



Craigdale Housing Association

Snapshot Satisfaction Survey

August 2021

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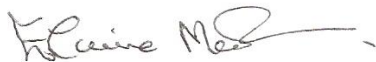
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Craigdale Housing Association

Tenant Snapshot Survey August 2021

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APPENDIX 1: QUESTIONNAIRE

1. EXECUTIVE SUMMARY

This report represents and discusses the findings to emerge from an ongoing programme of work to monitor customer satisfaction on behalf of Craigdale Housing Association.

This report is the first snapshot survey report on customer satisfaction monitoring for the year 2021/22. The table below shows the results for the key performance indicators for tenants who were surveyed in July 2021, compared to September 2019, March 2020, July 2020 and March 2021. These are also shown alongside the Association's most recent large-scale tenant satisfaction survey which was carried out in March 2019.

It should be noted, that the March 2020 snapshot survey was undertaken with a sample that was targeted to Phase 1 and Phase 2 tenants. The March 2020 results are therefore not representative of the overall tenant base.

	TSS 2019 (n=276)	Q1 Sept 19 (n=35)	Q3 Mar 20 (n=108)	Q1/2 July 20 (n=71)	Q3/4 Mar 21 (n=70)	Q1/2 July 21 (n=70)
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Craigdale Housing Association? (% very/fairly satisfied)	98%	100%	97%	94%	91%	96%
How good or poor do you feel Craigdale is at keeping you informed about their services and decisions? (% very/ fairly good)	99%	100%	99%	99%	99%	100%
How satisfied or dissatisfied are you with the opportunities given to you to participate in Craigdale's decision making process? (% very/ fairly satisfied)	100%	100%	100%	97%	99%	100%
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Craigdale? [Repair carried out in the last 12 months] (% very/ fairly satisfied)	96%	100%	95%	92%	81%	86%
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	92%	97%	94%	89%	83%	90%
Taking into account the accommodation and services your landlord provides, to what extent do you think your rent represents value for	91%	100%	92%	90%	91%	91%

money? Is it... (% stating very/ fairly good)						
Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in? (% very/ fairly satisfied)	98%	97%	96%	100%	90%	96%

2. RESEARCH FINDINGS

2.1 Introduction

This report represents and discusses the findings to emerge from Craigdale Housing Association's customer snapshot survey July 2021. The survey is undertaken in order to monitor satisfaction with regard to the key Charter indicators. Additionally, at this time, it was decided to add a number of questions which would help Craigdale understand the impact of the Covid 19 pandemic on their tenants and to help plan for future services.

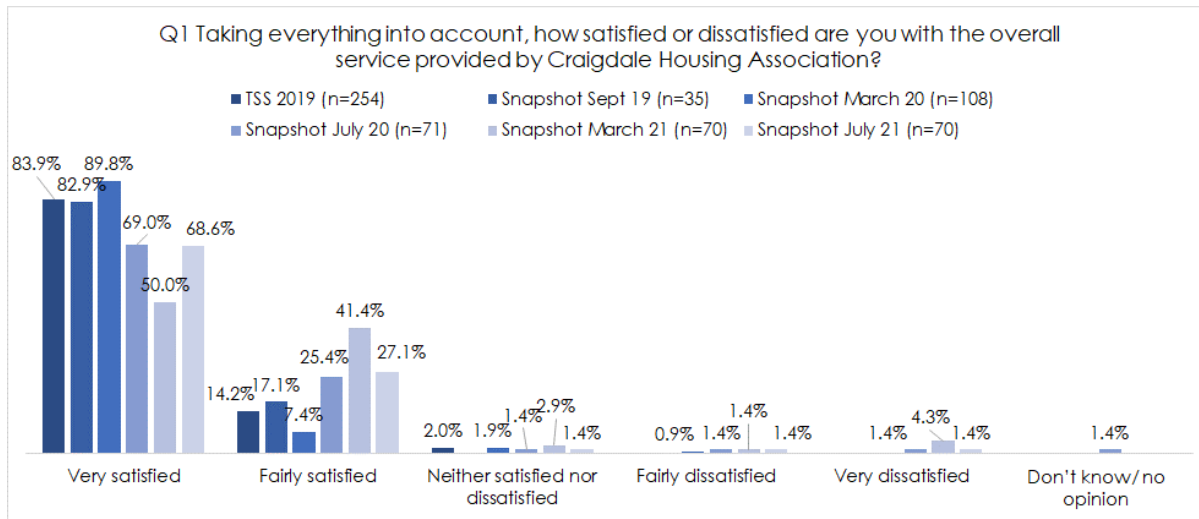
A total of 70 interviews were carried out using a telephone interviewing methodology. Interviews were carried out with a random sample of tenants spread across all phases of the Association's stock.

A copy of the questionnaire used for the survey can be found in Appendix 1.

2.2 Satisfaction with the overall service provided by Craigdale (Q1)

The survey began by asking tenants how satisfied or dissatisfied they were with the overall service provided by Craigdale Housing Association. The vast majority of tenants surveyed in July 2021 (96%) said that they were either very or fairly satisfied. This has increased compared to other surveys during the pandemic. In March 21, 91% of tenants were satisfied in this respect and in July 2020, 94% were satisfied.

In March 2020, 97% stated they were either very or fairly satisfied, in September 2019, 100% were very or fairly satisfied and during the 2019 tenant satisfaction survey when 98% were very or fairly satisfied.



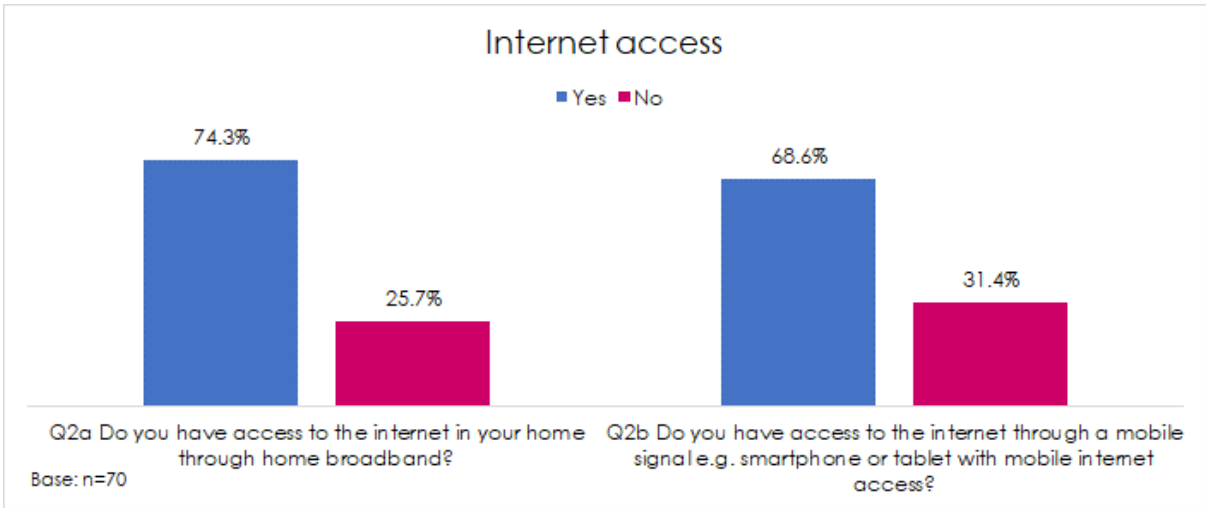
	TSS 2019 (n=276)	Q1 Sep-19 (n=35)	Q3 Mar-20 (n=108)	Q1/2 July 20 (n=71)	Q3/4 Mar-21 (n=70)	Q1/2 Jul-21 (n=70)
% satisfied with overall service	98%	100%	97%	94%	91%	96%

Those who were not satisfied with the overall service were asked to explain why. Two out of the three tenants who were not satisfied stated that this was due to repairs related issues. The remaining dissatisfied tenant was dissatisfied with the behaviour of other tenants in common areas, such as spitting on the stairs and leaving food and rubbish and not putting this in the bins outside.

