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Milnbank Housing Association
Tenant Satisfaction Survey
March 2020

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Executive Summary

The context for the Milnbank HA Tenant Satisfaction Survey together with the key findings arising from the interviews carried out are summarised below.

Context

1. Wider Role Solutions tendered successfully to carry out a Tenant Satisfaction Survey for Milnbank HA.
2. The survey was conducted face to face with tenants during the period 6 January 2020 till 28 February 2020. All tenants had been lettered by Wider Role Solutions in December 2019 inviting their participation in the survey.
3. In total, 650 Tenants took part in the survey representing a 40% response rate.
4. The questions asked covered two broad themes; Part 1 were questions that relate to the Annual Return on the Charter (ARC) as required by the Scottish Housing Regulator and Part 2 was a set of questions relating to non-housing activities undertaken by Milnbank HA.
5. Tenants were able to choose whether to answer questions on the doorstep or to invite the surveyor into their home.

Key Findings

6. The Tenant Satisfaction Survey returned a high level of satisfaction. No tenant expressed the view they were extremely dissatisfied with any aspect of the service provided by Milnbank.
7. Milnbank tenants are very aware of what the Association does as a community based housing provider and they have high expectations in terms of the range and quality of services. Conversely, there is general frustration about the poor quality of public services provided in the Milnbank areas.
8. Where specific issues were raised by tenants, the surveyor sent an email to Milnbank asking for the matter to be dealt with.
9. A few issues of concern were raised by tenants. These included: concerns about void flats receiving investment ahead of occupied flats, concern about drug dealing in some backcourts or common areas and the need for better communication about replacing fixtures such as kitchens.
10. There was overwhelming enthusiasm for the non-housing activities undertaken by Milnbank HA.
11. There is support for expanding housing related services through initiatives such as a community Wi-Fi service.
12. Tenants prefer face to face communication and support annual tenant surveys.
13. A number of tenants made a point of stressing how enthusiastic they felt about their housing provider and the positive contribution Milnbank makes to the community.
14. Recommendations on developing an Action Plan to address issues identified during the Tenant Satisfaction Survey are included at Part 3 of this report.

Introduction

This tenant satisfaction survey was carried out by Wider Role Solutions on behalf of Milnbank Housing Association (MHA). The survey fieldwork was conducted during January and February 2020 using a face to face interviewer led questionnaire.

The methodology and approach adopted in carrying out the tenant satisfaction survey followed the requirements and recommendations set out in the 2016 Ipsos Mori Scotland report entitled; conducting surveys of tenants and service users – a guide, prepared for the Scottish Housing Regulator.

All of MHAs tenants were invited to participate in the survey. Wider Role Solutions delivered a letter to all 1617 eligible households in December 2019 inviting participation in the survey and, on conclusion of the fieldwork, a total of 650 (40%) tenants had been interviewed.

This report sets out the findings of the Tenant Satisfaction Survey in the order of questions asked. For each question, data is presented in numeric and graph formats accompanied by a short narrative based on tenant responses.

The client wished Wider Role Solutions to undertake a satisfaction survey of its tenants covering two principle themes. These were; firstly, to ask the Scottish Housing Regulators prescribed questions using the required format and, secondly, MHA wished feedback from tenants in relation to its community based housing related activity.

As can be seen from the body of this Report, satisfaction levels across the required indicators generally exceed 90% and are significantly above this level in relation to support for housing related activity. It is worth noting that Milnbank HAs tenants are acutely aware they are an integral part of a community based organisation and that they have high expectations in relation to the quality and scope of services expected. This was a recurring theme during the face to face interviews and this context should be taken into consideration when looking at survey responses.

Milnbank Housing Association's property is spread across Dennistoun and Haghill. For operational purposes, different areas are identified. These are: Roebank Street area, Haghill area, Bluevale area and Cardross Street area (including the Great Eastern and Cathedral Square developments). See Appendix 1 for details of interview response rates for each of these areas together with a household participation breakdown.

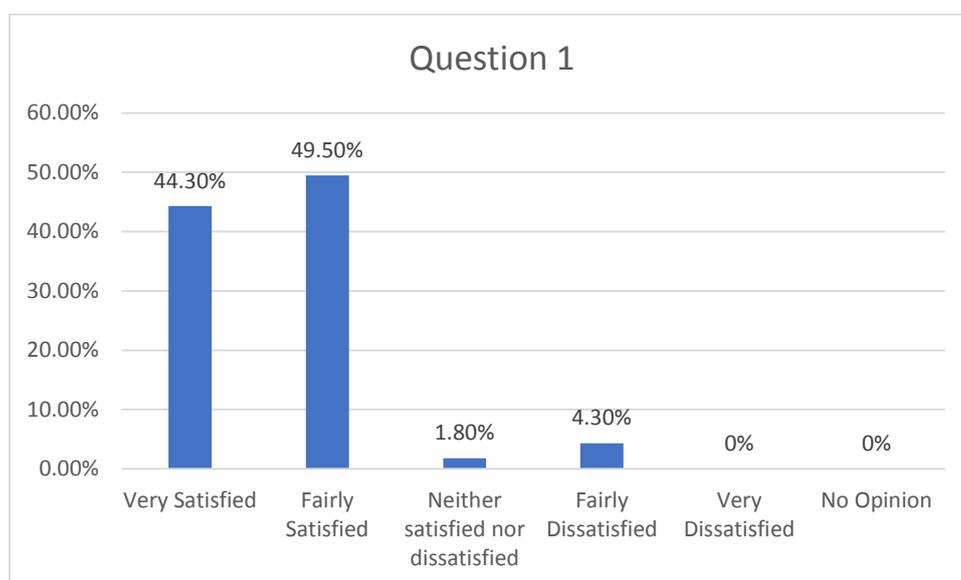
The Report includes direct quotes from tenants in relation to each of the questions asked. The relatively high number of interviews undertaken means that the author has selected a general comment against each question. However, a greater selection of comments given to the interviewer are provided at Appendix 2 to give a flavour of the typical feedback received from tenants.

Part One

Regulatory Questions

QUESTION 1 - Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Milnbank HA?

Very Satisfied	44.3%	288
Fairly Satisfied	49.5%	322
Neither satisfied nor dissatisfied	1.8%	12
Fairly Dissatisfied	4.3%	28
Very Dissatisfied	0%	0
No Opinion	0%	0



There was a high level of positive responses to the question in relation to overall satisfaction.

As stated in the introduction, satisfaction levels should be placed within the context of very high expectations from Milnbank's tenants. The interviewer asked questions as per the brief and did not probe tenants to qualify their answers, only noting comments that those being interviewed volunteered. Where comments were made about the quality of a service, these often referred to services not provided directly by Milnbank Housing Association. Problems associated with dog fouling, refuse collection and criminality such as drug dealing were examples given by tenants.

In some respects, Milnbank has made matters difficult for itself due to the range of services it delivers and the high expectations of its tenants. For example bulk uplifts are carried out and tenants who commented on this service were pleased. However, some tenants conflated this with the general quality of refuse collection provided by Glasgow City Council which was generally poorly perceived.

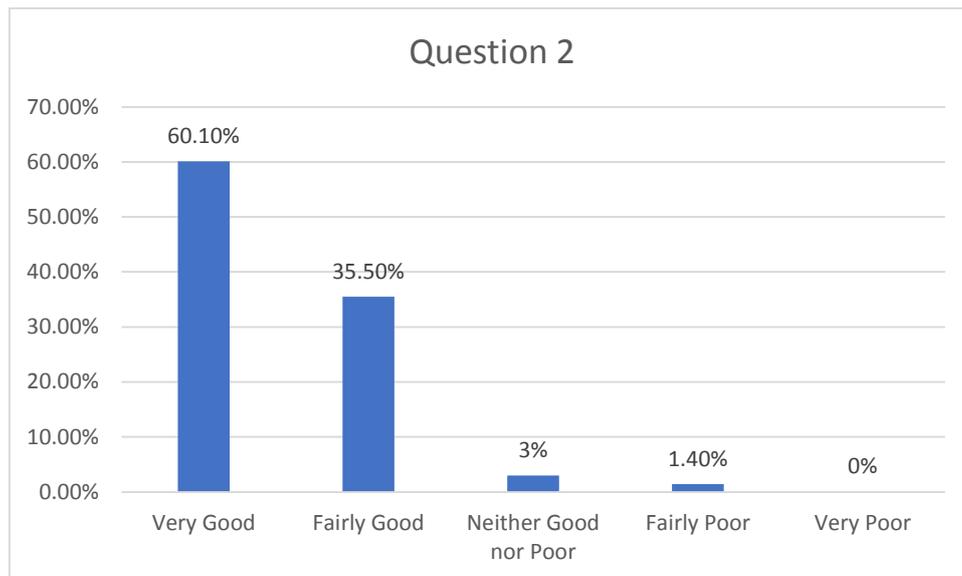
It should be highlighted that no tenant stated they were very dissatisfied with the overall service or indeed, with any of the other questions that were asked. It was apparent that no tenant commented about a failure on Milnbank's part to try and address an issue. Any negative comment tended to highlight an issue where, in the tenant's view, a request was not being addressed immediately. Not replacing components such as kitchens is an example – see comments at question 4.

