



Ardenglen Housing Association

Customer Satisfaction Survey

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Prepared by:

Research Resource

17b Main Street
Cambuslang
G72 7EX

Prepared for:

Ardenglen Housing Association

355 Tormusk Road
Glasgow
G45 0HF

Contact: Lorna Shaw
Tel: 0141 641 6410

Contact: Kenny Stocks
Tel : 0141 634 8016



Report written by: Rosemary Stafford

Date: 30/07/2019

Reviewed by: Elaine MacKinnon / Lorna Shaw

Elaine MacKinnon *Lorna A Shaw*

Date: 30/07/2019

Ardenglen Housing Association

Customer Satisfaction Survey 2019

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EXECUTIVE SUMMARY

INTRODUCTION

- Ardenglen Housing Association commissioned Research Resource to carry out a customer satisfaction survey on their behalf.
- A total of 398 interviews were carried out with Ardenglen Housing Association's tenants in order to assess satisfaction with the Association and the services it provides. Interviews took place between the 27th of May and the 28th of June 2019. 398 interviews represents a 41% response rate from tenants in scope for the research.
- Analysis of the respondent profile shows that the survey sample is broadly representative by scheme and size. This provides robust data upon which the Association can be confident about making decisions.
- This executive summary highlights the key findings from this programme of research.

OVERALL SATISFACTION

Summarised below are the results for the key Scottish Social Housing Charter indicators for tenants relating to customer satisfaction. These have been compared to the Association's previous surveys which were carried out in 2010, 2013 and in 2016. As can be seen below satisfaction levels in general have remained consistent with those achieved in the 2016 survey. Satisfaction has decreased however in terms of value for money for rent which has decreased by five percentage points from 99% in 2016 to 94% in 2019. Satisfaction levels have increased on the other hand with regards to the Association's contribution to the management of the neighbourhood where satisfaction has increased by 5 percentage points from 93% in 2016 to 98% in 2019.

Scottish Housing Regulator indicators (Tenants only)					
	2010	2013	2016	2019	% change
Q1 Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Ardenglen Housing Association? (% very/ fairly satisfied)	90%	96%	98%	94%	↓ -4%
Q10 How good or poor do you feel Ardenglen is at keeping you informed about their services and decisions? (%very good/ fairly good)	95%	98%	98%	99%	→ 1%
Q15 How satisfied or dissatisfied are you with the opportunities given to you to participate in Ardenglen's decision making process? (% very/ fairly satisfied)	-	94%	96%	99%	→ 3%
Q22 Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Ardenglen? (% very/ fairly satisfied)- Those who have reported a repair in the last 12 months	81%	95%	95%	92%	→ -3%
Q28 Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	94%	95%	94%	93%	→ -1%
Q45 Taking into account the accommodation and services Ardenglen provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it... (% very good value/ fairly good value)	90%	76%	99%	94%	↓ -5%
Q32 Overall, how satisfied or dissatisfied are you with Ardenglen's contribution to the management of the neighbourhood you live in?	-	95%	93%	98%	↑ 5%

AREAS OF HIGH PERFORMANCE

The results of the 2019 survey reveal that, in general, the Association is performing to a high standard. The following points show the key highlights where satisfaction was highest:

- Overall satisfaction with the service provided by Ardenglen is high with 94% of tenants being very or fairly satisfied which is not significantly different from the figure reported in 2016 (97%).
- With regards to keeping tenants informed, satisfaction is consistently high with 99% satisfaction in 2019 compared to 98% in 2016 and in 2013.
- The Association's newsletter is well received with 89% of tenants stating they read the Ardenglen News, an increase on the 2013 survey where 78% said they read the newsletter. Of those who read the newsletter 97% said it was easy to read, 91% said it was interesting and 82% said it was relevant to them.
- The proportion of tenants who said they would be interested in participating in at least one of the Association's decision-making activities has increased from 25% in 2013 to 36% in 2016 and to 48% in 2019.
- Furthermore, the percentage of respondents who said they would like to be consulted about all changes has continued to increase year on year, from 8% in 2013 to 13% in 2016 and 20% in 2019.
- The vast majority of tenants were satisfied with opportunities given to them to participate in Ardenglen's decision making process (99%, 96% in 2016).
- Awareness of the complaints policy has increased from 73% in 2016 to 80% in 2019.
- Tenants rated the repairs service highly with 92% of tenants who had reported a repair in the last 12 months stating they were very or fairly satisfied. Satisfaction with individual aspects of the repair service was highest regarding the ease of reporting repairs (99%), helpfulness of staff (98%), attitude of tradesmen (98%) and the level of disturbance faced (98%). Furthermore, satisfaction with the out of hours repairs service has seen an increase from 90% in 2016 to 100% in 2019.
- Satisfaction with the quality of the home was high with 93% of tenants stating they were satisfied in this respect. This is not significantly different than was reported in 2013 (95%) and in 2016 (94%).
- Tenant opinion on the neighbourhood is good with 98% of tenants stating they were satisfied with the way the Association manages their neighbourhood (93% in 2016).
- The proportion of respondents who pay their rent (fully or partially) who said their rent was affordable has increased from 58% in 2016 to 76% in 2019).

ACTION PLANNING

The following points have been made to highlight key areas where there is room for improvement in terms of the Association's current service offering. In particular lower levels of satisfaction have been highlighted which were evident throughout the report:

- The proportion of respondents who said the rent for their property was good value for money is high (94%), however this is less than was reported in 2016 (99%).
- With regards to the Association's contribution to the management of the neighbourhood, satisfaction levels have seen a decrease with regards to the cleaning of common areas, with satisfaction falling from 97% in 2016 to 86% in 2019.
- In terms of neighbourhood issues, issues which have become more of a problem since 2016 include;
 - Drug Dealing - the proportion of tenants stating this was a serious or minor problem has increased by 7 percentage point since 2016.
 - Drug/ alcohol abuse - the proportion of tenants stating this was a serious or minor problem has increased by 9 percentage point since 2016.

1. INTRODUCTION, BACKGROUND AND OBJECTIVES

1.1 Introduction

This report represents and discusses the findings to emerge from Ardenglen Housing Association's 2019 Tenant Satisfaction Survey.

1.2 Background and objectives

The aim of the research was to seek tenants' and owner's views on the services that Ardenglen provides and how well it performs these services and to help identify areas where the service can be improved. Specifically, the research was designed to provide customers views on the following:

- The quality of information provided by Ardenglen;
- Feedback on customer care;
- Quality of accommodation and the neighbourhood;
- Service provision including repairs, maintenance and improvements;
- Tenant involvement/ opportunities for participation;
- Value for money.

It is against this background that Research Resource were commissioned to carry out Ardenglen's 2019 Customer Satisfaction Survey.

2. RESEARCH METHOD

2.1 Research Method

We note that the Ipsos MORI guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement for a minimum of a 40% response rate and ensuring representative samples of tenants, it was decided that the survey was carried out utilising a face to face survey methodology with tenants. The face to face methodology is the methodology, which is most typically used for tenant satisfaction surveys. Our primary reasons for recommending this were:

- Administering the survey utilising an interviewer led methodology allows us to maximise the response rate.
- The proposed methodology is an inclusive methodology and allows interviewers to ensure that, for example, elderly or those with a disability or literacy problems can be included in the process. It also lets us identify any potential barriers to participation which can be raised and addressed in partnership with the Association.
- Facilitates high quality of survey output as it allows the interviewer to build up a rapport with the respondent ensuring that the questionnaire is answered in full and allowing explanation of the necessity for asking personal data.

2.2 Questionnaire design

After consultation with Ardenglen representatives, a survey questionnaire was agreed which fully met the information needs and requirements of the organisation and included all issues of importance for tenants.

In developing the questionnaire the following issues were considered:

- The information needs listed in the survey brief;
- The Scottish Social Housing Charter indicators upon which Ardenglen is required to report;
- Research Resource experience in relation to customer satisfaction surveying.

Once a draft questionnaire was designed, a pilot of 10 interviews was undertaken. The pilot was undertaken to ensure that:

- the questionnaire structure flows easily, thereby maintaining the interest of the respondent over the duration of the interview which was not considered to be onerous;
- the routing of questions was complete and appropriate;
- the questions were understood by a range of respondents. It was recognised that the questions had to be coherent and meaningful to people of different levels of ability.

After the pilot was completed Research Resource fed back to the Association any recommendations in terms of amendments to the questionnaire which were raised from the pilot. These services were then signed off by the Association in advance of fieldwork. Thereafter, a quantitative door to door survey was undertaken with tenants.

2.3 Sample size

The aim of the survey was to achieve a robust level of data upon which the Association can have confidence making decisions upon and to maximise the response to the survey.

Overall, a total of 398 interviews were completed with Ardenglen tenants, representing a 41% response rate and providing data accurate to $\pm 3.76\%$ based upon a 50% estimate at the 95% confidence level.

Tenant interviews were spread across each area of the Association's stock to ensure coverage of all stock types. The guidance from the Scottish Housing Regulator states that in all surveys, particularly postal surveys, some groups are more likely than others to respond. This means that certain subgroups will be under-represented and others will be over-represented in the final achieved sample (i.e. all the people who responded). Weighting ensures that received responses are representative of the whole survey population. The guidance suggests that social landlords will be likely to have suitable information on the population in terms of dwelling type (flats, semi detached house, detached, terraces) and the number of bedrooms.

The tables below show the sample profile broken down by scheme and number of bedrooms, compared to the population. As can be seen below, the interview profile is relatively in line with the overall tenant population profile, varying by no more than 2 percentage points. We are therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required.

Scheme	No of tenants	% of tenants	no of interviews	% of interviews
Arden Craig Phase 1	59	6.1%	24	6.0%
Arden Craig Phase 2a	32	3.3%	13	3.3%
Arden Craig Phase 2b	17	1.8%	7	1.8%
Arden Craig Phase 3	27	2.8%	11	2.8%
Arden Craig Phase 4	19	2.0%	8	2.0%
Arden Craig Square	54	5.6%	23	5.8%
Ballantay Phase 1	72	7.5%	30	7.5%
Ballantay Phase 2	64	6.7%	26	6.5%
Ballantay Phase 3	63	6.5%	26	6.5%
Ballantay Quadrant	22	2.3%	9	2.3%
Cathkin Braes Phase 1	32	3.3%	13	3.3%
Cathkin Braes Phase 2	17	1.8%	7	1.8%
Cathkin Braes Phase 3	20	2.1%	8	2.0%
Cathkin Braes Phase 4	26	2.7%	13	3.3%
Cathkin Braes Phase 5	28	2.9%	11	2.8%
Cathkin Braes Phase 6	19	2.0%	8	2.0%
mortgage to rent	13	1.4%	5	1.3%
Scarrel Terrace	20	2.1%	8	2.0%
SST block 1	59	6.1%	24	6.0%
SST block 2	31	3.2%	13	3.3%
SST block 3	47	4.9%	19	4.8%
SST block 4	71	7.4%	29	7.3%
SST block 5	48	5.0%	22	5.5%
SST block 6	30	3.1%	10	2.5%
Tormusk Drive Shared Own	5	0.5%	2	0.5%
Tormusk Island Site	25	2.6%	11	2.8%
Tormusk Primary Site	42	4.4%	18	4.5%
Grand Total	962	100.0%	398	100.0%

Number of rooms	No of tenants	% of tenants	No of interviews	% of interviews
0	2	0.2%	1	0.3%
1	41	4.3%	16	4.0%
2	149	15.5%	54	13.6%
3	515	53.5%	220	55.3%
4	210	21.8%	90	22.6%
5	40	4.2%	14	3.5%
6	5	0.5%	3	0.8%
9	1	0.1%	0	0.0%
Grand Total	963	100.0%	398	100.0%

2.4 Interviewing and Quality Control

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are highly experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities. Interviewing took place between the 27th of May and the 28th of June 2019.

2.5 Survey Analysis and Reporting

Survey data has been analysed and reported on in a number of ways. Data has been analysed by key variables as agreed by the organisation. Where any particular trends or issues are found for any one key group, this is detailed in the survey report.

Please note that not all percentages sum to 100% due to rounding.

2.6 Report Structure

This document details the key finding to emerge from the survey, addressing the key findings of the survey for Ardenglen Housing Association.

- Chapter 3. OVERALL SATISFACTION
- Chapter 4. INFORMATION AND COMMUNICATION
- Chapter 5. TENANT PARTICIPATION
- Chapter 6. CUSTOMER CARE
- Chapter 7. REPAIRS SERVICE
- Chapter 8. THE HOME
- Chapter 9. THE NEIGHBOURHOOD
- Chapter 10. RENT AND AFFORDABILITY
- Chapter 11. HOUSEHOLD INFORMATION
- Chapter 12. CONCLUSIONS AND RECOMMENDATIONS

APPENDIX 1: QUESTIONNAIRE

APPENDIX 2: TECHNICAL REPORT SUMMARY

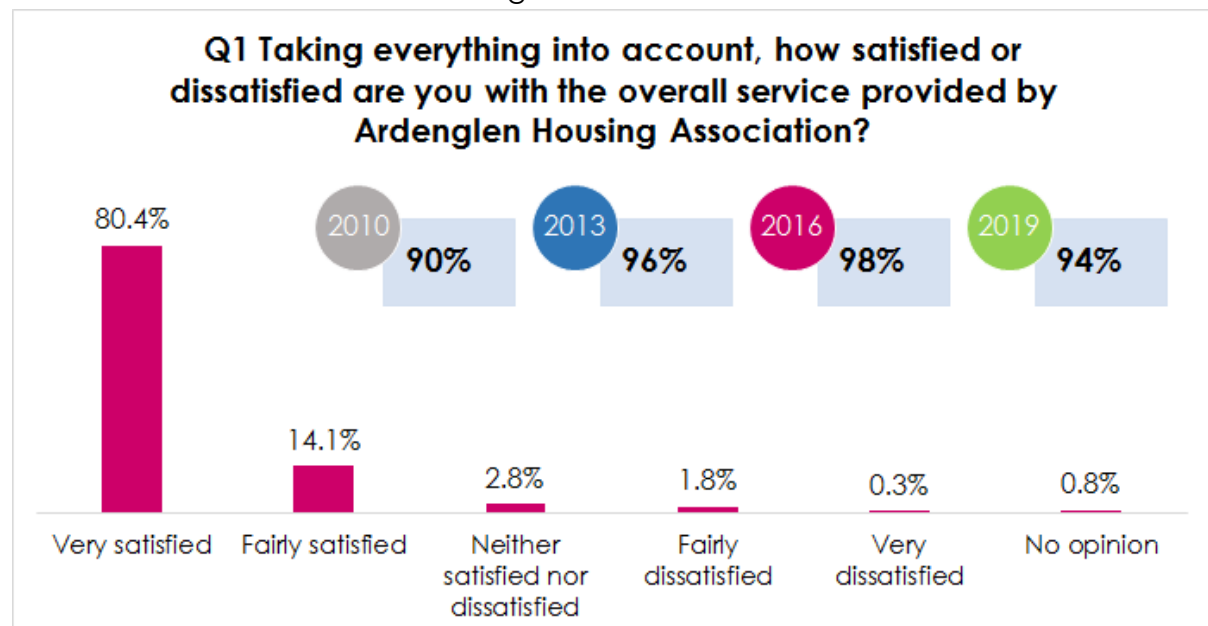
APPENDIX 3: DATA TABLES

3. OVERALL SATISFACTION

3.1 Satisfaction with the overall service provided by Ardenglen Housing Association (Q1/2)

The survey opened by asking tenants how satisfied or dissatisfied they were with the overall service provided by Ardenglen Housing Association. Over 9 in 10 tenants (95%) were either very or fairly satisfied in this respect compared to 3% who were neither satisfied nor dissatisfied, 2% who were very or fairly dissatisfied and 1% who had no opinion.

Overall satisfaction has seen a marginal decrease from 98% in 2016 to 95% in 2019.



Where respondents were not satisfied with the overall service provided by Ardenglen Housing Association, they were asked for their reasons for feeling this way. A total of 19 respondents provided comments and these are listed below. Generally, these were regarding repairs issues, anti-social behaviour and comments on customer service.

- Boiler has had an issue 3 times this year. It's been repaired before that 10 times last year. Gutter is a problem as well and dampness in one of the bedrooms. Got new doors. They worked for 4 days but now my front door is sticky and back door has a metal strip hanging out meaning sometimes I can't close it properly.
- Across the road has turned into a children's home without telling us, there has been a lot of trouble ever since. Fire engines have been twice a month.
- They could deal with anti-social behaviour better.
- Not much contact with them.
- Never ask for anything.

- *My boiler constantly breaks down. There's a big problem with it and they can't get to the bottom of it.*
- *Sometimes the services aren't up to much. I was waiting for over a month for window repairs.*
- *Not happy that bins get left in the close.*
- *Haven't come to fix paintwork in close.*
- *I have dampness in the bathroom. Kitchen extractor doesn't work in ceiling. Bathroom is extremely wet.*
- *Poor complaints handling.*
- *Attitude of staff could be better.*
- *Customer service is poor, they don't explain things or inform us before they do things.*
- *It took a while for them to sort out pigeons from upstairs.*
- *Constantly on about the path outside as its full of moss on the slabs, and when it gets wet, it gets too slippery. I am in a wheelchair.*
- *Some of the slabs that were replaced aren't sitting properly.*
- *The kitchen is falling apart, and everything needs fixed. There has been an ongoing drip for years.*
- *Upstairs had a fire and my hall ceiling still needs sorted, but no one has come back out.*
- *My door got kicked in, it got repaired but it still doesn't secure properly. It's making my stress levels go up as I am frightened for my life.*

4. INFORMATION AND COMMUNICATION

4.1 Communication sources (Q3/4)

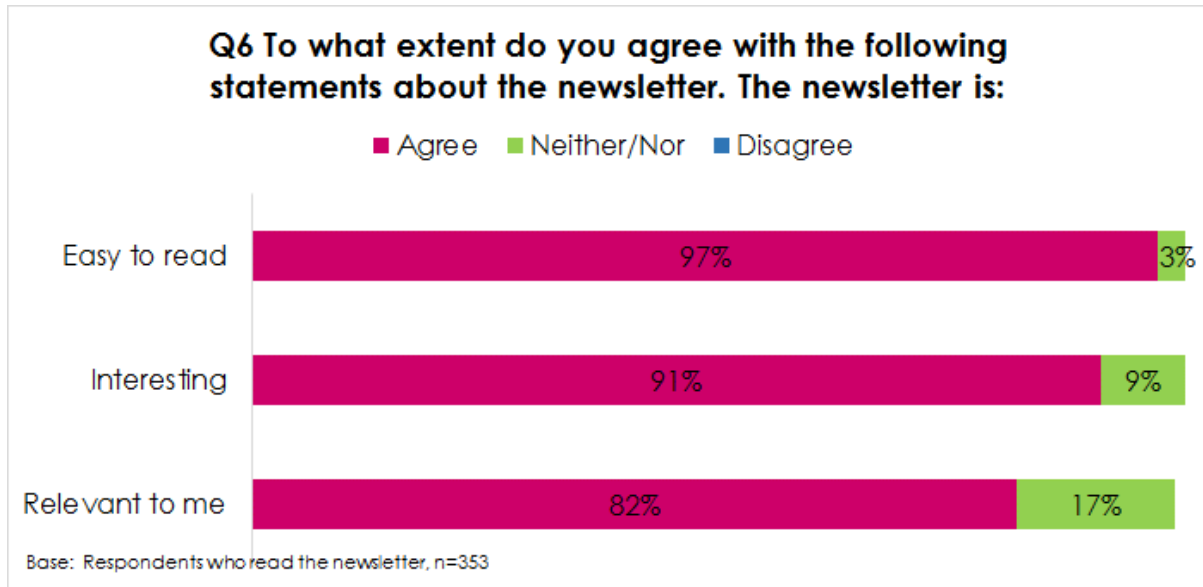
Written communications were by far and away the most used and preferred sources of information for tenants with 75% using the newsletter to keep informed and 69% preferring to use newsletters, and 69% using letters and 57% preferring to use letters to keep informed. Written communications were also the most used and preferred communication sources in 2013 and 2016.

