

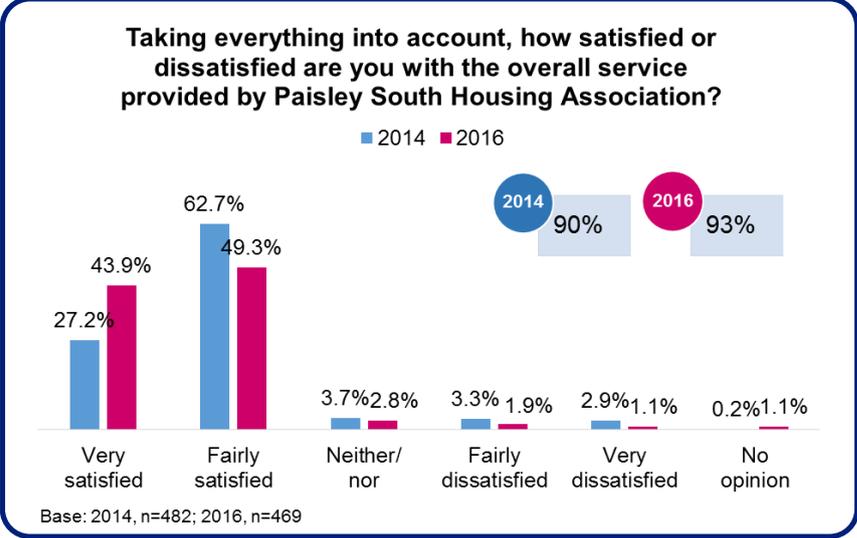
## Background to the Survey

We were commissioned by **Paisley South Housing Association** to carry out their 2016 tenant satisfaction survey. Our team of interviewers undertook the survey of tenants on a face to face basis. A total of 469 interviews were carried out with tenants. This newsletter provides a summary of the key findings arising from this survey.

## Overall Satisfaction

**Overall tenant satisfaction**  
 The survey opened by asking you how satisfied you were with Paisley South Housing Association as your landlord. Over 9 in 10 of you said you were satisfied in this respect (93%) compared to 3% of you who were dissatisfied.

Overall satisfaction has increased slightly compared to the Association’s last tenant satisfaction survey which was undertaken in 2014 where satisfaction was 90%.

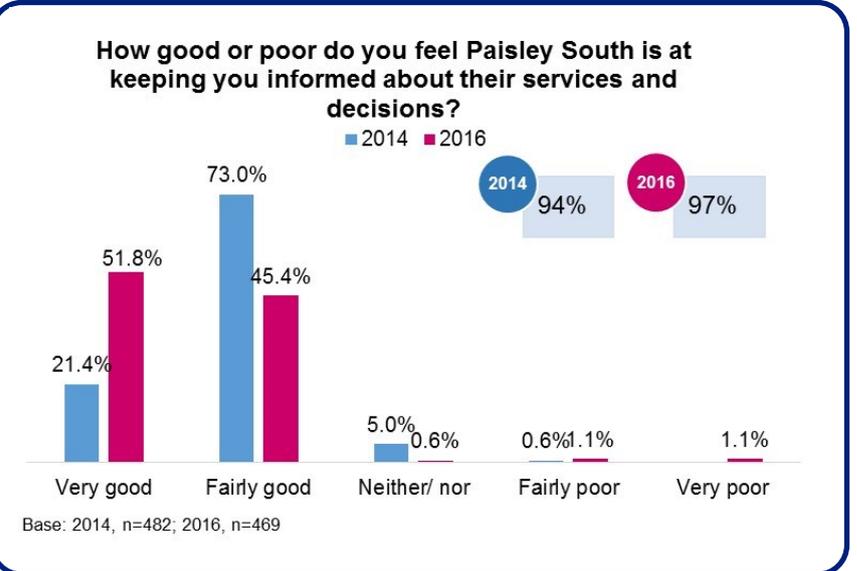


## Keeping Tenants Informed

**Keeping Tenants Informed**  
 Almost all tenants were of the opinion that the Association was very or fairly good at keeping you informed about their services and decisions (97%).

Compared to the results for 2014, the proportion of you who felt Paisley South was very or fairly good in this respect has increased from 94%.

**Customer care**  
 You told us that contacting the Association by telephone was the most popular method of contacting the Association in the last 12 months (86%). This was followed by visiting the office in person (14%).



# Tenants Participation

## Participation opportunities

Over 9 in 10 of you were satisfied with the opportunities provided to you to take part in Paisley South's decision making processes (91%).

