by Paisley South Property services. Satisfaction was high, ranging from 87% in terms of annual planned and cyclical maintenance programme, up to 96% in terms of the quarterly newsletter.
- Over 7 in 10 owners (72%) were of the opinion the management fee represents very or fairly good value for money compared to 76% in 2019.

2. INTRODUCTION, BACKGROUND AND OBJECTIVES

2.1 Introduction

This report represents and discusses the findings to emerge from Paisley South Property Services' (PSPS) 2022 Owner Satisfaction Survey.

2.2 Background and objectives

The aim of the research was to seek customers' views on the services that Paisley South Property Service provides and how well it performs these services and to help identify areas where the service can be improved.

Specifically the research was designed to provide customers views on the following:

- Overall satisfaction with the services provided by Paisley South Property Service
- Communication and participation
- Customer contact
- Factoring services
- Value for money

It is against this background that Research Resource were commissioned to carry out Paisley South Property Service's Owner Satisfaction Survey.

3. METHODOLOGY

3.1 Research Method

A key issue with regard to owners is that PSPS provides factoring services for owners, both resident and non-resident. It was therefore decided to use a telephone research methodology in order to be able to capture the views of those who do not live in the factored property and a face to face methodology for all resident owners.

3.2 Questionnaire design

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

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 Paisley is required to report;
- Comparisons to the previous survey undertaken in 2019;
- 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 Paisley South Property Service can have confidence making decisions upon and to maximise the response to the survey.

Overall a total of 72 interviews were achieved from the owner population, representing a 30% response rate and providing data accurate to +/- 9.7%.

3.4 Interviewing and Quality Control

All interviewing was undertaken by Research Resource's highly trained researchers, all of whom are highly experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between the 6th of September 2022 and 11th of October 2022.

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. Where any particular trends or issues are found for any one key group, this is detailed in the survey report. Comparison has also been made with the PSPS' 2019 Owner Satisfaction Survey.

Percentages are rounded up or down to one decimal place. Not all percentages will sum to 100% due to rounding. Rounding can also cause percentages described in the supporting text or summarising 'overall satisfaction' (i.e. adding very satisfied and fairly satisfied responses together) to differ from the charts by 1% when two percentages are added together.

Where respondents could select more than one response to a question the percentages will sum to more than 100%.

3.6 Report Structure

This document details the key findings to emerge from the survey for Paisley South Property Service.

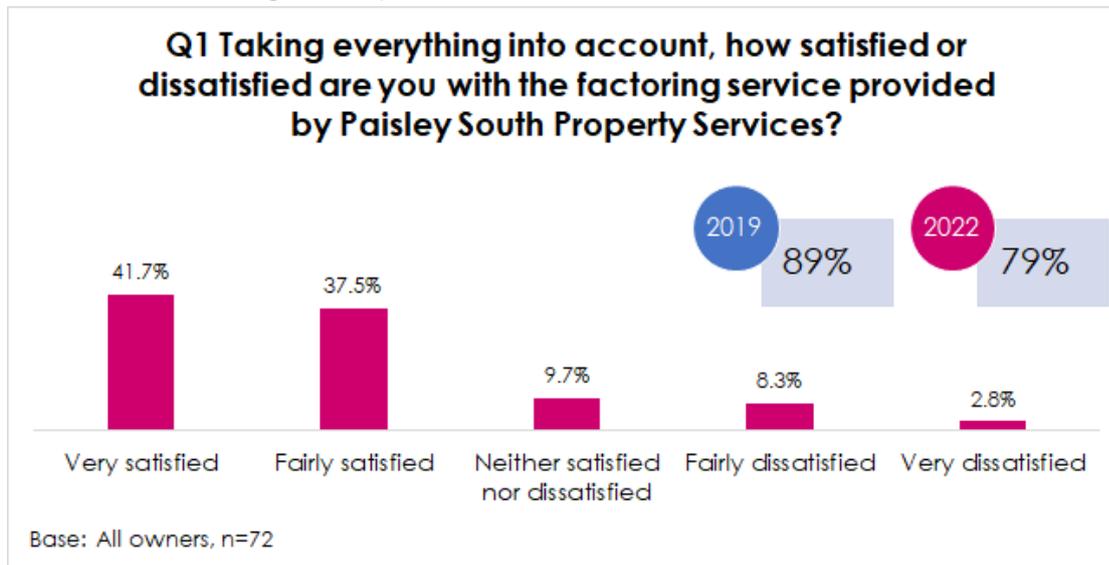
CHAPTER 4. OVERALL SATISFACTION
CHAPTER 5. COMMUNICATION AND PARTICIPATION
CHAPTER 6. CUSTOMER CONTACT
CHAPTER 7. FACTORING SERVICES
CHAPTER 8. VALUE FOR MONEY

