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|  | Ruchazie Housing Association Tenant Satisfaction Survey 2020 |

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|  | **Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Ruchazie Housing Association?** |
|  |  67 (45.9%) | Very satisfied |
|  |  65 (44.5%) | Fairly satisfied |
|  |  10 (6.8%) | Neither satisfied nor dissatisfied |
|  |  3 (2.1%) | Fairly dissatisfied |
|  |  1 (0.7%) | Very dissatisfied |
|  |  0 (0.0%) | Don’t know/ no opinion |
|  | 90.41% | % satisfied 2020 |
|  | 96.5% | % satisfied 2018 |
|  | 89% | % satisfied 2012 |

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|  | **Q1a [IF NOT SATISFIED: CODE 3,4,5] Can you explain why you are not satisfied with the overall service provided?** |
|  | * *﻿My windows are terrible.*
* *They always use the cheapest option.*
* *Gutters overflowing and not been done even though they said it would be done.*
* *Generally, they are ok but sometimes it feels like all they care about is getting their rent.*
* *Takes a while to deal with anti-social issues in neighbourhood.*
* *They don't listen to complaints.*
* *Numerous unfinished repairs.*
* *I made a complaint and was advised to call the police with it.*
* *Wasn't notified on noise levels from above on improvements getting done which took weeks. Anti-social behaviour issues in neighbourhood with noise levels.*
* *Need improvements done in home such as boilers.*
* *Kitchen and bathroom need replacing.*
* *Not happy that they have charged me for repairs.*
* *Smoke alarms are out of date by 15 years.*
* *I stay in new build and I have issues with my front door and windows that have not been addressed prior to Covid19.*
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| **Q2 I’d now like to ask you about access to the internet?**  |
|  | Yes | No |  |
| Q2a Do you have access to the internet in your home through home broadband? |  107 (73.3%)(41% in 2018) |  39 (26.7%) |  |

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| Q2b Do you have access to the internet through a mobile signal e.g. smartphone or tablet with mobile internet access? |  112 (76.7%)(56% in 2018) |  34 (23.3%) |  |

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| **Q3 How do you usually go online? SELECT ONE ONLY** |
|  **94 (64.4%)** | **A smartphone with mobile internet**  |
|  10 (6.8%) | A home computer/ laptop  |
|  9 (6.2%) | A tablet device through which you can access the internet e.g. iPad  |
|  0 (0.0%) | Through any other methods (please describe) |
|  33 (22.6%) | Do not use the internet (31% in 2018) |

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| **Q4 Which methods would you like to see Ruchazie using to keep you up to date at this time? [ALL THAT APPLY]** |
|  9 (6.2%) | Website |
|  4 (2.7%) | Facebook  |
|  91 (62.3%) | Newsletter |
|  100 (68.5%) | Letter |
|  57 (39.0%) | Text |
|  22 (15.1%) | Telephone |
|  18 (12.3%) | Other (please specify) |

﻿ **Q4 Other (please specify)**

* *Face to face.*
* *Office.*
* *Email. X 16*

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| **Q5 Do you read Ruchazie’s tenant newsletter?** |
|  132 (90.4%) | Yes (97% in 2018) |
|  14 (9.6%) | No |

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| **Q6 How good or poor do you feel Ruchazie is at keeping you informed about their services and decisions?**  |
|  83 (56.8%) | Very good |
|  60 (41.1%) | Fairly good |
|  3 (2.1%) | Neither good nor poor |
|  0 (0.0%) | Fairly poor |
|  0 (0.0%) | Very poor |
| 97.95% | % good 2020 |
| 99.31% | % good 2018 |
| 94% | % good 2012 |

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| **Q7 How could Ruchazie improve how they keep you informed about their services and decisions?** |
| * ﻿*I don't get newsletter.*
* *Don't know.*
* *I don't really trust what I see there.*
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| **Q8a The Association undertakes a number of activities to involve residents in its decision making processes. A) are you aware that you could be involved in any of the following ways?**  |
|  81 (55.5%) | By receiving regular information about the Association’s decisions and activities |
|  91 (62.3%) | By providing your views in surveys like this |
|  69 (47.3%) | Being part of the Association’s register of interested tenants – a list of tenants who want to be consulted on Association policies |
|  61 (41.8%) | By taking part in consultation exercises on specific issues e.g. through attending public meetings  |
|  66 (45.2%) | Participating in occasional focus groups |
|  95 (65.1%) | Becoming a Committee Member of the Association |
|  **28 (19.2%)** | **Not aware** |
| **81%** | **Aware of one or more ways they could get involved** |

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| **Q8b The Association undertakes a number of activities to involve residents in its decision making processes. B) would you be interested in becoming more involved in any of these ways?**  |
|  24 (16.4%) | By receiving regular information about the Association’s decisions and activities |
|  **35 (24.0%)** | **By providing your views in surveys like this** |
|  7 (4.8%) | Being part of the Association’s register of interested tenants – a list of tenants who want to be consulted on Association policies |
|  7 (4.8%) | By taking part in consultation exercises on specific issues e.g. through attending public meetings  |
|  8 (5.5%) | Participating in occasional focus groups |
|  12 (8.2%) | Becoming a Committee Member of the Association |
|  **105 (71.9%)** | **Not interested in participating in any of the above** |

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| **Q9 [IF Q8B= (1~6)] If interested in becoming involved, are you happy that we pass your name and address to the Association so that they can provide you with more information? All your other responses will remain completely confidential and anonymous.** |
|  10 (24.4%) | Yes |
|  31 (75.6%) | No |

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| **Q10 What, if anything, stops you becoming more involved with Ruchazie Housing Association?**  |
|  22 (15.1%) | Childcare commitments |
|  **46 (31.5%)** | **Work commitments** |
|  21 (14.4%) | Health / disability issues |
|  **56 (38.4%)** | **Not interested** |
|  3 (2.1%) | Don’t think I have anything to contribute |
|  1 (0.7%) | Lack confidence in speaking up |
|  0 (0.0%) | Don’t understand enough about the work of the Association |
|  0 (0.0%) | Not aware of any meetings/ opportunities to participate |
|  3 (2.1%) | Don’t think they listen anyway |
|  9 (6.2%) | Happy with things as they are |
|  0 (0.0%) | Other – please specify |
|  14 (9.6%) | Nothing, I am already involved |