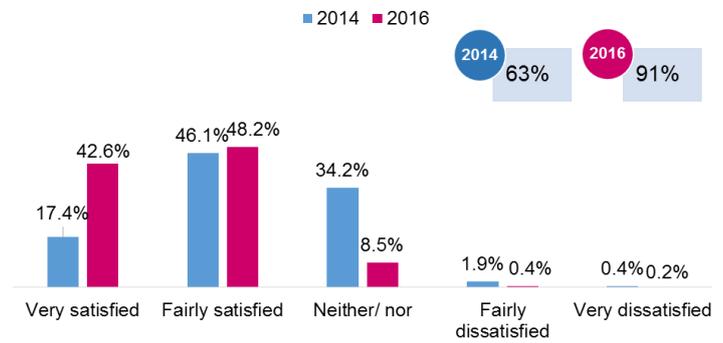
This is an increase on the results from 2014 where 63% of you were satisfied in this respect.

## Awareness of ways to participate

Awareness of the ways in which you could participate in your landlord's decision making processes was high, with 82% of you stating you were aware of at least one way in which you could become involved. You were most aware of:

- Being a member of the Association (82%)
- Becoming a Management Committee member (71%)

How satisfied or dissatisfied are you with the opportunities given to you to participate in Paisley South's decision making processes?



Base: 2014, n=482; 2016, n=469

On the other hand, awareness was lowest regarding taking part in mystery shopping (36%), being on the consultation register (41%) and becoming a member of the Tenant

# Repairs and Housing Quality

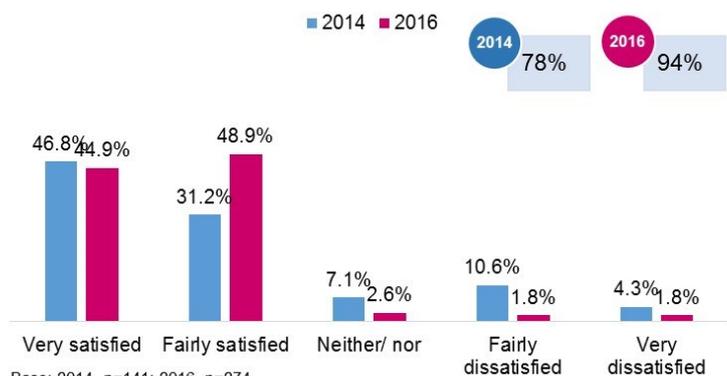
## Satisfaction with the repairs service

Just over 9 in 10 of you who had repairs completed in the last 12 months stated you were satisfied with the repairs and maintenance service provided by Paisley South (94%). On the other hand, 4% were dissatisfied and 3% were neither satisfied nor dissatisfied. Overall satisfaction has increased from 78% in 2014 to 94% in 2016.

## Quality of the home

Almost all of you (95%) were very or fairly satisfied with the quality of your home compared to 2% who were dissatisfied and 3% who were neither satisfied nor dissatisfied. Satisfaction with the quality of the home has increased significantly since the 2014 survey increasing from 79% in 2014 to 95% in 2016.

Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided?



Base: 2014, n=141; 2016, n=274

# Neighbourhood Management

## Estate Services

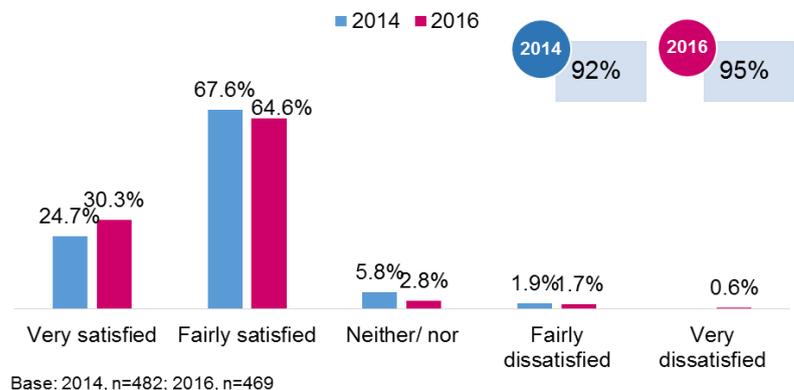
In terms of the estate services provided by Paisley South Housing Association, you told us you were most satisfied with the following services:

- Caretaking service (Oliphant Court only) (100%)
- Bin assistance (Orchy Crescent/ Mannering Road only) (98%)
- The removal of bulk items (96%)
- Estate Team services (93%)
- Open space maintenance (93%)

On the other hand, you were most likely to be dissatisfied with:

- Handling of anti-social behaviour cases (8% dissatisfied)
- Garden maintenance (7%)

## Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?