Tenant Comment

"I have been with Milnbank for many years and they've always been there for me. I know all the staff by their first name, they are friendly and efficient".

Question 2 - How good or poor do you feel Milnbank HA is at keeping you informed about their services and decisions?

Very Good	60.1%	391
Fairly Good	35.5%	231
Neither Good nor Poor	3%	19
Fairly Poor	1.4%	9
Very Poor	0%	0



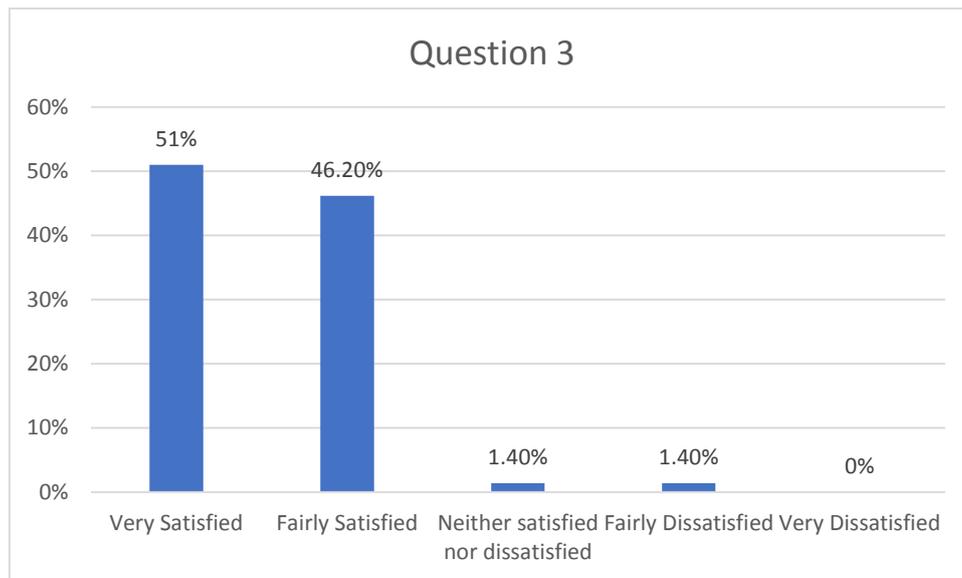
The overall impression given by Milnbank tenants is that they are fully informed of the services provided by the Association and its decision making process. Indeed, there were are couple of comments where people felt there may be some information overload. Within the responses the interviewer ascertained a clear sense of Milnbank being more than just a landlord to its tenants. The Association’s regular newsletter was often referred to as a primary source of information together with correspondence sent for specific issues such as the rent consultation details (some of the fieldwork was carried out during the rent consultation period).

Tenant Comment

“I look forward to the newsletter to know what’s happening in the areas”.

Question 3 - How satisfied or dissatisfied are you with opportunities given to you to participate in Milnbank HA s decision making process?

Very Satisfied	51%	332
Fairly Satisfied	46.2%	300
Neither satisfied nor dissatisfied	1.4%	9
Fairly Dissatisfied	1.4%	9
Very Dissatisfied	0%	0



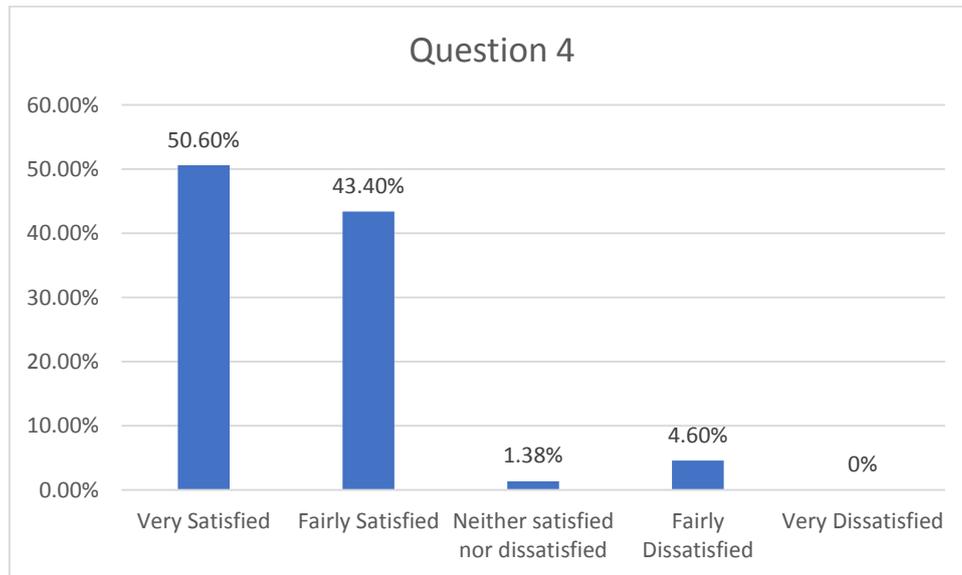
A very high level of tenants interviewed were satisfied with the opportunities on offer to participate in Milnbank’s decision making process. Everyone interviewed was aware that the Association is governed by a Committee of local volunteers and that Membership of the Association was open to all residents. A few tenants commented that they always attended Milnbank’s AGM and some had participated in Focus Groups or other consultative processes. However, although many of those interviewed were aware of how Milnbank operates, there was a feeling people were content to leave the decision making role to other residents. Nonetheless it was clear that key decision making by local people was important to tenants.

Tenant Comment

“They always advise us of the ways we can participate”.

Question 4 - Overall how satisfied or dissatisfied are you with the quality of your home?

Very Satisfied	50.6%	329
Fairly Satisfied	43.4 %	282
Neither satisfied nor dissatisfied	1.38%	9
Fairly Dissatisfied	4.6%	30
Very Dissatisfied	0%	0



There was a very high level of satisfaction with the quality of homes expressed by those tenants participating in the survey. However, a couple of issues emerged from this question which the Association may wish to consider. Firstly, some tenants expressed concern they had not been given a date about when amenities such as kitchen were being replaced. Also there was a perception that void flats were being upgraded to a high standard and kitchens, bathrooms etc were being replaced. This meant that “new” tenants were enjoying these benefits first. Where tenants were satisfied with the quality of their home there was also recognition that it had been some time since tenements last been modernised. As well as the quality of each home, the need to maintain ageing common areas was commented upon.

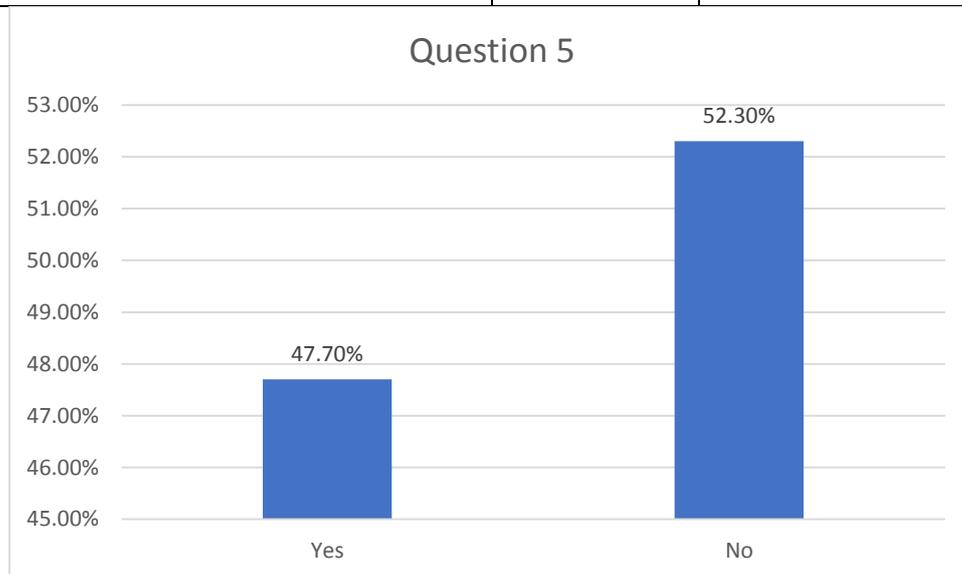
Tenant Comment

“I love my flat it was in great condition when I moved in”.