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| **Q11 Which of the following best describes the level of consultation you would like to be involved in? (Select one only)** |
|  44 (30.1%) | I would not wish to be consulted at all by Ruchazie  |
|  27 (18.5%) | I would wish to be advised about but not consulted on changes to services |
|  35 (24.0%) | I would like to be consulted about the changes which affect me directly |
|  40 (27.4%) | I would like to be consulted about all changes |

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| **Q12 How satisfied or dissatisfied are you with the opportunities given to you to participate in Ruchazie’s decision making process?**  |
|  55 (37.7%) | Very satisfied |
|  78 (53.4%) | Fairly satisfied |
|  12 (8.2%) | Neither satisfied nor dissatisfied |
|  1 (0.7%) | Fairly dissatisfied |
|  0 (0.0%) | Very dissatisfied |
| 91.10% | % satisfied 2020 |
| 100% | % satisfied 2018 |
| 90% | % satisfied 2012 |

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| **Q13 How could Ruchazie improve the opportunities given to you to participate in their decision making processes?** |
| * ﻿*Not interested.*
* *Not interested.*
* *Not interested.*
* *Not interested.*
* *Don't get any newsletter or information.*
* *Not bothered.*
* *More information and 6 monthly face to face.*
* *Not interested.*
* *It is decided by committees.*
* *Don't know.*
* *Not sure.*
* *Clique.*
* *They need to advertise better.*
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| **Q14 Have you had any repairs carried out in this property in the last 12 months?** |
|  77 (52.7%) | Yes |
|  69 (47.3%) | No |

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| **Q15 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Ruchazie?**  |
|  50 (64.9%) | Very satisfied |
|  20 (26.0%) | Fairly satisfied |
|  4 (5.2%) | Neither satisfied nor dissatisfied |
|  1 (1.3%) | Fairly dissatisfied |
|  2 (2.6%) | Very dissatisfied |
| 90.91% | % satisfied 2020 |
| 94.44% | % satisfied 2018 |

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**Q16 What, if anything, could have been done to improve the repairs process?**

* *Took too long and several attempts to sort the leak in bathroom.*
* *They use the cheapest option which means we have to keep getting them back to fix the same problem.*
* *Be quicker doing things.*
* *They are always quick to respond.*
* *Do repair first time or replace boiler as I waited too long.*
* *Not finished as leak in bathroom has caused mould and dampness.*
* *Looked at repair but not fixed it as yet.*
* *Had to come back as no parts so maybe carry universal parts.*
* *Could be faster.*
* *The work is ok, but they charge me.*
* *Communication. Internal doors having to pay.*
* *Time waiting.*
* *Quicker.*

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| **Q17 Overall, how satisfied or dissatisfied are you with the quality of your home?** |
|  55 (37.7%) | Very satisfied |
|  75 (51.4%) | Fairly satisfied |
|  9 (6.2%) | Neither satisfied nor dissatisfied |
|  6 (4.1%) | Fairly dissatisfied |
|  1 (0.7%) | Very dissatisfied |
| 89.04% | % satisfied 2020 |
| 91.36% | % satisfied 2018 |
| 89% | % satisfied 2012 |

﻿**Q18 Can you explain how Ruchazie could improve the quality of your home?**

* *Put in new windows.*
* *Needs updated.*
* *New gutters on home.*
* *Needs a general upgrade as it is getting very tired looking.*
* *Kitchen needs upgraded.*
* *As said numerous unaddressed repairs.*
* *Has number of issues.*
* *Windows and new doors.*
* *The overall quality of workmanship is poor. Not enough storage and constant leaks from toilets.*
* *New bathroom.*
* *Need new boiler, new kitchen and bathroom.*
* *New boiler.*
* *Plastic new windows. New boiler. shower in bathroom.*
* *New boiler.*
* *Kitchen and bathroom falling apart.*
* *Front door and windows need replaced.*

**Q19 Ruchazie has a planned maintenance programme in place. What do you regard as being the 3 key priorities for maintenance in your home? Overall Priority**

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| Window replacement | 84 | 58% |
| Bathroom upgrade/ replacement | 73 | 50% |
| Kitchen upgrade/ replacement | 63 | 43% |
| New external doors | 56 | 38% |
| Other  | 27 | 18% |
| Heating/ boiler replacement | 22 | 15% |
| Measures to deal with dampness/ condensation | 15 | 10% |
| None | 12 | 8% |
| Rewiring | 7 | 5% |

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| **Q19 Ruchazie has a planned maintenance programme in place. What do you regard as being the 3 key priorities for maintenance in your home? Top Priority** |
|  37 (25.3%) | Window replacement |
|  2 (1.4%) | Rewiring |
|  24 (16.4%) | Bathroom upgrade/ replacement |
|  31 (21.2%) | Kitchen upgrade/ replacement |
|  12 (8.2%) | New external doors |
|  6 (4.1%) | Measures to deal with dampness/ condensation |
|  34 (23.3%) | Other (please specify) |

**Q19a Other (please specify)**

* *Nothing x12*
* *Boiler x13*
* *More storage.*
* *Need rail for support.*
* *Everything needs upgraded.*
* *Only issue is access to back court.*
* *Roof.*
* *Floor boarding needs fixed.*
* *Internal doors.*
* *Painting outside.*
* *Walls.*

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| **Q19b Ruchazie has a planned maintenance programme in place. What do you regard as being the 3 key priorities for maintenance in your home? 2nd Priority** |
|  25 (17.1%) | Window replacement |
|  2 (1.4%) | Rewiring |
|  28 (19.2%) | Bathroom upgrade/ replacement |
|  23 (15.8%) | Kitchen upgrade/ replacement |
|  24 (16.4%) | New external doors |
|  3 (2.1%) | Measures to deal with dampness/ condensation |
|  41 (28.1%) | Other (please specify) |

﻿ **Q19b Other (please specify)**

* *Nothing x28*
* *Roof.*
* *Slabs outside in garden.*
* *Garden gates.*
* *Bathroom lighting.*
* *Everything needs upgraded.*
* *Door was replaced but needing attention.*
* *Boiler x7.*

