



Lochalsh and Skye Housing Association

Tenant Satisfaction Survey

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Lochalsh and Skye Housing Association

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1. EXECUTIVE SUMMARY

INTRODUCTION

- Lochalsh and Skye Housing Association (LSHA) commissioned Research Resource to carry out a tenant satisfaction survey on their behalf.
- A total of 352 interviews were carried out with LSHA tenants in order to assess satisfaction with the Association and the services it provides.
- Interviews took place between the 23rd of October and the 17th of December 2024.
- 352 interviews provide data accurate to +/-3.94% accuracy (based upon a 50% estimate at the 95% level of confidence).
- Analysis of the profile of interviews shows that interviews represent the overall profile of LSHA geographically.
- This executive summary highlights the key findings from this programme of research.

PERFORMANCE SUMMARY

The table over the page shows the results for the Scottish Housing Regulator key indicators for the Scottish Social Housing Charter Annual Return for Lochalsh and Skye Housing Association.

The results in the table below show the levels of satisfaction reported in LSHA's 2020/21, 2021/22 and 2023/24 tenant satisfaction surveys. The results have also been benchmarked against the Scottish average in the Annual Return on the Charter 2023/24 in order to provide some wider context to the results.

Scottish Housing Regulator indicators				
	2020/21	2021/22	2023/24	National Average 2023/24
Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by LSHA as your landlord? (% very/ fairly satisfied)	97.83%	93.44%	85.51%	86.49%
How good or poor do you feel LSHA is at keeping you informed about their services and decisions? (%very good/ fairly good)	95.59%	98.44%	94.32%	90.46%
How satisfied or dissatisfied are you with the opportunities given to you to participate in LSHA's decision making process? (% very/ fairly satisfied)	87.07%	98.44%	85.80%	87.67%
Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by LSHA? (% very/ fairly satisfied)	92.74%	87.30%	85.96%	87.31%

Scottish Housing Regulator indicators (continued)				
	2020/21	2021/22	2023/24	National Average 2023/24
Overall, how satisfied or dissatisfied are you with the quality of your home? (% very/ fairly satisfied)	93.48%	83.44%	84.38%	84.01%
Overall, how satisfied or dissatisfied are you with your landlord's contribution to the management of the neighbourhood you live in? (% very/ fairly satisfied)	91.60%	92.50%	80.40%	84.68%
Taking into account the accommodation and services LSHA provides, to what extent do you think that the rent for this property represents good or poor value for money? Is it... (% very good value/ fairly good value)	93.48%	83.75%	71.02%	81.59%

SUMMARY OF KEY FINDINGS

Our review of the survey results suggests the following key findings should be noted by Lochalsh and Skye Housing Association:

- For the majority of **key indicators**, satisfaction levels have seen a decrease from 2021/22 to 2023/24 for four out of the seven indicators. The largest decreases can be seen regarding participation opportunities (decreased by 13 percentage points), satisfaction with the Association's contribution to the management of the neighbourhood (decreased by 13 percentage points) and value for money of rents (decreased by 12 percentage points).
- **Email** (54%), letters (37%) and newsletters by post (28%) were the most common ways in which tenants are kept informed about LSHA and its services. The vast majority of tenants said the Association was very or fairly good at keeping them informed (94%).
- With regards to **consultation**, 86% were satisfied with the opportunities provided to them to participate in LSHA's decision making process. However the minority of tenants expressed an interest in taking part (32%).
- Just under half of tenants had reported a repair to the Association in the last 12 months (48%). Of these individuals 86% were either very or fairly satisfied with the **repairs service** compared to 5% who were very or fairly dissatisfied. Tenants were most likely to be satisfied with the attitude of workers (98%) and keeping dirt and mess to a minimum (97%) and were least satisfied with the repair being completed 'right first time' (86%).
- Almost all tenants (95%) were aware of **how to report a repair** and the different ways they can do this, for example by email, letter, via the website, over the telephone or by using the tenant portal.
- More than 8 in 10 tenants were satisfied with the **quality of the home** (84%) and 7% were dissatisfied.
- With regards to the **Association's contribution to the management of the neighbourhood**, 80% were very or fairly satisfied compared to 7% who were dissatisfied.

- The biggest concerns for tenants in the **neighbourhood** were dog fouling (19% stating major or minor problem), rubbish or litter (12%) and anti-social behaviour of neighbours (9%).
- When asked to consider **value for money**, 71% of tenants rated the rent charge very or fairly good compared to 9% who said it was very or fairly poor.

2. INTRODUCTION, BACKGROUND AND OBJECTIVES

2.1 Introduction

This report represents and discusses the findings to emerge from Lochalsh and Skye Housing Association's Tenant Satisfaction Survey 2023/24.

2.2 Background and objectives

The aim of the research was to seek tenants' views on the services Lochalsh and Skye Housing Association provide and how well it performs these services and to help identify areas where the service can be improved.

Specifically the research was designed to collect data on tenant satisfaction with the key indicators required by the Scottish Housing Regulator for the Association's Annual Return on the Charter. This included:

- Overall satisfaction
- Satisfaction with being kept informed
- Satisfaction with opportunities for participation
- Quality of the home
- Satisfaction with repairs
- Management of the neighbourhood
- Value for money of rent
- Affordability of rent and heating costs

It is against this background that Research Resource were commissioned to carry out Lochalsh and Skye Housing Association's Tenant Satisfaction Survey.

2.3 Research Method

The guidance prepared on behalf of the Regulator debates the use of a range of different methodologies for carrying out the survey, including postal, online, telephone and face to face survey methods. However, given the requirement for a high response rate and ensuring representative samples of tenants it was decided that the tenant survey was carried out utilising an interviewer led telephone survey methodology.

2.4 Questionnaire design

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

In developing the questionnaire the following issues were considered:

- The information needs of LSHA at this time;
- The Scottish Social Housing Charter indicators upon which the Association is required to report;
- Research Resource experience in relation to customer satisfaction surveying.

A survey was designed which covered the following key areas:

- Overall satisfaction
- Communication and participation
- Customer contact
- Repairs service
- The neighbourhood
- Rent, value for money and financial management
- Household information

A copy of the final questionnaire is available in appendix 1 of this report.

2.5 Sample Size and Profile

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

Overall, a total of 352 interviews were completed from a sample of 814 in scope tenants, representing a 43% response rate and providing data accurate to $\pm 3.94\%$ based upon a 50% estimate at the 95% confidence level. Tenant interviews were spread across Lochalsh and Skye Housing Association's stock.

The table below show the sample profile broken down by geographical area compared to the overall tenant population. As can be seen below, the interview profile is generally, in line with the overall tenant population profile, varying by no more than 2 percentage points:

Area Code	No. tenants	% tenants	No. interviews	% interviews
AR	39	4.8%	13	3.7%
BD	122	15.0%	59	16.8%
BL	13	1.6%	5	1.4%
CT	7	0.9%	4	1.1%
DR	31	3.8%	11	3.1%
DV	15	1.8%	7	2.0%
EB	6	0.7%	6	1.7%
GG	10	1.2%	2	0.6%
GL	2	0.2%	2	0.6%
KL	82	10.1%	34	9.7%
KN	70	8.6%	38	10.8%
KR	10	1.2%	4	1.1%
OR	2	0.2%	1	0.3%
PG	6	0.7%	4	1.1%
PL	19	2.3%	4	1.1%
PT	320	39.3%	134	38.1%
RT	1	0.1%	1	0.3%
RY	10	1.2%	1	0.3%
SF	16	2.0%	8	2.3%
SK	11	1.4%	3	0.9%
ST	6	0.7%	3	0.9%
TG	6	0.7%	3	0.9%
UE	3	0.4%	2	0.6%
UI	3	0.4%	2	0.6%
WT	4	0.5%	1	0.3%
Grand Total	814	100.0%	352	100.0%

The guidance from the Scottish Housing Regulator states that in all surveys, particularly postal surveys, some groups are more likely than others to respond. This means that certain subgroups will be under-represented and others will be over-represented in the final achieved sample (i.e. all the people who responded). Weighting ensures that received responses are representative of the whole survey population.

The profile of interviews has good coverage of the geographical areas covered by the Association's stock and we are therefore comfortable that the coverage of the tenant population is sufficiently close that weighting of survey data is not required.

2.6 Interviewing and Quality Control

All interviewing was undertaken by Research Resource's highly trained and experienced field force, all of whom are highly experienced in undertaking customer satisfaction surveys for Housing Associations and Local Authorities.

Interviews were conducted in accordance with our ISO20252 accredited policies and procedures and in line with the Market Research Society Code of Conduct. Interviewing took place between the 23rd of October and the 17th of December 2024.

2.7 Survey Analysis and Reporting

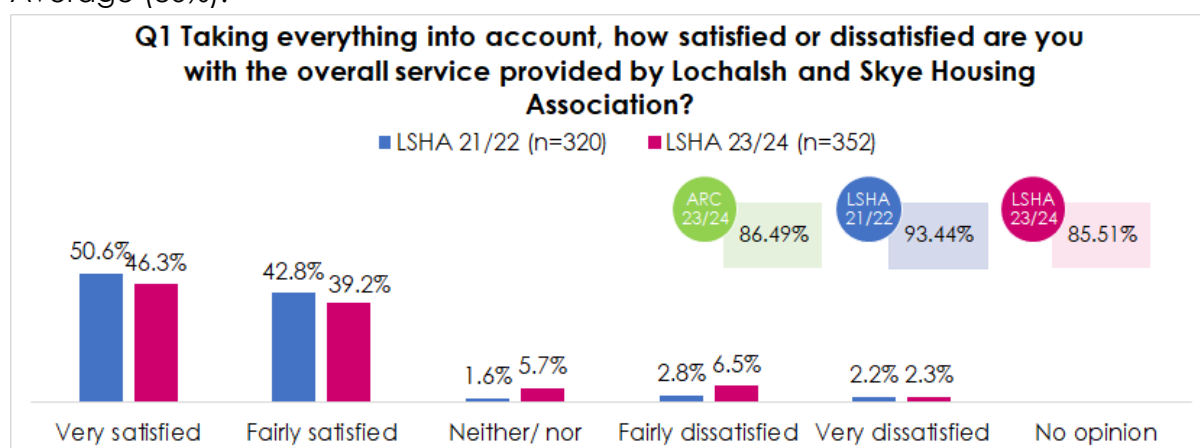
Survey data has been analysed and reported on in a number of ways. Data has been analysed by key variables as agreed by the organisation. Where any particular trends or issues are found for any one key group, this is detailed in the survey report. Comparison has also been drawn to the Association's previous tenant satisfaction survey for 2021/22 and the Scottish average in the Annual Return on the Charter 2023/24.