“I have had a couple of flats with Milnbank and they were both excellent”.

Question 5 - Have you had any repairs carried out in the last 12 months?

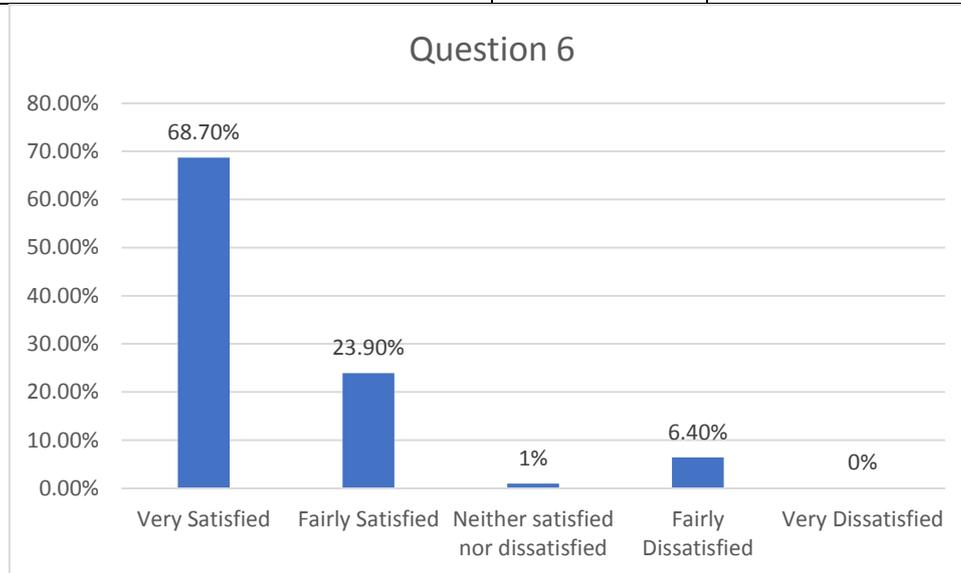
Yes	47.7%	310
No	52.3%	340



The proportion of tenants who confirmed they had not had any repairs carried out within the last 12 months seemed high when compared to surveys Wider Role Solutions have carried out for other housing associations. A significant amount of the fieldwork associated with this survey was carried out in the early evening to accommodate working tenants and it appeared (although this comment is anecdotal) to explain why some tenants may not have reported internal repairs.

Question 6 - Thinking about the LAST time you had repairs carried out, how satisfied or dissatisfied were you with the repairs service provided by Milnbank HA?

Very Satisfied	68.7 %	213
Fairly Satisfied	23.9%	74
Neither satisfied nor dissatisfied	1 %	3
Fairly Dissatisfied	6.4%	20
Very Dissatisfied	0%	0



The general level of satisfaction with the repairs service was high with 92% of respondents stating they were very or fairly satisfied with the service received in the previous twelve months. This question recorded the highest level of fairly dissatisfied responses from tenants. A total of 20 tenants commented negatively to this this question from the total of 310 tenants who confirmed they had a repair carried out in the last twelve months. The fieldwork identified the following concerns:

- an issue with dampness in some closes within the Bluevale area
- lack of communication about when internal upgrades are being carried out
- void property getting priority over occupied flat (see also comments at Q4 above)

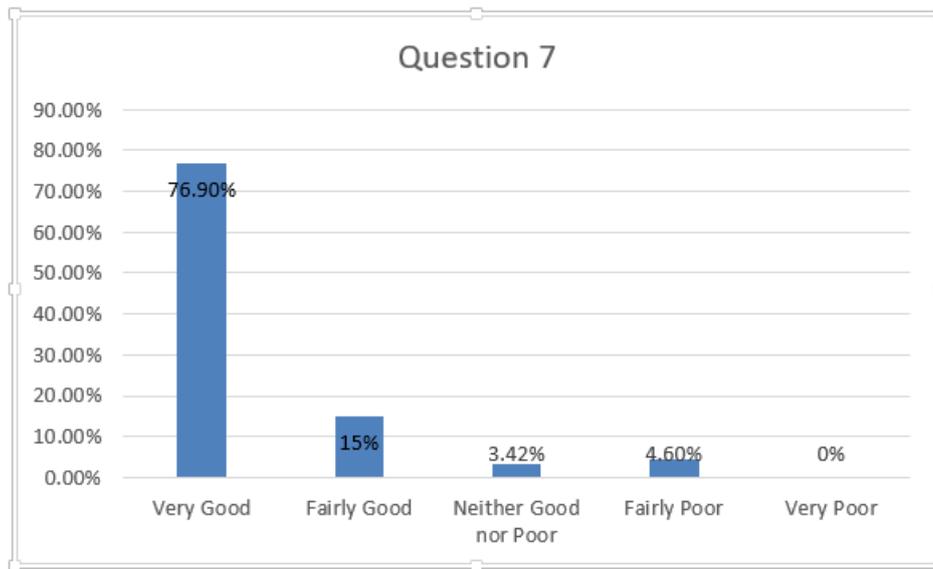
On the whole, however, the feedback about the repairs service was generally positive as seen by the following comment.

Tenants Comment

“I phone a repair and the Contractor is out in no time. Once I reported a repair and made myself a cup of tea, the guy arrived before I finished drinking my tea”.

Question 7 - Taking into account the accommodation and the services your landlord provides, to what extent do you think that the rent for this property represents good or poor value for money. Is it

Very Good	76.9%	500
Fairly Good	15 %	98
Neither Good nor Poor	3.42%	22
Fairly Poor	4.6%	30
Very Poor	0%	0



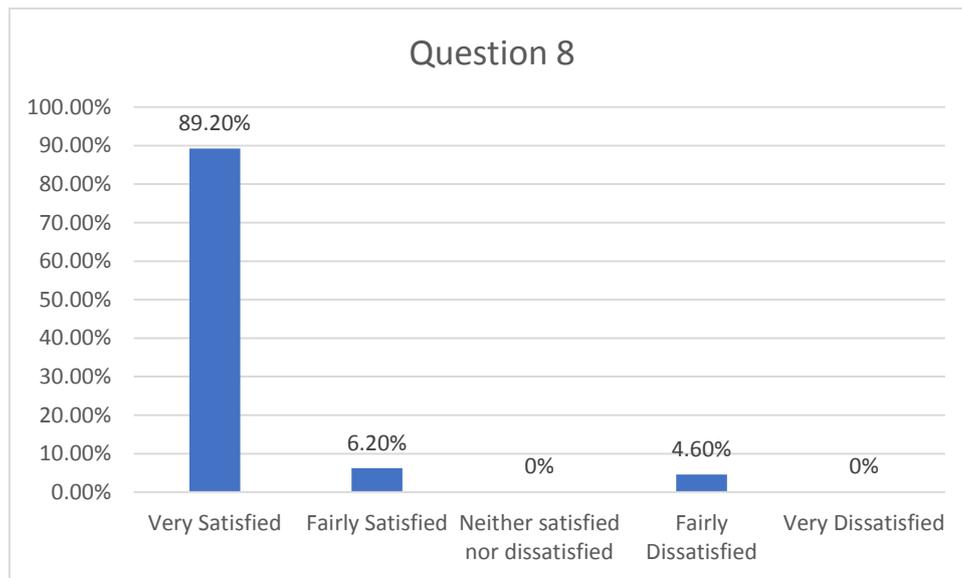
A total of 92% of tenants interviewed felt their rent charge represented value for money. The fieldwork was partly undertaken during the Rent Consultation exercise so the matter of rent charges and value for money was clearly apparent. Some tenants who were interviewed stated that they had responded to the rent consultation exercise and were able to comment on what the consultation had sought their views on.

Tenant Comment

“I know how much the private flats across the road cost. Milnbank does more and charges less, what’s not to like”?

Question 8 - Overall, how satisfied or dissatisfied are you with Milnbank HA s contribution to the management of the neighbourhood you live in?

Very Satisfied	89.2%	580
Fairly Satisfied	6.2%	40
Neither satisfied nor dissatisfied	0%	0
Fairly Dissatisfied	4.6%	30
Very Dissatisfied	0%	0



Milnbank achieved a very high satisfaction for its contribution to the management of the neighbourhood. Tenants are fully aware that MHA takes responsibility for Estate Management issues such as uplifting bulk refuse regularly. The initiative Milnbank has with Police Scotland was also mentioned as having a positive impact. Such measures are universally welcomed by tenants. The negative or fairly dissatisfied comments were mainly about dog fouling and behaviours of some residents in relation to drug and/or alcohol misuse. There is a perception that Haghill receive less of a service than the Roebank area.

