

Tenant Satisfaction Survey 2024

Survey Report

KNOWES HOUSING ASSOCIATION

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TABLE A - SUMMARY OF KEY SATISFACTION RESULTS FROM TENANT SATISFACTION SURVEY 2022

<u>ARC indicator number</u>	<u>Measure</u>	<u>% Tenants very and fairly satisfied 2022</u>	<u>% Tenants very and fairly satisfied 2024</u>	<u>Direction of travel</u>
<u>Indicator</u>	<u>Survey method</u>	<u>Face to face</u>	<u>Face to face</u>	<u>2022 to 2024</u>
Indicator 1	Satisfaction with Association's overall service	88.0%	90.8%	↑
Indicator 2	Satisfaction with being kept informed about services and decisions	88.7%	90.7%	↑
Indicator 5	Satisfaction with opportunities to participate in decision making	84.9%	83.8%	↓
Indicator 7	Satisfaction with quality of home	85.9%	86.3%	↑
Indicator 12	Satisfaction with repairs in last year	79.1%	81.5%	↑
Indicator 13	Satisfaction with contribution of Association to management of neighbourhood	92.0%	89.6%	↓
Indicator 25	Rating of rent as very good or fairly good value for money	77.0%	77.0%	=

Executive Summary

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Knowes Housing Association (Knowes Housing) using an interviewer led face to face questionnaire. The survey was administered between 18th July 2024 and 23rd August 2024, and by the end of the survey period 710 tenants had completed a survey, representing 69.4% of all available tenants.

Overall satisfaction

- Taking everything into account, 90.8% of Knowes Housing's tenants are satisfied with services overall in 2024, whilst 3.3% are dissatisfied. The comparable Knowes Housing satisfaction figure for 2022 was 88.0% whilst the latest Scottish Housing Regulator RSL average is 87.7% satisfied¹.
- In general, tenants living in post 1990 built homes (92.7% satisfied) and other property formats² (93.0%) are more satisfied overall than those who live in older properties (90.6% of tenants living in properties built between 1935 to 1954 are satisfied) and terraced houses (87.9%).
- In relation to tenant profile, analysis shows an even spread of satisfaction by tenant age but some difference according to whether the tenant is disabled (88.7% satisfied overall) or not disabled (91.8% satisfied).

Housing quality

- Most tenants (86.3%) are satisfied with their home whilst 8.7% are dissatisfied in 2024. The current year satisfaction figure for this measure is just over 1% point ahead of that found during the 2022 survey (85.9% satisfied). The latest Scottish Housing Regulator RSL average for housing quality is 85.1%.
- Housing quality satisfaction is highest for tenants living in properties built after 1990 (93.7% satisfied). This contrasts somewhat with the views of tenants whose homes were built between 1955 and 1958 (84.8% satisfied).
- There is some degree of variation in satisfaction with housing quality by property type with the highest satisfaction found amongst tenants living in 'other' property formats (93.7% satisfied). Conversely, satisfaction is lowest for those living in tenements (83.4%).
- In relation to size of property, satisfaction with housing quality is highest amongst tenants who live in 2-3 apartment homes (87.6%) but is somewhat lower for those who live in larger properties (84.4%).

Repairs service

- Amongst tenants whose homes have been repaired in the last year, 81.5% are satisfied with the last repair whilst 13.3% are dissatisfied. In 2022, 79.1% of tenants were satisfied with their last repair whilst 14.2% were dissatisfied. The latest Scottish Housing Regulator RSL average for repair satisfaction is 87.3% (we would caution that this figure will include landlord transactional repairs data which tends to produce higher satisfaction levels than independent surveys).
- We observe that the most satisfied tenants by property build date are those living in homes that were built post 1990 (83.7% satisfied) whilst the least satisfied with the repair service are those who live in properties built between 1935 and 1954 (80.9%).

¹ SHR data published 30th August 2024. Based on 137 landlord returns – this average should be treated with caution as only 22 of these surveys (16%) were carried out in 2024

² Comprising CONV, FIB, LCF, MAIS, SEMDET, SLH and UCF

Information, contact and participation

- In 2024, 90.7% of tenants rated 'being kept informed' as good, whilst 2.5% said that the Association was poor on this measure (and 6.8% replied 'neither good nor poor'). Tenant satisfaction with being kept informed is 2% points ahead of the 2022 survey (88.7% saying good). The latest Scottish Housing Regulator RSL average for information provision is 92.1% of tenants saying 'good'.
- Most tenants (81.0%) agree that 'Knowes News' is very or fairly informative whilst the corresponding proportion for consumers of the Facebook/website page is 31.0% (although in the case of the digital sources of information, 67.2% of tenants do not appear to use these or at least have no view on their usefulness).
- Approx. three in four tenants (75.9%) are satisfied that Knowes Housing listens to them and acts on what they are saying. Conversely, just under one in ten tenants (8.4%) are dissatisfied with this aspect of the Association's service.
- Just over nine in ten tenants (91.9%) agree that their landlord is easy to contact and do business with whilst 2.5% disagree this is the case.
- Most tenants prefer to contact their landlord by phone (85.4% of all contact preferences expressed by tenants is for a mobile or landline phone). Also relevant to tenants as a contact method is email (8.9% of tenants expressed a preference for contacting their landlord in this way).
- Approx. one in four tenants (24.9%) have used Knowes Housing's customer portal/app in the last 6 months (75.1% have not). Use of the portal/app varies by age e.g. 45.0% use for tenants aged 16-24 compared to 0% for tenants who are 75 plus. The three main services that users access via the portal/app are rent statements (37.1% of all use), reporting a repair (32.8%) and paying rent (25.0%).
- Slightly more than 2/3rds of tenants (68.0%) are aware of both the complaints procedure and how to complain to Knowes Housing if they needed to (32.0% are not aware).
- Approx. eight in ten tenants overall (83.8%) are satisfied with opportunities to participate in their landlord's decision making whilst 3.7% are dissatisfied (12.5% of tenants are neutral on this question answering 'neither-nor'). In 2022, 84.9% of tenants were satisfied on this measure whilst the latest Scottish Housing Regulator RSL average for this measure is 89.1%. There is some degree of variation in satisfaction with participation by age, but it may be worth highlighting the variation between tenants who are disabled (78.7% satisfied with participation) and those who are not, (85.7%); this may be evidence of an access issue around participation options.
- Tenants preferred means of being consulted by their landlord are using postal surveys (40.9% of all preferences were for this method), online surveys (21.7%), phone surveys (17.3%) and text surveys (10.4%).

Office arrangements

- During the last 12 months, most tenants (82.3%) have not visited Knowes Housing's local office. Setting these non-users aside the frequency of visits to the office made by other tenants is:
 - Once over the course of a year (13.0% of tenants)
 - 2-3 times a year (4.2%)
 - Once a week or once a month (0.6%).
- On balance, most Knowes Housing's tenants do not appear to be visiting the office, and where they do, this is limited to once a year.

- In relation to Knowes Housing's office opening hours, 98.3% either agree or have no strong view on the proposal to close at midday on a Friday whilst 97.3% either agree or have no strong view on the office moving to a four-day week.

Rent and tenancy sustainment

- Most tenants (77.0%) rate rent as good value for money, whilst 8.4% say that rent is poor value (and 14.5% answered 'neither good nor poor' value). In 2022, 77.0% of tenants also rated rent as good value whilst the latest Scottish Housing Regulator RSL average for rent value for money is 81.9%.
- Considering tenant profiles, amongst the most positive tenants on rent value are those who are aged 16 to 34 (83.1% say rent is good value), or tenants who are aged 65 plus (79.1%). Conversely, the least positive are tenants who aged 45 to 54 (73.8% say rent is good value).
- Analysis shows that there is some variation on the measure of value for money by property format i.e. 73.5% of tenants living in terraced houses say that rent is good value for money compared to 78.5% of those living in other property types. There is also some variation in value for money when measured in terms of build date i.e. a 78.7% 'good' rating for property built between 1935 and 1954 compared to 74.7% 'good' for property built after 1990.
- Just under half of tenants (43.9%) are aware of their landlord's tenancy sustainment services whilst amongst those who are aware, 18.9% have used one of these services (equivalent to 8.3% of all tenants). Awareness and use of these services varies somewhat by age, although it's noticeable that disabled tenants are much more likely to use tenancy sustainment services (27.7%) than those who are not disabled (16.8%).

Cost of living

- Just over half of tenants (51.7%) said that their income always covered their monthly income whilst in approx. four out of ten cases (38.6%) income only sometimes covers a tenants' monthly outgoings.
- Around one in five tenants (22.8%) have chosen not to put their heating on to save money during the last 6 months whilst nearly one in ten (9.3%) have chosen to miss meals for the same purpose. Approx. one in twenty tenants (5.2%) have used a foodbank in the last 6 months.
- Most tenants (57.4%) find their heating costs to be very or affordable although there is some variation by property type. Overall, approx. one in five tenants (20.7%) say that their heating in the winter months is fairly/very unaffordable.
- Analysis shows that disabled tenants tend to be the most affected by issues around household costs and the need to cut back. Comparing disabled and non-disabled tenant feedback shows for example that almost a third of disabled tenants (34.8%) have chosen not to put their heating on to save money; a figure that compares to approx. one in five non-disabled tenants (19.9%)

Neighbourhoods

- Approx. nine in ten tenants (89.6%) are satisfied with the contribution of their landlord to the management of their neighbourhood (5.7% are dissatisfied). The satisfaction level in 2024 is similar to the figure for 2022 (92.0% satisfied) and is ahead of the sector average (85.7%).

Business planning

- Tenants were invited to answer three questions about Knowes Housing's business planning process. Based on this feedback, around one in ten tenants (12.4%) are aware of the business plan objectives, but only 1.4% can

suggest any specific objectives that should be included in the plan. Fewer than three percent of tenants (2.3%) would like to be involved in the business planning process.

Conclusions

The 2024 tenant satisfaction survey indicates that the majority of tenants (90.8%) are satisfied with the overall service they receive from their landlord and that the level of satisfaction has increased (by approx. 3% points) since 2022). In addition, around eight to nine in ten tenants are satisfied with most key elements of the housing service such as information provision, quality of home, and neighbourhood management. A small number of tenants also took the time to compliment the service they had received from Knowes Housing:

- Happy with the way they treat people. If you have a problem they fix it. As a [minority ethnic woman] they have been nice to me, they treat us the same and they don't discriminate. So yes, happy with the service.
- My housing officer has been extremely helpful whenever I have needed her.
- They have always been great to me. Anytime I've reported something they usually try and sort it out within the same week.

Possible areas for further investigation

Whilst a majority of tenants have expressed satisfaction with the services from Knowes Housing, a minority have identified some dissatisfaction and based on the tenant feedback in these and other areas, we would propose the following as having potential for further investigation.

- The three principal improvement themes identified by a small minority of tenants³ when they were asked to comment on their landlord's service were maintenance, responsiveness and property upgrades. Examples of the tenant comments made in relation to these themes are
 - Just get back to tenants when you phone about repairs. You always have to chase them, and they pass the buck. Need to be more honest/ transparent on what's happening. (maintenance)
 - Have been asking for a direct debit form to be sent to me but I never got it. (responsiveness)
 - [Would] like them to get more things done in the house. Have started on the kitchen but not finished and the house needs better insulation. (property upgrades)
- In relation to property repairs 13.3% of tenants are dissatisfied with this service (for a repair in the last year). The main areas for improvement are identified as:
 - Improving the quality of works (8.2% of all tenant suggestions)
 - Complete repairs on the first visit (7.5%)
 - Reduce the time it takes to start a repair (6.7%).
 - Reduce the time to complete a repair (4.1%)
 - Improve staff communication (3.0%).