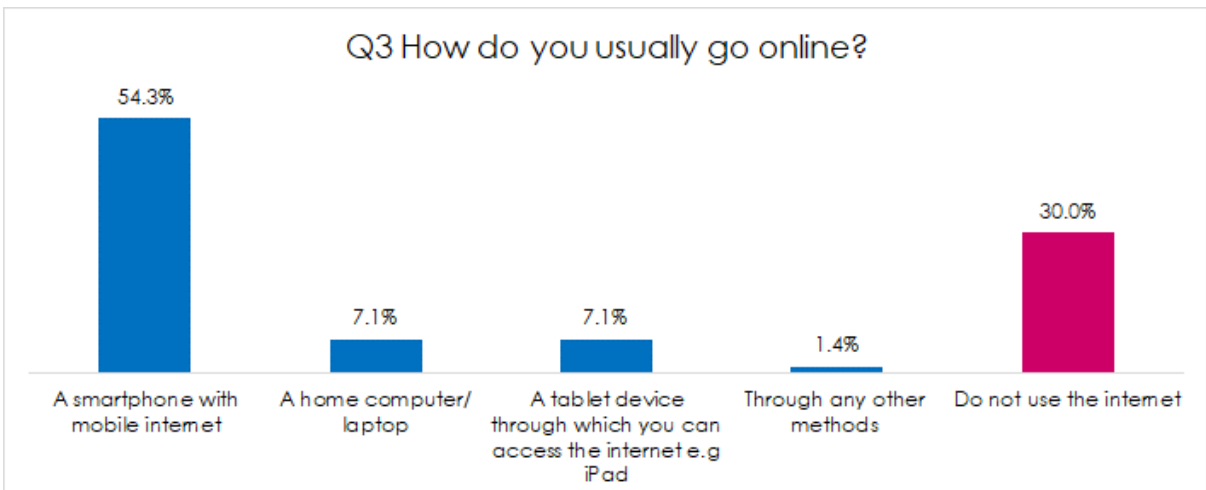
2.3 Internet access and usage (Q3-Q4)

Tenants were asked about their access to the internet. As shown below, 74% of tenants interviewed in March 2021 said they had access to the internet in their home through home broadband and 69% said they had access to the internet through a mobile signal such as a smartphone or a tablet with mobile internet access.

Our analysis of these questions shows that a total of 18 respondents do not have access to the internet in either way, meaning that a total of 52 respondents, 74% of those surveyed, have access to the internet in either or both of these ways. This is slightly lower than in previous surveys where 86% of our respondents in March 2021 said they had internet access and 80% of tenants interviewed had internet access in July 2020.

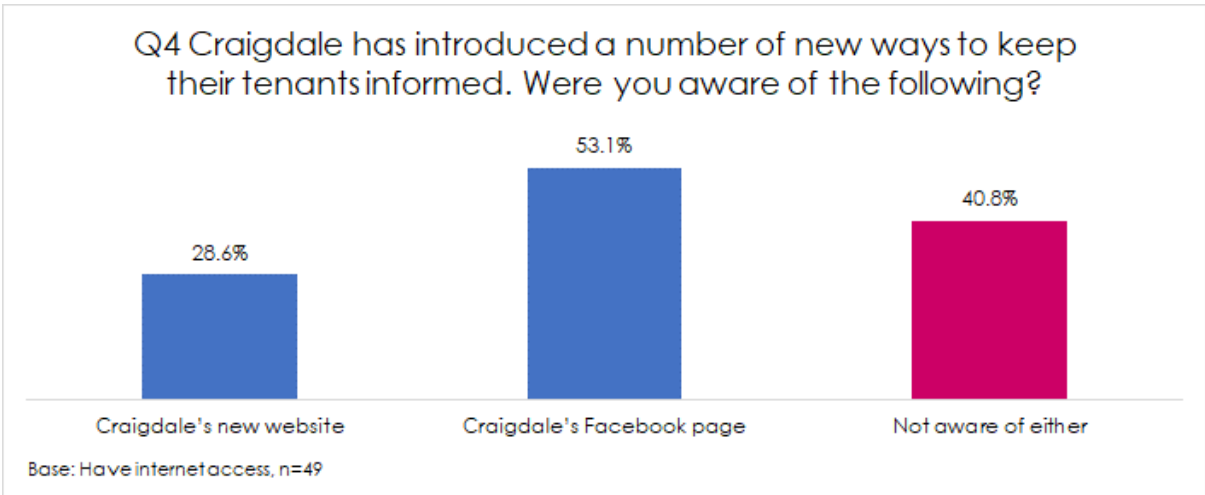


Using a smartphone was the most common way in which tenants go online with 54% of respondents stating this is how they usually go online. Just under one third of respondents (30%) said they do not use the internet.



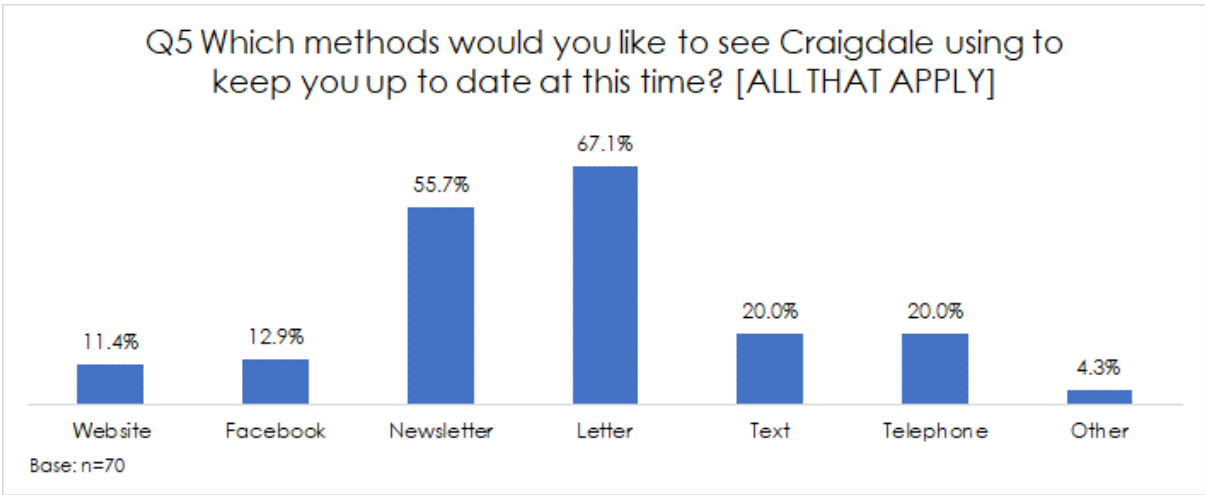
2.4 Communication with Craigdale (Q4-Q6)

Respondents who said that they use the internet were asked if they were aware that Craigdale had introduced a number of ways to keep tenants informed. Of those who use the internet, 29% were aware of Craigdale's new website (down from 46% in March 2021) and 53% were aware of Craigdale's Facebook page (this is the same as in March 2021).



All respondents were then asked which methods they would like to see Craigdale using to keep them up to date at this time. As shown below, letter was the most popular method, noted by 67% of respondents. 56% stated they would like to be kept up to date using newsletter, 20% by telephone, 20% by text and then 13% via Facebook and 11% on the Association's website.

The 'other' preferences all noted email (3 respondents).

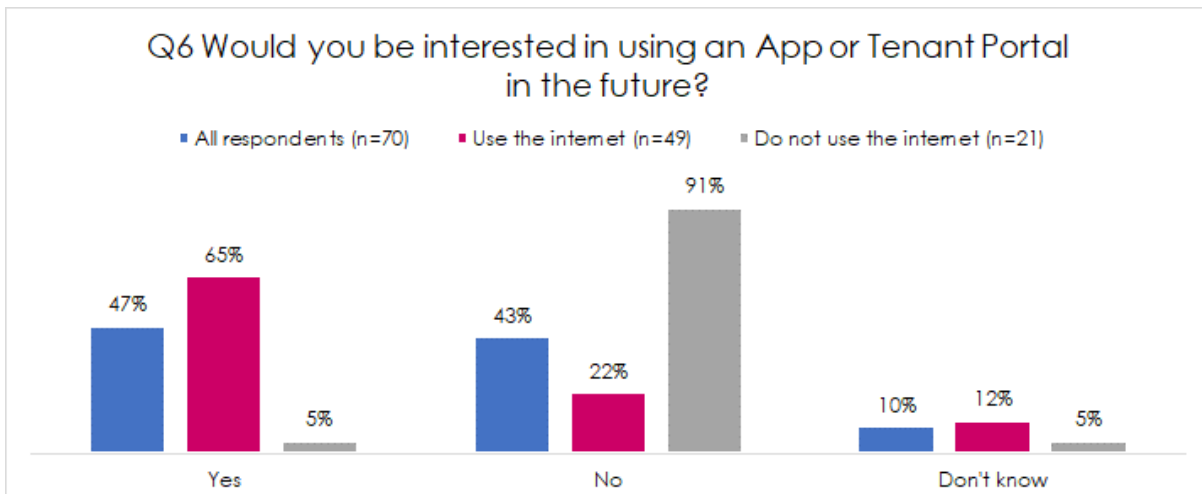


It was explained to tenants that 'Craigdale are planning to introduce a tenant portal/ App which would work in the same way you might access your bank account online or via an app. You could use this to, for example, report repairs, see your rent account balance, get information on Association services.' Tenants were then asked if they would be interested in using an App or Tenant Portal in the future. Overall, just under half of respondents (47%) said that they would be interested in using an App or Tenant Portal in the future with 43% stating no and a further 10% stating don't know.