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| **Q19c Ruchazie has a planned maintenance programme in place. What do you regard as being the 3 key priorities for maintenance in your home? 3rd Priority** |
|  22 (15.1%) | Window replacement |
|  3 (2.1%) | Rewiring |
|  20 (13.7%) | Bathroom upgrade/ replacement |
|  9 (6.2%) | Kitchen upgrade/ replacement |
|  20 (13.7%) | New external doors |
|  6 (4.1%) | Measures to deal with dampness/ condensation |
|  66 (45.2%) | Other (please specify) |

﻿ **Q19c Other (please specify)**

* *Flooring.*
* *Back garden.*
* *Internal doors x5*
* *Re-plastering.*
* *Light in hall.*
* *Everything needs upgraded.*
* *Side gate needs replaced.*
* *More storage.*
* *Boiler.*
* *Shower.*
* *Boiler.*
* *Nothing x51.*

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| **Q20 Does your household currently receive housing benefit or the housing element of Universal Credit?**  |
|  57 (39.0%) | Yes, Full housing benefit |
|  12 (8.2%) | Yes, Partial housing benefit |
|  16 (11.0%) | Yes, receive Universal Credit |
|  61 (41.8%) | Don’t receive housing benefit |
|  0 (0.0%) | Unsure |

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| **Q21 How easy or difficult do you find it to afford the rent payments for this property?** |
|  2 (2.2%) | Very easy to afford |
|  37 (41.6%) | Fairly easy to afford  |
|  44 (49.4%) | Just about affordable |
|  6 (6.7%) | Fairly difficult to afford |
|  0 (0.0%) | Very difficult to afford |
| 43.8% | % easy to afford 2020 |
| 94% | % easy to afford 2018 |

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| **Q22 Were you aware that the Association has a Welfare Rights Service which could help you check that you are receiving all the benefits you are entitled to?** |
|  39 (78.0%) | Yes (98% 2018) |
|  11 (22.0%) | No |

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| **Q23 Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for money? Is it…** |
|  48 (32.9%) | Very good  |
|  70 (47.9%) | Fairly good  |
|  19 (13.0%) | Neither good nor poor  |
|  8 (5.5%) | Fairly poor |
|  1 (0.7%) | Very poor |
| 90.82% | % good 2020 |
| 78.18% | % good 2018 |
| 85% | % good 2012 |

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**Q24 Can you explain why you say that?**

* *Goes up more too often.*
* *Good services.*
* *Good homes.*
* *For the size.*
* *Good services.*
* *For size of property.*
* *Good sized home.*
* *Good homes.*
* *Good sized home.*
* *Goes up too much.*
* *For size of house.*
* *Good sized home.*
* *Good homes and services.*
* *Good sized homes. Great repairs service.*
* *Good homes.*
* *Great homes.*
* *It goes up every year.*
* *Paid for me.*
* *Don't really know why I said that.*
* *Good for size of house and street I live.*
* *Seems decent.*
* *Great house in a great area.*
* *Good, especially for the size of house.*
* *Don't know.*
* *Seems fair.*
* *Seems ok.*
* *Seems fair enough.*
* *Seems decent.*
* *Considering standard of house, it is reasonable.*
* *Ok for a 5-apartment house.*
* *No complaints.*
* *It is a bit high.*
* *Great house and great service.*
* *They do care about tenants and listen to us.*
* *Small bedrooms and kitchen.*
* *Good for size of house.*
* *Very cheap to afford.*
* *It is good for the size of house.*
* *Goes up every year but our wages don't.*
* *Food for quality.*
* *Delighted with service.*
* *Good services on repairs and always listen to tenants needs.*
* *Very happy with them.*
* *Don't know.*
* *Very good landlord.*
* *Pretty decent for house and area.*
* *Get everything we need from the housing and repairs done quick.*
* *Quality of home.*
* *Nice area and front back door.*
* *It seems pretty fair.*
* *Disabled access home very suitable.*
* *About average.*
* *Pretty happy with no complaints.*
* *Not sure.*
* *Good for house.*
* *Size of home.*
* *Great landlords.*
* *Area is poorly managed.*
* *Paid for.*
* *I get help with rent.*
* *Everything needs upgraded.*
* *Good property in nice area.*
* *Good sized property.*
* *Compared to other property sizes it is good.*
* *Paid for me.*
* *Quite high for size of home and area.*
* *House is in disrepair.*
* *Pretty reasonable.*
* *Great for the size of house.*
* *Seems good for size of house.*
* *It keeps going up.*
* *The front door needs sorted.*
* *One bed flat in good condition and 4-year-old.*
* *Don't know.*
* *Don't know.*
* *Improvements need done in home.*
* *Pretty decent, especially for size of house.*
* *Size of home.*
* *Need improvement in home.*
* *Good for house.*
* *Very happy as house suits Fiona's needs.*
* *Don't know.*
* *Never had any real issues with Ruchazie.*
* *Seems about average.*
* *Good for what we receive from housing like our home and repairs.*
* *Compared to other areas a lot cheaper.*
* *Good for quality of home.*
* *We pay more for this house than we did for old house which was bigger.*
* *Great house.*
* *Size of home.*
* *Repairs are done quickly, and staff are friendly and listen to your needs.*
* *Very happy.*
* *Seems ok.*
* *Good for size and area of home.*
* *Very affordable for neighbourhood.*
* *Quite compact.*
* *Nice property.*
* *Good enough flat for my family.*
* *Paid for me.*
* *Expensive for size of home as bigger homes cheaper.*
* *Quality of home.*
* *Good for area but quite high for size of home.*
* *Don't know.*
* *Good size and quality.*
* *Good size in comparison to elsewhere.*
* *Need more improvements done in home.*
* *Poor as improvements needs done.*
* *Good for area and cheaper than private lets.*
* *Quality of home.*
* *Home is good quality.*
* *Nice home.*
* *Good for repairs and compared to other housing.*
* *Expensive for what I have.*
* *Don't know.*
* *Affordable.*
* *Not a lot of improvements getting done for the increases.*
* *Fair enough.*
* *Happy enough.*
* *Not sure, seems average.*
* *Good big home for my disability needs.*
* *Good property.*
* *Good accommodation.*
* *Good home.*
* *Good sturdy houses deal with repair.*
* *Safe secure.*
* *Accommodation.*
* *Could lower.*
* *Can get a house for not much more.*
* *Size of property.*
* *Size the property only goes up couple pounds.*
* *Good size. New kitchen.*
* *New build - one bedroom flat.*
* *Happy here in this house.*
* *New build property is great.*
* *The service I get is dire.*
* *Condition of homes are very good, and neighbourhood is perfect location for me.*
* *Good for area.*
* *Windows have gaps still needing repaired.*
* *Don't know.*
* *Rents are affordable.*
* *Good value for size of home and repairs we get done fast.*
* *Good is good quality overall.*
* *Better value than private letting.*
* *Good area and nice home.*
* *Don't know.*
* *Cheaper than private lets.*