Q3/Q4 Which of the following sources of information do you use/ prefer to use obtain information about Ardenglen and its service?						
	2013 (n=402)		2016 (n=402)		2019 (n=398)	
	Use	Prefer to use	Use	Prefer to use	Use	Prefer to use
Ardenglen News	67%	42%	80%	59%	75%	69%
By letter	95%	57%	89%	58%	69%	57%
Telephone call	29%	5%	44%	11%	18%	14%
Visit the office	26%	1%	32%	6%	9%	7%
Email	-	-	9%	4%	2%	6%
Text	0.2%	0.5%	4%	1%	4%	5%
Website	0.2%	0.2%	6%	1%	3%	4%
Public meetings	6%	0.5%	11%	6%	1%	1%
Facebook, Twitter or other Social Media	0.2%	0.0%	4%	1%	1%	1%
Visit to your home by staff	0.2%	0.2%	7%	-	-	0%
Tenants Handbook	1%	0.2%	8%	0%	-	-
Other (please specify)	-	-	1%	0%	1%	1%

4.2 Newsletters (Q5/6)

The vast majority of tenants read Ardenglen's quarterly newsletters (89%). This is an increase on the 2016 results where 78% said they read the newsletters. Of those who read the newsletter, 97% agreed it was easy to read, 91% said it was interesting and 82% said it was relevant to them.

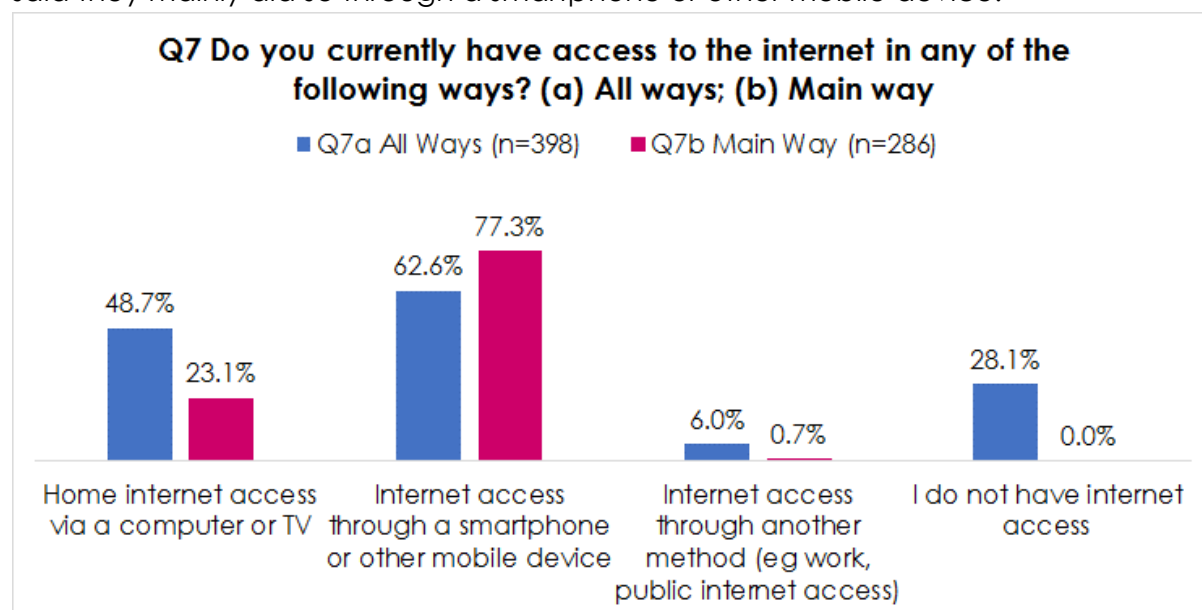
The Association are considering changing the frequency of the newsletter to 3 times per year. Almost all tenants (98%) said they would be happy with this change.



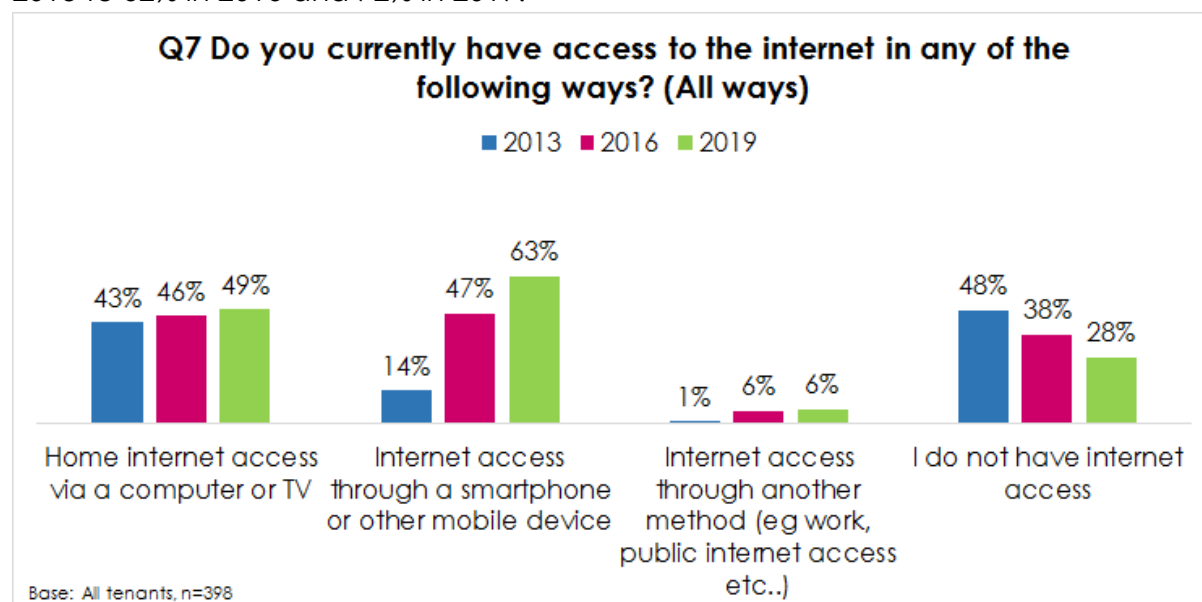
4.3 Internet access/ mobile apps (Q7-9)

The majority of tenants (72%) said they had internet access, 49% had home internet access via a computer or TV, 63% had internet access through a smartphone or other mobile device and 6% had internet access through another method. Just under 3 in 10 tenants (28%) said they did not have internet access.

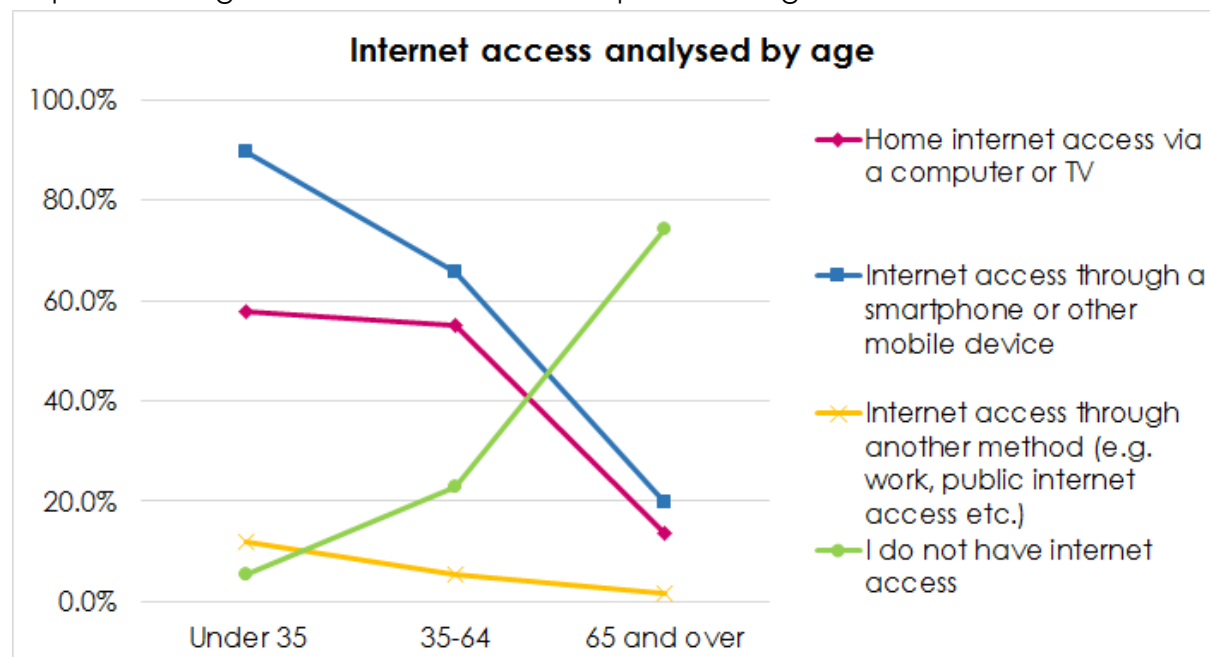
In terms of the main way tenants access the internet, 77% of those who went online said they mainly did so through a smartphone or other mobile device.



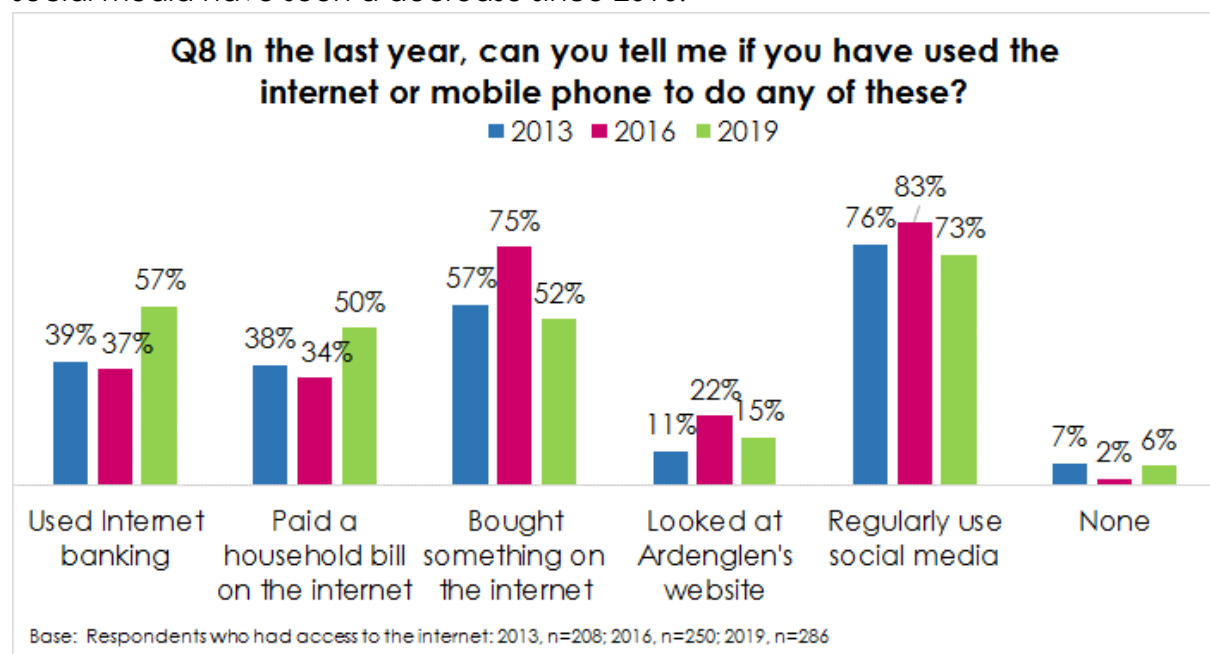
The chart below shows that internet access has increased over the years from 52% in 2013 to 62% in 2016 and 72% in 2019.



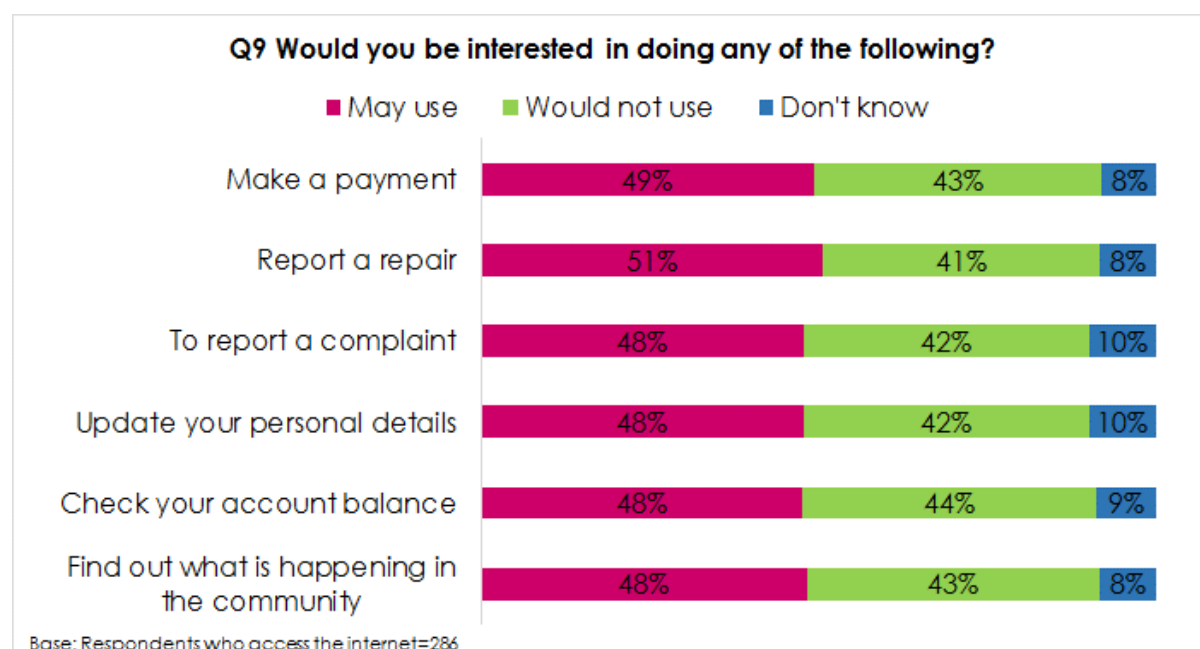
Analysis by age reveals that as age increases the proportion of respondents with no internet access increases with age from 5% for those aged under 35 to 23% for respondents aged 35-64 and to 74% for respondents aged 65 and over.



All respondents were asked about the activities they do online. Using social media (73%) and internet banking (57%) were the most popular activities. Internet banking and paying household bills have both seen significant increases since 2016. On the other hand, buying something online, looking at Ardenglen's website and using social media have seen a decrease since 2016.



The Association are interested in developing online services which tenants would be able to access via an online portal or app. Around half of tenants who access the internet said they would be interested in doing any of these things such as making payments, reporting repairs, reporting complaints etc.

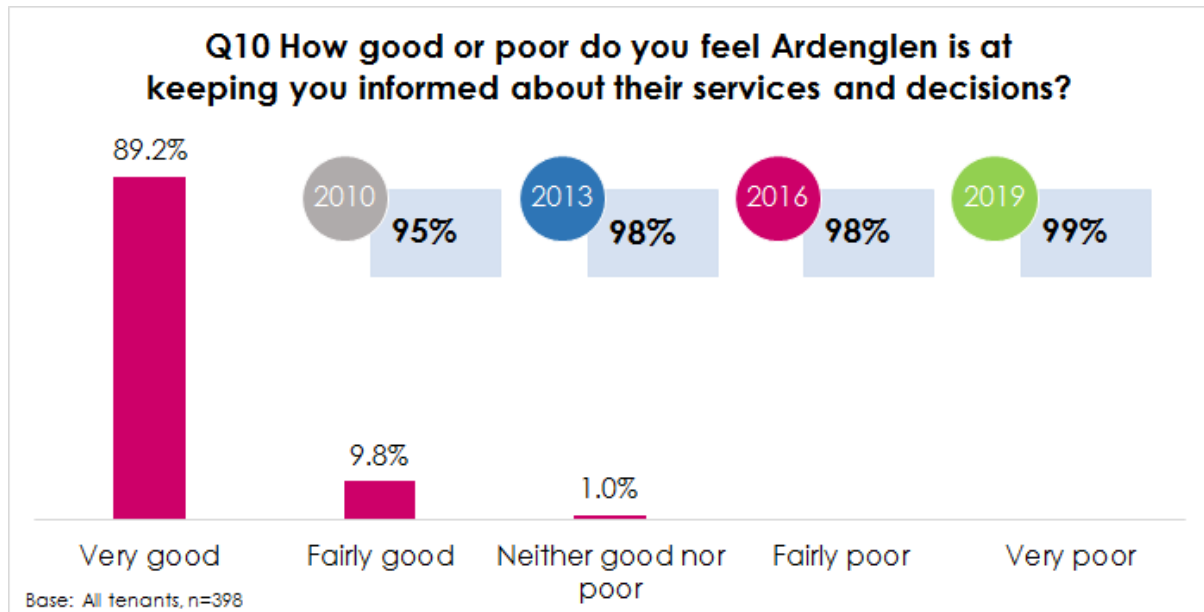


Analysis by age reveals that as age increases the proportion of respondents who said they 'may use' an online portal or app to undertake various housing related activities, decreases with age.

Q9 Interest in online portal/ app activities analysed by age (% stating 'may use')			
	16-34	35-64	65+
Base	72	197	17
Make a payment	64%	46%	24%
Report a repair	69%	46%	24%
To report a complaint	67%	43%	24%
Update your personal details	67%	43%	24%
Check your account balance	64%	44%	24%
Find out what is happening in the community	63%	45%	24%

4.4 Keeping tenants informed (Q10/11)

Almost all tenants (99%) were of the opinion that Ardenglen is very or fairly good at keeping them informed. The remaining 1% of respondents (4 tenants) said the Association was neither good nor poor in this respect. The proportion of tenants who said the Association was very or fairly good at keeping them informed has seen no significant change since 2016 (98%).



The four individuals who said they were neither satisfied nor dissatisfied provided the following comments:

- Sometimes information is given after the event happens.
- More information in newsletter about rent.
- They need to let us know before they do things. Repairs take too long because I work.
- I feel they make decisions but don't tell you how they have arrived at it.

5. Tenant Participation

5.1 Interest in becoming involved in the Association (Q12/13)

All tenants were asked whether they were interested, or not, in taking part in various tenant activities that Ardenglen provides for tenants. Over half of tenants (53%) said they were not interested in participating in any of these activities (64% in 2016). Activities which generated the highest levels of interest included becoming a member of Ardenglen (22%), attending public meetings (19%) and completing occasional surveys (18%).

Q12 The following are ways in which tenants can become involved in Ardenglen. Would you be interested in participating in any of these in the future?		
Base: All tenants, n=398	No	%
None	209	52.5%
Becoming a member of Ardenglen	89	22.4%
Attending a public meeting	76	19.1%
Completing occasional surveys	73	18.3%
Attending the AGM	45	11.3%
Joining the Board	13	3.3%
Attending a smaller discussion group to look at how services are delivered and make suggestions for improvement	8	2.0%
By becoming part of the Associations Policy Panel, a group that meets to discuss Association policies	7	1.8%
Volunteering to assist community activities	6	1.5%
Tenant group to discuss the design of a new website	4	1.0%

The table below shows the results to this question compared to the 2013 and 2016 surveys and also the percentage point change between 2016 and 2019. There has been a significant increase in the proportion of tenants interested in becoming a member of Ardenglen since 2016 (increased by 21 percentage points) and also regarding attendance of the AGM (increased by 10 percentage points). On the other hand, there has been a decrease in the proportion of tenants interested in completing occasional surveys (decreased by 15 percentage points).