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

3. OVERALL SATISFACTION

3.1 Satisfaction with the overall service provided (Q1)

The survey opened by asking respondents how satisfied or dissatisfied they were with the overall service provided by Lochalsh and Skye Housing Association (LSHA). Over 8 in 10 respondents (86%) were either very or fairly satisfied in this respect compared to 6% who were neither satisfied nor dissatisfied and 9% who were very or fairly dissatisfied. Overall satisfaction with the service provided by LSHA has declined from 93% in 2021/22 to 86% in 2023/24. Overall satisfaction is consistent with the Scottish Average (86%).



Those who were not satisfied with the overall service were asked to explain why they felt this way. A total of 51 respondents were not satisfied and provided their reasons for feeling this way. The comments provided to this question have been coded thematically and illustrated in the table below. Generally, comments were regarding issues with the repairs service or where tenants were dissatisfied generally or mentioned requests not being acted upon:

Q1b If not satisfied, please explain why?		
Base: Not satisfied with overall service, n=51	No.	%
Outstanding repairs/ waiting times for repairs	23	45.1%
Don't act on requests/ don't do enough/ not had a good service	9	17.6%
Poor quality home/ needs upgraded	6	11.8%
Problems with anti-social behaviour/ tenants	4	7.8%
Problems with outdoor lighting	4	7.8%
No comment	3	5.9%
Not had any dealings with them	3	5.9%
Rents are too high	3	5.9%
Maintenance of communal areas/ landscaping	2	3.9%
Poor communication	1	2.0%
Waiting lists	1	2.0%
Other	3	5.9%

4. COMMUNICATION AND PARTICIPATION

4.1 Preferred communication methods (Q2)

Following on from this, respondents were told that LSHA wants to improve their digital connectivity and improve access to services, starting with how they receive digital information from the Association. Tenants were asked about the sources they prefer to be used to keep them informed. The top preference was email (54%, 35% in 2021/22), followed by letters (37%, 41% in 2021/22).

Q2 Which of the following would you prefer is used when keeping you informed?		
Base: All respondents, n=352	No.	%
Email	190	54.0%
Letters	129	36.6%
Newsletter by post	100	28.4%
Telephone calls	57	16.2%
Text messages	49	13.9%
Newsletter by email	43	12.2%
Website	31	8.8%
Social media like Facebook	19	5.4%
Through your local housing officer or another staff member	10	2.8%
Public meetings and Outreach events	6	1.7%
Landlord portal	4	1.1%
Information displayed in offices/ public places	3	0.9%
Other	12	3.4%

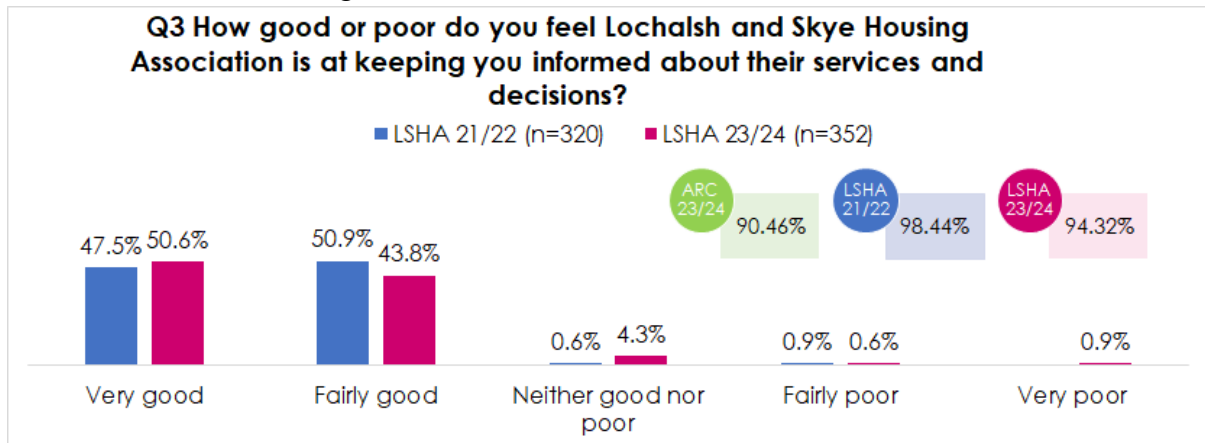
Analysis by age reveals that as age increases the proportion of respondents who preferred email contact decreases, e.g. from 67% for those aged 16-34 to 28% for those aged 65 and over. On the other hand, older respondents aged 65 and over were more likely to prefer letters (49%) and the newsletter by post (40%) than all other age groups. Telephone calls were also more likely to be preferred by older respondents aged 65 and over (24%) and least by those aged 35-54 (11%). Text messaging was most likely to be preferred by respondents aged 16-34 (27%) and least by respondents aged 65 and over (7%).

Q2 Which of the following would you prefer is used when keeping you informed? (x age)				
	16-34	35-54	55-64	65+
Base	55	125	73	89
Website	9%	10%	11%	6%
Newsletter by post	13%	30%	25%	40%
Newsletter by email	11%	14%	18%	6%
Through local housing officer or another staff member	4%	3%	3%	1%
Information displayed in offices/ public places	2%	1%	1%	-
Public meetings and Outreach events	2%	2%	1%	1%
Social media like Facebook	9%	8%	4%	1%
Email	67%	62%	62%	28%
Letters	35%	34%	32%	49%
Telephone calls	15%	11%	18%	24%
Text messages	27%	14%	15%	7%
Landlord portal	4%	2%	-	-
Other	2%	3%	1%	7%

4.2 Keeping tenants informed (Q3)

Almost all respondents (94%) felt LSHA was very or fairly good at keeping them informed about their services and decisions compared to 4% who said they were neither good nor poor and 1% who felt they were fairly poor in this respect.

Overall satisfaction has decreased slightly (although not significantly) from 98% in 2021/22 to 94% in 2023/24. Overall satisfaction with being kept informed is higher than the Scottish average of 90%.



Only 20 respondents did not rate the Association very or fairly good in this respect and these individuals were most likely to feel this way due to a perception that the Association is poor at communicating with tenants or that they don't hear from the Association frequently enough (70%).

Q3b – If not good, please explain why?		
Base: Do not think LSHA is at good at keeping tenants informed, n=20	No.	%
Poor communication/ don't hear much from them	14	70.0%
Don't get back to you on complaints/ enquiries	4	20.0%
Not keeping promises	3	15.0%
Only information is when they are praising themselves	3	15.0%
Information is irrelevant/ provided too late	2	10.0%

4.3 Participation opportunities (Q4)

LSHA provide a range of methods to their tenants to participate in their decision making processes. Despite this, the majority (68%, 73% in 2021/22) said they would prefer not to give their views and get involved with the Association's decisions. Where respondents were interested the most popular participation activity was to answer short surveys on specific services such as the repairs service (26%), or via consultations (20%).

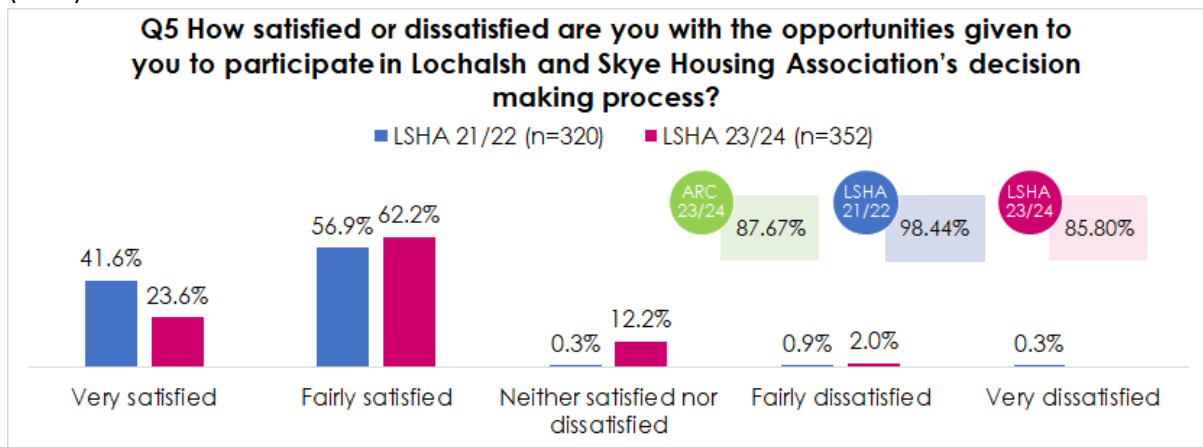
Q4 Lochalsh and Skye provide a range of methods to their tenants to participate in their decision making processes. How would you prefer to be able to give your views and get involved with LSHA? ALL THAT APPLY		
Base: All respondents, n=352	No.	%
Answering short surveys on specific services e.g. repairs service	90	25.6%
Consultations e.g. the annual rent review	71	20.2%
Digital engagement methods e.g. online surveys and virtual meetings	51	14.5%
Become a member of the Association	29	8.2%
Estate Walkabouts and action plans to improve your neighbourhood environment	23	6.5%
Focus groups to discuss a service change or strategy e.g. tenant participation strategy	23	6.5%
New housing/development consultations to help address local housing needs	20	5.7%
New development consultations like community meetings to share plans	18	5.1%
Scrutiny projects – reviewing LSHA's performance and recommending improvements	18	5.1%
Policy reviews on different topics	17	4.8%
Equality Impact Assessments to ensure services are accessible and inclusive	16	4.5%
Becoming a Board member	14	4.0%
Other	6	1.7%
None	239	67.9%

Interest in participation activities does not vary significantly by age with the exception of becoming a member of the Association where 13% of tenants aged 65 and over were interested in participating in this way compared to 2% of tenants aged 16-34.

4.4 Satisfaction with participation opportunities (Q5)

Following on from this, respondents were asked how satisfied or dissatisfied they were with the opportunities provided to them to participate in LSHA's decision making processes. Just under 9 in 10 respondents, 86% were either very or fairly satisfied in this respect compared to just 2% who were dissatisfied, amounting to 7 individuals and 12% who were neither satisfied nor dissatisfied.