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| **Q25 Turning now to the neighbourhood you live in, how satisfied or dissatisfied are you with your neighbourhood as a place to live?** |
|  65 (44.5%) | Very satisfied |
|  67 (45.9%) | Fairly satisfied |
|  4 (2.7%) | Neither satisfied nor dissatisfied |
|  5 (3.4%) | Fairly dissatisfied |
|  5 (3.4%) | Very dissatisfied |
| 90.4% | % satisfied 2020 |
| 94% | % satisfied 2018 |
| 91% | % satisfied 2012 |

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| **Q26 Can you tell me how satisfied you are with the following aspects of your neighbourhood?**  |
|  | % satisfied(excl DK) | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied | Very dissatisfied | DK/ NA |  |
| Q26a Grounds maintenance | 96.6%(100% 2018) |  66 (45.2%) |  75 (51.4%) |  1 (0.7%) |  1 (0.7%) |  3 (2.1%) |  0 (0.0%) |  |
| Q26b Close cleaning (if applicable) | 81.8%(100% 2018) |  25 (17.1%) |  29 (19.9%) |  3 (2.1%) |  5 (3.4%) |  4 (2.7%) |  80 (54.8%) |  |
| Q26c The contractor who carries out close cleaning/ grounds maintenance contract | 83.7% |  36 (24.7%) |  43 (29.5%) |  4 (2.7%) |  4 (2.7%) |  5 (3.4%) |  54 (37.0%) |  |
| Q26d Bulk refuse uplift | 86.1% |  34 (23.3%) |  90 (61.6%) |  12 (8.2%) |  5 (3.4%) |  3 (2.1%) |  2 (1.4%) |  |

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**Q26e Do you have any comments you would like to make?**

* *The place needs a good tidy up.*
* *Some anti-social neighbours.*
* *Housing should ensure tenants clean the stairs and keep place tidy.*
* *Close is filthy.*
* *Cowboys that do the ground maintenance.*
* *It is the tenants who are just throwing stuff out.*
* *Back paths are neglected. Bulk rubbish left.*
* *They do a decent job but wish they could arrange for derelict ground to be cleaned up.*
* *Regular grass cutting and bulk uplifts.*
* *Back gate to close is broken.*
* *Only issue is that we always seem to have a mess at the bin area.*
* *They do try but if they were to put up gates it would stop the build-up of rubbish.*
* *Never do any inspections in area as loads of issues with drug dealers/ loitering and litter issues.*
* *Cleaners could do better.*
* *Need to clear area after lockdown.*
* *Cleaners could be better.*
* *Fly tipping everywhere.*
* *They try but tenants don't help.*
* *Fly tipping is here regularly.*
* *Some fly tipping.*
* *The close is messy and door needs fixed.*
* *The bins are messy though.*
* *Regular uplifts.*
* *The close is left wet and very sloppy when they finish.*
* *We have had a bit of vandalism.*
* *Close windows are not cleaned.*
* *Close is never cleaned properly.*
* *Piece of land directly opposite me is eyesore overgrown.*
* *Can we get bulk uplifts at this time?*
* *Down to council really.*
* *Confusing information over bulk uplifts.*
* *Could be more grass cutting done.*

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| **Q27 Overall, how satisfied or dissatisfied are you with your landlord’s contribution to the management of the neighbourhood you live in?**  |
|  55 (37.7%) | Very satisfied  |
|  85 (58.2%) | Fairly satisfied |
|  2 (1.4%) | Neither satisfied nor dissatisfied |
|  4 (2.7%) | Fairly dissatisfied |
|  0 (0.0%) | Very dissatisfied |
| 95.89% | % satisfied 2020 |
| 93.8% | % satisfied 2018 |
| 91% | % satisfied 2012 |

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| **Q28 Can you explain how Ruchazie could improve their management of the neighbourhood?** |
| * *﻿Put in anti-social tenants. Vet tenants.*
* *More inspections and listen to tenants’ complaints.*
* *Give a chance to decide if we would like to pay extra for litter picking and grass cutting in gardens.*
* *Get better contractors.*
* *They could do more.*
* *You don't see them.*
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| **Q29 Can you tell me how satisfied you are with the following aspects of your neighbourhood?**  |
|  | % satisfied | Very satisfied | Fairly satisfied | Neither nor | Fairly dissatisfied  | Very dissatisfied |  |
| Q29a Car parking facilities | 90%(83% 2018) |  35 (24.0%) |  96 (65.8%) |  4 (2.7%) |  6 (4.1%) |  5 (3.4%) |  |
| Q29b Play facilities | 82%(48% 2018) |  32 (21.9%) |  88 (60.3%) |  15 (10.3%) |  10 (6.8%) |  1 (0.7%) |  |
| Q29c Your feeling of safety during the day | 98%(99% 2018) |  75 (51.4%) |  68 (46.6%) |  0 (0.0%) |  2 (1.4%) |  1 (0.7%) |  |
| Q29d Your feeling of safety at night | 93%(99% 2018) |  71 (48.6%) |  65 (44.5%) |  3 (2.1%) |  6 (4.1%) |  1 (0.7%) |  |
| Q29e Street lighting | 92%(97% 2018) |  78 (53.4%) |  57 (39.0%) |  0 (0.0%) |  5 (3.4%) |  6 (4.1%) |  |
| Q29f Local shops | 82%(86% 2018) |  30 (20.5%) |  90 (61.6%) |  18 (12.3%) |  7 (4.8%) |  1 (0.7%) |  |
| Q29g Public transport | 84%(74% 2018) |  32 (21.9%) |  62 (42.5%) |  12 (8.2%) |  31 (21.2%) |  9 (6.2%) |  |
| Q29h Community facilities | 77%(99% 2018) |  31 (21.2%) |  81 (55.5%) |  32 (21.9%) |  2 (1.4%) |  0 (0.0%) |  |
| Q29i Road safety | 93%(100% 2018) |  37 (25.3%) |  99 (67.8%) |  5 (3.4%) |  4 (2.7%) |  1 (0.7%) |  |