Q12 The following are ways in which tenants can become involved in Ardenglen. Would you be interested in participating in any of these in the future? (2013/ 2016/ 2019 comparison)				
	2013	2016	2019	2016-2019 Change
Becoming a member of Ardenglen	2%	1%	22%	↑ 21%
Joining the Board	2%	1%	3%	→ 3%
Attending a public meeting	9%	16%	19%	→ 3%
Attending a smaller discussion group	4%	5%	2%	→ -3%
Volunteering to assist community activities	1%	4%	2%	→ -3%
Completing occasional surveys	19%	33%	18%	↓ -15%
Attending the AGM	5%	2%	11%	↑ 10%
None	75%	64%	53%	↓ -12%
By becoming part of the Associations Policy Panel, a group that meets to discuss Association policies	0%	0%	2%	→ 2%
Tenant group to discuss the design of a new website	0%	0%	1%	→ 1%

The main reasons given for not participating more in the Association were where tenants simply were uninterested (47%), due to work commitments (29%) and regarding health and disability issues (21%). The proportion of respondents who were not interested in participating more has decreased from 53% in 2016.

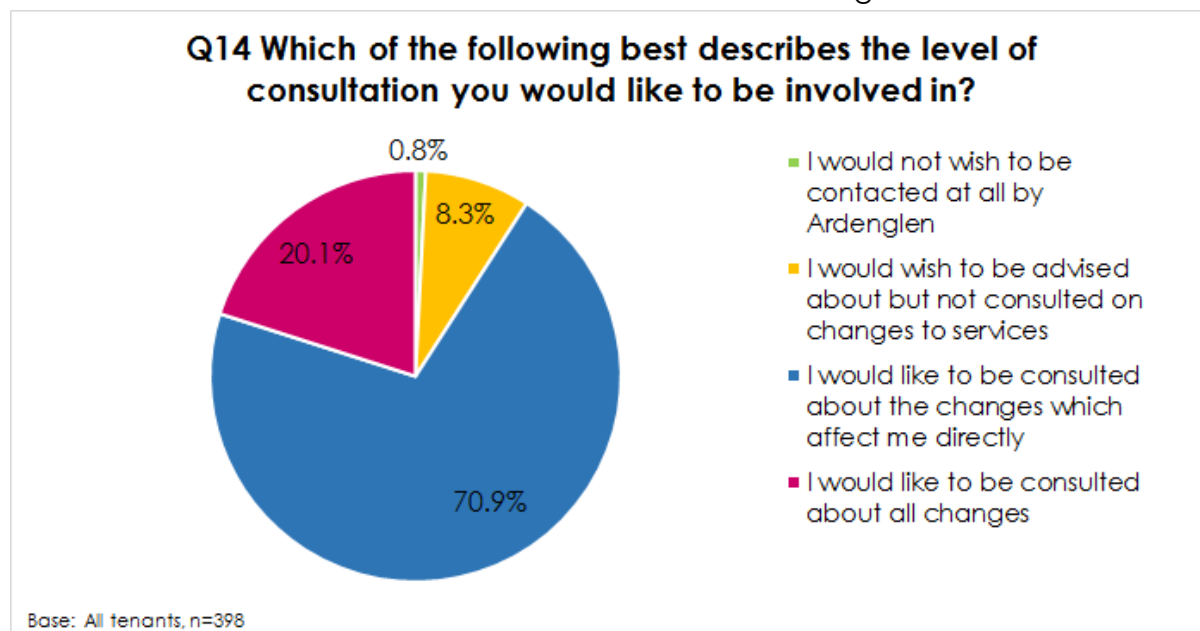
Q13 Why are you not interested in participating more in the Association?		
Base: Not interested in becoming involved, n=209	No	%
Not interested	99	47.4%
Work commitments	61	29.2%
Health/disability issues	43	20.6%
Childcare commitments	26	12.4%
Don't think I have anything to contribute	6	2.9%
Don't understand enough about the work of Ardenglen	4	2.9%
Other (please specify)	2	1.0%
Not aware of any meetings/opportunities to participate	2	1.0%

Compared to 2016, there has been an increase in the proportion of respondents citing work commitments (increase of 14 percentage points) as the reason for not participating more in the Association.

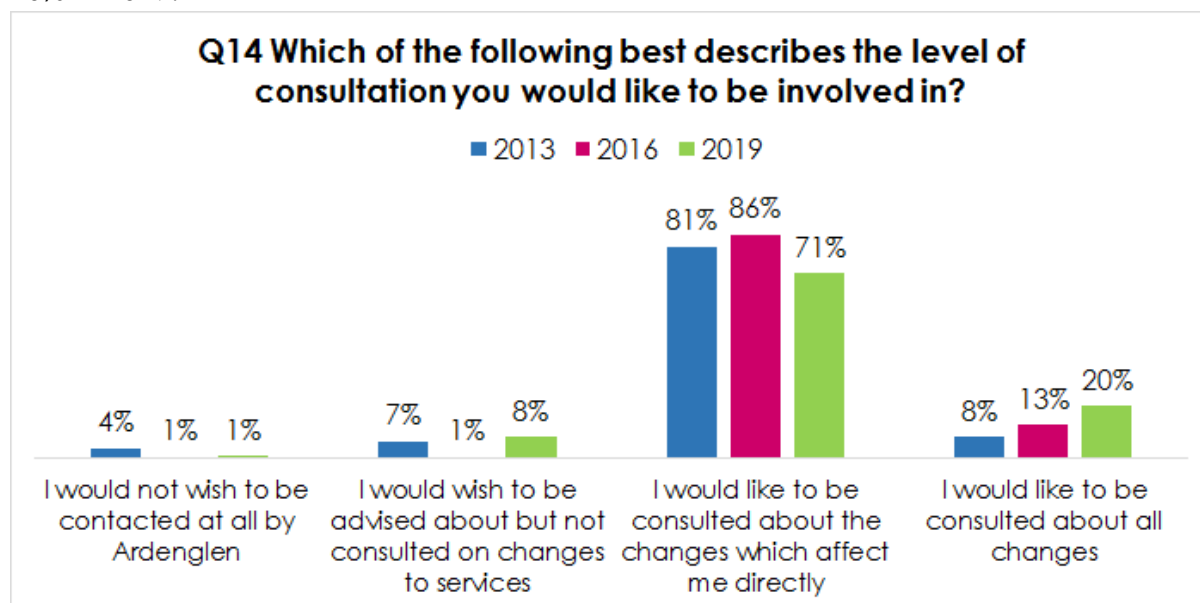
Q13 Why are you not interested in participating more in the Association? (2013/ 2016/ 2019 comparison)				
	2013	2016	2019	2016-2019 Change
Not interested	49%	53%	47%	↓ -6%
Health/disability issues	15%	22%	21%	→ -2%
Work commitments	15%	16%	29%	↑ 14%
Childcare commitments	19%	11%	12%	→ 2%
Don't think I have anything to contribute	6%	3%	3%	→ 0%
Not aware of any meetings/opportunities to participate	0%	2%	1%	→ -1%
Don't understand enough about the work of Ardenglen	0%	0%	3%	→ 3%
Lack confidence in speaking up	1%	-	-	-
Other	-	2%	1%	-

5.2 Preferred level of consultation (Q14)

Over 7 in 10 tenants (71%), when asked about their preferred level of consultation with the Association, said they would like to be consulted about the changes which affect them directly. A further 20% said they would be consulted about all changes, 1% said they did not wish to be contacted by Ardenglen at all and 8% said they would wish to be advised about but not consulted on changes to services.

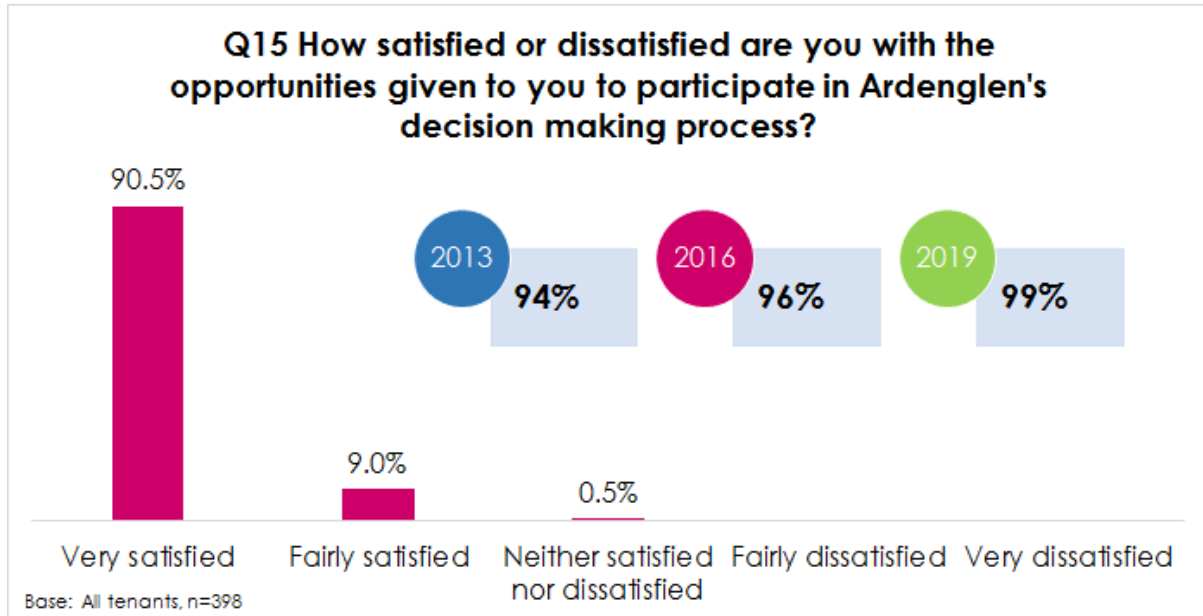


The proportion of respondents who said they would like to be consulted about all changes has continued to increase year on year, from 8% in 2013 to 13% in 2016 and 20% in 2019.



5.3 Opportunities to participate (Q15/16)

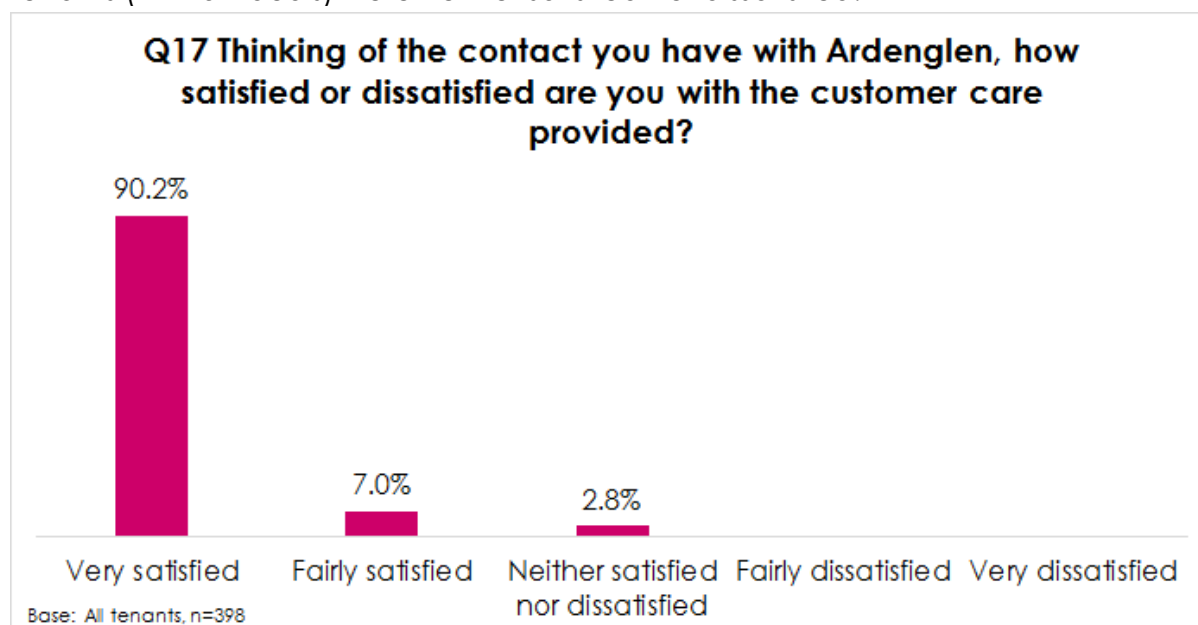
Almost all tenants were very or fairly satisfied with the opportunities given to them to participate in Ardenglen's decision making processes (99%). Less than 1% of tenants (2 tenants) were neither satisfied nor dissatisfied in this respect. Overall satisfaction has increased marginally from 96% in 2016 and 94% in 2013.



6. CUSTOMER CARE

6.1 Satisfaction with customer care (Q17/18)

The majority of tenants (97%) were either very or fairly satisfied with the customer care provided when they have contact with Ardenglen. The remaining 3% of tenants (11 individuals) were neither satisfied nor dissatisfied.



Listed below are the comments provided by tenants who were neither satisfied nor dissatisfied with the customer care provided by Ardenglen:

- *They came out but I feel they don't always act on what I ask to be sorted.*
- *If I need a repair, I get it done myself.*
- *I don't ask for anything as I would need to pay.*
- *I have called for repairs that don't get done.*
- *They don't get back to me.*
- *Listen to tenants more.*
- *To come out and look at people's homes, listen to the problem they have and deal with it.*
- *Attitude of staff can be bad at times.*
- *Poor customer service. They need to talk to people and approach them better than sending threatening letters.*
- *Depends who you speak to.*
- *Again, my door has been repaired, but I feel I need a new front door for better security.*

6.2 Complaints procedure (Q19)

Eight in ten tenants (80%) are aware of and know how to access Ardenglen's Complaints Policy for residents to use if they are unhappy with any aspect of the Association's activities or services. Awareness of the complaints policy has increased from 73% in 2016.

7. THE REPAIRS SERVICE

7.1 Priorities for the repairs service (Q20)

All tenants were asked to select from a list of aspects of the repairs service, which three were most important to them. In terms of tenants' overall priorities (i.e. the proportion of tenants rating each aspect a top, second or third priority), just under two thirds of tenants (65%) selected the quality of the repairs as a priority and this was followed by the length of time taken to undertake repairs (38%) and the ease of reporting a repair (44%).

Q20 Repairs priorities				
	Top priority	2nd priority	3rd priority	Overall priority
The quality of the repairs	14.8%	20.4%	29.6%	64.8%
The length of time taken to undertake repairs	14.1%	21.4%	12.6%	48.1%
Easy to report a repair	34.7%	3.5%	5.8%	44.0%
The tradesman arriving at the appointed time	13.3%	17.8%	8.0%	39.1%
Repair is fixed first time without needing a return visit	6.3%	10.8%	25.6%	36.4%
The helpfulness of the staff	13.3%	15.8%	5.8%	34.9%
The level of disturbance you faced	2.8%	5.0%	8.0%	15.8%
The attitude of the tradesman	0.5%	5.0%	4.3%	9.8%
Don't know	0.3%	0.3%	0.3%	0.9%

The quality of repairs and the length of time to undertake repairs have been a top three priority for tenants in 2019, 2016 and 2013. However, ease of reporting a repair is a new priority for tenants in 2019 and has replaced the repair being fixed first time without needing a return visit in 2017 and 2013.

2013

- The quality of repairs (91%)
- Repair is fixed first time without needing a return visit (68%)
- The length of time taken to undertake repairs (62%)

2016

- The quality of repairs (84%)
- The length of time taken to undertake repairs (68%)
- Repair is fixed first time without needing a return visit (54%)

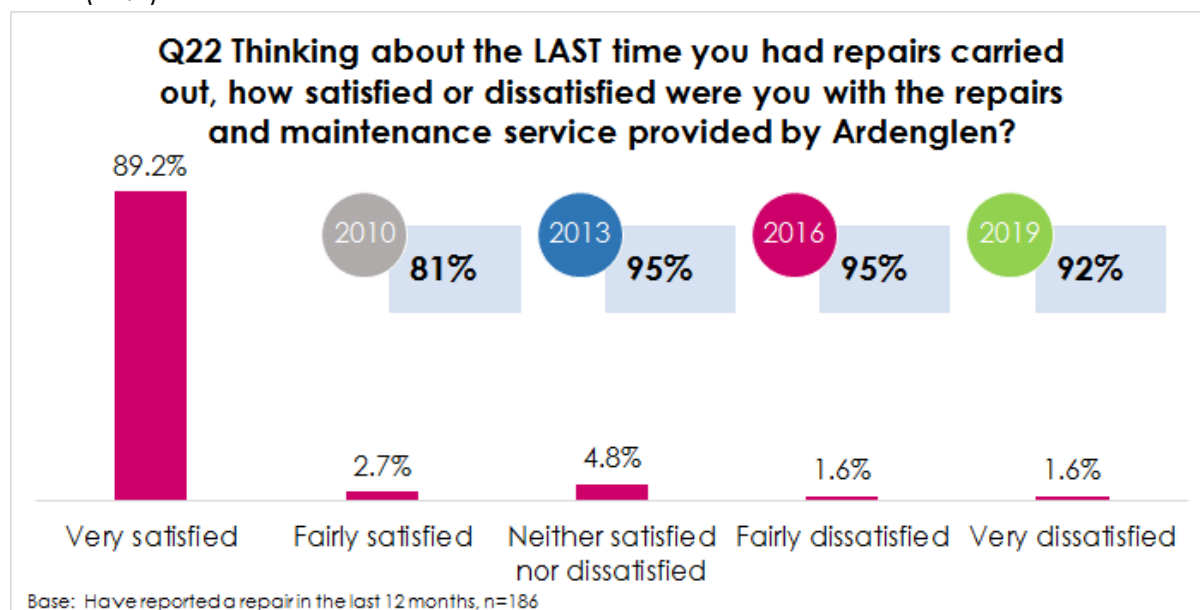
2019

- The quality of repairs (65%)
- The length of time to undertake repairs (48%)
- Easy to report a repair (44%)

7.2 Satisfaction with the repairs service (Q21/22)

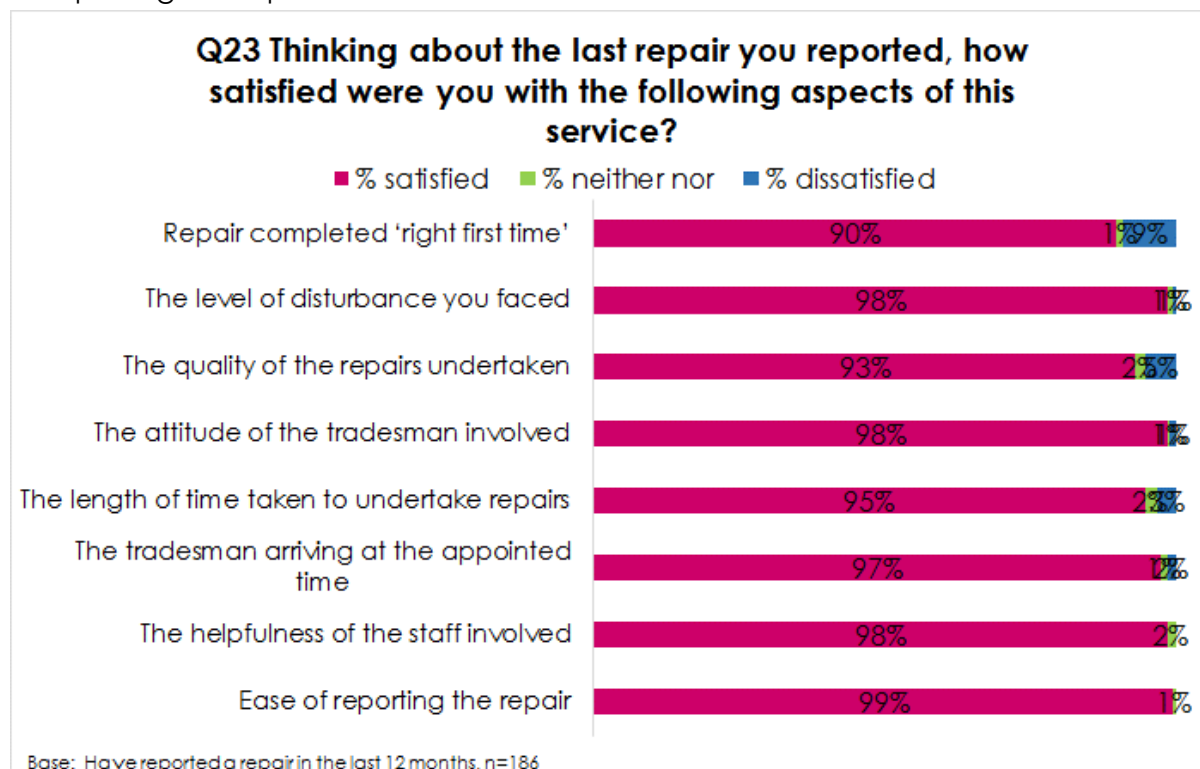
Less than half of tenants (47%) have had day to day repairs carried out in their home within the last 12 months. Of these respondents, 92% were either very or fairly satisfied with the repairs and maintenance service provided by Ardenglen compared to 5% who were neither satisfied nor dissatisfied and 3% who were very or fairly dissatisfied.