Overall satisfaction with participation opportunities has decreased for LSHA from 98% in 2021/22 to 86% in 2023/24 and is only marginally lower than the Scottish average (88%).



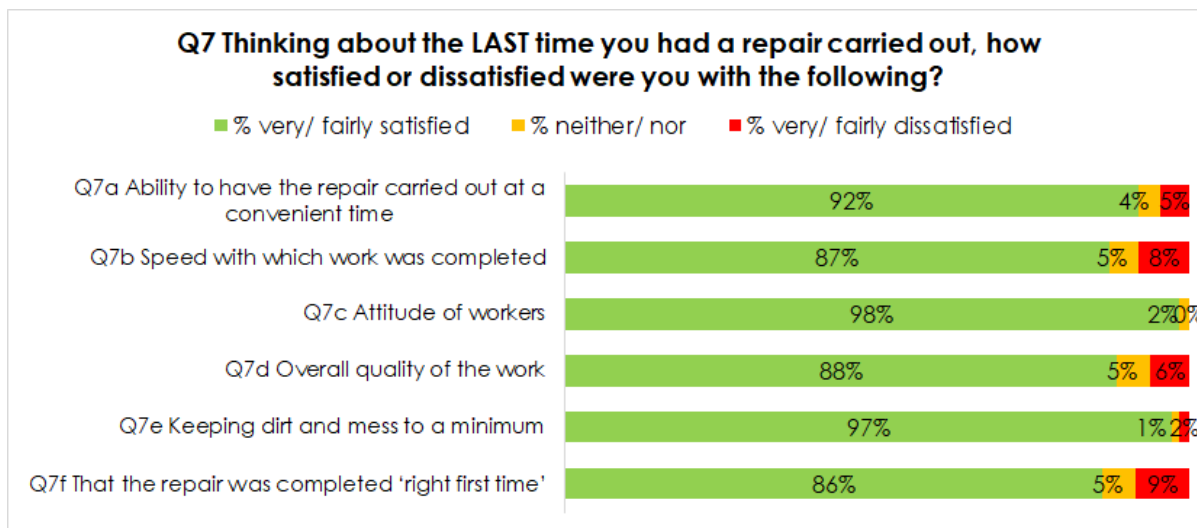
It should be noted that there has not been an increase in dissatisfaction. However there has been an increase in the proportion of respondents stating they were neither satisfied nor dissatisfied. Those who were not satisfied with the participation opportunities were asked to provide reasons for feeling this way. More than 1 in 5 respondents who felt this way commented that the Association doesn't listen or that decisions are already made prior to tenant participation (22%) and a further 19% said they were simply uninterested in participating.

Q5b If not satisfied, please explain why?		
Base: Not satisfied with participation opportunities, n=36	No.	%
Association doesn't listen/ decisions already made	8	22.2%
Not interested in participating	7	19.4%
Not confident enough to take part/ don't think would have anything to contribute	2	5.6%
Wasn't aware of opportunities/ not advertised well	1	2.8%
Other	5	13.9%
Don't know	14	38.9%

5. REPAIRS SERVICE

5.1 Satisfaction with repairs service aspects (Q6/7)

A total of 171 respondents (48%, 39% in 2021/22) have had repairs carried out in their property in the last 12 months. Satisfaction ranged from 86% with regards to the repair being completed right first time to 98% in terms of the attitude of workers.

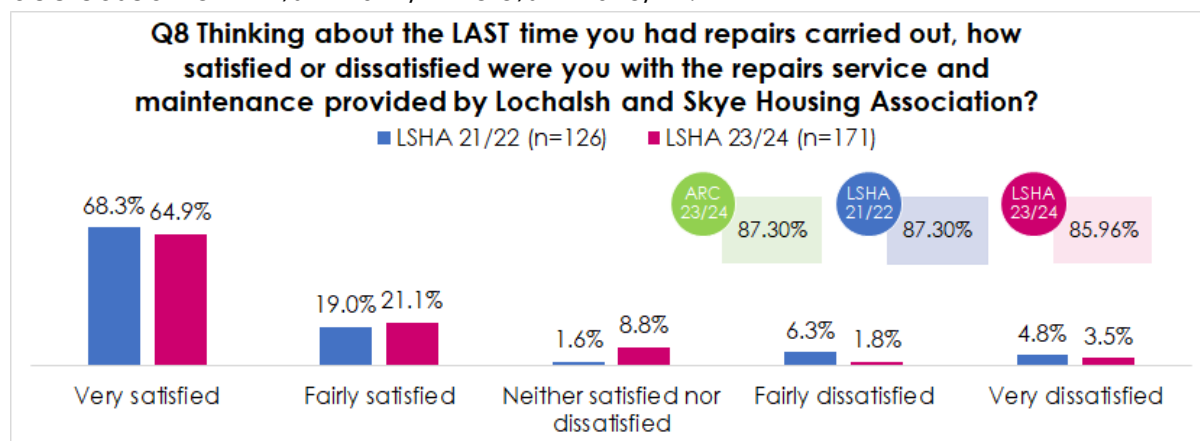


Satisfaction levels have not changed significantly compared to the 2021/22 survey results as demonstrated in the table below:

Q7 Satisfaction with repairs aspects 2021/22 vs 2023/24			
	2021/22	2023/24	+/-
Q7a Ability to have the repair carried out at a convenient time	94%	92%	-2%
Q7b Speed with which work was completed	90%	87%	-3%
Q7c Attitude of workers	95%	98%	3%
Q7d Overall quality of the work	89%	88%	-1%
Q7e Keeping dirt and mess to a minimum	94%	97%	3%
Q7f That the repair was completed 'right first time'	85%	86%	1%

5.2 Satisfaction with repairs service overall (Q8/9)

Following on from this, respondents were asked how satisfied or dissatisfied they were with the repairs service overall. 86% were either very or fairly satisfied in this respect compared 5% who were very or fairly dissatisfied and 9% who were neither satisfied nor dissatisfied. Overall satisfaction has not changed significantly from the 2021/22 results (87%) and is in line with the Scottish average as reported in the ARC for 2023/24 (87%). It is interesting to note that the proportion of dissatisfaction has decreased from 11% in 2021/22 to 5% in 2023/24.



Those who were not satisfied with the repairs service generally felt this way due to poor quality repairs or where they had to re-report the issue as it was not fixed on the first visit. A further 17% commented on the timescales for repairs being too long.

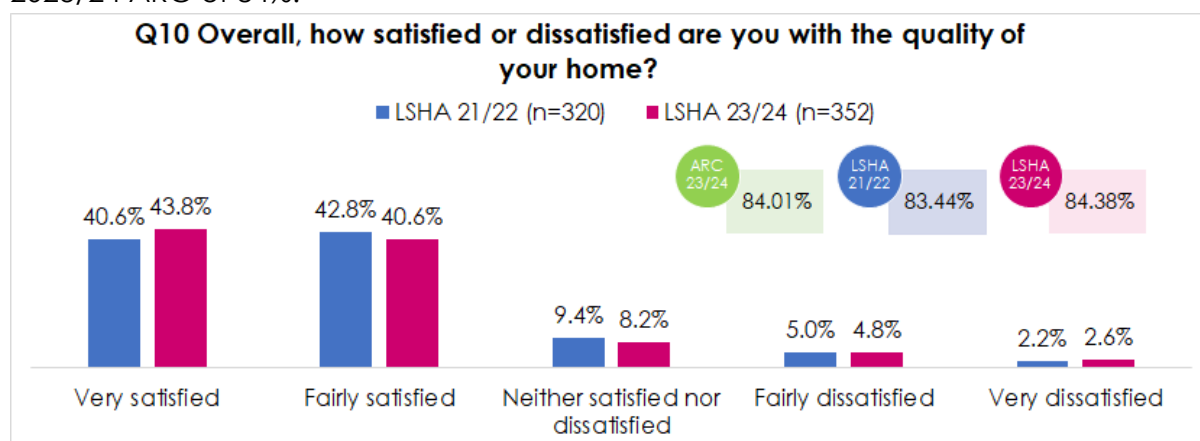
Q8b If not satisfied, please explain why?		
Base: Not satisfied with the repairs service, n=23	No.	%
Poor quality repairs/ not fixed on first visit/ not complete	17	73.9%
Timescales for repairs	4	17.4%
Outstanding repairs	2	8.7%
Poor communication on repairs	2	8.7%
Other	2	8.7%

Almost all tenants (95%) were aware of how to report a repair and the different ways they can do this, for example by email, letter, via the website, over the telephone or by using the tenant portal.

5.3 Satisfaction with the quality of the home (Q10)

With regards to the quality of the home, 84% were either very or fairly satisfied in this respect compared to 8% who were neither satisfied nor dissatisfied and 7% who were very or fairly dissatisfied.

Overall satisfaction with the quality of the home is consistent with 2021/22 where 83% were satisfied in this respect and also with the Scottish average reported in the 2023/24 ARC of 84%.



Interestingly, those who were satisfied with the repairs service were more likely to be satisfied with the quality of the home (84%) than tenants who were dissatisfied with the repairs service (67%).

A total of 55 individuals were not satisfied with the quality of the home. Again, they were asked to provide their reasons for feeling this way. The open ended responses have been coded into common themes and reveal that the majority of comments were regarding property upgrades such as the requirement for new kitchens, bathrooms or windows (49%). Others mentioned problems with the heating system (22%) or problems with dampness or mould (20%).