APPENDIX 1: QUESTIONNAIRE
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4. OVERALL SATISFACTION

4.1 Satisfaction with the overall service provided by PSPS (Q1/2)

The survey opened by asking tenants how satisfied or dissatisfied they were with the overall factoring service provided by Paisley South Property Service. Just under 8 in 10 tenants (79%) said they were very or fairly in this respect compared to 10% who were neither satisfied nor dissatisfied and 11% who were very or fairly dissatisfied amounting to 8 individuals. Overall satisfaction with the factoring service provided by PSPS has decreased from 89% in 2019. However, overall satisfaction is higher than the Scottish average as reported in the 2021/22 Annual Return on the Charter.



Where owners were dissatisfied with the factoring service provided they were asked to explain why they felt this way. A variety of reasons were given ranging from standard of repairs or communal maintenance, not knowing what services are provided, customer service issues and regarding anti-social behaviour. These comments have been provided to PSPS for review.

5. COMMUNICATION AND PARTICIPATION

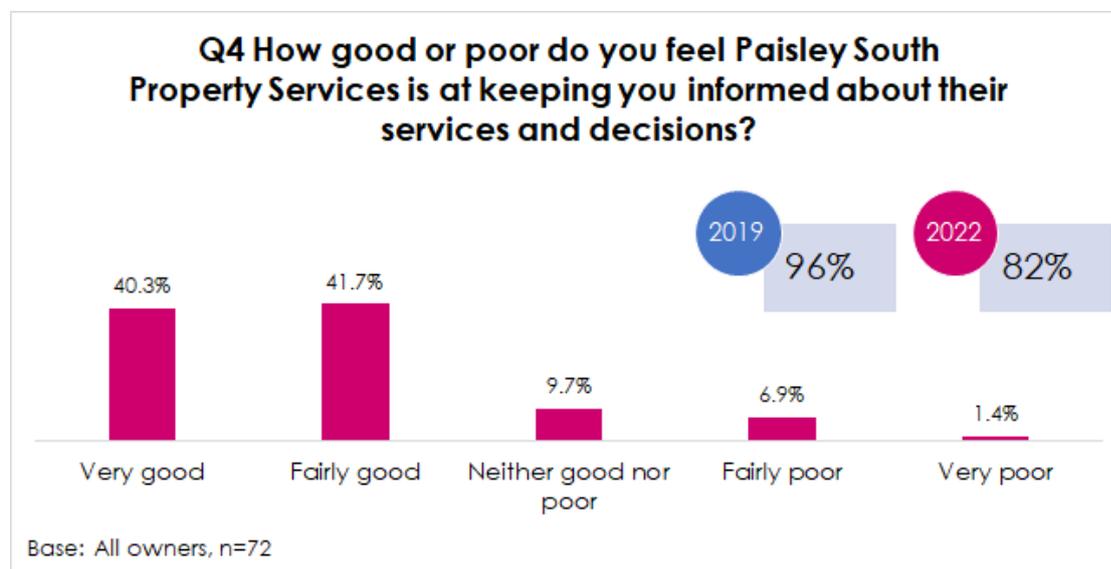
5.1 Preferred communication methods (Q3)

Email contact was the preferred method that owners would like to use to be kept informed about PSPS services in general (61%) and this was followed by letters (49%) and text messaging (18%).

Q3 How would you prefer Paisley South Property Services to keep you informed about its services in general? TICK ALL THAT APPLY		
Base: All respondents, n=72	No.	%
Email	44	61.1%
Letter	35	48.6%
Text message	13	18.1%
Website	1	1.4%
Other	1	1.4%

5.2 Keeping owners informed (Q4/5)

More than 8 in 10 owners (82%) believed Paisley South Property service was very or fairly good at keeping them informed about their services and decisions, compared to 10% who felt PSPS were neither good nor poor and 8% who were very or fairly poor. The proportion of respondents who felt PSPS was good in this respect has decreased from 96% in 2019.



