



Tenant Satisfaction Survey Cumulative Report: Insights and Trends

Quarter 2 2024/25

ABSTRACT

Welcome to the overview of tenant satisfaction results for quarter 2 of 2024/25

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Foreword

As part of our commitment to continuously improve our services and better serve our tenants, we are implementing a new approach to our satisfaction surveys. We now conduct a rolling programme of surveys with our tenants, enabling us to promptly identify and address local issues that matter most to our tenants.

Our decision to transition to rolling programme of satisfaction surveys stems from our strategy to put tenants at the heart of everything we do.

By regularly gathering feedback from our tenants, we aim to gain a deeper understanding of their needs and preferences, allowing us to tailor our services accordingly.

We recognise the importance of transparency and accountability, which is why we have committed to sharing cumulative survey results on a quarterly basis. It's essential to note that these results are intended for **informational purposes only**.

We will provide a comprehensive report once we have accumulated a statistically significant sample size, ensuring the accuracy and reliability of the data presented.

We would like to thank all the tenants who took the time to complete the survey, and the local managers who assisted with this.

Tracey Howatt | Director
Customer Experience

Introduction

In compliance with the requirements of the Scottish Housing Regulator, we conduct satisfaction surveys to gauge tenant perceptions of our services.

Beyond regulatory obligations, these surveys serve as a valuable tool for us to engage with our tenants and gain insights into their experience and expectations.

Considering both regulatory requirements and our commitment to tenant-focused service delivery, we have designed our survey to encompass a range of questions aimed at capturing holistic view of tenant satisfaction.

By actively listening to our tenants and acting on feedback, we strive to continuously enhance our services and strengthen our relationship with our tenants.

Quarter 2 results

During Quarter 2 2024/25, tenants at the following developments were offered the satisfaction survey to complete.

- Abercorn Court
- Almondell Court
- Almondvale Gardens
- Ashgrove Court
- Blackfaulds Court
- Brae Court
- Carron Court
- Craigengar Park
- Dickson Court
- Gillie Court
- Gladstone Court
- Grants Bank
- Holmes Gardens
- Inchkeith Court
- Johnny Moat Place
- Kirkland Avenue Court
- Mansewood Court
- Mosside Court
- Ochilview Court
- Pentland View Court
- Prieston Road
- Quayside Court
- Restondene
- South Loch Park
- St Andrews Court
- Stewart Court
- Westport

This represents around 858 tenants. We received 359 responses, which is a response rate of 42%. All tables within this report below show satisfaction of the sample. We will continue to survey tenants and report each quarter, working towards a full population survey before the Annual Return on the Charter is due in 2025.

General satisfaction

Taking everything into account, how satisfied or dissatisfied are you with the overall service provided by Bield?

Sample – very and fairly satisfied: 86.4%

Baseline – very and fairly satisfied: 80.3%

Target – very and fairly satisfied: 84.2%

	Number	%
Very satisfied	172	48
Fairly satisfied	138	38
Neither / nor	27	8
Fairly dissatisfied	13	4
Very dissatisfied	6	2
Don't know	3	1

The general satisfaction rate is higher than the baseline, and exceeds target for this sample.

Keeping tenants informed

How good or poor do you feel Bield are at keeping you informed about the services we provide and the decisions we make?

Sample – very and fairly good: 80.2%

Baseline – very and fairly good: 77.9%

Target – very and fairly good:

	Number	%
Very good	158	44
Fairly good	130	36
Neither / nor	33	9
Fairly poor	17	5
Very poor	11	3
Don't know	10	2

For this sample, the results are slightly higher than the baseline survey.

Communication Preferences

How would you prefer Bield to communicate with you?

Tenants were invited to select as many as relevant. Postal mail and in-person meetings are the preferred methods of communication.

	Number	%
Postal mail	239	60
Email	97	24
In person meetings	181	45
Phone	73	18
Text message	48	12
My Bield Portal	20	5
Other	3	1

It is suggested that we continue using mail and in-person meetings as primary communication methods.

Tenant Engagement and Participation

How satisfied are you with opportunities given to you to participate in Bield's decision-making processes?

