

MI Housing Services Ltd
Consultants/Interviewers

TENANT SATISFACTION SURVEY

FINAL REPORT

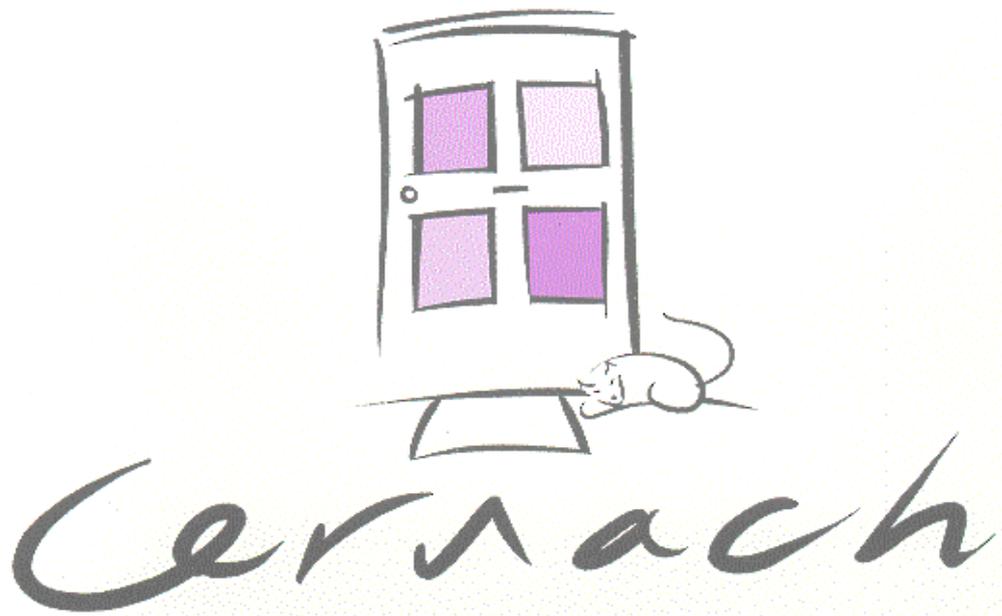
AUGUST 2015

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EXECUTIVE SUMMARY

INTRODUCTION

MI Housing Services Ltd carried out face to face survey of Cernach Housing Association tenants during August 2015. The survey was designed to enable the association to seek the views of its tenants on the overall satisfaction with services provided.

The scope of the survey, analysis and the evaluation of results are contained within a full evaluative report. The following however, contains a summary of the key findings.

Overall levels of Satisfaction/SHR Tenant Satisfaction Indicators Questions

- **92%** are satisfied with the overall service provided by their landlord Cernach (**Indi 1**)
- **98%** of tenants think Cernach is good at keeping them informed about its services & decisions (**Indi 3**)
- **96%** satisfied with opportunities given to participate Cernach's decision making processes (**Indi 6**)
- **83%** are satisfied with the quality of their home overall (**Indi 10**)
- **88%** satisfied with the repairs or maintenance service over last 12 months (**Indi 16**)
- **91%** are satisfied with the management of their neighbourhood they live in (**Indi 17**)
- **85%** of tenants felt the rent for their property represents good value for money (**Indi 29**)

Clearly overall, tenants are very positive about their relationship with Cernach, however, as anticipated, when comparing results against other RSLs we have worked for, the benchmark table indicates that Cernach has surpassed MI HS average benchmarks.

Overall Service

More than nine in ten tenants (92%) were found to be satisfied with the overall service provided by Cernach. Suggestions to improve level of satisfaction (3%) of tenants said they wanted Cernach to 'listen to tenants more' and to follow-up on 'repairs and maintenance' work (2%).

Ethnic Origin

The vast majority of respondents were 'White Scottish' with 92.5%, 'Other British' with 5.7%, 'Polish' with 0.5%, 'Other White' with 0.5% and 'Other Asian' with 0.5% and 'African' with 0.3%.

Disability

Slightly more than half of tenants (54%) said no-one in the household had a disability whereas; more than four in ten households (41%) had one person in the household with a disability and just under one in twenty (5%) had two people and (0.5%) had three people in the household with a who said they had a disability.

More than half (52%) of tenants had day to day activities limited due to health problems.

Keeping tenants informed & opportunities to participate

More than nine in ten tenants (96%) were happy with the opportunities to participate in the decision making processes and nearly all tenants (98%) were satisfied with Cernach keeping them informed about services and decisions.

Quality of Housing

More than eight in ten tenants (83%) were satisfied with the quality of their home however (16%) were dissatisfied. The main reasons identified were tenants needing 'smaller properties' with (4%), 'property needing refurbished' (4%), 'overcrowded properties' (3%) and 'property needs either external or internal doors' (2%).

Repairs & Maintenance

237 tenants had requested a repair in the last 12 months of these (88%) were found to be satisfied with the last repair. Main reasons for dissatisfaction amongst tenants was a 'quality issue not done right first time' (4%), 'ongoing repairs' (2%) and 'work not done' (1%).

Neighbourhood Management

Slightly more than nine in ten tenants (91%) were satisfied with the Cernach's management of their neighbourhood. Main reasons identified with dissatisfaction was 'anti-social neighbours' (3%) and poor 'ground maintenance' issues (3%).

Almost eight in ten tenants (78%) were satisfied with the overall appearance of their neighbourhood, main reasons for dissatisfaction was 'discarded rubbish lying around' (6%), 'poor ground maintenance' (5%), 'poor landscaping' (4%).

Community Areas

(93%) of tenants were satisfied with internal community areas and (66%) with external community areas.

Bulk uplift responsibility

Seven in ten tenants (70%) thought that Glasgow City Council was responsible for the bulk-uplift items, (3%) highlighted Cernach and (27%) did not know who was responsible for the service.

Neighbourhood appearance

Just over three-quarters (77%) of tenants were satisfied with the overall appearance of their neighbourhood and (1%) were neither satisfied nor dissatisfied. However, (22%) were found to be dissatisfied. Main reasons for dissatisfaction was 'discarded rubbish' (6%), 'poor ground maintenance' (5%), 'poor landscaping' (4%), too much 'bulk uplift' lying the street (3%).

Reported anti-social behaviour

30 tenants reported 'anti-social behaviour' to Cernach. (30%) were dissatisfied with the final outcome of their complaint however, (13%) were neither satisfied nor dissatisfied and (53%) were either fairly or very satisfied with the outcome of their complaint. Just over (3%) who made a complaint was still ongoing.

Value for Money/Rent

More than eight in ten tenants (85%) were happy the present rent charge stating it was either fairly or very good value for money and (4%) saying it was neither good nor or bad value for money. (11%) of tenants were unhappy with the rent charge.

The majority of tenants who were unhappy with the rent charge suggested – 'modernising their property' (3%), 'reduce rent charge' (3%), 'freeze rent charge' (2%) would improve their level of satisfaction regarding rent as value for money.