³ 6.1% of all tenants

- The survey has indicated that 8.7% of tenants are dissatisfied with housing quality. According to all tenants, the main actions needed to improve housing quality are as follows:
 - Improve/upgrade kitchens (18.8% of all tenant suggestions)
 - Improve/upgrade bathrooms (12.5%)
 - Improve/upgrade windows (6.4%)
 - Reduce draughts/more insulation (4.4%)
 - Improve boiler/heating systems (4.2%).
- Just under one in ten tenants (8.4%) say that rent value for money is poor. We observe that when a tenant agrees their rent is affordable, more than eight in ten (84.9%) also state that their rent is value for money. Conversely where the tenant disagrees that rent is affordable, the associated value for money figure is 40.4% saying rent is good value, and 38.4% saying rent is poor value.
- A small minority of tenants (5.7%) were dissatisfied with the way in which their neighbourhood was being managed. Across all tenants, the main areas for neighbourhood improvement were:
 - Improving communal areas (11.3% of all suggested improvements)
 - Better maintaining the environment (7.6%)
 - Sorting out problem neighbours (6.0%)
 - Dealing with litter (5.0%)
 - Tackling fly tipping (5.0%).

Other tenant feedback that may be worth investigating further comprises:

- **Awareness of tenancy sustainment** - In relation to tenancy sustainment, most tenants (56.1%) are not aware of the Association's tenancy sustainment and/or CAB services that can be access through Knowes Housing.
- **Cost of living** - We observe for example that around one in five tenants (22.8%) have chosen not to put their heating on in the last 6 months because they cannot afford to do so. In addition, 20.7% say that they struggle to meet the cost of heating their home to a comfortable level during the winer months. These and other cost of living survey results are much higher amongst disabled tenants when compared to those who are not disabled.
- **Listening and acting** – In relation to this topic, 8.4% of tenants are dissatisfied and 15.6% answered 'neither satisfied nor dissatisfied'. The latter figure could be interpreted as the tenant being satisfied some of the time. It is likely that the feedback in relation to listening and acting will be associated with the comments made by a minority of tenants about improving responsiveness and follow up, in areas such as repairs.
- **Office opening** – There would appear to little tenant objection to the office closing at 12pm on a Friday and in due course moving to a 4-day week.

Introduction

This tenant satisfaction survey was carried out by Knowledge Partnership on behalf of Knowes Housing Association (Knowes Housing) using an interviewer led face to face questionnaire⁴. The survey was administered between 18th July 2024 and 23rd August 2024. By the end of the survey period 710 tenants had completed a survey, representing 69.4% of all available tenants⁵.

Survey sampling and property response

The survey sampling frame comprised the population of all 1,039 tenant properties. Face to face interviewing took place using a proportionate sampling method whereby interviews were administered according to factors such as location, property format etc. Table B shows the actual number and percentage of surveys that were obtained by property type and compares these figures with the data for all Association stock. As illustrated, there is a close match between the types of properties that were surveyed and those within the stock of Knowes Housing e.g., 66.1% tenements (TEN) (surveys) compared to 67.7% of these homes in the population.

Table B – Survey sample by property type (code)

<u>Property (code)</u>	<u>Surveys</u>	<u>Percent</u>	<u>Property (code)</u>	<u>Stock</u>	<u>Percent</u>
TEN	469	66.1%	TEN	703	67.7%
TERR	83	11.7%	TERR	119	11.5%
FIB	50	7.0%	FIB	66	6.4%
SEMDET	27	3.8%	SEMDET	34	3.3%
CONV	26	3.7%	CONV	33	3.2%
LCF	23	3.2%	LCF	33	3.2%
UCF	22	3.1%	UCF	36	3.5%
SLH	8	1.1%	SLH	12	1.2%
MAIS	2	0.3%	MAIS	3	0.3%
Total	710	100	Total	1,039	100

Table C compares the number of completed surveys by the build date range of the property against the age profile of the Association's stock and shows for example that 86.6% of surveys were completed with tenants living in units built between 1918 and 1958 compared to 86.9% of these units in the Association's housing stock.

Table C – Survey sample by build period

<u>Build date range</u>	<u>Surveys</u>	<u>Percent</u>	<u>Build date range</u>	<u>Stock</u>	<u>Percent</u>
1918 to 1958	615	86.6%	1918 to 1958	903	86.9%
1965 to 2005	95	13.4%	1965 to 2005	136	13.1%
Totals	710	100.0%	Totals	1,039	100.0%

⁴ Twelve tenants asked for the survey to be completed by phone

⁵ 16 tenants declined to be interviewed following the circulation of the warmup letter leaving an available sample of 1,023 tenant households

Tenant responses⁶

The information presented below provides a breakdown of tenant surveys by the characteristics of age, ethnic grouping and disability.

Table D shows that a range of tenant age groups took part in the survey and illustrates for example that 19.7% of those responding were aged 16 to 34 years of age, 21.7% were aged 35 to 44 years etc.

Table D – Survey sample by age group (base 710)

<u>Tenant age</u>	<u>Percent</u>	<u>Tenant age</u>	<u>Percent</u>
16 to 34	19.7%	65 plus	18.8%
35 to 44	21.7%	Rather not say	2.1%
45 to 54	17.2%	Total	100.0%
55 to 64	17.6%		

Ethnic origin

Most tenants surveyed were white, e.g., 91.7% declared themselves to be ‘White Scottish’, and 2.5% said they were ‘White British’.

Disability

Approx one in five tenants (19.9%) said they considered themselves to be disabled whilst most (78.7%) did not and 1.4% declined to say.

Data weighting and report layout

The data presented in this report is un-weighted. Weighting can be applied if required following discussion with the Association. This report sets out tenant feedback on the questions that were posed in the survey. For each section, figures are provided alongside the relevant commentary.

Comparisons

Throughout the report we have made comparisons where possible with the Association’s previous tenant satisfaction survey (2022). We have also provided a comparison with the latest RSL averages (published on 30th August 2024) by the Scottish Housing Regulator.

Small data sets

To make it easier to read the Excel charts, any figures of less than 3% or less have been excluded from the chart displays.

Margin of error

Based on population of 1,039 households, and a response rate of 710 completed surveys, the margin of error for the data contained in this survey is +-2.1%.

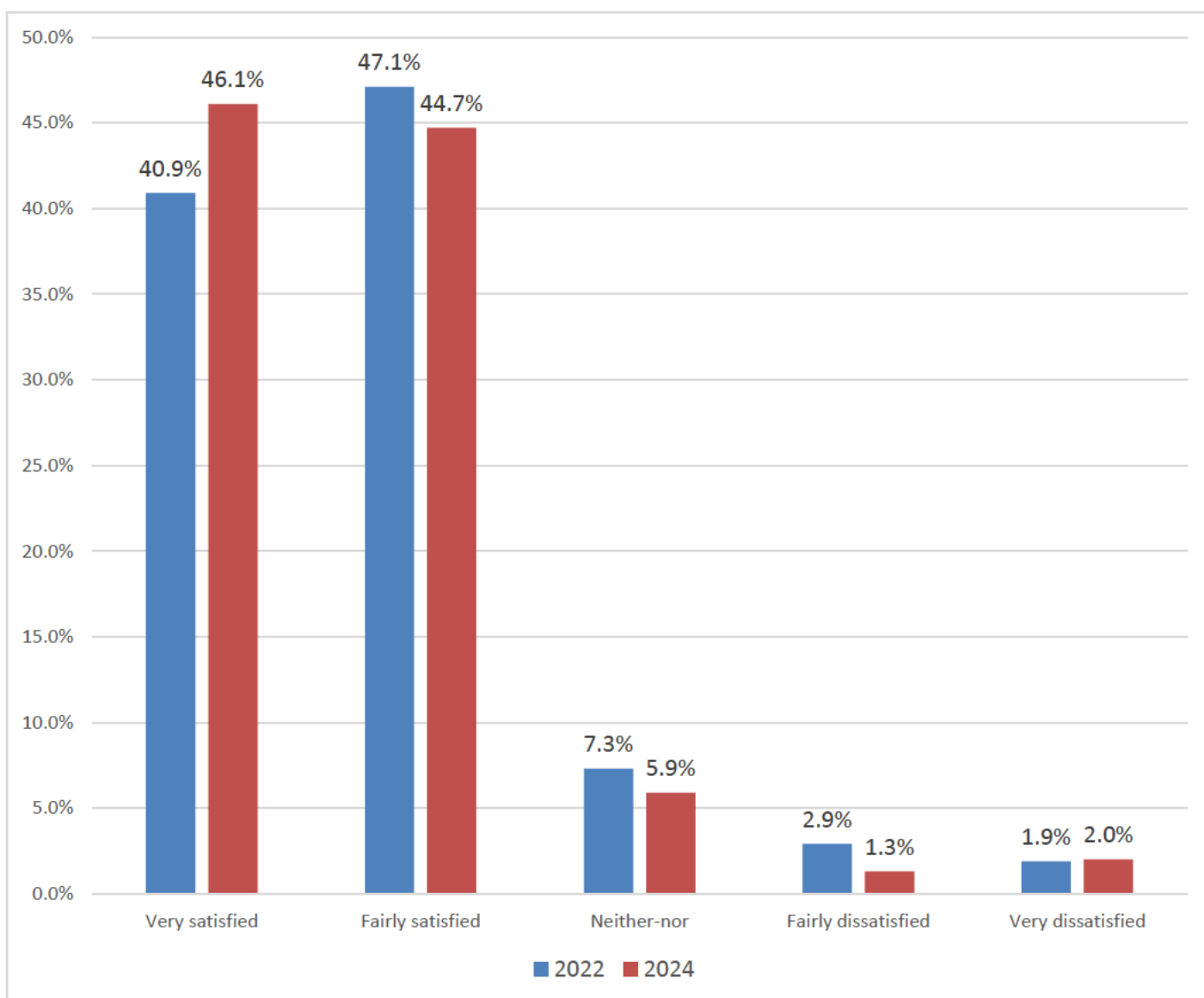
⁶ The full set of equalities question responses are provided in a separate Excel file.

Overall tenant satisfaction

Figure 1 sets out the level of tenant satisfaction with the overall service provided by Knowes Housing Association (Knowes Housing) and illustrates that 90.8% of tenants are satisfied in 2024. Fewer than one in twenty tenants (3.3%) are dissatisfied with the Association's service overall. The comparable Knowes Housing satisfaction figure for 2022 was 88.0% whilst the latest Scottish Housing Regulator RSL average is 87.7% satisfied⁷.

Figure 1 –Satisfaction with the overall service provided by Knowes Housing Association (base 710)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Knowes Housing Association?



Property format, size and build period

Analysis of the responses for overall tenant satisfaction by housing format (table 1) illustrates that tenants who live in post 1990 homes (92.7% satisfied) and other property formats (93.0%) are more satisfied overall than those who

⁷ SHR data published 30th August 2024. Based on 137 landlord returns – this average should be treated with caution as only 22 of these surveys (16%) were carried out in 2024

live in older properties (90.6% of tenants living in properties built between 1935 to 1954 are satisfied) and terraced houses (87.9%).

Table 1 - Overall satisfaction by housing type/size/age (base 710)

Q-Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Knowes Housing Association?

<u>Format/build period</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Tenement	44.6%	46.1%	6.0%	1.9%	1.5%
Terraced	53.0%	34.9%	7.2%	0.0%	4.8%
Other property type ⁸	46.8%	46.2%	5.1%	0.0%	1.9%
2 to 3 apt.	46.4%	43.6%	6.1%	1.2%	2.8%
4 or more apt.	45.6%	46.6%	5.7%	1.4%	0.7%
1935 to 1954	40.9%	49.7%	5.2%	2.1%	2.1%
1955 to 1958	47.2%	43.4%	6.4%	1.2%	1.9%
Post 1990	51.6%	41.1%	5.3%	0.0%	2.1%
All tenants	46.1%	44.7%	5.9%	1.3%	2.0%

Tenant profile

Table 2 illustrates tenant satisfaction by profile and shows an even spread of satisfaction by age but some difference according to whether the tenant is disabled (88.7% satisfied) or not disabled (91.8%).

Table 2 - Overall satisfaction by tenant profile (base 710)

Q- Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Knowes Housing Association?

