



Ark Housing Association

**Tenant Satisfaction Survey
2020**

Final Report

January 2021



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Project details

Title	Tenant Satisfaction Survey 2020
Client	Ark Housing Association
Project number	20094
Author	Sam Jones
Research Manager	Sam Jones

M•E•L Research

Somerset House, 37 Temple St, Birmingham, B2 5DP

Email: info@melresearch.co.uk

Web: www.melresearch.co.uk

Tel: 0121 604 4664



Executive summary

Ark Housing commissioned M·E·L Research to carry out a tenant satisfaction survey to gain an understanding of the levels of satisfaction residents have with their homes and the associated services provided to them. The survey also coincided with the publication of Ark's new business plan for 2020-2025. To align this new plan, Ark were keen to find out what customers are looking for from them and their service needs.

Two version of the questionnaire were designed, a standard version for mainstream tenants (including guardians of supported tenants) and a large print, easy-read version for supported tenants. We used a mixed method (online and postal) approach to obtain 178 responses from tenants which gives an overall margin of error of $\pm 5.8\%$.

Summary of Annual Return on the Charter (ARC) results

The passing of the Housing (Scotland) Act 2010 and the Scottish Social Housing Charter (The Charter) formed part of the legislation changes that introduced an obligation on landlords to regularly undertake surveys of their tenants and submit the resulting data to the Scottish Housing Regulator. The Charter sets standards and outcomes that tenants and service users can expect to receive from their landlord.

The table below shows an overview of the results for the key outcomes (indicators) outlined in the Charter, with comparisons to the 2017 Ark results and the 2019/20 average for Registered Social Landlords in Scotland. Please note, comparisons to a more relevant and specific peer group is shown later on in this report, in the benchmarking section.

Whilst the proportion of tenants feeling that Ark is good at keeping them informed has increased since 2017, and satisfaction with neighbourhood management has remained consistent, there have been some decreases in satisfaction. The greatest changes since 2017 were a 16%-point drop in satisfaction with the opportunities to participate in Ark's decision making processes (the lowest scoring indicator) and a 6%-point drop in satisfaction with the quality of homes.

Comparison to the RSL average for 2019/20 also shows that Ark is falling behind other landlords across all indicators. Differences in satisfaction levels range from 8%-points for satisfaction with the quality of home, up to an 18%-point difference for satisfaction with neighbourhood management. Most concerning though is the 35%-point difference between the satisfaction Ark's tenants have with the

opportunities to participate in decision making processes and the average satisfaction for all RSLs in 2019/20.

Indicator (% very/fairly satisfied, unless stated)	Ark 2017	Ark 2020	Change 2017-2020	RSL average 2019/20 ¹
1 Overall satisfaction with services	81%	78%	↓	91%
2 Keeping tenants informed (% very and fairly good)	70%	73%	↑	93%
5 Satisfaction with opportunities to participate in decision making	70%	54%	↓	89%
7 Satisfaction with quality of home	86%	80%	↓	88%
12 Satisfaction with repairs carried out in the last year	77%	75%	↓	92%
13 Satisfaction with neighbourhood management	70%	70%	=	88%
25 Rent is value for money (% very and fairly good)	72%	68%	↓	84%

Overall services

Beyond the key questions, tenants were asked what they thought Ark does well as a landlord and what they do not do particularly well. Areas where Ark does well include having helpful staff (70%), providing a good standard of housing (55%) and offering a good repairs service (43%). However, 40% felt the repairs service needs improving - something that tenants listed as something Ark does not do well as a landlord. Other areas included estates (28%), which need improving or maintaining better, and poor communication (23%).

Homes

As shown in the key questions above, eight in ten (80%) tenants were satisfied with the overall quality of their home – 9% were dissatisfied. Tenants were also asked how they heat their home, with slightly more tenants saying their home uses gas rather than electric. Following this, they were asked if they

¹ Registered Social Landlord average for 2019/20 from the Scottish Housing Regulator. This data may comprise of both transactional and perception survey data. The data in this report is based on tenants perceptions.

felt they live in a cold home: one that loses heat. Over half (56%) said they suffer minimal heat loss but 25% said they suffer this frequently.

Repairs and maintenance and planned works

Two thirds of tenants (66%) had had repairs completed in the last 12 months (76% in 2014). The majority of this cohort were satisfied with the service they received from Ark for their last repair (75%). However, 13% were dissatisfied - citing reasons such as lack of communication of when workers would arrive and repairs taking too long to complete or being of poor quality.

Looking at planned works, 64% of tenants agreed that Ark keeps them informed of these, whilst 12% disagreed and 24% neither agreed nor disagreed.

Neighbourhoods

Overall, seven in ten (70%) tenants were satisfied with Ark's management of the neighbourhood they live in. 11% reported dissatisfaction.

When asked what they like most about their neighbourhood, the most common themes were the neighbours, the area being quiet, private or peaceful and being in good proximity to amenities. When asked what they least like, tenants mentioned issues with neighbours, parking or traffic issues and unkept gardens.

Additional services

The vast majority of those receiving furniture provision were satisfied with this service (91%), with 85% satisfied with the value for money of this additional service. Fewer were satisfied with the stair cleaning service and its value for money (75% and 70% respectively) and even fewer with the gardening service (61% and 54% respectively).

Contact and communication

As shown in the key questions above, around three quarters (73%) of tenants felt that Ark is good at keeping them informed - 9% said poor. When asked about their most recent contact with Ark, 76% were satisfied with being able to get in touch with the relevant person, 75% with their query being answered on the first contact and 69% with how well informed they were kept.

The most commonly preferred methods of communication were newsletter (66%) and letter (56%), though some would like to use email (27%), particularly amongst mainstream tenants.

Over six in ten (63%) tenants said they have access to the internet; this compares to 46% who said they had such access in 2017. Of those with internet access, 54% said they'd like to be able to order a repair online and book an appointment slot, but fewer were interested in accessing their rent account (34%), updating household details (45%) or reporting neighbour disputes (43%) online.

Participation

As shown above, just over half (54%) of tenants were satisfied with the opportunities they have given to them to participate in Ark's decision making processes. 6% were dissatisfied and a large proportion (40%) were neither satisfied nor dissatisfied. Of the opportunities to get involved, awareness was greatest for being able to attend a tenants meeting (73%) and giving views throughout the complaints/compliments process (55%). However, many tenants did not respond to this question which may suggest they are not aware of participation opportunities.

Covid-19

Positively, the majority of tenants agreed that Ark has kept them informed during the Coronavirus pandemic (78%) and 79% felt Ark had provided all the services it was able to provide during the initial national lockdown from March to June.

Introduction

Ark Housing commissioned M·E·L Research to carry out a tenant satisfaction survey to gain an understanding of the levels of satisfaction residents have with their homes and the associated services provided to them. The survey also coincided with the publication of Ark's new business plan for 2020-2025. To align this new plan, Ark were keen to find out what customers are looking for from them and their service needs.

Method

Two version of the questionnaire were designed, a standard version for mainstream tenants (including guardians of supported tenants) and a large print, easy-read version for supported tenants. Copies of these are included in Appendices A and B. The questionnaire included the set of core Scottish Housing Regulator questions, along with a selection of new questions to focus on topical issues such as responses to the coronavirus pandemic. All questions were asked of both mainstream and supported tenants, with one additional question for mainstream tenants to understand their awareness of the free energy advice provided by Home Energy Scotland.

Residents were initially invited to take part in the survey by email or SMS. Following this, postal surveys were sent to those who had not responded and to those without email addresses or mobile numbers. Those who received the postal version were also provided with a web link giving them the option to complete the survey online. Three weeks later a postal reminder was sent out to those who had not responded.

The fieldwork began in October and finished in December 2020, so Covid-19 has been the national context. It is important to note that the period in which the survey was completed coincided with the COVID protection levels introduced in Scotland on 2nd November. While we cannot quantify what effect this may have had on how people responded to the survey, these restrictions have anecdotally been more challenging and frustrating for individuals than the first set of restrictions in the spring. In practical terms, this period will have meant some individuals will have spent more time within their homes and neighbourhood than they would normally do.

Response rate and statistical reliability

We sent the survey to all 431 tenants (154 mainstream and 277 supported), giving all of these residents an equal chance to take part and have their say.

A total of 178 completed questionnaires were returned, giving an overall response rate of 41% (42% among mainstream tenants and 41% among supported tenants). The overall results are therefore accurate to a $\pm 5.6\%$ margin of error (at the 95% confidence level). This means that if we spoke to every single resident, the results could be 5.6% above or below the figures reported (e.g. a 50% satisfaction rate could actually lie between 44.4% and 55.6%). However, where base sizes are smaller the margin of error would be wider and so those results should be treated with greater caution.

Breakdown of completed interviews and margin of error by tenant type

	Stock size	Responses	Response rate	Margin of error
Mainstream tenants	154	65	42%	$\pm 9.3\%$
Supported tenants	277	113	41%	$\pm 7.1\%$
Overall	431	178	41%	$\pm 5.6\%$

Appendix C shows the demographic profile of the sample.

Analysis and reporting

Presentation of data

This report presents the results of the 2020 Tenant Satisfaction Survey. Firstly, we present the results overall then draw out the differences by tenant type (mainstream or supported). Comparisons to previous years are also included, where applicable, to show trends. However, the results for 2017 were weighted by tenant type. The results for 2020 are unweighted, as the returned sample was representative. Comparisons to the 2019/20 average for Registered Social Landlords in Scotland have also been included, where applicable, for benchmarking purposes. More specific benchmarking has also been included towards the end of this report against a peer group of other providers.

Results are based on 'valid' responses and therefore where a respondent has selected 'not applicable' or left a question blank, these have been excluded from analysis for that question. The base size therefore shows the total number of respondents included in the analysis for each question. Owing to the rounding of numbers, percentages displayed on graphs may not always add up to 100% and may differ slightly to the text. The figures provided in the text should always be used as the authoritative results.

Statistical tests

To provide further insight into the results, we've carried out sub-group analysis by different demographics and some other variables (e.g. property type, length of tenure). Some variables, such as property type, were combined (e.g. bungalow and house) due to a low response from some groups.

The results for these sub-groups have been presented only if they were statistically significant (at the 95% confidence level) and if the base sizes were 30 or more.

Where there is a statistically significant difference between groups, this has been noted in the report as a “significant” difference. However, a significant difference may not necessarily mean that the difference is ‘important’. Any statistically significant differences between this year’s results and the 2017 survey period are also included in this report.

Who completed the survey?

At the end of the survey we asked respondents to tell us who completed it. 46% completed the survey themselves and 34% had help from a carer (or support worker/guardian). A further 7% said they were the joint tenant and 12% had help from another family member.

1. Overall services

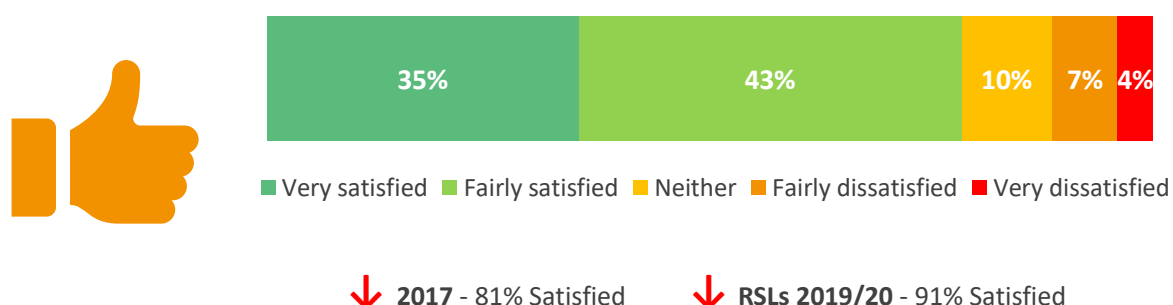
Overall service provided

Taking everything into account, almost eight in ten (78%) tenants were satisfied with the overall service provided by Ark, with more 'fairly satisfied' (43%) as opposed to 'very satisfied' (35%). Around one in nine (11%) reported some degree of dissatisfaction and a similar proportion (10%) had no strong feelings either way.

Comparison with the previous survey period in 2017 shows satisfaction has fallen by 3% points, although this is not a statistically significant difference. However, satisfaction falls behind the RSL average for 2019/20 by 13% points.

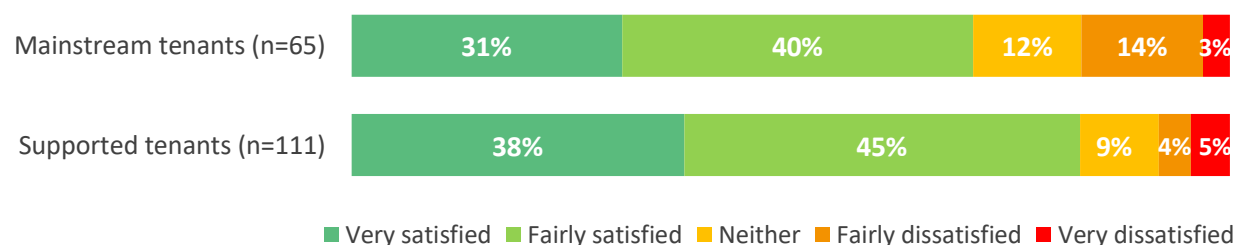
Figure 1.1 Overall service provided

Base size: 176



Supported tenants reported higher levels of satisfaction with the overall service provided by Ark, with 83% satisfied compared to 71% of mainstream tenants. Whilst 8% of supported tenants were dissatisfied, among mainstream tenants 17% gave negative responses.

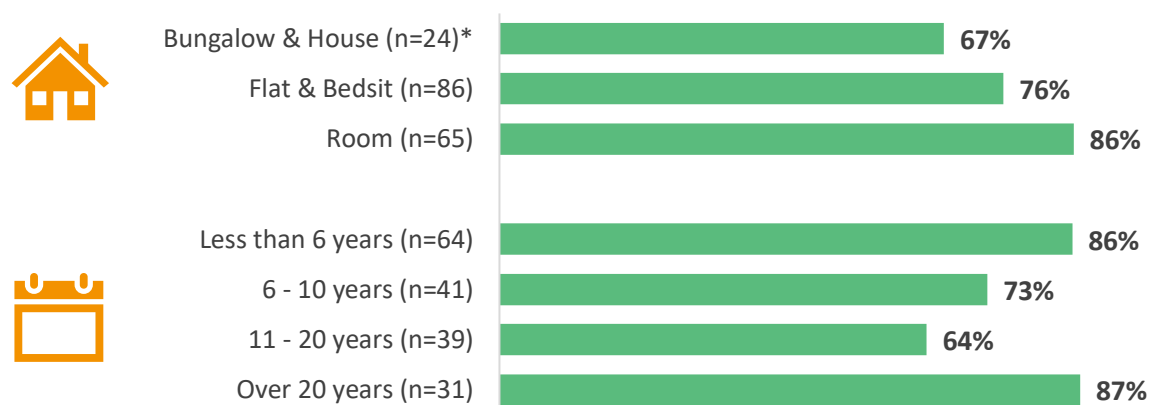
Figure 1.2 Overall service provided by tenant type



Analysis of overall satisfaction levels by sub-groups shows some significant differences:

- Tenants living in bungalows and houses were significantly less satisfied than those living in a room in shared accommodation, who were the most satisfied. 30% of those living in a bungalow or house were dissatisfied with the overall service provided by Ark.
- Tenants who have joined Ark most recently (in the last 6 years) or have been with Ark a long time (20 years or more) were significantly more satisfied than those with a tenancy length of 11-20. This is a typical pattern that we also see elsewhere.


Figure 1.3 Overall service provided by property type and length of tenancy



**Caution should be taken when interpreting the results due to the small sample size.*

Table 1.1 below also presents the results by council area. Please note, due to the low sample sizes results are purely for indicative purposes.