Where owners did not feel PSPS were good at keeping them informed this was generally where respondents were of the opinion they did not receive enough information. Suggestions for improvement were more frequent information as it becomes available for example about changes to services, issues that affect their building or about any works that are to be completed. Several owners also suggested more meetings to seek feedback from owners. Again these comments have been provided to PSPS.

5.3 Internet access (Q6/7)

The vast majority of respondents use the internet or go online (88%). This is unchanged from the 2019 survey (88%). Where respondents go online this tends to be via broadband internet access at home (57%). Furthermore, 43% said they access the internet via mobile internet access.

6. CUSTOMER CONTACT

6.1 Preferred contact methods (Q8)

Just under 9 in 10 tenants (89%) said that if they needed to communicate with Paisley South Property Services their top, second or third preferred method would be by telephone. This was closely followed by email contact (85%).

Q8 If you need to communicate with Paisley South Property Services, what would be your preferred way of doing this?				
Base: All respondents, n=72	Top preference	2nd preference	3rd preference	Overall preference
By telephone	43.1%	43.1%	2.8%	89%
Email	48.6%	31.9%	4.2%	85%
In person at office	5.6%	5.6%	22.2%	33%
Text request for contact	0.0%	4.2%	18.1%	22%
Via Website or Online Portal	2.8%	2.8%	16.7%	22%
In writing	0.0%	2.8%	1.4%	4%
Facebook	0.0%	0.0%	2.8%	3%
In some other way	0.0%	0.0%	0.0%	0%
No 2nd/3rd choice	0.0%	9.7%	31.9%	42%

6.2 Online services (Q9-11)

Over four in ten owners would be happy using an online account to access PSPS services. Of these respondents, over half said they would use the online account to report an issue or complaint (52%), 42% would use it to report repairs and 39% would check the progress of a repair.

Q10 What services would you like to see in an online account?		
Base: Would use an online account, n=31	No.	%
Report an issue or complaint	16	51.6%
Reporting Repairs	13	41.9%
Checking the progress of a repair	12	38.7%
Report a bulk uplift	8	25.8%
Viewing your account/ breakdown of bills	14	45.2%
Paying your rent	4	12.9%
Other	5	16.1%

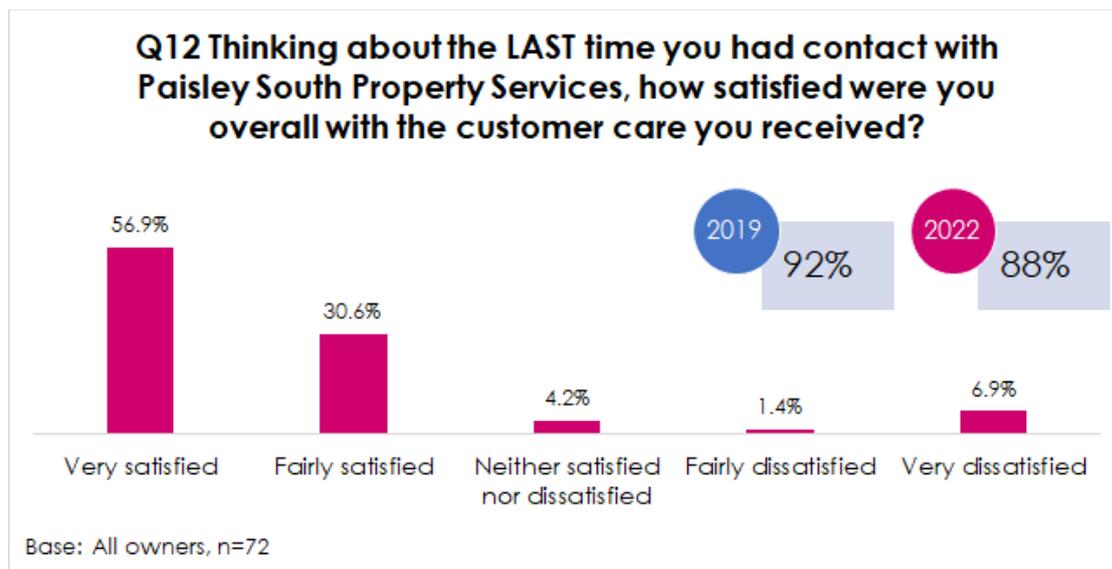
Five owners said they would like to be able to do other things via an online account. Their comments are listed below:

- Information about what work is going to be done. I have 6 houses in a close, so I'd like to see the maintenance programme details.

