



ABERTAY HOUSING ASSOCIATION  
TENANT SATISFACTION SURVEY 2013

Survey Report

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Chief Executive

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## **A. Background**

Abertay Housing Association was established in 1997 from a stock transfer of properties formerly owned by Scottish Homes. Abertay Housing serves the needs of 1773 tenants of which 283 are sheltered tenants. The Association also provides estate management services to 2125 factored and non-factored owners. Abertay Housing's stock is distributed throughout Dundee with the largest settlement (approx. 60%) located in the Fintry area.

The Housing Scotland Act 2010 and the Scottish Social Housing Charter have placed an obligation on landlords to survey their tenants and service users regularly and submit the results to the Scottish Housing Regulator. They have produced a number of indicators from which we will be measured and these have been set by the Regulator and included in this Survey.

Additional questions set by Star in Scotland were used for benchmarking purposes through membership of the Scottish Housing Best Value Network. This allows the Association to compare performance with other Social Landlords and identify where we are exceeding or not meeting service user expectations.

## **Objectives**

- To measure tenant satisfaction with Abertay Housing as a landlord and submit the results to the Scottish Housing Regulator.
- To identify tenants' priority areas for service improvement
- To benchmark the survey results against other landlords where appropriate.
- To identify tenant's needs in light of Universal Credit and Digital Inclusion introduction.

## **Survey Method**

The survey was included in the summer edition of our newsletter in late June 2013. An article appeared on the front page of the newsletter promoted the survey and a freepost envelope was provided. A link was provided so tenants could complete the survey on-line if they wished and the survey also had a webpage link to Abertay's website. However the vast majority of surveys returned were by post with just 16 completed on-line

It became apparent that although the proportion of sheltered housing stock is 16% of the total stock, over 30 % of the responses were from sheltered tenants. In light of this imbalance, a further telephone survey of mainstream tenants only was conducted for one week in August 2013. The survey focused on the Charter indicator questions to get a fairer balance of opinion between sheltered and mainstream tenants. An additional 36 responses were received and they have been included in the overall satisfaction survey return of 272. The percentage of responses from sheltered tenants decreased to 27% as a result of this exercise.

The total survey return of 272 represents approximately 15.3% of the Abertay tenants.

## B. Demographics

Tenant breakdown of Survey Sample

What type of housing do you currently live in?		
Answer Options	Response Percent	Response Count
cottage/semi tenement flat	30.0%	77
4 in a block maisonette	31.9%	82
sheltered property	10.1%	26
	0.8%	2
	27.2%	90
<b>answered question</b>		<b>257</b>
<b>skipped question</b>		<b>15</b>

Survey samples were received from quite a range of areas as follows:

Which area do you live in?		
Answer Options	Response Percent	Response Count
Americanmuir	1.5%	4
Caldrum Street	4.2%	11
Craigiebank	9.1%	24
Dryburgh Gardens	9.1%	24
Dura Street	5.0%	13
Fintry	46.2%	121
Gordon Street	3.1%	8
Kingoodie	0.8%	2
Kingsway West (Myrekirk/South rd/Dunholm)	5.0%	13
Kirkton	1.9%	5
Lawrence Street	0.8%	2
Peddie Street	0.0%	0
Pitalpin	1.2%	3
Rosebank Place	6.9%	18
Step Row (Patons Lane)	3.1%	8
William Street	2.3%	6
<b>answered question</b>		<b>262</b>
<b>skipped question</b>		<b>10</b>

## C. Satisfaction with service provision

The following question is a Charter Indicator and was required to be asked first in the survey.

**Taking everything into account, how satisfied or dissatisfied are you with the service provided by Abertay Housing Association?**

Answer Options	Response Percent	Response Count
Very satisfied	58.6%	153
Fairly satisfied	32.2%	84
Neither satisfied nor dissatisfied	4.6%	12
Fairly dissatisfied	2.7%	7
Very dissatisfied	1.9%	5
no opinion	0.0%	0
<b><i>answered question</i></b>		<b>261</b>
<b><i>skipped question</i></b>		<b>11</b>

90.8% of tenants are either very or fairly satisfied with the service provided by Abertay compared to 90% in 2010 - a small upward trend.

## D. Communications and contact

Tenants were asked to say how well Abertay keeps them informed about their services and decisions. 88% of responses said that Abertay was very or fairly good.