Table 1.1 Overall service provided by council area

	Satisfied	Neither	Dissatisfied
Aberdeen Council (n=34)	71%	9%	21%
Aberdeenshire Council (n=8)	88%	0%	13%
Angus Council (n=7)	100%	0%	0%
Clackmannanshire Council (n=8)	88%	0%	13%
East Lothian Council (n=3)	100%	0%	0%
Edinburgh Council (n=39)	82%	13%	5%
Falkirk Council (n=10)	100%	0%	0%
Fife Council (n=14)	71%	7%	21%
Midlothian Council (n=4)	50%	50%	0%
Moray Council (n=23)	74%	17%	9%
Perth and Kinross Council (n=10)	60%	20%	20%
Scottish Borders Council (n=3)	67%	33%	0%

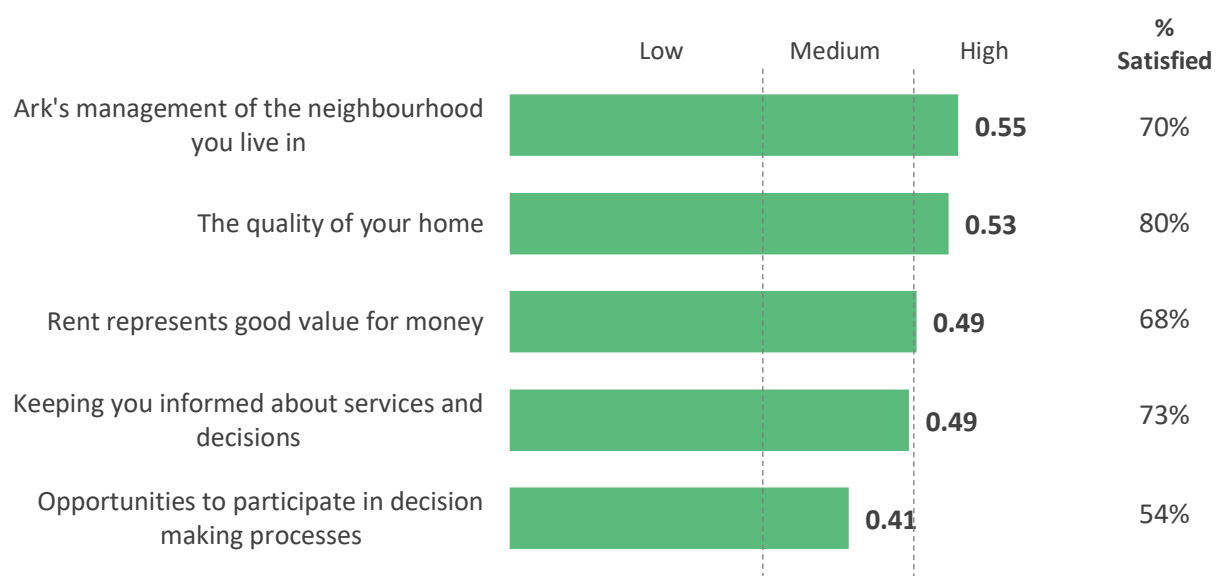
Key driver analysis

Satisfaction with the overall service provided has been further analysed using a statistical technique called key driver analysis, based on correlation testing. This helps to better understand the associations between key performance indicators and to identify the relative impact that they have on each other. A correlational test will result in a score (correlation coefficient) between 0 and 1. Correlation coefficients that are closer to '1' indicate that a strong linear relationship exists between the two measures. This means that if a housing provider can improve performance on one measure, then it is likely that feedback will improve on the other measure too.

In the real world, it is highly unlikely that the types of survey questions that can be used will correlate at a factor more than 0.85. Another issue with this technique is that of causality – the technique alone cannot easily tell us which question influences which question (i.e. the 'chicken and egg' conundrum). In this sense, correlation testing is just a guide to indicate where attention should be diverted, and interpretation applied.

The bars in Figure 1.4 indicate the strength of the correlation, with the strongest ranking at the top. Anything over 0.5 suggests that a strong relationship exists between the two questions, and any number between 0.3 and 0.5 suggests a medium relationship. The current satisfaction level for each driver is presented next to each bar.

Figure 1.4 Results for satisfaction with overall service (key relationships)



The two areas which appear to have the strongest influence were satisfaction with **Ark's management of the neighbourhood** and satisfaction with the **quality of home**. Results also show that rent providing good value for money and tenants being kept informed about services and decisions were also closely related to overall satisfaction.

Satisfaction was relatively low for Ark's management of the neighbourhood (70%) and rent providing good value for money (68%), but it was more a case of tenants being 'neither satisfied nor dissatisfied' than dissatisfied, as outlined later on in this report. Satisfaction with the quality of home had the highest level of satisfaction across the key indicators.

In order to increase satisfaction with the overall service provided, the results of the key driver analysis show priority should therefore be given to improving the management of neighbourhoods; given that this is highly correlated (>0.5) with overall satisfaction. Ensuring tenants continue to be satisfied with the quality of their homes is also important.

What Ark does well as a landlord

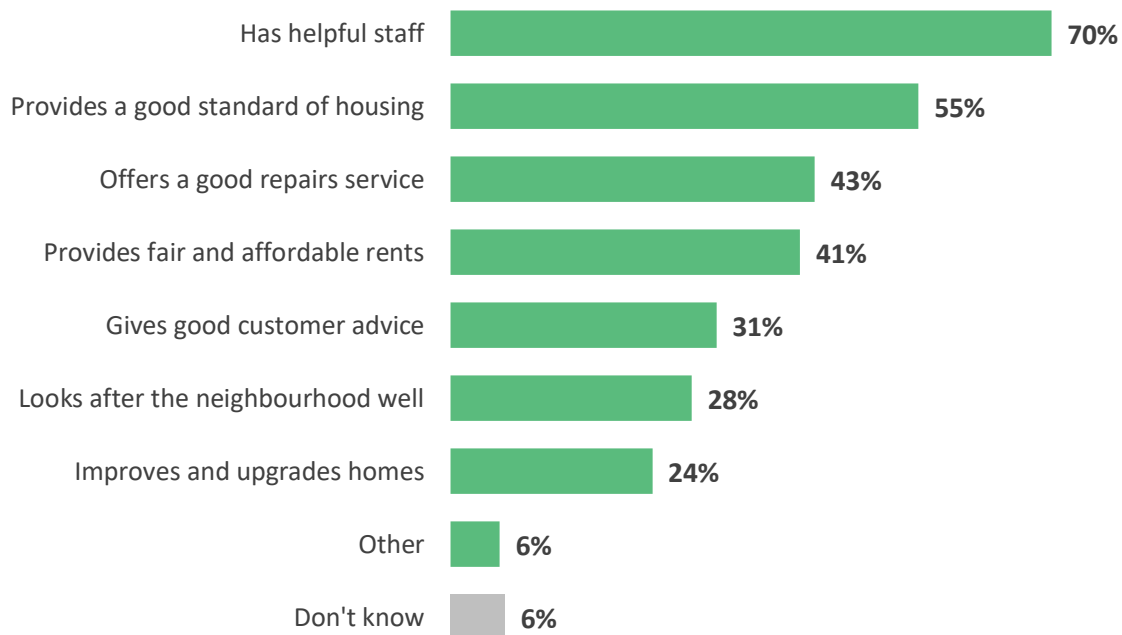
All tenants were presented with a list of statements and asked which they felt Ark does particularly well as a landlord. Tenants could select more than one statement.

Results show that seven in ten (70%) felt Ark has helpful staff and 55% felt Ark provides a good standard of housing. Fewer than half (41-43%) felt that Ark provides fair and affordable rents and offers a good repairs service. As will be shown below, a large proportion felt the repairs service needs improving. Tenants were also less likely to feel that Ark gives good customer advice (31%), looks after the neighbourhood (28%) or improves and upgrades homes (24%).

The 6% of 'other' comments mentioned good service for supported tenants and support and communication from staff.

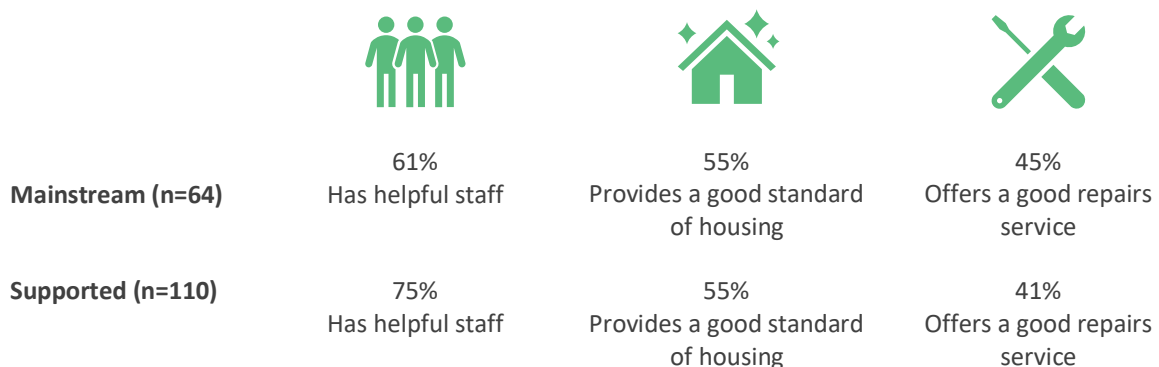
Figure 1.5 What Ark does well as a landlord

Base size: 174



When comparing the results by tenant type, the top three things that Ark does well were the same for both mainstream and supported tenants. However, a greater proportion of supported tenants spoke positively about Ark having helpful staff and a greater proportion of mainstream tenants were positive about the repairs service.

Figure 1.6 What Ark does well as a landlord by tenant type



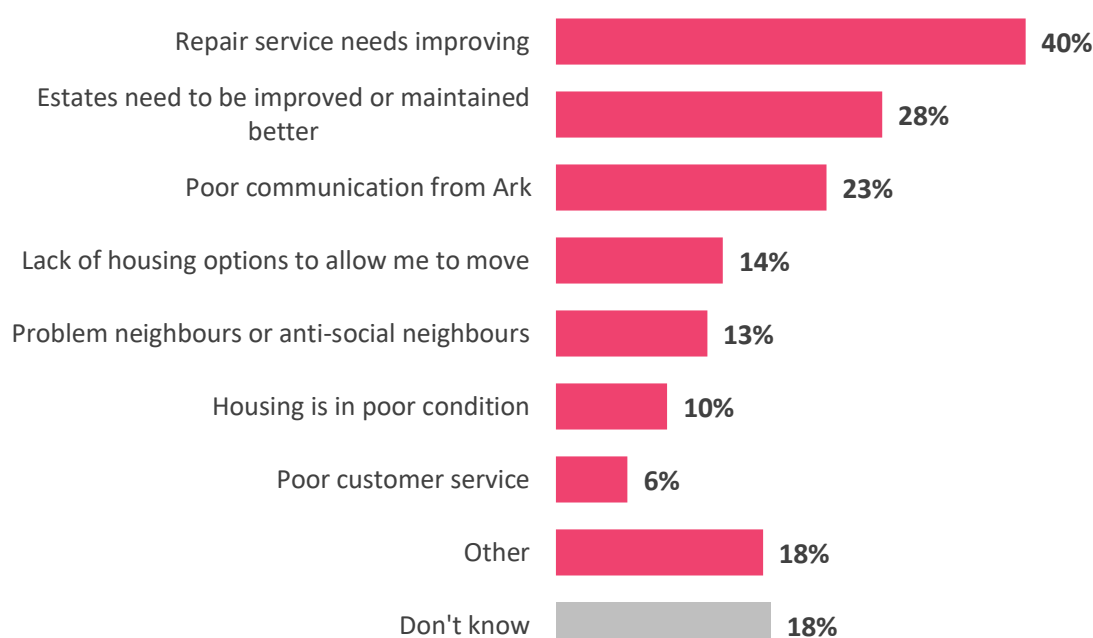
What Ark does not do particularly well as a landlord

All tenants were then presented with a list of statements and asked which they felt Ark does not do particularly well as a landlord. Tenants could again select more than one statement.

As mentioned above, a large proportion felt the repairs service needs improving (40%). Other aspects where tenants felt Ark fell short included estates (28%) and poor communication (23%). A fifth of tenants (18%) also made a comment under 'other'. Most of these reflected options already mentioned such as repairs needing to be faster, and outstanding repairs being that need completing, and also aspects of the neighbourhood that need improving.

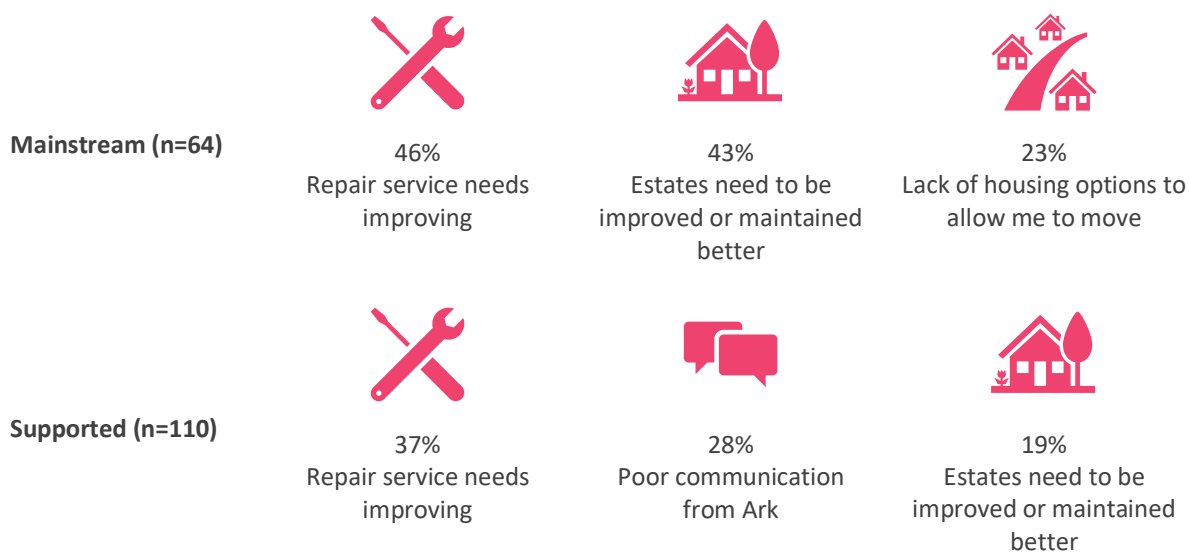
Figure 1.7 What Ark does not do particularly well as a landlord

Base size: 146



When comparing the results by tenant type, results show that the most common thing that tenants felt Ark does not do well was the same for both mainstream and supported tenants - the repairs service. Following this, mainstream tenants felt estates needing improving and that there is a lack of housing options, whilst supported tenants felt communication is poor.

Figure 1.8 What Ark does not do particularly well as a landlord by tenant type



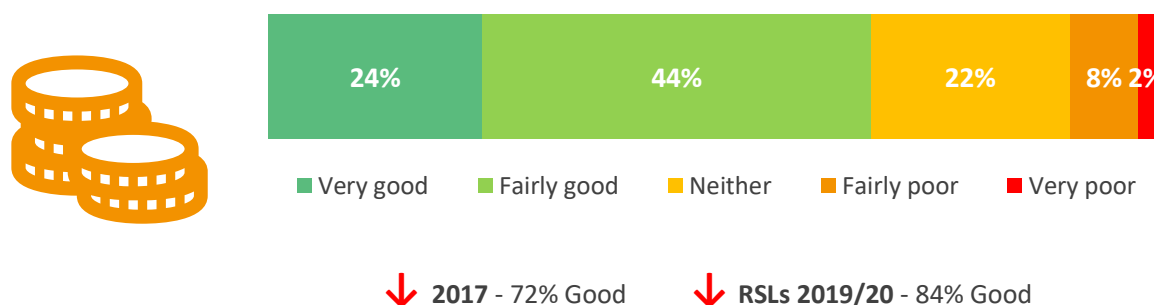
Rent representing value for money

Over two thirds (68%) of tenants rated their rent as good value for money, with a greater proportion stating that the value for money is 'fairly good' (44%), as opposed to 'very good' (24%). 9% of tenants felt that the value for money of their rent was poor, with over a fifth (22%) feeling it was neither good nor poor.

In 2017, the rating of value for money was 4% points higher, with 72% feeling it was good. However, the proportion of those stating that their rent is poor has decreased (11% in 2017), as it was the case that more tenants rated their rent as 'neither good nor poor' in the current period. Looking at the RSL average for 2019/20, 84% rated their rent as good which is 16% points higher.

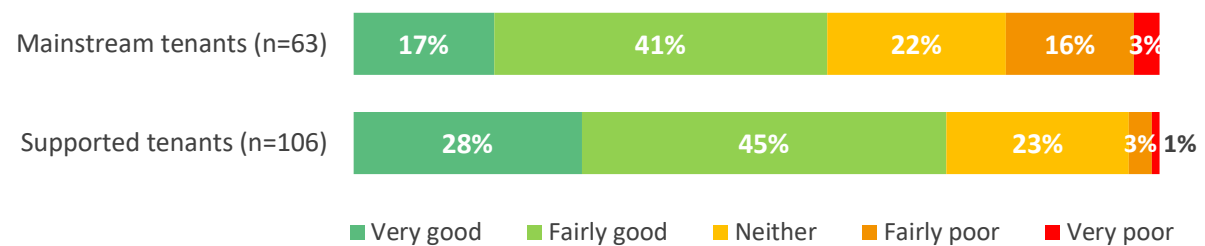
Figure 1.9 Rent representing value for money

Base size: 169



Comparison by tenant type shows that supported tenants were significantly more likely to feel that their rent represents good value for money (74%) compared to mainstream tenants (59%). 19% of mainstream tenants rated their rent as poor value for money, compared to just 4% of supported tenants.

