

# Tenant Satisfaction Survey 2022

## Survey Report

**KNOWES HOUSING ASSOCIATION**

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## **CONTENTS**

Summary of key satisfaction results	Page 1
Executive summary	Page 2-6
Introduction	Page 7-9
Overall tenant satisfaction	Page 10-12
Housing quality satisfaction	Page 13-17
Repair service	Page 18-20
Information and participation	Page 21-22
Rent and value for money	Page 23-25
Neighbourhood management satisfaction	Page 26-27
Coronavirus, post lockdown and digitisation	Page 28-31
Final comments	Page 32-34
Annex 1 to 3	Page 35-39



**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 2019</u>	<u>% Tenants very and fairly satisfied 2022</u>	<u>Social housing average since April 2020<sup>1</sup></u>
<u>Indicator</u>	<u>Survey method</u>	<u>Face to face</u>	<u>Face to face</u>	<u>Mixed methods</u>
Indicator 1	Satisfaction with Association's overall service	90.2%	<b>88.0%</b>	83.2%
Indicator 2	Satisfaction with being kept informed about services and decisions	94.2%	<b>88.7%</b>	85.6%
Indicator 5	Satisfaction with opportunities to participate in decision making	87.5%	<b>84.9%</b>	77.9%
Indicator 7	Satisfaction with quality of home	88.9%	<b>85.9%</b>	80.4%
Indicator 12	Satisfaction with repairs in last year	89.3%	<b>79.1%</b>	89.1%
Indicator 13	Satisfaction with contribution of Association to management of neighbourhood	89.0%	<b>90.0%</b>	78.7%
Indicator 25	Rating of rent as very good or fairly good value for money	76.2%	<b>77.0%</b>	77.8%

## 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 January 20<sup>th</sup> 2022, and March 8th 2022, and by the end of the survey period 700 tenants had completed a survey, representing 69.9% of all available tenants.

### Context to the 2022 survey results

We observe that the 2022 tenant survey results are slightly weaker than those recorded in 2019 which was the Association's most recent large scale tenant satisfaction survey. One factor that appears to have had a bearing on the 2022 survey results is the Coronavirus lockdown, whereby tenants who have been unhappy with the level of support they received during this time are generally less satisfied with the Association. For example, for tenants who felt supported during lockdown, 93.0% are satisfied with Knowes Housing's overall service (ARC indicator 1).

<sup>1</sup> Based on a sample of approx. 33,785 tenants surveyed across sixty landlords since April 2020 - weighted average providing an estimate of the lockdown effect across the sector.

Conversely, where the tenant did not feel supported during this time, their overall satisfaction is 68.5% (across all tenants, overall satisfaction in 2022 stands at 88.0%).

### Comparisons

We provide here a summary of the 2022 survey. We have set out the full survey results in the body of the report, and also made comparisons with the Association's 2019 tenant survey, and with the Scottish Housing Regulator data published in October 2021. Note that in the case of Regulator data, we have only looked at surveys completed since the start of lockdown (April 2020) so that the information used is comparable to the context of Knowes Housing's 2022 survey.

### Overall satisfaction

- Taking everything into account, 88.0% of Knowes Housing's tenants are satisfied with services overall in 2022, whilst 4.8% are dissatisfied. In 2019, 90.2% of tenants were satisfied overall. As noted elsewhere in this report, at least some of the decline in tenant satisfaction in 2022 is likely to be attributable to the impact of Coronavirus lockdown (this observation applies to all of the commentary that follows). The social rented housing sector average for tenant satisfaction (based on 60 landlord surveys completed since April 2020) is 83.2%.
- In general, tenants living in newer build properties i.e., post 1965 are more satisfied than those living in older properties (1918 to 1958). The satisfaction levels for these two build periods are 97.3% satisfied and 86.3% satisfied respectively.
- Tenants living in other property formats<sup>2</sup> (91.5% satisfied overall) and terraced homes (89.9%) are more satisfied overall than those living in tenements (86.6%).
- In relation to tenant profile, amongst the most satisfied tenants overall are those paying part rent (95.5% satisfied) or aged 65 plus (95.5%). The tenants who are least satisfied overall tend to pay full rent (84.6% satisfied), be aged 45 to 54 (84.4%), or have children in the household (83.4%).

### Housing quality

- Most tenants (85.9%) are satisfied with housing quality (8.3% are dissatisfied). The 2022 figure for satisfaction is 3% points lower than 2019 (88.9% satisfied). The sector average for housing quality satisfaction is 80.4% (based on results submitted since April 2020).
- Housing quality satisfaction is variable according to the tenant's background, e.g., satisfaction with housing quality is highest amongst tenants who are retired (95.6% satisfied), aged 65 plus (95.5%), live alone (93.0%) and have households without children (89.9%). Conversely, satisfaction is lowest amongst tenants who pay full rent (81.8% satisfied), live in larger households (81.5%), are aged 35 to 44 or 16 to 24 (80.8% and 80.4% respectively), and whose households contain children (78.9%).
- There is some degree of variation in satisfaction with housing quality according to both property type and build age with the highest satisfaction found amongst tenants living in other property formats (91.7% satisfied), and newer built stock (97.3%). Conversely, satisfaction is lowest for those living in tenements (83.3%) and older stock (83.8%).
- Most tenants (75.0%) agreed that they can easily afford to heat their home; 19.9% disagreed and 5.1% did not know.

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<sup>2</sup> Comprising the following property codes: CONV, FIB, LCF, SEMDET, SLH, UCF (21.9% of all stock)

## Repairs service

- Approx. eight in ten tenants (79.1%) in 2022 were satisfied with the repair service; 14.2% were dissatisfied (both figures are for repairs carried out in the last 12 months). In 2019, 89.3% of tenants were satisfied with their last repair whilst the social housing sector average for this service is 89.1% (note the sector figure will include landlord transactional repairs data which tends to produce higher satisfaction levels than independent surveys).
- We observe that tenants living in other property formats (83.0% satisfied) are the most satisfied with the repair service whilst the least satisfied are those who live in terraced homes (71.8%).

## Information, online and participation

- Approx. ninety percent (88.7%) of tenants in 2022 said their landlord was good at keeping them informed about services and decisions whilst 1.8% said they were poor on this measure (in 2019, 94.2% said that Knowes Housing was good at keeping them informed). The sector average for this figure in 2021 is 85.6%.
- Most tenants still prefer to be kept informed using traditional methods such as letters (69.4%) or newsletters (37.1%). However, in terms of digital engagement, across all methods (such as text, email, Facebook etc.), 26.1% of tenants have a preference for digital information whilst 22.3% have a preference for some form of digital consultation.
- Approx. three in four tenants (75.7%) are using a using a computer, smart-phone or tablet to some degree (19.1% do not use these devices). The proportions using the internet are similar i.e., 75.0% are using this service to some extent. As might be expected, use of digital devices is very closely associated with tenant age e.g., for 'using the internet', in the age group 16-34, take up is 100.0% which contrasts with a take up of 23.9% for tenants aged 65 plus.
- Tenant demand for additional online services i.e., those that are not already available online shows that the most popular service addition would be viewing correspondence from the Association (9.7%).
- Tenants' rating of their satisfaction with opportunities to participate in 2022 stands at 84.9%, with 13.6% responding 'neither-nor'. This compares to 87.5% satisfied in 2019 and a sector average of 77.9%.

## Rent

- Most tenants (77.0%) rate rent value for money as good in 2022; 7.5% say rent value is poor and 15.6% answered 'neither good nor poor' value. During 2019, 76.2% of tenants said that rent was good value for money. The 2021 sector average for value for money is 77.8%.
- Considering tenant profiles, amongst the most positive on rent value are those who are retired (85.1% say rent is good value), or who receive part rent support (84.5%). The least positive are tenants who have children in the household (72.9% say 'good value'), tenants who receive no rent support (72.6%), or those who are employed/other not working<sup>3</sup> (72.4%).
- In relation to property type, analysis shows that there is no significant variation on the measure of value for money i.e., 77.3% of tenants living in terraced houses say that rent is good value compared to 76.5% of those living in other property types. In relation to build date, there is some variation between the views of tenants living in older houses (pre-1959) when compared to those living in newer stock (post 1965). For older stock, 75.9% of these tenants say that rent is good value for money. This compares to 82.7% saying 'good value' for tenants living in properties built between 1965 and 2004.

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<sup>3</sup> Other not working-stay at home parents, job seekers, carers, in training.

- Considering tenant profile, amongst the most positive tenants on rent value are those who are retired (90.7% say rent is good value), or tenants who are single (85.6%), whilst the least positive are tenants who have two or more persons at home (71.3% say rent is good value) or who have children in the household (70.9%).
- Comparing tenants' views on whether they can easily afford to heat their home with their opinion on rent value for money indicates that tenants whose homes are easy to heat have a much more positive view of rent value (82.0% say rent is good value). This compares to 54.8% saying 'good value' (and 22.3% saying rent is 'poor value') where the tenant feels that their home is difficult to heat.

### Neighbourhoods

- Nine in ten tenants (90.0%) are satisfied with the contribution of their landlord to the management of their neighbourhood (3.0% are dissatisfied). The satisfaction level in 2022 is similar to the figure for 2019 (89.0% satisfied) and is ahead of the sector average (78.7%).

### Coronavirus lockdown

- Tenants were asked to rate how Knowes Housing had managed its housing services during lockdown. In respect of this question, 71.0% of tenants are satisfied, 3.4% are dissatisfied, and 6.7% answered 'neither satisfied nor dissatisfied' (18.9% replied 'don't know').
- Most tenants (46.7%) agreed that they had felt supported by their landlord during the Coronavirus lockdown. Fewer than one in ten tenants (7.7%) disagreed that they felt supported, and 40.0% responded by saying that they had not requested any support from the Association during lockdown (5.0% don't know).
- We observe when analysing the full survey data that tenants who said they had felt supported during lockdown were much more positive about housing services in general when compared to tenants who said that they hadn't felt supported during this time. By way of example (on average), 91.8% of tenants who felt supported during lockdown are also satisfied with seven core housing indicators whilst for those who disagree (7.7%), the average satisfaction level for these seven housing indicators is 65.9%.
- When asked to consider how the Coronavirus lockdown might affect them in the future, tenants highlighted their concerns as follows: (1) income worries (25.7% agree this is a concern for the future); a deterioration in their mental or physical health (25.6%); and feeling isolated or lonely (24.0%).

### Post lockdown contact and communication

- Looking beyond lockdown, tenants top four preferred ways of contacting Knowes Housing in the future comprise mobile phone (67.0%), letter (18.3%), landline telephone (15.7%) and email (15.4%).
- Analysis of tenants' use of the Knowes Housing office shows that most tenants (69.3%) have never visited the office to transact business, whilst 28.8% would attend less than once every month.

### Conclusions

The 2022 tenant satisfaction survey indicates that the majority of tenants (88.0%) are satisfied with the overall service they receive from their landlord. 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.

## Possible areas for further investigation

Whilst a majority of tenants have expressed satisfaction with the housing service they receive 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.

- In relation to property repairs 14.2% of tenants are dissatisfied with this service (in the last year) and the main areas for improvement are identified as:
  - Reducing the time it takes to start a repair (16.4% of tenants – last 12 month's Repairs)
  - Reducing the time to completion (15.3%)
  - Improving the quality of repairs (10.3%)
  - Completing repairs on the first visit (5.8%)
  - Improving staff communications (4.2%).
- The survey has indicated that 8.3% of tenants are dissatisfied with housing quality. According to tenants, the main actions needed to improve housing quality are as follows:
  - Improve/upgrade kitchens (21.1% of all tenants)
  - Improve/upgrade bathrooms (15.6%)
  - Reduce draughts/more insulation (8.1%)
  - Improve/upgrade windows (7.0%)
  - Improve boiler/heating systems (6.1%).
- We observe that housing quality satisfaction is closely aligned with how easy or difficult it is to heat the home, e.g., where tenants feel that their home is easy to heat, 91.8% are satisfied with housing quality; this compares to 61.1% satisfied where the tenant does not believe their home is easy to heat. These results suggest that housing quality could be improved by tackling energy efficiency and heating costs.
- Amongst the approx. one in five tenants who found it difficult to heat their home, the actions that Knowes Housing could take to improve the energy efficiency of these homes include: improving windows (39.6% of tenants who find it difficult to heat their home), better internal insulation (36.0%) and tackling draughts from doors (27.3%).
- Just under one in ten tenants (7.5%) say that rent value for money is poor. We observe that when a tenant states that heating their home is difficult, 22.3% also say that rent is poor value. Across all tenants, the following value for money improvements were proposed:
  - 10.1% said that rent increases should be minimised.
  - 9.7% said that value could be created by improving the inside of the home
  - 9.7% said that value could be improved by reducing the level of rent charged.
  - 8.0% said value for money could be enhanced by improving the repair service.
- Considering digital forms of information provision and engagement, 26.1% of tenants have expressed a preference for e-base information exchange (email, text, Facebook etc), whilst 22.3% have a preference for some form of digital consultation.
- Approx. one in three tenants (28.8%) visit the office at least once a month whilst 67.0% prefer to contact the service by mobile phone; both of these measures may indicate an opportunity to review the physical access arrangements for the office.