However, analysis shows that when this is analysed for those that use the internet, 55% would be interested in using an App or Tenant Portal whereas where tenants do not use the internet, just 5% are interested in using an App or Tenant Portal.

Interest in an App or tenant portal has decreased from March 2021 when 59% said they would be interested in using this however it is higher than in July 2020 when 45% said they would be

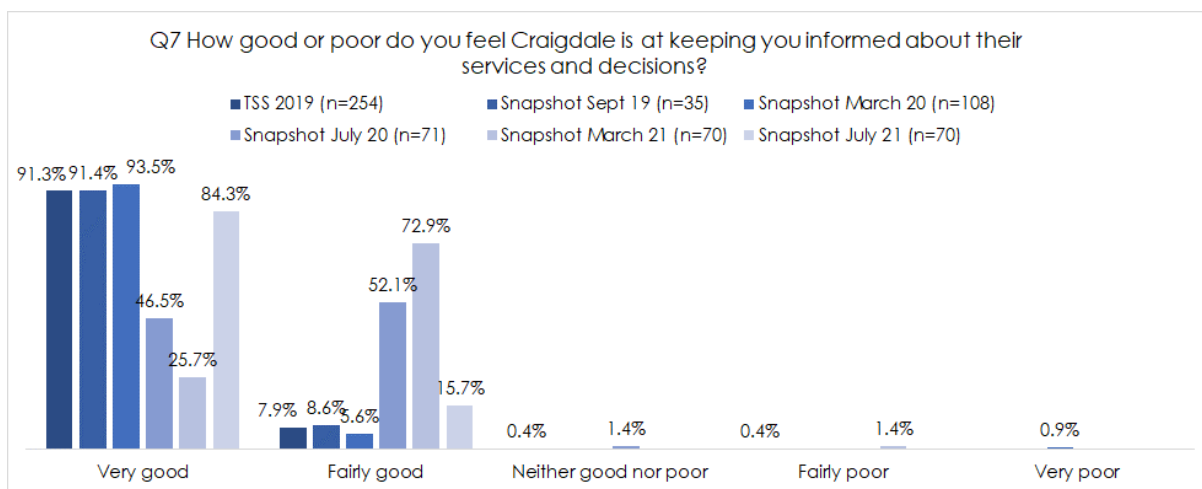
interested. It is worth noting that there are a lower proportion of tenants in this latest survey that have internet access which may account for the decrease in interest in using an app or portal.



2.5 Keeping tenants informed (Q7-Q8)

All of the tenants surveyed in the March 2021 stated that they felt Craigdale was either very or fairly good at keeping them informed about their services and decisions (100%). This is similarly high to previous surveys. In March 2021, July 2020 and March 2020 this was 99%. In September 2019 100% rated the Association as either very or fairly good at keeping them informed and in the tenant satisfaction survey 2019, 99% of respondents also rated the Association very or fairly good at keeping them informed about their services and decisions.

However, it was notable that during the pandemic, whilst the overall rating is similarly positive, the likelihood of respondents rating the Association as very good in this respect has decreased. It is positive to note that as we emerge from the Covid pandemic the proportion of respondents rating the Association as very good in this respect has risen again.



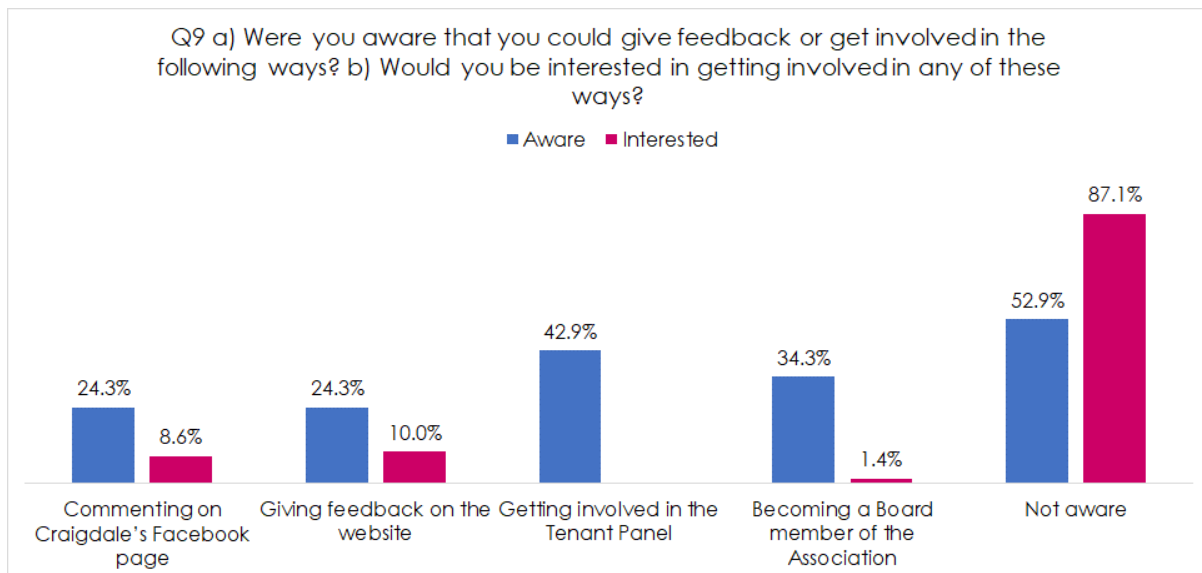
	TSS 2019 (n=276)	Q1 Sep-19 (n=35)	Q3 Mar-20 (n=108)	Q1/2 July 20 (n=71)	Q3/4 Mar-21 (n=70)	Q1/2 Jul-21 (n=70)
% good at keeping informed	99%	100%	99%	99%	99%	100%

2.6 Satisfaction with the opportunities to participate (Q9-Q12)

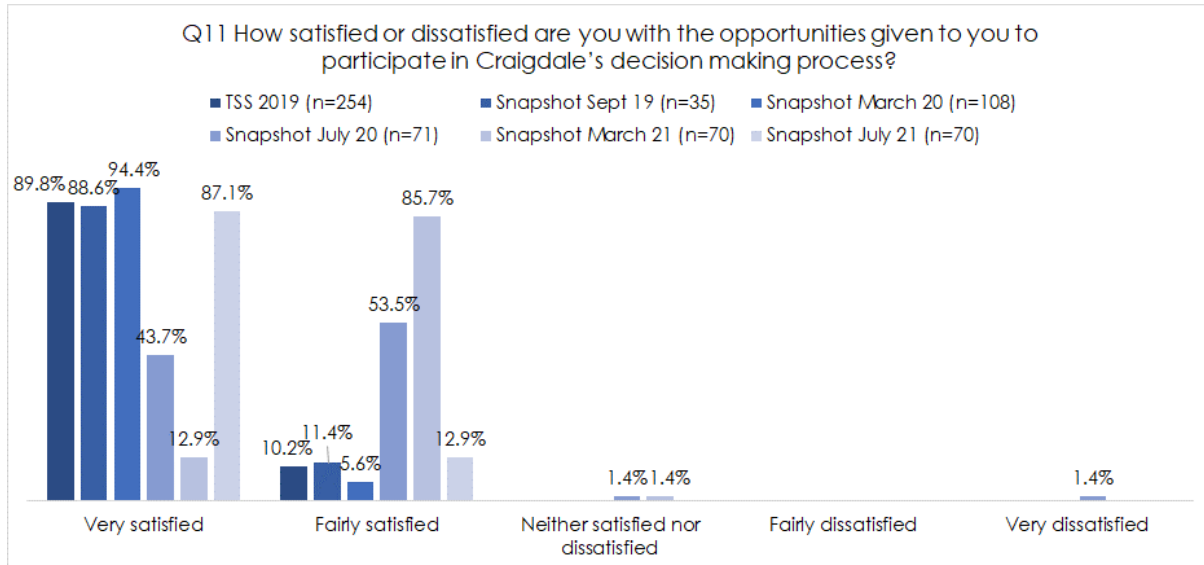
All respondents were told that Craigdale provide a number of opportunities for tenants to give their feedback on services and influence decisions made in the Association. Respondents were first asked if they were aware of the opportunities available and then if they were interested in getting involved. As shown below, just under half of respondents were aware of one or more ways that they could get involved (47%). 43% were aware of the Tenant Panel and 34% aware of the opportunity to become a Board member.

In terms of interest, the majority were not interested in getting involved (87%). Interest was greatest with respect to commenting on Craigdale's Facebook Page (9%).

A total of 3 respondents were happy to have their name and contact details passed over so that Craigdale could get in touch about getting involved.