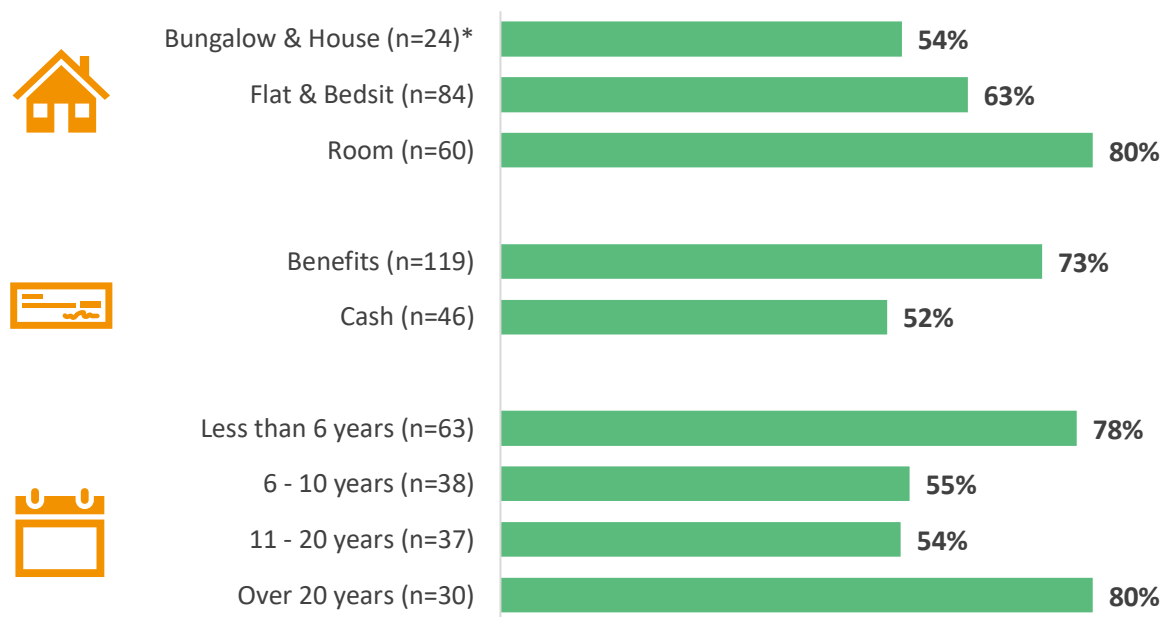
Figure 1.10 Rent representing value for money by tenant type



Analysis of satisfaction levels by sub-groups shows some significant differences:

- Tenants living in a room in shared accommodation were significantly more likely to feel that their rent represents good value for money compared to those living in a house, bungalow, flat or bedsit. As many as 29% of those living in a house or bungalow felt their rent represented poor value for money, as well as 10% of those in flats and bedsits.
- As might be expected, tenants who receive benefits such as Universal Credit were significantly more likely to feel that rent represents good value compared to those who pay their rent themselves.
- Tenants who have joined Ark most recently or have been with Ark a long time were significantly more likely to feel their rent is good value than those with a tenancy length of 6-20 years.

Figure 1.11 Rent representing value for money by property type, payment type and length of tenancy



**Caution should be taken when interpreting the results due to the small sample size.*

2. Your home

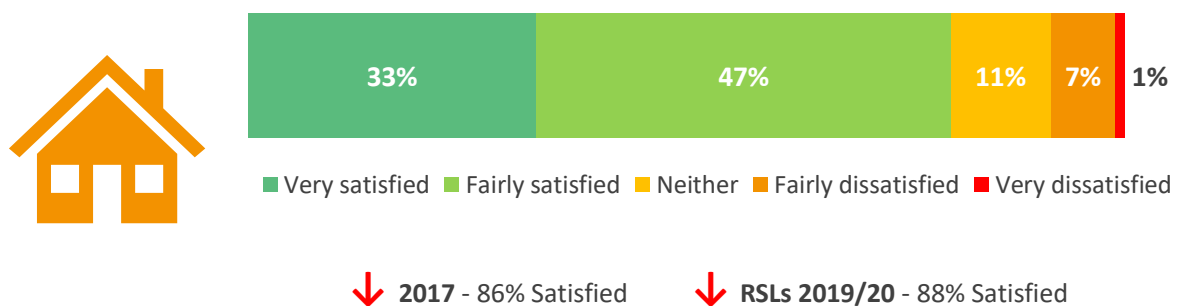
Quality of home

Eight out of ten (80%) tenants expressed satisfaction with the quality of their home, with a third (33%) 'very satisfied'. Just 9% reported some level of dissatisfaction with the quality of their home and 11% had no strong feelings either way.

This result falls behind both the RSL average for 2019/20 and the 2017 score, with satisfaction now 6% points lower. It should be noted dissatisfaction only increased by 1% point, with more tenants now in the neutral category. The difference between 2020 and 2017 is not significant.

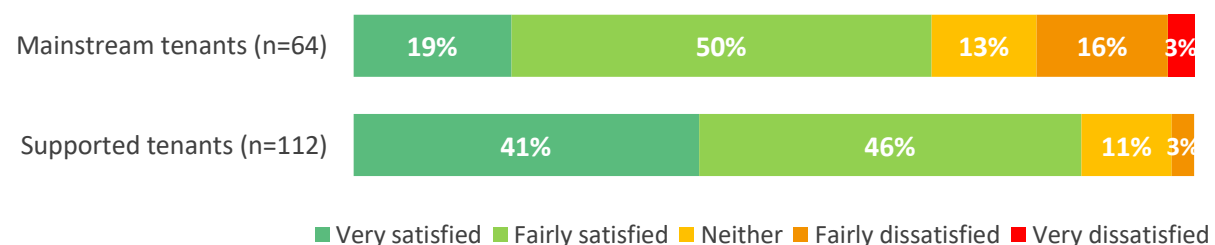
Figure 2.1 Quality of home

Base size: 176



As seen elsewhere, supported tenants were more satisfied than mainstream tenants, with supported tenants significantly more likely to be satisfied with their homes (87% compared to 69%). Supported tenants were also significantly more likely to be 'very satisfied' with the quality of their home, whilst significantly more mainstream tenants were 'fairly dissatisfied'.

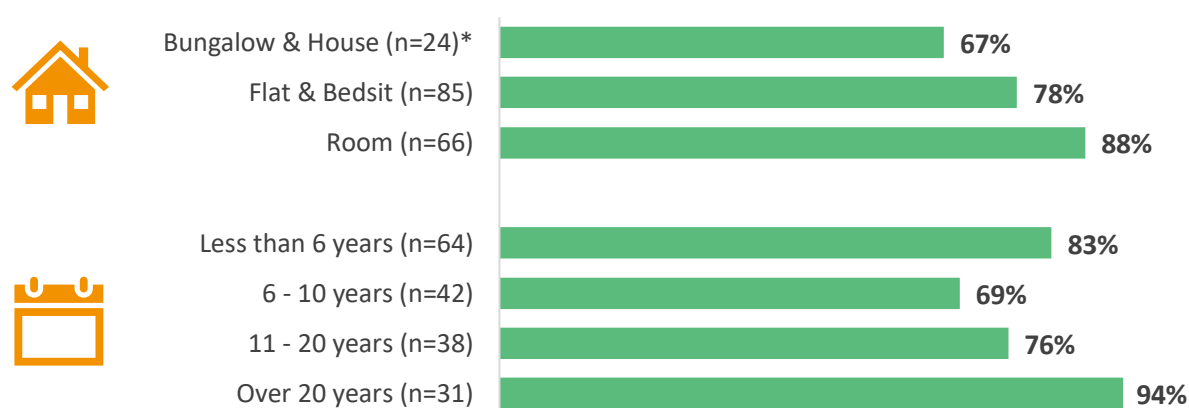
Figure 2.2 Quality of home by tenant type



Analysis of satisfaction levels by sub-groups shows some significant differences:

- As seen elsewhere, those living in a room were the most satisfied. 29% of those living in a bungalow or house and 7% of those in a flat or bedsit were dissatisfied with the quality of their home.
- Tenants who have been with Ark a long time were significantly more satisfied than those with a tenancy length of 6-10 years. Newer tenants were also more satisfied with the quality of their home.

Figure 2.3 Quality of home by property type and length of tenancy




**Caution should be taken when interpreting the results due to the small sample size.*

Reasons for satisfaction/dissatisfaction

All respondents were given the opportunity to provide the reasons for their response to this question. A total of 114 valid comments were provided. These have been grouped into themes which are presented in Table 2.1 below. The table shows the total number of mentions for each theme, with positive themes shaded in green and negative themes in red. The responses are broken down by how tenants responded to the satisfaction question. One response could have contained more than one theme and as such the total presented in the table may be higher than the number of responses.

Table 2.1 Reasons for satisfaction/dissatisfaction with the quality of home

	Very satisfied	Fairly satisfied	Neither	Fairly dissatisfied	Very dissatisfied	Total	
I like my home / Good service / Good staff	34	20	0	0	0	54	47%
Outdated or unsuitable kitchen/bathroom/ windows & doors	0	7	7	6	1	21	18%
Poor quality house / Constant need for repairs	0	4	6	7	1	18	16%

Outstanding repairs / Repairs not being done (right) / Still waiting for promised updates	0	7	1	5	0	13	11%
Good layout/size	4	5	0	0	0	9	8%
Mould and damp issues	0	5	0	2	1	8	7%
Location/surroundings are good	2	4	1	0	0	7	6%
Repairs are done promptly and/or well / Property is in good condition	3	2	0	0	0	5	4%
Poor layout/size	0	2	2	0	0	4	4%
Poorly maintained property/area	0	1	0	1	0	2	2%
Rent is high	0	0	0	1	1	2	2%
Other	0	2	1	0	1	4	4%

Results show that the most popular theme was mentions of satisfaction with the home and/or service received (47% of comments). As might be expected, this was mostly from those 'very satisfied'. The second most common theme was mentions of outdated or unsuitable kitchens, bathrooms, windows or doors (18%). Interestingly, the majority of those mentioning this were 'fairly satisfied' or 'neither satisfied nor dissatisfied' as opposed to dissatisfied. Some of the areas commonly mentioned by those dissatisfied included poor quality housing and outstanding repairs.

An illustrative selection of comments is shown below.

"I like my home because it is mine and it is nice."

"This is my first home as an adult, and I am happy with the layout and I can move around easily."

"I am very satisfied with the location of my house, the size and layout of my house however I feel it needs upgrading, my windows and doors are very poor, and my bathroom and kitchen is very dated and needs modernised."

"The windows and doors are in a poor state. The windows are not wind and watertight and are over 20 years old. The doors are the same and need additional locks to keep doors safely locked. Ark spent money on cavity insulation but a pointless task if windows and doors let out the heat."

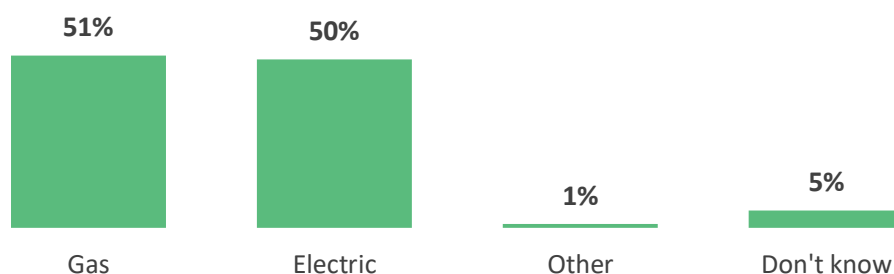
Heating in your home

All tenants were asked what type of heating they use in their home: gas, electric or other. Tenants could select more than one option (for instance, if they have gas central heating, but also use an electric heating). Results show that half of tenants claimed to use gas (51%) and the same proportion (50%) electric.

Looking at counts, 76 of tenants use gas, 75 use electric and 13 tenants use both gas and electric to heat their homes. 2 tenants claimed to only use other methods which were underfloor heating (which may be either gas or electric). There were no standout differences between tenant types.

Figure 2.4 Type of heating used in home

Base size: 177



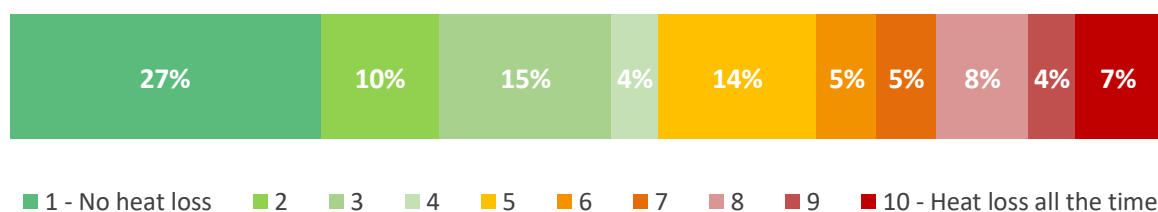
Tenants were then asked to what extent they would say they live in a cold home: one that seems to lose heat. In response, over half (56%) said they suffer minimal heat loss (rating 1-4 on the response scale). A further 19% rated their heat loss as 5-6 and a quarter (25%) rated their home as 7-10, meaning they suffer from heat loss frequently.

Results show that mainstream tenants were more likely to suffer from heat loss in their home, with 41% rating 7-10, compared to supported tenants where just 15% rated 7-10.

Analysis by property type also shows that those in bungalows and houses were more likely to suffer from heat loss, however these tenants are mostly mainstream tenants so this correlates with the finding above. Further analysis by type of heating used in the home also showed some difference. 27% of those with gas heating said their home loses heat (rating 7-10) compared to 22% of those with electric heating in their home.

Figure 2.5 Extent to which home is cold

Base size: 174

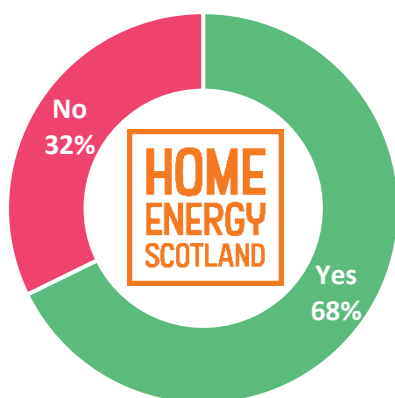


Finally, mainstream tenants were asked if they were aware that they can get free advice from Home Energy Scotland on fuel costs, switching energy supplier and how to use their heating effectively. Two thirds (68%) of mainstream tenants were aware, with a third (32%) unaware.

Further analysis of those unaware of this advice shows that they were more likely to live in flats & bedsits and be in the younger and middle age groups (18-54). Targeted advice to these tenants may be beneficial.

Figure 2.6 Awareness of free advice given by Home Energy Scotland

Base size: 62 (*mainstream tenants only*)



3. Repairs and maintenance

Repairs in the last 12 months

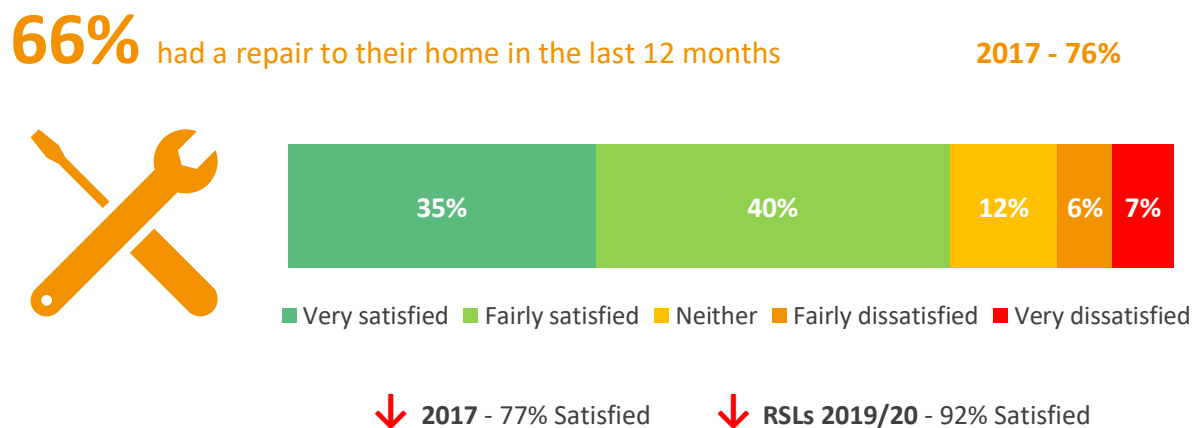
Overall, two thirds (66%) of tenants reported that they had had a repair to their home in the last 12 months. This compares to 76% who reported that they had received a repair in the 2017 survey.

Those that had received a repair to their home were then asked to rate their satisfaction with the repairs service provided by Ark for their last repair. The majority (75%) were satisfied, with a greater proportion stating they were 'fairly satisfied' (40%) as opposed to 'very satisfied' (35%). 13% reported dissatisfaction and the remaining 12% were neither satisfied nor dissatisfied with their last repair.

Satisfaction is just 2% points lower than in 2017. However, it falls well below the 2019/20 average for RSLs in Scotland - 17% points lower.