- Finally, we observe some scope for Knowes Housing to provide direct support or signposting to tenants in the following areas:
  - Help with income (which is declining for some as a result of lockdown).
  - Assistance with mental and physical health matters

## 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 questionnaire. The survey was administered between January 20<sup>th</sup> 2022 and March 8<sup>th</sup> 2022. By the end of the survey period 700 tenants had completed a survey, representing 69.9% of all available tenants<sup>4</sup>.

### Survey sampling and property response

The survey sampling frame comprised the population of all 1,035 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., 66.9% tenements (TEN) (surveys) compared to 67.6% 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	468	66.9%	TEN	700	67.6%
TERR	79	11.3%	TERR	119	11.5%
FIB	35	5.0%	FIB	65	6.3%
CONV	32	4.6%	UCF	35	3.4%
LCF	31	4.4%	CONV	34	3.3%
UCF	24	3.4%	SEMDET	34	3.3%
SEMDET	22	3.1%	LCF	33	3.2%
SLH/MAIS	9	1.3%	SLH/MAIS	12	1.5%
<b>Totals</b>	<b>700</b>	<b>100.0%</b>	<b>Totals</b>	<b>1,035</b>	<b>100.0%</b>

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 84.3% of surveys were completed with tenants living in units built between 1918 and 1958 compared to 87.0% of these units in the total 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	590	84.3%	1918 to 1958	900	87.0%
1965 to 2005	110	15.7%	1965 to 2005	135	13.0%
<b>Totals</b>	<b>700</b>	<b>100.0%</b>	<b>Totals</b>	<b>1,035</b>	<b>100.0%</b>

### Tenant responses

The information presented below provides a breakdown of tenant surveys by the characteristics of age, household type/size, tenant status e.g., working, retired etc. ethnic grouping and housing benefit status.

Table D shows that a range of tenant age groups took part in the survey and illustrates for example that 19.6% of those responding were aged 16 to 34 years of age, 17.9% were aged 35 to 44 years etc. In Knowes Housing's population, 20.3% of tenants are aged 16 to 34, 20.5% are aged 35 to 44 etc. and on this basis, there is a close match between the tenants that were surveyed by age and the tenant age breaks within the wider population.

Table D –Survey sample by age group (base 700)

<u>Tenant age</u>	<u>Percent</u>	<u>Tenant age</u>	<u>Percent</u>
16 to 34	19.6%	65 plus	19.1%
35 to 44	17.9%	Rather not say	0.1%
45 to 54	20.1%	<b>Total</b>	<b>100.0%</b>
55 to 64	18.7%		

Table E illustrates the break-down of survey responses by household size/type. This shows a wide range of households for example, 20.3% of all surveyed households comprised one adult under 60 years of age, 18.3% comprised one adult aged 60 and over etc. Households containing children represent 35.3% of all households that were surveyed.

Table E –Survey sample by household size/composition (base 700)

<u>Household size/composition</u>	<u>Percent</u>	<u>Household size/composition</u>	<u>Percent</u>
One adult under 60	20.3%	1 adult with children	15.7%
One adult aged 60 or over	18.3%	2 adults with children	16.9%
Two adults both under 60	12.4%	3 or more adults with children	2.7%
Two adults, at least one 60 or over	7.9%	Other/declined	1.1%
Three or more adults 16 or over	4.7%	<b>Totals</b>	<b>100%</b>

As set out in table F, most surveyed tenants were either or working (46.9%) or retired (19.9%). This table will add to more than 100% because tenants may have chosen more than one status e.g., part time work and student. Table F –Survey sample by tenant status (base 700)

<u>Status</u>	<u>Percent</u>	<u>Status</u>	<u>Percent</u>
Full time/part time work	46.9%	Job seeker	7.7%
Retired	19.9%	Carer	1.9%
Unable to work	13.7%	Student/training	1.1%
Not seeking work/at home with children	9.1%	Other/declined	1.1%

### Ethnic origin

Most tenants surveyed were white, e.g., 94.3% declared themselves to be 'White Scottish', and 2.3% said they were 'White British'.

### Housing benefit status

Approx. six in ten tenants (55.9%) received government assistance to pay their rent whilst 41.7% were in not in receipt of any government help to pay their rent. A small proportion of tenants declined to answer this question (2.4%).

## 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 (2019). We would note that the 2022 survey fieldwork was carried out at a time when all housing services had been, and in some cases continued to be, constrained by Coronavirus and this situation is likely to have had a bearing on the survey results for 2022.

We have also compared the Association's 2022 results with the averages for those landlords who were surveyed during lockdown i.e., since 1<sup>st</sup> April 2020<sup>4</sup>. Small data sets

To make it easier to read the Excel charts, any figures of 2% or less have been excluded from the chart displays.

## Margin of error

Based on population of 1,035 households, and a response rate of 700 completed surveys, the margin of error for the data contained in this survey is +/-2.1%.

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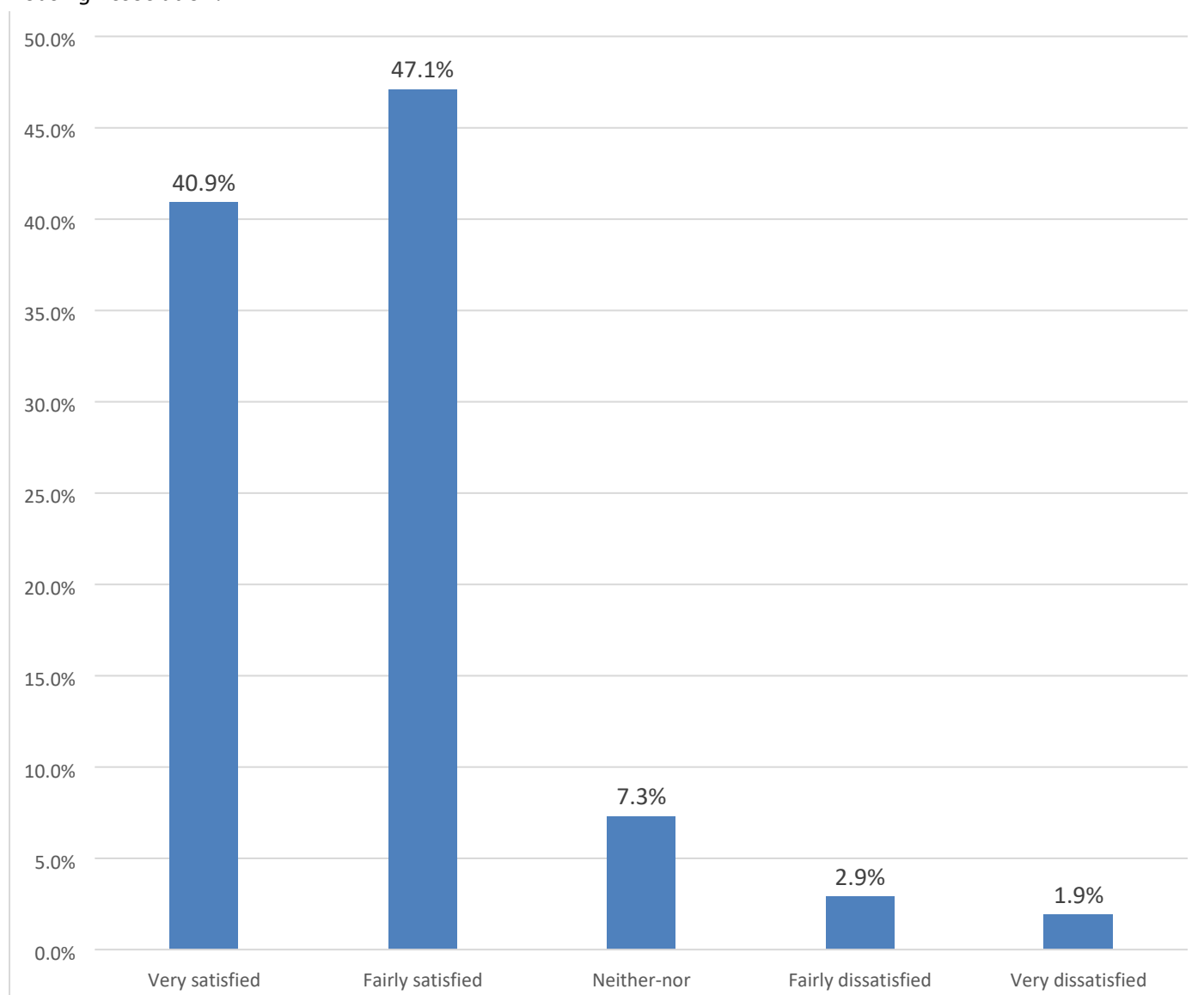
<sup>4</sup> SHR data October 2021; 60 social landlords; weighted average showing sector scores

## 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 88.0% of tenants are satisfied in 2022. Fewer than one in twenty tenants (4.8%) are dissatisfied with the Association's service overall. The comparable Knowes Housing satisfaction figure for 2019 was 90.2% whilst the social rented sector (weighted average) since April 2020 was 83.2%.

Figure 1 –Satisfaction with the overall service provided by Knowes Housing Association (base 700)

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



## Property format and build period

Analysis of the responses for overall tenant satisfaction by housing format (table 1) illustrates that tenants who live in newer homes (97.3% satisfied) and other property formats (91.5%) are more satisfied than those who live in tenements (86.6%) or older properties (86.3%).

Table 1 - Overall satisfaction by housing type/age (base 700)

*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>
1965 to 2005	30.9%	66.4%	1.8%	0.9%	-
Other format <sup>5</sup>	35.3%	56.2%	5.2%	2.0%	1.3%
Terraced	36.7%	53.2%	7.6%	1.3%	1.3%
Tenement	43.4%	43.2%	7.9%	3.4%	2.1%
1918 to 1958	42.7%	43.6%	8.3%	3.2%	2.2%
<b>All types/build date</b>	<b>40.9%</b>	<b>47.1%</b>	<b>7.3%</b>	<b>2.9%</b>	<b>1.9%</b>

#### Tenant profile

Table 2 illustrates tenant satisfaction by profile and shows that the most satisfied tenants overall are those paying part rent (95.5% satisfied) or aged 65 plus (95.5%). The tenants who are least satisfied overall are those who pay full rent (84.6% satisfied), are aged 45 to 54 (84.4%), or who have children in the household (83.4%).

Table 2 - Overall satisfaction by tenant profile (base 700)

*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>
Part rent benefit	40.4%	55.1%	2.2%	1.1%	1.1%
65 plus	41.0%	54.5%	3.7%	-	0.7%
Retired	38.1%	56.8%	4.3%	-	0.7%
Single person	47.4%	44.4%	4.4%	2.6%	1.1%
No children in household	42.2%	48.8%	5.8%	2.0%	1.1%
55 to 64	40.5%	48.9%	6.9%	2.3%	1.5%
Full rent benefit	40.7%	48.7%	5.6%	2.6%	2.3%
Unable to work	46.7%	42.4%	4.3%	2.2%	4.3%
Employed	40.9%	45.2%	8.9%	3.7%	1.2%
Two or more persons	37.0%	49.1%	8.5%	3.1%	2.4%
16 to 34	47.6%	38.1%	8.3%	4.8%	1.2%
35 to 44	38.4%	47.2%	8.8%	2.4%	3.2%
Other not working	39.6%	45.1%	8.3%	4.2%	2.8%
Pay full rent	40.8%	43.8%	10.3%	3.4%	1.7%
45 to 54	35.5%	48.9%	8.5%	4.3%	2.8%
Children in household	38.9%	44.5%	8.9%	4.5%	3.2%
<b>All tenants</b>	<b>40.9%</b>	<b>47.1%</b>	<b>7.3%</b>	<b>2.9%</b>	<b>1.9%</b>

<sup>5</sup> Comprising the following property codes: CONV, FIB, LCF, SEMDET, SLH, UCF (21.9% of all stock)

