



Tenant Satisfaction Survey Cumulative Report: Insights and Trends

Quarter 1 2024/25

ABSTRACT

Welcome to the overview of tenant satisfaction results for quarter 1 of 2024/25

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Foreword

As part of our commitment to continuously improve our services and better serve our tenants, we are implementing a new approach to our satisfaction surveys. We now conduct a rolling programme of surveys with our tenants, enabling us to promptly identify and address local issues that matter most to our tenants.

Our decision to transition to rolling programme of satisfaction surveys stems from our strategy to put tenants at the heart of everything we do.

By regularly gathering feedback from our tenants, we aim to gain a deeper understanding of their needs and preferences, allowing us to tailor our services accordingly.

We recognise the importance of transparency and accountability, which is why we have committed to sharing cumulative survey results on a quarterly basis. It's essential to note that these results are intended for **informational purposes only**.

We will provide a comprehensive report once we have accumulated a statistically significant sample size, ensuring the accuracy and reliability of the data presented.

We would like to thank all the tenants who took the time to complete the survey, and the local managers who assisted with this.

Tracey Howatt | Director
Customer Experience

Introduction

In compliance with the requirements of the Scottish Housing Regulator, we conduct satisfaction surveys to gauge tenant perceptions of our services.

Beyond regulatory obligations, these surveys serve as a valuable tool for us to engage with our tenants and gain insights into their experience and expectations.

Considering both regulatory requirements and our commitment to tenant-focused service delivery, we have designed our survey to encompass a range of questions aimed at capturing holistic view of tenant satisfaction.

By actively listening to our tenants and acting on feedback, we strive to continuously enhance our services and strengthen our relationship with our tenants.

Quarter 1 results

During quarter 1 2024/25, tenants at the following developments were offered the satisfaction survey to complete.

- Abercrombie Court
- Anderson Court
- Archibald Russell Court
- Baldwin Court
- Braehead Gardens
- Brookwell Court
- Campie Court
- Castlebrae Glebe
- Carlow Court
- Church Court
- Dean Court
- Donaldson Court
- Emily Court
- Fairbairn Court
- Fleming Place
- Glenfinnan Gardens
- Gordon Court
- Halmyre Street
- Hawkslaw Gardens
- Isaac Mackie House
- Johnny Moat Place
- Lomondgate
- Mackenzie Court
- Mackie Gardens
- Mallory House
- Manderston Court
- Maxwell Court
- Miners Terrace
- Milton Court
- Moorfoot Court
- Mountfair Place
- Mungo Park Court
- Priorwood Court
- Robertson Court
- Saunders Court
- Southfield Court
- The Butts
- The Knowe
- Thornhill Court
- Turnbull Court
- Whitehill Lodge

This represents around 1,385 tenants, which is around 30% of all Bield tenants [please note this represents tenants rather than properties]. We received 402 responses, which is a response rate of 29.0%. All tables within this report below show satisfaction of the sample. We will continue to survey tenants and report each quarter, working towards a full population survey before the Annual Return on the Charter is due in 2025.

General satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Bield?

Sample – very and fairly satisfied: 80.9%

Baseline – very and fairly satisfied: 80.3%

Target – very and fairly satisfied: 84.2%

	Number	%
Very satisfied	174	43
Fairly satisfied	153	38
Neither / nor	40	10
Fairly dissatisfied	19	5
Very dissatisfied	13	3
Don't know	5	1

The general satisfaction rate has slightly improved from the baseline. There is room for improvement to meet and exceed our target.

It is suggested that we implement small, impactful changes based on this feedback to improve overall satisfaction.

Keeping tenants informed

How good or poor do you feel Bield are at keeping you informed about the services we provide and the decisions we make?

Sample – very and fairly good: 73.5%

Baseline – very and fairly good: 77.9%

Target – very and fairly good:

	Number	%
Very good	131	32
Fairly good	166	41
Neither / nor	50	12
Fairly poor	23	6
Very poor	26	6
Don't know	8	2

There has been a slight decline from the baseline in satisfaction with how we keep tenants informed.

It is suggested that we continue with our updates and in person meetings to ensure we are keeping our tenants updated on upcoming changes.