All respondents were either very or fairly satisfied with the opportunities given to them to participate in Craigdale's decision making process (100%). This is just marginally higher than in July 2020 when 2 respondents were not satisfied in this respect and in March 2021 when just 1 respondent said they were not satisfied in this respect. In previous surveys 100% of respondents were either very or fairly satisfied in this respect.

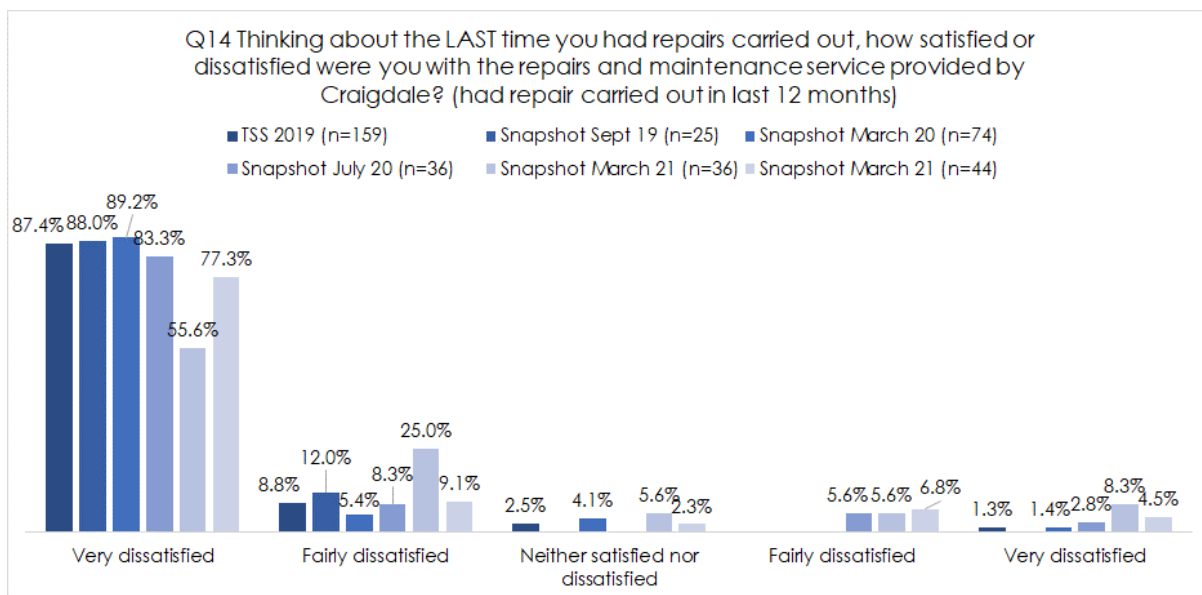


	TSS 2019 (n=276)	Q1 Sep-19 (n=35)	Q3 Mar-20 (n=108)	Q1/2 July 20 (n=71)	Q3/4 Mar 21 (n=70)	Q1/2 Jul-21 (n=70)
% satisfied with the opportunities given to participate	100%	100%	100%	97%	99%	100%

2.7 Satisfaction with the repairs service (Q13-Q15)

Almost two thirds of respondents (63%) said they had repairs carried out over the last 12 months. This is higher than in March 21 when 51% said they had a repair carried out in their property in the last 12 months. In July 2020, 51% also said that they had a repair carried out. This is now more in line with pre pandemic surveys, for example, 69% in the March 2020 survey said they had repairs carried out, 71% in the September 2019 survey and 63% of respondents who said they had repairs carried out in the last 12 months in the tenant satisfaction survey 2019.

Of these individuals, 86% were either very or fairly satisfied with the repairs service provided by Craigdale on the last occasion. This has risen compared to March 2021 when 81% were very or fairly satisfied, however, it remains lower than surveys prior to that. In July 2020, 92% were very or fairly satisfied, in March 2020, 95% were very or fairly satisfied, in the September 2019 snapshot survey 100% were very or fairly satisfied and in the 2019 tenant satisfaction survey 96% said they were very or fairly satisfied.



	TSS 2019 (n=276)	Q1 Sep-19 (n=35)	Q3 Mar-20 (n=108)	Q1/2 July 20 (n=71)	Q3/4 Mar 21 (n=70)	Q1/2 Jul-21 (n=70)
% satisfied with repairs	96%	100%	95%	92%	81%	86%

All respondents who had a repair carried out in the last 12 months were asked an open question to ascertain if there was anything that Craigdale could have done to improve their experience. The vast majority said that there was nothing that could improve their experience

(n=12) or that the service was already very good/ they were happy with the service (n=24). Just 8 respondents made some suggestion as to how the service could have been improved.

Where suggestions were made, these are listed below:

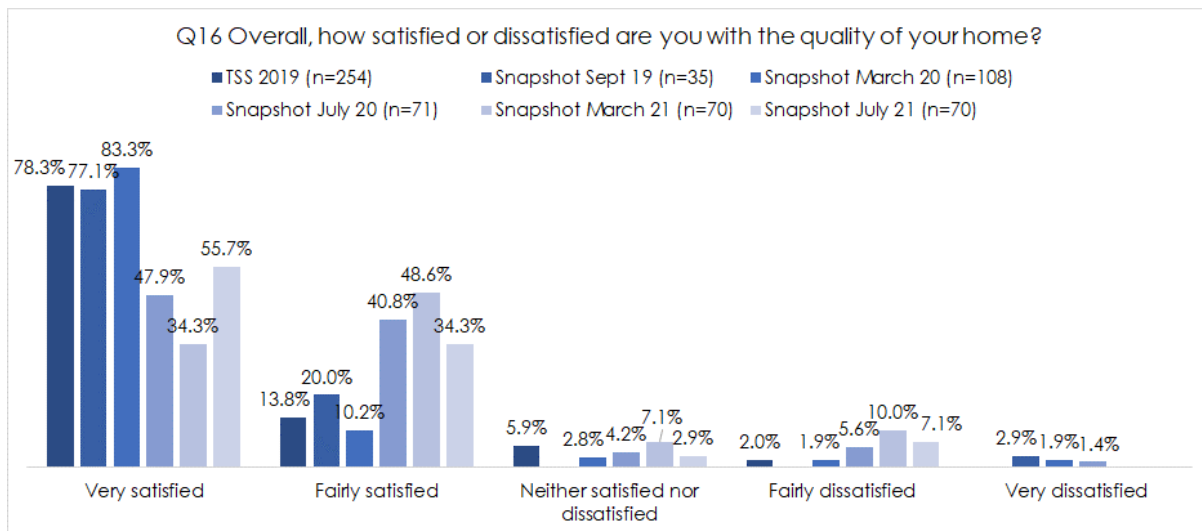
- *"I have been flooded a few times and my floorboards are covered in mould. They won't replace them."*
- *"Made a mess of the repair to shower."*
- *"I am still waiting on them coming back to do silicone."*
- *"The contractor that came made a worse job of the situation, as he has caused me to fork out more money."*
- *"I am having an infestation with bugs in my home, and its hard with the situation to live there."*
- *"I'm not that happy as it is my boiler that keeps breaking down and the contractor said that I need a new one."*
- *"Improve quality of repairs"*
- *"The tap got replaced in the kitchen and its quite a struggle to use it as its quite tight."*

2.8 Satisfaction with the quality of the home (Q16-Q17)

With regards to the quality of the home, 90% of respondents in the snapshot survey stated that they were very or fairly satisfied and 7% (5 respondents) stated that they were very or fairly dissatisfied and 3% (2 respondents) said they were neither satisfied nor dissatisfied with the home.

This is higher than in March 21 when 83% of respondents said they were very or fairly satisfied with the quality of the home. It is also marginally higher than in July 20 when 89% were very or fairly satisfied. In March 2020 94% were very or fairly satisfied, in September 2019, 97% were very or fairly satisfied and in the 2019 tenant satisfaction survey 92% were very or fairly satisfied.

It is also notable that the proportion of tenants who stated that they were very satisfied has fallen again compared to the previous surveys carried out.