## Management of the neighbourhood

More than 9 in 10 of you (95%) were very or fairly satisfied with Paisley South's management of the neighbourhood you live in compared to 2% who were dissatisfied. Satisfaction has increased slightly from 92% in 2014.

# Rent, Income and Affordability

## Income maximisation services

We asked you about your awareness of any of the wide range of services Paisley South provide to ensure you are maximising your income and to make sure living in a Paisley South property is affordable. You were most aware of:

- Welfare benefits advice (91%)
- Assistance with making HB/UC claims (89%)

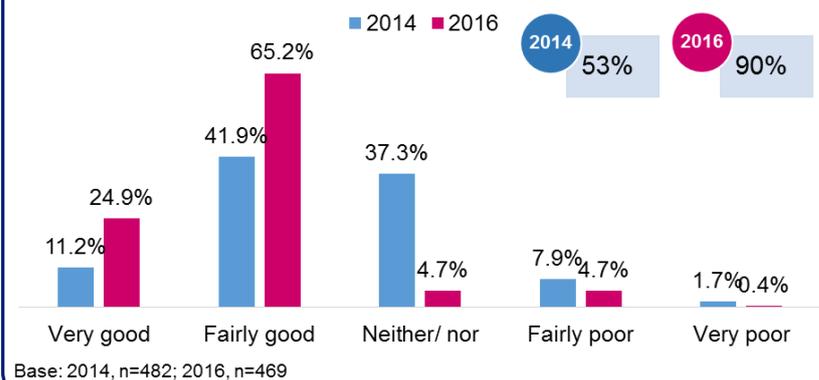
However, you were least aware of:

- Referral service to specialist support providers (55%)
- Carrying out adaptations (59%)

## Affordability of rent

Over half of you who pay your rent stated you find it easy to afford the rent payments for your home (56%) compared to 42% who find it just about affordable and 3% who find it difficult to afford.

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



## Value for money

In terms of value for money, 90% of you were of the opinion that your rent represents very or fairly good value for money compared to 5% who felt it represents neither good nor poor value and 5% who feel it is very or fairly poor value for money.

The proportion of you who were of the opinion that your rent represents good value for money has increased significantly from 53% in 2014 to 90% in 2016.

# FLAIR Benchmarking

A total of 2,123 tenants were consulted on behalf of Barrhead, Bridgewater, Ferguslie Park, Linstone, Paisley South and Williamsburgh Housing Associations in the 2016 FLAIR Tenant Satisfaction Survey. The survey was undertaken using a face to face methodology with tenants. The table below compared the results from the 6 organisations and the FLAIR average for each of the Scottish Housing Regulator indicators.

As shown in the table below, Paisley South Housing Association are in general performing to the level of the FLAIR average, with the exception of participation opportunities where satisfaction is 91% for Paisley South compared to the FLAIR average of 97%.

## Scottish Housing Regulator indicators - Tenant Satisfaction Survey 2016

Charter Indicator	Barrhead HA	Linstone HA	Ferguslie Park HA	Williamsburgh HA	Bridge-water HA	Paisley South HA	FLAIR Average
1 - Percentage tenants satisfied with overall service provided by landlord	94%	94%	91%	94%	98%	93%	94%
3 - Percentage tenants who feel landlord is good at keeping them informed about services and decisions	99%	100%	99%	100%+	100%	97%	99%
6 - Percentage tenants satisfied with opportunities given to them to participate in landlords decision making	96%	99%	100%	100%+	98%	91%	97%
10 - Percentage tenants satisfied with quality of home	92%	89%	88%	94%+	98%	94%	93%
16 - Percentage tenants satisfied with repairs service	82%	88%	86%	-	-	95%	88%
17 - Percentage tenants satisfied with management of neighbourhood	91%	97%	95%	85%	96%	90%	92%
29 - Percentage tenants who feel rent for their property represents good value for money	94%	94%	93%	92%	92%	95%	93%

### NEXT STEPS

Thanks to all of you who took part in the survey. The Association is currently in the process of developing an action plan based upon these results and will get back to tenants in due course regarding this. If you require any further information on the survey please contact Research Resource on 0141 641 6410 or email us at [info@researchresource.co.uk](mailto:info@researchresource.co.uk).