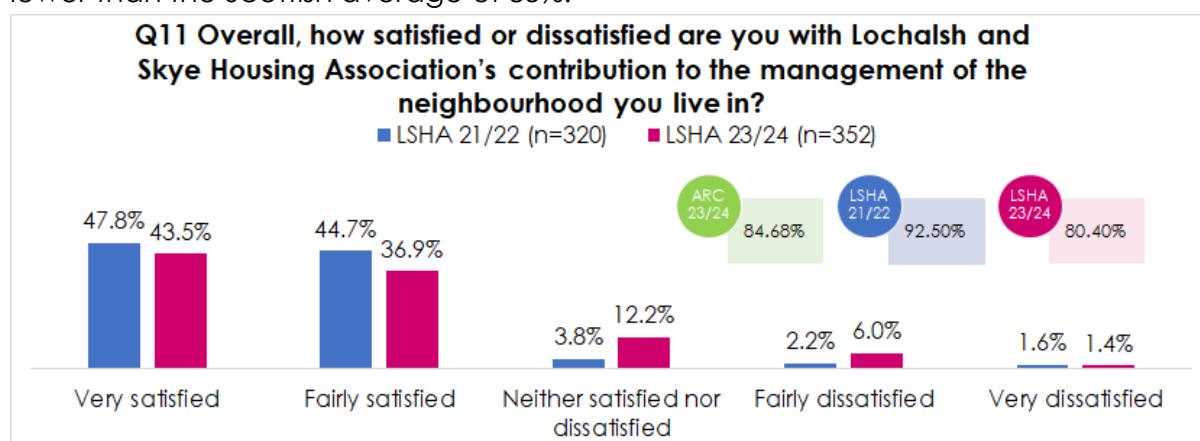
Q10b – If dissatisfied, can you explain why?		
Base: Not satisfied with quality of the home, n=55	No.	%
Need upgrades e.g. kitchen, bathroom, windows	27	49.1%
Poor heating system	12	21.8%
Problems with dampness/ mould	11	20.0%
Outstanding repairs not completed	8	14.5%
No insulation/ soundproofing	3	5.5%
Lack of storage	1	1.8%
Other	6	10.9%

6. THE NEIGHBOURHOOD

6.1 Contribution to neighbourhood management (Q11)

Eight in ten respondents (80%) were either very or fairly satisfied with the Association's contribution to the management of the neighbourhood they live in compared to 7% who were very or fairly dissatisfied and 12% who were neither satisfied nor dissatisfied.

Satisfaction in this respect has decreased from 93% in 2021/22 and is marginally lower than the Scottish average of 85%.

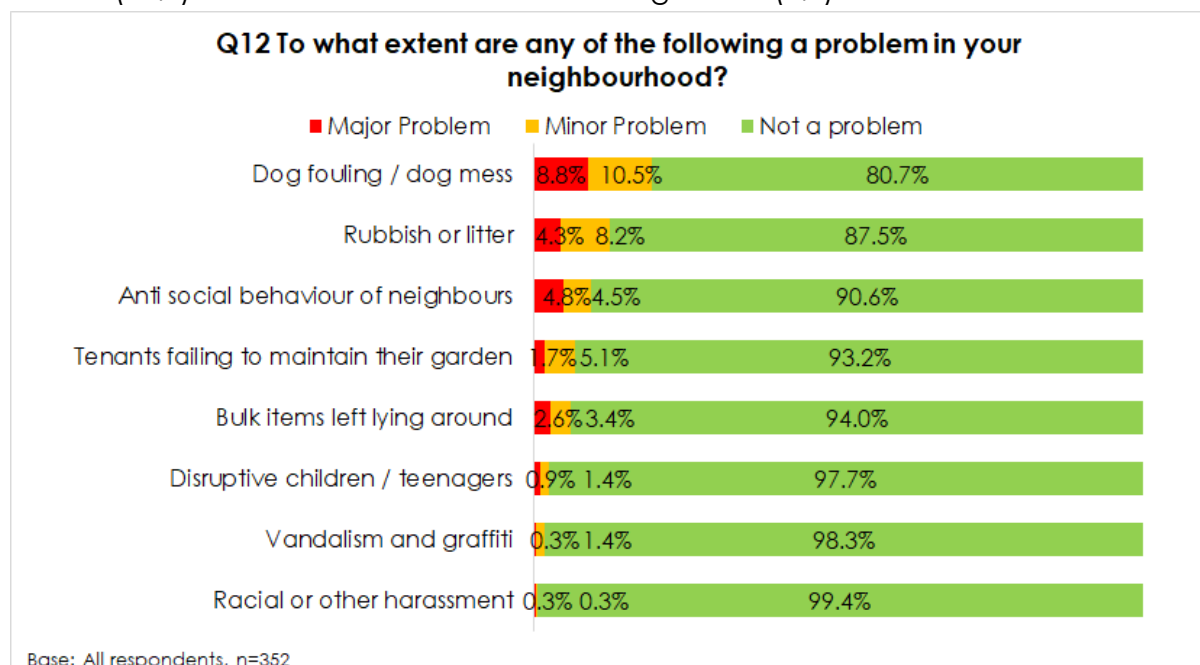


Where respondents were not satisfied in this respect they were asked to provide their reasons for feeling this way. The comments below show that there was a general feeling that more could be done in general, grass cutting or grounds maintenance or where tenants had outstanding issues with anti social behaviour.

Q11b If not satisfied, why?		
Base: Not satisfied with LSHA's contribution to management of neighbourhood, n=69	No.	%
Could do more/ could do a better job	19	27.5%
Grass cutting/ grounds maintenance/ landscaping needs improved	16	23.2%
Better dealings with ASB/ issues with ASB	12	17.4%
Communal maintenance needs improved	7	10.1%
Don't know what they do	7	10.1%
Bin stores need improved/ messy	2	2.9%
Area is dirty/ needs tidied up	2	2.9%
Lack of gritting in winter months	2	2.9%
Other	4	5.8%
Don't know	8	11.6%

6.2 Neighbourhood problems (Q12)

Respondents were asked to rate the extent to which various neighbourhood issues were a problem or not a problem in their neighbourhood. The vast majority of respondents did not consider these issues to be a problem, with the biggest concerns being regarding dog fouling (19% stating major or minor problem), rubbish or litter (12%) and anti-social behaviour of neighbours (9%).



As can be seen below, dog fouling and tenants failing to maintain their gardens have seen a decrease in the proportion of respondents stating these issues were not a problem in their neighbourhood.

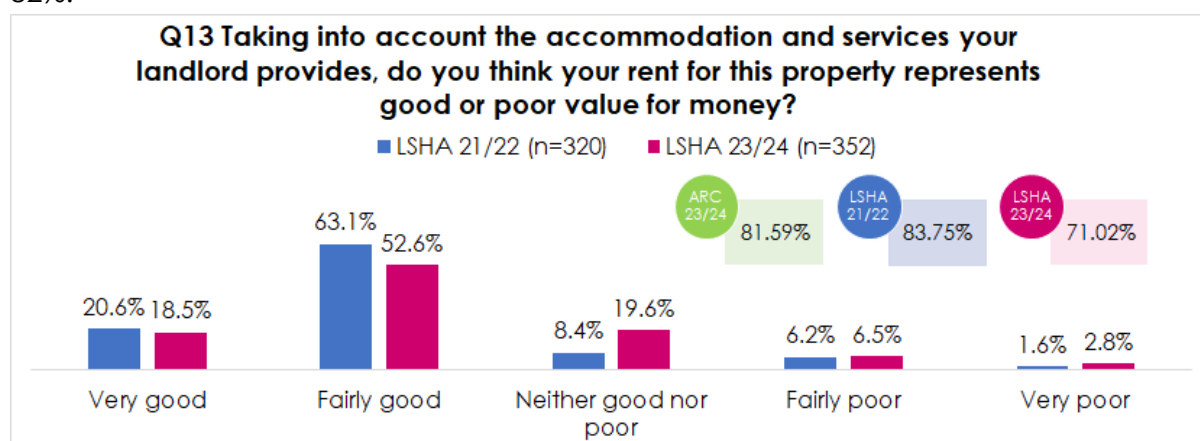
Q12 Neighbourhood problems - % stating not a problem 2021/22 vs 2023/24			
	2021/22	2023/24	+/-
Rubbish or litter	89%	88%	-2%
Anti social behaviour of neighbours	92%	91%	-1%
Dog fouling / dog mess	86%	81%	-5%
Disruptive children / teenagers	96%	98%	2%
Racial or other harassment	99%	99%	0%
Vandalism and graffiti	99%	98%	-1%
Tenants failing to maintain their garden	98%	93%	-5%
Bulk items left lying around	95%	94%	-1%

7. RENT, VALUE FOR MONEY AND FINANCIAL MANAGEMENT

7.1 Value for money of rent (Q13)

Just over 7 in 10 respondents (71%) said the rent for their property was very or fairly good compared to 9% who felt it was very or fairly poor and 20% who said it was neither good nor poor.

The proportion of respondents who said rent for their property was good value for money has decreased from 84% in 2021/22 and is lower than the Scottish average of 82%.

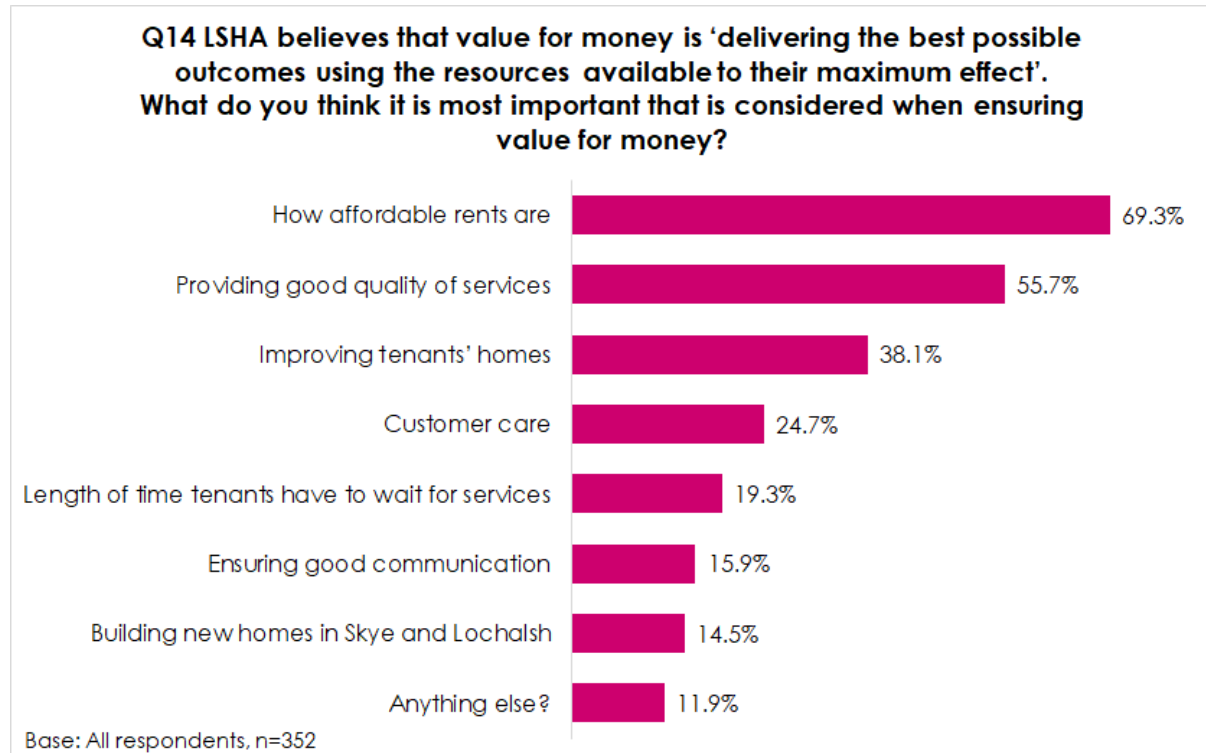


The main reasons for not finding the rent charge to be good value for money was where respondents were unhappy with the rent being too expensive or that it keeps increasing (65%), that the rent was expensive for the quality of the home (10%) or the size of the property (9%).