Tenants were also asked if they were given opportunities to participate in Abertay's decision making processes - only 5.3% felt that they were not.

**How satisfied are you with opportunities given to you to participate in Abertay's decision making process?**

Answer Options	Response Percent	Response Count
Very satisfied	37.6%	99
Fairly satisfied	37.3%	98
Neither satisfied nor dissatisfied	19.8%	52
Fairly dissatisfied	2.3%	6
Very dissatisfied	3.0%	8
<b><i>answered question</i></b>		<b>263</b>
<b><i>skipped question</i></b>		<b>9</b>

## E. Housing Management

Tenants were asked how satisfied they were with a range of Housing Management issues. General enquiries in particular scored a very high satisfaction rate of 93% - the same as in 2010.

The introduction of a new complaints procedure in early 2013 has demonstrated higher satisfaction levels with 83% of tenants being satisfied with the way complaints were managed which compares favourably to the 54% satisfaction recorded in 2010.

### How satisfied or dissatisfied are you with the way Abertay manages:

Answer Options	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Response Count
Your enquiries generally	156	52	10	3	2	223
Complaints	95	45	18	9	1	168
Moving or swapping your home	45	23	30	8	4	110
Anti social behaviour	49	42	28	7	5	131
				<i>answered question</i>		<b>227</b>
				<i>skipped question</i>		<b>12</b>

Satisfaction with the way Abertay deals with complaints of antisocial behaviour has seen one of the greatest improvements in satisfaction levels.

In 2010, 45% were dissatisfied with the way their case had been handled whereas in 2013 only 9% were dissatisfied and 69% either very or fairly satisfied.

Tenants were asked which services they consider to be their top 3 priorities.

- |                                      |       |
|--------------------------------------|-------|
| 1) Repairs and maintenance           | 70.7% |
| 2) The overall quality of their home | 56.8% |
| 3) Keeping residents informed        | 38.0% |

**F. Property Management**

**Repairs and Maintenance**

The survey included questions related to the repairs service and the quality of their home. These are questions required for the Annual Charter Returns to the Scottish Housing Regulator. Questions and responses were as follows:

<b>Have you had any repairs carried out in this property in the last 12 months?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Yes	72.6%	180
No	27.4%	68
<b><i>answered question</i></b>		<b>248</b>
<b><i>skipped question</i></b>		<b>24</b>

Nearly three quarters of those responding had a repair carried out in the last 12 months.

<b>Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Abertay?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very satisfied	70.0%	175
Fairly satisfied	22.4%	56
Neither satisfied or dissatisfied	3.2%	8
Fairly dissatisfied	1.2%	3
Very dissatisfied	3.2%	8
<b><i>answered question</i></b>		<b>250</b>
<b><i>skipped question</i></b>		<b>22</b>

92.4% were either very or fairly satisfied with the last repair Abertay had carried out which compares favourably with 86% satisfaction in 2010.

**Quality of home**

<b>Overall, how satisfied or dissatisfied are you with the quality of your home?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very satisfied	54.8%	142
Fairly satisfied	31.7%	82
Neither satisfied or dissatisfied	4.6%	12
Fairly dissatisfied	5.4%	14
Very dissatisfied	3.5%	9
<b><i>answered question</i></b>		<b>259</b>

***skipped question***      **13**

In 2010, tenants were asked to rate the general condition of their home and 87% felt the property was very good or fairly good. The question for 2013 is a Charter Indicator so was worded slightly differently but the response was fairly similar to 2010 with 86.5% either very or fairly satisfied with the quality of their home.

Comments with those dissatisfied were about bathroom/kitchen upgrades and poor sound insulation. It is anticipated that as the programme of work to upgrade homes to meet the Scottish Housing Quality standard progresses, the level of satisfaction will improve.

## G. Estates and neighbourhood

The survey asked:

<b>How satisfied or dissatisfied are you with your neighbourhood as a place to live?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very satisfied	63.1%	149
Fairly satisfied	27.5%	65
Neither satisfied or dissatisfied	5.9%	14
Fairly dissatisfied	1.3%	3
Very dissatisfied	2.1%	5
<b><i>answered question</i></b>		<b>236</b>
<b><i>skipped question</i></b>		<b>3</b>

Over 90% were either very or fairly satisfied with their neighbourhood - an improvement from 87% in 2010. Dissatisfaction was noted in particular with the poor condition of bins in Fintryside.