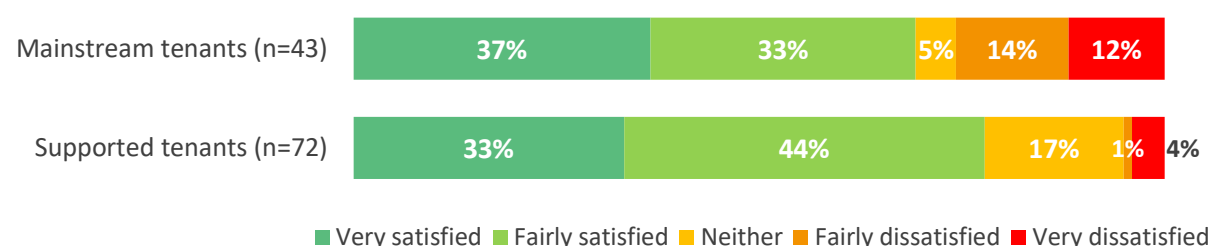
Figure 3.1 Repairs and maintenance

Base size: 175; 115



Interestingly, whilst supported tenants reported higher levels of satisfaction with the repairs service received during their last repair (77% compared to 70%), a greater proportion of mainstream tenants were 'very satisfied' with the last repair they received.

Figure 3.2 Satisfaction with repairs and maintenance service by tenant type



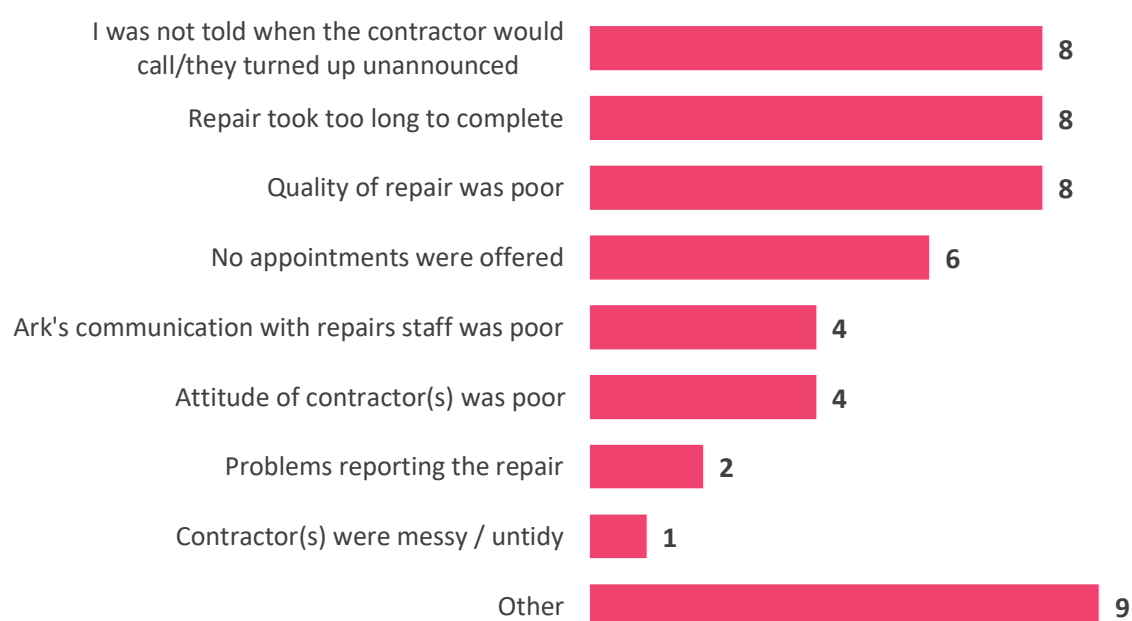
Reasons for dissatisfaction

Tenants who were dissatisfied with their last repair were then asked why this was the case. They were provided with a list of potential reasons but were also given the opportunity to add any other comments. Results are shown as counts here, due to the small sample size.

Results show that the most common reasons for dissatisfaction were not being told when the contractor would arrive, the repair taking too long to complete and the quality of the repair. Six of those dissatisfied were disappointed that they weren't offered an appointment but positively, few had problems reporting the repair and/or with contractors being messy. Comments from those stating 'other' were mostly mentions of outstanding repairs or incorrect repairs.

Figure 3.3 Keeping tenants informed about planned refurbishment works

Base size: 19



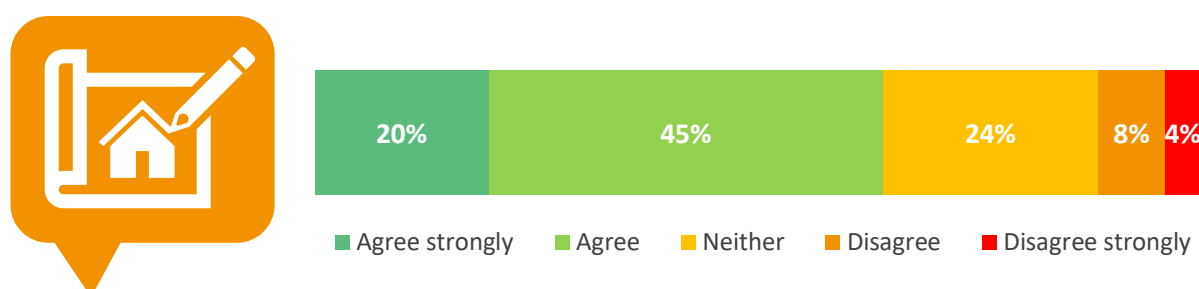
Planned refurbishment works

Following the questions on the repairs and maintenance service, tenants were asked to what extent they agreed that Ark keeps them informed about planned maintenance works, such as kitchen, bathroom, heating, window and door replacements.

Almost two thirds of tenants (64%) agreed that Ark keep them informed, whilst 12% disagreed. A quarter (24%) of tenants neither agreed nor disagreed that they are kept informed.

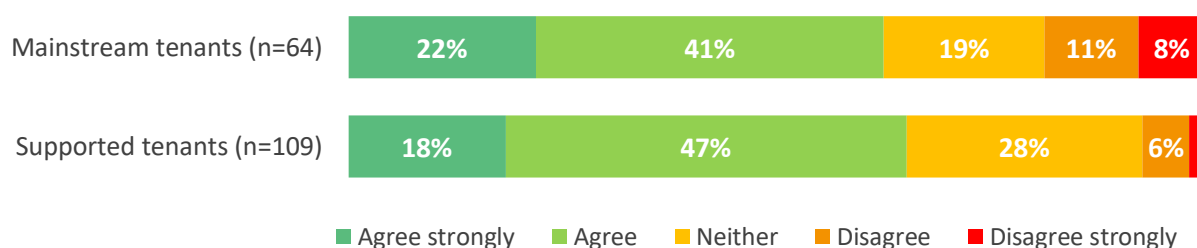
Figure 3.4 Keeping tenants informed about planned refurbishment works

Base size: 173



The proportion of tenants agreeing was fairly similar between mainstream and supported tenants (63% and 65% respectively). However, more mainstream tenants disagreed that they were kept informed (19% compared to 7%).

Figure 3.5 Keeping tenants informed about planned refurbishment works by tenant type



Analysis of agreement levels by age shows that tenants aged 65 and over were significantly more likely to agree that they are kept informed about planned refurbishment works compared to those aged 18-44 and 55-64. Those in the youngest category were the most likely to disagree (21%).

Figure 3.6 Keeping tenants informed about planned refurbishment works by age



**Caution should be taken when interpreting the results due to the small sample size.*

Reasons for disagreement

Tenants who disagreed that Ark keeps them informed about planned works were asked what type of information would be useful in the future. Just 14 tenants left a comment. The majority of these comments mentioned better communication in advance of works being done or having a plan with dates for upgrades.

Information on Property Services

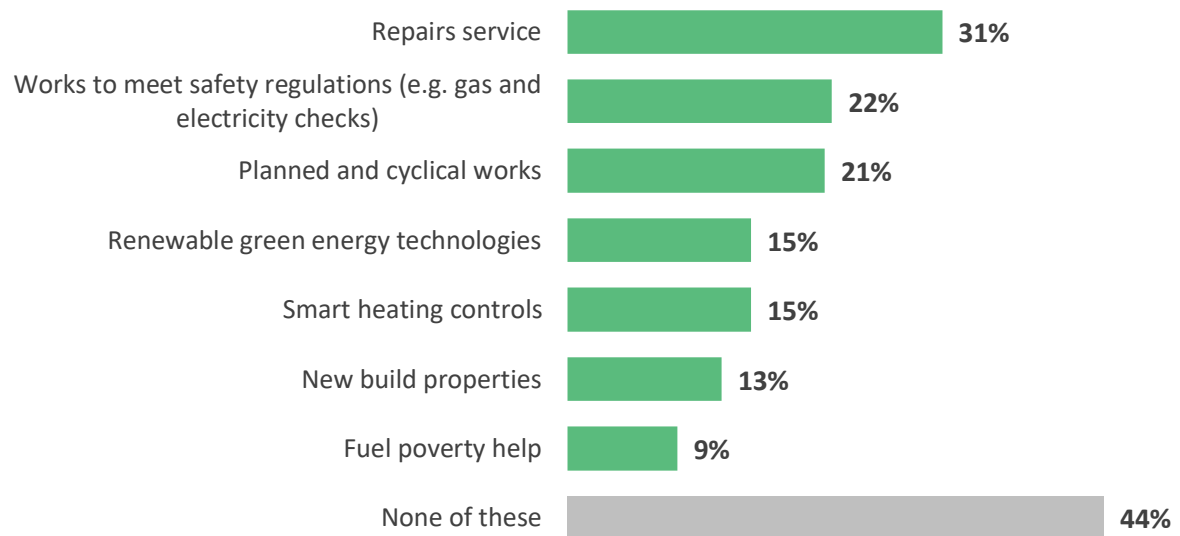
Finally, all tenants were asked which areas of Property Services they would like to receive more information about. Over four in ten (44%) said they would not like to receive any information about any of the services.

The most common areas that tenants would like to receive more information about included the repairs service (31%), works to meet safety regulations (22%) and planned and cyclical works (21%). Less were interested in receiving information about renewable green energy technologies, smart heating controls, new build properties and fuel poverty help.

Analysis shows that of the 15 tenants wanting more information on fuel poverty help, 7 of them currently live in a home that suffers from heat loss. In order to target these individuals and those in a similar situation, information on fuel costs and heating the home effectively should be targeted to the demographics identified above.

Figure 3.7 Areas of Property Services tenants would like more information about

Base size: 165



4. Your neighbourhood

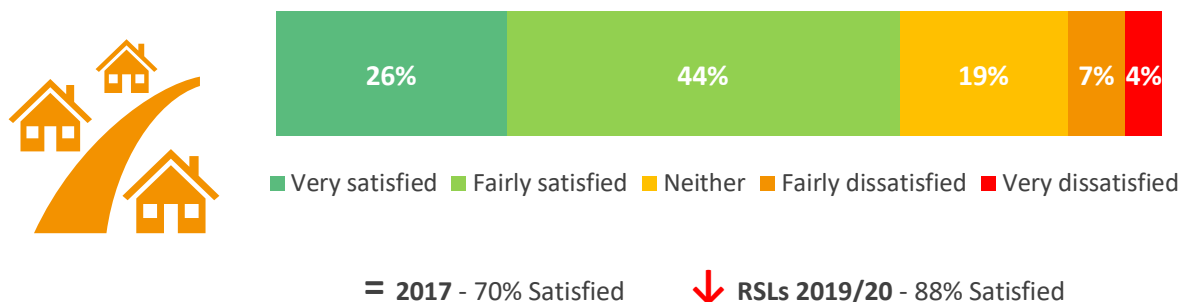
Ark's management of the neighbourhood

Overall, seven in ten (70%) tenants were satisfied with Ark's management of the neighbourhood they live in. One in nine (11%) reported dissatisfaction and 19% were neutral.

Satisfaction remains consistent with 2017, however this year less were 'very satisfied' (26% compared to 36% in 2017). Furthermore, satisfaction falls behind the average for RSLs in Scotland for 2019/20: a difference of 18% points.

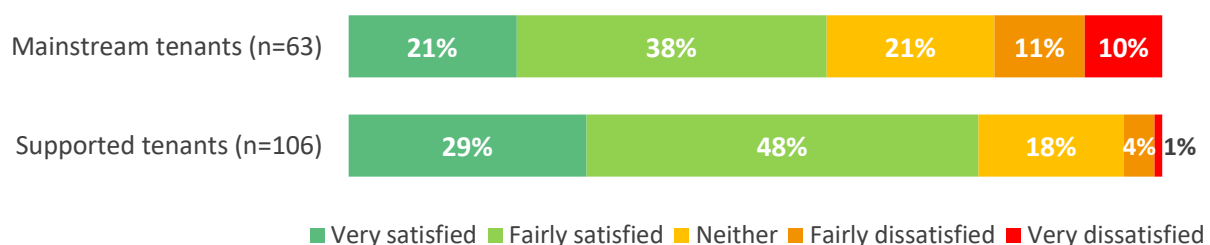
Figure 4.1 Ark's management of the neighbourhood

Base size: 169



Results by tenant type show that 59% of mainstream tenants were satisfied with Ark's management of their neighbourhood compared to 77% of supported tenants. This is a statistically significant difference. Correspondingly, mainstream tenants had significantly higher levels of dissatisfaction (21% compared to 5%).

Figure 4.2 Ark's management of the neighbourhood by tenant type



Analysis of satisfaction levels by property type shows that tenants living in bungalows and houses were significantly less satisfied with Ark's management of their neighbourhood than those living in a flat, bedsit or room in shared accommodation. As many as a third of those in bungalows and houses were dissatisfied. This compared to 11% of those in flats and bedsits and 2% of those renting a room.


Figure 4.3 Ark's management of the neighbourhood by property type



**Caution should be taken when interpreting the results due to the small sample size.*

Table 4.1 below also presents the results by council area. Please note, due to the low sample sizes, results are purely for indicative purposes.


Table 4. 1 Ark's management of the neighbourhood by council area

	Satisfied	Neither	Dissatisfied
Aberdeen Council (n=32)	75%	13%	13%
Aberdeenshire Council (n=8)	63%	25%	13%
Angus Council (n=7)	86%	0%	14%
Clackmannanshire Council (n=6)	100%	0%	0%
East Lothian Council (n=3)	100%	0%	0%
Edinburgh Council (n=38)	68%	21%	11%
Falkirk Council (n=10)	60%	40%	0%
Fife Council (n=13)	77%	23%	0%
Midlothian Council (n=3)	33%	33%	33%
Moray Council (n=23)	74%	17%	9%
Perth and Kinross Council (n=10)	30%	30%	40%
Scottish Borders Council (n=3)	100%	0%	0%

Neighbourhood 'likes'

All respondents were asked what they liked most about their neighbourhood. A total of 135 valid comments were provided. These have been grouped into themes which are presented in Table 4.2 below.

Table 4.2 Most liked about the neighbourhood

	Count	% of comments
Nice neighbours (and staff)	62	46%
Quiet/private/peaceful	51	38%
Good proximity to amenities	28	21%
Clean and tidy	10	7%
Garden/ outside area	9	7%
Nothing / Not much / Dissatisfied with neighbourhood	7	5%
Safe	7	5%
Good public transport	5	4%
Other	2	1%

The most commonly liked aspect of the neighbourhood was the neighbours and/or staff (46% of comments), with mentions of the neighbourhood being quiet, peaceful or private also popular (38%). 21% of comments were from tenants who felt their neighbourhood had good proximity to amenities and 7% of comments made mention of the neighbourhood being clean and tidy and having a nice garden or outside area.

A selection of comments is shown below.


"Most of the time it's quiet and that we have a good bus service, and most people are friendly."

"Our neighbourhood, on the whole, is quiet and is a nice area."

Neighbourhood ‘dislikes’

All respondents were then asked what they least liked about their neighbourhood. A total of 89 valid comments were provided. These have been grouped into themes which are presented in Table 4.3 below.

Table 4.3 Least liked about the neighbourhood

	Count	% of comments
Nothing / Satisfied with neighbourhood	21	24%
Neighbours	21	24%
Parking/traffic issues	16	18%
Unkept gardens	13	15%
Unclean/untidy	10	11%
Noisy	8	9%
ASB	4	4%
Lack of amenities	3	3%
Too quiet	2	2%
Lack of privacy	1	1%
Other	3	3%

Positively, a quarter of comments (24%) were from tenants that did not dislike anything in their neighbourhood. However, the same proportion of comments made reference to neighbours, stating that they did not get on with their neighbours or had issues with them (e.g. noisy, messy). Other common aspects that tenants did not like about their neighbourhood included parking or traffic issues (18%), unkept gardens (15%) and general untidiness (11%).

A selection of comments is shown below.

“People throwing parties and shouting at the flats across from me.”

“Unfortunately some not so nice tenants in estate! Also gardens & surrounding areas could be improved.”