Q13b If you do not feel that your rent is good value for money, can you please explain why?		
Base: Do not feel rent is good value, n=102	No.	%
Expensive/ keeps increasing	66	64.7%
Poor quality of home	10	9.8%
Expensive for size of property	9	8.8%
Poor services received	7	6.9%
I get rent paid/ financial help towards rent	5	4.9%
Poor heating/ high heating bills	5	4.9%
Expensive compared to Council rents	4	3.9%
It is ok/ reasonable	4	3.9%
Other	1	1.0%
Don't know	7	6.9%

7.2 Priorities for providing value for money (Q14/15)

It was explained to tenants that LSHA believes that value for money is 'delivering the best possible outcomes using the resources available to their maximum effect'. Tenants were asked what they believe is most important for the Association to consider when ensuring value for money. Just under 7 in 10 (69%) said affordability of rents was most important, and this was followed by providing good quality of services (56%) and improving tenants' homes (38%).



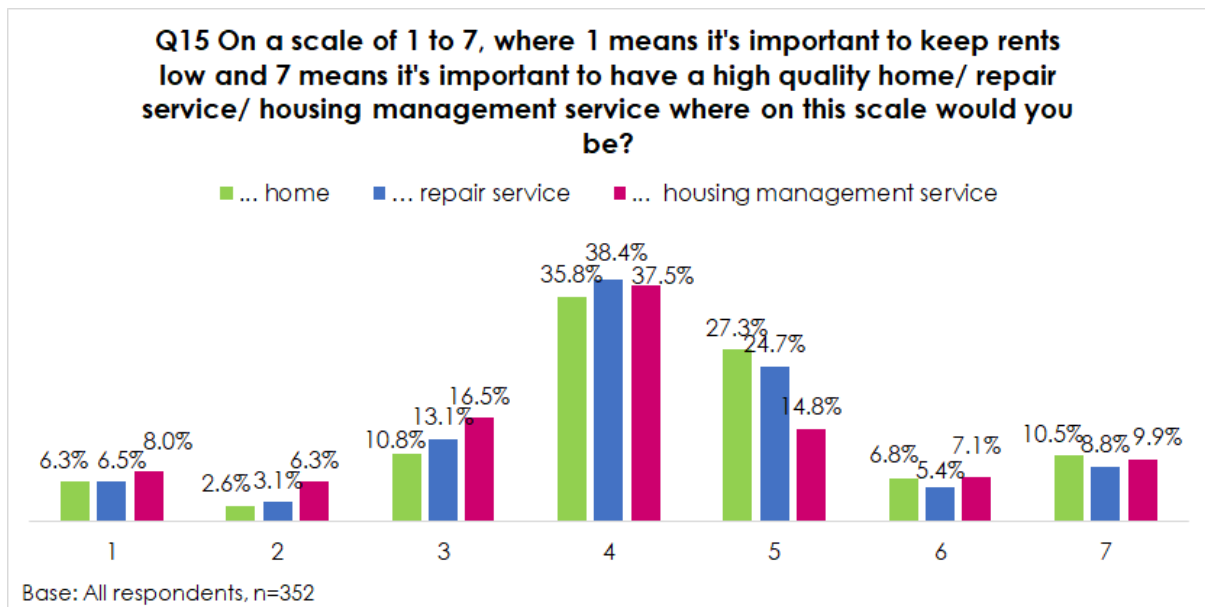
Our analysis shows some significant differences in terms of the following:

- **Age:** Improving tenants' homes was more of a priority for younger tenants aged 16-34 (49%), this then decreases with age to 31% for tenants aged 65 and over.
- **Household composition:**
 - Affordability of rents: This was more important for 1 parent families (84%) than two adult households (61%).
 - Providing good quality services: Single adults were more likely to say this was a priority (59%) than 2 adult households (44%).
 - Length of time tenants have to wait for services: 1 parent families were more likely to say this was a priority (32%) than 2 parent families (6%).
 - Customer care: This was less of a priority for 2 parent families (6%) than all other household compositions.
 - Improving tenants' homes: this was more of a priority for 2 parent families (58%) than single adult households (32%).
 - Building new homes in Skye and Lochalsh: Was most important for 2 parent families (21%) and least important for households containing 3 or more adults or other household types (3%).

- **Disability/ long term health condition:**

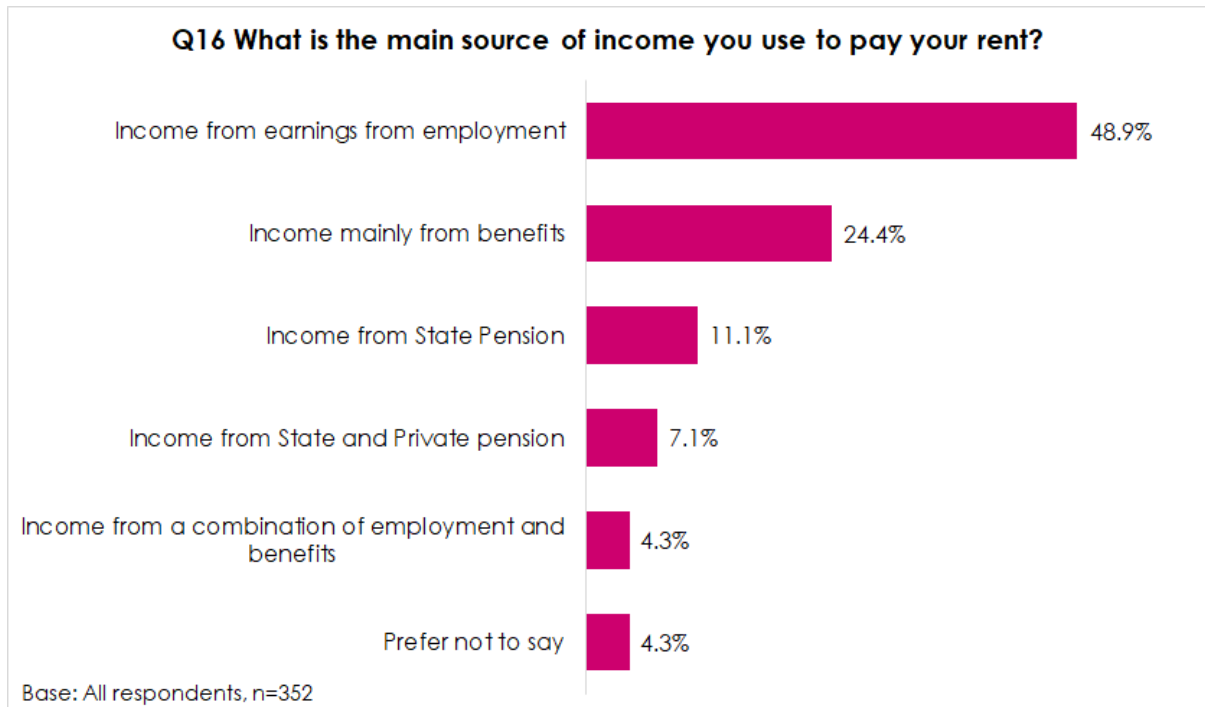
- Ensuring good communication: This was more important for households with at least one person with a long term health condition (20%) than other respondents (12%)
- Customer care: This was more important for households with at least one person with a long term health condition (30%) than other respondents (21%)

Following on from this, respondents were asked to rate on a scale of 1 to 7 what score they would give where 1 means it is important to keep rents low and 7 means having a high quality home, high quality repairs service or high quality housing management service. The most common score for all three service areas was 4. In terms of the mean rating, having a high quality home had the highest mean rating of 4.38. This was followed by having a high quality repairs service (4.223) and having a high quality housing management service (4.06).

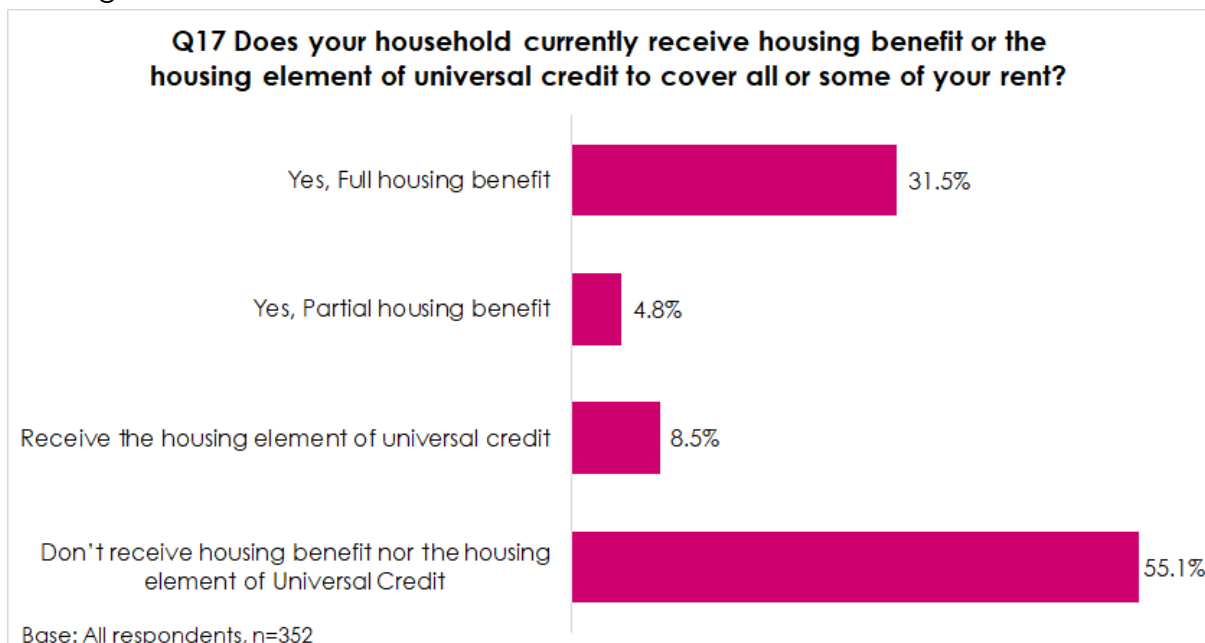


7.3 Main income source (Q16/17)

Just under half of respondents said their main income source was a salary from employment (49%), 24% said it was income mainly from benefits and 11% said it was income from state pension.