The survey also asked how satisfied tenants were with how Abertay manages their neighbourhood with the following result:

Very satisfied	50.9%	135
Fairly satisfied	35.5%	94
Neither satisfied nor dissatisfied	7.2%	19
Fairly dissatisfied	2.6%	7
Very dissatisfied	3.8%	10
<b><i>answered question</i></b>		<b>265</b>
<b><i>skipped question</i></b>		<b>7</b>

Dissatisfaction (6.4%) focused on poor standard of cleaning in some communal areas, the condition of some gardens/paths/bins and a perceived lack of estate management.

## H. Rent value for money

In 2010, 83% of tenants said that the rent we charged was good value for money. The following question was asked again in 2013:

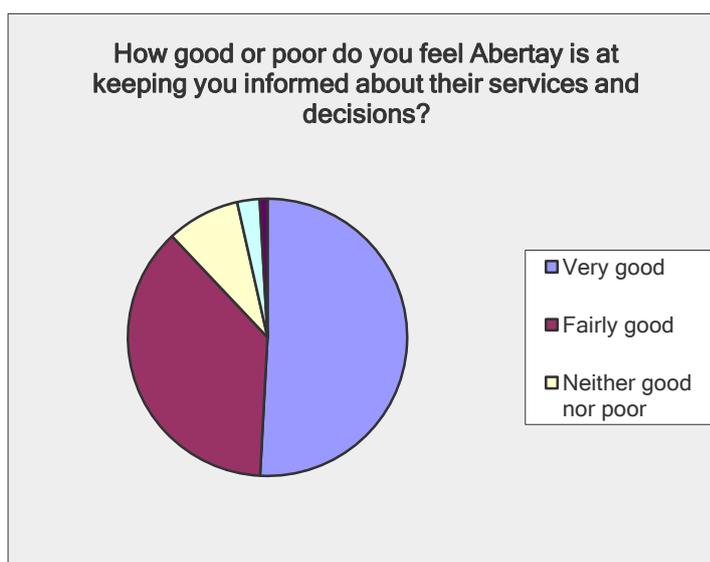
**Taking into account the accommodation and the services Abertay provides, do you think the rent for this property represents good or poor value for money?**

Answer Options	Response Percent	Response Count
Very good	38.1%	102
Fairly good	41.0%	110
Neither good nor poor	13.4%	36
Fairly poor	4.9%	13
Very poor	2.6%	7
<b>answered question</b>		<b>268</b>
<b>skipped question</b>		<b>4</b>

The results for 2013 show a drop of 4% to 79.1%. This may be because of the current economic climate which is having an impact on many social housing tenants and the effect of the bedroom tax for those with a spare room. Having an affordable rent is clearly important to tenants and 36% said it was very important.

## I. Performance and the decision making process

The survey asked **“How good or poor do you feel Abertay is at keeping you informed about their services and decisions?”** 88% said Abertay was either very or fairly good at keeping them informed with only 3.5% saying Abertay was poor at keeping them informed.



<b>How satisfied are you with opportunities given to you to participate in Abertay's decision making process?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
Very satisfied	39.0%	90
Fairly satisfied	37.7%	87
Neither satisfied nor dissatisfied	18.2%	42
Fairly dissatisfied	2.2%	5
Very dissatisfied	3.0%	7
<b>answered question</b>		<b>231</b>
<b>skipped question</b>		<b>8</b>

Only 5.2% were dissatisfied with the opportunities provided. This compares favourably with 2010 when 65% said that they were dissatisfied. One dissatisfied comment was received from a tenant who felt that Abertay appeared to alter their decision making to suit their purpose and were not consistent in their decisions.

In order to identify the most popular methods for keeping tenants informed, we asked how they would most like to be informed about our performance. The most popular by far was the Abertalk and Sheltered Newsletters (62%) followed by post (22%). Other methods, such as email and holding surgeries or drop in sessions are becoming increasingly popular.

### **J. Digital Inclusion**

A number of questions were included in the survey to ascertain whether Abertay tenants were in a position to receive Universal Credit payment direct into their bank accounts and to identify if tenants would need assistance or training etc. in order to apply for benefits or tax credits.