- To keep tabs on what they are offering. That property is rented out and they have asked us about painting but there is one person in the block who doesn't want the work done, so it can't be completed. That one person can put a kibosh on improvements which is frustrating.
- To be able to see the costs upfront for any unexpected repairs.
- Where feedback can be found on an enquiry, or to track progress of ongoing works in terms of maintenance.
- To see the itinerary (which I would usually receive in the post every quarter) about what I'm getting charged for and also to be able to raise any issues.

6.3 Satisfaction with customer care (Q12-14)

Just under 9 in 10 owners (88%) said they were satisfied with the customer care they received when they last had contact with Paisley South Property Services, compared to 4% who were fairly satisfied and 8% who were very or fairly dissatisfied. Overall satisfaction in this respect has not changed significantly compared to the 2019 survey where 92% were very or fairly satisfied.



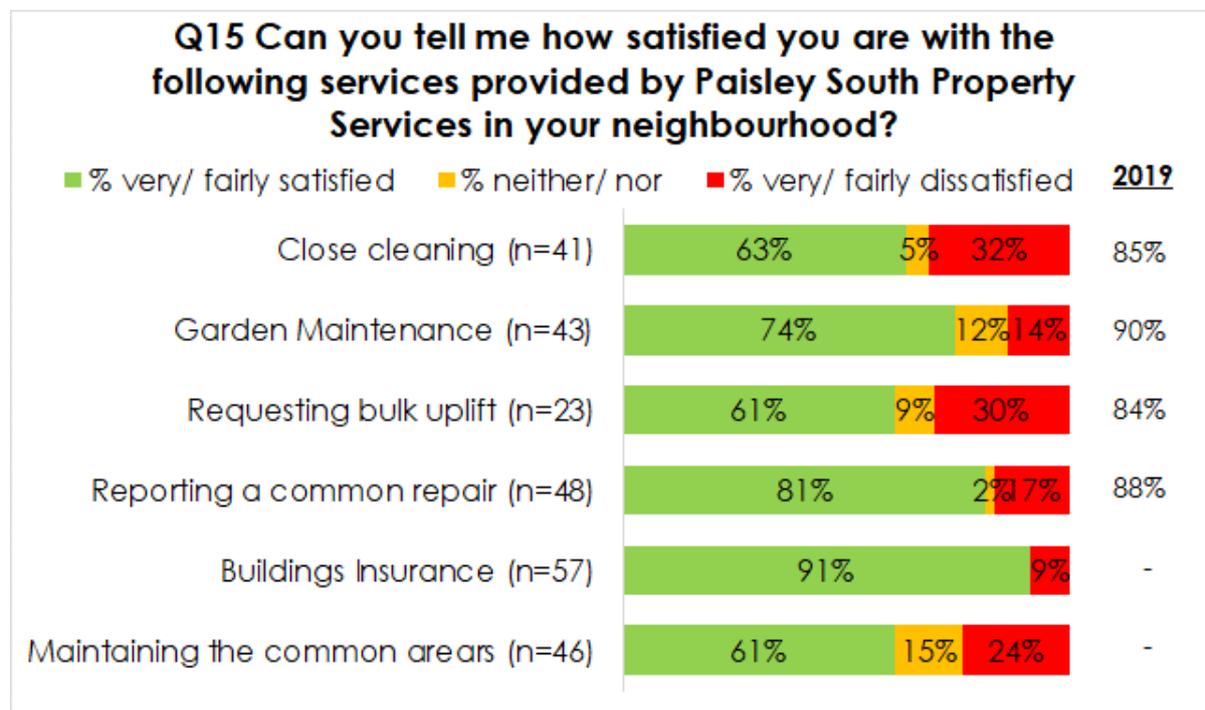
Of the 9 respondents who were not satisfied with the customer care they received from PSPS, two thirds (6 owners) said they complained or fed this back at the time. They were then asked to explain how the service could be improved. Suggestions included being kept up to date of the progress of any changes to services or issues such as repairs they may have reported, addressing issues such as antisocial behaviour more quickly, improvements to customer service and consulting with owners when making decisions.