## Scheme

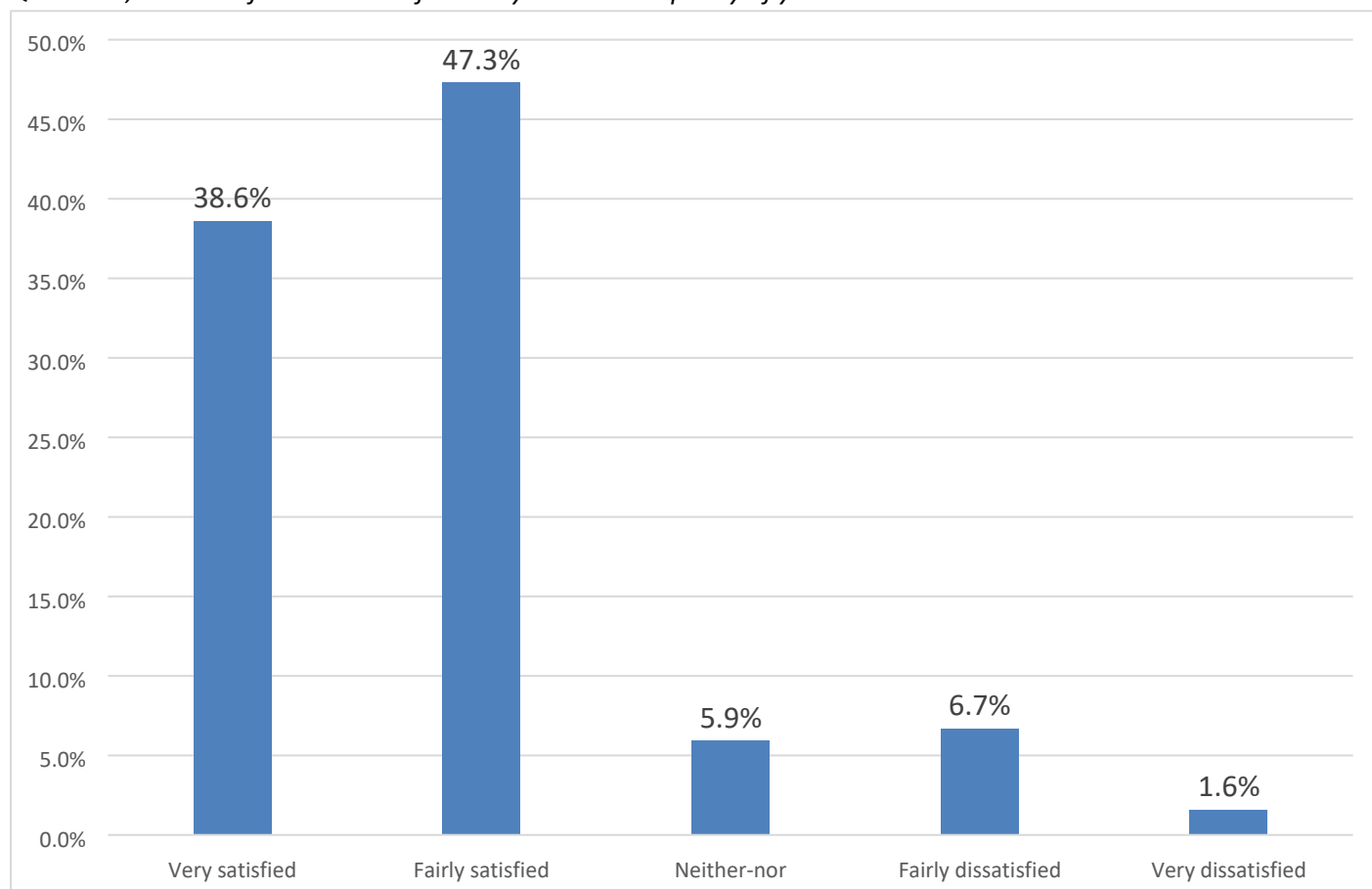
Tenant satisfaction by scheme is set out in table 3. We would caution here that some schemes only have small numbers of interviews (samples) and therefore these results should be treated with care.

## Housing quality satisfaction

Overall tenant satisfaction with the quality of housing is set out in figure 2 and reveals that 85.9% of tenants are satisfied with their home whilst 8.3% are dissatisfied in 2022. The current year satisfaction figure for this measure is 3% points adrift of that found during the 2019 survey (88.9% satisfied). The 2020/21 sector average for housing quality satisfaction is 80.4% (figure since April 2020).

**Figure 2 –Satisfaction with housing quality overall (base 700)**

*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 between 1965 and 2005 (97.3% satisfied). This contrasts with the views of tenants whose homes were built between 1918 and 1958 (83.8% satisfied) - (table 4).

**Table 4 - Satisfaction with housing quality by build period (base 700)**

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

Build period	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
1965 to 2005	35.5%	61.8%	1.8%	0.9%	-
1918 to 1958	39.2%	44.6%	6.6%	7.8%	1.9%

<b>All build periods</b>	<b>38.6%</b>	<b>47.3%</b>	<b>5.9%</b>	<b>6.7%</b>	<b>1.6%</b>
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Table 5 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 (91.5% satisfied). Conversely, satisfaction is lowest for those living in tenements (83.3%).

**Table 5 - Satisfaction with housing quality by property type (base 700)**

*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>
Other property formats <sup>6</sup>	35.3%	56.2%	3.3%	3.3%	2.0%
Terraced	34.2%	55.7%	2.5%	6.3%	1.3%
Tenement	40.4%	42.9%	7.3%	7.9%	1.5%
<b>All formats</b>	<b>38.6%</b>	<b>47.3%</b>	<b>5.9%</b>	<b>6.7%</b>	<b>1.6%</b>

In relation to tenant profile, table 6 illustrates that satisfaction with housing quality is highest amongst tenants who are retired (95.6% satisfied), aged 65 plus (95.5%), live alone (93.0%) and have households without children (89.9%). Conversely, satisfaction is lowest amongst tenants who pay full rent (81.8% satisfied), live in larger households (81.5%), are aged 35 to 44 or 16 to 24 (80.8% and 80.4% respectively), and whose households contain children (78.9%).

**Table 6 - Satisfaction with housing quality by tenant profile (base 700)**

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

<u>Tenant profile</u>	<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
Retired	38.8%	56.8%	1.4%	2.9%	-
65 plus	41.8%	53.7%	1.5%	3.0%	-
Single person	43.0%	50.0%	3.0%	3.7%	0.4%
No children in household	40.0%	49.9%	3.6%	5.4%	1.1%
55 to 64	41.2%	48.1%	8.4%	1.5%	0.8%
Full rent benefit	40.7%	48.3%	4.3%	5.6%	1.0%
Part rent benefit	28.1%	59.6%	5.6%	4.5%	2.2%
Unable to work	41.3%	44.6%	5.4%	7.6%	1.1%
45 to 54	32.6%	51.8%	1.4%	10.6%	3.5%
Other not working	40.3%	43.8%	6.3%	8.3%	1.4%
Employed	36.9%	45.5%	7.7%	7.4%	2.5%
Pay full rent	39.0%	42.8%	7.5%	8.6%	2.1%
Two or more persons	35.3%	46.2%	7.6%	8.5%	2.4%
35 to 44	32.8%	48.0%	8.0%	8.8%	2.4%
16 to 34	43.5%	36.9%	9.5%	8.9%	1.2%

<sup>6</sup> Comprising the following property codes: CONV, FIB, LCF, SEMDET, SLH, UCF (21.9% of all stock)



Children in household	35.2%	43.7%	9.7%	8.9%	2.4%
<b>All formats</b>	<b>38.6%</b>	<b>47.3%</b>	<b>5.9%</b>	<b>6.7%</b>	<b>1.6%</b>

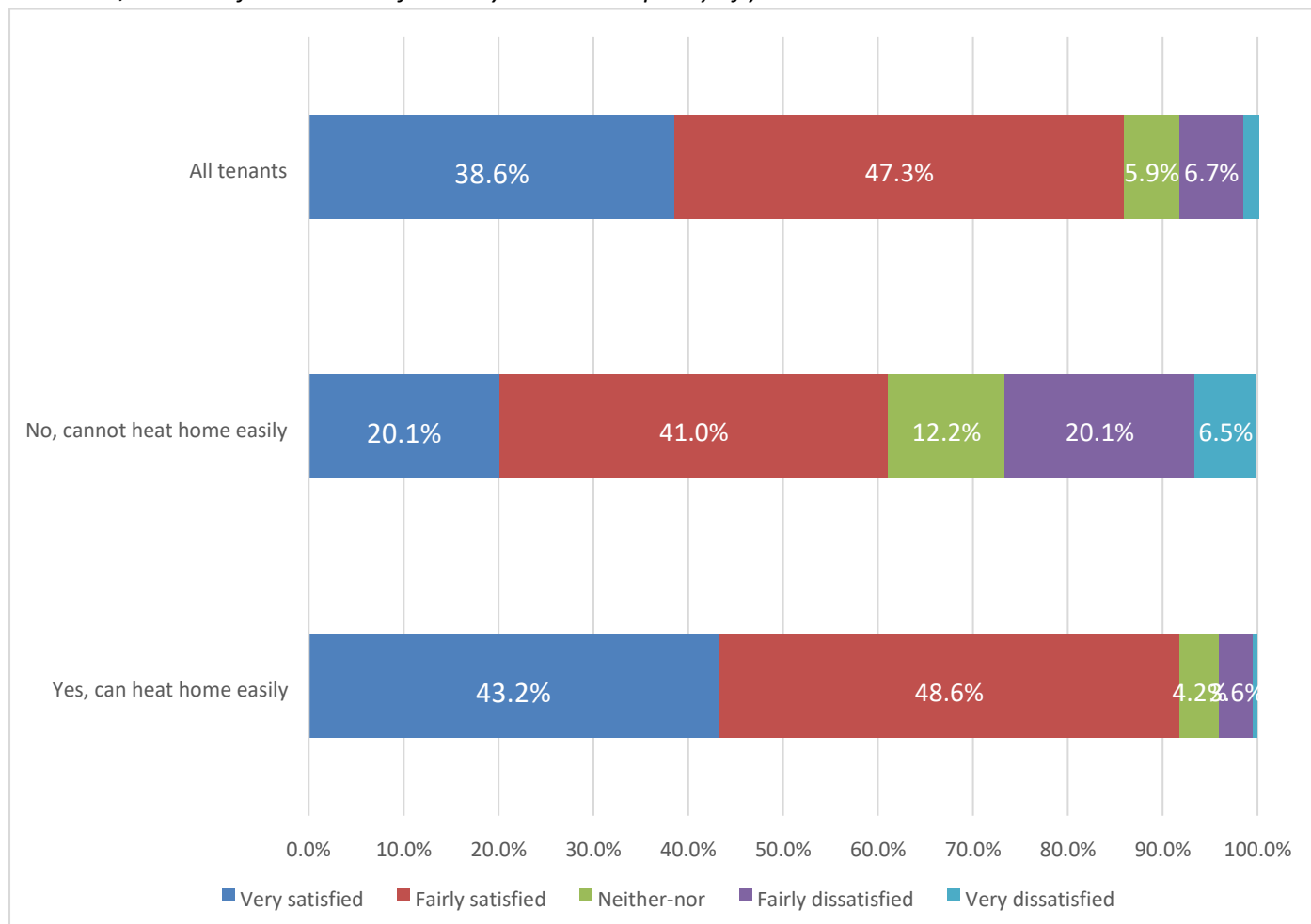
### Heating the home

Most tenants (75.0%) agreed that they can easily afford to heat their home; 19.9% disagreed and 5.1% did not know.

As illustrated in figure 3, housing quality satisfaction is closely aligned with how easy or difficult it is to heat the home e.g., where tenants feel that they can easily afford to heat their home, 91.8% are satisfied with housing quality; this compares to 61.1% satisfied where the tenant does not believe their home to be easy to heat.

Figure 3 –Satisfaction with housing quality overall (base 700)

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



### Cutting back and help from Knowes Housing

When asked what they had to cut back on in order to meet their home heating costs, tenants referred to a number of items including eating out (36.0% cut back on this item), and food bills (33.8%) - (table 7).

Table 7 – Tenant actions to make heating affordable (base 139)

*Q-What if anything do you have to cut back on to help you meet your heating costs?*

<u>Cutting back on</u>	<u>% Tenants</u>	<u>Cutting back on</u>	<u>% Tenants</u>
Eating out	36.0%	New white goods	32.4%
Food bills	33.8%	Holidays	28.1%
Clothing	33.1%		

Table 8 shows what steps could be taken by the Association to make tenants' homes easier to heat e.g., 39.6% of tenants who said it was difficult to heat their home proposed window improvements to address this matter.