CONCLUSIONS

The survey illustrates some very positive findings for the association as a whole. However, it also provides indication of specific areas and particular issues where there is some potential for improvement for example appearance of the neighbourhood 77% satisfied, dealing with ASB 53% satisfied, external community areas 66% satisfied and quality of housing 83% satisfied. Overall, the findings provide a framework for the development of an Action Plan, to help further raise levels of satisfaction, across all services and locations within Cernach Housing Association.

1. INTRODUCTION

Scottish Housing Regulator requires that Associations must have systems in place to check the quality of product and delivery of service to its customers. Against this background 'MI Housing Services' (MI HS) was commissioned in July 2015 to carry out a formal Tenant Satisfaction Survey of Cernach Housing Association tenants.

In addition to establishing the views of tenants on the quality of their housing, the management committee, were eager to establish the views of tenants, on the full range of services provided. The main subject areas covered by the survey are:

Overall Service	Communication & Participation
Quality of housing	Repairs & Maintenance
Neighbourhood Management	Rent

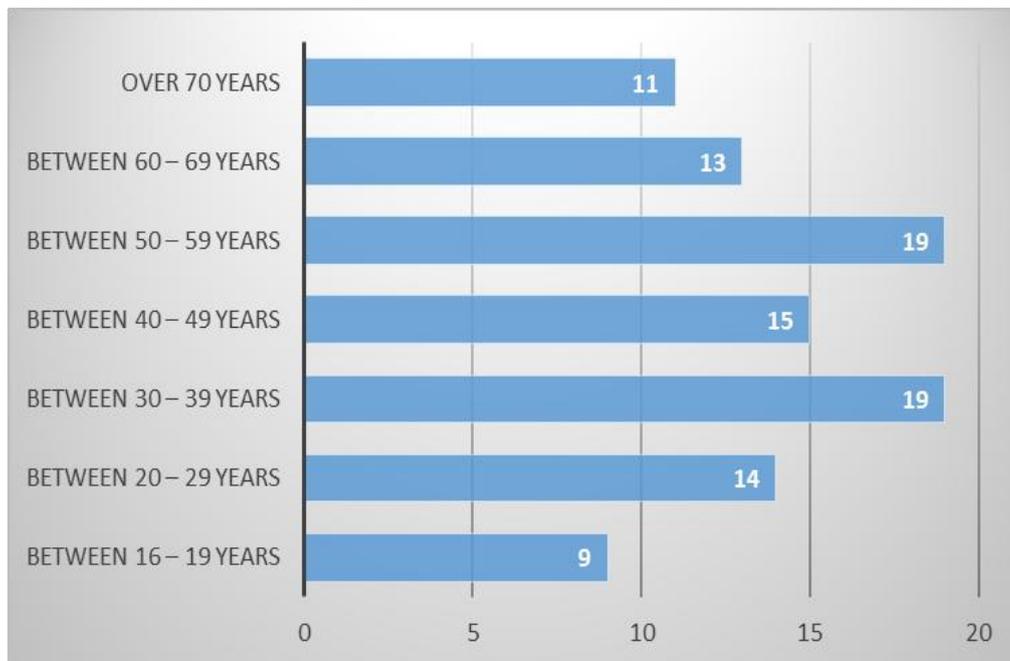
The survey was designed to measure customer satisfaction, test Cernach's strengths and weaknesses, and to provide suitable benchmarks for future measurement of performance.

Sample

Tenants' were surveyed from 772 tenanted properties. The sample covered all Cernach housing stock areas. All housing stock consisted of tenement flats and houses.

Household age profile

Chart 1 Household age profile %



Fieldwork

'MI HS' using trained interviewers undertook all fieldwork. All interviewers were comprehensively briefed prior to project implementation. Quality control procedures during and after completion of fieldwork include:

- * Fieldwork supervision
- * Full manual and computer editing of all questions

Interviewing was conducted face to face during August 2015.

388 successful interviews from 772 addresses of tenants

Interviewers made a total of 2/3 calls at addresses to obtain survey data on different days of the week including weekends, before abandoning it as unproductive.

By over-sampling we were able to achieve a main sample of 388 tenants. This gave a sample large enough to ensure that the data has 95% level of confidence to a margin of plus or minus **3.51%** overall for tenants. This figure is more robust than Scottish Housing Regulator requirements which suggest e.g. +/-**5%**.

The survey achieved a response rate of 50% of Cernach tenants.

Tables and Figures

Percentages have been rounded to the nearest whole number and for this reason may not add exactly to 100 in all cases.

Analysis and Reporting

'MI HS' carried out comprehensive validation checks and analysed questionnaire returns using computer facilities. A full copy of raw data (SPSS software package) is available to Cernach Housing Association, along with the requirements of the brief.

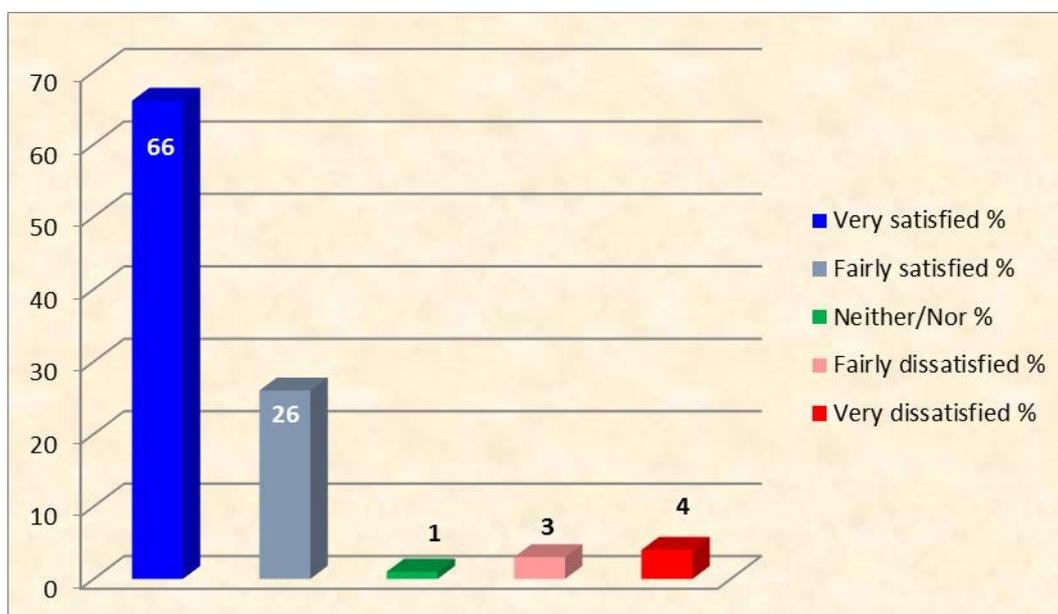
2 OVERALL SERVICE

Q1

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by your landlord Cernach HA? (Base: 388) (Indicator 1)

The vast majority of respondents, **92%** (356 tenants), were either very satisfied or satisfied with the overall service from Cernach. Of these 66% (257 tenants) were very satisfied and 26% (99 tenants) were fairly satisfied. In comparison, **7%** (27 tenants) of respondents said they were dissatisfied with the overall service provided by Cernach and **1%** (5 tenants) said they neither satisfied nor dissatisfied with the service and **0.0%** (0 tenants) did not know or had no opinion.