Sample: very or fairly satisfied: 56.3%

Baseline: very or fairly satisfied: 57.4%

Target: very or fairly satisfied: 60%

	Number	%
Very satisfied	75	21
Fairly satisfied	127	35
Neither / nor	103	29
Fairly dissatisfied	18	5
Very Dissatisfied	8	2
Don't know	28	8

Satisfaction with tenant engagement and participation is currently below target and has decreased from our baseline measurements. To address this decline, we will continue with our new tenant engagement and participation strategy, which includes organising regional forums. Additionally, we are seeking to gain insights into how tenants perceive engagement. It appears that many may associate it primarily with social activities within their developments rather than involvement in decision-making processes. Understanding this perspective will be crucial in refining our approach and improving overall tenant engagement.

Quality of homes

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

Sample: very or fairly satisfied: 89.4%

Baseline: very or fairly satisfied: 84.4%

Target: very or fairly satisfied: ??%

	Number	%
Very satisfied	161	45
Fairly satisfied	160	45
Neither / nor	20	6
Fairly dissatisfied	6	1
Very dissatisfied	4	1
Don't know	8	2

Satisfaction with quality of homes is high and has improved from the baseline.

It is suggested maintaining current standards and continue to address any issues promptly to keep satisfaction high.

Additionally, we can use positive feedback as a benchmark to further improve the quality of our homes.

Repairs

Around 248 out of 359 tenants had repairs in the last 12 months. Thinking about the last time you had repairs carried out, how satisfied were you with the service provided by Bield.

While the majority of tenants are satisfied with the repairs service, there's a notable percentage that is dissatisfied.

Sample: very or fairly satisfied: 74.1%

Baseline: very or fairly satisfied: 81.5%

Target: very or fairly satisfied: 88.0%

	Number	%
Very satisfied	164	52
Fairly satisfied	102	31
Neither / nor	24	6
Fairly dissatisfied	22	8
Very dissatisfied	9	3
Don't know	38	1

It is suggested that we review and streamline the repair request and execution process to reduce delays and improve quality.

Tenant spending priorities

Tenants were asked to prioritise where to invest money

1	Improvements to heating
2	Improvements to windows and doors
3	New bathrooms
4	New kitchens
5	Upgrades to communal areas
6	Adaptations
7	Improved security
8	Gardens
9	Environmental initiatives
10	Wifi in common areas

Satisfaction with Property Elements (% of respondents)

	Size	Condition	Energy Efficiency	Layout	Outlook	Storage	Communal Areas	Gardens / Grounds	Parking
Excellent	37%	31%	25%	32%		30%	34%	35%	20%
Good	40%	49%	35%	46%		33%	40%	40%	28%
Average	17%	17%	24%	16%		21%	16%	20%	23%
Poor	5%	2%	11%	5%		15%	7%	4%	29%
Excellent or good	77%	80%	60%	78%		63%	74%	75%	48%

Satisfaction with repair process (% of respondents)

	Reporting	Helpfulness of staff	System for arranging repairs	Tradesperson showed ID	Approach	Length of time to carry out repair	Quality of repair	Right first time	Knew contractor was coming	Leaving home clean and tidy	Level of disturbance
Very satisfied	71	78	58	57	61	54	55	55	55	67	59
Fairly satisfied	23	16	30	25	27	31	30	24	24	24	26
Neither / nor	2	4	6	9	8	9	7	10	9	5	9
Fairly dissatisfied	2	1	2	2	1	3	4	5	5	2	2
Very dissatisfied	0	0	2	3	0	1	2	4	4	0	1
Don't know	3	2	2	5	3	2	2	2	3	2	3
Very Satisfied or Fairly satisfied	94	94	88	82	86	85	85	79	79	91	85

- The property element most of the sample were least satisfied with is parking.
- Satisfaction levels for various aspects of the repair process vary but are generally high.
- Some areas may benefit from attention (eg Right first time, Knowing when a contractor is attending, tradesperson showing ID).

Satisfaction with management of neighbourhood

How satisfied are you with Management of Neighbourhood by Bield?

Sample: very or fairly satisfied: 83.0%
 Baseline: very or fairly satisfied: 83.4%
 Target: very or fairly satisfied: ??%

	Number	%
Very satisfied	171	48
Fairly satisfied	127	35
Neither / nor	12	3
Fairly dissatisfied	25	7
Very dissatisfied	3	1
Don't know	21	6

Value for money

Taking everything into account do you think services provided by Bield are value for money? Is it....