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| **Q30 To what extent do you think there is a problem with any of the following in the area?** |
|  | Serious Problem | Minor Problem | Not a Problem |  |
| Q30a Dog fouling |  32 (21.9%) |  32 (21.9%) |  82 (56.2%) |  |
| Q30b Vandalism |  5 (3.4%) |  5 (3.4%) |  136 (93.2%) |  |
| Q30c Graffiti |  1 (0.7%) |  6 (4.1%) |  139 (95.2%) |  |
| Q30d Rubbish |  13 (8.9%) |  24 (16.4%) |  109 (74.7%) |  |
| Q30e Loitering |  4 (2.7%) |  10 (6.8%) |  132 (90.4%) |  |
| Q30f Drug dealing |  5 (3.4%) |  4 (2.7%) |  137 (93.8%) |  |
| Q30g Street lighting |  6 (4.1%) |  4 (2.7%) |  136 (93.2%) |  |
| Q30h Crime |  4 (2.7%) |  4 (2.7%) |  138 (94.5%) |  |
| Q30i Anti-social neighbours |  8 (5.5%) |  11 (7.5%) |  127 (87.0%) |  |
| Q30j Is there anything else you consider a problem? (specify) |  0 (0.0%) |  2 (1.4%) |  144 (98.6%) |  |

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| **Q30k Is there anything else you consider a problem? (specify)** |
| * ﻿*Never see any police in the area.*
* *Not maintaining own garden.*
 |

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| **Q31 Have you changed the way you have contacted Ruchazie Housing Association during the lockdown period?**  |
|  17 (11.6%) | Yes (please provide details)  |
|  129 (88.4%) | No |

﻿

**Q31a Yes (please provide details)**

* *To move house.*
* *Facebook.*
* *About my bin not being put out.*
* *Had texted.*
* *Phone them rather than go into office.*
* *Email more.*
* *From phone to email my wife uses now.*
* *Email rather than going to office.*
* *Emailed rather than phone.*
* *Phone rather go into office.*
* *From phone to email.*
* *Phone rather than going in.*
* *Phone.*
* *Phone to email.*
* *From visit to office to now phoning.*
* *I now email.*
* *Phone rather than going to office.*

|  |
| --- |
| **Q32 How did you keep in touch with family or friends during lockdown? [ALL THAT APPLY]** |
|  141 (96.6%) | Phone |
|  46 (31.5%) | Text message |
|  15 (10.3%) | Email |
|  34 (23.3%) | Facetime |
|  23 (15.8%) | Zoom |
|  2 (1.4%) | Skype |
|  22 (15.1%) | What’s App video calls |
|  2 (1.4%) | Other (please specify) |
|  0 (0.0%) | None |
|  | **Q32 Other (please specify)** |
|  | * ﻿*Standing at window.*
* *Walk about.*
 |

|  |
| --- |
| **Q33 How frequently have you had contact with family or friends during lockdown? By this I mean people that do not live in your household** |
|  91 (62.3%) | Daily |
|  48 (32.9%) | A few times a week |
|  6 (4.1%) | Once a week |
|  0 (0.0%) | A few times a month |
|  0 (0.0%) | Once a month |
|  1 (0.7%) | Less than once a month |
|  0 (0.0%) | Have not had contact during lockdown |

|  |
| --- |
| **Q34 Have you been financially affected by the Covid 19 crisis? Do you feel you are better or worse off or have you seen no change in your financial situation?** |
|  0 (0.0%) | Much better off |
|  3 (2.1%) | Slightly better off |
|  111 (76.0%) | No change |
|  27 (18.5%) | Slightly worse off |
|  5 (3.4%) | Much worse off |
| 22% | Worse off |

|  |
| --- |
| **Q35 Have you had contact with Ruchazie during this time?** |
|  69 (47.3%) | Yes (please explain why they got in touch) |
|  77 (52.7%) | No |

﻿

**Q35a Yes (please explain why they got in touch)**

* *About anti-social behaviour.*
* *Moving house.*
* *Anti-social behaviour.*
* *Contacted me for an electricity payment.*
* *Phoned me to see if I was managing.*
* *Got a letter to claim £40.00 for electricity.*
* *Rats in the house.*
* *They sent me information about money for gas and electricity.*
* *Repair to front door.*
* *Report repair.*
* *They called.*
* *Letters.*
* *They have phoned.*
* *They have called a few times.*
* *Letters.*
* *Phoned to report a repair.*
* *Letter.*
* *Texted.*
* *Rent.*
* *They have phoned and texted.*
* *They have called.*
* *They have phoned and dropped off food parcels.*
* *They have called and dropped off food parcels.*
* *They have called.*
* *Checking if I was okay.*
* *Got a letter.*
* *They have called.*
* *They called.*
* *They have called.*
* *Food parcel.*
* *Repair.*
* *Moving home.*
* *Repairs.*
* *They called.*
* *They have called.*
* *About fly tipping.*
* *Letter.*
* *Repair on garden gate.*
* *Letter.*
* *Called.*
* *Checked to see if needed help.*
* *They have called.*
* *Bin fire in neighbours garden had burnt my fence.*
* *Letter.*
* *Text.*
* *Repairs.*
* *Repairs.*
* *Rent arrears.*
* *Repair to door at front and rubbish left next to our bin.*
* *Repairs.*
* *Repairs.*
* *To complain about the rubbish.*
* *About rubbish outside.*
* *Repairs.*
* *Personal reason.*
* *Repairs.*
* *Repairs.*
* *They have called.*
* *They have called.*
* *Repairs.*
* *Repairs.*
* *Rent.*
* *Repair.*
* *Gas service.*
* *Courtesy call.*
* *Fuel payment assistance.*
* *Repairs.*
* *Help with fuel charges.*
* *Repair in bathroom.*