5. Additional services

Satisfaction with additional services received

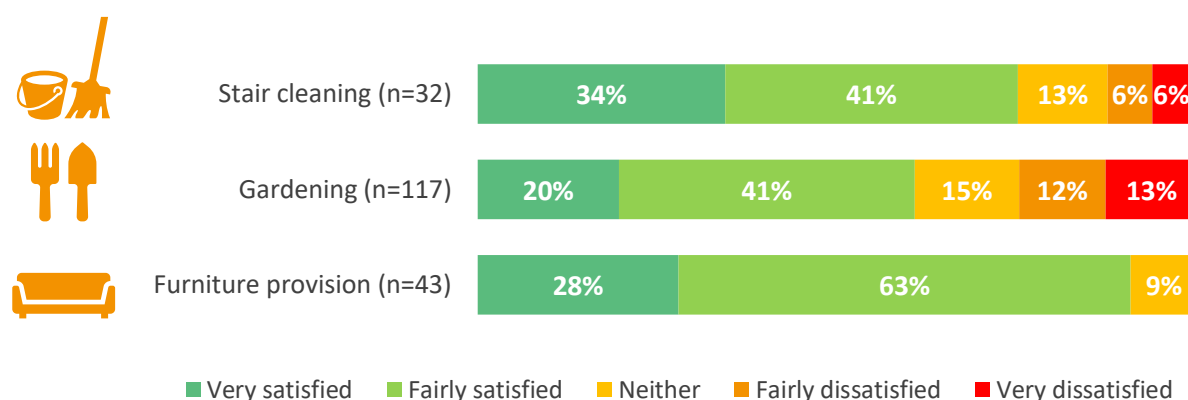
Ark currently provides some additional services to some customers. Tenants were asked if they receive these services. 26% of tenants said they receive stair cleaning, 75% said they receive gardening and 34% receive furniture provision in shared accommodation.

Satisfaction with the service

Tenants that currently receive these services were then asked their satisfaction with them.

The vast majority of those that receive furniture provision were satisfied (91%), with 9% neither satisfied nor dissatisfied. The next highest level of satisfaction was amongst those that receive stair cleaning, with 75% satisfied with this service. 13% were dissatisfied with this service. Finally, 61% of those that receive a gardening service were satisfied. However, a quarter (25%) were dissatisfied.

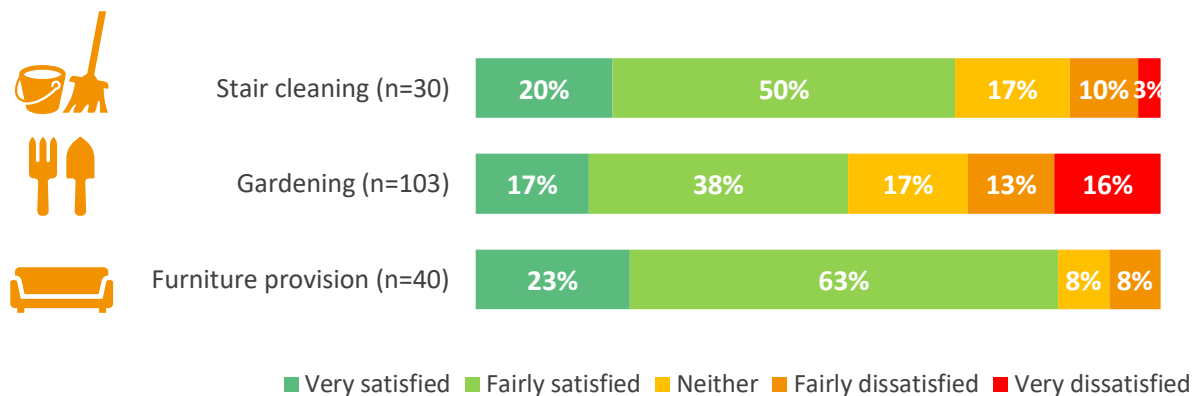
Figure 5.1 Additional services received



Satisfaction with value for money of additional services received

Tenants that receive these services were then asked their satisfaction with the value for money provided by these services. Results followed a similar pattern: satisfaction was highest amongst those that receive furniture provision (85%), followed by the stair cleaning service (70%) and finally gardening (54%). 28% of those that receive a gardening service were dissatisfied with the value for money of this service. This correlates with the levels of satisfaction (*or dissatisfaction*) outlined above.

Figure 5.2 Value for money of additional services received



Future provision of additional services

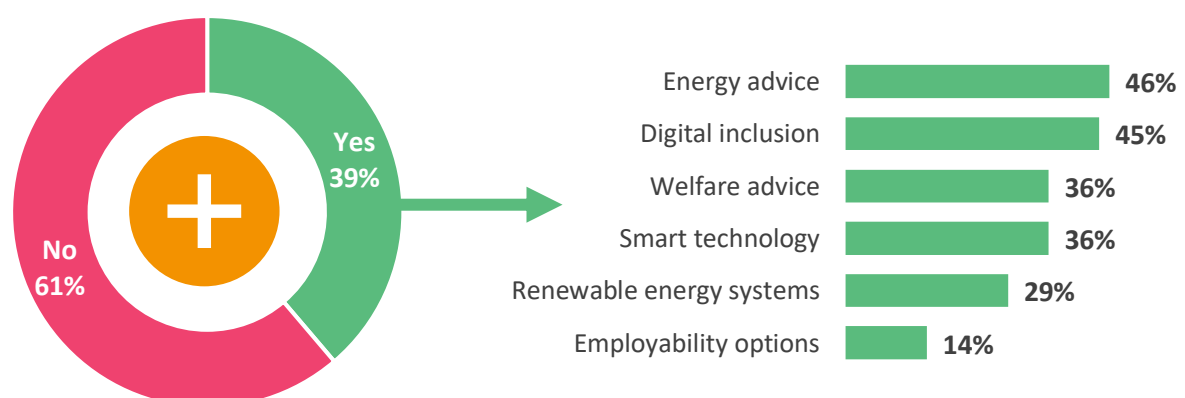
Finally on this topic, all tenants were asked if they thought Ark should be providing services other than the core housing functions. Four in ten (39%) said yes.

Those that said yes were asked which other services they thought Ark should provide. The most common services that these tenants felt Ark should provide were energy advice such as help with keeping homes warm (46%) and digital inclusion initiatives, such as help with getting online, accessing broadband/Wi-Fi (45%). More details on internal access is provided in the next section of this report.

Other services tenants would like include welfare advice - help with managing finances - and smart technology (both 36%).

Figure 5.3 Additional services Ark should provide

Base size: 147; 56



6. Contact and communication

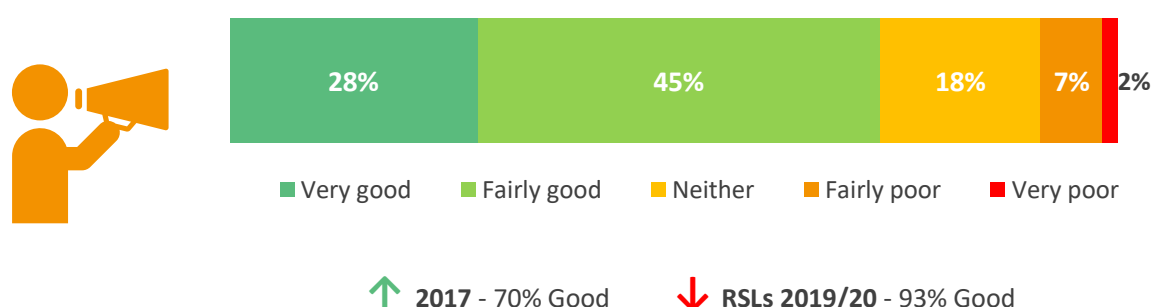
Keeping residents informed

Tenants were asked how good or poor they felt Ark is at keeping them informed about their services and decision. Almost three quarters (73%) felt that Ark is good at keeping them informed, with 9% saying they are poor. Around a fifth (18%) were ambivalent, feeling they are neither good nor poor at keeping them informed.

This is the only indicator that has seen an increase since 2017, with satisfaction now 3% points higher. This is not a significant difference. However, when compared to the RSL average for 2019/20, Ark falls substantially behind the national average by 20% points.

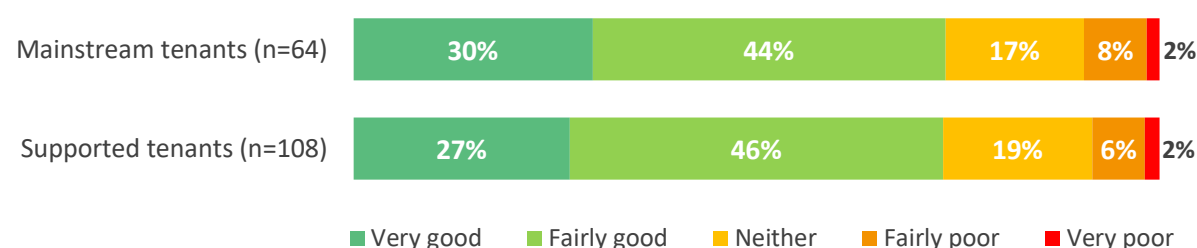
Figure 6.1 Keeping residents informed

Base size: 172



Comparison by tenant type shows that satisfaction was consistent at 73%. Marginally more mainstream tenants expressed dissatisfaction (9% compared to 8%).

Figure 6.2 Keeping residents informed by tenant type



Analysis of agreement levels by age shows that tenants aged 45-54 were significantly more likely to agree that they are kept informed about Ark's services and decisions than those aged 18-44 and 55-64. Those aged 18-34 were the most likely to disagree that they are kept informed (17%).

Figure 6.3 Keeping tenants informed by age



**Caution should be taken when interpreting the results due to the small sample size.*

Satisfaction with contacting Ark

Tenants were then asked to think about their most recent contact with Ark and asked how satisfied they were with the following aspects.

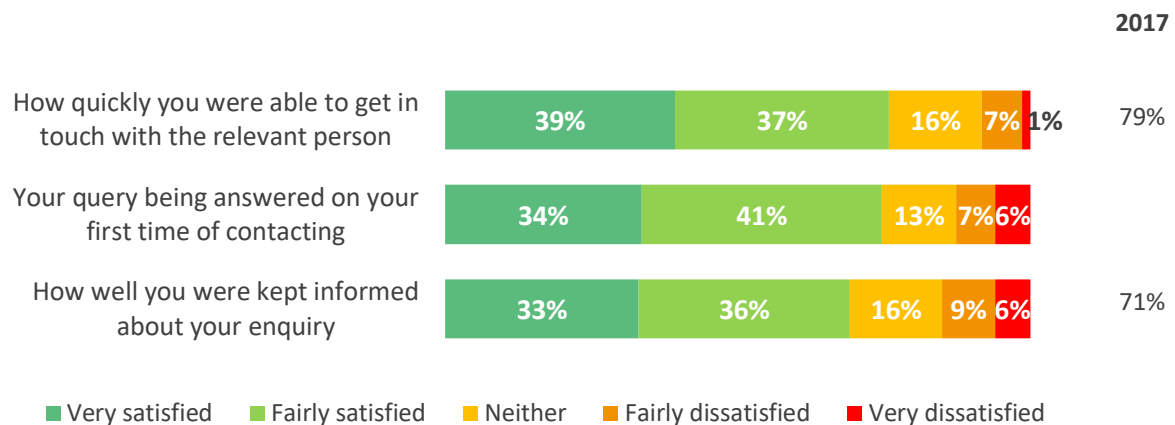
Tenants' satisfaction was highest for how quickly they were able to get in touch with the relevant person (76%), closely followed by the query being answered on the first time of making contact (75%) and how well informed they were kept about their query (69%).

Comparison to the previous survey period in 2017 shows some slight falls in satisfaction. There may be work to do to ensure queries are answered first time and tenants are kept informed as a sizeable proportion were dissatisfied or ambivalent about their experience.

There were no significant differences by tenant type.

Figure 6.4 Satisfaction with aspects of last contact with Ark

Base size: 133-145



Communication methods

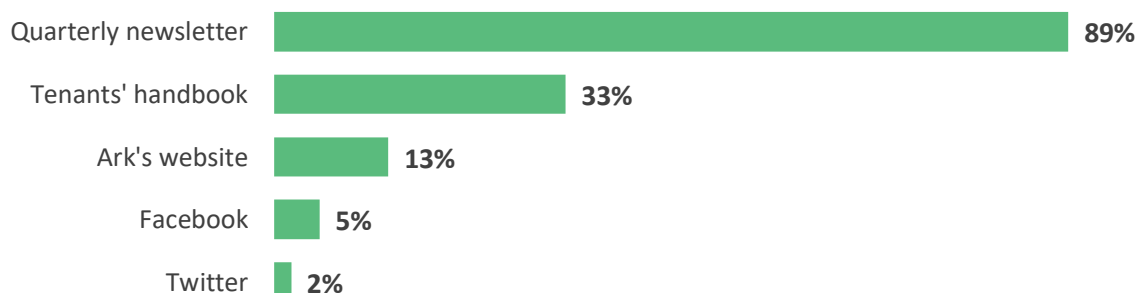
Ark communicated with its tenants in a number of ways. To explore how these are used, tenants were asked which of these methods they currently use to keep up to date with Ark.

By far the most popular was the quarterly newsletter, used by almost nine in ten (89%) tenants. The tenants' handbook was also a popular method used by tenants (33%). Scores for these two methods were similar for both mainstream and supported tenants. However, a greater proportion of mainstream tenants reported using Ark's website (21% compared to 8%).

There were no significant differences by age, though the small number of tenants using Ark's website and social media channels were predominantly younger.

Figure 6.5 Methods used to keep up to date with Ark

Base size: 156



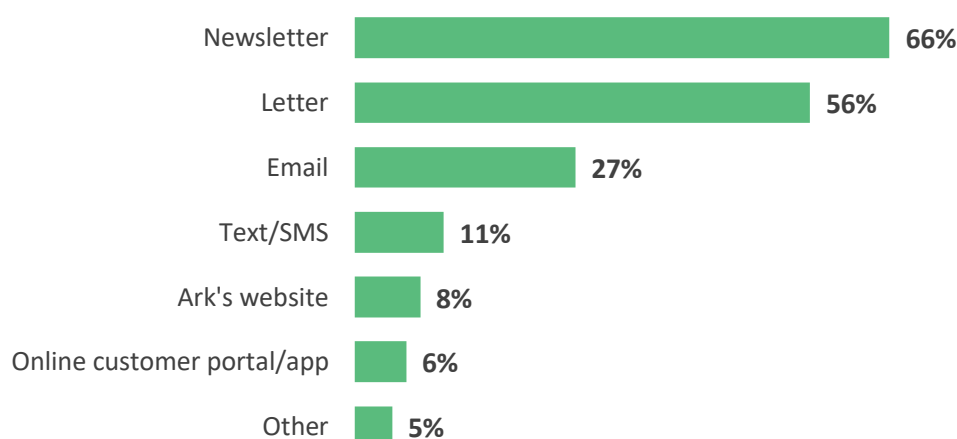
Following this, tenants were asked how they would prefer to be kept informed about Ark and its services. Again, the main preference was for a newsletter, such as the quarterly one currently received (66%) but 56% also stated they'd be happy to receive a letter. Email was less commonly preferred (27%).

This time, there were broader differences between mainstream and supported tenants. Mainstream tenants' top three preferences were letter (59%), email (51%) and newsletter (40%) whereas supported tenants' were newsletter (81%), letter (55%) and email (14%).

There was no difference in the top three preferences by age, however the small number of tenants preferring digital methods like text/SMS and online customer portal/app were again predominately younger.

Figure 6.6 Preferred methods to be kept informed about Ark and its services

Base size: 173



Internet access

Tenants were then asked if they had access to the internet. 63% of respondents reported that they have access; 37% did not. Positively, more tenants are online now compared to in 2017 when 46% reported having access. For context, the current national average estimates that 96% of households in Great Britain have internet access². However, it is estimated that just 58% of those that rent from a local authority and 69% of those that rent from a housing association have *basic digital skills*³.

² Office for National Statistics: 2019 estimate for Households with internet access. Available at: <https://www.ons.gov.uk/peoplepopulationandcommunity/householdcharacteristics/homeinternetandsocialmediausage/datasets/interne-taccesshouseholdsandindividualsreferencetables>

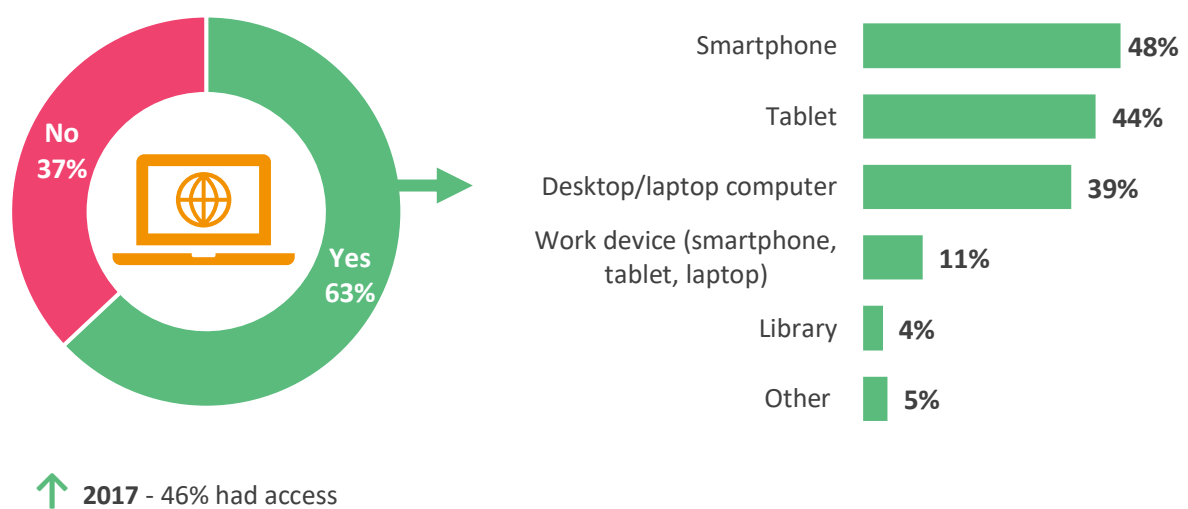
³ Lloyds Bank UK Consumer Digital Index 2018. Available at: https://www.lloydsbank.com/assets/media/pdfs/banking_with_us/whats-happening/LB-Consumer-Digital-Index-2018-Report.pdf

Those that have access to the internet were asked how they access it. The most common modes were by smartphone (48%), tablet (44%) and desktop/laptop computer (39%).