Chart 1 Level of satisfaction with overall service with Cernach as Landlord



Q2 *If dissatisfied, can you tell me what the Association could do to improve your satisfaction?*

The **27** tenants who were dissatisfied with the overall service provided by Cernach offered suggestions to improve their satisfaction with Cernach, these are shown below.

They 'should listen to tenants more'	(13 tenants)
They should follow up on 'repairs & maintenance'	(06 tenants)
Have a better maintenance program	(03 tenants)
Have better 'communications' with tenants	(02 tenants)
They should deal with 'anti-social behavior'	(02 tenants)
Have properties suitable for people with a disability	(01 tenant)

3 ETHNIC ORIGIN

Q3 *The Association monitors the ethnic composition of its tenants to ensure it provides a quality service to all members of the community who require it. Can you tell me which of the following groups you consider you belong to?* (Base: 388) **(Indicator 2)**

The vast majority of respondents were 'White Scottish' with 92.5% (359 tenants), 'Other British' with 5.7% (22 tenants), 'Polish' with 0.5% (2 tenants), 'Other White' with 0.5% (2 tenants) and 'Other Asian' with 0.5% (2 tenants) and 'African' with 0.3% (1 tenant).

Q4 *Are you or any household member's day to day activities limited because of a health problem which has lasted, or is expected to last, at least 12 months?*

More than half 52% (202) of tenants had day to day activities limited due to health problems whereas 48% (186) had none.

Q5 *Disability in household:*

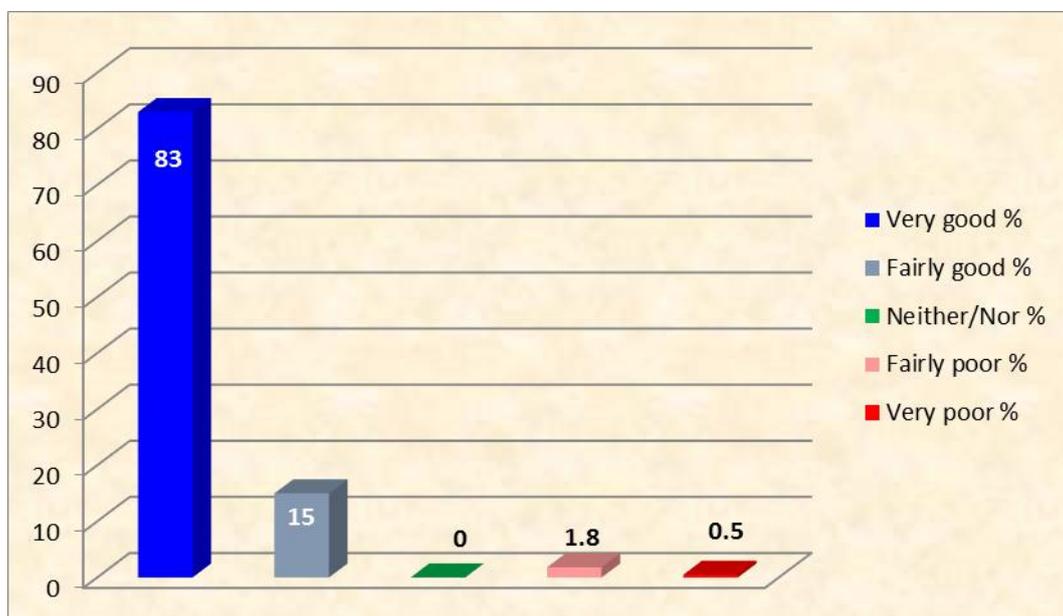
Slightly more than half of tenants 54% (208) said no-one in the household had a disability whereas; more than four in ten households 41% (159) had one person in the household with a disability and just under one in twenty 5% (19) had two people and 0.5% (2) had three people in the household with a who said they had a disability.

4 KEEPING TENANTS INFORMED

Q6 *How good or poor do you feel your landlord CERNACH is at keeping you informed about their services and decisions?’ (Base: 388) Indicator 3*

98% (379 tenants) of respondents said Cernach were either fairly good (15%) or very good (83%) with Cernach keeping them informed about their services and decisions and 0.0% (0 tenants) said they were neither good nor bad whereas, 2% (9 tenants) thought them fairly (1.8%) or very poor (0.5%).

Chart 3 Cernach keeping tenants informed



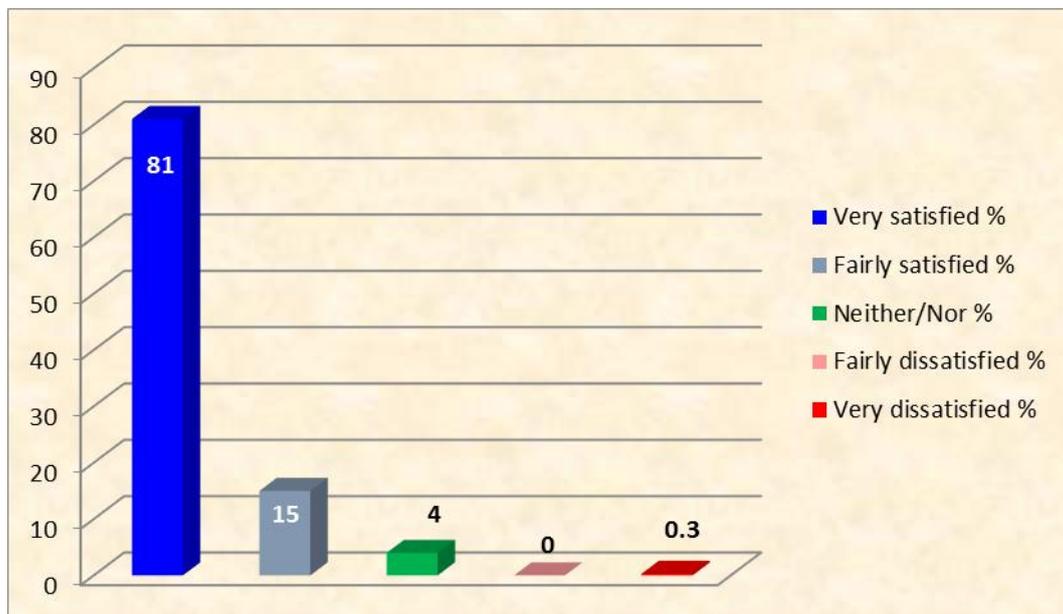
Further analysis revealed that the 9 tenants who were unhappy about being kept informed 4 tenants had no access to the internet whereas 5 tenants did have access.

5 PARTICIPATION & COMMUNICATION

Q7 *How satisfied or dissatisfied are you with opportunities given to you to participate in your landlord Cernach decision making processes?* (Base: 388) (Indicator 6)

96% (371 tenants) of respondents said they were either fairly satisfied (15%) or very satisfied (81%) with the opportunities to participate in the decision making processes.