Tenant Comment

“The boys and girls (meaning MHAs Estates Team) who look after the gardens and clean the stairs are wonderful”.

“Just look at the state of the flats across the backcourt, they are a disgrace (privately owned property). Milnbank are always doing work in their backcourts”.

Part 2

Housing related Activities

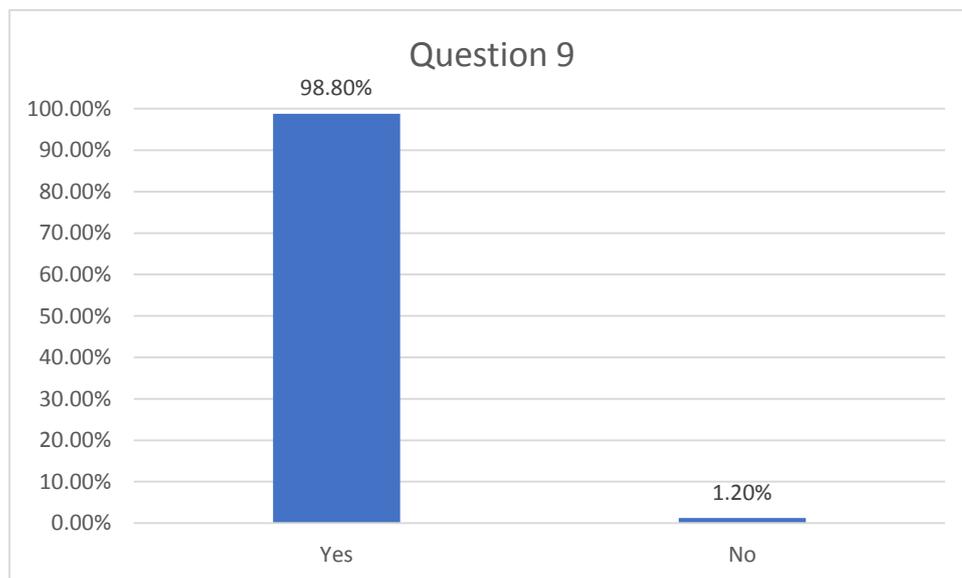
The Client sought information through the Tenant Satisfaction Survey to gauge views on the non-housing and community activities they are involved in. The responses to these questions are highlighted below.

Tenant Comment

“Milnbank is doing so much, breakfast clubs, lunch clubs, the summer activities and Bingo. It’s just a shame I’m too old for the Boxing Club at Bluevale”.

Question 9 - Do you agree that Milnbank HA should continue to deliver these services?

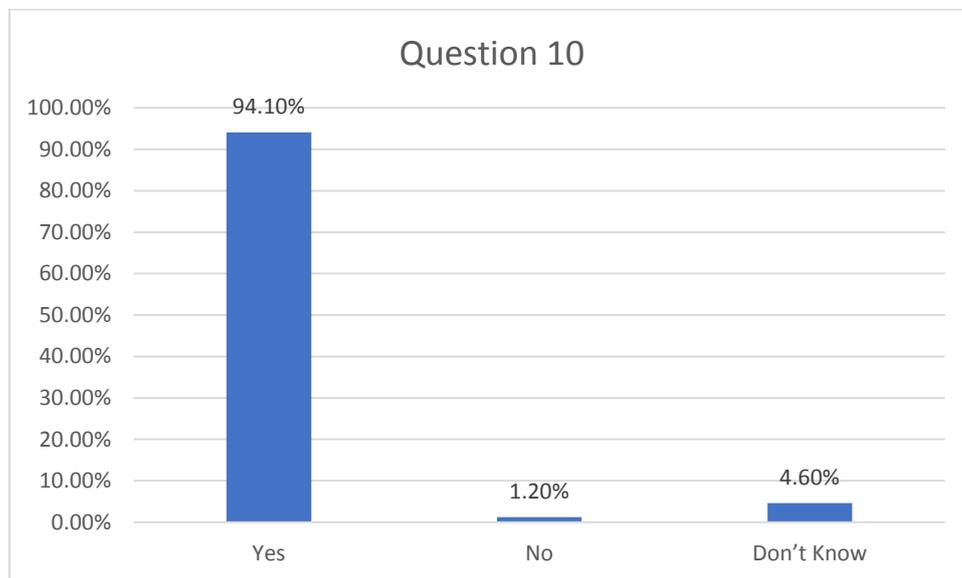
Yes	98.8%	642
No	1.2 %	8



There is almost universal support for housing related activity. A curious aspect to this and an alternative view was provided by a number of tenants who are originally from Eastern Europe. These tenants were of the view that MHA should only provide contractual requirements. This could be something for Milnbank to follow up on as it is not clear whether this reflects different cultures or if these tenants do not yet feel part of the community.

Question 10 - Do you agree that these services represent value for money?

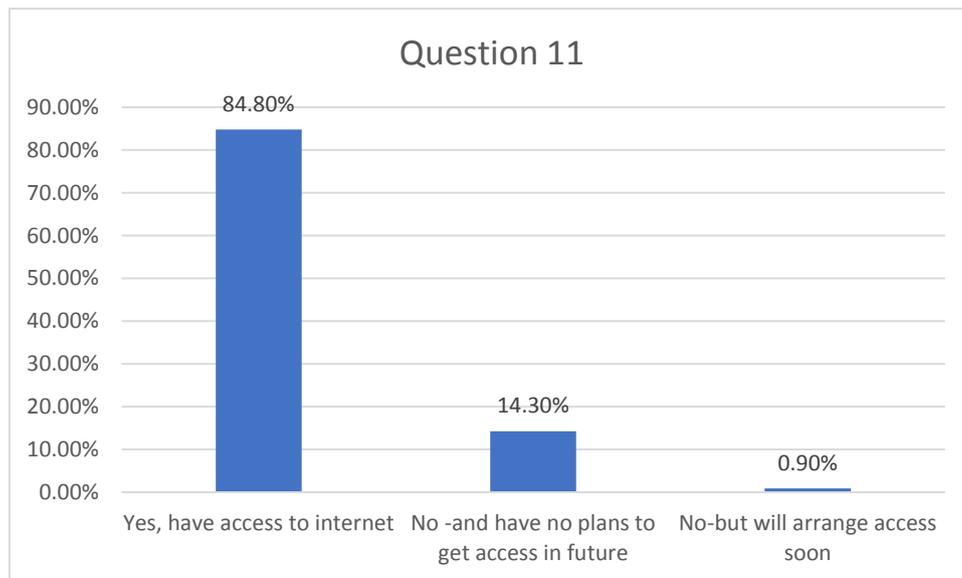
Yes	94.1%	612
No	1.2%	8
Don't Know	4.6%	30



Most tenants were unaware what the costs for such activity was, but the prevailing view was that spending money on community services was the right thing to do. It appeared that tenants expect Milnbank to provide a wider range of service because of the reduction in a number of public services.

Question 11- Do you have access to the internet, or do you have any plans to arrange access in the future?

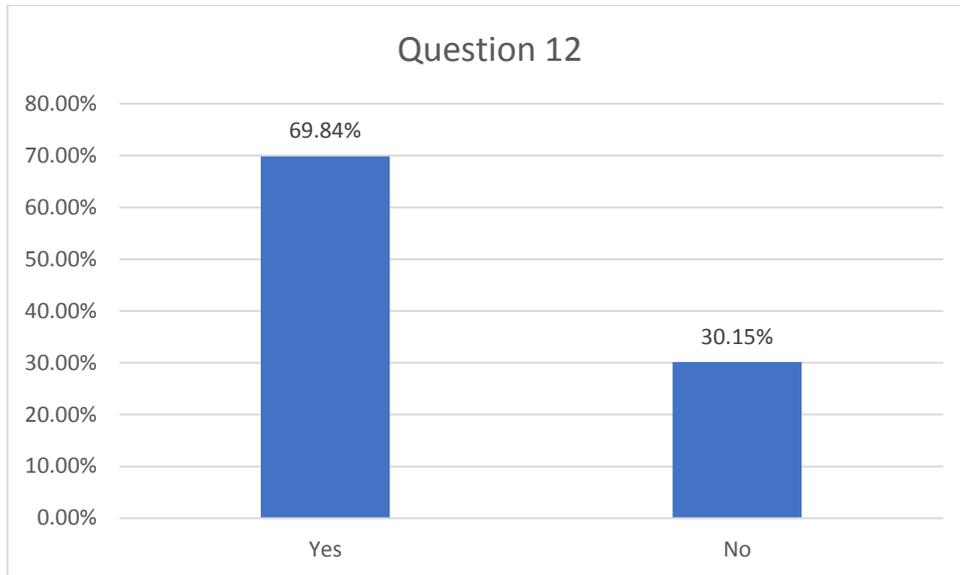
Yes, have access to internet	84.8%	551
No -and have no plans to get access in future	14.3%	93
No-but will arrange access soon	0.9%	6



Mainly older tenants who answered no stated they have a fear of the internet. Other tenants do not have the income to have internet at home. However, there was an understanding that the use of the internet was becoming more relevant in terms of having to make benefit claims. Many tenants with internet access achieved this through a mobile smart phone.