Perhaps unsurprisingly, mainstream tenants were significantly more likely to have access to the internet (78% compared to 54% of supported tenants). Looking closer at those without internet usage most were aged 55-64 (35% of those without access) or aged 65 and over (23% of those without access).

Figure 6.7 Internet access

Base size: 173; 108



Accessing services online

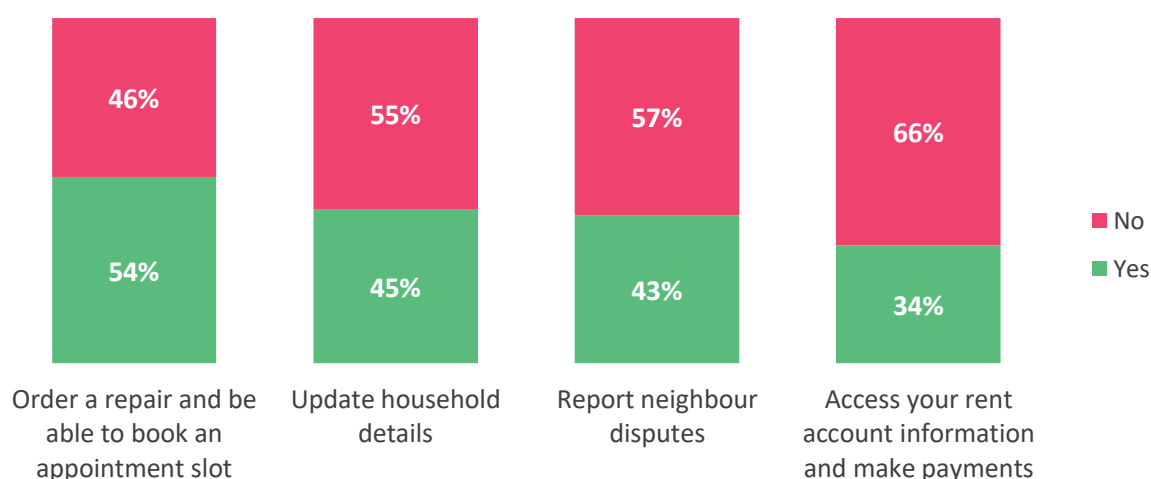
To explore the appetite for tenants to access services online, those with internet access were also asked if they would like to be able to do the following on the internet.

Whilst over half (54%) said they'd like to be able to order a repair and book an appointment slot, fewer were interested in accessing their rent account/making payments, updating details and reporting neighbourhood disputes. This correlates with the communication preferences outlined above which were mostly traditional methods rather than digital. Promoting the ease of use and efficiency of accessing services online may help to change this behaviour in future when, or if, this becomes an option.

Across all services, younger tenants were the most likely to say yes with agreement falling as age increases.

Figure 6.9 Preference for accessing services online

Base size: 91-100



7. Participation

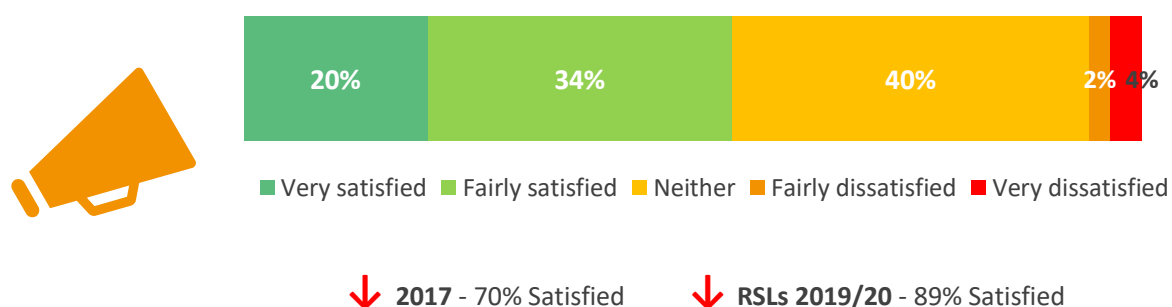
Opportunities to participate in Ark's decision making processes

Over half (54%) of tenants were satisfied with the opportunities given to them to participate in Ark's decision making processes. 6% were dissatisfied and a large proportion (40%) were neither satisfied nor dissatisfied. It is common to find a large proportion stating 'neither satisfied nor dissatisfied' for this question as tenants may not have attempted to participate in decision making processes or make their views known and therefore feel unable to provide a 'satisfied' or 'dissatisfied' response.

Having said that, comparison with 2017 shows a 16% point fall in satisfaction, which is a statistically significant difference. Furthermore, this score is significantly below the RSL average for 2019/20 (89%).

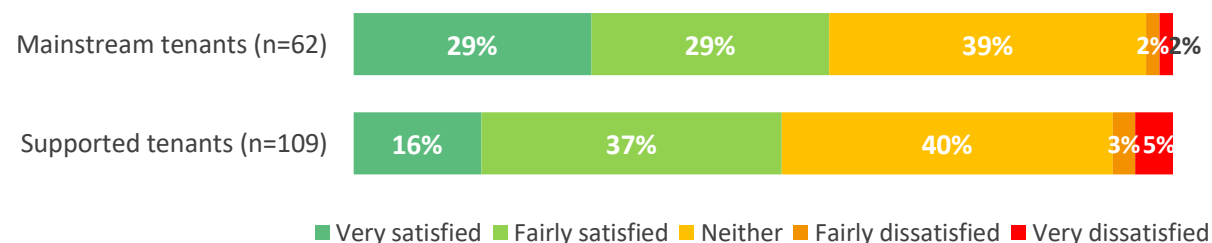
Figure 7.1 Opportunities to participate in decision making processes

Base size: 171



Unlike elsewhere, it was mainstream tenants that were most satisfied with the opportunities to participate in decision making processes. 58% of these were satisfied compared to 52% of supported tenants. 7% of supported tenants were dissatisfied with the opportunities given to them.

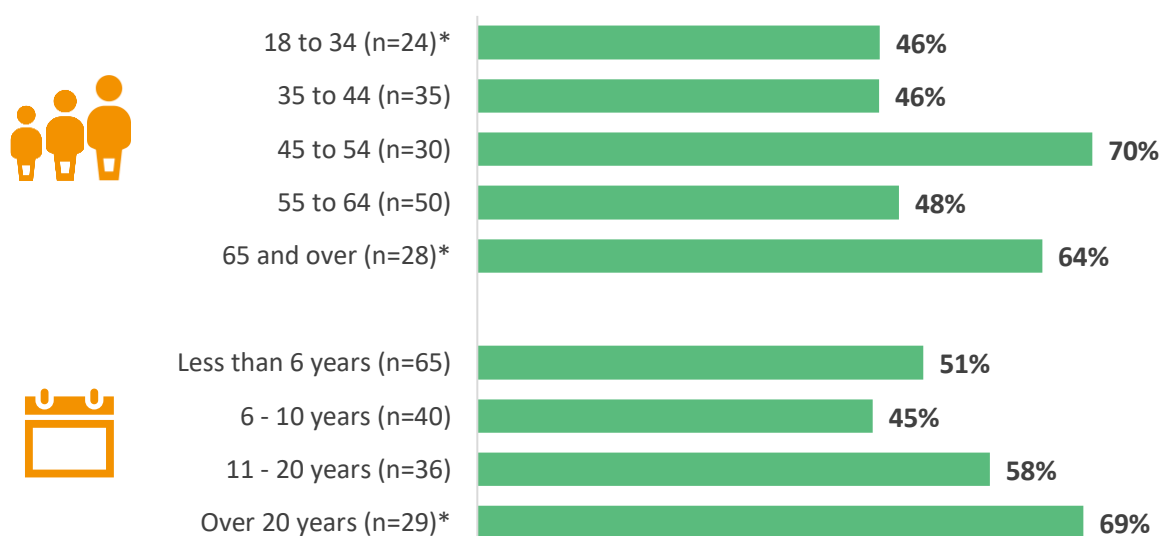
Figure 7.2 Opportunities to participate in decision making processes by tenant type



Analysis of overall satisfaction levels by sub-groups some significant differences:

- Tenants aged 45-54 were significantly more satisfied with the opportunities to participate in decision making than those aged 35-44. Satisfaction was also low for those aged 18-34 and 55-64, though dissatisfaction was highest amongst those 35-44 (11%).
- There were some high proportions of 'neither satisfied or dissatisfied' reported, particularly amongst those 18-34 (46%), 35-44 (43%) and 55-64 (46%).
- Tenants who have been with Ark a long time (20 years or more) were significantly more satisfied than those with a tenancy length of 6-10 years. It may make sense that their awareness or experience of participating is higher, given they've been with Ark longer.

Figure 7.3 Opportunities to participate in decision making processes by age and length of tenancy



**Caution should be taken when interpreting the results due to the small sample size.*

Reasons for dissatisfaction

Tenants who were dissatisfied with the opportunities to participate in Ark's decision making processes were asked what Ark could do to give them more opportunities to participate. Just five tenants left a comment. Two of these comments were from tenants who said they'd never been offered such opportunities and one comment was regarding an unrelated, outstanding issue with the property. The other two comments are shown below.

"Information."

"Just to let me know on decisions that are being made."

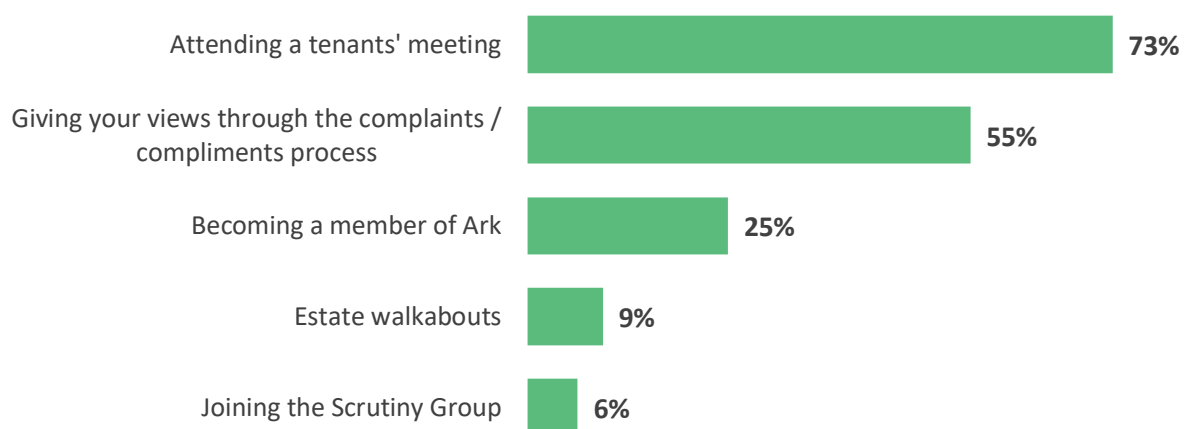
Awareness of opportunities to get involved

On the subject of opportunities to get involved in decision making, tenants were asked which of the following opportunities they were aware of. Please note, only 96 tenants responded to this question which may suggest that those who didn't respond were not aware, however we can't be certain of this.

Of those that responded, 73% were aware that they could attend a tenants' meeting, 55% were aware they could give their views through the complaints/compliments process and 25% were aware that they could become a member of Ark. Less than one in ten were aware of the opportunities to join estate walkabouts and the Scrutiny Group.

Figure 7.4 Awareness of opportunities to get involved

Base size: 96



8. Covid-19 restrictions

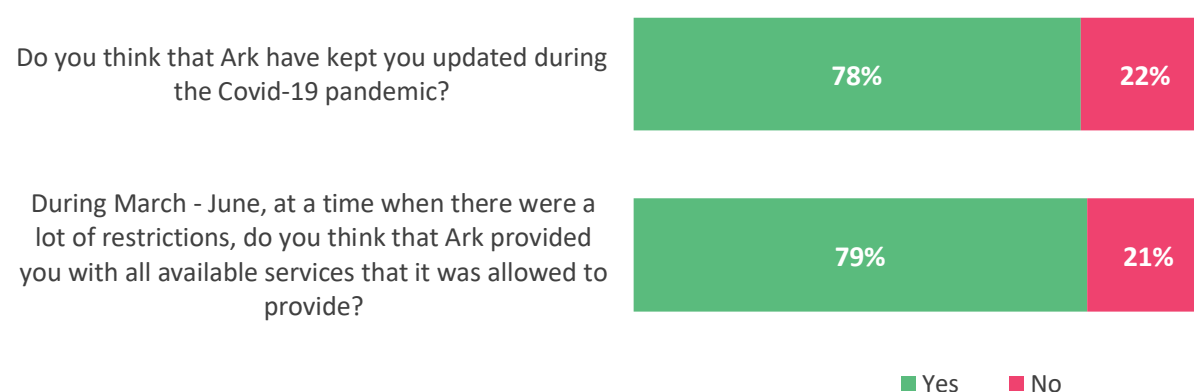
Given that the survey was being run in the run up to the 'second-peak' of the Coronavirus pandemic and new restrictions were impending, additional questions were included in the survey to understand tenants' perceptions of the service provided by Ark during the pandemic.

Firstly, tenants were asked if they thought Ark had kept them updated during the pandemic, to which 78% agreed and 22% disagreed. Following this, marginally more tenants (79%) felt that Ark provided all of the services it was allowed to provide during the nationwide lockdown between March and June.

Analysis of results by age show that older tenants were significantly more likely to say 'yes' to both questions compared to younger tenants.


Figure 8.1 Perceptions of service during Covid-19 pandemic

Base size: 164-169



Tenants were also given the opportunity to share anything else they feel that Ark should be doing to help them during the pandemic. A total of 33 tenants provided a valid comment. These have been grouped into themes which are presented in Table 8.1 below.

Table 8.1 Anything else Ark should be doing to help during the pandemic

	Count
More communication/updates (e.g. of restrictions, service updates)	9
Positive feedback (e.g. staff have been great)	7
Not received any information/support	6
More understanding of financial situations	3
Same rules/treatment for all tenants	2
Ability to contact remotely	1
Courtesy calls/check-ups with tenants	1
Keeping families up to date for tenants in supported housing	1

Follow-up on repair work	1
Less paperwork	1
More PPE for workers	1
Paying for services not received	1
Other	5

Positively, seven comments were from tenants who were satisfied with the response from Ark previously. However, six comments were from tenants who said they hadn't received any information or support. For suggestions, nine comments suggested more communication or updates are needed, for example on current restrictions and service updates for things like repairs and grounds maintenance, and three tenants felt more understanding should be given to tenants' financial situations as a result of the pandemic.

Benchmarking

In order to benchmark Ark's satisfaction against other housing providers, comparisons to the 2019/20 average for Registered Social Landlords in Scotland have been included throughout this report. However, as this average is formed of all housing providers across Scotland it is not necessarily a fair comparison as different providers will operate in different areas, have different client types and be of different sizes.

Given around 70% of Ark's housing stock is supported housing, a comparison against the average satisfaction scores for supported providers across Scotland is provided below (11 providers for 2019/20). A further comparison against a peer group of providers is also shown (also for 2019/20), made up of nine providers that have been selected by Ark due to their similarities.

Results show that for overall satisfaction and satisfaction with the quality of home Ark is on-par with other supported providers nationally. However, for other indicators Ark is falling behind, with the greatest difference being satisfaction with opportunities to participate in decision making which was 18% points lower for Ark than the supported housing average. Comparison to the peer group is worse, showing Ark falling behind on all indicators. The greatest difference here is again satisfaction with opportunities to participate in decision making (35% point difference), with a 20% point difference for satisfaction with keeping tenants informed.