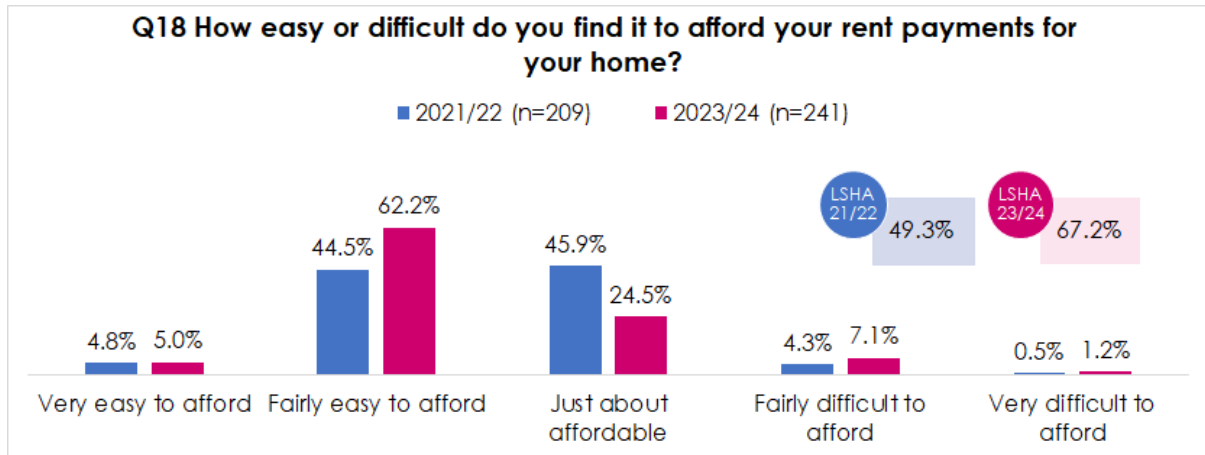


Just under a third of tenants (32%) said they were in receipt of full housing benefit, 5% were in receipt of partial housing benefit and 9% received the housing element of Universal Credit. Over half (55%) said they don't receive housing benefit nor the housing element of Universal Credit.



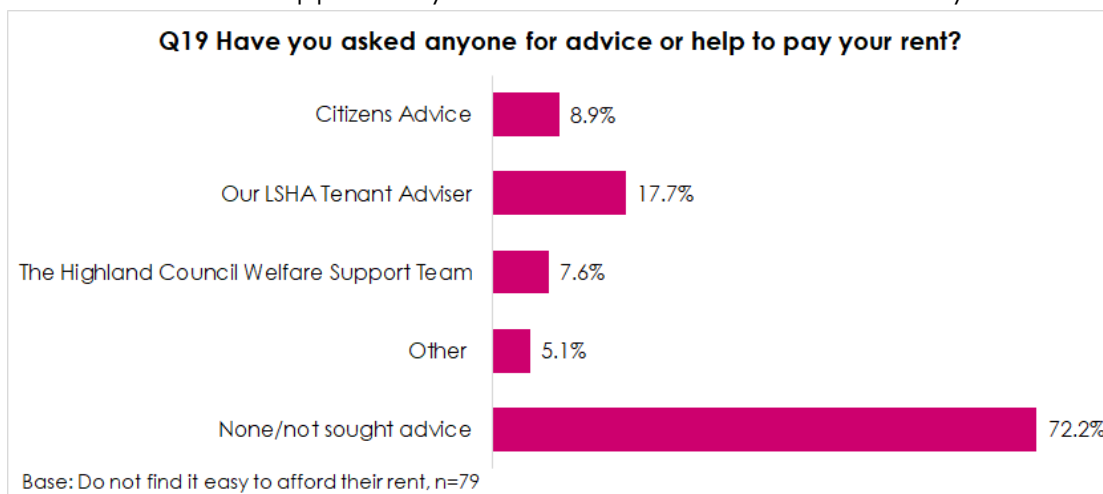
7.4 Affordability of rent costs (Q18/19)

All tenants with the exception of those who received full housing benefit were asked how easy or difficult they find it to afford their rent payments for their home. Two thirds of these respondents (67%) said they find it very or fairly easy to afford the rent payments for their home compared to 25% who said it is just about affordable and 8% who said it was difficult to afford.



The results to this question do not vary significantly depending on whether tenants receive partial housing benefit, receive the housing element of universal credit or pay full rent. Ease of affording rent payments also does not vary significantly by age or gender. However further analysis reveals those who had a long term physical or mental health condition were more likely to find it easy to afford their rent payments (57%) than those who did not have a long term condition (71%).

Where respondents did not find it easy to afford their rent, they were asked if they had asked anyone for advice or help to pay their rent. Over 7 in 10 respondents (72%) had not sought advice, while 18% said they had spoken to an LSHA Tenant Adviser, 9% had spoken to Citizens' Advice and 8% had spoken to the Highland Council Welfare Support Team. Where tenants selected other, this was further comments on the support they had received or difficulties that they have faced.

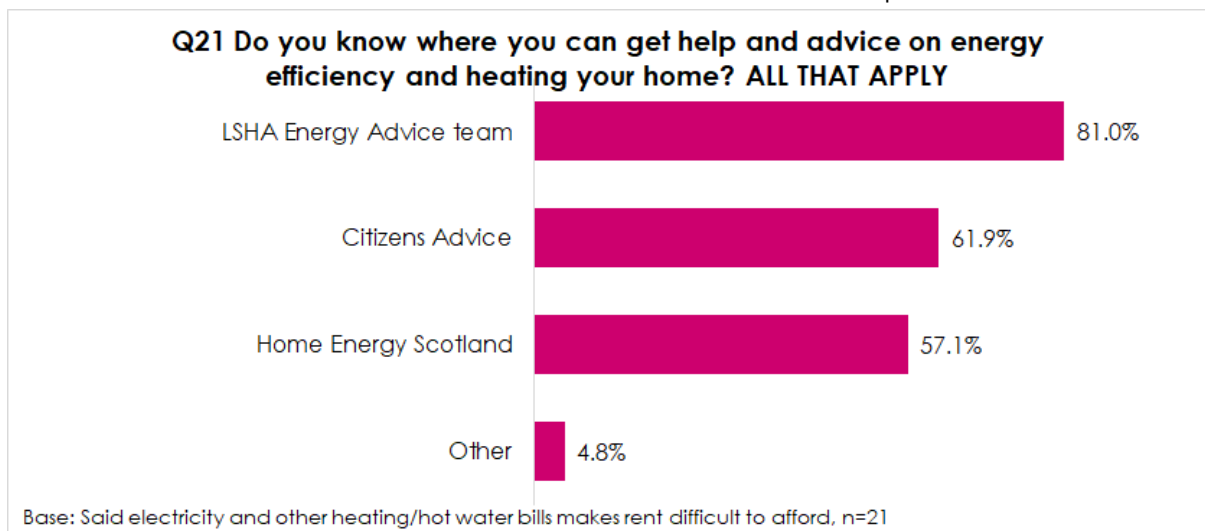


The main reasons given for not finding rent easy to afford were where tenants felt rent charges were too high (58%), where they said electricity and other heating, or hot water bills were difficult to afford (27%) or where they struggled with the increasing cost of food (27%).

Q20 What are the main reasons that you find rent difficult to afford?		
Base: Find rent difficult to afford, n=79	No.	%
Rent charges are too high	46	58.2%
Electricity and other heating/hot water bills	21	26.6%
Increasing cost of Food	21	26.6%
Council Tax bills	19	24.1%
Service charges are too high	11	13.9%
Other household expenses	10	12.7%
Lack of employment/training income	6	7.6%
Your health	5	6.3%
Changes in benefits or Universal Credit payments	2	2.5%
Other reasons?	25	31.6%

7.5 Energy efficiency and heating advice (Q21)

The 21 tenants who said they found their rent difficult to afford due to high electricity and other heating or hot water bills were asked if they knew where they can get help and advice on energy efficiency and heating their home. Over 8 in 10 tenants (81%) said they knew they could get help from LSHA Energy Advice team, 62% were aware they could get help from Citizens' Advice and 57% were aware they could get help from Home Energy Scotland. The one respondent who gave an other response said "I feel ashamed to ask for help as others are worse than us, but I feel rent could be lower or insulation could be better so could keep heat in".



7.6 Household income (Q22)

Respondents were asked to provide their total net income from all sources after any deductions for tax, national insurance or anything else. More than one in four tenants (27%) refused to provide this information and 16% were unsure. As can be seen in the table, the most common response given was for the lowest income category of less than £13,500 per year which was selected by 15% of respondents.