Chart 4 Level of satisfaction with opportunities to participate



In contrast, **0.3%** (1 tenant) of respondents indicated they were very dissatisfied and **4%** (16 tenants) was neither satisfied nor dissatisfied with the opportunities to participate.

Advice and Support

Thinking about your rent and income, how satisfied or dissatisfied are you with the advice and support you receive from the association with the following?

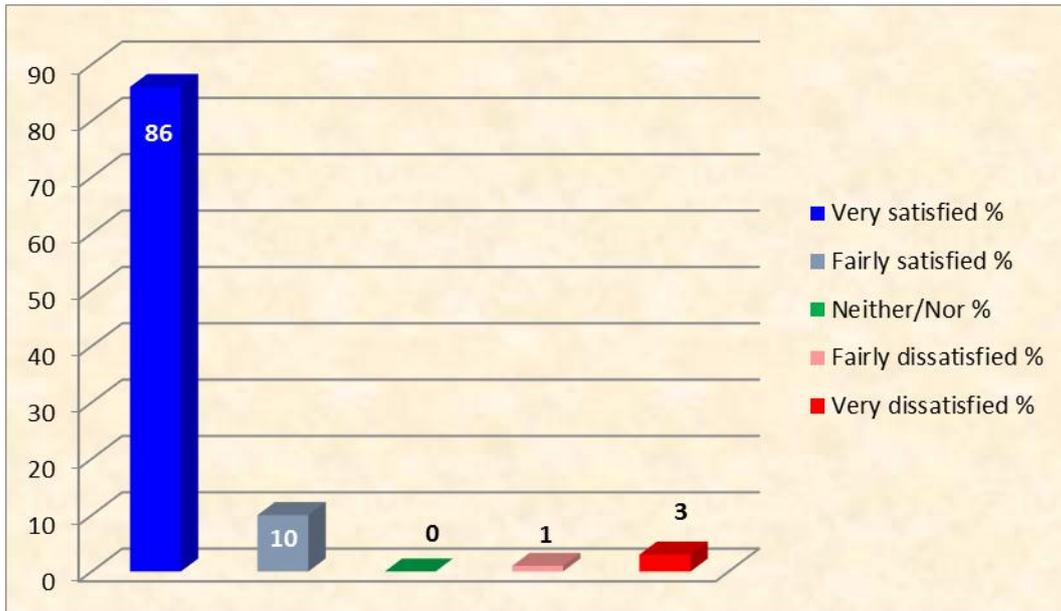
Q8 **Have you contacted the Association in the last 12 months with a query other than to pay your rent or service charges?**

Almost one in three tenants 29% (113 tenants) contacted Cernach with a query.

Q9. How easy or difficult was it getting to speak to the right person?

96% (108 tenants) of respondents said it was either fairly easy (10%) or very easy (86%) to speak to the right person regarding a query. In contrast, **4%** (5 tenants) of respondents indicated either fairly difficult 1% (2 tenants) or very difficult 3% (3 tenants) to get the right person and **0%** (0 tenants) said it was neither easy nor difficult to get the right person.

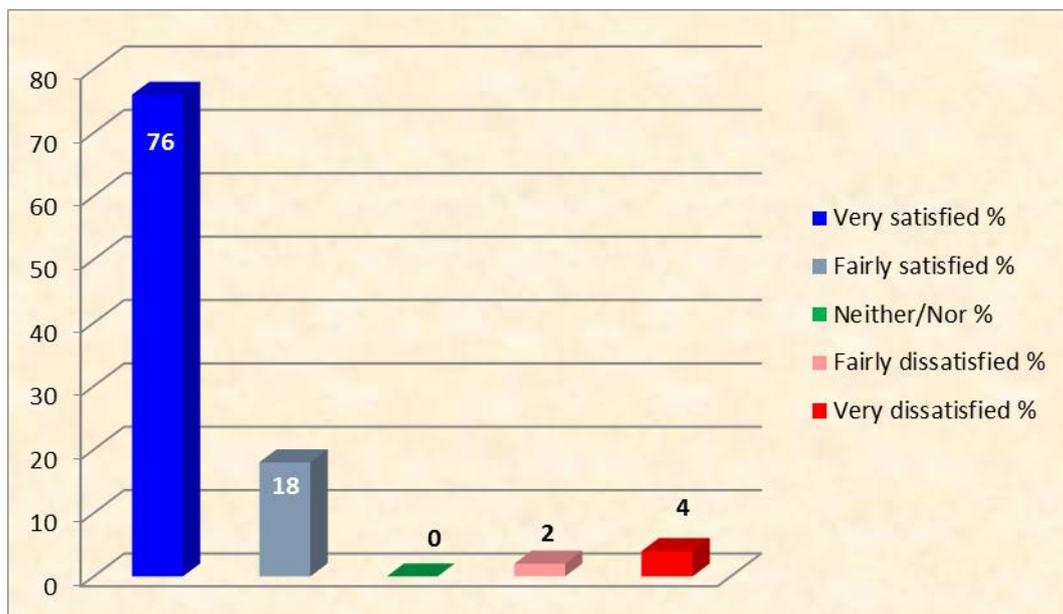
Chart 5 Level of satisfaction with getting to right person



Q10 Did you find the staff helpful or unhelpful?

94% (106 tenants) of respondents said the staff member was either fairly helpful (18%) or very helpful (76%) regarding a query. In contrast, 6% (7 tenants) of respondents indicated either fairly unhelpful 2% (2 tenants) or very unhelpful 4% (5 tenants) and 0% (0 tenants) said the member of staff was neither helpful nor unhelpful to sort out their query.

Chart 6 Level of satisfaction with helpfulness of staff



Q11 Was your query answered within a reasonable time?

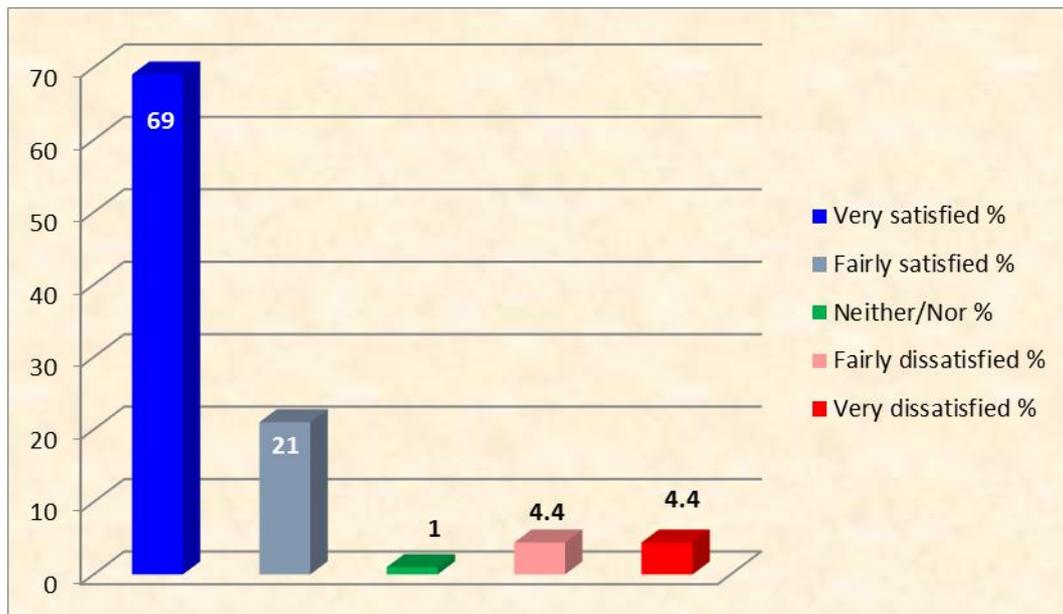
Nine in ten 89% (101 tenants) respondents said their query was answered in a reasonable time-frame whereas, 11% (12 tenants) thought it took unreasonable amount of time.