Indicator (% very/fairly satisfied, unless stated)	Ark 2020	Supported providers	Peer group ⁴
1 Overall satisfaction with services	78%	79%	91%
2 Keeping tenants informed (% very and fairly good)	73%	84%	93%
5 Satisfaction with opportunities to participate in decision making	54%	72%	89%
7 Satisfaction with quality of home	80%	80%	88%
12 Satisfaction with repairs carried out in the last year	75%	88%	92%

⁴ Peer group consists of: Abbeyfield Scotland Ltd, Aberdeen Soroptimist Housing Society Ltd, Bield Housing & Care, Hanover (Scotland) Housing Association Ltd, Key Housing Association Ltd, Loretto Housing Association Ltd, Scottish Veterans Residences, Trust Housing Association Ltd and Viewpoint Housing Association Ltd

Indicator (% very/fairly satisfied, unless stated)		Ark 2020	Supported providers	Peer group ⁴
13	Satisfaction with neighbourhood management	70%	85%	88%
25	Rent is value for money (% very and fairly good)	68%	84%	84%

Conclusions and recommendations

Relatively low levels of satisfaction

Overall 78% of tenants were satisfied with the overall service provided. However, results show that satisfaction has fallen across most key indicators since 2017, with a fall of 3% points for satisfaction with the overall service provided. Other key indicators such as the quality of home and opportunities to participate in decision making saw the greatest falls, by 6% points and 16% points, respectively. However, satisfaction with Ark's management of neighbourhoods remained consistent and satisfaction with keeping tenants informed did see an increase, by 3% points.

Comparatively, Ark falls behind other landlords across all key indicators when compared to the RSL averages for 2019/20. Comparisons solely to supported providers and a peer group selected by Ark also shows Ark falling behind on most, if not all, indicators. However, a lot changed as 2020 evolved, so this comparison may provide a somewhat distorted picture. Throughout 2020 we have seen drops in customer satisfaction with other housing providers. Customer contact has changed, there have been delays to some repairs and new ways of working may well have put a strain on systems and service delivery. However, these results should help Ark to understand how this has affected customer satisfaction with Ark's services and therefore where to focus attention to improve services in the current context. As more data comes through over the coming year, a fairer picture for benchmarking may become available.

Whilst satisfaction has fallen, it is important to note that dissatisfaction levels, on the whole, have not increased significantly, with more tenants adopting a neutral position. In fact, dissatisfaction fell for key indicators such as overall service (11% compared to 13% in 2017), opportunities to participate (6% compared to 8%), repairs (13% compared to 15%) and rent providing value for money (9% compared to 11%).

Mainstream tenants and supported tenants

Throughout the key indicators, supported tenants were generally more satisfied compared to mainstream tenants. The most significant differences, were:

- The quality of home (mainstream 69%, supported 87%)
- Ark's management of the neighbourhood (mainstream 59%, supported 77%)
- Rent representing good value for money (mainstream 59%, supported 74%)

For keeping residents informed, the proportions of those stating that Ark is good was the same (73%) and for satisfaction with opportunities to participate in decision making, it was in fact mainstream tenants who were more satisfied (58% compared to 52%).

Perceptions of Ark and homes

Results show that most tenants see Ark as a landlord that has helpful staff and provides a good standard of housing. This is reflected in the 80% who were satisfied with the quality of their home. However, there remain some who are dissatisfied with their home. Some of the reasons outlined in the open-ended comments suggest that this may be because of homes requiring updates or repairs. This was also the most common answer provided by tenants when they were asked what Ark does not do particularly well as a landlord.

One of the other areas of the home that we explored was heating and living in a warm home. Results show a fairly even split between those with gas heating and those with electric heating, though some tenants used both. Positively, over half of tenants said they suffer from minimal heat loss in their home, but 25% suffer frequently. With around a third of mainstream tenants unaware of the free advice given by Home Energy Scotland and 9% of tenants requesting more information on fuel poverty help, this is clearly an area for increased promotion/support.

Property Services

Overall satisfaction with the repairs and maintenance service for those who had received a repair in the last 12 months was relatively high, at 75% satisfied, which is a marginal decrease since 2017. The most common reasons for dissatisfaction with the last repair included not being told when the contractor would call, repairs taking too long and the actual quality of the repair. There is a pocket of tenants who are dissatisfied with the repairs service and as outlined above, this is having an impact on the perception they have of their home being good quality.

For planned works, almost two thirds of tenants felt Ark keeps them informed of these - 12% disagreed and a quarter neither agreed nor disagreed. Those who disagreed suggested better communication was needed, or a plan for tenants to access.

Comparison by tenant type showed greater dissatisfaction with the repairs service amongst mainstream tenants, who were also in less agreement with being kept informed of planned works.

Satisfaction with neighbourhood and additional services

Overall, seven in ten (70%) tenants were satisfied with how Ark manages their neighbourhood. As in 2017, a big proportion remain neutral. When asked what they like most about their neighbourhood, tenants mentioned having nice neighbours (and/or staff, particularly those who are supported tenants), being in a quiet or peaceful neighbourhood and being in close proximity to amenities. When asked what they liked least, a quarter restated their satisfaction with their neighbourhood, whilst the same proportion cited issues with neighbours. Some mentioned parking or traffic issues and unkept gardens.

This dissatisfaction with unkept gardens was also highlighted by the 25% of tenants that were dissatisfied with the gardening service they receive. Almost a third of those that receive this service also expressed dissatisfaction with the value for money of this service. It may be that this service has been impacted as a result of the pandemic, in which case this hasn't gone unnoticed by tenants. Satisfaction with stair cleaning was slightly higher, and the vast majority of those receiving furniture provision were satisfied with this service.

Communication and engagement

Almost three quarters felt that Ark is good at keeping them informed, the only indicator to increase since 2017. However, looking at the detail of contact in the past year, there were some falls in satisfaction. There may be work to do to ensure queries are answered first time and tenants are kept informed, as a sizeable proportion were dissatisfied or ambivalent about their experiences.

Furthermore, a significant proportion of tenants were neither satisfied nor dissatisfied with the opportunities they have to participate in Ark's decision making processes (40%). It may be that these tenants have not attempted to participate or make their views known, so there is work to do to promote these opportunities.

Looking at future communications, the greatest preference is for newsletter or letter, though some would prefer email (particularly mainstream tenants). A greater proportion of tenants now have internet access compared to in 2017, however preference for online methods was relatively low and less than half of those online said they'd be interested in accessing services online (with the exception of booking repairs where 54% said they'd be interested).

Different perceptions by sub-groups

By sub-group, some groups stand out as perceiving a different level of service. Here are the key points to highlight:

- As outlined with the key indicators, **mainstream tenants** generally had lower levels of satisfaction than **supported tenants**.
- As we commonly see, **older residents were often more satisfied than younger ones**. Those in the 45-54 age group also had some higher levels of satisfaction, particularly for being kept informed.
- Tenants in **bungalows and houses** were significantly less satisfied with the overall service provided, the quality of their home and their rent providing value for money compared to those in **flats, bedsits and rooms**.
- Tenants who have **joined Ark most recently** and those that have been **with Ark for over 20 years** were generally more satisfied. We typically see this, where newer tenants are experiencing a 'honeymoon period' and older tenants hold loyalty, whilst those in the middle highlight issues.

Ark Business Plan 2020-2025

We understand that Ark has spent considerable time developing a plan of where Ark wants to be moving to in the next five years and it is useful that this coincides with this survey.

The plan sets out the new vision that Ark has of *"inclusive communities where quality of housing and care enable people to thrive and live a good life"*. This is broken down into key objectives that Ark aims to achieve in the first year including supporting tenants with rising fuel costs and creating new strategies to ensure the provision of high quality housing at rental levels that offer value.

Positively, eight in ten tenants are currently satisfied with the quality of their home. Of those dissatisfied, or 'sitting on the fence', the most common reasons were because their homes require updates or repairs. This reinforces the aims of the business plan and the shows that the development of a new Asset Management Strategy is the right way to go. Including SHQS and EESSH standards in this is also important as 25% of tenants reported suffering from heat loss frequently. However, promoting the free advice given by Home Energy Scotland and providing advice on fuel poverty support will be a good first step in the short term.

The business plan also makes a commitment to set a new definition for value for money, creating a strategy that will focus on partnering with tenants to meet this definition. In this survey, 68% of tenants rated their rent as good value for money and 9% rated it poor. A large proportion (22%) felt it was neither good nor poor. Again, this reinforces that a new definition and strategy may be the right way to go, and it will be important to engage with tenants, particularly those currently on the fence,

to understand their perceptions and ensure more tenants are satisfied that they are receiving a home and associated services that provide them with good value.

Appendix A: Mainstream tenants questionnaire

Appendix B: Supported tenants questionnaire

Appendix C: Respondent profile

Appendix A: Mainstream tenants questionnaire



TENANT SATISFACTION SURVEY 2020



HELP SHAPE THE SERVICES YOU RECEIVE

WIN ONE
OF THREE **£50!**
PRIZES

If you tick the relevant box in the survey you will be entered into a prize draw with the chance to win one of three £50 Love2Shop vouchers.

Please read these instructions carefully before completing the survey.

- It should be completed by the tenant at this address, their partner/spouse or carer, on their behalf.
- Please carefully read the instructions for each question.
- Please check that you have answered all questions that apply to you.
- All responses will be confidential.
- Please return the completed questionnaire to M-E-L Research in the FREEPOST envelope provided, or complete it online at melresearch.co.uk/Ark. When prompted, type in your ID number found at the top right corner of the letter.
- Please return your completed questionnaire by **14th December 2020**.

OVERALL SERVICE

Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Ark Housing? **PLEASE TICK ONE BOX ONLY**

- | | | | |
|--|----------------------------|---------------------------|----------------------------|
| Very satisfied | <input type="checkbox"/> 1 | Fairly dissatisfied | <input type="checkbox"/> 4 |
| Fairly satisfied | <input type="checkbox"/> 2 | Very dissatisfied | <input type="checkbox"/> 5 |
| Neither satisfied nor dissatisfied | <input type="checkbox"/> 3 | No opinion | <input type="checkbox"/> 6 |

Q2 Which of the following do you think Ark **does particularly well** as a landlord? **PLEASE TICK ALL THAT APPLY**

- | | |
|---|----------------------------|
| Gives good customer advice | <input type="checkbox"/> 1 |
| Has helpful staff | <input type="checkbox"/> 2 |
| Provides a good standard of housing | <input type="checkbox"/> 3 |
| Offers a good repairs service | <input type="checkbox"/> 4 |
| Looks after the neighbourhood well | <input type="checkbox"/> 5 |
| Improves and upgrades homes | <input type="checkbox"/> 6 |
| Provides fair and affordable rents | <input type="checkbox"/> 7 |
| Other (please specify below) | <input type="checkbox"/> 8 |
| Don't know | <input type="checkbox"/> 9 |

Q3 Which of the following do you think Ark **does not do particularly well** as a landlord? **PLEASE TICK ALL THAT APPLY**

- Repair service needs improving..... ☐ 1
 Estates need to be improved or maintained better ☐ 2
 Lack of housing options to allow me to move ☐ 3
 Housing is in poor condition..... ☐ 4
 Poor communication from Ark..... ☐ 5
 Problem neighbours or anti-social neighbours..... ☐ 6
 Poor customer service ☐ 7
 Other (please specify below) ☐ 8
 Don't know ☐ 9

Q4 Taking into account the accommodation and the services Ark provides, do you think that the rent for this property represents good or poor value for money? Is it... **PLEASE TICK ONE BOX ONLY**

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

YOUR HOME

Q5 Overall, how satisfied or dissatisfied are you with the quality of your home? **PLEASE TICK ONE BOX ONLY**

- Very satisfied ☐ 1 Fairly dissatisfied ☐ 4
 Fairly satisfied ☐ 2 Very dissatisfied ☐ 5
 Neither satisfied nor dissatisfied ☐ 3

Q6 Please tell us why you are satisfied or dissatisfied with the overall quality of your home? **PLEASE WRITE BELOW**

Q7 What type of heating do you use in your home? **PLEASE TICK ALL THAT APPLY**

- Gas..... ☐ 1
 Electric..... ☐ 2
 Other (please specify below) ☐ 3
 Don't know..... ☐ 4

Q8 On a scale of 1-10, to what extent would you say that you live in a cold home: one that seems to lose heat? 1 being no heat loss and 10 being heat loss all the time. **PLEASE TICK ONE BOX ONLY**

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1 -	2	3	4	5	6	7	8	9	10 -
No heat									Heat
loss									loss all
									the time

Q9 Are you aware you can get free advice from Home Energy Scotland on fuel costs, switching energy supplier and how to use your heating effectively? **PLEASE TICK ONE BOX ONLY**

Yes ☐ 1 No ☐ 2

<https://www.homeenergyscotland.org>

REPAIRS AND MAINTENANCE

Q10 Have you had any repairs carried out in this property during the last 12 months? **PLEASE TICK ONE BOX ONLY**

(Note – we are asking here about any day to day repairs and/or out of hours or emergency repairs that were carried out inside or outside your home. We are not asking about planned maintenance works or upgrades)

Yes ☐ 1 No ☐ 2 Don't know/can't remember.... ☐ 3

Q11 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Ark? **PLEASE TICK ONE BOX ONLY**

Very satisfied	<input type="checkbox"/> 1	Fairly dissatisfied	<input type="checkbox"/> 4
Fairly satisfied	<input type="checkbox"/> 2	Very dissatisfied	<input type="checkbox"/> 5
Neither satisfied nor dissatisfied	<input type="checkbox"/> 3		

Q12 If you were DISSATISFIED with your last repair, please tell us why. **PLEASE TICK ALL THAT APPLY**

Problems reporting the repair.....	<input type="checkbox"/> 1
I was not told when the contractor would call/they turned up unannounced	<input type="checkbox"/> 2
No appointments were offered	<input type="checkbox"/> 3
Repair took too long to complete	<input type="checkbox"/> 4
Ark's communication with repairs staff was poor	<input type="checkbox"/> 5
Attitude of contractor(s) was poor	<input type="checkbox"/> 6
Quality of repair was poor	<input type="checkbox"/> 7
Contractor(s) were messy / untidy.....	<input type="checkbox"/> 8
Other (please specify below).....	<input type="checkbox"/> 9

Q13 To what extent do you agree or disagree that Ark keeps you informed about planned refurbishment works? This includes kitchen, bathroom, heating, window and door replacement works. **PLEASE TICK ONE BOX ONLY**

Agree strongly.....	<input type="checkbox"/> 1	Disagree	<input type="checkbox"/> 4
Agree	<input type="checkbox"/> 2	Disagree strongly.....	<input type="checkbox"/> 5
Neither agree nor disagree	<input type="checkbox"/> 3		

Q14 If you **DISAGREE** that Ark keeps you informed about planned works, what type of information would be useful? **PLEASE WRITE BELOW**

Q15 Which areas of Property Services would you like to receive more information about? **PLEASE TICK ALL THAT APPLY**

- | | | |
|--|--------------------------|---|
| Repairs service | <input type="checkbox"/> | 1 |
| Planned and cyclical works | <input type="checkbox"/> | 2 |
| Works to meet safety regulations (e.g. gas and electricity checks) | <input type="checkbox"/> | 3 |
| Renewable green energy technologies | <input type="checkbox"/> | 4 |
| New build properties | <input type="checkbox"/> | 5 |
| Fuel poverty help | <input type="checkbox"/> | 6 |
| Smart heating controls | <input type="checkbox"/> | 7 |
| None of these | <input type="checkbox"/> | 8 |

YOUR NEIGHBOURHOOD

Q16 Overall, how satisfied or dissatisfied are you with Ark's management of the neighbourhood you live in? **PLEASE TICK ONE BOX ONLY**

- | | | | | | |
|--|--------------------------|---|---------------------------|--------------------------|---|
| Very satisfied | <input type="checkbox"/> | 1 | Fairly dissatisfied | <input type="checkbox"/> | 4 |
| Fairly satisfied | <input type="checkbox"/> | 2 | Very dissatisfied | <input type="checkbox"/> | 5 |
| Neither satisfied nor dissatisfied | <input type="checkbox"/> | 3 | | | |

Q17 Please tell us what you like most about your neighbourhood. **PLEASE WRITE BELOW**

Q18 Please tell us what you like least about your neighbourhood. **PLEASE WRITE BELOW**

ADDITIONAL SERVICES

Q19 Ark provides the following additional services to some customers. Do you receive any of these services? **PLEASE TICK ONE BOX FOR EACH ROW**

	Yes	No
Stair cleaning	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Gardening	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Furniture provision in shared accommodation	<input type="checkbox"/> 1	<input type="checkbox"/> 2

If you receive any of the additional services outlined in Q19 above, please answer Q20 and Q21. If you do not receive any of these additional services, please go to Q22.