<u>Tenant profile</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
16 to 34	50.6%	42.5%	5.6%	0.6%	0.6%
35 to 44	36.4%	52.6%	6.5%	1.9%	2.6%
45 to 54	45.9%	43.4%	5.7%	2.5%	2.5%
55 to 64	43.2%	48.8%	5.6%	1.6%	0.8%
65 plus	54.5%	38.1%	4.5%	0.0%	3.0%
Tenant disabled	50.4%	38.3%	7.1%	1.4%	2.8%
Tenant not-disabled	45.1%	46.7%	5.4%	1.3%	1.6%
All tenants	46.1%	44.7%	5.9%	1.3%	2.0%

Tenant comments on the service

Tenants were invited (at the end of the questionnaire) to pass comment on the service provided by Knowes Housing. Most tenants had nothing to add at this stage of the survey but fifty (7.0%) made a comment and we have included these comments here.

As illustrated below, seven tenants made a positive comment about the service i.e.

⁸ Comprising CONV, FIB, LCF, MAIS, SEMDET, SLH and UCF

Positive comments

Q - Is there anything you want to add about Knowes Housing including any changes you feel should be made to its services?

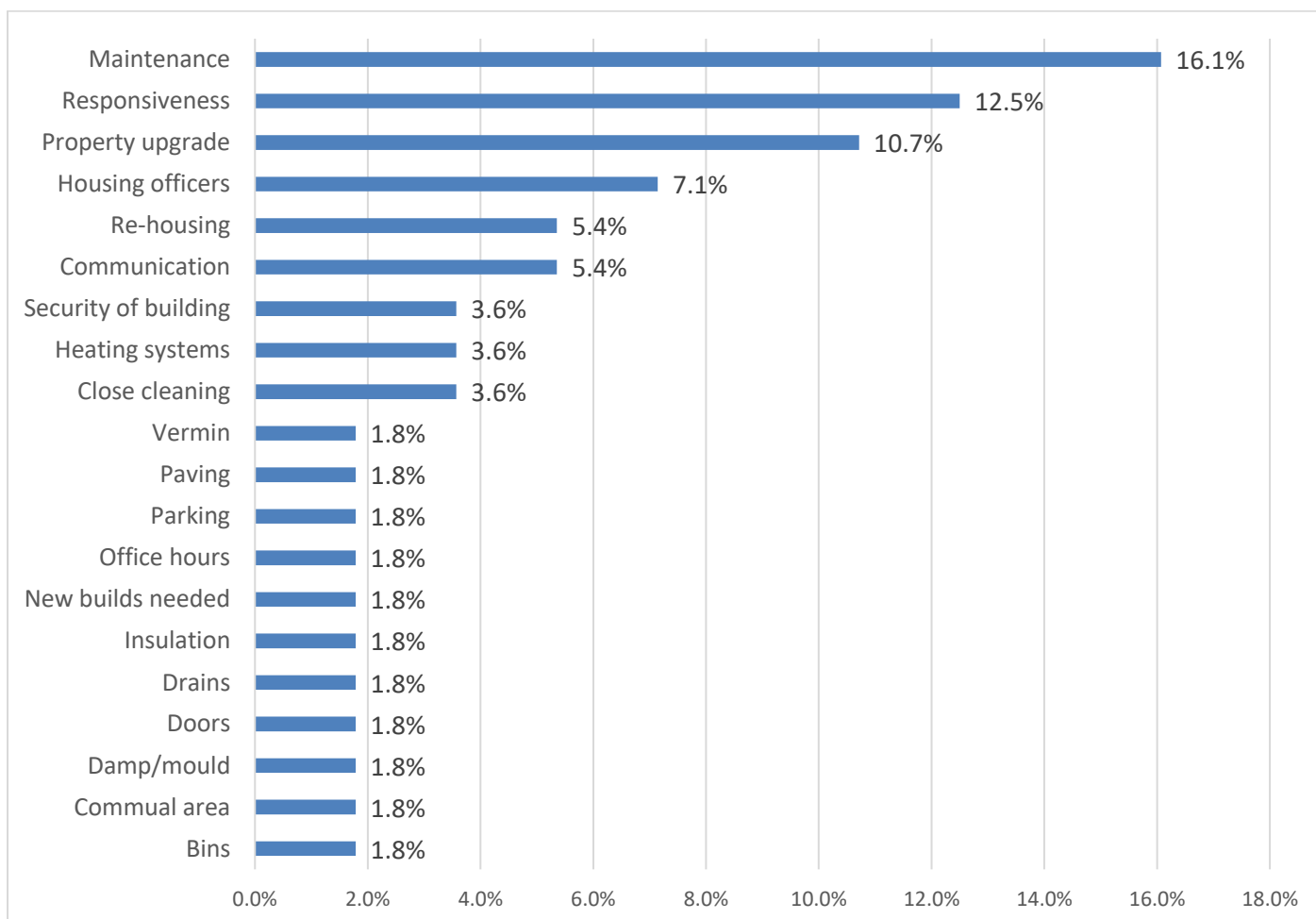


Improvement comments and themes

The balance of tenant comments (43 tenants) were related to some form of service improvement. Figure 1a sets out the proposed improvements with each comment categorised according to theme. This shows that the top four improvement themes highlighted by tenants relate to maintenance (16.1% of comments – caution 9 comments), responsiveness (12.5%), property upgrades (10.7%) and housing officers (7.1%).

Figure 1a – Improvement themes (base 63 tenant comments)

Q - Is there anything you want to add about Knowes Housing including any changes you feel should be made to its services?



Examples of the comments made relating to the top four improvement themes set out in figure 1a are as follows:

Maintenance

- [Redacted comment]
- [Redacted comment]
- [Redacted comment]
- [Redacted comment]
- [Redacted comment]
- [Redacted comment]
- [Redacted comment]

Responsiveness

- [Redacted comment]
- [Redacted comment]
- [Redacted comment]

Property upgrade

- [Redacted comment]
- [Redacted comment]
- [Redacted comment]
- [Redacted comment]

Housing officers

- [Redacted comment]
- [Redacted comment]
- [Redacted comment]
- [Redacted comment]
- [Redacted comment]
- [Redacted comment]

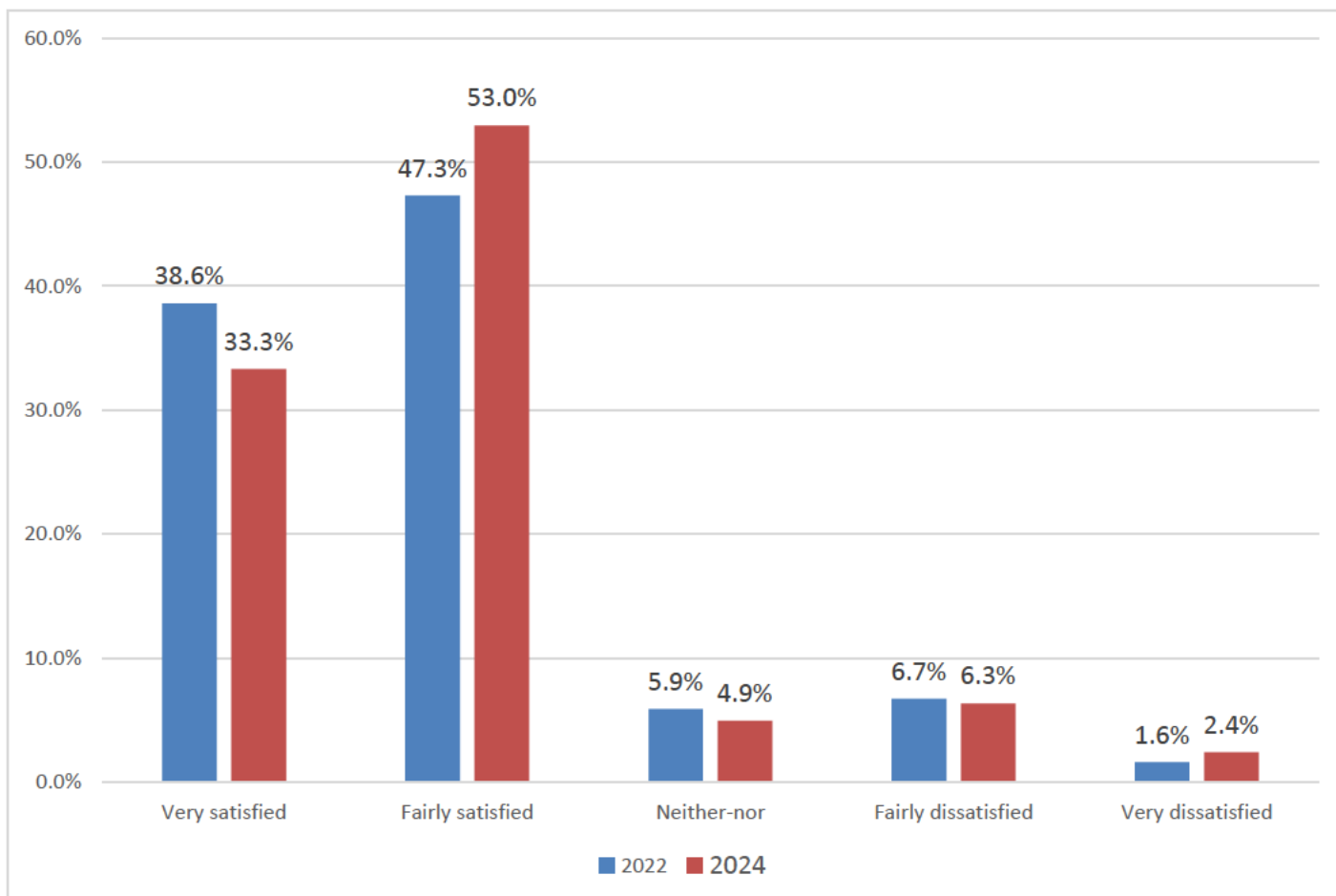
A list of all the comments made at this part of the survey are provided at annex 1.

Housing quality satisfaction

Overall tenant satisfaction with the quality of housing is set out in figure 2 and reveals that 86.3% of tenants are satisfied with their home whilst 8.7% are dissatisfied in 2024. The current year satisfaction figure for this measure is just over 1% point ahead of that found during the 2022 survey (85.9% satisfied). The latest Scottish Housing Regulator RSL average for housing quality is 85.1%.

Figure 2 –Satisfaction with housing quality overall (base 710)

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



Build period

Housing quality satisfaction is highest for tenants living in properties built after 1990 (93.7% satisfied). This contrasts somewhat with the views of tenants whose homes were built between 1955 and 1958 (84.8% satisfied) - (table 3).

Table 3 - Satisfaction with housing quality by build period (base 710)

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

<u>Build period</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
1935 to 1954	31.6%	54.4%	5.7%	6.2%	2.1%
1955 to 1958	30.8%	54.0%	5.2%	7.1%	2.8%
Post 1990	48.4%	45.3%	2.1%	3.2%	1.1%
All periods	33.3%	53.0%	4.9%	6.3%	2.4%

Table 4 illustrates some degree of variation in satisfaction with housing quality by property type with the highest satisfaction found amongst tenants living in 'other' property formats (93.7% satisfied). Conversely, satisfaction is lowest for those living in tenements (83.4%).

Table 4 - Satisfaction with housing quality by property type (base 710)

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

<u>Property type</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Tenement	27.5%	55.9%	6.0%	7.5%	3.2%
Terraced	49.4%	39.8%	6.0%	4.8%	0.0%
Other property type	42.4%	51.3%	1.3%	3.8%	1.3%
All formats	33.3%	53.0%	4.9%	6.3%	2.4%

In relation to size of property, table 5 illustrates that satisfaction with housing quality is highest amongst tenants who live in 2-3 apartment homes (87.6%) but is somewhat lower for those who live in larger properties (84.4%).