Question 12 - Do you support Milnbank HA providing a community Wi-Fi service?

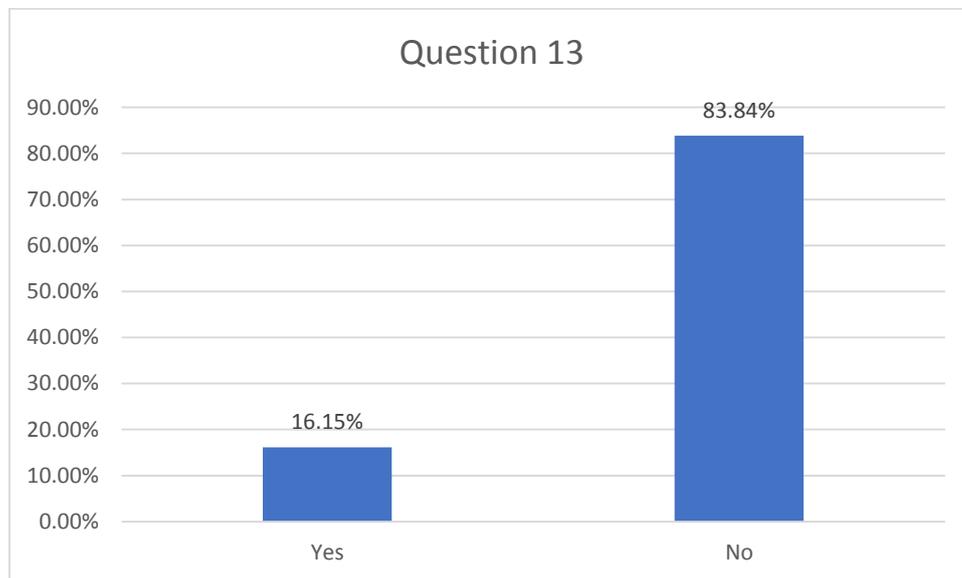
Yes	69.84%	454
No	30.15%	196



Although there was support for Milnbank providing community Wi-Fi, a number of tenants said they have packages with other providers and would probably remain with their existing provider. The Association will need to do more work on this issue, but there appears to be a high level of support for a community Wi-Fi service.

Question 13 - Would you be interested in becoming a member of a Tenants Panel?

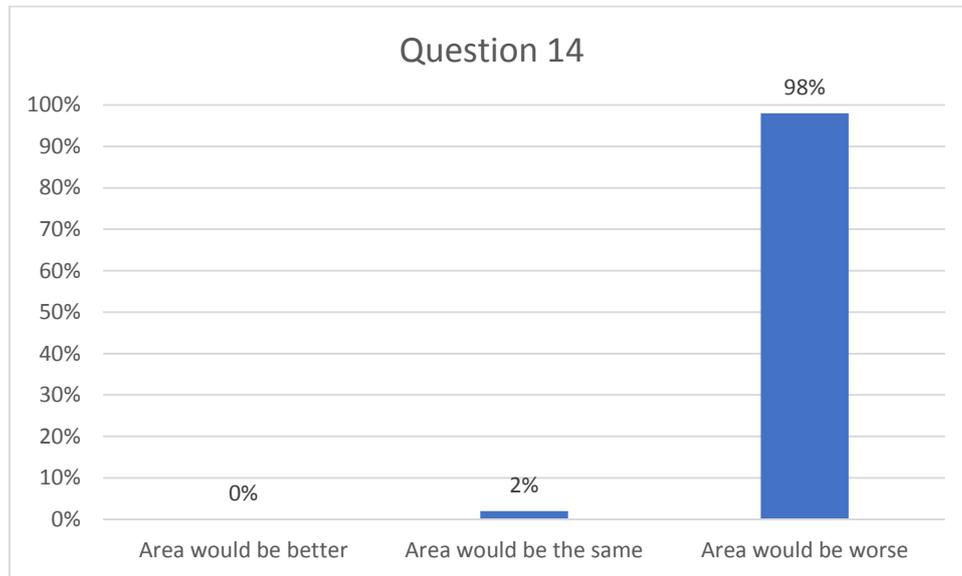
Yes	16.15%	105
No	83.84%	545



A number of tenants who answered no stated this is due to the lack of confidence in their own ability to be part of the Management Committee. This is perhaps a matter for the Committee to address as part of its succession planning. However, from the responses there are over 100 tenants who would be interested in getting more involved in the Association's activities and such potential should be pursued by Milnbank.

Question 14 - How do you think the area would be if there was not a Community Controlled Housing Association in operation?

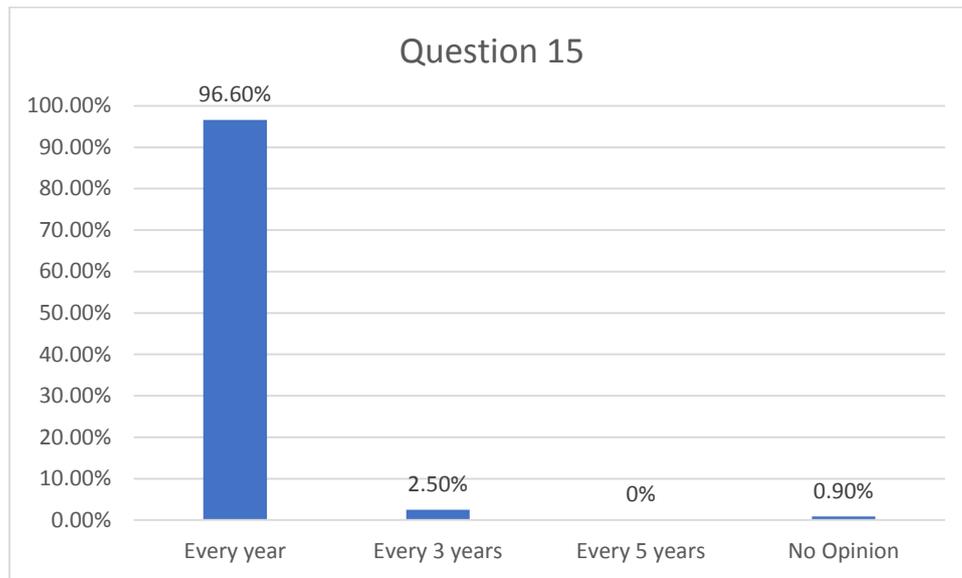
Area would be better	0%	0
Area would be the same	2%	13
Area would be worse	98%	637



There is huge support among tenants with regards to the Community Controlled HA model. A number of tenants commented on the comparison with other landlords (mainly GHA) and the difference in the services provided by MHA. Tenants commented on the range of services like back court improvements and grass cutting and they support the idea of local younger people and school leavers getting work experience and employment opportunities. It is clear tenants think their community would be worse off if the housing association was not there.

Question 15 - How often would you wish to participate in a Tenants Survey?