Overall satisfaction with the Association's repairs and maintenance service has decreased marginally from 95% in 2013 and 2016 and is higher than was reported in 2010 (81%).



7.3 Satisfaction with aspects of the last repair (Q23/24)

Those who had repairs undertaken in the last 12 months were asked to rate how satisfied or dissatisfied they were with various aspects of the last repair they reported. Satisfaction levels were very high and above 90% for all aspects, ranging from 90% in terms of the repair being completed 'right first time' to 99% with regards to the ease of reporting the repair.



Overall satisfaction with each of these aspects has seen no significant change since 2016, varying by no more than 3 percentage points in terms of the level of disturbance faced where satisfaction has increased marginally since 2016.

Q23 Repairs service aspects 2013/2016/2019 comparison (2013/ 2016/ 2019 comparison)				
	2013	2016	2019	2016-2019 Change
Ease of reporting the repair	100%	100%	99%	⇒ -1%
The helpfulness of the staff involved	100%	100%	98%	⇒ -2%
The tradesman arriving at the appointed time	98%	99%	97%	⇒ -2%
The length of time taken to undertake repairs	95%	94%	95%	⇒ 1%
The attitude of the tradesman involved	99%	98%	98%	⇒ 0%
The quality of the repairs undertaken	94%	95%	93%	⇒ -2%
The level of disturbance you faced	99%	95%	98%	⇒ 3%
Repair completed 'right first time'	94%	91%	90%	⇒ -1%

Where respondents were not satisfied with any of these aspects they were asked to provide their reasons for feeling this way. The comments provided are shown below under each aspect of the repair:

Tradesman arriving at the appointed time

- *They didn't arrive at the time they were supposed to.*
- *Arrived in afternoon instead of morning.*
- *Didn't arrive when they should have.*

Length of time taken to undertake repairs

- *It took a while to do the work.*
- *It took a while to do work.*
- *It's never repaired properly.*
- *Still not fixed properly.*
- *It took a while to get done.*
- *Ongoing drip for day and a half.*

The attitude of the tradesman involved

- *I felt he didn't know what he was doing.*
- *The work men's attitude was not great.*

The quality of the repairs undertaken

- *Panel not put back properly.*
- *I need to phone them back as still having issues.*
- *Didn't unblock the toilet.*
- *They are helpful but I feel the boiler needs replaced as it's an ongoing repair.*
- *Constantly breaking down.*
- *Not fixed to satisfaction.*
- *I feel boiler needs renewed.*
- *Not fixed right the first time.*
- *I feel the slabs still aren't sitting properly.*
- *Not the best.*

The level of disturbance faced:

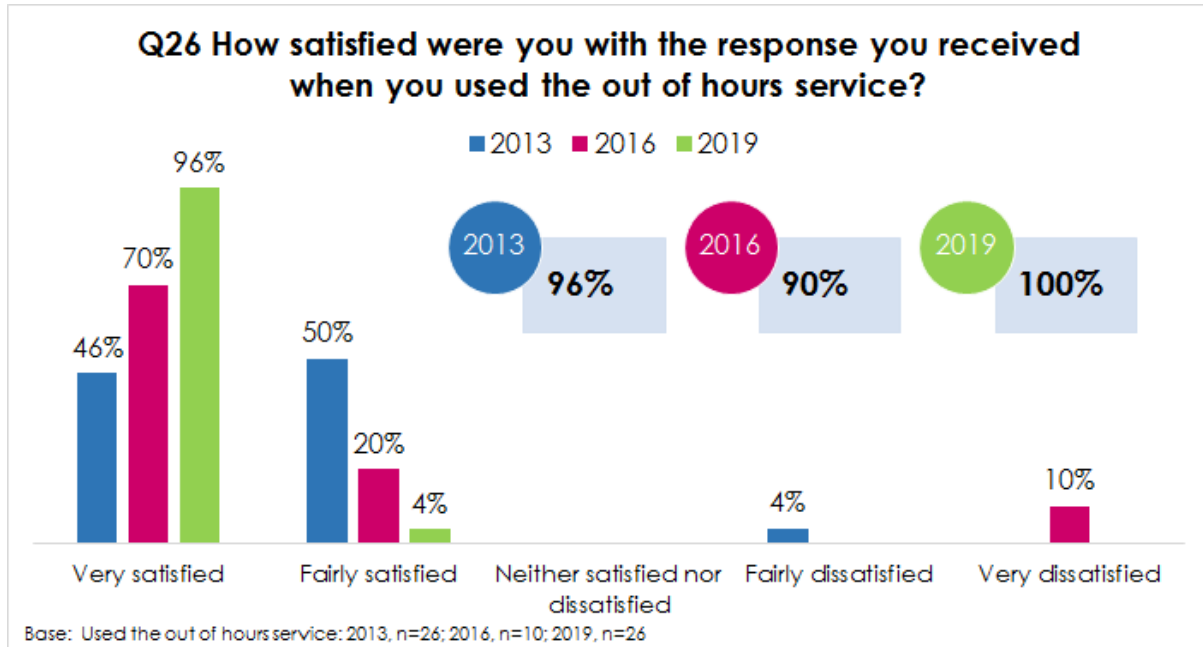
- *They are only going to replace half the kitchen.*

The repair completed 'right first time'

- *They had to come back out.*
- *They need to come back.*
- *I need to call back about toilet again.*
- *Carbon monoxide alarm has fallen down.*
- *It took five times to fix the door.*
- *It's a recurring problem with my boiler.*
- *It gets repaired, but rather than new parts, I think in the long run it would work out to replace boiler.*
- *A recurring boiler problem.*
- *I have had them out for my boiler 12 times in the last 2 years.*
- *I was told this was fixed. There is a leak in the wall somewhere, it got plastered but the wall is now getting wet again.*
- *They came back 3 times to do the repair.*
- *They had to come back.*
- *They had to come back a few times.*
- *The first guy didn't fix it properly.*
- *Ongoing issues so not completed right first time.*
- *Hall ceiling was never finished.*
- *Need a new door.*

7.4 Out of hours repairs service (Q25-27)

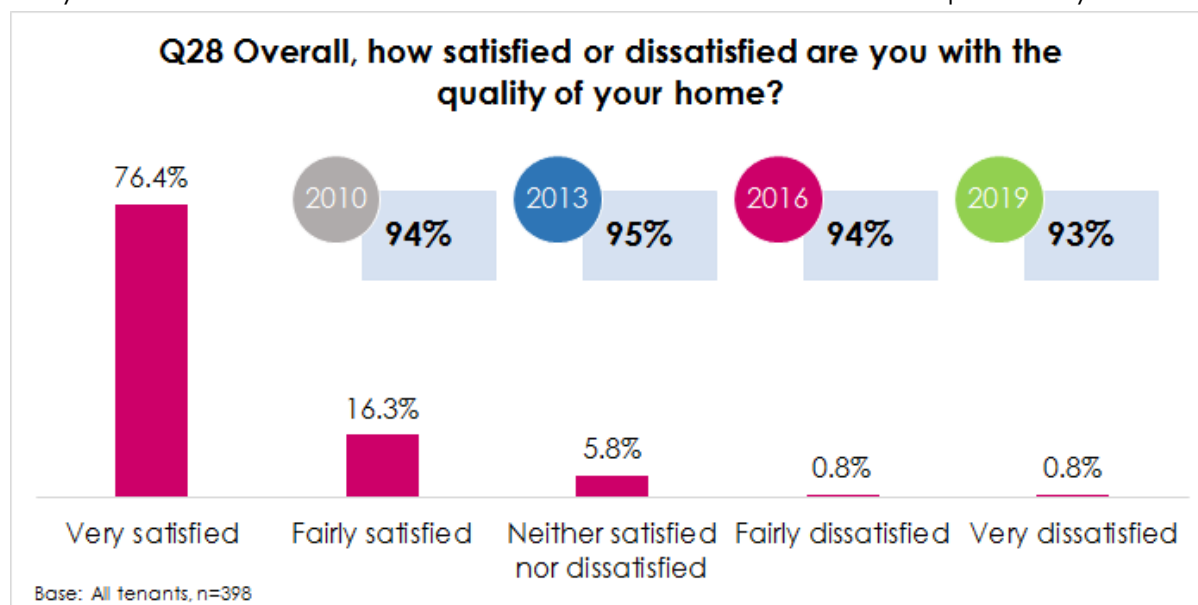
A total of 26 individuals (7%) said they had used the Association's out of hours emergency repairs service. All of these individuals were either very or fairly satisfied with the response they received which is more than was reported in 2016 (90%) and in 2013 (96%).



8. THE HOME

8.1 Satisfaction with the quality of the home (Q28/29)

With regards to the quality of the home, 93% of tenants were very or fairly satisfied compared to 6% who were neither satisfied nor dissatisfied and 2% who were very or fairly dissatisfied. Overall satisfaction has remained consistent with previous years.



Those who were not satisfied with the quality of their home (28 tenants) provided the following comments. These were generally regarding problems with windows or where tenants felt upgrades or repairs were required.

- *It is cold since new windows have been put in.*
- *There is slight dampness. New front door has been put on and it isn't sitting properly, it is hard to close. Back door has the same problem, it doesn't always lock properly.*
- *House is falling apart. Smoke alarm has not worked for 4 years. Handles of wardrobes. Kitchen cabinets need renewed.*
- *Windows are draughty.*
- *Windows have draughts in living room. Downstairs is worse.*
- *Windows and door.*
- *Boiler needs updating. Windows keep cracking. Light switch constantly goes off.*
- *Draughts through windows in living room and bedroom.*
- *Just mainly because of location can't get kids out to play. Shooting in the street, potholes and neighbours.*

- *Everything needs done.*
- *Draughts through windows.*
- *Happy with house, but floor under toilet is rotting and damp.*
- *Fix my bathroom as it has dampness. I also now need a walk-in shower due to back problems. Kitchen extractor fan isn't working.*
- *Internal doors need replaced.*
- *Windows have bad draughts.*
- *Inside is fine, but the garden is a swamp.*
- *Kitchen is dated and needs upgraded.*
- *Few cracks on bathroom tiles.*
- *I need a bigger house.*
- *Isn't big enough and kitchen needs upgraded.*
- *Windows have been painted shut, can't open them at back.*
- *I just don't like it here. I don't like the house in general. Need a garden.*
- *Don't know.*
- *Too small for me.*
- *Its ok but need a bigger house.*
- *Give me a new door please.*
- *Too small.*
- *Front door needs replaced.*

8.2 Priorities for the home (Q30)

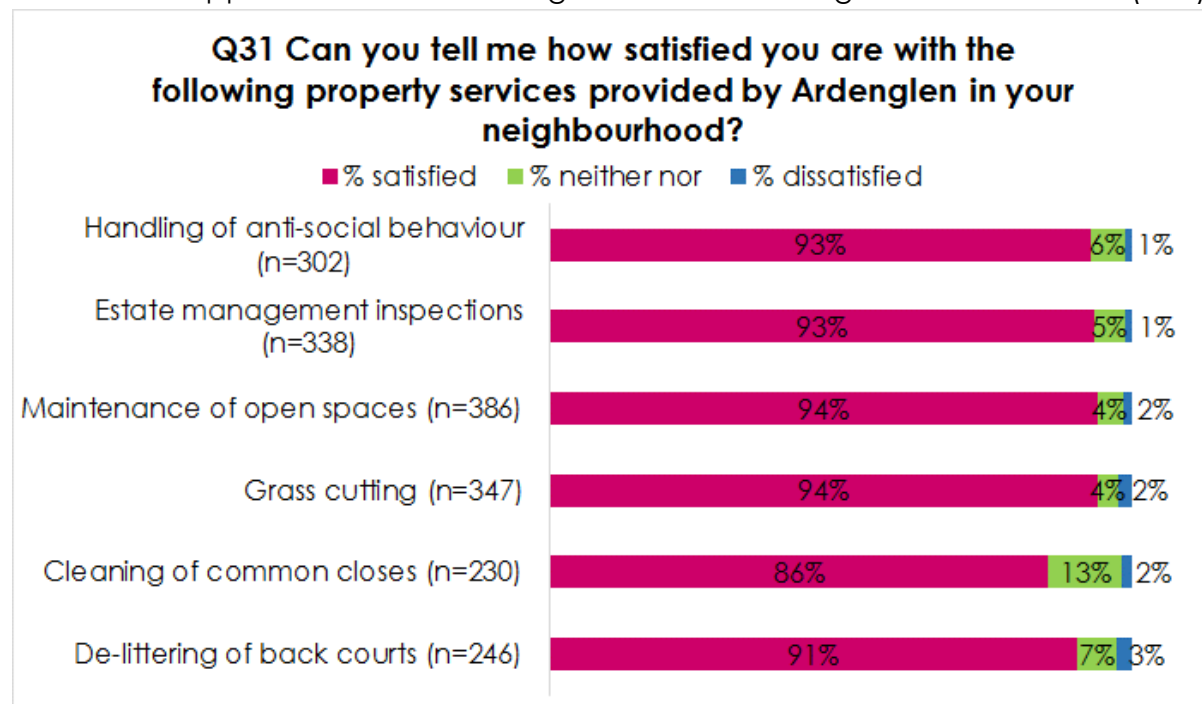
Tenants were asked to select their top three priorities for improvement to their home. Just over half of tenants (51%) said no improvements were needed to their home. On the other hand, 21% said bathroom upgrades were a top, second or third priority, followed by new kitchens (20%) and new windows (16%).

Q30 Priorities for the home				
	Top priority	2nd priority	3rd priority	Overall priority
No improvements needed	50.5%	70.6%	85.9%	-
Bathroom upgrade/ replacement	8.3%	9.0%	3.8%	21.1%
Kitchen upgrade/ replacement	14.1%	5.5%	0.8%	20.4%
Window replacement	9.3%	5.5%	0.8%	15.6%
New internal doors	6.5%	2.3%	4.0%	12.8%
New external doors	2.5%	3.0%	0.5%	6.0%
Gas central heating	4.5%	0.0%	0.8%	5.3%
Measures to deal with dampness/ condensation	2.3%	0.5%	1.0%	3.8%
External painter work	0.5%	1.0%	1.5%	3.0%
Insulation against heat loss/ draught proofing	0.5%	1.8%	0.5%	2.8%
Other (please specify)	0.8%	0.8%	0.3%	1.9%
Rewiring	0.3%	0.0%	0.3%	0.6%

9. THE NEIGHBOURHOOD

9.1 Satisfaction with property services (Q31)

Tenants were asked to rate how satisfied or dissatisfied they were with various property services provided by their landlord. Tenants were most satisfied with the maintenance of open spaces and grass cutting (both 94%). On the other hand, satisfaction dipped below 90% with regards to the cleaning of common closes (86%).



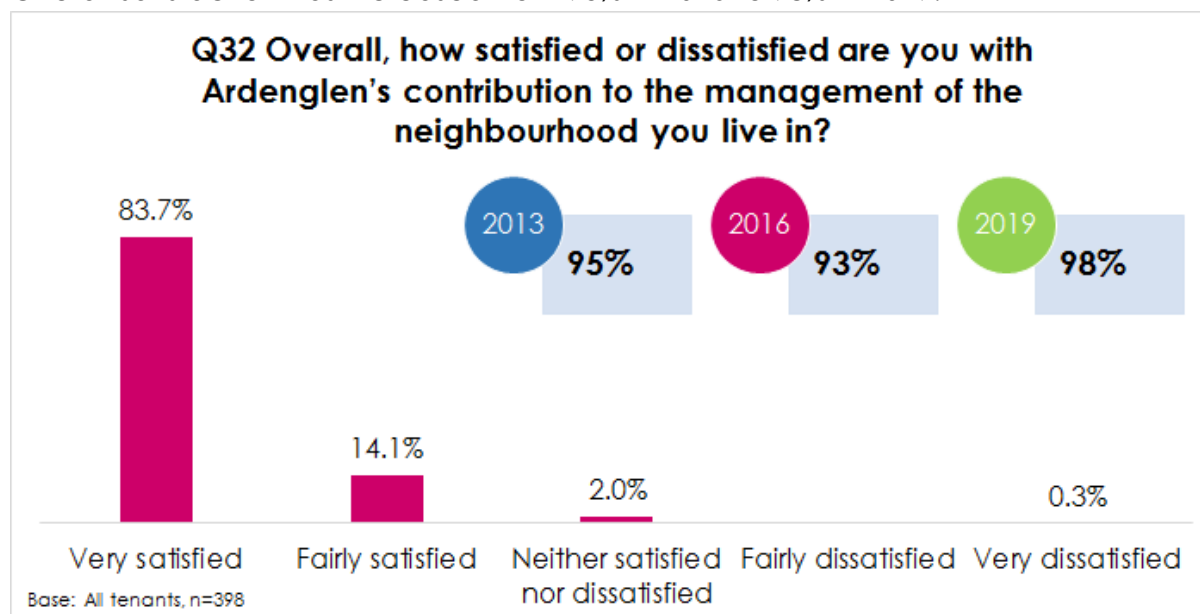
Compared to the 2016 results, satisfaction has seen a decrease of 11 percentage points with regards to the cleaning of common closes. On the other hand, satisfaction has increased by 5 percentage points regarding the de-littering of back courts.