Table 5 - Satisfaction with housing quality by property size (base 710)

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

<u>Property apts.</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
2 to 3 apt.	32.4%	55.2%	4.0%	5.6%	2.8%
4 or more apt.	34.9%	49.5%	6.4%	7.5%	1.8%
All sizes	33.3%	53.0%	4.9%	6.3%	2.4%

Housing quality improvements

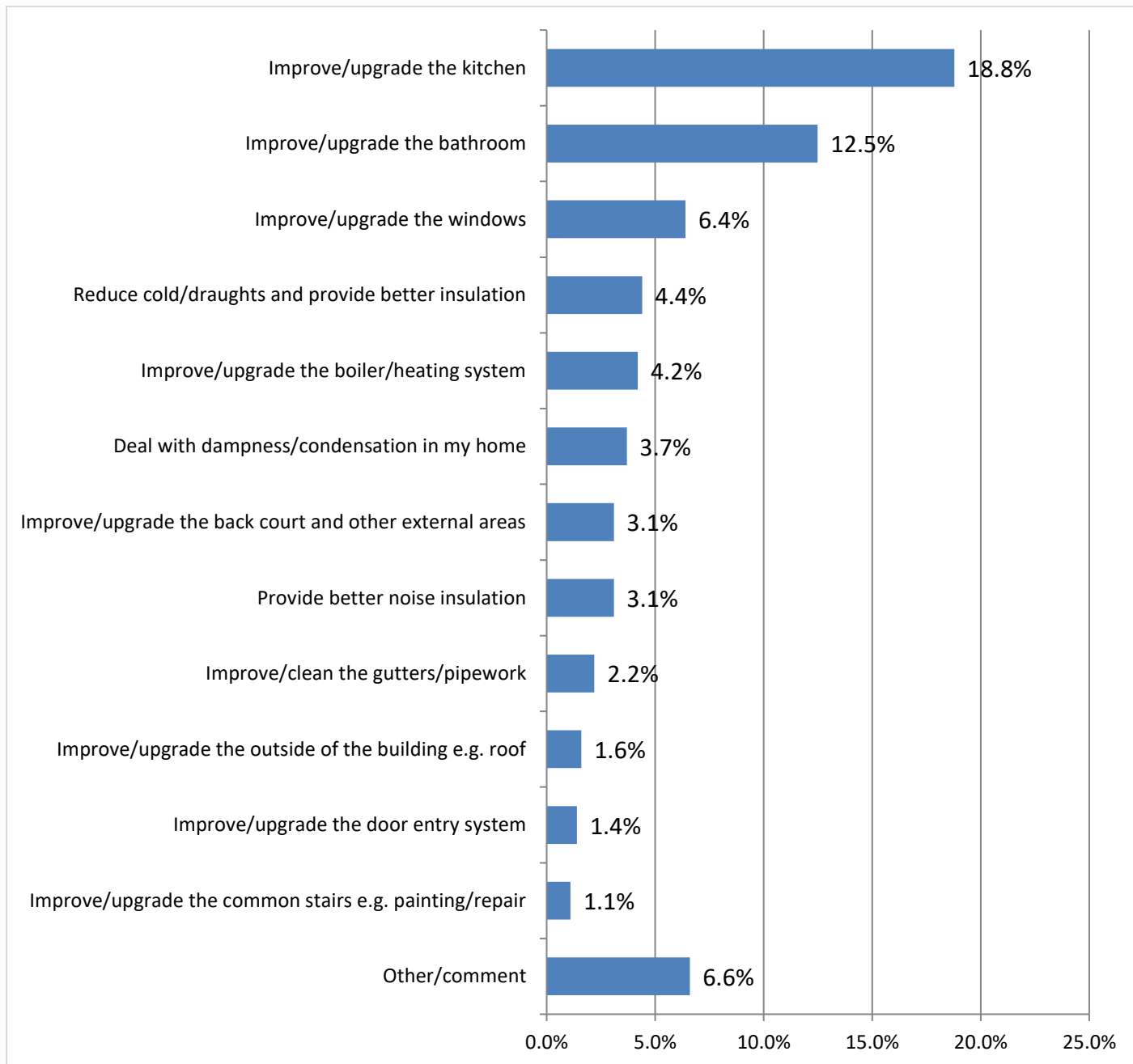
All tenants were asked what improvements were needed to provide them with a better-quality home. As illustrated (figure 3), the five main improvements requested by tenants are: kitchens (18.8% of all suggested improvements), bathrooms (12.5%), windows (6.4%), insulation (4.4%), and boilers/heating systems (4.2%).

We observe that in 2022, kitchens, bathrooms, windows, insulation and heating systems were amongst the top 5 improvements that tenants wanted to see to their home.

In 2024, approx. one in three tenant responses (28.8%) were that nothing needed to be improved about their home (2.2% did not know).

Figure 3 – Improving housing quality (base 1,001 tenant comments)

Q- What if anything should Knowes Housing do to provide you with a better-quality home?



Housing comments/other

The list of other improvements set out in figure 3 (6.6%) is provided at annex 2. There were two frequently mentioned 'other improvements' comprising door related upgrades (16.9% of all other comments) and requests to move to a smaller/larger home (27.7%).

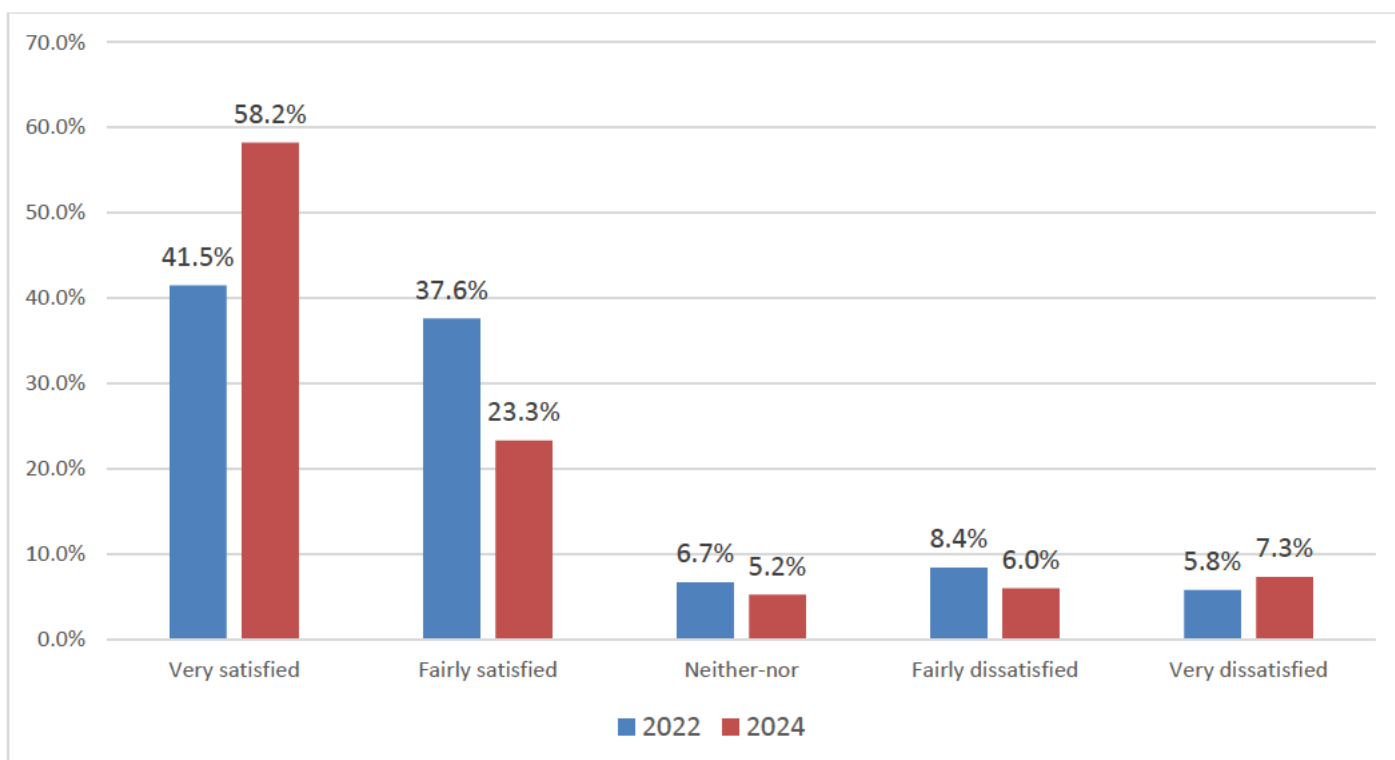
Repair service

Satisfaction with repairs

Amongst tenants whose homes have been repaired in the last year, 81.5% are satisfied with the last repair whilst 13.3% are dissatisfied (figure 4). In 2022, 79.1% of tenants were satisfied with their last repair whilst 14.2% were dissatisfied. The latest Scottish Housing Regulator RSL average for repair satisfaction is 87.3% (we would caution that this figure will include landlord transactional repairs data which tends to produce higher satisfaction levels than independent surveys).

Figure 4 – Satisfaction with the repair service (base 383-repair in last year only)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by Knowes Housing Association?



Repairs satisfaction by property factors

Table 6 illustrates repairs satisfaction by property date. This table shows that the most satisfied tenants by property build date are those living in homes that were built post 1990 (83.7% satisfied) whilst the least satisfied with the repair service are those who live in properties built between 1935 and 1954 (80.9%).

Table 6 - Satisfaction with repairs by property type (base 383 - repair in last year only)

Q- Thinking about the last time you had repairs carried out, how satisfied or dissatisfied were you with the repair service provided by Knowes Housing Association?

Build date	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
1935 to 1954	55.2%	25.7%	2.9%	12.4%	3.8%
1955 to 1958	58.7%	22.6%	6.0%	3.8%	8.9%
Post 1990	62.8%	20.9%	7.0%	2.3%	7.0%
All formats	58.2%	23.3%	5.2%	6.0%	7.3%

Improving the repair service

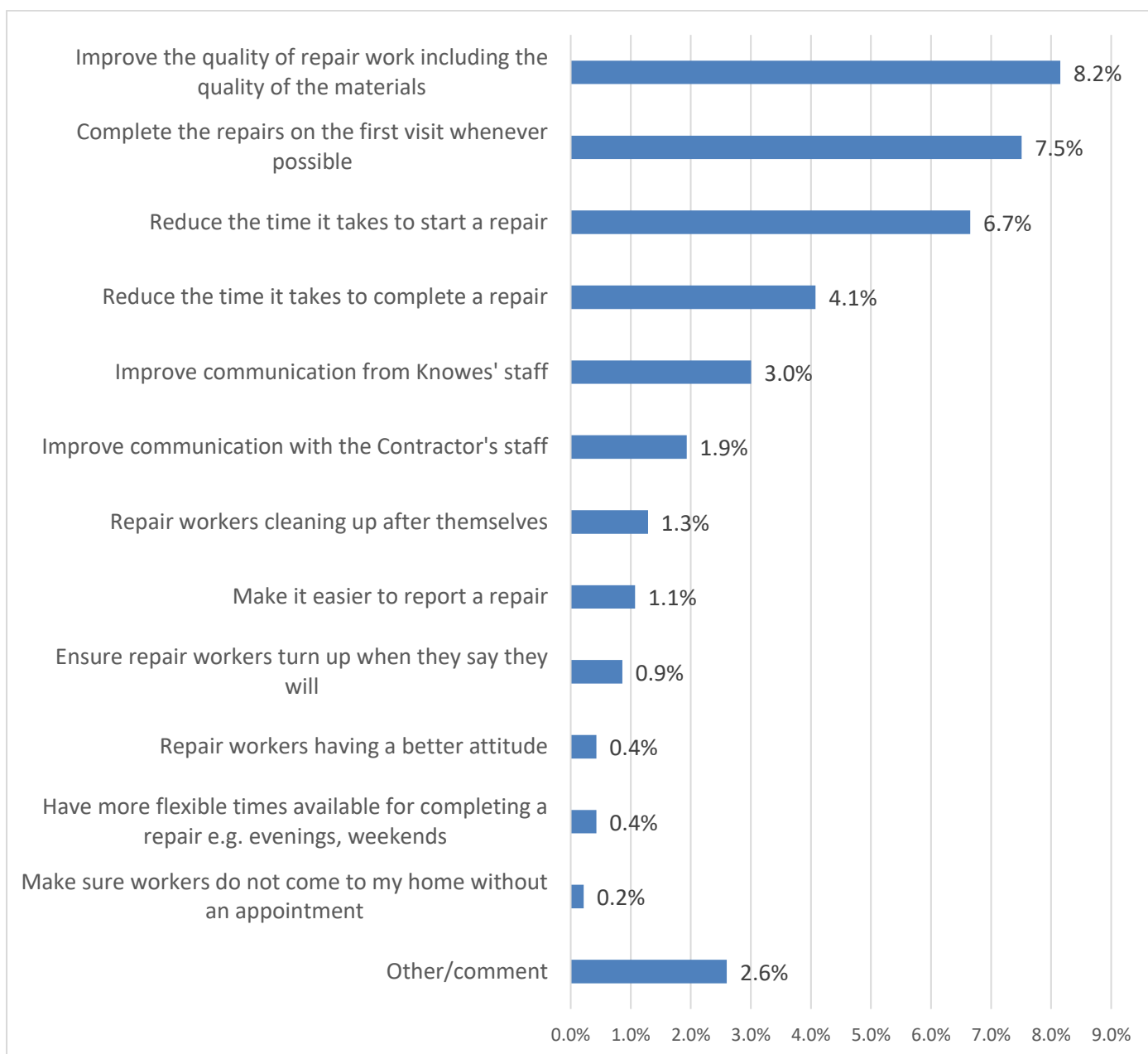
Tenants whose homes had received a property repair during the last year were asked to identify any improvements to the service and the results of this enquiry are shown in figure 5.