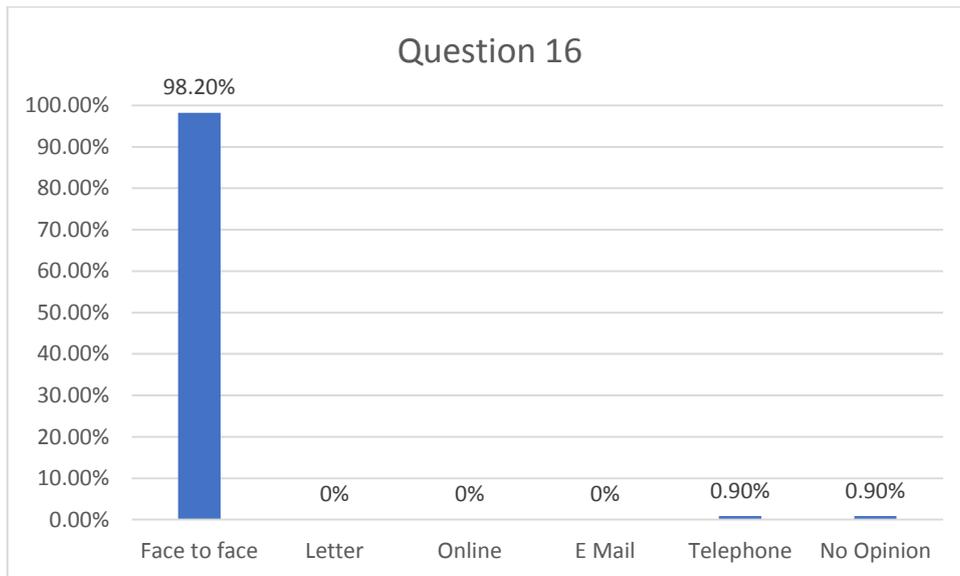
Every year	96.6%	628
Every 3 years	2.5 %	16
Every 5 years	0 %	0
No Opinion	0.9%	6



Tenants interviewed very clearly gave the impression that they like the fact that someone took the time to speak to them face/face to ask their opinion and are happy to be contacted. There is overwhelming support for an annual tenants survey.

Question 16 - What is your preferred method of contacting regarding the Tenants Survey?

Face to face	98.2%	638
Letter	0%	
Online	0%	
E Mail	0%	
Telephone	0.9%	6
No Opinion	0.9%	6



There is an overwhelming preference for face to face contact with tenants for satisfaction surveys. This has much to do about personal interaction rather than a fear of dislike of technology. The tenants who participated in the survey felt comfortable conducting a relatively short face to face interview.

PART 3

Recommendations

Detailed below are some recommendations for Milnbank to explore arising from issues that were highlighted during the Tenant Satisfaction Survey. It is suggested that these are included within an Action Plan for further engagement with Milnbank HA tenants. The tenant satisfaction survey recorded a high level of satisfaction with the services provided by Milnbank HA, but there are some areas that the Association may wish to address going forward. These are noted below:

1. Improved communication with tenants in relation to replacing items such as kitchens should be looked at. Providing specific dates as to when work programmes are to be carried out would address this issue. Also, further engagement with tenants should be considered to deal with negative perceptions that exist such as prioritising the upgrading of voids over occupied property and that some Milnbank areas receive preferential treatment. (it should be noted that no evidence was provided, but it is suggested these negative perceptions should be addressed)
2. Although there was overwhelming support for the provision for housing related activities, it was noticeable that this view was not shared by a number of tenants originally from Eastern Europe and, in particular, from Poland. Further work should be carried out to determine if this view is related to cultural issues or if tenants from different backgrounds do not feel part of the community.
3. There was an indication from more than 100 people interviewed that they would be interested in becoming more involved in the Association's work. These tenants should be contacted to see if there is potential interest of becoming Committee Members or involved in other ways with Milnbank activities.
4. There is support for developing further housing related activity such as community Wi-Fi, but more work on the specifics of how this would be achieved is required.
5. Frustrations around the quality of public services need to be considered as this may negatively impact on Milnbank because of the high level of expectations tenants have for the Association to resolve local problems irrespective of whether they are Milnbank's responsibility.

APPENDICES

Appendix 1

Statistical information by street, household composition, ethnicity and age group range.

Appendix 2

Tenant comments made during survey field work

Appendix 3

Contractual information related to Tenant Satisfaction Survey.

Appendix 1

The following information provides a breakdown of the tenants surveyed by street, household composition, ethnicity and age group range.

Table A – sample breakdown by Street

Street	No of Tenants not Surveyed	No of Tenants Surveyed	Total No of Tenants by Street	% age of Tenants Surveyed by Street
Aberdour Street	27	3	30	11%
Aberfeldy Street	22	19	41	46%
Aberfoyle Street	16	17	33	51%
Abernethy Street	11	9	20	45%
Aitken Street	49	45	94	48%
Alexandra Parade	1	0	1	0%
Alexandra Park Street	15	6	21	29%
Appin Crescent	12	2	14	17%
Appin Road	66	32	98	33%
Armadale Court	30	11	41	27%
Armadale Path	43	13	56	23%
Armadale Place	21	12	33	36%
Armadale Street	6	0	6	0%
Ballindalloch Drive	54	30	84	36%
Birkenshaw Street	5	0	5	0%
Broompark Drive	1	0	1	0%
Cardross Street	48	34	82	41%
Cathedral Square	3	12	15	80%
Corsock Street	88	75	163	46%
Crinan Street	8	8	16	50%
Culloden Street	25	17	42	40%
Cumbernauld Road	17	5	22	23%
Dreghorn Street	37	31	68	46%
Duke Street	26	24	50	48%
Duke Wynd	7	17	24	71%
Dunragit Street	25	20	45	44%
Edinburgh Road	4	3	7	43%
Harcourt Drive	19	11	30	37%
Irongray Street	32	34	66	52%
Ledaig Place	0	1	1	100%
Ledaig Street	26	27	53	51%
Marwick Street	4	0	4	0%
Meadowpark Street	12	0	12	0%
Milnbank Street	4	1	5	20%
Roebank Street	59	25	84	30%

Todd Street	45	28	73	38%
Townmill Road	5	2	7	29%
Walter Street	90	74	164	45%
Wood Street	4	1	5	20%
Grand Total	967	650	1617	40%

Table B – sample breakdown by Household Composition and Household Category

Household Composition	No of Tenants Surveyed	%age of those surveyed
1 person/1 child	166	26%
1 person/2 children	41	7%
1 person/2 children+	14	2%
2 people/1 child	62	10%
2 people/2 children	24	4%
2 people/2 children+	11	1%
Couple OAP	22	3%
Extended Family	24	3%
Middle Aged Couple	12	1%
Middle Aged Single	96	15%
Single OAP	135	21%
Single Young Person	38	6%
Young Couple	5	1%
Grand Total	650	100%

Household Category	No of tenants by household category	%age of tenants in category
Families	342	53%
Mid Range	108	17%
Senior Citizens	157	24%
Young People	43	6%
Grand Total	650	100%

Table C – sample breakdown by Ethnicity

Ethnicity	No of tenants surveyed	%age of tenants surveyed
African	4	0.5%
Arab, Arab Scottish or Arab British	3	0.5%
Chinese	3	0.5%
Other Asian Background	3	0.5%
Other Background	1	0.2%
Other Black Background	4	0.6%
Other Ethic Background	4	0.6%
Other Ethnic Background	1	0.2%
Other White Background	23	4%
Polish	26	4%
Refused	2	0.2%
Unknown	58	9%
White Irish	1	0.2%
White Other British	9	1%
White Scottish	508	78%
Grand Total	650	100%

Table D – sample breakdown by Age Range

18 - 24	18	3%
25 -34	106	16%
35 - 44	93	14%
45 - 54	138	21%
55 - 64	149	23%
65 - 74	94	14%
75+	50	8%
Unknown	2	1%
Grand Total	650	100%

Appendix 2

Listed below are comments Wider Role Solutions noted during the tenant satisfaction interviews. As stated in the main Report, tenants are asked questions in the format agreed with the client. These comments, therefore, represent statements made by tenants during the interviews that were unsolicited, but deemed worthy of recording by the interviewer.

Positive comments

I have had a tenancy with a Council outside Glasgow, they gave almost no service except the basics. Milnbank give a fantastic service.

I can't believe how good the back-courts are now. We have barbecues and the kids are safe. It's so much better since the stock transfer to Milnbank.

My marriage ended and I was left with almost nothing, Milnbank helped me get my life back on track.

I have been with Milnbank for many years and they've always been there for me. I know all the staff by their first name, they are friendly and efficient.

We can always contact Milnbank to deal with problems, the Council don't answer the phone.

They always advise us of the ways we can participate.

I owed Milnbank quite a lot of rent for a lot of reasons but they were brand new and gave me time to get it sorted.

I look forward to the newsletter to know what's happening in the areas.

I love my flat, it was in great condition when I moved in.

I have had a couple of flats with Milnbank and they were both excellent.

I was a tenant with Milnbank and I moved abroad, it didn't work out and I had to come home, Milnbank were very good to me and helped me get back on my feet.

I phone a repair and the Contractor is out in no time. Once I reported a repair and made myself a cup of tea, the guy arrived before I finished drinking my tea.

I love my flat but I need something bigger so I will speak to Milnbank to see if they can help me.

I couldn't believe how well presented my flat was when I moved in, I know what other housing associations try to get away with.

I'm delighted with my flat, my son is a tenant with Milnbank too. We are both very happy.