7. FACTORING SERVICES

7.1 Satisfaction with factoring services (Q15)

Respondents were asked to what extent they were satisfied or dissatisfied with various aspects of the services provided by Paisley South Property Services in the neighbourhood. Owners were most satisfied with buildings insurance (91%) and least satisfied with requesting bulk uplift (61%) and maintenance of the common areas (61%). Please note that respondents were given the opportunity to answer “not applicable” to any services they had no experience of. They have been excluded from this analysis.

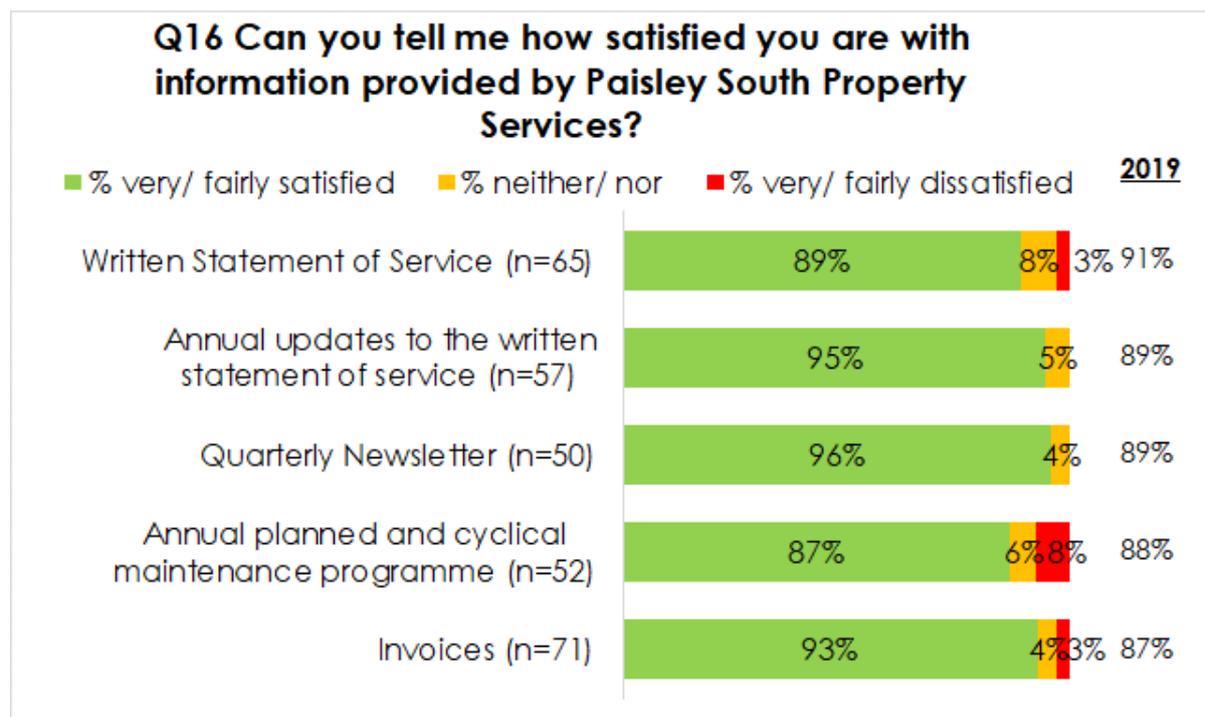
The chart below also shows the percentage of overall satisfaction for the services that were asked about in the 2019 survey. Satisfaction levels have decreased for all of these services.