As shown in figure 5, the top three improvement suggestions for the repair service are:

1. Improving the quality of works (8.2% of all improvement comments)
2. Complete repairs on the first visit (7.5%)
3. Reduce the time it takes to start a repair (6.7%).

Figure 5 – Improving the repair service (base repair in last year only, 466 tenant comments)

Q- What if anything should Knowes Housing do to improve its day to day or emergency repair service?



We would note here that 59.4% of tenant comments were that nothing needed to be improved about the repair service whilst 1.7% of comments were 'don't know'.

Repair service other/comments

Twelve tenants made an additional comment about repair service improvements, and these are set out below.

Q- What if anything should Knowes Housing do to improve its day to day or emergency repair service? (other/comment)

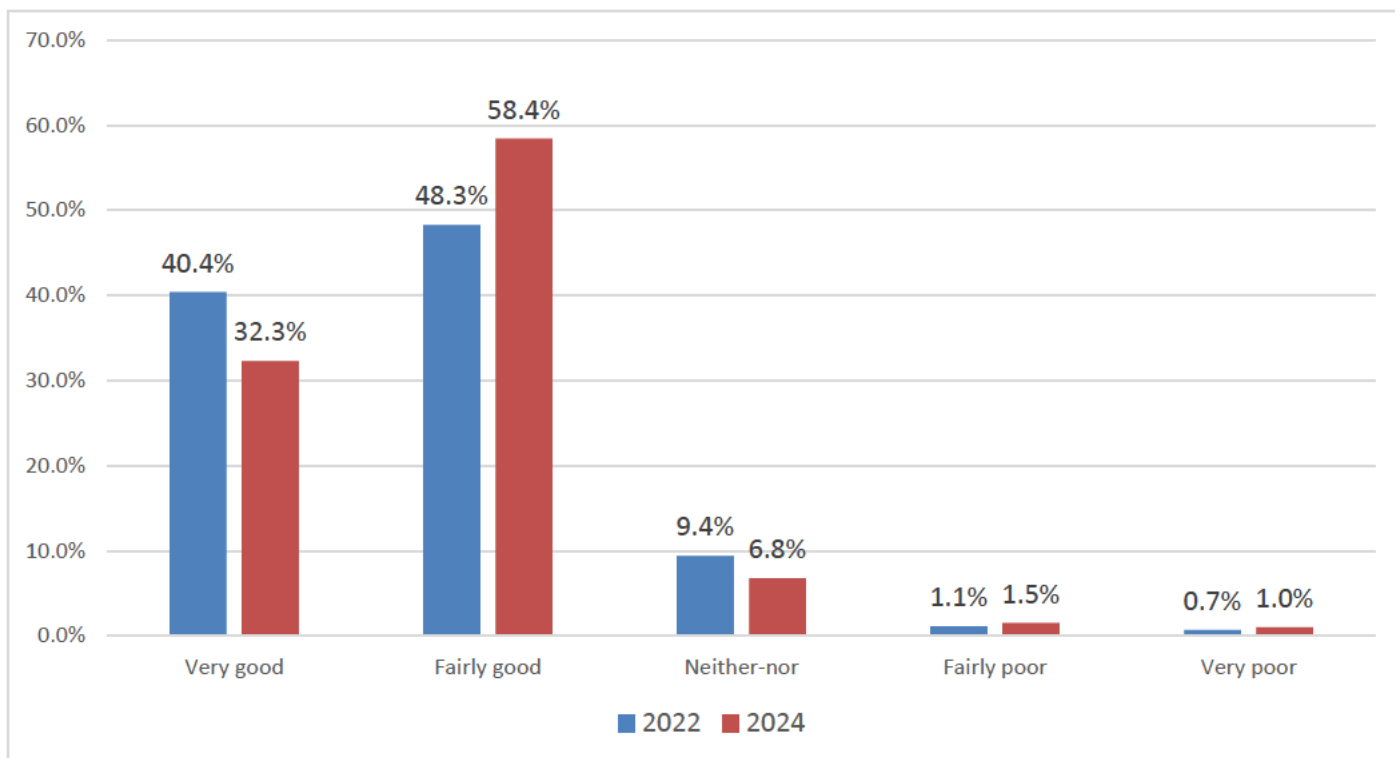
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Information, contact and participation

In 2024, 90.7% of tenants rated 'being kept informed' as good, whilst 2.5% said that the Association was poor on this measure (and 6.8% replied 'neither good nor poor') (figure 6). Tenant satisfaction with being kept informed is 2% points ahead of the 2022 survey (88.7% saying good). The latest Scottish Housing Regulator RSL average for information provision is 92.1% of tenants saying 'good'.

Figure 6 - Information (base 710)

Q- How good or poor do you feel Knowes Housing is at keeping you informed about their services and decisions?



Knowes' sources of tenant information

Tenants were asked to reflect on the information provided by the 'Knowes News' newsletter and the Association's Facebook page and website. As illustrated in table 7, most tenants (81.0%) agree that the newsletter is very or fairly informative whilst the corresponding proportion for consumers of the Facebook/website page is 31.0% (although in the case of the digital sources of information, 67.2% of tenants do not appear to use these).

Table 7 - Satisfaction with information sources (base 710)

Q- How informative do you find the Knowes' newsletter 'Knowes News & How informative do you find Knowes' website or Facebook page?

<u>Source</u>	<u>Very informative</u>	<u>Somewhat informative</u>	<u>Not at all informative</u>	<u>Don't know/don't read</u>
Knowes News	29.6%	51.4%	4.9%	14.1%
Knowes' Facebook page or Knowes' website	9.6%	21.4%	1.8%	67.2%

Listening and acting

Table 8 shows that approx. three in four tenants (75.9%) are satisfied that Knowes Housing listens to them and acts on what they are saying. Conversely, just under one in ten tenants (8.4%) are dissatisfied with this aspect of the Association’s service.

Table 8 - Satisfaction with Knowes’ listening and acting (base 710)

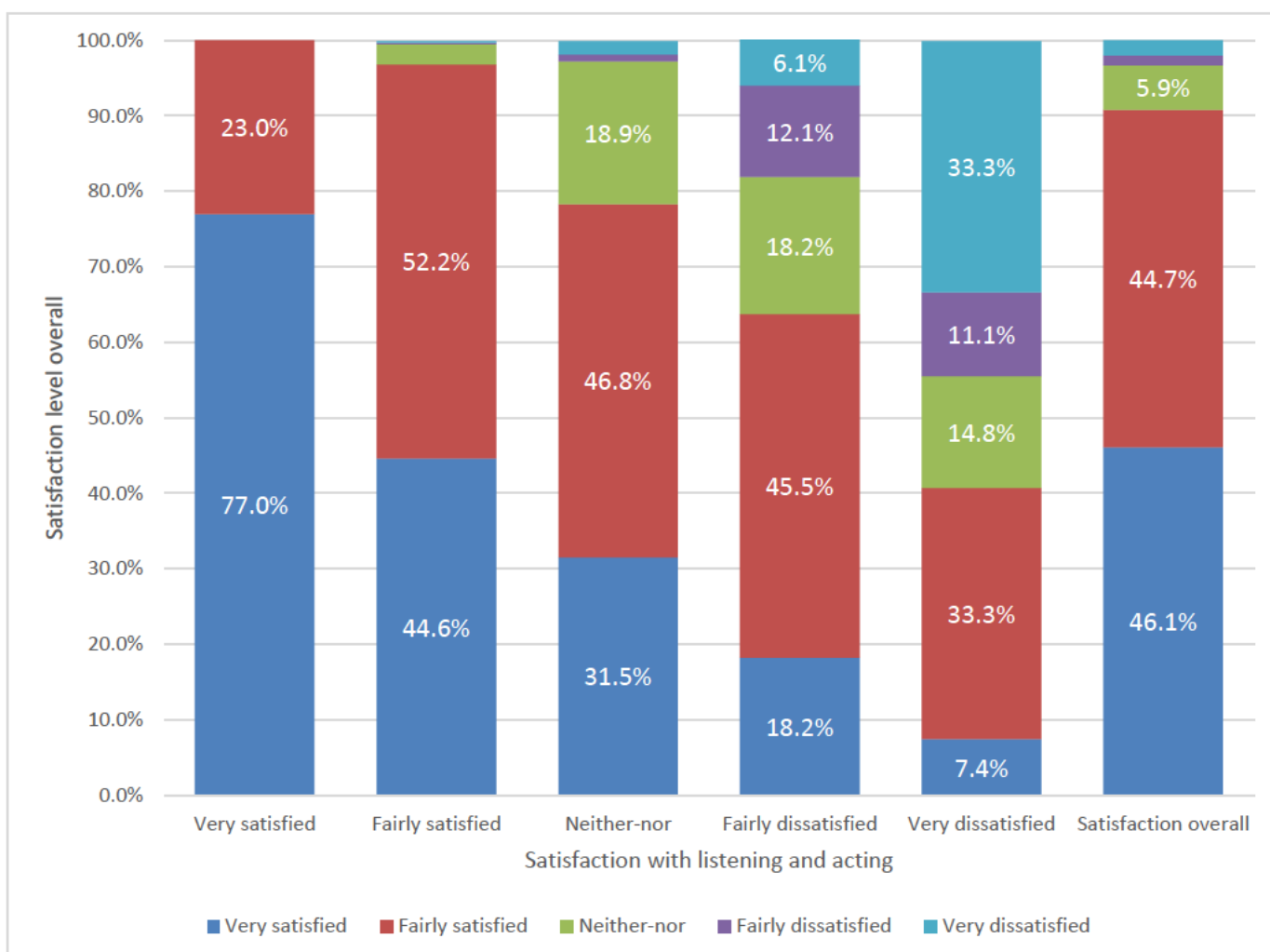
Q- How satisfied or dissatisfied are you that that Knowes listens to your views and acts upon them?

<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
19.0%	56.9%	15.6%	4.6%	3.8%

Figure 7 illustrates the association between listening to tenants, acting on what they say, and tenants’ overall service level satisfaction i.e. as satisfaction with listening and acting moves from very satisfied through to very dissatisfied, so tenants’ overall level of satisfaction progresses from 100.0% (where the tenant is very satisfied with listening and acting) to 40.7% overall satisfaction where the tenant is very dissatisfied with listening and acting. This is an association that we often find as part of a tenant survey and underscores the importance of effective communication and responsiveness to tenant satisfaction.

Figure 7 – Listening and acting and overall tenant satisfaction (base 710)

Q- How good or poor do you feel Knowes Housing is at keeping you informed about their services and decisions?



Contacting Knowes

Table 9 shows that most tenants (91.9%) agree that their landlord is easy to contact and do business with whilst 2.5% disagree this is the case.

Table 9 – Contact with Knowes (base 710)

Q- To what extent do you agree or disagree that Knowes Housing is easy to contact and do business with?