Q31 Property services (2013/ 2016/ 2019 comparison)				
	2013	2016	2019	2016-2019 Change
De-littering of back courts	84%	86%	91%	↑ 5%
Cleaning of common closes	84%	97%	86%	↓ -11%
Grass cutting	97%	94%	94%	⇒ 0%
Maintenance of open spaces	95%	94%	94%	⇒ 0%

9.2 Satisfaction with the Association's contribution to the management of the neighbourhood (Q32/33)

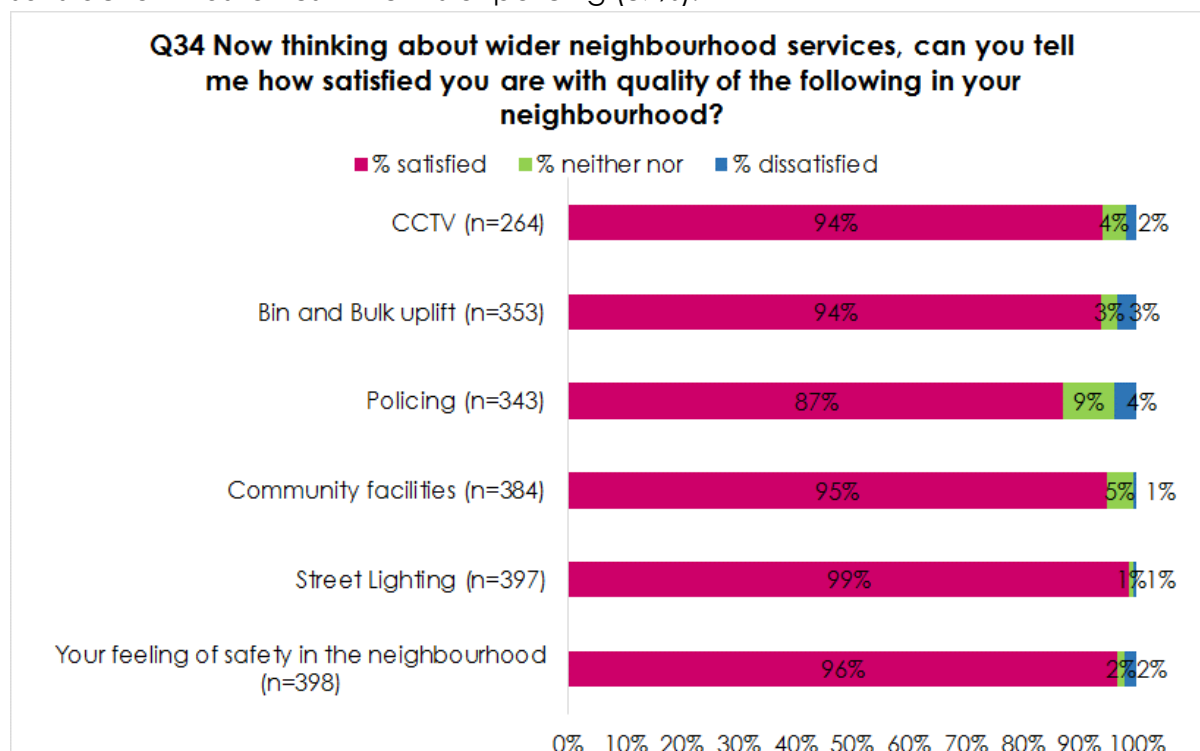
With regards to the Association's contribution to the management of the neighbourhood, 98% of tenants were either very or fairly satisfied in this respect compared to 2% who were neither satisfied nor dissatisfied and less than 1% who were very dissatisfied.

Overall satisfaction has increased from 93% in 2016 to 98% in 2019.



9.3 Satisfaction with neighbourhood services (Q34)

Following on from this, tenants were asked how satisfied or dissatisfied they were with various aspects of their neighbourhood. Tenants were most satisfied with street lighting (99%) and feeling of safety in the neighbourhood (96%). On the other hand, satisfaction was lowest in terms of policing (87%).



The proportion of tenants satisfied with community facilities and policing have seen significant increases since 2016 (increased by 5 and 6 percentage points respectively).

Q34 Neighbourhood aspects (2013/ 2016/ 2019 comparison)				
	2013	2016	2019	2016-2019 Change
Your feeling of safety in the neighbourhood	94%	96%	96%	→ 0%
Street lighting	99%	98%	99%	→ 1%
Community facilities	91%	90%	95%	↑ 5%
Policing	83%	81%	87%	↑ 6%
CCTV	-	-	94%	-
Bin and Bulk uplift	-	-	94%	-

9.4 Neighbourhood problems (Q35)

All tenants were asked whether they consider various neighbourhood issues to be a serious problem, a minor problem or not a problem in their neighbourhood. The table below shows that the vast majority of tenants said all issues were not a problem in their neighbourhood. However, the top three concerns for tenants were:

- Litter and rubbish in the streets (23% stating serious/ minor problem)
- Drug or alcohol abuse (20%)
- Drug dealing (19%)

Q35 To what extent do you think there is a problem with any of the following issues?			
	Serious problem	Minor problem	Not a problem
Abandoned vehicles	-	1%	99%
Harassment/racial harassment	1%	2%	98%
Other crime	1%	2%	97%
Vandalism, graffiti or damage to property	1%	6%	93%
Groups of young people hanging around	1%	9%	90%
Noisy neighbours/loud parties	2%	8%	90%
Dogs roaming/dog fouling/barking	3%	11%	86%
Drug dealing	14%	5%	82%
Drug or alcohol abuse	13%	7%	80%
Litter and rubbish in the streets	6%	18%	77%

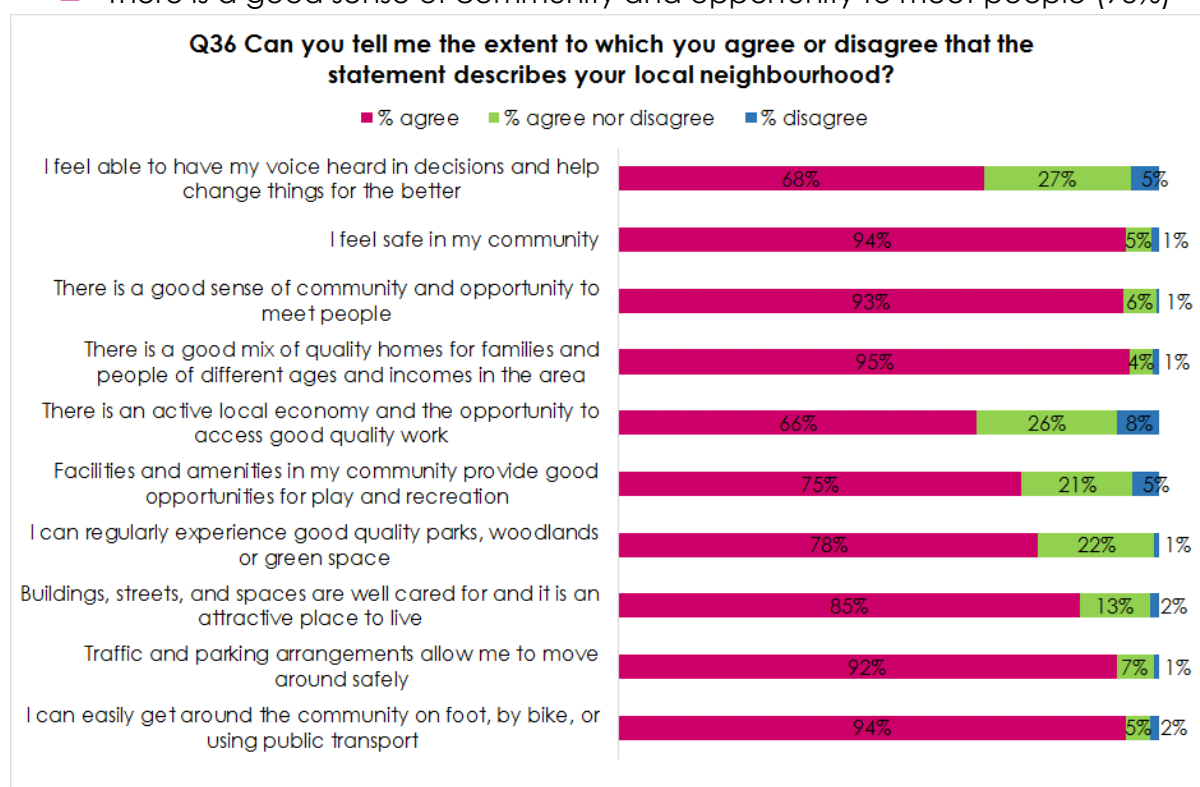
Compared to the results for 2016, there has been a decrease in the proportion of respondents who said drug or alcohol and drug dealing are a serious or minor problem (decreased by 9 and 6 percentage points respectively). On the other hand, the proportion of respondents who said dog roaming, fouling and barking is not a problem has increased by 22 percentage points.

Q35 Neighbourhood problems (2013/ 2016/ 2019 comparison)				
	2013	2016	2019	2016-2019 Change
Groups of young people hanging around	82%	89%	90%	⇒ 1%
Noisy neighbourhood/loud parties	89%	86%	90%	⇒ 4%
Drug or alcohol abuse	87%	89%	80%	↓ -9%
Drug dealing	91%	88%	82%	↓ -6%
Vandalism, graffiti or damage to property	93%	96%	93%	⇒ -3%
Dogs roaming/dog fouling/barking	73%	64%	86%	↑ 22%
Litter and rubbish in the streets	85%	72%	77%	↑ 5%
Abandoned vehicles	100%	100%	99%	⇒ -1%
Harassment/racial harassment	99%	100%	98%	⇒ -2%
Other crime	99%	100%	97%	⇒ -3%

9.5 Descriptions of the local neighbourhood (Q36)

Tenants were read out a list of statements and asked to what extent they agree or disagree with each of these. The level of agreement was highest for the following statements:

- There is a good mix of quality homes for families and people of different ages and incomes in the area (95% agree)
- I feel safe in my community (94%)
- I can easily get around the community on foot, by bike, or using public transport (94%).
- There is a good sense of community and opportunity to meet people (93%)



9.6 What do you like most about your local community? (Q37)

Tenants were asked about the things they like most about their local community. The open-ended comments provided to this question have been coded into common themes for analysis purposes and are down in the table below. The top responses were:

- Good neighbours/ nice people (30%)
- Quiet neighbourhood (23%)
- Always lived here/ know everybody (14%)
- Family and friends live nearby (11%)

Q37 What do you like most about your local community?		
Base: All tenants, n=398	No	%
Good neighbours / Nice people	121	30.4%
Quiet neighbourhood	90	22.6%
Always lived here/ know everybody	55	13.8%
Family/friends nearby	42	10.6%
It's a nice area/ safe/ I like living here	41	10.3%
Amenities/ schools/ shops	23	5.8%
Public transportation	21	5.3%
Good community	18	4.5%
Convenience of location	17	4.3%
Other	14	3.5%
No complaints/ issues	13	3.3%
Nice views	7	1.8%
Green and open spaces	5	1.3%
Don't know/ no comment	62	15.6%

9.7 What do you like least about your local community? (Q38)

Following on from this, tenants were then asked to specify what they liked least about their local community. Just under two thirds of tenants (64%) said there was nothing they disliked or were unable to provide a comment and a further 12% said they were unsure. Anti-social behaviour and neighbours was mentioned by 10% of respondents, followed by a lack of shops and supermarkets (6%).

Q38 And what do you like least about your local community?		
Base: All tenants, n=398	No	%
Anti-social behaviour/ anti-social neighbours	40	10.1%
Lack of shops/supermarkets	25	6.3%
Litter	6	1.5%
Public transportation	4	1.0%
Don't know/Not sure	49	12.3%
Nothing/No comment	255	64.1%
Other	21	5.3%

9.8 Awareness and use of local neighbourhood services (Q39-41)

Two thirds of tenants (66%) were aware of the services that are run from the Maureen Cope Community Hall such as the IT club, furniture restoration and dance classes. Of those who were aware, 36% said either they, or someone else in their household had used these services. Those who had not used any of the services were asked why. The main reason was by far and away due to a lack of interest (71%), followed by health and disability issues (12%).

Q41 Why have you not used any of these services?		
Base: n=168	No	%
Not interested	120	71.4%
Health / disability issues	20	11.9%
Work commitments	6	3.6%
Not aware of what is available	6	3.6%
Childcare commitments	4	2.4%
Don't think I have anything to contribute	2	1.2%
Unsuitable location	1	0.6%
Lack confidence	1	0.6%
Other – please specify	8	4.8%

10. RENT AND AFFORDABILITY

10.1 Understanding your rent (Q42/43)

The majority of tenants feel they understand how the rent they pay is set (95%). This is a marginal increase on the 2016 survey where 90% of tenants said they were aware.

The Association publishes information in their newsletter on how rent money is spent. 98% of tenants said they felt they receive enough information about this, which is an increase on the 2016 survey (94%). One tenant said they did not receive enough information and 7 tenants said they were unsure, the one tenant who said they did not feel they received enough information said this was because they 'don't really understand' the information that they receive.

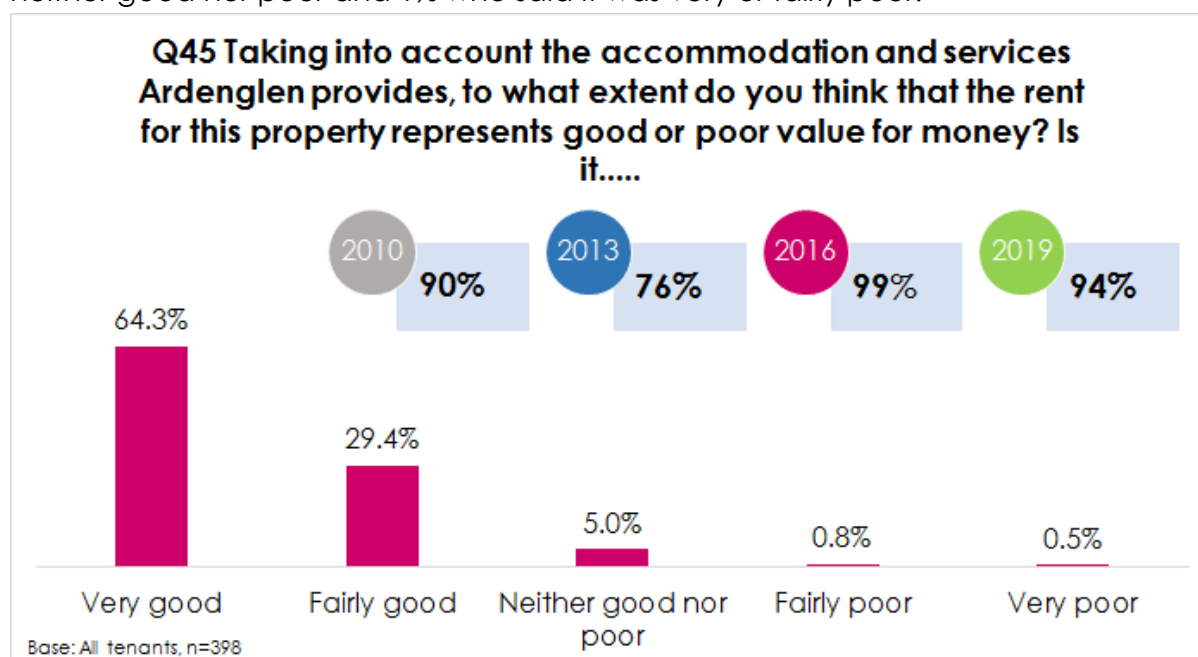
10.2 Influencing your views about value for money (Q44)

Tenants were provided with a list of options and asked to select which one they felt is most important in influencing their views of value for money for rents. The top response was the affordability of rents (21%, 46% in 2016), followed by how well maintained the home is and whether they get the improvements that they feel it needs (19%, 32% in 2016).

Q44 Which of these do you think is most important in influencing your view of value for money for rents?		
Base: All tenants, n=402	No	%
How affordable my rent is?	84	21.1%
How well maintained my home is and whether I get the improvements that I feel it needs	77	19.3%
How good the customer service provided by the Association is	70	17.6%
How I believe Ardenglen rents compare to other local landlords	49	12.3%
How good the Association's repairs service is?	46	11.6%
How satisfied I am overall with the Association	43	10.8%
Whether rents have increased recently	18	4.5%
How well I feel I am kept informed by the Association about its services and decisions	8	2.0%
Other	3	0.8%

10.3 Value for money (Q45/46)

More than 9 in 10 tenants (94%) were of the opinion that the rent for their property represented very or fairly good value for money compared to 5% who said it was neither good nor poor and 1% who said it was very or fairly poor.



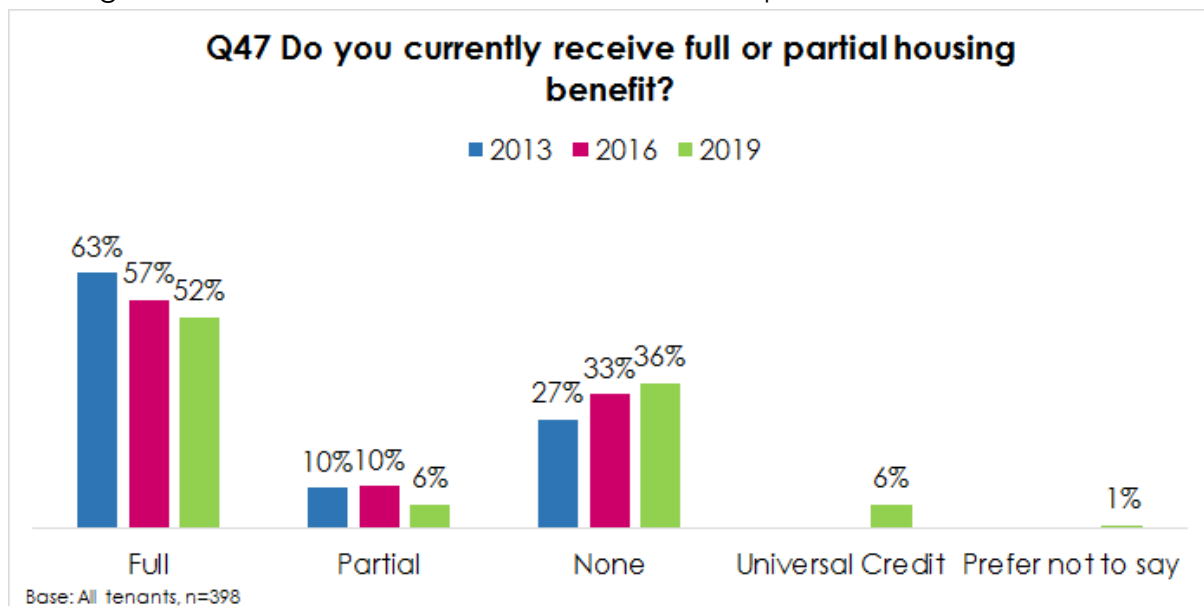
Where tenants believed the rent for their home did not represent good value for money they were asked how Ardenglen could improve how they feel about value for money. The open ended comments provided are listed below:

- Dampness in property. New windows needed.
- It's expensive for a council house.
- Don't know.
- Keeps increasing.
- It is a bit high.
- Need more done. Hedges need done. House needs a new kitchen, general updating. It's been 18 years since major work took place.
- I'm sharing the rent but I'm responsible for all the repairs. How is that not shared?
- Still expensive.
- Needs to be good value but I know a friend with a 3 bedroom home that is cheaper.
- It is catching up too much with the private sector.
- Bring rent down.
- It is too expensive.
- It is expensive.
- As I have dampness in bathroom and kitchen.
- Don't know.
- They are charging for a three bedroom but only have a 1 bedroom house.
- Don't know.

- Not sure.
- For the customer service and staff attitude.
- Would love to be able to use the garden, but it floods.
- Think all rents are too high. They go up all the time.
- Better than private, still dear.
- Just the same as everywhere.
- It is costly for what I receive.
- It's a bit high for the size of the house.