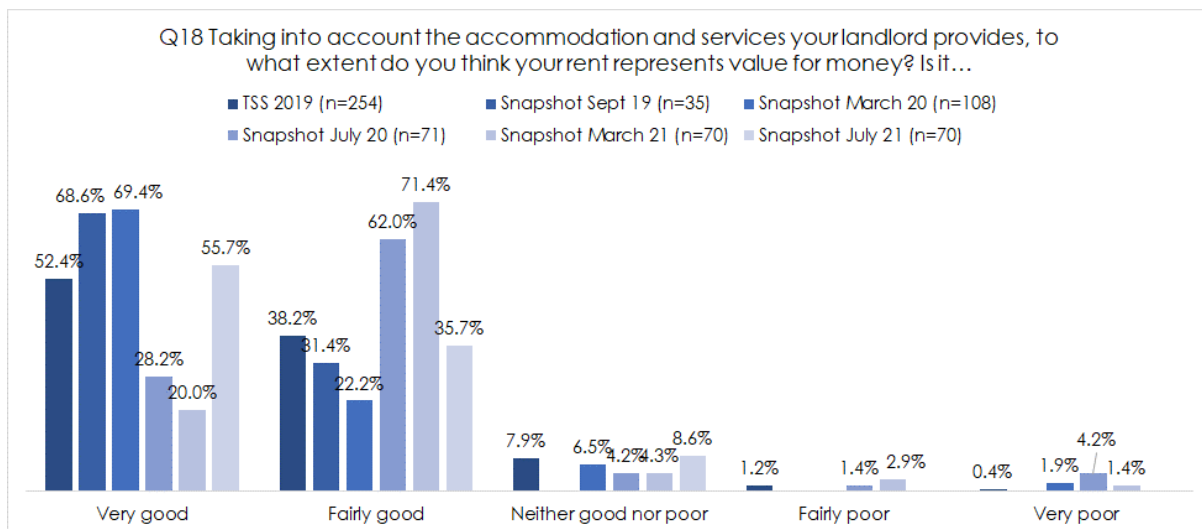
	TSS 2019 (n=276)	Q1 Sep-19 (n=35)	Q3 Mar-20 (n=108)	Q1/2 July 20 (n=71)	Q3/4 Mar 21 (n=70)	Q1/2 Jul-21 (n=70)
% satisfied with quality of the home	92%	97%	94%	89%	83%	90%

Where respondents were not satisfied with the quality of their home, they were asked to explain how Craigdale could improve the quality of their home. Their comments are noted below:

- "Need some upgrades. The bath has moved away from the wall"
- "Get dampness in winter"
- "The drains stink and my radiator leaks when the heating is on."
- "Just because of the bugs and beetles it's not ideal living arrangements."
- "I need a new kitchen"
- "The floorboards move when you walk. Windows are very draughty. I have mentioned this before."
- "The flooring is all up and down."

2.9 Value for money (Q18-Q19)

91% of respondents in the July 2021 survey stated that the rent they pay represents very or fairly good value for money. This has not changed significantly over the last few surveys. In March 21, 91% rated value for money as either very or fairly good, in July 2020 this was 90% and in March 2020 this was 92%. Rating of value for money was slightly higher in September 2019 snapshot survey when 100% rated value for money as either very or fairly good. In the tenant satisfaction survey 2019, 91% stated their rent was either very or fairly good value for money. Again, it is notable that the proportion stating 'very good' has increased compared to surveys carried out during the Pandemic.



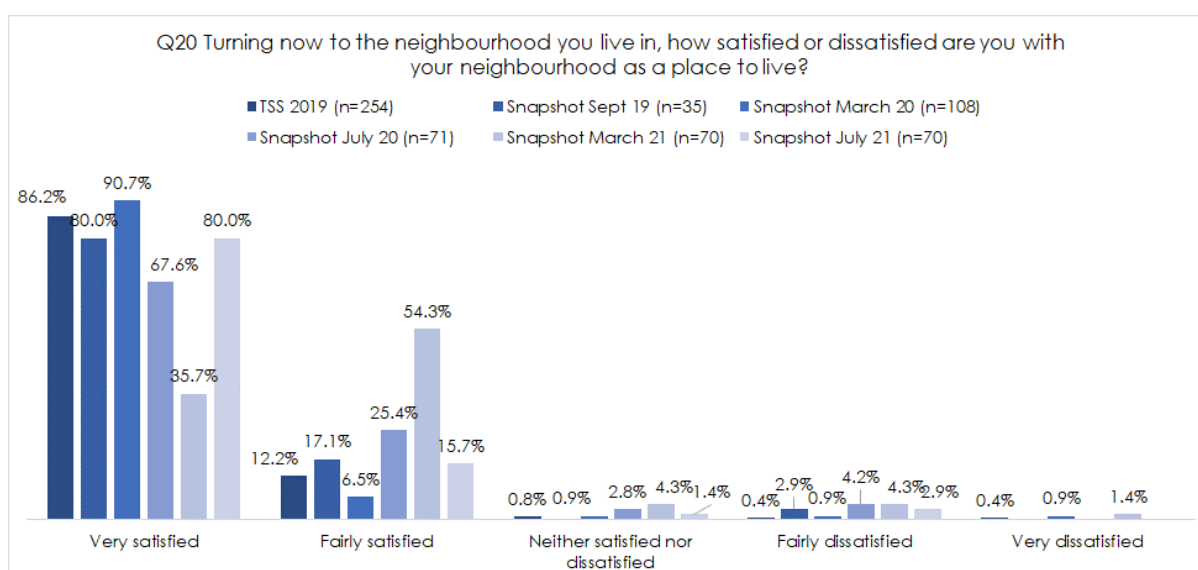
	TSS 2019 (n=276)	Q1 Sep-19 (n=35)	Q3 Mar-20 (n=108)	Q1/2 July 20 (n=71)	Q3/4 Mar 21 (n=70)	Q1/2 Jul-21 (n=70)
% rating value for money as good	91%	100%	92%	90%	91%	91%

All respondents were asked to explain why they said that in terms of value for money. The most common comment related to the fact that respondents felt rents were good value because of the quality of accommodation (41%), followed by the rent being good value compared to others (17%) and that good services are provided (16%)..

Q19 Can you explain why you say that?		
Base: respondents, n=70	No.	%
Good homes/ good quality	29	41.4%
Good value compared to rents paid by others	12	17.1%
Good services	11	15.7%
Reasonable/ affordable	10	14.3%
Good size of property	5	7.1%
Don't know	4	5.7%
Good area	2	2.9%
Upgrades required in property	2	2.9%
Poor quality of home	1	1.4%

2.10 Neighbourhood as a place to live (Q20)

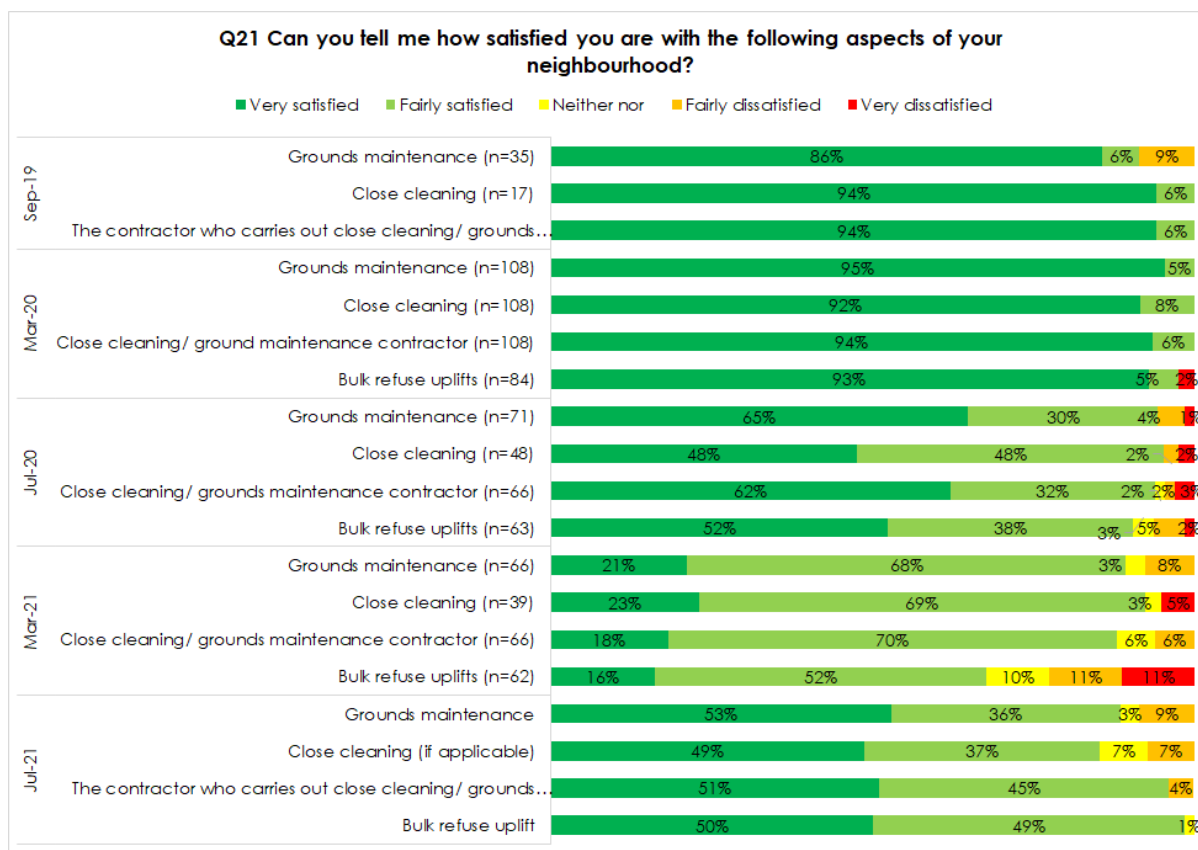
Just over nineteen out of twenty tenants surveyed (96%) said that they were either very or fairly satisfied with their neighbourhood as a place to live. This is higher than has been the case during the pandemic. In March 21, 90% were very or fairly satisfied in this respect and in July 2020 93% said they were either very or fairly satisfied. In March 2020 and September 2019, 97% were either very or fairly satisfied with their neighbourhood as a place to live in. 98% stated they were very or fairly satisfied with their neighbourhood as a place to live in the wider tenant satisfaction survey.