Table 8 – enabling the home to be more easily heat (base 139)

*Q-How could the Association help you heat your home more easily?*

<u>Improvement</u>	<u>% Tenants</u>	<u>Improvement</u>	<u>% Tenants</u>
Improve windows	39.6%	Better heating system	18.0%
Better internal insulation of the home	36.0%	Improve boiler	10.1%
Improve doors (draughty)	27.3%	Offer energy saving tips/advice	7.9%
Better external insulation e.g., cladding	20.1%	Offer help with changing gas/electricity supplier	3.6%

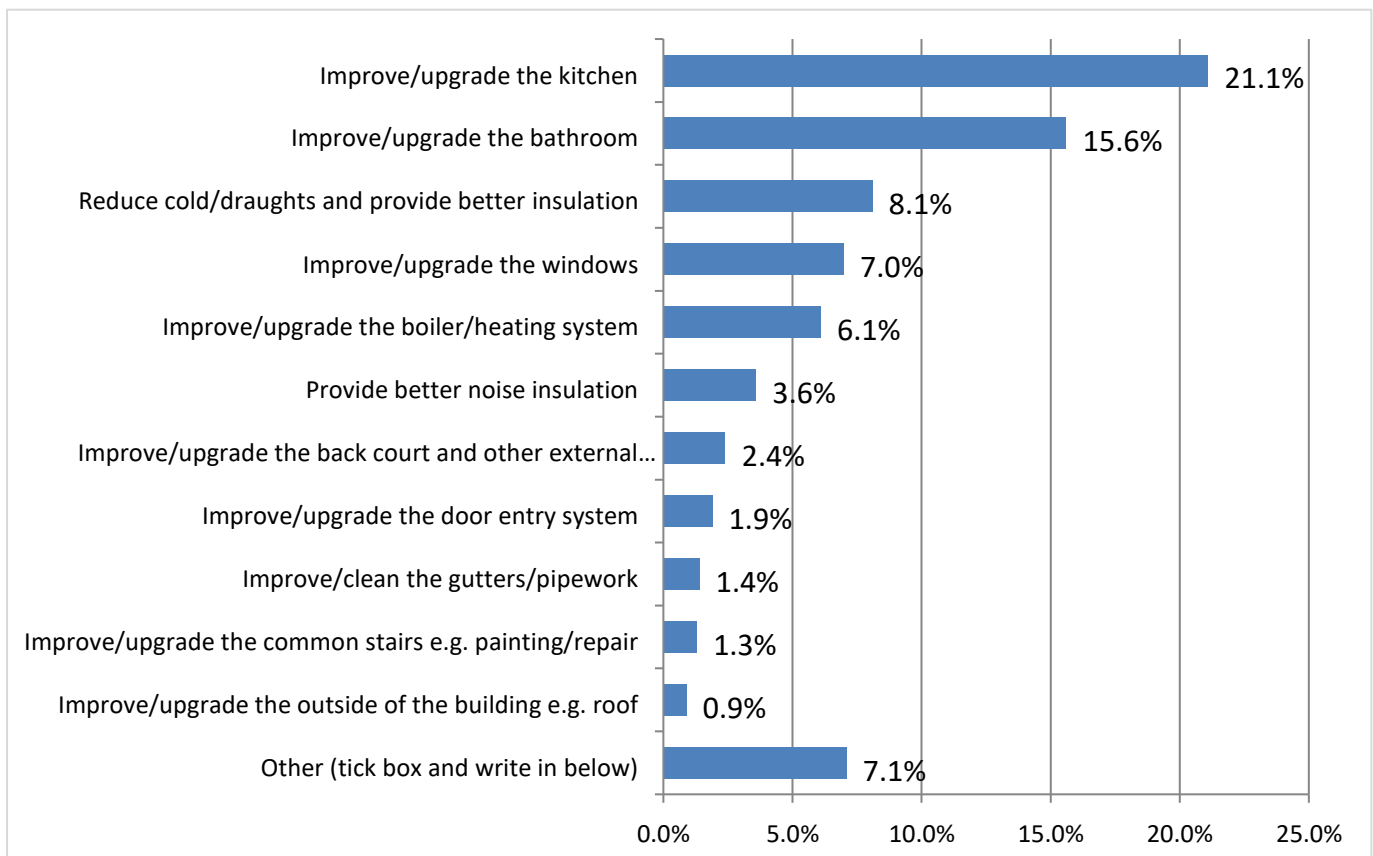
#### Housing quality improvements

All tenants were asked what improvements were needed to provide a better quality home. As illustrated (figure 4), the five main improvements requested by tenants are: kitchens (21.1%), bathrooms (15.0%), insulation (8.1%), windows (7.0%), and boiler/heating systems (6.1%). We observe that in 2019, kitchens, bathrooms, windows, and heating systems were amongst the top 5 improvements that tenants wanted to see to their home.

In 2022, approx. four in ten tenants (43.7%) said that nothing needed to be improved about their home (6.6% did not know).

Figure 4 – Improving housing quality (base 700)

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



#### Housing comments/other

The list of other improvements set out in figure 4 (7.1%) are provided at annex 2. By way of example, some of the comments made by tenants were as follows:

*Q- What if anything should Knowes do to provide you with a better quality home? (other)*

- Better size radiators in the rooms.
- Deal with dampness.
- Drainage in gardens.
- Improve floorboards.
- More sockets.
- We need more cupboard space.

## Repair service

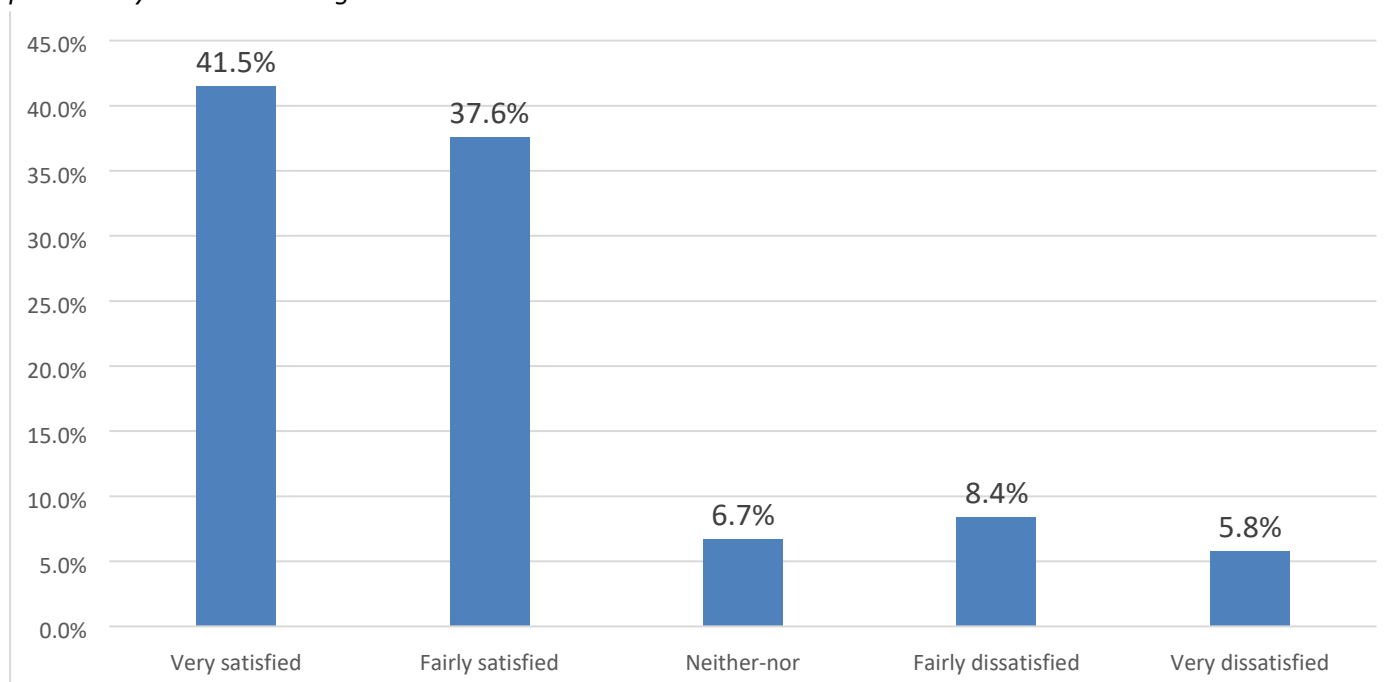
### Satisfaction with repairs

Approx. half of tenants (51.3%) have had a property repair in the last 12 months.

Amongst tenants whose homes have been repaired in the last year, 79.1% are satisfied with the last repair whilst 14.2% are dissatisfied (figure 5). In 2019, 89.3% of tenants were satisfied with their last repair whilst 4.6% were dissatisfied. The sector average since April 2020 is 89.1% satisfied (we would caution that the sector figure will include landlord transactional repairs data which tends to produce higher satisfaction levels than independent surveys).

**Figure 5 – Satisfaction with the repair service (base 359-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 9 illustrates repairs satisfaction by property type.

This table shows that the most satisfied tenants by property type are those living in other property formats (83.0% satisfied) whilst the least satisfied with the repair service are those who live in terraced homes (71.8%).

**Table 9 - Satisfaction with repairs by property type (base 359-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?*

Property type	Very satisfied	Fairly satisfied	Neither-nor	Fairly dissatisfied	Very dissatisfied
Other format	34.1%	48.9%	8.0%	5.7%	3.4%
Tenement	45.3%	33.8%	7.1%	8.4%	5.3%
Terraced	37.0%	34.8%	2.2%	13.0%	13.0%
All formats	41.5%	37.6%	6.7%	8.4%	5.8%

## Repair dissatisfaction and housing improvements

Analysis shows that amongst tenants who are dissatisfied with their last property repair, a sizeable proportion of these also requested property upgrades (see figure 4) including in particular dealing with dampness, fixing gutters, and resolving issues with heating systems. This result may suggest that an important cause of dissatisfaction with the repairs service is tenants' perception that the Association has not dealt with issues such as dampness or condensation in the home or matters such as leaking gutters.

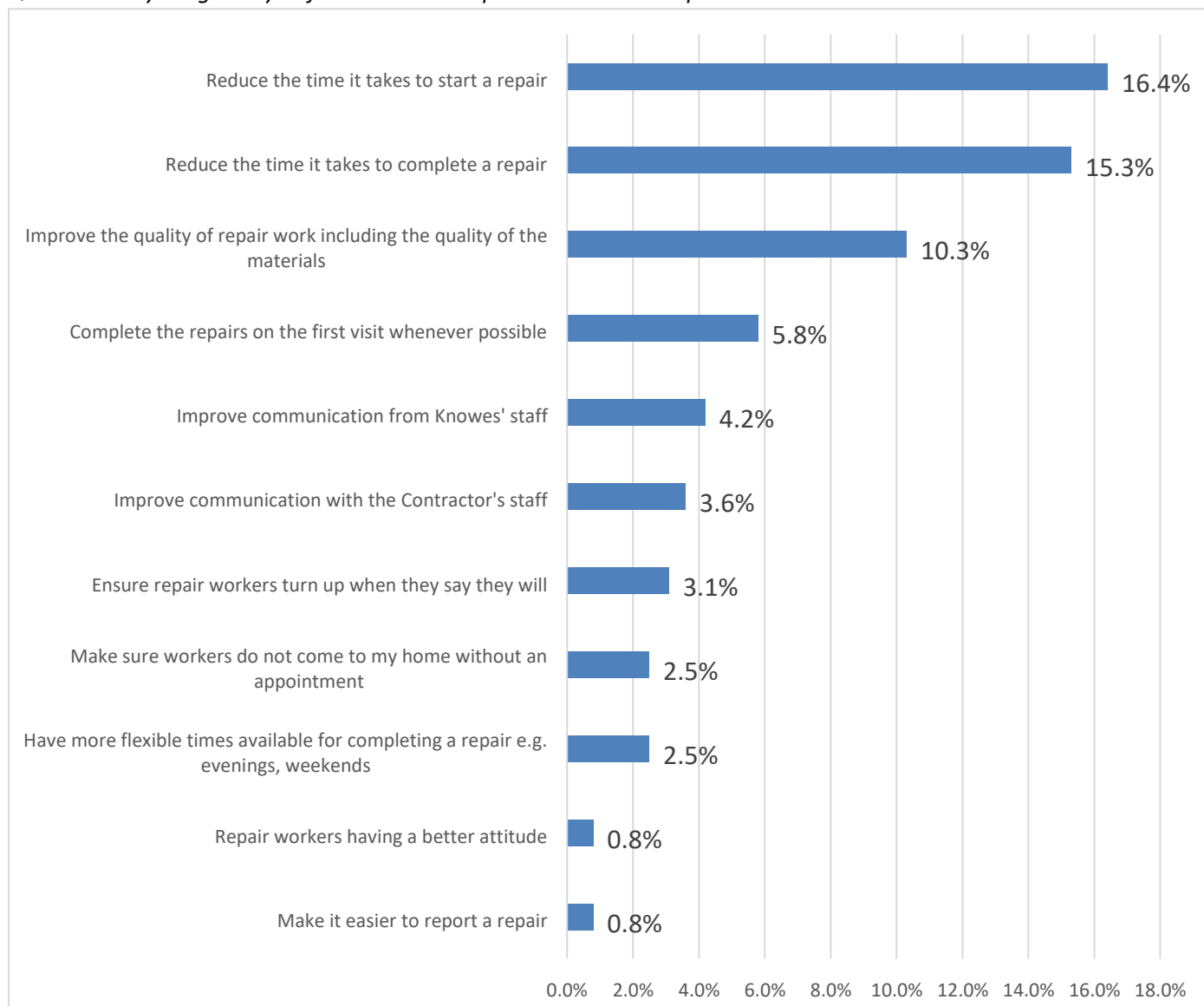
### Improving the repair service

As shown in figure 6, the top three improvement suggestions for the repair service are:

1. Reduce the time it takes to start a repair (16.4% of all tenants in last 12 months)
2. Reduce the time taken to complete a repair (15.3%)
3. Improve the quality of repair (10.3%)

Figure 6 – Improving the repair service (base 359-repair in last year only)

*Q- Is there anything that you feel should be improved about the repair service?*



## Repair service comments

Thirty-four tenants (all repairs, all periods) made an additional comment about repair service improvements, and these are set out in annex 1. Some examples of these comments are provided below:

*Q- What if anything should Knowes do to improve its repair service? (other)*

Better service over holiday periods with a Knowes operative taking repair calls.