Sample: very or fairly good: 70.8%
 Baseline: very or fairly satisfied: 76.2%
 Target: very or fairly satisfied: 82%

	Number	%
Very good	80	22
Fairly good	174	48
Neither / nor	52	14
Fairly poor	23	6
Very poor	8	2
Don't know	22	6

Difference Bield Makes

Tenants were asked to indicate what difference living in a Bield home has made to their life.

Helps you live independently

Sample: strongly agree or agree: 88.8%

	Number	%
Strongly agree	160	46
Agree	149	43
Neither / nor	27	8
Disagree	10	3
Strongly disagree	2	1
Don't know	0	0

Improved financial circumstances

Sample: strongly agree or disagree: 52.6%

	Number	%
Strongly agree	67	20
Agree	107	32
Neither / nor	120	36
Disagree	27	8
Strongly disagree	7	2
Don't know	3	1

Improves your quality of life

Sample: strongly agree or agree: 80.1%

	Number	%
Strongly agree	117	35
Agree	148	45
Neither / nor	53	16
Disagree	11	3
Strongly disagree	2	1
Don't know	0	0

Improves your physical health

Sample: strongly agree or disagree: 49.9%

	Number	%
Strongly agree	56	17
Agree	111	33
Neither / nor	131	39
Disagree	30	9
Strongly disagree	2	1
Don't know	5	1

Safe and secure

Sample: strongly agree or agree: 82.3%

	Number	%
Strongly agree	133	40
Agree	141	42
Neither / nor	39	12
Disagree	14	4
Strongly disagree	3	1
Don't know	3	1

Peace of mind

Sample: strongly agree or agree: 72.6%

	Number	%
Strongly agree	100	30
Agree	141	42
Neither / nor	64	19
Disagree	22	7
Strongly disagree	4	1
Don't know	1	0

Challenges

Tenants were asked to describe their biggest challenges and what they consider important in their living environment. Understanding these priorities will help us tailor services to better meet tenants needs.

Issue	Number
Mobility	66
Health	52
Day to Day	25
Mental Health	13
Being alone	10
Finances	8
Safety	7
Independence	5
Fuel Poverty	5
Transport	2
Technology	1

What is important

Important	Number
Safety & security	82
Relationships and socialising	57
Community	37
Peace & quiet	20
Onsite Staff	17
Close to family	15
Independence	14
Nice environment	11
Location	10
Easy to Access	6
Affordability	6
Upkeep	5

Fuel poverty	2
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How can Bield help?

Tenants were asked how Bield could better support them.

Topic	Number
Staff interaction	7
Improve social activities	7
Improve security	6
Affordability	5
Improve heating	4
Improve Parking	4
More mobility scooter space	4
Improve Gardens	2
Improve communal space	2
Improve Bathrooms	2
Improve meals	1
Sustainability strategy	1
Faster Repairs	1
Laundry Updated	1

Internet access

A significant portion of respondents have internet access, which impacts how they engage with services and social activities.

	Yes	No
Internet Access	217 (57%)	136 (42%)

Common reason for not accessing the internet: Lack of knowledge, no device, cost.

Common online activities: Socialising with friends and family, online banking, online shopping.

Smart speaker ownership: 85 respondents (40%), mainly used for listening to music and setting alarms.

Around **85 tenants** had another piece of **smart tech**.

BR24

When was the last time you used BR24? (around 350 responses)

When was last time you used BR24	No	%
3 months or less	84	25
3 - 6 months	34	10
6 - 9 months	30	9
9 - 12 months	52	16
Never	134	40

A few respondents noted they didn't have an alarm.

Tenants were asked how satisfied they were with BR24.

BR24 Satisfaction	No	%
Very satisfied	131	42
Fairly satisfied	65	21
Neither nor	14	5
Fairly dissatisfied	6	2
Very dissatisfied	3	1
N/A	91	29

Overall satisfaction: 63% of respondents very or fairly satisfied with the service.

Perceived impact on safety and independence: 93% feel safer and more independent

Overall happiness with BR24: 92% are happy with the service.