|  |
| --- |
| **Q36 Would you have expected them to be in contact with you?** |
|  6 (7.8%) | Yes (please explain what you would expect them to be in touch about) |
|  71 (92.2%) | No |

|  |
| --- |
| **Q36a Yes (please explain what you would expect them to be in touch about)** |
| * ﻿*They called.*
* *Especially as we are shielding.*
* *To check if all okay.*
* *To check if everything okay.*
* *To keep me updated.*
* *Just to keep in touch and see how I am.*
 |

|  |
| --- |
| **Q37 Could Ruchazie have done anything more for you at this time?** |
|  7 (4.8%) | Yes (please explain what) |
|  139 (95.2%) | No |

﻿

Q**37a Yes (please explain what)**

* *Follow up on the rat situation.*
* *They could be a bit more flexible about rents for people who have income reduced during lockdown.*
* *They could have been more flexible with those who were furloughed and had reduced income.*
* *Been a bit flexible with those who have seen wages reduced during lockdown.*
* *For my leak repairs.*
* *More contact.*
* *Answered my emails.*

|  |
| --- |
| **Q38 How comfortable or uncomfortable do you feel about having contractors in your house to carry out non emergency repairs?** |
|  50 (34.2%) | Very comfortable |
|  87 (59.6%) | Fairly comfortable |
|  3 (2.1%) | Neither comfortable nor uncomfortable |
|  6 (4.1%) | Fairly uncomfortable |
|  0 (0.0%) | Very uncomfortable |
| 95% | Very/ fairly comfortable |

|  |
| --- |
| **Q39 Generally, how satisfied or dissatisfied are have you been with Ruchazie during this lockdown period?** |
|  44 (30.1%) | Very satisfied |
|  96 (65.8%) | Fairly satisfied |
|  1 (0.7%) | Neither satisfied nor dissatisfied |
|  5 (3.4%) | Fairly dissatisfied |
|  0 (0.0%) | Very dissatisfied |
| 96% | Very/ fairly satisfied  |

﻿

**Q40 As we gradually go into the post lockdown period, what do you think Ruchazie should be focusing on to provide services to you and other tenants? [PROBE FULLY]**

* *Help people with food.*
* *Cleaning place up.*
* *Clean up area.*
* *Outstanding repairs.*
* *Repairs.*
* *Put in new windows.*
* *Cleaning area.*
* *Clean the place up CCTV.*
* *Outstanding repairs.*
* *Upgrades of kitchen and bathroom.*
* *Just to get back to normal as soon as possible.*
* *Hopefully, they can upgrade the kitchen.*
* *Just to keep up the good work they do.*
* *Not been very flexible.*
* *General maintenance.*
* *Repairs.*
* *Repairs reported.*
* *Repairs done quick.*
* *Repairs.*
* *Repairs.*
* *Fix my front door.*
* *Repairs.*
* *Outstanding repairs.*
* *Upgrading my home.*
* *Tidy up area.*
* *Keep tenants updated.*
* *Upgrading kitchens.*
* *Repairs and keeping me updated.*
* *Repairs, we are waiting to find out if and when they will fix our shower tray.*
* *Let us know what we should be doing with bulk items.*
* *Waiting on them getting to back to me.*
* *Neighbourhood issues.*
* *Outstanding repairs.*
* *Improvements in homes.*
* *Improvements in tenant’s home.*
* *Repairs.*
* *Keep us up to date on things starting again.*
* *Fix roofs.*
* *Repairs.*
* *Keep us informed of any changes.*
* *Just the fly tipping and litter.*
* *Do improvements in homes.*
* *More community checks.*
* *Keeping us informed and dealing with any repairs.*
* *Tenants safety.*
* *Improvements in homes.*
* *Repairs.*
* *Repairs.*
* *Repairs.*
* *Upgrade kitchen and bathroom.*
* *Repairs.*
* *Improvements in home.*
* *Keeping us informed.*
* *Focus on the elderly.*
* *Just keep doing what they do.*
* *Repairs.*
* *Repairs.*
* *Any outstanding repairs.*
* *Welfare assistance.*
* *Repairs.*

**Q41 Which of the following services would you consider to be your top three priorities? Overall priority**

|  |  |  |
| --- | --- | --- |
| Good quality repairs service | 120 | 82% |
| Improve homes | 93 | 64% |
| Providing good customer service | 56 | 38% |
| Charge affordable rents | 49 | 34% |
| Managing the environment around your home | 42 | 29% |
| Good quality landscape maintenance (e.g. grass cutting, weeding etc) | 34 | 23% |
| Support for tenants | 33 | 23% |
| Rent arrears assistance | 4 | 3% |
| Giving energy advice | 4 | 3% |
| Tenant involvement in developing policies | 3 | 2% |

|  |
| --- |
| **Q41a Which of the following services would you consider to be your top three priorities? Please select your top** |
|  11 (7.5%) | Providing good customer service |
|  **74 (50.7%)** | **Good quality repairs service** |
|  1 (0.7%) | Rent arrears assistance |
|  6 (4.1%) | Good quality landscape maintenance (e.g. grass cutting, weeding etc) |
|  7 (4.8%) | Managing the environment around your home  |
|  30 (20.5%) | Improve homes |
|  2 (1.4%) | Giving energy advice |
|  7 (4.8%) | Charge affordable rents |
|  8 (5.5%) | Support for tenants |
|  0 (0.0%) | Tenant involvement in developing policies |

|  |
| --- |
| **Q41b Which of the following services would you consider to be your top three priorities? Please select your 2nd** |
|  19 (13.0%) | Providing good customer service |
|  27 (18.5%) | Good quality repairs service |
|  1 (0.7%) | Rent arrears assistance |
|  17 (11.6%) | Good quality landscape maintenance (e.g. grass cutting, weeding etc) |
|  14 (9.6%) | Managing the environment around your home  |
|  **36 (24.7%)** | **Improve homes** |
|  2 (1.4%) | Giving energy advice |
|  19 (13.0%) | Charge affordable rents |
|  10 (6.8%) | Support for tenants |
|  1 (0.7%) | Tenant involvement in developing policies |