Carry out more post repair checks.

Mould growing due to overflow; needs fixed.

Still waiting for my repair to be finished. Stop using cowboy builders.

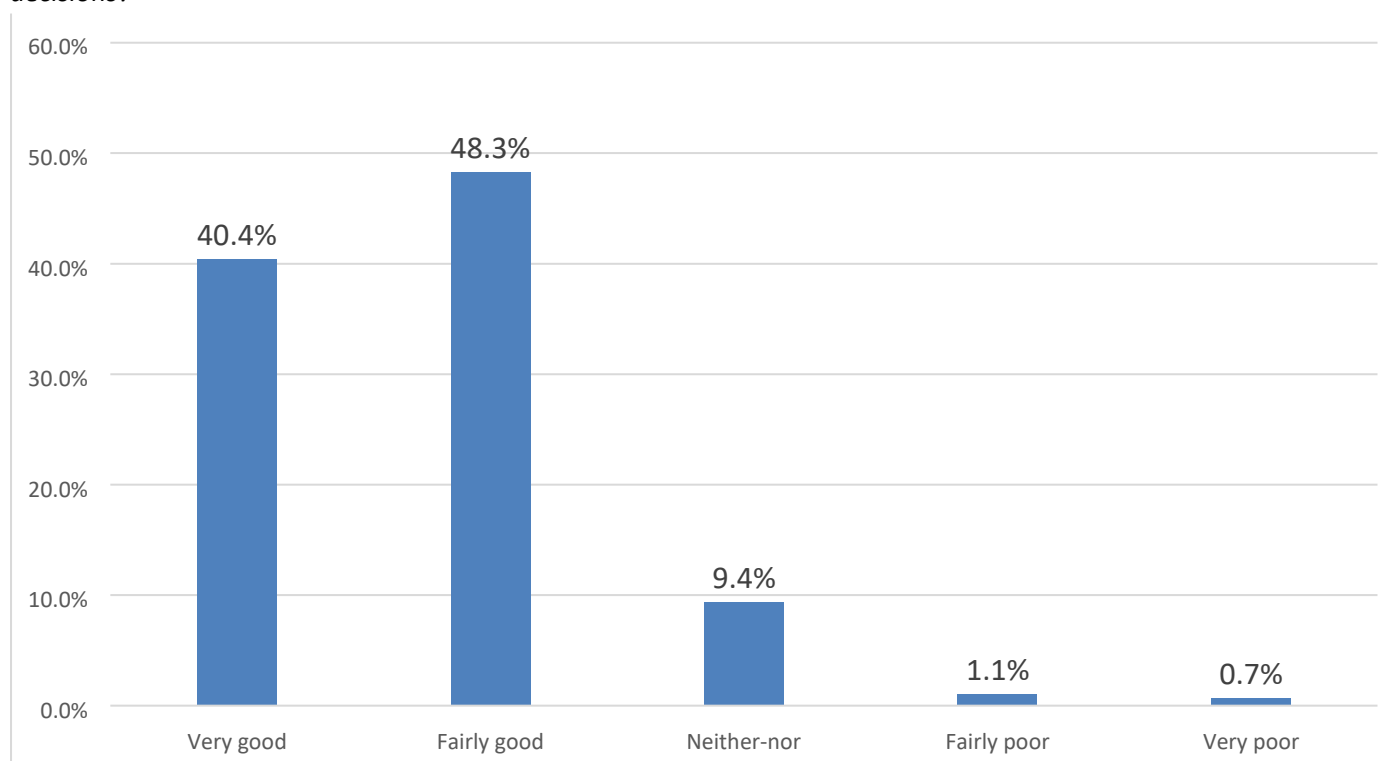
Waiting on them coming back. Small things like my gate; just needs a washer but they make it a bigger job than it is.

## **Information and participation**

In 2022, 88.7% of tenants rated 'being kept informed' as good, whilst 1.8% said that the Association was poor on this measure (and 9.4% replied 'neither good nor poor') (figure 7). Tenant satisfaction with being kept informed is somewhat behind the 2019 survey (94.2% saying good), although this variance may reflect the impact of lockdown on operational communications as much as referring to information provision generally. The Scottish average for this measure since April 2020 is 85.6%.

Figure 7 - Information (base 700)

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



## Information and consultation

As illustrated in table 10, most tenants still prefer traditional postal forms of information provision and consultation e.g., 69.4% prefer to be kept informed by letter. Combining all digital preferences, we observe that 26.1% of tenants

have a preference for one or more form of digital information e.g., text, email etc., whilst a total of 22.3% have a preference for one or more digital methods of consultation.

**Table 10 – Informing and consulting tenants - options (base 700)**

*Q - What are your preferred ways of being kept informed or being consulted by Knowes (tick all that apply)?*

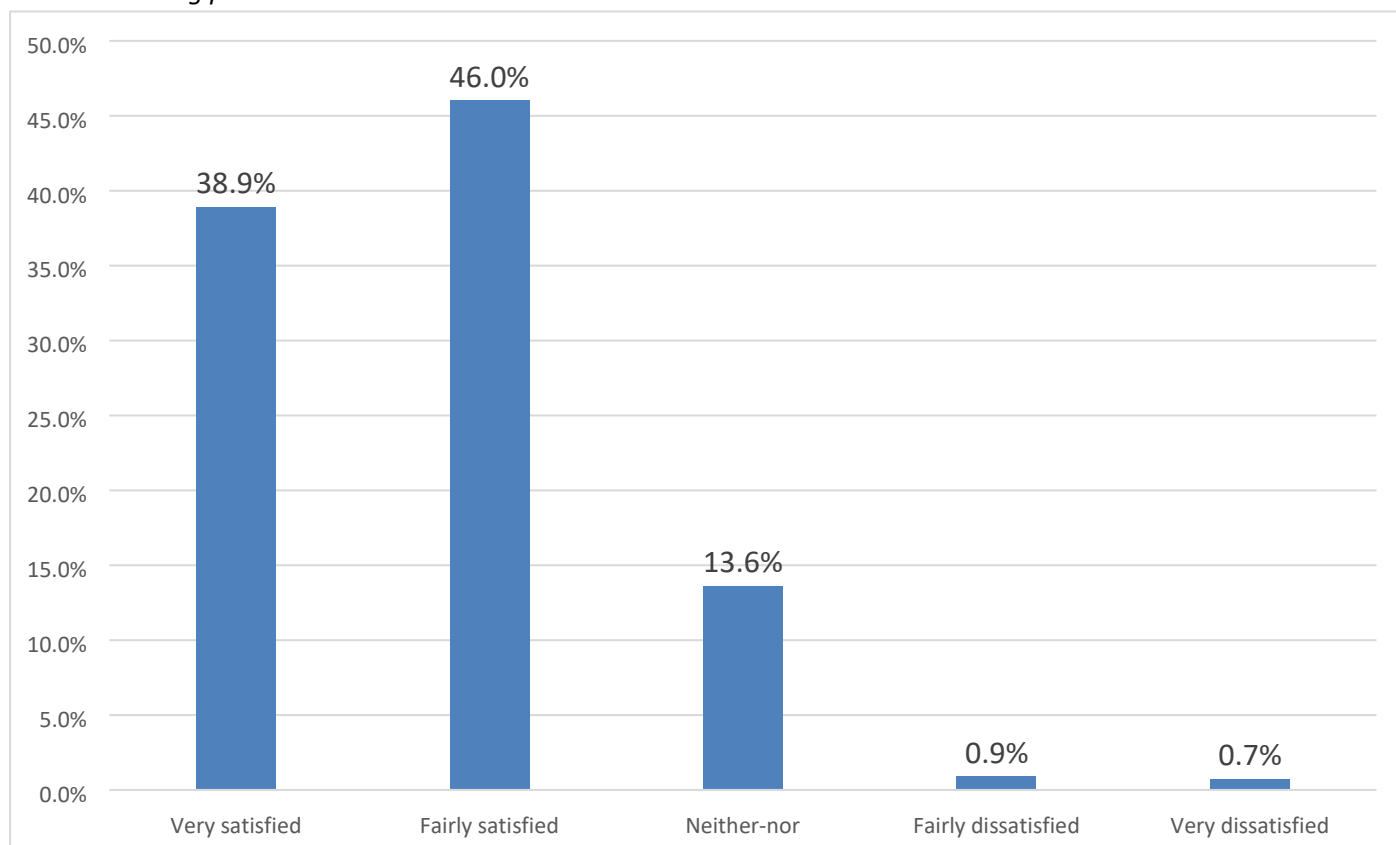
Method	Informed by	Consulted using	Method	Informed by	Consulted using
Letters	69.4%	65.7%	Website	4.6%	3.6%
Newsletter	37.1%	32.0%	Facebook	2.7%	1.3%
E-mail	18.1%	18.6%	Face to face meetings	1.0%	0.9%
Telephone	14.9%	14.3%	Twitter	0.9%	0.3%
Text message	7.6%	6.4%			

### Tenant participation

As illustrated in figure 8, approx. eight in ten tenants (84.9%) are satisfied with opportunities to participate whilst 1.6% are dissatisfied (13.6% of tenants are neutral on this question answering 'neither-nor'). In 2019, 87.5% of tenants were satisfied on this measure whilst the sector average since April 2020 is 77.9%.

**Figure 8 –Participation (base 700)**

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



### Neither satisfied-nor dissatisfied by age

On the basis that a 'neither-nor' response to the question of tenant participation can suggest either lack of awareness of TP options, or a lack of interest in this area, table 11 illustrates that younger tenants may require additional awareness raising around tenant participation. Analysis shows that tenants aged 16 to 44 have a particular

interest in being kept informed or being consulted using Facebook and Twitter and accordingly, awareness raising using these methods may be particularly beneficial in relation to this age group.

**Table 11 – Neither-nor satisfaction by age group (base 700)**

*Q - How satisfied or dissatisfied are you with opportunities given to you to participate in Knowes Housing Association's decision-making process? (neither-nor responses by age)*

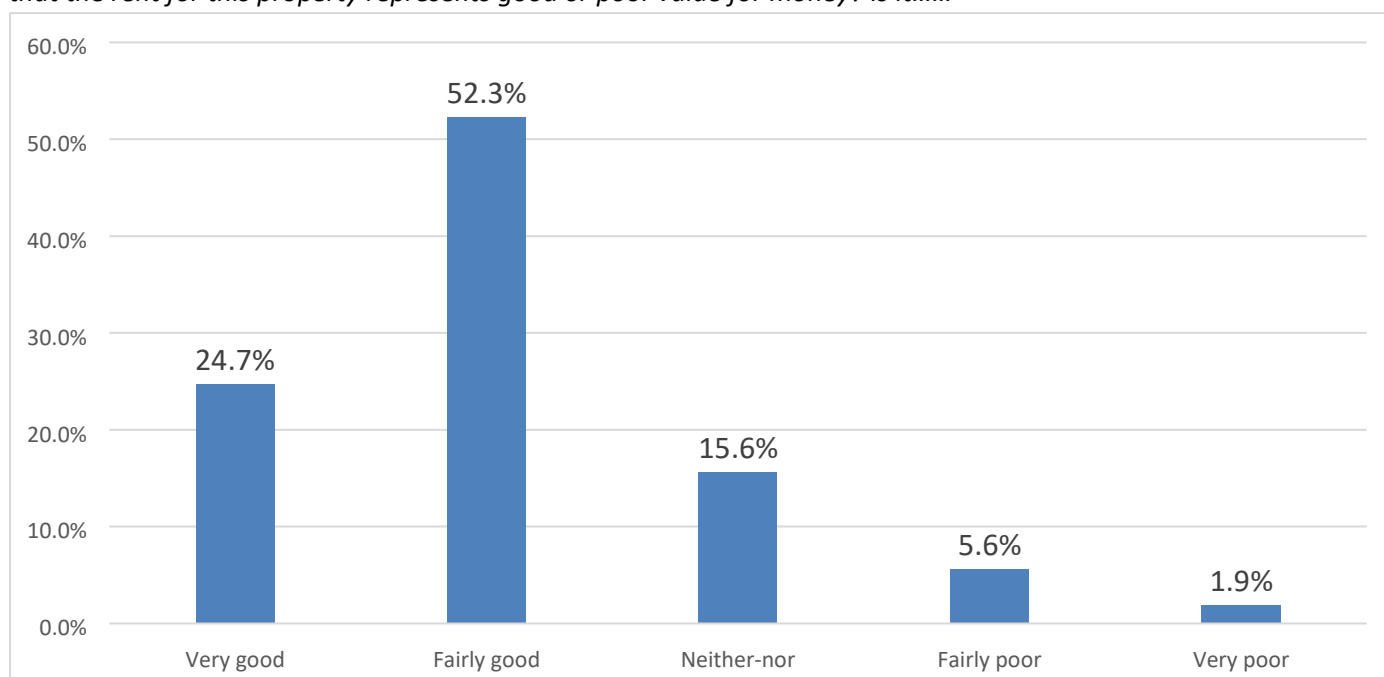
<u>16 to 34</u>	<u>35 to 44</u>	<u>45 to 54</u>	<u>55 to 64</u>	<u>65 plus</u>	<u>All tenants</u>
16.1%	17.6%	15.6%	9.9%	8.2%	13.6%

## Rent and value for money

As set out in figure 9, most tenants (77.0%) rate rent as good value for money, whilst 7.5% say that rent is poor value (and 15.6% answered 'neither good nor poor' value). In 2019, 76.2% of tenants rated rent as good value whilst the sector average since April 2020 is 77.8%.