I know how much the private flats across the road cost. Milnbank does more and charges less, what's not to like?

I have been with Milnbank for years and they have never let me down.

My neighbour flooded me but the boys from Milnbank dealt with it, they were great.

The boys and girls (meaning MHAs Estates Team) who look after the gardens and clean the stairs are wonderful.

Just look at the state of the flats across the backcourt, they are a disgrace (privately owned property). Milnbank are always doing work in their backcourts.

It's difficult when some flats are privately owned but Milnbank keep the close and back-court in great condition.

The breakfast club at Bluevale is fantastic, I go there as often as I can.

My grandkids go to the Boxing, it keeps them out of trouble.

I go to the bingo, I would never miss it. It's great to see my friends.

Milnbank is doing so much, breakfast clubs, lunch clubs, the summer activities and Bingo. It's just a shame I'm too old for the Boxing Club at Bluevale.

Negative Comments

The staff sometimes don't seem to tell each other what they are doing, better communication is needed.

It's not fair that empty flats get new kitchens, the tenants should be first to get this work done.

Someone came out to measure for a new kitchen but that was the last I heard about it.

I think Haghill is a bit neglected compared to other parts of Milnbank.

The backcourts and bins have been reorganised but guys use the bin area to deal drugs every day.

I saw the new kitchen that was installed next door and that flat is much bigger than mine, it isn't fair.

The new houses in Corsock St have a problem with the patio doors and it's never been addressed, I am fed up complaining.

I'm sick of complaining about my neighbour, nothing seems to get done.

It's not fair that everyone gets a letter when only one tenant is causing the problem, deal with the problem.

I need a 4 Apt but I don't think I have much chance.

Appendix 3

Contractual information:

1. Notice and Project Brief
2. Letter to tenants inviting participation in Tenant Satisfaction Survey
3. Survey question guide agreed between Milnbank HA (client) and Wider Role Solutions (Contractor).
4. Data Protection and Data Inputting Information



Introduction

Milnbank Housing Association are looking to commission a comprehensive Tenant Satisfaction Survey in order to provide us with feedback on what our tenant's think of MHA as a housing provider and as a provider of related services. This survey will provide important customer feedback to the Association on key issues linked to the future planning and strategic and operational direction of the Association.

The Association

Milnbank Housing Association was established on 28th August 1975. The original stock has been added to with stock transfers from Scottish Homes in January 1995 and a further stock transfer in 2011, from Glasgow Housing Association (GHA).

The Association currently owns and manages 1687 homes and provides factoring services to 1106 owners. MHA has charitable status, employs 105 people and has a current annual turnover of £6.2m. It has two wholly owned subsidiaries, Milnbank Community Enterprises which delivers community regeneration initiatives and Milnbank Property Services which delivers factoring services. At present the aim is to concentrate on managing and maintaining the current stock ensuring that good quality, affordable housing is provided for local people.

Project Brief

To request a copy of the Project Brief please contact Milnbank Housing Association on 0141 551 8131 or email to p.hamilton@milnbank.org.uk

Timetable

Tender documents should be returned to the Association by 12 noon on 29th November 2019. Tenders will be reviewed with a view to the proposed contractor being appointed by 13th December 2019.

The Survey is to be undertaken between 6th January 2020 to 31st March 2020 and a full report to be submitted by end of April so that a report can be presented to the Management Committee at the start of May 2020. This will allow the data to be used for the 2019/20 ARC submission.

Tenders should be submitted, FTAO The Chair, no later than 12 noon on 29 November 2019. Tenders should be submitted in a sealed envelope and marked "TENDER".

MILNBANK HOUSING ASSOCIATION

PROJECT BRIEF

TENANTS SATISFACTION SURVEY

October 2019



0141 551 8131



0141 550 2060



admin@milnbank.org.uk



www.milnbank.org.uk

A registered Scottish Charity No.SCO39891 Registered: Scottish Housing Regulator.
Registration No. HCB 161 SC Registered: Financial Conduct Authority - 1818 R(S).
Registered under the Co-operative and Community Benefit Societies Act 2014.



1. SCOPE

- 1.1 MHA is seeking an independent consultant to carry out a comprehensive Tenant Satisfaction Survey in order to provide us with feedback on what all our tenants think of MHA as a housing provider and as a provider of related services. This is to ensure that we not only continue to meet the needs of our customer but that services continue to improve and adapt to accommodate future needs and aspirations.
- 1.2 In commissioning this research MHA is seeking to obtain the following information:
- Our customer's views about the services they currently receive and how these might be improved;
 - Our customer's views about their homes, neighbourhood and general environment in which they live; and
 - How our tenants might want to be involved in the development of future services and the work of the Association generally.
- 1.3 In addition we would like the survey to:
- Enable us to benchmark our results against tenant satisfaction survey results carried out by other comparable registered social landlords;
 - Help us to achieve the standards of outcomes required by the Scottish Social Housing Charter;
 - Assist with the information required and allow us to complete the Annual Report on the Charter (ARC) and assist with our performance report for tenants.

2. CONTEXT

- 2.1 MHA was registered as a community based housing association in 1975. The Association currently owns and manages 1687 homes and provides factoring services to 1106 owners. MHA has charitable status, employs 105 people and has a current annual turnover of £6.2m. It has two wholly owned subsidiaries, Milnbank Community Enterprises which delivers community regeneration initiatives and Milnbank Property Services which delivers factoring services.
- 2.2 This survey will provide important customer feedback to the Association on key issues linked to the future planning and strategic and operational direction of the Association.

3. ROLE AND REMIT OF THE CONSULTANT

- 3.1 The Consultant will be responsible for monitoring the progress of the survey programme and prepping the final report or other forms of output by the completion date of the contract. The completion date is as specified in the letter of appointment.
- 3.2 The Consultant and any research staff employed on the project must ensure that they have no obligation to any other bodies under conditions incompatible with those of MHA or to undertake any other contracts which may produce a conflict of interest in relation to this contract.
- 3.3 The Consultant and any research staff employed on the survey shall not accept any fee or any form of remuneration whatsoever from any third party in relation to the survey.
- 3.4 The Consultant must ensure that any fieldwork staff employed who will be in tenants' homes has been Disclosure Scotland checked.
- 3.5 The Consultant shall at all times grant MHA representatives' reasonable facilities to review all correspondence relating to the survey.
- 3.6 MHA will require a written report and verbal presentation(s) of the final results to the Management Committee.
- 3.7 MHA must be informed of any delay which occurs once the survey has commenced and any changes in the time limits or expenditure limits require prior written approval of MHA.
- 3.8 MHA may carry out a number of random 'spot checks' for verification and quality control purposes.
- 3.9 The Consultant will operate and comply with all health and safety regulations and ensure the safety of all their staff; in addition they must adhere to their equalities policy and ensure they avoid discriminatory practices and promote equality for all.
- 3.10 MHA will not be liable for the failure of any sub-consultant or works contracted out, nor any extra costs incurred as a result of this failure.
- 3.11 The Consultant will meet as required with the Data Protection Officer.

4. CONSULTANTS OUTPUTS

- 4.1 The Consultant will be responsible for:
 - Preparation of the questionnaire for the survey;
 - Preparing an introductory covering letter, and follow-up of non-accessed addresses (MHA can provide an excel spreadsheet or text file with an up to date list of all tenant names and addresses);
 - Data processing;

- Producing a report which will contain an analysis of responses to the whole survey, and the response rates for each question, and an account of any problems encountered;
- Producing a full evaluative report of the exercise, with recommendations where appropriate which should include a precis of findings and an executive summary;
- Presentation of the final report to the Staff and Management Committee of MHA;
- Data collected in the course of the research should be provided to MHA both in printed and digital format compatible with uploading on Microsoft Excel as a minimum;
- In addition, a copy of the final report(s) should be provided in printed form and in Microsoft Word format;
- The Consultant must agree to the requirements of MHA's Data Protection Policy

5. TIMESCALES

MHA requires the Tenant Satisfaction Survey to begin by 6 January 2020 and for the report to be available by 30 April 2020. The report will be presented to a Management Committee meeting, convened for the purpose of considering the report, no later than the 8 May 2020.

6. SUBMISSION OF PROJECT PLAN

6.1 Prospective Consultants are invited to submit detailed and costed proposals for the study. The document should contain the following:

- A clear specification of methods to be used and options;
- A programme for each stage of the work;
- The names of all members of the consultant's team, their individual responsibilities and details of any previous work carried out which is pertinent to this study – full CV's should be included in an appendix;
- Full details of any personnel to whom work may be sub-contracted, together with confirmation of how quality control will be managed;
- Fee details, including fieldwork, survey costs, materials, administration expenses, travel and any other costs.