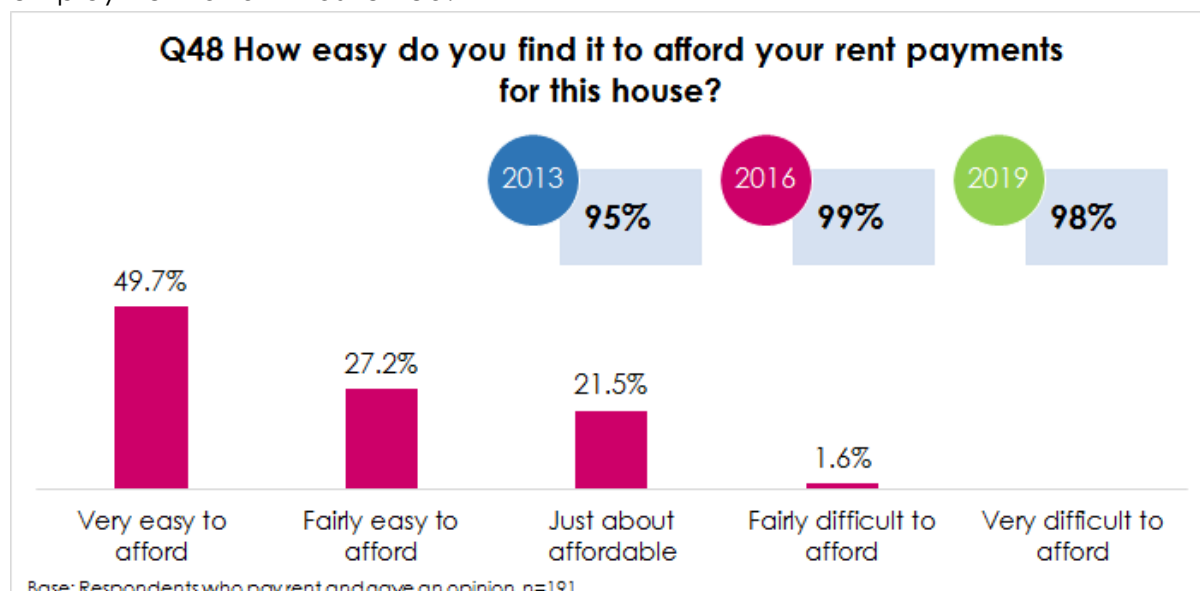
10.4 Housing benefit (Q47)

Tenants were asked if they were in receipt of full or partial housing benefit. Over half of tenants (52%) said they were in receipt of full housing benefit, 6% received partial housing benefit, 6% receive Universal Credit and 36% paid full rent.



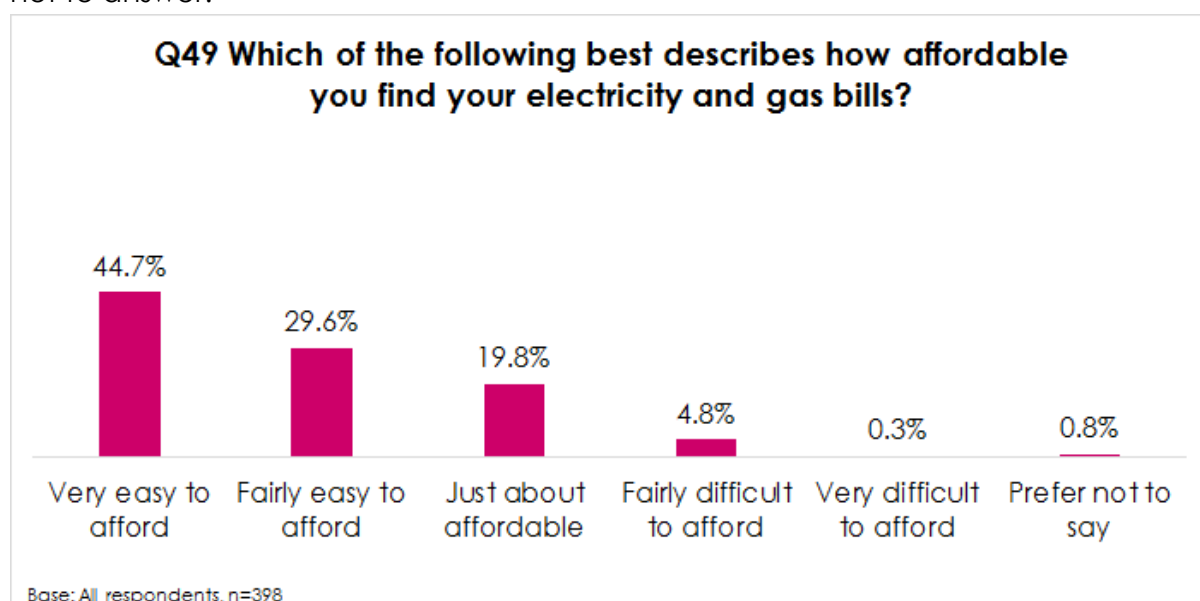
10.5 Affordability of payments (Q48)

Almost all tenants (98%) found it very easy, or fairly easy to afford the rent payments for their home compared to 2% who said it was fairly difficult to afford. Of the three respondents who found it difficult to afford their rent payments, 2 were in paid employment and 1 was retired.



10.6 Affordability of electricity and gas bills (Q49-51)

Just under three quarters of tenants (74%) said they found it very or fairly easy to afford their electricity and gas bills compared to 20% who said it was just about affordable, 5% who said it was very or fairly difficult to afford and 1% who preferred not to answer.



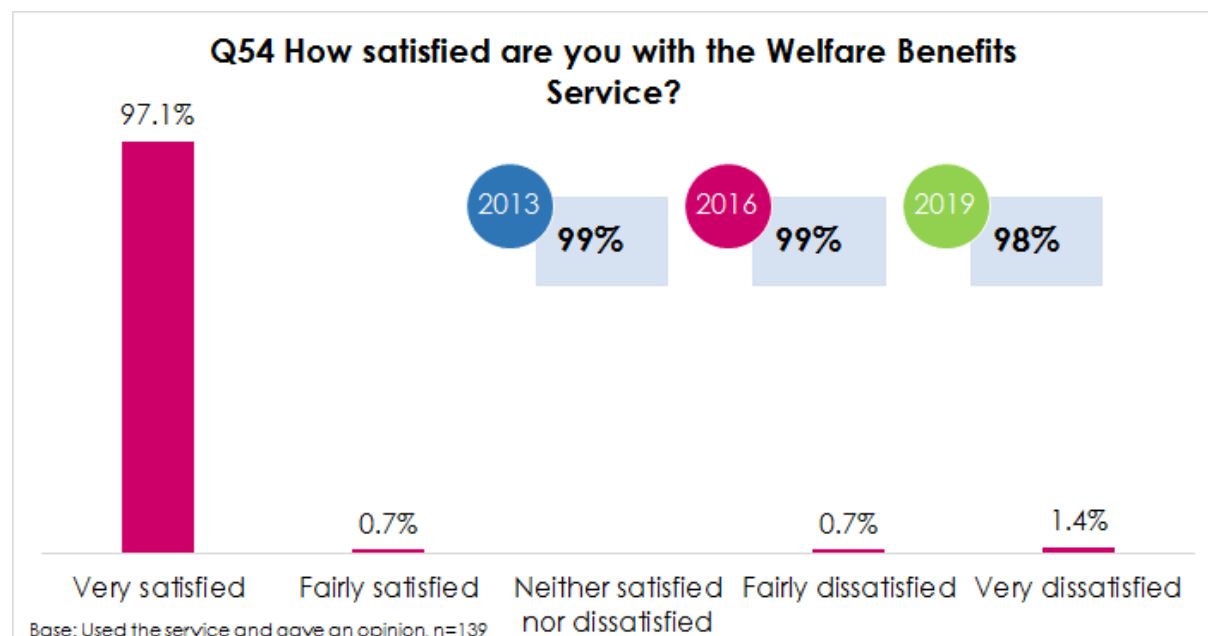
14% of tenants said they had chosen to not put their heating on because they could not afford to, 86% said they had not done this and 1% were unsure.

Over half of tenants (55%) said they had never switched fuel provider, 8% have switched fuel provider in the last year, 23% within the last 2-3 years and 14% more than 3 years ago.

11% of tenants have fallen into arrears with their fuel provider, 87% said this has never happened and 3% preferred not to answer.

10.7 Welfare benefits service (Q53/54)

Just under 7 in 10 tenants (68%) were aware of the Association's Welfare Benefits Service. Of those who were aware, 51% had used the service. Those who had used the service were asked about their satisfaction with the service. Almost all of these individuals (98%) were either very or fairly satisfied compared to 2% who were very or fairly dissatisfied.



10.8 Ardenglen activities (Q55)

Tenants were asked to select the top three services which are most important to them. The top priority for tenants was providing an effective repairs and maintenance service with 93% of tenants selecting this as their top, second or third priority. This was followed by providing good quality housing (79%) and giving value for money for rent (52%).

Q55 Service priorities				
	Top priority	2nd priority	3rd priority	Overall priority
Providing an effective repairs and maintenance service	52.5%	17.6%	22.9%	93.0%
Providing good quality housing	17.8%	28.6%	32.2%	78.6%
Giving value for money for your rent	18.1%	18.6%	15.6%	52.3%
Taking tenants views into account	5.3%	13.6%	5.8%	24.7%
Keeping tenants informed about services and decisions	3.0%	8.5%	12.1%	23.6%
Dealing with neighbourhood issues(eg ASB, vandalism)	1.0%	4.8%	6.5%	12.3%
Providing a money advice/welfare rights service	1.8%	5.0%	3.0%	9.8%
Working with tenants who are in rent arrears	0.5%	1.8%	1.3%	3.6%
Carrying out community events and groups e.g. IT classes	0.0%	1.3%	0.0%	1.3%
Providing opportunities for tenants to participate in decision making	0.0%	0.3%	0.8%	1.1%

Providing an effective repairs service, good quality housing and value for money for rent were also the top three priorities (albeit in a different order) for tenants in 2016. In 2013 providing good quality housing was replaced by taking tenants' views into account.

2013

- Providing an efficient repairs and maintenance service (87%)
- Giving value for money for rent (38%)
- Taking tenants views into account

2016

- Providing good quality housing (87%)
- Providing an efficient repairs and maintenance service (77%)
- Giving value for money for rent (38%)

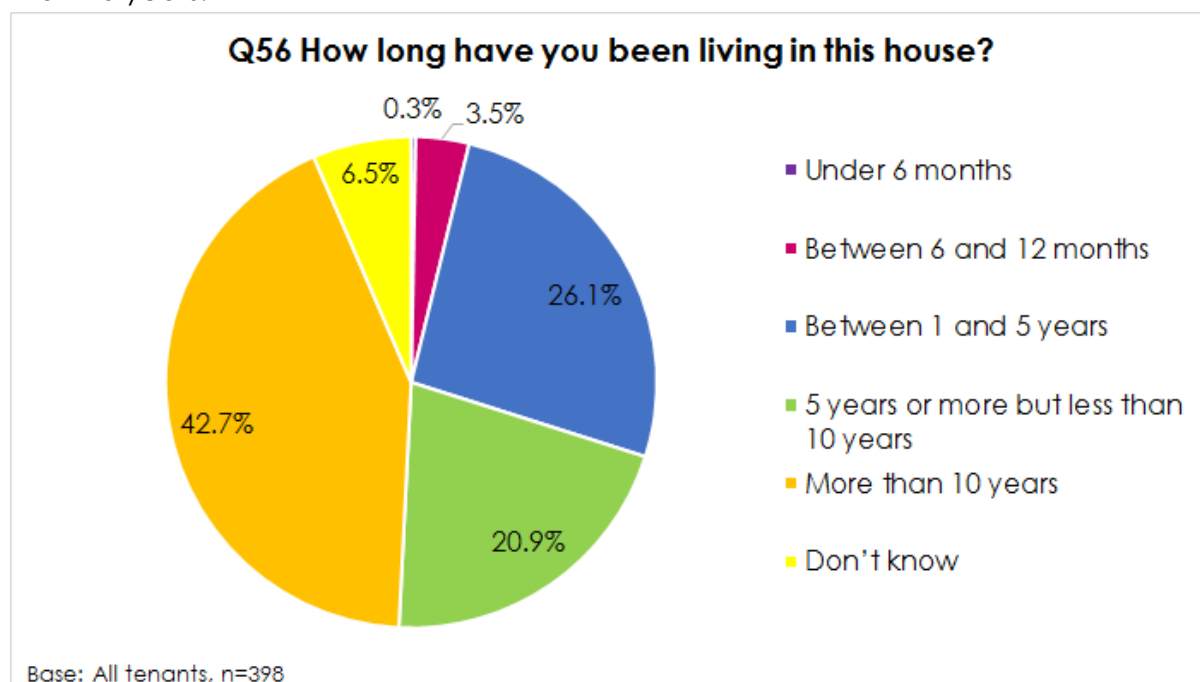
2019

- Providing an efficient repairs and maintenance service (93%)
- Providing good quality housing (79%)
- Giving value for money for your rent (52%)

11. HOUSEHOLD INFORMATION

11.1 Length of stay in home (Q56)

Just four percent of tenants had lived in their home for a year or less, 26% had stayed in their home between 1 and 5 years, 21% between 5 and 10 years and 43% for more than 10 years.



11.2 Age and gender (Q57/58)

Just under 4 in 10 tenants (37%) were male and 63% were female. In terms of the age profile of tenants, 14% were aged under 35, 74% were aged between 35 and 64 and 12% were aged 65 and over.

Q58 Age		
Base: All tenants, n=398	No	%
16-24	10	2.5%
25-34	66	16.6%
35-44	83	20.9%
45-54	94	23.6%
55-64	79	19.8%
65-74	45	11.3%
75+	21	5.3%

11.3 Household composition (Q59)

Half of households comprised single adults (50%), 16% were two adult households, 14% were lone parents, 9% were couples with children and 6% were three or more adult households.

Q59 How would you describe the composition of your household?		
Base: All tenants, n=398	No	%
One adult under 60	127	31.9%
One adult aged 60 or over	70	17.6%
Two adults both under 60	29	7.3%
Two adults both over 60	19	4.8%
Two adults, at least one 60 or over	16	4.0%
Three or more adults, 16 or over	22	5.5%
1 parent family with 1 child under 16	30	7.5%
1 parent family with 2 children under 16	20	5.0%
1 parent family with 3 or more children under 16	5	1.3%
2 parent family with 1 child under 16	11	2.8%
2 parent family with 2 children under 16	19	4.8%
2 parent family with 3 or more children under 16	6	1.5%
Other (please specify)	24	6.0%

11.4 Employment status (Q60)

Just under 4 in 10 tenants (38%) were in paid work (full or part time), 25% were long term sick or disabled, 20% were retired and 8% were looking after family.

Q60 How would you describe your/ your partner's occupation at the present time?				
	Respondent		Partner	
	No	%	No	%
In paid work (35 or more hours per week)	99	24.9%	50	12.6%
In paid work (16 to 35 hours per week)	47	11.8%	4	1.0%
In paid work (less than 16 hours per week)	4	1.0%	1	0.3%
Full time carer	11	2.8%	3	0.8%
Full time education	3	0.8%	-	-
Government training programme	-	-	-	-
Unemployed	21	5.3%	6	1.5%
Long term sick / disabled	98	24.6%	14	3.5%
Looking after family	33	8.3%	7	1.8%
Retired	81	20.4%	22	5.5%
Other – specify	1	0.3%	1	0.3%
No partner	-	-	290	72.9%

11.5 Disability status (Q61/62)

Over half of tenants (52%) said either they or someone in their household had some form of health problem or disability which limits their daily activities or the work they can do. This is more than was reported in the 2016 survey (43%).

Following on from this, tenants were asked to describe the nature of the illness or disability. Six in ten tenants (60%) said this was regarding a mobility or physical disability, 25% said it was regarding mental ill health and 25% said it was some form of long-term illness, disease or condition.

Q62 Can you describe the nature of this illness, health problem or disability?		
Base: Respondents with a disability, n=207	No	%
Mobility/ physical disabilities	125	60.4%
Mental ill health	51	24.6%
Long term illness, disease or condition	51	24.6%
Learning difficulties	9	4.3%
Difficulties with hearing	8	3.9%
Difficulties with sight	3	1.4%
Being frail due to old age	3	1.4%
Dementia	1	0.5%
Drug/ Alcohol dependency	1	0.5%
Other	2	1.0%
Don't know	5	2.4%

11.6 Ethnicity (Q63)

Just under 9 in 10 tenants (89%) described themselves as White Scottish or White Other British.

Q63 How would you describe your ethnic origin?		
Base: All tenants, n=398	No	%
White Scottish	352	88.4%
White Other British	3	0.8%
White Irish	1	0.3%
White Polish	34	8.5%
Pakistani, Pakistani Scottish or Pakistani British	3	0.8%
Other	1	0.3%
African, African Scottish or African British	4	1.0%

11.7 Discrimination (Q64)

Four tenants (1%) said that while being a tenant with Ardenglen they have suffered from a form of harassment or felt that they have been unfairly treated due to an equalities issues such as age, race sexuality or disability. Three out of the four tenants provided further information on this:

- *Verbal abuse from some neighbours when passing me.*
- *One of the staff taken an unlike to me, felt like the staff didn't listen.*
- *Because of ex-partners.*

11.8 Additional comments (Q65)

Finally, tenants were asked to provide any other comments about anything else they would like to say about their home and the services Ardenglen provides. The vast majority of tenants (82%) did not provide additional comments and where tenants did make comment this tended to be positive comments about the Association and the services provided (14%),

Q65 Is there anything else you would like to say about your home or the services Ardenglen provide?		
Base: All tenants, n=398	No	%
None	325	81.7%
Provides good services/happy with association/staff	57	14.3%
Upgrade/improve properties	5	1.3%
Deal with anti-social behaviour/ anti-social neighbours	2	0.5%
Outside maintenance required	2	0.5%
More bins in the area	1	0.3%
Better communication/send out more information	1	0.3%
Home is in need of repairs	1	0.3%
Improve customer service	-	-
Other	10	2.5%

12. CONCLUSIONS AND RECOMMENDATIONS

AREAS OF HIGH PERFORMANCE

The results of the 2019 survey reveal that, in general, the Association is performing to a high standard. The following points show the key highlights where satisfaction was highest:

- Overall satisfaction with the service provided by Ardenglen is high with 94% of tenants being very or fairly satisfied which is not significantly different from the figure reported in 2016 (97%).
- With regards to keeping tenants informed, satisfaction is consistently high with 99% satisfaction in 2019 compared to 98% in 2016 and in 2013.
- The Association's newsletter is well received with 89% of tenants stating they read the Ardenglen News, an increase on the 2013 survey where 78% said they read the newsletter. Of those who read the newsletter 97% said it was easy to read, 91% said it was interesting and 82% said it was relevant to them.
- The proportion of tenants who said they would be interested in participating in at least one of the Association's decision-making activities has increased from 25% in 2013 to 36% in 2016 and to 48% in 2019.
- Furthermore, the percentage of respondents who said they would like to be consulted about all changes has continued to increase year on year, from 8% in 2013 to 13% in 2016 and 20% in 2019.
- The vast majority of tenants were satisfied with opportunities given to them to participate in Ardenglen's decision making process (99%, 96% in 2016).
- Awareness of the complaints policy has increased from 73% in 2016 to 80% in 2019.
- Tenants rated the repairs service highly with 92% of tenants who had reported a repair in the last 12 months stating they were very or fairly satisfied. Satisfaction with individual aspects of the repair service was highest regarding the ease of reporting repairs (99%), helpfulness of staff (98%), attitude of tradesmen (98%) and the level of disturbance faced (98%). Furthermore, satisfaction with the out of hours repairs service has seen an increase from 90% in 2016 to 100% in 2019.
- Satisfaction with the quality of the home was high with 93% of tenants stating they were satisfied in this respect. This is not significantly different than was reported in 2013 (95%) and in 2016 (94%).
- Tenant opinion on the neighbourhood is good with 98% of tenants stating they were satisfied with the way the Association manages their neighbourhood (93% in 2016).
- The proportion of respondents who pay their rent (fully or partially) who said their rent was affordable has increased from 58% in 2016 to 76% in 2019).