Q22 Could you please tell me in which category you would place your (and any joint tenant or person in your household contributing to household running costs/bills) current TOTAL NET INCOME (that is the amount you receive in your bank account) from ALL SOURCES AFTER any deductions for tax, national insurance, or anything else.		
Base: All respondents, n=352	No.	%
WEEKLY- Up to £259, MONTHLY - Up to £375, ANNUAL - Under £13,499	52	14.8%
WEEKLY- £260-£298, MONTHLY - £1,126 -£1,292, ANNUAL - £13,500-£15,499	18	5.1%
WEEKLY- £299-£336, MONTHLY - £1,293-£1,458, ANNUAL - £15,500-£17,499	16	4.5%
WEEKLY- £337-£480, MONTHLY - £1,459-£2,083, ANNUAL - £17,500-£24,999	28	8.0%
WEEKLY- £481-£576, MONTHLY - £2,084-£2,500, ANNUAL - £25,000-£29,999	26	7.4%
WEEKLY- £577-£769, MONTHLY - £2,501-£3,333, ANNUAL - £30,000-£39,999	28	8.0%
WEEKLY- £770-£961, MONTHLY - £3,334-£4,167, ANNUAL - £40,000-£49,999	11	3.1%
WEEKLY- £962-£1,441, MONTHLY - £4,168-£6,250, ANNUAL - £50,000-£74,999	5	1.4%
WEEKLY- ££1,442 or over, MONTHLY - £6,251 or over, ANNUAL - £75,000 or over	1	0.3%
Don't know	56	15.9%
Income fluctuates	13	3.7%
Nothing	4	1.1%
Prefer not to say	94	26.7%

7.7 Services to support local communities (Q24)

Respondents were asked if there was anything they would like to see the Association offer in the future that we currently don't offer. The majority (56%) had no suggestions, while 28% suggested painting and decorating and 27% suggested private grass cutting.

Q24 LSHA is thinking about ways it can help local communities but providing a range of complimentary services that customers could pay for. Is there anything that you would like to see the Association offer in the future that we currently don't offer? For example:		
Base: All respondents, n=352	No.	%
Painting and decorating	97	27.6%
Private grass cutting	95	27.0%
Shrub/ tree management (where not planted by LSHA or on communal ground already)	25	7.1%
Maintenance of gardens other than grass cutting*	4	1.1%
Handyperson service*	3	0.9%
Transport*	3	0.9%
Affordable home improvements/ grants*	3	0.9%
Bike storage*	2	0.6%
Window cleaning*	2	0.6%
Not now, but maybe in the future*	2	0.6%
Any Other suggestions? (please specify)	9	2.6%
None	198	56.3%

*New codes created after fieldwork and derived from the "other suggestions"

8. HOUSEHOLD INFORMATION

8.1 Employment status (Q23)

In terms of employment status, 38% of respondents were in full time paid work, 18% were long term sick or disabled and 22% were retired.

Q23 How would you describe your/ you partner's occupational status at present?		
Base: All respondents, n=352	Tenant	Partner
Full time paid work (35 or more hours more week)	37.5%	13.9%
Self employed	5.4%	0.6%
Part time paid work (less than 35 hours per week but more than 16 hours per week)	6.8%	4.0%
Part time paid work (less than 16 hours per week)	0.6%	0.3%
Full time education	0.3%	-
Government training programme	-	-
Unemployed	2.0%	1.1%
Long term sick / disabled	17.6%	5.1%
Looking after family	3.1%	0.9%
Retired	21.6%	4.8%
Other – specify	5.1%	2.3%
No partner		67.0%

8.2 Age and gender (Q25/26)

More females were surveyed (54%) than males (46%). In terms of the age profile of respondents 16% were aged 16-34, 36% were aged 35-54, 37% were aged 55-74 and 9% were aged 75 and over.

Q25 What is your age?		
Base: All respondents, n=352	No.	%
16-24	13	3.7%
25-34	42	11.9%
35-44	65	18.5%
45-54	60	17.0%
55-64	73	20.7%
65-74	56	15.9%
75+	33	9.4%
Prefer not to say	10	2.8%

8.3 Household composition (Q27)

Just under 6 in 10 respondents lived alone (58%), 17% lived in a 2 adult household, 7% were 1 parent families and 9% were 2 parent families.

Q27 How would you describe the composition of your household?		
Base: All respondents, n=352	No.	%
One adult under 60	113	32.1%
One adult aged 60 or over	92	26.1%
Two adults both under 60	29	8.2%
Two adults both over 60	24	6.8%
Two adults, at least one 60 or over	6	1.7%
Three or more adults, 16 or over	17	4.8%
1 parent family with 1 child under 16	16	4.5%
1 parent family with 2 children under 16	7	2.0%
1 parent family with 3 or more children under 16	2	0.6%
2 parent family with 1 child under 16	13	3.7%
2 parent family with 2 children under 16	15	4.3%
2 parent family with 3 or more children under 16	5	1.4%
Other	13	3.7%

8.4 Disability and long term health condition (Q29/30)

Just under half of respondents (46%) said either they, or someone else in their household had a long term physical or mental health condition or illness. This tended to be a physical disability (53%), or a long term illness, disease or condition (20%).

Q29 Does this condition affect any of the following...?		
Base: Someone in household has long term health condition, n=162	No.	%
Physical disability	85	52.5%
Long term illness, disease or condition	32	19.8%
Mental health condition	27	16.7%
Blindness or partial sight loss	7	4.3%
Neurodiversity (for example, Autistic Spectrum Disorder or Asperger's Syndrome)	6	3.7%
Learning disability (for example Down's Syndrome)	5	3.1%
Learning difficulty (for example dyslexia)	5	3.1%
Deafness or partial hearing loss	3	1.9%
Other condition, please write in	21	13.0%
Prefer not to say	7	4.3%

The majority of those who said either they or a household member has a long term health condition said their current housing meets any specific needs related to the condition (88%). Of the 19 respondents who said their home didn't meet their needs, 6 said they needed aids or adaptations, 10 said they would need a house move (including those who said they were struggling with the stairs in their home) and 3 tenants provided other reasons and mentioned other issues such as neighbours, heating and sound proofing.

8.5 Ethnicity (Q33)

The vast majority said their ethnicity was White Scottish (77%).

Q33 What is your ethnic group?		
Base: All respondents, n=352	No.	%
White Scottish	271	77.0%
White English	27	7.7%
White Welsh	-	-
White Irish	5	1.4%
White Other British	22	6.3%
Polish	1	0.3%
Gypsy / Traveller	-	-
Roma	-	-
Any mixed or multiple ethnic groups, please write in:	-	-
Pakistani, Scottish Pakistani or British Pakistani	1	0.3%
Indian, Scottish Indian or British Indian	-	-
Bangladeshi, Scottish Bangladeshi or British Bangladeshi	-	-
Chinese, Scottish Chinese or British Chinese	-	-
Other Asian background, please write in:	3	0.9%
African, Scottish African or British African	1	0.3%
Other African background, please write in	-	-
Caribbean, Caribbean Scottish or Caribbean British	1	0.3%
Black, Black Scottish or Black British	-	-
Other Caribbean or Black background, please write in	-	-
Other, please write in	20	5.7%

APPENDIX 1: SURVEY QUESTIONNAIRE

OVERALL SATISFACTION

1. **[SSHC1] Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Lochalsh and Skye Housing Association?**

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
No opinion	6
Q1b – If not satisfied, please explain why? [CODES 3, 4, 5]	

COMMUNICATION AND PARTICIPATION

2. **LSHA want to improve their digital connectivity and improve access to services starting with how you receive information from them. The Association currently use a number of methods to keep tenants informed, which of the following would you prefer is used when keeping you informed? ALL THAT APPLY**

Website	1
Newsletter by post	2
Newsletter by email	3
Through your local housing officer or another staff member	4
Information displayed in offices/ public places	5
Public meetings and Outreach events	6
Social media like Facebook	7
Email	8
Letters	9
Telephone calls	10
Text messages	11
Landlord portal	12
Other (please specify)	13

3. **[SSHC] How good or poor do you feel Lochalsh and Skye Housing Association is at keeping you informed about their services and decisions?**

Very good	1
Fairly good	2
Neither good nor poor	3
Fairly poor	4
Very poor	5
Q3b – If not good, please explain why? [CODES 3, 4, 5]	

4. Lochalsh and Skye provide a range of methods to their tenants to participate in their decision making processes. How would you prefer to be able to give your views and get involved with LSHA? ALL THAT APPLY

Becoming a Board member	1
Answering short surveys on specific services e.g. repairs service	2
Consultations e.g. the annual rent review	3
Estate Walkabouts and action plans to improve your neighbourhood environment	4
Policy reviews on different topics	5
Focus groups to discuss a service change or strategy e.g. tenant participation strategy	6
New development consultations like community meetings to share plans	7
Scrutiny projects – reviewing LSHA's performance and recommending improvements	8
Equality Impact Assessments to ensure services are accessible and inclusive	9
New housing/development consultations to help address local housing needs	10
Become a member of the Association	11
Digital engagement methods e.g. online surveys and virtual meetings	12
Other (please specify)	13

5. [SSHC] How satisfied or dissatisfied are you with the opportunities given to you to participate in Lochalsh and Skye Housing Association's decision making process?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Q5b If not satisfied, please explain why? [CODES 3, 4, 5]	

Repairs service

[INTERVIEWER: READ OUT] Turning now to the Association's reactive, day to day repairs service, can I ask you...

6. [SSHC] Have you had any repairs carried out in this property in the last 12 months?

Yes	1	Go to Q7
No	2	Go to Q9

7. Thinking about the LAST time you had a repair carried out, how satisfied or dissatisfied were you with the following?

	Very Satisfied	Fairly Satisfied	Neither nor	Fairly Dissatisfied	Very Dissatisfied
Ability to have the repair carried out at a convenient time	1	2	3	4	5
Speed with which work was completed	1	2	3	4	5
Attitude of workers	1	2	3	4	5
Overall quality of the work	1	2	3	4	5
Keeping dirt and mess to a minimum	1	2	3	4	5
That the repair was completed 'right first time'	1	2	3	4	5

8. [SSHC] Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service and maintenance provided by Lochalsh and Skye Housing Association?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Q8b If not satisfied, please explain why? [CODES 3,4,5]	

9. Do you know how to report a repair, and the different ways you can do this? For example by email, by letter, through the website, over the phone or on the tenant portal?

Yes	1
No	2

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

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Q10b – If not satisfied, can you explain why? [CODES 3,4,5]	

The Neighbourhood

[INTERVIEWER, READ OUT] While this varies widely between developments, by neighbourhood management we mean the things that LSHA does in your neighbourhood such as how they deal with anti social behaviour, how clean and tidy your block and immediate surrounding area is. This includes landings, stairwells and communal garden areas but not the condition of roads and pavements, street cleaning or refuse collections

11. [SSHC] Overall, how satisfied or dissatisfied are you with Lochalsh and Skye Housing Association's contribution to the management of the neighbourhood you live in?