<u>Agree strongly</u>	<u>Agree</u>	<u>Neither-nor</u>	<u>Disagree</u>	<u>Disagree strongly</u>
45.4%	46.5%	5.6%	1.4%	1.1%

As illustrated in table 10, most tenants prefer to contact their landlord by phone (85.4% of all contact preferences expressed by tenants is for a mobile or landline phones). Also relevant to tenants as a contact method is email (8.9% of expressed preferences).

It is interesting to note here that whilst only 1.9% of tenants rate the customer portal/app as their preferred means of contacting the Association, in practice, nearly one in four have used this service over the past 6 months (table 11). This may be because tenants view the use of the portal/app as being about a service request/action, rather than being a method they would use to contact their landlord.

Table 10 – Contact preferences (base 795 preferences)

Q - When you need to get in touch with the Association, how do you prefer to do this?

<u>Contact Method</u>	<u>Preference</u>	<u>Contact Method</u>	<u>Preference</u>
Mobile telephone	77.9%	Visiting the office	1.8%
Email	8.9%	Text	1.0%
Landline telephone	7.5%	Website form	0.5%
Customer Portal (App)	1.9%	Letter	0.3%

Customer portal/app

Table 11 indicates that approx. one in four tenants (24.9%) have used Knowes Housing's customer portal/app in the last 6 months (75.1% have not). Use of the portal/app varies by age e.g. 45.0% use for tenants aged 16-24 compared to 0% for tenants who are 75 plus. Table 12 illustrates the three main services that users access via the portal/app i.e. rent statements (37.1% of all use), reporting a repair (32.8%) and paying rent (25.0%).

Table 11 – Use of customer portal/app by age (base 710)

Q - During the last 6 months, have you used the customer app or website portal?

<u>16 to 24</u>	<u>25 to 34</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 to 64</u>	<u>65 to 74</u>	<u>75 plus</u>	<u>All tenants</u>
45.0%	32.1%	39.6%	21.3%	17.6%	12.5%	0.0%	24.9%

Table 12 – Portal/app services accessed (base 177 users; 232 use types)

Q - What do you use the portal/app for?

<u>Service</u>	<u>% use</u>	<u>Service</u>	<u>% use</u>
To access my rent statements	37.1%	To report anti-social behaviour	0.9%
To report a repair	32.8%	To send feedback to the association	0.4%
To pay my rent	25.0%	Other e.g., change of details, look at available houses etc.	3.9%

Reasons not to use the portal/app

For the three in four tenants (75.1%) that do not access services via the customer portal/app, the reasons for this are set out in table 13. These mainly comprise a preference for phone (or visit) contact (39.4% of all non-use cases), and not being aware of the portal/app (33.1%).

Table 13 – Portal/app non-use reasons (base 533 non-users; 556 reasons not to use)

Q - As you don't use the portal/app why is that?

<u>Service</u>	<u>% reasons</u>	<u>Service</u>	<u>% reasons</u>
Prefer to phone office/visit	39.4%	Don't like using internet/apps e.g. security concerns	5.9%
Not aware they had an app/portal	33.1%	Don't have internet access e.g. lack device, too costly etc.	3.2%
Prefer to email	8.5%	Other (see below)	3.1%
Aware of app/portal but don't know how to use it	6.8%		

Other reasons given by tenants not to use the customer portal/app are as follows:

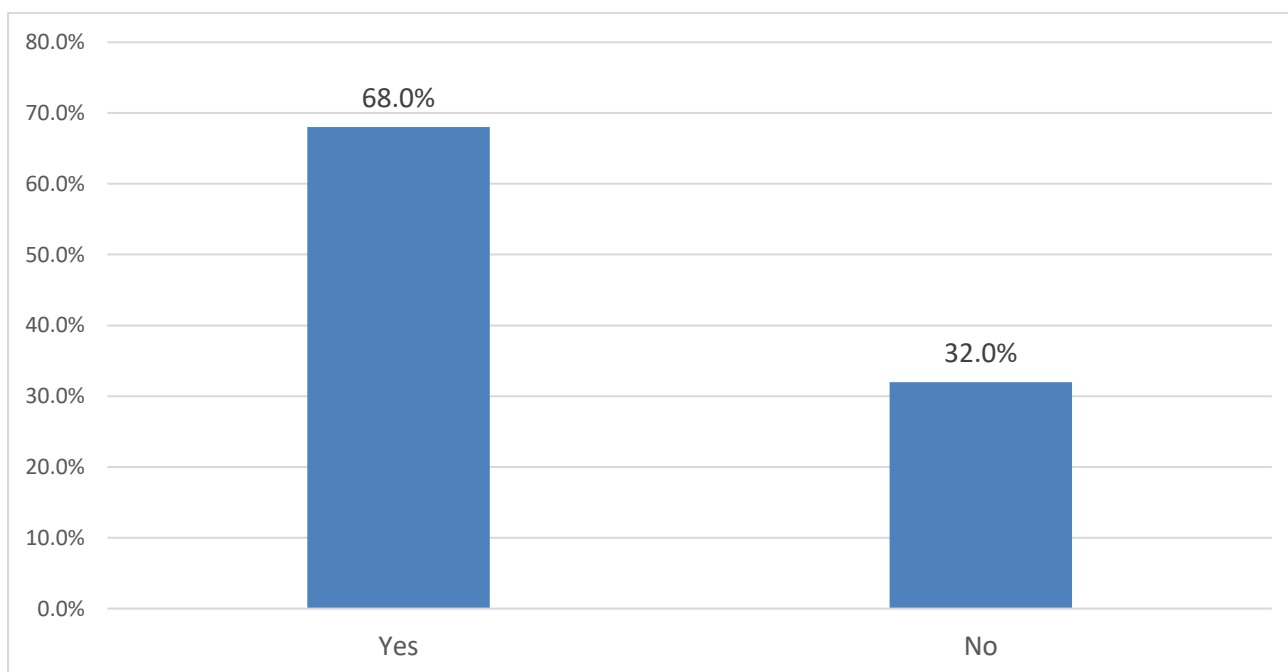
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Complaints procedure

Figure 8 shows that slightly more than 2/3rds of tenants (68.0%) are aware of both the complaints procedure and how to complain to Knowes Housing if they needed to (32.0% are not aware).

Figure 8 – Complaints awareness (base 710)

Q- Are you aware of Knowes Housing's complaints procedure and how to make a complaint should you be dissatisfied with any aspect of the services that Knowes provides?



Tenant participation

As illustrated in table 14, approx. eight in ten tenants overall (83.8%) are satisfied with opportunities to participate in their landlord’s decision making whilst 3.7% are dissatisfied (12.5% of tenants are neutral on this question answering ‘neither-nor’). In 2022, 84.9% of tenants were satisfied on this measure whilst the latest Scottish Housing Regulator RSL average for this measure is 89.1%. There is some degree of variation in satisfaction with participation by age, but it may be worth highlighting the variation between tenants who are disabled (78.7% satisfied with participation) and those who are not, (85.7%); this may be evidence of an access issue around participation options.

Table 14 – Tenant participation (base 710)

Q- How satisfied or dissatisfied are you with opportunities given to you to participate in Knowes Housing’s decision-making process?

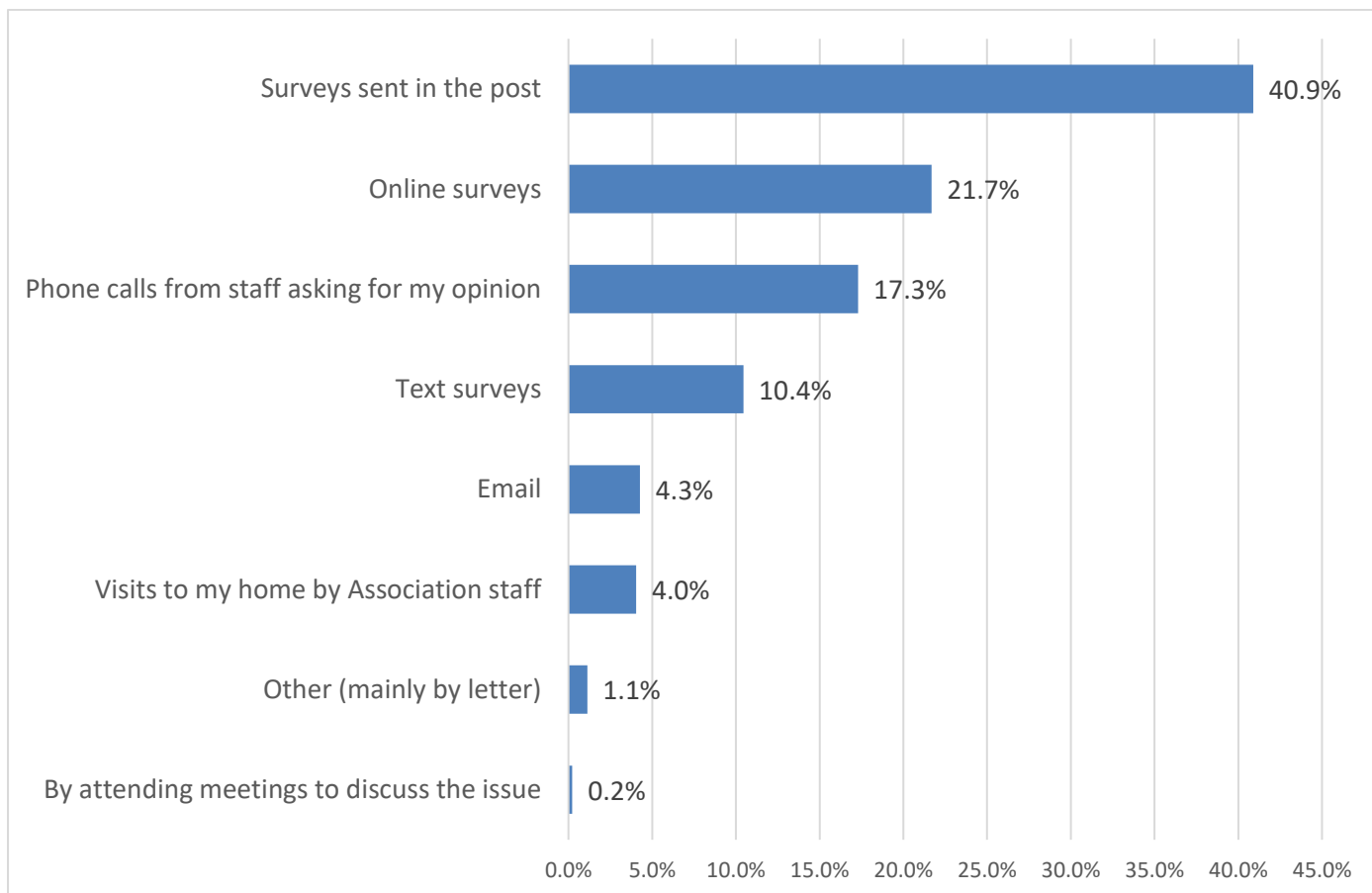
<u>Tenant break</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
16 to 34	28.8%	54.4%	13.8%	1.9%	1.3%
35 to 44	24.0%	54.5%	16.2%	3.9%	1.3%
45 to 54	22.1%	61.5%	11.5%	4.1%	0.8%
55 to 64	31.2%	59.2%	8.0%	0.8%	0.8%
65 plus	38.1%	49.3%	10.4%	2.2%	0.0%
Tenant disabled	31.2%	47.5%	15.6%	5.0%	0.7%
Tenant not-disabled	27.9%	57.8%	11.4%	2.0%	0.9%
2024	28.6%	55.2%	12.5%	2.7%	1.0%
2022	38.9%	46.0%	13.6%	0.9%	0.7%

Consulting with tenants

As set out in figure 9, tenants preferred means of being consulted by their landlord are using postal surveys (40.9% of all preferences were for this method), online surveys (21.7%), phone surveys (17.3%) and text surveys (10.4%).

Figure 9 – Tenant consultation preferences

Q - When the Association needs to ask for your opinion on something e.g. on new policies, or changes to its services, how do you prefer to be asked?