	Yes	No
Safer and independent	302 (94%)	23 (7%)
Overall, happy with BR24	279 (94%)	17 (6%)

Antisocial Behaviour

The survey addressed experiences and satisfaction with how antisocial behaviour is handled.

Around 78% of respondents reported no antisocial behaviour. That means around 2 out of 10 tenants experience antisocial behaviour.

Of those who had experienced antisocial behaviour, we asked how satisfied they were with out this was handled.

ASB Satisfaction	No	%
Very satisfied	13	18%
Fairly satisfied	20	27%
Neither nor	13	18%
Fairly dissatisfied	14	19%
Very dissatisfied	10	14%
N/A	4	5%

Improvements are needed in handling antisocial behaviour to increase tenant satisfaction.

Equality

The survey collected data on disability and sexual orientation among tenants.

Disability

Respondents were asked if they had a disability

	Number	%
Yes	237	74%
No	85	26%

Common issues: mobility, heart problems, arthritis, dementia, cancer

Core morbidities: several tenants reported multiple health issues.

Sexual orientation

Tenants were asked to share their sexual orientation.

	Number	%
Straight	311	92%
Gay	3	1%
Bisexual	2	1%
Prefer not to say	21	6%

Gender identity: 97% reported being the same gender as assigned at birth.

Conclusion

The Quarter 2 2024/25 Tenant Satisfaction Survey results present a nuanced view of tenants' experiences and highlight areas where Bield is excelling as well as opportunities for further improvements. Overall, general satisfaction with services remains high at 86.4%, surpassing both baseline and target figures, which underscores the effectiveness of current strategies. However, certain areas require focused attention.

Strengths: The high satisfaction rates for general service (86.4%) and quality of homes (89.4%) are particularly encouraging. Tenants expressed strong appreciation for the condition of their homes, and positive feedback here can serve as a benchmark for continuous improvement. Similarly, the feeling of safety and security, with 82.3% of respondents agreeing, reinforces Bield's role in providing peace of mind. The repairs process, though with some dissatisfaction, maintained a majority satisfaction rate of 74.1%, suggesting the need for refinements but overall acceptance of service.

Challenges: Notably, satisfaction with tenant engagement and

participation dipped slightly below the baseline (56.3% compared to 57.4%), pointing to a need for enhanced opportunities for tenants to participate in decision-making processes. Value for money also saw a decline, with only 70.8% of tenants considering services good value, a drop from the baseline of 76.2%, signalling a need for cost-effective measures or clearer communication of service benefits.

The handling of repairs requires improvement, with 74.1% satisfied but a significant 11% dissatisfied. Addressing this gap through streamlining repair requests and enhancing communication around contractor visits could yield higher satisfaction levels.

Areas for Growth: The survey highlighted several key areas for growth. Antisocial behaviour remains a concern for tenants who have experienced it, with mixed satisfaction in how cases are handled. With only 45% expressing satisfaction, more robust reporting systems and follow-ups are necessary. Tackling social isolation is also critical, with tenants requesting more social activities to foster community connections.

In terms of accessibility and digital inclusion, 57% of respondents have internet access, yet many still face barriers like lack of

knowledge or affordable devices. Bield can play a pivotal role in digital literacy training and facilitating access to affordable tech, which could enhance tenants' quality of life.

Recommendations: Moving forward, Bield should focus on the following key areas:

- **Tenant Participation:** Improve engagement opportunities and incorporate feedback into decision-making processes.
- **Value for Money:** Communicate more transparently about service improvements and efforts to ensure affordability.
- **Repairs and Maintenance:** Address dissatisfaction by improving the timeliness and quality of repairs, ensuring contractors provide proper identification, and enhancing communication with tenants.
- **Social Isolation:** Increase social activities to combat loneliness and foster stronger community ties.
- **Digital Inclusion:** Promote digital literacy and assist tenants in overcoming access barriers, helping them engage more fully with services.

Summary

The survey provides critical insights into the tenants' experiences and areas where Bield can improve.

By addressing the highlighted challenges and incorporating the suggested improvements, Bield can significantly enhance the quality of life for its tenants.

Prioritising safety, health, social engagement, financial stability, and digital inclusion will create a more supportive and responsive living environment, fostering greater tenant satisfaction and community well-being.