8. VALUE FOR MONEY

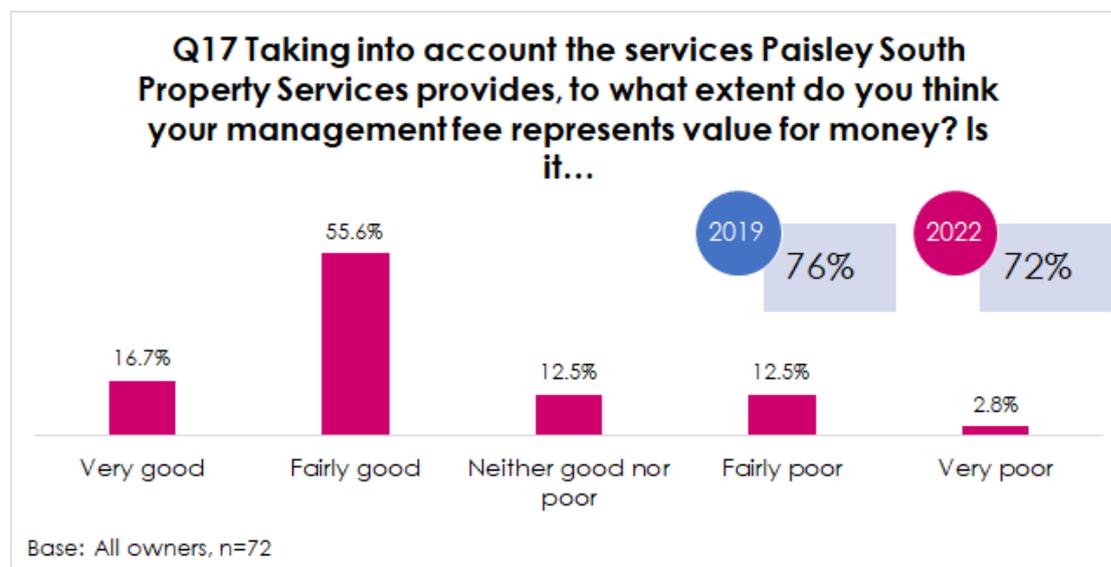
8.1 Satisfaction with information provided by PSPS (Q16)

Owners were asked how satisfied they were with the information provided by Paisley South Property services. Satisfaction was high ranging from 87% in terms of annual planned and cyclical maintenance programme, up to 96% in terms of the quarterly newsletter. Overall satisfaction has decreased only minimally for these information sources since 2019.



8.2 Value for money (Q17/18)

Over 7 in 10 owners (72%) were of the opinion the management fee represents very or fairly good value for money compared to 13% who said it was neither good nor poor and 15% who felt it was very or fairly poor for the services provided by Paisley South Property Services. The proportion of respondents who said the management fee was good value for money has not changed significantly since 2019 (76%).



Respondents were then asked to comment on what they thought was most important with regards to value for money. The open ended responses have been coded into common themes and shown in the table below in order of number of responses. The most important thing for owners with regards to value for money was good maintenance of buildings and repairs (25%). This was followed by good customer care or communication (21%) and good services in general (13%).

Q18 What is most important to you with regard to value for money?		
Base: All respondents, n=72	No.	%
Good maintenance/ repairs	18	25.0%
Good customer care/ communication	15	20.8%
Good services/ service in general	9	12.5%
That the fee is competitive/ doesn't keep increasing	6	8.3%
To see that money is spent well	5	6.9%
Looking after the neighbourhood	4	5.6%
Responsive/ acting on things in a timely manner	3	4.2%
Clarity of bills	3	4.2%
Dealing with anti-social behaviour	2	2.8%
Other	6	8.3%
Don't know	9	12.5%

Appendix 1

Survey Questionnaire

Overall satisfaction

1. [SSH C1] Taking everything into account, how satisfied or dissatisfied are you with the factoring service provided by Paisley South Property Services?

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q2
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion	6	Go to Q3

2. You said you were not satisfied with the factoring service provided. Can you please explain why?

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Communication and Participation

3. How would you prefer Paisley South Property Services to keep you informed about its services in general? TICK ALL THAT APPLY

Website	1
Email	2
Text message	3
Letter	4
Other (please write in)	5

4. [SSH C3] How good or poor do you feel Paisley South Property Services is at keeping you informed about their services and decisions?

Very good	1	Go to Q6
Fairly good	2	
Neither good nor poor	3	Go to Q5
Fairly poor	4	
Very poor	5	

5. You said you do not believe that Paisley South Property Services are good at keeping you informed about their services and decisions. Can you please explain how they could improve how they keep you informed?

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6. Do you use the internet or go online? ALL THAT APPLY

Yes	1	Go to Q7
No	2	Go to Q8

7. How do you usually use the internet or go online? [ONE ONLY]

Broadband internet access at home	1	Go to Q8
Mobile internet access	2	
Internet access in another way (please write in below)	3	

Customer Contact

8. If you need to communicate with Paisley South Property Services, what would be your preferred way of doing this? Please rank your top 3 with 1 being the most likely.