Q20 How satisfied or dissatisfied are you with the following additional services... **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable
Stair cleaning	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Gardening	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Furniture provision in shared accommodation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q21 How satisfied or dissatisfied are you with the value for money of your... **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable
Stair cleaning	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Gardening	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6
Furniture provision in shared accommodation	<input type="checkbox"/> 1	<input type="checkbox"/> 2	<input type="checkbox"/> 3	<input type="checkbox"/> 4	<input type="checkbox"/> 5	<input type="checkbox"/> 6

Q22 Do you think that Ark should be providing services other than the core housing functions? **PLEASE TICK ONE BOX ONLY**

Yes - **GO TO Q23** ☐ 1 No - **GO TO Q24** ☐ 2

Q23 Which other services do you think Ark should provide? **PLEASE TICK ALL THAT APPLY**

- Welfare advice (e.g. help with managing finances) ☐ 1
- Energy advice (e.g. help with keeping your home warm) ☐ 2
- Digital inclusion (e.g. help with getting online, accessing broadband/Wi-Fi) ☐ 3
- Employability options ☐ 4
- Smart technology (e.g. smart heating controls) ☐ 5
- Renewable energy systems ☐ 6
- Other (please specify below) ☐ 7

CONTACT AND COMMUNICATION

Q24 How good or poor do you feel Ark is at keeping you informed about their services and decisions? **PLEASE TICK ONE BOX ONLY**

Very good	<input type="checkbox"/> 1	Fairly poor.....	<input type="checkbox"/> 4
Fairly good.....	<input type="checkbox"/> 2	Very poor	<input type="checkbox"/> 5
Neither good nor poor.....	<input type="checkbox"/> 3		

Q25 Thinking about your most recent contact with Ark, how satisfied or dissatisfied were you with the following? **PLEASE TICK ONE BOX FOR EACH ROW**

	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know
How quickly you were able to get in touch with the relevant person	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Your query being answered on your first time of contacting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
How well you were kept informed about your enquiry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q26 Ark communicates with its customers in a number of ways. Which of the following do you use to keep up to date with Ark? **PLEASE TICK ALL THAT APPLY**

Ark's website	<input type="checkbox"/> 1
Facebook.....	<input type="checkbox"/> 2
Twitter	<input type="checkbox"/> 3
LinkedIn.....	<input type="checkbox"/> 4
Tenants' handbook	<input type="checkbox"/> 5
Quarterly newsletter	<input type="checkbox"/> 6

Q27 How would you prefer to be kept informed about Ark and its services? **PLEASE TICK ALL THAT APPLY**

Ark's website	<input type="checkbox"/> 1
Email	<input type="checkbox"/> 2
Online customer portal / app	<input type="checkbox"/> 3
Text / SMS	<input type="checkbox"/> 4
Letter	<input type="checkbox"/> 5
Newsletter	<input type="checkbox"/> 6
Other (please specify below)	<input type="checkbox"/> 7

Q28 Do you have access to the internet? **PLEASE TICK ONE BOX ONLY**

Yes - GO TO Q29	<input type="checkbox"/> 1	No - GO TO Q31	<input type="checkbox"/> 2
------------------------------	----------------------------	-----------------------------	----------------------------

Q29 How do you access the internet? **PLEASE TICK ALL THAT APPLY**

- Smartphone ☐ 1
 Tablet ☐ 2
 Desktop / laptop computer ☐ 3
 Work device (smartphone, tablet, laptop etc.).... ☐ 4
 Library ☐ 5
 Other (please specify below)..... ☐ 6

Q30 Would you like to be able to do any of the following online? **PLEASE TICK ONE BOX FOR EACH ROW**

	Yes	No
Order a repair and be able to book an appointment slot	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Access your rent account information and make payments	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Update household details	<input type="checkbox"/> 1	<input type="checkbox"/> 2
Report neighbour disputes	<input type="checkbox"/> 1	<input type="checkbox"/> 2

PARTICIPATION

Q31 How satisfied or dissatisfied are you with the opportunities given to you to participate in Ark's decision making processes? **PLEASE TICK ONE BOX ONLY**

- Very satisfied ☐ 1 Fairly dissatisfied ☐ 4
 Fairly satisfied ☐ 2 Very dissatisfied ☐ 5
 Neither satisfied nor dissatisfied ☐ 3

Q32 If you are DISSATISFIED with the opportunities to participate in Ark's decision making processes, what could Ark do to give you more opportunities to participate? **PLEASE WRITE BELOW**

Q33 Which of the following opportunities to get involved are you aware of? **PLEASE TICK ALL APPLY**

- Becoming a member of Ark..... ☐ 1
 Joining the Scrutiny Group..... ☐ 2
 Attending a tenants' meeting ☐ 3
 Estate walkabouts..... ☐ 4
 Giving your views through the complaints / compliments process ☐ 5

COVID-19 RESTRICTIONS

Please note: during the nationwide lockdown (March - June 2020) there were lots of rules issued by the Government about which services we were allowed to carry out.

Q34 Do you think that Ark have kept you updated during the Covid-19 pandemic? **PLEASE TICK ONE BOX ONLY**

Yes..... ☐ 1 No..... ☐ 2

Q35 During March - June, at a time when there were a lot of restrictions, do you think that Ark provided you with all available services that it was allowed to provide? **PLEASE TICK ONE BOX ONLY**

Yes..... ☐ 1 No..... ☐ 2

Q36 If you think there is anything else that Ark should be doing to help you during the pandemic, please let us know below. **PLEASE WRITE BELOW**

FURTHER CONTACT

Q37 Ark may wish to invite you to take part in further research about the subjects covered in this survey. If you are happy to be re-contacted by Ark, we need your permission to pass on your contact details to them for this purpose. If you give permission, we will only pass on your contact details; your answers to this survey will remain confidential.

Are you happy to be re-contacted? **PLEASE TICK ONE BOX ONLY**

Yes - I am happy to be re-contacted..... ☐ 1 No - I do not want to be re-contacted..... ☐ 2

Q38 Ark is also offering a prize draw for completing this survey with three chances to win! You could win one of three £50 Love2Shop vouchers. These can be spent at over 20,000 high street stores and online.

Are you happy to take part in the prize draw? **PLEASE TICK ONE BOX ONLY**

Yes..... ☐ 1 No..... ☐ 2

Q39 Finally, could you please tell us who completed this survey? **PLEASE TICK ONE BOX ONLY**

Main tenant..... ☐ 1 Carer..... ☐ 4
Joint tenant/partner/spouse..... ☐ 2 Other (please specify below)..... ☐ 5
Other family member..... ☐ 3

This is the end of the survey. Thank you for your time. Your feedback is really valuable.

Please return your completed survey to M-E-L Research in the freepost envelope provided.

Appendix B: Supported tenants questionnaire



Ark
People
Housing
Care

TENANT SATISFACTION SURVEY 2020



HELP SHAPE THE SERVICES YOU RECEIVE

Please read these instructions carefully before completing the survey.



- It should be completed by the tenant at this address, their partner/spouse or carer/guardian, on their behalf.



- Please carefully read the instructions for each question.



- All responses will be confidential.



- You will also be entered into a prize draw with a chance to win one of three **£50 Love2Shop vouchers** (if you tick the relevant box in the survey).



- Please return the completed questionnaire to M·E·L Research in the FREEPOST envelope provided. An online version, in plain text rather than Easy Read, can be completed at melresearch.co.uk/Ark. When prompted, type in your ID number found at the top right corner of the letter that came with this questionnaire.



- Please return your completed questionnaire by 14th December 2020.

When completing this survey we would like you to think about the housing and maintenance services that you receive from us, not the care and support that you receive.

OVERALL SERVICE



Question 1. Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Ark Housing?



Very
satisfied



Fairly
satisfied



Neither
satisfied nor
dissatisfied



Fairly
dissatisfied



Very
dissatisfied



Not
applicable



Question 2. Which of the following do you think Ark does particularly well as a landlord? Please tick all that apply.



Gives good customer advice



Has helpful staff



Provides a good standard of housing



Offers a good repairs service



Looks after the neighbourhood well



Improves and upgrades homes



Provides fair and affordable rents



Other (please specify below)



Don't know



Question 3. Which of the following do you think Ark does not do particularly well as a landlord? Please tick all that apply.

- ☐ Repair service needs improving
- ☐ Estates need to be improved or maintained better
- ☐ Lack of housing options to allow me to move
- ☐ Housing is in poor condition
- ☐ Poor communication from Ark
- ☐ Problem neighbours or anti-social neighbours
- ☐ Poor customer service
- ☐ Other (please specify below)
- ☐ Don't know



Question 4. Taking into account the accommodation and the services Ark provides, do you think that the rent for this property represented good or poor value for money? Is it...



Very good



Fairly good



Neither good
nor poor



Fairly poor



Very poor

YOUR HOME



Question 5. Overall, how satisfied or dissatisfied are you with the quality of your home?



Very
satisfied



Fairly
satisfied



Neither
satisfied nor
dissatisfied



Fairly
dissatisfied



Very
dissatisfied



Question 6. Please tell us why you are satisfied or dissatisfied with the overall quality of your home?



Question 7. What type of heating do you use in your home? Please tick all that apply.



Gas



Electric



Other (please specify below)



Don't know



Question 8. On a scale of 1-10, to what extent would you say that you live in a cold home: one that seems to lose heat? 1 being no heat loss and 10 being heat loss all the time.

<input type="checkbox"/> 1 - No heat loss	<input type="checkbox"/> 6
<input type="checkbox"/> 2	<input type="checkbox"/> 7
<input type="checkbox"/> 3	<input type="checkbox"/> 8
<input type="checkbox"/> 4	<input type="checkbox"/> 9
<input type="checkbox"/> 5	<input type="checkbox"/> 10 - Heat loss all the time

REPAIRS AND MAINTENANCE



Question 9. Have you had any repairs carried out in this property during the last 12 months?


☐

Yes


☐

No


☐

Don't know/
can't remember



Question 10. Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Ark?


☐

Very
satisfied


☐

Fairly
satisfied


☐

Neither
satisfied nor
dissatisfied


☐

Fairly
dissatisfied


☐

Very
dissatisfied



Question 11. If you were DISSATISFIED with your last repair, please tell us why. Please tick all that apply.

- ☐ Problems reporting the repair
- ☐ I was not told when the contractor would call/ they turned up unannounced
- ☐ No appointments were offered
- ☐ Repair took too long to complete
- ☐ Ark's communication with repairs staff was poor
- ☐ Attitude of contractor(s) was poor
- ☐ Quality of repair was poor
- ☐ Contractor(s) were messy/untidy
- ☐ Other (please specify below)



Question 12. To what extent do you agree or disagree that Ark keeps you informed about planned refurbishment works? This includes kitchen, bathroom, heating, window and door replacement works.

☐

Agree
strongly

☐

Agree

☐

Neither
agree nor
disagree

☐

Disagree

☐

Disagree
strongly



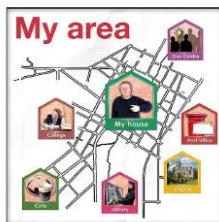
Question 13. If you DISAGREE that Ark keeps you informed about planned works, what type of information would be useful?



Question 14. Which areas of Property Services would you like to receive more information about? Please tick all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Repairs service | <input type="checkbox"/> New build properties |
| <input type="checkbox"/> Planned and cyclical works | <input type="checkbox"/> Fuel poverty help |
| <input type="checkbox"/> Works to meet safety regulations (e.g. gas and electricity checks) | <input type="checkbox"/> Smart heating controls |
| <input type="checkbox"/> Renewable green energy technologies | <input type="checkbox"/> None of these |

YOUR NEIGHBOURHOOD



Question 15. Overall, how satisfied or dissatisfied are you with Ark's management of the neighbourhood you live in?



Very
satisfied



Fairly
satisfied



Neither
satisfied nor
dissatisfied



Fairly
dissatisfied



Very
dissatisfied



Question 16. Please tell us what you like most about your neighbourhood.



Question 17. Please tell us what you like least about your neighbourhood.

ADDITIONAL SERVICES

Question 18. Ark provides the following additional services to some customers. Do you receive any of these service?



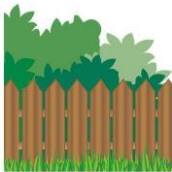
Stair cleaning



Yes

☐

No

☐

Gardening








☐☐

Furniture provision in shared accommodation

☐☐

If you receive any of the additional services outlined in Question 18, please answer Question 19 and Question 20. If you do not receive any of these additional services, please go to Question 21.

Question 19. How satisfied or dissatisfied are you with the following additional services...

						
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable
 Stair cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Gardening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Furniture provision in shared accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Question 20. How satisfied or dissatisfied are you with the value for money of your...

						
	Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Not applicable
 Stair cleaning	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Gardening	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
 Furniture provision in shared accommodation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Question 21. Do you think that Ark should be providing services other than the core housing functions?



Yes - GO TO QUESTION 22



No - GO TO QUESTION 23



Question 22. What other services do you think Ark should provide? Please tick all that apply.

☐

Welfare advice (e.g. help with managing finances)

☐

Energy advice (e.g. help with keeping your home warm)

☐

Digital inclusion (e.g. help with getting online, accessing Wi-Fi)

☐

Employability options

☐

Smart technology (e.g. smart heating controls)

☐

Renewable energy systems

☐

Other (please specify below)

CONTACT AND COMMUNICATION



Question 23. How good or poor do you feel Ark is at keeping you informed about their services and decisions?

☐

Very good

☐

Fairly good

☐

Neither good
nor poor

☐

Fairly poor

☐

Very poor

Question 24. Thinking about your most recent contact with Ark, how satisfied or dissatisfied were you with the following?



How quickly you were able to get in touch with the relevant person

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know



Your query being answered on your first time of contacting

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know



How well you were kept informed about your enquiry

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied	Don't know



Question 25. Ark communicates with its customers in a number of ways. Which of the following do you use to keep up to date with Ark? Please tick all that apply.

<input type="checkbox"/> Ark's website	<input type="checkbox"/> LinkedIn
<input type="checkbox"/> Facebook	<input type="checkbox"/> Tenants' handbook
<input type="checkbox"/> Twitter	<input type="checkbox"/> Quarterly newsletter




Question 26. How would you prefer to be kept informed about Ark and its services? Please tick all that apply.

☐ Ark's website 

☐ Letter 

☐ Email 

☐ Newsletter 

☐ Online customer portal / app 

☐ Other (please specify below)

☐ Text / SMS 



Question 27. Do you have access to the internet?

☐

Yes - GO TO QUESTION 28

☐

No - GO TO QUESTION 30



Question 28. How do you access the internet? Please tick all that apply.

☐ Smartphone

☐ Tablet

☐ Desktop / laptop computer

☐ Work device (smartphone, tablet, laptop etc.)

☐ Library

☐ Other (please specify below)

Question 29. Would you like to be able to do any of the following online?



Order a repair and be able to book an appointment slot



Yes



No

☐
☐


Access your rent account information and make payments

☐
☐


Update household details

☐
☐


Report neighbour disputes

☐
☐

PARTICIPATION



Question 30. How satisfied or dissatisfied are you with the opportunities given to you to participate in Ark's decision making processes?


☐

Very
satisfied


☐

Fairly
satisfied


☐

Neither
satisfied nor
dissatisfied


☐

Fairly
dissatisfied


☐

Very
dissatisfied



Question 31. If you are DISSATISFIED with the opportunities to participate in Ark's decision making processes, what could Ark do to give you more opportunities to participate?



Question 32. Which of the following opportunities to get involved are you aware of? Please tick all that apply.

- ☐ Becoming a member of Ark
- ☐ Joining the Scrutiny Group
- ☐ Attending a tenants' meeting
- ☐ Estate walkabouts
- ☐ Giving your views through the complaints / compliments process

COVID-19 RESTRICTIONS

Please note: during the nationwide lockdown (March-June 2020) there were lots of rules issued by the Government about which services we were allowed to carry out.



Question 33. Do you think that Ark have kept you updated during the Covid-19 pandemic?

☐

Yes

☐

No



Question 34. During March - June, at a time when there were a lot of restrictions, do you think that Ark provided you with all available services that it was allowed to provide?



Yes



No



Question 35. If you think there is anything else that Ark should be doing to help you during the pandemic, please let us know below.

FURTHER CONTACT

Question 36. Ark may wish to invite you to take part in further research about the subjects covered in this survey. If you are happy to be re-contacted by Ark, we need your permission to pass on your contact details to them for this purpose. If you give permission, we will only pass on your contact details; your answers to this survey will remain confidential.



Are you happy to be re-contacted?



Yes



No

Question 37. Ark is also offering a prize draw for completing this survey with three chance to win! You could win one of three £50 Love2Shop vouchers. These can be spent at over 20,000 high street stores and online.



Are you happy to take part in the prize draw?



Yes



No



Question 38. Finally, could you please tell us who completed this survey?

☐

Main tenant

☐

Joint tenant / partner / spouse

☐

Other family member

☐

Carer / guardian

☐

Other (please specify below)

This is the end of the survey. Thank you for your time. Your feedback is really valuable.

Please return your completed survey to M·E·L Research in the freepost envelope provided.

Appendix C: Respondent profile

Tenant type	Count	%
Mainstream tenant	65	37%
Supported tenant	113	63%

Local authority area	Count	%
Aberdeen Council	34	19%
Aberdeenshire Council	9	5%
Angus Council	7	4%
Clackmannanshire Council	8	5%
East Lothian Council	3	2%
Edinburgh Council	40	23%
Falkirk Council	10	6%
Fife Council	14	8%
Midlothian Council	4	2%
Moray Council	23	13%
Perth and Kinross Council	10	6%
Scottish Borders Council	3	2%
West Lothian Council	12	7%

Property type	Count	%
Bungalow & House	24	14%
Flat & Bedsit	87	49%
Room	66	37%

Length of tenancy	Count	%
Less than 6 years	65	37%
6 - 10 years	42	24%
11 - 20 years	39	22%
Over 20 years	31	18%