ACTION PLANNING

The following points have been made to highlight key areas where there is room for improvement in terms of the Association's current service offering. In particular lower levels of satisfaction have been highlighted which were evident throughout the report:

- The proportion of respondents who said the rent for their property was good value for money is high (94%), however this is less than was reported in 2016 (99%).
- With regards to the Association's contribution to the management of the neighbourhood, satisfaction levels have seen a decrease with regards to the cleaning of common areas, with satisfaction falling from 97% in 2016 to 86% in 2019.
- In terms of neighbourhood issues, issues which have become more of a problem since 2016 include;
 - Drug Dealing - the proportion of tenants stating this was a serious or minor problem has increased by 7 percentage point since 2016.
 - Drug/ alcohol abuse - the proportion of tenants stating this was a serious or minor problem has increased by 9 percentage point since 2016.

Appendix 1

Survey Questionnaire

Project number	P1016
Project name	Ardenglen HA Tenant Satisfaction Survey 2019

INTRODUCTION (Read out) 'Hello, my name is _____. I am undertaking a survey for **Ardenglen Housing Association** to find out tenants' views on the service they receive. The survey also asks a few questions about you and your household. This information is only used to create an overall picture of the profile of tenants housed by the Association and will help them develop services to meet those needs. The survey will take about 15 minutes to complete. Can you spare the time to speak me just now?

Can I assure you that all your answers will remain totally confidential and anonymous. Nobody at the Association will know your individual answers without your permission. You do not need to answer any questions you don't want to and you have the right to end the interview at any time. Can I confirm that you are happy to take part in the survey?

INTERVIEWER: IF RESPONDENT IS HAPPY TO PARTICIPATE IN THE RESEARCH SIGN AND DATE BELOW AND RECORD RESPONDENT DETAILS AND RRID - ENSURE RRID MATCHES SAMPLE DATABASE.

INTERVIEWER RECORD FROM DATABASE:

INTERVIEWER DECLARATION:

RRID:

Respondent name <u>Record in capitals</u>										
Address <u>Record in capitals</u>										
Postcode <u>Record in capitals</u>										
Telephone Number										

I declare that this interview was carried out according to instructions, within the Market Research Society's Code of Conduct, and that the respondent consented to participate in the research.

OFFICE USE ONLY		Name:	
On quota:		Signature:	
Edited by:		Date:	
Back checked by:		Duration	

IDENTIFICATION NUMBER [PLEASE RECORD ACCURATELY]

--

Overall Satisfaction

- 1. [SSH1] Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Ardenglen Housing Association?**

Very satisfied	1	Go to Q3
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q2
Fairly dissatisfied	4	
Very dissatisfied	5	
No opinion	6	Go to Q3

- 2. Can you please explain why you are not satisfied with the overall service provided by Ardenglen Housing Association?**

--

Information and Communication

- 3. SHOW CARD – Looking at this card, which of the following sources of information do you use to obtain information about Ardenglen and its service? (Circle any that apply)**
- 4. Look at the same card, which of the following sources would you prefer to be used in the future when keeping you informed? (Circle any that apply)**

	Q3	Q4
Ardenglen News	1	1
By Letter	2	2
Visit the Office	3	3
Public meetings	4	4
Visit to your home by staff	5	5
Tenants Handbook	6	6
Telephone call	7	7
Website	8	8
Email	9	9
Text	10	10
Facebook, Twitter or other Social Media	11	11
Other (specify)	12	12

- 5. Do you read Ardenglen's quarterly newsletters?**

Yes	1	Go to Q6
No	2	Go to Q7

6. To what extent do you agree with the following statements about the newsletter. The newsletter is:

	Agree	Neither / Nor	Disagree
Easy to read	1	2	3
Interesting	1	2	3
Relevant to me	1	2	3

6b. Ardenglen are considering changing the frequency of the newsletter to 3 times per year. Would you be happy with this change?

Yes	1
No	2

7. Do you currently have access to the internet in any of the following ways? [CODE ALL THAT APPLY] b) And what is the main way that you access the internet?

	All ways	Main way	
Home internet access via a computer or TV	1	1	Go to Q8
Internet access through a smartphone or other mobile device	2	2	
Internet access through another method (eg work, public internet access)	3	3	
I do not have internet access	4		Go to Q10

8. In the last year can you tell me if you have used the internet or mobile phone to do any of these? [CODE ALL THAT APPLY]

Used Internet banking	1
Paid a household bill on the internet	2
Bought something on the internet	3
Looked at Ardenglen's Web site	4
Regularly use social media such as Facebook or Twitter	5

9. Ardenglen are interested in developing online services which you would be able to access via an online portal or app. Would you be interested in doing any of the following?

	May use	Would not use	Don't know
Make a payment	1	2	3
Report a repair	1	2	3
To report a complaint	1	2	3
Update your personal details	1	2	3
Check your account balance	1	2	3
Find out what is happening in the community	1	2	3
Anything else? (please specify)	1	2	3

10. [SSHC3] How good or poor do you feel Ardenglen is at keeping you informed about their services and decisions?

Very good	1	Go to Q12
Fairly good	2	
Neither good nor poor	3	Go to Q11
Fairly poor	4	
Very poor	5	

11. You said that you did not think Ardenglen are good at keeping you informed about their services and decisions. Can you explain how they could improve how they keep you informed?

Tenant Participation

12. SHOWCARD The following are ways in which tenants can become involved in Ardenglen. Would you be interested in participating in any of these in the future? [CODE ALL THAT APPLY]

a) Becoming a member of Ardenglen	1	Go to Q12b
b) Joining the Board	2	
c) Attending a public meeting	3	
d) Attending a smaller discussion group to look at how services are delivered and make suggestions for improvement	4	
e) By becoming part of the Associations Policy Panel, a group that meets to discuss Association policies	5	
f) Tenant group to discuss the design of a new website	6	
g) Volunteering to assist community activities	7	
h) Completing occasional surveys	8	
i) Attending the AGM	9	Go to Q13
j) None	10	

12b. If interested in participating, would you be happy for Research Resource to pass your name and address over to Ardenglen along with what you are interested in so that they can give you more information on this? All your other answers will remain completely confidential and anonymous.

Yes	1	Go to Q14
No	2	

13. [INTERVIEWER: ASK ONLY TENANTS WHO STATED 'NONE' AT Q12] Why are you not interested in participating more in the Association?

Childcare commitments	1
Work commitments	2
Health / disability issues	3
Not interested	4
Don't think I have anything to contribute	5
Lack confidence in speaking up	6
Don't understand enough about the work of Ardenglen	7
Not aware of any meetings/ opportunities to participate	8
Transport issues	9
Other – please specify	10

14. Which of the following best describes the level of consultation you would like to be involved in?

I would not wish to be contacted at all by Ardenglen	1
I would wish to be advised about but not consulted on changes to services	2
I would like to be consulted about the changes which affect me directly	3
I would like to be consulted about all changes	4

15. [SSHC6] How satisfied or dissatisfied are you with the opportunities given to you to participate in Ardenglen's decision making process?

Very satisfied	1	Go to Q17
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q16
Fairly dissatisfied	4	
Very dissatisfied	5	

16. You said that you were not satisfied with the opportunities given to you to participate in Ardenglen's decision making processes. Can you please explain how they can improve the opportunities they provide?

--

Customer Care

17. SHOWCARD Thinking of the contact you have with Ardenglen, how satisfied or dissatisfied are you with the customer care provided?

Very satisfied	1	Go to Q19
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q18
Fairly dissatisfied	4	
Very dissatisfied	5	

18. If not satisfied, do you have any suggestions as to how the customer care they provide could be improved?

--

19. Ardenglen has a Complaints Policy for residents to use if they are unhappy with any aspect of Ardenglen's activities or services. Are you aware of it and know how to access it?

Yes	1
No	2

The Repairs Service

Turning now to Ardenglen's day to day repairs service, can I ask you...

20. SHOWCARD When thinking about Ardenglen's repairs service, which of the following is most important to you? Please choose your Top Priority, 2nd Priority and 3rd Priority?

	Tick <u>one</u> box per column		
	Top Priority	2 nd Priority	3 rd Priority
Easy to report a repair	1	1	1
The helpfulness of the staff	2	2	2
The tradesman arriving at the appointed time	3	3	3
The length of time taken to undertake repairs	4	4	4
The attitude of the tradesman	5	5	5
The quality of the repairs	6	6	6
The level of disturbance you faced	7	7	7
Repair is fixed first time without needing a return visit	8	8	8

21. [SSHC16] Have you had any day to day repairs carried out in this property in the last 12 months?

Yes	1	Go to Q22
No	2	Go to Q25

22. [SSHC16] Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs and maintenance service provided by Ardenglen?

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

23. SHOW CARD – Looking at this card, and thinking of the last repair you have reported, how satisfied were you with the following aspects of this service?

	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	DK /N A
Ease of reporting the repair	1	2	3	4	5	6
The helpfulness of the staff involved	1	2	3	4	5	6
The tradesman arriving at the appointed time	1	2	3	4	5	6
The length of time taken to undertake repairs	1	2	3	4	5	6
The attitude of the tradesman involved	1	2	3	4	5	6
The quality of the repairs undertaken	1	2	3	4	5	6
The level of disturbance you faced	1	2	3	4	5	6
Repair completed 'right first time'	1	2	3	4	5	6

24. If not satisfied with any of these, please can you explain why?

	Reason Dissatisfied
Ease of reporting the repair	
The helpfulness of the staff involved	
The tradesman arriving at the appointed time	
The length of time taken to undertake repairs	
The attitude of the tradesman involved	
The quality of the repairs undertaken	
The level of disturbance you faced	
Repair completed 'right first time'	

25. When reporting repairs over the past 12 months, have you had to use Ardenglen's out of hours Emergency repairs service?

Yes	1	Go to Q26
No	2	Go to Q28

26. How satisfied were you with the response you received when you used the out of hours service?

Very satisfied	1	Go to Q28
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q27
Fairly dissatisfied	4	
Very dissatisfied	5	

27. You said that you were not satisfied with the response you received when you used the out of hours repairs service. Can you please explain what could have been done to improve your experience?

--

The Home

28. [SSHC10] Overall, how satisfied or dissatisfied are you with the quality of your home?

Very satisfied	1	Go to Q30
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q29
Fairly dissatisfied	4	
Very dissatisfied	5	

29. You said that you were not satisfied with the quality of your home. Can you please explain how Ardenglen could improve the quality of your home?

--

30. SHOWCARD Thinking about your home, if Ardenglen were planning works for your home what would be your top 3 priorities for improvement?

	Top priority	2 nd Top Priority	3 rd Top priority
Gas central heating	1	1	1
Window replacement	2	2	2
Rewiring	3	3	3
Kitchen upgrade/ replacement	4	4	4
Bathroom upgrade/ replacement	5	5	5
New internal doors	6	6	6
New external doors	7	7	7
Insulation against heat loss/ draught proofing	8	8	8
External painter work	9	9	9
Measures to deal with dampness/ condensation	10	10	10
Other (please specify)	11	11	11
No improvements needed	12	12	12

The Neighbourhood

31. SHOW CARD – Looking at this card, can you tell me how satisfied you are with the following property services provided by Ardenglen in your neighbourhood? [IF TENANTS DO NOT RECEIVE SERVICE E.G. COMMON CLOSE CLEANING CODE NOT APPLICABLE]

	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	DK	NA
De-littering of back courts	1	2	3	4	5	6	7
Cleaning of common closes	1	2	3	4	5	6	7
Grass cutting	1	2	3	4	5	6	7
Maintenance of open spaces	1	2	3	4	5	6	7
Estate management inspections	1	2	3	4	5	6	7
Handling of anti-social behaviour	1	2	3	4	5	6	7

32. [SSH17] Overall, how satisfied or dissatisfied are you with Ardenglen's contribution to the management of the neighbourhood you live in? [INTERVIEWER NOTE: Neighbourhood is defined as the area the Association has defined as having some responsibility for]

Very satisfied	1	Go to Q34
Fairly satisfied	2	
Neither satisfied nor dissatisfied	3	Go to Q33
Fairly dissatisfied	4	
Very dissatisfied	5	

33. You said that you were not satisfied with Ardenglen's contribution to the management of the neighbourhood. Can you please explain how it could be improved?

34. SHOW CARD – Now thinking about wider neighbourhood services, looking at this card, can you tell me how satisfied you are with the quality of the following in your neighbourhood?

	Very Satisfied	Fairly Satisfied	Neither / Nor	Fairly Dissatisfied	Very Dissatisfied	DK
Your feeling of safety in the neighbourhood	1	2	3	4	5	6
Street Lighting	1	2	3	4	5	6
Community facilities	1	2	3	4	5	6
Policing	1	2	3	4	5	6
Bin and Bulk uplift	1	2	3	4	5	6
CCTV	1	2	3	4	5	6

35. SHOW CARD – Looking at this card, to what extent do you think there is a problem with any of the following issues?

	Serious Problem	Minor Problem	Not a problem
Groups of young people hanging around	1	2	3
Noisy neighbours/loud parties	1	2	3
Drug or alcohol abuse	1	2	3
Drug dealing	1	2	3
Vandalism, graffiti or damage to property	1	2	3
Dogs roaming/dog fouling/barking	1	2	3
Litter and rubbish in the streets	1	2	3
Abandoned vehicles	1	2	3
Harassment/racial harassment	1	2	3
Other crime	1	2	3

Community

36. SHOWCARD I'm going to read out a number of statements about your local neighbourhood. Can you tell me the extent to which you agree or disagree that the statement describes your local neighbourhood?

	Strongly Agree	Agree	Neither Agree nor Disagree	Disagree	Strongly Disagree
I can easily get around the community on foot, by bike, or using public transport	1	2	3	4	5
Traffic and parking arrangements allow me to move around safely	1	2	3	4	5
Buildings, streets, and spaces are well cared for and it is an attractive place to live	1	2	3	4	5
I can regularly experience good quality parks, woodlands or green space	1	2	3	4	5
Facilities and amenities in my community provide good opportunities for play and recreation	1	2	3	4	5
There is an active local economy and the opportunity to access good quality work	1	2	3	4	5
There is a good mix of quality homes for families and people of different ages and incomes in the area	1	2	3	4	5
There is a good sense of community and opportunity to meet people	1	2	3	4	5
I feel safe in my community	1	2	3	4	5
I feel able to have my voice heard in decisions and help change things for the better	1	2	3	4	5

37. What do you like most about your local community? (RECORD UP TO 3 THINGS)

38. And what do you like least about your local community? (PLEASE RECORD UP TO THREE THINGS)

39. Are you aware of the services that are run from the Maureen Cope Community Hall e.g. IT club, furniture restoration, dance classes etc.?

Yes	1	Go to Q40
No	2	Go to Q42

40. Have you or anyone in your household used any of these services?

Yes	1	Go to Q42
No	2	Go to Q41

41. [IF NOT ACCESSED ANY OF THESE SERVICES] Why have you not used any of these services?

Unsuitable location	1
Childcare commitments	2
Work commitments	3
Health / disability issues	4
Not interested	5
Don't think I have anything to contribute	6
Lack confidence	7
Not aware of what is available	8
Other – please specify	9

Rent and Affordability

42. Do you feel you understand how the rent you pay is set?

Yes	1
No	2

43. Ardenglen publish information in their newsletter on how rent money is spent. Do you feel you have enough information about this?

Yes	1
No (what else would you like to know?)	2

44. Which of these do you think is most important in influencing your view of value for money for rents? [SELECT ONE ONLY]

How affordable my rent is?	1
How good the Association's repairs service is?	2
How well maintained my home is and whether I get the improvements that I feel it needs	3
How well I feel I am kept informed by the Association about its services and decisions	4
How good the customer service provided by the Association is	5
How satisfied I am overall with the Association	6
Whether rents have increased recently	7
How I believe Ardenglen rents compare to other local landlords	8
Other (please specify)	9

45. [SSHC29] Taking into account the accommodation and services Ardenglen provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it...

Very good	1	Go to Q47
Fairly good	2	
Neither good nor poor	3	Go to Q46
Fairly poor	4	
Very poor	5	

46. You said that you do not think the rent for this property represents good value for money. Can you please explain how Ardenglen could improve how you feel about value for money?

--

47. Do you currently receive housing benefit or Universal Credit?

Full Housing Benefit	1	Go to Q49
Partial Housing Benefit	2	Go to Q48
Universal Credit	3	
None	4	

48. How easy do you find it to afford your rent payments for this house?

Very easy to afford	1
Fairly easy to afford	2
Just about affordable	3
Fairly difficult to afford	4
Very difficult to afford	5

49. Which of the following best describes how affordable you find your electricity and gas bills?

Very easy to afford	1
Fairly easy to afford	2
Just about affordable	3
Fairly difficult to afford	4
Very difficult to afford	5

50. Have you ever chosen to not put your heating on because you couldn't afford to?

Yes	1
No	2
Don't know	3

51. When did you last switch fuel provider?

Within the last year	1
Within the last 2-3 years	2
More than 3 years ago	3
Never	4

52. Have you ever fallen into arrears with your fuel provider?

Yes	1
No	2
Prefer not to say	3

53. Are you aware of the Association's Welfare Benefits Service?

Yes	1	Go to Q54
No	2	Go to Q55

54. How satisfied are you with the Welfare Benefits Service?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Don't know – Aware but not used this service	6

Service Priorities

55. SHOWCARD Which of the following Ardenglen activities are most important to you.

Please choose your Top Priority, 2nd Priority and 3rd Priority? TICK START, ROTATE ORDER

	Top Priority	2 nd Priority	3 rd Priority
Providing an effective repairs and maintenance service	1	1	1
Working with tenants who are in rent arrears	2	2	2
Taking tenants views into account	3	3	3
Carrying out community events and groups e.g. IT classes	4	4	4
Keeping tenants informed about services and decisions	5	5	5
Dealing with neighbourhood issues(eg ASB, vandalism)	6	6	6
Providing a money advice/welfare rights service	7	7	7
Giving Value for money for your rent	8	8	8
Providing good quality housing	9	9	9
Providing opportunities for tenants to participate in decision making	10	10	10

Household information

Finally, I'd like to ask you some questions about your household. This information is strictly confidential and will not be passed onto Ardenglen with any reference to your address or name. This information is only used to create an overall picture of the type of residents housed by Ardenglen.

56. How long have you been living in this house?

Under 6 months	1
Between 6 and 12 months	2
Between 1 and 5 years	3
5 years or more but less than 10 years	5
More than 10 years	6
Don't know	7

57. Gender

Male	1
Female	2

58. Age

16-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65-74	6
75+	7

59. How would you describe the composition of your household?

One adult under 60	1
One adult aged 60 or over	2
Two adults both under 60	3
Two adults both over 60	4
Two adults, at least one 60 or over	5
Three or more adults, 16 or over	6
1 parent family with 1 child under 16	7
1 parent family with 2 children under 16	8
1 parent family with 3 or more children under 16	9
2 parent family with 1 child under 16	10
2 parent family with 2 children under 16	11
2 parent family with 3 or more children under 16	12
Other (please specify)	13

60. SHOW CARD How would you describe your occupation at the present time? And how would you describe that of your partner? [INTERVIEWER: ONLY ASK ABOUT PARTNER IF RELEVANT]

	a. Your	b. Partner
In paid work (35 or more hours per week)	1	1
In paid work (16 to 35 hours per week)	2	2
In paid work (less than 16 hours per week)	3	3
Full time carer	4	4
Full time education	5	5
Government training programme	6	6
Unemployed	7	7
Long term sick / disabled	8	8
Looking after family	9	9
Retired	10	10
Other – specify	11	11
No partner		12

61. Does anyone living in this household have any long term illness, health problem or disability which limits their daily activities or the work they can do (including problems due to old age)?