Level of satisfaction or dissatisfaction with the following.

Q12 The ability of staff to deal with your query quickly and efficiently

90% (102 tenants) of respondents were either fairly satisfied (21%) or very satisfied (69%) with staff ability to deal with their query quickly and efficiently. In contrast, **9%** (10 tenants) of respondents indicated they were either fairly dissatisfied 4.4% (5 tenants) or very dissatisfied 4.4% (5 tenants) with the ability of staff and **1%** (1 tenant) said they were neither satisfied nor dissatisfied to get their query dealt with quickly and efficiently.

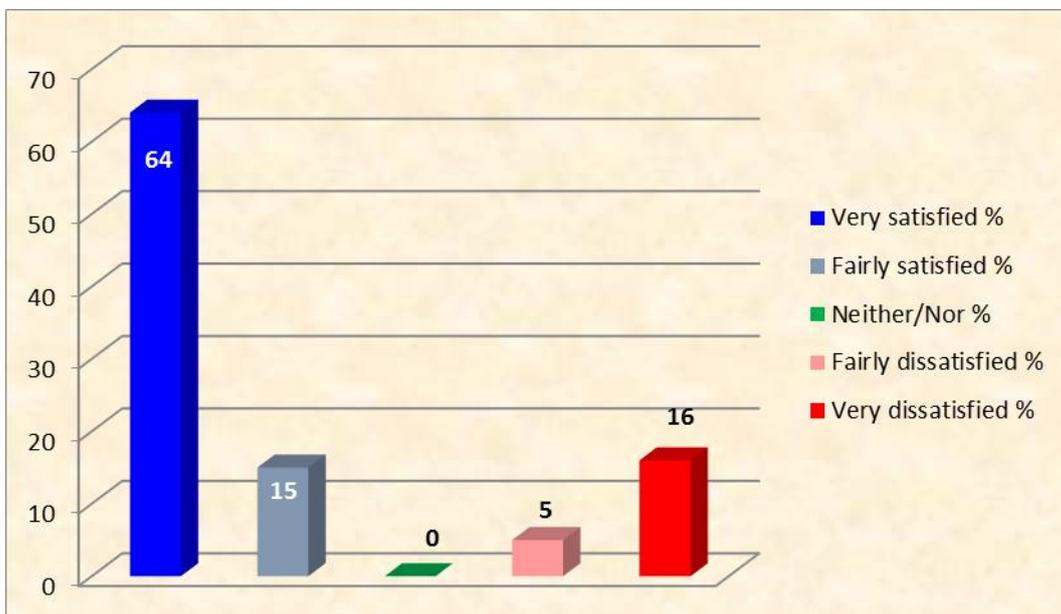
Chart 7 Level of satisfaction with staff ability



Q13 The final outcome of your query

79% (89 tenants) of respondents were either fairly satisfied (15%) or very satisfied (64%) with the final outcome of their query. In contrast, 21% (24 tenants) of respondents indicated they were either fairly dissatisfied 5% (6 tenants) or very dissatisfied 16% (18 tenants) with the final outcome of their query, and 0.0% (0 tenants) said they were neither satisfied nor dissatisfied.

Chart 8 Level of satisfaction with final outcome of query



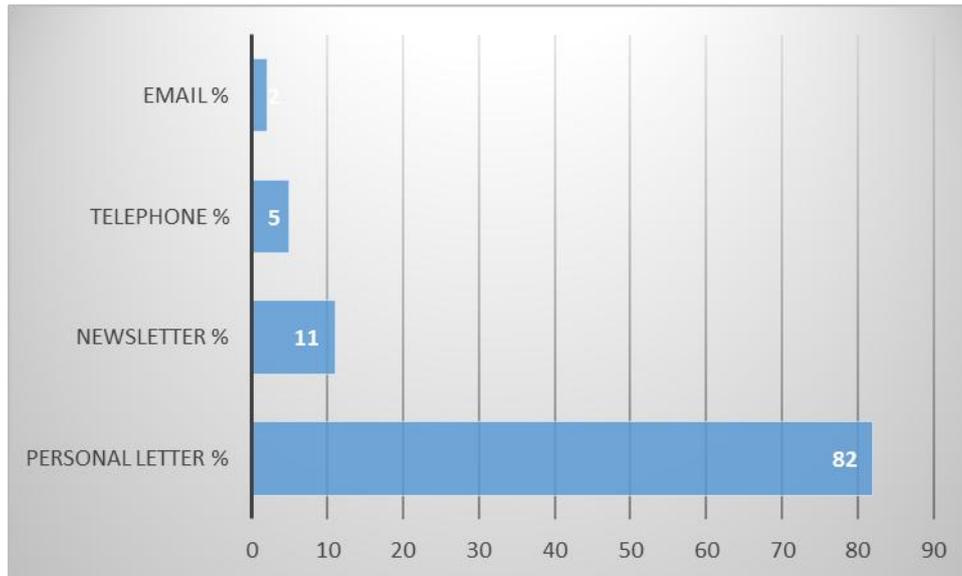
Q14 Do you have access to the internet at home?

Two-thirds 66% (251 tenants) of respondents had access to the internet whereas, 35% (137 tenants) did not have access to the internet.

Q15 Which method do you prefer to be kept informed with the Association?

The majority respondents 82% (317 tenants) preferred Cernach to keep them informed by ‘personal letter’ followed by ‘newsletter’ 11% (42 tenants), the next nearest was by ‘telephone’ 5% (18 tenants), ‘email’ 3% (10 tenants) and ‘visiting the office’ 0.3% (1 tenant). Other methods not taken up were Text/SMS, ‘open meetings’ home visit by staff.

Chart 9 Preferred method to be kept informed by Cernach



Q16 Which method do you prefer getting in touch with the Association?

The majority respondents 68% (263 tenants) preferred to contact Cernach by ‘telephone’ followed by ‘personal visit to the office with 30% (115 tenants). Other means of contact were ‘email’ 2% (7 tenants), ‘Text/SMS’ 0.5% (2 tenants) and by ‘letter’ 0.3% (1 tenant).

Q17 Would you find it beneficial to receive information from the Cernach in a language other than English or in another format?

15 tenants (4%) confirmed they would like to receive information from Cernach in a language other than English or in another formats.