**Figure 9 – Rating of rent value for money (base 700)**

*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 property type and build date

Analysis shows that there is no significant variation on the measure of value for money by property format i.e. 77.3% of tenants living in terraced houses say that rent is good value for money compared to 76.5% of those living in other property types – table 12.

**Table 12- Rating of rent value for money by property type (base 700)**

*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 type</u>	<u>Very good</u>	<u>Fairly good</u>	<u>Neither-nor</u>	<u>Fairly poor</u>	<u>Very poor</u>
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Terraced	16.5%	60.8%	12.7%	8.9%	1.3%
Tenement	28.2%	48.9%	16.0%	4.7%	2.1%
Other format	18.3%	58.2%	15.7%	6.5%	1.3%
<b>All formats</b>	<b>24.7%</b>	<b>52.3%</b>	<b>15.6%</b>	<b>5.6%</b>	<b>1.9%</b>

In relation to build date, there is some variation between the views of tenants living in older houses (pre-1959) with 75.9% of these tenants saying that rent is good value for money. This compares to 82.7% saying good value amongst tenants living in properties built between 1965 and 2004.

#### Tenant profile

Considering tenant profile (table 13), amongst the most positive tenants on rent value are those who are retired (90.7% say rent is good value), or tenants who are single (85.6%), whilst the least positive are tenants who have two or more persons at home (71.3% say rent is good value) or who have children in the household (70.9%).

Table 13- Rating of rent value for money by tenant profile (base 700)

*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.....*

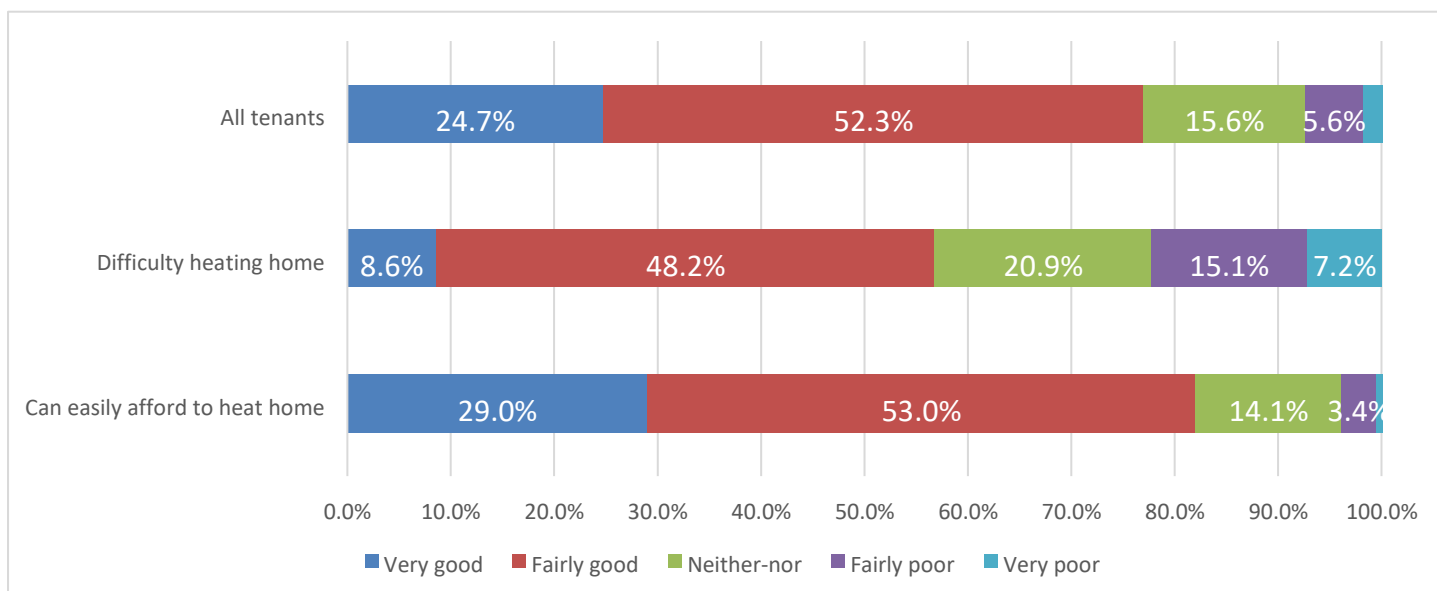
<u>Tenant profile</u>	<u>Very good</u>	<u>Fairly good</u>	<u>Neither-nor</u>	<u>Fairly poor</u>	<u>Very poor</u>
Retired	28.1%	62.6%	7.9%	1.4%	-
Single person	30.4%	55.2%	12.2%	1.5%	0.7%
Part rent benefit	12.4%	69.7%	11.2%	5.6%	1.1%
No children in household	24.0%	56.2%	14.8%	4.0%	0.9%
Full rent benefit	31.5%	48.3%	16.6%	2.0%	1.7%
Unable to work	31.5%	44.6%	18.5%	3.3%	2.2%
Employed	19.1%	54.5%	16.6%	7.4%	2.5%
Pay full rent	19.9%	52.7%	15.8%	9.2%	2.4%
Other not working	29.9%	42.4%	18.8%	6.9%	2.1%
Two or more persons	20.4%	50.9%	18.0%	8.1%	2.6%
Children in household	24.7%	46.2%	17.4%	8.1%	3.6%
<b>All tenants</b>	<b>24.7%</b>	<b>52.3%</b>	<b>15.6%</b>	<b>5.6%</b>	<b>1.9%</b>

#### Value for money and heating affordability

Comparing tenants' views on whether they can easily afford to heat their home with their opinion of rent value for money indicates that tenants whose homes are easy to heat have a much more positive view of rent value (82.0% say rent is good value) when compared to those for whom heating the home is difficult (54.8% of this group say that rent is good value whilst 22.3% say rent is poor value).

Figure 10 – Rating of rent value for money v. home heating (base 700)

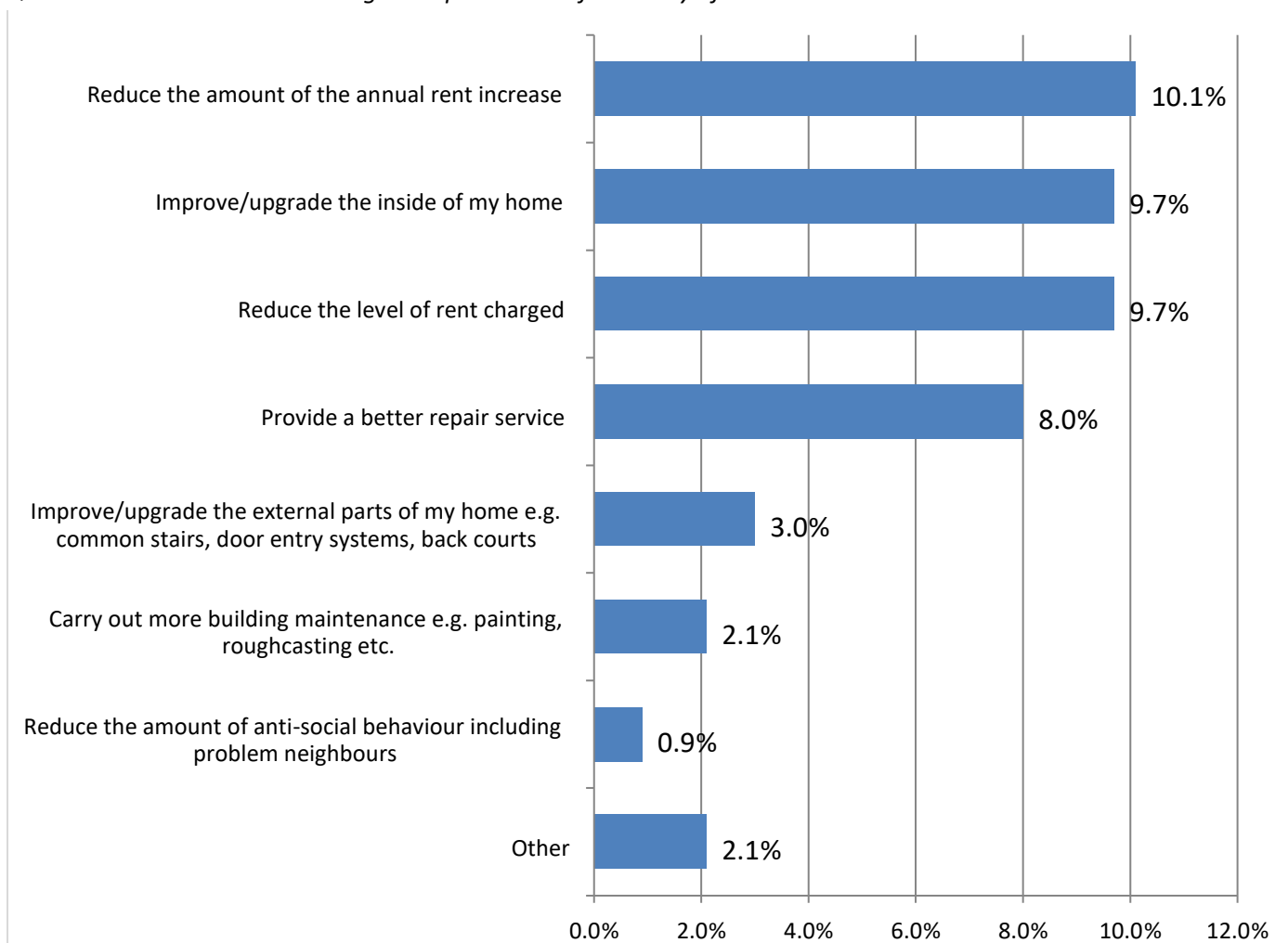
*Q- Rent value for money v. easily afford to heat your home?*



Tenants were asked to say what the Association should do to improve rent value. The results of this enquiry are set out in figure 11 and show that reducing the level of rent increase (10.1% of all tenants), improving the inside of the home (9.7%), reducing the overall level of rent (9.7%), and improving repairs (8.0%) are the four main ways in which value for money could be improved. Just over half of tenants (56.1%) said that nothing needed to be done to improve rent value whilst 13.0% responded 'don't know'.

**Figure 11 – Improving rent value for money (base 700)**

*Q – What should Knowes Housing do improve value for money of its rents?*



A very small number of tenants made a comment about rent value and some comments are provided below for illustration.

*Q – What if anything should Knowes Housing do to improve value for money? (other)*

Better close cleaning.

Fix gates fencing.

I'm over crowded so really need a better property.

Provide more suitable housing. Paying for accommodation that is not suitable for my family.

## 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 14 and show that 90.0% of tenants are satisfied on this measure whilst 3.0% are dissatisfied. In 2019, 89.0% of tenants were satisfied with 'neighbourhood management' whilst the sector average for this measure since April 2020 is 78.7%.