In person at office	1
In writing	2
By telephone	3
Text request for contact	4
Email	5
Facebook	6
Via Website or Online Portal	7
In some other way (please specify)	8

9. Would you be happy using an online account to access some of PSPS services.

Yes	1	Go to Q10
No	2	Go to Q12

10. What services would you like to see in an online account

Paying your bills	1
Reporting Repairs	2
Checking the progress of a repair	3
Viewing your account	4
Report an issue or complaint	5
Report a bulk uplift	6
Other (Please specify below) Go to Q9	7

11. You have said you would like to access other services on an online account, can you please specify what these are?

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12. Thinking about the LAST time you had contact with Paisley South Property Services, how satisfied were you overall with the customer care you received?

Very satisfied	1	Go to Q15
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q13
Fairly dissatisfied	4	
Very dissatisfied	5	

13. You said that you were not satisfied with the customer care received from Paisley South Property Services the last time you had contact with them. Did you complain or feed this back at the time?

Yes	1
No	2

14. Can you explain how the service provided could be improved?

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Factoring Services

15. SHOW CARD – Looking at this card, can you tell me how satisfied you are with the following services provided by Paisley South Property Services in your neighbourhood?

	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	DK or N/A
Close cleaning	1	2	3	4	5	6
Garden Maintenance	1	2	3	4	5	6
Requesting bulk uplift	1	2	3	4	5	6
Reporting a common repair	1	2	3	4	5	6
Buildings Insurance	1	2	3	4	5	6
Maintaining the common areas	1	2	3	4	5	6

Value for Money

16. SHOW CARD – Looking at this card, can you tell me how satisfied you are with information provided by Paisley South Property Services? [IF OWNERS DO NOT RECEIVE SERVICE E.G. COMMON CLOSE CLEANING CODE NOT APPLICABLE]

	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	DK
Written Statement of Service	1	2	3	4	5	6
Annual updates to the written statement of service	1	2	3	4	5	6
Quarterly Newsletter	1	2	3	4	5	6
Annual planned and cyclical maintenance programme	1	2	3	4	5	6
Invoices	1	2	3	4	5	6

17. Taking into account the services Paisley South Property Services provides, to what extent do you think your management fee represents value for money? Is it...

Very good	1
Fairly good	2
Neither good nor poor	3
Fairly poor	4
Very poor	5

18. What is most important to you with regard to value for money?

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Final comments

19. If there was one thing you would recommend that Paisley South Property Services could do to improve, what would it be?

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Thank you very much for completing the questionnaire.

Here is a 'Thank you' slip which tells you a bit more about Research Resource, the interviewing process and how we use your data on the Privacy Notice

Appendix 2

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	Paisley South Property Services Owners Survey 2022
Project number	P1259
Objectives of the research	<p>The aim of the research was to seek customers' views on the services that Paisley South Property Service provides and how well it performs these services and to help identify areas where the service can be improved.</p> <p>Specifically the research was designed to provide customers views on the following:</p> <ul style="list-style-type: none"> ■ Overall satisfaction with the services provided by Paisley South Property Service ■ Communication and participation ■ Customer contact ■ Factoring services ■ Value for money
Target population	Resident and non resident owners.
Description of sample frame/ source and validation methods if applicable	A customer database was provided by the Association containing owners names, addresses and phone numbers.
Sampling method (probability or non-probability) and quotas used	A Nonprobability sampling approach has been used.
Sample units drawn	All resident and non resident owners were in scope for the research. Commercial owners were excluded from the research.
Target sample size	72 (data accurate to +/-10%)
Achieved sample size and reasons if target not achieved	72
Date of fieldwork	Interviewing took place between the 6 th of September 2022 and the 11 th of October 2022.
Data collection method	A key issue with regard to owners is that PSPS provides factoring services for owners, both resident and non-resident. It was therefore decided to use a telephone research methodology in order to be able to capture the views of those who do not live in the factored property and a face to face methodology for all resident owners.
Response rate and definition and method of how calculated	72 interviews from a database of 242 owners equates to a 30% response rate.
Questionnaire length	10 minutes

Any incentives?	No
Number of interviewers	2
Interview/ self-completion validation methods	5% of Telephone interviews have been validated by remote listening.
Showcards or any other materials used?	None.
Weighting procedures (if applicable)	Not applicable.
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings and methods of statistical analysis if applicable	+/-9.7% for owners based upon a 50% estimate at the 95% confidence level

NB If publishing any results please ensure that any conclusions or data reported are adequately supported by the data provided in this report.