Yes	1	Go to Q62
No	2	Go to Q63
Prefer not to answer	3	

62. Can you describe the nature of this illness, health problem or disability? ALL THAT APPLY

Mental ill health	1
Mobility/ physical disabilities	2
Learning difficulties	3
Difficulties with sight	4
Difficulties with hearing	5
Dementia	6
Being frail due to old age	7
HIV/ AIDS	8
Drug/ Alcohol dependency	9
Other (please write in)	10
Don't know	11

63. SHOW CARD – How would you describe your ethnic origin?

WHITE	
White Scottish	1
White Other British	2
White Irish	3
White Gypsy/ Traveller	4
White Polish	5
Other white ethnic group	6
MIXED OR MULTIPLE ETHNIC GROUPS	
Any mixed or multiple ethnic groups	7
ASIAN, ASIAN SCOTTISH OR ASIAN BRITISH	
Pakistani, Pakistani Scottish or Pakistani British	8
Indian, Indian Scottish or Indian British	9
Bangladeshi, Bangladeshi Scottish or Bangladeshi British	10
Chinese, Chinese Scottish or Chinese British	11
Other	12
AFRICAN,	
African, African Scottish or African British	13
Other	14
CARIBBEAN OR BLACK	
Caribbean, Caribbean Scottish or Caribbean British	15
Black, Black Scottish or Black British	16
Other	17
OTHER ETHNIC GROUP	
Arab, Arab Scottish or Arab British	18
Other	19

64. While being a tenant with Ardenglen have you ever suffered from any form of harassment or felt that you have been unfairly treated due to an equalities issue such as your age, race, sexuality or disability?

Yes (please describe)	1
No	2

65. Is there anything else you would like to say about your home or the services Ardenglen provide

--

- **Thank you very much for completing the questionnaire.**
- **Here is a 'Thank you' slip which tells you a bit more about Research Resource, the interviewing process and how we use your data on the Privacy Notice**

Appendix 2

Technical Report Summary

TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project number	P1016
Project name	Ardenglen HA Tenant Satisfaction Survey 2019
Objectives of the research	<p>The aim of the research was to seek tenants' views on the services that Ardenglen provides and how well it performs these services and to help identify areas where the service can be improved. Specifically the research will provide customers views on the following:</p> <ul style="list-style-type: none"> ■ The quality of information provided by Ardenglen; ■ Feedback on customer care; ■ Quality of accommodation and the neighbourhood; ■ Service provision including repairs, maintenance and improvements; ■ Tenant involvement/ opportunities for participation; ■ Value for money.
Target group	Tenants of the Association
Target sample size	The aim was to achieve a 40% response rate with tenants.
Achieved sample size	A total of 398 tenant interviews were achieved.
Date of fieldwork	Interviewing took place between the 27 th May and 28 th June 2019.
Sampling method	Interviews spread across organisation stock.
Data collection method	Interviews were undertaken with the tenant or their partner on a face to face basis. All responses were recorded on a paper questionnaire and the data entered into a survey analysis package by a team of data processors.
Response rate and definition and method of how calculated	41% (398 interviews from a population of 962 tenants)
Number of interviewers	4 Interviewers were working on this
Interview validation methods	10% of each interviewers work was back checked to ensure that interviews have been completed accurately and in line with ISO 20252 standards.
Showcards or any other materials used?	Showcards used as per instructions on questionnaire
Weighting procedures (if applicable)	Not applicable

Appendix 3

Data tables

Q28 Overall, how satisfied or dissatisfied are you with the quality of your home?

Break % Respondents	Base	Q28 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
Total	398	76.4%	16.3%	5.8%	0.8%	0.8%
Scheme						
SST block 1	24	75.0%	25.0%	-	-	-
SST block 2	13	69.2%	30.8%	-	-	-
SST block 3	19	84.2%	5.3%	10.5%	-	-
SST block 4	29	75.9%	20.7%	3.4%	-	-
SST block 5	22	86.4%	13.6%	-	-	-
SST block 6	10	70.0%	20.0%	10.0%	-	-
Scarrel Terrace	8	87.5%	-	12.5%	-	-
Ballantay Quadrant	9	88.9%	-	-	-	11.1%
Ballantay Phase 3	26	65.4%	15.4%	15.4%	3.8%	-
Ballantay Phase 2	26	92.3%	7.7%	-	-	-
Ballantay Phase 1	30	83.3%	3.3%	6.7%	3.3%	3.3%
Cathkin Braes Phase 6	8	100.0%	-	-	-	-
Cathkin Braes Phase 5	11	90.9%	9.1%	-	-	-
Cathkin Braes Phase 4	13	53.8%	46.2%	-	-	-
Cathkin Braes Phase 3	8	87.5%	12.5%	-	-	-
Cathkin Braes Phase 2	7	71.4%	14.3%	14.3%	-	-
Cathkin Braes Phase 1	13	69.2%	15.4%	15.4%	-	-
Tormusk Primary Site	18	100.0%	-	-	-	-
mortgage to rent	5	80.0%	20.0%	-	-	-
Tormusk Drive Shared Owner	2	100.0%	-	-	-	-
Ardencraig Square	23	43.5%	39.1%	17.4%	-	-
Tormusk Island Site	11	100.0%	-	-	-	-
Ardencraig Phase 2b	7	71.4%	14.3%	14.3%	-	-
Ardencraig Phase 2a	13	61.5%	23.1%	7.7%	7.7%	-
NULL	-	-	-	-	-	-
Ardencraig Phase 4	8	75.0%	12.5%	12.5%	-	-
Ardencraig Phase 3	11	100.0%	-	-	-	-
Ardencraig Phase 1	24	45.8%	41.7%	8.3%	-	4.2%

Q30 thinking about your home, if Ardenglen were planning works for your home what would be your top priority for improvement?

a) Top priority

Analysis % Respondents	Base	Q30a Top Priority											
		Gas central heating	Window replacement	Rewiring	Kitchen upgrade/ replacement	Bathroom upgrade/ replacement	New internal doors	New external doors	Insulation against heat loss/ draught ...	External painter work	Measures to deal with dampness/ c...	Other (please specify)	No improvements needed
Total	398	18	37	1	56	33	26	10	2	2	9	3	201
Scheme													
SST block 1	6.0%	16.7%	5.4%	-	3.6%	6.1%	3.8%	-	-	-	11.1%	33.3%	6.0%
SST block 2	3.3%	-	5.4%	-	1.8%	3.0%	-	-	-	-	-	-	4.5%
SST block 3	4.8%	5.6%	-	-	3.6%	-	3.8%	-	-	-	11.1%	-	7.0%
SST block 4	7.3%	5.6%	-	-	7.1%	3.0%	3.8%	10.0%	50.0%	50.0%	22.2%	-	8.5%
SST block 5	5.5%	11.1%	-	-	3.6%	6.1%	15.4%	-	-	-	11.1%	-	5.5%
SST block 6	2.5%	5.6%	2.7%	-	1.8%	6.1%	3.8%	-	-	-	-	-	2.0%
Scarrel Terrace	2.0%	-	2.7%	-	-	3.0%	3.8%	-	-	-	-	-	2.5%
Ballantay Quadrant	2.3%	-	-	-	10.7%	3.0%	-	-	-	-	-	-	1.0%
Ballantay Phase 3	6.5%	27.8%	10.8%	-	-	3.0%	7.7%	-	50.0%	-	-	-	6.5%
Ballantay Phase 2	6.5%	-	2.7%	-	10.7%	6.1%	11.5%	10.0%	-	-	11.1%	-	6.0%
Ballantay Phase 1	7.5%	-	-	100.0%	8.9%	3.0%	19.2%	40.0%	-	50.0%	11.1%	-	6.0%
Cathkin Braes Phase 6	2.0%	-	-	-	1.8%	-	-	-	-	-	-	-	3.5%
Cathkin Braes Phase 5	2.8%	5.6%	2.7%	-	5.4%	9.1%	3.8%	-	-	-	-	-	1.0%
Cathkin Braes Phase 4	3.3%	-	-	-	12.5%	6.1%	-	-	-	-	-	33.3%	1.5%
Cathkin Braes Phase 3	2.0%	-	10.8%	-	-	-	-	-	-	-	-	-	2.0%
Cathkin Braes Phase 2	1.8%	-	2.7%	-	-	-	3.8%	-	-	-	-	-	2.5%
Cathkin Braes Phase 1	3.3%	-	10.8%	-	1.8%	6.1%	-	-	-	-	-	-	3.0%
Tormusk Primary Site	4.5%	16.7%	-	-	5.4%	6.1%	-	-	-	-	11.1%	-	4.5%
mortgage to rent	1.3%	-	-	-	-	3.0%	-	-	-	-	-	-	2.0%
Tormusk Drive Shared Owner	0.5%	-	-	-	-	-	-	-	-	-	-	-	1.0%
Ardencraig Square	5.8%	-	8.1%	-	10.7%	12.1%	-	-	-	-	11.1%	-	4.5%
Tormusk Island Site	2.8%	-	-	-	3.6%	-	3.8%	-	-	-	-	-	4.0%
Ardencraig Phase 2b	1.8%	-	5.4%	-	-	-	-	20.0%	-	-	-	-	1.5%
Ardencraig Phase 2a	3.3%	5.6%	13.5%	-	-	-	7.7%	-	-	-	-	-	2.5%
NULL	-	-	-	-	-	-	-	-	-	-	-	-	-
Ardencraig Phase 4	2.0%	-	2.7%	-	5.4%	-	-	-	-	-	-	-	2.0%
Ardencraig Phase 3	2.8%	-	2.7%	-	1.8%	6.1%	-	-	-	-	-	-	3.5%
Ardencraig Phase 1	6.0%	-	10.8%	-	-	9.1%	7.7%	20.0%	-	-	-	33.3%	6.0%

b) 2nd priority

Analysis % Respondents	Base	Q30b 2nd Top Priority											
		Gas central heating	Window replacement	Rewiring	Kitchen upgrade/ replacement	Bathroom upgrade/ replacement	New internal doors	New external doors	Insulation against heat loss/ draught ...	External painter work	Measures to deal with dampness/ c...	Other (please specify)	No improvements needed
Total	398	-	22	-	22	36	9	12	7	4	2	3	281
Scheme													
SST block 1	6.0%	-	-	-	9.1%	2.8%	-	8.3%	-	-	-	66.7%	6.4%
SST block 2	3.3%	-	-	-	4.5%	-	-	-	-	-	-	-	4.3%
SST block 3	4.8%	-	-	-	4.5%	8.3%	-	-	-	-	-	-	5.3%
SST block 4	7.3%	-	-	-	4.5%	13.9%	11.1%	-	14.3%	25.0%	-	-	7.1%
SST block 5	5.5%	-	-	-	-	8.3%	22.2%	-	14.3%	-	50.0%	-	5.3%
SST block 6	2.5%	-	-	-	9.1%	-	-	-	14.3%	-	-	-	2.5%
Scarrel Terrace	2.0%	-	-	-	-	2.8%	-	-	-	-	-	-	2.5%
Ballantay Quadrant	2.3%	-	9.1%	-	-	5.6%	-	-	-	-	-	-	1.8%
Ballantay Phase 3	6.5%	-	13.6%	-	9.1%	2.8%	-	8.3%	14.3%	-	-	-	6.4%
Ballantay Phase 2	6.5%	-	9.1%	-	9.1%	2.8%	22.2%	8.3%	14.3%	-	50.0%	-	5.7%
Ballantay Phase 1	7.5%	-	-	-	9.1%	2.8%	-	58.3%	28.6%	50.0%	-	-	5.7%
Cathkin Braes Phase 6	2.0%	-	-	-	-	2.8%	-	-	-	-	-	-	2.5%
Cathkin Braes Phase 5	2.8%	-	-	-	4.5%	2.8%	11.1%	-	-	-	-	33.3%	2.5%
Cathkin Braes Phase 4	3.3%	-	18.2%	-	4.5%	8.3%	-	-	-	-	-	-	1.8%
Cathkin Braes Phase 3	2.0%	-	-	-	-	2.8%	-	-	-	-	-	-	2.5%
Cathkin Braes Phase 2	1.8%	-	4.5%	-	-	-	-	-	-	-	-	-	2.1%
Cathkin Braes Phase 1	3.3%	-	4.5%	-	4.5%	2.8%	-	-	-	-	-	-	3.6%
Tormusk Primary Site	4.5%	-	-	-	4.5%	5.6%	-	8.3%	-	25.0%	-	-	4.6%
mortgage to rent	1.3%	-	-	-	-	-	-	-	-	-	-	-	1.8%
Tormusk Drive Shared Owner	0.5%	-	-	-	-	-	-	-	-	-	-	-	0.7%
Ardencraig Square	5.8%	-	9.1%	-	13.6%	11.1%	-	-	-	-	-	-	5.0%
Tormusk Island Site	2.8%	-	-	-	4.5%	5.6%	-	-	-	-	-	-	2.8%
Ardencraig Phase 2b	1.8%	-	4.5%	-	-	-	11.1%	8.3%	-	-	-	-	1.4%
Ardencraig Phase 2a	3.3%	-	4.5%	-	4.5%	-	11.1%	-	-	-	-	-	3.6%
NULL	-	-	-	-	-	-	-	-	-	-	-	-	-
Ardencraig Phase 4	2.0%	-	-	-	-	5.6%	-	-	-	-	-	-	2.1%
Ardencraig Phase 3	2.8%	-	4.5%	-	-	-	-	-	-	-	-	-	3.6%
Ardencraig Phase 1	6.0%	-	18.2%	-	-	2.8%	11.1%	-	-	-	-	-	6.4%

c) 3rd priority

Analysis % Respondents	Base	Q30c 3rd Top Priority											
		Gas central heating	Window replacement	Rewiring	Kitchen upgrade/ replacement	Bathroom upgrade/ replacement	New internal doors	New external doors	Insulation against heat loss/ draught ...	External painter work	Measures to deal with dampness/ c...	Other (please specify)	No improvements needed
Total	398	3	3	1	3	15	16	2	2	6	4	1	342
Scheme													
SST block 1	6.0%	-	-	-	-	6.7%	-	-	-	-	-	-	6.7%
SST block 2	3.3%	-	-	-	-	6.7%	-	-	-	-	-	-	3.5%
SST block 3	4.8%	-	-	-	-	6.7%	12.5%	-	-	-	-	-	4.7%
SST block 4	7.3%	-	-	-	-	6.7%	12.5%	-	-	33.3%	25.0%	-	6.7%
SST block 5	5.5%	-	-	-	-	-	18.8%	-	-	-	50.0%	-	5.0%
SST block 6	2.5%	-	-	-	-	6.7%	-	-	-	-	-	-	2.6%
Scarrel Terrace	2.0%	-	-	-	-	-	-	-	-	-	-	100.0%	2.0%
Ballantay Quadrant	2.3%	-	-	-	-	-	12.5%	-	-	-	-	-	2.0%
Ballantay Phase 3	6.5%	-	-	-	66.7%	-	-	-	-	-	-	-	7.0%
Ballantay Phase 2	6.5%	-	-	-	33.3%	26.7%	6.3%	50.0%	-	16.7%	-	-	5.3%
Ballantay Phase 1	7.5%	-	-	-	-	6.7%	18.8%	-	100.0%	50.0%	-	-	6.1%
Cathkin Braes Phase 6	2.0%	-	-	-	-	-	-	-	-	-	-	-	2.3%
Cathkin Braes Phase 5	2.8%	-	-	-	-	-	-	-	-	-	-	-	3.2%
Cathkin Braes Phase 4	3.3%	66.7%	-	-	-	6.7%	-	-	-	-	-	-	2.9%
Cathkin Braes Phase 3	2.0%	-	-	-	-	-	-	-	-	-	-	-	2.3%
Cathkin Braes Phase 2	1.8%	-	-	-	-	6.7%	-	-	-	-	-	-	1.8%
Cathkin Braes Phase 1	3.3%	-	-	-	-	-	-	-	-	-	-	-	3.8%
Tormusk Primary Site	4.5%	-	33.3%	-	-	-	6.3%	50.0%	-	-	-	-	4.4%
mortgage to rent	1.3%	-	-	-	-	-	-	-	-	-	-	-	1.5%
Tormusk Drive Shared Owner	0.5%	-	-	-	-	-	-	-	-	-	-	-	0.6%
Ardencraig Square	5.8%	-	66.7%	-	-	6.7%	-	-	-	-	-	-	5.8%
Tormusk Island Site	2.8%	33.3%	-	-	-	6.7%	6.3%	-	-	-	-	-	2.3%
Ardencraig Phase 2b	1.8%	-	-	-	-	6.7%	-	-	-	-	-	-	1.8%
Ardencraig Phase 2a	3.3%	-	-	-	-	-	-	-	-	-	25.0%	-	3.5%
NULL	-	-	-	-	-	-	-	-	-	-	-	-	-
Ardencraig Phase 4	2.0%	-	-	-	-	-	-	-	-	-	-	-	2.3%
Ardencraig Phase 3	2.8%	-	-	-	-	-	6.3%	-	-	-	-	-	2.9%
Ardencraig Phase 1	6.0%	-	-	100.0%	-	-	-	-	-	-	-	-	6.7%

Q32 Overall, how satisfied or dissatisfied are you with Ardenglen's contribution to the management of the neighbourhood?

Break % Respondents	Base	Q32 Overall, how satisfied or dissatisfied are you with Ardenglen's contribution to the management of the neighbourhood you live in?				
		Very satisfied	Fairly satisfied	Neither satisfied nor dissatisfied	Fairly dissatisfied	Very dissatisfied
Total	398	83.7%	14.1%	2.0%	-	0.3%
Scheme						
SST block 1	24	66.7%	33.3%	-	-	-
SST block 2	13	76.9%	23.1%	-	-	-
SST block 3	19	89.5%	5.3%	5.3%	-	-
SST block 4	29	86.2%	13.8%	-	-	-
SST block 5	22	86.4%	9.1%	4.5%	-	-
SST block 6	10	40.0%	40.0%	20.0%	-	-
Scarrel Terrace	8	62.5%	37.5%	-	-	-
Ballantay Quadrant	9	88.9%	11.1%	-	-	-
Ballantay Phase 3	26	88.5%	11.5%	-	-	-
Ballantay Phase 2	26	96.2%	3.8%	-	-	-
Ballantay Phase 1	30	83.3%	10.0%	3.3%	-	3.3%
Cathkin Braes Phase 6	8	87.5%	12.5%	-	-	-
Cathkin Braes Phase 5	11	90.9%	9.1%	-	-	-
Cathkin Braes Phase 4	13	76.9%	15.4%	7.7%	-	-
Cathkin Braes Phase 3	8	75.0%	25.0%	-	-	-
Cathkin Braes Phase 2	7	42.9%	57.1%	-	-	-
Cathkin Braes Phase 1	13	84.6%	7.7%	7.7%	-	-
Tormusk Primary Site	18	100.0%	-	-	-	-
mortgage to rent	5	40.0%	60.0%	-	-	-
Tormusk Drive Shared Owner	2	-	100.0%	-	-	-
Ardencraig Square	23	91.3%	8.7%	-	-	-
Tormusk Island Site	11	100.0%	-	-	-	-
Ardencraig Phase 2b	7	71.4%	28.6%	-	-	-
Ardencraig Phase 2a	13	84.6%	15.4%	-	-	-
NULL	-	-	-	-	-	-
Ardencraig Phase 4	8	100.0%	-	-	-	-
Ardencraig Phase 3	11	90.9%	-	9.1%	-	-
Ardencraig Phase 1	24	95.8%	4.2%	-	-	-