Very satisfied	1
Fairly satisfied	2
Neither satisfied nor dissatisfied	3
Fairly dissatisfied	4
Very dissatisfied	5
Q11b If not satisfied, why? [CODES 3,4,5]	

12. To what extent are any of the following a problem in your neighbourhood? For each item can you tell me whether you feel it is a major problem, a minor problem or not a problem.

	Major Problem	Minor Problem	Not a problem
Rubbish or litter	1	2	3
Anti social behaviour of neighbours	1	2	3
Dog fouling / dog mess	1	2	3
Racial or other harassment	1	2	3
Vandalism and graffiti	1	2	3
Tenants failing to maintain their garden	1	2	3
Bulk items left lying around	1	2	3

Rent, Value for Money and Financial Management

This next section is about your rent. Also, LSHA are concerned about how their tenants are managing financially and ensuring that their homes are affordable to live in.

13. [SSHC] Taking into account the accommodation and services your landlord provides, do you think your rent for this property represents good or poor value for money?

Very good	1
Fairly good	2
Neither good nor poor	3
Fairly poor	4
Very poor	5
Q13b If you do not feel that your rent is good value for money, can you please explain why? [CODES 3,4,5]	

14. LSHA believes that value for money is 'delivering the best possible outcomes using the resources available to their maximum effect'. What do you think it is most important that is considered when ensuring value for money? PLEASE SELECT UP TO 3

How affordable rents are	1	Go to Q15
Providing good quality of services	2	
Length of time tenants have to wait for services	3	
Ensuring good communication	4	
Customer care	5	
Improving tenants' homes	6	
Building new homes in Skye and Lochalsh	7	
Anything else? (please describe)	8	

15. LSHA always aim to have rents that are affordable. I would like to ask however, if you were to compare the importance of having low rents against the importance of having your home or services improved, where would you place yourself on a scale of 1 to 7 where....

	1	2	3	4	5	6	7	
On a scale of 1 to 7, where 1 means it's important to keep rents low and 7 means it's important to have a high quality home, where on this scale would you be?	1	2	3	4	5	6	7	Go to Q16
On a scale of 1 to 7, where 1 means it's important to keep rents low and 7 means it's important to have a high quality repair service, where on this scale would you be?	1	2	3	4	5	6	7	
On a scale of 1 to 7, where 1 means it's important to keep rents low and 7 means it's important to have a high quality housing management service (e.g. dealing with ASB, tenancy issues, rent, advice and assistance), where on this scale would you be?	1	2	3	4	5	6	7	

16. Which of the following best describes the main source of your household income? SELECT ONE ONLY

Income from earnings from employment	1
Income mainly from benefits	2
Income from a combination of employment and benefits	3
Income from State Pension	4
Income from State and Private pension	5
Prefer not to say	6

17. Does your household currently receive housing benefit or the housing element of universal credit to cover all or some of your rent?

Yes, Full housing benefit	1	Go to Q19
Yes, Partial housing benefit	2	Go to Q18
Receive the housing element of universal credit	3	
Don't receive housing benefit nor the housing element of Universal Credit	4	

18. How easy or difficult do you find it to afford rent payments for your home?

Very easy to afford	1	Go to Q22
Fairly easy to afford	2	
Just about affordable	3	Go to Q19
Fairly difficult to afford	4	
Very difficult to afford	5	

19. Have you asked anyone for advice on help to pay your rent?

Citizens Advice	1	Go to Q20
Our LSHA Tenant Adviser	2	
The Highland Council Welfare Support Team	3	
Other (please specify)	4	
None/not sought advice	5	

20. What are the main reasons that you find rent difficult to afford?

Rent charges are too high	1	Go to Q22
Service charges are too high	2	
Electricity and other heating/hot water bills	3	Go to Q21
Increasing cost of Food	4	Go to Q22
Council Tax bills	5	
Other household expenses	6	
Lack of employment/training income	7	
Your health	8	
Changes in benefits or Universal Credit payments	9	
Don't have a steady income (income fluctuates making it difficult to budget)	10	
Other reasons? (please specify)	11	

21. Do you know where you can get help and advice on energy efficiency and heating your home? ALL THAT APPLY

LSHA Energy Advice team	1	Go to Q22
Citizens Advice	2	
Home Energy Scotland	3	
Other (please specify)	4	

To look at how affordable housing is across the area, we need to collect information about how much people currently pay for their housing and how they pay for it. Can I remind you again that any information you give will be kept strictly confidential and will only be used to produce statistics. No one will see any information about you personally.

ASK ALL RESPONDENTS

22. Could you please tell me in which category you would place your (and any joint tenant or person in your household contributing to household running costs/bills) current TOTAL NET INCOME (that is the amount you receive in your bank account) from ALL SOURCES AFTER any deductions for tax, national insurance, or anything else.

WEEKLY	MONTHLY	ANNUAL	Household finance
Up to £259	Up to £375	Under £13,499	1
£260-£298	£1,126 -£1,292	£13,500-£15,499	2
£299-£336	£1,293-£1,458	£15,500-£17,499	3
£337-£480	£1,459-£2,083	£17,500-£24,999	4
£481-£576	£2,084-£2,500	£25,000-£29,999	5
£577-£769	£2,501-£3,333	£30,000-£39,999	6
£770-£961	£3,334-£4,167	£40,000-£49,999	7
£962-£1,441	£4,168-£6,250	£50,000-£74,999	8
£1,442 or over	£6,251 or over	£75,000 or over	9
		Don't know	10
		Income fluctuates	11
		Nothing	12
		Prefer not to say	13

23. How would you describe the occupational status of you and any joint tenant or any household member that contributes to household expenses at present?

	You	Partner
Full time paid work (35 or more hours more week)	1	1
Self employed	2	2
Part time paid work (less than 35 hours per week but more than 16 hours per week)	3	3
Part time paid work (less than 16 hours per week)	4	4
Full time education	5	5
Government training programme	6	6
Unemployed	7	7
Long term sick / disabled	8	8
Looking after family	9	9
Retired	10	10
Other – specify	11	11
No partner		12

INTERVIEWER READ OUT TO ALL RESPONDENTS

If you would like any advice and/or assistance about finances, debts or entitlement to benefits please contact LSHA at info@lsha.co.uk or 01478 612035

Other services

24. LSHA is thinking about ways it can help local communities but providing a range of complimentary services that customers could pay for. Is there anything that you would like to see the Association offer in the future that we currently don't offer? For example:

Private grass cutting	1
Painting and decorating	2
Shrub/ tree management (where not planted by LSHA or on communal ground already)	3
Any Other suggestions? (please specify)	4

You and your household

25. What is your age?

16-24	1
25-34	2
35-44	3
45-54	4
55-64	5
65-74	6
75+	7
Prefer not to say	8

26. Which of the following best describes how you identify yourself?

Male	1
Female	2
Other	3

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

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

28. Do you or anyone in your household have a physical or mental health condition or illness lasting, or expected to last, 12 months or more?

Yes	1	Go to Q29
No	2	Go to Q33

29. Does this condition affect any of the following...?

Deafness or partial hearing loss	1
Blindness or partial sight loss	2
Learning disability (for example Down's Syndrome)	3
Learning difficulty (for example dyslexia)	4
Neurodiversity (for example, Autistic Spectrum Disorder or Asperger's Syndrome)	5
Physical disability	6
Mental health condition	7
Long term illness, disease or condition	8
Other condition, please write in	9
Prefer not to say	10

30. Does your current housing meet any specific needs related to your condition?

Yes	1	Go to Q33
No	2	Go to Q31

31. If no, what do you think would help you?

Aids/ adaptations	1	Go to Q32
A house move	2	
Other (please specify)		

32. Are you happy for us to pass over your answers re the suitability of your home and what would help to the Association so that they may be able to discuss your needs? All your other answers will remain completely confidential and anonymous.

Yes	1
No	2

33. What is your ethnic group?

A White

Scottish	1
English	2
Welsh	3
Irish	4
Other British	5
Polish	6
Gypsy / Traveller	7
Roma	8

B Mixed or multiple ethnic groups

Any mixed or multiple ethnic groups, please write in:	9
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C Asian

Pakistani, Scottish Pakistani or British Pakistani	10
Indian, Scottish Indian or British Indian	11
Bangladeshi, Scottish Bangladeshi or British Bangladeshi	12
Chinese, Scottish Chinese or British Chinese	13
Other Asian background, please write in:	14

D African

African, Scottish African or British African	15
Other African background, please write in	16

E Caribbean or Black

Caribbean, Caribbean Scottish or Caribbean British	17
Black, Black Scottish or Black British	18
Other Caribbean or Black background, please write in	19

F Other ethnic group

Other, please write in	20
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Thank and close statement

- Thank you very much for completing the questionnaire.
- Would you like to take a note of our website address where you will be able to read more about Research Resource, the interviewing process and how we use your data on the Privacy Notice.

APPENDIX 2: TECHNICAL REPORT SUMMARY



TECHNICAL REPORT SHEET – QUANTITATIVE RESEARCH

Project name	Lochalsh and Skye Housing Association 2024
Project number	P1445
Objectives of the research	The aim of the research was to seek tenants' views on the services that LSHA provide and how well it performs these services and to help identify areas where the service can be improved.
Target population	Tenants of the Association
Description of sample frame/ source and validation methods if applicable	Database sent from client containing names, addresses and telephone numbers.
Sampling method (probability or non probability) and quotas used	N/A No sample, aim was to maximise the response rate.
Sample units drawn	N/A No sample, aim was to maximise the response rate.
Target sample size	Maximise the response rate
Achieved sample size and reasons if target not achieved	352 interviews
Date of fieldwork	Interviewing took place between the 23 rd of October 2024 and the 17 th of December 2024.
Data collection method	Telephone interviews
Response rate and definition and method of how calculated	43% (352 interviews from sample of 814)
Questionnaire length	15-20 minutes
Any incentives?	No
Number of interviewers	9
Interview/ self completion validation methods	10% of each interviewer's work validated using remote listening in order to ensure that interviews were completed accurately and in line with ISO 20252 standards.
Showcards or any other materials used?	Not applicable
Weighting procedures (if applicable)	Not applicable
Estimating and imputation procedures (if applicable)	Not applicable
Reliability of findings and methods of statistical analysis if applicable	Data accurate overall to +/-3.94% for LSHA tenant pop (based upon a 50% estimate at the 95% level of confidence)

NB If publishing any results please ensure that any conclusions or data reported are adequately supported by the data provided in this report.