|  |
| --- |
| **Q41c Which of the following services would you consider to be your top three priorities? Please select your 3rd** |
|  **26 (17.8%)** | **Providing good customer service** |
|  19 (13.0%) | Good quality repairs service |
|  2 (1.4%) | Rent arrears assistance |
|  11 (7.5%) | Good quality landscape maintenance (e.g. grass cutting, weeding etc) |
|  21 (14.4%) | Managing the environment around your home  |
|  **27 (18.5%)** | **Improve homes** |
|  0 (0.0%) | Giving energy advice |
|  23 (15.8%) | Charge affordable rents |
|  15 (10.3%) | Support for tenants |
|  2 (1.4%) | Tenant involvement in developing policies |

﻿



**Q42 Thinking about the overall service provided by Ruchazie Housing Association , what do you think they do best?**

* + - *Repairs.*
		- *Good repairs service.*
		- *Unsure.*
		- *Repairs service.*
		- *Don't know.*
		- *Repairs service.*
		- *They are good at repairs.*
		- *Don't know.*
		- *Repairs.*
		- *Unsure.*
		- *Repairs.*
		- *Repairs service.*
		- *Repairs service.*
		- *Repairs.*
		- *Unsure.*
		- *Repairs service is great.*
		- *Repairs.*
		- *Keeping residents informed.*
		- *Repairs.*
		- *Keep neighbourhood tidy.*
		- *Staff are always helpful and friendly.*
		- *They are very approachable and always helpful.*
		- *Communication is good.*
		- *Repairs.*
		- *They are always helpful.*
		- *Staff are friendly.*
		- *Repairs are normally quick.*
		- *Repairs.*
		- *Not sure.*
		- *Repairs are normally quick.*
		- *Communication is good.*
		- *Not sure.*
		- *They listen to their tenants.*
		- *Communication is great and they deal with any complaints.*
		- *Repairs.*
		- *Staff are friendly and approachable.*
		- *Customer service.*
		- *Repairs.*
		- *Repairs.*
		- *Get back to you quickly on any questions.*
		- *They have improved the area greatly.*
		- *Customer service.*
		- *They do everything well.*
		- *Don't know.*
		- *They are always helpful.*
		- *Always been pretty quick to respond.*
		- *Repairs.*
		- *Repairs.*
		- *Always listen to tenants.*
		- *Repairs are normally quick.*
		- *Communication.*
		- *Communication is good.*
		- *Repairs are normally quick to respond.*
		- *Not sure.*
		- *Repairs.*
		- *Don't know.*
		- *Not sure.*
		- *Nothing.*
		- *Repairs.*
		- *They are quick to respond.*
		- *Not sure.*
		- *Not sure.*
		- *Keeping me informed.*
		- *Customer service is good.*
		- *Not sure.*
		- *Repairs.*
		- *Customer service is normally good.*
		- *Normally very helpful.*
		- *They are very approachable and helpful.*
		- *Not sure.*
		- *They have been very helpful and friendly.*
		- *Repairs.*
		- *Repairs to homes.*
		- *Repairs.*
		- *Not sure.*
		- *Communication and get back to tenants quickly.*
		- *Always been helpful and quick to respond.*
		- *Repairs.*
		- *Repairs.*
		- *Always been helpful.*
		- *Always helpful.*
		- *Close cleaning.*
		- *Not sure.*
		- *Not sure but things have improved recently.*
		- *Repair service.*
		- *Repairs done quick.*
		- *Repairs done quick.*
		- *Repairs are normally quick.*
		- *Normally helpful and quick to respond.*
		- *Repair.*
		- *Listening to tenants.*
		- *Always been good to me.*
		- *Helpful.*
		- *Repairs.*
		- *Supporting tenants.*
		- *Repairs.*
		- *Repairs.*
		- *Not sure.*
		- *Not sure.*
		- *Communication and respond fast.*
		- *Easy to approach.*
		- *Communication with tenants.*
		- *Don't know.*
		- *Repairs.*
		- *Repairs.*
		- *Repairs.*
		- *Repairs.*
		- *Understanding tenants needs.*
		- *Customer service.*
		- *Kindest and approachable.*
		- *Fast at responding.*
		- *Taking care of tenants.*
		- *Not sure.*
		- *Repairs.*
		- *Repairs.*
		- *Communication with tenants.*
		- *Always been good to us.*
		- *Always been helpful.*
		- *Benefits advice service is very good.*
		- *Communication.*
		- *They are hospitable.*
		- *Keep us updated.*
		- *Repairs.*
		- *Everything.*
		- *Safe secure.*
		- *Listen and good repair service.*
		- *Not sure.*
		- *Friendly and helpful.*
		- *Give advice.*
		- *Good service.*
		- *Don't know.*
		- *Not sure.*
		- *Not sure.*
		- *Communication.*
		- *Not sure.*
		- *Good customer service.*
		- *Repair service.*
		- *Not sure.*
		- *Improvements in neighbourhood.*
		- *Communication.*
		- *Repairs.*
		- *Looking after tenants needs and listening to tenants.*
		- *Repairs.*
		- *Communication.*
		- *Repairs.*
		- *Communicate with tenants.*



﻿**Q43 And if there was one thing that Ruchazie Housing Association could do to improve their overall service, what would it be?**