Communication Preferences

How would you prefer Bield to communicate with you?

Tenants were invited to select as many as relevant. Postal mail and in-person meetings are the preferred methods of communication.

	Number	%
Postal mail	239	60
Email	97	24
In person meetings	181	45
Phone	73	18
Text message	48	12
My Bield Portal	20	5
Other	3	1

It is suggested that we continue using mail and in-person meetings as primary communication methods.

Tenant Engagement and Participation

How satisfied are you with opportunities given to you to participate in Bield's decision-making processes?

Sample: very or fairly satisfied: 53.2%

Baseline: very or fairly satisfied: 57.4%

Target: very or fairly satisfied: 60%

	Number	%
Very satisfied	85	21
Fairly satisfied	130	32
Neither / nor	112	28
Fairly dissatisfied	20	5
Very Dissatisfied	34	8
Don't know	23	6

Satisfaction with tenant engagement and participation is below target and has decreased from the baseline.

It is suggested to continue with the new tenant engagement and participation strategy, which includes organising regional forums.

Quality of homes

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

Sample: very or fairly satisfied: 87.1%

Baseline: very or fairly satisfied: 84.4%

Target: very or fairly satisfied: ??%

	Number	%
Very satisfied	200	50
Fairly satisfied	152	38
Neither / nor	22	5
Fairly dissatisfied	16	4
Very dissatisfied	4	1
Don't know	10	2

Satisfaction with quality of homes is high and has improved from the baseline.

It is suggested maintaining current standards and continue to address any issues promptly to keep satisfaction high.

Additionally, we can use positive feedback as a benchmark to further improve the quality of our homes.

Repairs

Around 260 out of 401 tenants had repairs in the last 12 months. Thinking about the last time you had repairs carried out, how satisfied were you with the service provided by Bield.

While the majority of tenants are satisfied with the repairs service, there's a notable percentage that is dissatisfied.

Sample: very or fairly satisfied: 79.6%

Baseline: very or fairly satisfied: 81.5%

Target: very or fairly satisfied: 88.0%

	Number	%
Very satisfied	128	49
Fairly satisfied	79	30
Neither / nor	15	6
Fairly dissatisfied	16	6
Very dissatisfied	21	8
Don't know	1	

It is suggested that we review and streamline the repair request and execution process to reduce delays and improve quality.

Tenant spending priorities

Tenants were asked to prioritise where to invest money

1	Improvements to heating
2	New bathrooms
3	Improvements to windows and doors
4	New kitchens
5	Upgrades to communal areas
6	Adaptations
7	Improved security
8	Gardens
9	Environmental initiatives
10	Wifi in common areas

Satisfaction with Property Elements (% of respondents)

	Size	Condition	Energy Efficiency	Layout	Outlook	Storage	Communal Areas	Gardens / Grounds	Parking
Excellent	40%	33%	30%	37%	39%	36%	34%	34%	18%
Good	42%	46%	41%	44%	32%	34%	40%	39%	28%
Average	15%	18%	20%	16%	21%	18%	16%	18%	16%
Poor	3%	3%	6%	3%	4%	12%	7%	9%	18%
Excellent or good	82%	79%	71%	81%	71%	80%	74%	73%	46%

Satisfaction with repair process (% of respondents)

	Reporting	Helpfulness of staff	System for arranging repairs	Tradesperson showed ID	Approach	Length of time to carry out repair	Quality of repair	Right first time	Knew contractor was coming	Leaving home clean and tidy	Level of disturbance
Very satisfied	67	71	56	47	58	50	56	55	54	59	55
Fairly satisfied	26	23	28	23	28	33	26	23	23	31	31
Neither / nor	4	4	9	20	10	8	9	11	12	7	8
Fairly dissatisfied	2	2	5	4	1	5	5	7	7	2	3
Very dissatisfied	1	1	2	6	2	4	3	4	4	1	2
Don't know	0	0	0	0	0	0	0	0	0	0	0
Excellent or good	93	94	85	70	86	83	82	78	77	90	86

- The property element most of the sample were least satisfied with is parking.
- Satisfaction levels for various aspects of the repair process vary but are generally high.
- Some areas may benefit from attention (eg system for arranging repairs, tradesperson showing ID).