The following question was asked:

<b>In the future you will be encouraged to apply for welfare benefits and tax credits on line. Do you have a computer and access to the internet to enable you to apply?</b>		
<b>Answer Options</b>	<b>Response Percent</b>	<b>Response Count</b>
yes with internet access	37.9%	89
I have a computer but no internet access (broadband)	3.8%	9
no	58.3%	137
<b>answered question</b>		<b>235</b>

Over half of responders do not have a computer at home. This may be an issue once Universal Credit is implemented. The result highlighted the need for some tenants to know where they can access free computer use with possible initial supervision/training in order to enable them to apply.

Tenants were asked if they would like Abertay to provide details of venue/locations and 42% of responders felt that it would be helpful. When asked if they would like Abertay to provide initial computer skills or assistance only 20% answered yes.

Over 70% of responders had a bank account and 11% did not. 15% felt that the question did not apply to them. Of the responders who did not have a bank account, 73% had a post office account and 8% had access to another persons' bank account. When asked if they would like Abertay to provide them with assistance to open an account, over 98% felt that they did not require help.

The results of questions regarding implementation of Universal Credit allows Abertay to gauge the level of resources which may be needed in identifying and promoting venues/locations with the possibility of providing initial training and providing an effective signposting mechanism with various agencies to enable tenants to access appropriate advice and assistance if needed.

## K. Sheltered Housing

A good mix of responses were received from all 7 complexes with a high response rate received from Rosebank (59%) and Fintry Mains (32%).

Answer Options	Response Percent	Response Count
Caldrum Street	11.4%	10
Dryburgh Gardens	21.6%	19
Dura Street	14.8%	13
Fintry Mains	15.9%	14
Gordon Street	8.0%	7
Rosebank	18.2%	16
Patons Lane	10.2%	9

Sheltered tenants were asked the following:

<b>Taking everything into account, how satisfied or dissatisfied are you with the overall sheltered housing service provided.</b>		
Answer Options	Response Percent	Response Count
Very satisfied	70.8%	63
Fairly satisfied	24.7%	22
Neither satisfied nor dissatisfied	1.1%	1
Fairly dissatisfied	2.2%	2
Very dissatisfied	1.1%	1
If dissatisfied, please specify		3
<b>answered question</b>		<b>89</b>

A very high satisfaction rate was received with 95.5% being either very or fairly satisfied with the sheltered service. The same high level has been retained from the last sheltered survey which was carried out in 2010.

Only 2 (3.7%) of responders were very dissatisfied with the emergency call out system in the last 12 months. Both issues were taken up with Community Alarm on behalf of the tenant.

Tenants were asked if they were satisfied with the frequency of contact from their Scheme Manager which recorded only 1 note of dissatisfaction.

Very satisfied	87.6%	78
Fairly satisfied	7.9%	7
Neither dissatisfied nor dissatisfied	3.4%	3
Fairly dissatisfied	0.0%	0
Very dissatisfied	1.1%	1
<b>answered question</b>		<b>89</b>

The survey then asked the following:

**How important would you rate the following qualities that you would expect a Scheme Manager to have?**

**Please tick those that apply.**

Answer Options	Very important	Important	Not so important	Response Count
Excellent communication skills	73	8	0	81
Excellent customer care attitude	56	10	0	66
Experience working with the elderly	64	14	0	78
Tact	57	14	0	71
Sensitivity	56	15	0	71
Pleasant personality	61	12	0	73
Experience of arranging social activities	54	16	2	72
Treat you with with courtesy and dignity	67	10	0	77
<b>answered question</b>				<b>91</b>

Sheltered tenants felt that a Scheme Manager should have all the above attributes but the three most important qualities were:

Excellent communication skills	73	8	0	81
Experience working with the elderly	64	14	0	78
Treat you with courtesy and dignity	67	10	0	77

27% of responders had used the Social Care response service in the last 12 months. 82.9% of responders were either very or fairly satisfied with the service. There were 3 dissatisfactions recorded with 2 involving a 3<sup>rd</sup> party response so therefore outwith SCRS control.

When asked “what aspects of the sheltered service do you consider most important”. The following responses were received:

What aspects of the sheltered service do you consider most important?					
Answer Options	Very important	important	not important	could do without	Response Count
Use of the sheltered lounge	40	25	8	1	74
Emergency alarm	62	11	0	1	74
Social Activities	32	25	9	0	66
Daily PIR checks (daily movement checks)	32	22	8	4	66
Morning call from Scheme Manager	39	13	7	9	68
Safety/Security	65	8	1	0	74
Independence	62	11	1	0	74
Laundry facilities	46	20	2	3	71
<i>answered question</i>					<b>89</b>
<i>skipped question</i>					<b>150</b>

Safety and security with the provision of an emergency alarm is most important to sheltered tenants whilst maintaining their independence. Although most aspects were important or very important, a number of responders felt that receiving the morning call was not important or they could do without it.