2.11 Satisfaction with aspects of the neighbourhood (Q21)

In terms of satisfaction with a range of aspects in the neighbourhood, tenants were most satisfied with bulk refuse uplift (99% very or fairly satisfied) and the contractor who carried out the close cleaning / grounds maintenance contract (96%). 89% were satisfied with grounds maintenance and 85% were also satisfied with the close cleaning.

In reviewing the charts below, it is notable not only that satisfaction with these aspects of the estate has fallen over the pandemic, however the extent to which respondents are very satisfied has increased between March 21 and July 21.



The table below shows the proportion of respondents who stated that they were either very or fairly satisfied with each estate service. As shown, the greatest increase in satisfaction was with respect to bulk refuse uplifts where satisfaction has increased from 68% in March 2021 to 99% in July 2021.

Q21 Can you tell me how satisfied you are with the following aspects of your neighbourhood?					
% very or fairly satisfied	Sept 19	March 20	July 20	March 21	July 21
Grounds maintenance	91%	100%	94%	89%	89%
Close cleaning	100%	100%	95%	92%	85%

The contractor who carries out close cleaning/ grounds maintenance	100%	100%	94%	88%	96%
Bulk refuse uplifts	100%	98%	90%	68%	99%

When asked if they had any comments to make, just over one fifth of respondents said they had no comments (21%). Where comments were made, the most common comment was that they were happy with the neighbourhood services provided (47%). The next most common comments all related to the rubbish area being a mess (7%) although it was often noted that this was the behaviour of other tenants and not necessarily contractor services. 6% noted that they would like to see improvements to close cleaning with more than a brush and a mop being done. It was also noted that the service varied depending upon who was doing the cleaning.

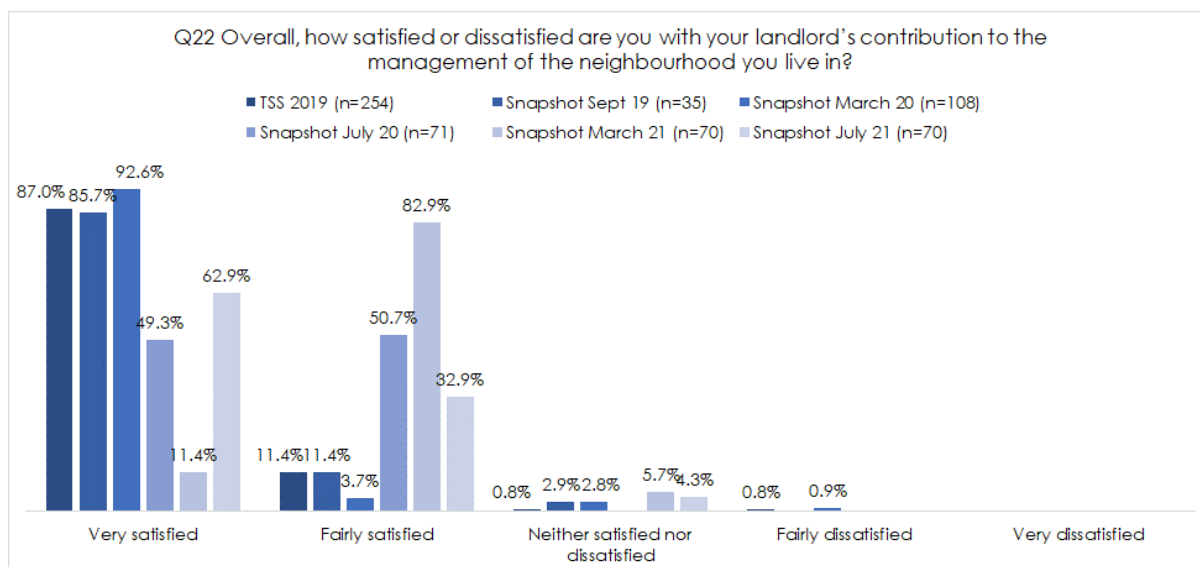
Do you have any comments you would like to make?		
Base: respondents, n=70	No.	%
Happy with services	33	47.1%
No comment	15	21.4%
Rubbish area is a mess	5	7.1%
Close cleaning needs to be improved	4	5.7%
It's a nice area	2	2.9%
Area could be improved	1	1.4%
Back of house is a mess	1	1.4%
Close cleaning is variable	1	1.4%
Grass cutting is poor	1	1.4%
Ground maintenance has been neglected	1	1.4%
Kids play football in the back area	1	1.4%
Litter in the area	1	1.4%
Need new fences	1	1.4%
Not done often enough	1	1.4%
Other	1	1.4%
Recycling not picked up enough	1	1.4%

2.12 Contribution to the management of the neighbourhood (Q22)

Tenants were asked how satisfied or dissatisfied they were with their landlord's contribution to the management of the neighbourhood they live in. The majority of respondents (96%) were very or fairly satisfied in this respect. It is also notable that the extent to which respondents were very satisfied has increased significantly compared to the surveys carried out during the pandemic.

This is the higher than in March 21 when 94% were very or fairly satisfied in this respect.

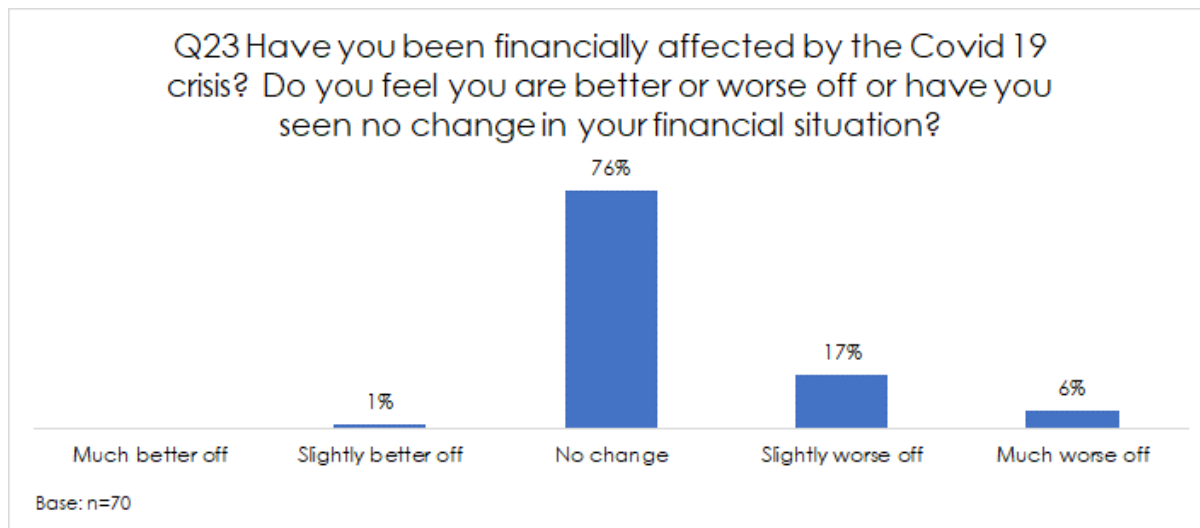
In July 2020, 100% were very or fairly satisfied, 96% were satisfied in March 2020, in September 2019 97% were very or fairly satisfied and in the tenant satisfaction survey 98% were very or fairly satisfied.