Satisfaction with management of neighbourhood

How satisfied are you with Management of Neighbourhood by Bield?

Sample: very or fairly satisfied: 80.0%
 Baseline: very or fairly satisfied: 83.4%
 Target: very or fairly satisfied: ??%

	Number	%
Very satisfied	168	42
Fairly satisfied	155	38
Neither / nor	9	2
Fairly dissatisfied	45	11
Very dissatisfied	9	2
Don't know	18	4

Value for money

Taking everything into account do you think services provided by Bield are value for money? Is it....

Sample: very or fairly good: 64.9%
 Baseline: very or fairly satisfied: 76.2%
 Target: very or fairly satisfied: 82%

	Number	%
Very good	94	23
Fairly good	168	42
Neither / nor	73	18
Fairly poor	31	8
Very poor	18	4
Don't know	20	5

Difference Bield Makes

Tenants were asked to indicate what difference living in a Bield home has made to their life.

Helps you live independently

Sample: strongly agree or agree: 83.8%

	Number	%
Strongly agree	174	44
Agree	156	40
Neither / nor	42	11
Disagree	14	4
Strongly disagree	4	1
Don't know	4	1

Improved financial circumstances

Sample: strongly agree or disagree: 47.7%

	Number	%
Strongly agree	68	18
Agree	111	30
Neither / nor	136	36
Disagree	42	11
Strongly disagree	13	3
Don't know	5	1

Improves your quality of life

Sample: strongly agree or agree: 77.5%

	Number	%
Strongly agree	127	33
Agree	173	45
Neither / nor	61	16
Disagree	13	3
Strongly disagree	7	2
Don't know	6	2

Improves your physical health

Sample: strongly agree or disagree: 49.5%

	Number	%
Strongly agree	65	17
Agree	120	32
Neither / nor	138	37
Disagree	34	9
Strongly disagree	10	3
Don't know	7	2

Safe and secure

Sample: strongly agree or agree: 80.6%

	Number	%
Strongly agree	157	41
Agree	155	40
Neither / nor	42	11
Disagree	20	5
Strongly disagree	8	2
Don't know	5	1

Peace of mind

Sample: strongly agree or agree: 73.0%

	Number	%
Strongly agree	116	31
Agree	157	42
Neither / nor	62	17
Disagree	21	6
Strongly disagree	11	3
Don't know	7	2

Challenges

Tenants were asked to describe their biggest challenges and what they consider important in their living environment. Understanding these priorities will help us tailor services to better meet tenants needs.

Issue	Number
Mobility	69
Health	45
Finances	13
ASB	9
Being alone	8
Safety	5
Day to day tasks	5
Social isolation	3
Parking	2
Fuel poverty	2

What is important

Important	Number
Relationships and socialising	69
Safety	45
Close to family	13
Onsite staff	9
Being alone	8
Nice environment	5
Day to day tasks	5
Social isolation	3
Parking	2
Fuel poverty	2

How can Bield help?

Tenants were asked how Bield could better support them.

Topic	Number
Staff interaction	20
Improve social activities	9
Improve security	9
Bathroom improvements	7
Improve communal space	5
Install or improve lift	4
Improve heating	4
Provide personal care	3
Install automatic doors	3
Improve response to ASB	3
Improve parking	3
Improve gardens	3
Improve affordability	3
Faster repairs	3
Improve meal service	2
Improve kitchens	2
Allow washing machines in flats	1

Internet access

A significant portion of respondents have internet access, which impacts how they engage with services and social activities.

	Yes	No
Internet Access	228 (57%)	169 (42%)

Common reason for not accessing the internet: Lack of knowledge, no device, cost.

Common online activities: Socialising with friends and family, online banking, online shopping.

Smart speaker ownership: 88 respondents (40%), mainly used for listening to music and setting alarms.

Around **36 tenants** had another piece of **smart tech**.

BR24

When was the last time you used BR24? (around 350 responses)

When was last time you used BR24	No	%
3 months or less	96	26%
3 - 6 months	36	10%
6 - 9 months	24	7%
9 - 12 months	70	19%
Never	129	35%

A few respondents noted they didn't have an alarm.