Q17a If yes, please specify

1 tenant would like to be kept informed through the medium of ‘audio tape / CDROM’ and 13 tenants wanted larger print and 1 tenant wanted a different language.

Q18 If other language, state language

1 tenant highlighted 'Polish' compared to English.

Q19 Larger text size e.g.

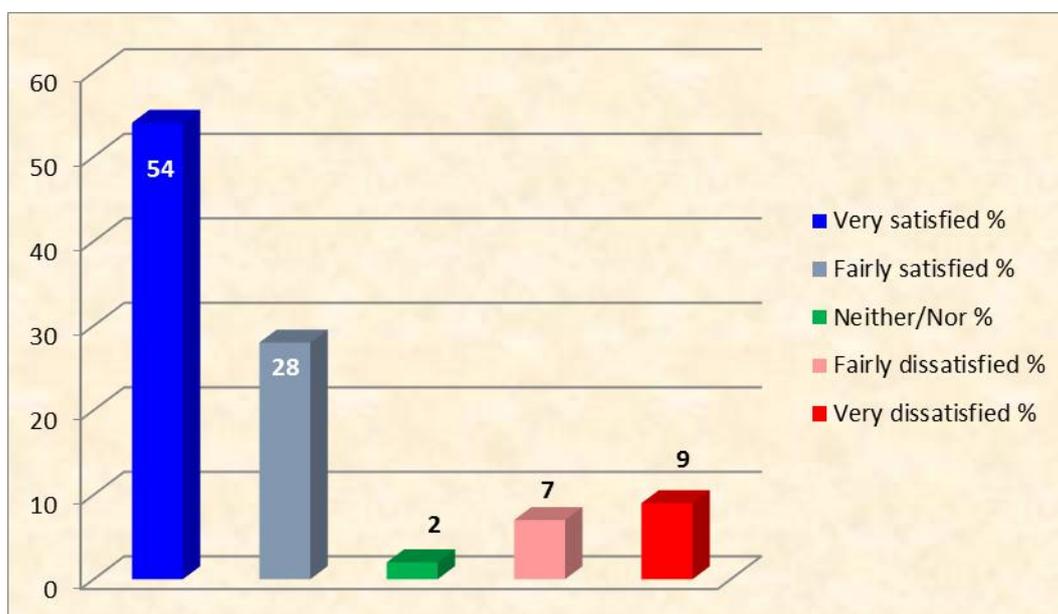
13 tenants suggested 16 pitch print.

6 Quality of Housing

Q20 *Overall, how satisfied or dissatisfied are you with the quality of your home?* (Base: 388) (Indicator 10)

82% (320 tenants) of respondents said they were either fairly satisfied (28%) or very satisfied (54%) with the quality of their home and **2%** (7 tenants) said they were neither satisfied nor dissatisfied whereas, **16%** (61 tenants) said they were either fairly dissatisfied (7%) or very dissatisfied (9%). (Percentage figure rounded to nearest whole number)

Chart 10 Level of satisfaction with quality of their home



Q21 *If dissatisfied, can you give me reason for your dissatisfaction?*

The **61** tenants who were dissatisfied with the quality of their home gave their reasons as

Property too large for needs	17 tenants
Whole property needs refurbished	15 tenants
Property too small for needs	12 tenants
Property requires internal/external doors	06 tenants
Poor sound proofing	04 tenant
Poor design of property	02 tenants
High energy costs	02 tenants
Not suitable for my needs	01 tenant
Poor workmanship in property	01 tenant
Intercom not suitable for disability needs	01 tenant

7 REPAIRS & MAINTENANCE

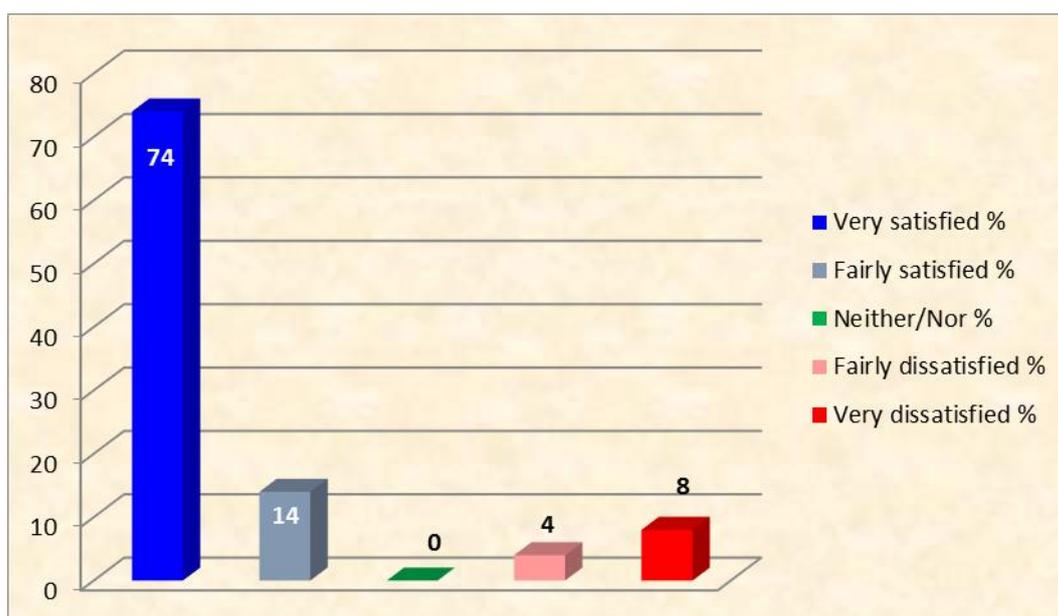
Q22 *'Have you had any repairs or maintenance carried out in this property in the last 12 months?'*

Slightly more than six in ten **61%** (237 tenants) respondents had a repair within the last 12 months.

Q23 *Thinking about the LAST time you had repairs or maintenance carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by your landlord Cernach?* (Base: 237) **(Indicator 16)**

88% (208 tenants) of respondents said they were either fairly satisfied (14%) or very satisfied (74%) with the last repair to their home and **0%** (0 tenants) said they were neither satisfied nor dissatisfied whereas, **12%** (29 tenants) said they were either fairly dissatisfied (4%) or very dissatisfied (8%) with the repair and maintenance service provided by Cernach.

Chart 11 Level of satisfaction with repairs service



Q24 *If dissatisfied can you give me reason for your dissatisfaction?*

Reasons for dissatisfaction from the **29** tenants are shown below; some tenants gave more than 1 reason.