6.2 Tenders should be submitted, FTAO The Chair, to the address on the front page of this document no later than 12 noon on 29 November 2019. Tenders should be submitted in a sealed envelope and marked "TENDER". It is proposed to confirm the appointment of the Consultant by 13 December 2019.

7. EVALUATION AND APPOINTMENT

- 7.1 Consideration of proposals and the subsequent appointment will be made by MHA's Governance Group.
- 7.2 Selection and appointment will be made on an assessment of quality and price with the emphasis being on the quality of the submission.
- 7.3 Consultants will be notified of the outcome regarding the evaluation and selection process

8. REPORTING ARRANGEMENTS

- 8.1 The point of contact within MHA for consultants will be Pauline Hamilton, Data Protection Officer. Contact details: p.hamilton@milnbank.org.uk
- 8.2 The Data Protection Officer will be responsible for monitoring progress and giving direction. The Consultant is expected to keep the Data Protection Officer (or such other staff as may be designated) fully informed at all stages of the survey.
- 8.3 Day to day management of the project, analysis reporting and presentation will be the responsibility of the appointed consultant.

9. TERMINATION OF APPOINTMENT

- 9.1 MHA reserves the right to terminate the appointment at any time if any of the conditions governing the contract are not complied with by the Consultant. Conduct by the Consultant which is likely to result in the immediate termination of the appointment include:
 - Unauthorised publication of survey findings;
 - Excessive delay;
 - Use of unauthorised staff; and
 - Falsification of data

Where MHA has terminated the survey appointment as a result of the Consultants non-compliance with any of the conditions governing the contract, then MHA will not be liable for any costs which the Consultant might have incurred.

APPENDIX 1

PRICING SCHEDULE – COMPLETE, SIGN AND RETURN TO MHA

You should provide a fixed price quotation for carrying out a customer satisfaction and opinion survey in line with the project brief.

	Price (£)
Survey and Analysis Total Costs	
Expenses	
Other Costs	
VAT	
Total	
Additional work proposed (if any)	
Survey and Analysis Total Costs	
Expenses	
Other Costs	
VAT	
Total	

Include the VAT (MHA cannot recover VAT)

The rates shall include all normal expenses and disbursements, including travel to and from the MHA area, administration, out-sourcing, typing and printing of reports, analysis presentations and VAT.

I/We hereby certify that the information submitted in and with this tender is true and accurate to the best of my/our knowledge and belief.

Signed _____

Name _____

Position _____

For and on
behalf of _____

CHECKLIST

Information Required	Included
Copy of Audited Accounts	
Have you ever had a contract cancelled or terminated by a client? State Yes or No. If Yes, please advise us of the details.	
Are there any outstanding claims or litigation against you? State Yes or No. If Yes, please advise us of the details.	
Have there been any successful claims or litigation against you during the last three years? State Yes or No. If Yes, please advise us of the details.	
Pricing Schedule including VAT on eligible items (MHA cannot recover VAT) signed and returned.	
Copy of Public Indemnity Cover Note plus Schedule	
The names and contact details (telephone and e-mail) of three previous clients to enable MHA to liaise with them direct (contracts relevant to this type of survey).	
Quality Assessment Criteria Information: <ul style="list-style-type: none"> • Methodology; • Resources; • Technical capability; • Specific experience. 	
Your named contacts and team	
Provide 2 hard copies to be posted to MHA	



89 Lomondside Avenue • Clarkston • Glasgow G76 7UH
t: 0141 577 5933 m: 0778 772 0766 e: widerrolesolutions@yahoo.co.uk

Name

Address Line 1

Glasgow

Postcode

12th December 2019

Dear Tenant,

MILNBANK HOUSING ASSOCIATION - TENANT SATISFACTION SURVEY

Following a tendering process, Milnbank Association have recently commissioned Wider Role Solutions to undertake a comprehensive Tenants Satisfaction Survey between January 2020 and March 2020.

The aim of the survey is to give you the opportunity to give your views on the Association's services.

You will be asked to complete a survey with regards to MHA service provision which includes repair service, value for money, participation etc. This is followed by seeking your views on MHA non-housing community activities, internet access etc.

The survey will only be carried out by representatives from Wider Role Solutions. The names of the surveyors are Gerry Scott and Gerard Scott. This will be done on a face to face basis and we will visit you at home to carry this out. We will provide photographic identification and I have also printed photographs on the back of this letter to confirm our identity.

The surveys may be carried out during evenings and weekends as well as during normal office hours.

We know that completing a survey isn't a main priority for most people however, we would appreciate your time as your views help shape MHA's services.

Your participation in the above is much appreciated. If you have any queries with regards to this please contact Pauline Hamilton, Data Protection Officer, Milnbank Housing Association on 0141 551 8131.

Yours sincerely

A handwritten signature in black ink that reads 'Gerry Scott'.

GERRY SCOTT
MANAGING DIRECTOR – WIDER ROLE SOLUTIONS

MR GERRY SCOTT – WIDER ROLE SOLUTIONS



MR GERARD SCOTT – WIDER ROLE SOLUTIONS

Survey question guide

Question 1 – Overall satisfaction

This question must be asked first in the Survey (as required by SHR guidance) and without any information.

Question 2 – satisfaction at keeping informed about services and decisions

Please provide the following information before asking question 2:

MHA publishes various newsletters, annual report and annual performance report every year and also has a website to provide information.

Bearing in mind all of the ways in which MHA provides information....ask Q2

Question 3 – opportunities to participate in decision making process

Please provide the following information before asking question 3:

I'd like to give you some information about how tenants can be involved in MHAs decision making.

MHA carried out regular tenant surveys about various services either by phone, face to face or online. Any tenant can become a member of the Association, attend the AGM and vote to elect the Management Committee. There are also various focus and scrutiny groups that people can become involved in.

Thinking about the ways in which you can participate.....ask Q3

Question 4 – satisfaction with quality of your home

Please provide the following information before asking question 4:

This question is about the quality of your home, by quality, we mean the general state of repair of your home, and fittings like kitchen units, central heating, bathrooms etc.

With regards to the quality of your home...ask Q4

Question 5 – repairs carried out

Please ask the tenant if they have had a repair carried out in the last 12 months? If they have not moved onto question 7.

Question 6 – satisfaction with repairs service

If the tenant responds yes to question 5 please provide the following information:

Our reactive repairs service deals with repairs you report to MHA eg, central heating not working, or toilet won't flush. This service is not for works like replacing kitchen/bathroom etc.

With regards to repairs carried out.....ask Q6

Question 7 – value for money

Please provide the following information before asking question 7:

With regards to rent being value for money The Association have undertaken numerous works throughout the year to make the rent value for money. These include:

<i>KITCHEN REPLACEMENTS</i>
<i>BATHROOM REPLACEMENTS</i>
<i>ELECTRIC REWIRES</i>
<i>CENTRAL HEATING/BOILER REPLACEMENT</i>
<i>WINDOW REPLACEMENTS</i>
<i>DES INSTALLS/UPGRADES</i>
<i>DES MAINTENANCE</i>
<i>CLOSE TILING</i>
<i>CLOSE PAINTING</i>
<i>SMOKE ALARM SYSTEMS</i>
<i>STRUCTURAL WORK</i>

In addition for the year 2018/19 the Income Maximisation Service brought in over £1m additional income for tenants within the Association.

Taking this into account.....ask Q7

Question 8 – satisfaction with management of the neighbourhood

Please provide the following information before asking question 8:

This question includes how MHA deal with reports of anti-social behaviour, staircleaning, grass cutting, bulk uplift, additional police resources etc.

Please note that MHA do not have responsibility for various issues including bin emptying, car parking, dog fouling etc.

With regards to management of the neighbourhood....ask Q8

DATA PROTECTION AND DATA INPUTTING

The personal information provided to Wider Role Solutions by MHA was issued in the format of an encrypted excel spreadsheet and the password was provided verbally and not included within any written correspondence either by email or letter. A Data Protection Addendum was signed by both parties at the start of the contract as Wider Role Solutions are processing data of behalf of MHA.

Personal information and survey results are held separately, by Wider Role Solutions, with an identifier code, to prevent individuals being identified. As all interviews were conducted face to face there were no missing values or duplicated answers. All data obtained was input alongside the fieldwork to prevent time-consuming work at the end of the process.

The information received will be used for the purposes of obtaining feedback on what tenants think of MHA as a housing provider and as a provider of related services. It will also be used for inclusion within the Annual Return on the Charter (ARC) to provide robust evidence of tenant satisfaction. This information will not be used for any other purpose.