Tenants were asked how satisfied they were with BR24.

BR24 Satisfaction	No	%
Very satisfied	152	45%
Fairly satisfied	74	22%
Neither nor	19	6%
Fairly dissatisfied	8	2%
Very dissatisfied	6	2%
N/A	81	24%

Overall satisfaction: 67% of respondents very or fairly satisfied with the service.

Perceived impact on safety and independence: 91% feel safer and more independent

Overall happiness with BR24: 92% are happy with the service.

	Yes	No
Safer and independent	315 (91%)	31 (9%)
Overall, happy with BR24	288 (92%)	25 (8%)

Antisocial Behaviour

The survey addressed experiences and satisfaction with how antisocial behaviour is handled.

Around 79% of respondents reported no antisocial behaviour. That means around 2 out of 10 tenants experience antisocial behaviour.

Of those who had experienced antisocial behaviour, we asked how satisfied they were with out this was handled.

ASB Satisfaction	No	%
Very satisfied	5	6%
Fairly satisfied	16	19%
Neither nor	15	18%
Fairly dissatisfied	17	20%
Very dissatisfied	24	29%
N/A	6	7%

Improvements are needed in handling antisocial behaviour to increase tenant satisfaction.

Equality

The survey collected data on disability and sexual orientation among tenants.

Disability

Respondents were asked if they had a disability

	Number	%
Yes	259	67%
No	126	33%

Common issues: mobility, heart problems, arthritis, dementia, cancer

Core morbidities: several tenants reported multiple health issues.

Sexual orientation

Tenants were asked to share their sexual orientation.

	Number	%
Straight	340	94%
Gay	2	1%
Prefer not to say	18	5%

Gender identity: 98% reported being the same gender as assigned at birth.

Conclusion

The survey results provide a comprehensive overview of the tenants' experiences and needs, shedding light on several areas where Bield can enhance its services.

Below are some suggestions that we can consider, although many of these will be cross-referenced with satisfaction across other sites.

Addressing mobility and health challenges

- Invest in infrastructure improvements such as installing or upgrading lifts (requested by 4 tenants) and automatic doors (requested by 3 tenants).
- Enhance the provision of personal care services (requested by 3 tenants).
- Implement regular health and wellness check-ups and workshops.

Enhancing Financial Support

- Continue Income Advice Service and upskill Local Development Managers.
- Improve affordability (requested by 3 tenants).

Combating Antisocial Behaviour (ASB)

- Strengthen security measures (requested by 9 tenants).
- Improve response to ASB incidents (requested by 3 tenants).
- Implement a more robust reporting and follow-up system.

Tackling Social Isolation and Loneliness

- Increase social activities and events (requested by 9 tenants).
- Facilitate community-building initiatives to foster relationships and socializing (important to 69 respondents).

Improving Living Conditions

- Enhance safety features within homes and communal areas.
- Offer assistance with day-to-day tasks
- Maintain and improve the physical environment and communal spaces (requested by 5 tenants).

Internet Access and Digital Inclusion

- Provide digital literacy training to address the 'don't know how' barrier.
- Assist in acquiring affordable devices and explore subsidies for internet costs.
- Promote the use of smart tech to improve quality of life and independence.

Responding to tenant feedback on improvements

- Increase staff interaction and presence (requested by 20 tenants).
- Focus on faster and more efficient repairs (requested by 3 tenants).
- Improve meal service (requested by 2 tenants) and consider allowing washing machines in flats (requested by 1 tenant).

Addressing equality and inclusion

- Ensure that all facilities are accessible to those with mobility issues and other disabilities.
- Promote an inclusive environment respecting the diversity in sexual orientation and gender identity.
- Regularly review and update policies to ensure they meet the needs of all tenants, especially those with disabilities and health issues.

Summary

The survey provides critical insights into the tenants' experiences and areas where Bield can improve.

By addressing the highlighted challenges and incorporating the suggested improvements, Bield can significantly enhance the quality of life for its tenants.

Prioritising safety, health, social engagement, financial stability, and digital inclusion will create a more supportive and responsive living environment, fostering greater tenant satisfaction and community well-being.