Table 14 – Neighbourhood management (base 700)

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

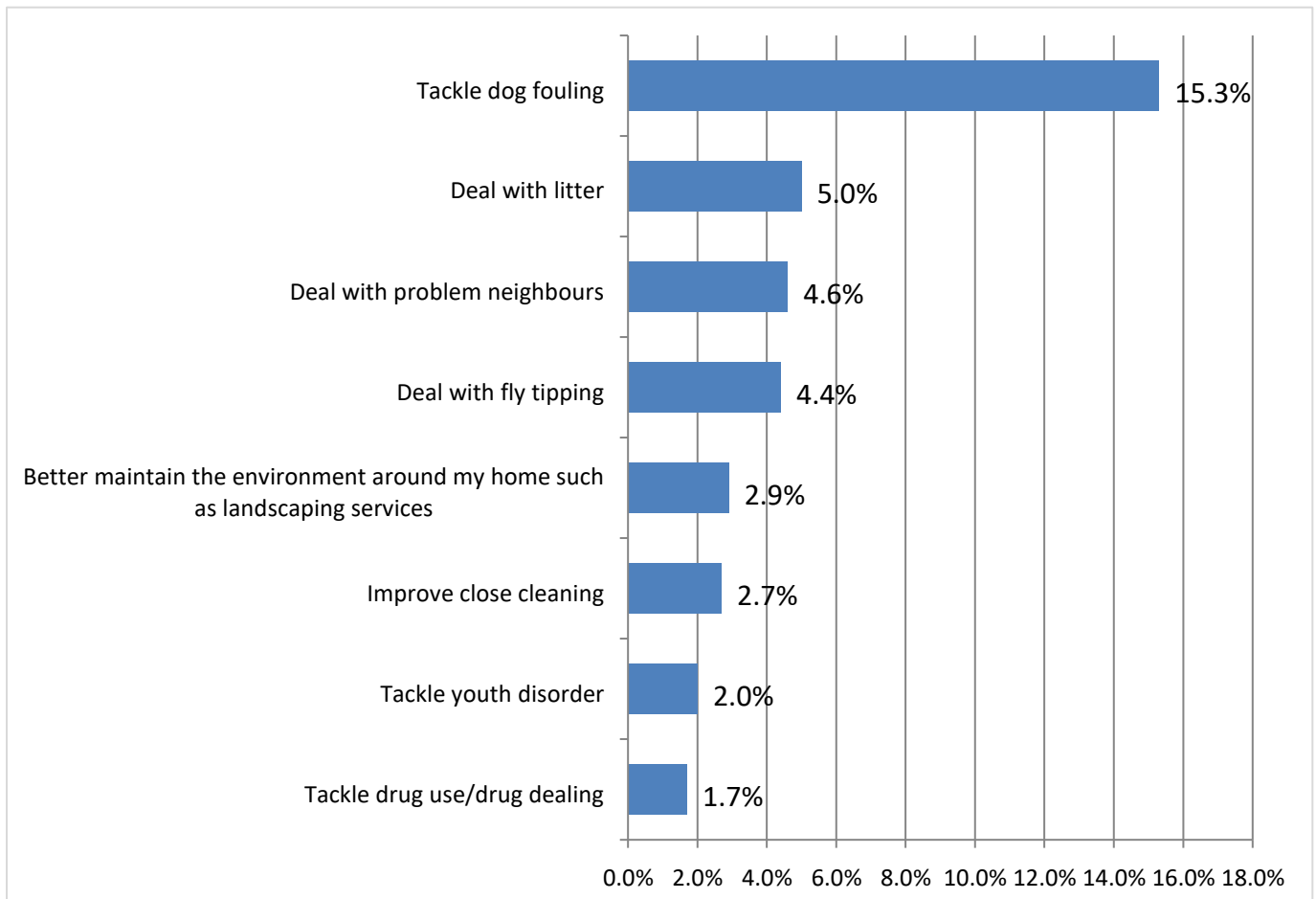
<u>Very satisfied</u>	<u>Fairly satisfied</u>	<u>Neither-nor</u>	<u>Fairly dissatisfied</u>	<u>Very dissatisfied</u>
47.7%	44.3%	5.0%	2.3%	0.7%

### 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 dog fouling (15.3 %), alongside dealing with litter (5.0%), sorting out problem neighbours (4.6%) and fly tipping 4.4 %). We would note here that 6.1% of tenants answered 'don't know' to this question whilst 61.1% said that nothing needed to be improved about their neighbourhood.

Figure 12 – Improving the neighbourhood (base 700)

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



#### Other neighbourhood issues

Sixty-one tenants (8.7%) identified another improvement to their neighbourhood with around a third of these comments mentioning parking. The full list of comments and suggestions is supplied at annex 3. These include for example:

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

Better security doors.

Deal with anti-social behaviour within close.

Grass in back garden as it's always muddy.

Improve parking.

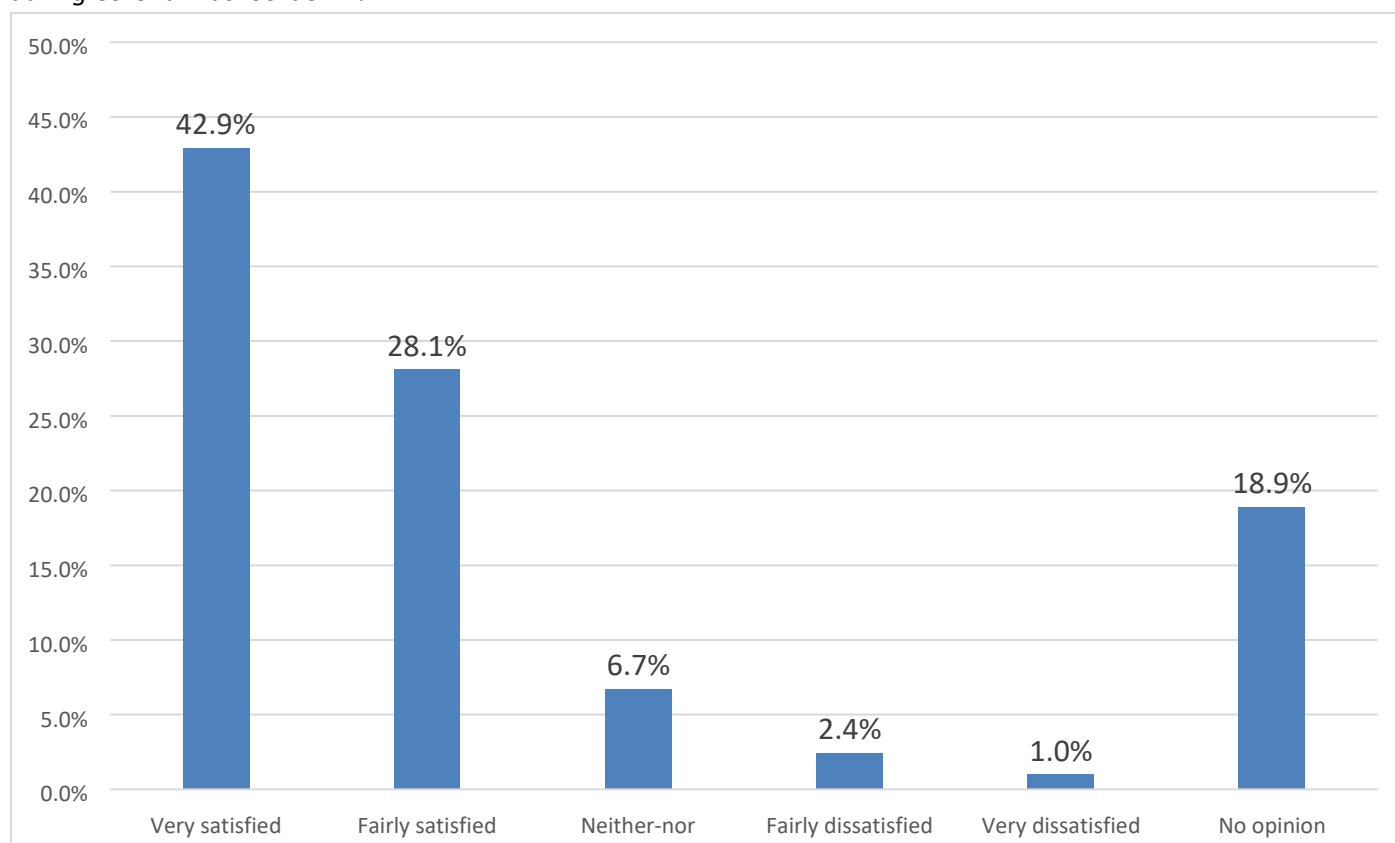
More security.

## Coronavirus, post lockdown and digitisation

Tenants were asked to say how satisfied or dissatisfied they were with the communication and delivery of Knowes Housing's services during lockdown. The results of this enquiry are shown in figure 13 and indicate that 71.0% of tenants are satisfied on this measure whilst 3.4% are dissatisfied.

Figure 13 – Lockdown service provision (base 700)

*Q- Overall, how satisfied or dissatisfied are you with how Knowes Housing Association has managed its housing services during Coronavirus lockdown?*



### Feeling supported during lockdown

Since the beginning of lockdown, most tenants (46.7%) say they have felt supported by their landlord whilst 7.7% disagree. Four in ten tenants (40.0%) have not needed or asked for any support from their landlord (table 15).

Table 15 – Support from landlord during lockdown (base 700)

*Q- Have you felt supported by Knowes Housing during lockdown?*

<u>Yes</u>	<u>No</u>	<u>Haven't needed any support</u>	<u>Don't know</u>
46.7%	7.7%	40.0%	5.0%

### Coronavirus and tenant impact

Tenants were asked if they were concerned that Coronavirus and lockdown might impact on them in the future, and what form this impact might take. As shown in table 16, around one in four tenants have concerns related to the impact of the Coronavirus pandemic e.g., 25.7% have concerns about their income. We observe that tenants who

have concerns about their income are much less likely to say that rent is value for money (68.9%), find it easy to heat their home (61.7%) or be satisfied with services overall (82.7%)<sup>7</sup>.

**Table 16 – Coronavirus and lockdown impacts (base 700)**

*Q- Knowes Housing wants to know how Coronavirus and the lockdown has impacted on you, or may impact on you, in the future. I am going to read out a list of things that might be a concern for you as we move forward at this time. Answering yes or no, do you have any concerns about...?*

<u>Tenant concerns</u>	<u>Yes</u>	<u>No</u>	<u>Don't know</u>	<u>Rather not say</u>
A reduction in your income (which may mean you struggle to pay your rent, or other bills)	25.7%	72.7%	1.4%	0.1%
A deterioration in your mental or physical health	25.6%	72.6%	1.7%	0.1%
Feeling isolated or lonely	24.0%	74.6%	1.3%	0.1%

#### Feeling supported and tenant satisfaction

We have observed when analysing the wider survey results that lockdown has had a bearing on how tenants have rated other key questions in the survey. Considering only the ARC indicator service areas, the variation between attitudes to support during lockdown and tenant satisfaction is clear (table 17).

By way of example, (table 17), for information provision, where the tenant feels they were supported during lockdown, 95.1% of this group are also satisfied with the 'being kept informed' indicator; conversely, where the tenant is negative about support provided during lockdown, only 72.2% of this group is satisfied with 'being kept informed'. The figures for the repair service (89.0% v. 48.2%) suggest lockdown has had a significant effect on this service. On average, 91.8% of tenants who feel they have been supported during lockdown are also satisfied with core housing indicators whilst for those who disagree the average satisfaction level for all indicators is 65.9%. As noted earlier in this section of the report, the former tenants represent 46.7% of all tenants whilst the latter represent fewer than one in ten (7.7%).

**Table 17– Lockdown and its impact on service level satisfaction (base 700)**

*Q- Have you felt supported by Knowes Housing during the Coronavirus lockdown? [response to key service questions]*

<u>Service area</u>	<u>Supported during lockdown</u>	<u>Not supported during lockdown</u>	<u>All tenant (% satisfied)</u>
Neighbourhood management	95.4%	83.3%	92.0%
Being informed	95.1%	72.2%	88.7%
Overall satisfaction	93.0%	68.5%	88.0%
Housing quality	93.0%	61.1%	85.9%
Participation	91.4%	70.4%	84.9%
Repairs service	89.0%	48.2%	79.1%
Rent value	85.6%	57.5%	77.0%

<sup>7</sup> The figures for those tenants without concerns about their income are value for money (80.2%), affordability of heating (79.6%) and overall satisfaction with the Association's service (89.6%)

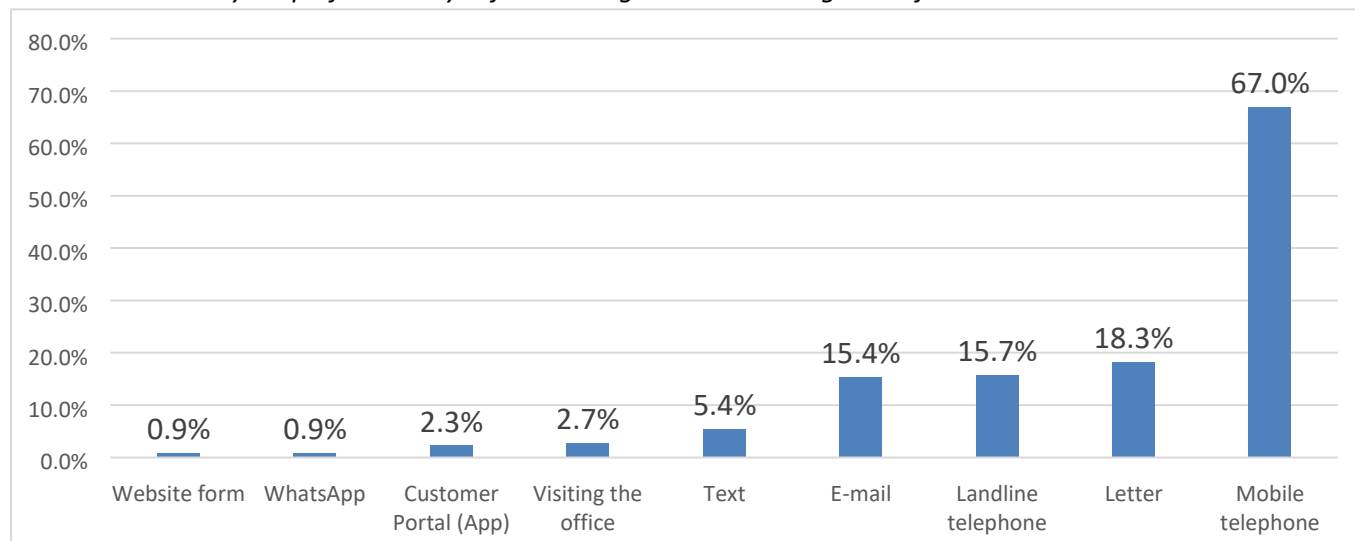
<b>Average (simple)</b>	<b>91.8%</b>	<b>65.9%</b>	<b>85.1%</b>
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#### Post lockdown contact method

Tenants were asked for their preferred ways of contacting Knowes Housing in the future and as shown in figure 14 mobile phones (67.0%), letter (18.3%), landline phones (15.7%), and email (15.4%) are the contact methods preferred by most tenants.