Office arrangements

Visiting Knowes' office

During the last 12 months, most tenants (82.3%) have **not visited** Knowes' local office. Setting these non-users aside the frequency of visits to the office made by other tenants is:

- ✓ Once over the course of a year (13.0% of tenants)
- ✓ 2-3 times a year (4.2%)
- ✓ Once a week or once a month (0.6%).

On balance, most Knowes tenants do not appear to be visiting the office, and where they do, this is limited to once a year.

For those tenants who have visited the office at least once in the last year the reasons for their visit are set out in table 15 e.g. to speak to a housing officer (23.7% of all visits) or to attend a staff meeting (23.7%). We would note here that there were several comments made relating to other reasons for a visit, in particular for picking up an air fryer, microwave, slow cooker, heated blanket etc. which we assume would be a one-off activity related to the Scottish Government the Social Housing Fuel Support Fund.

Table 15 – Purpose of visit (base 125 tenants visiting mainly once in the last year)

Q - As you have visited the office at least once in the past 12 months, what was the purpose of your visit?

<u>Reason for visit</u>	<u>% reasons</u>
To speak to my Housing Officer	23.7%
To attend a meeting with a staff member	23.7%
To report a repair	10.2%
To meet with Citizens Advice Bureau (CAB)	5.1%
To request an update on a repair or tenancy matter	1.7%
To pay my rent	1.7%
To raise a complaint	1.7%
Other e.g. collect an item e.g. air fryer or hand in a document e.g. tenancy agreement	40.7%

Office opening hours

Tenants were asked for their views on possible changes to office opening hours and the results for these two questions are set out in table 16. As illustrated, 98.3% either agree or have no strong view on the proposal to close at midday on a Friday (item 'a') whilst 97.3% either agree or have no strong view on the office moving to a four-day week (item 'b').

Table 16 – Views on changes to opening hours (base 710)

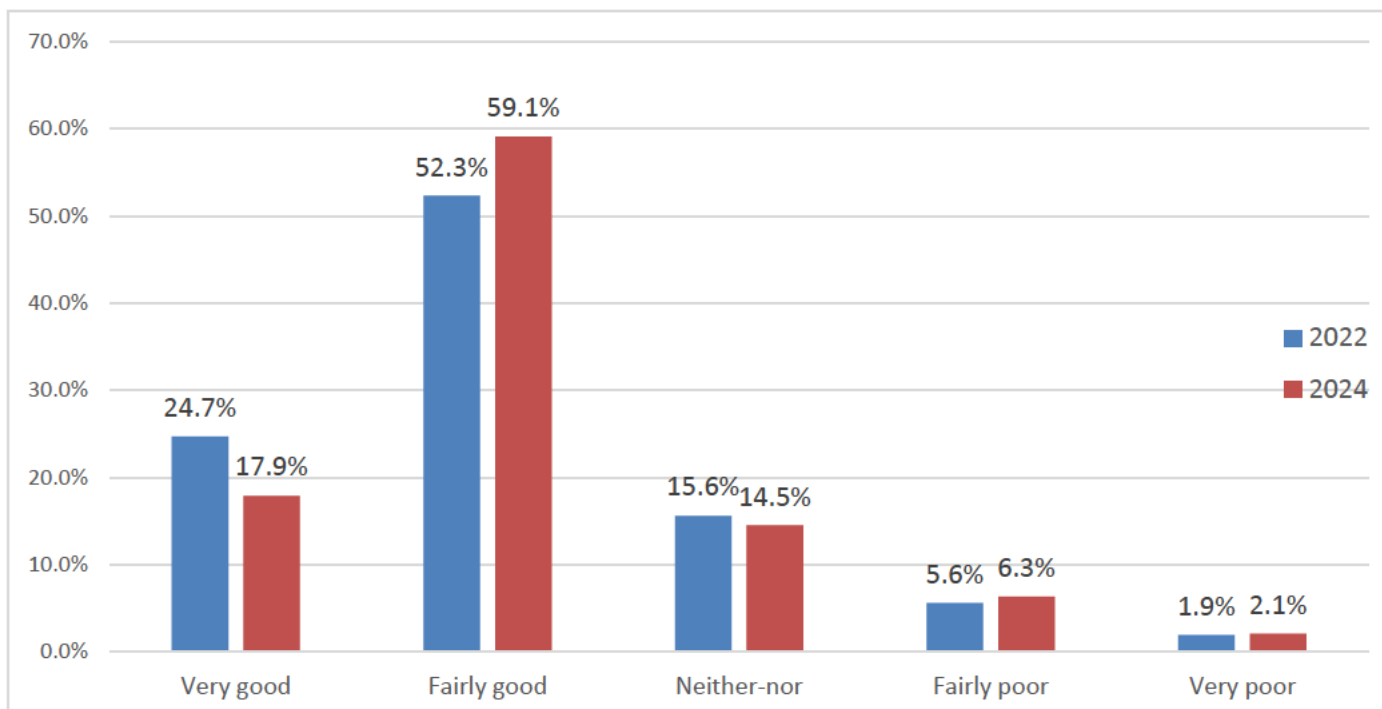
<u>Question</u>	<u>Agree</u>	<u>No strong view either way</u>	<u>Disagree</u>
(a) Closing at midday on a Friday (instead of 4.45pm)	51.1%	47.2%	1.7%
(b) Four-day week for Knowes with longer opening hours Monday to Thursday	43.8%	53.4%	2.8%

Rent and tenancy sustainment

As set out in figure 10, most tenants (77.0%) rate rent as good value for money, whilst 8.4% say that rent is poor value (and 14.5% answered 'neither good nor poor' value). In 2022, 77.0% of tenants also rated rent as good value whilst the latest Scottish Housing Regulator RSL average for rent value for money is 81.9%.

Figure 10 – Rating of rent value for money (base 710)

Q- Taking into account the accommodation and the services Knowes Housing provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it.....



Rent value by tenant profile

Considering tenant profile (table 17), amongst the most positive tenants on rent value are those who are aged 16 to 34 (83.1% say rent is good value), or tenants who are aged 65 plus (79.1%). Conversely, the least positive are tenants who aged 45 to 54 (73.8% say rent is good value).

Table 17- Rating of rent value for money by property type (base 710)

Q- Taking into account the accommodation and the services Knowes Housing provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it.....

Tenant profile	Very good	Fairly good	Neither-nor	Fairly poor	Very poor
16 to 34	16.3%	66.9%	11.3%	3.8%	1.9%
35 to 44	16.9%	57.1%	16.2%	7.1%	2.6%
45 to 54	20.5%	53.3%	16.4%	8.2%	1.6%
55 to 64	16.0%	62.4%	13.6%	5.6%	2.4%
65 plus	21.6%	57.5%	12.7%	6.7%	1.5%
Tenant disabled	17.0%	61.0%	14.2%	5.0%	2.8%
Tenant not-disabled	18.4%	58.9%	14.3%	6.6%	1.8%
All tenants	17.9%	59.1%	14.5%	6.3%	2.1%

Property profile

Analysis shows that there is some variation on the measure of value for money by property format i.e. 73.5% of tenants living in terraced houses say that rent is good value for money compared to 78.5% of those living in other property types – table 18. There is also some variation in value for money when measured in terms of build date i.e. a 78.7% ‘good’ rating for property built between 1935 and 1954 compared to 74.7% ‘good’ for property built after 1990.

Table 18- Rating of rent value for money by property data (base 710)

Q- Taking into account the accommodation and the services Knowes Housing provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it.....

<u>Property profile</u>	<u>Very good</u>	<u>Fairly good</u>	<u>Neither-nor</u>	<u>Fairly poor</u>	<u>Very poor</u>
Tenement	16.4%	60.8%	14.9%	6.0%	1.9%
Terraced	18.1%	55.4%	18.1%	7.2%	1.2%
Other property type	22.2%	56.3%	11.4%	7.0%	3.2%
2 to 3 apt.	19.3%	57.3%	16.1%	5.4%	1.9%
4 or more apt.	15.7%	61.9%	12.1%	7.8%	2.5%
1935 to 1954	17.6%	61.1%	14.0%	5.7%	1.6%
1955 to 1958	18.0%	58.8%	14.9%	5.9%	2.4%
Post 1990	17.9%	56.8%	13.7%	9.5%	2.1%
All stock	17.9%	59.1%	14.5%	6.3%	2.1%

Rent affordability

Approx. six in ten tenants (59.7%) considered that their rent was affordable. Just under one in ten tenants (7.3%) disagreed this was the case whilst 3.2% responded don’t know. A further 29.7% of respondents stated that the question did not apply because their rent was fully paid by the government.

In table 19 we cross tabulate affordability of rent with rent value for money. This table shows that where the tenant agrees their rent is affordable, more than eight in ten (84.9%) also agrees that their rent is value for money. Conversely where the tenant disagrees that rent is affordable, the associated value for money figure is 40.4% saying rent is good value, and 38.4% saying rent is poor value.

Table 19- Rating of rent value for money by affordability (base 687 exc. ‘don’t know’)

Q- Is your rent affordable v. Taking into account the accommodation and the services Knowes Housing provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it.....

<u>Rent status/value for money</u>	<u>Very good</u>	<u>Fairly good</u>	<u>Neither-nor</u>	<u>Fairly poor</u>	<u>Very poor</u>
Rent is affordable	20.5%	64.4%	9.4%	5.0%	0.7%
Rent not affordable	5.8%	34.6%	21.2%	28.8%	9.6%
Does not apply - (rent paid via HB/UC)	17.1%	57.8%	20.9%	2.4%	1.9%
All tenants	17.9%	59.0%	14.5%	6.3%	2.1%

Tenancy sustainment

Table 20 indicates that under half of tenants (43.9%) are aware of their landlord’s tenancy sustainment services whilst of those who are aware, 18.9% have used one of these services (equivalent to 8.3% of all tenants). Awareness and use of these services varies somewhat by age, although it’s noticeable that disabled tenants are much more likely to use tenancy sustainment services (27.7%) than those who are not disabled (16.8%).

Table 20- Awareness of and use of tenancy sustainment services (base 710 and 312 who are aware)