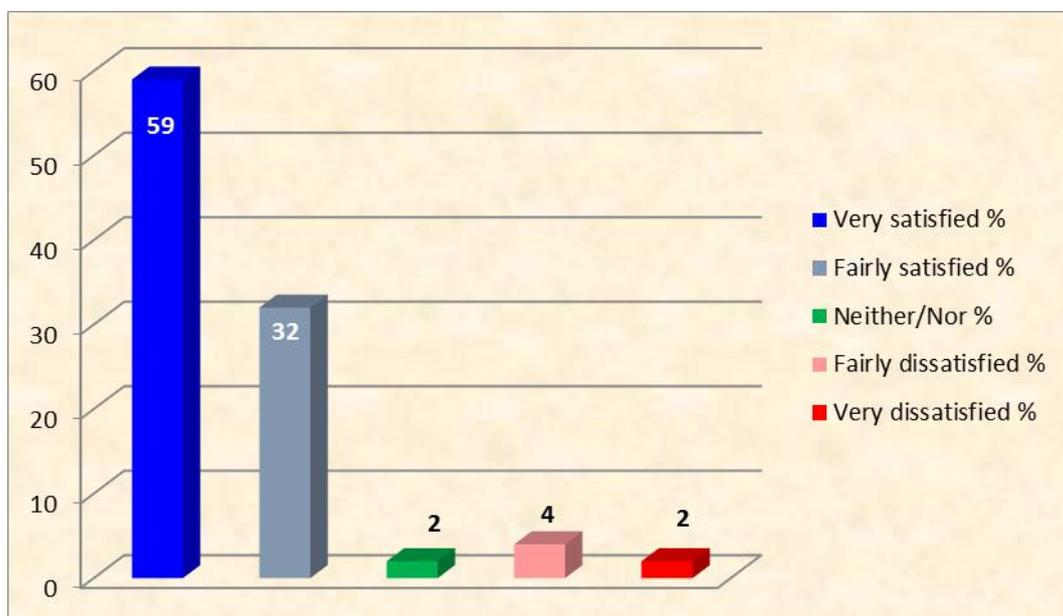
Quality issue – not done right first time	15 tenants
Ongoing repairs	08 tenants
Work not done	05 tenants
Workmen did not turn up when arranged	01 tenants

7 NEIGHBOURHOOD

Q25 *Overall, how satisfied or dissatisfied are you with your landlord's management of the neighbourhood you live in?* (Base: 388) **Indicator 17**

91% (354 tenants) of respondents said they were either fairly satisfied (32%) or very satisfied (59%) with the way Cernach's management of the neighbourhood they live in and **2%** (9 tenants) said they were neither satisfied nor dissatisfied whereas, **6%** (25 tenants) said they were either fairly dissatisfied (4%) or very dissatisfied (2%) with the management of their neighbourhood. (Percentage figure rounded to nearest whole number)

Chart 12 Level of satisfaction with management of neighbourhood



Q26 *If dissatisfied, what can the association do to improve things?* (Base: 25)

Main suggestions from tenants were

Deal with ASB of neighbours	13 tenants
Better ground maintenance	07 tenants
Repair drainage problems at rear of property	02 tenants
Keep back-court clean	02 tenants
Do something about discarded rubbish	01 tenants

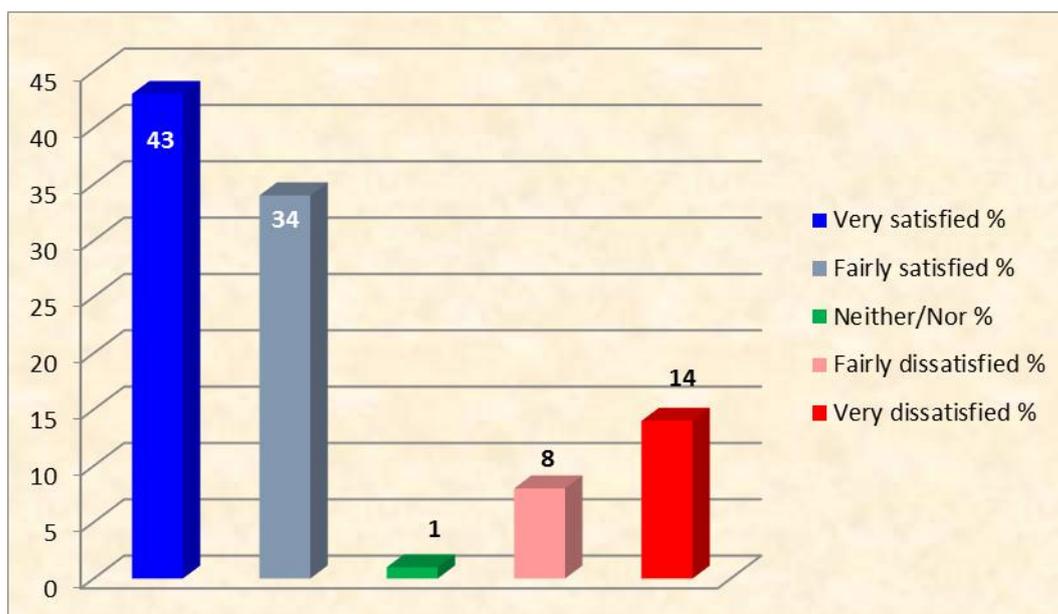
Q27 Do you know which organisation is responsible for the uplift of Bulk items from External communal areas? (Base: 388)

Seven in ten respondents **70%** (271 tenants) said that Glasgow City Council was responsible for the uplift of bulk items from the external communal areas around their homes, **27%** (106 tenants) did not know who was responsible and **3%** (11 tenants) highlighted Cernach.

Q28 How satisfied or dissatisfied are you with the overall appearance of your neighbourhood? (Base: 388)

77% (300 tenants) of respondents said they were either fairly satisfied (34%) or very satisfied (43%) with the overall appearance of the neighbourhood they live in and **1%** (4 tenants) said they were neither satisfied nor dissatisfied whereas, **22%** (84 tenants) said they were either fairly dissatisfied (8%) or very dissatisfied (14%) with the overall appearance of their neighbourhood. (Percentage figure rounded to nearest whole number)

Chart 13 Level of satisfaction with overall appearance of neighbourhood



Q29 Main reasons for tenant dissatisfaction were (Base 84)

Discarded rubbish	25 tenants
Poor ground maintenance	19 tenants
Poor landscaping	15 tenants
Too much bulk uplift lying in street	10 tenants
Shrubbery & trees too large	05 tenants
Lack of litter bins	04 tenants
Dog fouling	04 tenants
Up-grade external walls/verandas	01 tenants
Decorate closes	01 tenants

Q30/1 Internal communal areas (close)

(Base: 223)

93% (208 tenants) of respondents said they were either fairly satisfied (16%) or very satisfied (77%) with the close cleaning and **0%** (0 tenants) said they were neither satisfied nor dissatisfied whereas, **7%** (15 tenants) said they were either fairly dissatisfied (3%) or very dissatisfied (4%) with the close cleaning. (Percentage figure rounded to nearest whole number)

Q30/2 External communal areas (backcourt)

(Base: 223)

66% (148 tenants) of respondents said they were either fairly satisfied (21%) or very satisfied (47%) with the back court areas and **1%** (3 tenants) said they were neither satisfied nor dissatisfied whereas, **32%** (72 tenants) said they were either fairly dissatisfied (16%) or very dissatisfied (16%) with the back court areas. (Percentage figure rounded to nearest whole number)

Q31 Have you reported anti-social behaviour to the association in the last 12 months?

Less than one in ten **8%** (30 tenants) respondents reported anti-social behaviour to Cernach.