## L. Abertay Housing’s key strengths and areas for improvement

- Taking everything into account, 90% of tenants are either very satisfied or fairly satisfied with the services provided by the Association. This high satisfaction rate has been maintained since the 2010 tenant survey which also recorded a satisfaction level of 90%
- The Customer Services Team (with a ‘one stop’ approach) has recorded a 93% satisfaction rate with the way the way general enquiries are dealt with.
- An improvement from 86% in 2010 to 93% satisfaction with the repairs service
- Antisocial behaviour has seen a significant improvement in satisfaction levels.
- A high level of satisfaction (95.5%) with the sheltered service is being maintained.

## Areas for improvement

- Satisfaction with rent being good value for money has fallen. The Management Committee and Senior Management team will need to continue to ensure that any future rent increase is affordable in light of current financial difficulties being suffered by many social housing tenants. Abertay consults with tenants annually before the rent increase is applied so the consultation letters need to more clearly explain why rents have to rise.
- The response to quality of home has fallen slightly, however as SHQS works progresses, it is anticipated satisfaction levels will improve following the substantial amount of work which is being undertaken in 2013/14 and 2014/15.
- Dissatisfaction with Abertay's management of the neighbourhood highlighted a lack of estate management. This is being addressed with Housing Officers due to return to generic housing management in January 2014. Each will have a patch to manage and estate inspections will be re-introduced on 6-8 weekly basis with tenants invited. It is expected that management of the close cleaning contract, identification and solutions to bin storage issues and other routine housing management issues will be more proactively addressed going forward.
- Whilst 50% of tenants have an apparent lack of access to a computer at home, 42% would like to know where they can access facilities and 20% requested help with IT skills suggesting that we need to signpost tenants to where they can get access to existing facilities rather than provide training ourselves. We will therefore work with local Housing Associations and other organisations to identify available access points and/or training suite places for tenants to take advantage of.
- Satisfaction among sheltered residents remains very high but we are conscious that further cuts to supporting people funding are likely and Dundee City Council is also reviewing sheltered housing provision across the city. This may in turn affect how and what services are provided which could materially affect satisfaction so we will need to consult with residents sensitively and thoroughly on what options there are as soon as these decisions are made.