	TSS 2019 (n=276)	Q1 Sep-19 (n=35)	Q3 Mar-20 (n=108)	Q1/2 July 20 (n=71)	Q3/4 Mar 21 (n=70)	Q1/2 Jul-21 (n=70)
% satisfied with contribution to the management of the neighbourhood	98%	97%	96%	100%	90%	96%

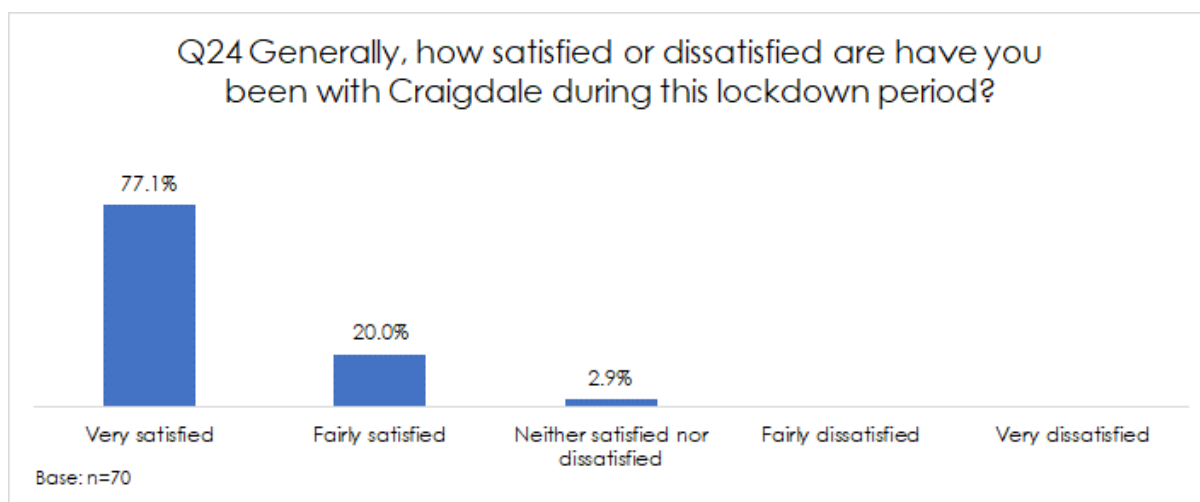
2.13 Financial impact of Covid 19 (Q23)

Thinking of the financial impact, the majority of respondents (76%) said they had not seen any change in their financial situation. Almost one quarter of respondents (23%) said they were worse off and just 1% said that they were slightly better off. This is an improving picture compared to March 21 when 30% said they were worse off but is still poorer than in July 2020 when 20% said they were worse off.



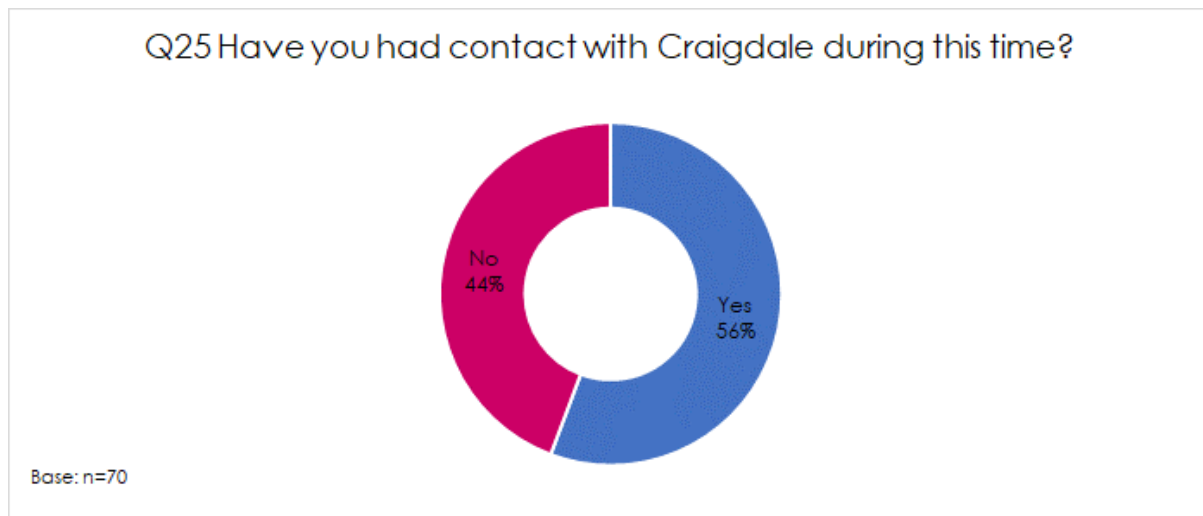
2.14 Satisfaction with Craigdale during lockdown (Q24)

Over nineteen out of twenty respondents (97%) said that they were either very or fairly satisfied with Craigdale during this lockdown period. This has increased from 87% in March 2021 and is also slightly higher than in July 2020 when 96% were satisfied in this respect. No respondents were dissatisfied in this respect in July 2021.



2.15 Contact with Craigdale (Q25-Q27)

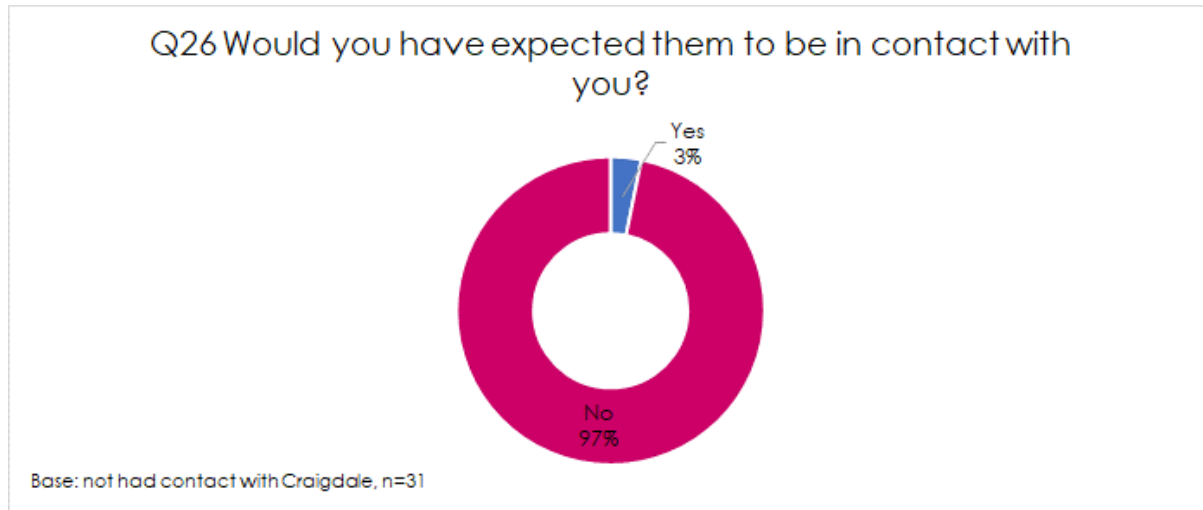
Just over half of respondents (56%) said they had contact with Craigdale during this time. This is lower than previous surveys. In July 2020 85% said they had contact and in March 2021, 81% said they had contact.



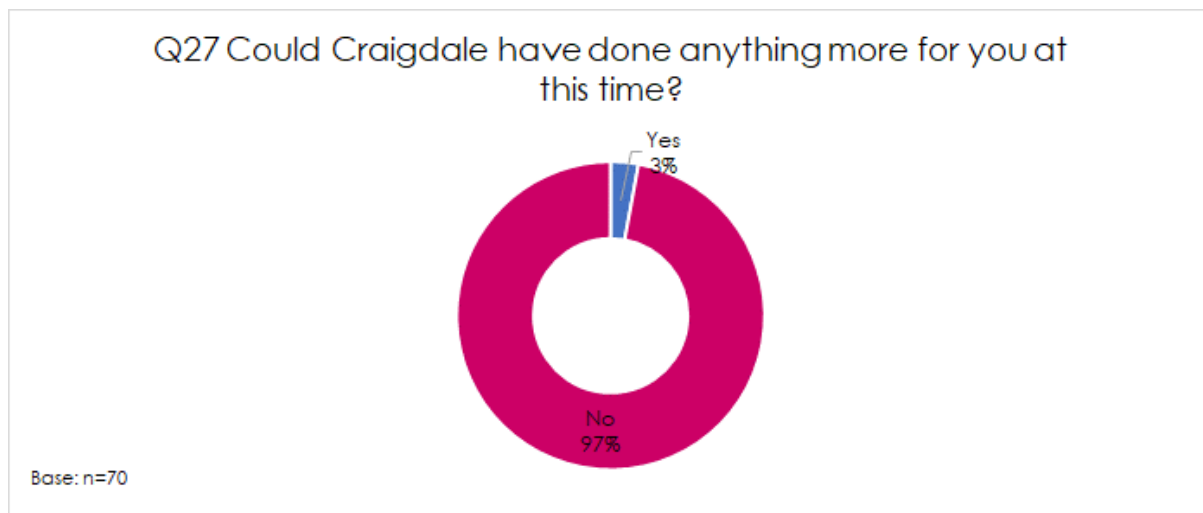
The majority of those that had contact said it was about repairs (36%) or that they had received a welfare call to check they were ok (36%). 21% said that the contact was about help or support e.g. a food voucher, help with shopping, financial help.