Figure 14– Future contact post lockdown (base 700)

*Q- What would be your preferred ways of contacting Knowes Housing in the future?*

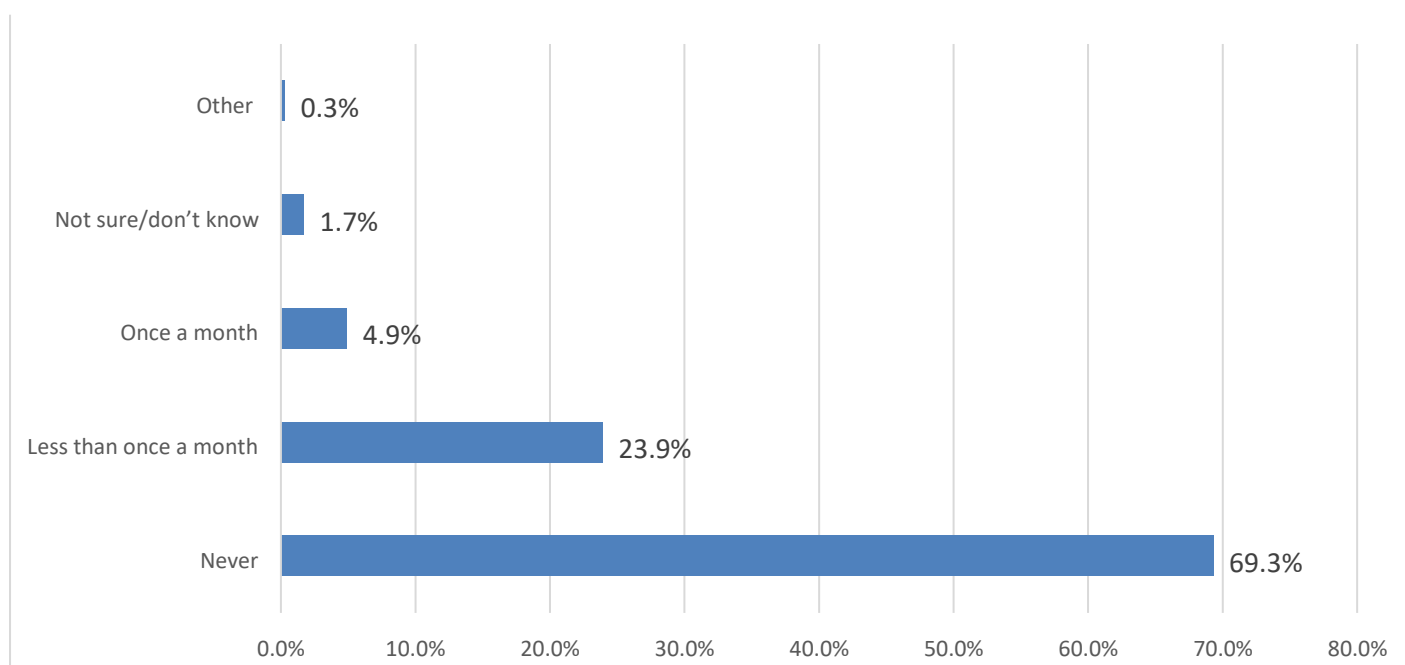


#### Office access

As illustrated in figure 15, most tenants (69.3%) have never visited the office to transact business, whilst 23.9% would attend less than once every month.

Figure 15– Office contact post lockdown (base 700)

*Q How often are you likely to visit the office in a typical month?*



### Online service delivery

As illustrated in table 18, most tenants (75.7%) are using a using a computer, smart-phone or tablet to some degree (19.1% do not use these devices). The proportions using the internet are similar i.e., 75.0% are using this service to some extent.

Table 18 – Tenants’ digital readiness (base 700)

*Q- Knowes Housing is delivering more and more of its services online. How comfortable would you say you are using a computer, smart phone or tablet, and also using the Internet?*

<u>Device</u>	<u>Very comfortable</u>	<u>I get by OK</u>	<u>I need help</u>	<u>I do not use</u>
Using a computer, smartphone or tablet	53.0%	22.7%	5.1%	19.1%
Using the Internet	53.1%	21.9%	5.4%	19.6%

As might be expected use of the devices set out in table 20 is very closely associated with tenant age e.g., for ‘using the internet’, in the age group 16-34, take up is 100.0% which contrasts with a take up of 23.9% for tenants aged 65 plus.

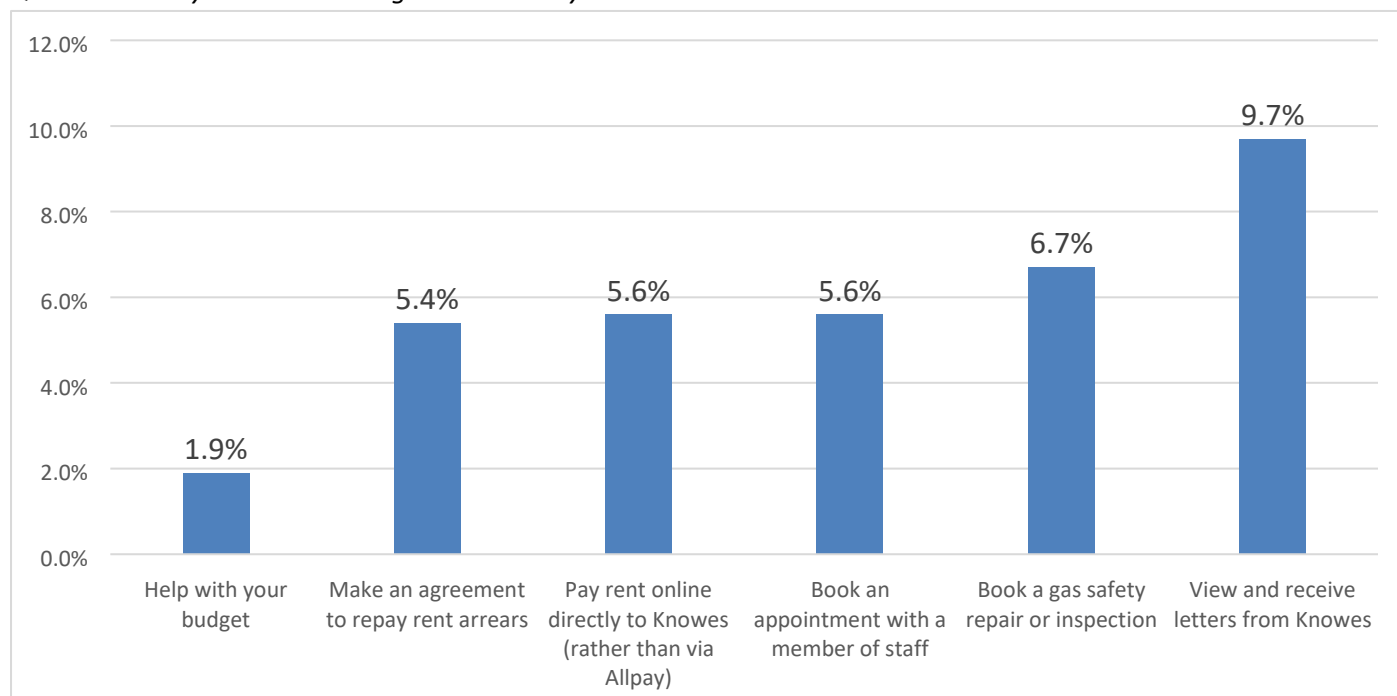
### Use of online services

Figure 16 shows tenant demand for additional online services i.e., those that are not already available online. This shows that the most popular service addition would be viewing correspondence from the Association (9.7%). More than seven in ten tenants (70.1%) would not complete any of these processes online whilst 16.3% responded ‘don’t know’. This leaves 13.6% of tenants having an interest in one or more extra online services. We observe that three tenants said they were also interested in being able to see their rent account online whilst two were interested in being able to view housing options and applications.



**Figure 67– Knowes’ online service options (base 700)**

*Q- Are there any Knowes Housing services that you would like to be able to access online?*



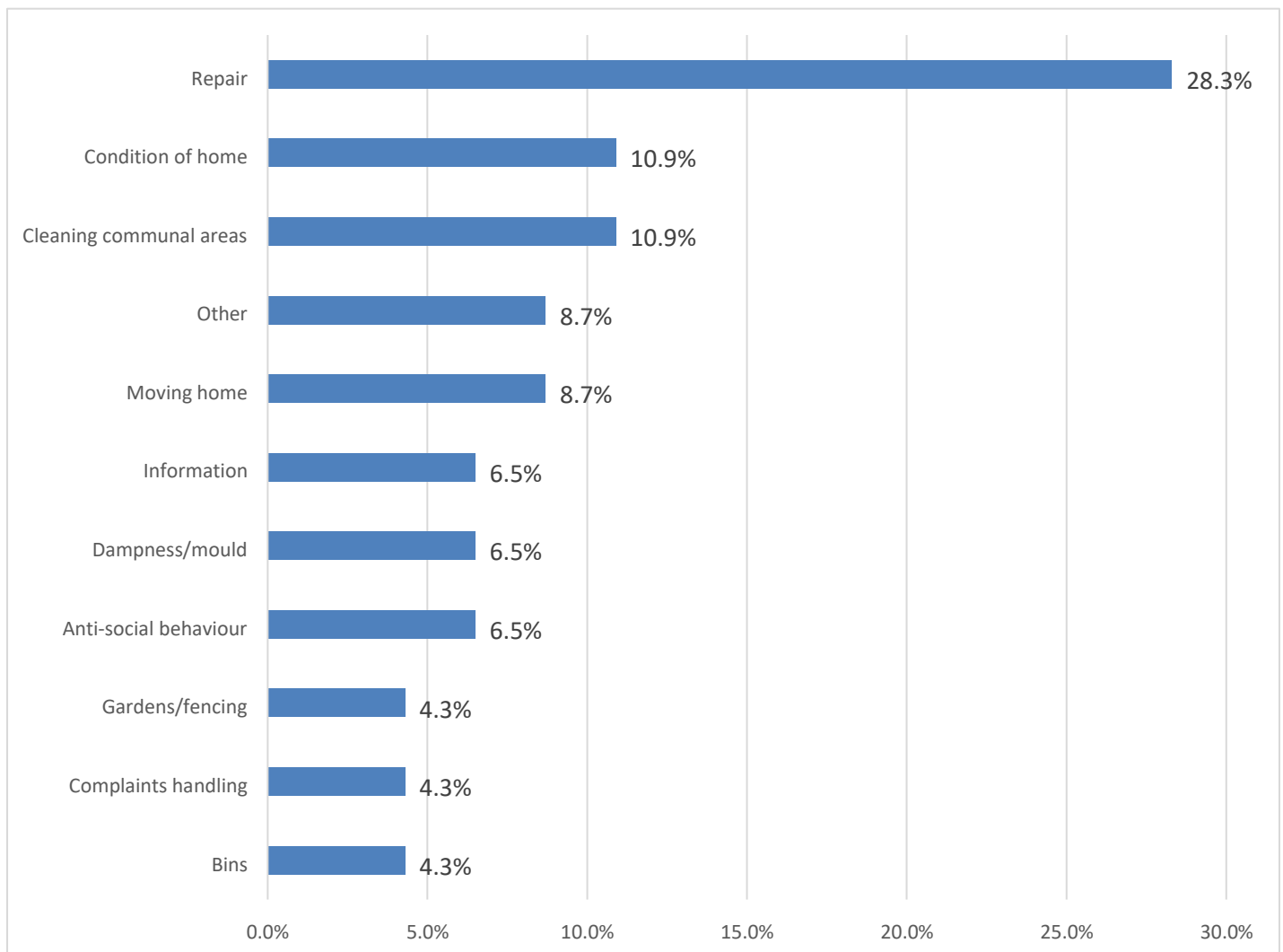
## **Final comments**

At the end of the questionnaire, tenants were asked if they had any comments to make about Knowes Housing’s service and 46 tenants made a comment (6.6%), with most of these comments relating to the repairs service.

Figure 17 summarises the improvement comments made e.g., approx. one in three of those making a comment referred to the repairs service (28.3%).

**Figure 17– Final comments summarised-improvements (base 46)**

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



Comments from individual tenants have been redacted from the results above to protect the identity of individuals and privacy.