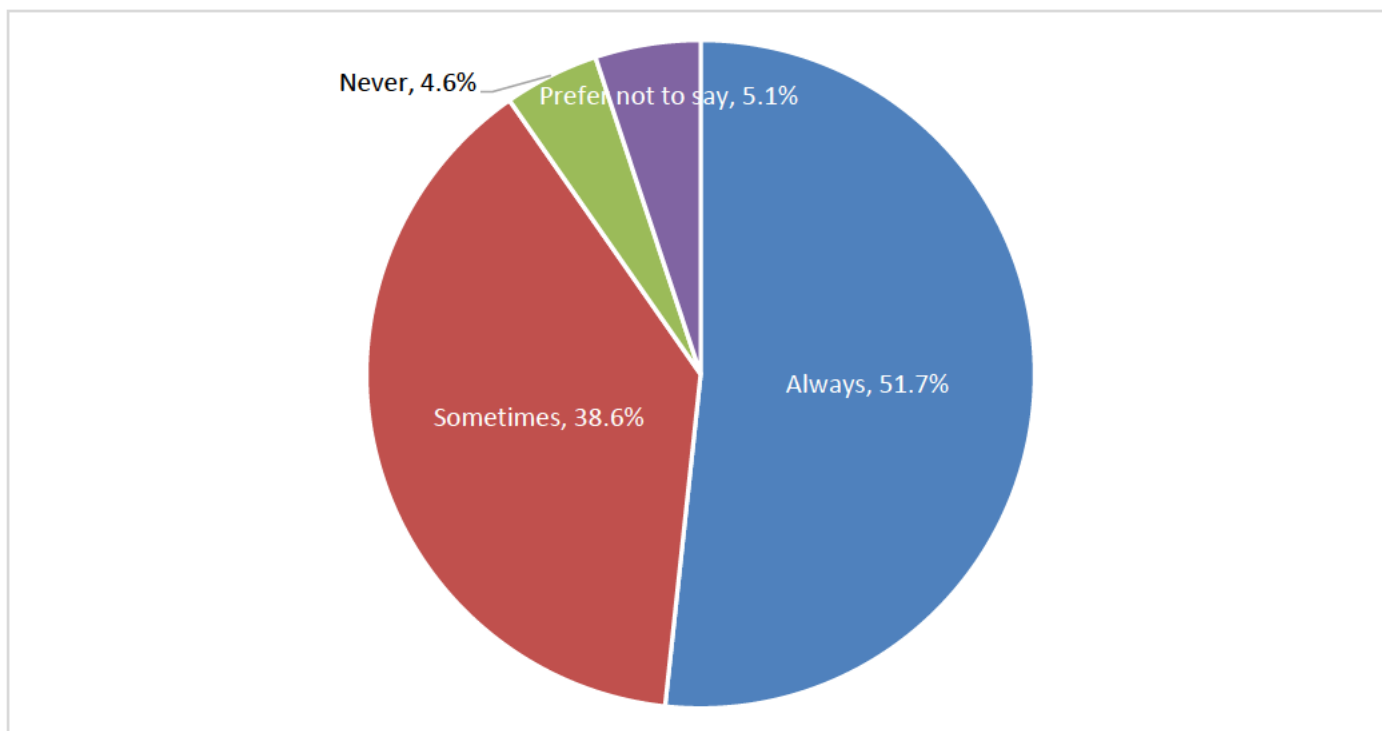
<u>Profile</u>	<u>Are you aware of the tenancy sustainment and/or CAB services that you can access through Knowes? (base 710)</u>		<u>Have you ever used any of the tenancy sustainment/and or CAB services available through Knowes? (aware only, base 312)</u>	
	<u>Aware</u>	<u>Not aware</u>	<u>Used</u>	<u>Not used</u>
16 to 34	49.4%	50.6%	16.5%	83.5%
35 to 44	35.1%	64.9%	16.7%	83.3%
45 to 54	40.2%	59.8%	24.5%	75.5%
55 to 64	55.2%	44.8%	23.2%	76.8%
65 plus	44.0%	56.0%	15.3%	84.7%
Tenant disabled	46.1%	53.9%	27.7%	72.3%
Tenant not-disabled	43.6%	56.4%	16.8%	83.2%
All tenants (users)	43.9%	56.1%	18.9%	81.1%

Cost of living

Tenants were asked a series of questions relating to cost of living matters beginning with a question about how far their monthly income covered their monthly expenses. As shown in figure 11, just over half of tenants (51.7%) said that their income always covered their monthly income whilst in approx. four out of ten cases (38.6%) income sometimes covers a tenants' monthly outgoings.

Figure 11 – Income and expenditure (base 710)

Q - Would you say your monthly income covers your monthly expenditure?



As indicated in table 21, around one in five tenants (22.8%) have chosen not to put their heating on to save money during the last 6 months whilst nearly one in ten (9.3%) have chosen to miss meals for the same purpose. Approx. one in twenty tenants (5.2%) have used a foodbank in the last 6 months. The figure for foodbank demand amongst Knowes Housing tenants compares to 3.0% for all UK households in 2022/2023 (The DWP's Households Below Average Income).

Table 21 – Extent to which tenants are cutting back (base 710)

Q - Have you ever done any of the following in the last 6 months?

<u>Reducing expenses by...</u>	<u>Yes</u>	<u>No</u>	<u>Prefer not to say</u>
Choosing not to put your heating on because you can't afford it	22.8%	73.8%	3.4%
Choosing to miss meals or eat less because you can't afford to buy food	9.3%	87.3%	3.4%
Used a food bank	5.2%	91.5%	3.2%

Most tenants (57.4%) find their heating costs to be very or affordable although there is some variation by property type. Overall, approx. one in five tenants (20.7%) say that their heating in the winter months is fairly/very unaffordable.

Table 22 – Heating the home (base 710)

Q - How affordable do you find heating your home to a comfortable level in the winter months?

<u>Property type</u>	<u>Very affordable</u>	<u>Fairly affordable</u>	<u>Neither nor</u>	<u>Fairly unaffordable</u>	<u>Very unaffordable</u>
Tenement	5.3%	51.2%	23.5%	13.2%	6.8%
Terraced	7.2%	54.2%	19.3%	12.0%	7.2%
Other property type	4.4%	57.6%	14.6%	15.2%	8.2%
Total	5.4%	53.0%	21.0%	13.5%	7.2%

Tenants most affected

In terms of the items shown in figure 11 table 21 and table 22, analysis shows that disabled tenants tend to be the most affected by issues around household costs and the need to cut back. Comparing disabled and non-disabled tenant feedback (table 23) shows for example that almost a third of disabled tenants (34.8%) have chosen not to put their heating on to save money, a figure that compares to approx. one in five non-disabled tenants (19.9%).

Table 23 – Heating the home (base 710)

<u>Cost cutting measure</u>	<u>Disabled tenant %</u>	<u>Non-disabled tenant %</u>
Unaffordable home heating in winter	27.0%	18.9%
Not putting heating on because they can't afford it	34.8%	19.9%
Missing meals or eating less because they can't afford to buy food	15.6%	7.5%
Using a food bank	7.8%	4.3%

Neighbourhood management satisfaction

Tenants were asked if they were satisfied or dissatisfied with how their landlord managed the neighbourhood they lived in. The results for this enquiry are set out in table 24 and show that 89.6% of tenants are satisfied on this measure whilst 5.7% are dissatisfied. In 2022, 92.0% of tenants were satisfied with 'neighbourhood management' whilst the latest Scottish Housing Regulator RSL average for neighbourhood management is 85.7%

Table 24 – Neighbourhood management (base 710)

Q- Overall, how satisfied or dissatisfied are you with Knowes Housing Association's contribution to the management of the neighbourhood you live in?

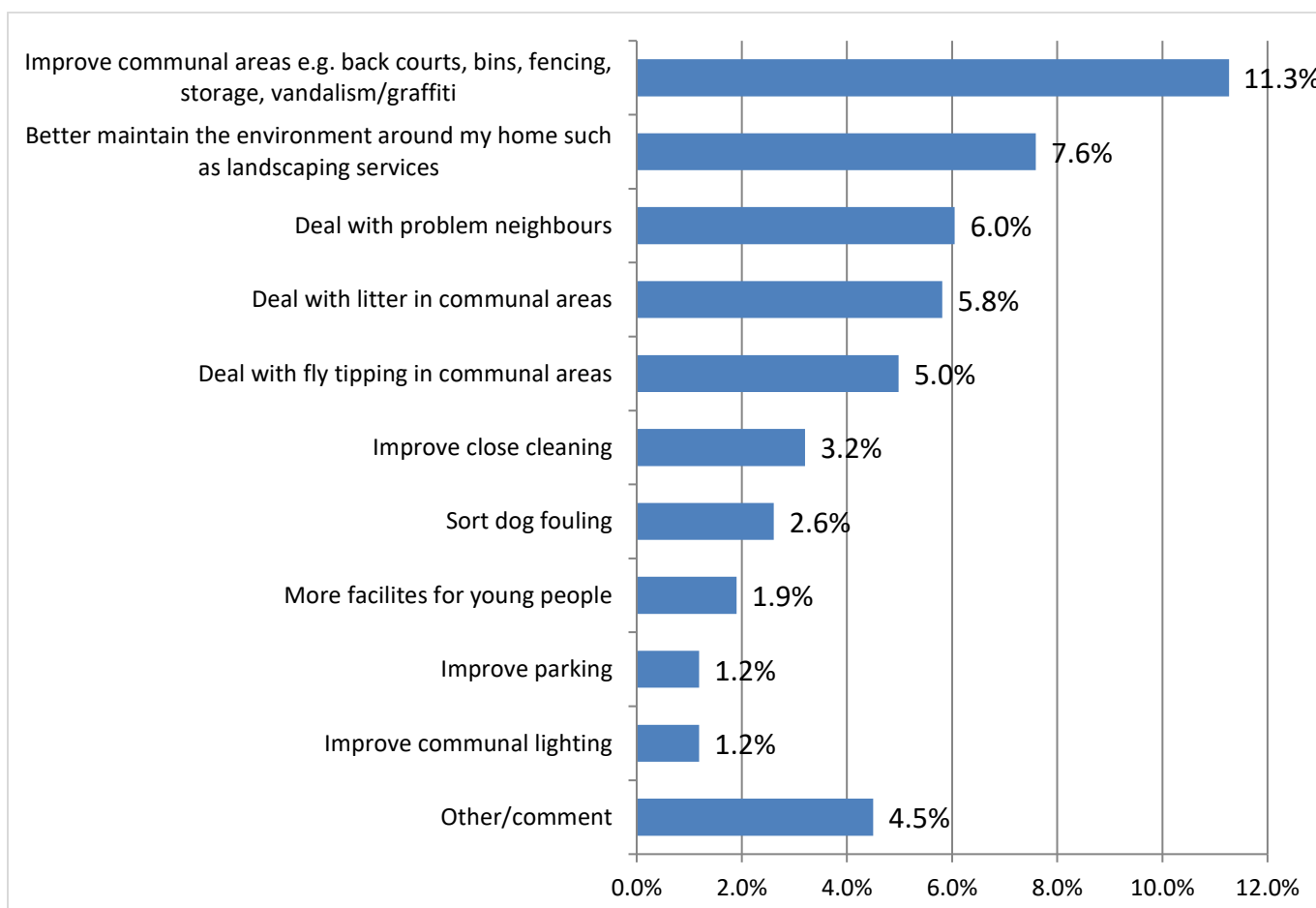
<u>Survey period</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
2024	25.6%	64.0%	4.8%	3.4%	2.3%

Improving the neighbourhood

All tenants were asked to say what might improve their neighbourhood as a place to live. As illustrated in figure 12, tenants are mainly concerned with improving communal areas (11.3% of all improvement comments), better maintaining the environment around the home (7.6%), sorting out problem neighbours (6.0%), dealing with litter (5.0%), and fly tipping (5.0%). We would note here that 4.7% of comments made were 'don't know' whilst 45.0% were that nothing needed to be improved about the neighbourhood.

Figure 12 – Improving the neighbourhood (base 843 improvement suggestions)

Q- In your view, what if anything, should be done to improve your neighbourhood as a place to live?



Other neighbourhood issues/comments

Thirty-eight tenants identified another improvement to their neighbourhood and these comments include for example:

Q- In your view, what if anything, should be done to improve your neighbourhood as a place to live? (other/comments)

- ✓ Improve safety e.g. install CCTV (0.4% of comments)
- ✓ Make place cleaner (0.4%)
- ✓ Trim hedges/shrubs (0.4%)
- ✓ Deal with abandoned cars (0.2%).

Business planning

Tenants were invited to answer three questions about Knowes' business planning process. As set out in table 25, around one in ten tenants (12.4%) are aware of the business plan objectives, but only 1.4% can suggest any specific objectives that should be included in the plan. Fewer than three percent of tenants (2.3%) would like to be involved in the business planning process.

Table 25 – Tenants' views on business planning (base 710)

<u>Survey question</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>
Are you aware of Knowes' business plan and objectives?	12.4%	87.6%	-
Are there any business objectives that you feel should be included in Knowes' business planning?	1.4%	90.7%	7.9%
Would you like to be more included in Knowes' annual business planning process?	2.3%	96.2%	1.5%

In relation to the question, 'Are there any business objectives that you feel should be included in Knowes' business planning?' the comments made by ten tenants (and the associated planning themes) are set out in table 26.

Table 26– Tenants' views on business planning items (base 710)

<u>Planning theme</u>	<u>Tenant comments</u>
Cost of living	Take into consideration people's financial issues.
Environmental	Getting involved more on the environmental side of things in relation to where we stay.
Maintenance	Spend money on fixing things properly.
New build	More social housing needed.
Property condition	Another new kitchen needed as the cupboard doors are hanging off.
Property condition	Look into the state of kitchens. I saw the news booklet with a list of streets saying that they are putting in new kitchens and bathrooms. However, when I moved in my kitchen was in a very poor condition.
Property condition	Protection for solar panels.
Property condition	Upgrade windows and allow us to use solar panels.
Property condition	Would like them to let us know about future upgrades or any new development plans.
Support for young people	More for young people, e.g. play areas.