Q25a Please explain why you had contact		
Base: had contact, n=39	No.	%
Repairs	14	36%
Welfare call to check was ok	14	36%
About help/ support e.g. food voucher, help with shopping, financial help	8	21%
To discuss rent	2	5%
Moved into new house	1	3%

Those that had not had contact (n=31) were asked if they would have expected Craigdale to have been in contact. Just 1 respondent said they would have expected a phonecall from Craigdale. The remaining 97% of respondents said that they would not have expected Craigdale to have been in contact.



All respondents were then asked if Craigdale could have done anything more for them at this time. The vast majority (97%) said that they did not think Craigdale could have done more.



Just 2 respondents said they felt that Craigdale could have done more. Their comments were as follows.

- "The vouchers that were being handed out, don't know how these were decided, and I only got this twice but my friend got them 5 times."
- "They could have done more with the bug situation. It should have been cleaned and sorted prior to me moving in."

2.16 What else could Craigdale do? (Q28-Q30)

Finally with respect to the Covid 19 pandemic, respondents were asked if they felt there was anything else Craigdale should consider for tenants as we move into the post lockdown period. The greatest proportion (73%) said that there was nothing else they should be focusing on or they didn't know. Where suggestions were made, the most common suggestion related to helping the elderly or vulnerable (10%) and concentrating on estates e.g. ground maintenance, lighting, bins, space for kids to play (10%).

Q28 As we gradually go into the post lockdown period, what do you think Craigdale should be focusing on to provide services to you and other tenants?		
Base: all respondents, n=70	No.	%
Don't know/ no comment	51	73%
Help for the elderly or vulnerable	7	10%
Concentrate on estate maintenance e.g. grounds maintenance, street lighting, bins, space for kids to play	7	10%
Check to see if any repairs are required/ ensure repairs are done	4	6%
Help those struggling financially	1	1%

Just 4 respondents said they would like follow up contact from the Association on the back of this survey. Their requests have been passed to the Association.

2.17 Additional comments (Q31)

The final question asked respondents if there were any other comments they would like to make about the Association and the services it provides. These have been analysed thematically below. As shown, the majority did not make any further comment. Where they did, comments were positive and related to the fact that tenants were happy with the Association, staff and services.

Do you have any additional comments?		
Base: all respondents, n=70	No of respondents	%
Craigdale are great/ do a good job/ happy with services	46	65.7%
None	10	28.6%
Deal with estates issues	2	2.9%
No complaints	2	2.9%

Appendix 1

Survey Questionnaire

OVERALL SATISFACTION

1. [SSHHC] Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Craigdale Housing Association?

Very satisfied	1	Go to Q2
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	
Don't know/ no opinion	6	
[IF NOT SATISFIED: CODE 3,4,5] Can you explain why you are not satisfied with the overall service provided?		

INFORMATION

2. I'd now like to ask you about access to the internet?

	Yes	No
Do you have access to the internet in your home through home broadband?	1	2
Do you have access to the internet through a mobile signal e.g. smartphone or tablet with mobile internet access?	1	2

3. How do you usually go online? SELECT ONE ONLY

A smartphone with mobile internet	1	Go to Q4
A home computer/ laptop	2	
A tablet device through which you can access the internet e.g iPad	3	
Through any other methods (please describe)	4	
Do not use the internet	5	Go to Q5

4. Craigdale has introduced a number of new ways to keep their tenants informed. Were you aware of the following?

Craigdale's new website	1	Go to Q5
Craigdale's Facebook page	2	
Not aware of either	3	

5. Which methods would you like to see Craigdale using to keep you up to date at this time? [ALL THAT APPLY]

Website	1	Go to Q6
Facebook	2	
Newsletter	3	
Letter	4	
Text	5	
Telephone	6	
Other (please specify)	7	

6. Craigdale are planning to introduce a tenant portal/ App which would work in the same way you might access your bank account. You could use this to, for example, report repairs, see your rent account balance, get information on Association services. Would you be interested in using an App or Tenant Portal in the future?

Yes	1	Go to Q7
No	2	
Don't know	3	

7. [SSHC] How good or poor do you feel Craigdale is at keeping you informed about their services and decisions?

Very good	1	Go to Q9
Fairly good	2	
Neither good nor poor	3	Go to Q8
Fairly poor	4	
Very poor	5	

8. How could Craigdale improve how they keep you informed about their services and decisions?

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PARTICIPATION

9. Craigdale provide a number of opportunities for tenants to give their feedback on services and influence decisions made in the Association. A) Were you aware that you could give feedback or get involved in the following ways? B) Would you be interested in getting involved in any of these ways?

	Aware	Interested
Commenting on Craigdale's Facebook page	1	2
Giving feedback on the website	1	2
Getting involved in the Tenant Panel	1	2
Becoming a Board member of the Association	1	2

10. [IF INTERESTED IN GETTING INVOLVED AT 9B ABOVE] Would you be happy for us to pass your name and address over to the Association so that they can provide you with more information on how you can get involved? All you other answers will stay completely confidential and anonymous.

Yes	1	Go to Q11
No	2	

11. [SSHC] How satisfied or dissatisfied are you with the opportunities given to you to participate in Craigdale's decision making process?

Very satisfied	1	Go to Q13
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q12
Fairly dissatisfied	4	
Very dissatisfied	5	

12. How could Craigdale improve the opportunities given to you to participate in their decision making processes?

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The Repairs Service

13. [SSHC] Have you had any repairs carried out in this property in the last 12 months?

Yes	1	Go to Q14
No	2	Go to Q16

14. [SSHC] Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Craigdale?

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

15. What, if anything, could have been done to improve the repairs process?

The Home

16. [SSHC] Overall, how satisfied or dissatisfied are you with the quality of your home?

Very satisfied	1	Go to Q18
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q17
Fairly dissatisfied	4	
Very dissatisfied	5	

17. Can you explain how Craigdale could improve the quality of your home?

Rent, Benefits and Welfare Reform

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

Very good	1	Go to Q19
Fairly good	2	
Neither good nor poor	3	
Fairly poor	4	
Very poor	5	

19. Can you explain why you say that?

Neighbourhood Management

20. Turning now to the neighbourhood you live in, how satisfied or dissatisfied are you with your neighbourhood as a place to live?

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

21. Can you tell me how satisfied you are with the following aspects of your neighbourhood?

	Very satisfied	Fairly satisfied	Neither nor	Fairly dissatisfied	Very dissatisfied	DK/ NA
Grounds maintenance	1	2	3	4	5	6
Close cleaning (if applicable)	1	2	3	4	5	6
The contractor who carries out close cleaning/ grounds maintenance contract	1	2	3	4	5	6
Bulk refuse uplift	1	2	3	4	5	6

Do you have any comments you would like to make?

22. [SSHHC] Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in? [INTERVIEWER NOTE: Neighbourhood is defined as the area that the landlord has some responsibility for.]

Very satisfied	1	Go to Q23
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	
Fairly dissatisfied	4	
Very dissatisfied	5	

Covid 19

This next section of the questionnaire is about the current situation with Covid 19 and your future needs. It will help the Association consider what they have been doing and what they need to do to support their tenants in the future.

23. Have you been financially affected by the Covid 19 crisis? Do you feel you are better or worse off or have you seen no change in your financial situation?

Much better off	1
Slightly better off	2
No change	3
Slightly worse off	4
Much worse off	5

24. Generally, how satisfied or dissatisfied are have you been with Craigdale during this lockdown period?

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

25. Have you had contact with Craigdale during this time?

Yes (please explain why they got in touch)	1	Go to Q27
No	2	Go to Q26

26. Would you have expected them to be in contact with you?

Yes (please explain what you would expect them to be in touch about)	1	Go to Q27
No	2	

27. Could Craigdale have done anything more for you at this time?

Yes (please explain what)	1
No	2

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

Yes (please describe)	1
No	2

29. All the answers you have given so far are completely anonymous and confidential, however, if you would like Craigdale to contact you about anything, if you tell me about these now we will pass these back and they can get in touch with you. Would you like someone from Craigdale to contact you?

On repairs	1	Go to Q30
About paying your rent or concerns about income	2	
About changes in your household	3	
About feeling lonely or isolated	4	
About referral to the Association's Welfare Benefit and Money Advice Service	5	
About something else (please explain)	6	

No support required	7	Go to Q31
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**** The Name and Address fields should be populated by the information provided by Craigdale only if the tenant enters YES above****

30. Can I take a note of your name and contact details so that I can pass these back to Craigdale?

Name	
Address	
Telephone number	
Email	

**31. Do you have any other comments you wish to make about the Association and its services?
[INTERVIEWER: RECORD FULLY]**

- Thank you very much for completing the questionnaire.
- Would you like to take a note of our web address so that you can find out more about our privacy policy and how we use your information?