* *Better communication about hinge that are happening in area.*
* *Close cleaning.*
* *Vet their tenants.*
* *Upgrading homes.*
* *The properties.*
* *Estate walkabouts.*
* *Ground maintenance.*
* *Clear up all the litter.*
* *Central heating system needs replaced.*
* *Quality of workmanship could be greatly improved.*
* *The road system which is a nightmare.*
* *Their planned maintenance could be better. Windows needed badly replaced.*
* *Repairs done quicker.*
* *Some of the staff could be more approachable and be a bit more understanding.*
* *Stop increasing rents every year.*
* *More neighbourhood visits.*
* *More improvements in home.*
* *Neighbourhood issues.*
* *Complaint handling.*
* *Tidy up rubbish after lockdown.*
* *Upgrades.*
* *Reduce rents.*
* *Communication.*
* *My only gripe is that I don't have direct access to my back court.*
* *The buildings need a general upgrade and seem to be neglected.*
* *Have regular face to face with tenants.*
* *Deal with complaint properly.*
* *Maintenance of buildings.*
* *Ask tenants how they are with new neighbours to avoid anti-social issues.*
* *Improvements on homes.*
* *Listen to tenants more in committee meetings.*
* *Reintroduce regular bulk uplift.*
* *Roofs need inspected.*
* *Deal with my rubbish complaint.*
* *Improvements in home.*
* *Neighbourhood issues like dog fouling.*
* *Make sure homes are up to standard.*
* *Improvements in home.*
* *More improvements in homes.*
* *Upgrades.*
* *Tackle neighbourhood issues.*
* *Stop increasing the rent.*
* *Repairs.*
* *Quicker repairs.*
* *Address complaints.*
* *Be more visible.*
* *Grass maintenance.*

|  |
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| **Q44 If the Association were to be looking to follow up on any points raised in the survey would you be willing to be recontacted?**  |
|  78 (53.4%) | Yes |
|  68 (46.6%) | No |

|  |
| --- |
| **Q45 What age are you?** |
|  0 (0.0%) | 16-24 |
|  25 (17.1%) | 25-34 |
|  19 (13.0%) | 35-44 |
|  33 (22.6%) | 45-54 |
|  32 (21.9%) | 55-64 |
|  25 (17.1%) | 65-74 |
|  9 (6.2%) | 75-84 |
|  0 (0.0%) | 85+ |
|  3 (2.1%) | Prefer not to say |

|  |
| --- |
| **Q46 Which of the following best describes how you think of yourself?** |
|  22 (15.1%) | Male |
|  124 (84.9%) | Female  |
|  0 (0.0%) | In another way |
|  0 (0.0%) | Prefer not to say |

|  |
| --- |
| **Q47 How many people usually live in your household?** |
|  47 (32.2%) | 1 |
|  42 (28.8%) | 2 |
|  31 (21.2%) | 3 |
|  15 (10.3%) | 4 |
|  10 (6.8%) | 5 |
|  1 (0.7%) | 6 or more |

|  |
| --- |
| **Q48 How would you describe the composition of your household?** |
|  48 (32.9%) | Single adult |
|  28 (19.2%) | Two adults |
|  18 (12.3%) | Three or more adults, 16 or over |
|  29 (19.9%) | 1 parent family  |
|  21 (14.4%) | 2 parent family  |
|  2 (1.4%) | Other (please specify) |

|  |  |
| --- | --- |
|  | **Q48 Other (please specify)** |
|  | * *1 adult and 2 grandchildren.*
* *3 adults 1 child.*
 |

|  |
| --- |
| **Q49 Does anyone living in this household have any long-term illness, health problem or disability which limits their daily activities or the work they can do (including problems due to old age)?** |
|  68 (46.6%) | Yes |
|  71 (48.6%) | No |
|  7 (4.8%) | Prefer not to say |

|  |
| --- |
| **Q50a How would you describe your occupation at the present time?** |
|  39 (26.7%) | Full time paid work (35 or more hours per week) |
|  22 (15.1%) | Part time paid work (between 16 and 34 hours per week) |
|  2 (1.4%) | Part time paid work (less than 16 hours per week) |
|  3 (2.1%) | Full time education |
|  0 (0.0%) | Government training programme |
|  8 (5.5%) | Unemployed |
|  32 (21.9%) | Long term sick / disabled |
|  10 (6.8%) | Looking after family |
|  28 (19.2%) | Retired |
|  2 (1.4%) | Other (please specify) |

|  |  |
| --- | --- |
|  | **Q50a Other (please specify)** |
|  | * ﻿*Carer.*
* *Self-employed but not working due to Covid19.*
 |

|  |
| --- |
| **Q50b How would you describe your partner’s occupation at the present time?** |
|  27 (18.5%) | Full time paid work (35 or more hours per week) |
|  4 (2.7%) | Part time paid work (between 16 and 34 hours per week) |
|  2 (1.4%) | Part time paid work (less than 16 hours per week) |
|  1 (0.7%) | Full time education |
|  0 (0.0%) | Government training programme |
|  6 (4.1%) | Unemployed |
|  7 (4.8%) | Long term sick / disabled |
|  1 (0.7%) | Looking after family |
|  10 (6.8%) | Retired |
|  0 (0.0%) | Other (please specify) |
|  88 (60.3%) | N/A no partner |

|  |  |
| --- | --- |
|  | **Q50b Other (please specify)** |
|  |  0 (0.0%) |

|  |
| --- |
| **Q51a [IF TENANT IN EMPLOYMENT] Are you currently Furloughed?** |
|  14 (22.2%) | Yes |
|  49 (77.8%) | No |

|  |
| --- |
| **Q51b [IF PARTNER ARE IN EMPLOYMENT] Are they currently Furloughed?** |
|  8 (24.2%) | Yes |
|  25 (75.8%) | No |

|  |
| --- |
| **Q52 What is your ethnic group?** |
|  132 (90.4%) | Scottish |
|  3 (2.1%) | Other British |
|  0 (0.0%) | Irish |
|  0 (0.0%) | Gypsy |
|  5 (3.4%) | Polish |
|  0 (0.0%) | Other, please write in |
|  0 (0.0%) | Any mixed or multiple ethnic groups, please write in |
|  0 (0.0%) | Indian |
|  1 (0.7%) | Pakistani |
|  0 (0.0%) | Bangladeshi |
|  0 (0.0%) | Chinese |
|  1 (0.7%) | Other, please write in |
|  0 (0.0%) | Caribbean |
|  4 (2.7%) | African |
|  0 (0.0%) | Other |
|  0 (0.0%) | Other, please write in |
|  0 (0.0%) | Arab |
|  0 (0.0%) | Any other group, please write in |

|  |  |
| --- | --- |
|  | **Q52c Other, please write in** |
|  | Philippines. |