## APPENDIX I - SATISFACTION SURVEY COMMENTS

<p>Is there anything else you would like to say about your home and /or services that Abertay Housing provide?</p> <p>You do not provide anything for disabled people</p> <p>I am quite happy about my home but not with garden. It was badly prepared and look poor</p> <p>Just that mainstream doesn't seem to do anything to keep bin or recess washed or clean. I'm doing my bit to keep bins clean so that they don't smell again as I fought to get new bins when moved in</p> <p>Yes I have been nearly 30 years with Abertay and would like to be considered for a new 2 b/room house on level</p> <p>This is a very good house apart from the fact that this is a special needs house but apart from wider doors and lower sockets nothing else has been done. There should be a walk in shower and non-slip flooring in the bathroom, basics for special needs housing. I have mobility problems getting in and out of the bath. The heating system is the worst and most expensive I have ever had the misfortune to use. It may be fine but we have never been advised as to how to use it properly. It is really expensive to use!!</p> <p>Yes the pavements are a mess. Holes everywhere. Some of the gardens are in a state bit of an eyesore</p> <p>What I'd like to see is Abertay updating central heating to a more cost efficient one. Also to replace OLD doors inside making all the doors the same as the older ones are UGLY!! And do something to improve the look of those steel houses outside</p> <p>You're doing fine</p> <p>I have complained about a leak at the front &amp; back of the house several times. Nothing has been done. I would be grateful if it was fixed</p> <p>Some fencing needing repaired also would prefer garden (front) to be enclosed</p> <p>A very big thank you to all at Abertay Housing for the hard work undertaken on behalf of the tenants. Also for the friendly happy smiles :)</p> <p>I can only say that our Scheme Manager makes sure that everything is OK</p> <p>I have been waiting 3 years for a bigger house as I don't think it's fair that my daughter should have to pay rent when she shares a room with her 11 year old sister</p> <p>Cleaning service is shocking. The properties do not look as nice as they could. Heating and windows could do with being replaced i.e. gas heating, kitchens updated. Communal aerial fixed</p> <p>Happy</p> <p>When you need a repair the housing officers always say they are not allowed to do it. My walls in part of my home are a disgrace. I just keep getting told I will have to pay to get them skimmed</p>
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I would like to say that the Financial Inclusion Officer Julie Bruce has been a great help to us. Her employment with Abertay is a great help to keep us informed
Good
The bins in Fintryside are a total disgrace
Badly need back boiler replaced with combi boiler. Heating bills extravagant. Any idea when?
I would like to see new fencing in the front house as its years old
I am very happy with the new heating system and damp-proofing. My bills have reduced and the heat is retained in my flat
We are very happy and have no complaints at all
I wish all internal doors were the same - 3 are original doors from 1926!
Great. Nothing to report about Abertay
I would very much appreciate a bathroom or shower installed as I find it hard getting in and out of bath
The rent is too dear
On management transfer list due to years of anti-social behaviour/drugs, general rudeness
Fintry is a very good place to live. Have been in my home 22 years and very happy there
Wardens are very helpful
Abertay give impression they try hard to do what they can with available resources and actively try to source funding for major improvement schemes
Excellent
There is no insulation above my ceiling. Hear a loud banging on floor. TV loud, floorboards not fixed down. Cowboy tradesmen? Theft of goods!
Kitchens in flats very small. Bins on street in Fintryside bring down the tone of the area (bins overloaded & smell). Does not look good passing through Fintryside
In my opinion Abertay should focus on the quality of flats/homes which are offered to tenants
We have a good manager in Miss J Inglis. Treats all equal and very helpful
Excellent repair service, very approachable staff when phoning, be a repair or rent query
Inadequate staff (Abertay) work monitoring and supervision
I have been a tenant for seven years and I have found Abertay to be fair and understanding. The services have received us been the best I feel that I am very lucky to be a tenant of Abertay
Abertay Housing, especially Jean Fitzpatrick have been extremely helpful and understanding when I have had problems with my tenancy. She is a great listener and very helpful
Would like to know when upgrades are due - e.g. gas fires. Kitchen & bathroom. Have phoned on numerous occasions but never get any information
Have been very much happy living here in my cottage
It would be better if we had gas and access to cable

<p>Manager doesn't inspect area enough. There is a lot of rubbish lying around a lot of times</p>
<p>Could do with bathroom upgrade</p>
<p>In Sheltered Complex like ours a warden is vital for daily contact unfortunately there is no cover at weekends!!</p>
<p>When you have workmen to do jobs i.e. rewiring and refitting the kitchen they always leave a trail of destruction</p>
<p>Moved in April and have been doing the garden. Am finding it very difficult to do one part and would like some advice on this</p>
<p>I have only 1 complaint and that is people having to use the garages for storage. I have only lived at this address for 7 months and already my car has been vandalised causing me over £300 of damages</p>
<p>Yes the houses a so thin you hear everything ... washing machines going and shaking your kitchen utensils ....in your kitchen ...even the smells from upstairs co e down to my house .... These houses are very badly built.....maybe at the time they were built. They were ok ....but they are due to a long overhaul ....even though they put gas central heating in ....in the winter the heat just goes right out the windows as they are not draft proof.....I have mentioned this to the ....often to the people who come to inspect the houses for faults but nothing is being done about it ...also the houses are too dark. Mine is I have to put my light on my living room ...because it is far too dark in the summer because of the tree.....truth be told my house is much lighter in the winter ..As there are no leaves on the trees. I have phone numerous times about the lighting in my house ...but still nothing has been done.</p>
<p>I would have preferred to have space in kitchen to accommodate a washing machine. A one hour slot per week in the communal laundry is not enough. Hygiene is important to me and I'd prefer to do my personal laundry at home.</p>
<p>Poor heating sorely in need of being replaced, yearly rent increases outweigh the benefits. We were told when taking over tenancy our heating would be replaced by 2012, but no definite date of when this will be carried out, making it awkward for my wife and me to do internal decoration and flooring changes for our own comfort. And enhancement to the house.</p>
<p>Abertay appear to alter their decision making to suit their purpose, they are not consistent in their decisions</p>