Q32 Overall, how satisfied or dissatisfied are you with the final outcome of your anti-social behaviour complaint?

(Base: 30)

54% (16 tenants) of respondents said they were either fairly satisfied (17%) or very satisfied (37%) with the final outcome of their ASB complaint and **13%** (4 tenants) said they were neither satisfied nor dissatisfied whereas, **30%** (9 tenants) said they were either fairly dissatisfied (7%) or very dissatisfied (23%) with the outcome. **3%** (1 tenant) said the complaint is still ongoing. (Percentage figure rounded to nearest whole number)

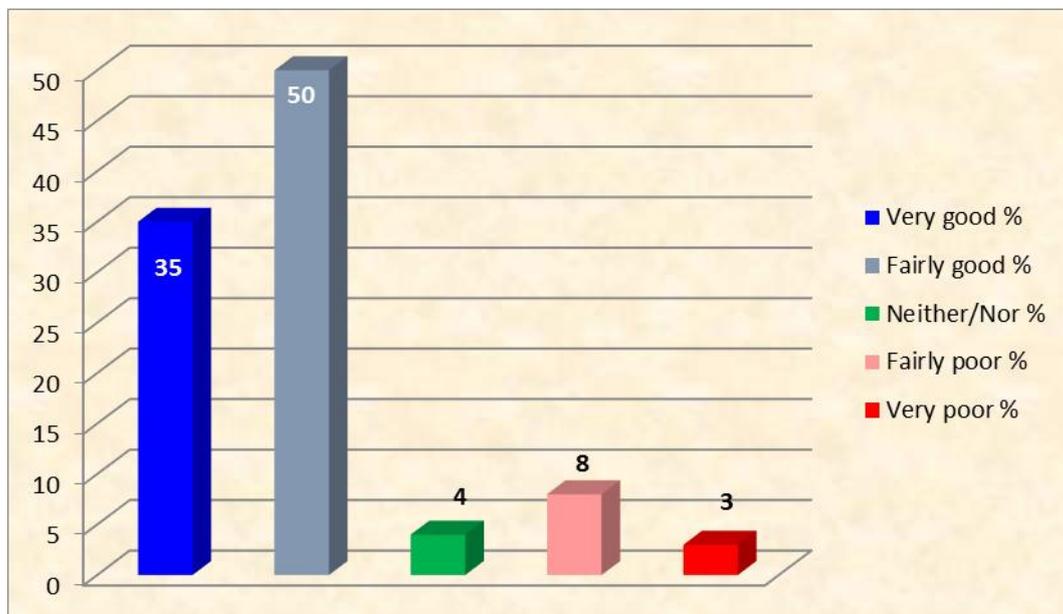
8 VALUE FOR MONEY

Q33 *‘Taking into account the accommodation and the services Cernach provides, do you think that the rent for this property represents good or poor value for money?’*

(Base: 388)

Indicator 29

Chart 14 Rent Value for Money



85% (329 tenants) of respondents said the rent charge was either fairly good (50%) or very good (35%) value for money, **4%** (16 tenants) were neither good nor poor. In contrast, **11%** (43 tenants) of respondents thought the rent charge at present was either fairly poor (8%) or very poor (3%).

Q25 **If dissatisfied what could Cernach do to improve your satisfaction?** (Base: 43)

Main suggestions from tenants were

Reduce rent	12 tenants
Modernise property	10 tenants
Freeze rent	08 tenants
Fit new windows	04 tenants
Fix drainage problems	02 tenants
Modernise kitchen	02 tenants
Deal with ASB	02 tenants
Would like to buy property	02 tenants
Better maintenance of property	01 tenant

Q34 Overall do you think that Cernach has made a positive impact on the community? (Base: 388)

Four in five respondents **80%** (306 tenants) said Cernach has made positive impact and **17%** (67 tenants) were not sure and **4%** (15 tenants) said it had not made an impact on the community.

9 AGE PROFILE OF HOUSEHOLDS

Q35 The Association is keen to establish the age details of households in their properties to inform future services, can you confirm the age banding for all household members?

Table 12 Age Distribution amongst Households

Age Bands	Number	Percentage %
Between 16 – 19 years	57	9
Between 20 – 29 years	93	14
Between 30 – 39 years	125	19
Between 40 – 49 years	102	15
Between 50 – 59 years	125	19
Between 60 – 69 years	88	13
Over 70 years	75	11

Base: 388

A feature of Cernach area is that for every person over 60 years of age (163) they are 3.07 adults of working age (502).

Q36 *Can Cernach contact you to for further information?*

All respondents 100% (388 tenants) confirmed it was alright for Cernach to contact them for further information.

10 CONCLUSIONS

The survey results provide confirmation that many of the services offered by Cernach are being carried out to a standard acceptable to their client groups and generally above the mean average performance of 6 other housing organisations surveys recently carried out by **MI HS Ltd**. These are shown in brackets (**MI HS average**) at the end of each line where appropriate.

In considering a plan of action it is essential that the results of the Survey be disseminated to Cernach's residents and their involvement sought in continuing and improving service delivery. The conclusions can be categorised into two areas, as follows:

1. Good Performance Achieved

Scottish Housing Regulator Indicators

1	92%	Overall service provided by landlord	(MI HS average 90%) (SHR average 88%)
3	98%	Kept informed about services & decisions	(MI HS average 95%) (SHR average 89%)
6	96%	Opportunities to participate in decision making process	(MI HS average 93%) (SHR average 78%)
10	83%	Satisfaction with overall quality of home	(MI HS average 81%) (SHR average 85%)
16	88%	Satisfaction with repairs & maintenance service	(MI HS average 85%) (SHR average 88%)
17	91%	Satisfaction with MGT of neighbourhood	(MI HS average 82%) (SHR average 84%)
29	85%	Rent represents good value for money	(MI HS average 79%) (SHR average 77%)

2. Improved Performance Achievable

The survey found no benchmark results need to be targeted for improvement against **MI HS** benchmark results.

APPENDIX 1 SURVEY METHOD

Sample

Tenants' were surveyed from 772 tenanted properties. The sample covered all Cernach housing stock areas. All housing stock consisted of tenement flats and houses.

Fieldwork

'Management Information' using trained interviewers undertook all fieldwork. All interviewers were comprehensively briefed prior to project implementation. Quality control procedures during and after completion of fieldwork include:

- * Fieldwork supervision
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388 successful interviews from 772 addresses of tenants

Interviewers made a total of 2/3 calls at addresses to obtain survey data on different days of the week including weekends, before abandoning it as unproductive.

By over-sampling we were able to achieve a main sample of 388 tenants. This gave a sample large enough to ensure that the data has 95% level of confidence to a margin of plus or minus **3.51%** overall for tenants. This figure is more robust than Scottish Housing Regulator requirements which suggest e.g. +/-**5%**.

The survey achieved a response rate of 50% of Cernach tenants.

Analysis and Reporting

'MI HS' using computer facilities and comprehensive validation checks of the survey data conducted the analysis of questionnaire returns. In addition to meeting proposed requirements a full copy of raw data (SPSS software package) is available to Cernach Housing Association.